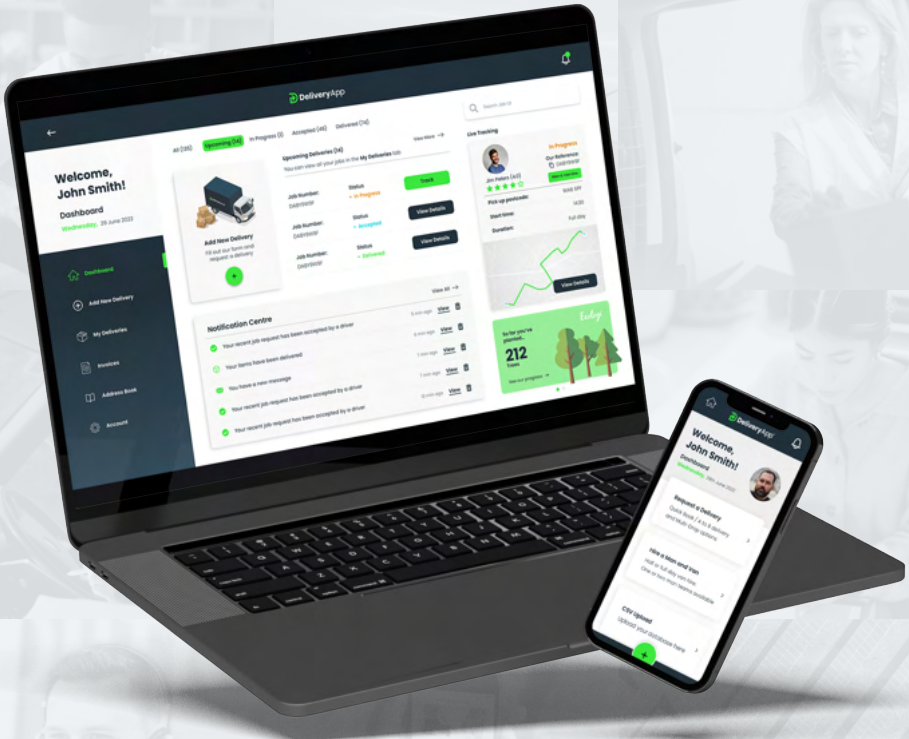


Delivering a better future.



DeliveryApp
certified carbon
neutral deliveries



DeliveryApp
1 tree planted for
every delivery

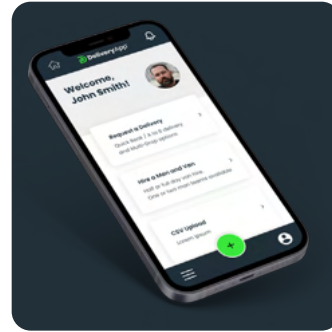


Born from the desire to disrupt an outdated logistics industry through the application of **innovative technology**, and to be the most **ethical delivery platform**, this is the story of **DeliveryApp**.



Powerful delivery solutions, purpose built for everyone

Our mission is to deliver a **better future** through our **sustainability initiatives**, by being the number one **DelTech** business, and being known for the most **ethical treatment** of independent professional drivers and fleets.



DelTech

Our first class, first-to-market delivery technology is the solution to modern delivery problems and the foundation on which our business rests. For far too long, sending and receiving deliveries has been too complex, with no real-time tracking or ways to contact your driver - this is not the case with DeliveryApp. It's one of the reasons why our customers continue to use us.



Drivers

Ethical driver treatment is the DNA of our brand, and the reason why our business was founded. We advocate for a fairer and better treatment of courier drivers, the people who keep Britain moving. No bidding for work, fair and prompt payment and good working conditions. All these things are always and forever available for our drivers.



Diligence

We apply this to everything we do, from our dedicated Operations and Customer Experience Teams ensuring our customers are well looked after, to the way we apply it to our sustainability and decarbonisation commitments, ensuring we play our part to create a greener future. You can depend on our diligence to get it right the first time and every time.

