

EMPLOYEE TRANSPORTATION SERVICES - TRANSNET PORT TERMINALS SERVICE LEVEL AGREEMENT

No.			PARTY		WHEN	FREQUENCY	KPI	MEASUREMENT	COMMUNICATION MODE / FORMAT	SENT TO	MEASUREMENT		Cont. Terminal	Bulk & B Bulk
			SUPPLIER	TPT							WEIGHT	Car Terminal		
1	Planning	a) Operations Department to provide shift roster for the coming week		X	By 12h00 on Fridays	Weekly	Timeous provision of weekly roster	Weekly roster provided on time	Fax/Email	Service Provider				
		b) Provide confirmation Operations Department that the employees can and will be transported	X		By 16h00, Fridays	Weekly	Timeous confirmation	100% adherence to transport employees rostered	Fax/Email	Operations Department				
		c) Provide notification of any cancelation of employees/shift		X	12 hours prior to the assigned pick-up time	As and when required	Timeous notification	0% delivery of cancelled request	Fax/Email	Service Provider				
2	Delivery of employees	a) Provide employees with transport and deliver on-time to relevant terminal	X		20 minutes prior to shift start	For each shift	Employees ready to begin work on time per shift	100% on time delivery of employees	N/A					
		b) Provide employees with transport from Ngqura Container Terminal to their designated residence	X		10 minutes after shift end	For each shift	Employees have left the premises	0% employees at work	N/A					
		c) Provide TPT with the Daily Trip Register (which must be completed)	X		08h00 the next morning	Daily	Accurate recording of trip / transport undertaken by each driver	100% availability on request	Hand deliver	Operations Department				
3	Safety Requirements	a) Vehicles are not overloaded	X		per trip	Daily	Each employee is seated	0% complaints						
		b) Driver adhere's to the rules and regulations of the National Land Transportation Act and safety policy and procedures of Transnet Port Terminals	X		per trip	Daily	0 incidents and accidents	0 incidents and accidents						
4	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				
		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	Reporting	a) Provide reports clearly showing the number of trips undertaken per day for the month (broken down per route)	X		By 12h00 on the 2nd of each month	Monthly	Timeous and accurate data	100% on time submission of reports	E-Mail	Operations Department				
		b) Provide reports of non-performanceof individual drivers		X	Immediately after incident	Ongoing	Reporting of all non-performance issues regarding individual performance	100% incidents reported	E-Mail/Fax	Service Provider				
		c) 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	TPT Operations Department				
	Documentation	a) Provide valid Insurance Certificate (value not less than R10m)	X		The valid documentation must be sent at least 1week prior to expiry of existing documentation	Annually	Submit and maintain valid Insurance Certificate (value not less than R10m)	0% of invalid documentation	E-Mail and/or Hand delivery	Procurement Manager				
		b) Provide valid Workmen's Compensation Certificate	X		The valid documentation must be sent prior to expiry date	Annually	Submit valid and certified Workmen's Compensation Certificate	0% of invalid documentation	E-Mail and/or Hand delivery	Procurement Manager				
		c) 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	Procurement Manager				
		d) Provide proof of provincial licenses and competency certificates of drivers	X		The valid documentation must be sent at least 1week prior to expiry of existing documentation	Annually	Submit relevant documents	0% documentation outstanding	Hand deliver	Procurement Manager				
7	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	Supervisor				
		b) Ensure that all Drivers have completed First Aid Training with an accredited training centre	X		Annually	Annually	Submit accurate records of driver 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	Supervisor				

		c) 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	Supervisor				
8	Damage & Claims	a) Report any accidents and notifiable incidents.	X		Immediately after incident	As and when required	Timeous notification of details of damages and/ or incidents	100% notification of damages and incidents	E-Mail	Supervisor and BUE and SHERQ Manager				
		b) Provide Damage Report		X	Within 2 working days of it being realised by TPT	As and when required	Timeous notification of details of damages and/ or loss and countermeasures	100% accuracy and details pertaining damage	E-Mail / Text	Service Provider				
		c) 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	Service Provider				
	Legends :			1 = Poor 2 = Not Acceptable 3 = Acceptable 4 = Excellent										
Notes:														