

# ITT-2025-947 Conveyor Maintenance Services

## Scope of Work

### 1 INTRODUCTION

#### 1.1 Purpose

It is the purpose to engage a suitably qualified and experienced Contractor to provide conveyor maintenance services supporting the Maintenance Team at the Karara Mine Site, which will include but not limited to the regular and shutdown maintenance and breakdown repairs as directed by the Company and in accordance with applicable legislative requirements, procedures, standards and specifications.

The Karara Mine operations involve an integrated development of the world-class magnetite deposit at Karara to produce high grade magnetite concentrate for export to China.

#### 1.2 Location

The Karara mine site is located 320 Kilometers, north-north-east of Perth and 225 km east of Geraldton (Figure 1). Construction and Commissioning of Stage 1 of the project (Base Plant), designed to produce 8Mtpa of Magnetite is complete.



Figure 1: Location of Karara Mine Site

### 2 SCOPE OF WORK

#### 2.1 General

Karara Mining Limited requires the Contractor to provide suitably experienced and competent conveyor maintenance professionals to perform the Services under this Contract.

#### 2.2 Services Required

##### 2.2.1 Work Included

Services to be provided by the Contractor under the Contract include but are not limited to:

##### a) Physical Scope:

- Conveyor system shall mean Conveyor structure, conveyor belt, conveyor pulley, tension system of conveyor, conveyor roller and roller frame, scrapers and ploughs, dust collection and suppression system (includes dust hood, dust collector and pipelines and water suppression), conveyor drive (includes gearbox, motor, hydraulic drive and hydraulic station), CDS belt feeders and CDS belt feeders' motor and gearbox, conveyor transfer chutes, mechanical section of conveyor protection accessories (tilt switch, pull wire, drift sensor, rip sensor, etc);
- The conveyor scope for Karara mining processing includes all the conveyor belts, feeder belts and stacker belts service for the dry and wet plants.

**b) Maintenance Scope:**

- Full conveyor belt replacement for all conveyors.
- Conveyor belt section replacement (full section change with two splices).

**2.2.2 Resources required**

Resources to be provided by the Contractor under the Contract include but are not limited to:

**a) Labour Positions**

The following positions will be required:

- To provide short-term conveyor change-out work, shutdown work, project work and Adhoc tasks via LRF(Labour Request Form).

**Table 1: Personnel Provision**

Item	Resource Type	Number of Personnel Required – Dayshift	Number of Personnel Required – Nightshift
1	Services Manager	As required by the Company	As required by the Company
2	HSE Advisor		
3	Superintendent		
4	Supervisor		
5	Site Engineer		
6	Site Admin		
7	Leading Hand		
8	Metal Trade		
9	Scraper/Belt Technician		
10	Trade Assistant		
11	Sentry		
12	Belt Splicer		

**Note:**

1. The manning numbers are determined by the Company and subject to change at the complete discretion of the Company.
2. The positions listed above are for indicative purposes only and may be subject to change.
3. In the event that there is a requirement to increase the amount of conveyor maintenance resources onsite to meet outage requirements, a Request for Services in writing will be raised and issued in accordance with section 2.2.3 by the Company representative. The Contractor will then supply suitably qualified personnel to complete the required work to a high standard and acceptable timeframe. No additional personnel will be authorised to enter the site without the approval of the Company.
4. If the cost of labour has been claimed under the long-term site-based/ daily work crew, then this labour will not be entitled to be claimed again under the short-term or LRF claim.

**b) Labour Competence**

The Contractor shall provide competent and qualified personnel and ensure they are suitably trained to perform all of the Services in strict accordance with the Company's and Contractor's codes of conduct.

