

Boral Construction Materials

South East Queensland – Customer Service Offer

Effective 4 September 2017 – All prices are subject to change without notice

Boral are dedicated to providing a high level of customer service and quality product to our customers. The Boral Customer Service Offer provides information to help us meet our customer's service expectations.

Item	Description
<p>Booking a Boral Concrete Order</p>	<p>Brisbane Metro & Gold Coast: Please call Boral Customer Service Centre 1300 305 980 Sunshine Coast: Please call your local Boral Concrete Plant Monday to Friday 5.30am – 4.45pm Saturday 5.30am – 12.00pm</p> <p>Concrete orders must be confirmed to secure a delivery booking time slot.</p> <ul style="list-style-type: none"> • Delivery times will be prioritised as orders are confirmed. If an order is cancelled, delayed or postponed a Service Fee will be applied (refer below).
<p>Cancelling, Delaying or Postponing a Boral Concrete Order</p>	<p>A Service Fee will be applied to all orders that are cancelled, delayed or postponed by the customer:</p> <ul style="list-style-type: none"> • For orders booked for delivery prior to 10.00am: Boral require Cancellation, Delay or Postpone notice by 1.00pm the previous working day. • For orders booked for delivery after 10.00am: Boral require Cancellation, Delay or Postpone notice no later than 1 hour prior to delivery. <p><25m³ order \$ 500.00 service fee 25m³ to 100m³ order \$1,000.00 service fee >100m³ order \$2,000.00 service fee</p> <p>Please note: Our ability to provide testing services may be affected if a confirmed order is delayed or postponed. Please refer to the Boral Concrete Fee Schedule for all fee information.</p>
<p>Multiple Bookings for a Single Pour (Backup Bookings)</p>	<p>Placing multiple backup booking times for a single pour drastically reduces Boral's ability to provide efficient customer service</p> <p>Additional backup pour bookings will only be accepted for delivery times after 9.30am. Please contact your Boral Account Manager for assistance in forward planning projects.</p>
<p>Delivering a Boral Concrete Order</p>	<p>Order accuracy has a significant impact on Boral's ability to provide high levels of service to our customers</p> <p>Boral will provide a maximum of one additional 'plus load' to complete your order and will work with you to supply additional loads where reasonably practicable.</p> <p>Please refer to the Boral Concrete Fee Schedule for all Cartage Fee information.</p>
<p>Boral Concrete South East Queensland Plant Operating Hours</p>	<p>Monday to Friday 5.00am – 5.00pm Saturday 5.00am – 12.00pm*</p> <p>Boral can offer early and extended plant operating hours to help meet your needs*</p>

Quote Conditions and Conditions of Quotation & Supply apply to any/or supply in addition to the above

*Additional Fees & Charges May Apply

Boral Construction Materials

South East Queensland – Service Fees Sheet: General

Effective 1 October 2017 - All prices are subject to change without notice and exclude GST.