Deliveries simplified.

DeliveryApp provides a solution which connects customers to a network of professional, independent courier drivers within minutes, to get your goods moving fast.

- ➔ Book and schedule deliveries 24 hours a day
- ➔ Instant quotes
- ➔ Easy to book, easy to use
- ➔ Real-time tracking
- ➔ Dedicated Operations Team

Whether you are a business customer or a personal customer, requiring A to B deliveries or complex multi-drops; with **real-time delivery** and tracking information at your fingertips, DeliveryApp makes your same-day deliveries easy and **hassle-free**.



How DeliveryApp works:

Scalable fleet in your pocket

Whatever your requirements, we have a vehicle for your needs including additional vehicle types, such as curtain-sided and tail lifts. We also offer **specialist driver requirements**, such as two-man teams and a white glove service, as well as multiple driver certifications.



Car



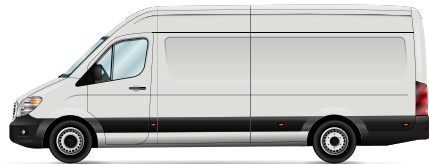
Small Van



Short Wheel Base



Long Wheel Base



Extra-long Wheel Base



Luton Van



7.5 Tonne

Nationwide coverage

At DeliveryApp, we have a self-employed, nationwide driver network, enabling us to offer quick and efficient same-day delivery services to everyone, everywhere.



18,000+
registered drivers



Our drivers average
4.6 out of 5 star
reviews for 2023

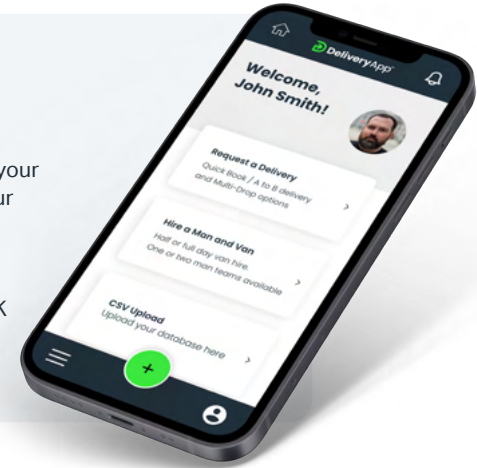


Unlike other companies, we don't use hubs or complex networks. We simply collect and deliver your goods on the very same-day, directly and in a sustainable way.



Why choose DeliveryApp?

- ➔ **Real-time tracking**
Get accurate delivery information and track your items door-to-door. Never wonder where your delivery is ever again.
- ➔ **Nationwide coverage**
From Dundee to Devon, DeliveryApp have UK nationwide coverage, which means you can send and receive goods anywhere in the UK.



A to B

When you book a same-day courier with DeliveryApp, you can be sure your items will be transported safely and securely from A to B by a fully-vetted and professional driver.



Multi-drop

Multiple drops delivered on one route, all confirmed with a photographic proof of delivery and signature. Drivers are fully-vetted and visible with live tracking.



Day Hire

Need an extra pair of hands to give you a lift? Hire a man and van to help you get you on the move. With affordable rates and flexible options, it couldn't be easier. We also have two-man teams for heavier items.



Specialist

Our trusted and secure specialist courier services cater for shipments that require that little bit of extra care and sensitivity. With fully-qualified drivers, you can be sure to trust us to support your specific business needs.

