



BERGRIVIER MUNICIPALITY

PERFORMANCE AGREEMENT

MADE AND ENTERED INTO BY AND BETWEEN:

THE BERGRIVIER MUNICIPALITY

HEREIN REPRESENTED BY THE MUNICIPAL MANAGER

ADV HANLIE LINDE

(ID 700411 0082 083)

(Herein and after referred to as Employer)

AND

AUGUST CHRISTOFFEL KOCH

(ID 620710 5128 081)

DIRECTOR TECHNICAL SERVICES

(Herein and after referred to as Employee)

FOR THE FINANCIAL YEAR

Period 1 July 2020 – 30 June 2021

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THE PARTIES HEREBY AGREE AS FOLLOWS:

1. INTRODUCTION

1.1 The Employer has entered into a contract of employment with the Employee in terms of section 57(1)(a) of the Local Government: Municipal Systems Act 32 of 2000 ("the Systems Act"). The Employer and the Employee are hereinafter referred to as "the Parties".

1.2 Section 57(1) (b) of the Systems Act, read with the Contract of Employment concluded between the parties, requires the parties to conclude an Annual Performance Agreement.

1.3 The parties wish to ensure that they are clear about the goals to be achieved, and secure the commitment of the Employee to a set of outcomes that will secure Local Government policy goals.

2. PURPOSE OF THIS AGREEMENT

The purpose of this agreement is to:

2.1 Comply with the provisions of Section 57(1)(b), (4B) and (5) of the Systems Act, and the Municipal Performance Regulations for Municipal Managers and Managers directly accountable to Municipal Managers (2006) as amended by the Regulations on Appointment and Conditions of Employment of Senior Managers (2014), as well as the Contract of Employment entered into between the parties;

2.2 Specify objectives and targets defined and agreed with the Employee and to communicate to the Employee the Employer's expectations of the Employee's performance and accountabilities in alignment with the Integrated Development Plan, Service Delivery and Budget Implementation Plan (SDBIP) and the Budget of the Employer;

2.3 Specify accountabilities as set out in the Performance Plan which is appended to this agreement as **ANNEXURE A**;

2.4 Monitor and measure performance against set targeted outputs;



PERFORMANCE AGREEMENT: DIRECTOR TECHNICAL SERVICES 2020/21

- 2.5 Use the Performance Agreement and Performance Plan as the basis to assess whether the Employee has met the performance expectations applicable to his job; and
- 2.6 Give effect to the Employer's commitment to a performance-orientated relationship with the Employee in attaining equitable and improved service delivery.

3. COMMENCEMENT AND DURATION

- 3.1 This Agreement will commence on 1 July 2020 and will remain in force until 30 June 2021 where after a new Performance Agreement shall be concluded between the parties for the next financial year.
- 3.2 The parties will review the provisions of this Agreement during June each year. The parties will conclude a new Performance Agreement that replaces this Agreement by not later than the 31st July of each successive financial year or any portion thereof.
- 3.3 This Agreement will terminate on the termination of the Employee's contract of employment for any legal reason.
- 3.4 The content of this Agreement may be revised at any time during the abovementioned period to determine the applicability of the matters agreed upon.

4. PERFORMANCE OBJECTIVES

- 4.1 The Performance Plan is attached as **ANNEXURE A**, and sets out:
 - 4.1.1 The performance objectives and targets that must be met by the Employee; and
 - 4.1.2 The time frames within which those performance objectives and targets must be met.
- 4.2 The performance objectives reflected in **ANNEXURE A** are set by the Employer in consultation with the Employee and based on the Integrated Development Plan, Service Delivery and Budget Implementation Plan (SDBIP) and the Budget of the Employer, and shall include key performance indicators, units of measure,



PERFORMANCE AGREEMENT: DIRECTOR TECHNICAL SERVICES 2020/21

details of evidence that must be provided to show that the indicator has been achieved, target dates and weightings which show the relative importance of key performance indicators to one another.

- 4.3 The Employee's performance will, in addition, be measured in terms of contributions to the goals and strategies set out in the Employer's Integrated Development Plan.

5. PERFORMANCE MANAGEMENT SYSTEM

- 5.1 The Employee agrees to participate in the performance management system that the Employer adopts or introduces for the Employer, management and municipal staff of the Employer.
- 5.2 The Employee accepts that the purpose of the performance management system will be to provide a comprehensive system with specific performance standards to assist the Employer, management and municipal staff to perform to the standards required.
- 5.3 The Employer will consult the Employee about the specific performance standards that will be included in the performance management system as applicable to the Employee.
- 5.4 The Employee undertakes to actively focus on the promotion and implementation of the KPA's (including special projects relevant to the Employee's responsibilities) within the local government framework.
- 5.5 The criteria upon which the performance of the Employee shall be assessed shall consist of two components, both of which are contained in this Performance Agreement.
- 5.5.1 The Employee must be assessed against both components, with a weighting of 80:20 allocated to the Key Performance Areas (KPA's) and Competencies respectively
- 5.5.2 Each area of assessment will be weighted and will contribute a specific part to the total score.



PERFORMANCE AGREEMENT: DIRECTOR TECHNICAL SERVICES 2020/21

5.5.3 KPA's covering the main areas of work will account for 80% and Competencies will account for 20% of the final assessment.

5.6 The Employee's assessment will be based on his performance in terms of the outputs/outcomes (performance indicators) identified as per attached Performance Plan (**ANNEXURE A**), which are linked to the KPA's, and will constitute 80% of the overall assessment result as per the weightings agreed to between the Employer and Employee. The competencies will make up the other 20% of the Employee's assessment score.

| Key Performance Area | No | % |
|---|---|-------------|
| As per the National Key Performance Areas: | | |
| Municipal Transformation and Organisational Development | 23 KPI's x 3,478 % | 80% |
| Local Economic Development | | |
| Municipal Financial Viability and Management | | |
| Good Governance, Public Participation | | |
| Core competencies | 12 | 20% |
| Total | | 100% |

5.7 The competency framework as set out in the Regulations on Appointment and Conditions of Employment of Senior Managers (17 January 2014) consists of six leading competencies which comprise twenty driving competencies that communicate what is expected for effective performance in local government, and six core competencies that act as drivers to ensure that the leading competencies are executed at an optimal level.

| LEADING COMPETENCIES | DRIVING COMPETENCIES |
|---------------------------------------|---|
| 1. Strategic Direction and Leadership | <ul style="list-style-type: none"> • Impact and Influence • Institutional Performance Management • Strategic Planning and Management • Organisational Awareness |
| 2. People Management | <ul style="list-style-type: none"> • Human Capital Planning and Development • Diversity Management • Employee Relations Management • Negotiation and Dispute Management |
| 3. Program and Project Management | <ul style="list-style-type: none"> • Program and Project Planning and Implementation • Service Delivery Management • Program and Project Monitoring and Evaluation |

PERFORMANCE AGREEMENT: DIRECTOR TECHNICAL SERVICES 2020/21

| | | |
|--------------------------|--------------------------------------|---|
| 4. | Financial Management | <ul style="list-style-type: none"> • Budget Planning and Execution • Financial Strategy and Delivery • Financial Reporting and Monitoring |
| 5. | Change Leadership | <ul style="list-style-type: none"> • Change Vision and Strategy • Process Design and Improvement • Change Impact Monitoring and Evaluation |
| 6. | Governance Leadership | <ul style="list-style-type: none"> • Policy Formulation • Risk and Compliance Management • Cooperative Governance |
| CORE COMPETENCIES | | |
| 7. | Moral Competence | |
| 8. | Planning and Organising | |
| 9. | Analysis and Innovation | |
| 10. | Knowledge and Information Management | |
| 11. | Communication | |
| 12. | Results and Quality Focus | |

5.8 There is no hierarchical connotation to the competencies and all are essential to the role of a senior manager to influence high performance. All competencies will therefore be considered as measurable and critical in assessing the level of the Employees performance.

6. PERFORMANCE ASSESSMENT

6.1 The Employee’s performance will be measured in terms of contributions to the goals and strategies set out in the Employer’s Integrated Development Plan (IDP);

6.2 The Employee will submit his self-assessment to the Employer prior to the formal assessment;

6.3 . Performance assessments will entail:

6.3.1 Assessment of the achievement of results as outlined in the performance plan (**ANNEXURE A**):

6.3.1.1 Each KPI shall be assessed according to the extent to which the specified standards or performance targets have been met and

PERFORMANCE AGREEMENT: DIRECTOR TECHNICAL SERVICES 2020/21

with due regard to ad-hoc tasks that had to be performed under the KPI.

