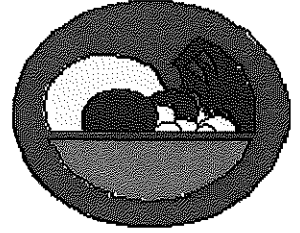


**GROTER TZANEEN MUNISIPALITEIT  
GREATER TZANEEN MUNICIPALITY**

Tel: 015 307 8000  
Fax: 015 307 8049

PO Box 24  
Tzaneen, 0850

Tropiese Paradys



Tropical Paradise

**PERFORMANCE AGREEMENT**

MADE AND ENTERED INTO BY AND BETWEEN

GREATER TZANEEN MUNICIPALITY

**AS REPRESENTED BY THE MUNICIPAL MANAGER**

**BARTHOLOMEW SERAPELO MATLALA**

AND

**HENDRY ALECK NKUNA**

**THE EMPLOYEE OF THE MUNICIPALITY**

FOR THE

**FINANCIAL YEAR: 1 JULY 2019 - 30 JUNE 2020**

## PERFORMANCE AGREEMENT

### ENTERED INTO BY AND BETWEEN:

The Greater Tzaneen Municipality herein represented by Bartholomew Serapelo Matlala in his capacity as Municipal Manager (hereinafter referred to as the **Employer** or Supervisor)

and

Hendry Aleck Nkuna as the 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 and outputs 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 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), the Departmental Business Plan 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 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 the 1 July 2019 and will remain in force until 30 June 2020; 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 the beginning of the first month of the 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 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 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 key objectives; key performance indicators; targets that may include dates and weightings.
- 4.2.1 The key objectives describe the main tasks that need to be done.
- 4.2.2 The key 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 in terms of the position.
- 4.3 The **Employee's** performance will, in addition, be measured in terms of contributions to the strategic objectives and strategies set out in the **Employer's** Integrated Development Plan as developed per the Balanced Scorecard methodology.

### 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 required standards.

- 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, 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 (CCR's) respectively.
- 5.5.2 Each area of assessment will be weighted and will contribute a specific part to the total score.
- 5.5.3 KPA's covering the main areas of work will account for 80% and CCR's 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**:

Key Performance Areas	Weighting
Municipal Institutional Development and Transformation	0
Basic Service Delivery	85
Local Economic Development (LED)	5
Municipal Financial Viability and Management	5
Good Governance and Public Participation	5
<b>Total</b>	<b>100%</b>

- 5.7 In the case of managers directly accountable to the Municipal Manager, key performance areas related to the functional area of the relevant manager must be subject to negotiation between the Municipal Manager and the relevant manager.
- 5.8 The CCR's will constitute the other 20% of the **Employee's** assessment score. CCR's contained in the table below are as in accordance with Regulation 9 of the Local Government Regulations on appointment and conditions of employment of Senior Managers (Regulation no 21 of 2014). In accordance with this regulation all these competencies are essential and all these competencies must be considered measurable and critical in assessing the performance of the **Employee**

LEADING COMPETENCIES	✓	WEIGHT
Strategic Direction and Leadership	✓	5%
People Management	✓	5%
Program and Project Management	✓	20%
Financial Management	✓	10%
Change Leadership	✓	5%
Governance Leadership	✓	5%
CORE COMPETENCIES		
Moral Competence	✓	5%
Planning and Organising	✓	10%
Analysis and Innovation	✓	5%
Knowledge and Information Management	✓	5%

HA

B

<b>TABLE 2: COMPETENCY REQUIREMENTS FOR EMPLOYEES</b>		
<b>LEADING COMPETENCIES</b>	<b>✓</b>	<b>WEIGHT</b>
Communication	✓	5%
Results and Quality Focus	✓	20%
Total percentage	-	<b>100%</b>

## 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; and

6.1.2 The intervals for the evaluation of the employees 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 agreed time frames in the Personal Development.

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.

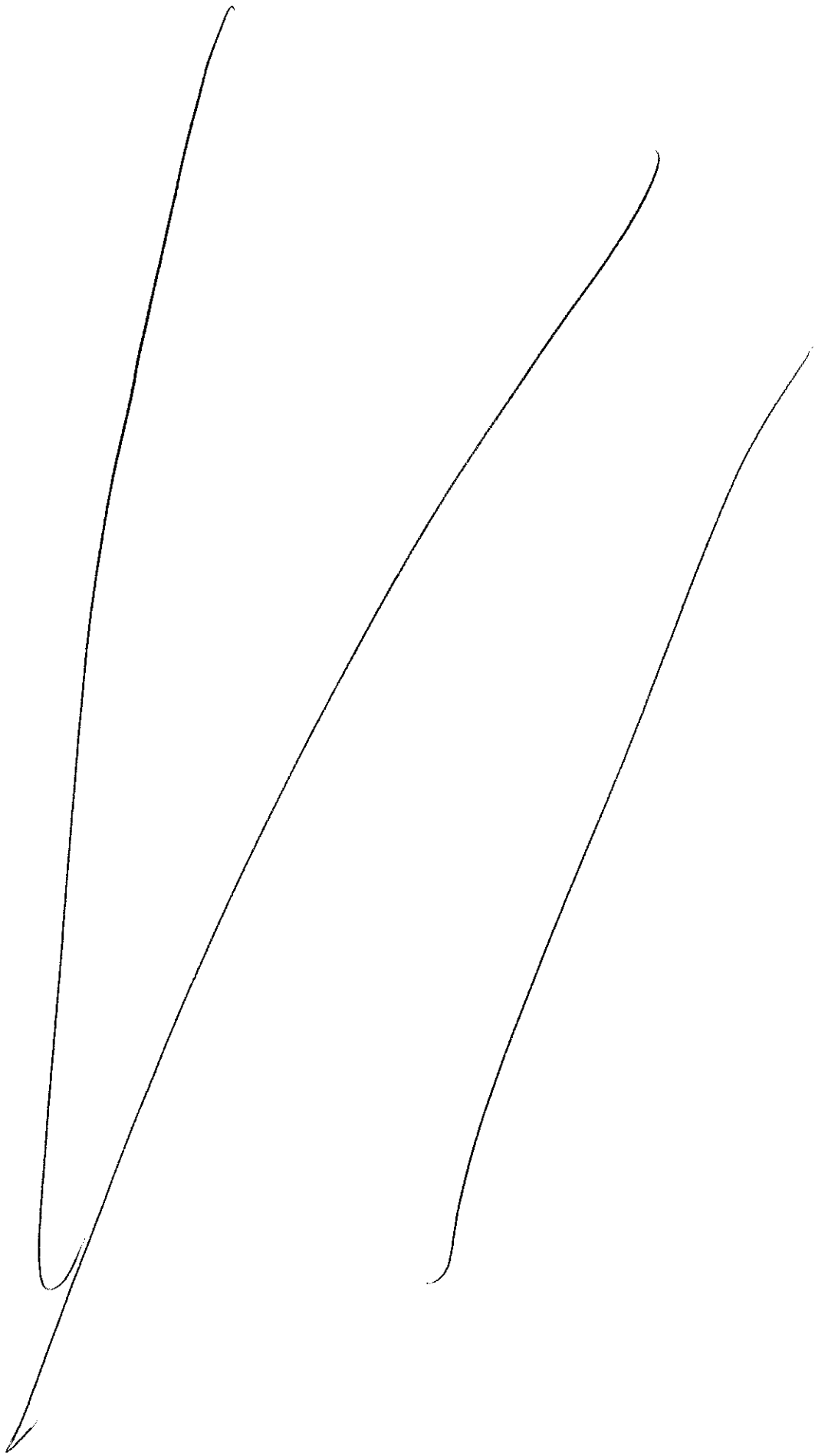
6.5 The bi-annual and annual performance appraisal will involve:

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) An indicative rating on the five-point scale should be provided for each KPA.
- (c) The applicable assessment rating calculator (refer to paragraph 6.5.3 below) must then be used to add the scores and 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 achievement levels for CCRs as provided for in Annexure A of Regulation 21 of 2014 and presented in Table 3 below, must be utilised



