

Courier Information Pack



Welcome to CourierPost

Introduction

This document is designed to provide prospective couriers with a brief overview of CourierPost and to highlight the points of difference between CourierPost and opposition companies.

CourierPost is dedicated to attracting and keeping top quality couriers who will help CourierPost to maintain its position of being the number one courier services provider in the country. CourierPost is New Zealand's premium courier services provider, dedicated to fast, reliable and secure delivery of important items.

Every day, thousands of customers around the country trust us with their important items – customers who understand the value of responsive, innovative service and expect it from their suppliers.

Meeting today's business demands

CourierPost is part of Express Couriers Limited (ECL), a joint venture partnership between New Zealand Post and DHL. This unique partnership combines New Zealand Post's 150-year record with DHL's established international network, resulting in the most comprehensive range of express courier and logistics services offered in New Zealand.

CourierPost offers customers:

Reach

New Zealand's most extensive delivery network in each of the business, consumer and rural markets, with access to over

- 1.85 million delivery points
- 200,000 New Zealand Post PO Boxes and Private Bags
- 175,000 rural addresses

Size

- New Zealand's largest nationwide fleet of over 700 couriers
- 28 branch locations throughout the country
- A dedicated fleet of aircraft
- Over 130 trucks and line haul vehicles
- More than 530 Rural Post owner-drivers
- Access to the DHL Global network

Visibility

The latest in electronic tracking and scanning technology.

Ownership

No sub-contractors, meaning we handle every item from pick-up to delivery. We provide a total end-to-end solution for our customer's distribution requirements.

The best people

The key to our success is our team. CourierPost employs the best people – committed to ensuring that our customers are provided with a seamless courier experience. We are looking for courier contractors that are dedicated to providing outstanding services to our customers.

Our Principles

- To lead the express courier, logistics and distribution markets in New Zealand. This is to be achieved through innovation and information sharing
- To enhance our Number One market position including profitability
- To provide service excellence
- To ensure that we have the best people in all roles
- To provide our people with a safe and supportive work environment
- To provide our shareholders with acceptable returns

Being a Contractor

Only the best people become CourierPost contractors and this is testimony to our recruitment, training and review programmes. Our experience and commitment to our contractor's future makes sure that not only do you start off on the right foot, but that we help you to keep on going and growing. CourierPost contractors operate as small businesses and are self employed. Basic information on the steps you will need to take to set up as a business is enclosed in this application pack.

How it Works

A Courier contractor is contracted to Express Couriers Limited to provide a delivery and pickup service within a specified area. At specified times all couriers within an area return to their local branch to exchange consignments for delivery and send on items that need to go to other areas around the country. This allows us to operate not only overnight and economy services, but same day services as well.

Each time you do a pickup or delivery you are paid a set rate according to the type of service the item is travelling on and the type of contract the customer has signed.

Earning extra income with Sales at the Van Door

CourierPost contractors also have the opportunity to enhance their income by selling CourierPost product and earning commission through our Sales at the Van Door program. Once you have sold product directly to a customer, you receive a commission on repeat orders placed by the customer using this channel.

Leading Edge Technology

Our contractors use state of the art technology to enable us to provide visibility of tracked items in our network and it is this exceptional service that often sets us apart from our competitors. The scanners not only allow us to track items by scanning, but they also allow digital signature capture and upload information in 'real time'. This allows us to effectively track an item point to point within our network.

Our Expectations

Your vehicle and your uniform are moving billboards that reflect and promote the professionalism of the Company. Therefore:

- Vans must be clean and tidy, inside and out at all times
- All Contractors and Authorised Relief Couriers are to maintain a high level of personal hygiene and appearance
- All vehicle paint, sign-writing and decals are to be in accordance with specification from the Company
- Only current uniform may be worn and must be clean and tidy at all times
- Non-uniform items are not to be worn under any circumstances

CourierPost is dedicated to outstanding customer service. You will be the public face of our business and we expect you to:

- Be polite, patient and helpful to all customers
- Treat all customer's property with respect
- Provide the 0800 Courier phone number if customers ask for more assistance or information than you can provide
- Scan or record all freight pickups and deliveries accurately
- Actively participate in training
- Comply with the Company's Safety & Wellbeing policy and practise safe and healthy work methods at all times
- Comply with all relevant legislation

Frequently asked Questions

As a CourierPost contractor you are *self-employed*. So what does this mean?

It means that you will need to structure yourself as a small business. It means that you will be responsible for various costs associated with being a business, including but not limited to all income and goods and services Taxation requirements. More information is available in our Business startup pack.

What are the hours I will need to work?

Our contractors work generally between 10 and 14 hours per day depending on the specified run. A full day generally starts at about 5.00 am when you come to the depot and sort out your freight ready for delivery. A day ends roughly from 5.30 pm to 6.30 pm when you return to the depot with your final items to be sent to other destinations around the country. You will normally be required to work Saturdays and some Sunday work maybe required.