Specific technical qualifications, skills and responsibilities for each labour category are:

**Table 2: Labour Competence**

Item	Resource Type	Competence Requirements
1	Supervisor	<ul style="list-style-type: none"> <li>• Mechanical Trade Qualified (Boilermaker / Fitter) within ten (10) years post-trade experience;</li> <li>• Ten (10) years of Maintenance Supervisor Experience – Mining or Heavy Engineering;</li> <li>• Australian High-Risk License including:               <ul style="list-style-type: none"> <li>➤ Safe Work at Heights</li> <li>➤ Forklift</li> <li>➤ Elevated Working Platform (EWP)</li> <li>➤ Dogman / Rigger (Preferred);</li> </ul> </li> <li>• Certificate 4 – Frontline Management (preferred / development goal);</li> <li>• Intermediate user – Microsoft Suite;</li> <li>• The Contractor Supervisor is required to manage the following responsibilities:               <ul style="list-style-type: none"> <li>➤ Manage daily timesheet completion</li> <li>➤ Safety compliance to the Company’s requirements</li> <li>➤ Manage Job Hazard Analysis (JHA) completion and quality with the workforce</li> <li>➤ Scope jobs and provide timing estimates to the Planning or Supervisor teams</li> <li>➤ Ensure personnel compliance with required competencies (ie Confined Space, Working at Heights, Rigging, Elevated Work Platforms (EWP), Forklift, etc)</li> <li>➤ Ensure equipment is maintained to an acceptable standard (ie Light Vehicles, Trucks, etc)</li> </ul> </li> </ul>
2	Belt Splicer/Belt Technician	<ul style="list-style-type: none"> <li>• Diploma in Polymer Processing (preferred / development);</li> <li>• Five (5) years’ experience in Materials Handling (Conveyor) Maintenance;</li> <li>• Australian High-Risk License including:               <ul style="list-style-type: none"> <li>➤ Safe Work at Heights</li> <li>➤ Forklift</li> <li>➤ Elevated Working Platform (EWP)</li> <li>➤ Dogman / Rigger (preferred)</li> <li>➤ Confined Space</li> </ul> </li> <li>• Expertise in Mechanical and Vulcanising Splice methods;</li> <li>• Expertise in steel cord and fabric splicing methods;</li> <li>• Competency in Pulley Lagging;</li> <li>• Competency in Rubber repairs (Hot / Cold);</li> </ul>

		<ul style="list-style-type: none"> <li>• Intermediate use – Microsoft Suite;</li> <li>• Competency in Scraper and Skirt Maintenance.</li> </ul>
3	Scraper Technician	<ul style="list-style-type: none"> <li>• Trade Qualified with five (5) years' experience on WA mine sites</li> <li>• Australian High Risk License including: <ul style="list-style-type: none"> <li>➤ Safe Work at Heights</li> <li>➤ Forklift</li> <li>➤ Elevated Working Platform (EWP)</li> <li>➤ Dogman / Rigger (preferred)</li> <li>➤ Confined Space</li> </ul> </li> </ul>
4	Mechanical Fitter	<ul style="list-style-type: none"> <li>• Trade Qualified with five (5) years' experience;</li> <li>• Five (5) years' experience in Materials Handling (Conveyor) Maintenance;</li> <li>• Australian High-Risk License including: <ul style="list-style-type: none"> <li>➤ Safe Work at Heights</li> <li>➤ Forklift</li> <li>➤ Elevated Working Platform (EWP)</li> <li>➤ Dogman / Rigger (preferred)</li> <li>➤ Confined Space</li> </ul> </li> <li>• Bearing installation and Maintenance;</li> <li>• Hydraulic and Pneumatic maintenance experience ;</li> <li>• General welding experience;</li> <li>• Intermediate user – Microsoft Suite;</li> <li>• Belt Splicing Competency (preferred / development);</li> <li>• Competency in Scraper and Skit Maintenance.</li> </ul>
8	Boilermaker	<ul style="list-style-type: none"> <li>• Trade Qualified with five (5) years' experience;</li> <li>• Five (5) years' experience in Materials Handling (Conveyor) Maintenance;</li> <li>• Australian High-Risk License including: <ul style="list-style-type: none"> <li>➤ Safe Work at Heights</li> <li>➤ Forklift</li> <li>➤ Elevated Working Platform (EWP)</li> <li>➤ Dogman / Rigger (preferred)</li> <li>➤ Confined Space</li> <li>➤ Hot Works</li> </ul> </li> <li>• Structural Welding (Fabrication experience);</li> <li>• Intermediate use – Microsoft Suite;</li> <li>• Fitting experience (preferred / development);</li> <li>• Competency in Scraper and Skirt Maintenance.</li> </ul>