8

**Table 3: Achievement levels for Competency Requirements<sup>1</sup>**

Competencies	Basic (2)	Competent (3)	(Advanced) (4)	(Superior) (5)
Leading competencies Strategic Direction and Leadership	<ul style="list-style-type: none"> <li>Understand institutional and departmental strategic objectives, but lacks the ability to inspire other to achieve set mandate</li> <li>Describe how specific tasks link to institutional strategies but has limited influence in directing strategy</li> <li>Has a basic understanding of institutional performance management but lacks the ability to integrate systems into a collective whole</li> <li>Demonstrate a basic understanding of key decision-makers</li> </ul>	<ul style="list-style-type: none"> <li>Give direction to a team in realising the institution's strategic mandate and set objectives</li> <li>Has a positive impact and influence on the morale, engagement and participation of team members</li> <li>Develop action plans to execute and guide strategy implementation</li> <li>Assist in defining performance measures to monitor the progress and effectiveness of the institution</li> <li>Displays an awareness of institutional structures and political factors</li> <li>Effectively communicate barriers to execution to relevant parties</li> <li>Provide guidance to all stakeholders in the achievement of the strategic mandate</li> <li>Understand the aim and objectives of the institution and relate it to own work</li> </ul>	<ul style="list-style-type: none"> <li>Evaluate all activities to determine value and alignment to strategic intent</li> <li>Display in-depth knowledge and understanding of strategic planning</li> <li>Align strategy and goals across all functional areas</li> <li>Actively define performance measures to monitor the progress and effectiveness of the institution</li> <li>Consistently challenge strategic plans to ensure relevance</li> <li>Understand institutional structures and political factors, and the consequences of actions</li> <li>Empower others to follow strategic direction and deal with complex situations</li> <li>Guide the institution through complex situations and ambiguous concern</li> <li>Use understanding of power relationships and dynamic tensions among key players to frame communications and develop strategies, positions and alliances</li> </ul>	<ul style="list-style-type: none"> <li>Structure and position the institution to local government priorities</li> <li>Actively use in-depth knowledge and understanding to develop and implement a comprehensive institutional framework</li> <li>Hold self accountable for strategy execution and results</li> <li>Provide impact and influence through building and maintaining strategic relationships</li> <li>Create an environment that facilitates loyalty and innovation. Display a superior level of self-discipline and integrity in actions</li> <li>Integrate various systems into a collective whole to optimise institutional performance management</li> <li>Uses understanding of competing interests to manoeuvre successfully to a win/win outcome</li> </ul>
People Management	<ul style="list-style-type: none"> <li>Participate in team goal-setting and problem-solving</li> <li>Interact and collaborate with people of diverse backgrounds</li> <li>Aware of guidelines for employee development, but requires support in implementing development initiatives</li> </ul>	<ul style="list-style-type: none"> <li>Seek opportunities to increase team contribution and responsibility</li> <li>Respect and support the diverse nature of others and be aware of the benefits of a diverse approach</li> <li>Effectively delegate tasks and empower others to increase contribution and execute functions optimally</li> <li>Apply relevant employee legislation fairly and consistently</li> <li>Facilitate team goal-setting and problem-solving</li> <li>Effectively identify capacity requirements to fulfil the strategic mandate</li> </ul>	<ul style="list-style-type: none"> <li>Identify ineffective team and work processes and recommend remedial interventions</li> <li>Recognise and reward effective and desired behaviour</li> <li>Provide mentoring and guidance to others in order to increase personal effectiveness</li> <li>Identify development and learning needs within the team</li> <li>Build a work environment conducive to sharing, innovation, ethical behaviour and professionalism</li> <li>Inspire a culture of performance excellence by giving positive and constructive feedback to the team</li> <li>Achieve agreement or consensus in adversarial environments</li> <li>Lead and unite diverse teams across divisions to achieve institutional objectives</li> </ul>	<ul style="list-style-type: none"> <li>Develop and incorporate best practice people management processes, approaches and tools across the institution</li> <li>Foster a culture of discipline, responsibility and accountability</li> <li>Understand the impact of diversity in performance and actively incorporate a diversity strategy in the institution</li> <li>Develop comprehensive integrated strategies and approaches to human capital development and management</li> <li>Actively identify trends and predict capacity requirements to facilitate unified transition and performance management</li> </ul>

<sup>1</sup> As prescribed by Regulation 21 of 2014

**Table 3: Achievement levels for Competency Requirements<sup>1</sup>**

Competencies	Basic (2)	Competent (3)	Advanced (4)	Superior (5)
Programme and Project Management	<ul style="list-style-type: none"> <li>Initiate projects after approval from higher authorities</li> <li>Understand procedures of programme and project management methodology, implications and stakeholder involvement</li> <li>Understand the rational of projects in relation to the institution's strategic objectives</li> <li>Document and communicate factors and risk associated with own work</li> <li>Use results and approaches of successful project implementation as guide</li> </ul>	<ul style="list-style-type: none"> <li>Establish broad stakeholder involvement and communicate the project status and key milestones</li> <li>Define the roles and responsibilities of the project team and create clarity around expectations</li> <li>Find a balance between project deadline and the quality of deliverables</li> <li>Identify appropriate project resources to facilitate the effective completion of the deliverables</li> <li>Comply with statutory requirements and apply policies in a consistent manner</li> <li>monitor progress and use of resources and make needed adjustments to timeliness, steps and resource allocation</li> </ul>	<ul style="list-style-type: none"> <li>Manage multiple programmes and balance priorities and conflicts according to institutional goals</li> <li>Apply effective risk management strategies through impact assessment and resource requirements</li> <li>Modify project scope and budget when required without compromising the quality and objectives of the project</li> <li>Involve top-level authorities and relevant stakeholders in seeking project buy-in</li> <li>Identify and apply contemporary project management methodology</li> <li>Influence and motivate project team to deliver exceptional results</li> <li>Monitor policy implementation and apply procedures to manage risks</li> </ul>	<ul style="list-style-type: none"> <li>Understand and conceptualise the long-term implications of desired project outcomes</li> <li>Direct a comprehensive strategic macro and micro analysis and scope projects accordingly to realise institutional objectives</li> <li>Consider and initiate projects that focus on achievement of the long-term objectives</li> <li>Influence people in positions of authority to implement outcomes of projects</li> <li>Lead and direct translation of policy into workable action plans</li> <li>Ensures that programmes are monitored to track progress and optimal resource utilisation, and that adjustments are made as needed</li> </ul>
Financial Management	<ul style="list-style-type: none"> <li>Understand basic financial concepts and methods as they relate to institutional processes and activities</li> <li>display awareness into the various sources of financial data, reporting mechanisms, financial governance, processes and systems</li> <li>Understand the importance of financial accountability</li> <li>Understand the importance of asset control</li> </ul>	<ul style="list-style-type: none"> <li>Exhibit knowledge of general financial concepts, planning, budgeting, and forecasting and how they interrelate</li> <li>Assess, identify and manage financial risks</li> <li>Assume a cost-saving approval to financial management</li> <li>Prepare financial reports based on specified formats</li> <li>Consider and understand the financial implications of decisions and suggestions</li> <li>Ensure that delegation and instructions are required by National Treasury guidelines are reviewed and updated</li> <li>Identify and implement proper monitoring and evaluation practices to ensure appropriate spending against budget</li> </ul>	<ul style="list-style-type: none"> <li>Take active ownership of planning, budgeting, and forecast processes and provides credible answers to queries within own responsibility</li> <li>Prepare budgets that are aligned to the strategic objectives of the institution</li> <li>Address complex budgeting and financial management concerns</li> <li>Put systems and processes in place to enhance the quality and integrity of financial management practices</li> <li>Advise on policies and procedures regarding asset control</li> <li>Promote National Treasury's regulatory framework for Financial Management</li> </ul>	<ul style="list-style-type: none"> <li>Develop planning tools to assist in evaluating and monitoring future expenditure trends</li> <li>Set budget frameworks for the institution</li> <li>Set strategic direction for the institution on expenditure and other financial processes</li> <li>Build and nurture partnerships to improve financial management and achieve financial savings</li> <li>Actively identify and implement new methods to improve asset control</li> <li>Display professionalism in dealing with financial data and processes</li> </ul>
Governance Leadership	<ul style="list-style-type: none"> <li>Display a basic awareness of risk, compliance and governance factors but require guidance and development in implementing such</li> </ul>	<ul style="list-style-type: none"> <li>Display a thorough understanding of governance and risk and compliance factors and implement plans to address these</li> <li>Demonstrate understanding of the</li> </ul>	<ul style="list-style-type: none"> <li>Able to link risk initiative into key institutional objectives and drivers</li> <li>Identify, analyse and measure risk, create valid risk forecasts, and map risk profiles</li> <li>Apply risk control methodology and approaches</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate a high level of commitment in complying with governance requirements</li> <li>implement governance and compliance strategy to ensure achievement of institutional objectives within the legislative</li> </ul>

