

# Tuffnells

## *Parcels Express*

Owner Driver/Sub Contract Driver  
Prospectus

# Join Tuffnells

and together we will deliver service excellence



Drive your company forward  
by working with **THE BEST**



# An introduction to Tuffnells Parcels Express

Established since 1914, Tuffnells Parcels Express is the longest established express parcels carrier in the UK offering a wide range of Domestic, European and International delivery services.

Tuffnells is a well-established, financially secure, British owned company employing in excess of 1900 people, and our reputation for speed and efficiency is renowned within the industry.

We specialise exclusively in business-to-business deliveries and our fleet of over 850 'Big Green Parcel Machines' travel the equivalent of twice around the globe each night, delivering tens of millions of packages quickly and safely worldwide every year.

We offer quality services that enable our customers to send consignments locally, anywhere in the UK & Ireland and Internationally, all with one collection from their premises.



## Why join Tuffnells?

“Do you want to own and operate your own business?

Do you feel ready for a change and share our values and would like to join our dedicated network of owner drivers and sub contract drivers?”

Do you want regular weekly payments?

**If the answer is yes,  
then Tuffnells is  
for you**

Tuffnells Parcels Express recognises the challenges owner drivers and sub contractors have to face in today's demanding environment.

As a motivated, professional owner driver/sub contractor already capable of delivering all-round excellence, we would like to offer you a long-term opportunity of working alongside us and our customers.

With your drive and experience and our commitment for delivering excellence, as a team we will offer an outstanding delivery experience to our customers.

Our working relationship will be based on the values of trust and openness, which Tuffnells Parcels Express has built its philosophy on since the company launched back in 1914.

We employ a large number of owner drivers and sub contractors and are currently expanding our owner driver / sub contractor network, and are looking for honest, reliable drivers to work alongside our existing team and join our rapidly expanding network.

Why not take advantage of this opportunity and come and work with THE BEST in the industry.

**We can offer you beneficial commercial terms tailored to support and suit your company's requirements.**

## BE THE BEST



### OUR DRIVERS ARE THE AMBASSADORS OF OUR COMPANY

#### Join Tuffnells and we will offer you:

- 1) Regular work.
- 2) Weekly payments for your parcel collections and deliveries so you can plan and control your cash flow.
- 3) Full and ongoing assistance via our operational & financial support teams.
- 4) High level of integrity.
- 5) One complete set of Tuffnells uniform, including driver kit bag.
- 6) In cab communication
- 7) Assistance with Tachograph analysis.
- 8) A comprehensive induction and training programme.
- 9) Assistance in sourcing fully liveried vehicles via Ryder Contract Hire.
- 10) Assistance in sourcing insurance policies via Aldium Insurance who specialise in owner driver insurance.
- 11) Business Banking Facilities and possible financial assistance via Lloyds TSB (Commercial).

**If you are interested in this business opportunity and would like to receive more information on this opportunity then please refer to page 15 for the relevant contact details. Further details and contact information for vehicles, insurance and finance will be provided at a face to face meeting.**

**In return we require you to .....**



“Our drivers deliver a standard of excellence that is high in quality, consistent in performance and dedicated to offering our customers complete satisfaction every time”

	Be <b>Honest</b>
	Be <b>Reliable</b>
	Be <b>Hard Working</b>
	Possess bags of <b>Common Sense</b>
	Be <b>Organised</b>
	Take <b>Pride</b> in your appearance
	Be <b>Polite</b> and <b>Courteous</b>
	Be <b>Flexible</b>
	<b>Go the Extra Mile</b> when required
	Be passionate about delivering a <b>FIRST CLASS SERVICE</b> .

**If you have all the qualities listed above then you are more than half way to becoming a trusted supplier of Tuffnells**

please read on.....

# Legal requirements you will need to satisfy

Your business will require a Goods Vehicle Operators Licence.

To obtain a Goods Vehicle Operators Licence you must satisfy a number of requirements. Two of the main requirements are:-

1. You, or a person employed by you (your Transport Manager) must hold one of the following:-
  - (i) A Certificate of Professional Competence (CPC) in Road Haulage Operations.
  - (ii) An "Acquired Rights" Certificate (which replaced Grandfather Rights) issued by the Department of Transport after 26<sup>th</sup> September 2011.
  - (iii) A qualification recognised as equivalent to the CPC, such as membership by examination of a body recognised by the Department for Transport.
2. The Traffic Commissioner must be satisfied that you have sufficient financial resources to maintain your vehicles properly and to run your business.

