



IMPACT REPORT: HOW FLEX COMPANIES HONOR AND SUPPORT AMERICA'S VETERANS

Those who serve in America's Armed Forces keep our nation safe and free, and the app-based industry is committed to honoring their bravery and sacrifice. Flex member companies will always stand to support our community of veterans, service members, and military families.

App-based work provides the military community with opportunities to earn income on their own terms – with the added flexibility to continue their education, support family needs, and thrive as they transition from service to civilian life. Moreover, app-based companies continue to give back to this community – from connecting veterans to employment, health care, and housing opportunities to partnering with organizations that dedicate essential resources to veterans and their families.

Read more about the commitments our member companies are making towards the men and women who defend our freedoms:

DOORDASH

DoorDash has committed to taking the Veteran Hiring Pledge to actively hire veterans of the U.S. Armed Forces, and according to DoorDash's national Dasher survey, 15% of Dashers report being veterans and/or having veterans in their household.

DoorDash was also inducted into the Department of Defense's Military Spouse Employment Partnership (MSEP) Program, continuing its efforts to hire military members and spouses. In addition to earning opportunities, DoorDash has worked to provide access to meals and essential items to veterans and their caregivers. Starting in September 2020, DoorDash's Project DASH delivered weekly meals to veterans experiencing food insecurity through a year-long partnership with the Department of Veterans Affairs and United Way of Northeast Florida. Through their Community Credits program, DoorDash donated \$50,000 in Community Credits to the Elizabeth Dole Foundation, which supports military caregiver families. And, Operation Homefront, a non-profit serving military families, was featured in the Dasher Giveback Sweepstakes earlier this year, in which Dashers were able to direct donations to causes that are important to them. The company provided \$100,000 total to two veterans organizations selected by Dashers.



Learn more about Dashers who are service members and veterans:

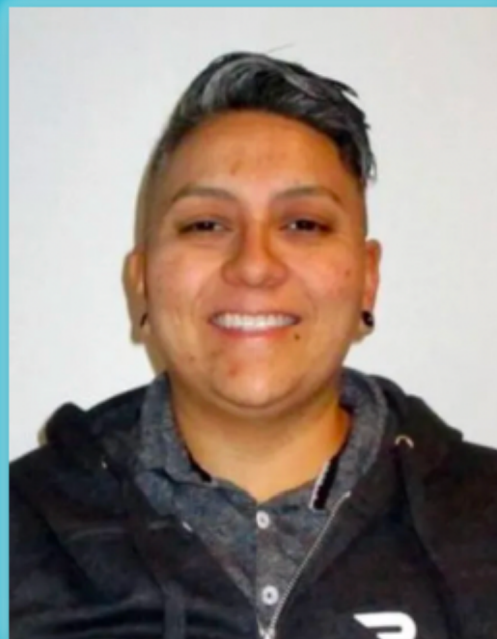
“I choose to work at DoorDash because it is a company that has been building that Veteran acknowledgement. At DoorDash, Veterans will be welcomed into the DoorDash family! Having that support within this company and that feeling that everyone is an important part of DoorDash is something special. Thank you DoorDash and all the Veterans!!”

