

- k) Status of complaints received from complaints office.
- l) Details of current or anticipated causes of delay along with their estimated impact on progress and the corrective measures taken or proposed.
- m) Photographs (if required).

17.3.4 Annual Report

At the first anniversary of the Commencement Date and every subsequent anniversary the Contractor shall prepare and submit an annual report. The annual report shall record:

- a) The condition of the assets at the end of the period and reconcile these with those in the handover report.
- b) Spare parts usage and inventories.
- c) Approved and completed capital improvements.
- d) Summary of KPIs during the year.
- e) Approved and uncompleted capital improvements.
- f) Other work completed.
- g) Contractor's Organization Chart.

17.3.5 Safety Report

Safety reports are generated from the Contractor's inspection program, which will be established early in the project and will take a risk based approach. The safety reports will be submitted at agreed intervals. Where poor safety compliance is observed, random reports can be generated and submitted as required.

17.4 KPI Monitoring, Evaluation and Reporting

A monthly KPI performance report detailing the results of the evaluation for inclusion in the monthly report and accompany monthly invoice. The KPI report shall detail performance against the KPI's during the preceding month, and as a minimum, include:

- a) the actual result achieved for each KPI,
- b) graphs showing the previous 12 months results against each KPI,
- c) the abatement amount for each KPI,
- d) the total abatement amount of the monthly Service Fee,
- e) if applicable, measures that will be undertaken by the Contractor to improve the performance against the KPI's.
- f) All records of monitoring against the KPI's available at all times and supply them to the DMAT upon request.

17.5 Technical Reports

Where relevant technical reports should be referenced to the Program of Works/ QAP Plan, ITP. One copy of each report shall be issued to the Engineer unless otherwise specified.