

ANNEXURE "F3"

WASTE MANAGEMENT SERVICE - SERVICE LEVEL AGREEMENT

No.	TASK			PARTY		WHEN	FREQUENCY	KPI	MEASUREMENT	COMMUNICATION MODE / FORMAT	SENT TO	MEASUREMENT				
				SP	TNPA							WEIGHT	MONTHLY RATING			
1	Management of Capacity	Planning	Equipment & Vehicles	X		At the beginning of the contract	As and when required	Timeous provision of all skips, bins e.t.c. according to TNPA requirement	100% supply of all skips in the waste generation areas	Signed delivery note						
						All the time	All the time	Supply and availability of all skips, bins e.t.c	100% availability of all equipment	E-mail / Excel						
						Daily	Daily	Perform daily inspection to ensure that all equipment (skips, bins) are correctly placed, they are not wet and are in the required condition.	100% placement of all skips and bins according to TNPA Waste Management Procedure attached as Annexure E in the agreement between TNPA and SP.	Proper document with proof provided.						
				X		At the beginning of the contract	As and when required	Provide roadworthy trucks, vehicles e.t.s with company logo	100% timeous provision of all vehicles, trucks e.t.c.	E-mail / Excel						
						At the beginning of the contract	As and when required	Ensure that maintenance and service of all equipment is done to keep equipment operational.	100% provision of all equipment, vehicles, trucks e.t.c.	E-mail / Excel						
						Unforeseen equipment / vehicle breakdowns	As and when required	Ensure that terminal is immediately notified in the instance of unforeseen breakdowns which can impact on service delivery / equipment provision at terminals	Timeous notification of TNPA by SP	E-mail / telephonic						
			Loading, removal, transportation and disposal of waste	X	X	As and when required	As and when required	Notify SP to pick up skips when they are 75% full	Timeous notification of SP by TNPA	E-mail / Excel						
								X	As and when required	As and when required	Within 24 hours of notification load and remove waste from the generation areas	100% timeous loading and removal of all waste	Signed vehicle dispatch certificate			
											Immediately	As and when required	Clean all spillages by SP and ensure that the area is rehabilitated and that no contamination with storm water will occur	100% timeous clean-up of all spillages	E-mail / Excel	
				X	As and when required	As and when required	Ensure that TNPA vehicle permits are obtained from TNPA to enable vehicles to enter into the terminal.	ensure 100% provision of all permits.	Proof of permit							
							X	As and when required	As and when required	Ensure that skips and or bins are covered by tarpaulin when carrying the waste during transportation.	100% adherence to prevent any spillages or dust generated	E-mail / Excell				
										As and when required	As and when required	Ensure that no vehicle is overloaded.	100% adherence to reasonable instructions	E-mail / Excel		
				X	As and when required	As and when required	Ensure effective and efficient classification of waste.	100% adherence to the applicable legislation	Report approved by DEA and / or DWAF							
							X	As and when required	As and when required	Perform periodic testing on all waste generated by TNPA.	100% adherence to the applicable legislation	Report approved by DEA and / or DWAF				
										On an ongoing basis	On an ongoing basis	Dispose of all waste where TNPA and the SP cannot have any intervention	Effective and efficient disposal of TNPA waste in a legislative and registered landfill site	Manifest document		

2	Communication	Receipt	Manifest document and disposal certificate from Landfill site	X	Within 24 Hours of Receipt	Per load	Manifest documents, disposal certificate and any other relevant document sent on time	100% provision of manifest documents, disposal certificate e.t.c.	E-Mail / Hard Copy			
		Landfill Site	Useful life of the landfill site		On an ongoing basis	On an ongoing basis	Provide TNPA with documentation on the remaining useful life of the Landfill site being utilised by SP.	100% timeous provision of the requested documentation	E-Mail / Text	Environmental Manager		
		Spillages by SP	Spillage clean-up	X	Within 2 Hours of notification	Per incident	Ensure adherence to the emrgency turn-around times provided by TNPA	100% adherence emergency turn around time	Report on response time			
					As and when required	Per incident	Ensure that the chemicals used are bio-degradable and that it will not contaminate with storm water and will not leave the affected area until spillage is completely cleaned-up. This will be done at no cost to TNPA	100% adherence to agreed Plan	Spillage/ incident report			
4	Monitoring	Inspection by SP Supervisor	Confirm that the waste is dumped in bins according to its classification	X	On an ongoing basis	On an ongoing basis	Ensure compliance by TNPA employees to Standard Operating Procedures (SOP)	100% adherence to agreed SOP	E-Mail / Text			
5	Claims and Damages	Provide Damage Report		X	Within 2 working days of it being realised by SP	As and when required	Timeous notification of details of damages and/ or loss and countermeasures	100% accuracy and details pertaining damage and counter measures	E-Mail / Text			
		Provide written notification of claims.			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			