6.3.1.2 The assessment of the performance of the Employee will be based on the following rating scale for KPI's:

| Rating | Terminology | Description |
|--------|--|--|
| 5 | Outstanding performance | Performance far exceeds the standard expected of an employee at this level. The appraisal indicates that the Employee has achieved above fully effective results against all performance criteria and indicators as specified in the Performance Plan and maintained this in all areas of responsibility throughout the year. |
| 4 | Performance significantly above expectations | Performance is significantly higher than the standard expected in the job. The appraisal indicates that the Employee has achieved above fully effective results against more than half of the performance criteria and indicators and fully achieved all others throughout the year. |
| 3 | Fully effective | Performance fully meets the standards expected in all areas of the job. The appraisal indicates that the Employee has fully achieved effective results against all significant performance criteria and indicators as specified in the Performance Plan. |
| 2 | Not fully effective | Performance is below the standard required for the job in key areas. Performance meets some of the standards expected for the job. The appraisal indicates that the Employee has achieved below fully effective results against more than half the key performance criteria and indicators as specified in the Performance Plan. |
| 1 | Unacceptable performance | Performance does not meet the standard expected for the job. The appraisal indicates that the Employee has achieved below fully effective results against almost all of the performance criteria and indicators as specified in the Performance Plan. The Employee has failed to demonstrate the commitment or ability to bring performance up to the level expected in the job despite management efforts to encourage improvement. |

PERFORMANCE AGREEMENT: DIRECTOR TECHNICAL SERVICES 2020/21

6.3.1.3 The rating will then be multiplied by the weighting to calculate the final score;

6.3.1.4 An overall rating will be calculated based on the total of the individual ratings calculated above.

6.3.1.5 In the instance where the employee could not perform due to reasons outside the control of the employer and employee, the KPI will not be considered during the evaluation. The employee should provide sufficient evidence in such instances; and

6.3.2 Assessment of competencies

6.3.2.1 Each competency shall be assessed according to the extent to which the specified standards for the required proficiency level have been met;

6.3.2.2 The assessment of the performance of the Employee will be based on the following rating scale for Competencies:

| Rating | Achievement level | Description |
|--------|-------------------|---|
| 2 | Basic | Applies basic concepts, methods, and understanding of local government operations, but requires supervision and development intervention |
| 3 | Competent | Develops and applies more progressive concepts, methods and understanding. Plans and guides the work of others and executes progressive analyses |
| 4 | Advanced | Develops and applies complex concepts, methods and understanding. Effectively directs and leads a group and executes in- depth analyses |
| 5 | Superior | Has a comprehensive understanding of local government operations, critical in shaping strategic direction and change, develops and applies comprehensive concepts and methods |

6.3.2.3 The rating will then be multiplied by the weighting to calculate the final score. Each competency shall carry an equal weighting;

PERFORMANCE AGREEMENT: DIRECTOR TECHNICAL SERVICES 2020/21

6.3.2.4 A full description of achievement levels per competency is attached as **ANNEXURE B**.

6.3.3 Overall rating

An overall rating is calculated by combining the rating from 6.3.1 and 6.3.2 above. Such overall rating represents the outcome of the performance appraisal.

6.4 For purposes of appraising the performance of the Employee, an evaluation panel constituted of the following persons will be established, as mutually agreed upon:

6.4.1 Municipal Manager;

6.4.2 Chairperson of the Performance Audit Committee or the Audit Committee in the absence of an Performance Audit Committee;

6.4.3 Municipal Manager from another municipality; and

6.4.4 Member of the Mayoral Committee (Portfolio Chairperson).

7 SCHEDULE FOR PERFORMANCE REVIEWS

7.1 The performance of each Employee in relation to his performance agreement shall be reviewed on the following dates:

| Quarter | Review Period | Review to be completed by |
|---------|--|--|
| 1 | July 2020 – September 2020 | December 2020 (informal) |
| 2 | October 2020 – December 2020 as part of 6 months evaluation for 1 July 2020 – 31 December 2020 | March 2021 (Half-year Panel Assessment) |
| 3 | January 2021 – June 2021 | June 2021 (informal) |
| 4 | April 2021 – June 2021 as part of 12 months evaluation for 1 July 2020 – 30 June 2021 | September 2021 (Year-end Panel Assessment) |
| | | |

7.2 Despite the establishment of agreed intervals for evaluation, the Employer may in addition review the Employee's performance at any stage while the contract of employment remains in force;



- 7.3 Performance reviews in the first and third quarter may be verbal if performance is deemed to be satisfactory by the Municipal Manager. In the event of unsatisfactory performance a panel evaluation shall be convened;
- 7.4 The Employer shall keep a record of the mid-year, year-end and any other assessment meetings where a panel evaluation is convened;
- 7.5 Performance feedback shall be based on the Employer's assessment of the Employee's performance;
- 7.6 The Employer will be entitled to review and make reasonable changes to the provisions of **ANNEXURE A** from time to time for operational reasons. The Employee will be fully consulted before any such change is made; and
- 7.7 The Employer may amend the provisions of **ANNEXURE A** whenever the performance management system is adopted, implemented and/or amended as the case may be. In that case, the Employee will be fully consulted before any such change is made.

8 DEVELOPMENTAL REQUIREMENTS

- 8.1 Personal growth and development needs identified during any performance appraisal discussion must be documented in a Personal Development Plan as well as the actions agreed to and implementation must take place within set time frames;
- 8.2 The Personal Development Plan (PDP) for addressing developmental gaps must be developed, if deemed necessary in individual cases in consultation with the employee, the Portfolio Councillor and the Municipal Manager.

9 OBLIGATIONS OF THE EMPLOYER

The Employer shall-

- 9.1 Create an enabling environment to facilitate effective performance by the employee;
- 9.2 Provide access to skills development and capacity building opportunities;
- 9.3 Work collaboratively with the Employee to solve problems and generate solutions to common problems that may impact on the performance of the Employee;
- 9.4 On the request of the Employee delegate such powers reasonably required by the



PERFORMANCE AGREEMENT: DIRECTOR TECHNICAL SERVICES 2020/21

Employee to enable him to meet the performance objectives and targets established in terms of this Agreement; and

- 9.5 Make available to the Employee such resources as the Employee may reasonable require from time to time assisting him to meet the performance objectives and targets established in terms of this Agreement.

10 CONSULTATION

- 10.1 The Employer agrees to consult the Employee timeously where the exercising of powers will have amongst others-
- 10.1.1 A direct effect on the performance of any of the Employee's functions;
 - 10.1.2 Commit the Employee to implement or to give effect to a decision made by the Employer; and
 - 10.1.3 A substantial financial effect on the Employer.
- 10.2 The Employer agrees to inform the Employee of the outcome of any decisions taken pursuant to the exercise of powers contemplated in clause 10.1 as soon as is practical to enable the Employee to take any necessary action.

11 REWARD

- 11.1 The employer and employee agree that a performance bonus ranging from 5% - 14% of the all-inclusive remuneration package will be paid to the employee for recognition of outstanding performance in terms of section 32 of the Local Government: Municipal Performance Regulations for Municipal Managers and Managers directly accountable to Municipal Managers, 2006 as amended.
- 11.2 The payment of the performance bonus is determined by the performance score obtained during the full financial year evaluation done during September-month following the end of the relevant financial year.
- 11.3 The performance bonus will be awarded pro-rata according to the period of this agreement based on the following:



PERFORMANCE AGREEMENT: DIRECTOR TECHNICAL SERVICES 2020/21

| Performance Rating | | Bonus Calculation |
|---------------------------|-----------------------|------------------------------|
| 0% - 64% | Poor Performance | 0% of all-inclusive package |
| 65% - 69% | Average Performance | 5% of all-inclusive package |
| 70% - 74% | Fair Performance | 9% of all-inclusive package |
| 75% - 79% | Good Performance | 11% of all-inclusive package |
| 80% - 100% | Excellent Performance | 14% of all-inclusive package |

- 11.4 The employer's performance management is done on the IGNITE system where the calculations specified in section 32 of the Municipal Performance Regulations have been converted to the Performance Ratings specified in 11.3 above. This has been tested by IGNITE with the Auditor General.
- 11.5 In the event of the Employee terminating his services during the validity of this Performance Agreement, the Employee's performance will be evaluated during the normal full financial year evaluation in September for the period during which he was employed. The employee will be entitled to a pro-rata performance bonus based on his evaluated performance rating for the period of actual service but subject to the following suspensive conditions:
- 11.5.1 That the period of actual service is at least three (3) months of the financial year; and
- 11.5.2 That he attends the performance evaluation in person.
- 11.6 The Employer will submit the total scores of the annual assessment and of the Employee to the Executive Mayoral Committee for purposes of recommending the performance bonus allocation.

12 MANAGEMENT OF ASSESSMENT OUTCOMES

- 12.1 Where the employer is, at any time during the employee's employment, not satisfied with the manager's performance in respect of any matter dealt with in this Agreement, the employer will give notice to the employee to attend a meeting.
- 12.2 The employee will have the opportunity at the meeting to satisfy the employer in respect of the measures being taken to ensure that his performance becomes satisfactory and any programme, including any dates, for implementing these measures.



PERFORMANCE AGREEMENT: DIRECTOR TECHNICAL SERVICES 2020/21

12.3 Where there is a dispute or difference as to the performance of the employee under this Agreement, the parties will confer with a view to resolve the dispute or difference.

