

SAINT-GOBAIN

Sub-Saharan Africa Service Charter



ABOUT SAINT-GOBAIN

Saint-Gobain designs, manufactures and distributes materials and solutions which are key ingredients in the wellbeing of each of us and the future of all. They can be found everywhere in our living places and our daily life in buildings, transportation, infrastructure and in many industrial applications. They provide comfort, performance and safety while addressing the challenges of sustainable construction, resource efficiency and climate change.

€39.1 billion sales in 2016.
Operates in 67 countries
More than 170 000 employees
www.saint-gobain.com
Twitter: [@saintgobain](https://twitter.com/saintgobain)

THE SUB-SAHARAN AFRICA SERVICE CHARTER

The Sub-Saharan Africa Service Charter (the “SSA Service Charter”) applies to export product sales processed through our sales office in South Africa to customers outside South Africa, excluding francophone Africa. This includes local (South Africa) purchases for exports (indirect export).

All product sales are subject to Saint-Gobain Construction Products South Africa (Pty) Ltd (the “Company”) General Terms and Conditions of Sale (the “Terms”) available on www.saint-gobain-africa.com

In the event that a conflict arises between any provision contained in the SSA Service Charter and any provision contained in the Terms, the provisions contained in the Terms shall prevail.

www.saint-gobain-africa.com

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Health & 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, PPE 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 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 manoeuvring 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 every passenger 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 via e-mail to ZAexports@saint-gobain.com or fax to +27 12 657 2817

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 endeavour 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
Botswana, Lesotho and Swaziland	48 hours for orders received prior to 2pm
Zambia and Zimbabwe	5 days for orders received prior to 2pm
Mozambique	4 days for orders received prior to 2pm
Malawi	8 days for orders received prior to 2pm
Democratic Republic of Congo & Angola	Will be confirmed at time of order placement

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.

Local Deliveries (indirect exports)

48 hours lead time for orders received prior to 2 pm.

Cash Sales

For cash sales all payments must be 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 in the form of an official Purchase Order and sent via e-mail to ZAexports@saint-gobain.com or fax to **+27 12 657 2817**. However, if customers don't have an official Purchase Order, they must endorse the order confirmation that the Company would have sent to them.

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

Order cancellation should be in writing and must reference the customers Purchase Order number or the order confirmation number. 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 on 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, please contact the number on the order acknowledgement.

Sea Freight & Cross-Trade

For every new or amended order and 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, please contact the number on the order acknowledgement.

Customer Order Error

If you've ordered product in error please call the Company 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 customer 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 sales representative.

Made to order items:

Gyproc: Please refer to your respective Territory Manager or Export Sales Coordinator for the current list of Gyproc made to order items.

Isover: Please refer to grey highlighted products in Isover Pricelist. For these items: lead time is 10 working days; minimum order quantity will apply and will be confirmed on order placement.

Cancellation of orders for bespoke offers can only be accepted if there is an alternative buyer for the products.

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 call: +27 12 657 2800 and where possible we will try and 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 call: **+27 12 657 2800**.

Delivery to Site

Customers must give advance notice to the Company on any loads that will need to be delivered directly to site. No redirection will be allowed. Customers need to ensure that they have the requisite off loading equipment and facilities on site, and an authorized representative to sign the Proof Of Delivery (POD).

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 off loading. Thereafter a charge of R500 per hour (or part thereof) will be charged.

Collections

Customers need to advise the Company Export Sales Coordinator in writing (via e-mail to **ZAexports@saint-gobain.com** or fax to **+27 12 657 2817**) at least 24 hours before the scheduled collection date. The Company Export Sales Coordinator will forward a collection advice which the transporter has to produce at the warehouse when collecting.

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 ERSC please ensure your orders are sent via e-mail to **ZAexports@saint-gobain.com** or fax to **+27 12 657 2817**. Collection hours are:

Factories:

Brakpan:	Monday to Friday:	07:00 to 18:00
Cape Town:	Monday to Friday:	07:00 to 17:00*
Donn Factory:	Monday to Thursday: Friday:	07:00 to 18:00 07:00 to 13:00*
Germiston Plasters:	Monday to Thursday: Friday:	07:00 to 15:30 07:00 to 15:00*
Isover:	Monday to Thursday: Friday:	07:00 to 16:00 07:00 to 13:00
Weber:	Monday to Thursday: Friday:	07:00 to 17:00 07:00 to 14:00

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

After hours collections are possible through prior arrangement and with 24 hours' notice. Customers should notify the Company Export Sales Coordinator of any delays in truck arrival.

