

**ANNEXURE B
PENALTY SCHEDULE**

No.	Executive Wellness primary service offering	Requirement	Service Level Target	Service Level Failure	% of Amount at Risk
1.	Executive Wellness Programme				
	Make contact with each executive to set-up a mutually agreeable time for the assessment once the Service Provider has received the list from SARS.	Within 5 (five) days of receiving SARS's request.	5 days	>5 days	80%
	Comprehensive assessments should be completed in one full day	As per Performance Schedule	95%	<95%	80%
	Provide a detailed personal report to the employee	Within 7 (seven) days of completion of assessments.	7 days	>7 days	90%
2.	Programme Management and Coordination				
	Conduct a needs assessment and Project Plan	As per Performance Schedule	30 days	<30 days	80%
	Attendance of all Scheduled Meetings	As per Performance Schedule	100%	<100%	80%
	Attendance of <i>ad hoc</i> meetings	Attendance – with adequate notice	100%	<80%	60%
	Attendance of performance reviews by SARS	As per Performance Schedule	100%	<100%	80%
	Complaints procedure	As per Performance Schedule	100%	<100%	40%
	Substitution of staff procedure	As per Performance Schedule	100%	<100%	60%
	Programme Management	Uninterrupted Services	100%	<100%	60%
	Reports	100% submission of required Reports	100%	<100%	80%
	Report format	As per prescribed format. See Clause 10.2 of the Services Agreement and Annexure A, Part A, paragraph 3 at number 2.	100%	<90%	60%
	Performance monitoring	On-going	100%	<100%	80%

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	Comprehensive assessments should be completed in one full day	As per Performance Schedule	95%	<95%	80%
	Provide a detailed personal report to the employee	Within 7 (seven) days of completion of assessments.	7 days	>7 days	90%
	Performance report	Monthly	100%	<100%	80% *