12.4 In the case of unacceptable performance, the employer shall –

12.4.1 Provide systematic remedial or developmental support to assist the Employee to improve his performance; and

12.4.2 After appropriate performance counseling and having provided the necessary guidance and/or support as well as reasonable time for improvement in performance, the Employer may consider steps to terminate the contract of employment of the Employee on grounds of unfitness or incapacity to carry out his duties.

13 DISPUTE RESOLUTION

13.1 Any disputes about the nature of the employees performance agreement, whether it relates to key responsibilities, priorities, methods of assessment must be mediated by the Executive Mayor within 30 days of receipt of a formal dispute from the employee. The Executive Mayor's decision shall be final and binding on both parties.

13.2 Any disputes about the outcomes of the employee's performance evaluation must be mediated by a member of the Municipal Council provided that such member was not part of the evaluation panel within 30 days of receipt of a formal dispute from the employee. The Member's decision shall be final and binding on both parties.

14 GENERAL

14.1 The contents of this agreement and the outcome of any review conducted in terms of **ANNEXURE A** may be made available to the public by the Employer.

14.2 Nothing in this agreement diminishes the obligations, duties or accountabilities of the Employee in terms of his contract of employment, or the effects of existing or new regulations, circulars, policies, directives or other legal instruments.



PERFORMANCE AGREEMENT: DIRECTOR TECHNICAL SERVICES 2020/21

14.3 Both parties acknowledge the SALGA opinion as presented at the Western Cape Municipal Manager's Forum on 21 June 2019 in Saldanha and the effect that the decision of the Constitutional Court dated 20 March 2019 have on the validity of the Municipal Systems Amendment Act, 2011 (Act 7 of 2011) and any regulations made in terms thereof. The parties acknowledge further that there are currently legal uncertainties created by circulars from COGTA and Provincial Government and agree in good faith that for purposes of this agreement any invalidities and/or uncertainties will not have a negative effect on the employee.

Thus done and signed at PIKETBERG on this the 23 day of JUNE 2020.

AS WITNESSES:

1. Carstens

[Signature]

DIRECTOR

2. [Signature]

Thus done and signed at Piketberg on this the 22nd day of June 2020.

AS WITNESSES:

1. Carstens

[Signature]

MUNICIPAL MANAGER

2. [Signature]

PERFORMANCE AGREEMENT: DIRECTOR TECHNICAL SERVICES 2020/21

ANNEXURE A: PERFORMANCE PLAN

- i. The Performance Plan sets out the performance objectives and targets which are based on the Integrated Development Plan, Service Delivery and Budget Implementation Plan (SDBIP) and the Budget of the Employer, and includes key performance indicators, units of measure, details of evidence that must be provided to show that the indicator has been achieved, target dates and weightings which show the relative importance of key performance indicators to one another.
- ii. The employee's assessment will be based on his/her performance in terms of the outputs/outcomes (performance indicators) identified as per the performance plan which are linked to the National KPA's, which constitute 80% of the overall assessment result as per the weightings agreed to between the employer and employee.
- iii. The performance management system automatically rates performance in terms of the key performance indicators as follows which correlates with the rating referred to in 6.3.1.

| Category | Colour | Explanation |
|---|--------|---|
| KPI's Not Met/ Unacceptable performance | 1 | Performance does not meet the standard expected for the job. The review/assessment indicates that the employee has achieved below fully effective results against almost all of the performance criteria and indicators as specified in the PA and Performance Plan. The employee has failed to demonstrate the commitment or ability to bring performance up to the level expected in the job despite management efforts to encourage improvement. |
| KPI's Almost Met / Not fully effective | 2 | Performance is below the standard required for the job in key areas. Performance meets some of the standards expected for the job. The review/assessment indicates that the employee has achieved below fully effective results against more than half the key performance criteria and indicators as specified in the PA and Performance Plan. |
| KPI's Met / Fully effective | 3 | Performance fully meets the standards expected in all areas of the job. The appraisal indicates that the Employee has fully achieved effective results against all significant performance criteria and indicators as specified in the PA and Performance Plan. |
| KPI's Well Met / Performance significantly above expectations | 4 | Performance is significantly higher than the standard expected in the job. The appraisal indicates that the Employee has achieved above fully effective results against more than half of the performance criteria and indicators and fully achieved all others throughout the year. |
| KPI's Extremely Well Met / Outstanding Performance | 5 | Performance far exceeds the standard expected of an employee at this level. The appraisal indicates that the Employee has achieved above fully effective results against all performance criteria and indicators as specified in the PA and Performance plan and maintained this in all areas of responsibility throughout the year. |

PERFORMANCE AGREEMENT: DIRECTOR TECHNICAL SERVICES 2020/21
KEY PERFORMANCE INDICATORS AND TARGETS FOR 2020/2021

See attached the Final Approved TLSDBIP as approved by the Executive Mayor on 22 June 2020.

The Director also reports on the TL SDBIP assigned to Council the KPI's which are part of his functions.

Handwritten initials and a circular stamp at the bottom right of the page.

ANNEXURE B: COMPETENCY DESCRIPTIONS
COMPETENCY DESCRIPTIONS (ANNEXURE B)

1. Leading Competencies Cluster

| Competency Name | | Strategic Direction and Leadership | |
|--|---|--|---|
| Competency Definition | | Provide and direct a vision for the institution, and inspire and deploy others to deliver on the strategic institutional mandate | |
| ACHIEVEMENT LEVELS | | | |
| BASIC | COMPETENT | ADVANCED | SUPERIOR |
| <ul style="list-style-type: none"> Understand institutional and departmental strategic objectives, but lacks the ability to inspire others to achieve set mandate Describe how specific tasks link to institutional strategies but has limited influence in directing strategy Has a basic understanding of institutional performance management, but lacks the ability to integrate systems into a collective whole Demonstrate a basic understanding of key decision- makers | <ul style="list-style-type: none"> Give direction to a team in realising the institution's strategic mandate and set objectives Has a positive impact and influence on the morale, engagement and participation of team members Develop actions plans to execute and guide strategy implementation Assist in defining performance measures to monitor the progress and effectiveness of the institution Displays an awareness of institutional structures and political factors Effectively communicate barriers to execution to relevant parties Provide guidance to all stakeholders in the achievement of the strategic mandate Understand the aim and objectives of the institution and relate it to own work | <ul style="list-style-type: none"> Evaluate all activities to determine value and alignment to strategic intent Display in-depth knowledge and understanding of strategic planning Align strategy and goals across all functional areas Actively define performance measures to monitor the progress and effectiveness of the institution Consistently challenge strategic plans to ensure relevance Understand institutional structures and political factors, and the consequences of actions Empower others to follow strategic direction and deal with complex situations Guide the institution through complex and ambiguous concern Use understanding of power relationships and dynamic tensions among key players to frame communications and develop strategies, positions and alliances | <ul style="list-style-type: none"> Structure and position the institution to local government priorities Actively use in-depth knowledge and understanding to develop and implement a comprehensive institutional framework Hold self- accountable for strategy execution and results Provide impact and influence through building and maintaining strategic relationships Create an environment that facilitates loyalty and innovation Display a superior level of self-discipline and integrity in actions Integrate various systems into a collective whole to optimise institutional performance management Uses understanding of competing interests to manoeuvre successfully to a win/win outcome |

PERFORMANCE AGREEMENT: DIRECTOR TECHNICAL SERVICES 2020/21

| Competency Name | | People Management | |
|---|---|---|---|
| Competency Definition | | Effectively manage, inspire and encourage people, respect diversity, optimise talent and build and nurture relationships in order to achieve institutional objectives | |
| ACHIEVEMENT LEVELS | | | |
| BASIC | COMPETENT | ADVANCED | SUPERIOR |
| <ul style="list-style-type: none"> Participate in team goal-setting and problem solving Interact and collaborate with people of diverse backgrounds Aware of guidelines for employee development, but requires support in implementing development initiatives | <ul style="list-style-type: none"> Seek opportunities to increase team contribution and responsibility Respect and support the diverse nature of others and be aware of the benefits of a diverse approach Effectively delegate tasks and empower others to increase contribution and execute functions optimally Apply relevant employee legislation fairly and consistently Facilitate team goal-setting and problem-solving Effectively identify capacity requirements to fulfil the strategic mandate | <ul style="list-style-type: none"> Identify ineffective team and work processes and recommend remedial interventions Recognise and reward effective and desired behaviour Provide mentoring and guidance to others in order to increase personal effectiveness Identify development and learning needs within the team Build a work environment conducive to sharing, innovation, ethical behaviour and professionalism Inspire a culture of performance excellence by giving positive and constructive feedback to the team Achieve agreement or consensus in adversarial environments Lead and unite diverse teams across divisions to achieve institutional objectives | <ul style="list-style-type: none"> Develop and incorporate best practice people management processes, approaches and tools across the institution Foster a culture of discipline, responsibility and accountability Understand the impact of diversity in performance and actively incorporate a diversity strategy in the institution Develop comprehensive integrated strategies and approaches to human capital development and management Actively identify trends and predict capacity requirements to facilitate unified transition and performance management |

