

## **Annexure C**

### **Performance Targets**

#### **Work Completion Times**

##### Work commencement

- Work must be commenced with at the time determined by the Project Manager considering operational requirements of the airport.

##### Work Completion

- Work must be completed within agreed time frame for asset handover back to operations

##### Quality

- Materials must meet specifications requirements as outlined in COLTO/SABS standards
- Equipment must meet specifications requirements as outlined in COLTO/SABS/ACSA standards
- Tolerances must meet specifications requirements as outlined in COLTO/SABS/ACSA standards
- Sub-standard work must be corrected by the contractor at own cost

##### Work Guarantee Period

- Guarantee period for all works must be 12 months – any failures within guarantee period must be rectified by the contractor at own cost, response and work completion times above apply.

##### Existing services protection

- Contractor must protect and guard against damage of existing services and infrastructure
- Contractor to verify the existing services, and take necessary precautions if unclear
- Damage to existing services and infrastructure must be repaired by the Contractor at own cost

##### Housekeeping

- Contractor must ensure that at the end of working day and at work completion the site is cleaned up and no debris, surplus materials, papers or any other kind of litter which can cause FOD is left behind

**Low service Damages**

<b>COMPLIANCE ITEM</b>	<b>STANDARD/REQUIREMENTS</b>	<b>METHOD OF MEASUREMENT</b>	<b>TARGET</b>	<b>DAMAGES</b>
OHS Compliance Uniforms and staff personal protective equipment	<p>No repeat Audit findings from Safety Department or Project Manager.</p> <p>Working safely and following the OHS Plan of the Contractor</p> <p>Use of correct Personal Protective Equipment</p>	<p>No incidents related to non-use of PPE</p> <p>Periodic (typically monthly) OHS Audits done by the H&amp;S Dept or inspections by Project Manager</p>	100% compliance	<p>First incident - Contractor pays R5000 if staff members found non-compliant. Risk Mitigation Meeting to be held and risk recorded as Early Warnings.</p> <p>Incidents following the first incident - if any staff member from the same company is found non-compliant within 3 months period from first incident, contractor pays R5000 and the permits for those in breach are confiscated for 5 days. Contractor to make own arrangements at own cost to cover delays in works and replacement of employee.</p> <p>- If the same offender commits the same offense more than 3 times within 6 months , from the first incident, the Service Provider must remove the offender permanently from site</p>

Airport permits	Airport permits must always be displayed by the staff.	Random inspections by ACSA staff member	100 % compliance	<p>First incident - Contractor pays R5000 if staff members found non-compliant. Risk Mitigation Meeting to be held and risk recorded as Early Warnings.</p> <p>Incidents following the first incident - if any staff member from the same company is found non-compliant within 3 months period from first incident, contractor pays R5000 and the permits for those in breach are confiscated for 5 days. Contractor to make own arrangements at own cost to cover delays in work and replacement of employee.</p> <p>- If the same offender commits the same offense more than 3 times within 6 months , from the first incident, the Service Provider must remove the offender permanently from site</p>
Housekeeping	Housekeeping during and after work- cleaning up after work is done.	Inspection by ACSA Surface maintenance staff	100 % compliance	Contractor pays R10 000 for grass, debris, papers or any other FOD not removed and is notified to clean up immediately. 10% of R10 000 is charged on the contractor on top of the initial R10 000 for every hour passing without contractor reporting to site and cleaning up
Interaction with the employer	<p>Attend ad hoc meetings as arranged by the Project Manager</p> <p>Personnel who can make decisions on behalf of the Contractor to attend the monthly meetings</p>	<p>Complete attendance register</p> <p>Minutes of the Meeting</p> <p>Person attended same as the person on the Delegation of Authority, who is named as the</p>	100% compliance	<p>Contractor pays R5000 per scheduled meeting not attended.</p> <p>Maximum 3 meetings missed risk reduction meeting is held and early warning is issued. Corrective action is agreed and monitored.</p> <p>4th meeting missed after risk reduction held and corrective action agreed, the service provider is charged R10 000</p>

		Contractor Project Manager representing the Contractor, as per NEC clause 10.2		
Response Times	Contractor must report on site for inspection within 2 hours in case of unforeseeable emergency repairs. For all other repairs which can be picked up through inspections and the nature of damage/failure is gradual, contractor must report to site for inspection with 2 days from when notification is issued. Site establishment and quote submission timelines will be determined by the Project Manager based on the nature and urgency of the repair work.	From written communication to the time contractor reports on Site with ACSA Project Manager	100% compliance	<p>For all late Responses, R 5 000 per occurrence, and R1500 per hour thereafter on top of the initial R 5 000</p> <p>A risk reduction meeting to be held with the contractor and minuted. Early warning is issued, for all late responses</p> <p>Following the early warnings and the late response continues more than 50% of the time, based on issued task orders , Contract will be terminated</p>

<p>Work Completion</p>	<p>Work must be completed within agreed time frame for asset handover back to operations</p>	<p>Site Inspection of work done to the required quality, in the agreed time.</p> <p>Facility handed over for operations</p>	<p>100% compliance</p>	<p>Daily penalties are calculated as 0.5% of the specific repair works claim per day delayed.</p> <p>A risk reduction meeting to be held with the contractor and minuted. Early warning is issued, for all work not completed on time</p>
<p>Quality</p>	<ul style="list-style-type: none"> <li>• Materials must meet specifications requirements as outlined in COLTO/SABS standards</li> <li>• Equipment must meet specifications requirements as outlined in COLTO/SABS/ACSA standards</li> <li>• Tolerances must meet specifications requirements as outlined in COLTO/SABS/ACSA standards</li> <li>• Sub-standard work must be corrected</li> </ul>	<p>Site Inspection done by ACSA Project Manager of work done to the required quality, in the agreed time.</p> <p>Contractor to submit the quality assurance documentation to ACSA.</p>	<p>100% compliance</p>	<p>First incident – Risk reduction meeting to be held and concerns minuted. hold back payment until works have been rectified and accepted by ACSA.</p> <p>Second incident - Risk reduction meeting to be held and concerns minuted. hold back payment until the works have been rectified and accepted by ACSA.</p> <p>Third incident - Initiate clause 9 “<i>Termination</i>” of NEC ECC</p>

	by the contractor at own cost			
Guarantees	Guarantee period for all works must be 12 months – any failures within guarantee period must be rectified by the contractor at own cost, response and work completion times above apply.	Failure experienced during the agreed guarantee period after completion of the works	100% compliance	<p>First incident - Risk reduction meeting to be held and concerns recorded. Early Warning issued. Work to be corrected at the Contractor's cost.</p> <p>Second incident - Risk reduction meeting to be held and concerns recorded. Early Warning issued. Work to be corrected at the Contractor's cost.</p> <p>Non-compliance to rectify the defects within defect liability period will result with forfeiture of some or all of the defect liability guarantee of 10 % of the contract sum which shall be determined by the Project Manager.</p>

<p>Existing Services Protection</p>	<p>Contractor to protect and guard against damage of existing services and infrastructure. Contractor to verify the existing services, and take necessary precautions if unclear.</p> <p>Damage to existing services and infrastructure shall be repaired by the Contractor at own cost.</p>	<p>Inspection by ACSA Representative</p>	<p>100% compliance</p>	<p>Risk reduction meeting to be held and concerns recorded. Early Warning issued.</p> <p>Damage to existing services and infrastructure shall be repaired by the Contractor at their own cost.</p> <p>The cost of business impact to be passed onto the Contractor.</p> <p>If the damaged existing services are not repaired and the cost incurred by the business is not settled , The Project Manager may hold the payment of invoices</p>
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