

ANNEXURE "D"

WASTE MANAGEMENT SERVICE - SERVICE LEVEL AGREEMENT

No.	TASK				PARTY		WHEN	FREQUENCY	KPI	MEASUREMENT	COMMUNICATION MODE / FORMAT	SENT TO	MEASUREMENT	
					SP	TNPA							WEIGHT	MONTHLY RATING
1	Management of Capacity	Planning	Equipment & Vehicles	Provide all general waste bins	X		At the beginning of the contract	As and when required	Timeous provision of all bins according to TNPA requirement	100% supply of all bins in the waste generation areas	Signed delivery note	Environmental Manager/ Specialist		
							All the time	All the time	Supply and availability of all bins	100% availability of all equipment	E-mail / Excel	Environmental Manager/ Specialist		
							As and when required	As and when required	Perform inspection to ensure that all equipment (bins) are correctly placed and are in the required condition.	100% placement of all waste bins according to TNPA placing list	Proper document with proof provided.	Environmental Manager/ Specialist		
				Provide TNPA with a list of all trucks, tippers and vehicles	X		At the beginning of the contract	As and when required	Provide roadworthy trucks, vehicles e.t.s with company logo	100% timeous provision of all vehicles, trucks e.t.c.	E-mail / Excel	Environmental Manager/ Specialist		
							At the beginning of the contract	As and when required	Ensure that maintenance and service of all equipment is done to keep equipment operational.	100% provision of all equipment, vehicles, trucks e.t.c.	E-mail / Excel	Environmental Manager/ Specialist		
							Unforeseen equipment / vehicle breakdowns	As and when required	Ensure that TNPA is immediately notified in the instance of unforeseen breakdwns which can impact on service delivery / equipment provision at TNPA premises	Timeous notification of TNPA by SP	E-mail / telephonic	Environmental Manager/ Specialist		
			Loading, removal, transportation and disposal of waste	Loading and removal		X	As and when required	As and when required	Notify SP to pick bins when not collected by the driver, not or tenant or TNPA neglegacy to place a bins where required	Timeous notification of SP by TNPA	E-mail / Excel	Environmental Manager/ Specialist		
					X		As and when required	Every Tuesday and Friday	Collection during the specified days	100% timeous loading and removal of all waste	Signed vehicle dispatch certificate	Environmental Manager/ Specialist		
							Immediately	As and when required	Clean all spillages by SP and ensure that the area is rehabilitated and that no contamination with storm water will occur	100% timeoeous clean-up of all spillages	E-mail / Excel	Environmental Manager/ Specialist		
				Transportation of waste	X		As and when required	As and when required	Ensure that TNPA vehicle permits are obtained from TNPA to enable vehicles to enter into the Port	ensure 100% provision of all permits.	Proof of permit	Environmental Manager/ Specialist		
							As and when required	As and when required	Ensure that waste is covered when carrying the waste during transportation.	100% adherence to prevent any spillages or dust generated	E-mail / Excell	Environmental Manager/ Specialist		
							As and when required	As and when required	Ensure that no vehicle is overloaded.	100% adherence to reasonable instructions	E-mail / Excel	Environmental Manager/ Specialist		
				Disposal of waste	X		As and when required	As and when required	Ensure effective and efficient classification of waste.	100% adherence to the applicable legislation	Report approved by DEA and / or DWAF			
							As and when required	As and when required	Perform periodic tesing on all waste generated by TNPA.	100% adherence to the applicable legislation	Report approved by DEA and / or DWAF	Environmental Manager/ Specialist		
							On an ongoing basis	On an ongoing basis	Dispose of all waste where TNPA and the SP cannot have any intervention	Effective and efficient disposal of TNPA waste in a legislative and registered landfill site	Manifest document	Environmental Manager/ Specialist		

