

PROVISION OF ELECTRICAL SERVICES
SCOPE OF WORK

Karara Mining Limited

Scope of Work

Provision of Electrical Services

06 September 2025

SYNOPSIS

Disclaimer

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1. INTRODUCTION

1.1 Purpose

It is the purpose to engage a suitably qualified and experienced Contractor to provide electrical 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 on an as and when required basis.

1.2 Background

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.

1.3 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.

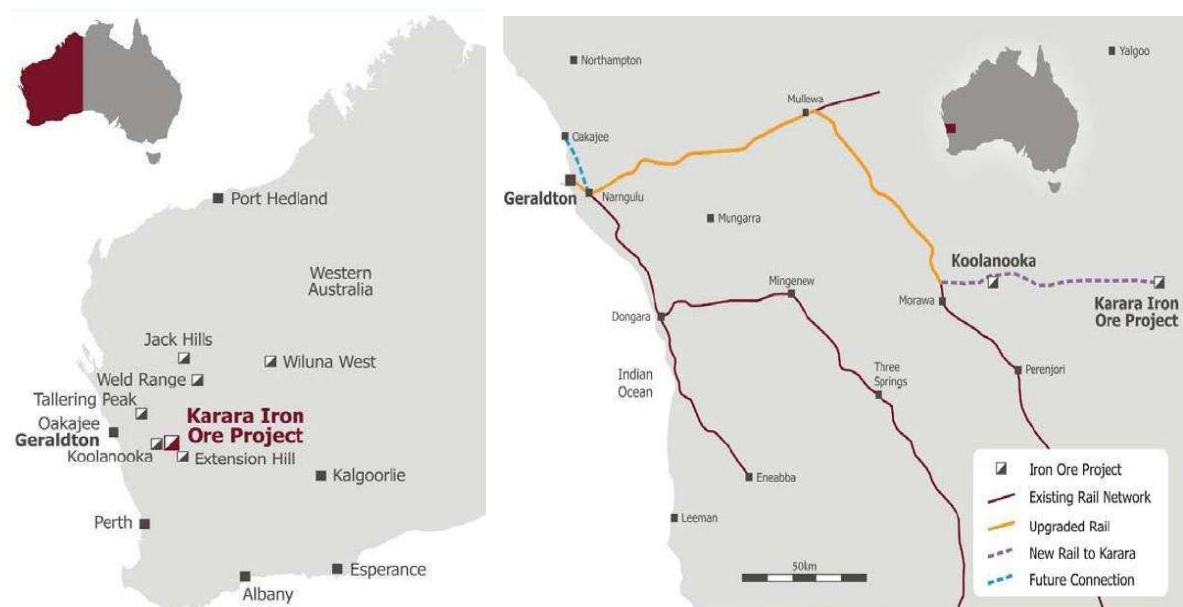


Figure 1: Location of Karara Mine Site

2. SCOPE OF WORK

2.1 General

Karara Mining Limited requires the Contractor to provide suitably qualified, experienced and competent electrical professionals to perform the Services under this Contract, on an as and when required basis.

2.2 Specific Requirements

2.2.1 Specific requirements for the Services are including but not limited to:

- a) Provision of backfill and shift coverage in relation to KML assets breakdown repairs, preventative and corrective maintenance and shutdown maintenance activities;
- b) Periodic testing and tagging;
- c) Electrical and instrumentation repairs, calibration, installation, testing, commission and faultfinding.
- d) High Voltage Operation

- e) Provision of electrical procedure for testing and/or other statutory checks (i.e. RCD test, Insulation Resistance test, etc.) These services may be required prior to conducting the physical work;
- f) Maintenance activities in relation to site refrigeration and chiller infrastructures;
- g) Electrical engineering work;
- h) PCS engineering work on mine site; and/or
- i) Other electrical work as requested by the company.

2.2.2 The Contractor shall note that:

- a) Requirements for the Services is on an as and when required basis and the quantity and frequency of the service requirements will be varied depends on business requirements;
- b) The Contractor will be required to attend the Services at short notice (ie within 48 hours) if requested by the Company Representative or the Authorised Representative(s);
- c) The Contractor shall note that the Company has no obligation to make any payments or compensation to the Contractor in the event the Company does not request Services set out in this Scope of Work;
- d) All services performed must meet the compliance with AS3000.2018, WHS Act and Regulations 2020/2022KML Standards Work Procedures (SWPs) and Health, Safety, Environmental and Quality (HSEQ) policies.

