



PERFORMANCE AGREEMENT

**MADE AND ENTERED INTO BY
AND BETWEEN:**

**LEPHALALE LOCAL
MUNICIPALITY**

**AS REPRESENTED BY THE
MUNICIPAL MANAGER
PATRICIA FEZIWE NOGILANA-
RAPHELA**

AND

**KHOROSHI SIMON
MOTEBELE**
THE EMPLOYEE OF THE MUNICIPALITY

**FOR THE
FINANCIAL YEAR:
01 JULY 2026 – 30 JUNE 2027**

ENTERED INTO BY AND BETWEEN:

The Municipality herein represented by Feziwe Nogilana-Raphela in her capacity as the Municipal Manager (hereinafter referred to as the **Employer** or Supervisor)

And

Khoroshi Simon Motebele, Director: Social Services, Employee of the Municipality (hereinafter referred to as the **Employee**).

WHEREBY IT IS AGREED 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.
- 1.4. The Parties wish to ensure that there is compliance with Sections 57 (4A), 57 (4B) and 57 (5) of the Systems Act.

2. PURPOSE OF THIS AGREEMENT

The purpose of this Agreement is to:

- 2.1. Comply with the provisions of Section 57(1) (b), (4A), (4B) and (5) of the Act as well as the employment contract entered into between the parties.
- 2.2. Specify objectives in terms of the key performance indicators 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 municipality.
- 2.3. Specify accountabilities as set out in a Performance Plan, which forms an Annexure to the Performance Agreement.
- 2.4. Monitor and measure performance against set targeted outputs.
- 2.5. Use the Performance Agreement as the basis for assessing whether the employee has met the performance expectations applicable to his or her job.
- 2.6. In the event of outstanding performance, to appropriately reward the employee.
- 2.7. Give effect to the employer's commitment to a performance-orientated relationship with its employee in attaining equitable and improved service delivery.

3. COMMENCEMENT AND DURATION

- 3.1. This Agreement will commence on **1st July 2026** and will remain in force **until 30th June 2027** thereafter a new Performance Agreement, Performance Plan and Personal Development Plan shall be concluded between the parties for the next financial year or any portion thereof.

- 3.2 The parties will review the provisions of this Agreement during June each year. The parties will conclude a new Performance Agreement and Performance Plan that replaces this Agreement at least once a year by not later than one month after the beginning of each successive financial year.
- 3.3 This Agreement will terminate on the termination of the Employee's contract of employment for any reason.
- 3.4 The content of this Agreement may be revised at any time during the above-mentioned period to determine the applicability of the matters agreed upon.
- 3.5 If at any time during the validity of this Agreement the work environment alters (whether as a result of government or Council decisions or otherwise) to the extent that the contents of this Agreement are no longer appropriate, the contents shall immediately be revised.

4. PERFORMANCE OBJECTIVES

- 4.1. The Performance Plan (Annexure A) sets out-
 - 4.1.1 Key Performance Areas that the employee should focus on.
 - 4.1.2 Core competencies required from employees.
 - 4.1.3 The performance objectives, key performance indicators and targets that must be met by the Employee.
 - 4.1.4 The time frames within which those performance objectives and targets must be met.
- 4.2 The performance objectives, key performance indicators and targets 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 strategic objectives; key performance indicators; targets; projects and activities that may include dates and weightings. A description of these elements follows:
 - 4.2.1 The strategic objectives describe the strategic intent of the organization that needs to be achieved.
 - 4.2.2 The strategic performance indicators provide the details of the evidence that must be provided to show that a key objective has been achieved.
 - 4.2.3 The target dates describe the timeframe in which the work must be achieved.
 - 4.2.4 The weightings show the relative importance of the key performance areas, key objectives, and key performance indicators to each other.

5. PERFORMANCE MANAGEMENT SYSTEM

- 5.1. The Employee agrees to participate in the performance management system that the Employer adopts or introduces for the Employee, 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 towards 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, Key Performance Areas and core Competency Requirements, both of which shall be contained in the 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 the Core Competency Requirements (CCRs) respectively.
- 5.5.2 KPA's covering the main areas of work will account for 80% and CCRs will account for 20% of the final assessment.
- 5.5.3 Each area of assessment will be weighted and will contribute a specific part to the total score.
- 5.6 The Employee's assessment will be based on his / her performance in terms of the key performance indicator outputs / outcomes 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:

Key Performance Areas (KPA's)	Weighting
Municipal Transformation and Organisational Development	N/A
Service Delivery	85%
Local Economic Development	N/A
Financial Viability	5%
Good Governance and Public Participation	10%
Spatial Rationale	N/A
Total	100%

- 5.7 Manager's responsibilities are also directed in terms of the abovementioned key performance areas. In the case of managers directly accountable to the Municipal Manager, other key performance areas related to the functional area of the relevant manager can be added subject to negotiation between the municipal manager and the relevant manager.
- 5.8 The CCRs will make up the other 20% of the Employee's assessment score. CCRs that are deemed to be most critical for the Employee's specific job should be selected (✓) from the list below as agreed to between the Employer and Employee.

