



since 2002, when he quit his job with a local courier and bought a 3.5-tonne flatbed. He started doing deliveries for a local steel door manufacturer, and wherever he went he left business cards. "Eric, my dad, always said if you are going to do something, do something no one else is doing. That is why we started with flatbeds – people had stopped using them, and we picked up a lot of work," he says.

The hard work and networking expanded the business and he looked to bring in a 75-tonne flatbed. "Dawn joined in 2007. By this time I was doing it all; driving, answering the phone, booking jobs," he says. "She was an area sales manager for BT for 12 years, she could see what was happening and said 'you need help; let me come in and take it forward'."

Initially, a transport manager with a CPC was enlisted so Tony could use the 75-tonner before Dawn took the National and International CPC exams to get an O-licence. "When I took my CPC I first thought transport was just delivering from A to B but it is so complex with the number of regulations," Dawn recalls. "There is something new all the time and there is health and safety, which

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Haulage Exchange

The Transport Exchange Group, set up in 1999, operates two UK-based independent freight exchanges: Haulage Exchange and Courier Exchange. The group has more than 4,500 users with access to 20,000 vehicles nationwide.

Joining Haulage Exchange helped AE Hancock fill more than 90% of its return journeys with a load and boosted company turnover. Dawn Hancock says it helped create a trusted network to provide access to nationwide and European opportunities.

"Haulage Exchange has become an integral part of our day-to-day operation, supporting our ambitions to expand the business," she says. "We had previously been reliant on our customer base within the North West, but now have access to opportunities across the UK and internationally. The effect was almost immediate, helping us to effectively fill available capacity and make best use of our assets."