### c) Plant and Equipment

The following plant and equipment will be provided for the services:

**Table 3: Plant and Equipment**

Item	Plant and Equipment	Quantity Required
1	Vulcaniser - 900mm	As required by the Company
2	Vulcaniser - 1500mm	
3	Vulcaniser – 2400mm	
4	1t Winch	
5	3t Winch	
6	Winders – 7t	
7	Winders – 25t	
8	Belt Stands – 25t	
9	Splicing Container	
10	Tooling Container	
11	Mins Spec Ute	
12	Mine Spec Truck	
13	Forklift – 7t	
14	Skid steer	
15	Water Pump	
16	Spot Vulcaniser	
17	150KVA Generator	
18	Site Office/Crib Room	
19	Workshop	

**Note:**

1. Plant and Equipment and materials will be required on an as-and-when-required basis and only payable when used with prior written approval from the Company representative;
2. The plant and equipment listed above are for indicative purposes only and may be subject to change.
3. Small tools (ie super spotter, general splicing tooling, hand tools, belt clamps etc), consumables and accessories are to be supplied by the Contractor and the Contractor shall include the costs in the labour rates.
4. Long-term site-based/daily plant and equipment used for PM work will be confirmed by the Company prior to the commencement of mobilisation. Long-term site-based plant and equipment mobilisation and demobilisation costs (one time only) shall be included in the applicable daily rates.
5. If the cost of plant or equipment has been claimed under the long-term site-based/ daily work, then this plant or equipment will not be entitled to be claimed again under the short-term or LRF claim.

#### 2.2.3 Additional Services

When a service or labour position is not in the Scope of Work of this Contract, the Company shall request additional services from the Contractor and the Contractor shall provide a fixed quote (Quote) or a cost estimate for the requested Services ('Services').

The following process must be followed for Services under this Contract:

- A request for Services will be issued in writing to the Contractor by the Company by way of Labour Request Form (LRF) or Service Order, 'work order' document, or other written document. which will detail:
  - Mobilisation and demobilisation dates

- Brief description of works
  - Trade type and quantity (day and night shifts)
  - Required licences
  - Required plant and equipment
- The Contractor shall provide detailed rates, proposed staffing levels and plant and equipment to the Company as a part of their initial quote.
  - If the rates provided are higher or lower than the base rates in this Agreement the Contractor must provide a reason for the rise or fall prior to acceptance.
  - The Company shall not be bound to accept any such Quote or use the Contractor for the Services.
  - The Contractor shall charge the Company for the Services as per the rates/price set out in the Service / Work Order only, any changes or requests for additional Services must be requested in writing and approved via issuing a revised Service / Work Order.
  - The Company will, if it is to accept the Quote, confirm so in writing to the Contractor by issue of a Work Order and Service / Purchase Order and the Contractor shall ensure that it obtains such written confirmation prior to commencing the Services.
  - The Contractor must ensure that all proposed staffing numbers are confirmed prior to the commencement of the services at a time nominated by the Company.
  - It is the responsibility of the Contractor to maintain the proposed staffing levels provided and agreed to with the Company. If for any reason out of the Contractor's control the staffing levels cannot be met, the Contractor is to notify the Company as soon as possible.

### **3 WORKING HOURS**

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The normal daily work hours on Site are 12 work hours daily including a half-hour unpaid break for lunch and two 15-minute paid breaks.

