

THE Pallet Network

Partner Powered Alliance

Enhance your deliveries with the best
palletised distribution service



BUSINESS CARD



A Culina Group company

Welcome to

THE Pallet Network

Partner Powered Alliance

THE Pallet Network is the UK's leading palletised freight delivery network. Based on a close Partnership with our 130+ depots around the country, we pride ourselves on enhancing your customer satisfaction rates.

As part of the Culina Group, the UK's largest, privately owned, third party logistics specialists, we offer a wealth of expertise and service resilience which is unmatched.

We continually invest in our operation to ensure that it has the standards, the facilities, the expertise and the infrastructure you need to give fool-proof operations today, and futureproofed operations for tomorrow.

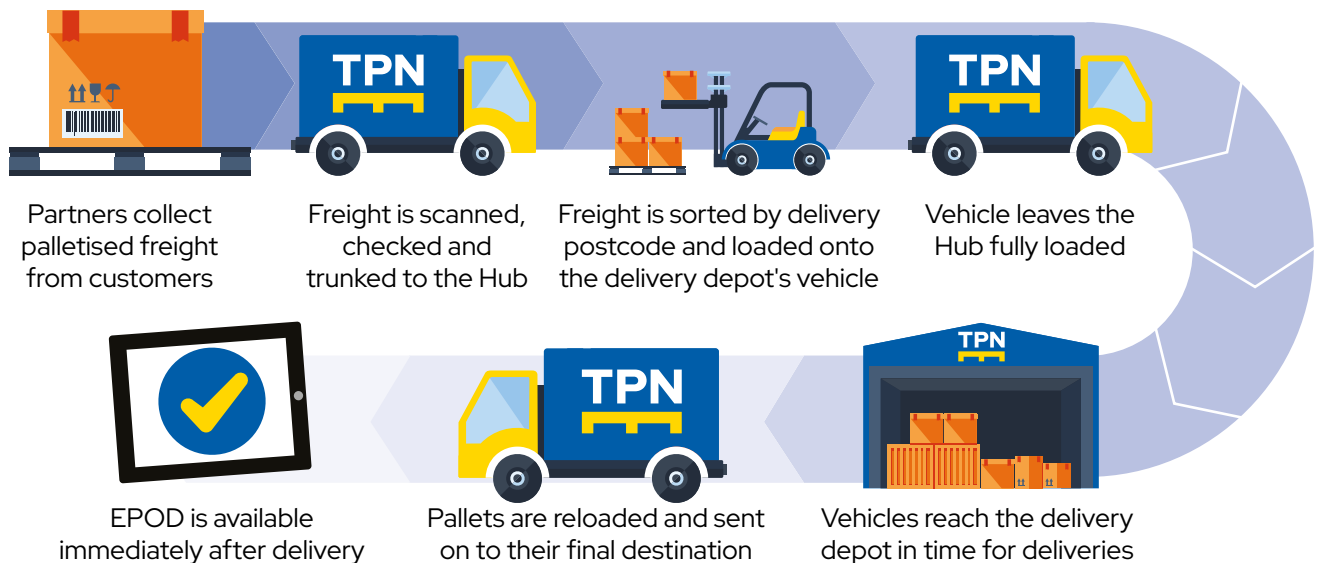
TPN is the premier choice for both logistics Partners and freight customers throughout the UK and Ireland. We offer impeccable service levels, market-leading IT systems and a network-wide dedication to the customer-facing professionalism which is essential to great deliveries and repeat business.

We are THE Pallet Network.
Mark Kendall, MD

If you'd like to work with a network which supports your business completely, contact us on sales@tpnmail.co.uk or **0121 313 4022**.

#AllAboutPerformance
#AllAboutExcellence
#AllAboutYou

The Pallet Network Journey



Complete control, complete visibility with our 24/7 tracking system

TPN Connect

Customers book jobs in to Connect, which gives real time information

Freight is scanned onto the collection vehicle...

Then the pallet is scanned onto the trunk vehicle...

On arrival at the Hub...

Onto the out-bound trunk...

Into the delivery depot...

Onto the delivery vehicle...