Competencies	Components	Competency Definition	Weighting % (total 100%)
Leading competencies			
Strategic Direction and Leadership	- Impact and Influence - Institutional Performance Management - Strategic Planning and Management - Organisational Awareness	Provide and direct a vision for the institution, and inspire and deploy others to delivery on the strategic institutional mandate	10
People Management	- Human Capital Planning and Development - Diversity Management - Employee Relations Management - Negotiation and dispute Management	Effectively manage, inspire and encourage people, respect diversity, optimise talent and build and nurture relationships in order to achieve institutional objectives	10
Programme and Project Management	- Programme and Project Planning and Implementation - Service Delivery Management - Programme and Project Monitoring and Evaluation	Able to understand programme and project management methodology; plan, manage, monitor and evaluate specific activities in order to delivery on set objectives.	10
Financial Management	- Budget Planning and Execution - Financial Strategy and Delivery - Financial Reporting and Monitoring	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	10
Change Leadership	- Change Vision and Strategy - Process Design and improvement - Change Impact Monitoring and Evaluation	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	10
Governance Leadership	- Policy Formulation - Risk and Compliance management - Cooperative Governance	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	10
Core Competencies			
Moral competence	- Integrity - Institutional rules and regulations - Identification of moral situations with reasoning intent	Able to identify moral triggers, apply reasoning that promotes honesty and integrity and consistently display behaviour that reflects moral competence	5
Planning and Organising	- Organising information and resources - Recognising the urgency and importance of tasks - Identifying short and long-term goals and plans - Scheduling of tasks plans and goals	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	5

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Competencies	Components	Competency Definition	Weighting % (total 100%)
Analysis and Innovation	- Measuring and monitoring progress - Problem solving techniques - Objectiveness and thoroughness to problem analysis - Breaking down complex problems - Consultation of stakeholders - Communication of opportunities and innovative solutions to stakeholders - Identification of opportunities to enhance internal processes	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	10
Knowledge and Information Management	- Utilising information systems and technology - Data evaluation - Development of information sharing mechanisms and structures - Research and provision of cutting-edge knowledge to enhance institutional effectiveness and efficiency	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	5
Communication	- Expressing ideas - Understanding and appreciation of diverse perspectives, attitudes, and beliefs - Communication adaptation - Delivery of clear, focused, concise and well-structured written documents	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	10
Results and Quality Focus	- Priority actions - Commitment to achieving results - Quality standards, processes, and tasks - High quality output - Monitoring progress and quality of work - Balancing quality and quantity of results	Able to maintain high quality standards, focus on achieving results and objectives while consistently striving to exceed expectations and encourage other to meet quality standards. Further, to actively monitor and measure results and quality against identified objectives	5
Core Competencies			100%

6. EVALUATING PERFORMANCE

- 6.1. The Performance Plan (Annexure A) to this Agreement sets out :
 - 6.1.1 The standards and procedures for evaluating the Employee's performance.
 - 6.1.2 The intervals for the evaluation of the Employee's performance.
- 6.2 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.
- 6.3 Personal growth and development needs identified during any performance review 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.
- 6.4 The Employee's performance will be measured in terms of contributions to the strategic objectives and strategies set out in the Employer's IDP
- 6.5 The Annual performance appraisal will involve:
 - 6.5.1 Assessment of the achievement of results as outlined in the Performance Plan:
 - (a) Each KPA should be assessed according to the extent to which the specified standards or performance indicators have been met and with due regard to ad hoc tasks that had to be performed under the KPA.
 - (b) Values are supplied for KPI's and Activities under each KPA as part of the Institutional Assessment. Based on the Target for an activity or KPI, over or under performance are calculated and converted to the 1–5-point scale automatically. These scores are carried over to the applicable employee's performance plan. During assessment, the employee has a chance to submit evidence of performance where a disagreement.
 - (c) The applicable assessment ratings and scores will calculate a final KPA score.
 - 6.5.2 Assessment of the CCRs:
 - (a) Each CCR should be assessed according to the extent to which the specified standards have been met.
 - (b) An indicative rating on the five-point scale should be provided for each CCR.
 - (c) This rating should be multiplied by the weighting given to each CCR during the contracting process, to provide a score.
 - (d) The applicable assessment rating calculator (refer to paragraph 6.5.1) must then be used to add the scores and calculate a final CCR score.
 - 6.5.3 Overall rating:

An overall rating is calculated by using the applicable assessment-rating calculator. Such overall rating represents the outcomes of the various weighted ratings contained in the performance Plan which represents the outcome of the performance appraisal.
- 6.6 The assessment of the performance of the Employee will be based on the following rating scale for KPA's and CCRs:

Rating	Terminology	Description	% Score
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 PA and Performance plan and maintained this in all areas of responsibility throughout the year.	167
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.	133 - 166
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 PA and Performance Plan.	100 - 132
2	Performance 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 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.	67 - 99
1	Unacceptable performance	Performance does not meet the standard expected for the job. 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.	0 – 66

6.7 For the purpose of evaluating the performance of the manager reporting to the municipal manager, an evaluation panel constituted of the following persons must be established-

- 6.7.1 Municipal Manager
- 6.7.2 Chairperson of the performance audit committee
- 6.7.3 Member of the executive committee
- 6.7.4 Municipal manager from another municipality

6.8 The manager responsible for human resources of the municipality must provide secretariat services to the evaluation panels referred to in sub-regulations (d) and (e).

7. SCHEDULE FOR PERFORMANCE REVIEWS

- 7.1. The performance of each Employee in relation to his / her Performance Agreement shall be reviewed within the month following the quarters as indicated with the understanding that reviews in the first and third quarter may be verbal if performance is satisfactory:

First quarter:	July – September 2026	(October 2026)
Second quarter:	October – December 2026	(January 2027)
Third quarter:	January – March 2027	(April 2027)
Fourth quarter:	April – June 2027	(July 2027)

- 7.2 The Employer shall keep a record of the mid-year review and annual assessment meetings.
- 7.3 Performance feedback shall be based on the Employer's assessment of the Employee's performance.
- 7.4 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.
- 7.5 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

The Personal Development Plan (PDP) for addressing developmental gaps is attached as Annexure B.

9. OBLIGATIONS OF THE EMPLOYER

- 9.1. The Employer shall:
- 9.1.1 Create an enabling environment to facilitate effective performance by the employee.
- 9.1.2 Provide access to skills development and capacity building opportunities.
- 9.1.3 Work collaboratively with the Employee to solve problems and generate solutions to common problems that may impact on the performance of the Employee.
- 9.1.4 On the request of the Employee delegate such powers reasonably required by the Employee to enable him / her to meet the performance objectives and targets established in terms of this Agreement.
- 9.1.5 Make available to the Employee such resources as the Employee may reasonably require from time to time assisting him / her 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 the 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.
- 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 10.1 as soon as is practicable to enable the Employee to take any necessary action without delay.