- Michael Molland,
U.S. Navy veteran and Merchant Experience Partner

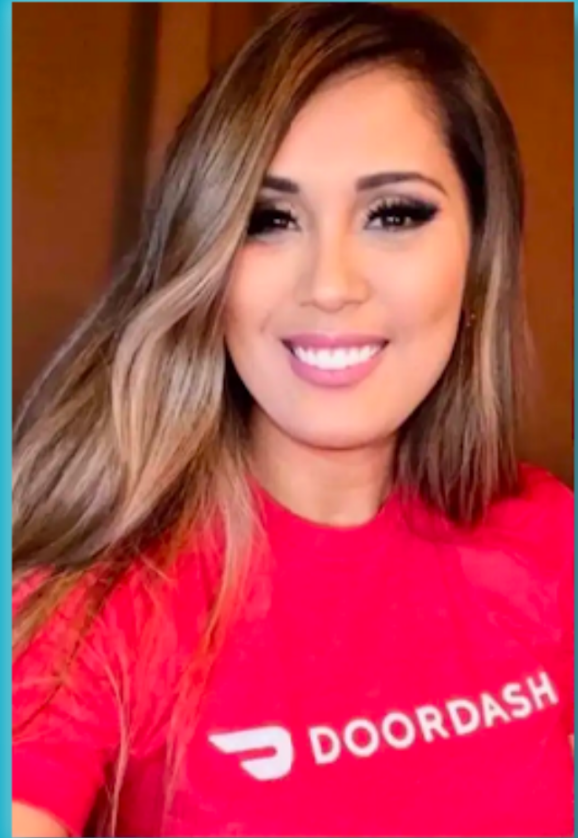


“I chose DoorDash as an employer because of the culture and overall energy I felt when I walked onto the floor for my interview. It was exhilarating and refreshing to see so many people happy and vibing so well while working. In the military, one of the best things you get is the connection you make with those you work with; you become a family. DoorDash was the first place after my military career to really feel like a family. Everyone cares for one another and it truly is one team, one fight. As this company grows and creates more support for all veterans, the culture and those attachments will grow with it.”

- Veronica Calderon, U.S. Navy veteran and Merchant Services Training Senior Team Lead



“ I joined DoorDash because of my interview with my boss and team members. I could tell that this team felt like home and that I would be supported and encouraged to succeed. In my interview, I made it well-known that hiring and supporting the military community was a passion of mine. I am a Sourcing Specialist II on the New Business Verticals team, and I also serve in the Air Force Reserves. My position supports the recruiting strategies and operations for DashMarts and DoorDash Kitchens. Because I am a service member and former military spouse, I am able to read military resumes, am knowledgeable of military jobs, and can attest to the



troubles the military community faces in regards to the civilian workforce. My leadership team has used my unique knowledge to help create processes and strategies to recruit veterans and military spouses. I can genuinely say that I love my job at DoorDash and that I am 100% supported by my immediate leadership, encouraged to find my passion in my role and then run with ideas that I'm interested in pursuing.”

- Cassie Cristo, US Air Force Reservist and New Business Verticals Sourcing Specialist II

INSTACART

Instacart is committed to supporting military personnel and their families and sees their role in bolstering this community as a cornerstone of their culture as they continue to “Grow the Pie” within their company. In addition to offering veterans and military spouses with flexible earning opportunities, the company also recently launched its Military Employee Resource Group, a community dedicated to embracing and empowering members of the military, veterans, their families, and all those who support them.

Instacart matches 100% of all employee donations up to \$1,000 per year to charitable nonprofits including organizations recognizing and supporting veterans, such as Iraq And Afghanistan Veterans Of America Inc., Homes For Our Troops Inc., National Veterans Foundation Inc., and the Gary Sinise Foundation, just to name a few.

Learn more about Instacart shoppers who are veterans:

“ I'm a U.S. Army veteran, and service has always been a priority for me. So I love that I get to serve people from all backgrounds while shopping with Instacart -- whether they are older, have kids like me, or simply can't risk going to the store during the pandemic. Because I get to create my own schedule each day, I never have to worry about missing out on my kids' sporting events and can take care of my mother and aunt whenever they need me. I also love that it gives me the flexibility to run my own small business on the side.”

- Tania H., U.S. Army veteran and Instacart Shopperr



“As a disabled United States veteran, shopping on the Instacart platform has been a true lifesaver. Not only do my earnings help supplement my pension, but shopping provides much-needed structure to my day and has helped me enter the middle class.”

-Benjamin C., U.S. veteran and Instacart Shopper



Learn more about how Instacart supports veterans from one of the company's Military ERG Leads:

“When I'm shopping in my local store, customers and employees recognize me and always want to see what I am wearing that day. Recently, a grandmother came up to me to tell me how much she appreciated my colorful outfits because they gave her grandson the confidence to not care what other people think of you.

Several people have also told me when they were having a bad day, they saw me in my outfit and it just made them smile and laugh. In the end, my goal is to deliver smiles alongside my groceries, because sometimes I'm the only interaction people experience in a day.”

