


**The number one choice
for UK haulage firms**



Ask any of our Members and they'll tell you that The Pallet Network is the best pallet network in the business. And they'll mean it. This is why:

- **Biggest network by Member volume.** We put through more than 60,000 pallets a week in 2015 and it will be higher still in 2016. And ALL that volume is from Member customers. We run no central accounts and do not compete with our Members in any way. We believe there is one other network which offers greater volume, but only because of its Hub-based accounts.
- **You talk, we listen.** The Hub team takes the view that TPN's prosperity comes from ensuring our Members' prosperity. Our Members talk and we listen. Our Network Services Team is designed to offer help and support to all Members.
- **Sector-leading Hub facilities.** We have the best central Hub in the business, fit-for-purpose, carefully designed and with parking and loading space for 200 vehicles. 32 trailers load or unload simultaneously. Come and see the night operation in Minworth – the premises is designed for fast, safe service with no queuing.
- **Small delivery areas.** We have sufficient volume that we don't need to over-stretch Members. While other networks have scabbled to maintain enough good Members to cover all postcodes, we have been adding Members simply to shrink delivery areas. We now have 121 depot locations. This makes our Members' operations more efficient and more profitable.
- **Camaraderie.** Our Hubs and Members work as a team. This may seem like a cliché but check →

Member views

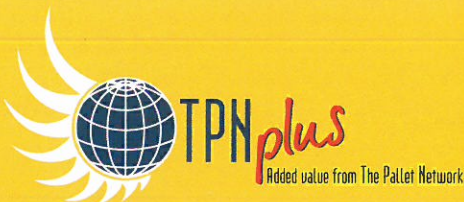
"TPN offers Transservice and our customers a high-quality, cost-effective delivery service. The IT system and E-POD app are far more advanced than at our previous pallet network, giving customers total traceability of their freight and real-time POD information. You really feel part of the network – the Members' Regional Committee allows the Members to contribute ideas and your opinion really does matter! TPN is absolutely the network of choice for us and our customers."

Paul Johnson, MD, Transservice Express, joined 2005



"In the 12 years we've been a Member, TPN has kept growing but neither it nor the depots have ever lost sight of the values from which the network was born. Customer service is a priority for everyone and open communication is encouraged at every level. We are proud to be part of it."

Alison Jeffrey, MD, Malco Freight, joined 2004



Member views

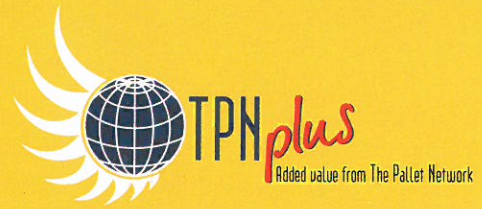
“We’ve specialised in pallets with TPN and it’s the best thing we’ve ever done. The ability to pick up the phone, talk to the MD or the head of compliance and have your issues solved is invaluable. The guys aren’t distant: they are approachable, amenable. They care. The customer service we get is outstanding.”

Neil Belcher, general manager, Pallet Plus, joined 2004



“At TWE we never thought we’d trust anyone else with our customers’ goods. But TPN has the same ethos as us. Service comes first and foremost. We joined with trepidation but it was an easy fit. Our customer base grew. It’s very easy to sell something that works! We’ve gone from strength to strength together, TWE and TPN. It’s a partnership, not a dictatorship.”

Trevor Edden, MD, TWE Haulage, joined 2004



our twitter feed, our newsletter or the comments from Members on this document. TPN is a network in the truest possible sense. We work together, to agreed high standards and look after one another’s customers as our own. That’s something you can’t fake and you can’t buy; it’s cultural.

● **Excellent, affordable IT.** Our IT systems are second to none, and the EPOD system we introduced in December 2014 is award-winning. But more importantly for Members, we make sure it’s affordable. Our job is to make you profitable, not to spend your cash freely. TPN Connect allows your customers to input jobs directly, and follows that consignment right through to delivery and invoice. We’re going to make it better still but always in a cost-effective manner. We look after your business and your wallet.

● **Smart, sustainable business ethos.** We encourage Members to make sensible decisions which are driven by profitability and efficiency, not volume. That’s why, unlike many networks, we’ve never had any minimum input fees. Incentivising hauliers to buy business or run inefficient loads is not in your interests, nor in that of UK haulage.

● **Regional expansion.** Our Northern Hub improves service times and cuts mileage for Northern Members, and has been a cost-effective, well-placed investment. →

TPN in numbers...

