

Distributors Terms & Conditions

The Directory Group has 3 main distribution:

- 1. TDG Directories: Monthly distribution of Directories + leaflets in:**
Farlington, Drayton & Cosham ,Hayling Island, Havant & Rowlands Castle, Waterlooville, Denmead, Purbrook & Widley , Cowplain, Clanfield & Horndean, Petersfield, Meon Valley and Alton & Alresford
- 2. Secondary Distribution in Petersfield: Monthly distribution of leaflets only in Petersfield**
- 3. BS distribution: Bi-monthly distribution of our Beautiful South magazine in Petersfield, Emsworth and Rowlands Castle.**

Terms of Employment

1. If you are between 13 and 16 years old, at the appropriate time we will issue a Child Employment Forms for you to complete. This CEF will be sent to the relevant authorities to provide Work Permit for you. We will email a copy to you when we have it.

- 2. If you are over 16 years old, you** have to send as an email to tell us how you want to work with us:

- a) As Self-Employed:** It is your responsibility to declare all self-employed earnings to HMRC;
- b) Being employed by us:** at the appropriate time we will send you a Starter Check List (the Old P46) to complete.

If you don't have any other income you will not be taxed.

If you previously or in the same time, have a job you must provide an P45. If you don't provide us with the correct tax code, you will be employed with the Basic Rate tax code. This does means that all your earnings with as will be taxed at 20%. You can recover this tax at the end of the financial year, depending on your circumstances.

Any other way of working is considered illegal!!!

The requirements from each individual distributor when they receive a round to deliver:

- 1.** Please let us know if you need a trolley or a bag to do your round. Also let us know if you have special instruction for delivery in case you are not home when we deliver (ex. On the porch).
- 2.** When you received the email with the round offer, please check the round list provided, read and confirm in writing or by text that you understand the terms of your employment and all the other files that we sent to you and you can deliver in the time required. If you need an adult to help you, please check with them first and take their consent. If you don't confirm all this the round will be allocated to someone else.
- 3.** The directories will usually be delivered to you once a month on **Tuesday, Wednesday, Thursday or Friday** prior to the last weekend of each month, and **you must**

complete your deliveries by the following Tuesday. (Please see the Distribution Dates list for the published schedule)

4. Before accepting an offer from us to do a round, please read carefully this document and “Advice for Distributor”, and the “Round list” that you will receive by email from us. If something isn’t clear or you have questions, please don’t hesitate to contact us so, we can clarify everything before you accept the job.
5. If whilst you are stuffing the leaflet, you notice that you are short of magazines or leaflets **PLEASE TELEPHONE – EMAIL OR TEXT US IMMEDIATELY – SO WE CAN DELIVER THEM TO YOU SOONEST.**
6. After you have finished the round you **MUST** confirm that you have finish your round deliveries by the next Thursday following completion.
 - Log onto www.thedirectorygroup.co.uk
 - Click through to the LEAFLET DESIGN & DISTRIBUTION PAGE
 - Click through to the DISTRIBUTORS PAGE
 - Complete the confirmation form
7. If it is your first time of doing a round – please email your bank details to: Distribution@thedirectorygroup.co.uk (Bank name, Account name, Sort code and account number)
8. **Failure to confirm completion and bank details will result in non-payment of your round!**
9. **Payment will be made by Bacs directly into your bank account:**
 - a. TDG magazine before the END of the month (30th – 31st)
 - b. Secondary distribution in Petersfield and the distribution of Beautiful South magazine will be payed until the 10th of the following month.

Example: you deliver BS in July with the 10th of July as a dead line. The payment will be done on the 10th of August.

Rates for the delivery of directories and leaflets for new distributors from January 2018

1. TDG Distribution: 1 directory + up to Five (5) leaflets – 7p per house delivered
2. Secondary Distribution in Petersfield:
 - a. Only leaflets: Up to 5 leaflets – 5p per house delivered
 - b. Up to five (5) leaflets + Beautiful South magazine – 10p per house delivered
3. BS distribution: Only Beautiful South magazine (NO leaflets or directories) – 5p per magazine delivered

In case you will have more than 5 leaflets you will be paid one (1) extra penny per each extra leaflets.

IE: If you have to deliver 7 leaflets your rate is 7p per house delivered.

The requirements from each individual Distributor when delivering any of the directories:

VERY IMPORTANT: Do not deliver a competitors Directories or leaflets during your round.

