



MARCH 2022 EDITION

# Delivery Service Offer



LOGISTICS | HANDLING & PACKAGING



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Your 1st Choice through the actions of our people

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# Our commitment to you

## Saint-Gobain PAM Customer Charter

### Your 1st Choice through the actions of our people

Putting the customer at the heart of everything we do



# Logistics

partnered with



## Our services...

All our standard deliveries into your yard are free of charge. These deliveries are made on a flat bed artic vehicle on scheduled delivery days. For any deliveries that have different requirements please see the information below.

SERVICES	DESCRIPTION	CODE	PRICE
Direct to site Wagon and Drag	Have your order delivered directly to your customer on site on a flat bed artic vehicle. See below for any specialist vehicle prices	LOGSUCHD	£95.00**
Rigid Vehicle	A rigid vehicle is shorter than our standard artic flatbed and can be used to make deliveries where delivery restrictions may be present	LOGSUCHR	£120.00*
Urban Artic Vehicle	Much like a rigid vehicle and urban artic is shorter than a standard vehicle so we can use it to make deliveries where delivery restrictions may be present	LOGSURCHU	£120.00*
HIAB Delivery	A crane used in conjunction with slings (See charge below) to unload pipe. Pallets can also be unloaded with the use of tine forks	LOGSURCHH	£250.00*
Pre Slinging	Have the pipes on your order pre-slung for Hiab offload to allow safe and swift offload without the need to climb onto the vehicle bed	LOGSURCHS	Price on application
Moffett Delivery	A forklift used to offload pallets and small bundles of pipe	LOGSURCHM	£250.00*
Chapter 8 Vehicles	Vehicles suitable for delivery to highways and/or high speed roads	LOGSURCH8	£250.00*
Small Vehicle	Smaller vehicle size that can help access sites with restrictions	LOGSURCHV	Price on application
Full site assessment for delivery plan	Have one of our experts come and provide a full site assessment to calculate the best plan for you and ensure your project delivery goes smoothly		Price on application

\*price per delivery \*\*price per order

## Included in our service offer...

**Collections from our sites** Need a delivery quicker, or have a driver in the area? You can now come to our Ilkeston and Telford Sites to collect your order yourself. We need just 24 hours' notice.

**For direct to site order/to site not previously visited** To make sure your delivery goes right first time, we complete a pre-delivery checklist with you to make sure no surprises crop up and the delivery goes smoothly.

**POD requests** We can provide a 'proof of delivery' document upon request or why not make the process smoother and ask us about our automated 'proof of delivery' service.

**Advanced Shipping Notifications:** Want to know what's on your delivery? We can send you copies of the paperwork before it arrives

**Delivery pre-notification** We can alert you by text when your delivery is on its way.

**Cameras on fleet** Our LNG fleet all now have an on board camera, so if assistance is needed on site our team can see in real time what the camera sees from the vehicle.

**GPS fleet tracking** Ability to track vehicle locations to aid in ETA's and giving locations of deliveries.

**LNG (Liquid Natural Gas) Fleet** LNG vehicles significantly cut emissions of CO<sub>2</sub>, NOx and particulates when compared to diesel.

**FORS Silver Accreditation** Our drivers are trained to a high standard.

[CLICK HERE TO FIND OUT MORE](#)