Our e-commerce solution

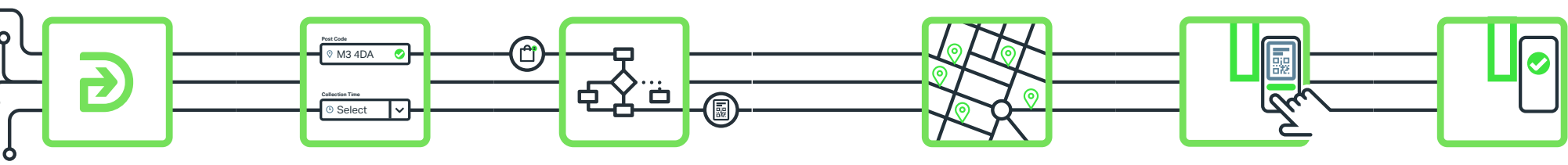
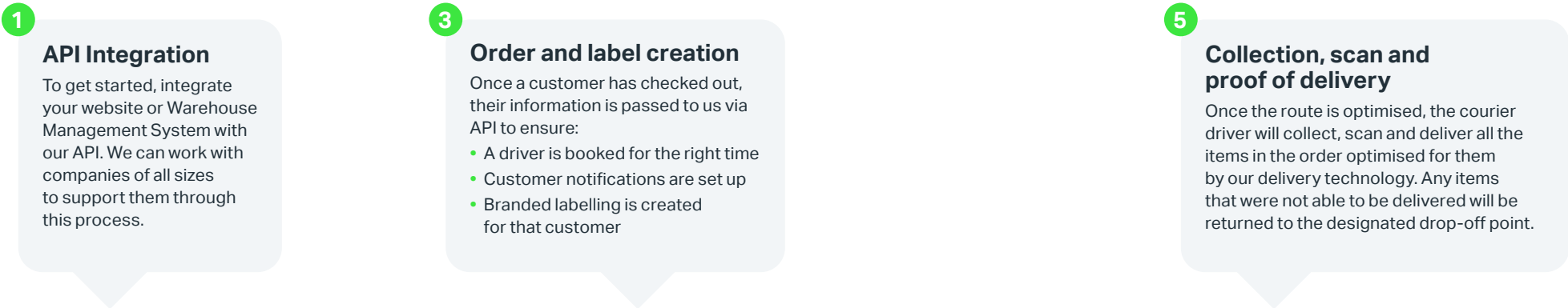


Integrated into your website or Warehouse Management System, this solution brings same-day delivery to your customers at **competitive prices**, inline with traditional overnight carrier solutions. Fully-labelled, tracked and with inflight consumer notifications and updates.

API Integration

Advanced technologies to streamline the booking process and consolidate deliveries in a user-friendly dashboard, with innovative features that help businesses scale.

Some of our warehouse management integrations:



1 API Integration
To get started, integrate your website or Warehouse Management System with our API. We can work with companies of all sizes to support them through this process.

3 Order and label creation
Once a customer has checked out, their information is passed to us via API to ensure:

- A driver is booked for the right time
- Customer notifications are set up
- Branded labelling is created for that customer

5 Collection, scan and proof of delivery
Once the route is optimised, the courier driver will collect, scan and deliver all the items in the order optimised for them by our delivery technology. Any items that were not able to be delivered will be returned to the designated drop-off point.

