DRAFT - SERVICE LEVEL AGREEMENT - PROVISION FOR THE TRANSPORTATION AND CARGO HANDLING SERVICES OF MANGANESE ORE (TRAIN OFF-LOADING), FOR TRANSNET PORT TERMINALS (HEREINAFTER REFERRED TO AS "TPT") AN OPERATING DIVISION OF TRANSNET SOC LTD, AT THE MULTI-PURPOSE TERMINAL, PORT OF SALDANHA ON AN "AS AND WHEN" REQUIRED BASIS FOR A PERIOD OF TWENTY-FOUR (24) MONTHS - TRANSNET PORT TERMINALS SERVICE LEVEL AGREEMENT

No.			PARTY		WHEN	FREQUENCY	KPI	MEASUREMENT	MEASUREMENT		
			SUPPLIER	TPT					WEIGHT	SUPPLIER	TPT
1	**Planning**	a) Attend weekly operational meetings as required and ensure Service Provider representative attends and is prepared to address TPT client requirements.		x	Not less than 24 hours prior to services being required.	When required	Ensure Timeous communication of all services required by TPT (starting times, venues, number of trucks/Equipment and drivers	24 hours planning Forecast Schedule provided on time to all role players	5%		
		b) TPT must notify the service provider immediately of any cancellation of requested services.		x	At least 2 hours prior to the assigned starting time.	As and when required	Services must be cancelled timeously, with at least 2 hours' notice prior to the assigned starting time.	0% delivery of cancelled request	5%		
2	**Safety Requirements**	a) Ensure Service Provider supplies relevant protective clothing and uniforms to all employees.	x		Before site entry.	For each requested service	All employees arriving on duty with the required protective clothing and Unifroms	0% of non-compliance	2%		
		b) Ensure all Service Provider employees are issued ID cards.	x		Before site entry.	For each requested service	All employees reporting for duty displaying their identity tags	0% of non compliance	2%		
		c) Conduct safety talks with own staff upon arrival and prior to commencement of services. Minute the talks and forward minutes to TPT.	x		15 minutes prior to agreed starting time	For each requested service	Ensuring compliance to TPT and Customer Saftey Standards	0% of non-complaince	2%		
		d) Provide a list of all employees requiring induction.	x		Induct all new employees before working on TPT premises.	As and when required	Submit accurate records of all employees inducted prior to any work done on all premises of TPT	100% records available on request by TPT	2%		
		e) Ensure all drivers and employees have completed accredited training.	x		Annually	Annually	Submit accurate records of driver training. Records shall be readily available and accession for inspect/audit by TPT	100% records available on request by TPT	2%		
		f) Ensure all employees have completed safety awareness training.	x		Every 6 months	Every 6 months	Submit accurate records of safety awareness training. Records shall be readily available and and accession for inspect/audit by TPT	100% records available on request by TPT	2%		
		d) Hold monthly safety meetings	x		Monthly	Ongoing	Register to be completed at each meeting to be provided	100% records available on request by TPT	2%		
##	**Delivery of Services**	a) 100% availability of 5 excavators, 10 articulated dumpers, and 3 front-end loaders.	x		15 minutes prior to agreed starting time	For each requested service	Equipment Availability KPI: Percentage of required equipment available and operational on-site at all times = (Number of operational units ÷ Total number of required units) × 100.	Document the KPI result, highlighting any units that are non-operational and reasons for downtime (e.g., maintenance, repairs,	10%		
		b) The service provider is required to ensure minimum staffing levels are met, with 5 excavator operators, 10 articulated dumper drivers, 3 front-end loader drivers, and 30 cleaners on duty at all times to achieve 100% staffing for respective equipment and tasks.	x		As and when required	For each requested service	100% compliance with the minimum staffing complement. A minimum of [95% / 100%] of all contractually required positions must be filled and present on shift at any given time.	(Actual Number of Staff on Duty / Minimum Number of Staff Required per Contract) x 100 **Compliance will be measured through:** 1. Daily attendance register / shift roster vs. approved organogram 2. Random spot-checks / audits by the TPT.	6%		
		c) TPT requires 3 FELs for optimal stockpiling, using proper stacking techniques and maintaining stack height at the material's natural angle for safety,	x		As and when required	For each requested service	Measured via shift roster or driver allocation log. 100% of stacks meet safety and efficiency standards. Measured via stack	Measured via angle measurement (inclinometer) or photographic assessment	6%		