# Scheduled delivery days

## Delivery schedule

Region	Postcodes	Day 1		Day 2	
		*Order Cut-off	Deliver	*Order Cut-off	Deliver
South Wales	CF, GL, HR, LD, NP, SA, WR	Mon	Wed		
South West	BA, BS, EX, SN, TA, TQ	Mon	Wed		
Cornwall	PL, TR	Mon	Thur		
Southern	BH, CV, DT, GU, GY, HP, JE, OX, PO, RG, SL, SO, SP	Thur	Mon		
London	E, EC, EN, HA, KT, N, NW, SE, SW, TW, UB, W, WC, WD	Thur	Mon	Mon	Wed
South East	BN, BR, CM, CO, CR, CT, DA, IG, ME, RH, RM, SM, SS, TN	Tues	Thur	Fri	Tues
East	AL, CB, IP, LU, MK, NN, NR, PE, SG	Tues	Thur		
Midlands	B, DE, DY, LE, NG, ST, WS, WV	Wed	Fri		
North East	BD, CA, DH, DL, DN, HD, HG, HU, HX, LA, LN, LS, NE, PE20-25, S, SR, TS, WF, YO	Fri	Tues		
North Wales	CH, CW, LL, TF, SY	Wed	Fri		
North West	BB, BL, FY, IM, L, M, OL, PR, SK, WA, WN	Wed	Fri		
South East Scotland	DD, EH, FK, KY, PH, TD	Thurs	Tues	Tues	Fri
South West Scotland	DG, G, KA, ML, PA	Thurs	Tues	Tues	Fri
North Scotland	AB, IV, KW	Thurs	Tues		
Northern Ireland	BT	Mon	Thurs		

\*Orders need to be received by 3.30pm on the order cut off day to ensure they are processed in time for your delivery.

For those of you ordering via EDI, please remember your orders can take up to 30 minutes to be transmitted to us — please allow for this.

EDI email: [ebiz1.uk.pam@saint-gobain.com](mailto:ebiz1.uk.pam@saint-gobain.com)



## Next day service

Region	0-10 kg	11-50 kg	51-100 kg	101-200 kg	201-300 kg	301-500 kg
UK mainland inc IOW	£26	£52	£78	£105	£120	£135

Delivery before 10.30am is usually possible for an extra £35, before 12 noon £15.

Please use service code LOGSURCHB to order delivery by next day carrier and remember that we will need to receive your order by 1pm.

Please give us a call to discuss your next day requirement if:

- your order is going to Cornwall, Scotland, Northern Ireland or any of the islands (IOM, Jersey, Scilly or Scottish Isles) as it may take a bit longer to deliver these on our carrier service.
- you need a price for delivery to IOM, Jersey, Scilly, the Scottish Isles, or Northern Ireland.
- your next day delivery contains pipe (maximum 3m long) as this will incur an additional cost.
- you need a guaranteed delivery.

If you require a delivery to the Scottish Isles (ZE, HS), please give us a call to discuss.

**We're always happy to talk to you about your delivery requirements so please give our Customer Service team or Internal Sales teams a call on 0115 930 5000.**

# Handling & packaging



## Our services...

SERVICES	DESCRIPTION	PRICE
On Site Support	Personnel can visit site to provide expertise and general support during a project	Price on application
Special labelling and marking on project orders	Items are marked up with your reference codes to allow for easy recognition and installation on site	Price on application
Pre-Assembled Products	Want to save on installation time on site, inquire about our Assembled Products for our Soil and Drain range.	Price on application
Last minute order cancellations	If we have got your order packed and ready to be delivered to you, we reserve the right to apply a cancellation fee to any items that are no longer required. Once loaded onto a vehicle, we may be unable to action your request	Price on application

## Included in our handling & packaging service...

### Environmental Accreditation & Regular Audits

All internal processes are audited for environmental impact in line with ISO 14000 standards. CEMARS accreditation.

### Pre-delivery check sheet

To ensure you delivery goes right first time our Customer Service team will work with you on some pre-delivery checks to make sure no surprises crop up.

### Technical take off

Our Technical teams can assess what products you need and perform a technical take from your drawings.

### Weekly outstanding order book reports

Our Customer service team can send you weekly reports to let you know what you have left to be delivered and when.

### Technical Support

Our Technical team are ready to help and answer any of your questions.

### New Product Development for Specific Projects

Develop and produce a new product for special projects.

### Pack Splitting

We don't have a minimum order quantity. So if you ever need less than a full pack quantity, we can assist.

### Special Pipe Bundling

Pipe is bundled together to provide a faster and safer offload for you on site.

### Product Packaging

Provides transit protection and protection during storage at customer sites.

### Provide Stillages on site

We can provide you with our metal Stillages to be used when craning our products onto your site.

### Return pallets/packaging

You can return pallets and packaging from site to us.



# Contact information



Do you need to know who to contact?  
Would you like to know your delivery date?