And at the delivery point with instant ePOD

“ Gilbertson & Page produces a vast range of health-conscious, quality dog food, including Arkwrights, Dr John's and Gilpa. Delivery reliability is essential in the competitive pet food marketplace. Our TPN Partner provides an extended service to the company, including a dedicated account manager. They do a great job for us.

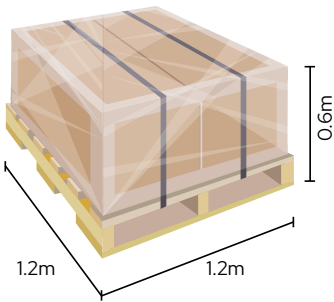
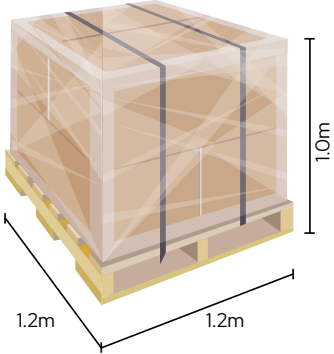
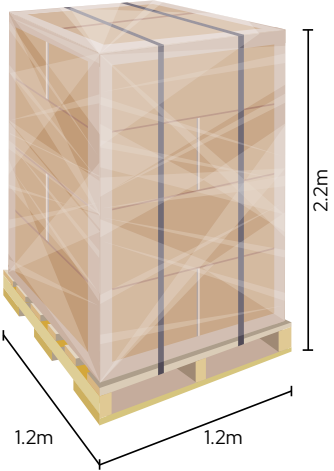
Heather Thayne,
Sales Office Manager,
Gilberston & Page

Our Network

- 120 independent Partner companies and 130 depot locations
- Our excellent postcode coverage and very high drop density means our depots are local to you and local to your customers, meaning our on-time, in-full, service KPIs are unrivalled
- Only the best transport companies, who share our ethos of excellence, are invited to join TPN
- We have tremendous network stability, with many of our Partnerships extending across two decades or more
- Our Partners and Hub team work together with a commitment to excellence from depot to delivery

Partnership | Excellence | Customer Satisfaction

Our Pallet Sizes

		
Quarter Pallet	Half Pallet	Full Pallet
Length 1.2m	Length 1.2m	Length 1.2m
Width 1.2m	Width 1.2m	Width 1.2m
Height 0.6m	Height 1.0m	Height 2.2m
Weight 250kg	Weight 500kg	Weight 1250kg

Our Services

- Unrivalled coverage throughout UK and Ireland including offshore islands
- Three convenient, simple pallet sizes to suit your needs, giving you the most cost-effective and efficient way to distribute your products
- Two oversized pallet options
- Our strategically placed cross-docking Hubs offer the greatest efficiencies of movement and excellent national reach
- Our peak-proof operational protocols give great resilience to volume fluctuations

Services include:

- **Premier** – our fastest option for priority shipments
- **Economy** – our most cost-effective option
- **Dedicated day** – delivery on your chosen day within 2-5 working days of despatch
- **Premium services** – AM, PM, timed, Saturday AM, or booked in to schedule a delivery at your convenience
- **Tail-lift service** – available for non-forklift deliveries
- **Home delivery to kerbside**



