



ATLAS
CONCRETE

CUSTOMER HANDBOOK



December 2024



Atlas Concrete operates from Te Kauwhata to Ruakaka. To place an order, please call the branch closest to your project and our team will do our best to meet your expectation. For Pricing, please contact your local Account Manager.

Contact

Branch	Area Covered	Phone	Account Manager
Takapuna	North Shore	09 486 3333	0273 076 967
Kumeu	West Auckland	09 412 9456	027 521 2117
Panmure	Central & East Auckland	09 570 8550	027 576 0088
Silverdale	Hibiscus Coast	09 426 9551	0275 962 334
Warkworth	Wellsford, Omaha, Kaipara	09 393 9999	0275 962 334
Wiri	South Auckland	09 277 7197	029 771 3357
Ruakaka	Whangarei & Northland	09 432 5030	021 802 998
Atlas Quarries		09 431 8303	
Albany Recycling		09 489 6225	
Accounts Receivable		09 488 7906	
Atlas Precast		09 426 9497	
Takapuna Support Office		09 488 7900	

We service the greater Auckland and Northland Area – Out of Area Charges apply for Manukau Heads, Mercer, Piha, Hui/Laingholm, South Head, and Glorit (and beyond).

At Atlas Concrete, we pride ourselves on providing industry-leading service and product quality. Our focus on service and product quality stems from our customers, who tell us these are the most important attributes they seek in a materials supplier. To ensure we offer the best service, we need to understand your expectations for the order you are placing.

To help us fully comprehend your needs, please provide the following information when placing your order.

The first step is providing:

- Suburb of delivery
- Date and desired time of delivery
- Any delivery challenges or restrictions

We will then be able to ascertain if we can meet your requested delivery date and time and can begin entering your order. If we are not able to meet your required time we will offer an alternative option for your consideration.

Once we have agreed on the delivery date and begun the order entry process we will require the following information in the following order:

- Account name or if Cash Sale, or Cash Account name
- If you have any special projects loaded in our system
- Payment method if Cash Sale (Cash, Credit Card, Eftpos or Direct Credit)
- Credit Card details if paying by credit card (Card number, Expiry date, 3 digit security code)
- Delivery address and any special delivery instructions & site contact phone number
- Any purchase order number or job reference
- Site access details / Traffic Management requirements in place
- Quantity required. Please note that small load fees may apply.
- If your mix is Standard, Exposed (decorative), Kerb, Spray or Special
- Mix required (strength, chip size, standard or pump etc)
- Pour method (Barrow, Chute, Boom Pump, Grout Pump, Line Pump, or Kerbing)
- Any associated products eg: Oxides or additives
- Any extra products e.g.: Rugasol

Providing us with all the information we require will give us the best chance of meeting your expectations for the delivery. Failure to provide us with all the information for your order may lead to compromises in our service because we can't meet your expectation if we don't fully understand it.

Once placed, all orders will be considered unconfirmed. We will continue to plan for unconfirmed orders, however the later you confirm, the harder it is for us to meet your expectations.

ENVIRONMENTAL POLICY

Atlas is committed to protecting the environment by continually improving our processes. We comply with legal and local regulations, collaborate with customers for eco-friendly product delivery, and train employees to uphold our environmental responsibilities. We aim to minimise our environmental impact by maximizing recycling, using Supplementary Cementitious Materials (SCM's) and reducing energy consumption.

CANCELLATIONS

We of course understand that we all rely on the weather on any given day to ensure the best result possible. Because of this we will accept cancellations due to weather on the day of the scheduled order. However cancellations made within 24 hours of scheduled delivery will incur a cancellation fee unless due to weather. For orders on Mondays, customers will need to cancel before close of business on Friday, to avoid the cancellation fee.

TIME ALLOWANCE

We allow a discharge time on site of 10 minutes per m³. If this allowed time frame is exceeded we reserve the right to charge truck hire fees for the additional time on site. Please advise us in advance if you intend to take longer to unload so we can plan accordingly for your requirements.

DISPOSAL FEES

A disposal fee will apply for any concrete 0.4m³ and over left in our trucks. To avoid this fee, please calculate your requirements carefully or plan for any extra concrete to be disposed on your site.

WATER ADDED ON SITE

No water shall be added to loads on site without first consulting the Atlas despatcher or batcher as this may affect the structural integrity of the concrete. Our staff will adhere to the New Zealand ready-mix standards (NZS 3104 and NZS 3109) and advise if any water may be added to your load or not.

CASH SALES

All Cash Sales (including Cash Accounts) must be paid for 3 days in advance, to secure your booking time. If paying by credit card, please ensure you have sufficient funds/limit on your credit card to cover the purchase. If we do not receive payment 3 days prior, your scheduled delivery time may be affected. For measures, we require credit card details and will charge the measure just before we batch it. No orders will be manufactured prior to payments being completed.

TRUCK SIZES

(Indicative specifications only)	Standard Truck (6 Wheeler)	Mini Truck (4 Wheeler)
Capacity	4.5 – 5.6 m ³	2 – 3 m ³
Width	2.5 m	2.2 m
Height	3.6 m	2.9 m
Chute Extension (from centre of truck)	3.5 m	2 m
Loaded Weight (approx.)	23 tonne	12.7 tonne

CONCRETE DESPATCH HOURS OF OPERATION

Monday – Friday 6am – 5pm and Saturday 6am – 12pm
Please enquire for orders outside these times – opening fees may apply.

TRAFFIC MANAGEMENT PLANNING

Auckland Transport stipulates traffic management requirements for construction material deliveries. Atlas Concrete encourage you to comply with all requirements. Please visit the Auckland transport website or google Auckland Traffic managementplan to familiarise yourself with the requirements.

<https://at.govt.nz/about-us/working-on-the-road/traffic-management-plans>