



AfriSam Readymix Service Pledge

At AfriSam, we aim to provide our customers with the highest level of service and to set goals against which we can be measured in order to meet our customers' expectations.



Product consistency

AfriSam Readymix manufactures concrete in ISO 9001 certified operations in accordance with SANS 878.

Certification ensures:

- Accurate/traceable weigh-batching
- Quantity/Quality management
- Slump control
- Predictable early strength performance (for power floating, stripping and cutting)
- 28 days strength attainment within SANS 878 requirements
- Documented production processes

Supply certainty

- We will deliver the first load within 30 minutes of scheduled starting time. We will not deviate from the industry standard hourly discharge rate by more than 20%. The pour will be completed within 30 min of the schedule completion time, excluding finals.
- Deliveries are finalised by 12:00 pm the afternoon prior to delivery, and you will be notified in advance of any deviation from your quoted order.
- In order to attain a greater degree of supply certainty, the "Rules of the Game" will be applied to all customers in all circumstances. Regional demand will always be an overriding factor on ordering lead times.
- We will supply product outside our normal operating hours to meet your construction requirements, given 72 hours notice, at a pre-negotiated price.
- In the event of a breakdown on the day of dispatch, we will respond with and agree upon a service recovery plan, within one hour.

Telephonic communication

- The AfriSam investment in a world-class centralised customer service centre provides you with the best utilisation of AfriSam plants, trucks and pumps.
- Your call will be answered timeously by a customer service clerk who is equipped to respond to any standard request during the call.
- All the calls coming into our customer service centre are monitored in order to improve our service levels.

Customer care

- The "Rules of the Game" are designed to set a framework around which both the customer and AfriSam may work effectively to maximise efficiencies of all our businesses.
- AfriSam understands the difficulty in estimating the volume of concrete required. However, in order to offer supply certainty and service excellence to the entire customer base we would need to accommodate your additional requirements as prescribed in the "Rules of the Game".

Orders may be placed through the central ordering service:

| | | |
|-----------------------|--------------|----------------|
| Gauteng: | 0860 200 500 | (011) 670-5777 |
| KwaZulu-Natal: | 0800 313 151 | (031) 460-9000 |
| Western Cape: | 0860 009 114 | (021) 659-3100 |
| North West: | | (014) 538-0244 |
| Mpumalanga: | | (013) 656-2623 |
| Vaal: | | (016) 986-1195 |

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