

PENALTIES					
KEY PERFORMANCE AREA	TARGET	MEASURED BY	RECTIFICATION TIME (HOURS)	PENALTY POINTS (Deducted from 100)	
	<ul style="list-style-type: none"> • Carpeted/Tiled Floors; • Pause Area; • Lifts; • Boardrooms; • Storerooms; • Dustbins; • Waste Room; • Window Seats; • Glass Doors/Walls; and all other areas as per specifications 				
B.	Cleaners Daily Work Attendance	<ul style="list-style-type: none"> • Supervisor or Assistant Supervisor always available • 100% of staff are available for their contracted hours of work • Competent Relievers for absent cleaners and those on leave reporting for duty before 08:30 	<ul style="list-style-type: none"> • Monitoring of the Daily Attendance Register by SASSA's Project Manager and Supervisor • Justifiable and Verified Complaints 	1 hour	85
C.	Provision and Maintenance of Sanitary Equipment and Consumables	<ul style="list-style-type: none"> • SABS approved sanitary equipment and consumables • Sanitary equipment functioning at all times • Sanitary Waste Bins emptied weekly • No shortage of sanitary consumables in ablution 	<ul style="list-style-type: none"> • SABS approved certificates submitted quarterly • Justifiable and verified complaints • Servicing schedule for sanitary equipment. • Inspections conducted by SASSA's Project Manager and Supervisor • Justifiable and verified complaints. • Inspections conducted by SASSA's Project Manager and Supervisor • Justifiable and confirmed complaints. 	24 hours 24 hours 1 hour 1 hour	100

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	<ul style="list-style-type: none"> facilities. Daily refills done before 07:00 a.m. 	<ul style="list-style-type: none"> Inspections conducted by SASSA's Project Manager and Supervisor. 			
D.	Provision of Quarterly Cleaning Exercises	<ul style="list-style-type: none"> Order of e.g. chairs, tables, dustbins in offices and workstations restored after chairs and deep carpet cleaning. 	<ul style="list-style-type: none"> Inspections conducted by either Project Managers or their delegates. Justifiable and verified complaints. 	2 hours	70
	<ul style="list-style-type: none"> Chairs and carpet cleaned in line with specifications 	<ul style="list-style-type: none"> Inspections conducted by SASSA's Project Manager and Supervisor. Cleanliness checklists and signed off attendance registers Justifiable and verified complaints 	168 hours		
	<ul style="list-style-type: none"> All Quarterly Exercises (Deep Carpet Cleaning, Chair Cleaning, Pest Control, Interior Windows Cleaning, Foyer & Deep Carpet Cleaning) completed in line with set time frames and specifications. 	<ul style="list-style-type: none"> Inspections conducted by SASSA's Project Manager and Supervisor. Justifiable and verified complaints. 	168 hours		
E	Provision and Maintenance of General Cleaning Equipment and Supplies	<ul style="list-style-type: none"> SABS approved cleaning equipment and supplies Functional and adequate cleaning equipment at all times No shortage of general cleaning supplies 	<ul style="list-style-type: none"> SABS approved certificates submitted quarterly Inspections conducted by SASSA's Project Manager and Supervisor. List of equipment for each cleaner. Signed off delivery note of stock. Justifiable and verified complaints. 	24 hours 24 hours 3 hours	100
F	Presentation and Uniform	<ul style="list-style-type: none"> All staff well presented in company uniform. Cleaners having winter and 	<ul style="list-style-type: none"> Inspections conducted by SASSA's Project Manager and Supervisor Justifiable and verified complaints 	24 hours	70

