

## SERVICE LEVEL AGREEMENT

### iCLM PE 0009: PROVISION OF GARDENING AND HOUSEKEEPING SERVICES

No.		PARTY		WHEN	FREQUENCY	KPI	MEASUREMENT	COMMUNICATION MODE / FORMAT	SENT TO	MEASUREMENT		
		SP	TPT							WEIGHT	MONTHLY RATING	
1	Planning	a) Provide gardeners at the Terminal, as agreed with SHEQ official	X		10min prior to shift start	Daily	Timeous provision gardeners	100% availability (attendance register held at SHEQ office)		SHEQ Official	6	
		b) Provide equipment and chemicals to gardeners for the proper performance of the gardening and housekeeping services	X		prior to shift start	Daily	Timeous and accurate quantities of equipment & chemicals to be delivered	100% availability			6	
		c) Provide notification of any cancelation and replacement of gardeners.	X		prior to the assigned reporting time	As and when necessary	Accurate amount of gardeners provided	100% availability	Verbal or telephonic	SHEQ Official	6	
2	Delivery of labour	a) Transport and deliver gardeners to relevant terminal/area in a closed top vehicle	X		10 minutes prior to shift start	For each shift	gardeners ready to begin work on time per shift	100% on time delivery of gardeners	N/A		6	
		c) Ensure that all gardeners are provided with the relevant Protective Clothing (which must be supplied by the Service Provider)	X		10 minutes prior to shift start	For each shift	All employees arriving on duty with the relevant Protective Clothing	0% of non-compliance	N/A		6	
		d) Ensure that all gardeners are provided with ID Cards and the ID Cards must be displayed at all times	X	X	10 minutes prior to shift start	For each shift	All employees reporting on duty displaying their Identity Tags.	0% of non-compliance	N/A		6	
3	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	6	
		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	5	
4	Reporting	a) Provide reports of non-performance of individual workers		X	Weekly/Monthly	Ongoing	Reporting of all non-performance issues regarding individual performance	100% incidents reported	E-Mail/Fax	Service Provider	5	
		b) Provide feedback of disciplinary action taken	X		7 days after reported date	Ongoing	Feedback reports on corrective action taken	100% feedback reports	E-Mail/Fax	Contracts Department	5	
5	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	5	
		b) Provide valid IRP30 certificate	X		The valid documentation must be sent prior to expiry date	Annually	Submit valid and certified IRP30 Certificate	0% of invalid documentation	E-Mail and/or Hand delivery	Contracts Department	5	
		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	5	
		d) Provide proof that each employee has undergone the necessary medical examination	X		The valid documentation must be sent prior to expiry date	Every 2 years	Submit medical examination certificates	0% documentation outstanding	Hand deliver	Contracts Department	5	
		e) Provide valid registration with the Department of Agriculture w.r.t. use of herbicides	X		The valid documentation must be sent prior to expiry date	Annually	Submit valid documentation	0% documentation outstanding	Hand deliver	Contracts Department	5	
6	Training	a) 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	SHERQ Manager	5	
		b) 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	SHERQ Manager	3	

		c) Provide competency certificates of gardeners	X		The valid documentation must be sent prior to expiry date	Annually	Submit valid competency certificates	100% records available on request by TPT	E-Mail and/or Hand delivery	SHEQ Official	3	
7	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	Contracts Department	3	
		b) Provide Condition Monitoring Report	X		Within 2 working days of it being realised by the Service Provider	As and when required	Timeous notification of details of damages and/ or loss	100% accuracy and details pertaining damage	Hard copy hand delivered	Contracts Department	2	
		c) Continuous Improvement	X		Ongoing	Ongoing	Areas of improvement in the delivery of service	At least one idea/suggestion for improvement of service per month	Meeting	?	2	
Legends :				1 = Poor	2 = Not Acceptable	3 = Acceptable	4 = Excellent					
Notes:											100	