

COMMUNICATION

Following on from our Alert Bulletin in August last year regarding reporting of Incidents, we have updated our Communication Matrix below:

As well as reporting Incidents, please use the Matrix to also report the following issues:

Problems with delivering on time



Any near misses on site or on route or at Customer



If the Driver is unhappy with how the load has been configured

If the Driver has an issue with how to restrain the load



Police stop checks – even if no action is taken



Alert Bulletin

Communication Matrix

Collection Point	Day Contact		Day Contact & Out of Hours		3rd Contact		4th Contact		5th Contact		6th Contact	
	Name	Telephone Number	Name	Telephone Number	Name	Telephone Number	Name	Telephone Number	Name	Telephone Number	Name	Telephone Number
Rotherham, Stocksbridge	Leza Busby	+44(0)1724404397	Andy Rooke	+447909918998	Gary Wenn	+447584403458	Bill McCormack	+447795300650	Claire Reynolds	+447827449355	Paul Fitzpatrick	+447768034880
Scunthorpe Rod Mill		+44(0)1724381810	Andy Rooke	+447909918998	Gary Wenn	+447584403458	Bill McCormack	+447795300650	Claire Reynolds	+447827449355	Paul Fitzpatrick	+447768034880
Brinsworth, Rotherham Bright bar, Wednesbury, Skinningrove, Darlington, Dawsons (Middlesborough)	Roxanne Humphrey	+44(0)1724405742	Andy Rooke	+447909918998	Gary Wenn	+447584403458	Bill McCormack	+447795300650	Claire Reynolds	+447827449355	Paul Fitzpatrick	+447768034880
Scunthorpe Plate, Flixborough, Lackenby, Redbourne, Clydebridge, Dalzell, Scunthorpe Billets	Laura Mcleod	+44(0)1724402762	Andy Rooke	+447909918998	Gary Wenn	+447584403458	Bill McCormack	+447795300650	Claire Reynolds	+447827449355	Paul Fitzpatrick	+447768034880
Corby, Hartlepool	Dave Prosser	+44(0)1536404065	Hugh Muir	+447736891956	Bill McCormack	+447795300650	Claire Reynolds	+447827449355	Paul Fitzpatrick	+447768034880		
Corby, Hartlepool	Mark Payne	+44(0)1536404066	Hugh Muir	+447736891956	Bill McCormack	+447795300650	Claire Reynolds	+447827449355	Paul Fitzpatrick	+447768034880		
Shotton, Crosskeys, Tafarnabach	Andrew Pritchard	+44(0)1633293162/ +44(0)7798717470	Tony Morgan	+447767790844	Colin Evans	+447920205188	Claire Reynolds	+447827449355	Paul Fitzpatrick	+447768034880		
Llanwern, Port Talbot, Brierley Hill	Darren Thompson	+44(0)1633293161/ +44(0)7710705914	Tony Morgan	+447767790844	Colin Evans	+447920205188	Claire Reynolds	+447827449355	Paul Fitzpatrick	+447768034880		
Llanelli, Tilbury	Matt Gray	+44(0)1554778769/ +44(0)7734717098	Tony Morgan	+447767790844	Colin Evans	+447920205188	Claire Reynolds	+447827449355	Paul Fitzpatrick	+447768034880		
Newport	Paul Heaven	+44(0)1633283641	Tony Morgan	+447767790844	Colin Evans	+447920205188	Claire Reynolds	+447827449355	Paul Fitzpatrick	+447768034880		