Refunds and Returns

In the unlikely event that you are 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.

Damages

Customers should endorse all the damages on the official Company Proof Of Delivery document. The endorsement should include the nature of the damages and the quantity of the damaged items. Where possible, customers should attach photos of the damages. Both the customer representative and the truck driver must sign the POD.

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 **+27 12 657 2817** within 7 days of delivery. Claims for damages and shortages will be accepted only if received within 7 days of delivery.

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

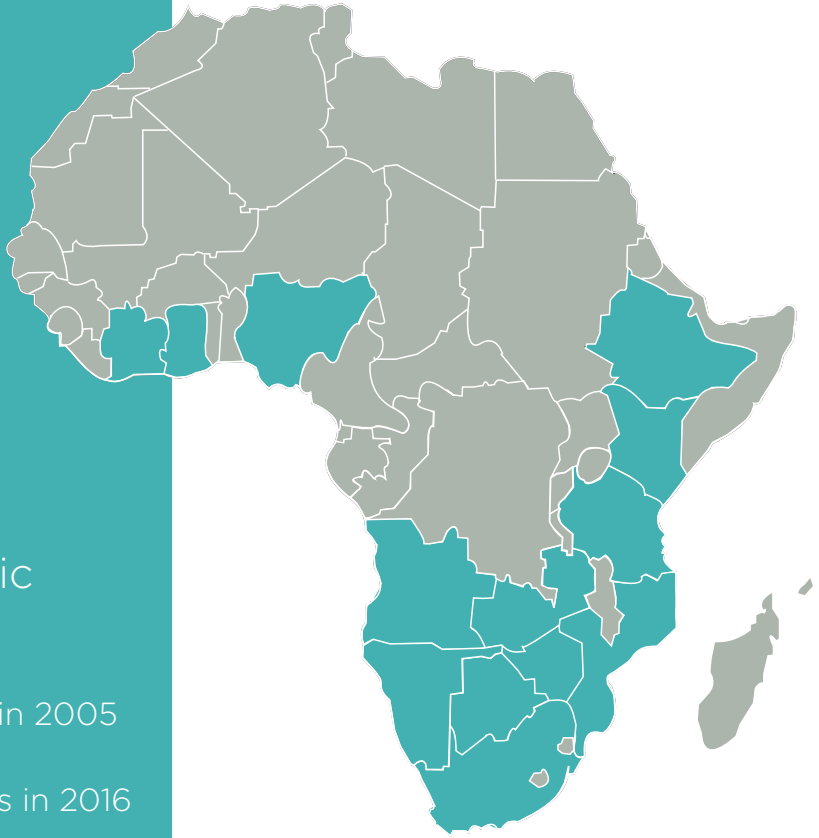
Pallet Returns

All pallets, although no deposit is charged for them, remain the property of the Company. The Company will, on communicated dates, run a pallet collection service from customers. Customers will receive a pallet collection notice stipulating the number of pallets to be returned. All customers are therefore requested to make all pallets accessible on the communicated collection date and assist with loading of such pallets.

A Dynamic Footprint

3 countries in 2005

13 countries in 2016



Saint-Gobain in Sub-Saharan Africa

Angola
Botswana
Ethiopia
Ghana
Ivory Coast
Kenya
Mozambique
Namibia
Nigeria
South Africa
Tanzania
Zambia
Zimbabwe



SAINT-GOBAIN

Saint-Gobain brands
in Sub-Saharan Africa





SUB-SAHARAN AFRICA

Saint-Gobain supports the development of sub-Saharan Africa by providing a range of solutions and services tailored to local demand. The Group aims to drive local development through the services and solutions it delivers to improve living comfort for the greatest possible number of people. It aims to achieve this by forming industrial partnerships, creating local employment, providing ad hoc training and taking action to support the development of local communities.

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Reg No. 1937/010220/07

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