Click on the link below to take you to a downloadable tool. Fill in your details at the top of the form and the tool will provide you with the contact information you need.

Click on this arrow to download the tool shown to the right

We are continuously looking to improve. Feel free to share your feedback with your contact.

**Do you need to know who to contact? Would you like to know your delivery day?**

It's as easy as filling in the yellow boxes below - and we'll do the rest...

Please enter the first two digits of your postcode here

Postcode

Please note that both postcode and product type are required to ensure we give you the right information

For utilities & contractors only - select the organisation you are working on behalf of

Select product type

**Your key contacts**

Your External Sales Manager is

Your contact for pricing is

Your orders are managed by

For help with queries about deliveries or invoices please contact our Aftersales team

(For utilities only)  
Your contract is managed by

and for Technical advice please contact

SGP.AfterSales@saint-gobain.com

**Heather Hextall - 0115 9300624**

(heather.hextall@saint-gobain.com)

**Delivery & order cut-off days**

We deliver to your area every week on

To get a delivery on that day we will need to receive your order by 3.30pm on

For some areas of the country we deliver twice a week - your 2nd delivery day will appear below if you have one

Delivery day

Order cut-off day

If this hasn't helped then give us a call on 0115 9305000 and we will answer your query for you

## CONTACT DETAILS

Telephone: 0115 930 5000 Email: [customerorders.uk.pam@saint-gobain.com](mailto:customerorders.uk.pam@saint-gobain.com) Website: [www.pamline.co.uk](http://www.pamline.co.uk)

# FAQs

## Frequently asked questions



### Q When will my order be delivered?

A To find out what day your order is due use our table on [PAGE 5 >](#) to cross reference the delivery day with your delivery postcode.

### Q Who is my contact?

A To find out who your contact is use our handy tool linked below that uses your postcode to tell you who your contact is.

[CLICK HERE TO DOWNLOAD THE CONTACT TOOL](#)

### Q How much is my order on a next day carrier?

A Our next day carriers are calculated based on weight. To find out how much your order would be you can use our carriage calculator tool. All you need is our product codes.

[CLICK HERE TO DOWNLOAD THE CARRIAGE CALCULATOR TOOL](#)

### Q What information do I need from my customer for a direct to site delivery?

A Click the link below to be directed to a useful infographic that walks you through all the information that you should consider when placing a direct to site order.

[CLICK HERE TO VIEW THE INFOGRAPHIC](#)

### Q Where do I send my order?

A Your order needs to be sent to your customer service representative to process. You can find out who your customer service contact is by using our handy contact finder tool. (see 'Who is my contact?' above).

### Q What is the delivery cut off time for my order?

A Our standard deliveries have a cut off time of 3:30pm, you can find out which day we need your order by checking the delivery schedule on [PAGE 5 >](#).

### Q My order is going direct to site but is also using a specialist vehicle, do I need to pay both charges?

A You won't be charged for both values. You will only be charged for the cost of the Vehicle.

### Q What is an urban artic?

A An Urban Articulated vehicle is a shorter version of a standard articulated vehicle that has the accessibility of rigid vehicle.

### Q What is a Moffett?

A A Moffett is a vehicle with a fork lift mounted on it to provide offload.

### Q Are your deliveries CLOCS compliant?

A Our Deliveries are FORS Silver. CLOCS compliance is included in the requirements for FORS Silver accreditation.

### Q Can I have my delivery at a specific time?

A Our standard delivery times are between 8am-5pm. If you require something more specific please contact us to discuss details and associated costs.

### Q Will a driver complete a site safety training if required?

A Our drivers will complete site safety training, just let us know in advance.

