VANHEROES

Our Heroes

Driver & Helper Information Pack

July 2020

V1.0

You're invited to join the Man & Van Revolution!

Own your own van? Sign up with VANHEROES and make money when you help everyday people move large and heavy items.

You'll be part of our family of fully licensed Van Drivers for instant access to pickup, removal or delivery jobs. No fee, no obligation - just the jobs you need, when you need it!

We won't charge you anything to work with us. There's no joining or membership fee, and you'll even get access to exclusive Driver perks.

Download the **VANHEROES** app on iOS or Android and create your free Driver account today!

Joining our network is as easy as 1, 2, 3!

1

Create an account

- Download the VANHEROES app on iOS or Android
- Create your free Driver account and submit a quick application in the app

2

Get approved

- We manually check the information in your application including vehicle reg, tax, and insurance
- We approve you into our Driver Network

3

Start earning

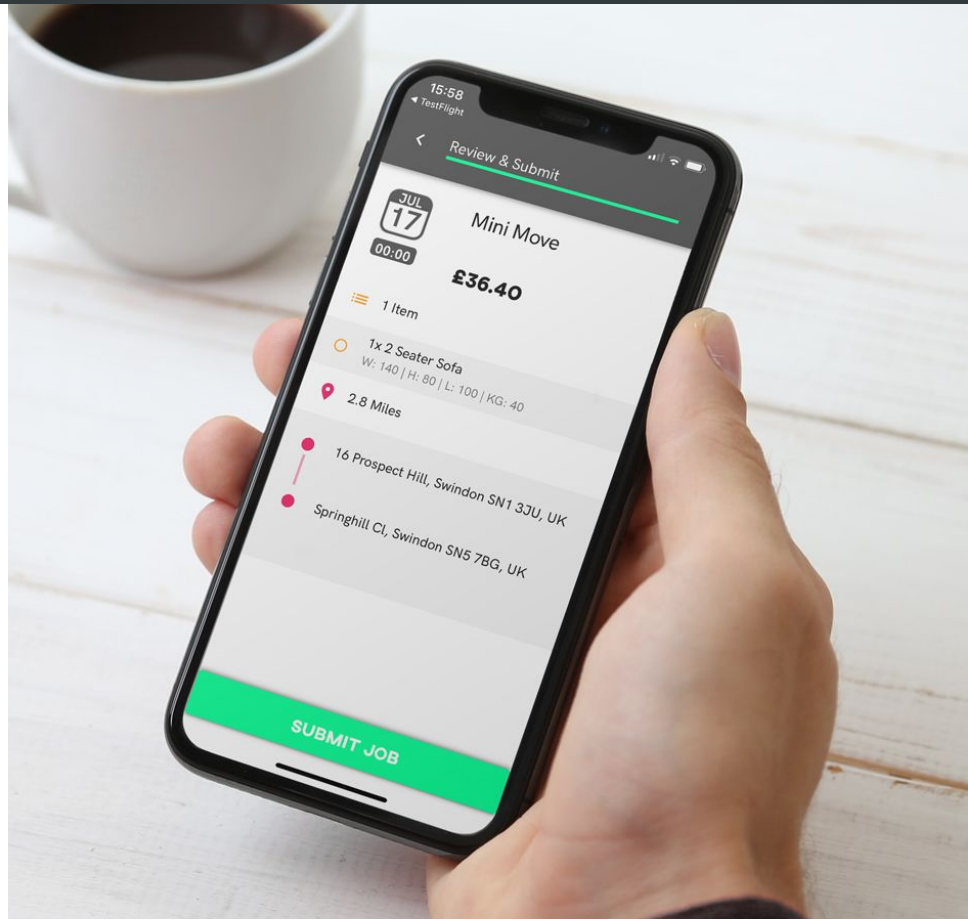
- Use the VANHEROES app to find and accept local jobs
- Manage your jobs easily in the app
- We pay straight into your bank account

Finding work with VANHEROES

Finding work on the VANHEROES app is easy

- Available jobs are listed in one place, and are sorted by how close they are to you
- All the information you need to know is displayed clearly
- You can message the user directly using the chat function in the app
- We display the exact amount you will be paid for the job with our fee already subtracted, for added simplicity

We are always looking for ways to improve our app, so keep your eyes peeled for new features!



How it works for you

1. **A customer books a job**, listing the items they need moving, where to pick up and drop-off from, as well as a requested date and time
2. **You accept the job** after finding it on the VANHEROES app and checking the details to make sure you can do it
3. **We take payment** from the user and hold it as a deposit until the job has been completed
4. **You can message the customer directly** in the app with any last minute questions about the job
5. **The job takes place** at the agreed date and time
6. **We pay you** securely via bank transfer once the job is complete!

Driver Perks and Rewards

Your own Watson Fuelcard

We've partnered with Watson Fuelcards to offer our drivers a simple and easy way to manage their fuel expenses with exclusive rates.

Enjoy reduced rates when you choose to refuel your van at thousands of retail sites nationwide.

Simply sign up with us to become instantly eligible for exclusive deals and claim your own Fuelcard.

Discounted Van Repairs & MOTs

We're pleased to offer all VANHEROES Drivers exclusive discounts when they choose to repair their van at one of our local VANHEROES approved garages.

Get 5% off your total repair bill, as well as exclusive rates on a Class 7 Van MOT.

Email drivers@vanheroes.co.uk to find out where your nearest participating garages are located.

Driver Perks and Rewards

Invites to HeroHub events

Our HeroHub events are a great opportunity to meet others in our Driver network (as well as the VANHEROES Team) and learn more about our unique service in a friendly, casual setting.

HeroHub is a free event that we host exclusively for our Van Drivers and Helpers, designed to support our Heroes and share our vision for the future.

HeroHub events are designed to be informative and friendly, giving our Heroes an opportunity to meet each other, connect with the VANHEROES Team, and give honest feedback on their experiences as part of our platform.

Keep your eyes peeled for the next HeroHub event, or contact drivers@vanheroes.co.uk to find out more.

FAQs for Drivers & Helpers

WHAT SIZE VAN DO I NEED?

We accept applications from all van sizes. Most jobs require bigger vans, but there are jobs available for all sizes.

CAN I EXPECT FULL TIME WORK FROM VANHEROES?

VanHeroes is designed to help you find work to fill the gaps in your diary. We do not employee any drivers, and only connect the community with local Man and Van Services, so we can not guarantee the amount of jobs available will be enough for full time work.

WHAT INFORMATION DO I NEED TO PROVIDE WHEN APPLYING?

We require your vehicle registration and driving license number. We then run our checks on tax, insurance, and vehicle ownership based on this information. We may require you to submit additional information as part of the approval process.

DO I NEED ANY SPECIAL EQUIPMENT?

We recommended all drivers are equipped with the right accessories for the job. Straps and sheets should be a minimum to safely transport goods, but most drivers have dollies and sliders to make their jobs easier.

To read the full list of Driver FAQs, visit vanheroes.co.uk/hero-faq

Welcome
to the family