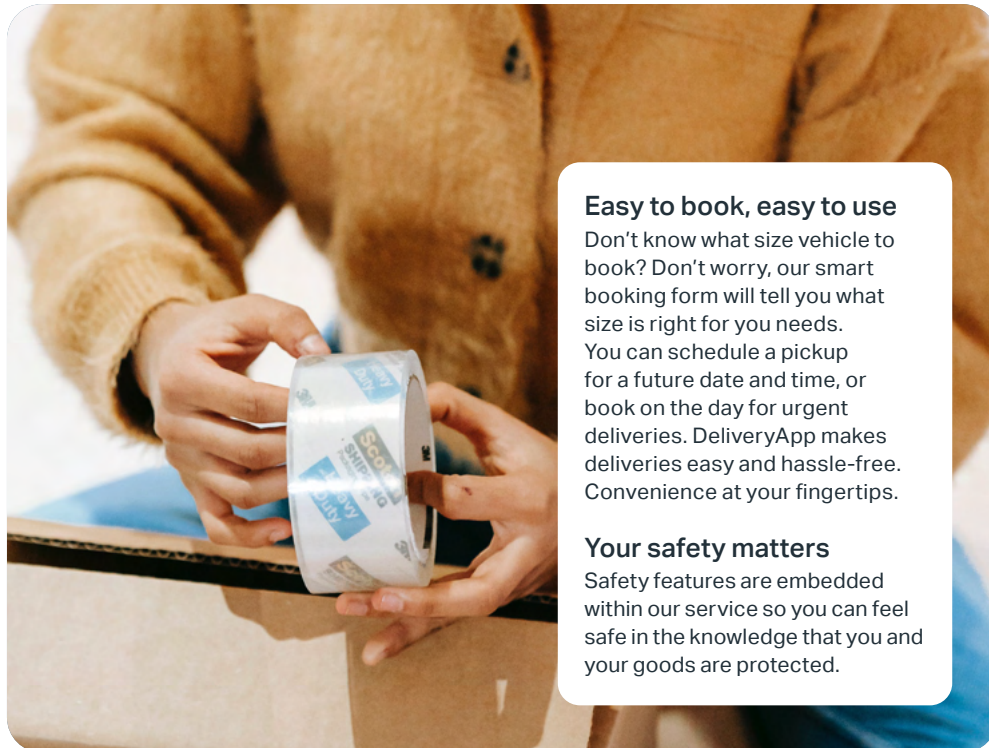
2 Select postcode and collection times
Once the API is fully integrated, working with your DeliveryApp representative we will preset postcode availability and collection times. If all the booking criteria match, your customer is offered the same-day delivery option at checkout.

4 Route creation*
30 minutes before the driver collects customer orders from your warehouse or designated pick-up point, the driver's route is created and optimised by our technology, ready for the goods to be collected.

Note: You can choose the number same day delivery periods that you need, according to your business requirements.

From picking up your latest online marketplace purchase, to a two-man team to help with heavier items, we help our customers move everything and anything.

Our customers continue to trust us to deliver their precious and sentimental items like gold medals and engagement rings, to perfectly practical things like sofas and plants.

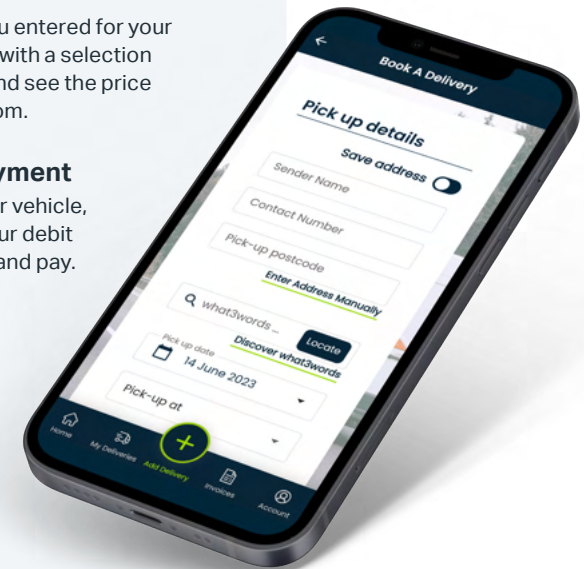


Easy to book, easy to use
 Don't know what size vehicle to book? Don't worry, our smart booking form will tell you what size is right for you needs. You can schedule a pickup for a future date and time, or book on the day for urgent deliveries. DeliveryApp makes deliveries easy and hassle-free. Convenience at your fingertips.

