**ANNEXURE B: PENALTY SCHEDULE**

Failure to adhere to the Service Level Targets set out in the Penalty Schedule , read together with Annexure ( the Performance Schedule) in respect of any component of the service, shall entitle SARS to a service Credit where such non-compliance constitutes a Service Level Failure. Service Credits are indicated as a percentage of the total Amount at Risk (AAR).

The approach in the application of the penalty Schedule will consider the classification of the problem, service failure and overall impact to the employer and employees of SARS. In instance where the Services Level is determined by a turn-around time, penalties will only become payable where there are 3 or more service failure incidents, of a similar nature in any month.

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| **Problem Type** | **Level** | **Determined by impact** | **Non-adherence** |
| Critical | 1 | Business critical financial or operational impact and /or reputational risk | Possible termination |
| Serious | 2 | Serious financial –or operational impact and /or reputational risk | Possible termination |
| Moderate | 3 | Moderate financial - or operational impact and /or reputational risk | Warning |
| Minor | 4 | Minor operational impact ,no financial impact or reputational risk | Warning |

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| **No** | **Wellness Primary service offering** | **Requirement** | **Problem Classification** | **Service Level Target** | **Service Level Failure** | **% of amount at Risk** |
| 1 | Employee Assistance Programme | | | | | |
|  |  |  |  |  | 4 monthly reviews. Calculations of points |
| Call Centre | Percentage of calls able to connect to the toll free number | Critical | 99% | <99% | 80% Accumulated and allow for remedial action. Letter. Point system: above 20 serious; 10 moderate |
| Percentage of calls picked up within 30 (thirty) seconds | Moderate | 99% | <99% | 60% |
| Percentage of calls placed on hold ( or queued ) assisted within 1 (one) minute | Moderate | 99% | <99% | 60% |
| Percentage of ‘Please call me’ and email service response within 24 hours | Minor | 99% | <99% | 40% |
| 2 | Website | SARS Wellness Management Websites activated within 30 days of contract commencement | Moderate | 100% | <100% | 60% |
| Website accessible and functional at all times | Moderate | 99% | <99% | 60% |
| Content reviewed and updated regularly | Minor | Monthly | <Monthly | 40% |
| Auto response of emails sent to Dedicated email address | Minor | 4 hours | >4 hours | 40% |
| Telephonic counselling | As per Performance Schedule | Moderate | Immediately | No access | 80% |
| Face to face counselling | As per Performance Schedule | Moderate | 7 hours | >8 hours | 60% |
| Trauma de-briefing | As per Performance Schedule | Critical | 24 hours | >24 hours | 80% |
| Money Management | As per Performance Schedule | Minor | Immediately | No access | 40% |
| Legal Advice | As per Performance Schedule | Moderate | Immediately | No access | 40% |
| Family care | As per Performance Schedule | Moderate | Immediately | No access | 40% |
| Formal referrals by managers | As per Performance Schedule | Moderate | 48 hours | >48hours | 60% |
| 3 | **Marketing and Wellness Campaigns Programmes** | | | | | |
| Health Calendar Events | Per month as per agreed schedule | Serious | Events per month | < events per month | 80% |
| Proposal for Health Calendar days | Within 10 (ten) days after receiving SARS’s list of activities for the specific Health Calendar Day | Moderate | 10 days | <10 days | 60% |
| Speaker suitably qualified | As deemed by Service Provider | Minor | 100% | <100% | 40% |
| Industrial Theatre | As per agreed schedule | Minor | 100% | <100% | 40% |
| Promotional material submitted to SARS for approval | 10 (ten) days prior to date of utilisation thereof | Minor | 100% | <100% | 40% |
| Promotional material available at Health Calendar Days | Presence of material when events are due | Minor | 100% | <100% | 40% |
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| 4 | **Programme Management and Coordination** | | | | | |
| Implementation plan | As per Performance Schedule | Critical | 30 days | <30 days | 80% |
| Training Sessions/Workshops | Facilitate as requested by SARS | Moderate | 14 days | <14 days | 60% |
| Attendance of scheduled Meetings | As per Performance Schedule | Critical | 100% | <100% | 80% |
| Attendance of ad hoc meetings | Attendance –with adequate notice | Moderate | 100% | <80% | 60% |
| Attendance of performance reviews by SARS | As per Performance Schedule | Critical | 100% | <100% | 80% |
| Complaints procedure | As per Performance Schedule | Minor | 100% | <100% | 40% |
| Substitution of staff procedure | As per Performance Schedule | Moderate | 100% | <100% | 60% |
| Programme management | Uninterrupted services | Moderate | 100% | <100% | 60% |
| Reports | 100% submission of required Reports per agreed timeframes | Critical | 100% | <100% | 80% |
| Report format | As per prescribed format | Moderate | 100% | <90% | 60% |
| Performance monitoring | On-going | Critical | 100% | <100% | 80% |
| Performance report | Monthly | Critical | 100% | <100% | 80% |

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| **Escalation Procedures** |

Service Provider’s Escalation Channels

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| --- | --- | --- | --- |
| **POSITION & PROBLEM LEVEL** | **NAME** | **EMAIL ADDRESS** | **CONTACT NUMBER** |
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SARS’ Escalation Channels

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| --- | --- | --- | --- |
| **POSITION & PROBLEM LEVEL** | **NAME** | **EMAIL ADDRESS** | **CONTACT NUMBER** |
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