

# **Great Western Society – Didcot Railway Centre**

## **Procedure for delivery of Goods to the Centre**

As you are all aware delivery of goods and materials to the Centre causes us problems as well as to delivery drivers and the staff of Didcot Parkway station. In order to minimise complaints and disruption I am implementing the following procedures.

### **1. Delivery of goods that can be delivered via the Parkway station subway**

Can all persons who originate an order please email me the following information:

- Details of the item(s), including quantity, expected size and weight (**no more than 25kg per package**) etc.
- Details of the expected delivery date
- Details of the delivery company and originating company, including names and telephone numbers
- If the expected delivery is likely to take more than 20 minutes to off load (this is to enable me to arrange a parking pass to be issued by FGW which takes 2 days)
- Details of where the items need to be put once on site

### **2. Delivery of goods that have to be delivered via the West Yard.**

Can all persons who originate an order please email me the following information:

- Details of the item(s), including quantity, expected size, weight, and is lifting equipment required
- Details of the expected delivery date (please see paragraph 3 below)
- Details of the delivery company & originating company, including names & telephone numbers

### **3. General Information**

Can originators of orders ensure that delivery instructions are completed on the order and specify that deliveries will only be accepted between 10 am and 3 pm on weekdays and if the delivery is to be via the West Yard that the admin office must be notified 20 minutes before arrival.

If there is a need for an item(s) to be available at the Centre by a specific date, especially those using the West Yard for delivery, I need to know 2 weeks before your required date so that we can organise wagons and support from GB Schenker (EWS).

From my part (on behalf of the Centre's staff) we will endeavour to get items delivered by subway into the Centre and either left in the society office or to a pre-advised location. Failing this, items will be left in the front kiosk. I will inform the originator of the order where items are to be found once the items arrive on site.

Hopefully the above will reduce time wasted by the Centre staff in chasing orders and deliveries, and also reduce complaints from the staff of Didcot Parkway station

However, if I don't receive the above information there is a risk that your delivery may not be accepted.

Roger Orchard  
Operations Manager

Date: 16<sup>th</sup> February 2009