

**SERVICE CHARGES**

Area - South Australia

Effective Date – 1 January 2024

**Expires - 30 June 2024\***

\*Subject to changes with 30 days notice

ITEM	DESCRIPTION	CHARGE
<i>All rates are exclusive of GST</i>		
<b>Normal Operating Hours</b>	Monday to Friday – 6:00am to 4:00pm	Not applicable
Note: All public holidays are treated as a Sunday		
<b>Outside Hours Charge</b>	Monday to Friday – 4:00am to 6:00am	\$5.00/m <sup>3</sup> (min charge of \$20.00)
Note: Rates are applied as "On site times"		
	Monday to Friday – 4:00pm to 6:00pm	\$5.00/m <sup>3</sup> (min charge of \$20.00)
	Monday to Friday – 6:00pm to 4:00am* *including to 4am Saturday	\$40.00/m <sup>3</sup> (min charge of \$160.00)
	Saturday - 12:00am to 4:00am	\$40.00/m <sup>3</sup> (min charge of \$160.00)
	Saturday – 4:00am to 12:00noon	\$5.00/m <sup>3</sup> (min charge of \$20.00)
	Saturday – 12:00noon to 4:00pm	\$25.00/m <sup>3</sup> (min charge of \$100.00)
	Saturday 4:00pm to Monday 4:00am	\$50.00/m <sup>3</sup> (min charge of \$200.00)
<b>Plant After Hours Service Fee</b>	Applies to any supply outside Normal Operating Hours.	\$3,500 per event
Note: In addition Outside Hours Charge will also apply.		
Note: A minimum of 72 hours notice is required prior to delivery		
	Minimum of 24 hours notice required for all cancellations otherwise fee will be charged regardless of supply.	(includes one plant, one batcher and one truck for a period of 4 hours) Over 4 hours \$500/hour or part thereof Extra truck hire \$125/hour with a minimum charge of 4 hours per event
<b>Order Cancellation</b>	Applies when a pour greater than 100m <sup>3</sup> is cancelled after 3.00pm on the day prior to the pour	\$2,000 per event
<b>Excess Discharge Time (Waiting Time)</b>	Applies after first 45 minutes on site	
	- Normal Operating Hours	\$3.00/minute after 45 minutes
	- Outside normal Operating Hours	\$5.00/minute after 45 minutes
<b>Distance Charge</b>	Applies to deliveries greater than 25kms in Adelaide metro	\$2.00/m <sup>3</sup> /km
	Applies to deliveries greater than 12kms from the nearest regional SA plant	\$2.00/m <sup>3</sup> /km
<b>Truck Standby Fee</b>	Applies outside Normal Operating Hours when an order does not proceed at the original booked time or when delays occur in excess of one hour (with less than 24 hour notice)	\$220.00/hour/truck on a pro rata basis after first hour
<b>Minimum Load Charge</b>	Applies to Maxi loads less than 4.0m <sup>3</sup> (excludes Mini Truck Deliveries)	\$50.00 per undelivered m <sup>3</sup> (or part thereof) less than 4.0 m <sup>3</sup>
	For loads less than 4.0m <sup>3</sup> delivered greater than 12kms, as per Country Distance Charge (This charge is in addition to the Distance charge above)	\$2.00/m <sup>3</sup> /km
<b>Returned Product Handling Fee</b>	Applies to any unused concrete returned from site. On all occasions, customers will be given the choice of taking excess concrete on their site, or have it returned to Hanson for disposal at the following costs.	
	0.1m <sup>3</sup> – 1.0m <sup>3</sup>	\$330.00
	1.1m <sup>3</sup> – 2.0m <sup>3</sup>	\$660.00
	2.1m <sup>3</sup> – 3.0m <sup>3</sup>	\$990.00
	3.1m <sup>3</sup> – 4.0m <sup>3</sup>	\$1,320.00
	4.1m <sup>3</sup> – 5.0m <sup>3</sup>	\$1,650.00
	5.1m <sup>3</sup> – 6.0m <sup>3</sup>	\$1,980.00
	6.1m <sup>3</sup> – 7.0m <sup>3</sup>	\$2,310.00
	7.1m <sup>3</sup> – 8.0m <sup>3</sup>	\$2,640.00
	8.1m <sup>3</sup> – 9.0m <sup>3</sup>	\$2,970.00
	9.1m <sup>3</sup> – 10.0m <sup>3</sup>	\$3,300.00
	10.1m <sup>3</sup> – 11.0m <sup>3</sup>	\$3,630.00
	11.1m <sup>3</sup> – 12.0m <sup>3</sup>	\$3,960.00
<b>Slump Modification</b>	For increased slump greater than 80mm a charge per additional 20mm applies. No deductions apply for slumps less than 80mm Easycrete – Slump 120-160mm	\$4.00 per 20mm of slump (or part thereof) POA
<b>Manual Additions</b>	All manual additions made at Hanson concrete plant to be added by Hanson Staff only on top of the ordered mix recipe. Product disclaimers will apply.	POA
<b>Blowback</b>	When pump lines are cleared into the back of a concrete truck (subject to prior approval in writing with OH&S compliance only) - Charge to include returned product handling fee	POA