However, the Company may from time to time instruct the Contractor to work outside the normal working hours.

Contractor hours can only exceed the below table hours, if an Overtime Approval Form has been completed and signed by the Company Representative prior to the additional hours being worked. Additional hours worked must comply with the Company's and Contractors Fatigue Management Policies:

**Table 4: Maximum Chargeable Hours per Shift**

<b>Position</b>	<b>Maximum Hrs per shift</b>
Supervisor	13
Leading Hand (only if worked)	13
All Other Positions	12

### **4 CONTRACTOR REQUIREMENTS**

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The Contractor will be responsible for the following during the course of the contract:

- Supply of personal protection equipment (PPE).
- Completion of pre-start inspections, audits and reporting (when required).
- Incident and hazard reporting.
- Daily timesheets duly signed and approved by an authorised Company representative.
- Provide support documentation for all services and claims provided under the contract.
- Timesheets will need to be submitted at the end of each working day.
- Collated timesheet information must be submitted to the Company in the correct format (excel spreadsheet) by the first day of the month for the previous month's services.

- Personnel stand down for shift change (night shift to day shift only): Maximum ten (10) hours only for a shift change (night shift to day shift only) on a rostered swing. The Company will not be charged for stand down at the start and end of a roster.
- The Company will not be charged for any hire equipment without prior written approval from the Company Representative.
- The Company will not be liable for travel and will only provide return flights from Perth to Site or a return bus service from Geraldton to Site on selected days.
- The Company will not be charged for any travel time or allowances without prior written approval from the Company Representative, this approval shall be considered for each individual case only.

#### **4.1 Pre-Mobilisation**

Prior to mobilising to site, the Contractor will be required to provide to the Company the following documentation for review and approval:

- Personal Compliance Verification Form;
- Site Entry Request Form;

#### **4.2 Basic Personal Protective Equipment**

The Contractor shall provide basic PPE and as such Contractor's personnel must come to Site equipped with the following items as a minimum:

- Safety helmet (AS 1801)
- Safety Footwear (AS/NZS 2210.1)
- High Vis with reflective tape cotton Long Sleeve Shirt
- Long Leg Cotton Trousers
- Gloves (AS 2161)
- Safety Glasses (AS/NZS 1337.6)
- Hearing Protection
- Personal Isolation Locks (Red) x 5
- Drink Bottle & Cover

PPE is included in the rates and will not be paid by the Company.

## 5 SAFETY REQUIREMENTS

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All work undertaken shall be carried out with the greatest regard and attention to safety. The Occupational Health and Safety Management Plan document number 1000-HS-PLN-1001 outlines the minimum safety and health requirements to be implemented in delivery of services to the Company. The Contractor shall comply with all safety requirements of the relevant Acts, Regulations, By-Laws, Codes of Practice, Standards and other regulatory requirements.

### 5.1 General

The Contractor shall ensure that any person entering the Site has received and successfully passed the Company's induction program.

The Contractor's personnel shall carry out all work in a safe and professional manner and in accordance with the Mines Safety and Inspection Act and the regulations thereto as amended.

Daily pre-start meetings shall be attended by all Site personnel, contractors, subcontractors and the Company's site representatives.

The Contractor's personnel shall participate in the development of JHA's (Job Hazard Analysis) for specific tasks as required by the Company's safety requirements or as instructed by the Company's Site Representative.

### 5.2 Respiratory Protection Program

In designated areas of the Company's workplace, it will be a mandatory requirement to wear respiratory protection (P2 dust mask). The P2 dust masks required to be worn only provide effective respiratory protection if there is a high quality fit of the mask against the facial skin of the wearer. To ensure the maximum effectiveness of this PPE is achieved, every person who is required to wear a mask will need to have completed a quantitative fit test.

