

Message

From: Warren, Rob [/O=CELOTEX LTD/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=RWARREN]
Sent: 30/04/2013 15:55:16
To: Berger, Debbie [dberger@celotex.co.uk]
Subject: Re: Above 18m Scoping (CTC Input)

Good plan.

Sent from my Blackberry Device

From: Berger, Debbie
Sent: Tuesday, April 30, 2013 03:43 PM GMT Standard Time
To: Warren, Rob
Subject: RE: Above 18m Scoping (CTC Input)

Ive set a weekly reminder to just mention it to the guys to keep it in the forefront of the minds and Ive also set a monthly reminder to collate figures.

Hope the holiday is going well.

Debbie Berger
Technical Services Officer
Extension: [REDACTED]
Email: dberger@celotex.co.uk

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From: Warren, Rob
Sent: 30 April 2013 15:39
To: Berger, Debbie
Subject: Re: Above 18m Scoping (CTC Input)

Thanks for your help Debbie - sounds like a good plan. We can review progress at monthly figure time.

Greetings from [REDACTED]

Rob

Sent from my Blackberry Device

Rob Warren

Technical Manager

Mobile: [REDACTED]

Extension: [REDACTED]

Email: rwarren@celotex.co.uk

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From: Berger, Debbie

Sent: Tuesday, April 30, 2013 03:29 PM GMT Standard Time

To: Hayes, Jamie; Elwell, Tom; Gifford, Richard; Suttle, Jeremy; Whelan, Sean

Cc: Warren, Rob; Roper, Jonathan

Subject: RE: Above 18m Scoping (CTC Input)

Hi Guys,

As you can see from below email chain, Marketing would like our assistance to help scope out the 18m+ external wall fire test mentioned in the recent company briefing.

Previously we have recorded required info onto a spreadsheet and after a quick survey this is still the preferred choice. So I have updated the existing spreadsheet to include not just the project name and size but also whether the project is new build or refurb. Also useful to Marketing is type of wall EG Masonary or Steel frame and if the conversation with caller is going well, the type of cladding is a bonus.

Hopefully the goal is for the info to come easily as part of the natural flow of conversation as opposed to it becoming a purposeful question.

The file is stored on the T drive and called 'Above 18m log'

My understanding at this stage is the project is to run for approx three months but this may change.

Many thanks

Kind regards

Debbie

Debbie Berger

Technical Services Officer

Extension: [REDACTED]

Email: dberger@celotex.co.uk

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From: Warren, Rob
Sent: 26 April 2013 13:53
To: Roper, Jonathan
Cc: Berger, Debbie
Subject: Re: Above 18m Scoping (CTC Input)
Jon,

Please liaise with Debbie to coordinate how best to record these enquiries in Salesforce so they can be extracted for analysis and also the best place to put the information. I assume the comments box, but Debbie will advise. I am wary of trying to collect too much information so the New Build or Refurb and Rainscreen or structural steel frame questions should be enough without pestering the customers too much. Perhaps the type of rainscreen system used may also be useful as we decide which one to test?

Debbie - please have a chat with Jon, and you have agreed what will be asked could you put out a suitable note to the team with how to record, what record and where to record the info. so that a report can be run giving the data collected. Please copy me in on the email.

Thanks for help.

Rob

Sent from my iPad

On 26 Apr 2013, at 12:02, "Roper, Jonathan" <jroper@celotex.co.uk> wrote:
Rob,

One for when your back in the office but as of this morning from the company brief, all of the CTC with the exception of Sean (holiday) have heard that we are scoping above 18m for Celotex FR5000. I've spoken to Jamie and I know that some of the guys record above 18m enquiries already but going forward I think it would be beneficial to extract construction details out of future calls if possible.

As your aware, we need to make a shout on what part of BS 8414 we test to and any info received from enquiries would be benefical. Could you put a note out to your team instructing them to ask whether any above 18m enquiries going forward are for new buiild or refurb projects and preferably whether they are rainscreen cladding systems onto structural steel frame systems or masonry.

Thanks - enjoy your holiday if your picking your emails up.

Jon

Jonathan Roper

Assistant Product Manager

Mobile: [REDACTED]

Extension: [REDACTED]

Email: jroper@celotex.co.uk

<image7e09e0.JPG>

<image00b91f.GIF> Please consider the environment before printing this e-mail

Rob Warren

Technical Manager

Mobile: [REDACTED]

Extension: [REDACTED]

Email: rwarren@celotex.co.uk

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