## SERVICE CHARGES

Area - South Australia

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ITEM	DESCRIPTION	CHARGE
All rates are exclusive of GST		
Sure-set	Gold	\$25.00/m <sup>3</sup>
	Silver	\$12.00/m <sup>3</sup>
	Bronze	\$8.00/m <sup>3</sup>
Slow-set	Slow	\$7.00/m <sup>3</sup>
	Extra Slow	\$12.00/m <sup>3</sup>
Small Aggregate	10mm stone or smaller	\$15.00/m <sup>3</sup>
	Other Aggregate Sizes	POA
Plant Delay Fees	Delays to the Hanson production process due to: 1. Changes to the agreed starting time, or 2. Changes to the agreed consumption rate, or 3. Holding trucks on site in excess of 60 minutes	Hanson reserves the right to recover costs up to \$15,000 per hour
Administration Fee	Replacement invoices or delivery dockets	\$8.00/copy
Temperature Control	Compliance with any temperature specification is not included, however temperature controlled mixes can be supplied	
Concrete Testing	Refer Technical Services Charges attached or provided separately	

Please note: all service charges and testing charges will be applied over and above rates charged for concrete.  
All charges are subject to change with 30 days notice.

### Product Testing

- Please note testing may be sub contracted. The ordering of testing by the customer is taken as approval to use alternative NATA approved contractors.

### Imagecreteexpose® (Exposed Aggregate Concrete) and Imagecretepolish® (Polished Concrete)

- For Quality Assurance purposes, Imagecreteexpose and Imagecretepolish will be batched and sold as a 1.0m<sup>3</sup> minimum with 0.1m<sup>3</sup> increments.
- Pumpability of Imagecreteexpose® and Imagecretepolish® is not guaranteed and we recommend that alternate methods of placement be used (eg crane and kibble).
- Raw materials used in the Imagecreteexpose® and Imagecretepolish® range are products of nature and therefore subject to variation in consistency, appearance, quality and texture. Any samples shown in brochures or at displays are indicative and illustrative only of the type of finish expected.
- Displays are typically shown with a full exposure and customers must advise their concretor as to the desired finish they require (ie. Full, Medium or Light Exposure).
- No guarantee of product colour or textured finish is given or implied. Aggregates may contain natural impurities such as ironstone, which may cause rust staining. To reduce the impact of these variations we recommend this product be sealed.
- Minimum 72 hours notice is required prior to delivery excluding standard range.

### Imagecretecolour® (Coloured Concrete)

- For Quality Assurance purposes, Imagecretecolour® or concrete containing liquid colour will be batched and sold as a 1.0m<sup>3</sup> minimum with 0.1 m<sup>3</sup> increments thereafter.
- Concrete containing coloured oxide will be batched and sold in 1.0 m<sup>3</sup> increments only.
- Minimum 72 hours notice is required prior to delivery

### Delivery Notice - Special Mixes

- For all special mixes not mentioned above a minimum of 72 hours notice is required prior to delivery.

### Waterproof Concrete

- Hanson does not guarantee waterproofness or impermeability of concrete or any resultant structure when a specification calls for the inclusion into a mix of a permeability reducing admixture or water proof admixture treated concrete.
- Minimum 72 hours notice is required prior to delivery

### Load Size Restrictions

- To comply with quality assurance certain standard products will be sold and batched with a minimum load size of 1.0m<sup>3</sup> and quantity increments will apply.
- For certain non-standard products, and all products above 50MPa will be sold and batched with a minimum load size of 2.0m<sup>3</sup> and quantity increments will apply.
- These load size restrictions may change periodically. For further information please contact your Hanson representative.

### Shrinkage Specification

- Shrinkage specification is based on laboratory test results as per AS1012. Site testing could result in variations in test results of up to ±150 microstrain.

### Contract Documents

- Hanson reserves the right to negotiate all conditions contained in any contract/agreement documentation. Until such negotiations have taken place Hanson Terms and Conditions of Sale, which have been included with this submission, will take precedence.

### Raw Material Changes

- Industry supply constraints may require any submitted mix designs to vary without notice. Changes in available quantities of Cement, Fly Ash, Sand and Aggregate may mean mix designs are modified in order to maintain supply of concrete to your project and are therefore unavoidable. Our technical team will ensure mix designs are varied using raw materials with similar physical and performance characteristics complying with relevant specification and performance standards.