11. MANAGEMENT OF EVALUATION OUTCOMES

- 11.1 The evaluation of the Employee's performance will form the basis for rewarding outstanding performance or correcting unacceptable performance.
- 11.2 A performance bonus of between 5% to 14% of the all-inclusive annual remuneration package may be paid to the Employee in recognition of outstanding performance to be constituted as follows:

% Rating Over Performance	% Bonus
130 - 133.8	5%
133.9 – 137.6	6%
137.7 – 141.4	7%
141.5 - 145.2	8%
145.3 – 149	9%
150 – 153.4	10%
153.5 – 156.8	11%
156.9 – 160.2	12%
160.2 – 163.6	13%
163.7 – 167	14%

- 11.3 In the case of unacceptable performance, the Employer shall:
- 11.3.1 Provide systematic remedial or developmental support to assist the Employee to improve his or her performance.
- 11.3.2 After appropriate performance counselling 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 or her duties.

12. DISPUTE RESOLUTION

- 12.1. Any disputes about the nature of the Employee's performance agreement, whether it relates to key responsibilities, priorities, methods of assessment and/ or any other matter provided for, shall be mediated by the mayor within thirty (30) days of receipt of a formal dispute from the employee, whose decision shall be final and binding on both parties. The decision of the mediator (Mayor) shall be final and binding on both parties whose decision shall be final and binding on both parties.
- 12.2 Any disputes about the outcome 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 provided for in sub-regulation 27(4) (e) of the Municipal Performance Regulations, Regulation 805 of 2006, within thirty (30) days of receipt of a formal dispute from the employee. The decision of the mediator shall be final and binding on both parties whose decision shall be final and binding on both parties.

13. GENERAL

- 13.1 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.
- 13.2 Nothing in this agreement diminishes the obligations, duties or accountabilities of the Employee in terms of his/ her contract of employment, or the effects of existing or new regulations, circulars, policies, directives or other instruments.

- 13.3 The performance assessment results of the Municipal Manager must be submitted to the MEC responsible for local government in the relevant province as well as the national minister responsible for local government, within fourteen (14) days after the conclusion of the assessment.

Thus, **done** and **signed** at Lephalale on this the 01 day of July 2026.

AS WITNESSES:

1. Mamagane
2. [Signature]

[Signature]
EMPLOYEE

AS WITNESSES:

1. Mamagane
2. [Signature]

[Signature]
MUNICIPAL MANAGER

ANNEXURE A

PERSONAL PERFORMANCE PLAN – 2026/ 2027

1. INTRODUCTION

PURPOSE

The performance plan defines the Council's expectations of the employee's performance agreement to which this document is attached and Section 57 (5) of the Municipal Systems Act, which provides that performance objectives and targets must be based on the key performance indicators as set in the Municipality's Integrated Development Plan (IDP) and the Municipality's Service Delivery and Budget Implementation Plan (SDBIP) and as reviewed annually.

The SDBIP has been revised in terms of S54 (1) (c) of the MFMA, therefore, to ensure alignment of the adjustment SDBIP and Performance Plans, any adjustment to indicators and targets are indicated with footnotes, where it applies.

STRATEGIC ALIGNMENT

The Objects of Local Government as outlined in the Constitution, Key Performance Areas (KPA's) as outlined in the Local Government: Municipal Planning and Performance Management Regulations (2001) inform the strategic objectives per BSC perspective and the ultimate outcomes to be achieved are listed in the table below. The indicators and targets are aligned to the achievement of the objectives over the longer term, in so far it is relevant to the functions of the employee.

OBJECTS OF LOCAL GOVERNMENT	KPA	STRATEGIC OBJECTIVE
Provide democratic and accountable government for local communities	Financial Viability	Enhance revenue and financial management
	Good Governance and Public Participation	Responsible, accountable, effective and efficient corporate governance
Encourage the involvement of communities and community organisations in the matters of local government	Transformation and Organisational Development	Capacitate disadvantaged groups Provide quality and well-maintained infrastructural services in all municipal areas
Promote a safe and healthy environment Ensure the provision of services to communities in a sustainable manner.	Service Delivery and Infrastructure	Improve functionality, performance and professionalism Protect the environment and improve community well-being
Promote social and economic development	Local Economic Development	Create a conducive environment for businesses to invest and prosper
	Spatial Rationale	Rational planning to bridge first and second economies and provide adequate land for development

2. PURPOSE OF THE POSITION

The employee undertakes to be committed to the municipality's strategic intent that follows:

The Municipality's **Vision**:

"A vibrant city and the energy hub"

The Municipality's Mission:

"We are committed to Integrated Development, provision of quality, sustainable and affordable services, financial viability and good governance, local economic development and job creation"

The **Values** of Lephalale Local Municipality to which the employee subscribes are:

Value	Description
Community orientation	Provide and deliver sustainable services for the whole community.
Transparency	Invite and encourage public sharing and democratic participation in council's activities.
Commitment	Focus and concentrate on council's core activities in a consistent manner.
Business orientation	Subscribe to, and comply with, the best business practices.
Integrity	Conduct council's business in a fair, responsible, flexible, equitable and honest manner.
Accountability	Report regularly to all stakeholders regarding council's actual performance.
Environmental Care	With all the development in Lephalale, the municipality will focus on taking care of the environment.
Empowerment	To be seen to be empowering our people, knowledge is power.
Performance appraisal	Evaluate on the performance of individuals to determine the overall intend of the institutional objective. Continually evaluate and monitor performance against set target.

