

# CASE STUDY

## ABOUT THE COMPANY

Ahold Delhaize USA is one of the largest grocery retail groups on the East Coast, serving millions of customers each week through several well-known supermarket brands, including Food Lion, Hannaford, Stop & Shop, The GIANT Company, and GIANT Food of Landover. With a vast network of distribution centers, suppliers, and retail locations, Ahold Delhaize USA manages a large and complex supply chain designed to keep stores stocked and communities served.

### THE CHALLENGE

More than a decade ago, Ahold Delhaize USA began reevaluating how to manage its inbound freight and chose to bring operations in-house after previously using a third-party provider. During this transition, the company needed reliable transportation partners to support consistent service across a high-volume network.

Already familiar through an existing relationship, Trinity Logistics had previously supported freight within Ahold Delhaize USA's network, making them a natural partner as the company rebuilt its internal freight management processes.

### THE SOLUTION

Trinity Logistics began supporting Ahold Delhaize USA around 2014 and has remained a trusted partner, typically managing 30–50 shipments per week depending on market conditions.

Early on, the Trinity Team distinguished itself through strong communication, attention to detail, and reliable service. While competitive pricing initiated the relationship, consistent execution and support helped build long-term confidence.

Over time, this reliability and transparency strengthened the partnership between Ahold Delhaize USA and Trinity Logistics.

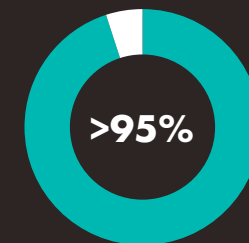
### THE RESULT

By partnering with Trinity Logistics, Ahold Delhaize USA gained a dependable logistics partner to support its transition to in-house freight management, improving both cost efficiency and operational control.

Trinity Logistics's support ensured shipments continued moving smoothly during the transition and beyond. Today, the partnership remains rooted in trust, consistency, and responsive service, giving Ahold Delhaize USA confidence that its freight is in capable hands.

"Working with Trinity has been a true, solid partnership. Everyone we've worked with – Kim, Tifa, Justin – has been great. It's been amazing to have this trust with Trinity, giving us that 'set it and forget it' kind of deal. Whenever we reach out with a load or a need, whether it be early morning, late in the day, or even on a weekend – someone always answers when we call and takes care of it. You really couldn't ask for more in a logistics provider."

William "Joe" Wolf  
Manager Contracts & Freight Settlement



OTD Performance

Benchmark  
Consistently Surpassed