### Steel Fibres

- Supply and price of concrete that includes steel fibres is dependent on the availability and raw material cost at time of order placement.
- Therefore, Hanson cannot provide fixed price or guarantee of delivery for this type of concrete

### Payment Terms and GST

- Cash sales – payment required prior to delivery
- Credit accounts – within any credit period granted in writing by Hanson
- All rates are exclusive of GST

### Credit Card Payments

- Hanson has the option for account customers to pay their invoices via credit card. This payment method will attract a surcharge of 1.0% for MasterCard and Visa and 2.04% for AMEX.

## TECHNICAL SERVICES CHARGES - CONCRETE

Area - South Australia  
Effective Date – 1 January 2024

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### STANDARD TESTING SERVICES

Monday to Friday between 6:00 am and 4:00 pm  
Note: All public holidays are treated as a Sunday

**CHARGE**      **BILLING UNIT**  
All rates are exclusive of GST

<b>Standard Compression Test</b> - 100mm cylinders (minimum of 3) Adelaide Metropolitan Area Country South Australia	\$260.00 POA	per test per test
<b>Compression Test</b> - 100mm cylinders - crush only (\$120.00 minimum charge)	\$120.00	per cylinder
<b>Early Age Cylinder</b> (1 day)	\$250.00	per cylinder
<b>Extra Compression Test</b> - 100mm cylinders (cast and crushed)	\$100.00	per cylinder
<b>Extra Slump Test</b> (if already on site)	\$80.00	per slump
<b>Slump Flow Test</b>	\$80.00	per test
<b>J-Ring Test</b> (not endorsed)	\$150.00	per test
<b>T-500 Test</b>	\$75.00	per test
<b>Standard Flexural Test</b> – 100mm beam (minimum of 3) Adelaide Metropolitan Area Country	\$400.00 POA	per test per test
<b>Extra Flexural Test</b> – 100mm beam	\$150.00	per beam
<b>Dry Shrinkage Test</b> - Adelaide Metropolitan area	\$450.00	per set

### ADDITIONAL TESTING AND OTHER ITEMS

<b>Air Content</b> (if already on site) Adelaide Metropolitan area Country	\$80.00 \$150.00	each each
<b>Grout test</b> - Cube (minimum of 3) 75/50mm	\$220.00	per test
<b>Extra Grout</b> - Cube, Crush only (delivered to laboratory)	\$55.00	per cube
<b>Flexural Test</b> – 150mm beam (minimum of 3) Adelaide Metropolitan area Country	\$680.00 POA	per test per test
<b>Extra Flexural Test</b> – 150mm beam Adelaide Metropolitan area Country	\$220.00 POA	per beam per beam
<b>Core test</b> (compression only) - up to 100mm diameter	\$155.00	per core

### ADDITIONAL CHARGES

In addition to the above rates

<b>Late Cancellation of Testing</b>	\$250.00	each
<b>Slow Testing Surcharge</b>	\$180.00	per hour
<b>Testing Surcharge</b> – Monday to Friday 4:00 pm – 6:00 am, Saturday 6:00 am to 12 noon	Standard rate plus 50% surcharge	per test
<b>Testing Surcharge</b> – Saturday 12 noon – 12:00 am, Sunday and public holidays	Standard rate plus 100% surcharge	per test
<b>Other After Hours Charges</b>	POA	
<b>Country Travel Outside of 40km from Plant</b>	\$2.20	per km

### MISCELLANEOUS CHARGES

<b>Re-issue of test certificates</b> (plus additional charge per certificate)	\$60.00	admin fee
<b>Re-printing of test certificates</b>	\$2.50	per page

#### Product Testing

- Please note testing may be sub contracted. The ordering of testing by the customer is taken as approval to use alternative NATA approved contractors.

For other test types and charges, please refer to the local Hanson Technical Service Centre for further details.

## TECHNICAL SERVICES CHARGES - QUARRY PRODUCTS

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MISCELLANEOUS CHARGES	METHOD	CHARGE	BILLING UNIT
<i>All rates are exclusive of GST</i>			
<b>Aggregates</b>			
Particle size distribution, >20mm	AS1141.11.1	\$195.00	each
Particle size distribution, 4.75 - 20mm	AS1141.11.1	\$165.00	each
Particle size distribution, <4.75mm	AS1141.12	\$120.00	each
Particle density and water absorption, coarse	AS1141.6.1	\$165.00	each
Clay and fine silt	AS1141.33	\$75.00	each
Flakiness Index (non NATA registered)	AS1141.15	\$120.00	each
Los Angeles Abrasion (non NATA registered)	AS1141.23	\$200.00	each
Organics, other than sugar	AS1141.34	\$75.00	each
<b>Soils</b>			
Particle size distribution, Roadbase	TP134	\$180.00	each
Particle size distribution, Roadbase	AS1289.3.6.1	\$180.00	each
Atterberg Limits	AS1289	\$150.00	each
<b>Technician Rates</b>			
Technician hourly rate		\$90.00	per hr
Travel, outside 40km from Adelaide GPO		\$1.20	per km

### Product Testing

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For other test types and charges, please refer to the local Hanson Technical Service Centre for further details.