1. The directories must be delivered between the hours of:
 - 08.00 – 20.00 (8am-8pm) MONDAY – SATURDAY
 - 09.00 – 20.00(9am-8pm) SUNDAY
 - Not during the night!!!!
2. Please ensure that each directory is placed **fully through the letterbox** of the house and not left.

on the doorstep or within the garden, **also remember to shut any gates behind you.**

3. Please ensure that you only deliver to the area specified on your route list, (this prevents overlapping).
4. If you have flats in your area the service access time is normally between **08.00-11.00**

Mon – Fri (you may also be able to use the TRADE button). Directories must be posted through individual letter boxes - please do not leave them at the bottom of the stairs or by door entrances as they may cause a safety risk.

If you can't deliver to flats, please let us know which one and why and we will collect the magazines and adjust the amount that you will receive next month. Help us save a tree 🌳!

5. Please ensure that leaflets are inserted in every directory and you only deliver one directory to each house. If there are A4 size leaflets, they need to be folded (unless told otherwise)
6. Please deliver to all business, restaurant and shops (except the nationals)
7. A breach of any of the above rules could result in you not being paid
8. Please give **one month's notice** if you wish to take a holiday or decide to give up your round.
9. **Do not dump undelivered directories or leaflets!**

If you have directories or leaflets left over at the end of your round please text, email or call me so that I can arrange to collect.

Feedback from Clients and Penalty's

We expect all of our distributors to work in a courteous, thoughtful and conscientious way as our good reputation with households and clients is very important to us. However, we do occasionally get complaints, so this clarifies our position if we receive a complaint on your round.

Firstly, we will always check with you before taking any action. We will want to hear 'your side of the story' too.

Complaints fall into three categories.

1. YELLOW CARD.

This means that we will call you and discuss the issue. We will put a note on file to say that we have had that discussion, but you will still get paid. If this happens several times we will issue you an AMBER card.

Typical YELLOW CARD offences based on complaints from households.

- Sloppy delivery like booklet left on path or drive.

- Gates left open when signs clearly indicates gates should be closed.
- Walking across lawns
- Annoying householder's pets
- Cheeky behaviour to households.

2. AMBER CARD

This means that we will **not pay you for this round**, we will put a note on file, but you can still be a distributor for us. If this happens more than once we may issue you a RED Card.

Typical AMBER CARD offences based on complaints from households.

- Wasting booklets by delivering several booklets to the same household unless requested
- Delivering booklets without flyers when enough flyers were supplied
- Late delivery of books without good reason
- Late reporting of round completion without good reason
- Any other complaint that we feel is inappropriate behaviour

3. RED CARD.

This means that we will **not pay you for this round and we reserve the right to terminate your role as a distributor immediately.**

Typical RED CARD offences

- Gross abuse of the system such as deliberately stuffing multiple copies of booklets or flyers through a single letterbox (unless requested).
- Non-inclusion of flyers supplied to most or all the booklets.
- Booklets or flyers found dumped or disposed of without our authority
- Complaints from our clients re. The quality of your delivery
- Swearing at householders
- Claiming to have delivered more booklets that you really have (we do have households informing us re non-delivery)
- Any other complaint that we feel damages our reputation or customer relationships

Dumping policy's

Due to recent occurrences, please be reminded **The Directory Group retains a zero tolerance to the dumping of leaflets or magazines.**

- We respect our clients
- We respect the environment and work actively to protect it by recycling everything we can
- We work closely with communities (such as Neighbourhood Watch) and are informed about any

dumping

- We have a selected number of people, in each area, who inform us if they have not received their

Directory

- We survey the rounds periodically
- We have an accurate record of distributors who have dumped their round. You will be caught 😊
- We will sack and not pay anyone who dumps their round

- Local Authorities may issue a penalty to The Directory Group. We will recover the monies from

the distributor who has dumped their round.

Thankfully, most of our 105,000 magazines across 10 areas in Hampshire do get delivered. It is timely we remind all distributors of our policy.

If you have any questions or concerns, please do not hesitate to contact me on the below information.

The GDPR Compliance

The law of regarding keeping your personal data has changed.

We want to let you know that we don't share or sell your personal data to anyone. We keep your data on a secured server, in a secure location. Only 3 persons in the company have access to your personal data. Your personal data are deleted after our contract has ended.

As long as you are on our waiting list or work as a cover or permanent distributor, you are agreeing to receive emails, texts and phone calls which are informing you about job availability or information about your distribution.

If you don't want to be contact by us and your information to be deleted from our date base, please email or text to the following contacts:

01730 260746 // 07703 002674

distribution@thedirectorygroup.co.uk