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Type 2 SOC 2

Prepared for:

Roadie, Inc.

Year:

2026

ROADIE
A UPS Company

REPORT ON ROADIE, INC.'S DESCRIPTION OF ITS SYSTEM AND ON THE SUITABILITY OF THE DESIGN AND OPERATING EFFECTIVENESS OF ITS CONTROLS RELEVANT TO SECURITY, AVAILABILITY, CONFIDENTIALITY, AND PRIVACY

Pursuant to Reporting on System and Organization Controls 2 (SOC 2) Type 2 examination performed under AT-C 105 and AT-C 205

June 1, 2025 to May 31, 2026

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SECTION 1

ASSERTION OF ROADIE, INC. MANAGEMENT

ASSERTION OF ROADIE, INC. MANAGEMENT

June 10, 2026

We have prepared the accompanying description of Roadie, Inc.'s ('Roadie' or 'the Company') Logistics Management and Crowdsourced Delivery Platform Services System titled "Roadie, Inc.'s Description of Its Logistics Management and Crowdsourced Delivery Platform Services System throughout the period June 1, 2025 to May 31, 2026" (description) based on the criteria for a description of a service organization's system in DC section 200, *2018 Description Criteria for a Description of a Service Organization's System in a SOC 2® Report* (AICPA, *Description Criteria*) (description criteria). The description is intended to provide report users with information about the Logistics Management and Crowdsourced Delivery Platform Services System that may be useful when assessing the risks arising from interactions with Roadie's system, particularly information about system controls that Roadie has designed, implemented, and operated to provide reasonable assurance that its service commitments and system requirements were achieved based on the trust services criteria relevant to Security, Availability, Confidentiality, and Privacy (applicable trust services criteria) set forth in TSP section 100, *2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy, (AICPA, Trust Services Criteria)* and Roadie's compliance with the commitments in its Privacy Notice throughout the period June 1, 2025 to May 31, 2026.

Roadie uses Amazon Web Services, Inc. ('AWS') and Google Cloud Platform ('GCP') to provide cloud hosting services (collectively, the 'subservice organizations'). The description indicates that complementary subservice organization controls that are suitably designed and operating effectively are necessary, along with controls at Roadie, to achieve Roadie's service commitments and system requirements based on the applicable trust services criteria and Roadie's compliance with the commitments in its Privacy Notice. The description presents Roadie's controls, the applicable trust services criteria, and the types of complementary subservice organization controls assumed in the design of Roadie's controls. The description does not disclose the actual controls at the subservice organizations.

The description indicates that complementary user entity controls that are suitably designed and operating effectively are necessary, along with controls at Roadie, to achieve Roadie's service commitments and system requirements based on the applicable trust services criteria and Roadie's compliance with the commitments in its Privacy Notice. The description presents Roadie's controls, the applicable trust services criteria, and the complementary user entity controls assumed in the design of Roadie's controls.

We confirm, to the best of our knowledge and belief, that:

a. the description presents Roadie's Logistics Management and Crowdsourced Delivery Platform Services System that was designed and implemented throughout the period June 1, 2025 to May 31, 2026, in accordance with the description criteria.
b. the controls stated in the description were suitably designed throughout the period June 1, 2025 to May 31, 2026, to provide reasonable assurance that Roadie's service commitments and system requirements would be achieved based on the applicable trust services criteria, if its controls operated effectively throughout that period, and if the subservice organization and user entities applied the complementary controls assumed in the design of Roadie's controls throughout that period.

c. the controls stated in the description operated effectively throughout the period June 1, 2025 to May 31, 2026, to provide reasonable assurance that Roadie’s service commitments and system requirements were achieved based on the applicable trust services criteria, if complementary subservice organization controls and complementary user entity controls assumed in the design of Roadie’s controls operated effectively throughout that period.

d. we complied with the commitments within the Privacy Notice, in all material respects, throughout the period June 1, 2025 to May 31, 2026.

Dennis Moon

Dennis Moon
Chief Operating Officer
Roadie, Inc.

SECTION 2

INDEPENDENT SERVICE AUDITOR'S REPORT

INDEPENDENT SERVICE AUDITOR'S REPORT

To: Roadie, Inc.

Scope

We have examined Roadie's accompanying description of its Logistics Management and Crowdsourced Delivery Platform Services System titled "Roadie, Inc.'s Description of Its Logistics Management and Crowdsourced Delivery Platform Services System throughout the period June 1, 2025 to May 31, 2026" (description) based on the criteria for a description of a service organization's system in DC section 200, *2018 Description Criteria for a Description of a Service Organization's System in a SOC 2® Report* (AICPA, *Description Criteria*), (description criteria) and the suitability of the design and operating effectiveness of controls stated in the description throughout the period June 1, 2025 to May 31, 2026, to provide reasonable assurance that Roadie's service commitments and system requirements were achieved based on the trust services criteria relevant to Security, Availability, Confidentiality, and Privacy (applicable trust services criteria) set forth in TSP section 100, *2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy* (AICPA, *Trust Services Criteria*) and Roadie's compliance with the commitments in its Privacy Notice throughout the period June 1, 2025 to May 31, 2026.

Roadie uses AWS and GCP to provide cloud hosting services. The description indicates that complementary subservice organization controls that are suitably designed and operating effectively are necessary, along with controls at Roadie, to achieve Roadie's service commitments and system requirements based on the applicable trust services criteria and its compliance with the commitments in its Privacy Notice. The description presents Roadie's controls, the applicable trust services criteria, and the types of complementary subservice organization controls assumed in the design of Roadie's controls. The description does not disclose the actual controls at the subservice organizations. Our examination did not include the services provided by the subservice organizations, and we have not evaluated the suitability of the design or operating effectiveness of such complementary subservice organization controls or AWS and GCP's compliance with the commitments in its Privacy Notice.