<u>Item</u>	<u>Description</u>
Extra Cartage	An additional charge of \$2.80 + GST per m ³ per km applies for loads delivered more than 15kms from the nearest Boral plant. A minimum of 3m ³ applies.
Minimum Load	A fee of \$90 per m ³ + GST applies for loads delivered less than 3 m ³ . Calculated as: Shortfall x per m ³ rate.
Out of hours	<p>The following service fees apply for deliveries out of hours. A minimum of 3 m³ applies*:</p> <ul style="list-style-type: none"> • Monday – Friday 5.00 pm to 5.00 am: \$45 per m³ + GST • Saturdays 5.00 am to 12.00 pm: \$15 per m³ + GST • Saturdays 12.00 pm to 12.00 am: \$60 per m³ + GST • Sundays & Public holidays: \$90 per m³ + GST <p><i>Note: Service fee applies at the concrete batch time, not delivered time.</i></p>
Plant Opening	<p>In addition to the out of hours service fee an Out of Hours Plant Opening Fee of \$2,500 + GST will be applied to open the plant outside normal operating hours or on a public holiday</p> <p>Please note: 48 hours' notice is required for an Out of Hours Plant Opening</p> <p>The Out of Hours Plant Opening fee will still be applied if an Out of Hours opening is cancelled after 1.00pm on the day (which includes the period from 5pm that day until 5am the following morning) of the requested Out of Hours plant opening</p> <p>The Cancellation Service Fee as outlined below will also apply to cancel orders booked for delivery outside normal operating hours.</p>
Cancellation	<p>A Cancellation Service Fee will be applied to all orders that are not cancelled, delayed or postponed by the customer by the following cut-off times:</p> <ol style="list-style-type: none"> 1. For orders booked for delivery on a public holiday, or prior to 10.00am during normal operating hours: Boral require a Cancellation, Delay or Postponement notice by 1.00pm on the previous working day 2. For orders booked for delivery after 10.00am during normal operating hours: Boral require a Cancellation, Delay or Postponement notice no later than 1 hour prior to scheduled delivery 3. For orders booked for delivery outside of normal operating hours: Boral require a Cancellation, Delay or Postponement notice by 4.00pm on the day (which includes the period from 5pm that day until 5am the following morning) of the requested Out of Hours plant opening (this is in addition to the Out of Hours Service Fee) <p>The Cancellation Service Fees are as follows:</p> <ul style="list-style-type: none"> • <25m³ order: \$500.00 • 25m³ to 100m³ order: \$1,000.00 • >100m³ order: \$2,000.00
Waiting Time	<p>Calculated as onsite time per minute > 30 minutes x rate. Customer to provide authorised delegate at point of discharge to sign delivery dockets. Claims disputing delivery and consequential service fees will not be accepted in the absence of a nominated delegate.</p> <ul style="list-style-type: none"> • Normal hours: \$2.40 per minute + GST • Out of hours or on a public holiday: \$4.80 per minute + GST
Credit Card	A surcharge will apply of 0.8% for Visa and Mastercard and 2.7% for American Express and 3% Diners (includes GST).
Disposal	Over ordered or surplus concrete will be returned in the delivery vehicle for environmentally responsible disposal if no facility is provided on site. Returned concrete will be charged at \$150 per m ³ + GST or part thereof. Customer to provide authorised delegate at point of discharge to sign delivery dockets. Claims disputing delivery and consequential service fees will not be accepted in the absence of a nominated delegate.
Pump Blowback	A service fee of \$500 per load + GST in addition to the disposal fee will be charged for all pump blowbacks. Note: Pump blowback will only be undertaken if safe to do so.
Plant Mixing	A service fee of \$50 per load + GST applies where concrete is mixed in a Boral plant and taken away in the customer's vehicle.
Truck Standby	Applied Outside of hours when an order is cancelled or is delayed by more than an hour. \$150 per half hour + GST per truck, Minimum 4 hours.
Other	<p>7mm or 10mm Aggregate Service fee: \$12.50 per m³+ GST</p> <p>Straight Cement Service fee: \$8.00 per m³+ GST</p> <p>Accelerator Addition Low Dose: \$5.50 per m³+ GST</p> <p>Accelerator Addition Medium Dose: \$8.50 per m³+ GST</p> <p>Accelerator Addition High Dose: \$12.50 per m³+ GST</p> <p>Retarder Addition Low Dose: \$5.50 per m³+ GST</p> <p>Retarder Addition Medium Dose: \$8.50 per m³+ GST</p> <p>Retarder Addition High Dose: \$12.50 per m³+ GST</p> <p>Slump Concrete ordered over 80mm slump will incur an additional fee:</p> <p>N Class Grades up to 40mpa: \$3.00 + GST per 10mm of slump</p> <p>All S Class Grades P.O.A</p> <p>Pour Supervision (Subject to availability): \$120 per hour + GST, charged in 1 hour increments.</p>

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South East Queensland – Service Fees Sheet: Testing

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The following rates are applicable to concrete sampled, collected and tested during normal hours.