PERFORMANCE AGREEMENT: DIRECTOR TECHNICAL SERVICES 2020/21

| Competency Name | Program and Project Management | | |
|---|---|---|---|
| Competency Definition | Able to understand program and project management methodology; plan, manage, monitor and evaluate specific activities in order to deliver on set objectives | | |
| ACHIEVEMENT LEVELS | | | |
| BASIC | COMPETENT | ADVANCED | SUPERIOR |
| <ul style="list-style-type: none"> • Initiate projects after approval from higher authorities • Understand procedures of program and project management methodology, implications and stakeholder involvement • Understand the rationale of projects in relation to the institution's strategic objectives • Document and communicate factors and risk associated with own work • Use results and approaches of successful project implementation as guide | <ul style="list-style-type: none"> • Establish broad stakeholder involvement and communicate the project status and key milestones • Define the roles and responsibilities of the project team and create clarity around expectations • Find a balance between project deadline and the quality of deliverables • Identify appropriate project resources to facilitate the effective completion of the deliverables • Comply with statutory requirements and apply policies in a consistent manner • Monitor progress and use of resources and make needed adjustments to timelines, steps, and resource allocation | <ul style="list-style-type: none"> • Manage multiple programs and balance priorities and conflicts according to institutional goals • Apply effective risk management strategies through impact assessment and resource requirements • Modify project scope and budget when required without compromising the quality and objectives of the project • Involve top-level authorities and relevant stakeholders in seeking project buy-in • Identify and apply contemporary project management methodology • Influence and motivate project team to deliver exceptional results • Monitor policy implementation and apply procedures to manage risks | <ul style="list-style-type: none"> • Understand and conceptualise the long-term implications of desired project outcomes • Direct a comprehensive strategic macro and micro analysis and scope projects accordingly to realise institutional objectives • Consider and initiate projects that focus on achievement of the long-term objectives • Influence people in positions of authority to implement outcomes of projects • Lead and direct translation of policy into workable actions plans • Ensures that programs are monitored to track progress and optimal resource utilisation, and that adjustments are made as needed |

PERFORMANCE AGREEMENT: DIRECTOR TECHNICAL SERVICES 2020/21

| Competency Name | Financial Management | | |
|--|---|--|--|
| Competency Definition | Able to compile, plan and manage budgets, control cash flow, institute financial risk management and administer procurement processes in accordance with recognised financial practices. Further to ensure that all financial transactions are managed in an ethical manner | | |
| ACHIEVEMENT LEVELS | | | |
| BASIC | COMPETENT | ADVANCED | SUPERIOR |
| <ul style="list-style-type: none"> • Understand basic financial concepts and methods as they relate to institutional processes and activities • Display awareness into the various sources of financial data, reporting mechanisms, financial governance, processes and systems • Understand the importance of financial accountability • Understand the importance of asset control | <ul style="list-style-type: none"> • Exhibit knowledge of general financial concepts, planning, budgeting, and forecasting and how they interrelate • Assess, identify and manage financial risks • Assume a cost- saving approach to financial management • Prepare financial reports based on specified formats • Consider and understand the financial implications of decisions and suggestions • Ensure that delegation and instructions as required by National Treasury guidelines are reviewed and updated • Identify and implement proper monitoring and evaluation practices to ensure appropriate spending against budget | <ul style="list-style-type: none"> • Take active ownership of planning, budgeting, and forecast processes and provides credible answers to queries within own responsibility • Prepare budgets that are aligned to the strategic objectives of the institution • Address complex budgeting and financial management concerns • Put systems and processes in place to enhance the quality and integrity of financial management practices • Advise on policies and procedures regarding asset control • Promote National Treasury's regulatory framework for Financial Management | <ul style="list-style-type: none"> • Develop planning tools to assist in evaluating and monitoring future expenditure trends • Set budget frameworks for the institution • Set strategic direction for the institution on expenditure and other financial processes • Build and nurture partnerships to improve financial management and achieve financial savings • Actively identify and implement new methods to improve asset control • Display professionalism in dealing with financial data and processes |

PERFORMANCE AGREEMENT: DIRECTOR TECHNICAL SERVICES 2020/21

| Competency Name | | Change Leadership | |
|---|--|--|--|
| Competency Definition | | Able to direct and initiate institutional transformation on all levels in order to successfully drive and implement new initiatives and deliver professional and quality services to the community | |
| ACHIEVEMENT LEVELS | | | |
| BASIC | COMPETENT | ADVANCED | SUPERIOR |
| <ul style="list-style-type: none"> • Display an awareness of change interventions, and the benefits of transformation initiatives • Able to identify basic needs for change • Identify gaps between the current and desired state • Identify potential risk and challenges to transformation, including resistance to change factors • Participate in change programs and piloting change interventions • Understand the impact of change interventions on the institution within the broader scope of Local government | <ul style="list-style-type: none"> • Perform an analysis of the change impact on the social, political and economic environment • Maintain calm and focus during change • Able to assist team members during change and keep them focused on the deliverables • Volunteer to lead change efforts outside of own work team • Able to gain buy-in and approval for change from relevant stakeholders • Identify change readiness levels and assist in resolving resistance to change factors • Design change interventions that are aligned with the institution's strategic objectives and goals | <ul style="list-style-type: none"> • Actively monitor change impact and results and convey progress to relevant stakeholders • Secure buy-in and sponsorship for change initiatives • Continuously evaluate change strategy and design and introduce new approaches to enhance the institution's effectiveness • Build and nurture relationships with various stakeholders to establish strategic alliance in facilitating change • Take the lead in impactful change programs • Benchmark change interventions against best change practices • Understand the impact and psychology of change, and put remedial interventions in place to facilitate effective transformation • Take calculated risk and seek new ideas from best practice scenarios, and identify the potential for implementation | <ul style="list-style-type: none"> • Sponsor change agents and create a network of change leaders who support the interventions • Actively adapt current structures and processes to incorporate the change interventions • Mentor and guide team members on the effects of change, resistance factors and how to integrate change • Motivate and inspire others around change initiatives |

PERFORMANCE AGREEMENT: DIRECTOR TECHNICAL SERVICES 2020/21

| Competency Name | Governance Leadership | | |
|---|--|--|--|
| Competency Definition | Able to promote, direct and apply professionalism in managing risk and compliance requirements and apply a thorough understanding of governance practices and obligations. Further, able to direct the conceptualisation of relevant policies and enhance cooperative governance relationships | | |
| ACHIEVEMENT LEVELS | | | |
| BASIC | COMPETENT | ADVANCED | SUPERIOR |
| <ul style="list-style-type: none"> • Display a basic awareness of risk, compliance and governance factors but require guidance and development in implementing such requirements • Understand the structure of cooperative government but requires guidance on fostering workable relationships between stakeholders • Provide input into policy formulation | <ul style="list-style-type: none"> • Display a thorough understanding of governance and risk and compliance factors and implement plans to address these • Demonstrate understanding of the techniques and processes for optimising risk taking decisions within the institution • Actively drive policy formulation within the institution to ensure the achievement of objectives | <ul style="list-style-type: none"> • Able to link risk initiatives into key institutional objectives and drivers • Identify, analyse and measure risk, create valid risk forecasts, and map risk profiles • Apply risk control methodology and approaches to prevent and reduce risk that impede on the achievement of institutional objectives • Demonstrate a thorough understanding of risk retention plans • Identify and implement comprehensive risk management systems and processes • Implement and monitor the formulation of policies, identify and analyse constraints and challenges with implementation and provide recommendations for improvement | <ul style="list-style-type: none"> • Demonstrate a high level of commitment in complying with governance requirements • Implement governance and compliance strategy to ensure achievement of institutional objectives within the legislative framework • Able to advise Local Government on risk management strategies, best practice interventions and compliance management • Able to forge positive relationships on cooperative governance level to enhance the effectiveness of local government • Able to shape, direct and drive the formulation of policies on a macro level |

2. Core Competencies Cluster

| Competency Name | | Moral Competence | |
|---|--|---|---|
| Competency Definition | | Able to identify moral triggers, apply reasoning that promotes honesty and integrity and consistently display behaviour that reflects moral competence | |
| ACHIEVEMENT LEVELS | | | |
| BASIC | COMPETENT | ADVANCED | SUPERIOR |
| <ul style="list-style-type: none"> Realise the impact of acting with integrity, but requires guidance and development in implementing principles Follow the basic rules and regulations of the institution Able to identify basic moral situations, but requires guidance and development in understanding and reasoning with moral intent | <ul style="list-style-type: none"> Conduct self in alignment with the values of Local Government and the institution Able to openly admit own mistakes and weaknesses and seek assistance from others when unable to deliver Actively report fraudulent activity and corruption within local government Understand and honour the confidential nature of matters without seeking personal gain Able to deal with situations of conflict of interest promptly and in the best interest of local government | <ul style="list-style-type: none"> Identify, develop, and apply measures of self-correction Able to gain trust and respect through aligning actions with commitments Make proposals and recommendations that are transparent and gain the approval of relevant stakeholders Present values, beliefs and ideas that are congruent with the institution's rules and regulations Takes an active stance against corruption and dishonesty when noted Actively promote the value of the institution to internal and external stakeholders Able to work in unity with a team and not seek personal gain Apply universal moral principles consistently to achieve moral decisions | <ul style="list-style-type: none"> Create an environment conducive of moral practices Actively develop and implement measures to combat fraud and corruption Set integrity standards and shared accountability measures across the institution to support the objectives of local government Take responsibility for own actions and decisions, even if the consequences are unfavourable |