In the day-to-day activities, the employee is also required to contribute to the achievements of the following operational objectives and strategies:

PROGRAMME	OUTCOME	Programme Objective	Immediate Strategies (1-2 Yrs)	Short Term Strategies (3-5 Yrs)	Medium Term Strategies (5-10 Yrs)	Long Term Strategies (10 Yrs+)
Public Transport Coordination.	Efficient Transport System.	Coordinate public transport.	Coordinate regular meetings with stakeholders in the public transport sector. Monitoring the suitability of public transport facilities. Conduct feasibility study for the air strip. Review ITP with the assistance of the National Department of Transport.	Implement the integrated Transport Management Plan. Negotiate with dept. PW to take over the airfield function to develop an airport. Develop by-laws in metered taxis and public transport.	Develop the airfield into a municipal airport. Monitor and evaluate the impact of the integrated Transport Management Plan. Development of railway infrastructure	Monitor and evaluate the impact of the integrated Transport Management Plan. Establish rapid transport system.
Environmental Management	Safe, clean and sustainable green environment.	Promote sustainable environment system and improve community awareness.	Provide waste management services. Educate and empower communities on waste management. Establish transfer and drop off centers. Promote waste recycling and reuse. Air Quality monitoring Provision of efficient refuse removal services and safe disposal of waste Acquisition of waste storage bins Acquisition of compactor trucks for collection of waste Acquisition of LDVs for monitoring of waste management activities Review air quality management plan Develop Climate change response strategy	Construction of new cell in the landfill site. Implementation of the Green Plan (parks). Air quality monitoring. Extension of refuse removal services to the un-serviced areas Provision of appropriate material recovery facilities for waste beneficiation Establish hazardous landfill site Establish transfer stations and drop-off centres Acquisition of low cost sensors for air quality monitoring	Implement formal environmental education programs. Liaise with Waterberg District Municipality regarding air quality monitoring. Kerbside refuse removal in the villages Establish air quality monitoring stations	Implement formal environmental education programs. Comply with green economy standards and NEM:BA (alien plant eradication and energy efficiently measurements). Implement the Green plan. Eradicate of invasive alien plants to be in line with CAPRA legislation. Liaise with Waterberg District Municipality regarding air quality monitoring.
Fire Protection and disaster management	Reduced loss of both property and human life due to fires.	Prevent and manage outbreak of fire and emergency incidence.	Arrive within 60 minutes for every 40 kilometers travelled at incidents after vehicles dispatched. Fire prevention measures through regular inspections on buildings and fire hydrants.	Implementation of fire prevention measures through regular inspections on buildings and fire hydrants. Respond to emergency incidents promptly.	Implementation of fire prevention measures through regular inspections on buildings and fire hydrants. Respond to emergency	Implementation of fire prevention measures through regular inspections on buildings and fire hydrants. Respond to emergency

PROGRAMME	OUTCOME	Programme Objective	Immediate Strategies (1-2 Yrs)	Short Term Strategies (3-5 Yrs)	Medium Term Strategies (5-10 Yrs)	Long Term Strategies (10 Yrs+)
			Ensure sufficient staff and equipment that are always in good order. Conduct fire prevention awareness campaign and programs.	Continuous capacity building to ensure efficient and effective rescue measures. Ensure sufficient staff and equipment that are always in good working order.	Incidents promptly. Continuous capacity building to ensure efficient and effective rescue measures.	Incidents promptly. Continuous capacity building to ensure efficient and effective rescue measures.
Library and Information Services	Free access to information sources and resources.	Literate community	Provide literacy campaigns to schools. Provision of community and library awareness campaigns Review MOU with DSAC to include funding by the provincial department.	Provide libraries and information services at Thusong Centre's and Shongoane. Procurement of minibus (mobile library) Construction of internet tower	Provision digital literacy training to learners Construction of internet tower	Provide library and information services at all Thusong Service Centre's. provision of library services through virtual library.
Registry	Safety of all road users.	Competent drivers and roadworthy vehicles on public roads.	Testing applications for learners and drivers. Establishment of learner's license test Centre at Mokuruanyane.	Streamline vehicle registration and licensing from learners and driving licenses as well as business licenses. Development of transport policies.	Streamline vehicle registration and licensing from learners and driving licenses as well as business licenses Accessibility of testing facilities at radius of 50 KM inclusive of rural areas.	Accessibility of testing facilities at radius of 50 KM inclusive of rural areas.
Traffic Road Safety and Security.	Changed driver behaviors.	Reduction of fatal and road traffic accidents.	Conduct joint law enforcement operations with other law enforcement agencies. Enforcement of traffic laws and regulations. Conduct speed law enforcement.	Increase the appointment of Traffic Officers to decrease the road traffic carnage and improve road safety on municipal road network.	Conduct joint law enforcement operations with other law enforcement agencies, conduct speed law enforcement to decrease road carnage.	Application of all applicable legislation through traffic policing and multi-facet operations in prevention of lawlessness.
Parks recreation facilities and cemetery.	Provide clean and healthy environment.	Improved mental and physical well-being.	Establish tree planting program and implement it. Maintain Municipal terrain, grounds, open space, amenities and existing parks and stadia Eradicate invasive alien plants.	Establishment of regional/local cemeteries. Establish new parks in rural areas. Upgrading of sports facilities. Eradication of invasive alien plants to be in line with CARA legislation.	Maintain existing parks and stadia. Eradicate invasive alien plants to be in line with CARA legislation.	Implementation of the Green Plan (parks). Comply with green economy standards and NEM:BA (alien plant eradication and energy efficiency measurements).