The quantitative fit test measures the protective effectiveness of the mask against inhalation of all types of airborne respirable particles under 'ideal' conditions. Ideal conditions include that the wearer is clean shaven in any area that the mask seal contacts the skin. To ensure the quality of fit, the wearer will need to remain clean shaven (i.e. daily) in the mask seal contact area to ensure the mask is providing adequate protection in alignment with Australian Standard ([AS/NZS 1715:2009](#)).

Personnel from the Contractor who are onsite on a permanent basis (i.e. on a roster or for a continuous period greater than one month) will be provided with a 3M 7500 or 6500 series half face respirator at no cost and will be fit tested by the Company at the cost of Company.

If personnel from the Contractor are leaving Site on a permanent basis, they will be required to hand back their mask to the Company. The cost (\$75.00) of any masks that are not handed back to the Company will be back charged to the Contractor.

If personnel from the Contractor wish to retain facial hair that does not facilitate the successful fit test of a 3M 7500 or 6500 half face respirator, then they can utilise a Powered Air Purifying Respirator (PAPR). The Company will not supply PAPR to personnel.

Personnel from the Contractor who are brought onsite for shutdowns or short term periods (< one month) will need to comply with this program however the Company will NOT fit test these personnel or provide them with a 3M 7500 or 6500 half face respirator. It is the responsibility of the Contractor to Fit Test all their personnel.

The Company will provide Contractor short term personnel with 3M Disposable FF 9320 P2 Respirators at no cost to the Contractor.

To comply with the program requirements, the Contractor must:

- As part of the on-boarding process provide documentation stating that a successful quantitative fit test which complies with [AS/NZS 1715:2009](#) was achieved with the 3M Disposable FF 9320 P2 Respirator which must have been completed in the past 12 months

OR

- As part of the on-boarding process provide documentation stating that a successful quantitative fit test which complies with [AS/NZS 1715:2009](#) was achieved with an alternative P2 respirator which must have been completed in the past 12 months AND provide their contractor personnel with the relevant respirators for use onsite at no cost to the Company.

Any Contactor short term personnel with facial hair that does not comply with ([AS/NZS 1715:2009](#)) requirements will need to supply their own PAPR at no cost to Company.

Any Contractor personnel who does not meet the facial hair restrictions and chooses not to shave or provide their own PAPR will be asked to leave site. Any costs incurred by the Company will be back charged to the Contractor.

### **5.3 Shutdown Contractors**

Personnel who are brought onsite for shutdowns (i.e. not on a regular roster) will need to comply with this program however the Company will NOT be in a position to fit test these personnel or provide them with a 3M 7500 half face respirator.

The Company will provide shutdown personnel with 3M Disposable FF 9320 P2 Respirators at no cost to the Contractor.

To comply with the program requirements, Contractor must:

- As part of the on boarding process provide documentation stating that a successful fit test which complies with AS/NZS 1716 was achieved with the 3M Disposable FF 9320 P2 Respirator which must have been completed in the past 12 months

OR

- As part of the on boarding process provide documentation stating that a successful fit test which complies with AS/NZS 1716 was achieved with an alternative P2 respirator which must have been completed in the past 12 months AND provide their Contractor's personnel with the relevant respirators for use onsite at no cost to the Company.

Any shutdown personnel with facial hair that does not comply with AS/NZS 1716 requirements will need to supply their own PAPR at no cost to the Company.

Any person who does not meet the facial hair restrictions and chooses not to shave or provide their own PAPR will be asked to leave site. Any costs incurred by the Company will be back charged to the contractor.

### **5.4 Health Surveillance (including medicals)**

The Contractor will provide the Company with pre-employment medicals for:

- Permanent Contractors (i.e. on a roster)
- Short Term Contractors (required to work onsite for more than one consecutive month)

The pre-employment medical will need to include the following:

- Pre-employment medical assessment
- WorkCover compliant Audiometry
- Spirometry
- Functional Musculoskeletal assessment
- Drug and alcohol screen

All pre-employment medicals must be provided to the Company before personnel arrive onsite and as such will be included in the on boarding process.