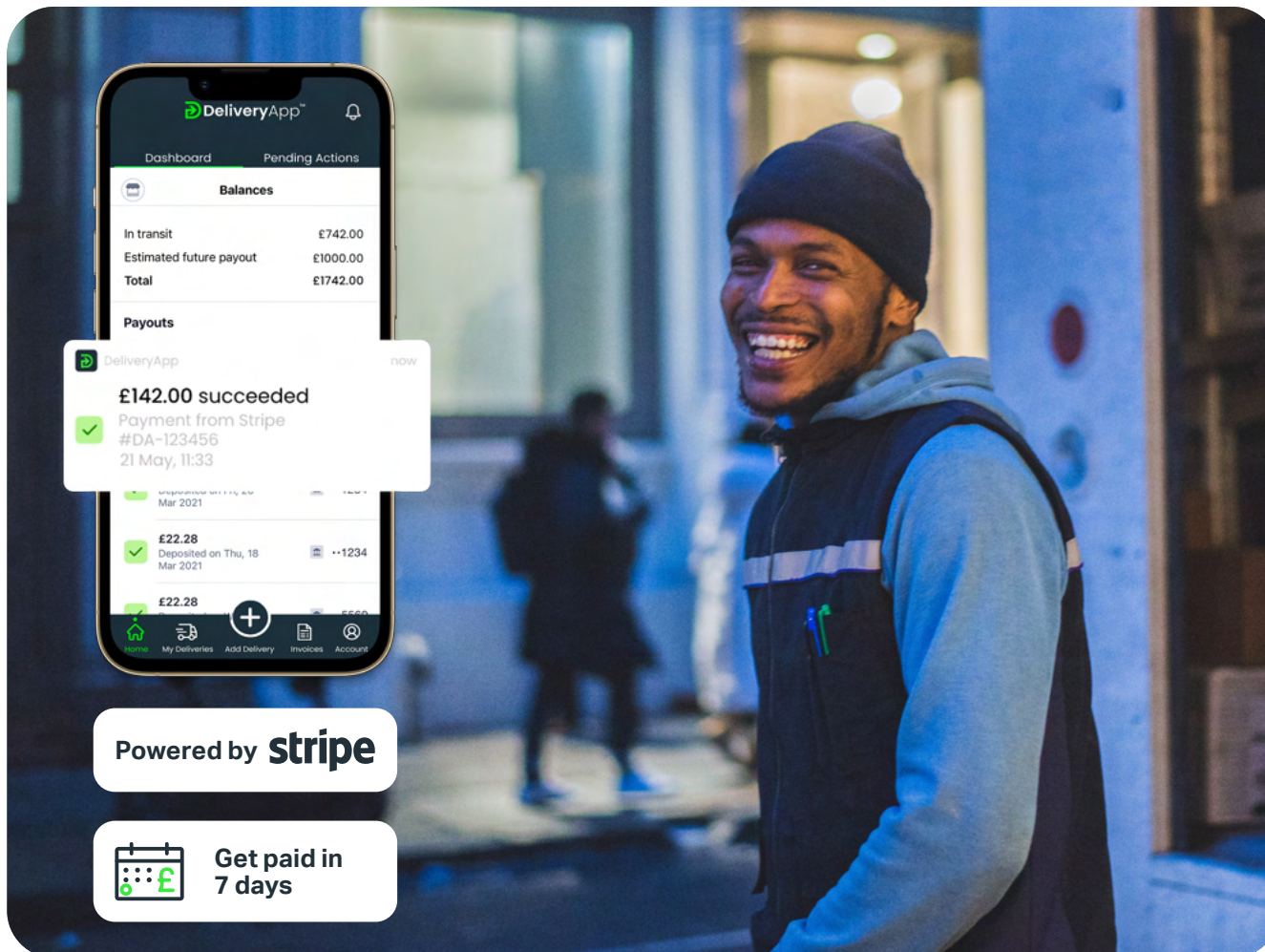
Your safety matters
 Safety features are embedded within our service so you can feel safe in the knowledge that you and your goods are protected.