At the time of writing the current requirement (from 1<sup>st</sup> January 2010) for financial standing is you must have funds immediately available to the sum of £8,100 for the first vehicle and then £4,500 for each subsequent vehicle.

Further and full details for obtaining a Goods Vehicle Operators Licence can be obtained at [www.dft.gov.uk](http://www.dft.gov.uk) / VOSA or [www.businesslink.gov.uk/transport](http://www.businesslink.gov.uk/transport).

You will require a GV79: Application to a Traffic Commissioner for a Goods Vehicle Operators Licence. The financial requirements are retained on GV79: Annex B current financial levels. The scale of fees for a Goods Vehicle Operators Licence can be found on form GV79 Annex C.

There is also a set of Guidance Notes to help you complete your application for a Goods Vehicle Operators Licence (GV79G).

If you have not previously held an Operators Licence, a good place to start is by reading the guide for operators (GV74) which is available at the website detailed below.

All of the above details can be found on the website:  
[www.businesslink.gov.uk/transport](http://www.businesslink.gov.uk/transport).





**"We are experts in our field  
at providing top quality  
logistics and as our  
network expands we would  
like you to grow with us."**

## **CUSTOMERS ARE THE LIFEBLOOD OF OUR BUSINESS**

Tuffnells delivers value to its customers by providing the most reliable and efficient collection & delivery solutions through its network of depots.

There will be opportunities for you to grow your business with Tuffnells. This may involve you expanding and taking on more vehicles, moving from being an owner driver to becoming a sub contractor with multiple rounds and vehicles.

# What are the Benefits of Driving for Tuffnells?

Our finance and fleet department will help you to source and lease the right vehicle, to enable you to get the best out of the job. We will help you source insurance and assist with your business accounts.

You will be allocated a specific collection & delivery route, for which you will be paid weekly.

You will have an opportunity via a sales lead scheme to earn additional money for providing sales leads to our established sales executives.

All new drivers will undergo a comprehensive induction process including Operational training, ePOD training and Health & Safety training.

We can provide you with yearly ongoing training towards the driver CPC qualification.

You will be able to attend and contribute to Drivers Meetings and Works Committee Meetings at your local depot.

**Tuffnells operate an open book policy.  
If you want to know something just ask us.**



## You've already made the decision to join Tuffnells, so what next?

Firstly, we will arrange a meeting with you. We guarantee we will have an open book.... and we request that you do also.

At your first meeting with us, we will get to know you, explore the possible opportunities and we will explain how Tuffnells works along with what is expected from all of our owner drivers and sub contractors.

We will discuss all areas of costings with you, so you fully understand your and our commitment to the partnership.

We will go through the owner driver/sub contractor agreement that you will sign when you take up the offer from us.

You will understand how Tuffnells can help with your weekly invoice preparation and payment.

You will go away with the sure knowledge that Tuffnells is the partner your business needs.



**Tuffnells Parcel Express**

**Our strive for excellence is the driving force behind why Tuffnells is the successful business it is today.**

## How we will support your company?

Tuffnells Parcels Express is committed to delivering the highest standards of ongoing support to its owner driver and sub contractor network.

We will train you to be **THE BEST**. You will have a comprehensive induction training to ensure the best possible start and every opportunity to succeed. Your training will cover all aspects of the business and how it operates, and how it can be developed to maximise the revenue you receive.

### Training

All new drivers will first undergo Health & Safety training to ensure they do not put themselves or others at risk of injury.

An individual training plan will then be produced to ensure the driver gets the best start and is trained in all the operational aspects of the job. Ongoing driver assessments highlight any further training which might be needed.

Tuffnells run driver CPC training courses yearly and these courses are open to all owner driver and sub contract drivers.

### Support

Every depot has a traffic office which is there to help the driver with all aspects of their day to day deliveries and collections.

Every Tuffnells depot holds regular Drivers Meetings where all drivers are encouraged to attend and participate. This is an open forum where everyone is heard.

Our Head Office Finance Department are there to offer any help and support that may be required.

Our roving Compliance Team are there to support in training for Working Time Directive, Tachograph and Health & Safety.

## Electronic Proof of Delivery System

All drivers will receive a DVD and A4 training guide book with step by step instructions and demonstrations on the use of the ePOD - Electronic Proof of Delivery system.

All drivers will then go on to receive in-house, hands on training using one of the devices and covering all aspects of its operation and use.



Every day our network of employed, owner driver and sub contract drivers collect and deliver a variety of traffic - from jiffy bags, pallets and parcels to lengths of up to 6 metres.