Short term personnel (i.e. not rostered or onsite less than one month) will complete a medical questionnaire / declaration as a minimum. The medical questionnaire / declaration will be provided to the Company before personnel arrive onsite and as such will be included in the on boarding process. The format and questions will need to be approved by the Company.

Note: The review process of these medicals and questionnaire/declarations still needs to be established in consultation with the Contractor and Company HSE department.

## **6 INTERFACE WITH OTHER CONTRACTORS**

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The Contractor shall co-operate where necessary with other contractors to ensure continuity of services and a safe work environment.

The Contractor will liaise with the Company's Representative with regard to all interaction with other consultants, contractors and organisations working on the project.

## **7 COMPANY SUPPLIED**

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The Company shall supply the following:

- Spares (wherever possible);
- Cranes or forklifts, rigging and scaffolding and use of EWPs (provided adequate notice is given);
- Technical details of all site conveyor belts for assisting with planning and tooling under the Contract when requested;
- Accommodation and messing for personnel at the village in accordance with the Company's site procedures;
- Air travel between Perth and the village in accordance with the approved manning numbers;
- Bus travel between Geraldton and the village in accordance with the approved manning numbers;
- Diesel fuel at the Karara Mine site in accordance with the Company's procedures;
- Site and area inductions at no cost to the Contractor;
- Medical facility at the village and Operations Site;
- Specialised PPE when required.

## **8 MOBILISATION & DEMOBILISATION**

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The Company will provide mobilisation from the following locations to the Karara Mine site:

- Perth Airport
- Geraldton Airport (Bus Service – Limited days)

The Company will arrange and provide flight or bus charters at no cost to the Contractor.

In some instances alternative arrangements will be made where there is a requirement for personnel to drive to site. This will be managed on a case by case basis with appropriate approval from the Company.

Unless approved by the Company all travel to and from site is at the Contractor or Contractor personnel's costs.

## **9 APPLICABLE DOCUMENTS**

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All work covered by this Scope of Services shall comply with the applicable statutory requirements of Federal, State and Local Authorities of Australia, and shall comply with the nominated Codes, Standards and referenced standards within these.

All work to be furnished by the Contractor shall conform to the requirements of the following documents and they shall form part of the contract.

The Contractor shall note that if there is any doubt, the hierarchy of the documents are indicated below:

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- All Statutory Authorities having jurisdiction over the works;
- This Scope of Services document;
- The latest editions of relevant Company / Principal's Standards and Specifications;
- Standard Association of Australia; and
- All other relevant publications and regulations.

Where Standards applicable to the work are not published by the Standards Association of Australia, then relevant International Standards shall apply subject to the written approval of the Company.

## 10 PROCEDURES, STANDARDS AND SPECIFICATIONS

The scope of services shall be executed in accordance with the following documents but not limited to the following documents. It shall be noted that Karara Mining Limited is in the process of upgrading their documents into Corporate Standards. The issue of an equivalent Corporate Standard shall supersede the previous project standard.

**Table 5: Document List**

Document No.	Title
CORP-HS-POL-1001	OCCUPATIONS HEALTH & SAFETY POLICY DATED APRIL 2014
CORP-HS-POL-1008	LIFE SAVING COMMITMENTS
CORP-HS-POL-1031	FATIGUE MANAGEMENT POLICY
CORP-HS-PLN-1001_5	HEALTH & SAFETY MANAGEMENT PLAN
CORP-HS-PLN-1003	EMERGENCY MANAGEMENT PLAN
CORP-HS-PLN-1011	HEALTH, SAFETY & TRAINING PRE-MOBILISATION REQUIREMENTS
CORP-HS-PRO-1008	MOBILE PLANT, EQUIPMENT AND LIGHT VEHICLE PROCEDURE
CORP-HS-PRO-1022	SITE ENTRY AND SECURITY PROCEDURE
CORP-HS-PRO-1041	OH&S RISK MANAGEMENT PROCEDURE
CORP-HS-FRM-1085	HSE CONTRACTOR PRE-QUALIFICATION QUESTIONNAIRE
1000-HS-FRM-1053	MOBILE PLANT, EQUIPMENT AND LIGHT VEHICLE ACCESS REQUEST, INSPECTION AND RISK ASSESSMENT
CORP-HS-STD-1042	STORAGE AND USE OF HAZARDOUS SUBSTANCES STANDARD
CORP-HR-POL-1013	SITE COMMUTE AND REGIONAL TRAVEL POLICY
CORP-EN-PLN-1008	FAUNA MANAGEMENT PLAN
CORP-EN-PLN-1010	DUST MANAGEMENT PLAN
CORP-EN-PLN-1011	FLORA AND VEGETATION MANAGEMENT PLAN
CORP-EN-PLN-1013	ENVIRONMENTAL WASTE MANAGEMENT PLAN

