

# PERFORMANCE AGREEMENT

Made And Entered Into By And Between:

**THE ENTITY, SOUTH COAST TOURISM AND INVESTMENT ENTERPRISE (RF) SOC**



As Represent By The Deputy Chairman of the Board

**MRS. EJ CRUTCHFIELD**

And

**PHELISA MANGCU**

(The Chief Executive Officer) (Employee)

**FOR THE**

**FINANCIAL YEAR: 1 JULY 2023 - 30 JUNE 2024**

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PML

# PERFORMANCE AGREEMENT

## ENTERED INTO AND BETWEEN:

The Municipal Entity of Ugu District Municipality, the South Coast Tourism And Investment Enterprise (RF) SOC herein represent by Elizabeth Joy Crutchfield (full name) in her capacity as Deputy Chairman of the Board hereinafter referred to as the Employer.

And

Ms. Phelisa Mangcu, duly appointed by the Board as the Chief Executive Officer of the Municipal Entity of Ugu District Municipality, the South Coast Tourism and Investment Enterprise (RF) SOC (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 either section 57(1) (a) of the Local Government: Municipal Systems Acts 32 of 2000 ("the System Act") or by virtue of being employed as a Manager. The Employer and the Employee are hereinafter referred to as "the Parties".
- 1.2 By virtue of having entering into a Contract of Employment between the parties, they are bound by the Individual and Organisational Performance Management System Framework of the Ugu District Municipality. The Individual Performance Management Framework requires that an annual performance Agreement/Workplan be entered into.
- 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 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),4(A), (4B) and (5) of the Systems Acts, and IPMS Framework as well as the Contract of Employment entered into between the parties;
- 2.2 Specify objectives and targets established for the Employee and to communicate to the Employee the Employer's expectations of the Employee's performance expectations and accountabilities;
- 2.3 Specify accountabilities as set out in the Performance Plan (Annexure A);
- 2.4 Monitor and measure performance against set targeted outputs;
- 2.5 Use the Performance Agreement and Performance Plan as the basis for assessing whether the Employee has met the performance expectations applicable to his/her job;
- 2.6 Appropriately reward the Employee in accordance with the Ugu District Municipality's Individual performance management policy framework in the event of outstanding performance; and
- 2.7 Give effect to the Employer's commitment to a performance-orientated relationship with the Employee in attaining equitable and improved service delivery.

## 7. EVALUATING PERFORMANCE

7.1 The Performance Plan (Annexure A1) to this Agreement sets out-

7.1.1 The standards and procedures for evaluating Employee's performance;  
and

7.1.2 The intervals for the evaluation of the Employee's performance.

7.2 Despite the establishment of intervals for evaluation, the Employer may in addition review the Employee's performance at any stage while the contract of employment remains in force.

7.3 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 set time frames.

7.4 The Employee's performance will be measured in terms of contributions to the goals and strategies set out in the Employer's IDP.

7.5 The annual performance appraisal will involve:

7.5.1 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 7.5.3 below) must then be used to add the scores and calculate a final KPA score.

7.5.2 Assessment of the CMC's

- (a) Each CMC 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 CMC.
- (c) The applicable assessment rating calculator (refer to Paragraph 7.5.1) must then be used to add the scores and calculate a final CMC score.

7.5.3 Overall Rating

An overall rating is calculated by using the applicable assessment-rating calculator. Such overall rating represents the outcomes of the performance appraisal.

7.6 The assessment of the performance of the Employee will be based on the following rating scale for KPA's, CMC's and COC's:

LEVEL	TERMINOLOGY	DESCRIPTION	RATING
5	Outstanding Performance	Performance far exceeds the standard expected of an employee at this level. The appraisal indicate that the Employee has achieved above fully effective results against all performance criteria and indicators as specified in the Performance Agreement and Performance Plan and maintained this in all areas of responsibility throughout the year.	>150%
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.	130 – 149%
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	100 -129%

LEVEL	TERMINOLOGY	DESCRIPTION	RATING
		indicators as specified in the Performance Agreement and Performance Plan.	
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 indicate that the employee has achieved below fully effective results against more than half the key performance criteria and indicators as specified in the Performance Agreement and Performance Plan.	80 – 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 Performance Agreement 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.	>79%

7.7 For purpose of evaluating the performance of the Chief Executive Officer, an evaluation panel will be appointed by the Board.

## 8. SCHEDULE FOR PERFORMANCE REVIEWS

8.1 The performance of each Employee in relation to his/her performance agreement shall be reviewed on the following dates with the understanding that reviews in the first and third quarter may be verbal if performance is satisfactory:

First quarter : July – September (year)  
Second quarter : October – December (year)  
Third quarter : January – March (year)  
Fourth quarter : April – June (year)

8.2 The Employer shall keep a record of the mid-year review and annual assessment meetings.

8.3 Performance feedback shall be based on the Employer's assessment of the Employee's performance.

8.4 The Employer will be entitled to review and make reasonable changes to the provisions of Annexure 'A1' from time to time for operational reasons. The Employee will be fully consulted before any such change is made.

8.5 The Employer may amend the provisions of Annexure A1 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.

## 9. DEVELOPMENTAL REQUIREMENTS

The Personal Development Plan (PDP) for addressing development gaps is attached as Annexure A2.

