

KPI Category: General Management | Maximum of 20% Reduction in Service Fee Per Month

| KPI | Measurement | Target | Abatement |
|---------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Reporting</i> | | | |
| Compliance with time for submission of reports and other documentation deliverables as specified in the Agreement, to the required quality. | Receipt of reports | 100% received on time and to required quality. A report is only considered to be delivered on time when it is to the required quality | <ul style="list-style-type: none"> – 1 month, target not met: <ul style="list-style-type: none"> – 2% of total monthly Service Fee – 2 or more consecutive months, target not met (in addition to any abatement applied in current period): <ul style="list-style-type: none"> – 7% of total monthly Service Fee |
| <i>Training</i> | | | |
| Compliance with staff training requirements in Agreement | Training register | 100% compliance with training requirements | <ul style="list-style-type: none"> – If target not met, 3% of total monthly Service Fee |
| <i>CMMS</i> | | | |
| Keeping the CMMS database updated with the latest asset information | Internal audit whereby the DMAT conducts checks to make sure the CMMS is up to date | 100% compliance with update requirements | <ul style="list-style-type: none"> – 1 month, target not met: <ul style="list-style-type: none"> – 2% of total monthly service fee – 2 or more months, target not met (in addition to any abatement applied in current period): <ul style="list-style-type: none"> – 4% of total monthly service fee |
| <i>Asset Survey</i> | | | |
| Conduction of necessary asset surveys | Receipt of asset survey forms. | 100% completed on time and to required quality. | <ul style="list-style-type: none"> – 1 month, target not met: <ul style="list-style-type: none"> – 1% of total monthly service fee – 2 or more months, target not met (in addition to any abatement applied in current period): |