		d) The service provider must discharge a train of 125 wagons within 6 hours of commencement to meet rail service turnaround time requirements.	x		As and when required	For each requested service	Discharge 125-wagon train within 6 hours of commencement.	Train discharge logs and timestamp records	6%		
		e) Receive TPT instructions for cargo coordination and proceed to stacker address.	x		immediately prior to starting time.	For each requested service	100% Delivery of Service	0% of non-compliance	6%		
		f) Verify cargo condition, report discrepancies/damages to TPT Operations Supervisor.	x		Prior to loading/unloading of Cargo	For each requested service	100% Mitigation of Risk	0% of non-compliance	6%		
		g) Report equipment/truck breakdowns to TPT Operations Supervisor and provide replacement.	x		Immediately	For each requested service	100% On time Delivery of Service	0% of non-compliance	5%		
4	**Reporting**	a) Provide reports of non-performance of individual Drivers/Employees or Equipment/Trucks		x	Immediately after incident	Ongoing	Reporting of all non-performance issues regarding individual performance or Equipment failure	100% incidents reported	2%		
		b) Provide feedback of disciplinary action and/or Corrective measures taken	x		5 days after reported date	Ongoing	Feedback reports on corrective action taken	100% feedback reports	2%		
5	**Compliance Requirements**	a) Provide valid IRP30 certificate	X		The valid documentation must be sent prior to expiry date	Annually	Submit valid and certified IRP30 Certificate	0% of invalid documentation	2%		
		b) Provide valid workmen's compensation certificate	X		The valid documentation must be sent prior to expiry date	Annually	Submit valid and certified Compensation certificates	0% of invalid documentation	2%		
		c) Provide proof that each employee has undergone the necessary medical examination	X		The valid documentation must be sent prior to expiry date	Every 2 years	Submit medical examination certificates	0% documentation outstanding	2%		
		d) Provide proof of provincial licenses and competency certificates drivers	X		Before drivers are sent for induction	When new driver is recruited	Submit relevant documents	0% documentation outstanding	2%		
		e) Ensure that the competency certificates are valid (must be renewed every two years)	X		Every 2 years	Every 2 years	Submission of competency certificates	100% adherence	2%		
6	**Supplier Development and B-BBEE Commitments**	a) Ensure information is provided to ensure supplier development commitments are adhered to	X		SLA Meeting	Monthly	Service Provider to ensure that the supplier development commitments are adhered to	100% adherence	2%		
		b) Ensure information is required to ensure the improvement of B-BBEE commitments are adhered to	X		SLA Meeting	Monthly	Service Provider to ensure that the supplier development commitments are adhered to	100% adherence	2%		
7	**Damage & Claims**	a) Report any accidents and notifiable accidents	X		Within 24 hours of the occurrence	As and when required	Timeous notification of details of damages and/ or incidents	100% notification of damages and incidents	2%		
		b) Provide Damage Report		X	Within 2 working days of it being realised by TPT	As and when required	Timeous notification of details of damages and/ or loss and countermeasures	100% accuracy and details pertaining dama	2%		
		c) Provide written notification of claims		X	By the 2nd day of the following month	Monthly	Accurate Measuring of the damage ratio	100% accuracy and details pertaining damage ratio	1%		
8	**Invoicing & Payments**	a) Invoice TPT and submit with supporting documents (weighbridge certificate etc.) for all activities undertaken to execute agreed services	X		30 days	Monthly or after delivery of service	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	4%		
		b) 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 the date of statement	Monthly or after delivery of service	Authorisation of invoices for payment within 30 days.	Monthly statement to confirm payment of invoices	4%		
	Legends:			**1 = Poor**	**2 = Not Acceptable**	**3 = Acceptable**	**4 = Excellent**		**100%**		

Minimum theshold to be achieved is 90%

If the scoring is below this target, Transnet has the right to issue a first written warning regarding unsatisfactory performance to the supplier