Document No.	Title
CORP-EN-PLN-1020	OPERATIONAL ENVIRONMENT MANAGEMENT PLAN
CORP-EN-FRM-1009	VEHICLE AND MOBILE EQUIPMENT WEED INSPECTION FORM
CORP-QA-SPC-1003	CONTRACTOR QUALITY REQUIREMENTS SPECIFICATION
1000-AD-FRM-1050	KML PERSONEL COMPLIANCE VERIFICATION
	KML CONTRACTOR HSEQ REQUIREMENTS
CORP-HR-POL-1006	KML CODE OF CONDUCT

## 11 KEY PERFORMANCE INDICATORS

### 11.1 General

- a) The Key Performance Indicators (KPI's) have been broken down in to separate sections, which are:
  - i. Services,
  - ii. Quality, and
  - iii. Relationship
- b) The KPIs will be assessed by the Contractor and the Company at the monthly contract review meetings.
- c) If the Company exercises its right to terminate the Contract due to unacceptable performance outlined above:
  - i. The Company will not pay the Contractor's demobilisation costs; and
  - ii. The costs of engaging another contractor to take over the Contract will be borne by the Contractor.

### 11.2 Monthly KPI's Performance Formula

The KPI items shall be scored on a weighted score which is provided in the below table and shall be calculated using the below formula per line item.

*Weighted Score × Scored Number ÷ Meets Score (3) = the weighted score*

(i.e. Scored meets the KPI criteria - 40%×3÷3=40% or exceeds KPI Criteria – 40%×5÷3=66.7% for that KPI.)

### 11.3 Monthly KPI Scoring

The following scores are used to measure the performance for this agreement:

- a) Unacceptable Performance – below 90%
- b) Acceptable Performance – 91% to 110%
- c) Outstanding Performance – above 110%

**Table 5: Key Performance Indicators**

Sections	KPI	Weighting	KPI description	Below = 0	Meets = 3	Exceeds = 5
Service	Scope of Works Compliance	40%	Performance & Compliance to the Scope of Works for this Contract	Fails to achieve an agreed preventative maintenance schedule target by the end of the month	Reaches agreed preventative maintenance schedule target by the end of the month	Exceeds agreed preventative maintenance schedule target by the end of the month
Quality	Non Conformance Reports (NCR)	40%	Completion of the works as per the Scope of Works of this Contract	more than 2 NCR's	0 NCR's	Not Applicable
Relationship	Responsiveness	20%	Maintains open communication channels and is responsive to Emergency or Breakdown repairs and maintains a close working relationship.	Communication is strained and messages are not clearly communicated with all stakeholders. Response to Urgent / Breakdowns are outside the prescribed time on an average.	Communication is appropriate, however working relationships are arm's length, there is some improvement required to meet an exceptional working relationship. Response to Urgent / Breakdowns are within the prescribed time on an average.	Clear and open communication, close working relationships with all stakeholders, timely and accurate responses to inquiries. Response to Urgent / Breakdowns are resolved the prescribed time for the response period on an average.