

## ANNEXURE C - SERVICE LEVEL AGREEMENT

### iCLM PE 656/TPT: WATER QUALITY MONITORING SERVICES

No.		PARTY		WHEN	FREQUENCY	KPI	MEASUREMENT	COMMUNICATION MODE / FORMAT	SENT TO	MEASUREMENT		
		Service Provider	TPT							WEIGHT	MONTHLY RATING	
1	Planning	a) Notify SHEQ of visit to the Terminal	X		2 days prior visit	Monthly	Timeous notification	0% non-compliance	E-mail	SHEQ Manager/ Officer	5	
		b) Availability of SHEQ Official to accompany SP Technician on site		X	as and when required	monthly	Availability of SHEQ Official	100% availability	E-mail	Service Provider	5	
2	Delivery of service	a) Collect water samples from the monitoring points	X			Monthly	Conduct collection according to Water Quality Standard: SANS 241:2006	100% accuracy			6	
		b) Ensure that all technicians are provided with the relevant Protective Clothing and are trained thereon (which must be supplied by the Service Provider)	X		prior to entering the terminal	for duration of contract	All employees arriving on site with the relevant Protective Clothing	0% of non-compliance	N/A		5	
		c) Ensure that all technicians are provided with ID Cards and the ID Cards must be displayed at all times	X	X	prior to entering the port	for duration of contract	All technicians display their Identity Tags.	0% of non-compliance	N/A		3	
		d) Provide all necessary consumables, tools and equipment relevant to execute the service	X		prior to entering the port	for duration of contract	Consumables, tools and equipment available for monitoring	100% availability			3	
		e) Inspect and maintain sampling points/boreholes to ensure uninterrupted service	X			monthly	Inspection report	100% availability	E-mail	SHEQ Manager/ Officer	5	
3	Ad-hoc Service	a)	X			As and when required					5	
4	Reporting	a) Provide reports of analytical data including fieldwork methodology and interpretation of data.	X		30 days after the last sample taken	monthly	Report of findings w.r.t. water monitoring	100% submission of report	E-Mail	SHEQ Manager/ Officer	10	
		b) Present findings and recommendations	X		as and when required	ongoing	Availability to present report	100% availability			6	
		c) Report and submit evidence of progress with regards to the BBEE Improvement Plan and SD Plan	X		quarterly	As and when required	Availability to present report	100% availability		Contracts Department	6	
5	Invoicing and Payments	a) Invoice TPT and submit with supporting documentation for all activities undertaken to execute agreed services	X		30 days	Monthly	Submit accurate invoice(s) with clear item details, and supporting documentation. Provide a monthly statement to reflect all payments made and outstanding.	100% on time submission of invoices with accurate and reconciled supporting documents. Monthly statement to support invoices.	Monthly statement and hard copy of invoice(s) with supporting documentation hand delivered monthly.	Relevant Finance Department	3	
		b) Receive and check documentation, arrange electronic payment, and TPT Finance to advise Service Provider via remittance advice of payment details.		X	Documents submitted during the month will be paid, 30 days from date of statement	Monthly	Authorisation of invoices for payment within 30 days.	Monthly statement to confirm payment of invoices.	Telephonic and e-mail to facilitate payment queries.	Service Provider's Finance Dept	3	
6	Documentation	a) Provide valid Insurance Certificate	X		The valid documentation must be sent at least 1week prior to expiry of existing documentation	Annually	Submit and maintain valid Insurance Certificate	0% of invalid documentation	E-Mail and/or Hand delivery	Contracts Department	3	
		b) Provide valid Tax Clearance certificate (from SARS)	X		The valid documentation must be sent prior to expiry date	Annually	Submit valid and original Certificate	0% of invalid documentation	E-Mail and/or Hand delivery	Contracts Department	3	
		c) Provide valid Workmen's Compensation Certificate	X		The valid documentation must be sent prior to expiry date	Bi-annually	Submit valid and certified Workmen's Compensation Certificate	0% of invalid documentation	E-Mail and/or Hand delivery	Contracts Department	3	
		d) Provide proof that each employee has undergone the necessary medical examination	X		The valid documentation must be sent prior to expiry date	Annually	Submit medical examination certificates	0% documentation outstanding	Hand deliver	Contracts Department	3	
7	Training	a) Submit competency certificate of technician undertaking the sampling and monitoring services	X		At commencement of the contract	As and when required	Submit valid certificate	100% records available on request by TPT	E-Mail and/or Hand delivery	SHEQ Manager/ Officer	5	
		b) Furnish a list of all employees who require induction	X		All new employees must be conducted prior to working on TPT's premises	As and when required	Submit accurate records of all employees inducted prior to any work done on all premises of TPT	100% records available on request by TPT	E-Mail and/or Hand delivery	SHEQ Manager	5	
		c) Ensure that all employees have completed the safety awareness training	X		Every 6 Months	Every 6 Months	Submit accurate records of safety awareness training. Records shall be readily available and accession for inspect/audit by TPT	100% records available on request by TPT	E-Mail and/or Hand delivery	SHEQ Manager	5	
8	Damage & Claims	a) Report any accidents and notifiable incidents.	X		Within 24 hours of the occurrence	As and when required	Timeous notification of details of damages and/ or incidents	100% notification of damages and incidents	E-Mail	SHEQ Manager	3	
		b) Continuous Improvement-provide sound, practical advice w.r.t. innovative solutions/technologies with the aim of reducing negative environmental impact	X		Ongoing	Ongoing	Areas of improvement in the delivery of service	At least one idea/suggestion for improvement of service per month/quarter	Meeting		5	
Legends :				1 = Poor 2 = Not Acceptable 3 = Acceptable 4 = Excellent								
Notes:											100	

Transnet Port Terminals

Service Provider

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_