## 10. OBLIGATIONS OF THE EMPLOYER

10.1 The Employer shall:

- 10.1.1 Create an enabling environment to facilitate effective performance by the Employee;
- 10.1.2 Provide access to skills development and capacity building opportunities;

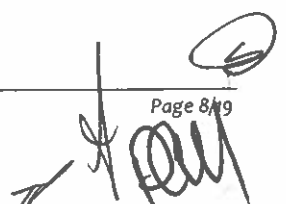
- 10.1.3 Work collaboratively with the Employee to solve problems and generate solutions to common problems that may impact on the performance of the Employee;
- 10.1.4 On the request of the Employee delegates such powers reasonably required by the Employee to enable him/ her to meet the performance objectives and targets established in term of this Agreement; and
- 10.1.5 Make available to the Employee such resources as the Employee may reasonably require from time to time to assist him/her to meet the performance objectives and targets established in terms of this Agreement.

## 11. CONSULTATION

- 11.1 The Employer agrees to consult the Employee timeously where the exercising of the powers will have amongst others-
  - 11.1.1 A direct effect on the performance of any of the Employee's functions;
  - 11.1.2 Commit the Employee to implement or to give effect to a decision made by the Employer; and
  - 11.1.4 A substantial financial effect on the Employer.
- 11.2 The employer agrees to inform the Employee of the outcome of any decisions taken pursuant to the exercise of powers contemplated in 11.1 as soon as is practicable to enable the Employee to take any necessary action without delay.

## 12 MANAGEMENT OF EVALUATION OUTCOMES

- 12.1 The evaluation of the Employee's performance will form the basis for rewarding outstanding performance or correcting unacceptable performance.
- 12.2 A performance bonus of 5% to 14% of inclusive annual remuneration package may be paid to the Employee in recognition of outstanding performance.
- 12.3 The Employee will be eligible for progression to the next higher remuneration package, within the relevant remuneration band, after completion of least twelve months (12) service at current remuneration package 30 June (end of financial year) subject to a fully effective assessment.
- 12.4 In the case of unacceptable performance, the Employer shall-
  - 12.4.1 Provide systematic remedial of development support to assist the Employee to improve his or her performance; and
  - 12.4.2 After appropriate performance and 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 his or her duties.

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**13. GENERAL**

13.1 The contents of this agreement and the outcome of any review conducted in terms of Annexure A1 may be 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.

Thus, done and signed at PORT SHEPSTONE on this the 28 day of JULY (Month) 2023 (Year)

**AS WITNESSES:**

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

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

  
EMPLOYEE

**AS WITNESSES:**

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

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

  
EMPLOYER

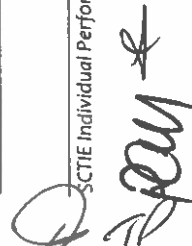
**ANNUAL PERFORMANCE PLAN, PERSONAL DEVELOPMENT PLAN & REVIEW FOR MANAGERS**

The following annual management review on **Key Performance Areas (KPA)**, **Core Management Criteria (CMC)** and **Core Occupational Competencies (COC)** agreed to in each manager performance agreement has to be completed.

The annual performance appraisal involves the assessment of the achievement of results of the KPA's, CMC's and COC's in accordance with the five-point scale of (1-5).

RATING	DEFINITION OF SCORE
5	Outstanding performance
4	Performance significantly above expectation
3	Fully effective
2	Performance not fully satisfactory
1	Unacceptable performance

Period Under Review	
Surname	
Name	
Municipality	
Department	
Race	
Gender	
Employee Number	
Date Of Appointment	



**1. MANAGERS PERFORMANCE PLAN AND REPORT FOR THE YEAR UNDER REVIEW**

**KPA 2: MUNICIPAL INSTITUTE DEVELOPMENT & TRANSORMATION : WEIGHTING 10%**

**KPA 3: LOCAL ECONOMIC DEVELOPMENT : WEIGHTING 60%**

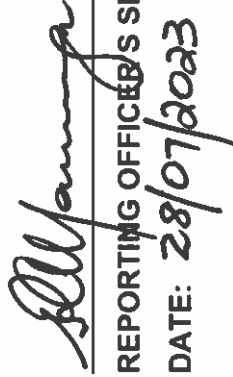
**KPA 4: FINANCIAL VIABILITY AND MANAGEMENT : WEIGHTING 20%**

**KPA 5: GOOD GOVERNANCE & PUBLIC PARTICIPATION : WEIGHTING 10%**



**DEPUTY CHAIRMANS SIGNATURE**

**DATE: 30 July 2021**



**REPORTING OFFICER'S SIGNATURE**

**DATE: 28/07/2023**

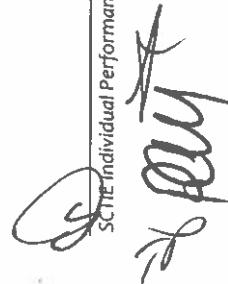




## 2. EVALUATION ON THE CORE MANAGEMENT CRITERIA (CMC)

CMC's are based on the eleven core competencies - every Manager should be assessed against all those CMC's that are applicable to her/his job. Compulsory CMC's for Managers are highlighted below: (NOTE: Weight should be taken from the signed performance agreement for the year under review)

