



**AFRICA DEVELOPMENT
SERVICE CHARTER**



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HEALTH AND SAFETY REQUIREMENTS

All visitors should be given any information they need in advance to ensure that they are familiar with and adhere to the local health and safety rules, (site specific safety induction), with special reference to traffic routes, speed limits, parking areas, pedestrian routes, loading/unloading areas, reception areas, welfare facilities, emergency procedures, incident reporting procedures, usage, and loading/unloading procedures. Personal Protective Equipment (PPE): High visibility vest and safety shoes is the minimum PPE required to enter any Saint-Gobain Gyproc site, however specific risks may require additional PPE according to the site specific rules.

LOADING AND UNLOADING SAFETY REQUIREMENTS

The loading/unloading/sheeting (truck tarping) operations should be carried out in an area away from passing traffic, pedestrians and others not involved in the loading/unloading activity. The following also have to be considered:

- The loading/unloading activities should be carried out on ground that is flat, firm and free from potholes.
- Appropriate lifting and maneuvering equipment must be utilized for loading and unloading vehicles.
- If possible, sheeting should be done from the ground floor, otherwise platforms or other safe access should be provided.
- If there is a requirement to work on top of a load and there is a risk of a fall leading to injury, fall protection must be used.
- Ensure vehicles and trailers that are being loaded or unloaded are turned off, with keys removed and immobilized by chocking, dock restraints and other methods that prevent vehicle movement.
- Drivers and any passengers must follow the instructions of where they should be during the loading or unloading process
- Any vehicles, trailers, or containers that appear to be hazardous to employees or others will not be loaded or unloaded.

QUOTATIONS

Requests for quotations must be in writing and sent to ZAexports@saint-gobain.com or fax to 086 687 2496

- The company shall on the customer's request issue a written quotation to the customer and which will be valid for a maximum period of thirty (30) days for all ZAR currency quotes and seven (7) working days for any foreign currency quotes
- We will endeavor to issue any quotes within the following time frames:
 - Road freight – 24 hours
 - Airfreight – 36 hours
 - Sea freight (including cross-trade) – 48 Hours
- We provide a quotation service from plan, but these require longer lead times and will be confirmed at the time of receiving your request.

ORDERING

LEAD TIMES

All standard stock items are available within the following lead times:

Road freight - Full 32 ton loads:

Namibia:	72 hours for orders received prior to 2pm
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Botswana, Lesotho and Swaziland:	48 hours for orders received prior to 2pm
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Zambia and Zimbabwe:	5 days for orders received prior to 2pm
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Mozambique:	4 days for orders received prior to 2pm
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Malawi:	8 days for orders received prior to 2pm
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Democratic Republic of Congo and Angola:	Will be confirmed at time of order placement
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All delivery lead times will be confirmed at the time of ordering. Part loads are subject to longer lead times in order to consolidate loads and will be confirmed at time of order placement.

Non-standard or make-to order items listed in the price list are subject to longer lead times and will be confirmed at the time of order placement .

SEA FREIGHT

All lead times for sea freight deliveries will be confirmed at the time of order placement.



CROSS-TRADE

(Products supplied from a manufacturing facility outside of South Africa)

All lead times for sea freight deliveries will be confirmed at the time of order placement.

CASH SALES

For cash sales all payments must reflect in our bank account prior to despatch and the lead time will be calculated from the time that payment is confirmed.

ORDER PLACEMENT

Orders must be placed in writing and sent to ZAexports@saint-gobain.com or fax 086 687 2496.

ORDER AMENDMENT

You may amend or cancel your order at any time up to:

- Road freight:** 24 hours prior to despatch.
- Sea freight:** One week prior to container placement
- Cross-trade:** Order placed with supplier, thereafter no amendments or cancellations will be accepted.

ORDER CANCELLATION

If you wish to cancel your order after the above times, every effort will be made to accommodate your request, subject to the following charges:

- Road-freight:** Cancellation after loading commencement - R 2 000.00
Cancellation after loaded vehicle has departed - Full transport cost
- Sea-freight:** Any costs incurred relating to inspection and transport
- Cross-trade:** No cancellation after order has been placed with supplier

EXCEPTIONAL DEMAND

On occasion and as a result of market conditions, it may become necessary to constrain the supply of product to customers for a short period of time. In such circumstances we will work closely with you to understand your business needs and requirements in order to agree a mutually acceptable delivery date.

