



Expect the Best

[www.tnt.co.uk](http://www.tnt.co.uk)

## Living up to our standards

We are justly proud of our corporate standards and work to them throughout our business. Whatever role you fulfil within the company these standards will become your guide to our way of working.

### **Aim to satisfy customers every time**

In our fast moving environment we stay ahead of the competition through our excellence in customer service. Throughout the company we take pride in the high customer service standards we work by, at all times communicating professionally with both customers and colleagues.

### **Challenge and improve all we do**

We recognise that we can always do better and we strive to beat our best performance - you most certainly cannot accuse us of resting on our laurels! We continuously seek to improve in every area of the business by challenging what we do on a daily basis. The success of this approach is illustrated by the many awards we have won, including recognition from the British Safety Council for our excellence in health and safety, industry awards for Customer Service and Champion status for Investor in People.

### **Be passionate about our people**

Our success is purely down to our people and their determination to do an excellent job every time. Our firm commitment to training and development is widely recognised in our industry. As your employers we will share your determination to reach your full potential.

Our award winning training and development team provide learning programmes to ensure that you excel in your role and progress in your career.

### **Act as a team**

Teamwork is the basis of our business success and is essential at every level. We encourage a culture where everyone, regardless of position communicates openly and constructively with each other. Management encourages new ideas as they seek to improve both the business and your job role.

### **Be honest, always**

Especially in our business where we safeguard customers' goods it is essential that honesty is at the heart of everything we do. This mutual trust and confidence in each other enables us all to perform to the highest possible standards in all areas of our work.

### **Measure success through sustainable profit**

As a successful, global organisation we employ over 162,000 people and operate in 64 countries. We are an established industry leading organisation with many years of success and rest assured there are many more to come. New markets are constantly opening up and together we will be there to take up these opportunities as they arise.

### **Work for the world**

We strive to be recognised as a responsible member of society, protecting the environment and to give something back to the local and global community. Within the UK we are a major supporter of Wooden Spoon a charity funding projects for disadvantaged children within the UK. Globally we are committed to the United Nations World Food Programme whose objective is to alleviate hunger throughout the world.



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## Rewards

As you would expect from one of the industry leaders in parcel distribution, TNT UK are committed to offering you market leading reward and recognition schemes. These include competitive salaries, company funded benefits and voluntary schemes that you can choose to take advantage of.

### Pay

We offer competitive rates of pay together with attractive incentives for target beating performances.

### Pension

If you are over 18 years of age and have worked with us for at least 6 months you can join the company pension scheme. As a defined contribution scheme we will make a 7% contribution of your pensionable earnings whilst you will be required to add a further 3%.

### Holidays

We offer 21 days holiday every year plus bank holidays. This initial amount will increase by one day for every year you are with us to a maximum of 26 days.

### Family Support

For those exciting times when you have an addition to the family we assist you by offering enhanced maternity leave and pay as well as 2 days paid paternity leave in addition to the statutory provisions. There are certain criteria you will need to meet to benefit from this additional leave.

### Childcare Vouchers

We understand how difficult it can be to manage a job when you have children. To help with this, we offer vouchers to help with Childcare costs. Because of the cost of childcare vouchers is deducted before your pay is assessed for Tax and National Insurance, you will receive significant savings. Childcare vouchers can be spent on any registered or approved providers of childcare. Should you use a nominated nursery you will be entitled to receive an additional concession on the standard nursery charge.

### Illness

You are entitled to sick pay if you are a permanent employee and the levels will depend on the type of position you have and the length of time you have worked with us.

### Recognising your efforts

Managers are able to reward people who go out of their way to provide service excellence individually, or as a team. We will recognise your special efforts and those extra things you do to make TNT and the services we provide second to none.

Once you have completed your induction programme and become a permanent team member you can pass the message on to friends and family. If you think you know someone who would enjoy working for TNT please recommend them – and what's more if we employ them we will pay you £300 for the introduction.

### Giving you a head start

Every one of our new starters benefit from a comprehensive induction to their team, the role they have been employed to carry out and the Company as a whole.

This gives you an excellent start to your time with us and gives you then opportunity to meet everyone you will be working with.

If necessary for your role we will also provide you with a free uniform and all the protective equipment you need to carry out your duties in a safe and responsible way.