CORE MANAGEMENT CRITERIA (CMC)	WEIGHT %	MILESTONES/COMMENTS	OWN RATING (BY MANAGER) (1-5)	RATING BY PANEL MEMBER (1-5)
1. Strategic Capability & Leadership	20%			
2. Programme & Project Management	5%			
<b>3. Financial Management (Compulsory)</b>	10%			
4. Change Management				
5. Knowledge Management				
6. Service Delivery Innovation				
7. Problem Solving & Analysis	10%			
<b>8. People Management &amp; Empowerment (Compulsory)</b>	15%			
<b>9. Client Orientation &amp; Customer Focus (Compulsory)</b>	10%			
10. Communication	15%			
11. Honesty & Integrity	15%			
<b>TOTAL</b>	<b>100%</b>			



### 3. EVALUATION ON THE CORE OCCUPATIONAL COMPETENCY (COC)

CORE OCCUPATIONAL COMPETENCY	WEIGHT %	MILESTONES / COMMENTS	OWN RATING (BY MANAGER) (1-5)	RATING BY PANEL MEMBER (1-5)
1. Competence in Self-Management	20%			
2. Interpretation of and implementation within the legislation and national policy framework	20%			
3. Knowledge of developmental local government	15%			
4. Knowledge of Performance Management & Reporting	15%			
5. Knowledge of global & South African specific political, social and economic contexts				
6. Competency on policy conceptualisation, analysis and implementation	10%			
7. Knowledge of more than one functional municipal fields/discipline	10%			
8. Skills in mediation				
9. Skills in governance	10%			
10. Competence as required by other national line sector departments				
11. Exceptional and dynamic creativity to improve the functioning of the municipality				
<b>TOTAL</b>	<b>100%</b>			

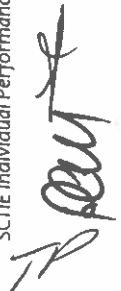


## ANNEXURE A3: PERFORMANCE ASSESSMENT RATING

The assessment rating calculator will be used to add the scores and calculate a final KRA score (80%) and a final CMC & COC's score (20%)

The tables below should be completed by the summarized total of each panel member (*NOTE: Weight should be taken from the signed performance agreement for the year under review*)

	KPA	Weight	Rating	Score
1.	Basic Service Delivery	%		
2.	Municipal Institutional development and transformation	10 %		
3.	Local economic development	60 %		
4.	Municipal financial viability and management	20 %		
5.	Good Governance and Public Participation	10 %		
6.	Community & Social Development Services			
	<b>Total</b>	%		
	<b>x 80%</b>			<b>%</b>

Core Management Competencies				Weight	Rating	Score
1.	Strategic Capability & Leadership		20			
2.	Programme & Project Management		5			
3.	<b>Financial Management (Compulsory)</b>		10			
4.	Change Management					
5.	Knowledge Management					
6.	Service Delivery Innovation					
7.	Problem Solving & Analysis		10			
8.	<b>People Management &amp; Empowerment (Compulsory)</b>		15			
9.	<b>Client Orientation &amp; Customer Focus (Compulsory)</b>		10			
10.	Communication		15			
11.	Honesty & Integrity		15			
<b>Total</b>			<b>100 %</b>			
<b>x 20%</b>						




Core Occupational Competencies	Weight	Rating	Score
1. Competence in Self Management	20		
2. Interpretation of and implementation within the legislation and national policy framework	20		
3. Knowledge of developmental local government	15		
4. Knowledge of Performance Management & Reporting	15		
5. Knowledge of global & South African specific political, social and economic contexts			
6. Competency on policy conceptualisation, analysis and implementation	10		
7. Knowledge of more than one functional municipal fields/discipline	10		
8. Skills in mediation			
9. Skills in governance	10		
10. Competence as required by other national line sector departments			
11. Exceptional and dynamic creativity to improve the functioning of the municipality			
<b>Total</b>	<b>100%</b>		
<b>x 20%</b>			

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KPA	(A) SUB-TOTAL	(B) % OF ASSESSMENT	(A X B) TOTAL SCORE
KRA (Key Result Area)		80%	
CC (Conduct Criteria)		20%	
(C) FINAL SCORE			
FINAL SCORE IN PERCENTAGE (C / 5 X 100)			%

**SIGNATURES OF MEMBERS OF THE EVALUATION PANEL**

Chairperson : \_\_\_\_\_

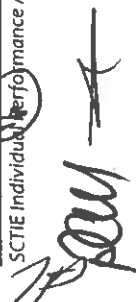
Member : \_\_\_\_\_

Member : \_\_\_\_\_

Member : \_\_\_\_\_


Member : \_\_\_\_\_

Signed in : \_\_\_\_\_ on \_\_\_\_\_ of \_\_\_\_\_ 20\_\_\_\_

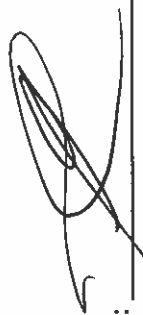


**AGREEMENT TO PERFORMANCE AND DEVELOPMENT PLAN:**

I agree with the objectives as set out in the above Performance and Development Plan and undertake to achieve the objectives as agreed on.