2.3 Personnel

2.3.1 Detailed requirements for each labour positions are set out as follows:

- a) **Electrical Supervisors** with Schedule 26 training and High Voltage Operation Certificate who have more than 5 years continuous working experience related to electrical installation, maintenance and commissioning supervision in mining industry;
- b) **Electricians** with High Voltage Operation Certificate and/or Cert 4 Instrumentation Certificate;
- c) **Refrigeration Technicians** with Restricted Electrical licence and Refrigerant Handling licence;
- d) **Electrical Leading Hands** with High Voltage Operation Certificate and/or Cert 4 Instrumentation Certificate;
- e) **Electrical Engineers** with 4 year bachelor degree or above in Electrical Engineering at a University following 12 years of schooling or equivalent as well as at least 3 years of electrical engineering experience in mining industry;
- f) **Processing Control System (PCS) Engineer** with Tertiary qualification or above in Electrical Engineering, Electronic, Automation Controls or Computer Science as well as at least 3 years of PCS working experience in mining industry. Particularly, working exposure to GE Rx3i PLC and SCADA is preferable.

2.3.2 Contractor must ensure their electrical professionals maintain valid licenses as recognised in Western Australia. Minimum competencies to work at Karara Mine Site are:

- a) Working at Height;
- b) Confined Space;
- c) Elevated Work Platforms (EWP) operation
- d) WA Government approved 'C' Class Driver's license.

2.4 Materials, Plant and Equipment, Consumables and Accessories

2.4.1 The Company will provide job specific materials, plant and equipment, consumables and accessories necessary to performance the Services.

2.4.2 Contractor will be required to provide the following item(s) as part of the Services:

- a) Provision of generic hand tools including multimeter (Fluke) for each electrical professionals (ie tradesmen) onsite;

2.4.3 Contractor may be required to provide the following items when directed by the Company:

- a) Provision of an appropriate service mine spec light vehicle;
- b) Provision of specialised equipment to perform the services;
- c) Provision of certain job specific materials, consumables and accessories;
- d) In the event the Contractor is required to supply the above items, the Contractor shall refer to Item 2.5 of this schedule and ensure a Service Order is provided by the Company.

2.4.4 The Contractor to note that:

- a) The Company will not be charged for any hire equipment without prior written approval from the Company Representative.
- b) The Company will not be charged for any travel time or allowances without prior written approval from the Company Representative.
- c) Travel time will be paid at an hourly flat rate as per the following if approval is given to drive Contractor owned vehicles to site:
 - i. Geraldton to and from Site – 2.5hrs travel each way;
 - ii. Perth to and from Site – 4.5hrs travel each way.

2.5 Request for Services

2.5.1 The Company shall request for services to the Contractor and the Contractor shall provide a quote (ie a lump sum fixed price or a cost estimate) for the requested services for the Company review and approval.

2.5.2 The process set out below must be followed under the Contract:

- a) A request for service will be issued in writing (ie email) to the Contractor by the Company;
- b) The Company's written request shall include the specific scope of work denoting the requirements of the Services (ie number of personnel, trades and skill sets required, service duration) and whether there will be any job specific materials, plant and equipment, consumables and accessories are required to be supplied by the Contractor to perform the services.

- c) The Contractor shall provide a response to the Company within 48 hours after the receipt of the written service request and include the following details:
- i. Confirmation of its acceptance or rejection of the service request;
 - ii. In the event the Contractor rejects to carry out the services, justification is required for the Company's acceptance;
 - iii. Provide the Company with the personnel details, qualification and competencies for Company review and acceptance;
 - iv. The Company reserve the rights to accept or decline the proposed personnel if it is not satisfied the requirements of the Company;
 - v. Specify the materials, plant and equipment, consumables and accessories are required to be supplied by the Company to enable the Contractor to perform the Services;
 - vi. In the event Contractor has any concerns or ideas to the maintenance or repairs, Contractor can provide its comments and recommendations for Company's consideration and acceptance;
 - vii. Contractor shall provide a quote either based on a lump sum fixed price or a cost estimate in accordance with the rates under this Contract for Company review and approval;
 - viii. The Company shall not be bound to accept the quotes or use the Contractor for the services;
 - ix. The Company will, if it is to accept the quote, confirm so in writing to the Contractor in form of a Service Order;
 - x. The Contractor shall always ensure that it obtains such written confirmation from the Company Representative or the Authorised Representative(s);
 - xi. The Contractor shall ensure service delivery after the acceptance of the Service Order; if there is any reason out of the Contractor's control and the services cannot be delivered, the Contractor shall notify the Company as soon as possible;
 - xii. In the events the labour positions and rates provided are not captured under this Contract, a Contract Variation may also be required to formalise the positions and rates prior to commencing the Services.