PERFORMANCE AGREEMENT: DIRECTOR TECHNICAL SERVICES 2020/21

| | | | |
|--|---|---|---|
| Competency Name | Planning and Organising | | |
| Competency Definition | Able to plan, prioritise and organise information and resources effectively to ensure the quality of service delivery and build efficient contingency plans to manage risk | | |
| ACHIEVEMENT LEVELS | | | |
| BASIC | COMPETENT | ADVANCED | SUPERIOR |
| <ul style="list-style-type: none"> • Able to follow basic plans and organise tasks around set objectives • Understand the process of planning and organising but requires guidance and development in providing detailed and comprehensive plans • Able to follow existing plans and ensure that objectives are met • Focus on short- term objectives in developing plans and actions • Arrange information and resources required for a task, but require further structure and organisation | <ul style="list-style-type: none"> • Actively and appropriately organise information and resources required for a task • Recognise the urgency and importance of tasks • Balance short and long-term plans and goals and incorporate into the team's performance objectives • Schedule tasks to ensure they are performed within budget and with efficient use of time and resources • Measures progress and monitor performance results | <ul style="list-style-type: none"> • Able to define institutional objectives, develop comprehensive plans, integrate and coordinate activities, and assign appropriate resources for successful implementation • Identify in advance required stages and actions to complete tasks and projects • Schedule realistic timelines, objectives and milestones for tasks and projects • Produce clear, detailed and comprehensive plans to achieve institutional objectives • Identify possible risk factors and design and implement appropriate contingency plans • Adapt plans in light of changing circumstances • Prioritise tasks and projects according to their relevant urgency and importance | <ul style="list-style-type: none"> • Focus on broad strategies and initiatives when developing plans and actions • Able to project and forecast short, medium and long term requirements of the institution and local government • Translate policy into relevant projects to facilitate the achievement of institutional objectives |

PERFORMANCE AGREEMENT: DIRECTOR TECHNICAL SERVICES 2020/21

| Competency Name | | Analysis and Innovation | |
|---|--|---|---|
| Competency Definition | | Able to critically analyse information, challenges and trends to establish and implement fact-based solutions that are innovative to improve institutional processes in order to achieve key strategic objectives | |
| ACHIEVEMENT LEVELS | | | |
| BASIC | COMPETENT | ADVANCED | SUPERIOR |
| <ul style="list-style-type: none"> Understand the basic operation problem solving of analysis, but lack detail and thoroughness Able to balance independent analysis with requesting assistance from others Recommend new ways to perform tasks within own function Propose simple remedial interventions that marginally challenges the status quo Listen to the ideas and perspectives of others and explore opportunities to enhance such innovative thinking | <ul style="list-style-type: none"> Demonstrate Logical techniques and approaches and provide rationale for recommendations Demonstrate objectivity, insight, and thoroughness when analysing problems Able to break down complex problems into manageable parts and identify solutions Consult internal and external stakeholders on opportunities to improve processes and service delivery Clearly communicate the benefits of new opportunities and innovative solutions to stakeholders Continuously identify opportunities to enhance internal processes Identify and analyse opportunities conducive to innovative approaches and propose remedial intervention | <ul style="list-style-type: none"> Coaches team members on analytical and innovative approaches and techniques Engage with appropriate individuals in analysing and resolving complex problems Identify solutions on various areas in the institution Formulate and implement new ideas throughout the institution Able to gain approval and buy- in for proposed interventions from relevant stakeholders Identify trends and best practices in process and service delivery and propose institutional application Continuously engage in research to identify client needs | <ul style="list-style-type: none"> Demonstrate complex analytical and problem solving approaches and techniques Create an environment conducive to analytical and fact-based problem-solving Analyse, recommend solutions and monitor trends in key challenges to prevent and manage occurrence Create an environment that fosters innovative thinking and follows a learning organisation approach Be a thought leader on innovative customer service delivery, and process optimisation Play an active role in sharing best practice solutions and engage in national and international local government seminars and conferences |

PERFORMANCE AGREEMENT: DIRECTOR TECHNICAL SERVICES 2020/21

| | | | |
|---|--|--|---|
| Competency Name | Knowledge and Information Management | | |
| Competency Definition | Able to promote the generation and sharing of knowledge and information through various processes and media, in order to enhance the collective knowledge base of local government | | |
| ACHIEVEMENT LEVELS | | | |
| BASIC | COMPETENT | ADVANCED | SUPERIOR |
| <ul style="list-style-type: none"> • Collect, categorise and track relevant information required for specific tasks and projects • Analyse and interpret information to draw conclusions • Seek new sources of information to increase the knowledge base • Regularly share information and knowledge with internal stakeholders and team members | <ul style="list-style-type: none"> • Use appropriate information systems and technology to manage institutional knowledge and information sharing • Evaluate data from various sources and use information effectively to influence decisions and provide solutions • Actively create mechanisms and structures for sharing of information • Use external and internal resources to research and provide relevant and cutting-edge knowledge to enhance institutional effectiveness and efficiency | <ul style="list-style-type: none"> • Effectively predict future information and knowledge management requirements and systems • Develop standards and processes to meet future knowledge management needs • Share and promote best-practice knowledge management across various institutions • Establish accurate measures and monitoring systems for knowledge and information management • Create a culture conducive of learning and knowledge sharing • Hold regular knowledge and information sharing sessions to elicit new ideas and share best practice approaches | <ul style="list-style-type: none"> • Create and support a vision and culture where team members are empowered to seek, gain and share knowledge and information • Establish partnerships across local government to facilitate knowledge management • Demonstrate a mature approach to knowledge and information sharing with an abundance and assistance approach • Recognise and exploit knowledge points in interactions with internal and external stakeholders |

PERFORMANCE AGREEMENT: DIRECTOR TECHNICAL SERVICES 2020/21

| Competency Name | | Communication | |
|--|---|---|--|
| Competency Definition | | Able to share information, knowledge and ideas in a clear, focused and concise manner appropriate for the audience in order to effectively convey, persuade and influence stakeholders to achieve the desired outcome | |
| ACHIEVEMENT LEVELS | | | |
| BASIC | COMPETENT | ADVANCED | SUPERIOR |
| <ul style="list-style-type: none"> • Demonstrate an understanding for communication levers and tools appropriate for the audience, but requires guidance in utilising such tools • Express ideas in a clear and focused manner, but does not always take the needs of the audience into consideration • Disseminate and convey information and knowledge adequately | <ul style="list-style-type: none"> • Express ideas to individuals and groups in formal and informal settings in a manner that is interesting and motivating • Able to understand, tolerate and appreciate diverse perspectives, attitudes and beliefs • Adapt communication content and style to suit the audience and facilitate optimal information transfer • Deliver content in a manner that gains support, commitment and agreement from relevant stakeholders • Compile clear, focused, concise and well-structured written documents | <ul style="list-style-type: none"> • Effectively communicate high-risk and sensitive matters to relevant stakeholders • Develop a well-defined communication strategy • Balance political perspectives with institutional needs when communicating viewpoints on complex issues • Able to effectively direct negotiations around complex matters and arrive at a win-win situation that promotes Batho Pele principles • Market and promote the institution to external stakeholders and seek to enhance a positive image of the institution • Able to communicate with the media with high levels of moral competence and discipline | <ul style="list-style-type: none"> • Regarded as a specialist in negotiations and representing the institution • Able to inspire and motivate others through positive communication that is impactful and relevant • Creates an environment conducive to transparent and productive communication and critical and appreciative conversations • Able to coordinate negotiations at different levels within local government and externally |

PERFORMANCE AGREEMENT: DIRECTOR TECHNICAL SERVICES 2020/21

| Competency Name | Results and Quality Focus | | |
|---|--|---|--|
| Competency Definition | Able to maintain high quality standards, focus on achieving results and objectives while consistently striving to exceed expectations and encourage others to meet quality standards. Further, to actively monitor and measure results and quality against identified objectives | | |
| ACHIEVEMENT LEVELS | | | |
| BASIC | COMPETENT | ADVANCED | SUPERIOR |
| <ul style="list-style-type: none"> Understand quality of work but requires guidance in attending to important matters Show a basic commitment to achieving the correct results Produce the minimum level of results required in the role Produce outcomes that is of a good standard Focus on the quantity of output but requires development in incorporating the quality of work Produce quality work in general circumstances, but fails to meet expectation when under pressure | <ul style="list-style-type: none"> Focus on high- priority actions and does not become distracted by lower-priority activities Display firm commitment and pride in achieving the correct results Set quality standards and design processes and tasks around achieving set standards Produce output of high quality Able to balance the quantity and quality of results in order to achieve objectives Monitors progress, quality of work, and use of resources; provide status updates, and make adjustments as needed | <ul style="list-style-type: none"> Consistently verify own standards and outcomes to ensure quality output Focus on the end result and avoids being distracted Demonstrate a determined and committed approach to achieving results and quality standards Follow task and projects through to completion Set challenging goals and objectives to self and team and display commitment to achieving expectations Maintain a focus on quality outputs when placed under pressure Establishing institutional systems for managing and assigning work, defining responsibilities, tracking, monitoring and measuring success, evaluating and valuing the work of the institution | <ul style="list-style-type: none"> Coach and guide others to exceed quality standards and results Develop challenging, client-focused goals and sets high standards for personal performance Commit to exceed the results and quality standards, monitor own performance and implement remedial interventions when required Work with team to set ambitious and challenging team goals, communicating long-and short-term expectations Take appropriate risks to accomplish goals Overcome setbacks and adjust action plans to realise goals Focus people on critical activities that yield a high impact |

ANNEXURE C: PERSONAL DEVELOPMENT PLAN: MR AC KOCH

Background

This Personal Development Plan (PDP) is drafted in terms of Section 8 of the Performance Agreement entered into annually between the Municipal Manager of Bergvriër Municipality (Employer) and the Chief Financial Officer (Employee).

