

Hermes operates a network of 7,500 friendly, local couriers covering 99.5% of UK postcodes.

Benefits of using Hermes:

Our clients are long term partners

Hermes are proud to have a very low client turnover and we believe the key to our success is understanding your business needs and working together in partnership with you. As a Hermes client you will be assigned a dedicated Business Development Manager whose primary role will be to understand your business and ensure that we're offering your customers the best delivery service. You will also be invited to a series of Hermes hosted events ranging from cutting edge industry feedback and research presentations to VIP social events.

Our couriers care that customers receive their parcel on the first attempt

Hermes couriers are recruited from within the areas that they live, which means their local knowledge is second to none. For example, if your customer isn't at home but works around the corner, our couriers will usually be only too happy to make the detour to ensure your customers receive their parcel as soon as possible.

Safe Place delivery

Hermes pioneered a 'Safe Place' delivery option to ensure that when your customer isn't in they are not greeted with a card that asks them to visit a sorting office. Our independent research indicates that your customers are happiest when they can retrieve the parcel as soon as they get home**.

Investing in the future:

New operational technology

In 2009 Hermes invested heavily in 7,500 state of the art Hand Held Terminals to enable us to enhance our doorstep service to your customers. The introduction of a new national distribution hub in Nuneaton with cutting edge scanning technology, provides near perfect reading accuracy.

Product development

Our dedicated Product Management team will be in regular contact with you to understand your current and future requirements, so that we develop the delivery solutions to suit your needs in the years to come. For full details on new products please ask your Hermes contact to refer you to a member of our Product Management team.

Service:

Hermes offer a fully tracked 2-3 day service:






- Up to 94 % first time delivery success (Industry average 83 %)*
- 92 % delivered within 48 hours of scanning into the Hermes network
- 97 % delivered within 72 hours

*Source: IMRG Valuing Home Delivery 2010.

** Source: Parcel deliveries 2010 Usage and Attitudes Survey May 2010

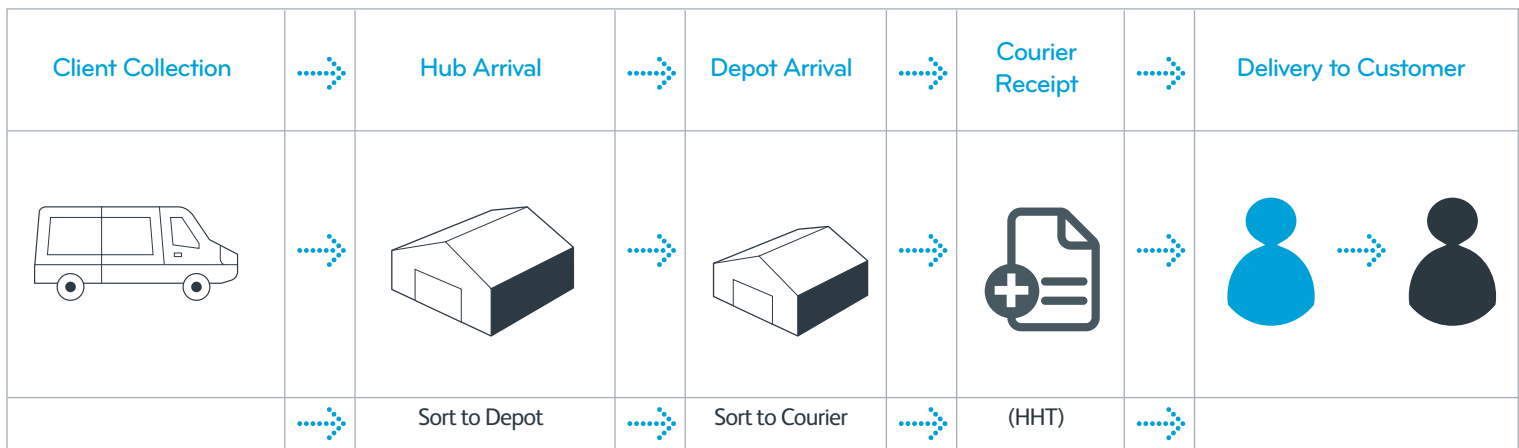
Standard Service

Key features:

- Network coverage  99.5 % UK coverage (Including Northern Ireland, Isle of Man, Channel Islands).
100 % available via UPS
- Delivery attempts  3 times without surcharge
- Delivery days  Monday to Saturday inclusive
- Loss rate  <0.18 % of volume
- POD (Signature)  Service available
- Parcel tracking  Live web tracking

Further services available:

- Optional parcel returns service
- 100 % coverage (with complimentary carrier)
- Next Day service
- SMS
- European deliveries
- Stock collections / Direct despatch
- Eire / BFPO (British Forces Post Office)



Weight and size dimensions:

Weights: A maximum of 15kg per parcel.

Dimensions: A maximum of 120cm in length OR a combined dimension of 225cm
(Calculated using the largest single dimension plus 2x each of the other dimensions).

Parcels outside of these dimensions are classified as non-standard and can be managed on behalf of the client subject to prior agreement with Hermes.

Hermes:

Hermes Parcelnet Ltd, Capitol House, 1 Capitol Close, Morley, Leeds, LS27 0WH

Specification sheets correct as at 20th April 2011 and are subject to change. E&OE