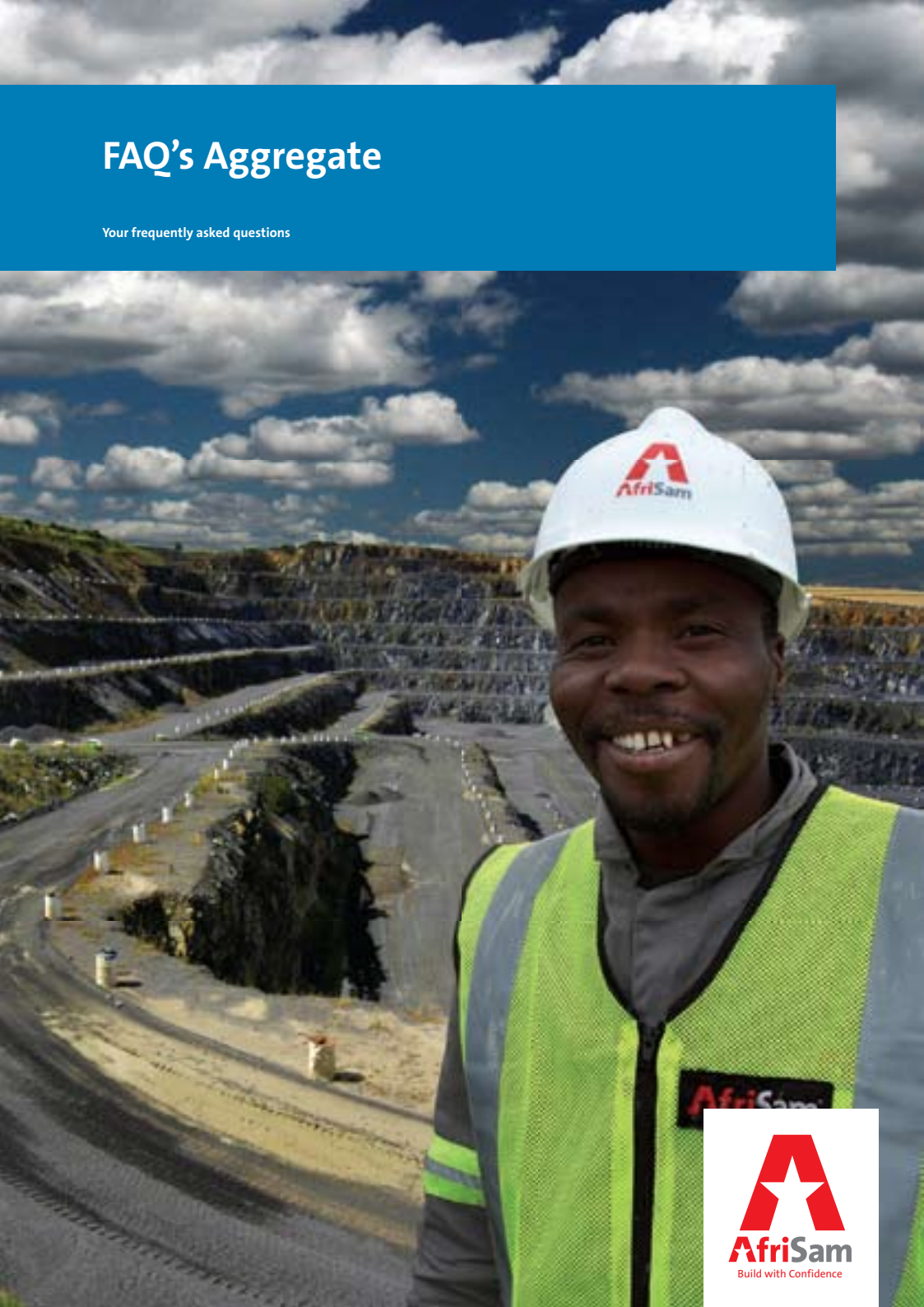


FAQ's Aggregate

Your frequently asked questions



Frequently asked questions - Aggregate

- 1. I have an area 10 m long, width 5 m and depth 100 mm – I need to put down loose stone – how much do I need?**

Without allowing for any wastage or compaction you will require 5 m^3 (10 m x 5 m x 0,10 m) or 5 m^3 x conversion factor will give you the tons of a particular product.

- 2. What % is your wastage and bulking of your crusher run?**

This is very difficult to answer as it depends on site conditions (e.g. curbs or no curbs). Bulking will depend on achieved density. We suggest you consult your Engineer or if you do not have an Engineer we can have our Technical Department contact you.

- 3. I need to put down stone on my paths in the garden – what size stone must I use?**

Recommend 13 mm (or any material < 19 mm that is in stockpile). However for driveways on a slope recommend 19 mm or 26 mm. It would also depend on the aesthetic requirements. Let us know what your requirements are and we can give you some options.

- 4. How many tons make a m^3 ?**

Refer to conversion table for plant and size of aggregate and quote customer as an approximate, semi-compacted, tons per cubic metre.



5. What is the water demand on your sand?

Please can I have your contact details and I will get one of our technical staff to contact you.

6. I have a bill of quantities that says I need 1000 m³ of crusher run compacted – How many tons do I need?

Please can I have your contact details and I will get one of our technical staff to contact you. Or m³ x conversion factor (ascertain to what % RD compaction they must achieve e.g. 88% then the answer would be 88% of RD x 1000 m³ excluding any wastage).

7. What is the conversion factor of for example your crusher sand?

Refer to conversion table by Plant and Product.

