

People-Powered Logistics: How We Are Redefining 3PL in the UK



In a sector dominated by automation, algorithms, and anonymous warehouses, we are doing something quietly radical: putting people at the centre of everything.

We, The Fulfilment People (TFP), based in Newark On Trent, have built our business on a philosophy that challenges the conventional wisdom of the logistics industry. While larger players compete on technology and scale, we compete on care - and it is a model that has earned us a loyal client base stretching from scrappy UK startups to internationally recognised brands.

Who We Are

We are a UK-based 3PL and ecommerce fulfilment provider serving both B2B and B2C clients. Our core service offering covers the full logistics lifecycle: receiving inbound stock, warehousing and storage, pick and pack, bespoke packaging, and final-mile delivery through a network of major carriers. We operate across two warehouse facilities and integrate with a wide range of ecommerce platforms and order management systems.

Our client roster spans a diverse array of industries, including lifestyle brands, dancewear, children's products, promotional merchandise, chess sets, footwear, and even global technology companies - with Adobe among our notable clients.

But what makes us unusual is not what we do, but how - and why.

The People-Powered Business Model

The name is not just a brand flourish. Our entire operational model is structured around the belief that great fulfilment is fundamentally a relationship business - and that relationships are built by people, not software.



This philosophy has practical implications at every level of the business

Human-First Communication

Most logistics companies route client queries through automated systems, ticketing portals, or call centre menus. We take the opposite approach. Our phone line is answered by a human being every time, without exception. Customers have direct access to their own dedicated team rather than being shuffled between departments. There are no voicemail systems and no multiple-choice phone menus.

This is not merely a customer service nicety. In a sector where a delayed shipment or stock discrepancy can directly affect a client's customer satisfaction scores, having a real person who knows your account - and can resolve issues quickly - is a meaningful operational advantage.

Dedicated Account Management

Each of our clients is assigned a consistent team who become genuinely familiar with the client's products, processes, and preferences. Clients regularly cite being able to speak to the same familiar faces as a key differentiator. For international businesses using us as their UK fulfilment gateway - including Australian and European brands - this continuity of relationship provides critical reassurance when they cannot physically oversee their operations.



Staff Culture as a Strategic Asset

Our people-first model does not apply only to clients. It extends to how we treat our own staff. We are explicit that delivering a high-care service requires employing good people and then treating them well - with fair pay, strong benefits, and a positive business culture. Our view is that engaged, valued employees are the foundation of a service that clients can rely on.

This is a strategic insight that many logistics operators overlook. High staff turnover in warehouse environments is a persistent industry problem, leading to inconsistent quality and increased error rates. By investing in staff retention and culture, we create the conditions for operational consistency that clients depend on.

The Core Services in Practice

Receive, Store, Pick, Pack, Deliver

We handle the complete fulfilment chain. Inbound stock is received, verified, and put away with care - whether it arrives in individual cartons, on pallets, or in containers. Storage is maintained across our warehouse facilities, with inventory management systems that integrate directly with clients' ecommerce platforms.

Order fulfilment - the pick and pack process - is carried out with close attention to accuracy. For many clients, the unboxing moment is a direct brand experience for their end customer, and we treat it accordingly. Bespoke and branded packaging is available, and we maintain a strong sustainability position, ensuring that wherever possible all packaging materials left after unboxing are recyclable.

Carrier-Agnostic Delivery

We maintain direct relationships with DPD, DHL, FedEx/TNT, Royal Mail, and UPS, among others. Critically, we operate as courier-agnostic - meaning we select and recommend carriers based on what genuinely suits each client's products, destinations, and cost requirements, rather than being tied to any single provider.

For clients with complex international shipping needs, this impartiality is valuable. Our accumulated knowledge of which carriers perform best for which countries and product types means clients can leverage expertise that would take years to build independently. When issues arise with carriers, our volume relationships mean we can escalate and resolve problems faster than most clients could on their own.

Scalable, Risk-Free Growth

One of our central value propositions for SMEs is the elimination of fixed infrastructure risk. By outsourcing fulfilment to us, a growing brand avoids the capital outlay and operational complexity of leasing warehouse space, hiring logistics staff, managing carrier contracts, and building warehouse management systems. Instead, they pay only for the services they use, and their fulfilment capacity scales automatically with order volume.

This model is particularly powerful for businesses in growth phases, seasonal businesses managing peak demand, and international brands entering the UK market without wanting to establish a physical presence.

Transparent, Simple Pricing

Our pricing philosophy mirrors our broader operational values. Costs are structured around the services actually delivered - inbound handling, storage, pick and pack, packaging, and delivery - with no hidden fees and no surprises. Clients receive a detailed proposal tailored to their specific needs, and that proposal covers everything.

We are forthright in advising clients not to buy 3PL services on price alone. We argue - convincingly, based on our client testimonials - that the hidden costs of poor service, high error rates, and slow issue resolution far outweigh any headline savings made by choosing the cheapest provider.

Who We Serve

We position ourselves primarily as a partner for small and medium-sized enterprises, though our client base clearly extends beyond this. We are particularly well-suited to:

- **Ecommerce brands** looking to outsource order fulfilment entirely and focus on marketing and product development.

- **B2B suppliers** managing corporate web shops, trade orders, or distribution to retailers.
- **International businesses** entering the UK market who need a trusted partner to handle UK logistics on their behalf.
- **Startups and early-stage brands** who need professional fulfilment infrastructure without the upfront investment.

Long-standing relationships are a recurring feature of our client testimonials - several clients have worked with us for well over a decade, which speaks to the stickiness of our service model.

The Legacy of Gareth

No account of who we are would be complete without acknowledging Gareth, a founding figure who joined us in 2009 and worked tirelessly to build the company until his untimely death in September 2025. We continue to honour his memory in our team section, noting that his people-focused ethos and passion for customer service lives on as a permanent part of our culture. It is a rare and telling gesture - and it says something important about the kind of company we are.

Conclusion: A Model Built for Trust

In an era when most logistics conversations centre on warehouse robotics, AI-driven inventory forecasting, and same-day delivery arms races, we offer a different kind of value proposition. We are not trying to be the biggest, the fastest, or the most technologically sophisticated player in the market.

We are trying to be the most trusted.

Our bet is that for the thousands of growing UK businesses who need a logistics partner they can genuinely rely on - one that knows their products, answers their calls, cares about their customers, and grows alongside them - that quality of relationship is worth more than any marginal efficiency gain.

The evidence, measured in long-term client relationships and consistent testimonials, suggests we are right.

