

## ROAD RUNNERS (Swindon) LTD

### Self Employed Courier Information Pack



Road Runners (Swindon) Ltd  
Unit 23, Enterprise House  
Cheney Manor  
Swindon  
SN2 2YZ  
(5 March 2008)

**Call Sign** ..... **Date** / /

**Controllers Telephone number**.....

For your convenience, Road Runners prepares your invoice and posts it to your home address. Invoice payments are made fortnightly in arrears. The schedule for the invoice starts on Monday and finishes on Sunday.

**Introduction**

The information contained in this booklet is designed to give you the fundamental procedures to operate as a self-employed courier on behalf of Road Runners (Swindon) Ltd. As with all documents this will be updated and amended from time to time.

When operational changes occur you will be informed by your controllers verbally or in writing. If something in this booklet is unclear or confusing it is your responsibility to seek clarification from your controller immediately.

**Road Runners hours of operation**

Road Runners is a 24 hour, 7 days a week operation. Couriers are allocated jobs either by telephone or via the XDA Orbit mobile data devices. Your controller will explain the calling on procedures.

**XDA Orbit**

All couriers are issued with a small device, which is called a 'XDA Orbit'. This unit enables the controllers to send full job details to you. The recipient physically signs on the unit to show he has received his goods (proof of delivery). The unit stores up to 300 jobs and allows you to review your jobs after they have been completed. See below for equipment issued.

**XDA Orbit and accessories**

Vehicle	Unit	Power Source	Protection
Motorbike	XDA Orbit	Spare Battery	Aqua Pack
Van	XDA Orbit	Car Charger	Case

The units should be treated with care as they are a target for thieves. XDA Orbits should always be fully charged at the start of each day. Van couriers should keep their XDA Orbits on charge at all times when in their vehicles.

If you are not available to undertake any Road Runners activity for 5 days or more, you should return the equipment to the Swindon office. If you fail to return the equipment you will be liable for a charge.

**Courier Self-billing Invoices**

**Invoice Queries**

Please check your invoice carefully when you receive it. Your XDA Orbit holds all the journeys that you have recently completed and is an aid to checking your invoice. If you feel that an error has occurred, fill in an Invoice Query form. These are available from the Swindon office. To ensure that the query can be dealt with effectively please give as much information as possible. Queries must be presented within 3 weeks of the job being done.

**Taxation & VAT**

As a self-employed courier you are responsible for your own Taxation and VAT affairs. You are advised to instruct an accountant to look after your affairs.

If you would like the details of a local company that can help you with self-employed taxation and other contributions, please speak to the director of finance.

Please be aware that after 8 weeks of supplying services to Road Runners you are required to supply a letter from your accountant or Inland Revenue stating that you are operating as a self-employed person.

Please let Road Runners know if you are VAT registered and if so you will need to supply the finance Department with a copy of your VAT registration form.

If you are not VAT registered and your turnover is below the registration threshold you can apply for 'voluntary registration'. Benefits include increased credibility for your business and you will be able to claim back input tax. This includes the 17.5% VAT on fuel and van hire.

Road Runners operates the self billing system in respect of VAT and will issue you with a self billed invoice showing your name, address and VAT registration number, together with all other details which constitutes a full VAT invoice.

You must notify Road Runners immediately if you change your VAT number or cease to be VAT registered.

**Deposits**

A deposit is required from all couriers; this is to cover the equipment issued. The amount of deposit varies according to the equipment that is issued. The basic deposit of £150

covers the XDA Orbit and other basic equipment issued to couriers. If you hire a vehicle the deposit is £1,000. The deposit can be paid in advance or can be deducted from each weekly invoice.

Deposits are deducted at £25 per week until the full deposit has been paid. The deposit is refunded when the equipment is returned in working order. If equipment is lost or damaged, the deposit held will be used towards the cost of replacement or repair of the equipment.

If the value of the repair or replacement exceeds the deposit paid, then the courier is liable for the difference. If the deposit is used to repair or replace equipment and the courier is issued with new equipment, the deposit fund must be built up again.

Deposits paid by couriers hiring vehicles will be returned within 6 weeks after the return of the vehicle. This is to ensure that any fixed penalty fines or unreported accidents have been reported prior to the return of any deposits. Any fines or accidental damage claims will be deducted from deposits held.

#### Unavailability for Work

If you will be unavailable for work, you should inform us. Please be aware that if you are in a hire vehicle you will be charged for the vehicle unless it is returned to the Swindon office.

#### Courier Behaviour

At all times be courteous and considerate to clients, members of the public and other road users. Complaints from clients and the general public are taken very seriously and will be fully investigated. Abusive behaviour or driving discourteously will not be tolerated.