**SIGNATURE:**   
(Name of Manager: Phelisa Mangcu)  
**Date:**

I undertake to support Phelisa Mangcu with the achievement of the above Performance and Development Plan

**SIGNATURE:**   
Name of Reporting Officer: EJ CRUTCHFIELD  
**Date:** 30 July 2021

**FEEDBACK ON INFORMAL QUARTERLY REVIEW:**

<b>FEEDBACK</b>	<b>FROM</b>	<b>REPORTING</b>	<b>OFFICER</b>
..... .....			
Signature of Reporting Officer		Signature of Deputy Chairman	
Date:		D	
ate:			





STRATEGIC OBJECTIVE: DESTINATION MANAGEMENT : KEY PERFORMANCE AREA 1: MARKETING & COMMUNICATIONS

DISTRICT STRATEGIC OBJECTIVE	PROGRAM	PROGRAM STRATEGIC OBJECTIVE	PROJECT REF	PROJECT	SUB-PROJECT REF.	REMOVED SUB-PROJECT REF.	SUB-PROJECT	DEPARTMENT OWNER	IPMS for Managers	SUB-PROJECT OBJECTIVE	ANNUAL KEY PERFORMANCE INDICATOR OUTPUT	UNIT OF MEASURE	ANNUAL PERFORMANCE TARGET	ANNUAL BUDGET	TARGET Q1	TARGET Q2	TARGET Q3	TARGET Q4	PORTFOLIO OF EVIDENCE		
To grow the economy by an average of 7% annually, as reflected in GDP-R targets of 2027: R36 926 billion and a positive trade balance. And 2028: R40 769 billion and a positive trade balance	Marketing & Communication	To position the KZN South Coast as an accessible, year-round, tourist and investment friendly destination, with diverse offerings through various approaches, methods and tools	1.1	Brand Positioning	1.1.1	1.1.1.1	Brand exposure	Tourism Marketing Manager	P. Mangucu	To harness Maximum exposure through travel and tourism platforms highlighting the diversity of the destination	Brand value of Brand Exposure in relation to the Marketing Budget	Rands	R26 000 000	6 500 000	6 500 000	6 500 000	6 500 000	Quarterly Brand Tracking Report with evidence of exposure (AVE)			
					1.1.2	1.1.1.2	Themed Seasonal Campaigns & Consumer Targeted Promotions	Tourism Marketing Manager	P. Mangucu	To harness Maximum exposure through trade and investment platforms highlighting the diverse investment opportunities of the destination	Brand value of Brand Exposure in relation to the Marketing Budget	Rands	R6 400 000	2 100 000	2 100 000	2 100 000	2 100 000	Quarterly Brand Tracking Report reflective of the Advertising Value Equivalent (AVE)			
					1.1.3	1.1.2.1	Themed Seasonal Campaigns & Consumer Targeted Promotions	Tourism Marketing Manager	P. Mangucu	To facilitate themed seasonal campaigns and consumer targeted promotions during the year, to address seasonality	Themed seasonal campaigns and consumer promotions held	Number	R2 440 000	1	1	1	1	Themed Seasonal Campaign Report			
					1.1.4	1.1.3	Port Shipstone Business Hub	Investment Marketing Manager	P. Mangucu	To position the KZN South Coast as a Tourist and Investor friendly destination	Exposure instance profiling Port Shipstone as a business hub	Number	R300 000	2	1	1	1	1	REPORT ON THE MALL ACTIVATION UNDERTAKEN		
					1.1.5	1.1.4.1	Niche Markets Promotion focusing on Tourism	Tourism Marketing Manager	P. Mangucu	To position KZN South Coast as a destination to host Meetings, Incentives, Conferences and Events (MICE)	Exposure instance profiling KZN South Coast as a destination for MICE	Number	R855 072	2	N/A	1	1	1	Quarterly Brand Tracking report with evidence of MICE promotion		
					1.1.6	1.1.4.2	Niche Markets Promotion focusing on Tourism	Tourism Marketing Manager	P. Mangucu	To promote the South Coast as the Golf Coast through print and online media exposure during the year	Golf Tourism promotions	Number	4	4	1	1	1	1	Quarterly Brand Tracking report with evidence of Golf promotion		
					1.1.7	1.1.4.3	Niche Markets Promotion focusing on Tourism	Tourism Marketing Manager	P. Mangucu	To promote the South Coast for Agricultural & Mission tourism through print and online media exposure during the year	Agricultural & Mission Tourism promotions	Number	4	1	1	1	1	1	Quarterly Brand Tracking report with evidence of Agricultural & Mission tourism promotion		
					1.1.8	1.1.4.4	Niche Markets Promotion focusing on Tourism	Tourism Marketing Manager	P. Mangucu	To promote the South Coast as a destination with diverse adventure experiences offerings: EG. Diving, Rafting, MTB, 4x4	Exposure instance profiling the destination	Number	4	1	1	1	1	1	Quarterly Brand Tracking report with evidence of Diverse adventure promotion		