5

SA



**Table 3: Achievement levels for Competency Requirements!**

Competencies	Basic (2)	Competent (3)	Advanced (4)	Superior (5)
<p>requirements</p> <ul style="list-style-type: none"> <li>• Understand the structure of cooperative government but requires guidance on fostering workable relationships between stakeholders</li> <li>• Provide input into policy formulation</li> </ul>	<p>techniques and processes for optimising risk taking decisions within the institution</p> <ul style="list-style-type: none"> <li>• Actively drive policy formulation within the institution to ensure the achievement of objectives</li> </ul>	<p>to prevent and reduce risk that impede on the achievement of institutional objectives</p> <ul style="list-style-type: none"> <li>• Demonstrate a thorough understanding of risk retention plans</li> <li>• Identify and implement comprehensive risk management systems and processes</li> <li>• Implement and monitor the formulation of policies, identify and analyse constraints and challenges with implementation and provide recommendations for improvement</li> </ul>	<p>framework</p> <ul style="list-style-type: none"> <li>• Advise Local Government on risk management strategies, best practice interventions and compliance management</li> <li>• Able to forge positive relationships on cooperative governance level to enhance the effectiveness of local government</li> <li>• Able to shape, direct and drive the formulation of policies on a macro level</li> </ul>	
<p><b>Core Competencies</b></p> <p>Moral competence</p> <ul style="list-style-type: none"> <li>• Realise the impact of acting with integrity, but requires guidance and development in implementing principles</li> <li>• Follow the basic rules and regulations of the institution</li> <li>• Able to identify basic moral situations, but requires guidance and development in understanding and reasoning with moral intent</li> </ul>	<p>Conduct self in alignment with the values of Local Government and the institution</p> <ul style="list-style-type: none"> <li>• Able to openly admit own mistakes and weaknesses and seek assistance from others when unable to deliver</li> <li>• Actively report fraudulent activity and corruption within local government</li> <li>• Understand and honour the confidential nature of matters without seeking personal gain</li> <li>• Able to deal with situations of conflict of interest promptly and in the best interest of local government</li> </ul>	<p>Identify, develop, and apply measures of self-correction</p> <ul style="list-style-type: none"> <li>• Able to gain trust and respect through aligning actions with commitments</li> <li>• Make proposals and recommendations that are transparent and gain the approval of relevant stakeholders</li> <li>• Present values, beliefs and ideas that are congruent with the institution's rules and regulations</li> <li>• Takes an active stance against corruption and dishonesty when noted</li> <li>• Actively promote the value of the institution to internal and external stakeholders</li> <li>• Able to work in unity with a team and not seek personal gain</li> <li>• Apply universal moral principles consistently to achieve moral decisions</li> </ul>	<p>Create an environment conducive of moral practices</p> <ul style="list-style-type: none"> <li>• Actively develop and implement measures to combat fraud and corruption</li> <li>• Set integrity standards and shared accountability measures across the institution to support the objectives of local government</li> <li>• Take responsibility for own actions and decisions, even if the consequences are unfavourable</li> </ul>	
<p>Planning and Organising</p> <ul style="list-style-type: none"> <li>• Able to follow basic plans and organise tasks around set objectives</li> <li>• Understand the process of planning and organising but requires guidance and development in providing detailed and comprehensive plans</li> <li>• Able to follow existing plans and ensure that objectives are met</li> <li>• Focus on short-term objectives in developing plans</li> </ul>	<p>Actively and appropriately organise information and resources required for a task</p> <ul style="list-style-type: none"> <li>• Recognise the urgency and importance of tasks</li> <li>• Balance short and long-term plans and goals and incorporate into the team's performance objectives</li> <li>• Schedule tasks to ensure they are performed within budget and with efficient use of time and resources</li> <li>• Measures progress and monitor performance results</li> </ul>	<p>Identify in advance required stages and actions to complete tasks and projects</p> <ul style="list-style-type: none"> <li>• Schedule realistic timelines, objectives and milestones for tasks and projects</li> <li>• Produce clear, detailed and comprehensive plans to achieve institutional objectives</li> <li>• Identify possible risk factors and design and implement appropriate contingency plans</li> <li>• Adapt plans in light of changing circumstances</li> </ul>	<p>Focus on broad strategies and initiatives when developing plans and actions</p> <ul style="list-style-type: none"> <li>• Able to project and forecast short, medium and long term requirements of the institution and local government</li> <li>• Translate policy into relevant projects to facilitate the achievement of the institutional objectives</li> </ul>	

**Table 3: Achievement levels for Competency Requirements**

Competencies	Basic (2)	Competent (3)	(Advanced) (4)	(Superior) (5)
Analysis and Innovation	<p>and actions</p> <ul style="list-style-type: none"> <li>• Arrange information and resources required for a task, but require further structure and organisation</li> <li>• Understand the basic operation of analysis, but lack detail and thoroughness</li> <li>• Able to balance independent analysis with requesting assistance from others</li> <li>• Recommend new ways to perform tasks within own function</li> <li>• Propose simple remedial interventions that marginally challenge the status quo</li> <li>• Listen to the ideas and perspectives of others and explore opportunities to enhance such innovative thinking</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate logical problem solving techniques and approaches and provide rationale for recommendations</li> <li>• Demonstrate objectivity, insight, and thoroughness when analysing problems</li> <li>• Able to break down complex problems into manageable parts and identify solutions</li> <li>• Consult internal and external stakeholders on opportunities to improve processes and service delivery</li> <li>• Clearly communicate the benefits of new opportunities and innovative solutions to stakeholders</li> <li>• Continuously identify opportunities to enhance internal processes</li> <li>• Identify and analyse opportunities conducive to innovative approaches and propose remedial intervention</li> </ul>	<ul style="list-style-type: none"> <li>• Coaches team members on analytical and innovative approaches and techniques</li> <li>• Engage with appropriate individuals in analysing and resolving complex problems</li> <li>• Identify solutions on various areas in the institution</li> <li>• Formulate and implement new ideas throughout the institution</li> <li>• Able to gain approval and buy-in for proposed interventions from relevant stakeholders</li> <li>• Identify trends and best practices in process and service delivery and propose institutional application</li> <li>• Continuously engage in research to identify client needs</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate complex analytical and problem solving approaches and techniques</li> <li>• Create an environment conducive to analytical and fact-based problem-solving</li> <li>• Analyse, recommend solutions and monitor trends in key challenges to prevent and manage occurrence</li> <li>• Create an environment that fosters innovative thinking and follows a learning organisation approach</li> <li>• Be a thought leader on innovative customer service delivery, and process optimisation</li> <li>• Play an active role in sharing best practice solutions and engage in national and international local government seminars and conferences</li> </ul>
Knowledge and Information Management	<ul style="list-style-type: none"> <li>• Collect, categorise and track relevant information required for specific tasks and projects</li> <li>• Analyse and interpret information to draw conclusions</li> <li>• Seek new sources of information to increase the knowledge base</li> <li>• Regularly share information and knowledge with internal stakeholders and team members</li> </ul>	<ul style="list-style-type: none"> <li>• Use appropriate information systems and technology to manage institutional knowledge and information sharing</li> <li>• Evaluate data from various sources and use information effectively to influence decisions and provide solutions</li> <li>• Actively create mechanisms and structures for sharing of information</li> <li>• Use external and internal resources to research and provide relevant and cutting-edge knowledge to enhance institutional effectiveness and efficiency</li> </ul>	<ul style="list-style-type: none"> <li>• Effectively predict future information and knowledge management requirements and systems</li> <li>• Develop standards and processes to meet future knowledge management needs</li> <li>• Share and promote best-practice knowledge management across various institutions</li> <li>• Establish accurate measures and monitoring systems for knowledge and information management</li> <li>• Create a culture conducive of learning and knowledge sharing</li> <li>• Hold regular knowledge and information sharing sessions to elicit new ideas and share best practice approaches</li> </ul>	<ul style="list-style-type: none"> <li>• Create and support a vision and culture where team members are empowered to seek, gain and share knowledge and information</li> <li>• Establish partnerships across local government to facilitate knowledge management</li> <li>• Demonstrate a mature approach to knowledge and information sharing with an abundance and assistance approach</li> <li>• Recognise and exploit knowledge points in interactions with internal and external stakeholders</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• Demonstrate an understanding for communication levers and tools appropriate for the audience.</li> </ul>	<ul style="list-style-type: none"> <li>• Express ideas to individuals and groups in formal and informal settings in a manner that is interesting and motivating</li> </ul>	<ul style="list-style-type: none"> <li>• Effectively communicate high-risk and sensitive matters to relevant stakeholders</li> <li>• Develop a well-defined communication strategy</li> <li>• Balance political perspectives with institutional</li> </ul>	<ul style="list-style-type: none"> <li>• Regarded as a specialist in negotiations and representing the institution</li> <li>• Able to inspire and motivate others through positive communication that is</li> </ul>