2.6 Working Hours

- a) The normal daily work hours on Site are 11.5 work hours daily with a half-hour unpaid break for lunch and two 15-minute paid break totaling 12 hour all-inclusive.
- b) However, the Company may from time to time instruct the Contractor to work outside the normal working hours.
- c) 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 1: Maximum Chargeable Hours per Shift

Position	Maximum Hours per shift
Supervisor / Shutdown Coordinator	12.5
Leading Hands	12.5 (only applicable when doing handover)
All Other Positions	11.5

3. SCOPE REQUIREMENTS AND RESPONSIBILITIES

Without limiting the obligations of the Contractor under this Contract, the following table identifies which facilities and services are provided by the Company and which facilities and services are provided by the Contractor.

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Additional explanatory notes regarding items in the table are included in the following table.

Table 2: Scope Requirements And Responsibilities

Item	Provided by the Company or Third Party	Provided by the Contractor	Notes
1. Mobilisaiton & HSE Compliance			
Pre-mobilisation documentation.		x	Refer to 3.1 of this schedule.
Provision of basic PPE to personnel		x	Refer to 3.2 of this schedule and at Contractor's cost.
Provision of specialised PPE to personnel		x	To be supplied by the Contractor and at Contractor's cost.
Pre-employment medical, health surveillance & HSE Compliances		x	Refer to 3.3 and 4.0 of this schedule and at Contractor's cost.
Site Inductions	x		
Site specific orientations, training and VOCs	x		
Transportation of personnel to and from Staging Airport		x	The Company will not be liable for interstate travel and will only provide flights from Perth or a bus service from Geraldton on selected days
Transportation of personnel between Staging Airport to Site Airport	x		In accordance with the approved manning numbers by the Company.
2. Contractor Plant and Equipment and/or Material transport from Perth to Site			
Transport between Mine Site and Perth of the Contractor's plant and equipment and /or materials	x		Shall be directed and approved by the Company and via the Company's preferred carriers and in accordance with the Company's procedures
3. Site Facilities			
Personnel Accommodation	x		In accordance with the Company's site procedures.
Personnel Accommodation furniture and fitting	x		
Personnel Accommodation damage or missing items		x	
Meals and laundry for personnel at the village	x		In accordance with the approved manning numbers by the Company.
Bus travel between the village and Operations Site	x		In accordance with the approved manning numbers.

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Bus travel between Geraldton and the village	x		In accordance with the approved manning numbers by the Company and on selected days
Transport, Vehicle at Site		x	When the Company requests to provide the vehicle.
Ablutions at Accommodation and Operations Site	x		
Ablutions supply and cleaning	x		
Medical facility at the village and Operations Site	x		
First aid facility at the village and Operations Site	x		
Cleaning and daily maintenance of office, crib and workshop	x		
4. Site Services			
Telephone, mobile and data connection		x	
Radio Communication including two way radio on Site		x	In accordance with Company specification (analogue in Processing Area).
Power for performing the Services at Site	x		Unless specified otherwise
Water for performing the Services at Site	x		Unless specified otherwise
Diesel fuel at the Karara Mine site	x		In accordance with the Company's procedures
Access of Office Space/ Crib Room/ Workshop	x		
Clearance of waste to designated area at Site		x	
Waste removal from Site	x		
Availability for meeting with the Company		x	Refer to 3.5 of this schedule
Daily timesheets and its supporting documents		x	Refer to 3.4 of this schedule
Incident and hazard reporting		x	
Pre-start inspection		x	When required
Planning and Reporting		x	When required
Equipment Maintenance Record		x	When required
5. Mine Site Plant and Equipment, Materials, Spares, Consumables and Accessories			
Generic hand tools to perform the Services		x	Responsibility of the care and maintenance of these tools is with

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			the Contractor; replacement of the tools must be at no cost to the Company irrespective of cause for replacement (i.e. loss of damage) except malicious or negligent acts by Company's employees.
Cranage, rigging and scaffolding assistance and use of EWP's	x		Providing adequate notice is given to the Company Representative.
Job specific materials, spares, consumables and accessories will be supplied by the Company wherever possible.	x		The Company may require the Contractor to provide certain job specific material, spares, consumables and accessories.