8. Where do I place an order?

Centrally on the following numbers:

Gauteng:

0860 141 141 083 900 5666

Western Cape:

0860 009 114 (021) 659 3100

KwaZulu-Natal Central Sales:

0800 313 151 (031) 460 9000

9. I am a cash sale customer. What is the procedure for payment and placing my order?

AfriSam operates on a payment before delivery basis. The following options are open to you:

a) Come into our Aggregate sales offices to place your order and pay. (NB. Bank guaranteed cheque if the total is over R2000.)

b) Electronic bank transfer into our account and fax a copy of the transaction to our Contact Centre (give customer banking details, if possible have a standard fax). (NB. The order will only be executed once deposit reflected on our statement.)

c) Bank deposit and fax deposit slip to our Contact Centre. (NB. Order will only be executed once deposit reflected on our statement.)

10. Is that your best price?

What volumes will I require for this project? May I refer you to one of our reps?

For our Contact Centre = if the quantity is > 50 ton - I will discuss this with my manager and get back to you. If < 50 ton refer to a Sales Consultant. Technical Sales Consultant = Do the homework and make a call. Follow the discount authorisation procedures.

11. Do I get a better price if I buy a bigger quantity?

First confirm quantity. For our Contact Centre = if the quantity is > 50 ton - I will discuss this with my manager and get back to you. If

< 50 ton refer to a sales consultant.
Technical Sales Consultant = Do the homework and make a call. Follow the discount authorisation procedures.

12. Do you do COD?

AfriSam operates on a payment before delivery basis (see 9 above).

13. I need to pour some concrete – How many wheelbarrows of sand to stone must I use?

Identify the application e.g. foundations, floor, driveway etc. Refer to the AfriSam brochure containing common mixes for an easy mix by wheelbarrows table that we refer to or fax. Ask if the customer has considered readymix and transfer call if necessary. Can also refer him to the AfriSam website.

14. I need to do a foundation – can I use crusher run?

You can use it to make foundation concrete, but because of the large aggregate in crusher run this results in a very harsh and difficult mix to work. We suggest you look at using 19 mm or 26 mm sand, and where appropriate Builder's Blend. It can however be used to stabilise the base.

15. Where are your plants situated?

Ask if he is looking in a particular area, and give the plant details accordingly. We have an easy one page schedule of plants by BU that can be used as a reference and faxed to the customer. Refer to the middle of the booklet, or see the AfriSam website under Aggregate locations.



16. What is AfriSam doing in terms of BEE?

As a mining company AfriSam Aggregate has to conform to the Mining Charter and therefore will be required to have a 15% BEE equity partner by 2009 and 26% by 2014. We make use of BEE service providers where possible, with our Lorry Owner Drivers (LOD's) currently forming our BEE component.

17. Do you sell G6, G7 and G8?

Not at all our operations. Please contact your regional sales office and they will be able to provide you with product availability information by quarry. Alternatively, this may be obtained on our

website at www.afrisam.com under AfriSam quarry leaflets.

18. Do you sell in m³?

In general we only quote and sell in tons, as measured over our assized weighbridges. However, where we do not have weighbridges we quote and sell in cubic metres.

19. What is the smallest load size?

For delivered, +/-1.5 tons. That means we will charge for the actual loaded tons of material, and transport will be charged at 8 tons ie. a full load. Collect is any quantity. KwaZulu-Natal: Minimum delivered load is 6 tons on transport.





20. Bulking factors for Aggregate?

Could I have your contact details and someone from our Technical Department will contact you.

21. What is the relative density of your Aggregate?

Refer to Product Data Sheet and quote customer the value. Follow up by sending him a Product Data Sheet or refer the customer to the quarry leaflets on the website.

22. What is the difference between slag stone and your blue stone?

Blue stone, or “Hard Rock”, is processed from virgin rock. Slag is crushed from the waste flux generated in the making of ferrous metals.

23. Can I use slag stone on some parts of my job and Readymix on others?

Yes, but check with your Readymix supplier. We recommend that slag is not used for floors as the variable density could lead to popping out of the aggregate during the power floating process.

24. Do you sell bakkie loads of Aggregate?

We do, on a self-collect basis from the quarry.

25. Can I return excess material after it has been delivered?

Unfortunately not, handling costs and return cartage are likely to exceed the credit.



26. I do not need the material that is on its way, can I return it? Do I get a credit?

Yes, you may return the material and you will be credited for the material but you will be liable for the returned cartage (one and a half times the transport component of the delivered price for transport to and from your site).

27. Can you redirect the material that is on its way to me?

Yes, if there is another order that requires the same material

and quantity, but any additional transport charges will be for your account.

28. Can I collect from the quarry?

Yes. Refer to the Aggregate plant locations at the centre of the booklet.



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Weltevredenpark 1715
South Africa
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Aggregate Quarry Locations

Gauteng

Eikenhof
Ferro
Jukskei
Olifantsfontein
Roodekrans
Rooikraal
Sub-Nigel
Vogels
Witbank Slag
Zeekoewater

KwaZulu-Natal

Coedmore
Ladysmith
Newcastle
Pietermaritzburg
Umlaas Road
Verulam

Western Cape

Mamre
Peninsula
Philippi (Depot)
Rheebok

Contact the regional office in your area
for Sales or Technical Services or any
other information.

Gauteng:	0860 141 141	(011) 670 5666
KwaZulu-Natal:	0800 313 151	(031) 460 9000
Western Cape:	0860 009 114	(021) 659 3100

email: customer.service@za.afrisam.com
www.afrisam.com