**Table 3: Achievement levels for Competency Requirements**

Competencies	Basic (2)	Competent (3)	Advanced (4)	Superior (5)
<p>Results and Quality Focus</p>	<p>but requires guidance in utilising such tools</p> <ul style="list-style-type: none"> <li>Express ideas in a clear and focused manner, but does not always take the needs of the audience into consideration</li> <li>Disseminate and convey information and knowledge adequately</li> </ul>	<ul style="list-style-type: none"> <li>Able to understand, tolerate and appreciate diverse perspectives, attitudes and beliefs</li> <li>Adapt communication content and style to suit the audience and facilitate optimal information transfer</li> <li>Deliver content in a manner that gains support, commitment and agreement from relevant stakeholders</li> <li>Compile clear, focused, concise and well-structured written documents</li> </ul>	<p>needs when communicating viewpoints on complex issues</p> <ul style="list-style-type: none"> <li>Able to effectively direct negotiations around complex matters and arrive at a win-win situation that promotes Batho Pele principles</li> <li>Market and promote the institution to external stakeholders and seek to enhance a positive image of the institution</li> <li>Able to communicate with the media with high levels of moral competence and discipline</li> </ul>	<p>impactful and relevant</p>
<p>Results and Quality Focus</p>	<ul style="list-style-type: none"> <li>Understand quality of work but requires guidance in attending to important matters</li> <li>Show a basic commitment to achieving the correct results</li> <li>Produce the minimum level of results required in the role</li> <li>Produce outcomes that is of a good standard</li> <li>Focus on the quantity of output but requires development in incorporating the quality of work</li> <li>Produce quality work in general circumstances, but fails to meet expectation when under pressure</li> </ul>	<ul style="list-style-type: none"> <li>Focus on high-priority actions and does not become distracted by lower-priority activities</li> <li>Display firm commitment and pride in achieving the correct results</li> <li>Set quality standards and design processes and tasks around achieving set standards</li> <li>Produce output of high quality</li> <li>Able to balance the quantity and quality of results in order to achieve objectives</li> <li>Monitors progress, quality of work, and use of resources; provide status updates, and make adjustments as needed</li> </ul>	<ul style="list-style-type: none"> <li>Consistently verify own standards and outcomes to ensure quality output</li> <li>Focus on the end result and avoids being distracted</li> <li>Demonstrate a determined and committed approach to achieving results and quality standards</li> <li>Follow task and projects through to completion</li> <li>Set challenging goals and objectives to self and team and display commitment to achieving expectations</li> <li>Maintain a focus on quality outputs when placed under pressure</li> <li>Establishing institutional systems for managing and assigning work, defining responsibilities, tracking, monitoring and measuring success, evaluating and valuing the work of the institution</li> </ul>	<ul style="list-style-type: none"> <li>Coach and guide others to exceed quality standards and results</li> <li>Develop challenging, client-focused goals and sets high standards for personal performance</li> <li>Commit to exceed the results and quality standards, monitor own performance and implement remedial interventions when required</li> <li>Work with team to set ambitious and challenging team goals, communicating long- and short-term expectations</li> <li>Take appropriate risks to accomplish goals</li> <li>Overcome setbacks and adjust action plans to realise goals</li> <li>Focus people on critical activities that yield a high impact</li> </ul>

6.5.3 Overall rating

An overall rating is calculated by using the applicable assessment-rating calculator. Such overall rating 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 & CCR's, (see Table 4):

Table 4: Rating Scale			
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	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 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.	(0-66 %)

6.7 For purposes of evaluating the annual performance of managers directly accountable to the Municipal Manager, an evaluation panel constituted of the following persons must be established -

6.7.1 Municipal Manager;

DA



- 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; and
- 6.7.5 One Manager (head of a Division) from within the department.

6.8 The manager responsible for human resources of the Municipality must provide secretariat services to the evaluation panels.

## 7. SCHEDULE FOR PERFORMANCE REVIEWS

7.1 The performance of the **Employee** in relation to 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 informal if performance is satisfactory:

<b>First quarter</b>	:	July – September 2019	(October 2019)
<b>Second quarter</b>	:	October – December 2019	(February 2020)
<b>Third quarter</b>	:	January – March 2020	(April 2019)
<b>Fourth quarter</b>	:	April – June 2020	(August 2020)

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 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 to assist 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:
  - 11.2.1 A score of 130% to 149% is awarded a performance bonus ranging from 5% to 9%.
  - 11.2.2 A score of 150% and above is awarded a performance bonus ranging from 10% to 14%.
  - 11.2.3 Specific bonus percentages will be determined on a sliding scale (as contained in the PMS Policy of Council), proportionately to the points scored, rounded up to the next 0.25 percentage. eg. 136% score = 6.678% = 6.75% bonus.
- 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 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 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 –
  - 12.1.1 The MEC for local government in the Province within thirty (30) days of receipt of a formal dispute from the **Employee**
  - 12.1.2 Any other person appointed by the MEC
  - 12.1.3 In the case of managers directly accountable to the Municipal Manager, 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, 2006, within thirty (30) days of receipt of a formal dispute from the employee  
whose decision shall be final and binding on both parties.
- 12.2 In the event that the mediation process contemplated above fails, the dispute procedures as per the Contract of Employment shall apply.


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 Benoni on this the 26 day of June 2019

AS WITNESSES:

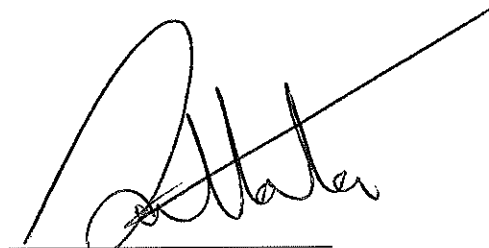
1. \_\_\_\_\_

  
EMPLOYEE

2. \_\_\_\_\_

AS WITNESSES:

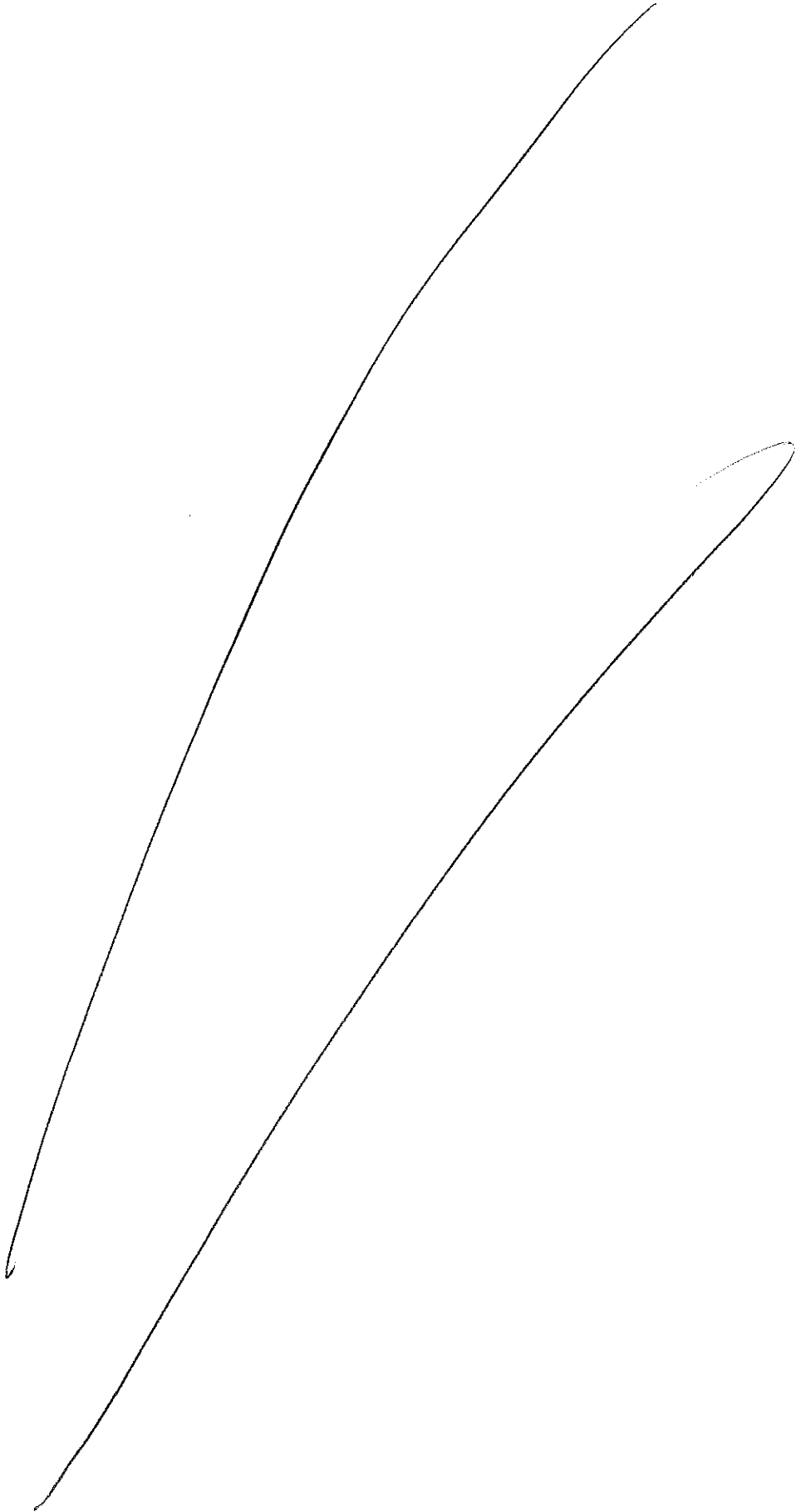
1. \_\_\_\_\_

  
EMPLOYER

2. \_\_\_\_\_



HA



HA

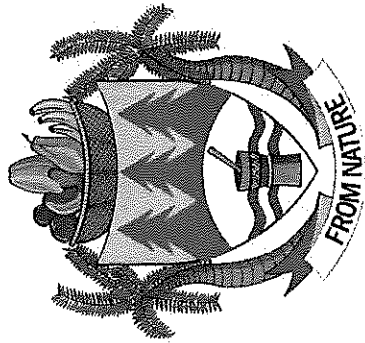
⌘



# GREATER TZANEEN MUNICIPALITY

Annexure A

## Performance Plan 2019/20 DIRECTOR



### Employee Details

Name: Mr. A Nkuna

Position: Director: Community Services

Accountable to: Municipal Manager

Period: 1 July '19 - 30 June '20

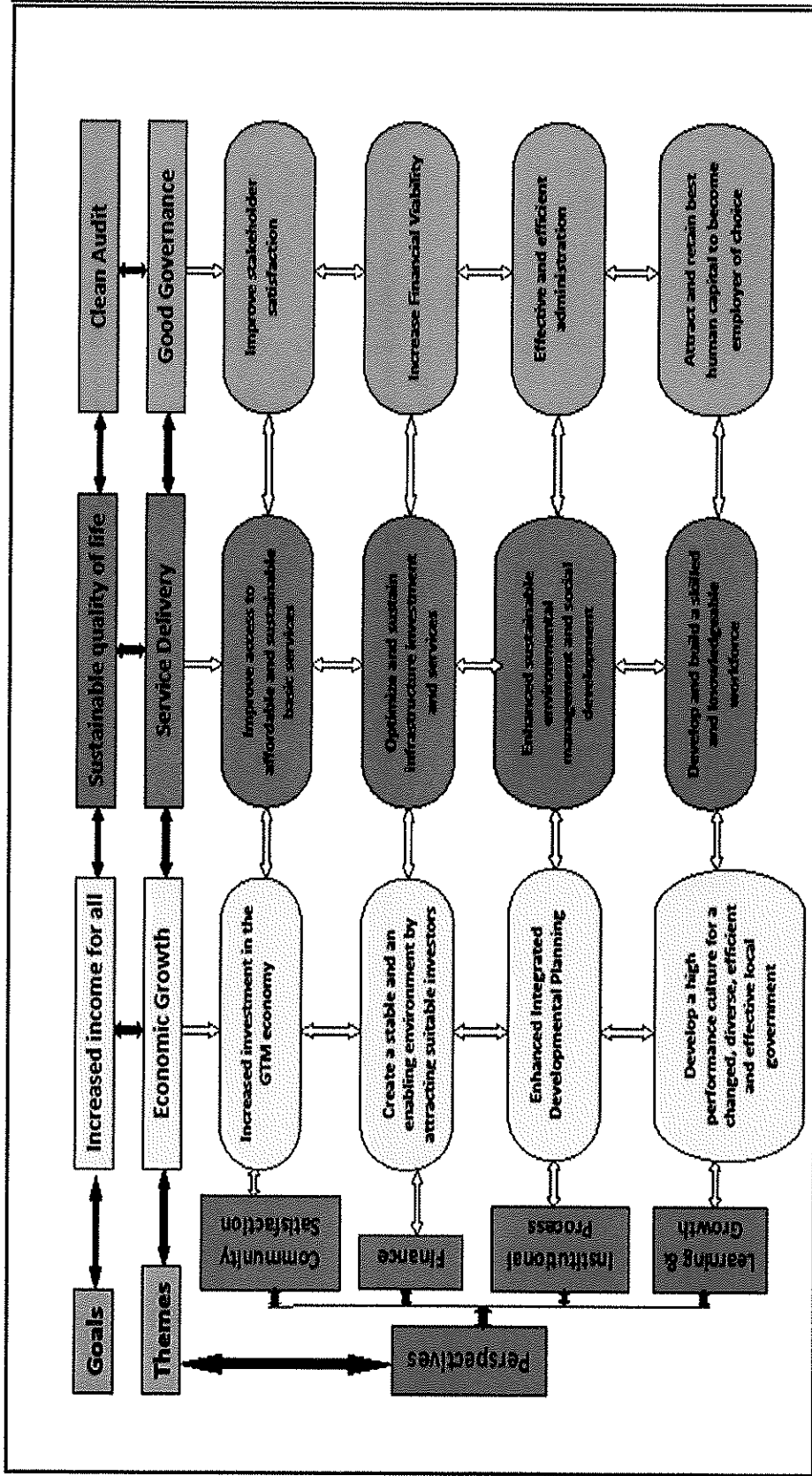
### Content:

1. Strategy Map
2. Position Vision & Mission
3. Key Performance Areas: Position Weighting
4. Key deliverables (KPIs and Projects)
5. Competencies
6. Performance Assessment Process
7. Rating Scale
8. Approval of Personal Performance Plan

HA

B

1. Strategy Map



TH

## 2. Position Vision & Mission

<b>Municipal Vision</b>
A Green, Prosperous and United Municipality that Provides Quality Services to All
<b>Municipal Mission</b>
<p>The Greater Tzaneen Municipality is committed to provide quality services to its economy by:</p> <ul style="list-style-type: none"> <li>“Promoting social and economic development;</li> <li>Providing and maintaining sustainable services;</li> <li>Ensuring efficient and effective utilization of all available resources;</li> <li>Ensuring Promoting Environmental sustainability;</li> <li>Promoting effective stakeholder and community participation.”</li> </ul>
<b>Position Vision</b>
A Community Service Department that ensure that the residents of Greater Tzaneen have access to community facilities and services and reside in a clean, secure living environment.
<b>Position Mission</b>
Promote sustainable environmental management services and service delivery that contribute to an environment that attracts investors

## 3. Key Performance Areas: Position Weighting

Municipal KPA	% Weight
Service Delivery	85%
Economic Growth	5%
Good Governance	10%
<b>Weighted Total</b>	<b>80%</b>
<b>Competencies (Weighted Total)</b>	<b>20%</b>
<b>Grand Total</b>	<b>100%</b>

\* As contained in the GTM Strategy Map

*Handwritten signature/initials*

4. Key deliverables (KPIs and Projects)

Municipal KPA	Strategic Objective	Programme	Key Performance Indicator/ Project	KPI weight (%)	Unit of Measurement	Baseline (Actual at end 2018/19)	Annual Target (19/20)	Quarterly milestones	Portfolio of evidence required				
								Target Sept '19	Target Dec '19	Target Mar '20	Target Jun '20		
LED	Develop a high performance culture for a changed, diverse, efficient and effective local government	Individual Performance Management	Number of CSD Level 3 employees with signed Performance Plans by end July	100%	Number	0	7	n/a	n/a	n/a	n/a	Signed Performance Plans	
GG	Effective and Efficient administration	Sound Governance	Average no of working days taken to respond to internal audit queries for the Department	5%	Percentage	tbd	5	5	5	5	5	5 Register of Audit queries	
GG	Effective and Efficient administration	Sound Governance	% of Departmental AG queries responded to within 3 working days	5%	Percentage	tbd	100%	n/a	100%	n/a	n/a	Register of Audit queries	
MFVM	Increase financial viability	Budget management	% of departmental budget spent	5%	Percentage	tbd	100%	n/a	25%	25%	25%	Monthly financial budget reports	
MFVM	Increase financial viability	Budget management	% of Departmental overtime budget spent	10%	Percentage	tbd	80	21	21	21	21	Monthly financial budget reports	
MFVM	Increase financial viability	Revenue Management	Community Facility Bookings Management	10%	Q1: Develop a register of community facilities to capture bookings of sports and community facilities and to capture payment receipts numbers by 30 Jul '19 (5%). Develop Terms and Conditions for the booking of Council Sport and Recreation Facilities by end Sept (30%), (40%) Q2: Ensure that all bookings of facilities are captured on the database and reconciled with the Revenue Division on a monthly basis (20%) Q3: Ensure that all bookings of facilities are captured on the database and reconciled with the Revenue Division on a monthly basis (20%) Q4: Ensure that all bookings of facilities are captured on the database and reconciled with the Revenue Division on a monthly basis (20%)	New KPI	100%	100%	25%	25%	25%	100%	Terms and Conditions for rental of Council Facilities Monthly updated Community Facility booking spreadsheet (MS Excel) Reflecting monthly financial reconciliation
GG	Effective and Efficient administration	Sound Governance	# of Departmental monthly reports submitted on time for consideration by Exco (15 working days)	10%	Percentage	tbd	12	3	3	3	3	3 Monthly report Email to Secretariat.	