How much travelling will I do?

Contractors distances are highly varied and can be anywhere from 100 kilometres to 300 kilometres a day. There are other types of courier runs such as our dedicated line haul services, which can travel higher kilometres.

How will I be paid?

Our contractors are paid on 20th of the month for the previous month's work. Each time you do a pick up or delivery you are paid a set rate according to the type of product or service that the customer is using. This might be a piece rate payment for a scanned item or a set rate for a contract stop. Each contractor is guaranteed a minimum monthly payment. If you don't reach this 'minimum' we will top up your payment for the month.

What skills should a CourierPost contractor have?

Being part of the CourierPost team means having the ability to be customer focused. We need people who are not only focused on the Company's needs, but also the needs of our customers.

CourierPost contractors need to be well organised. Run development is an important part of being a contractor as you have the ability to increase both sales and growth within your contracted area. You will need to be able to structure and plan your day to meet the ongoing demands of your run.

You should have a full New Zealand drivers licence and a Hazardous Goods Endorsement. Depending on the type of run you have and the vehicle required you may also need a Goods Service License. You should be able to finance yourself into a late model van and be able to provide living expenses until your first pay has gone through.

Are there opportunities to progress?

There are plenty of opportunities to progress within CourierPost. As bigger, higher earning runs become available, then these are advertised internally and you will have the opportunity to apply for them.

As CourierPost is a large and extensive company, there are also opportunities to move to other parts of our business, whether this is in management, sales, operations or finance. Contractors are often appointed to internal roles as they develop great industry knowledge during their time as a courier.

Benefits

Being a CourierPost contractor also gives you access to various benefits and discounted deals. These range from discounts on new vehicles and new tyres to being able to join the Marram Trust. The Marram trust is the old NZPost Welfare trust that provides access to discounted holiday homes. Preferential deals are also available from Telecom, Pit stop, Budget Rentals, Shell NZ Repco and Firestone. Discounted insurance is also available from Marsh Insurance. More Information is available from the recruiting manager.

What will it cost?

There is a range of initial start up costs to be considered. A break down of some of the costs is provided below (GST excluded, these figures are an indication guide only)

Initial Costs

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| • Living Expenses | for the 4 – 8 weeks until your first payment (depending on recruitment date) |
| • Vehicle | \$24,000 - \$52,000 (all vehicles must be less than 10 years old) |
| • Scanner purchase | \$2,500 - \$3,000 |
| • Vehicle Painting (if required) | \$2,000 - \$3,000 |
| • CourierPost decals | \$500 - \$1,000 depending on vehicle type |
| • CourierPost uniform | \$600 |
| • Insurance (Vehicle, carriers and Public liability) | \$2,500 - \$3,000 |
| • Dangerous Goods Licences | \$270 - \$360 |

Monthly Costs

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|------------------------|-------------------------|
| • Communications Fee | \$40 |
| • Fuel Costs | \$400 + (run dependent) |
| • Cell phone provision | \$50 - \$250 |
| • Vehicle Maintenance | Varies |

Other Costs

- Authorised relief drivers (sickness, holidays) Varies
- Contractors are required to complete all tax and ACC requirements as per New Zealand legislation
- Couriers should have their own accident and medical cover in case they are incapacitated

What else do I need to know?

- To be a CourierPost Owner-Driver Contractor you must be set up as a GST registered business and will be assessed for provisional tax.
- You will be classed as a 'Sole Trader' business. Visit www.ird.govt.nz or phone 0800 377 774 for free help by an Inland Revenue small business tax advisor.
- You should also talk to an accountant to ensure that taxation requirements are met.
- All self-employed people must purchase personal injury cover for work and non-work injuries from ACC. You will find them at www.acc.co.nz or you can call free on 0508 426 837.

- Arrange a separate current and savings account with your bank and visit your tax consultant or accountant to set up your book keeping system.

Licenses

- You will need a Full New Zealand Driver License
- A Dangerous Goods License (this is a requirement if a contract offer has been made)

Becoming a CourierPost Contractor

To apply to be a CourierPost contractor, simply fill in the application form found on our website www.courierpost.co.nz and please scan and email to: courierjobs@courierpost.co.nz or mail to:

CourierPost Contractor Jobs
PO Box 90949
Auckland 1142

Once we have received your application, a company representative will screen all applications and you will receive a letter inviting you to attend an interview, or advice that your application was unsuccessful.

Please note that as part of our standard recruitment process all new contractors have to be security and drug tested prior to being offered a contract. At this time you need to inform the recruiting manager of any pending or outstanding charges against you. We may also ask for a medical certificate of fitness.

If you are invited to a meeting with a company representative you will be required to supply the following:

- Two passport sized photos
- A copy of your New Zealand drivers licence

We look forward to receiving your application to become an Owner-Driver Contractor with New Zealand's leading courier company