

X17

Low service damages

X17.1

The service level table is

| Low Service Damages | Minimum percentage for low service damages | Limit of low Service Damages |
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| Closing of NCRs: Rework (any work repeat) - 1 st NCR to be issued, 2 nd rework penalty applies. | 5% of the task order value to be charged on 2 nd rework. | If the reworks amount to 60% of the works, termination |
| Poor House Keeping: <ul style="list-style-type: none">• Failure to submit Gemba Walks report.• Closure of Gemba walk Actions where its within contractors' control.• Clean conditions of Working Space. (Adherence to House Keeping Checklist -refer to attachment)• Housekeeping during site de-establishment (working space/areas/yard) to be completed by contractor before leaving site. <i>e.g. Removal of rubble, weeds, equipment, containers, etc</i> | 0,5% per day will be charged. 0.5% for weekly actions 2% as and when housekeeping issues are identified. 5% of the task order value to be charged | <ul style="list-style-type: none">• Limited to 2% of the task order value per month.• Limited to 2% of the task order value per month.• Limited to 5% of the task order value. |
| Safety Incidents: Occupational Hygiene & Safety Not providing appropriate PPE (SABS approved & company brand/logo) | %5 of the task order value | |

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| <p>No LTI may be incurred, unless it's proven beyond reasonable doubt (during investigation) that there was no form of negligence nor unsafe behaviour.</p> | <p>Two (2) or more safety incidents - 5% of the task order value will be charged</p> | <ul style="list-style-type: none"> Limited to a maximum of 5 safety incidents - Removal of contractor on site |
| <p>No contractor should contribute to another contractors' LTI</p> | <p>5% of the task order value will be charged from the defaulting contractor</p> | |
| <p>Use of substandard tools/equipment or any form of machinery i.e., non-road worthy vehicles, uncalibrated tools, etc</p> | <p>Remove (tools/ equipment or any form of machinery) from site until defects have been corrected.</p> | |
| <p>Fire Risk Management</p> | | |
| <p>Vandalism of fire equipment (Fire extinguisher, fire hose reel, fire hoses)</p> | <p>Replace the vandalised equipment.</p> | |
| <p>Vandalism of the Fire alarm, fire detector and/or sprinkler system</p> | <p>Minimum of 5% of the task order value</p> | <ul style="list-style-type: none"> Limited to a maximum of 15% of the task order value. |