Honesty | Respect | Communication | Integrity

Specialist services

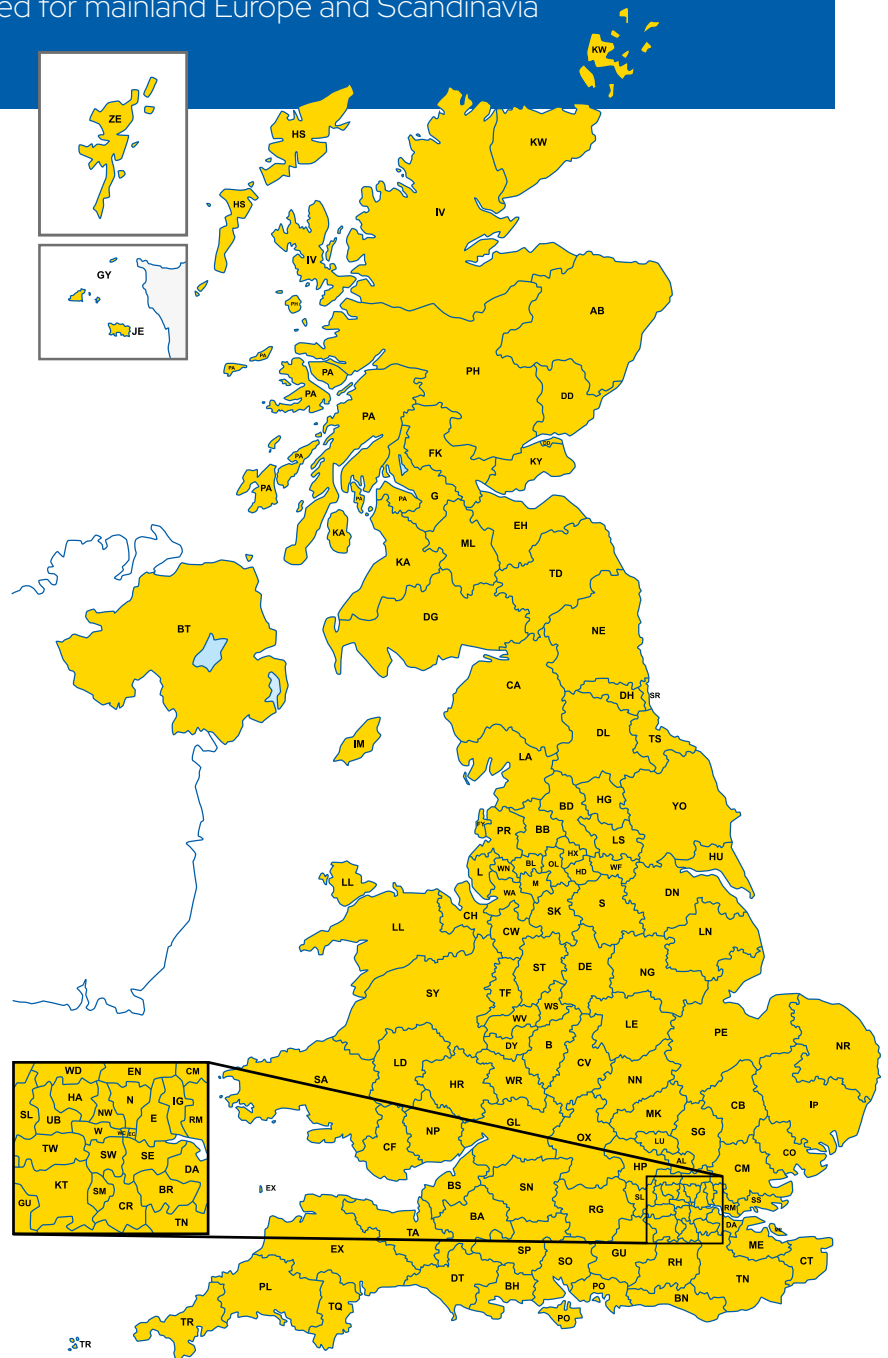
TPN offers customised services to cater for your more specific contract requirements

- Regional Distribution Centre – with due dates reflecting consolidation agreements to ensure smooth and seamless delivery slots
- TPN XL – a bespoke service for the distribution of unusual or bulky products requiring careful and expert handling, with guaranteed delivery windows
- TPN Xport – an enhanced international service bringing the TPN trademark high service standards to consignments destined for mainland Europe and Scandinavia

Quality

TPN ethos centres on the delivery of excellence. These high standards are consistently attained by:

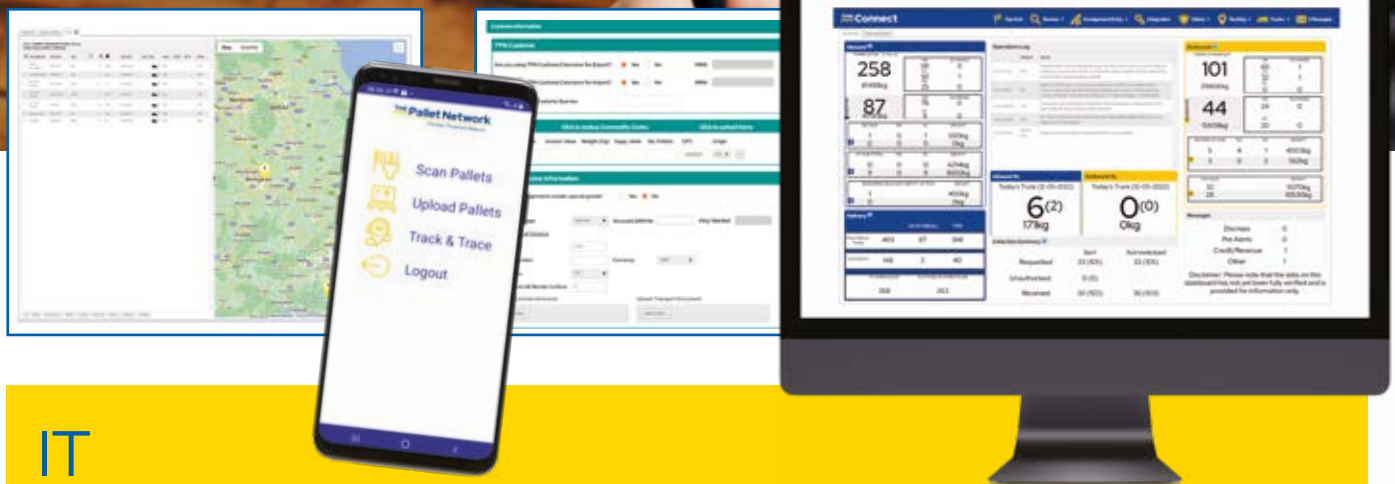
- Our stringent operational manual
- Performance-based targets – KPIs are measured for on-time delivery, proof of delivery, scanning accuracy (to ensure seamless tracking) and fulfilling promises to customers
- A relentless commitment to continual assessment and improvement. Our Partners are audited to ISO 9001 standards annually
- Our five ISO accreditations for quality, environmental management, data security, energy management and occupational health and safety



Professional Tools | Expertise | On-Demand Solutions

// We use TPN for all of our palletised freight for three reasons. They deliver our pallets next day throughout the whole of the UK, with the benefits of real-time tracking. They share our environmental views to become more efficient and sustainable. And they complement our company's philosophy to make our trading experience a joy.

Colin McLorg,
Commercial Director,
Just 1 Source & Supply



IT

TPN Connect, developed in-house with our Partners, gives you complete control and visibility over your customer deliveries from input to sign off.

- Cloud-based so you can log in from anywhere, anytime for real-time information
- Implant available for complete control of manifesting
- Remembers customer addresses and short codes for fast input
- Save time and money with email ETAs and customer tracking to queries and admin
- Full track and trace, through to electronic proof of delivery with signature capture
- Our customer mobile app, TAPP, gives you all your consignment information at your fingertips
- Developed in-house to offer rapid responses to customers' changing needs


TPN empowers you to have complete control of your delivery service:

- Book individual or multiple consignments
- Print labels
- Scan pallets
- Track consignments through to final delivery
- Receive real-time email "status" notifications
- Instantaneous proof of delivery

Transparency | Tracking | Complete control

TPN is working towards carbon neutrality, prioritises excellence and welfare, and supports local charities of our Partners' choice each month.

Recycled **1,000 tonnes** of broken pallets since **July '20!**



37,400 HGV journeys saved annually



5x ISO

accreditations for:

- data security
- environment
- quality
- H&S
- energy management



over **70** local charities

supported through **TPN Charity Draw**



Working towards **Streamlined Energy & Carbon Reporting** (SECR)



Over **1,750 hot meals** given to trunk drivers **each week**



We've cut liquid waste **by 100%**



Paper waste **cut by 4%**



Trailer utilisation **32% above** UK average






Solutions | Customer-Centric | Proactive



TPN

If you would like your palletised freight deliveries conducted by a network which will treat your customer as its own, and offer impeccable service, then contact Sales on 0121 313 4022 or email sales@tpnmail.co.uk.

Multimodal Pallet Network of the Year 2019-2021
Finalist Motor Transport Sustainability Award 2022

 #TPN-The-Pallet-Network
 @ThePalletNetwork
 @OurTPN