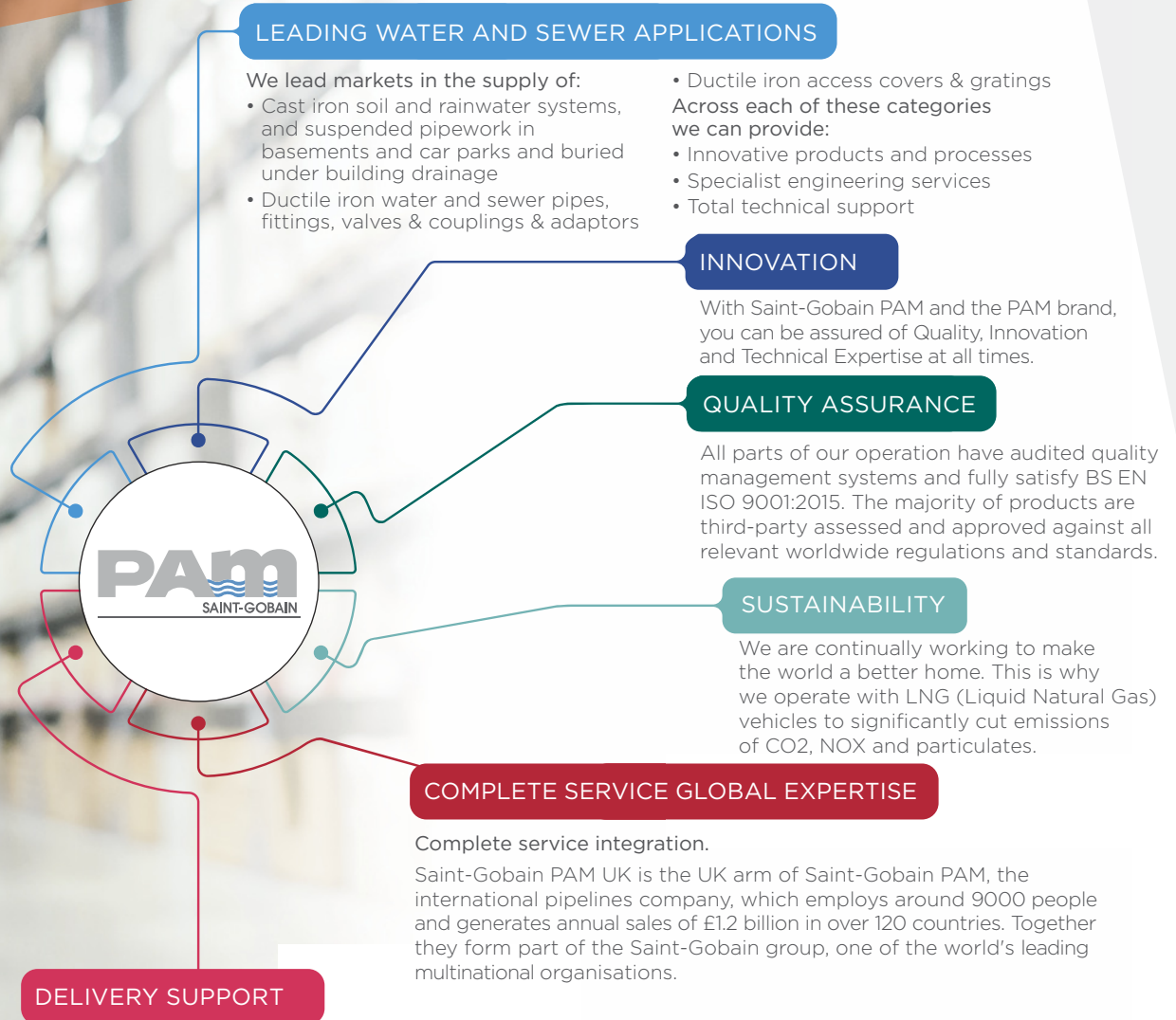
### Q Do drivers wear safety PPE?

A All our drivers wear standard PPE for deliveries, if you need anything different, let us know in advanced and we will do our best to accommodate.

# Worldwide expertise

## Benefit from the knowledge of a global organisation

With access to worldwide technical expertise and an extensive portfolio of products, Saint-Gobain PAM is able to combine the benefits of being part of a global organisation with the ability to develop solutions to satisfy local requirements.



We are here to offer you the support you need to get your order delivered to you customer with ease. With a combination of our Transport department and Customer service team we can assist you with any queries you may have with your deliveries.



MAY 2021 EDITION

# Delivery Service Offer



Find out more at  
[www.pamline.co.uk](http://www.pamline.co.uk)

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