



# INFORMATION TO BECOME A NEW ZEALAND COURIERS CONTRACTOR



## Introduction

Since 1964, 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:

NETWORK COURIER	POINT-TO-POINT	BUSINESS MAIL	INFORMATION MANAGEMENT	SUPPORT

The New Zealand Couriers service is supported by 550 couriers, over 750 staff, 65 line haul 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 number one Courier Company.

## Mission

---

Provide customers, staff, contractors, suppliers and shareholders outstanding value through teamwork when moving information and physical product for our customers, today and in the future.

## 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 hardworking 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 5 years old, suitable for the run obtained
- Dangerous Goods License (must be obtained either before starting or within 3 months of commencing the contract)



## 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 some time 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) Transporting Dangerous or Hazardous Goods Endorsement (D Endorsement): Your local Land Transport NZ office will provide a list of "approved course providers" who conduct 12 day courses once or twice a month (approximate fee \$230 + GST)
- c) A New Zealand Couriers Training Certificate: You must pass a series of Training modules before you start and then complete others in the first three months.

*New Zealand Couriers can assist you by directing you to the correct sources of licences.*



## What type of vehicle do I require?

---

Vehicles **MUST** meet the following specifications:

- A vehicle less than 5 YEARS old must be purchased, but we prefer new
- All vehicles **MUST** have a 3+ Star ANCAP rating. <http://rightcar.govt.nz/>
- All vehicles **MUST** have a minimum cargo load space of 8.5 cubic meters
- All vehicles **MUST** have cage installed behind driver's seat
- All vehicles **MUST** have an alarm/immobiliser

**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 and the vehicle has been approved by the Manager.**

The standard vehicle purchase options:

- ✓ Toyota Hi-ace (long wheel base, hi top) New shape.
- ✓ Ford Transit (long wheel base, hi top)
- ✓ Other makes such as VW, Fiat, LDV and Mercedes are perfectly suitable

Second-hand vehicles must be vetted by New Zealand Couriers prior to purchase.

Every newly purchased vehicle must be painted in New Zealand Couriers Company Red. The Company colours will be advised to you. And all vans must have the New Zealand Couriers decals applied by an approved supplier. All decals must be applied within three months of starting on the run as a New Zealand Couriers' Contractor.



## 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. If a van needs painting, the cost is approximately \$2000 + 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 \$600 + GST for a Hi-ace and Ford Transit. These are applied by an authorised approved installer only.

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 \$2,000 + 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 courses one or twice a month (approximate fee \$230 + GST)



## Phone

You will be required to supply your own mobile phone which customer job bookings will be directed to and it will also be used for the local branch to be able to contact you. This device **MUST** stay with the vehicle at all times, including if you take leave. We suggest that you buy a business phone for this purpose and keep a separate phone for your personal/private use. This business phone just needs to be able to receive/make calls and txt messages.

## What are my legal obligations?

---

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

- ✓ Current Warrant of Fitness &/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)
- ✓ Abide by all 'Drivers Hours' rules and legislation

From an Inland Revenue perspective, all contractors must be:

- ✓ Goods and Services Tax (GST) registered – a copy of this must be provided with your contractor paperwork
- ✓ Tax-compliant, with good records maintained through a reputable accountant.

We recommend you consult an accountant who will advise you on managing your finances. You can contact John Connell from Cloud Business Systems Limited - "Courier Specialists" on 027-4500144 or e-mail [cloudbusiness44@gmail.com](mailto:cloudbusiness44@gmail.com).

There is no obligation what-so-ever. John will give you advice for you to consider but will also organise GST registration for you at no cost.

Health and Safety regulations must be adhered to, and as a contractor to the company you will be required to adhere to all aspects of the Freightways Health & Safety policy. By law you must manage your own Health & Safety and also supply to the company a Health & Safety Plan, your Manager can provide you with more information in regards to this.





## What about insurance?

---

All contractors must have the following insurances through Aon Insurance:

- ✓ Comprehensive Motor Vehicle Insurance
- ✓ Public Liability, a minimum cover of \$1,000,000
- ✓ Carrier's Liability, a minimum cover of \$250,000, this can either be taken out through Aon Insurance or through the New Zealand Couriers Policy Scheme
- ✓ Statutory Liability a minimum cover of \$500,000
- ✓ Scanner Insurance (loss and theft) – optional

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

## How do I get paid as a Contractor?

---

All contractors are paid monthly, payable on the 20<sup>th</sup> 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
Job Messaging Service	\$30.00	Monthly
Fuel – if using BP card with NZC discount	Varies dependant on the run	Monthly

**Amounts are GST exclusive**

Note: these deductions that may not apply to every contractor

## How does 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 and other makes of vans
  4. 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.
- A full sales team dedicated to the growth of your business.
- Administration team who amongst other things, collect monies from 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 customers and the ability to develop existing and new relationships.
- To be part of an excellent and proven business partnership.
- Opportunities to apply for other runs or staffing positions within the business as they become available.

## If I need to take leave, what is the process I am required to follow?

---

The contractor will be responsible for finding their own relief driver who must meet the company's requirements (Licensing, Security Clearance, Uniform, and approved by Branch Manager). The contractor is also responsible for training the relief driver in their run.

We do understand unexpected leave will need to be taken at certain times, management team should be advised as soon as possible.

Contractors are required to be on their run in the month of December.



## What are Contractor work hours and distances travelled?

---

To look after customers, the majority of contractors find they must start the day early (to sort their freight for delivery) and work late. Contractors are required to work Monday through to Friday and cover their runs for half a day on Saturday.

Contractors must conform to drivers' hours legislation and have the relevant rest breaks during their work days and appropriate breaks before resuming work on subsequent days.

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.

## 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 contact  
New Zealand Couriers on 0800 800 841 and speak to your local Branch  
Manager about what opportunities are available in your area.***