					1.1.9	1.1.4.5	Niche Markets Promotion focusing on Tourism	Tourism Marketing Manager	P. Mangucu	To generate MICE leads, and submit bids, to host meetings, incentives conferences and events in the south coast during the year (Meetings, incentives, conferences exhibitions)	MICE leads generated	Number	2	2	N/A	1	1	1	1	Evidence of MICE leads generated	
					1.1.10	1.1.5.1	Niche Markets Promotion focusing on Investment Opportunities	Investment Marketing Manager	P. Mangucu	To promote the South Coast as a destination with diverse investment opportunities focusing on Agriculture	Exposure instance profiling the destination for investment on Agriculture	Number	2	1	1	1	1	1	1	Quarterly brand tracking report with evidence of exposure instance on Agriculture	
					1.1.11	1.1.5.2	Niche Markets Promotion focusing on Investment Opportunities	Investment Marketing Manager	P. Mangucu	To promote the South Coast as a destination with diverse investment opportunities focusing on Property Development: E.g. Eco-stables and business hubs that are under development	Exposure instance profiling the destination for investment in Property Development	Number	4	1	1	1	1	1	1	Quarterly brand tracking report with evidence of exposure instance on Property development	
					1.1.12	1.1.5.3	Niche Markets Promotion focusing on Investment Opportunities	Investment Marketing Manager	P. Mangucu	To promote the South Coast as a destination with diverse investment opportunities focusing on Manufacturing	Exposure instance profiling the destination for investment in Manufacturing	Number	4	1	1	1	1	1	1	Quarterly brand tracking report with evidence of exposure instance on Manufacturing	
					1.1.13	1.1.5.4	Niche Markets Promotion focusing on Investment Opportunities	Investment Marketing Manager	P. Mangucu	To promote the South Coast as a destination with diverse investment opportunities focusing on Maritime	Exposure instance profiling the destination for investment in Maritime	Number	2	1	1	1	1	1	1	Quarterly brand tracking report with evidence of exposure instance on Maritime	
					1.1.14	1.1.5.5	Niche Markets Promotion focusing on Investment Opportunities	Investment Marketing Manager	P. Mangucu	To promote the South Coast as a destination with diverse investment opportunities focusing on the Tourism Sector: E.g. Kwadokwe Caves / UFT	Exposure instance profiling the destination for investment in the Tourism Sector	Number	3	1	1	1	1	1	1	Quarterly brand tracking report with evidence of exposure instances on Tourism Investment Opportunities	
					1.1.15	1.1.5.6	Niche Markets Promotion focusing on Investment Opportunities	Investment Marketing Manager	P. Mangucu	To promote the South Coast as a destination with diverse investment opportunities focusing on Logistics: E.g. Airport / Warehousing	Exposure instance profiling the destination for investment in the South Coast Logistics	Number	2	1	1	1	1	1	1	Quarterly brand tracking report with evidence of exposure instance on Logistics	
					1.1.16	1.1.6.1	Packageing	Tourism Marketing Manager	P. Mangucu	To create and showcase diverse tour packages during the year	South Coast Tour Packages created to improve geographic spread for tourists	Number of tour packages created	4	Operational	1	1	1	1	1	1	Tour packages developed
					1.1.17	1.1.8.2	Tourism Trade Shows and Exhibitions	Tourism Marketing Manager	P. Mangucu	To participate/exhibit in marketing training workshops, to stimulate the development of tour packages to the South Coast	Marketing workshops participated in during the year	Number of Workshops	1	R80 000	1	1	1	1	1	1	Report on the Workshop held submitted by the Manager
					1.1.18	1.1.7.1	Tourism Trade Shows and Exhibitions	Tourism Marketing Manager	P. Mangucu	To participate in Exhibitions & Shows: E.g. SATSA, SAACO, Meetings Africa, TIME, VITA, Africa and India, SATSA SPEED MARKETING during the year	Domestic exhibitions and trade shows as per annual plan/calendar participated	Number of exhibitors/trade shows as per plan	6	R647 480	1	1	1	2	3	1	Report on the Domestic Show / Exhibition participation submitted by the Manager
	1.1.7.2	Product Marketing Sessions	Tourism Marketing Manager	P. Mangucu	To host and/or participate in Buyer / Product marketing sessions: E.g. SATSA Speed Marketing during the year	Product Buyer marketing sessions participated in during the year	NUMBER	1	R120 000	N/A	1	1	1	1	1	1	REPORT IN THE PRODUCT / BUYER MARKETING SESSION				