6	Auditing by TNPA and / or Third Party Inspectorate		Third Party invoices, Accounts and all other financial documents	X	As and when required	As and when required	Ensure that records are kept for the purpose of auditing same for TNPA to satisfy itself as to the reasonableness of any monies paid or to be paid.	100% accuracy and timeous provision of all documentation as and when required	Actual amounts paid vs audit report	Environmental Manager/ Specialist			
			Quality and environmental management manual and procedure manual	X	As and when required	As and when required	Ensure that all quality control and any other required documentation is provided in an efficient and effective manner	100% accuracy and timeous provision of all documentation as and when required	E-Mail / Text	Environmental Manager/ Specialist			
			Timeous rectification of all non conformances	X	X	As and when required	Per non conformance	Ensure that all non-conformances are rectified within 48 hours or a 10% of the total invoice will be withheld and then thereafter it will increase to 15%	100 % rectification of all non-conformances timeously in an effective, efficient and legislative manner.	Report on notification vs rectification time	Environmental Manager/ Specialist		
7	Invoicing and Payment		Invoicing	X	30 days	Monthly	Timeous payment for services received	No outstanding amounts in excess of 60 days	Invoice/Statements				
			Payment	X	30 days from receipt of statement	Monthly	Price adjustments to be effected in line with Clause 10 of the Agreement	All price adjustments to be made on a sound and independently provable basis	Agreed adjustment percentage				
			Price Adjustment		Quartely for the variable cost and annually for the fixed portion	Quartely for the variable cost and annually for the fixed portion	Conduct monthly and quarterly meetings	Port to complete Review form for SLA, monthly. COM to complete Review form for SLA Measurement, quarterly meetings.	Review form for Measurement of SLA				
Reporting	Liaison and Stakeholder/s		Planning and briefing meeting	X	At the beginning of each shift	Per Shift	Planning and briefing meetings held	Regular meetings held and accurate minutes recorded	Meetings	Environmental Manager/ Specialist			
			Performance measurement meetings		As and when required	Bi-Weekly	Performance Measurement Meetings held	Regular meetings held and accurate minutes recorded	Meetings	Environmental Manager/ Specialist			
	Progress and Feedback		Weekly, Per waste stream		Timeous and accurate submission of Progress and Feedback reports	100% Progress and Feedback reports done	Report and/or Meeting	Environmental Manager/ Specialist					
	Port Waste Volume Database		Monthly		Monthly	Timeous and accurate submission of terminal waste volumes removed, as per agreed reporting format, to each terminal	100% of reports delivered within first week of subsequent month.	Excel report	Environmental Manager/ Specialist				
	SAWIS / IPWIS reporting		As per legislated timeframes		As per legislated timeframes	Timeous and accurate submission of Port waste volumes removed, as per requisite reporting format on SAWIS / IPWIS	100% of reports undertaken within legislated timeframes.	Online Report	Environmental Manager/ Specialist				
8	Ad Hoc Service Support		Provide a value adding support service, when requested		As and when required	As and when required	Capability to deliver additional requests	Value adding additional services, as required	Purchase Order				
Notes:			TNPA Port of Environmental Manager contact details will be provided.							TOTAL			
Legends :				1 = Poor	2 = Not Acceptable	3 = Acceptable		4 = Excellent					

Signed at _____ this _____ day of _____ 2015

Signed at _____ this _____ day of _____ 2015

For Transnet SOC Ltd t/a Transnet National Ports Authority
Name: _____
Title: _____
Witness: _____
Name: _____

Service Provider
Name: _____
Title: _____
Witness: _____
Name: _____