PROGRAMME	OUTCOME	Programme Objective	Immediate Strategies (1-2 Yrs)	Short Term Strategies (3-5 Yrs)	Medium Term Strategies (5-10 Yrs)	Long Term Strategies (10 Yrs+)
Thusong Centre's	Access to Governmental information service.	informed and knowledgeable community	Marketing of the Thusong Centre services in partnership with sector departments through awareness campaigns. Quarterly meetings with stakeholders to monitor progress	Signing of MOU with Sector Departments. Management and marketing of the office space.	Construction of Thusong centre	Management and Maintenance of the Thusong centres

In terms of Regulation 21 of 2014, Local Government: Regulations on appointment and conditions of employment of senior managers¹, focus should also be on applying the eight Batho Pele Principles².

The Batho Pele principles are as follows:

Consultation

There are many ways to consult users of services including conducting customer surveys, interviews with individual users, consultation with groups, and holding meetings with consumer representative bodies, NGOs and CBOs. Often, more than one method of consultation will be necessary to ensure comprehensiveness and representativeness. Consultation is a powerful tool that enriches and shapes government policies such as the Integrated Development Plans (IDPs) and its implementation in Local Government sphere.

Setting service standards

This principle reinforces the need for benchmarks to constantly measure the extent to which citizens are satisfied with the service or products they receive from departments. It also plays a critical role in the development of service delivery improvement plans to ensure a better life for all South Africans. Citizens should be involved in the development of service standards.

Required are standards that are precise and measurable so that users can judge for themselves whether or not they are receiving what was promised. Some standards will cover processes, such as the length of time taken to authorize a housing claim, to issue a passport or identity document, or even to respond to letters.

¹ Regulation 21 of 2014, Local Government: Regulations on appointment and conditions of employment of senior managers is available on: www.gpwonline.co.za

² Batho Pele Principles are available on: http://www.ipid.gov.za/about%20us/batho_pele.asp

To achieve the goal of making South Africa globally competitive, standards should be benchmarked (where applicable) against those used internationally, taking into account South Africa's current level of development.

Increasing access

One of the prime aims of Batho Pele is to provide a framework for making decisions about delivering public services to the many South Africans who do not have access to them. Batho Pele also aims to rectify the inequalities in the distribution of existing services. Examples of initiatives by government to improve access to services include platforms such as the Gateway, Multi-Purpose Community Centers and Call Centers.

Access to information and services empowers citizens and creates value for money, quality services. It reduces unnecessary expenditure for the citizens.

Ensuring courtesy

This goes beyond a polite smile, 'please' and 'thank you'. It requires service providers to empathize with the citizens and treat them with as much consideration and respect as they would like for themselves.

The public service is committed to continuous, honest and transparent communication with the citizens. This involves communication of services, products, information and problems, which may hamper or delay the efficient delivery of services to promised standards. If applied properly, the principle will help demystify the negative perceptions that the citizens in general have about the attitude of the public servants.

Providing information

As a requirement, available information about services should be at the point of delivery, but for users who are far from the point of delivery, other arrangements will be needed. In line with the definition of customer in this document, managers and employees should regularly seek to make information about the organization, and all other service delivery related matters available to fellow staff members.

Openness and transparency

A key aspect of openness and transparency is that the public should know more about the way national, provincial and local government institutions operate, how well they utilize the resources they consume, and who is in charge. It is anticipated that the public will take advantage of this principle and make suggestions for improvement of service delivery mechanisms, and to even make government employees accountable and responsible by raising queries with them.

Redress

This principle emphasizes a need to identify quickly and accurately when services are falling below the promised standard and to have procedures in place to remedy the situation. This should be done at the individual transactional level with the public, as well as at the organisational level, in relation to the entire service delivery Programme.

Public servants are encouraged to welcome complaints as an opportunity to improve service, and to deal with complaints so that weaknesses can be remedied quickly for the good of the citizens.

Value for money

Many improvements that the public would like to see often require no additional resources and can sometimes even reduce costs. Failure to give a member of the public a simple, satisfactory explanation to an enquiry may, for example, result in an incorrectly completed application form, which will cost time to rectify.

3. SERVICE DELIVERY AND PERFORMANCE INDICATORS

The high-level indicators and targets for the Social Services Directorate are as follows:

TOP LAYER SDBIP INDICATORS												
IDP-ID #	HIERARCHY (KPA/ STRATEGIC OBJECTIVE/ PROGRAMME)	PROJECT NAME/ DESCRIPTION	KEY PERFORMANCE INDICATOR	BASELINE	U O M	QUARTER 1 TARGET	QUARTER 2 TARGET	QUARTER 3 TARGET	QUARTER 4 TARGET	ANNUAL TARGET 2026/2027	ANNUAL BUDGET	PORTFOLIO OF EVIDENCE
PARKS												
M – 170	KPA 2: Service Delivery and Infrastructure Development\ Protect the environment and improve community well-being\ Environmental Management	Removal of Invasive tree species	Number of hectares where invasive plant species are removed in the Municipal area per quarter (non-cumulative)	10 hectares	#	2,5 hectares of invasive plant species removed	2,5 hectares of invasive plant species removed	2,5 hectares of invasive plant species removed	2,5 hectares of invasive plant species removed	10 hectares of invasive plant species removed by 30 th June 2027	OPEX	Pictures of before and after Area pictures
M – 171	KPA 2: Service Delivery and Infrastructure Development\ Protect the environment and improve community well-being\ Environmental Management	Maintenance Of Parks	Number of Parks maintained per quarter (non-cumulative)	15 parks	#	15 Parks maintained	15 Parks maintained	15 Parks maintained	15 Parks maintained	15 parks maintained by 30 th June 2027	OPEX	Activity schedule reflecting the dates/ Attendance Register, Log sheet, pictures before maintenance and after maintenance
M – 370	KPA 2: Service Delivery and Infrastructure Development\ Protect the environment and	Maintenance of Cemeteries	Number of Cemeteries maintained per quarter (non-cumulative)	6 cemeteries	#	6	6	6	6	6 Cemeteries maintained by 30 th June 2027	OPEX	Activity schedule reflecting the dates/days for maintenance activity, Attendance Register,

