



**Class 1 Postal Licence
Application Procedures & Application Form**

PART 1: CONTACT AND BUSINESS DETAILS OF APPLICANT

1.1 Details of Applicant Organisation

Name of Applicant Hi Speed Freight Services Limited
Address of Applicant Freight Buildings Jersey Airport L' Avenue de La Commune St Peter Jersey JE3 7BY
Website of Applicant (if applicable) www.hi-speedfreight.com

1.2 Trading name

Name under which Applicant proposes to trade Hi-Speed Freight Services Limited/ DHL Global Mail/ Deutsche Post Global Mail/ DHL/ Deutsche Post World Net
Registered office address (if different to that in 1.1) As above

1.3 For companies or other bodies corporate

Registered number 25575

1.4 For overseas applicants only

Address in Jersey for service of process or other notices

1.5 Details of designated contact person within Applicant Organisation

Name Andrew Renouf
Position held in Applicant Organisation Chairman & Non Executive Director
Address (if different from that in 1.1)

Vue Du Port Rue Des Vignes St Peter Jersey JE3 7BE
Telephone Number 01534 744108 Mobile Telephone Number 07797 715410
Fax number 01534 490200

1.6 If the Applicant is a company, partnership, co-operative or other body, please give the name(s) and private address(es) of each of the current directors, company secretary, partners, or members of the committee of management. *(Applicants must provide the names and addresses of all relevant individuals. If more space is required please attach an extra page.)*

Name Andrew Renouf	Name Michael Seymour
Position Non-executive Chairman & Director	Position Managing Director
Address Vue du Port Rue Des Vignes St Peter Jersey JE3 7BE	Address 29 Clos Saut Falluet St Brelade Jersey JE3 8FH

Name David Norman	Name
Position Director of Operations & Logistics	Position

PART 2: SERVICE DETAILS

SECTION A

A.1 Information on Service Details and Charges

A.1a Details of the products and services provided by the Applicant and the terms on which they are available, including:

Types of mail the applicant proposes to carry under this licence

The applicant proposes to offer a service for the bulk conveyance of items in large packets and letters subject to minimum volume requirements. Each customer will need a minimum quantity of 25 items per mailing for Packets and 50 items per mailing for large letters. These items will be carried on the existing DHL aircraft to DHL hubs either in the UK or Leipzig in Germany.

➤ **Targeted customer base**

The service will be offered to any customer who can fit in with the above criteria of minimum volumes. The Jersey Fulfilment industry is likely to be the main customer base.

➤ **Likely geographical coverage**

The service is a worldwide service.

➤ **Proposed timescale to commence operations**

Hi-Speed Freight Services has 20 vehicles and 29 staff. We can commence operations as soon as a licence is issued.

➤ **Forecast of volume**

It is extremely difficult to forecast volumes. It is expected that we would obtain some market share due to the following :-

(i) Faster delivery times

As DP ship pre-sorted mail and introduce it into the foreign post office delivery network at the last possible moment this will often result in much faster delivery times.

(ii) Tracking and feedback reports

The DP mail system not only offers tracking until it enters the DP network but also detailed monthly reports of average delivery times (by country). Whilst this service cannot provide Proof of Delivery, it is expected that this detailed feedback will be useful to some clients as it allows them to benchmark our service with that provided by Jersey Post. – See Appendix 4 in the previous postal licence application dated 20 June 2007 for bulk re-mailing currently held by the applicant

A2 Protecting the integrity of the mail

- Please provide a copy of the applicant's registration under the Data Protection (Jersey) Law 2005

Please find enclosed with this application.

- Please provide details of how the licensee proposes to comply with protecting the integrity of the Mail (condition 14 of the licence)

Hi Speed Freight Services has operated the DHL business in Jersey for over 25 years. We have exceptionally low staff turnover and many of our core staff have been with us in excess of 15 years. This means we have very experienced and trustworthy staff.

Vehicles are left locked whilst our couriers are collecting parcels/documents & our vehicles have central locking to make this policy easy for our staff to put into practice.

All parcels are "scanned in" on collection and the scanners upload to the DHL system in real time (via 3G GSM data) to allow full tracking and tracing. (Boxes of bulk mail will be treated like any other existing parcel).

We have never experienced any theft of any documents in the last 25 years. In the highly unlikely event of a vehicle theft we have a GPS vehicle tracker system which gives us the exact location of all of our vehicles every 120 seconds. (The tracker system is not designed for security but is actually installed for operational/efficiency reasons so that we know where our vehicles are located at all times).

