

## SERVICE CHARGES

Area - Victoria

Effective Date – 1 July 2024

Expires - 30 September 2024\*

\*Subject to changes with 30 days notice

ITEM	DESCRIPTION	CHARGE
		All rates are exclusive of GST
<b>Normal Operating Hours</b> Note: All public holidays are treated as a Sunday	Monday to Friday – 6:00am to 4:00pm Saturday – 6:00am to 12:00 noon	Not applicable
<b>Outside Hours Charge</b> Note: Rates are applied as "On site times"	Monday to Friday – 4:00am to 6:00am Monday to Friday – 4:00pm to 6:00pm Monday to Friday – 6:00pm to 4:00am* *including to 4:00am Saturday Saturday - 12:00am to 4:00am Saturday – 4:00am to 6:00am Saturday – 12:00noon to 4:00pm Saturday 4:00pm to Monday 4:00am	\$9.00/m <sup>3</sup> (min charge of \$36.00) \$9.00/m <sup>3</sup> (min charge of \$36.00) \$54.00/m <sup>3</sup> (min charge of \$216.00)  \$54.00/m <sup>3</sup> (min charge of \$216.00) \$9.00/m <sup>3</sup> (min charge of \$36.00) \$36.00/m <sup>3</sup> (min charge of \$144.00) \$54.00/m <sup>3</sup> (min charge of \$216.00)
<b>Plant After Hours Service Fee</b> Note: A minimum of 72 hours notice is required prior to delivery	Applies to any supply outside Normal Operating Hours. Note: In addition Outside Hours Charge will also apply. Minimum of 48 hours notice required for all cancellations otherwise fee will be charged regardless of supply. To open outside Normal Operating Hours i.e. for concrete supplied after 6:00pm Monday to Friday, after 4:00pm Saturday and prior to 4:00am Monday the following week	\$4,000 per event (includes one plant, one batcher and one truck. for a period of 4 hours) Over 4 hours \$1,000/hour or part thereof Extra truck hire \$200/hour with a minimum charge of 4 hours per event
<b>Order Cancellation</b>	Applies when a pour less than 50m <sup>3</sup> is cancelled after 12.00pm on the day prior to the pour. Applies when a pour greater than 50m <sup>3</sup> is cancelled after 12.00pm on the day prior to the pour	\$1,590 per event \$3,180 per event
<b>Excess Discharge Time (Waiting Time)</b>	Applies after first 45 minutes on site - Normal Operating Hours - Outside normal Operating Hours	\$3.00/minute after 45 minutes \$6.00/minute after 45 minutes
<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)	\$286.00/hour/truck on a pro rata basis after first hour
<b>Distance Charge</b>	Applies to loads delivered greater than 15kms from the nearest plant outside the metropolitan area	\$2.00/m <sup>3</sup> /km
<b>Minimum Load Charge</b>	Applies to Maxi loads less than 4.0m <sup>3</sup> up to 15kms (excludes Mini Truck Deliveries)	<b>Metro</b> \$100.00 per m <sup>3</sup> (undelivered) (or part thereof) less than 4.0 m <sup>3</sup>  <b>Country</b> \$70.00 per m <sup>3</sup> (undelivered) (or part thereof) less than 4.0 m <sup>3</sup>
	For loads less than 4.0m <sup>3</sup> delivered greater than 15kms from the nearest plant outside the metropolitan area	\$2.00/m <sup>3</sup> /km
<b>Mini Trucks Charge</b>	All loads requested to be delivered in a mini truck will be charged a Load Fee per truck load. (in lieu of minimum load charge)	\$180.00 per load
<b>Decorative Concrete Load Fee</b>	Applies to all loads of Polished or Exposed Concrete Delivered	\$106.00/load
<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> – 3.0m <sup>3</sup>	\$510.00
	3.1m <sup>3</sup> – 4.0m <sup>3</sup>	\$680.00
	4.1m <sup>3</sup> – 5.0m <sup>3</sup>	\$850.00
	5.1m <sup>3</sup> – 6.0m <sup>3</sup>	\$1,020.00
	6.1m <sup>3</sup> – 7.0m <sup>3</sup>	\$1,190.00
	7.1m <sup>3</sup> – 8.0m <sup>3</sup>	\$1,360.00
	8.1m <sup>3</sup> – 9.0m <sup>3</sup>	\$1,530.00
	9.1m <sup>3</sup> – 10.0m <sup>3</sup>	\$1,700.00
	10.1m <sup>3</sup> – 11.0m <sup>3</sup>	\$1,870.00
	11.1m <sup>3</sup> – 12.0m <sup>3</sup>	\$2,040.00
<b>Slump Modification</b>	For increased slump greater than 100mm a charge per additional 20mm applies. No deductions apply for slumps less than 100mm Easycrete - Slump 120-160mm	\$4.00 per 20mm of slump (or part thereof) \$6.00/m <sup>3</sup>
<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. Site induction fee	POA \$150.00/hr/person
<b>Sure-set</b>	Gold Silver Bronze	\$27.00/m <sup>3</sup> \$11.00/m <sup>3</sup> \$7.00/m <sup>3</sup>

