**ANNEXURE B: SERVICE LEVELS AND PENALTY SCHEDULE**

Failure to adhere to the Service Level Targets set out in this Annexure 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).

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **1.** | **2.** | **3.** | **4.** | **5.** | **6.** |
|  | **Salary and Benefits Benchmarking** | **Requirement** | **Service**  **Level Target** | **Service Level Failure** | **% Penalty (Service Credit)** |
| 1 | National Salary Survey (including the Industries as indicated under Nr 2 in the Technical Evaluation) | * Collect and analyse the data as per the survey timelines indicated by the provider * Report on the data: must be available online as and when the client requires it. * The client must be able to access this anytime, and do their own extract as per their requirements at the time (can include or exclude jobs, industries, age data, etc) | 100% of the Requirement met | Less than 100% | 20% of total invoice for National Salary Survey |
| 2 | Salary and Wage movement survey | * Collect and analyse the data as per the survey timelines indicated by the provider * Report on the data at least once per annum (or more times if applicable) : must include a breakdown of all the levels (grading) and indicate industry specific where data allows | 100% of the Requirement met | Less than 100% | 20 % of total invoice for Salary and Wage movement survey |
| 3 | STI Survey | * Collect and analyse the data as per the survey timelines indicated by the provider * Report on the data at least every two years: must include a breakdown of all the levels (grading) and indicate industry specific where data allows | 100% of the Requirement met | Less than 100% | 20 % of total invoice for STI Survey |
| 4 | Benefits Survey | * Collect and analyse the data as per the survey timelines indicated by the provider * Report on the data at least every three years: must include a breakdown of all the levels (grading) and indicate industry specific where data allows | 100% of the Requirement met | Less than 100% | 20 % of total invoice for Benefits Survey |

SARS’ Escalation Channels

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