



AUGUST 2023 EDITION

Our Service Offer



FIRST CHOICE FOR OUR PEOPLE AND OUR CUSTOMERS



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Our commitment to you

Saint-Gobain PAM
Customer Values Charter



SHOWING WE CARE

We are friendly and helpful and we listen to you

We want to walk in your shoes to understand your needs



MAKING IT HAPPEN

We will do what we say; you can trust in us

We want to act quickly to put it right if ever we get it wrong



BEING OUR BEST

We are proud that we can help you succeed with our sustainable and innovative solutions

We want to make life with us as easy as possible



Our objective is for you, our customers, to be at the heart of everything we do so, we have a set of PAM Values 'Show We Care, Make It Happen and Be Our Best' which empower us all to act collectively and individually to give you a great customer experience.



Our services...

All our standard deliveries into your yard are free of charge. These deliveries are made on a lower carbon 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	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 an 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
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 SITE](#) 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.

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	Thurs	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



Carrier Service

Region	0-100 kg	101-200 kg	201-500 kg
UK mainland inc IOW	£80	£110	£140

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

Please give us a call to discuss your carrier 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 carrier 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.

Additional Services



Included in our service offer

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

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.

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.

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

[Click here to find out more](#)

Technical Support...

We know how much you value the technical support we offer - from a quick query about a product through to project take offs from your drawings, value creation and engagement with BIM, our technical teams are ready to help and answer any of your questions. You can contact them on:

Water and Sewer: 0115 930 7000 [or via technical.pipes.uk.pam@saint-gobain.com](mailto:technical.pipes.uk.pam@saint-gobain.com)

Access Covers & Gratings: 01664 814014 [or via technical.covers.uk.pam@saint-gobain.com](mailto:technical.covers.uk.pam@saint-gobain.com)



Handling & packaging



Our services...

SERVICES	DESCRIPTION	PRICE
On Site Support	One of our team 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

Included in our handling & packaging service...

Environmental Accreditation & Regular Audits

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

Technical take off

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

New Product Development for Specific Projects

Develop and produce a new product for special projects.

Special Pipe Bundling

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

Product Packaging

Provides protection during transit and storage at your site. Where we use packaging we use sustainably sourced recyclable materials with greater than 30% recyclable content.

Return of pipe timbers on large projects

We will manage this with you as part of the overall project requirements.



Access Covers & Gratings

Product Service Levels

We are pleased to share with you our service level commitments for our Access Covers and Gratings product range.



Our Product Service Levels...

LEVEL	DESCRIPTION
Service Level A	We aim to hold all of our A products in stock so that a reasonable quantity will be available on your next scheduled delivery day
Service Level C	These more bespoke products will be available on a lead-time which can be up to 30 working days. Your sales or customer service contact will be able to confirm the lead-time for you.

Q How do I know whether the product I want to order is Service Level A or C?

A All of our A products can be found on our website by [clicking here](#).

We can also send you an easy to use electronic list of our A products, just let us know if you would like that to be arranged for you.

If you cannot find the Access Cover or Grating product you wish to order on this list, then it is probably a C category product. Please contact our Customer Service or Internal Sales Teams who will be happy to discuss your needs and lead-times with you.

Pipes, Fittings, Valves, Couplings and Adapters

Service Levels for our other product ranges will be published later in 2023.

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

The screenshot shows a web form titled "Do you need to know who to contact? Would you like to know your delivery date?" with the PAM SAINT-GOBAIN logo in the top right. The form includes several sections:

- Postcode:** A yellow input field with the instruction "Please enter the first two digits of your postcode here".
- Select product type:** A yellow dropdown menu with the instruction "Please note that both postcode and product type are required to ensure we give you the right information".
- For utilities & contractors only:** A yellow input field with the instruction "select the organisation you are working on behalf of".
- Your key contacts:** A table with columns for "Your Account Manager is", "Your contact for pricing is", "Your orders are managed by", and "Your contract is managed by". The first row is populated with "Vicky Jarvis", "SGE.AfterSales@saint-gobain.com, PAM", and "0115 930 0624".
- Delivery & order cut-off days:** A section with text: "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", and "For some areas of the country we deliver twice a week - your 2nd delivery day will appear below if you have one". Below this are fields for "Delivery day" and "Order cut-off day".

At the bottom of the form, it says: "If this hasn't helped then give us a call on 0115 9305000 and we will answer your query for you".

FAQs

Frequently asked questions



Orders

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 Where do I send my order?

A Your order needs to be sent to your Customer Service Co-ordinator 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 order placement cut off time for my order?

A We usually ask that you send us your order by 3.30pm to allow us time to get this loaded on our system. You can find out which day we need your order by checking the delivery schedule on [PAGE 5 >](#).

Q Can you tell me what's left on my order?

A Please ask your usual Customer Service Co-ordinator or the person whose name appears on your order acknowledgment to run you an order book report. If this is useful, we can arrange to do these on a weekly basis for you.

Q What do I do if I need to amend or cancel my order?

A If you need to make changes to your order, please advise your Customer Service Co-ordinator in writing as soon as possible. Some changes may be subject to cancellation charges – in particular, items specifically manufactured to meet your requirements will be subject to a cancellation charge of 100%. Changes requested less than 2 working days from the delivery date are unlikely to be possible as we will already have started getting your goods ready for despatch.

Q What should I do if I have a complaint?

A If we've made a mistake then we want to put it right as quickly as possible for you. Please send the details to sgp.aftersales@saint-gobain.com or give us a call on 0115 930 0624. Once we have all the information, we'll agree together how best to fix things and, from then on, our dedicated after sales team will ensure you are kept up to date until you're happy the issue has been resolved.

FAQs

Frequently asked questions



Deliveries

Q When will my order be delivered?

A Please refer to your order acknowledgment for confirmation of your delivery dates. You can also use our table on [PAGE 5 >](#) to cross reference the delivery day with your delivery postcode.

Q How much will it cost to have my order delivered by carrier?

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

A No, 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 a rigid vehicle.

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 advance so we can discuss your requirements with you.

Worldwide expertise

Benefit from the knowledge of a global organisation

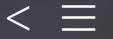
With access to worldwide technical expertise and an extensive portfolio of products, Saint-Gobain PAM is able to combine the benefits of being part of a global organisation with the ability to develop solutions to satisfy local requirements.





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Our Service Offer



We are continuously looking to improve so we value and act on your feedback whether it's a 'well done team' or a 'must do better!' We want to hear from you so please tell your contact how you feel about our service.

[Click here to leave feedback](#)

Find out more at
www.pamline.co.uk

Every care has been taken to ensure the contents of this publication are accurate but Saint-Gobain PAM UK does not accept responsibility for errors or for information which is found to be misleading. Suggestions for or descriptions of the end use or application of products or methods are for information only and Saint-Gobain PAM UK accept no liability in respect thereof. Before using products supplied or manufactured by Saint-Gobain PAM UK, customers should satisfy themselves of their suitability.

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