

X17.1 Service Level Table Annexure

1. Service Performance Table

Service Area	Performance Indicator	Target	Measurement Method	Non-Conformance Examples	Penalty Clause
Safety File Submission	Submission of complete and compliant safety file before site mobilization	100% before start date	Document checklist & review by OHS	Late submission Missing legal appointments or risk assessments	1% of task order value per day late
Calibration Certificates	Valid calibration certificates for all monitoring equipment	100% up-to-date & traceable to SANAS labs	Review of certificates and traceability log	Expired or missing calibration reports	1% of task order value per day of use of uncalibrated equipment.
Analysis Reports	Turnaround time for sample analysis reports	≤ 10 working days	Date stamped submission records	Reports submitted after 10-day window Missing or incomplete analysis parameters	1% of task order value per delayed day
Service Reports	Final hygiene service report submission post site visit	≤ 30 working days/per SLA	Service report receipt date vs site collection date	Incomplete report Poor formatting or missing information	1% of task order value per delayed day
Compliance to ISO/SANS/Q quality Manual	Conformance with ISO 17025, ISO 45001 & in-house quality procedures	100% compliance	Quality audits and inspections	Deviation from SOPs or quality controls Using non-approved methods	1% of task order value per deviation
Staff Competency	Deployment of SAIOH registered, competent staff	100% compliance with scope	Qualification verification & CV submission	Unqualified personnel performing tasks No proof of competency or registration	1% of task order value per day of breach
Legal Compliance	Conformance to DoEL registration and SANAS/equivalent accreditation	100% at all times	certificate and compliance checks	Performing work without required DoEL approval and SANAS/equivalent accreditation	Immediate suspension and 5% penalty
Delivery of Equipment/Samples	Timely delivery and pick-up of equipment and samples	Within agreed schedule	Waybill log and delivery receipt	Delays affecting project timelines	1% of task order value per day delayed

2. Penalty Application Method

- **Cumulative Penalties:** Penalties are cumulative up to a maximum of 10% of the total contract value.
- **Trigger:** Each service area failure will trigger a separate penalty.
- **Rectification Period:** Contractors will be given 24–48 hours to rectify minor issues before financial penalties are enforced, unless in critical breach (e.g., delay in return of calibrated equipment used).

3. Performance Review and Remediation

- Monthly SLA Meetings: Scheduled reviews of all performance metrics.
- Remedial Action Plan (RAP): Required for contractors scoring <90% SLA compliance.
- Three-strike Rule: 3 major non-conformances within 6 months may lead to contract termination.

4. Definitions

- Task Order Value: The value allocated for a specific service activity (e.g., hygiene survey).
- Total Contract Value: The full approved value for the duration of the service agreement.

5. Key Performance Indicators (KPIs) and Scoring Criteria

This section outlines the Key Performance Indicators (KPIs) used to measure service provider performance. Each KPI will be scored monthly, and performance will be evaluated quarterly. Scores are used to assess compliance with the Service Level Agreement and determine eligibility for continued engagement or contract renewal.

KPI Description	Weight (%)	Target	Scoring Criteria (1–5 Scale)				
			Floor	Kick	Target	Stretch	Ceiling
			1	2	3	4	5
Timely submission of safety file	10	100% before mobilisation	1 = Not submitted 2 = >7 days late 3 = ≤3 days late 4 = On due date 5= Before due date				
Calibration certificate validity	15	100% valid SANAS-traceable certs	1 = No valid calibration certificates provided. Equipment use non-compliant with ISO/SANS or regulatory requirements. 2 = Frequent use of uncalibrated or expired equipment (50–60% invalid certs). Risks to measurement credibility. 3 = Some equipment with expired or missing certificates (70-80%). 4 = Minor delays in providing certificates, but all equipment is ultimately compliant. No impact on data integrity. 80-90% Valid certs 5 = All equipment used is accompanied by valid, traceable calibration certificates issued by SANAS or equivalent bodies.				
Sample analysis report turnaround	15	≤10 working days	1 = Reports consistently late or not submitted without justification. Severe impact on operations/compliance. 2 = Reports frequently late 50–69% (11–14 days). Delays cause operational or compliance risk. 3 = Reports submitted on time 70–89% of the time (≤10 days). Delays start to impact downstream activities. 4 = Reports submitted on time in most				

			cases 90–99% (6-9 days). Occasional delays with valid justification. 5 = Reports consistently submitted on or before agreed turnaround time (e.g., within ≤5 working days).
Service report completeness	15	100% with findings & recommendations	1 = Report not submitted or Report is largely incomplete (<50%) or poorly structured. 2 = Report is incomplete (50–69%) with significant gaps in data, missing attachments or critical details affecting clarity or compliance. 3 = Report is moderately complete (70–89%), but missing some required information (e.g., partial data, minor inconsistencies). 4 = Report is mostly complete (≥90%), with minor omissions (e.g., missing one non-critical element). Easily correctable. 5 = Report is 100% complete, well-organized, with all required sections, signatures, calibration certificates, and compliance statements.
Compliance with ISO/SANS/Equivalent	20	100%	0 = Non-compliant. Major deficiencies found. Lacks adherence to ISO/SANS standards. No certifications or expired accreditations. 2 = Partial compliance. Several standard requirements not met, risking service quality. Requires significant improvement. 3 = Moderate compliance. Some standard requirements not met, but no major risk to service integrity. Corrective actions in progress. 4 = Minor findings observed, but all standards are generally adhered to. Certifications valid with minor observations during audits. 5= Fully compliant. All services meet or exceed ISO/SANS standards (e.g. ISO 17025, ISO 45001) with no findings. External certifications are current.
Staff competency and qualifications	10	All staff competent & registered	1 = Staff are not qualified or registered. Service is delivered by unskilled/inexperienced personnel. High risk to quality and compliance. 2 = Gaps in qualifications or registrations. Staff are underqualified or inexperienced for key service areas. No CPD evident. 3 = Staff meet only minimum qualifications. Some registrations or CPD activities are missing. Limited experience in key roles. 4 = Staff meet minimum qualification and registration requirements. Most have >3 years' experience. Some CPD activities recorded. 5 = All staff possess required qualifications, registrations (e.g., SAIOH),

			and >5 years of relevant experience. Continuous professional development (CPD) is evident.
Client satisfaction	10	≥90% client satisfaction score	<p>1 = Client is highly dissatisfied. Major issues reported. Repeated failures. Formal complaints lodged.</p> <p>2 = Client is dissatisfied. Frequent complaints or unresolved issues. Often fails to meet expectations.</p> <p>3 = Client is moderately satisfied. Occasional complaints. Some delays or gaps in service delivery noted.</p> <p>4 = Client is satisfied. Minor issues may occur but are resolved quickly. Generally, meets expectations.</p> <p>5 = Client is highly satisfied. No complaints. Consistently exceeds expectations. Positive feedback received.</p>
Accuracy of reporting	5	≥95% accurate reports	<p>1 = Reports are highly inaccurate or misleading. Requires complete rework. Poses a risk to operational integrity</p> <p>2 = Frequent errors in reporting. Inconsistent with supporting data. Undermines decision-making confidence.</p> <p>3 = Occasional factual or data inconsistencies. Requires revision or follow-up before use.</p> <p>4 = Minor errors found (e.g., formatting or non-critical data), but overall reports are reliable and consistent.</p> <p>5 = All reports are 100% accurate, error-free, and fully aligned with data, standards, and contract requirements.</p>