

# BACKLINE

LOGISTIC SUPPORT SERVICES LTD

*We really are  
waiting for your  
order 24/7*

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



**Backline** is a specialist provider of temporary, permanent, contract and agency staff to local, national and international clients. The company has built a reputation in supporting logistics based and own account transport businesses. Growth in Backline has seen the introduction of commercial, secretarial and sales services across the whole spectrum.

We provide solutions for longer term staffing requirement as well as ASH cover (Accident, Sickness and Holidays). We solve our clients' problems if a worker is required at short notice for one day, or a team is required to fulfil a longer term planned project. Everyday we provide ongoing onward delivery services to national retailers on a strategic basis, every day we provide emergency cover for unforeseen staff shortages, to a variety of businesses, 24 hours a day, 7 days a week.

We provide a guarantee to supply option, whatever the circumstances utilising retained and in-house trained operatives.

Thank you for reviewing  
our brochure.

We invite you to read on and discover our philosophy, our methods of operation and more importantly, how and why the Backline service can help you and your company solve your staffing problems.



Driving and Industrial

Guaranteed Supply

Service Guarantee

A Business Class Provider

Contract Staff Solutions

Backline Professionals in Depth

Training to Solve the Skill Shortage

Your Problem Solved



At Backline we hold ourselves accountable for being energetic, honest and straight forward in all our dealings.

We don't make excuses  
we get it right!

When we make a promise to a client we fulfil that promise, our mission is to make sure that our clients receive exactly what they expect to get.

Backline is about quality, the right person for the job, the task performed well, in good time.

**Our staff  
doing the job  
your way!**



We have exactly the  
**right person for you**  
waiting for your call.



The company originated in 1979 and we are proud to be the largest supplier of logistics staff in the Westcountry. We have 5 branches and supply the major national and international companies in the region, often on a first call or preferred supplier basis.

Backline has substantial resources and boasts a professional, experienced and motivated team committed to providing exceptional service.

**We provide:**

- LGV drivers qualified in all aspects of handling from Hiab, RoRo, Skip Moffat, Walking floor - everything!
- Van and light vehicle drivers - from chauffeurs to parcel delivery specialists.
- Fork lift operators - Counter Balance, Reach, Rough Terrain, Sideloaders and more.
- Transport Management Staff - CPC holders, planners, schedulers, clerks and administration support
- Pickers, Packers, Warehouse - experienced application workers.
- Sales and Marketing - Dedicated telesales staff and face to face negotiators
- Secretarial and Administration - PA's, data input, administration, receptionists, payroll clerks and more
- Skilled - Plumbers, engineers, fitters, welders, carpenters, etc, etc.



Service Guarantee

Guaranteed Supply

Driving and Industrial

# Backline Professionals in Depth Training to Solve the Skill Shortage



“ A seamless transition to a problem solved by staff who are familiar with your operation; making your life easier. ”

Our customers need to know that a qualified person with the right attitude and an excellent work ethic will arrive on time, able to step right into the role within the team.

At Backline we take great care to check candidates qualifications; drivers are given an assessment by our in house RTITB assessors. References are obtained and work history is carefully checked. When the Backline interviewer is completely satisfied with the candidate a further appointment is made to provide full training and an induction.

The training will reflect the client's requirements and may mean onsite familiarisation.

The Backline fieldworker arrives with clients, ready, willing and able to deliver the goods with a smile.

## Staff Retention

The policy of staff retention means that Backline will return the same people to clients on subsequent assignments. A large proportion of Backline field staff are well known to all our clients and requested by name. Working for Backline is a proper career for our fieldworkers who share in the company's success and bring pride and responsibility just like your own staff.



“ You will only notice the difference between Backline staff and your own staff on the days that they are not required! ”

We know that when the pressure is on and you need to fulfil your promise to your clients, being unable to supply is not an option. Standby Staff are maintained at all times so that we can honour our promises to you, our supervisors and managers will step into the role if needs dictate. A service you can trust in just one call.

24/7 means real people at the end of the telephone days, nights and weekends who understand your situation and are committed to providing the right staff for you right away!

### Low Cost Options

In the recent economic downturn businesses have found it difficult to keep staff busy, difficult to offset staffing costs. Redundancy has proved a costly and time consuming process. Utilising Backline staff on a flexible basis reduces costs and provides a cost effective reactive solution to the problem. A member of staff can be ordered to fill a short term requirement and can be used as and when you need them. As the recovery begins the staff can be requested to return again and again.

**The day to day costs are probably less than your own staff cost, with the advantage that during the quiet times you can reduce overheads.**

### Temp to Perms

It can happen that after costly recruitment selection and training costs the member of staff that you have recruited does not quite fit. This can be a real problem and difficult to resolve.

**The solution - Temp to Perm or try before you buy!!**

Backline will find the ideal people for you. After a short hire period they then join you as a member of your full time staff.





Backline invests in training and developing recruiters and managers so that they understand both your industry and your local requirements.

Backline professionals come from an industry background which gives them an insight into how they can best help and support clients.

A combination of REC, in-house and outsourced training equips them with the tools to carefully select and provide the right person for the job.

The branch network and training services give Backline the facility to deliver against a background of skill shortage.

We anticipate and  
train staff carefully for peaks,  
when those peaks arrive  
we move staff around  
to accommodate customers.



A major part of Backline's business is the delivery of high quality manpower services to the logistics industry.

As our clients work around the clock we operate a manned 24 hours a day 7 days a week service, providing an instant response to immediate requirements.

Typically we can provide a driver within an hour of receiving a call!

**A unique feature of the Backline service is the provision of driver assessment and examination of all staff retained by our qualified assessors. This includes a practical driving test, eyesight test, Highway Code test and Tachograph Hours Questionnaire.**

Backline in-house trainers are qualified to deliver training on Driver CPC, Hiab (lorry mounted crane), Forklift (all types) Health and Safety, Driver Assessment, Manual Handling, Vehicle Load Distribution and Security, successful trainees receive ITTSAR certification.

At any given time Backline will have a very large number of drivers on the roads, one of those retained drivers will be exactly the person to deliver your goods on time with a smile.

**Backline drivers come with  
Neg Insurance, Uniforms,  
Planned Tachograph return,  
Knowledge, Experience and more.**





Backline are able to provide planned programmes for ongoing or long term staffing. National retailers have identified the value of utilising ongoing contract staff. The cost of contracted staff is less than that associated with retained staff.

Backline takes the strain on recruitment, training and HR costs. Issues of performance and suitability can be dealt with quickly and effectively.

Staff are uniformed and trained to the clients' standards, in fact, it is very difficult to tell the difference between retained and contracted staff, although contracted staff performance brings benefits.

You only pay for staff in attendance, no sickness or holiday costs and Backline ensure that you always have the required number of staff in attendance.

### Cost Benefits

- A simple invoice including National Insurance, WTD
- No Disciplinary chores
- No redundancy chores
- No welfare issues.
- We will be delighted to discuss your requirements on a confidential, no obligation basis.

### Endorsements

Backline are proud to provide preferred supplier services to the following Clients:-

**DHL**

**Wincanton**

**Tesco**

**City Transport for Travis Perkins**

**Kay Transport**

**Bradfords**





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***Our staff  
doing the job  
your way***