Application

This is the PDP for the financial year from 1 July 2020 to 30 June 2021.

Agreement

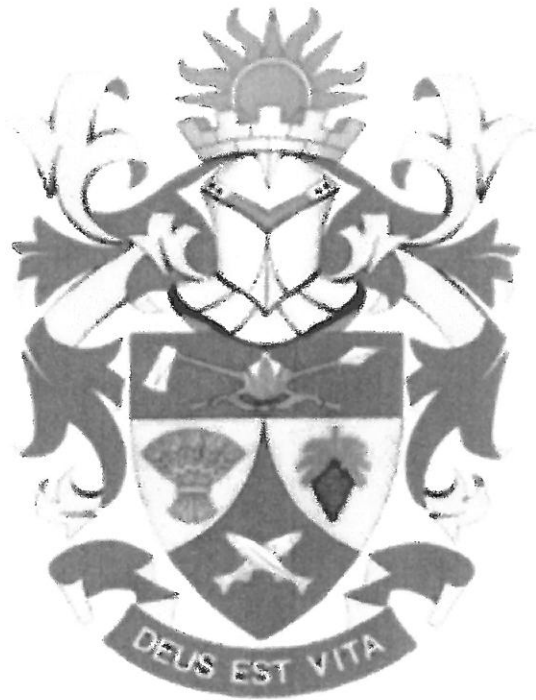
The Employer acknowledges and agrees that the Employee is fully experienced and skilled to perform the current requirements of employment. But in the spirit of continued learning and building experiences the Employer will support the Employee in the following endeavors during this period:

1. The Employee will further his understanding of and experience in Local Government by participating regularly in SALGA workshops and other educational opportunities provided by National -, Provincial- and Local Government as well as other institutions. The Employer did approve a budget for this purpose and will allow the Employee to partake within the limits of the approved budget.
2. The Employer acknowledges that the Employee is a member / should be a member of the ECSA (Engineering Council of SA) as Pr Techni Eng 200530037 and a member of IMESA and that the Employee will need time off to attend one annual conference for each of these Institutions. Participation will be subject to the approved budget.



2020 – 2021

TOP LEVEL SERVICE DELIVERY AND BUDGET IMPLEMENTATION PLAN



JUNE 2020

BERGRIVIER
2020 -06- 09
MUNICIPALITY/MUNISIPALITEIT

A collection of handwritten signatures and initials in black ink, including a large signature and several smaller initials.

*Persoonlik oorhandig aan
UBM Van Rooy. Dinsdag 9/6/2020
Konsep Prestasie kontrakte
reeds per e-pos gestuur.*

SUBMISSION OF TOP LAYER SERVICE DELIVERY AND BUDGET IMPLEMENTATION PLAN (TL-SDBIP) FOR THE 2020/21 FINANCIAL YEAR BY THE EXECUTIVE MAYOR



The Municipal Finance Management Act, 2003, (Act 56 of 2003), requires that municipalities must draft, adopt and submit to the Mayor the Top Layer Service Delivery and Budget Implementation Plan (SDBIP) following the approval of the Integrated Development Plan and Budget as a strategic financial management tool to ensure that budgetary decisions that are adopted by Council are aligned with the Integrated Development Plan (IDP).

I herewith approve the Top Level Service Delivery and Budget Implementation Plan for 2020/21.

A handwritten signature in black ink, appearing to read 'Rooy', written over a dotted line.

NAME

ALDERMAN RAY VAN ROOY

EXECUTIVE MAYOR OF BERGRIVIER MUNICIPALITY

A handwritten date '22/06/2020' written in black ink over a dotted line.

DATE

A collection of handwritten marks in the bottom right corner, including a circled 'P', several stylized initials, and a signature that appears to be 'Rv'.

Hanlie Linde

From: Hanlie Linde
Sent: Thursday, June 4, 2020 12:28 PM
To: Ray van Rooy
Cc: Alletta van Sittert; Jessica Carstens; Terry-Anne Wessels; Sandra Crafford; Jakobus Daniels; Adam du Plooy; Mario Wessels; Directors
Subject: TL SDBIP 2020/2021 and Draft Performance Agreements MM and all Directors
Attachments: Performance Agreement Felix Lotter Mei 2020 vir 2020 2021 final draft.doc; Performance Agreement Chris Koch Mei 2020 vir 2020 2021 final draft.doc; Performance Agreement DA Josephus Mei 2020 vir 2020 2021 final draft.doc; Performance Agreement JWA Kotzee Mei 2020 vir 2020 2021 final draft.doc; Performance Agreement H Linde Mei 2020 vir 2020 2021 final draft.doc

Dear Executive Mayor

This e-mail serve to inform you that in terms of legislation you must receive the new TL SDBIP within 14 days after approval of the MTREF Budget by Council (29 May 2020). It must be accompanied by drafts of the Performance Agreements for the MM and Directors.

Due to the drastic changes made to the budget before consideration by Council (due to the COVID pandemic), it necessitates changes to the TL SDBIP for 2020/2021. The Directors and myself are busy making the necessary changes before submitting it to you.

Please find attached the draft Performance Agreements for the 5 relevant employees. I drafted the agreements and the content has been consulted with the Directors.

We will make sure that you receive the Final TL SDBIP for your consideration before the deadline of **Friday 12 June 2020**. You then have 14 days to approve it. It must be approved before **Friday 26 June 2020** to comply with legislation.

Kind regards

Hanlie

ADV. HANLIE LINDE

MUNISIPALE BESTUURDER / MUNICIPAL MANAGER

Accredited Municipal Manager – Institute for Local Government Management of SA

BERGRIVIER MUNISIPALITEIT / MUNICIPALITY
13 Kerk Straat
Piketberg
7320

TEL : 022 913 6011

CELL : 082 448 1231

FAX : 022 913 1406

E-MAIL : mm@bergmun.org.za

Bergrivier Municipality has been awarded a clean audit for the past four consecutive years. We are transparent, implement clean administration and good governance and deliver excellent services to all our communities.

