ANNEXURE G

TRANSNET SOC LTD

BACKGROUND CHECKS AND VETTING SERVICES

DRAFT SERVICE LEVEL AGREEMENT (SLA)

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1. PURPOSE AND OBJECTIVE

The purpose of this Service Level Agreement (SLA) is to define the scope, standards, turnaround times, and responsibilities relating to the provision of background checks and vetting services to ensure the suitability, integrity, and compliance of employees, and contractors for **Transnet SOC Ltd**.

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2. LEGAL AND GOVERNANCE FRAMEWORK

All vetting activities shall be conducted in compliance with, but not limited to, the following:

- **Protection of Personal Information Act (POPIA), Act 4 of 2013**
- **Public Finance Management Act (PFMA), Act 1 of 1999**
- **Labour Relations Act (LRA), Act 66 of 1995**
- **Basic Conditions of Employment Act (BCEA)**
- **National Strategic Intelligence Act, where applicable**
- **Transnet Policies**, including:
    - Recruitment and Selection Policy
    - Ethics and Anti-Corruption Policy
    - Enterprise Risk Management Framework
    - Security and Integrity Policies

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3. SCOPE OF VETTING CHECKS AND SERVICE STANDARDS

Type of Check	Description of Check	Standard Turnaround Time
Identity & Citizenship Verification	Verification of identity number/passport, full names, date of birth, and citizenship or work authorization against official databases	2–3 business days
Permanent Residency	Permanent Residency Check/ Verify SA resident status of individual	12 days
Criminal Record Check	National criminal history verification to identify convictions, pending cases, or adverse records, conducted lawfully with consent	Immediate or 3–5 business days
Fraud Listing	verifies whether an individual has been previously implicated in, dismissed for, or formally recorded for fraud, dishonesty, corruption, or serious misconduct.	Immediate or 1–2 business days, subject to data availability and consent
Directorship check	To identify and verify an individual's past and current directorships or business interests	Immediate
Employment History Verification	Verification of previous employment (minimum 5–10 years depending on role), including dates of employment, job title and reason for leaving	5–7 business days
Qualification Verification	Verification of academic qualifications with issuing institutions (Matric, short courses, Certificates, Diplomas, Degrees, Honours, Masters, Doctorate (Global/International-Africa and South Africa); (including SAQA where applicable)	5–10 business days
Professional Registration Verification	Validation of statutory or professional body membership, licenses, or certifications required for the role	3 business days
PSIRA Registration	Check to establish registration with Security Industry registered body	Immediate
Credit & Financial Record Check	Credit bureau check including judgments, sequestration and adverse financial listings, subject to written consent	2–3 business days
Reference Checks	Structured reference interviews to assess integrity, performance, conduct and suitability	3–5 business days

Drivers Licence	Drivers licence validity, date of issue and expiry, code and endorse Drivers Licence & Professional Drivers Permit	2 Business days
World Check	The world check database provides information on Politically Exposed Persons (PEPs), sanctions and heightened risk individuals and organisations	Immediate
Social media checks	To identify **publicly available online content** that may present **reputational, integrity, ethical, or security risks.**	1–2 business days
Integrity, Conflict of Interest & Risk Screening	Screening for conflicts of interest, sanctions, politically exposed persons (PEP) and reputational risk indicators	1–2 business days

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4. VETTING LEVELS

Vetting Level	Indicative Application	Overall Turnaround Time
Basic Vetting	Support and operational roles	5–7 business days
Standard Vetting	Professional and specialist roles	7–10 business days
Enhanced Vetting	Financial, SCM and safety-critical roles	10–15 business days
Executive / High-Risk Vetting	Senior and executive leadership	15+ business days

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5. ROLES AND RESPONSIBILITIES

Transnet shall:

a) Obtain informed written consent

b) Provide accurate candidate information

c) Make final employment and risk decisions

Service Provider shall:

a) Conduct vetting ethically, independently, and in compliance with POPIA

b) Ensure accuracy, confidentiality, and secure record keeping

c) Escalate adverse findings immediately

6. PROVISION OF TRAINING AND EQUIPMENT

Where applicable, the supplier will be responsible for provision of training and equipment related to background checks and vetting services.

a) Where applicable, the following will form part of such training:
   - How to create a request on SmartScreen®, Fingerprint patterns , Correct fingerprint capturing techniques , Fingerprint enhancement techniques ; Use of the fingerprint capturing device/s ; Basic use of the ePCV 2.0 and Fingerprint Zone booking portals.
   - New User training : Full day SmartScreen ® Application and AFISwitch Integration Workshop
   - Refresher training
   - Trainer call-out fee charged for training conducted at a client's own venue.

b) **Biometric scanners** – as equipment used to capture fingerprints.

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7. ADDITIONAL SUPPLIER COSTS

a) Various Institutions charge additional fees for verifications. For example, Cambridge and Oxford Universities, the Zimbabwe Ministry of Higher Education and Technology and the University of Zimbabwe charge additional fees for the verification of their qualifications.

b) All foreign currency supplier costs are charged additionally at the ruling exchange rate on the date of submission of the international inquiry.

c) The supplier will first inform the requesting user and request permission from them to continue with such verifications, prior to the processing of the requested verification.

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8. COURIER COSTS

d) Please note that quoted prices exclude courier fees. Courier fees would typically be charged in the case of an Application for a Police Certificate whereby we would require the candidate's fingerprints in hard copy of a police fingerprint form. This would then be sent to the police in the applicable country.

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9. REPORTING

Each vetting request shall result in a formal report indicating:

- **Clear**, **Adverse**, or **Inconclusive** outcome
- Supporting verification evidence and audit trail
- Supporting evidence and verification sources
- Risk-based recommendations (where applicable)

10. PERFORMANCE MANAGEMENT AND SLA MONITORING

a) Key Performance Indicators (KPIs) include:

- Adherence to turnaround times
- Accuracy and completeness of reports
- Responsiveness to escalations
- Legislative and policy compliance

b) Performance reviews may be conducted quarterly or as required by Transnet

11. CONFIDENTIALITY AND DATA PROTECTION

a) All personal and vetting information shall be handled in accordance with **POPIA**

b) No data may be shared without Transnet's written authorization

c) Secure storage, controlled access, and secure data disposal are mandatory

12. BREACHES AND ESCALATION

a) Any SLA breach must be reported within **24 hours**

b) Corrective action plans must be submitted within **5 business days**