

# ➤ FIT FOR THE FUTURE HANSON CEMENT AND PACKED PRODUCTS AUTUMN UPDATE



## PACKED PRODUCTS DIRECTOR

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**During the Covid-19 pandemic we have adapted our business to ensure we continue to operate safely. Following feedback from our customers we are making the following changes:**

### External sales force

We are moving from territory sales managers who looked after specific geographical areas to desk-based sales managers who will manage the business by account. This means you will receive a more consistent approach across all your branches.

Our key account managers, field sales managers, territory sales managers and internal sales representatives will combine to focus on the specific needs of our customers and deliver agreed initiatives.

The team will be in touch over the coming weeks to set out the plan based on our joint targets.


Some of the topics they will discuss are:

	Increased branch margin opportunities through value added products		Targeted marketing plans
	Sharing market intelligence		New modules for the online Hanson Academy
	Reduction of carbon and plastic packaging		Point of sale
	Dedicated account management contact plans		Best practice product placement

**Branch visits currently unavailable due to COVID-19.**

## > OUR TEAM

### NATIONAL ACCOUNT MANAGERS

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### FIELD SALES MANAGERS

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### INTERNAL SALES REPRESENTATIVES

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## Customer service centre

We are aligning our customer service and logistics teams based at our customer service centre. This will increase the speed at which we respond to your queries and needs with clear accountability, ownership and responsibility. A central team has been created to ensure best practice.

This year has been one of sudden and constant change and I am sure we will experience more over the coming months. We remain committed to adapting to market conditions to ensure continuity of supply to you and giving you our full support.



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