

ANNEXURE G
SERVICE LEVEL AGREEMENT

Operational hours

Normal airport operational hours shall be regarded as being **from 04:00 to 00:00** for every day of the year. However, this may be amended by the Service Manager from time to time and (within reason) this shall have no impact on the Contractors fee and rates.

Human resources

The following minimum standards shall apply to resourcing:

1. Considering current airport access control infrastructure and security arrangements and considering the physical layout of the airport, the Contractor shall ensure a sufficient quantity and effective positioning of staff to meet or exceed the Service Level Agreement.
2. The staff compliment, during operational hours shall be sufficient to successfully perform the stipulated waste management requirements.

Performance Management

Key Performance Area	When	Target	Low Performance Damage
The contractor will comply with all occupational health and safety requirements and rectify/attend to any findings that are identified by ACSA within the stipulated time frame.	All times	100% must be achieved	Failure to attend or rectify the matter within the time frame specified by ACSA will result in low performance damages of R 500 per deviation. Excludes cost of remedy of the non-compliance.
FOD Reports (with analysis of waste and photographic evidence) submitted timeously.	Daily	100% must be achieved	R250 per deviation
Deep cleaning of waste facilities	Weekly	100% must be achieved	R250 per deviation
A staff member's uniform/PPE does not meet the agreed upon standards and specification requirements.	Daily	100% must be achieved	Persons found to be non-compliant will be asked to return their access permit and vacate site immediately. There will be immediate low performance damages of R100 The persons found to be noncompliant will only be



			permitted back to site once non-compliances has been resolved.
Breakdown Closure Duration	All times	<p>All Machinery, Vehicles and Equipment breakdowns shall be resolved within seven (7) calendar days from occurrence.</p> <p>The service provider shall ensure there is no reduction in service levels. The service provider shall provide for alternate means to discharge the service in line with service levels agreed.</p>	R500 per deviation where service levels have not been met.
<p>Key personnel</p> <p>The service provider shall ensure key personnel executing the contract are suitably experienced and competent as outlined in the functionality criteria.</p> <p>Replacement staff must have experience and competence equalling or exceeding their predecessor.</p>	All times	100% must be achieved	R250 per deviation per day
Regulatory and legislative compliance must be performed by competent individuals	All times	100% must be achieved	R500 per deviation



The contractor will equal or better the average monthly recycling performance (percentage diverted from land fill) of the previous 12 months within 3 months of commencing operations.	3 months from start of contract.	Average of last 12 months (Airport specific)	R1500 per month until compliance is reached. R1500 performance incentive for achieving the target within the time specified.
The contractor will: 1. Ensure that recycling performance is not reduced from the benchmark achieved in the first 3 months of the contract. 2. Ensure improvements of a minimum of 10% is made every successive 12 month period from the start date of the contract.	Reviewed annually	10% Improvement every 12 months.	R1500 per month until compliance is reached. R2500 performance incentive for achieving the target within the time specified.
Recycling performance equals or exceeds average performance of the previous 12 months	Reviewed monthly	All times	Failure to equal or maintain recycling performance for 6 consecutive months will result in contract termination.
Reporting	Weekly	Quality parameters as per specification in scope. Frequency of submission = Weekly	R250 per deviation
Reporting	Monthly	Quality parameters as per specification in scope. Frequency of submission = Monthly	R250 per deviation
Safety / Environmental infringement An infringement which impacts health, safety and the environment.	All times	100% Compliance must be achieved	R1000 per deviation Excludes cost of remedy

Note: Bidder's attention is drawn to additional low performance stated in the activity schedule.

Parties agree to the above low service damages table. The low service damages do not influence the calculation of the contract sum/value.

I, _____ (name & surname) of _____
_____ (company) agree to the above conditions and acknowledge ACSA's right to impose penalties should I or any of my employees or sub-contractors fail to comply with these conditions.

Signed: _____ on this date: _____ (dd/mm/yyyy)

at: _____ (airport name).

In addition to the low services Damages table, contractors will be evaluated on the following on a continuous basis:

Safety & Housekeeping	Information / Safety / warning sign(s) in place
	Isolation / cordon / barricading off area
	Apology sign in place
Security	ID card always clearly visible
	Clear sign of the name of company
	Low worker turn over
Reliability	No repeat incident on equipment
	Adherence to SLAs
	Availability of equipment as per contract
	Keep agreed spares available
	Routine inspection and assessment of operations
	Competence of staff
Finance	Quotes submitted within specific timeframe
	Invoices submitted to finance department on time and with correct order numbers.
	Cost control and efficiency improvements
Uniforms	To be properly dressed in overalls with company name for identification
Quality of workmanship	Work to be done according to correct practices and standards.
	Workmanship to be of a good quality
Submission of safety documents on monthly basis	Adhering to OHS Act