

**SERVICE AGREEMENT FOR: Workshop Machinery Maintenance**

REF#

**SERVICE LEVEL AGREEMENT (SLA)**

**Workshop machinery inspection, repairs and maintenance and for Transnet Soc Limited (Reg. no. 1990/000900/30) Operating as Transnet Port Terminals (hereinafter referred to as "TPT") at the Port of Port Elizabeth Multi-Purpose Terminal for the duration of 12 months.**

| No.       |                                   |                                                                                                                                                                                                                                                             | PARTY            |                                                                   | WHEN                                                                              | FREQUENCY                 | KPI                                                                                                                                                         | MEASUREMENT                                                                                                                   | COMMUNICATION MODE / FORMAT                          | SENT TO             | MEASUREMENT |                |
|-----------|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------------------------------|-----------------------------------------------------------------------------------|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|---------------------|-------------|----------------|
|           |                                   |                                                                                                                                                                                                                                                             | Service Provider | TPT                                                               |                                                                                   |                           |                                                                                                                                                             |                                                                                                                               |                                                      |                     | WEIGHT      | MONTHLY RATING |
| 1         | Planning                          | Plan manpower, tools, test equipment, spares and consumables                                                                                                                                                                                                | X                |                                                                   | Before mobilisation                                                               | As and when required      | Readiness for work                                                                                                                                          | avoid delays                                                                                                                  | Checklist                                            | TPT Representative  | 3           |                |
|           |                                   | Issue job cards on time                                                                                                                                                                                                                                     |                  | X                                                                 | Before planned work                                                               | As required               | Readiness for work                                                                                                                                          | avoid delays                                                                                                                  | Email /Hand deliver                                  | Contractor          | 3           |                |
|           |                                   | Comply with TPT's safety and security policies                                                                                                                                                                                                              | X                |                                                                   |                                                                                   | Daily                     | Compliance                                                                                                                                                  | 100% Compliance                                                                                                               | Email                                                | TPT Representative  | 3           |                |
| 2         | Initial Condition Assessment      | Complete a baseline condition assessment of every machine including mechanical, electrical, structural, hydraulic /pneumatic and safety condition. Classify defects and prioritise repairs according to safety, operational impact, and required condition. | X                |                                                                   | During inspection                                                                 | once / update as required | Equipment completeness                                                                                                                                      | 100% machine assessed                                                                                                         | Condition assessment report / Defect register        | TPT Representative  | 4           |                |
| 3         | Recommissioning of Test Machinery | Inspect, service and repair machinery that has been out of service for an extended period and conduct controlled start up and functionality test before energizing or operating it.                                                                         | X                |                                                                   | Before recommissioning                                                            | As required               | Safe recommissioning                                                                                                                                        | 100% idle machines assessed                                                                                                   | Inspection and test report                           | TPT Representative  | 4           |                |
| 4         | Delivery of Service               | Provide competent and qualified technicians, artisans and specialist.                                                                                                                                                                                       | X                |                                                                   | During service                                                                    | As required               | Competent resources                                                                                                                                         | Required competent personnel available                                                                                        | Competency records                                   | TPT Representative  | 4           |                |
|           |                                   | Execute approved maintenance and repair work using appropriate tools, materials and engineering practice.                                                                                                                                                   | X                |                                                                   | During service                                                                    | As required               | Work quality                                                                                                                                                | Work accepted without workmanship rejection                                                                                   | Job card                                             | TPT Representative  | 4           |                |
|           |                                   | Maintain good housekeeping                                                                                                                                                                                                                                  | X                |                                                                   | During and after service                                                          | Always                    | Housekeeping compliance                                                                                                                                     | 100% work area clean                                                                                                          | Job card                                             | TPT Representative  | 3           |                |