How DeliveryApp works for you

- 1 **Register as a user or book and checkout as a guest**
 Choose to book as a guest, or to benefit from full tracking visibility and access to your order history, complete the simple account sign-up form.
- 2 **Fill in the sender's details and the recipient's details**
 Simply add the pick-up and drop-off details to the form to get started. Multiple drop-offs? No problem, just add all your drops to the form.
- 3 **Select your type of delivery**
 Quickly customise your delivery options using our easy multiple-choice options; select size, weight, quantity, and choose if you need help loading and/or unloading.
- 4 **Select your vehicle**
 Based on the description you entered for your items, you will be presented with a selection of suitably sized vehicle(s) and see the price of each for you to choose from.
- 5 **Confirm and make payment**
 Once you have selected your vehicle, simply add the details for your debit or credit card, then confirm and pay.
- 6 **Track your delivery**
 If you created an account, you will be able to fully track your delivery door-to-door, and have the ability to communicate with your driver.



Underpaid, overworked and unreasonable demands. This is the reality for many delivery drivers in the industry.



DeliveryApp was born from a desire to change these bad practices and working conditions. Putting ethics at the heart of everything we do, we have developed a fair and **ethical logistics platform** that addresses these issues and creates a **positive working environment** for drivers.

Fair and fast payment

DeliveryApp ensures a fair pay policy for drivers. Drivers are paid a fair, set price per mile. We also ensure that drivers are paid for all the work they do. Our transparent solution gives drivers the ability to log extra mileage, waiting times and handballing. We never expect drivers to undertake unpaid work, ever.

No driver bidding for work

We're not and will never be a bidding platform. Job bidding is a race to the bottom, where drivers can end up earning far less than minimum wage. With DeliveryApp, there are no subscription fees for drivers to join and they do not bid for jobs; they merely accept the jobs that suit them on a first come, first served basis.







Good working conditions

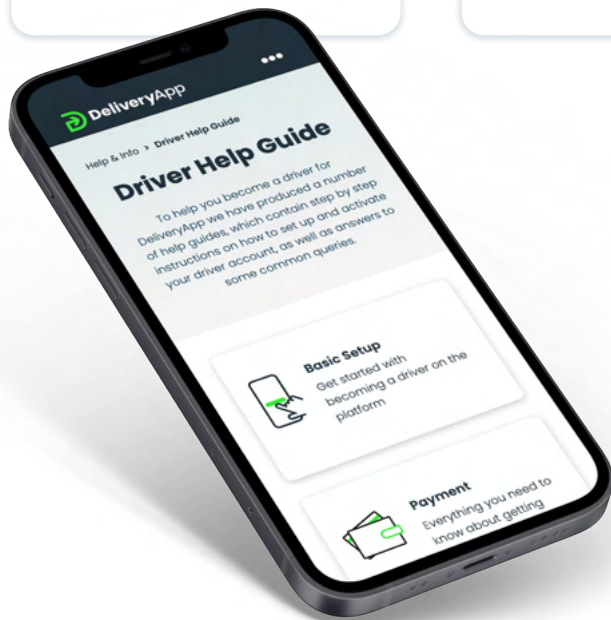
We limit the number of drops, miles and hours that can be worked in day. Our system will not allow jobs to be booked that exceed these limits. By limiting these we also ensure that lunch hours and breaks are accounted for. Drivers are not obliged to accept work they do not want to take; they can work when and where suits them.

Driver onboarding and support

Behind the tech, there is a team made up of real people, who oversee all orders. They ensure that DeliveryApp customers have a **great experience** using our service, and that our drivers feel supported and cared for.

- ➔ Specialist Driver Onboarding Team
- ➔ Dedicated Operations Team
- ➔ Round-the-clock support provided
- ➔ Direct line for on-job support
- ➔ Compliance checks

 <p>Basic setup Get started with becoming a driver on the platform</p>	 <p>Payment Everything you need to know about getting paid</p>	 <p>Insurances Make sure you're protected out on the road</p>
 <p>Troubleshooting Problems with the app or need some help?</p>	 <p>What you will need Check you have got everything before you start</p>	 <p>what3words How it can benefit drivers and how we use them</p>



Fully-vetted

All drivers undertake 'Know Your Customer' (KYC) checks before being activated on the platform.