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Small Aggregate	7mm stone or smaller	\$24.00/m <sup>3</sup>
	14mm	\$12.00/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 \$17,490 per hour
Quarry Opening Fee		\$26,500 per event
Administration Fee	Replacement invoices or delivery dockets	\$9.00/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 include mix processing fee	
<b>ORDER CANCELLATION</b>		
Quarries	Applies when an order for delivered material of 500 to 999T is cancelled after 3pm the day prior to delivery	\$2500 per event
	Applies when an order for delivered material of 1000T or more is cancelled after 3pm the day prior to delivery	\$5000 per event
	Applies when an order for delivered material is cancelled the day of confirmed supply or delivery is deferred	\$200 per hour per truck allocated, minimum 4 hours charged greater than 2 hours by recipient
Cement Treated Crushed Rock	Applies to all Cement Treated Crushed Rock orders	\$400 per event
Quarry non-receipt charge	Applies to returned loads due to inability of site to accept	Full delivered price + 100%

Please note: all service charges and testing charges will be applied over and above rates charged for concrete. All charges are subject to change without 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

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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

	Test Method	CHARGE	BILLING UNIT
		All rates are exclusive of GST	
<b>Standard Compression Test</b> - 100mm cylinders – (minimum of 3 cylinders, includes one slump)	AS1012	\$285.00	per test
<b>Extra Compression Test</b> - 100mm cylinders	AS 1012.9	\$85.00	per cylinder
<b>Extra Compression Test</b> - 100mm cylinders (to be tested within 28 hours of sample)	AS 1012.9	\$135.00	per cylinder
<b>Compression Test</b> - 100mm cylinders cure and crush only (delivered to laboratory)	AS 1012.9	\$50.00	per cylinder
<b>Extra Slump Test</b> (if already on site)	AS 1012.3.1	\$65.00	per slump
<b>Slump Flow Test</b>	AS 1012.3.5	\$70.00	per flow
<b>J-Ring Test</b>	AS 1012.3.5	\$80.00	per test
<b>T-500 Test</b>	AS 1012.3.5	\$80.00	per test
<b>Standard Flexural Test</b> – 100mm beam (minimum of 3)	AS 1012.11	\$420.00	per test
<b>Extra Flexural Test</b> – 100mm beam	AS 1012.11	\$135.00	per beam
<b>Flexural Test</b> – 150mm beam (minimum of 3, includes one slump)	AS 1012.11	\$680.00	per test
<b>Extra Flexural Test</b> – 150mm beam	AS 1012.11	\$230.00	per beam
<b>Air Content</b> (if already on site)	AS 1012.4.2	\$85.00	per test
<b>Apparent Volume of Permeable Voids (AVPV)</b>	AS 1012.21	\$400.00	per test
<b>Grout test</b> - Cube 75/50mm (minimum of 3)	AS 1012.9	\$230.00	per test
<b>Extra Grout</b> - Cube/Grout Cube cure and crush only (delivered to laboratory)	AS 1012.9	\$60.00	per cube
<b>Extra Grout</b> - Cube/Grout Cube cure and crush only (PICK-UP BY HANSON)	AS 1012.9	\$70.00	per cube
<b>Drying Shrinkage</b> (set of 3) Cast and measure	AS 1012.8.4/13	\$550.00	per test
<b>Drying Shrinkage</b> (set of 3) Measure only	AS 1012.13	\$450.00	per test
<b>Core test</b> (compression only)	AS 1012.14	\$165.00	per core
<b>Chloride Permeability Testing</b> price subject to 6 monthly review	ASTM C1202	on request	per test
<b>Chloride Diffusivity (per 3 cylinders)</b> price subject to 6 monthly review	NT Build 443	on request	per test
<b>Chloride and sulphate test on hardened concrete</b> price subject to 6 monthly review	AS 1012.20	\$350.00	per test
<b>Bleed test</b> (if already on site)	AS 1012.6	\$380.00	per test
<b>Setting time test</b> – initial setting time (if already on site)	AS 1012.18	\$380.00	per test
<b>Fibre content in plastic concrete</b> (if already onsite)	RC377.01	\$400.00	per test
<b>Density of fresh concrete</b> (if already on site)	AS 1012.5	\$95.00	per test
<b>Density of hardened concrete</b> (Method 1)	AS 1012.12.1	\$70.00	per test
<b>Density of hardened concrete</b> (Method 2)	AS 1012.12.2	\$120.00	per test
<b>Site Establishment Fee</b> (for testing where tester is not already on site unless listed in price)	-	\$130.00	per site
<b>Concrete Mix Trial</b> (materials to be supplied to laboratory and includes slump and up to 6 compressive strength cylinders)	AS 1012.2	\$1,400.00	per mix

