

YOUR FR CUSTOMER SERVICE TEAM



We're here to help you

October 2011

Please Note: Although still trading as Arch Timber Protection, as from October 21st 2011 Arch is now part of Lonza - one of the world's leading suppliers to the pharmaceutical, healthcare and life science industries. Look out for the new Lonza signage when visiting our sites.



UK FIRE RETARDANT SALES MANAGER

Jacquie Hughes

Jacquie is responsible for all enquiries relating to existing customers, key account management and strategic partner relationships.
Telephone **01977 714118**
Mobile **07901 538351**
Fax **01977 714001**
E-mail **jacqui.hughes@lonza.com**

SUPPLY CHAIN SERVICES

For order processing, customer orders, deliveries, order updates and treatment certificates.

E-mail **mailbox.frsales@lonza.com**
FR Sales Fax **0870 889 5281**

Sarah Allen - Key Contact
FR Customer Service Administrator

Telephone **01977 714138**
E-mail **sarah.allen@lonza.com**



Debbie Wild Customer Service Administrator

Telephone **01977 714154**
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Jayne Field Planning and Customer Service Manager

Telephone **01977 714109**
E-mail **jayne.field@lonza.com**



FIRE RETARDANT BUSINESS DEVELOPMENT MANAGER

Tom Day

Tom is responsible for providing specification guidance and information, developing new opportunities, CPD seminars and growth into European markets.
Mobile **07711 493065**
Fax **01977 714001**
E-mail **thomas.day@lonza.com**

CUSTOMER SUPPORT

For general product enquiries and processing new accounts.

Sandra Gray Customer Support Administrator

Telephone **01977 714139**
E-mail **sandra.gray@lonza.com**

Linda Wakelam Customer Support Administrator

Telephone **01977 714117**
E-mail **linda.wakelam@lonza.com**

ACCOUNTS CREDIT CONTROL

Karen Shaw Credit Controller

Karen assesses credit limits and is your contact for any account queries.

Telephone **01977 714102**
Fax **01977 714002**
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UK & IRELAND SALES MANAGER

PRESERVATIVE PRODUCTS AND FIRE RETARDANTS

John Abbott

Mobile **07500 892333**
Fax **01977 714001**
E-mail **john.abbott@lonza.com**

MARKETING SERVICES

David Law Marketing Services Manager

David heads up our design facility, which is there to assist you with any promotional items.

Telephone **01977 714121**
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E-mail **david.law@lonza.com**

Head office general tel: **01977 714000**

Websites **www.archtp.com**
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