- Abby Majlak,
Military spouse, Co-Lead of Instacart's Military Employee Resource Group,
and Director of Government Affairs



LYFT

At Lyft, 8.6% of Lyft drivers are veterans, and Lyft is teaming up with the federal government and community partners to support veterans, service members, and their families in a variety of ways. Through the company's "Round Up & Donate" program, Lyft riders can donate to the United Service Organizations (USO), which supports service members and their families. In addition, Lyft partners with the Department of Veterans Affairs (VA) to address veteran homelessness. Veterans enrolled in Veteran Health Administration's Homeless Program may be eligible for transportation assistance getting to and from their place of employment, health care and home following their discharge from care.

Lyft also engages with Team Rubicon, an organization that mobilizes veterans during disasters, to provide transportation support to first responders and volunteers, so we can collectively help affected communities. Lyft has donated free or heavily discounted ride codes to nonprofit partners whose communities traditionally face barriers when getting to the polls, including the Warrior Scholar Project, a veterans organization. And, in an effort to introduce transit solutions and an economic opportunity to military and civilian personnel and their families, Lyft and the Department of Defense launched a demonstration at Camp Pendleton in 2018 to make it easier to pick up and drop off passengers on military installations.

Learn more about a Lyft veteran:

“I drive for Lyft because it allows me to have more control of my time and still pursue my dreams of being a chef and business owner.”

-Kevin Martinez, U.S. Navy veteran



SHIPT

Approximately five percent of Shipt Shoppers are veterans, and the company sponsors an internal employee group – comradeshipt – as a community for veterans, active duty, military families, and supporters to connect. Support for this group includes guest speakers, volunteer opportunities, and donations, and Veterans Day is a company holiday.

Learn more about Shipt shoppers who are veterans or military spouses:

“As a veteran and avid runner, I started wearing tutus during the Veterans Memorial 150, a 150-mile race across Michigan that serves the veteran community. So, when I started shopping for Shipt, it felt like a natural fit to sport my fun and outlandish costumes during my day-to-day shops and deliveries... In the end, my goal is to deliver smiles alongside my groceries, because sometimes I’m the only interaction people experience in a day.”

- Robert “RJ” Woldhuis, Veteran



“I started Shipt shopping when my husband, who is active duty military, was stationed 3,500 miles away in Alaska, and we suddenly had two sets of living expenses. My daughter is a professional track ballet dancer, so I started doing Shipt in the evenings while she was at her dance classes. The flexibility worked perfectly along with the ability to work some weekends when unexpected expenses came up.”

- Ashley-Ann Woods, military spouse and Shipt shopper in South Carolina

UBER

While Uber has been active in the US armed forces community going back to 2014, recently it undertook a more direct approach in assisting the underrepresented community through its Global Military, Veteran, and Partner (MVP) program.

Started in 2020 and headed by Michael Pett, a 21-year disabled veteran of the US Army, the MVP program aids and assists those transitioning from service or looking for their next opportunity. In two short years Uber has gone on to become a DoD Skill Bridge Partner, a Military Spouse Employment Partner (MSEP), and is now recognized as a Military Friendly Employer and a Military Spouse Friendly Employer for 2022. While this targets the internal workings of Uber, the team and the Veterans@Uber Employee Resource Group is also very active in working with the heartbeat of the company: its earners.

Going even further, Uber also routinely engages with earners on its platform from the armed forces communities and includes them in speaking engagements, promotes unique opportunities for professional development, and helps them continue their education through a partnership with Arizona State University.

Learn more about a leader behind Uber's work with veterans:

Keefe Murtaugh manages Enterprise Partnerships for Uber Freight with some of the biggest brands in grocery, big box retail, and CPG—and he has been Co-Chair of the Veterans@Uber Employee Resource Group since January 2020.

Based in Chicago, he leverages his past experience as a Director of Business Development at a prominent 3rd Party Logistics firm coupled with his service in the military to create, develop, integrate, and scale bespoke supply chain & transportation solutions for his clients to enable their continued growth.

A US Naval Academy graduate, Keefe served on active-duty for 5 years as an infantry officer with 2nd Battalion, 7th Marines and deployed to the Western Pacific, Middle East, and Central Asia. In addition to his role at Uber, he continues his service as an officer in the US Marine Corps Reserves, and remains dedicated to mentoring transitioning service members.