#### Courier Appearance

It is vital that couriers give a good impression of Road Runners. To ensure this, Road Runners supplies couriers with standard clothing on a hire basis. Please check with the Swindon office the current hire rates. The courier should provide their own dark trousers and footwear. Road Runners provides kit appropriate to the courier's vehicle (see below for the kit provided). Replacement kit can be claimed every 6 months or if your kit is wearing out before 6 months old, kit can be exchanged for new before the 6 month period has elapsed. Please note any courier failing to wear livery could be paid at a lower rate.

#### Road Runners Kit

Vehicle	Shirts		Jacket	Ac'sory
Motorbike		bib		Artwork bag
Van	5 Shirts	Sweatshirt	Fleece	

#### Vehicle Condition and Livery

*Vehicles* used by couriers must hold a current MOT certificate where required to by law. *Vans* should be white, clean and of good appearance.

It is conditional that vans making deliveries have Road Runners livery applied. The Road Runners signs come in two forms:

- Road Runners decals
- Magnetic signs (Available to vehicle owner couriers only)

Due to the additional cost of providing the magnetic signs, a charge of £45 is taken when they are issued. Please note Road Runners will purchase the magnetics back at the full rate.

Please ensure that your vehicle is clean at all times; couriers with dirty vehicles will not be issued work until their vehicle is clean. Please note any courier failing to apply magnetics to their vehicle could be paid at a lower rate.

Road Runners recommends that van couriers have load straps, a trolley and blankets to be used as load protection.

#### Insurance

All vehicles including motor cycles must have valid goods in transit (GIT) insurance. Couriers who do not have their own cover can get GIT insurance from Road Runners. Road Runners's goods in transit insurance does not cover couriers who are negligent or have not taken reasonable precautions to limit loss or damage of goods.

All couriers using motor vehicles must be able to demonstrate that they have the correct motor vehicle insurance. Copies of these policies will be kept on file. Couriers should have cover that allows courier or light haulage use. Policies that are valid for business use will only be acceptable if the courier can demonstrate that their insurer is aware that they are a courier. Any policies that limit the courier to social domestic and pleasure or policies that exclude the carriage of goods for hire and reward will not be acceptable.

#### Safety

As a self-employed courier you must be aware of the Health and Safety Act of 1999. It is your responsibility to reduce risk and protect yourself from any harm at all times whilst offering your services to Road Runners. If you

are unsure of the Health and Safety Act of 1999, please contact your local authority for further details. Road Runners can only offer guidance to self-employed couriers. It is essential that you follow the Manual Handling Act at all times when engaged in any manual handling. If you cannot lift a parcel due to its size or weight, we strongly recommend that you get assistance or call your controller to arrange help. Do not engage in any activity that will cause you harm at any time whilst offering your services to Road Runners. For your information a safety booklet is available from the Swindon office.

#### **Environment**

Road Runners is aware of the direct effect that transportation services have on the environment. To reduce CO2 emissions all Road Runners vehicles can be tracked and this enables controllers to reduce the dead mileage and increase the efficiency of couriers. All couriers are asked to consider the environment while driving and switch to lower emission vehicles where possible. Couriers can reduce emissions using a few simple driving tips that can reduce fuel consumption by up to 20%. Contact your controller for more details of how to save fuel and reduce emissions.

#### **Overloading**

As a self-employed courier you are responsible for loading your vehicle. Road Runners at no point advises you to overload your vehicle.

Please note that any van courier must be aware of the weight limits of his van. This is called the Gross Vehicle Weight (GVW), these details can be found in the vehicle handbook or on the plate displayed on the bulkhead or passenger door.

Always distribute any loads evenly in the vehicle to avoid overloading your axles.

#### **Driving with Mobile phones**

It is illegal to speak, listen, send or receive a text message or image on a hand held mobile phone whilst driving. A XDA Orbit is regarded as a mobile phone in the eyes of the law. XDA Orbits should only be used in a vehicle that is safely parked with its engine turned off.

#### **Vehicle and Document Inspections**

It is mandatory that the company holds up to date information on your vehicle and driving licenses. Please ensure that you inform the Swindon office of any changes to your vehicle or your address and provide copies of any new documents to the Swindon office. To ensure that the

quality of vehicles is maintained there are regular vehicle inspections. Hire vehicles are inspected every 4 weeks and vehicles owned by couriers every 12 weeks.

If the documents held by your controller expire and you have not provided up to date replacements, you will be made inactive on the system and cannot be issued with any work until up to date documents have been presented to your controller.

#### **Proof of delivery and paperwork**

A proof of delivery (POD) is required for every delivery. This is done by the courier entering the delivery details and requesting that the recipient signs for receipt of the goods on the XDA Orbit. Where a courier is not using a XDA Orbit, the POD should be noted on a Road Runners consignment note. All PODs noted on paper should be called into the controller so that the recipient's name can be entered onto the system. In all cases where it is not possible to get a POD, a controller should be contacted to confirm if the delivery can be left without a POD. All paperwork should be handed into the Swindon office daily. All couriers should carry a supply of "We called when you were out" cards in case they are required.

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