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TOP LAYER SDBIP INDICATORS												
IDP-ID #	HIERARCHY (KPA/ STRATEGIC OBJECTIVE/ PROGRAMME)	PROJECT NAME/ DESCRIPTION	KEY PERFORMANCE INDICATOR	BASELINE	U O M	QUARTER 1 TARGET	QUARTER 2 TARGET	QUARTER 3 TARGET	QUARTER 4 TARGET	ANNUAL TARGET 2026/2027	ANNUAL BUDGET	PORTFOLIO OF EVIDENCE
	improve community well-being\ Environmental Management											Log sheet pictures before maintenance and after maintenance
WASTE												
M – 250	KPA 2: Service Delivery and Infrastructure Development\ Protect the environment and improve community well-being\ Waste Management	Refuse Removal on Urban area	Number of urban households with access to weekly refuse removal per quarter (non-cumulative)	11 451	#	11 450	11 450	11 450	11 450	11 450 urban households with access to weekly refuse removal by 30 th June 2027	OPEX	Billing list
M – 708	KPA 2: Service Delivery and Infrastructure Development\ Protect the environment and improve community well-being\ Waste Management	Refuse Removal on Rural Villages	Number of rural villages with access to monthly refuse removal services through roll-on, roll-off system (non-cumulative)	33 villages	#	33	33	33	33	33 rural villages with access to monthly refuse removal services through roll-on, roll-off system by 30 th June 2027	OPEX	List of Villages, Log sheet, GIS coordinates
LIBRARY												
M – LIB1	KPA 2: Service Delivery and Infrastructure Development\ Protect the environment and improve community well-being\ Library Services	Conducting Thusong Centre services campaigns for communities	Number of Thusong Centre services campaigns for communities per quarter (YTD)	4	#	1	2	3	4	4 Thusong Centre services campaigns for communities by 30 th June 2027	OPEX	Attendance registers, Presentation, Notice or Invitation
M – 172	KPA 2: Service Delivery and Infrastructure Development\ Protect the environment and improve community well-being\ Library Services	Conducting Library campaigns	Number of Library campaigns conducted per quarter (YTD)	4	#	1	2	3	4	4 Library campaigns conducted by 30 th June 2027	OPEX	Attendance registers, Presentation, Notice or Invitation

TOP LAYER SDBIP INDICATORS												
IDP-ID #	HIERARCHY (KPA/ STRATEGIC OBJECTIVE/ PROGRAMME)	PROJECT NAME/ DESCRIPTION	KEY PERFORMANCE INDICATOR	BASELINE	U O M	QUARTER 1 TARGET	QUARTER 2 TARGET	QUARTER 3 TARGET	QUARTER 4 TARGET	ANNUAL TARGET 2026/2027	ANNUAL BUDGET	PORTFOLIO OF EVIDENCE
	well-being\ Library Services											
REGISTRY/ LICENSING												
M RG 1	KPA 2: Service Delivery and Infrastructure Development\ Protect the environment and improve community well-being\ Registry.	Testing for driver's license	Average turn-around time between application for driver's license and actual testing per quarter (non-cumulative)	1 Week	#	2 Weeks	2 Weeks	2 Weeks	2 Weeks	2 Weeks' average turn-around time between application for driver's license and actual testing by 30 th June 2027	OPEX	Summary of Driver's license registers reflecting date of application, date of test and calculation of turnaround time (sampling)
M 395	KPA 2: Service Delivery and Infrastructure Development\ Protect the environment and improve community well-being\ Registry.	Testing for learner's license	Average turn-around time between application and testing of applicants for learner's license per quarter (non-cumulative)	1 Week	#	2 Weeks	2 Weeks	2 Weeks	2 Weeks	2 Weeks average turn-around time between application and testing of applicants for learner's license by 30 th June 2027	OPEX	Summary of Learners license registers reflecting date of application, date of test and calculation of turnaround time (sampling)
TRAFFIC												
M 703	KPA 2: Service Delivery and Infrastructure Development\ Protect the environment and improve community well-being\ Road Safety / Law Enforcement	Conduct Speed-checks operations	Number of Speed-checks operations conducted per quarter (YTD)	218	#	50	90	120	180	180 Speed-checks operations conducted by 30 th June 2027	OPEX	Speed checks register.
M 704	KPA 2: Service Delivery and Infrastructure Development\ Protect the environment and improve community well-being\ Road	Law enforcement joint operations	Number of Law Enforcement operations conducted per quarter (YTD)	25	#	3	6	9	12	12 Law Enforcement operations conducted by 30 th June 2027	OPEX	Stop & check register, attendance register

TOP LAYER SDBIP INDICATORS									
IDP-ID #	HIERARCHY (KPA/ STRATEGIC OBJECTIVE/ PROGRAMME)	PROJECT NAME/ DESCRIPTION	KEY PERFORMANCE INDICATOR	BASELINE	U O M	QUARTER 1 TARGET	QUARTER 2 TARGET	QUARTER 3 TARGET	QUARTER 4 TARGET
	Safety / Law Enforcement								
ENVIRONMENTAL									
SS - 86	KPA2: Service Delivery and Infrastructure Development\ Protect the environment and improve community well-being\ Environmental Management	Conduct Air Quality compliance monitoring inspections	Number of air quality compliance monitoring inspections conducted per quarter (YTD)	New KPI	#	1	2	3	4
									4 Air Quality compliance monitoring inspections conducted by 30 th June 2027
									inspection report/tool, Notices
PROJECTS FOR SOCIAL SERVICES DEPARTMENT									
SS - 03	KPA 2: Service Delivery and Infrastructure Development\ Protect the environment and improve community well-being\ Waste Management	Acquisition of 20x 6 cubic meter bins	Number of 20x 6 cubic meter bins acquired per annum	10 x 30 Cubic meter Skip Bins	#	Advert for tender	Appointment of the service provider	Supply and Delivery of 20x 6 cubic meter bins	N/A
									10 x 30 cubic meter bins acquired by 30 th June 2027
									R 1 000 000 LLM
SS - 08	KPA 2: Service Delivery and Infrastructure Development\ Protect the environment and improve community well-being\ Waste Management	Design of 2x Transfer Stations at Seleka and Moong village.	Number of Transfer Stations Designs Completed per annum	New project	#	Advert for tender	Appointment of the service provider	2 Transfer Stations Designs Completed	N/A
									R 2 500 000 LLM
									Advert, Appointment letter, x2 Transfer station designs
SS - 09	KPA 2: Service Delivery and Infrastructure Development\ Protect the environment and improve community well-being\ Waste Management	Acquisition of public safety equipment's	Percentage of Public safety equipment acquired per annum	New Project	%	Advert for tender	Appointment of the service provider	Supply and Delivery of Safety equipment's	N/A
									100% Safety equipment's acquired by 30 th June 2027
									R 500 000
									Advert, Appointment letter, Delivery Note/ invoices