| 5         | Breakdown Response                | Acknowledge breakdown request and respond as agreed                                                                                                                                                                                                         | X                |                                                                   | During breakdown                                                                  | As required               | Response time compliance                                                                                                                                    | Within 1 Hour                                                                                                                 | Breakdown notification                               | TPT Representative  | 3           |                |
|           |                                   | Isolate, diagnose failure, identify root cause and repair                                                                                                                                                                                                   | X                |                                                                   | During breakdown                                                                  | As required               | Diagnostic effectiveness                                                                                                                                    | Findings record                                                                                                               | Breakdown report / job card                          | TPT Representative  | 4           |                |
| 6         | Maintenance                       | Complete preventative maintenance according to schedule, OEM recommendations and machine condition.                                                                                                                                                         | X                |                                                                   | Throughout contract                                                               | Planned frequency         | PM Completion                                                                                                                                               | ≥ 100% planned PM completed                                                                                                   | PM report / job card                                 | TPT Representative  | 4           |                |
|           |                                   | Repair and replace defective or worn component using approve parts and materials. Perform alignment, bearing, drive, gearbox, spindle, motor, hydraulics, cutting, bending, and punching repairs                                                            | X                |                                                                   | When defect identified                                                            | As required               | Repair quality                                                                                                                                              | Defect repaired and recorded                                                                                                  | Job card/ Test results                               | TPT Representative  | 4           |                |
|           |                                   | Inspect and maintain electrical, hydraulic and pneumatic systems where applicable.                                                                                                                                                                          | X                |                                                                   | During PM                                                                         | Planned frequency         | System condition                                                                                                                                            | Completed task                                                                                                                | PM report / job card                                 | TPT Representative  | 3           |                |
| 8         | Performance & Functional Testing  | Check and adjust alignment, vibration, temperature noise and conduct no-load and load/ operation test after major repairs or maintenance.                                                                                                                   | X                |                                                                   | After maintenance / repair                                                        | As required               | Functionality test completed                                                                                                                                | 100% test completed                                                                                                           | Test report / job card                               | TPT Representative  | 4           |                |
|           |                                   | Test emergency stops, guards, interlocks, controls, noise, and performance.                                                                                                                                                                                 | X                |                                                                   | After maintenance / repair                                                        | As required               | Safety function test                                                                                                                                        | 100% safety device before hand over                                                                                           | Safety checklist                                     | TPT Representative  | 4           |                |
| 9         | Quality Control                   | Implement Quality Control Plan and Inspect / Test Plan                                                                                                                                                                                                      | X                |                                                                   | Throughout contract                                                               | Continuous                | QC Compliance                                                                                                                                               | 100% completion on required inspections and tests                                                                             | QC and inspection records                            | TPT Representative  | 3           |                |
|           |                                   | Use suitable measuring and test equipment with valid calibration certificated where required.                                                                                                                                                               | X                |                                                                   | During testing                                                                    | As required               | Test equipment validity                                                                                                                                     | 100% critical equipment valid for use                                                                                         | Calibration certificate and test records             | TPT Representative  | 3           |                |
| 11        | Health, Safety & Environment      | Comply with TPT safety rules, risk assessment, permits, isolation and applicable legislation.                                                                                                                                                               | X                |                                                                   | Throughout service                                                                | Continuous                | HSE Compliance                                                                                                                                              | No unauthorised deviation                                                                                                     | Permit / risk assessment/ audit                      | TPT SHEQ Department | 3           |                |
|           |                                   | Prevent of spill, manage scrap and contaminates waste according to TPT and Environmental Health requirements                                                                                                                                                | X                |                                                                   | During service                                                                    | Continuous                | Environmental compliance                                                                                                                                    | No uncontrolled spillage / improper disposal                                                                                  | Environmental / incident report                      | TPT SHEQ Department | 3           |                |