Handwritten initials and signatures at the bottom of the page.

4. Key deliverables (KPIs and Projects)

Municipal KPA	Strategic Objective	Programme	Key Performance Indicator/ Project	KPI weight (%)	Unit of Measurement	Baseline (Actual at end 2018/19)	Annual Target (19/20)	Quarterly milestones				Portfolio of evidence required	
GG	Effective and Efficient administration	Risk Management	% of Departmental Risks mitigated by year-end	10%	Percentage	tbd	80%	n/a	n/a	n/a	n/a	80% Strategic Risk Assessment Report	
GG	Efficient and Effective Administration	Safety and Security	# of Street Committees established (one per cluster)	5%	Number	tbd	4	1	1	1	1	1 Establishment notice Minutes TOR	
GG	Efficient and Effective Administration	Safety and Security	# of monthly compliance assessments conducted on Security Management (Ito Service Level Agreement)	5%	Number	New KPI	12	3	3	3	3	3 SLA Monthly Compliance Ticklist	
GG	Efficient and Effective Administration	Safety and Security	# of Cases of theft of Council assets	5%	Number	tbd	0	0	0	0	0	0 Theft Case Register reflecting police case numbers	
GG	Effective and Efficient administration	Sound Governance	# of Departmental meetings held	5%	Number	tbd	4	1	1	1	1	1 Minutes and Attendance Registers	
GG	Effective and Efficient administration	Sound Governance	# of Departmental Management meetings	5%	Number	tbd	12	3	3	3	3	3 Minutes and Attendance Registers	
GG	Effective and Efficient administration	Sound Governance	% of Audit Committee recommendations for the department implemented within the required timeframe	5%	Percentage	tbd	100	100%	100%	100%	100%	100% Audit Committee resolution register	
GG	Effective and Efficient administration	Sound Governance	% of Council Resolutions for Department implemented within the required timeframe	5%	Percentage	tbd	100	100%	100%	100%	100%	100% Council Resolution register	
GG	Effective and Efficient administration	Sound Governance	Departmental Strategic Plan approved by MM by 30 Sept '19	10%	Number	0	1	1	n/a	n/a	n/a	1 n/a	1 Departmental Strategic Plan

4. Key deliverables (KPIs and Projects)

Municipal KPA	Strategic Objective	Programme	Key Performance Indicator/ Project	KPI weight (%)	Unit of Measurement	Baseline (Actual at end 2018/19)	Annual Target (19/20)	Quarterly milestones				Portfolio of evidence required	
BSD	Enhanced Sustainable environmental Management and social development	Waste Management Services	# of Households with access to weekly kerbside solid waste collection (5 formal towns)	5%	Number	ibid	8695	8695	8695	8695	8695	8695	Monthly Billing system extract
BSD	Enhanced Sustainable environmental Management and social development	Waste Management Services	R-value spent on waste management	5%	R-value	ibid	R 87 341 960	21835490	21835490	21835490	21835490	21835490	Monthly Expenditure Reports
BSD	Enhanced Sustainable environmental Management and social development	Waste Management Services	# of Rural Waste Service Areas serviced (Level 2 waste management)	5%	Number	ibid	40	40	40	40	40	40	• EPWP Beneficiaries Payment-advices • 1 x approved Timesheet & Checklist signed off by Ward Committee & Traditional Authority
BSD	Enhanced Sustainable environmental Management and social development	Environmental Management	Environmental Awareness Strategy approved by Council	2%	Number	New activity	1	0	0	0	0	1	Environmental Awareness strategy Council Minutes
BSD	Enhanced Sustainable environmental Management and social development	Environmental Management	Green Economy strategy and action plan submitted to Council by 31 March '20	2%	Number	New activity	1	0	0	0	0	1	Green Economy Strategy Action Plan Council Minutes
BSD	Enhanced Sustainable environmental Management and social development	Environmental Management	Climate change and Adaptation Strategy submitted to Council by 30 April '20	2%	Number	New activity	1	0	0	0	0	1	Climate change and Adaptation Strategy Council Minutes

HA  
B

4. Key deliverables (KPIs and Projects)

Municipal KPA	Strategic Objective	Programme	Key Performance Indicator/ Project	KPI weight (%)	Unit of Measurement	Baseline (Actual at end 2018/19)	Annual Target (19/20)	Quarterly milestones				Portfolio of evidence required	
BSD	Enhanced Sustainable environmental Management and social development	Environmental Management	# of environmental contravention and compliance notices issued	2%	Number	tbd	60	15	15	15	15	15	Pre compliance Notices Contravention Notices
BSD	Enhanced Sustainable environmental and social development	Water Quality Management	% of water samples that comply with SANS 0241	5%	Number	tbd	85%	85%	85%	85%	85%	85%	Annual Sampling points Map & programme Register of sampling results
BSD	Enhanced Sustainable environmental and social development	Library Services	# of Library users	5%	Number	tbd	96400	24099	24099	24100	24102	24102	Tape statistics (5 libraries) Monthly Reports (5 libraries)
BSD	Improve access to sustainable and affordable basic services	Traffic Law Enforcement	Traffic Fine Collection rate	2%	Percentage	tbd	10%	10%	10%	10%	10%	10%	Traffic Fine system report Monthly revenue statement
BSD	Improve access to sustainable and affordable basic services	Licensing and registration services	# of monthly compliance assessments conducted on Licensing services (as set out in the SLA with Dpt of Transport)	5%	Number	New KPI	12	3	3	3	3	3	SLA Monthly Licensing Compliance Checklists
BSD	Improve access to sustainable and affordable basic services	Traffic Law Enforcement	# of Direct traffic summonses issued (Sect 56 Criminal procedure act)	5%	Number	New KPI	8 000	2000	2000	2000	2000	2000	Electronic Register of Direct Traffic Summonses Monthly Reconciliations
BSD	Improve access to sustainable and affordable basic services	Traffic Law Enforcement	# of roadblocks	3%	Number	tbd	12	3	3	3	3	3	Annual Roadblock plan Roadblock incidences reports

4. Key deliverables (KPIs and Projects)

Municipal XPA	Strategic Objective	Programme	Key Performance Indicator/ Project	KPI weight (%)	Unit of Measurement	Baseline (Actual at end 2018/19)	Annual Target (19/20)	Quarterly milestones	Portfolio of evidence required
BSD	Optimise and sustain infrastructure investment and services	Cemetery Management	# of cemeteries maintained	5%	Number	8	8	8	8 Monthly Reports Supervisor Checklists
BSD	Optimise and sustain infrastructure investment and services	Cemetery Management	# of Parks maintained	5%	Number	9	9	9	9 Monthly Reports Supervisor Checklists
BSD	Enhanced Sustainable Environmental Management and Social Development	Maintenance of Parks and Open spaces	Parks and Recreation Policy	2%	Q1: Circulate draft Parks and Recreation Policy to Management for comments by end Aug (35%) Q2: Sport, Arts and Culture Cluster workshopped on policy (20%) and submit for Council adoption (5%) Q3: Parks and Recreation Policy approved by Council by 30 March '20 (15%) Q4: n/a	td	100%	85% 100% n/a	Management Minutes Final Policy Attendance register of Cluster briefing Council Resolution accepting the policy
BSD	Enhanced Sustainable Environmental Management and Social Development	Maintenance of Parks and Open spaces	Purchase Grass cutting machines	5%	Q1: n/a Q2: Draft Specifications and submit to SCM (5%) Q3: Procurement of a service provider completed (5%) Q4: Delivery of Grass cutting machines completed (90%)	td	100%	0% 5% 10%	Specifications Service Provider Appointment letter Delivery note
BSD	Improve access to sustainable and affordable basic services	Cemetery Management	Fencing of cemetery Lesedi Regional Cemetery (Leriyeye)	5%	Q1: Draft Specifications 2.5% and submit (2.5%) to SCM (5%) Q2: Procurement of a service provider completed (5%) Q3: Physical construction at 50% (50%) Q4: Fencing of cemetery Lesedi Regional Cemetery completed (40%)	New Project	100%	5% 10% 60%	Specifications Service Provider Appointment letter Completion Certificate
BSD	Improve access to sustainable and affordable basic services	Cemetery Management	Abolition block with change room at Lesedi Regional Cemetery (Leriyeye)	5%	Q1: Draft Specifications 2.5% and submit (2.5%) to SCM (5%) Q2: Procurement of a service provider completed (5%) Q3: Physical construction at 50% (50%) Q4: Abolition block with change room at Lesedi Regional Cemetery completed (40%)	New Project	100%	5% 10% 60%	Specifications Service Provider Appointment letter Completion Certificate