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**STRATEGIC OBJECTIVE: DESTINATION MANAGEMENT - KEY PERFORMANCE AREA 1: MARKETING & COMMUNICATIONS**

DISTRICT STRATEGIC	PROGRAM STRATEGIC	SUB-PROJECT	REVISIONS/SUB.	ANNUAL KEY	ANNUAL BENCHMARK	ANNUAL BUDGET	ANNUAL REPORT	ANNUAL COST	ANNUAL DELIVERABLES	ANNUAL DATE	ANNUAL STATUS	ANNUAL COMMENTS	
		1.8.2	1.8.2	Investment Promotional Material/Collateral	Investment Marketing Manager	P. Mangucu	To showcase diverse destination investment offerings on Collateral and promotional material	Promotional Material and Collateral Produced	% of budget	50%	R300 000	N/A	Evidence of SC Information produced and available by date
		1.8.3	1.8.3.1	Production of South Coast Information material	Tourism Marketing Manager	P. Mangucu	To provide updated and relevant information related to tourism, print and digital	SC Experience, Accommodation Routes, Niche products produced	Number of updates	4	Operational	1	Evidence of SC Information produced and available by date
		1.8.4	1.8.3.2	Tourism Marketing Manager	Tourism Marketing Manager	P. Mangucu	Updated Event Calendar on destination Website	High Quality Marketing Images Sourced focusing on Tourism	By Date	15-Jun	R250 000	N/A	Screen shot evidence of updated Events Calendar on website by the end of each quarter
		1.8.5	1.8.3.3	Tourism Marketing Manager	Tourism Marketing Manager	P. Mangucu	High Quality annual video focusing on tourism	High Quality annual video focusing on tourism	By Date	15-Jun	R33 300	N/A	Image Library updated by date
		1.8.6	1.8.3.4	Tourism Marketing Manager	Tourism Marketing Manager	P. Mangucu	Investment Portfolio	Investment Portfolio	By Date	15-Jun	R100 000	N/A	Video Library updated by date
		1.8.7	1.8.4.1	Project Manager & Investment Marketing Manager	Project Manager & Investment Marketing Manager	P. Mangucu	To provide updated and relevant information related to investment potential print and digital	Investment Brochure	By Date	30-Sep	N/A	N/A	Investment Portfolio produced by date
		1.8.4.1	1.8.4.1	Project Manager & Investment Marketing Manager	Project Manager & Investment Marketing Manager	P. Mangucu	Investment Prospectus	Investment Prospectus	By Date	15-Jun	R80 000	N/A	Investment brochure produced by date
		(1.1.21)	1.6.4.2	Project Manager & Investment Marketing Manager	Project Manager & Investment Marketing Manager	P. Mangucu	High Quality Marketing Images Sourced for Investment opportunities	High Quality Marketing Images Sourced for Investment opportunities	By Date	30-Sep	R850 000	20 SEPT 2023	Completed and Approved Investment Prospectus
		1.6.8	1.6.4.3	Investment Marketing Manager	Investment Marketing Manager	P. Mangucu	High Quality annual video focusing on investment	High Quality annual video focusing on investment	By Date	15-Jun	R71 200	N/A	Image Library updated by date
		1.6.9	1.6.4.4	Investment Marketing Manager	Investment Marketing Manager	P. Mangucu	Quarterly Brand Tracking Report	Quarterly Brand Tracking Report	Number of Reports	4	R50 000	1	Video Library updated by date
	Brand Tracking	1.7.1	1.7.1	Image & Reputation Monitoring	Tourism Marketing Manager	P. Mangucu	Efficient and Effective image and reputation monitoring by a media monitoring service provider with the quarterly output of brand tracking reports	Brand Audit report by date	Number	15 December 2023	R45 964	1	Quarterly Brand Tracking Reports submitted by the end of each quarter based on Newsclip and Sport
		1.7.2	1.7.2	SCITE Brand Audit	Tourism Marketing Manager & Investment Manager	P. Mangucu	To assess the state of the new SCITE brand ensuring that all platforms and mediums are updated	Corporate Identity guide produced by date	Number	15 December 2023	R14 112	1	Brand Audit report by date
		1.7.3	1.7.3	SCITE Corporate Identity (CI) guide	Tourism Marketing All Managers	P. Mangucu	To update the CI guide after the first year of leading	Corporate Identity guide produced by date	Number	15 December 2023	R14 112	1	Corporate Identity guide produced by date