| 12        | Invoicing and Payments            | Submit accurate invoices supported by approved job cards, completion records, reports and test results.                                                                                                                                                     | X                |                                                                   | After completed service                                                           | Monthly / as agreed       | Submit accurate invoice(s) with clear item details, and supporting documentation. Provide a monthly statement to reflect all payments made and outstanding. | 100% on time submission of invoices with accurate and reconciled supporting documents. Monthly statement to support invoices. | email                                                | TPT Representative  | 4           |                |
|           |                                   | Receive and check documentation, arrange electronic payment, and TPT Finance to advise Service Provider via remittance advice of payment details.                                                                                                           |                  | X                                                                 | Documents submitted during the month will be paid, 30 days from date of statement | Monthly / as agreed       | Authorisation of invoices for payment within 30 days.                                                                                                       | Monthly statement to confirm payment of invoices.                                                                             | Telephonic and e-mail to facilitate payment queries. | TPT Finance Dept    | 4           |                |
| 13        | Reporting                         | Submit condition assessment report with findings, corrective actions required, spare parts required corrective maintenance plan and upgrade/ improvement recommendation.                                                                                    | X                |                                                                   | Monthly / as agreed                                                               | Monthly / as agreed       | Report submission                                                                                                                                           | 100% submitted report                                                                                                         | email                                                | TPT Representative  | 3           |                |
|           |                                   | Submit breakdown reports with findings, root cause, corrective action, spare part numbers where applicable.                                                                                                                                                 | X                |                                                                   | After significant breakdown                                                       | As required               | Breakdown report                                                                                                                                            | 100% Submitted and approved                                                                                                   | email                                                | TPT Representative  | 3           |                |
|           |                                   | Submit scheduled maintenance and SLA performance report covering work, breakdowns, defects, spares and recommendations.                                                                                                                                     | X                |                                                                   | Throughout contract                                                               | Monthly / as agreed       | Record completeness                                                                                                                                         | 100% feedback reports                                                                                                         | email                                                | TPT Representative  | 3           |                |
| 15        | Non-Conformance                   | Record non-conformances, investigate causes and implement corrective actions.                                                                                                                                                                               | X                | X                                                                 | When NCR occurs                                                                   | As required               | NCR closure                                                                                                                                                 | 100% NCR have corrective actions and closure evidence                                                                         | NCR / corrective action report                       | TPT Representative  | 3           |                |
|           |                                   | Re-inspect or test corrected work before acceptance                                                                                                                                                                                                         | X                | X                                                                 | After corrective action                                                           | As required               | Verification                                                                                                                                                | 100% applicable actions verified                                                                                              | Inspection / tests                                   | TPT Representative  | 3           |                |
| 17        | Warranty & Workmanship            | Provide workmanship warrant in accordance with the main contract for repairs and maintenance done.                                                                                                                                                          | X                |                                                                   | After repair                                                                      | As agreed                 | Warrant compliance                                                                                                                                          | Warranty defects addressed within agreed period                                                                               | Warranty report / job card                           | TPT Representative  | 3           |                |
|           |                                   | Rectify failures attributable to defective workmanship or incorrect repair.                                                                                                                                                                                 | X                |                                                                   | When defect warrant occurs                                                        | As required               | Repeat workmanship failures                                                                                                                                 | ≤ 5% repeat failures attributable to workmanship                                                                              | Failure / warranty report                            | TPT Representative  | 4           |                |
| 18        | Service Acceptance                | Demonstrate machine functionality to TPT where required and obtain acceptance sign off. State whether the machine is fit for service, restricted service or not fit for service                                                                             | X                |                                                                   | After service                                                                     | As required               | Acceptance completion                                                                                                                                       | 100% job acceptance records                                                                                                   | Signed job cards/ completion report                  | TPT Representative  | 4           |                |
| Legends : |                                   |                                                                                                                                                                                                                                                             |                  | 1 = Poor    2 = Not Acceptable    3 = Acceptable    4 = Excellent |                                                                                   |                           |                                                                                                                                                             |                                                                                                                               |                                                      |                     |             |                |

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**TRANSNET PORT TERMINAL**

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Title:

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Signature:.....

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