HA



4. Key deliverables (KPIs and Projects)

Municipal KPA	Strategic Objective	Programme	Key Performance Indicator/ Project	KPI weight (%)	Unit of Measurement	Baseline (Actual at end 2018/19)	Annual Target (19/20)	Quarterly milestones	Portfolio of evidence required
BSD	Improve access to sustainable and affordable basic services	Cemetery Management	Fence Nkowanikwa cemetery extension	5%	Q1: Draft Specifications 2.5% and submit (2.5%) to SCM (5%) Q2: Procurement of a service provider completed (5%) Q3: Physical construction at 50% (50%) Q4: Fence Nkowanikwa cemetery extension completed (40%)	New Project	100%	5% 10% 60% 100%	Specifications Service Provider Appointment letter Completion Certificate
BSD	Improve access to sustainable and affordable basic services	Cemetery Management	Construct ablution with change room at Nkowanikwa cemetery	5%	Q1: Draft Specifications 2.5% and submit (2.5%) to SCM (5%) Q2: Procurement of a service provider completed (5%) Q3: Physical construction at 50% (50%) Q4: Construct ablution with change room at Nkowanikwa cemetery (40%)	New Project	100%	5% 10% 60% 100%	Specifications Service Provider Appointment letter Completion Certificate
BSD	Enhanced Sustainable Environmental Management and Social Development	Environmental Management	Purchase Mobile Air Quality monitoring station and calibrate annually	5%	Q1: Draft Specifications and submit to SCM (5%) Q2: Procurement of a service provider completed (5%) Q3: Delivery of Air Quality monitoring equipment (100%) Q4: n/a	New Project	100%	5% 10% 100%	Specifications Service Provider Appointment letter Delivery note
BSD	Enhanced Sustainable Environmental Management and Social Development	Solid waste management services	Litterpicking at Tzaneen, Nkowanikwa, Lenyene, Letsitele, Haenertsburg and Main Roads	5%	Q1: Monthly monitoring of 140 litterpicking routes (100%) Q2: Monthly monitoring of 140 litterpicking routes (100%) Q3: Monthly monitoring of 140 litterpicking routes (100%) Q4: Monthly monitoring of 140 litterpicking routes (100%)	ibid	100%	100%	*Litter-picking Routes *1 example of a Litterpicking Teamleader's Timesheet & Checklist p.m.
BSD	Enhanced Sustainable Environmental Management and Social Development	Solid waste management services	Public Toilet sanitation and cleansing (Tzaneen, Nkowanikwa, Lenyene, Letsitele & Haenertsburg)	5%	Q1: Monthly monitoring of 10 public toilets blocks (100%) Q2: Monthly monitoring of 10 public toilets blocks (100%) Q3: Monthly monitoring of 10 public toilets blocks (100%) Q4: Monthly monitoring of 10 public toilets blocks (100%)	ibid	100%	100%	*Public Toilet's Cleansing-schedule *1 example of a Public Toilet Teamleader's Timesheet & Visitation-checklist p.m.

AD

AS

## 5. COMPETENCY REQUIREMENTS

Competencies	Components	Competency Definition	Weighting %
<b>Leading competencies</b>			
Strategic Direction and Leadership	<ul style="list-style-type: none"> <li>Impact and Influence</li> <li>Institutional Performance Management</li> <li>Strategic Planning and Management</li> <li>Organisational Awareness</li> </ul>	Provide and direct a vision for the institution, and inspire and deploy others to delivery on the strategic institutional mandate	5%
People Management	<ul style="list-style-type: none"> <li>Human Capital Planning and Development</li> <li>Diversity Management</li> <li>Employee Relations Management</li> <li>Negotiation and dispute Management</li> </ul>	Effectively manage, inspire and encourage people, respect diversity, optimise talent and build and nurture relationships in order to achieve institutional objectives	5%
Programme and Project Management	<ul style="list-style-type: none"> <li>Programme and Project Planning and Implementation</li> <li>Service Delivery Management</li> <li>Programme and Project Monitoring and Evaluation</li> </ul>	Able to understand programme and project management methodology; plan, manage, monitor and evaluate specific activities in order to delivery on set objectives	20%
Financial Management	<ul style="list-style-type: none"> <li>Budget Planning and Execution</li> <li>Financial Strategy and Delivery</li> <li>Financial Reporting and Monitoring</li> </ul>	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	<ul style="list-style-type: none"> <li>Change Vision and Strategy</li> <li>Process Design and improvement</li> <li>Change Impact Monitoring and Evaluation</li> </ul>	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	5%
Governance Leadership	<ul style="list-style-type: none"> <li>Policy Formulation</li> <li>Risk and Compliance management</li> <li>Cooperative Governance</li> </ul>	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	5%

*[Handwritten signatures]*

## 5. COMPETENCY REQUIREMENTS

Competencies	Components	Competency Definition	Weighting %
<b>Core Competencies</b>			
Moral competence	<ul style="list-style-type: none"> <li>Integrity</li> <li>Transparency</li> <li>Accountability</li> </ul>	Able to identify moral triggers, apply reasoning that promotes honesty and integrity and consistently display behaviour that reflects moral competence.	5%
Planning and Organising	<ul style="list-style-type: none"> <li>Time management</li> <li>Forward planning</li> <li>Project Management</li> </ul>	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	10%
Analysis and Innovation	<ul style="list-style-type: none"> <li>Objective problem analysis</li> <li>Innovative thinking</li> <li>Process optimisation</li> </ul>	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	5%
Knowledge and Information Management	<ul style="list-style-type: none"> <li>Gain and share knowledge</li> <li>Data analysis</li> <li>Employee Empowerment</li> </ul>	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	<ul style="list-style-type: none"> <li>Balance diverse perspectives</li> <li>Communication with stakeholders</li> <li>Compile clear &amp; concise reports</li> </ul>	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	5%
Results and Quality Focus	<ul style="list-style-type: none"> <li>Setting high standards</li> <li>Results orientation</li> <li>Monitoring &amp; Evaluating progress</li> </ul>	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	20%
<b>Total</b>			<b>100%</b>

FD

~~AS~~

## 6. Performance Assessment Process

The following steps will be followed to ensure a fully participative and compliant performance assessment process is adhered to.

1. Performance Assessment:
  - 1.1. Formal assessment between employee and employer will take place twice a year to measure the performance of the employee against the agreed Progress against the KPI's and Targets will be captured in preparation for the review.
  - 1.2. Scores of 1-5 will be calculated based upon the progress against targets.
  - 1.3. KPI's and activities are audited and copied to the Performance Plans before assessment date.
  - 1.4. The employer must keep a record of the mid-year review and annual assessment meetings.
  - 1.5. The employee being assessed will compile a portfolio of evidence confirming the level of performance achieved for a given assessment period and made available to the Panel on request. One independent person may be assigned to act as an Observer.
2. The process for determining Employee ratings are as follows:
  - 3.1. The employee to motivate for higher ratings where applicable.
  - 3.2. The panel to rate the achievement for the KPI's on a 5 point scale. Decimal places can be used.
  - 3.3. The panel to rate the employee's core competency requirements (CCR) on the 5 point scale. Decimal places can be used.
  - 3.4. The panel scores are averaged to derive at a total score per KPI / Activity / CCR. Overall scores are calculated by taking weightings into account where applicable.
- 3.5. The final KPI's rating will account for 80% of the final assessment total. The CCR's are to account for 20% of the final assessment total.
4. The five point rating scale referred to in regulation 805 correspond as follows:
 

Rating:	1	2	3	4	5
% Score:	0-66	67-99	100-132	133-166	167
5. The assessment rating calculator is used to calculate the overall % score for performance.
6. The half-year review rating can be used in combination with the Annual Performance Assessment to derive at a final Annual rating score.
7. The performance bonus percentages described in the performance agreement will be calculated on a sliding scale of the all inclusive remuneration package as indicated in table below:

% Rating Over Performance	% Bonus
130-149%	5-9%
150% and above	10-14%

8. The Personal Development Plan (PDP) can be reviewed after the performance review had been finalised in case where more clarity has been established on what the essential development needs for the relevant person will be.
9. The results of the performance and development review (PDR) will be submitted to the performance audit committee for final approval of the
10. The performance assessment results of the Municipal Manager will also be submitted to the MEC responsible for Local Government in the relevant Province.

HA

BR

**7. Rating Scale**

Score	
5 (167%)	1 (0-66%)
<p><b>Outstanding Performance (<i>Above and beyond what was expected</i>)</b></p> <p>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.</p>	<p><b>Unacceptable Performance</b></p> <p>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.</p>
<p><b>Performance Significantly Above Expectations</b></p> <p>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.</p>	<p><b>Not Fully Effective (<i>Planned targets not fully met</i>)</b></p> <p>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.</p>
<p><b>Performance Fully Effective (<i>Implemented what was planned</i>)</b></p> <p>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.</p>	<p><b>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.</b></p>

**8. Approval of the Personal Performance Plan**

The process followed ensures individual alignment to the strategic intent of the institution and give 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 organisation through excellent performance. This plan has derived from intense workshopping 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 / superior**

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 ongoing learning, will be coached, and will clearly understand what is expected of them. I herewith approve this Performance Plan.