ORDER ACKNOWLEDGEMENT

Road-freight

For all orders received prior to 12pm, acknowledgement including estimated delivery date will be e-mailed/faxed to you within 4 hours of receipt of order. For orders received after 12pm, order acknowledgement will be before 12pm the following day. Please check all order acknowledgments and, in the case of any discrepancies, contact the number on the order acknowledgement.

Sea-freight and Cross-trade

For every new or amended order an acknowledgement, including estimated delivery date, will be e-mailed/faxed to you within 48 hours of receipt of order. Please check all order acknowledgments and, in the case of any discrepancies, contact the number on the order acknowledgement.

CUSTOMER ORDER ERROR

If you've ordered product in error, please call the export sales coordinator within 48 hours of delivery. Products will be returned at our discretion and will be subject to a 10% handling charge. A refund will only be issued if the goods are in saleable condition.

Any costs incurred in the return of such goods will be for the costs of the purchasing party which will include the cost of Customs and Excise importation taxes to South Africa.

BESPOKE OFFER

If you have any bespoke product or service requirements please contact your local Gyproc sales representative.

A 50% deposit is required for any non-standard items; the balance of the funds must be paid prior to dispatching.

LOADING AND DELIVERY

Should you have any specific delivery requirements, please contact +27 12 657-2800 and where possible we will try accommodate your request which will be confirmed at the time of order placement.

Standard delivery times are Monday – Friday 08:00 – 16:00. If you need a non-standard delivery time or a Saturday delivery, please contact +27 12 657-2800

LOAD SIZES

All road freight deliveries are subject to a minimum load size of 32 tons. Options for smaller load sizes are available subject to longer lead times and additional costs where applicable.

Sea-freight deliveries are subject to a minimum of a full container quantity.

STANDING TIME/DEMURRAGE

We allow 4 hours for offloading. Thereafter a charge of R500 per hour (or part thereof) will be charged.



COLLECTIONS

The following minimum load sizes are applicable for collections:

Plasterboard	7 tons
Plasters	7 tons
Metal	7 ton equivalent load*
Rhinoart	7 ton equivalent load*
Composite loads	7 tons

**This is a load which can be loaded onto a 7 ton vehicle based on volume*

Collections from all our sites are possible. For orders collected from Brakpan, Cape Town, Germiston and East Rand Service Centre please ensure your orders are sent to ZAexports@saint-gobain.com or fax: 086 687 2496.

Collection hours are:

Factories:

Brakpan:	Monday to Friday	07:00 to 19:00
Cape Town:	Monday to Friday	07:00 to 17:00*
Donn Factory:	Monday to Thursday	07:00 to 19:00
	Friday	07:00 to 17:00*
Germiston Plasters:	Monday to Thursday	07:00 to 15:30
	Friday	07:00 to 15:00*

** 32 ton vehicles must arrive on site 2 hours before closing*

After hours collections are possible through prior arrangement and with 24 hours' notice.

REFUNDS AND RETURNS

In the unlikely event that you're not totally satisfied with our products due to damage, incorrect quantities, wrong product or incorrect documentation, please ensure you note any such discrepancies on the proof of delivery and it is signed by the driver at the point of delivery.

For any discrepancies you have identified after delivery, including documentation, you should notify us in writing via e-mail to ZAexports@saint-gobain.com or fax to 086 687 2496 within 7 days of delivery.

In the case of goods that have been wrongly despatched, have been damaged prior to or during delivery, or quality product issues that needs investigating, we aim to find an acceptable resolution within 5 working days of notification.



Our 350th anniversary is a very special mile-stone in the company's history. Saint-Gobain is one of the oldest of the world's big industrial companies, and is the oldest company in the CAC 40. Saint-Gobain is one of the world's top 100 industrial companies (FT Global 500 2013) and is among the top 100 global innovators (Thomson Reuters 2013).

Saint-Gobain is a symbol of industrial activity on a global scale. To avoid being relegated to the status of a museum piece, we have decided to celebrate this anniversary with our sights set firmly on the future, recognizing that all our experiences and achievements are the building blocks of tomorrow.

SAINT-GOBAIN AFRICAN DEVELOPMENT
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