TOP LAYER SDBIP INDICATORS												
IDP-ID #	HIERARCHY (KPA) STRATEGIC OBJECTIVE\ PROGRAMME)	PROJECT NAME/ DESCRIPTION	KEY PERFORMANCE INDICATOR	BASELINE	U O M	QUARTER 1 TARGET	QUARTER 2 TARGET	QUARTER 3 TARGET	QUARTER 4 TARGET	ANNUAL TARGET 2026/2027	ANNUAL BUDGET	PORTFOLIO OF EVIDENCE
SS - 85	KPA 2: Service Delivery and Infrastructure Development\ Protect the environment and improve community well-being\ Waste Management	Acquisition of a 1x Backhoe for grave digging	Number of a Backhoe for grave digging acquired per annum	New project	#	Advert for tender	Appointment of the service provider	Supply and Delivery of Backhoe for grave digging x1	N/A	1x Backhoe for grave digging acquired by the 31 st of March 2026	R 740 000 LLM	Advert, Appointment letter, Delivery note/ Invoice

The lower-level indicators and targets for the Social Services are as follows:

LOWER LAYER SDBIP INDICATORS												
IDP-ID #	HIERARCHY (KPA) STRATEGIC OBJECTIVE\ PROGRAMME)	PROJECT NAME/ DESCRIPTION	KEY PERFORMANCE INDICATOR	BASELINE	U O M	QUARTER 1 TARGET	QUARTER 2 TARGET	QUARTER 3 TARGET	QUARTER 4 TARGET	ANNUAL TARGET 2026/2027	ANNUAL BUDGET	PORTFOLIO OF EVIDENCE
						WASTE						
M - 702	KPA 2: Service Delivery and Infrastructure Development\ Protect the environment and improve community well-being\ Environmental Management	Conducting Waste Education awareness campaigns	Number of Waste Education awareness campaigns conducted per quarter (non-cumulative)	48	#	12	12	12	12	48 Waste Education awareness campaigns conducted by 30 th June 2027	OPEX	Attendance registers, Notice, or Invitation
						LIBRARY						
M - LIB2	KPA 2: Service Delivery and Infrastructure Development\ Protect the environment and improve community well-being\ Library Services	Conducting Community Library awareness campaigns	Number of Community Library awareness campaigns conducted per quarter (YTD)	4	#	1	2	3	4	4 Community Library awareness campaigns conducted by 30 th June 2027	OPEX	Invitations, agenda, attendance register, Presentation
						REGISTRY/ LICENSING						
M - RG2	KPA 2: Service Delivery and Infrastructure Development\ Protect the environment and	Conducting Transport Forum meetings	Number of Transport Forum meetings conducted per quarter (YTD)	4	#	1	2	3	4	4 Transport Forum meetings conducted by 30 th June 2027	OPEX	Invitations, agenda, attendance register, minutes

LOWER LAYER SDBIP INDICATORS												
IDP-ID #	HIERARCHY (KPA/ STRATEGIC OBJECTIVE/ PROGRAMME)	PROJECT NAME/ DESCRIPTION	KEY PERFORMANCE INDICATOR	BASELINE	U O M	QUARTER 1 TARGET	QUARTER 2 TARGET	QUARTER 3 TARGET	QUARTER 4 TARGET	ANNUAL TARGET 2026/2027	ANNUAL BUDGET	PORTFOLIO OF EVIDENCE
	improve community well-being\ Registry.											
TRAFFIC												
M – 777	KPA 2: Service Delivery and Infrastructure Development\ Protect the environment and improve community well-being\ Road Safety / Law Enforcement	Traffic stops and checks	Number of Traffic Stops and checks conducted per quarter (YTD)	51	#	12	24	36	48	48 Traffic Stops and checks conducted by 30 th June 2027	OPEX	Weekly Reports.
ENVIRONMENTAL												
SS – 87	KPA2: Service Delivery and Infrastructure Development\ Protect the environment and improve community well-being\ Environmental Management	Conduct Air Quality educational awareness Campaigns	Number of Air Quality educational Awareness Campaigns conducted per quarter (YTD)	New KPI	#	1	2	3	4	4 Air Quality educational Awareness Campaigns conducted by 30 th June 2027	OPEX	Attendance registers, Notice or Invitation
SS – 88	KPA2: Service Delivery and Infrastructure Development\ Protect the environment and improve community well-being\ Environmental Management	Conduct Air quality compliance monitoring	Number of air quality notices issued per quarter (YTD)	New KPI	#	1	2	3	4	4 Air Quality notices issued by 30 th June 2027	OPEX	Notices
COMPLIANCE KPI'S												
M – 23	KPA 4: Good Governance and Public Participation\ Responsible, accountable, effective, and efficient corporate governance\ IT and Support	Complaints received on the Electronic System	Percentage of complaints received on the electronic system by customer care and successfully attended to by Social Services per quarter (non-cumulative)	100%	%	100%	100%	100%	100%	100% complaints received on the electronic system by customer care and successfully attended to by Social Services by 30 th June 2027	OPEX	System-generated quarterly Report signed by Manager Admin and Director CSS
M	KPA 4: Good Governance and Public	AG queries resolved	Percentage of AG queries resolved by	N/A	%	N/A	N/A	50%	100%	100% AG queries resolved by Social	OPEX	Summary of AG queries resolved