STRATEGIC OBJECTIVE - DESTINATION MANAGEMENT - KEY PERFORMANCE AREA 2: DEVELOPMENT

DISTRICT STRATEGIC OBJECTIVE	PROGRAM	PROGRAM STRATEGIC OBJECTIVE	PROJECT REF	REMOVED PROJECT REF	PROJECT	SUB-PROJECT REF	REMOVED SUB-PROJECT REF	SUB-PROJECT	DEPARTMENT OWNER	PMs for Managers	SUB-PROJECT OBJECTIVE	ANNUAL KEY PERFORMANCE INDICATOR OUTPUT	UNIT OF MEASURE	ANNUAL PERFORM. TARGET	ANNUAL BUDGET	TARGET Q1	TARGET Q2	TARGET Q3	TARGET Q4	PORTFOLIO OF EVIDENCE																																				
To grow the economy by an average of 2% annually, as reflected in GPE-R targets of 2027: R36 926 billion and a positive trade balance. And 2030: R40 769 billion and a positive trade balance	Tourism Development	Develop to industry and design sector division while addressing its components	21	21	KwaZulu-Natal	21.1	21.1	KwaZulu-Natal	P. Manager	P. Manager	Active implementation of the development program for Umhlabulozane project - Umhlabulozane	Progress from baseline of program developed in a minimum percentage implemented	Percentage of program developed implemented	50%	R 180 132	10%	20%	30%	50%	Quarterly local Programme report on Umhlabulozane project																																				
																					21.2	21.2	KwaZulu-Natal	P. Manager	P. Manager	Active implementation of the development program for Umhlabulozane project - Umhlabulozane	Progress from baseline of program developed in a minimum percentage implemented	Percentage of program developed implemented	50%	R 160 348	10%	20%	30%	50%	Quarterly local Programme report on Umhlabulozane project																					
																					21.3	21.3	KwaZulu-Natal	P. Manager	P. Manager	Active implementation of the development program for KwaZulu-Natal project - Umhlabulozane	Progress from baseline of program developed in a minimum percentage implemented	Percentage of program developed implemented	60%	R 145 045	10%	25%	40%	60%	Quarterly local Programme report on KwaZulu-Natal project																					
																					21.4	21.4	KwaZulu-Natal	P. Manager	P. Manager	Active implementation of the development program for KwaZulu-Natal project - Umhlabulozane	Progress from baseline of program developed in a minimum percentage implemented	Percentage of program developed implemented	60%	R 180 300	10%	25%	40%	60%	Quarterly local Programme report on KwaZulu-Natal project																					
																					21.5	21.5	KwaZulu-Natal	P. Manager	P. Manager	Active implementation of the development program for KwaZulu-Natal project - Umhlabulozane	Progress from baseline of program developed in a minimum percentage implemented	Percentage of program developed implemented	50%	R 175 000	10%	20%	30%	50%	Quarterly local Programme report on KwaZulu-Natal project																					
																					21.6	21.6	KwaZulu-Natal	P. Manager	P. Manager	Active implementation of the development program for KwaZulu-Natal project - Umhlabulozane	Progress from baseline of program developed in a minimum percentage implemented	Percentage of program developed implemented	50%	R 107 616	N/A	15%	30%	50%	Quarterly local Programme report on KwaZulu-Natal project																					
																					21.7	21.7	KwaZulu-Natal	P. Manager	P. Manager	Active implementation of the development program for KwaZulu-Natal project - Umhlabulozane	Progress from baseline of program developed in a minimum percentage implemented	Percentage of program developed implemented	60%	R 62 100	10%	25%	40%	60%	Quarterly local Programme report on KwaZulu-Natal project																					
																					21.8	21.8	KwaZulu-Natal	P. Manager	P. Manager	Active implementation of the development program for KwaZulu-Natal project - Umhlabulozane	Progress from baseline of program developed in a minimum percentage implemented	Percentage of program developed implemented	60%	R 5 000	10%	20%	30%	50%	Quarterly local Programme report on KwaZulu-Natal project																					
																					21.9	21.9	KwaZulu-Natal	P. Manager	P. Manager	Active implementation of the development program for KwaZulu-Natal project - Umhlabulozane	Progress from baseline of program developed in a minimum percentage implemented	Percentage of program developed implemented	60%	R 115 000	10%	20%	30%	50%	Quarterly local Programme report on KwaZulu-Natal project																					
																					To facilitate and support the development of new existing catalytic projects in order to encourage investment and job creation	Catalytic Projects	22	22	KwaZulu-Natal	22.1	22.1	22.1	KwaZulu-Natal	P. Manager	P. Manager	Active implementation of the development program for Umhlabulozane project - Umhlabulozane	Progress from baseline of program developed in a minimum percentage implemented	Percentage of program developed implemented	4	R 23 948 344	1	1	1	1	Report on the investment funds identified in the Umhlabulozane project															
																																										22.2	22.2	KwaZulu-Natal	P. Manager	P. Manager	Active implementation of the development program for Umhlabulozane project - Umhlabulozane	Progress from baseline of program developed in a minimum percentage implemented	Percentage of program developed implemented	4	R 100 000	1	1	1	1	Quarterly progress report on the Umhlabulozane project
																																										22.3	22.3	KwaZulu-Natal	P. Manager	P. Manager	Active implementation of the development program for Umhlabulozane project - Umhlabulozane	Progress from baseline of program developed in a minimum percentage implemented	Percentage of program developed implemented	2	R 2 000	1	1	N/A	N/A	Quarterly progress report on the Umhlabulozane project
																																										22.4	22.4	KwaZulu-Natal	P. Manager	P. Manager	Active implementation of the development program for Umhlabulozane project - Umhlabulozane	Progress from baseline of program developed in a minimum percentage implemented	Percentage of program developed implemented	4	R 20 000	1	1	1	1	Quarterly report on the Umhlabulozane project
																																										22.4a	22.4a	KwaZulu-Natal	P. Manager	P. Manager	Active implementation of the development program for Umhlabulozane project - Umhlabulozane	Progress from baseline of program developed in a minimum percentage implemented	Percentage of program developed implemented	4	R 80 000	1	1	1	1	Quarterly report on the Umhlabulozane project
																																										22.4b	22.4b	KwaZulu-Natal	P. Manager	P. Manager	Active implementation of the development program for Umhlabulozane project - Umhlabulozane	Progress from baseline of program developed in a minimum percentage implemented	Percentage of program developed implemented	4	R 20 000	1	1	1	1	Quarterly report on the Umhlabulozane project
																																										22.4c	22.4c	KwaZulu-Natal	P. Manager	P. Manager	Active implementation of the development program for Umhlabulozane project - Umhlabulozane	Progress from baseline of program developed in a minimum percentage implemented	Percentage of program developed implemented	4	R 100 000	1	1	1	1	Quarterly report on the Umhlabulozane project
																																										22.4d	22.4d	KwaZulu-Natal	P. Manager	P. Manager	Active implementation of the development program for Umhlabulozane project - Umhlabulozane	Progress from baseline of program developed in a minimum percentage implemented	Percentage of program developed implemented	4	R 100 000	1	1	1	1	Quarterly report on the Umhlabulozane project
																																										22.4e	22.4e	KwaZulu-Natal	P. Manager	P. Manager	Active implementation of the development program for Umhlabulozane project - Umhlabulozane	Progress from baseline of program developed in a minimum percentage implemented	Percentage of program developed implemented	4	R 100 000	1	1	1	1	Quarterly report on the Umhlabulozane project
																																										22.4f	22.4f	KwaZulu-Natal	P. Manager	P. Manager	Active implementation of the development program for Umhlabulozane project - Umhlabulozane	Progress from baseline of program developed in a minimum percentage implemented	Percentage of program developed implemented	4	R 100 000	1	1	1	1	Quarterly report on the Umhlabulozane project
																					To ensure and facilitate investment in identified sectors	SECTOR DEVELOPMENT	23	23	KwaZulu-Natal	23.1	23.1	23.1	KwaZulu-Natal	P. Manager	P. Manager	Active implementation of the development program for Umhlabulozane project - Umhlabulozane	Progress from baseline of program developed in a minimum percentage implemented	Percentage of program developed implemented	4	R 179 000	1	1	1	1	Report on the Umhlabulozane project															
																																										23.2	23.2	KwaZulu-Natal	P. Manager	P. Manager	Active implementation of the development program for Umhlabulozane project - Umhlabulozane	Progress from baseline of program developed in a minimum percentage implemented	Percentage of program developed implemented	4	R 179 000	1	1	1	1	Report on the Umhlabulozane project
																																										23.3	23.3	KwaZulu-Natal	P. Manager	P. Manager	Active implementation of the development program for Umhlabulozane project - Umhlabulozane	Progress from baseline of program developed in a minimum percentage implemented	Percentage of program developed implemented	4	R 179 000	1	1	1	1	Report on the Umhlabulozane project



