

ANNEXURE E (example)

PART 1 OF 2

TERMINAL OPERATOR PERFORMANCE STANDARDS (TOPS) REPORT FOR:

NAME OF THE TERMINAL

LICENCE NUMBER:

ASSESSMENT PERIOD:

From: _____ **To:** _____

PERFORMANCE MEASURE		INSTALLED NORM	ACTUAL TOPS YEAR ANNUAL	TARGET FOR TOPS YEAR ANNUAL	TARGET FOR THE 1 st QUARTER	ACTUAL FOR THE 1 st QUARTER	% DEVIATION FOR THE 1 st QUARTER	SUMMARY REASONS FOR NON ACHIEVEMENT OF TOPS IN BULLETED FORMAT (DETAILED REASONS TO BE SUPPLIED IN PART 2 OF THIS REPORT)
1. Terminal Berthing Delays								
2. Berth Productivity								
3. Ship Working Hour	commodity							
	commodity							
	commodity							
	commodity							

4. Truck Turnaround Time								
5. Rail Turnaround Time								
6. Throughput								
7.								

PART 2 OF 2

DETAILED REASONS FOR NON ACHIEVEMENT OF TOPS PER MEASURE

(The purpose of Part 2 is to provide reasons for non-achievement of TOPS per measure where TOPS have not been met, remedial action/s and timeframes for implementation of remedial action. Relevant supporting documentation may be attached separately)

MEASURE	REMEDIAL ACTION	TIMEFRAMES
1.		
2.		
3.		
4.		
5.		

6.		
7.		

DECLARATION:

I, the under-signed, _____ (name printed in full) in my capacity as _____ (designation) and being duly authorised, hereby declare and warrant that the information contained in this TOPS report is true and correct.

SIGNATURE:

DATE:

Please send completed report to (TOPS.Richardsbay@transnet.net)