### NON-DESTRUCTIVE TESTING CHARGES

<b>Concrete Maturity Sensor</b>	ASTM C 1074	\$255.00	per sensor
<b>Site Visit</b>	ASTM C 1074	\$195.00	per visit
<b>NATA Endorsed maturity report</b>	ASTM C 1074	\$80.00	per report
<b>Schmidt Hammer Test and Report</b> - Melbourne Metro area (Additional hourly charges for Concrete Solutions Specialist will apply for visits >2 hours)	-	\$390.00	per site
<b>Site Investigation incl. Formal Report</b> - Melbourne metro area	-	\$195.00	per hour

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

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STANDARD TESTING SERVICES	Test Method	CHARGE	BILLING UNIT
Monday to Friday between 6:00 am and 4:00 pm			
Note: All public holidays are treated as a Sunday			
All rates are exclusive of GST			
STANDARD AGGREGATE TESTING SERVICES (AS 1141)			
Sampling of Soil / Aggregate	AS 1141.3.1	\$35.00	per sample
Bulk Density of Aggregate	AS 1141.4	\$145.00	per test
Particle Density & Water Absorption (fine aggregate)	AS 1141.5	\$210.00	per test
Particle Density & Water Absorption (coarse aggregate)	AS 1141.6.1	\$175.00	per test
Particle Size Distribution by sieving (< 4.75mm)	AS 1141.11.1	\$125.00	per test
Particle Size Distribution by sieving (4.75mm – 20mm)	AS 1141.11.1	\$175.00	per test
Particle Size Distribution by sieving (> 20mm)	AS 1141.11.1	\$205.00	per test
Particle Shape by Proportional Calliper (inc. PSD)	AS 1141.14	\$290.00	per test
Flakiness Index (inc. PSD)	AS 1141.15	\$290.00	per test
Average Least Dimension, exc. PSD (> 10mm)	AS 1141.20.1	\$175.00	per test
Average Least Dimension, exc. PSD (5mm & 7mm)	AS 1141.20.2	\$175.00	per test
Average Least Dimension, exc. PSD (Calculation)	AS 1141.20.3	\$60.00	per test
Aggregate Crushing Value	AS 1141.21	\$405.00	per test
Wet Dry Strength Variation	AS 1141.22	\$460.00	per test
Los Angeles Value	AS 1141.23	\$265.00	per test
Sodium Sulphate Soundness – cost per test fraction	AS 1141.24	\$250.00	per fraction
Degradation Factor – Fine, Coarse & Source Rock (exc. Crushing if required)	AS 1141.25.1, 25.2, 25.3	\$185.00	per test
Coarse Aggregate Quality by Visual Assessment	AS 1141.30.1 / RC 372.01	\$115.00	per test
Light Particles	AS 1141.31	on request	per test
Weak Particles in Coarse Aggregates	AS 1141.32	\$140.00	per test
Clay & Fine Silt (settling method)	AS 1141.33	\$70.00	per test
Organic Impurities Other Than Sugar	AS 1141.34	\$70.00	per test
Presence of Sugar	AS 1141.35	\$140.00	per test
Potential Alkali-Silica Reactivity	AS 1141.60.1 / RC 376.03	on request	per test
STANDARD CEMENT TREATED TESTING SERVICES (AS 5101)			
Cement Content of Treated Roadbase Material	AS 5101.3.3	\$120.00	per test
Unconfined Compressive Strength – Preparation & Testing (2 specimens per test minimum)	AS 5101.4	\$350.00	per test
Unconfined Compressive Strength – Testing only	AS 5101.4	\$120.00	per cylinder
STANDARD SOIL TESTING SERVICES (AS 1289)			
Soil Moisture Content – Oven / Frypan drying method	AS 1289.2.1.1 / 2.1.6	\$45.00	per test
Determination of the Liquid Limit of a Soil	AS 1289.3.1.1		
Determination of the Plastic Limit of a Soil	AS 1289.3.2.1		
Plasticity Index of a Soil	AS 1289.3.3.1	\$200.00	per sample
Determination of the Linear Shrinkage of a Soil	AS 1289.3.4.1		
Particle Size Distribution of a Soil or Roadbase material	AS 1289.3.6.1	\$255.00	per test
Sand Equivalent of a material	AS 1289.3.7.1	\$185.00	per test
Determination of the pH of a Soil	AS 1289.4.3.1	\$170.00	per test
Determination of the Electrical Resistivity of a Soil	AS 1289.4.4.1	on request	per test
Maximum Dry Density of a Soil – Standard Compaction	AS 1289.5.1.1	\$235.00	per test
Maximum Dry Density of a Soil – Modified Compaction	AS 1289.5.2.1	\$275.00	per test
California Bearing Ratio	AS 1289.6.1.1	\$290.00	per test
Permeability of a Soil	AS 1289.6.7.1 / 6.7.2	on request	per test
Effective Angle of Internal Friction	Q181c	on request	per test