The description indicates that complementary user entity controls that are suitably designed and operating effectively are necessary, along with controls at Roadie, to achieve Roadie's service commitments and system requirements based on the applicable trust services criteria and Roadie's compliance with the commitments in its Privacy Notice. The description presents Roadie's controls, the applicable trust services criteria, and the complementary user entity controls assumed in the design of Roadie's controls. Our examination did not include such complementary user entity controls and we have not evaluated the suitability of the design or operating effectiveness of such controls.

Service Organization's Responsibilities

Roadie is responsible for its service commitments and system requirements and for designing, implementing, and operating effective controls within the system to provide reasonable assurance that Roadie's service commitments and system requirements were achieved. Roadie has provided the accompanying assertion titled "Assertion of Roadie, Inc. Management" (assertion) about the description and the suitability of design and operating effectiveness of controls stated therein. Roadie is also responsible for preparing the description and assertion, including the completeness, accuracy, and method of presentation of the description and assertion; providing the services covered by the description; selecting the applicable trust services criteria and stating the related controls in the description; and identifying the risks that threaten the achievement of the service organization's service commitments and system requirements and complying with the commitments in its Privacy Notice that is included in the description.

Service Auditor's Responsibilities

Our responsibility is to express an opinion on the description and on the suitability of design and operating effectiveness of controls stated in the description based on our examination. Our examination was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. Those standards require that we plan and perform our examination to obtain reasonable assurance about whether, in all material respects, the description is presented in accordance with the description criteria and the controls stated therein were suitably designed and operated effectively to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria and its compliance with the commitments in its Privacy Notice. We believe that the evidence we obtained is sufficient and appropriate to provide a reasonable basis for our opinion.

An examination of the description of a service organization's system and the suitability of the design and operating effectiveness of controls involves the following:

- Obtaining an understanding of the system and the service organization's service commitments and system requirements
- Assessing the risks that the description is not presented in accordance with the description criteria and that controls were not suitably designed or did not operate effectively
- Performing procedures to obtain evidence about whether the description is presented in accordance with the description criteria
- Performing procedures to obtain evidence about whether controls stated in the description were suitably designed to provide reasonable assurance that the service organization achieved its service commitments and system requirements based on the applicable trust services criteria and its compliance with the commitments in its Privacy Notice
- Testing the operating effectiveness of controls stated in the description to provide reasonable assurance that the service organization achieved its service commitments and system requirements based on the applicable trust services criteria and its compliance with the commitments in its Privacy Notice
- Evaluating the overall presentation of the description

Our examination also included performing such other procedures as we considered necessary in the circumstances.

Independence and Ethical Responsibilities

We are required to be independent and to meet our other ethical responsibilities in accordance with relevant ethical requirements relating to the examination engagement.

Inherent Limitations

The description is prepared to meet the common needs of a broad range of report users and may not, therefore, include aspect of the system that individual users may consider important to meet their informational needs.

There are inherent limitations in the effectiveness of any system of internal control, including the possibility of human error and the circumvention of controls.

Because of their nature, controls may not always operate effectively to provide reasonable assurance that the service organization's service commitments and system requirements are achieved based on the applicable trust services criteria. Also, the projection to the future of any conclusions about the suitability of the design and operating effectiveness of controls is subject to the risk that controls may become inadequate because of changes in conditions or that the degree of compliance with the policies or procedures may deteriorate.

Description of Tests of Controls

The specific controls we tested and the nature, timing, and results of those tests are listed in Section 4.

Opinion

In our opinion, in all material respects,

a. the description presents Roadie's Logistics Management and Crowdsourced Delivery Platform Services System that was designed and implemented throughout the period June 1, 2025 to May 31, 2026, in accordance with the description criteria.
b. the controls stated in the description were suitably designed throughout the period June 1, 2025 to May 31, 2026, to provide reasonable assurance that Roadie's service commitments and system requirements would be achieved based on the applicable trust services criteria, if its controls operated effectively throughout that period and if the subservice organization and user entities applied the complementary controls assumed in the design of Roadie's controls throughout that period.
c. the controls stated in the description operated effectively throughout the period June 1, 2025 to May 31, 2026, to provide reasonable assurance that Roadie's service commitments and system requirements were achieved based on the applicable trust services criteria, if complementary subservice organization controls and complementary user entity controls assumed in the design of Roadie's controls operated effectively throughout that period.
d. Roadie's compliance with the commitments in its Privacy Notice throughout the period June 1, 2025 to May 31, 2026.

Restricted Use

This report, including the description of tests of controls and results thereof in Section 4, is intended solely for the information and use of Roadie, user entities of Roadie's Logistics Management and Crowdsourced Delivery Platform Services System during some or all of the period June 1, 2025 to May 31, 2026, business partners of Roadie subject to risks arising from interactions with the Logistics Management and Crowdsourced Delivery Platform Services System, practitioners providing services to such user entities and business partners, prospective user entities and business partners, and regulators who have sufficient knowledge and understanding of the following:

- The nature of the service provided by the service organization
- How the service organization's system interacts with user entities, business partners, subservice organizations, and other parties
- Internal control and its limitations
- Complementary user entity controls and complementary subservice organization controls and how those controls interact with the controls at the service organization to achieve the service organization's service commitments and system requirements
- User entity responsibilities and how they may affect the user entity's ability to effectively use the service organization's services and its commitments in its Privacy Notice
- The applicable trust services criteria and its commitments in its Privacy Notice
- The risks that may threaten the achievement of the service organization's service commitments and system requirements and its commitments in its Privacy Notice and how controls address those risks

This report is not intended to be, and should not be, used by anyone other than these specified parties.

A-LIGN ASSURANCE

Tampa, Florida
June 10, 2026