

**From:** [Richard Griggs \(AT\)](#)  
**To:** [Theo Thomas \(AT\)](#)  
**Subject:** FW: FOR REVIEW: CSC Closure - Draft Need2Know Comm  
**Date:** Friday, 14 August 2020 09:37:41  
**Attachments:** [image001.png](#)  
[image008.png](#)

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I found this

Regards

**Richard Griggs | Manager – Customer Care – Retail Channels**

**AT HOP |** Auckland Transport

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**DDI** +64 9 4487437 | **M** +64 21 568198

[xxxxxxx.xxxxxx@xx.xxxx.xx](mailto:xxxxxxx.xxxxxx@xx.xxxx.xx) | [www.at.govt.nz](http://www.at.govt.nz)



*We all have an important part to play in helping to reduce the spread of COVID-19 in our communities. For the latest information and advice from Auckland Transport go to <https://at.govt.nz/bus-train-ferry/service-announcements/covid-19/>. For Ministry of Health updates go to <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus>.*

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**From:** Angela P Robinson <xxxxxxx.x.xxxxxxxx@xx.xxxx.xx>  
**Sent:** Friday, 20 March 2020 2:20 p.m.  
**To:** Jo Stansfield (AT) <xx.xxxxxxxx@xx.xxxx.xx>; Teresa Burnett (AT) <xxxxxxx.xxxxxx@xx.xxxx.xx>; Richard Griggs (AT) <xxxxxxx.xxxxxx@xx.xxvt.nz>; Annabel Maule (AT) <xxxxxxx.xxxxxx@xx.xxxx.xx>  
**Cc:** Nahri Salim (AT) <xxxxx.xxxxx@xx.xxxx.xx>; Steph Hill (AT) <Steph.Hxxx@xx.xxxx.xx>  
**Subject:** RE: FOR REVIEW: CSC Closure - Draft Need2Know Comm

**Some of our Customer Service Centres will close temporarily**

From later today, our Customer Service Centres in Botany and AUT will be closing temporarily. The Customer Service Centres in Britomart and New Lynn will also close, however, the ticketing facilities in these sites will remain open.

This decision was taken to protect the safety of our people, because we couldn't easily follow Government advice on physical distancing, either due to the lack of a glass barrier separating customers from our people, or the sites are too small to be able to create sufficient physical distancing between team members. All other sites remain operational.

We're talking to those affected individually to make arrangements for them to support our customers on other sites.

We'll be constantly reviewing the health and safety of our people and customers, and working to keep them safer.

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**From:** Jo Stansfield (AT) <[xx.xxxxxxxxxx@xx.xxxx.xx](mailto:xx.xxxxxxxxxx@xx.xxxx.xx)>  
**Sent:** Friday, 20 March 2020 2:13 p.m.  
**To:** Teresa Burnett (AT) <[xxxxxx.xxxxxxx@xx.xxxx.xx](mailto:xxxxxx.xxxxxxx@xx.xxxx.xx)>; Angela P Robinson <[xxxxxx.xxxxxxx@xx.xxxx.xx](mailto:xxxxxx.xxxxxxx@xx.xxxx.xx)>; Richard Griggs (AT) <[xxxxxx.xxxxxxx@xx.xxxx.xx](mailto:xxxxxx.xxxxxxx@xx.xxxx.xx)>; Annabel Maule (AT) <[xxxxxx.xxxxxxx@xx.xxxx.xx](mailto:xxxxxx.xxxxxxx@xx.xxxx.xx)>  
**Cc:** Nahri Salim (AT) <[xxxxx.xxxxx@xx.xxxx.xx](mailto:xxxxx.xxxxx@xx.xxxx.xx)>; Steph Hill (AT) <[xxxxx.xxxxx@xx.xxxx.xx](mailto:xxxxx.xxxxx@xx.xxxx.xx)>  
**Subject:** RE: FOR REVIEW: CSC Closure - Draft Need2Know Comm