Biometric identification

Live face identification checks against a government issued ID.

Right-to-work

All drivers are checked against a government database to ensure they have the right to work in the UK.

Documentation

Our dedicated Onboarding Team ensure all required driver documents are complete, in-date, correlate and are safely stored in our secure database.

Licence checks

All driver licences are checked against the DVLA database and drivers with specific licence endorsements are prohibited from joining.

Insurance

'Hire and Reward' and industry leading levels of 'Goods in Transit' starting at £10k for vans and £250 for cars.

Vehicle checks

Proof of vehicle ownership or lease entitlement, MOT, tax checks and requirement to upload photos of their vehicles onto the app with checks to ensure the vehicle matches documentation.

Bespoke features

Where specific training or specialist additional transport requirements are needed, such as DBS checks for drivers.

System deactivation for non-compliance

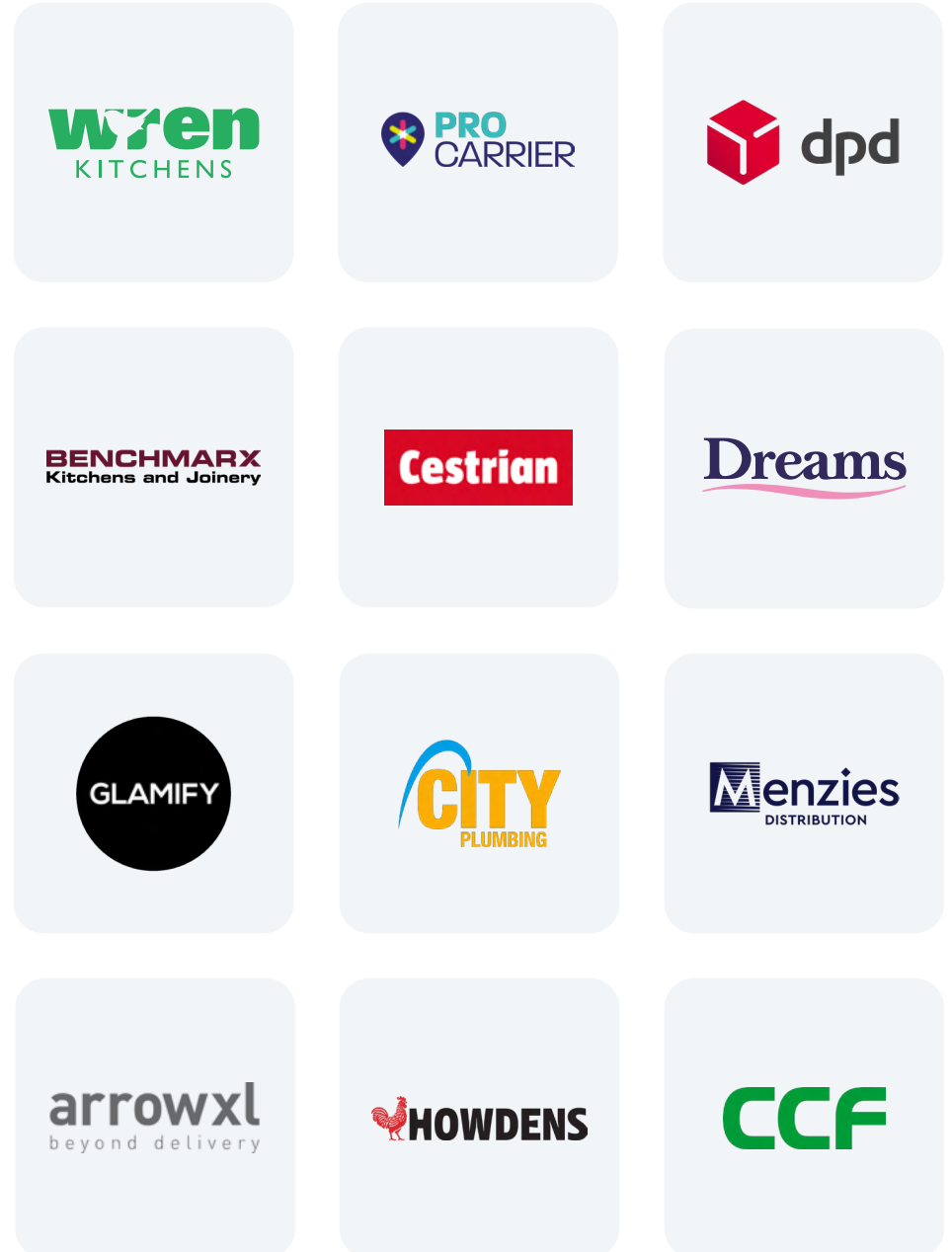
Automatic monitoring and deactivation of drivers with expired documents and diarised vehicle check code refreshes.

