



**SERVICE LEVEL AGREEMENT**

in respect of the provision of

**COURIER SERVICES**

Entered into by and between

**TRANSNET LIMITED**

Registration Number 1990/000900/30

A public company with limited liability and duly incorporated  
in compliance with the company laws of the Republic of South Africa

Trading as

**Transnet National Ports Authority**  
**Head Office (Port of Ngqura)**

(Hereinafter referred to as the "Client")

And

(Hereinafter referred to as the "Contractor")



## SERVICE LEVEL AGREEMENT (SLA)

### PROVISION OF COURIER SERVICES FOR TRANSNET NATIONAL PORTS AUTHORITY (TNPA) AND BUSINESS UNITS FOR A PERIOD OF THIRTY-SIX (36) MONTHS ON AN "AS AND WHEN" REQUIRED BASIS

#### Purpose

The purpose of the Service Level Agreement (SLA) is to outline the requirements for the courier services for the period of three (3) years and to quantify these requirements where possible as per the Master Agreement.

This Service Level Agreement also defines the special conditions that will apply for the duration of the Agreement, if any.

#### Responsibilities

TNPA must ensure that the implementation of, adherence to and dissemination of the provisions of this Agreement are clearly articulated to the Contractor. This is observed through the following:

Signed MASTER AGREEMENT (MSA) between TNPA and.....

The Contractor must ensure a clear understanding of its obligation in terms of the Individual SLA and that the necessary care and diligences are continuously exercised in fulfilling its duties in terms of the MSA and the Individual SLA.

#### Communication Forums

Authorized officers and members of the Contractor and Transnet National Ports Authority must attend scheduled and emergency communication forums.

The following key contact persons at Transnet National Ports Authority Head Office and respective ports:

| Name | Position | Telephone |
|------|----------|-----------|
|      |          |           |
|      |          |           |



The following are the Contractor's key contact details:

| Name | Position | Telephone |
|------|----------|-----------|
|      |          |           |

The following minimum communication forums apply:

- Quarterly meetings are to be chaired by the Head Office. These Quarterly contractor review meetings are held to monitor performance.
- Ad hoc or Emergency meetings will be held as and when required.

### **Performance measurements:**

The following performance indicators are relevant:

Scale of 1= Significantly failing to meet SLA, 2= Failing to meet SLA, 3= Meeting SLAs, 4= Exceeding SLAs, 5= Significantly exceeding SLAs.

Notwithstanding the terms and conditions contained in the MSA, the following areas will be part of the SLA Performance Balance Scorecard:

- Same day service: The service provided should be done on the same day the request is made
- Overnight service: The service provider should deliver the package by the next morning.
- 48 Hour service: The service should be provided within the 48 hour window from the time the package is collected.
- Economy (72 hour) delivery service: The service should be provided between 3 to 5 working days.
- Cross Border service as and when required.
- Weekend/Public holiday service: The service should be provided over the weekend and public holidays.
- Direct deliveries service (i.e. fast and direct way of shipping goods without passing through sorting centres or distribution hubs)
- Storage and shipping of local, regional and international items/goods.
- Specialized services including but not limited to pallets.



- Custom clearance of parcels in and out of the country.
- Packing of boxes (providing stationary e.g. boxes and bubble wrap).
- Security escort for high value equipment. 24/7 days a week Tracking tool/system availability.
- checking that the storage areas where TNPA goods are kept align to requirements.
- Provide monthly activity reports.

### Review

Performance levels against the SLA will be reviewed quarterly. The Performance Balance Scorecard will be used as source document for the quarterly reviews track performance against the identified key deliverables.

Signed at .....on this .....day of.....2025.

### WITNESSES:

1. ....
2. ....

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**Name & Surname**  
**Designation**  
**Contractor**  
**Head Office, Port of Ngqura**

Signed at Port of Ngqura on this ..... day of .....2025.

### WITNESSES:

**TNPA Head Office, Port of Ngqura**

3. ....
4. ....

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**Name & Surname**  
**Designation**  
**TNPA**