Great, as long as it doesn't go out before 3 I'm happy

I don't get to everyone until then

Ngā mihi,  
J

**Jo Stansfield | Group Manager Customer Services**  
**20 Viaduct Harbour**  
**Auckland CBD 1010**  
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**From:** Teresa Burnett (AT) <[xxxxxx.xxxxxxx@xx.xxxx.xx](mailto:xxxxxx.xxxxxxx@xx.xxxx.xx)>  
**Sent:** Friday, 20 March 2020 2:12 p.m.  
**To:** Angela P Robinson <[xxxxxx.xxxxxxx@xx.xxxx.xx](mailto:xxxxxx.xxxxxxx@xx.xxxx.xx)>; Jo Stansfield (AT) <[xx.xxxxxxxxxx@xx.xxxx.xx](mailto:xx.xxxxxxxxxx@xx.xxxx.xx)>; Richard Griggs (AT) <[xxxxxx.xxxxxxx@xx.xxxx.xx](mailto:xxxxxx.xxxxxxx@xx.xxxx.xx)>; Annabel Maule (AT) <[xxxxxx.xxxxxxx@xx.xxxx.xx](mailto:xxxxxx.xxxxxxx@xx.xxxx.xx)>  
**Cc:** Nahri Salim (AT) <[xxxxx.xxxxx@xx.xxxx.xx](mailto:xxxxx.xxxxx@xx.xxxx.xx)>; Steph Hill (AT) <[xxxxx.xxxxx@xx.xxxx.xx](mailto:xxxxx.xxxxx@xx.xxxx.xx)>  
**Subject:** RE: FOR REVIEW: CSC Closure - Draft Need2Know Comm

Just to be clear this isn't a standalone N2K and will be part of a large one Bell is sending. Also can we make the language a bit more relaxed, eg "for whom we cannot easily implement adequate physical distancing" is not a great sentence. Also the decision is about the helping keep our people and customers as safe as possible by following the Government's advice and guidance.

T

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**From:** Angela P Robinson  
**Sent:** Friday, 20 March 2020 2:04 p.m.

**To:** Jo Stansfield (AT) <[xx.xxxxxxxxxx@xx.xxxx.xx](mailto:xx.xxxxxxxxxx@xx.xxxx.xx)>; Richard Griggs (AT) <[xxxxxxxx.xxxxxx@xx.xxxx.xx](mailto:xxxxxxxx.xxxxxx@xx.xxxx.xx)>; Annabel Maule (AT) <[xxxxxxxx.xxxxxx@xx.xxxx.xx](mailto:xxxxxxxx.xxxxxx@xx.xxxx.xx)>  
**Cc:** Nahri Salim (AT) <[xxxxx.xxxxxx@xx.xxxx.xx](mailto:xxxxx.xxxxxx@xx.xxxx.xx)>; Teresa Burnett (AT) <[xxxxxxxx.xxxxxx@xx.xxxx.xx](mailto:xxxxxxxx.xxxxxx@xx.xxxx.xx)>; Steph Hill (AT) <[xxxxx.xxxx@xx.xxxx.xx](mailto:xxxxx.xxxx@xx.xxxx.xx)>  
**Subject:** RE: FOR REVIEW: CSC Closure - Draft Need2Know Comm

Bel – OK if this goes out at 3pm for today only, in order to ensure the right people hear about it first from their leaders ?

A

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**From:** Jo Stansfield (AT) <[xx.xxxxxxxxxx@xx.xxxx.xx](mailto:xx.xxxxxxxxxx@xx.xxxx.xx)>  
**Sent:** Friday, 20 March 2020 2:02 p.m.  
**To:** Angela P Robinson <[xxxxxx.x.xxxxxxxx@xx.xxxx.xx](mailto:xxxxxx.x.xxxxxxxx@xx.xxxx.xx)>; Richard Griggs (AT) <[xxxxxxxx.xxxxxx@xx.xxxx.xx](mailto:xxxxxxxx.xxxxxx@xx.xxxx.xx)>  
**Cc:** Nahri Salim (AT) <[xxxxx.xxxxxx@xx.xxxx.xx](mailto:xxxxx.xxxxxx@xx.xxxx.xx)>; Teresa Burnett (AT) <[xxxxxxxx.xxxxxx@xx.xxxx.xx](mailto:xxxxxxxx.xxxxxx@xx.xxxx.xx)>; Steph Hill (AT) <[xxxxx.xxxx@xx.xxxx.xx](mailto:xxxxx.xxxx@xx.xxxx.xx)>  
**Subject:** RE: FOR REVIEW: CSC Closure - Draft Need2Know Comm

Can we make it 3 please

Ngā mihi,  
J

**Jo Stansfield | Group Manager Customer Services**  
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**From:** Angela P Robinson <[xxxxxx.x.xxxxxxxx@xx.xxxx.xx](mailto:xxxxxx.x.xxxxxxxx@xx.xxxx.xx)>  
**Sent:** Friday, 20 March 2020 2:01 p.m.  
**To:** Jo Stansfield (AT) <[xx.xxxxxxxxxx@xx.xxxx.xx](mailto:xx.xxxxxxxxxx@xx.xxxx.xx)>; Richard Griggs (AT) <[xxxxxxxx.xxxxxx@xx.xxxx.xx](mailto:xxxxxxxx.xxxxxx@xx.xxxx.xx)>  
**Cc:** Nahri Salim (AT) <[xxxxx.xxxxxx@xx.xxxx.xx](mailto:xxxxx.xxxxxx@xx.xxxx.xx)>; Teresa Burnett (AT) <[xxxxxxxx.xxxxxx@xx.xxxx.xx](mailto:xxxxxxxx.xxxxxx@xx.xxxx.xx)>; Steph Hill (AT) <[xxxxx.xxxx@xx.xxxx.xx](mailto:xxxxx.xxxx@xx.xxxx.xx)>  
**Subject:** FOR REVIEW: CSC Closure - Draft Need2Know Comm  
**Importance:** High