3.1 Pre-Mobilisation

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

- a) Personal Compliance Verification (PCV) Form.
- b) Site Entry Request Form.
- c) Intent to commence Electrical Installation form for all new Electrical trades.
- d) A Labour Request Form (LRF) signed by the Company must be received by the Contractor before any labour can be sent to site.

3.2 Personal Protective Equipment (PPE)

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

- a) Safety helmet (AS 1801)
- b) Safety Footwear (AS/NZS 2210.1)
- c) High Vis with reflective tape cotton Long Sleeve Shirt
- d) Long Leg Cotton Trousers
- e) Jumper/Jacket as required
- f) Gloves (AS 2161)
- g) Safety Glasses (clear and Dark) (AS/NZS 1337.6)
- h) Hearing Protection
- i) Personal Isolation Locks (Red) x 5
- j) Drink Bottle & Cover
- k) Working at Heights Harness (AS/NZS 1891)

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

3.3 Health Surveillance (including medicals)

- a) Pre-employment medical assessments are applicable to the following personnel:
 - i. Personnel on a roster; or
 - ii. Personnel who is required to work onsite for more than one (1) consecutive month.
- b) The cost of pre-employment medicals assessment shall be at the cost of the Contractor.
- c) The pre-employment medical will need to include the following but not limited to:
 - i. Pre-employment medical assessment
 - ii. WorkCover compliant Audiometry

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- iii. Spirometry
- iv. Functional Musculoskeletal assessment
- v. Drug and alcohol screen
- d) 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.
- e) Spirometry and WorkCover compliant Audiometry are to be monitored and testing conducted annually at no cost to the Company.
- f) Short-term personnel (i.e. none 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 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.

3.4 Daily timesheets and its supporting documents

- a) Timesheet shall be duly signed and approved by an authorised representative;
- b) Supporting documentation for all services and claims are required to be provided;
- c) 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.

3.5 Reporting and Site Meetings

- a) All Contractor personnel whilst on site shall attend all safety meetings and any other meetings required by the Company Representative for the duration of the Contract. The personnel may be required to attend regular meetings including but not limited to:
 - i. Pre-start meetings;
 - ii. Shutdown meetings;
 - iii. Safety meetings; and
 - iv. Maintenance and planning meetings.
- b) A six (6) monthly Contractor's Performance Review meeting are to be held on a day that is agreed by the Contractor and Company Representatives.
- c) Reports throughout the term of the Contract for any other issues or requirement that arise as required and requested by the Company Representative.

4. HEALTH SAFETY AND ENVIRONMENT MANAGEMENT

All work undertaken shall be carried out with the greatest regard and attention to safety. The Occupational Health and Safety Management Plan document number CORP-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.

4.1 General

The Contractor shall be responsible for the compliance with:

- a) Company's Site Safety and Environmental procedures.

- b) Providing all necessary health and safety information and records for supplies and equipment brought to Site such as safety data sheets, emergency procedures, safety plans and operational plans.
- c) JHA's (Job Hazard Analysis) sheets must be prepared for non routine tasks and where preliminary risk assessment directs to a JHA.
- d) Safety, environment and community relations prequalification to be completed by all sub-contractors mobilising to site.
- e) Complete the works in accordance with Company site's policies, procedures and standards. This includes, but is not limited to, the following:
 - i. Partake in a Construction Risk Assessment Workshop (CRAW) with the Company Representative prior to the commencement of the works.
 - ii. Hold daily Pre-Start meetings at the start of each shift.
 - iii. Strict adherence to the Life Saving Commitments
- f) All Contractor personnel must attend weekly Tool Box meeting.
- g) All site personnel must attend Company's site specific inductions prior to commencing any work on site.
- h) Carry out the works in a safe manner.
- i) Report all incidents within current working shift.
- j) Operators must have competency based records for the equipment being used.
- k) The Contractor must abide by all relevant Acts or Statutes of Parliament, Regulations, By-Laws or Orders relating to the safety of persons and property on or about the site. The works will be performed on a mine site and will be subject to Company's Safety Guidelines and Mines Regulations Act.

