



Independent Contractors v. Employee Drivers

Why doesn't NJLS use more IC's? After all, they *are* cheaper. *FedEx* does. *Most* of the regional delivery services do. *Amazon* uses thousands every day.

Three primary reasons:

1. Professionalism

NJLS is a *professional* courier. It doesn't go to massive consumer-item warehouses, pick up whatever and deliver those whatever wherever. NJLS has clients, long-standing clients who are lawyers, doctors, pharmacists, accountants, engineers, state and local administrative personnel, medical clinics, hospitals. We are not a wholesale distribution business. We are a time-critical business and our deliveries can affect lives. Our drivers *are* NJLS. When they enter a professional office they need a professional demeanor and understand what they pick up and deliver matters, whether it is medicine, a permit application, settlement papers, checks. We don't just deliver 'stuff'.

2. Control

Our clients expect us to be in control of what happens. You can't properly do that using Independent Contractors. Sure, you can control some things, but they can also tell you "No...I'm *not* going there. *Not* today. Maybe *not* tomorrow. Oh, btw, I'm *taking off* for the next two weeks."

You can't make an IC wear your uniform. You can't make them put your logo on their truck. You can't make them do anything they don't want to do. You can't say "speak nicely." You can't say

“Listen...sometimes the client needs a couple minutes to get things ready. You gotta hang around a bit.” Actually I guess you can say that. You just can’t enforce it.

All you can do is not use them anymore and scramble around to find new ones. And if they do everything you want them to, you run the real risk the State will come back at you and say

“See? You are treating them as employees. Give ‘em what your employees get.”

They have no loyalty to you, nor should they. You are not giving them paid holidays; you are not providing a mostly company-paid, excellent health plan. They have to use their vehicles, pay their gas and tolls. Replace their tires.

Our drivers work hard. They don’t make a fortune but we never have a shortage of applicants because our drivers are our colleagues. We have pride in what they do and they have pride in their own work.

3. The Bottom Line

From a strictly balance sheet standpoint ours is hurt using employees. *We* lease the vehicles. *We* pay the gas, the tolls. *We* fix the flats and do the oil changes. *We* pay the hundreds of thousands every year for car insurance. *We* provide benefit plans and pay a whole bunch of taxes.

But you know what? *Our customers stick*, because they see the pride we take, appreciate the efforts made by our drivers and know they won’t get that kind of service from a company relying on Independents. Heck, we don’t even charge more. We just want a client to stay a client. And every year, 99% of them do.

Robert W. Pladek
President
NJLS
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rpladek@njls.com

about NJLS:

Celebrating its 88th anniversary, NJLS is an award-winning courier, efilig and service of process provider, offering cost-effective pickup and delivery to a broad range of businesses, medical and health care providers, municipalities, state government agencies and law firms. Run by third-generation owners, NJLS primarily employs (“EMPLOYS”) its professional courier staff and leases its own vehicles. Continually voted #1 courier by one of our largest constituent groups, NJ lawyers.