



ANNEXURE G

SERVICE LEVEL AGREEMENT

Operational hours

Normal airport operational hours shall be regarded as being **from 04:00 to 00:00** for every day of the year. However, this may be amended by the Service Manager from time to time and (within reason) this shall have no impact on the Contractors fee and rates.

Note: The operational hours for this service will be from **06:00 to 18:00** for every day of the year. However, this may be amended by the Service Manager from time to time and (within reason) this shall have no impact on the Contractors fee and rates.

Human resources

The following minimum standards shall apply to resourcing:

1. Considering current airport access control infrastructure and security arrangements and considering the physical layout of the airport, the Contractor shall ensure a sufficient quantity and effective positioning of staff to meet or exceed the Service Level Agreement.
2. The staff compliment, during operational hours shall be sufficient to successfully perform the stipulated waste management activities.

Performance Management

Key Performance Area	When	Target	Low Performance Damage
FOD Reports (with analysis of waste and photographic evidence) submitted timeously.	Daily	100% must be achieved	R250 per deviation
Deep cleaning of waste facilities	Weekly	100% must be achieved	R250 per deviation
A staff member's uniform/PPE must meet the agreed upon standards and specification.	Daily	100% must be achieved	Persons found to be non-compliant will be asked to return their access permit and vacate site immediately. There will be immediate low performance damages of R100 The persons found to be noncompliant will only be permitted back to site once non-compliances has been resolved.
Breakdown Closure Duration	All times	All Machinery, Vehicles and Equipment breakdowns shall be resolved timeously. The service provider shall ensure there is no reduction in service levels. The service provider shall provide for alternate means to discharge the service in line with service levels agreed at no additional cost to ACSA	R500 per deviation where service levels have not been met due to breakdowns.

<p>Key personnel</p> <p>The service provider shall ensure key personnel executing the contract are suitably experienced and qualified as outlined in the specifications.</p> <p>Staff which are replaced must have experience and qualification equalling or exceeding their predecessor.</p>	All times	100% must be achieved	R250 per deviation per day
Regulatory and legislative compliance must be performed by competent individuals	All times	100% must be achieved	R250 per deviation
The contractor will equal or better the average monthly recycling performance (percentage diverted from land fill) of the previous 12 months. The contractor will reach this target within 3 months of commencing operations.	3 months from start of contract.	Average of last 12 months	R1500 per month until compliance is reached. R1500 once off performance incentive for achieving the target within the time specified.
<p>Recycling performance equals or exceeds the target set (Target = Average performance of the previous 12 months)</p> <p>Note: Previous 12 months means the preceding 12 months from the start date of the contract in the first year of the contact, or The preceding 12 months from the anniversary date of the contract from year 2 onwards.</p>	Reviewed Monthly	Target has been maintained or improved	R2500 per month until the target is achieved where the contractor has not achieved the target for 3 consecutive months.
<p>Recycling performance equals or exceeds the target set (Target = Average performance of the previous 12 months)</p> <p>Note: Previous 12 months means the preceding 12 months from the start date of the contract in the first year of the contact, or The preceding 12 months from the anniversary date of the contract from year 2 onwards.</p>	Reviewed monthly	Target has been maintained or improved	Failure to equal or maintain recycling performance for 6 consecutive months due to poor performance by the contractor will result in contract termination.
The contractor will ensure that recycling improvements of a minimum of 10% on current target is made every successive 12-month period from the start date of the contract.	Reviewed annually	10% Improvement every 12 months.	R2500 once off for failing to reach the required 10% improvement R2500 once off performance incentive for achieving the target within the time specified.



Reporting	Weekly	Quality parameters as per specification in scope. Frequency of submission = Weekly	R250 per deviation
Reporting	Monthly	Quality parameters as per specification in scope. Frequency of submission = Monthly	R250 per deviation
Safety / Environmental infringement An infringement which impacts health, safety, and the environment.	All times	100% Compliance must be achieved	Refer to the attached OHS and Environmental specification Excludes cost of remedy

Note: Bidder's attention is drawn to additional low performance stated in the site-specific activity schedule.

Parties agree to the above low service damages table. The low service damages do not influence the calculation of the contract sum/value.

I, _____ (name & surname) of _____ (company) agree to the above conditions and acknowledge ACSA's right to impose penalties should I or any of my employees or sub-contractors fail to comply with these conditions.

Signed: _____ on this date: _____ (dd/mm/yyyy)

at: _____ (airport name).



In addition to the low services Damages table, contractors will be evaluated on the following on a continuous basis:

Safety & Housekeeping	Information / Safety / warning sign(s) in place
	Isolation / cordon / barricading off area
	Apology sign in place
Security	Permit card always clearly visible
	Clear sign of the name of company
Reliability	No repeat incident on equipment
	Adherence to SLAs
	Availability of equipment as per contract
	Routine inspection and assessment of operations
	Competence of staff
Finance	Invoices submitted to finance department on time and with correct order numbers.
	Cost control and efficiency improvements
Uniforms	To be properly dressed in overalls with company name for identification
Quality of workmanship	Work to be done according to correct practices and standards.
	Workmanship to be of a good quality
Submission of safety documents on monthly basis	Adhering to OHS Act