



## Annexure D: Service level agreement

SERVICE CATEGORY	PERFORMANCE STANDARD	METHOD OF MEASUREMENT	COMPLIANCE TARGET
Golf carts	Neat, Cleanliness always	Carts must be always cleaned and be presentable	100%
Customer Service	Helpfulness and Courtesy  All staff to attend Pride in Action	ACSA will conduct ad hoc inspections and share feedback with the contract manager for corrective action within 24 hours.  Service provider must ensure that all employee attend Pride in Action training that will be provided by ACSA	100%  100%
Uniform compliance	Need to be always presentable	ACSA will conduct ad hoc inspections and report any issues to the contract manager for corrective action, all drivers must have permits.	100%
Golf cart mechanical failure	All mechanical issues that are reported need to be attended in 60 minutes	Golf cart service register will be checked by Senior Ops Coordinator(ACSA) on ad hoc basis	100%
Staff	On time	Ensure that the service continues uninterrupted even during industrial strike action. Attendance register will be check by Senior Ops Coordinator (ACSA) on ad hoc basic	100%
Speeding	Safety of all airport users	Service Provider must adhere to the minimum speed within airport precinct	100%
Operational Monthly Meetings	Discuss operational and contractual matters	Senior Ops coordinator will have monthly meetings with contract manager	100%
Poor service, theft and non-Airport approved activities.	As per contract	Daily golf cart checks must be conducted by the service provider. Complaints received from Passengers or Airport Users or Stakeholders, all complaints will be escalated to the service provider for resolution	100%



## **Annexure E: Safety requirements**

As part of the tender hurdle requirements, request the following if not already included:

- Proof of registration and a letter of good standing with Workman's Compensation Commissioner.
- Public liability cover (considering *the previous incident that involved Debbie's child*)

When the Company is given a letter of intent then a clause can be inserted stipulating that appointment is subject to SHE File approval. Below are some of the requirements and the list is non exhaustive:

- Signed Section 37 (2) Mandatory Agreement between ACSA and the Golf Cart Company so appointed – OHS 040;
- Valid Letter of Good Standing;
- Hazard identification and risk assessment – refer section 8 of the OHS Act 85/93
- Applicable Letters of appointment .e. 16.2 assignee, incident investigator, etc
- Proof of driver competencies, and medical fitness
- Signed Service & Maintenance Contractors Environmental Terms and Conditions to Commence Work - EMS 048; and
- Incident Management Procedure
- ACSA induction proof of completion (<https://forms.office.com/r/S61LVpeWPv>)