

KPI and Service Level Matrix

KPI No.	KPI Description	Service Standard / Target	Measurement Method	Measurement Period	Evidence Required	Penalty / Service Credit
1	Submission of daily / weekly / monthly intelligence reports	100% submitted within agreed timelines	Number submitted on time ÷ number due	Monthly	Report register, submission emails, report copies	2% of monthly fee for each missed recurring report, capped at 10%
2	Quality of intelligence reports	At least 90% accepted without material rework	Eskom QA review score	Monthly / Quarterly	QA scorecards, comments, final reports	1% of monthly fee if below 90%; 3% if below 80%
3	Actionable intelligence alerts on critical threats	100% of critical threats escalated immediately and within agreed SLA	Compare incident timestamp to escalation timestamp	Monthly	Alert logs, incident register, call/email records	3% of monthly fee per failure to escalate a critical threat
4	Incident response time	Acknowledge within 30 minutes and commence action within 2 hours for critical incidents	Average and exception tracking	Monthly	Incident logs, dispatch records, communication records	2% of monthly fee per unjustified breach
5	Completion of assigned investigations	Minimum 90% finalised within agreed case turnaround time	Cases completed on time ÷ cases assigned	Monthly / Quarterly	Case register, final reports, closure notes	2% of monthly fee if below 90%; 5% if below 80%
6	Quality and legal defensibility of investigation files	95% compliance with evidentiary and disciplinary/legal requirements	Eskom legal / investigation review	Quarterly	File audits, legal comments, disciplinary feedback	3% of monthly fee for repeated material deficiencies
7	Completion of scheduled surveillance patrols	100% completion of approved patrol plan	Patrols completed ÷ patrols scheduled	Monthly	Patrol logs, GPS logs, route reports	2% of monthly fee if below 100%; additional 1% per high-risk route missed
8	Reporting of route deviations / suspicious incidents	100% reported within 1 hour of detection	Timestamp analysis	Monthly	Route reports, alerts, incident records	2% of monthly fee per unreported or late-reported material incident
9	Crime analysis reports (hotspots, trends, forecasts)	100% submitted per agreed reporting cycle	Reports delivered ÷ reports due	Monthly	Analytical reports, dashboards, briefing notes	1% of monthly fee per missed report
10	Usefulness / quality of analysis outputs	Minimum stakeholder satisfaction average of 4 out of 5	User rating surveys / review meeting scoring	Quarterly	Scorecards, minutes of review meetings	2% of monthly fee if score falls below 4
11	Coal sample laboratory turnaround time	100% of results issued within 4 hours of receipt	Timestamp analysis	Monthly	Lab receipt log, result issue log, lab reports	3% of monthly fee per material breach; repeated breaches may trigger escalation
12	Chain of custody integrity	Zero confirmed breaches	Count confirmed breaches	Monthly	Chain of custody forms, audit records, incident findings	5% of monthly fee per confirmed breach

13	Stockpile monitoring and reporting	100% of scheduled assessments completed and reported	Assessments completed ÷ scheduled	Monthly	Inspection logs, reports, photographs, findings	1.5% of monthly fee per missed scheduled assessment
14	Support to SAPS / legal / disciplinary matters	100% attendance or support within agreed timelines	Requests fulfilled ÷ requests received	Monthly	Request register, attendance records, affidavits, case support notes	2% of monthly fee for unjustified failure to support
15	Confidentiality and information security	Zero breaches	Count confirmed breaches	Monthly / Immediate	Incident reports, audit findings, Eskom security reports	10% of monthly fee per confirmed breach, without prejudice to further remedies
16	Submission of management / executive briefing reports	100% submitted within agreed deadlines	Reports submitted on time ÷ reports requested	Monthly	Briefing packs, submission records	1% of monthly fee per missed report
17	Corrective action implementation following review findings	100% implementation within agreed timeframes	Corrective actions completed ÷ actions raised	Monthly	Corrective actions register, evidence of closure	1% of monthly fee where corrective actions are overdue without valid reason
18	Overall compliance with Eskom policies, legal and safety requirements	100% compliance	Audit / compliance review	Quarterly	Audit reports, compliance certificates, HSE reports	3% of monthly fee for material non-compliance
19	Execution of intelligence-driven disruptive operations	Minimum agreed number of disruptive operations per month/quarter AND evidence of impact	Operations executed vs approved plan	Monthly / Quarterly	Operation reports, arrest records, incident reduction data, joint operation reports	2% of monthly fee for failure to meet agreed threshold; additional 3% for lack of demonstrable impact