We offer our customers a range of guaranteed delivery services:-



Guaranteed Next Day.



Guaranteed delivery before noon the next working day.



Guaranteed delivery before 10.30 am the next working day.



A full range of services are available for consignments which require delivery on a Saturday, including a Priority Noon option.



An economy delivery service to our customers within 72 hours.



Delivery Services are available to all Offshore Islands including Isle of Wight, Ireland (North & South), Isle of Man, Scilly Isles, Channel Islands and all Scottish Offshore Islands.



Tuffnells Data Bag is a specially designed 'security sealed' satchel for those smaller, urgent consignments weighing up to 5 kilos. Guaranteed Before 10.30, Noon and Saturday delivery options are available with this product.



**FastBak** – Collection service of goods from another location in the UK and delivered back to our customer.

**Fast4ward** – Collection of goods from another allocation in the UK and delivered to a third party.



We will work as a partnership and together we will provide the best possible service to our customers

No fees to pay.

Postcode areas allocated to the journey.

Sales support within your postcode area, to grow the collections.

Guaranteed weekly payments, on time.

We will support you in your efforts to **BE THE BEST** and in so doing offer the best service to our customers.

We will help you to grow your business no matter how many vehicles you operate.

**Tuffnells** are *People who care.....*

**Image is important.**

## **First impressions are important.**

The first thing the customer sees is the vehicle and its driver.

That is why we ensure all our vehicles have full livery and all drivers wear their full company issued uniform.

All vehicles and equipment are cleaned weekly at the depots.

Drivers are issued with a kit bag containing cleaning materials to ensure the inside of their vehicle is kept clean and tidy.

If drivers take pride in themselves and their vehicles, they will also take pride in the correct handling of our customer's freight.

# Our Depot Locations

Currently we have 28 depots strategically located around the UK, with 3 new depots opened recently and more on the horizon.

As our network continues to expand throughout the UK we maintain our traditional beliefs of providing our customers with service reliability and customer care.

**We are currently seeking owner drivers and sub contractors in the areas located on our map.**



To make an enquiry about joining Tuffnells,

In the first instance please apply either in writing or by e-mail to the respective regional director/manager as per the geographical areas detailed below.

Your application should include a full history of yourself and/or your company and your experience. Please also detail why you believe the opportunity of running your own business on behalf of Tuffnells appeals to you.

*We look forward to hearing from you.*

## East Midlands & South-East Region

**Areas:** Andover, Belvedere, Crawley, Ipswich, Leighton Buzzard, Brentford, Northampton, Slough, West Horndon.

**Main Contact:** Ian Bland  
Regional Director

**Address:** Tuffnells Parcels Express Ltd.  
Northampton Depot  
Caswell Road  
Brackmills Ind Est  
Northampton  
NN4 7PW

**E-mail** [ian.bland@tuffnells.co.uk](mailto:ian.bland@tuffnells.co.uk)

## West Midlands & South-West Region

**Areas:** Brierley Hill, Bristol, Coventry, Newport, Plymouth, Stafford, Exeter, Westbury.

**Main Contact:** Paul Watson  
Regional Director

**Address:** Tuffnells Parcels Express Ltd.  
Brierley Hill Depot  
Fenspool Avenue  
Wallows Ind Est  
Dudley Road  
Brierley Hill  
DY5 1QA

**E-mail** [paul.watson@tuffnells.co.uk](mailto:paul.watson@tuffnells.co.uk)

## Northern England

**Areas:** Carnforth, Felling, Haydock, Leeds, Manchester, Newark, Sheffield

**Main Contact:** Paul Ibbetson  
Regional Director

**Address:** Tuffnells Parcels Express Ltd.  
Sheffield Head Office  
Shepcote House  
Shepcote Lane  
Sheffield  
S9 1UW

**E-mail** [paul.ibbetson@tuffnells.co.uk](mailto:paul.ibbetson@tuffnells.co.uk)

## Scotland

**Areas:** Lanark, Lockerbie, Perth, Aberdeen

**Main Contact:** Sheila Foy  
Regional General Manager

**Address:** Tuffnells Parcels Express Ltd.  
Lanark Depot  
Southfaulds Road  
Caldwellside Ind Est  
Lanark  
ML11 7SR

**E-mail** [sheila.foy@tuffnells.co.uk](mailto:sheila.foy@tuffnells.co.uk)

PEOPLE  
WHO CARE ✓

# THE BIG GREEN PARCEL MACHINE

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