LOWER LAYER SDBIP INDICATORS												
IDP-ID #	HIERARCHY (KPA) STRATEGIC OBJECTIVE\ PROGRAMME)	PROJECT NAME\ DESCRIPTION	KEY PERFORMANCE INDICATOR	BASELINE	U O M	QUARTER 1 TARGET	QUARTER 2 TARGET	QUARTER 3 TARGET	QUARTER 4 TARGET	ANNUAL TARGET 2026/2027	ANNUAL BUDGET	PORTFOLIO OF EVIDENCE
26	Participation\ Responsible, accountable, effective, and efficient corporate governance\ Auditor General		Social Services per quarter (YTD)							Services by 30 th June 2027		signed by CAE and Director SS
M – 27	KPA 4: Good Governance and Public Participation\ Responsible, accountable, effective, and efficient corporate governance\ Auditor General	Internal Audit findings resolved	Percentage of Internal audit findings resolved by Social Services per quarter (YTD)	64%	%	30%	50%	80%	100%	100% Internal audit findings resolved by Social Services by 30 th June 2027	OPEX	Summary of IA queries resolved signed by CAE and Director SS
M – 28	KPA 4: Good Governance and Public Participation\ Responsible, accountable, effective, and efficient corporate governance\ Auditor General	Implementation of AC resolutions	Percentage of AC's resolutions implemented by Social Services per quarter (non-cumulative)	100%	%	100%	100%	100%	100%	100% AC's resolutions implemented by Social Services by 30 th June 2027	OPEX	Summary of AC Resolutions Implemented, Signed by CAE and Director SS
M – 348	KPA 5: Financial Viability and Financial Management\ Enhance revenue and financial management\ Expenditure Management	Payment of Creditors	Percentage of creditors paid within 30 days by Social Services per quarter (non-cumulative)	98%	%	100%	100%	100%	100%	100% Creditors paid within 30 days Social Services by 30 th June 2027	OPEX	Payment Report signed by Manager Expenditure
M – 667	KPA 4: Good Governance and Public Participation\ Responsible, accountable, effective, and efficient corporate governance\ Risk Management	Risk mitigations implemented	Percentage of Risks mitigations implemented by Social Services per quarter (YTD)	80%	%	30%	50%	80%	100%	100% Risk mitigations implemented by Social Services by 30 th June 2027	OPEX	Summary of Risks Mitigations Implemented signed by CRO and Director SS

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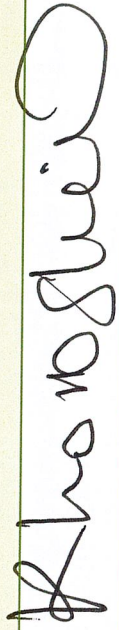
LOWER LAYER SDBIP INDICATORS														
IDP-ID #	HIERARCHY (KPA STRATEGIC OBJECTIVE\ PROGRAMME)	PROJECT NAME/ DESCRIPTION	KEY PERFORMANCE INDICATOR	BASELINE	U O M	QUARTER 1 TARGET	QUARTER 2 TARGET	QUARTER 3 TARGET	QUARTER 4 TARGET	ANNUAL TARGET 2026/2027	ANNUAL BUDGET	PORTFOLIO OF EVIDENCE		
M-691	KPA 4: Good Governance and Public Participation\ Responsible, accountable, effective, and efficient corporate governance\ Audit Committee	Implementation of Council resolutions	Percentage of Council resolutions implemented by Social Services per quarter(non-cumulative)	100%	%	100%	100%	100%	100%	100% Council resolutions implemented by Social Services by 30 th June 2027	OPEX	Council Resolution Register		

4. ANNEXURE B PERSONAL DEVELOPMENT PLAN 2026/ 2027 FOR DIRECTOR: SOCIAL SERVICES

Personal Development Action Plan				
1. Skills Performance Gap	2. Suggested training and development area	3. Work opportunity created to practice skill / development area	4. Suggested Time Frames	5. Expected outcome
		12/12		

5. APPROVAL

The process followed ensures individual alignment to the strategic intent of the institution and gives clear direction on what needs to be achieved through a self-directed approach to execute on the objectives, to build sound relationships, to develop human capital and to strengthen the organization through excellent performance. This plan has derived from intense work shopping to ensure integration, motivation and self-direction. The employer and employee both have responsibilities and accountabilities in getting value from this plan. Neither party can succeed without the support of the other.

Undertaking of the employer	Undertaking of the employee
On behalf of my organisation, I undertake to ensure that a work environment conducive for excellent employee performance is established and maintained. As such, I undertake to lead to the best of my ability, communicate comprehensively, and empower managers and employees. Employees will have access to on-going learning, will be coached, and will clearly understand what is expected of them. I herewith approve this Performance Plan.	I herewith confirm that I understand the strategic importance of my position within the broader organisation. I furthermore confirm that I understand the purpose of my position, as well as the criteria on which my performance will be evaluated twice annually. As such, I therefore commit to do my utmost to live up to these expectations and to serve the organisation, my superiors, my colleagues and the community with loyalty, integrity and enthusiasm at all times. I hereby confirm and accept the conditions to this plan.
Signed and accepted on behalf of Council:	Signed and accepted by the Employee:
	
DATE: 01 July 2022	DATE: 01 July 2022