| | | | | | | | | | | | | | | | | | |
|----|--------------------|--|---|---|--|------------------------|---|-----------------------------------|---------|--|--------------------|------------|-----|-----|-----|-----|-----|
| 28 | Corporate Services | To provide a transparent, ethical and corruption free municipality | Strengthen Financial Sustainability and further enhance Good Governance | Ensure that the Eutomnia system is updated on a monthly basis to ensure that there is adherence to the regulatory and statutory requirements of all relevant legislation and regulations | Percentage of Eutomnia updates to ensure the adherence to regulatory and statutory requirements of all relevant legislation and regulations | Innovation and culture | 1 | Director 1 Corporate Services | 12 | Report generated by the Internal Auditor on updates | Stand-Alone | Percentage | 100 | 100 | 100 | 100 | 100 |
| 29 | Corporate Services | To provide a transparent, ethical and corruption free municipality | Strengthen Financial Sustainability and further enhance Good Governance | Ensure continuous upkeep of the electronic contract register on IMIS and submit reports bi-annually to the Municipal Manager after Director verified the report and signed it off | Number of reports of contract register on IMIS submitted to Municipal Manager by 30 June 2021 after director verified report and signed it off. | Innovation and culture | 1 | Director 1 Corporate Services | New KPI | Signed reports submitted to the Municipal Manager | Carry Over | Number | 2 | 0 | 1 | 0 | 1 |
| 30 | Corporate Services | To communicate effectively with the public | Strengthen Financial Sustainability and further enhance Good Governance | Develop a flow chart of how complaints and enquiries must be managed into the IMIS complaint system and submit to Director's meeting by 15 December 2020 | Number of flow charts developed on how complaints and enquiries must be managed into the IMIS complaint system and submitted to Director's meeting by 15 December 2020 | Innovation and culture | 1 | Manager 1 Administrative Services | New KPI | Minutes of Director's meeting | Carry Over | Number | 1 | 0 | 1 | 0 | 0 |
| 31 | Corporate Services | To communicate effectively with the public | Strengthen Financial Sustainability and further enhance Good Governance | Review the Service Delivery Charter and submit to EMC before 30 June 2021 | Number of Reviewed Service Delivery Charters submitted to EMC before 30 June 2021 | Innovation and culture | 1 | Manager 1 Administrative Services | New KPI | Minutes of EMC Meeting | Carry Over | Number | 1 | 0 | 0 | 0 | 1 |
| 32 | Corporate Services | To communicate effectively with the public | Strengthen Financial Sustainability and further enhance Good Governance | Conduct an internal skills audit of the whole staff complement for optimal utilization of required skills and submit report via Standing Committee to EMC before 31 March 2021 | Number of internal skills audits conducted of the whole staff complement for optimal utilization of required skills submitted to EMC before 31 March 2021 | Innovation and culture | 1 | Human Resources Manager | New KPI | Minutes of EMC Meeting | Carry Over | Number | 1 | 0 | 0 | 1 | 0 |
| 33 | Corporate Services | To alleviate poverty | Facilitate an enabling environment for economic growth | Ensure compliance with the SOP developed providing preference to temporary employees from indigent households registered on unemployment database and submit quarterly reports to Portfolio Committee on compliance | Number of reports submitted to Portfolio Committee of compliance with the SOP developed providing preference to temporary employees from indigent households registered on unemployment database | Empowering people | 1 | Director 1 Corporate Services | New KPI | Minutes of Portfolio Committee | Stand-Alone | Number | 4 | 1 | 1 | 1 | 1 |
| 34 | Technical Services | To develop and provide sustainable bulk and community infrastructure in support of the spatial development framework | Sustainable Service Delivery | Limit unaccounted for water to 10% by 30 June 2021 ((Number of Kilolitres Water Purchased or Purified minus Number of Kilolitres Water Sold (incl Free basic water) / Number of Kilolitres Water Purchased or Purified x 100) | % unaccounted water by 30 June 2021 ((Number of Kilolitres Water Purchased or Purified minus Number of Kilolitres Water Sold (including Free basic water) / Number of Kilolitres Water Purchased or Purified x 100) | Innovation and culture | 1 | Director 1 Technical Services | 10 | Relevant note in Annual Financial Statements for the year ended 30 June 2021 | Reverse Last Value | Percentage | 10 | 0 | 0 | 0 | 10 |
| 35 | Technical Services | To develop and provide sustainable bulk and community infrastructure in support of the spatial development framework | Sustainable Service Delivery | Limit unaccounted for electricity to 10% by 30 June 2021 ((Number of Electricity Units Purchased and/or Generated - Number of Electricity Units Sold (incl Free basic electricity) / Number of Electricity Units Purchased and/or Generated) x 100) | % unaccounted electricity by 30 June 2021 ((Number of Electricity Units Purchased and/or Generated - Number of Electricity Units Sold (incl Free basic electricity) / Number of Electricity Units Purchased and/or Generated) x 100) | Innovation and culture | 1 | Director 1 Technical Services | 10 | Relevant note in Annual Financial Statements for the year ended 30 June 2021 | Reverse Last Value | Percentage | 10 | 0 | 0 | 0 | 10 |



| | | | | | | | | | | | | | | | | | |
|----|--------------------|---|------------------------------|--|---|-------------------------------------|---|--------------------------------|---------|--|--------------|------------|----|----|----|----|----|
| 36 | Technical Services | To develop and provide sustainable bulk and community infrastructure in support of the spatial development framework | Sustainable Service Delivery | 95% of MIG conditional grant spent by 30 June 2021 to upgrade infrastructure (Total amount allocated)X100 | % of MIG conditional grant spent by 30 June 2021 | Innovation and culture | 1 | Director: 1 Technical Services | 95 | Monthly Budget Statement-transfers & grant expenditure (Table C7) of Section 71 In-Year Budget Statement or detailed Excel Capital Report | Last Value | Percentage | 95 | 10 | 40 | 60 | 95 |
| 37 | Technical Services | To improve transport systems and enhance mobility of poor isolated communities in partnership with sector departments | Sustainable Service Delivery | 95% of conditional road maintenance operational grant spent by 30 June 2021 (Total amount spent/ Total allocation received)X100 | % of conditional road maintenance operational grant spent by 30 June 2021 | Mobility and spatial transformation | 1 | Director: 1 Technical Services | 95 | Monthly Budget Statement-transfers & grant expenditure (Table C7) of Section 71 In-Year Budget Statement or detailed Excel Capital Report | Last Value | Percentage | 95 | 0 | 0 | 60 | 95 |
| 38 | Technical Services | To develop and provide sustainable bulk and community infrastructure in support of the spatial development framework | Sustainable Service Delivery | 95% of the capital budget of Directorate: Technical Services spent by 30 June 2021 (Total amount spent/Total allocation received)X100 | % of capital budget of Directorate: Technical Services spent by 30 June 2021 | Innovation and culture | 1 | Director: 1 Technical Services | 95 | Monthly Budget Statement-transfers & grant expenditure (Table C7) of Section 71 In-Year Monthly & Quarterly Budget Statement or detailed Excell Capital Report | Last Value | Percentage | 95 | 0 | 20 | 40 | 95 |
| 39 | Technical Services | To develop and provide sustainable bulk and community infrastructure in support of the spatial development framework | Sustainable Service Delivery | Complete a Draft Infrastructure Growth Plan, inclusive of a Water Augmentation Plan, and submit 30 June 2021 to Executive Mayoral Committee | Number of Draft Infrastructure Growth Plans, inclusive of a Water Augmentation Plan, submitted to Executive Mayoral Committee by 30 June 2021 | Innovation and culture | 1 | Director: 1 Technical Services | New KPI | Minutes of EMC Meeting | Accumulative | Number | 1 | 0 | 0 | 0 | 1 |
| 40 | Technical Services | To develop and provide sustainable bulk and community infrastructure in support of the spatial development framework | Sustainable Service Delivery | Develop a policy for future Small Scale Embedded Electricity Generation (SSEMGs) and submit 30 June 2021 to Executive Mayoral Committee | Number of policies for future Small Scale Embedded Electricity Generations submitted to Executive Mayoral Committee by 30 June 2021 | Innovation and culture | 1 | Director: 1 Technical Services | New KPI | Minutes of EMC Meeting | Accumulative | Number | 1 | 0 | 0 | 0 | 1 |
| 41 | Technical Services | To develop and provide sustainable bulk and community infrastructure in support of the spatial development framework | Sustainable Service Delivery | Revise the Integrated Waste Management by-law and submit to Executive Mayoral Committee by 30 June 2021 | Number of Integrated Waste Management by-laws revised and submitted to Executive Mayoral Committee by 30 June 2021 | Innovation and culture | 1 | Director: 1 Technical Services | New KPI | Minutes of EMC Meeting | Accumulative | Number | 1 | 0 | 0 | 0 | 1 |
| 42 | Technical Services | To conserve and manage the natural environment and mitigate the impacts of climate change | Sustainable Service Delivery | Raise public awareness on recycling to reduce household waste with awareness initiatives | Number of awareness initiatives | Empowering people | 1 | Director: 1 Technical Services | 2 | Pamphlets & notices distributed | Accumulative | Number | 2 | 0 | 1 | 0 | 1 |
| 43 | Technical Services | To conserve and manage the natural environment and mitigate the impacts of climate change | Sustainable Service Delivery | 95% spend of transferred funds before September 2020 (Jan 2019 - Dec 2020) for the implementation of the approved business plan on the waste programme by 30 June 2021 (Total amount spent/Total approved budget) x 100 (subject to international funding) | % of funds transferred before September 2020 (Jan 2019 - Dec 2020) spent by 30 June 2021 | Innovation and culture | 1 | Director: 1 Technical Services | 1 | Reports submitted to Belgium Federal Government | Last Value | Percentage | 95 | 0 | 30 | 60 | 95 |

