

## SAFRIPOL BUSINESS SERVICE STANDARDS

### Customer Service

Safripol has a Head Office in Johannesburg (Contact: 011 575 4549) and a Sales Office in Durban (Contact: 031 450 4111). All customers are assigned an Account Manager, Technical Service Engineer as well as a Customer Service Representative.

### Hours of Business

Safripol's production plants operate 24/7 for 365 days throughout the year. Office hours are from 8.00am – 4.30pm on working days. Account Managers may be contacted after hours in case of emergencies.

### Product Mix

There are two main categories of products:

**MTS** – Products Made To Stock. These products make up the majority of our product range.

**MTO** – Products "Made To Order". These products require a minimum 6 week lead time and confirmed order due to production planning requirements and a minimum production campaign is required dependent on these grades, typically 132T.

For a full list of our products please visit our website at [www.safripol.com](http://www.safripol.com) or ask your Account Manager or Technical Service Engineer who will gladly provide you with all information required.

### Packaging Types

Safripol Sasolburg packages its materials in two forms, 25kg Bags and Bulk Bags. Both forms of material are packed on pallets and the total volume of material in both packaging types per pallet is 1.375 tons. Please note that not all grades are available in both packaging types.

Safripol Durban packages its material in two forms; in Bulk Bags and in Road Tankers. The bags are packed on pallets and the total volume of material per pallet is 1.100 tons.

### Local Order Quantities – Bulk Bags & 25kg Bags and Road Tankers (for PET only)

For Safripol Sasolburg, all local deliveries regardless of packaging type are supplied in full truckloads of either 35.75 tons for Gauteng deliveries and 33 tons for all other provinces. Order loads may contain more than one grade, however, the minimum order quantity per grade must be for full pallet quantities as we are unable to split pallets. The number of grades per truck to be no more than 3 grades/pack types. We keep the number of batches per grade per truck to two or less.

For Safripol Durban all local deliveries are supplied in full truckloads of either 33 tons in a bulk road tanker or 35.2 tons in bulk bags delivered to all provinces.

### Forecasting

In order to meet customer requirements, a 3 month rolling forecast that is communicated with your Account Manager, by grade mix, is required every month. Due to the complexity of our production schedule, the forecast is required 6 weeks prior to the month required to ensure correct planning and on time delivery. Should we for any reason, be unable to meet your requirements, your Account Manager will communicate it to you timeously, in writing and discuss alternatives with you. The quantities agreed in your sales contract will be checked with you prior to production, of which upon confirmation, you will be liable to fulfil your obligation to that quantity.

### Receipt and Confirmation of Orders

Orders can be placed by Phone or E-mail (please confirm with CSR or Account manager that e-mailed orders have been received), consisting of the following details:

1. Customer Name 2. Customer Site 3. Address 4. Product Name 5. Packaging Type 6. Quantity 7. Purchase Order Number 8. Delivery Date

### Delivery Standards

#### Normal Delivery Hours

Safripol delivers product between the hours of 7.00am and 5.00pm on normal working days. In certain circumstances and with the approval of the customers, deliveries may be scheduled for after hours if delivery cannot be done within the normal business delivery hours.

Weekend or Public Holiday deliveries to customers must have both the approval of Safripol and the customer and are subject to availability of material and transportation.

- Deliveries will be effected on specified days, not times.
- Only supply full truckload units of not more than 3 grades at a time.
- Note, for smaller monthly offtake, we use the distribution services of Plastomark.
- Customers who do not have an account will be requested to pay cash upfront to be cleared 2 days in advance of delivery.
- All transactions entered into are subject to our Standard Conditions of Sale.

#### Minimum Delivery Lead Times

On all confirmed forecasted orders, there is a minimum lead time of 2 full working days plus the physical transit/delivery time. For orders that are not forecasted for, a lead time of up to 6 weeks plus transport may apply. All MTO grades require a minimum lead time of 6 weeks.

### Customer Collections

In cases of an emergency, based on arrangement with CSR (at least 24 hours prior to pick up), customers may collect material from our production plants in Sasolburg and Durban using their own transport and at their own expense. The following information is required upon collection arrangement:

1. Transport Company Involved 2. Truck Registration Number 3. Driver's full name and ID number 4. Purchase Order Number 5. Material & Quantity

Please note, as we are a chemical site, all external drivers need to be equipped with the necessary safety equipment (of their own) when entering Safripol's premises. Failure to comply with this will result in drivers not being allowed on site and thus not be able to collect the material. Permitted loading hours for collection are: Sasolburg - Monday to Thursdays 7.00am to 4.00pm and Fridays 7.00am to 12.00pm and Durban – Monday to Friday 7.00am to 3.30pm.

### Documentation

All deliveries will be made with a Safripol Delivery Note (which includes all relevant weight information etc.). A Certificate of Analysis, statements and infoslips will be sent electronically. The customer's receiving office is required to print their name, date and sign the delivery note as acceptance of the goods in an acceptable condition and as described on the delivery note. It is imperative that any discrepancies be recorded on the delivery note immediately at the time of receipt. In the case of material being uplifted the following procedure will apply:

#### Non-quality related

Require the TS+D representatives approval prior the Customer Service Representative entering the return order and arranging for collection of material with the transporter (at the cost of the customer unless otherwise agreed). Transporter then confirms receipt of returned material in original Safripol packaging and Customer Service Representative processes credit against customer account.

#### Quality related

The customer complaint will be logged in a QN system by the Customer Service representative. In the case of a bulk road tanker, sealed Bulk Bag or 25 KG bag, a sample of the Safripol product, as well as a sample of the end product where the problem was detected must be sent to Safripol's R&D department for evaluation. The R&D department will test the sample and validate the product quality conformance. The upliftment will then be approved by Safripol's R&D department. The Customer Service Representative will then process the return order and inform the transport company to uplift the material. They will inform the customer of when the uplift will occur as well as the replacement or credit of the goods.

#### Transit Claims

**In-Transit damages** – Safripol/Carriers delivery note has to be endorsed at time of receipt detailing the number of damaged bags. These bags are then returned with the truck. A credit will be passed for material spilt on the truck that has been noted and that could not be salvaged by the carrier. No claims will be entertained for unendorsed POS's/Delivery Notes.

**Packaging Claims** – Where defects in the bags result in packaging failures on the customer's site, the Account Manager needs to be contacted immediately to witness the failures and the extent of the loss thereby. Where distance hinders the immediate attention of the Account Manager, clear photographs of the bags need to be sent to the Account Manager/Customer Service Representative for further action.

#### Standing Arrangements

A standing arrangement is a mutual agreement between the customer and Safripol regarding a requirement which falls outside the normal Safripol Business Service Standards.