**Undertaking of the employee**

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 by the Employee:

Name: *Thung HA*

Date: *20190626*

Signature: *[Handwritten Signature]*

Signed and accepted by the Supervisor on behalf of Council:

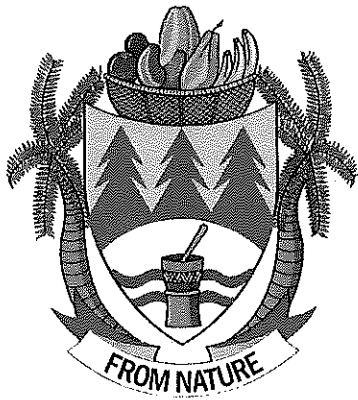
Name:

Date:

Signature:

*[Handwritten mark]*

*[Handwritten mark]*



**Annexure B**

**PERSONAL  
DEVELOPMENT PLAN  
(PDP)**

**2019/20**

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

**GREATER TZANEEN  
MUNICIPALITY**

**AS REPRESENTED BY THE  
MUNICIPAL MANAGER**

**SERAPELO MATLALA**

**AND**

**ALECK NKUNA**

*HA*

*EA*

**COMPILING THE PERSONAL DEVELOPMENT PLAN**

A manager, in consultation with his / her employee is to compile a Personal Development Plan. The PDP has 7 columns that need to be completed. An example is attached as Appendix A.

**Column 1: Skills/Performance GAP**

1. Skills / Performance Gap (in order of priority)	2. Outcomes Expected (measurable indicators: quantity, quality and time frames)	3. Suggested training and / or development activity	4. Suggested mode of delivery	5. Suggested Time Frames	6. Work opportunity created to practice skill / development area	7. Support Person
E.g. 1. Appraise Performance of Managers	The manager will be able to enter into performance agreements with all managers reporting to him / her, appraise them against set criteria, within relevant time frames	A course containing theoretical and practical application with coaching in the workplace following [relevant unit standard?]	External provider, in line with identified unit standard and not exceeding R 6 000	March 200...	Appraisal of managers reporting to him / her	Senior Manager : Training/ HR

(a) The identified training needs should be entered into column one. The following should be taken into consideration:

Organisational needs

Strategic development priorities and competency requirements, in line with the municipality's strategic objectives.

The competency requirements of individual jobs. The relevant job requirements (job competency profile) as identified in the job description should be compared to the current competency profile of the employee to determine the individual's competency gaps.

Specific competency gaps as identified during the probation period and performance appraisal of the employee.

Individual training needs that are job / career related.

Prioritisation of the training needs [1 to ...] in column 1 should also be determined since it may not be possible to address all identified training needs in a specific financial year. It is however of critical importance that training needs be addressed on a phased and priority basis. This implies that all these needs should be prioritized for purposes of accommodating critical / strategic training and development needs in the HR Plan, Personal Development Plans and the Workplace Skills Plan.

**Column 2: Outcomes Expected**

1. Skills / Performance Gap (in order of priority)	2. Outcomes Expected (measurable indicators: quantity, quality and time frames)	3. Suggested training and / or development activity	4. Suggested mode of delivery	5. Suggested Time Frames	6. Work opportunity created to practice skill / development area	7. Support Person
E.g. 1. Appraise	The manager will be able to enter into performance	A course containing theoretical	External provider, in line	March 200...	Appraisal of managers	Senior Manager

HA \$



Performance of Managers	agreements with all managers reporting to him / her, appraise them against set criteria, within relevant time frames	and practical application with coaching in the workplace following [relevant unit standard?]	with identified unit standard and not exceeding R 6 000		reporting to him / her	Training/ HR
-------------------------	--	--	---	--	------------------------	--------------

Consideration must be given to the outcomes expected in column 2 so that once the intervention is completed the impact it had can be measured against relevant output indicators.

### 3. Column 3: Suggested Training

Training needs must be identified with due regard to cost effectiveness and listed in column 3.

### 4. Column 4 : Suggested mode of delivery

The suggested mode of delivery refers to the chosen methodology that is deemed most relevant to ensure transfer of skills. Mode of delivery consists of, amongst others, self-study, internal or external training provision; coaching and / or mentoring and exchange programmes. Training must be conducted either in line with a recognised qualification from a tertiary institution or unit standards registered on the National Qualifications Framework (South African Qualifications Authority), which could enable the trainee to obtain recognition towards a qualification for training undertaken. It is important to determine within the municipality whether unit standards have been developed with regard to a specific outcome (and registered with the South African Qualifications Authority). Unit standards usually have measurable assessment criteria to determine achieved competency.

### 5. Column 5: Suggested Time Lines

An employee should on average receive at least five days of training per financial year and not unnecessarily be withdrawn from training interventions.

The suggested time frames enable managers to effectively plan for the annum e.g. so that not all their employees are away from work within the same period and also ensuring that the PDP is implemented systematically.

### 6. Column 6: Work opportunity created to practice skill / development area

This further ensures internalisation of information gained as well as return on investment (not just a nice to have skill but a necessary to have skill that is used in the workplace).

### 7. Column 7: Support Person

This identifies a support person that could act as coach or mentor with regard to the area of learning for the employee.

Personal development action plan for 2019/20:

Skills Performance Gap (In order of priority)	Outcomes Expected	Suggested Training/ Development Activity	Suggested Mode of Delivery	Suggested Time Frames	Work opportunity created to practice skill / development area	Support Person
Strategic Management	Developing an understanding of strategic management in business	Attending an evening course in strategic management	Evening management	25/9/2019 to 20/12/20	Strategic management department reorganisation	

AS  
HF

Employee Signature:



Employer signature:

\_\_\_\_\_

Date:

25/9/2019

Date:

\_\_\_\_\_



DISCLOSURE FORM FOR BENEFITS AND INTERESTS

I, the undersigned (Surname and Initials)  
Mkhung HA

(Postal Address)  
P.O. Box 3018, LEFABA, 0870

Residential Address House 4543, Mkhonkwa, 0870

(Position Held) Director of Community Services

Tel: 079 4940265 Fax:

Hereby certify that the following information is complete and correct to the best of my knowledge.

**1. Shares, securities and other financial interests (Not bank accounts with financial institutions)**

Number of shares/Extent of financial interest	Nature	Nominal Value	Name of Company/Entity
50	Ordinary		Debsi Liza
50	Ordinary		Trustwone Netti

**2. Interest in a trust**

Name of trust	Amount of Remuneration/Income
N/A	N/A

**3. Membership, directorships and partnerships**

Name of corporate entity, partnership or firm	Type of business	Amount of Remuneration/Income
N/A	N/A	N/A

*Handwritten signature/initials*

*Handwritten signature/initials*



4. Remunerated work outside the Municipality (Must be sanctioned by Council)		
Name of Employer	Type of business	Amount of remuneration/Income
<del>Self</del>	<del>Self</del>	
Self	Vegetable Growing	R13 000 per month
Self	Ferretting Cattle	R50 000.00 p.a

5. Consultancies, Retainerships and Relationships			
Name of Client	Nature	Type of business activity	Value of any benefits received
N/A	N/A	N/A	N/A

6. Subsidies, grants and sponsorships by any organisation		
Source of assistance	Descriptions of assistance	Value of assistance
N/A	N/A	N/A

7. Gifts and Hospitality from a source rather than a family member		
Description	Value	Member
N/A	N/A	N/A

8. Land and Property			
Description	Extent	Area	Value
15 hectares		Musorotswa	R1800 000.00
89 hectares		Lumamfaneh	R300 000.00

HA \$



[Signature]  
 SIGNATURE OF SENIOR MANAGER  
 DATE: 28/06/2019  
 PLACE: Tzaneen

CONFIDENTIAL  
 Council  
 Signature by Mayor or Designate: [Signature] Date: 28/6/19

[Signature]

Commissioner of Oath /Justice of the Peace

COMMISSIONER OF OATH / JUSTICE OF THE PEACE  
 GREATER TZANEEN MUNICIPALITY  
 38 MAJOR STREET, TZANEEN, 0487  
 TELEPHONE: 018 28 11 111 FAX: 018 28 11 112

Mashomane  
 Adv MT Mampone Legal Advisor

Full first names and surname: THOMAS MAMPONE  
 (Block letters)

Designation (rank) Legal Advisor Ex Officio Republic of South Africa

Street address of institution 01 Agatha Street

Date 28/6/19 Place Tzaneen

15

100

100

100