4.2 Personnel

- a) The Contractor shall provide proof of compliance to Company's Drugs and Alcohol policy for all personnel employed under the Contractor as well as providing competency based records for all site personnel. This includes all site access requirements and clearances.
- b) Please note that Karara mine Site conducts random and blanket drugs testing with zero tolerance.
- c) The Contractor shall only supply personnel fit for work and deemed qualified or suitably skilled for the work they are undertaking.
- d) The Contractor must maintain at all times full supervision of the works by a competent supervisor experienced in this type of work. All supervisors and subcontractors must be approved by the Company before they are engaged.
- e) Equipment operators, high risk workers and skilled workers such as welders/mechanical fitters must provide proof of qualification and shall have a Verification of Competency (where required) prior to commencing work.
- f) Personnel completing high risk work must hold a current License to Perform High Risk Work issued by Work Safe Western Australia and have completed the Company requirements for Verification of Competency.

4.3 Equipment and Machinery

All equipment must be in good condition, appropriately serviced/inspected and have relevant statutory certifications where required. All equipment must arrive onsite with completed logbooks, inspection and certification records and associated registers. Any equipment failing to meet the Company's requirements will be tagged out of service and shall not be used at Karara Mine Site until it is deemed safe to do so by the Company.

4.4 Respiratory Protection Program

4.4.1 General Requirements

- a) 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.
- b) 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).

4.4.2 Personnel onsite on a permanent basis

- a) 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.
- b) 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.
- c) 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.
- d) The Company will fit test all permanent roster based personnel from the Contractor every 12 months in compliance with AS/NZS 1715:2009 at no cost to the Contractor.

4.4.3 Personnel onsite for shutdown or short term periods

Personnel from the Contractor who are brought onsite for shutdowns or short term periods (less than 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.

- a) 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:
 - i. 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
 - ii. 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 Contractor 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.

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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.

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.

- b) 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 companies must:
- i. 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
 - ii. 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 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. INTERFACE WITH OTHER CONTRACTORS

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 Site.

6. APPLICABLE DOCUMENTS

- a) All work covered by this Scope of Work 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.
- b) 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.
- c) The Contractor shall note that if there is any doubt, the hierarchy of the documents are indicated below:
 - i. All Statutory Authorities having jurisdiction over the works;
 - ii. This Scope of Works document;
 - iii. The latest editions of relevant Company's Standards and Specifications;
 - iv. Standards Association of Australia; and
 - v. All other relevant publications and regulations.
- d) 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.

7. PROCEDURES, STANDARDS AND SPECIFICATIONS

The scope of services shall be executed in accordance with the following documents but not limited to the following documents.

Table 3: Procedures, Standards and Specifications

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	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
1000-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
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

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Document No.	Title
1000-AD-FRM-1050	KML PERSONEL COMPLIANCE VERIFICATION

8. KEY PERFORMANCE INDICATORS (KPI'S)**8.1 General**

- a) The Key Performance Indicators (KPI's) has 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.

8.2 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.

$Weighted\ Score \times Scored\ Number \div Meets\ Score\ (3) = the\ weighted\ score$

(i.e. Scored meets the KPI criteria - $35\% \times 3 \div 3 = 35\%$ or exceeds KPI Criteria – $35\% \times 5 \div 3 = 58\%$ for that KPI.)

8.3 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%

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Table 4: 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.	<p>Communication is strained and messages are not clearly communicated with all stakeholders.</p> <p>Response to Urgent / Breakdowns are outside the prescribed time on an average.</p>	<p>Communication is appropriate, however working relationships are arm's length, there is some improvement required to meet an exceptional working relationship.</p> <p>Response to Urgent / Breakdowns are within the prescribed time on an average.</p>	<p>Clear and open communication, close working relationships with all stakeholders, timely and accurate responses to inquiries.</p> <p>Response to Urgent / Breakdowns are resolved the prescribed time for the response period on an average.</p>