2	Communication	Receipt	Manifest document and disposal certificate from Landfill site	X		Within 24 Hours of Receipt	Per load	Manifest documents, disposal certificate and any other relevant document sent on time	100% provision of manifest documents, disposal certificate e.t.c.	E-Mail / Hard Copy	Environmental Manager/ Specialist		
		Landfill Site	Useful life of the landfill site			On an ongoing basis	On an ongoing basis	Provide TNPA with documentation on the remaining useful life of the Landfill site being utilised by SP.	100% timeous provision of the requested documentation	E-Mail / Text			
		Spillages by SP	Spillage clean-up	X		Within 2 Hours of notification	Per incident	Ensure adherence to the emrgency turn-around times provided by TNPA and relevant authorities	100% adherence emergency turn around time	Report on response time	Environmental Manager/ Specialist		
						As and when required	Per incident	Ensure that the chemicals used are bio-degradable and that it will not contaminate with storm water and will not leave the affected area until spillage is completely cleaned-up. This will be done at no cost to TNPA	100% adherence to agreed Plan	Spillage/ incident report	Environmental Manager/ Specialist		
4	Monitoring	Inspection by SP Supervisor	Confirm that the waste is dumped in bins according to its classification	X	X	On an ongoing basis	On an ongoing basis	Ensure compliance by TNPA employees to intergrated waste management plan (IWMP)	100% adherence to agreed IWMP	E-Mail / Text	Environmental Manager/ Specialist		
5	Claims and Damages		Provide Damage Report			Within 2 working days of it being realised by SP	As and when required	Timeous notification of details of damages and/ or loss and countermeasures	100% accuracy and details pertaining damage and counter measures	E-Mail / Text			
			Provide written notification of claims.		X	By the 2nd day of the following month	Monthly	Accurate Measuring of the damage ratio	100% accuracy and details pertaining damage ratio	E-Mail / Text	Environmental Manager/ Specialist		

6	Auditing by TNPA and / or Third Party Inspectorate			Third Party invoices, Accounts and all othe financial documents	X	As and when required	As and when required	Ensure that records are kept for the purpose of auditing same for TNPA to satisfy itself as to the reasonableness of any monies paid or to be paid.	100% accuracy and timeous provision of all documentation as and when required	Actual amounts paid vs audit report	Environmental Manager/ SHE Manager Specialist				
				Quality and environmental management manual and procedure manual		X	As and when required	As and when required	Ensure that all quality control and any other required documentation is provided in an efficient and effective manner	100% accuracy and timeous provision of all documentation as and when required	E-Mail / Text	Environmental Manager/ Specialist, SHE Manager			
				Timeous rectification of all non conformances		X	X	As and when required	Per non conformance	Ensure that all non-conformances are rectified within 48 hours or a 10% of the total invoice will be withheld and then thereafter it will increase to 15%	100 % rectification of all non-conformances timeously in an effective, efficient and legislative manner.	Report on notification vs rectification time	Environmental Manager/ Specialist, SHE Manager		
7	Invoicing and Payment			Invoicing	X	30 days	Monthly	Timeous payment for services received	No outstanding amounts in excess of 90 days	Invoice/Statements	Environmental Manager/ Specialist, SHE Manager				
				Payment			X	30 days from receipt of statement	Monthly	Price adjustments to be effected in line with Clause 10 of the Agreement	All price adjustments to be made on a sound and independlently provable basis	Agreed adjustment percentage			
				Price Adjustment				Quartely for the variable cost and annually for the fixed portion	Quartely for the variable cost and annually for the fixed portion	Conduct quarterly meetings	Port to complete Review form for SLA. Complete Review form for SLA Measurement, quarterly meetings.	Review form for Measurement of SLA			
	Reporting	Liaison and Stakeholder/s		Planning and briefing meeting	X		At the beginning of each shift	Per Shift	Planning and briefing meetings held	Regular meetings held and accurate minutes recorded	Meetings	Environmental Manager/ Secretary			
Performance measurement meetings						As and when required	Monthly	Performance Measurement Meetings held	Regular meetings held and accurate minutes recorded	Meetings	Environmental Manager/ Secretary				
Progress and Feedback				Weekly, Per waste stream		Timeous and accurate submission of Progress and Feedback reports	100% Progress and Feedback reports done	Report and/or Meeting	Environmental Manager/ Specialist						
Port Waste Volume Database				Monthly		Monthly	Timeous and accurate submission of port waste volumes removed, as per agreed reporting format, to port authority	100% of reports delivered wthin first week of subsequent month.	Excel report	Environmental Manager/ Specialist					
		SAWIS / IPWIS reporting					As per legislated timeframes	As per legislated timeframes	Timeous and accurate submission of Port waste volumes removed, as per requisite reporting format on SAWIS / IPWIS	100% of reports undertaken within legislated timeframes.	Online Report	Environmental Manager/ Administrator			
8	Ad Hoc Service Support			Provide a value adding support service, when requested		As and when required	As and when required	Capability to deliver additional requests	Value adding additional services, as required	Invoice/Statements					
Notes:		TNPA Port of Cape Town SHE / Environmental Manager contact details will be provided.										TOTAL			
Legends :								1 = Poor	2 = Not Acceptable		3 = Acceptable			4 = Excellent	

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ ,

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ .

Service Provider

For Transnet SOC Ltd t/a Transnet National Ports Authority

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Witness: \_\_\_\_\_  
Name: \_\_\_\_\_

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Witness: \_\_\_\_\_  
Name: \_\_\_\_\_