| | | | | | | | | | | | | | | | | | |
|----|--------------------|---|---|--|--|-------------------------------------|---|--------------------------------|---------|---|--------------|------------|-----|-----|-----|-----|-----|
| 44 | Technical Services | To develop and provide sustainable bulk and community infrastructure in support of the spatial development framework | Sustainable Service Delivery | 95% water quality level obtained as per SANS 241 physical & micro parameter as at 31 December 2020 and 30 June 2021 | % water quality level as at 31 December 2020 and 30 June 2021 | Innovation and culture | 1 | Director: 1 Technical Services | 95 | Monthly Supply System Drinking Water Quality Performance Report & Excel Summary of Drinking Water Quality | Last Value | Percentage | 95 | 0 | 95 | 0 | 95 |
| 45 | Technical Services | To create innovative partnerships with sector departments for improved education outcomes and opportunities for youth development | Sustainable Service Delivery | Sign SLA's for each development to facilitate an environment conducive to infrastructure development in partnership with the developer and/or investors. Signed SLA's/total number of developments where SLA's are required) | % of developments with Signed SLA's with developers and/or investors | Mobility and spatial transformation | 1 | Director: 1 Technical Services | 100 | Signed SLA's | Stand-Alone | Percentage | 100 | 100 | 100 | 100 | 100 |
| 46 | Technical Services | To develop, manage and regulate the built environment | Sustainable Service Delivery | Undertake quarterly inspections per major town for building transgressions and submit report to Portfolio Committee with findings and law enforcement actions instituted | Number of reports submitted to the Portfolio Committee | Innovation and culture | 1 | Director: 1 Technical Services | 4 | Minutes of Technical Portfolio Committee | Accumulative | Number | 4 | 1 | 1 | 1 | 1 |
| 47 | Technical Services | To alleviate poverty | Facilitate an enabling environment for economic growth | Create full time equivalents (FTE's) in terms of the EPWP programme by 30 June 2021 | Number of FTE's created by 30 June 2021 | Growth and Jobs | 1 | Director: 1 Technical Services | 61 | EPWP Performance Report | Accumulative | Number | 65 | 0 | 0 | 0 | 65 |
| 48 | Technical Services | To create an efficient, effective, economic and accountable administration | Strengthen Financial Sustainability and further enhance Good Governance | 100% of all complaints registered on IMIS are being attended to within one (1) week after complaint was lodged | % of complaints registered on IMIS being attended to within one week after complaint was lodged | Innovation and culture | 1 | Director: 1 Technical Services | 100 | Minutes of Technical Portfolio Committee meetings | Stand-Alone | Percentage | 100 | 100 | 100 | 100 | 100 |
| 49 | Technical Services | To create an efficient, effective, economic and accountable administration | Strengthen Financial Sustainability and further enhance Good Governance | Ensure continuous upkeep of the electronic contact register on IMIS and submit reports bi-annually to the Municipal Manager after Director verified the report and signed it off | Number of reports of contact register on IMIS submitted to Municipal Manager by 30 June 2021 after director verified report and signed it off. | Innovation and culture | 1 | Director: 1 Technical Services | New KPI | Signed reports submitted to the Municipal Manager | Accumulative | Number | 2 | 0 | 1 | 0 | 1 |
| 50 | Technical Services | To communicate effectively with the public | Strengthen Financial Sustainability and further enhance Good Governance | Revision of the technical functions in the Blackout plan and submit to Technical Portfolio Committee by 30 June 2021 | Number of revisions of the technical functions in the Blackout Plan and submit to Technical Portfolio Committee by 30 June 2021 | Innovation and culture | 1 | Director: 1 Technical Services | New KPI | Minutes of Technical Portfolio Committee | Carry Over | Number | 1 | 0 | 0 | 0 | 1 |
| 51 | Technical Services | To develop and provide sustainable bulk and community infrastructure in support of the spatial development framework | Sustainable Service Delivery | Revision of the maintenance plan in respect of all current Infrastructure and submit to Technical Portfolio Committee to EMC before 28 February 2021 | Number of maintenance plans revised in respect of all current Infrastructure and submitted to Technical Service Portfolio Committee to EMC by 28 February 2021 | Innovation and culture | 1 | Director: 1 Technical Services | 1 | Minutes of EMC Meeting | Carry Over | Number | 1 | 0 | 0 | 1 | 0 |
| 52 | Technical Services | To create an efficient, effective, economic and accountable administration | Sustainable Service Delivery | Evaluate the performance of all staff with performance contracts (T12 - T18) on an annual basis according to the agreed upon performance contracts before 30 June 2021 | % of performance evaluations of all staff with performance contracts (T12 - T18) according to the agreed upon performance contracts before 30 June 2021 | Empowering people | 1 | Director: 1 Technical Services | New KPI | Minutes of evaluation session of each staff member with a performance contract (T12 - T18P) | Last Value | Percentage | 100 | 0 | 0 | 0 | 100 |

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|----|--------------------|--|---|--|---|------------------------|---|---------------------------------------|---------|---|--------------|------------|-----|-----|-----|-----|
| 53 | Technical Services | To create an efficient, effective, economic and accountable administration | Strengthen Financial Sustainability and further enhance Good Governance | Effectively manage and ensure compliance on a quarterly basis of all T1, SDBIP KPIs in respect of accountable levels of management in accordance with the performance management policy | % of quarterly compliance with all T1, SDBIP KPIs in respect of accountable levels of management in accordance with the performance management policy | Innovation and culture | 1 | Director 1 Technical Services | 95 | In-year performance reports and/or SDBIP report generated from the system | Stand-Alone | Percentage | 95 | 95 | 95 | 95 |
| 54 | Technical Services | To provide a transparent, ethical and corruption free municipality | Strengthen Financial Sustainability and further enhance Good Governance | Ensure that the Enomia system is updated on a monthly basis to ensure that there is adherence to the regulatory and statutory requirements of all relevant legislation and regulations | Percentage of Enomia updates to ensure the adherence to the regulatory and statutory requirements of all relevant legislation and regulations | Innovation and culture | 1 | Director 1 Corporate Services | 12 | Report generated by the Internal Auditor on updates | Stand-Alone | Percentage | 100 | 100 | 100 | 100 |
| 55 | Technical Services | To provide a transparent, ethical and corruption free municipality | Strengthen Financial Sustainability and further enhance Good Governance | Develop a culture of zero tolerance to corruption and dishonesty by the efficient completion of disciplinary steps in terms of the Anti-Fraud and Corruption Policy | % of transgressions initiated in terms of the Anti-Fraud and Corruption Policy | Innovation and culture | 1 | Director 1 Technical Services | 100 | Quarterly reports to Portfolio Committee when applicable | Stand-Alone | Percentage | 100 | 100 | 100 | 100 |
| 56 | Technical Services | To alleviate poverty | Facilitate an enabling environment for economic growth | Ensure compliance with the SOP developed providing preference to temporary employees from indigent households registered on unemployment database and submit quarterly reports to Portfolio Committee on compliance | Number of reports submitted to Portfolio Committee of compliance with the SOP developed providing preference to temporary employees from indigent households registered on unemployment database | Empowering people | 1 | Director 1 Technical Services | New KPI | Minutes of Portfolio Committee | Stand-Alone | Number | 4 | 1 | 1 | 1 |
| 57 | Financial Services | To budget strategically | Strengthen Financial Sustainability and further enhance Good Governance | Improve the net debt collection period by 30 June 2021 | Number of outstanding debtor days by 30 June 2021 | Innovation and culture | 1 | Accountant 1 Credit Control | 120 | Annual Financial Statements, supported by figures as per the VESTA financial system | last Value | Number | 120 | 0 | 0 | 0 |
| 58 | Financial Services | To grow and diversify our revenue and ensure value for money-services | Strengthen Financial Sustainability and further enhance Good Governance | Monitor deviations and variances in the operational budget in accordance with the MFMA to enable efficient and effective service delivery and submit reports to the Finance Portfolio Committee on a quarterly basis | Number of reports submitted to the Finance Portfolio Committee to monitor deviations and variances in the operational budget in accordance with the MFMA to enable efficient and effective service delivery | Innovation and culture | 1 | Head Assets & Supply Chain Management | 4 | Minutes of Finance Portfolio Committee | Accumulative | Number | 4 | 1 | 1 | 1 |
| 59 | Financial Services | To grow and diversify our revenue and ensure value for money-services | Strengthen Financial Sustainability and further enhance Good Governance | Conduct 1 series of workshops in the 3 major towns to business on compliance with municipal SCM regulation requirements to promote business opportunities in Bergvliet Municipal Area through the municipal budget by 30 June 2021 | Number of series of workshops conducted to businesses on compliance with SCM regulation requirements by 30 June 2021 | Growth and jobs | 1 | Head Assets & Supply Chain Management | 1 | Attendance register of workshops conducted | Carry Over | Number | 1 | 0 | 0 | 0 |
| 60 | Financial Services | To provide a transparent, ethical and corruption free municipality | Strengthen Financial Sustainability and further enhance Good Governance | Ensure that the Enomia system is updated on a monthly basis to ensure that there is adherence to the regulatory and statutory requirements of all relevant legislation and regulations | Percentage of Enomia updates to ensure the adherence to the regulatory and statutory requirements of all relevant legislation and regulations | Innovation and culture | 1 | Director 1 Corporate Services | 12 | Report generated by the Internal Auditor on updates | Stand-Alone | Percentage | 100 | 100 | 100 | 100 |
| 61 | Financial Services | To communicate effectively with the public | Strengthen Financial Sustainability and further enhance Good Governance | Implement a customer query dedicated e-mail functionality to improve customer care and client enquiries in the Directorate Financial Services and submit a report to the Financial Portfolio Committee by September 2020 | Number of reports on the enhanced utilisation of the municipal customer care dedicated e-mail address system submitted to the Financial Portfolio Committee by September 2020 | Empowering people | 1 | Director 1 Finance | New KPI | Minutes of Financial Portfolio Committee Meeting | Carry Over | Number | 1 | 1 | 0 | 0 |



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