60,000+ pallets a week

100+ Members

121 depot locations

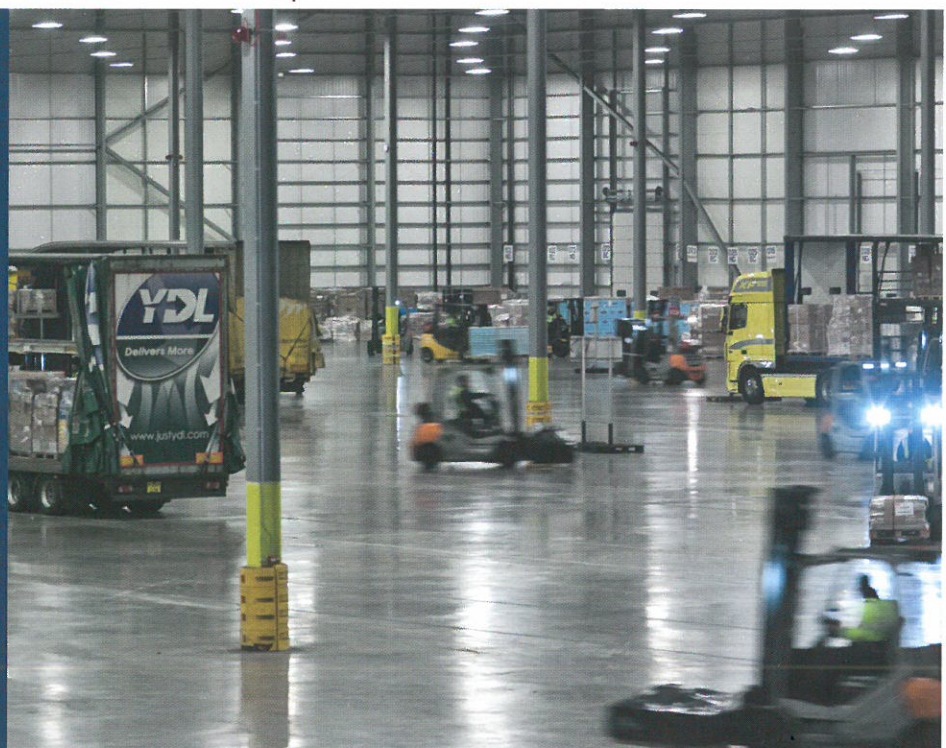
Over 3 million pallets in 2016

Parking for 200 trucks

Simultaneous loading/
unloading for 32 trailers

0 central accounts

0 minimum input volumes



● **TPN Ireland.** We're the only network with a dedicated Irish counterpart, 23 Members strong. We also have Members who specialise in European distribution and freight forwarding for those international deliveries.

● **TPN Plus.** We have continued to innovate in terms of the commercial advantages being in a network can offer you. TPN Plus allows Members to work in partnership with full and half loads, groupage, and other services for which they may want a third-party delivery or collection. We have our own freight exchange, which gives Members the guarantee of prompt payment and the quality assurance of working with Members they already know and trust. TPN Plus can offer supplier deals and collective purchasing schemes.

● **We deliver pallets.** Not lip service. There's a lot of boasting and squawking in the pallet sector and for years TPN kept silent, to the point where we realised people didn't know how remarkable our network is. But the truth is: we just do the job, and we do it really well. We hit top service KPIs, we expect and demonstrate excellence and we make customers very happy. We have really low levels of loss or damage, and Members try hard to help one another win, retain and impress customers.

● **TPN inspires loyalty.** Over 60% of our Members have been with us for over 10 years. Our Members don't stay because of contractual obligations. They stay because they want to, because TPN makes them money, pleases their customers and is a great network to be involved with.

If you think this brochure doesn't read like your usual cliché-ridden sales pitch, you'd be right. This is us, talking straight about who we are, what we do and who we want to be. Passionate, mutually supportive and really good at what we do. If you think you'd like to work with a network that talks straight and cares about your business, call us today.

"TPN has a totally different outlook to other networks - they just want to get on and do the job. Customer service is quick to rectify any problems. The night operation is much better than we've experienced before. I think TPN is one of the best kept secrets in UK logistics."

John Reid, MD, John Reid Trucking, joined in October 2015

Member views

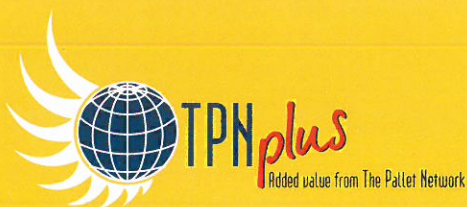
"TPN is the best network out there. You can't substitute this kind of quality support"

Barry Little, sales executive, Hi Speed Services, joined 2010



"TPN gives us high quality cost-effective national transport for all our customers"

Dave Hands, MD, LTS Distribution, joined 2015



Contact the Network Development Team today

on 0121 313 4031 or email networkdevelopment@tpnmail.co.uk