Customer review of driver

Ability for customers to leave reviews of the drivers and action taken against poor reviews.

We're in good company

DeliveryApp has completed thousands of jobs across the country and is building upon its promise to **deliver good**. We're proud of the service we deliver – here's just some of our customers.



I booked online late in the day for an emergency delivery. The driver arrived really quickly and couldn't help enough with loading the products into the van. I cannot fault the service and wouldn't hesitate to use them again.

Peter Jones
Branch Manager



Our technological partners

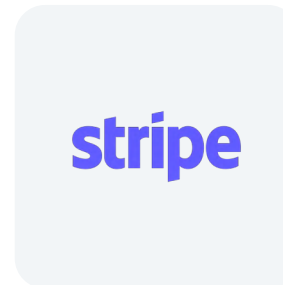
As we continue to showcase how our delivery technology is **transforming the same-day delivery and logistics industry** in the UK, we are proud to partner with technologies that allow us to expand our network.



By providing the capability for its customers to use what3words, DeliveryApp is demonstrating how they are embracing and adopting new technologies to enhance the customer experience and gain efficiencies in their operations.

Jennifer Christie

Partner Success - eCommerce & Logistics



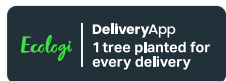
Caring for the planet

Here at DeliveryApp, we care not only about our customers and our drivers, but also about our planet.

Our vision is to deliver a positive impact on the world, so we have made it our mission to be the most sustainable delivery business in the world.

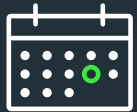
We are proud to say we plant one tree for every completed delivery. We do this through our partnership with Ecologi. All DeliveryApp deliveries are carbon neutral. This means we calculate the carbon emissions incurred in every delivery and reduce an equivalent volume of emissions of carbon dioxide from the atmosphere. We do this through investment in carbon reduction programmes, facilitated through our partnership with Carbon Neutral Britain.

As a Carbon Neutral Britain partner, the money we invest goes towards supporting projects that are certifiable in helping deliver the United Nations Sustainable Development Goals (SDGs).



Deliveries simplified.

DeliveryApp gives **peace of mind** to your same-day deliveries with a 24-hour, easy to use booking platform, nationwide coverage, live driver tracking, in-app communication and real-time, geo-located proof of delivery.



Book & schedule deliveries 24 hours a day



Real-time tracking



Nationwide coverage



No hubs - direct deliveries



Fully-vetted drivers



Competitive prices



Same-day deliveries made easy




Easy booking, easy tracking




Carbon
Neutral
Britain



CERTIFIED CARBON
NEUTRAL BUSINESS

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 /deliveryappuk

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