All of our staff operate to DHL standards and procedures. In order for DHL to operate to ISO9001 and other standards, Hi-Speed have regular audits by DHL and are monitored daily for timeliness of collections and delivery.

A3 a If the applicant believes any of the standard template licence conditions should not apply to it, please indicate which of these are and provide reasons.

The applicant is happy to accept the standard template licence conditions, although due to the high costs of local advertising, proposes that all pricing information can be found on the DHL website.

A.3b Please indicate if there are any other conditions the applicant believes should be included in its licence

None

A.4 Information relating to customer service

A.4a Details of quality of service targets supported by the applicant

All bulk mail will be collected from the customer, processed and sent on the Hi-Speed/DHL dedicated aircraft the same day. It will arrive at Deutsche Post Global Mail in Croydon the next morning or at Leipzig DHL Hub at or before 9.00am.

A.4b Details of the current contracts with all classes of customers (please provide copies)

Please find enclosed in Appendix 3 in the previous postal licence application for bulk re-mailing currently held by the applicant.

A.4c Details of measures adopted by the Applicant for the effective and fair resolution of complaints made by customers and other operators who are customers of the Applicant

Hi-Speed Freight Services is a small business but we have always recognised that one of our key competitive advantages is how we deal with customers. We try to answer all of our telephones within three rings and customers are answered by a real person (not an auto attendant).

Being small is an advantage as customers will tend to speak to one of only six long standing staff members who deal with the bulk of our incoming calls.

If a member of staff cannot resolve a problem it will be passed to either a supervisor or to one of the three directors of the business. As we know our customers well and on the rare occasion things go wrong we deal with the issue immediately as we realise fast and effective handling of any problems usually deepens a customer relationship. Unlike larger firms who often have to pass complaints around to other departments, we are fortunate that we are small enough that one member of staff always takes ownership any issue and is responsible for resolving it.

Staff are also sent on training courses run by DHL which deal with resolving customer problems or complaints. In addition our customer services staff rotate roles on a regular basis (i.e. import/export/customs/tracking issues/etc) which means they have the experience to deal with most issues themselves on a timely basis.

A.4d Details of measures adopted by the applicant to ensure transparent publication of all terms and conditions for charges for services

Before any services are provided, a customer will be given the published tariff and will open up a DHL account. All customers are made aware of (and sign up to) the standard DHL terms, conditions & prices. Please find enclosed in the application for the bulk re-mailing postal licence currently held by the applicant.

A.4.e Details of any code of practice in relation to customers, including withdrawal of service from customers

Hi-Speed are bound by DHL's standard terms and conditions.

A.5 Postal Services (Jersey) Law 2004 – Article 8

A.5a Applicants should state how their proposal for conducting postal services activities satisfies the primary and secondary considerations, detailed in Article 8 of the Law.

Article 8 paragraph 2 (a) and (b)

The applicant believes that it is in the best interests of the island to have a choice of postal operator as in time competition benefits the consumer through lower costs and higher quality services. Hi-Speed can offer a more efficient, faster and lower cost service than provided by Jersey Post.

Article 8 paragraph 2 (c)

The applicant believes that the proposed new service will further the economic interests of the island for several reasons.

- (a) Customers have expressed an interest in using the new service as they know it will be faster, cheaper and offer more choice than the service currently available.
- (b) Hi-Speed Freight services have provided a useful “lifeline” service for the finance industry & the island generally during past UK and foreign postal strikes.
- (c) Several Fulfilment companies have moved their operations away from the island and have publically blamed the high monopolistic tariffs imposed by Jersey Post. Considering the background of a 12% fall in GVA in the finance sector in 2009, it is vitally important to encourage other industries. The fulfilment sector is an important sector in Jersey’s economy but internet shopping is virtually a perfect market and subject to fierce competitive pressures. The fulfilment industry needs to keep a careful eye on its cost base to remain competitive.

Article 8 paragraph 2 (d)

The applicant believes that licensing the proposed new service is best calculated to impose the minimum restriction of those engaged in commercial activities connected with postal services in Jersey.

Article 8 paragraph 2 (e)

The applicant has been in business for over 25 years and has the financial stability and resources to offer the proposed new service.

Article 8 paragraph 2 (f)

The applicant believes that licensing the proposed new service will fit in with this requirement as part of the service involves collection of post from the customers’ premises.

Article 8 paragraph 3

The applicant has provided all of the information relating to reliability speed etc in the application form above.