Here's the final – everyone OK with that ? Communication planned for 2.30pm today unless anyone disagrees.

Thanks,  
A

# Covid Need2Know

20 March 2020

## Some of our Customer Service Centres will close temporarily

From later today, our Customer Service Centres in Botany and AUT will be closing temporarily. The Customer Service Centres in Britomart and New Lynn will also close, however, the ticketing facilities in these sites will remain open.

This decision was taken to protect the safety of our people, for whom we cannot easily implement adequate physical distancing, either because there was no glass barrier separating customers from our people, or the sites are too small to be able to create sufficient physical distancing between team members. All other sites remain operational.

We're talking to those affected individually to make arrangements for them to support our customers on other sites.

We'll be constantly reviewing the health and safety of our people and customers, and working to keep them safer.

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**From:** Jo Stansfield (AT) <[xx.xxxxxxxxxx@xx.xxxx.xx](mailto:xx.xxxxxxxxxx@xx.xxxx.xx)>  
**Sent:** Friday, 20 March 2020 1:58 p.m.  
**To:** Angela P Robinson <[xxxxxx.x.xxxxxxxxxx@xx.xxxx.xx](mailto:xxxxxx.x.xxxxxxxxxx@xx.xxxx.xx)>  
**Subject:** RE: CSC Closure - Draft Need2Know Comm

Later today

Ngā mihi,  
J

**Jo Stansfield | Group Manager Customer Services**  
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**From:** Angela P Robinson <[xxxxxx.x.xxxxxxxxxx@xx.xxxx.xx](mailto:xxxxxx.x.xxxxxxxxxx@xx.xxxx.xx)>  
**Sent:** Friday, 20 March 2020 1:57 p.m.  
**To:** Jo Stansfield (AT) <[xx.xxxxxxxxxx@xx.xxxx.xx](mailto:xx.xxxxxxxxxx@xx.xxxx.xx)>  
**Subject:** RE: CSC Closure - Draft Need2Know Comm

I'll go with 'operational' – are we saying from tomorrow, or 'later today' ?

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**From:** Jo Stansfield (AT) <[xx.xxxxxxxxxx@xx.xxxx.xx](mailto:xx.xxxxxxxxxx@xx.xxxx.xx)>  
**Sent:** Friday, 20 March 2020 1:49 p.m.

**To:** Angela P Robinson <[xxxxxx.x.xxxxxxxx@xx.xxxx.xx](mailto:xxxxxx.x.xxxxxxxx@xx.xxxx.xx)>

**Subject:** RE: CSC Closure - Draft Need2Know Comm

Where you've got fully operational you might want to put... with the exclusion of accepting cash

Ngā mihi,

J

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**From:** Angela P Robinson <[xxxxxx.x.xxxxxxxx@xx.xxxx.xx](mailto:xxxxxx.x.xxxxxxxx@xx.xxxx.xx)>

**Sent:** Friday, 20 March 2020 1:43 p.m.

**To:** Jo Stansfield (AT) <[xx.xxxxxxxx@xx.xxxx.xx](mailto:xx.xxxxxxxx@xx.xxxx.xx)>; Richard Griggs (AT) <[xxxxxx.xxxxx@xx.xxxx.xx](mailto:xxxxxx.xxxxx@xx.xxxx.xx)>; Danielle Fava (AT) <[xxxxxx.xxxxx@xx.xxxx.xx](mailto:xxxxxx.xxxxx@xx.xxxx.xx)>

**Cc:** Annabel Maule (AT) <[xxxxxx.xxxxx@xx.xxxx.xx](mailto:xxxxxx.xxxxx@xx.xxxx.xx)>

**Subject:** CSC Closure - Draft Need2Know Comm

**Importance:** High

Hi

Could you look over this please for accuracy, then I'll get other internal reviewers across. Red is my uncertainty...

To clarify, this won't be an SE comm, but an item in a Covid Need2Know.

Thanks,

A

**Angela Robinson**

**Organisational Effectiveness | Culture & Transformation**

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cid:image001.jpg@01D2927A.134A0850