<u>Test Description</u>	<u>Test Method</u>	<u>Price Excludes GST</u>	<u>UOM</u>
Compression Test Strength	Compression testing includes cast, cure and crush report and slump test. <i>Minimum of 3 (1 x 7 day and 2 x 28 days), 100mm cylinders per concrete load sampled.</i>	\$60.00	Per cylinder
	Core, Cure, Crush and Report	\$180.00	Per cylinder
Slump Test	Slump tests are provided where no compressive strength cylinders are taken from a sample. <i>Minimum of 6 slump tests per site visit unless combined with a compressive strength test.</i>	\$30.00	Per test + ½ hr Tester hourly rate
Visual Slump	Where visual slump assessment is requested to be provided by the tester who is already on site, for loads in addition to those being sampled for compressive strength cylinders at the requested frequency.	\$10.00	Per assessment
Dry Shrinkage Test	Cast, cure & measure prisms (up to 56 days). Set of 3 prisms.	\$480.00	Per set
Flexural Strength	Flexural testing includes cast, cure and crush report and slump test. <i>Minimum of 3, 100mm beams per test</i>	\$175.00	Per beam
Indirect Tensile Strength	Min 3 cylinders Slump Crush Cure & Crush. <i>Minimum of 3 cylinders per test.</i>	\$90.00	Per cylinder
Special Testing	Slump spread/Flow, Test only	\$55.00	EA
	Grout Cube Tests, Cast, Cure, Crust & Report - Min set of 3	\$60.00	Per cube
	Air Content	\$170.00	EA
	Plastic Density & Air Content (Field Density)	\$210.00	EA
	Yield Test: set of 3 x Air content & yield density compared back to batch & mix records & report	\$610.00	Per set
	Bleeding	\$400.00	EA
	Chloride Diffusion	\$2750.00	EA
	Rapid Chloride Permeability	\$670.00	EA
	Schmidt Hammer Test	\$550.00	EA
	Slump Spread Test plus J ring only	\$80.00	EA
	Slump Spread Test plus T500 only	\$80.00	EA
	Water Permeability	\$470.00	EA
	Fibre Content	\$150.00	EA
	AVPV AS10112.21 Min set of 2 cylinders, Cure, Measure & Report	\$710.00	Per set
	Thermal Resistivity	\$200.00	EA
	Sulphate Content	\$180.00	EA
	Make Test Panel	\$275.00	EA
	Test Concrete Modulus of Elasticity AS1012.17 (Set of 3)	\$590.00	Per set
	Cast, Cure, Crush 150mm Cylinder	\$95.00	EA
	Dry Shrinkage set of 3 prisms 75mm, Cure, Measure & Report	\$320.00	Per set
	AS1012.12 Density only	\$80.00	EA
	Vebe Consistency AS1012.3	\$200.00	EA
	Sulphate Content (Including Chloride Testing)	\$250.00	EA
Costs	Cancellation	\$300.00	EA
	On-site Curing – Applied to 1 day cylinders due to early pick up.	\$70.00	EA
	Re-issue Test Report	\$70.00	EA
	Alteration to Test Date	\$70.00	EA
Extra Hours	Tester Hourly Rate is charged when: a) A tester is on site and not undertaking compressive strength testing for more than 60 minutes. b) Testers are required to attend a site induction prior to carrying out testing c) Travelling to a testing job exceeds 30minutes	\$120.00	Per hr
	Site Supervision	\$170.00	Per hr
After Hours	Monday - Friday 5pm to 6am & Saturday 12pm to 12am	\$480.00	Min 4 hrs
		\$120.00	Per hr thereafter
	Sunday & Public Holidays	\$800.00	Min 4 hrs
		\$200.00	Per hr thereafter
	Laboratory Opening fee outside normal hours	\$800.00	EA
	Lost or Damaged Cylinder Mould	\$300.00	EA
Lab Trials	Trial Mix Service fee – <i>excluding tests taken</i>	\$490.00	Per trial