



BECOMING A NEW ZEALAND COURIERS' CONTRACTOR



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www.nzcouriers.co.nz

Introduction

For the last 45 years New Zealand Couriers has continually developed and expanded a network dedicated to the express movement of time sensitive documents and parcels. Using our industry experience, high quality staff, and contractors, we pride ourselves on consistent delivery of a premium service standard.

New Zealand Couriers is part of the largest courier group (Freightways Limited) in New Zealand, with branches, staff, contractors and agents throughout the country. The Freightways group of companies include:



The New Zealand Couriers service is supported by over 500 couriers, over 550 staff, 50 linehaul trucks and a fleet of 4 planes.

All contractors to New Zealand Couriers are owner operators and self-employed. New Zealand Couriers only contracts to individuals to supply services to allocated areas or interconnecting regions. Runs are not "sold" but remain the property of New Zealand Couriers at all times.

New Zealand Couriers

Vision

- To be recognised as New Zealand's premier Courier Company.

Mission

- To consistently deliver reliable and accurate services to our customers.
- To listen to, understand and respond to our customers' needs.
- To look for innovative and pro-active ways in which we can add value to our customers, suppliers and staff.



Values:

RESPONSIBLE: We take ownership of everything we do, we're proactive, and we make sure things get done.

SUCCESSFUL: We take quiet pride in our reputation and enjoy being part of a successful, profitable and community – minded business.

ACCURATE: We're efficient, reliable, trustworthy and safe (we fix mistakes honestly and promptly).

INNOVATIVE: Everyone is encouraged to share their ideas, initiatives and ways to make our business even better.

OUR PEOPLE: We treat our customers (and each other) with honesty and respect. We support each other and enjoy the benefits of great teamwork.

CUSTOMERS FIRST: We make their lives easier – by being responsive, proactive and “on their side”.

BE YOURSELF: We enjoy the rewards of being part of a positive, supportive workplace – and we take time out to celebrate our success.

What are the requirements to be a part of this successful team as an Owner-Driver?

A successful applicant will have a strong desire to be involved in an exciting and hard working industry. These are the requirements of an applicant wishing to contract to a company that sets extremely high service standards as part of its “promise” to its customers.

- Positive attitude
- Reliability
- Honesty and commitment
- Customer-focused
- Attention to detail
- Maintain a high level of personal hygiene and appearance
- Good communication skills
- Geographic knowledge (local and national areas)
- Meet all licensing requirements
- Pass a criminal, financial and work-history security check
- Be able to finance yourself into a new vehicle or a vehicle not less than 3 years old, suitable for the run obtained
- D.G License



What is involved in being an Owner-Driver/Contractor in the courier industry?

Quite often newcomers to the business have no understanding as to how the courier industry works. At New Zealand Couriers we will not consider any prospective Contractor until they have spent sometime with some of our Owner-Drivers.

New prospects are sent out on different types of runs, ranging from residential to compact city and industrial areas. They will spend time with different groups of current contractors who are reasonably new to the business and senior couriers who have been with the company for a number of years. This can be arranged for you.

This is a very large commitment and we do not want anyone making a career change without knowing what is involved. New prospects are welcome to go out as many days as they choose before making a decision.

What licences do I need?

You must hold:

- (a) A current and clean, unrestricted driver's licence relevant to the vehicle required.
- (b) Hazardous Substance Endorsement: Your local Land Transport NZ office will provide a list of "approved course providers" who conduct 1-2 day courses once or twice a month (approximate fee \$225.00)
- (c) A New Zealand Couriers Training Certificate: You are not able to start as a contractor for New Zealand Couriers without successfully completing the New Zealand Couriers Courier Training Programme.

Items (b) and (c) must be obtained prior to any contract being awarded by New Zealand Couriers. New Zealand Couriers can assist you by directing you to the correct sources of licences. This can be done during your training modules. After training you will be able to apply for New Zealand Couriers Contract.



What type of vehicle do I require?

Each Courier run is different and the vehicle must be suitable for that particular run. The most common vehicles are the Toyota Hi-ace (Low Wheel Base standard, or Hi-top), and the Ford Transit (Low Wheel Base standard, or Hi-top). Other makes such as VW, Fiat, Mercedes are perfectly suitable- but you should check with us prior to purchasing a vehicle to ensure it will be appropriate for your run.

A vehicle less than 3 YEARS old must be purchased, but we prefer new.

Any vehicle purchase is to be made with the approval of the company (Manager/Operation Controller). DO NOT PURCHASE a van unless you have been successfully awarded a contract.

Second-hand vehicles must be vetted by New Zealand Couriers prior to purchase, be no older than 3 years, and have less than 80,000 km's on the odometer.

Every newly purchased vehicle must be painted in the manufacturer's standard Company Red and fitted with an immobiliser and alarm. The Company colours will be advised to you.



What are some of the set-up costs involved?

As an Owner-Driver, all the set-up costs are at your expense. A lot of these are one-off costs and as such do not arise again until the vehicle is upgraded.

After your vehicle, the following requirements are necessary:

Decals, or Sign-writing & Painting

All vehicles are to be painted and decaled in the company livery prior to going on the road.