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	<ul style="list-style-type: none"> summer uniform. Cleaners wearing name tags always. 				
G	Safety Management System and Public Liability	<ul style="list-style-type: none"> Signage – clear and visual signs of safety (wet floor signs) 	<ul style="list-style-type: none"> Inspections conducted by SASSA's Project Manager and Supervisor Justifiable and verified complaints 	20 minutes	100
		<ul style="list-style-type: none"> Protective Clothing – usage of safety clothing (e.g. gloves, masks, shoes etc.) by cleaners. 		48 hours	
		<ul style="list-style-type: none"> Cleaners promptly attend to spills 		Immediately	
		<ul style="list-style-type: none"> First aid kit and one of staff members trained on first aid. 	<ul style="list-style-type: none"> Complete first aid kit. 	24 hours	
		<ul style="list-style-type: none"> Proactive measures by Service Provider to prevent damage or injury 	<ul style="list-style-type: none"> Assessment of the Company's Measures to prevent injury and damage. 	120 hours	
		<ul style="list-style-type: none"> Public liability certificates submitted to SASSA annually Efficient processing of claims 	<ul style="list-style-type: none"> Assessment of Company's Claims Handling Procedure. Monitoring the processing of SASSA's claims. 	24 hours Immediately	
H	Training and Competence of Staff	<ul style="list-style-type: none"> Supervisor, cleaners and relievers trained on cleaning all areas as per specifications and competent. 	<ul style="list-style-type: none"> Inspection of training records by both Project Managers – training certificates. Experience of sub-contractor Justifiable and confirmed complaints 	120 hours	100
		<ul style="list-style-type: none"> Supervisor trained on supervisory role and competent. 		120 hours	
		<ul style="list-style-type: none"> Supervisor/cleaners/sub-contracted companies experienced and competent in the performance of deep carpet cleaning, pest control, interior window cleaning, foyer and deep toilet cleaning. 			
		<ul style="list-style-type: none"> Supervisor, cleaners and relievers trained on: <ul style="list-style-type: none"> ✓ Occupational Health & Safety; 			

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	<ul style="list-style-type: none"> ✓ Operation of equipment; ✓ Mixing of chemicals; ✓ And other appropriate training as per cleaning and sanitation industry requirements. 				
I	Stability and Consistency in the provision of Cleaning and Sanitation Services	<ul style="list-style-type: none"> • Expert and competent Supervisor and Cleaners regardless of the changes. 	<ul style="list-style-type: none"> • Compliance to the service standards • Justifiable and confirmed complaints 	48 hours	70
		<ul style="list-style-type: none"> • Timeous notification on changes of staff from the service provider. 	<ul style="list-style-type: none"> • Feedback on change notifications from SASSA Project Manager 	Immediately	
		<ul style="list-style-type: none"> • Swift replacement of incompetent staff 	<ul style="list-style-type: none"> • Consistent poor staff performance 	24 hours	
J	Customer Service	<ul style="list-style-type: none"> • Individual cleaners conducting themselves in a professional manner. 	<ul style="list-style-type: none"> • Feedback from staff (justifiable) • Inspections conducted by SASSA's Project Manager and Supervisor 	24 hours	70
		<ul style="list-style-type: none"> • Company Director and Project Manager conducting themselves in a professional manner. 	<ul style="list-style-type: none"> • Justifiable and confirmed complaints from the SASSA Project Manager. 	24 hours	

1.3 Penalty and Reward System

- 1.3.1 THE SERVICE PROVIDER will be penalized if more than 101 points are issued per month:
- 1.3.1.1 Either in one KPA or in various KPAs, particularly if the Rectification Order(s) issues were not completed in the specified time frame.
- 1.3.1.2 THE SERVICE PROVIDER shall also receive a complimentary/compliance letter where compliance to the KPAs is achieved and Rectification Orders are completed within the stated time frame on a monthly basis.
- 1.3.1.3 The table below sets out penalties which shall be levied:

POINTS VALUE	PERFORMANCE DEDUCTIONS
420	Contract Review/Cancellation
390	80% of Monthly Payment to be deducted
360	70% of Monthly Payment to be deducted
330	60% of Monthly Payment to be deducted
300	50% of Monthly Payment to be deducted
270	40% of Monthly Payment to be deducted
240	30% of Monthly Payment to be deducted
210	20% of Monthly Payment to be deducted
180	10% of Monthly Payment to be deducted
150	5% of Monthly Payment to be deducted
120	1% of Monthly Payment to be deducted
100	Threshold
Less than 100	Compliance Letter

THUS DONE AND SIGNED by or on behalf of the **PARTIES**, in the presence of the undersigned witnesses, at the places appearing in the appropriate spaces below, on the dates as specified.

FOR SASSA : Full names and surname:	FOR THE SERVICE PROVIDER : Full names and surname:
Designation:	Designation:
Signature:	Signature:
Date:	Date:
Place:	Place:
AS WITNESSES (Full name and surname)	AS WITNESSES (Full name and surname)
1.	1.
2.	2.

Rectification order no. 01

Date.....

No.	Service description	Rectification time
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

SASSA Rep
Date

Cleaners Supervisor
Date