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

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**Test Method**

**CHARGE**

**BILLING**

All rates are  
exclusive of GST

**UNIT**

### AFTER HOURS AND EXTRA CHARGES

<b>Laboratory Opening fee</b> - Outside normal working hours (plus relevant testing charges)	-	\$650.00	per item
<b>After Hours Call Out Fee</b> (does not include testing charges)	-	\$525.00	per event
<b>After Hours Testing Surcharge</b> (Weekdays between 4:00 pm and 6:00 pm)	Standard Rate plus 50%		-
<b>After Hours Testing Surcharge</b> (Saturdays between 6:00 am and 12:00 pm)	Standard Rate plus 50%		-
<b>After Hours Testing Surcharge</b> (Weekdays between 6:00 pm and 6:00 am, Saturdays before 6:00 am or after 12:00 pm, Sunday and Public Holidays)	Standard Rate plus 100%		-
<b>Slow Testing Surcharge/Waiting time</b> (less than 1 standard compression tests per hour due to site delays, or delays to original start time)	-	\$140.00	per hour
<b>Travel Charge</b> (if more than 40km from Laboratory location)	-	\$2.00	per km
<b>Cancellation of Testing within 90 minutes of test booked</b> - normal hours (6:00 am to 4:00 pm)	-	\$270.00	per event
<b>Cancellation of Testing within 24 hours</b> - after hours work (Weekdays between 6:00 pm and 6:00 am, Saturdays before 6:00 am or after 4:00 pm, Sunday and Public Holidays)	-	\$1,200.00	per event
<b>Change test age for cylinder / beam testing</b> (if arranged after on-site testing has been completed)	AS 1012.9	\$70.00	per cylinder
<b>Site Supervision</b> (with or without on-site testing)	-	\$175.00	per hour
<b>Re-issue / re-print of test certificates</b>	-	\$50.00	per report
<b>Department of Transport (VicRoads) conc. mix registration</b> – Customer submit	Section 610	\$120.00	per mix
<b>Department of Transport (VicRoads) conc. mix registration</b> – Hanson submit	Section 610	\$700.00	per mix
<b>Technical Manager / Specialist Hourly Rate</b>	-	\$195.00	per hour
<b>Concrete Solutions Specialist Specification Review / Optimisation</b>	-	\$195.00	
<b>AS1379 Compliance Report</b>		\$200.00	per report
<b>Concrete Compressive Strength Projection Report</b>		\$150.00	per report
<b>Curing Box Supply/Lost/Damaged</b>		\$400.00	per item
<b>Concrete Cylinder Moulds Lost/Damaged</b>		\$350.00	per item
<b>Inductions</b>		POA	per project
<b>Test Report Upload to Client System</b>		\$18.00	per report

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