The painting of the red is to be completed by a New Zealand Couriers pre-approved painter. The cost is approximately \$2000.00 plus GST depending on vehicle.

All decals are vinyl graphics which take approximately 3 hours to apply, and will not be applied to sub-standard vehicles. Most van decals cost approximately \$500.00 + GST for a Hiace and Ford Transit.

Larger vehicles and trucks are subject to quotation.

Uniform

New Zealand Couriers has a range of uniform and this is a compulsory requirement. Cost is approximately \$500+GST.

Naturally, the more you purchase the higher the cost. Contractors must wear their uniform while on duty at all at all times (non New Zealand Couriers branded clothing is not permitted).

Scanner

Freightways Mobile Data Terminal (Scanner) at a cost of approximately \$2,500 + GST, used for scanning all freight that you pick up, have on board or deliver.

Hazardous Substance Endorsement

Your local Land Transport NZ office will provide a list of "approved course providers" who conduct 1-2 day coursers one or twice a month (approximate fee \$225.00)

Pager

The Company arranges the pager, which it sub-leases to the contractor. Deductions for this will be made from your Courier Pay and will comprise approximately \$63.00 + GST.



Phone

You will be required to supply your own mobile phone that is connected to the Freightways' Contractor Plan on the Telecom network. There is a choice of phones available and the contract term is 24 months.

- \$22 monthly access fee
- FREE calling to Freightways Contractor Telecom mobiles
- FREE calling to Freightways Telecom business landlines
- \$0.16 per minute to Telecom mobiles and landlines
- \$0.25 per minute to non Telecom mobiles and non Telecom landlines

What are my legal obligations?

All contractors must abide by all LTSA requirements, such as:

- ✦ Current Warrant of Fitness and/or Certificate of Fitness
- ✦ Up-to-date Road User Charges if applicable
- ✦ All relevant licences as covered in point 3 earlier (refer LTSA fact sheets)

From an Inland Revenue perspective, all contractors must be:

- ✦ Goods and Services Tax (GST) registered
- ✦ Tax-compliant, with good records maintained through a reputable accountant. We recommend you consult an accountant who will advise you on managing your finances.

Health and Safety regulations must be adhered to, and as a contractor to the company the responsibility is yours by law to manage your own health and safety.



What about insurance?

All contractors must have the following insurance:

- ✦ Comprehensive Motor Vehicle Insurance
- ✦ Public Liability with an approved insurer, with a minimum cover of \$1,000,000.00
- ✦ Carrier's Liability with an approved insurer \$250,000.00
- ✦ Statutory Liability \$500,000.00
- ✦ Scanner Insurance (loss and theft)

Copies of these policies* need to be held in your file

**This can be obtained through the company via Vanguard Insurance. Insurance through Vanguard is approximately \$3,000 - \$3,600 depending on run location, model, make, age of vehicle & contractor personal details.*

How do I get paid as a Contractor?

All contractors are paid monthly, payable on the 20th of the following accounting month.

Our payment cycles are broken down to two 4-week periods and one 5-week pay period over a quarter. This equates to 52 weeks spread over the 12-month period.

At the end of each pay cycle the contractor is presented with a draft buyer created invoice with all run earnings. Also listed are any standard deductions and accounts the company has paid on your behalf.

What are the standard deductions per month?

Deduction Details	Approx Amount (\$)	Frequency
Pager sub lease	\$63.00	Monthly
Telecom (Freightways Phone Plan)	\$25.00	Monthly
Fuel	Varies dependant on the run	Monthly

Amounts are GST exclusive

Note: deductions that may not apply to every contractor



How do New Zealand Couriers assist our new Contractors?

- Assistance and advice with licensing requirements
- Provide the opportunity to grow with both our businesses
- Provide assistance in association with the following companies New Zealand Couriers deals with:
 1. BP Fuel – guaranteed fuel purchases at discounted rates
 2. Group rates with Southern Cross Medical Society
 3. Generous discounts off new - Toyota Hi-Aces
 4. Group rates with Telecom Mobile
 5. Regular Communication from Manager & Head Office

What can New Zealand Couriers offer me?

- The opportunity to manage your own business with the support and infrastructure of a large company to draw on.
- Economical business start up costs compared to other owner operated businesses.
- Complimentary goodwill.
- A full sales team dedicated to the growth of your business.
- Administration team who amongst other things, collect monies from your customers. (If they don't pay us – we still pay you)
- Training and continued support.
- Company discounts as mentioned on the previous page.
- To manage your own customers and the ability to develop existing and new relationships.
- To be part of an excellent and proven business partnership.



Is this the career for me?

By now you will have a better idea of what is involved in becoming a contractor with New Zealand Couriers, and hopefully we have answered many of the questions you would have about becoming an integral member of our organisation.

Here at New Zealand Couriers we have a dedicated team of professionals in our customer services, administration and sales departments to provide our contractors with the support and back-up needed to help them excel in such a dynamic and challenging industry.

If you would like to be part of this great team, please download the application form and either email or post to

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