**STRATEGIC OBJECTIVE: DESTINATION MANAGEMENT : KEY PERFORMANCE AREA 3: RESEARCH**

USCT PROGRAM REF	PROGRAM	PROGRAM STRATEGIC OBJECTIVE	USCT PROJECT REF	PROJECT	SUB-PROJECT REF.	SUB-PROJECT RELATED ECONOMIC INTELLIGENCE - Research	OWNER	IPMS for Managers	SUB-PROJECT OBJECTIVE	ANNUAL KEY PERFORMANCE INDICATOR: OUTPUT	UNIT OF MEASURE/PERFORMANCE MEASURE	ANNUAL PERFORMANCE TARGET	ADJUSTED BUDGET	TARGET: Q1	TARGET: Q2	TARGET: Q3	TARGET: Q4	PORTFOLIO OF EVIDENCE	
3	Market Research	Collect and utilise credible data for strategic usage towards the achievement of business objectives	3.1	Data collection and analysis	3.1.1.1	RELATED ECONOMIC INTELLIGENCE - Research	Tourism Marketing Manager	P. Mangcu	Obtaining KZN South Coast Data with regards to Seasonal footprint	Research findings	Number of reports	4	R20 000	1	1	1	1	Quarterly Seasonal Research Report	
					3.1.2.1		Investment & Development Manager	P. Mangcu	Obtaining KZN South Coast Data with regards to the Economy of the District	Research findings	Number of reports								Economy of the District report
					3.1.3.1	The Entry Product Database	Tourism Marketing Manager	P. Mangcu	To maintain a Tourism Product Database for the UGU District (Members & Non-Members)	Tourism Product Database Maintained	Database Maintained by date	15 June 2024	Operational	N/A	N/A	N/A	15 June 2024	Delivery and Date of Delivery	
					3.1.4.1		Investment & Development Manager	P. Mangcu	Create a database of potential investors	Number of potential investors on the Database	100 Potential investors on the Database								
			3.1.5.1	Target Market Identification	Tourism Marketing Manager	P. Mangcu	To identify the KZN South Coast Target Market	Research report on the KZN South Coast Target Market	Completed Research Report by date	20 March 2024.		R50 000	N/A	N/A	20 March 2024	NA	Delivery and Date of Delivery		

PROGRAM	PROGRAM STRATEGIC OBJECTIVE	PROJECT REF	PROJECT	PROJECT OBJECTIVE	SUB-PROJECT REF.	RELEASED SUB-PROJECT REF.	SUB-PROJECT	OWNER	IPMS for Managers	SUB-PROJECT OBJECTIVE	ANNUAL KEY PERFORMANCE INDICATOR: OUTPUT	UNIT OF MEASURE	Adjusted Performance Target	ANNUAL BUDGET	TARGET: Q1	TARGET: Q2	TARGET: Q3	TARGET: Q4	PORTFOLIO OF EVIDENCE																																																																																																																									
Stakeholder Relations	Develop and maintain relations with key stakeholders in the public and private sector to ensure effective implementation of programs	4.1	Membership	To encourage Tourism Businesses to be Compliant in terms of the EOTEA legislative requirements	4.1.1	4.1.1	Grow Membership Base	Tourism Marketing Manager	P. Mangucu	To encourage compliance with legislation and grow membership base	To increase the paid Membership base	Number	100	Operational	20	60	10	10	Report on the number of fully paid up Members submitted																																																																																																																									
																			4.2 Business Relations	To strengthen relations with Area Committees, Amakhosi, Ratepayers Association and Business Associations/Chambers to ensure	4.2.1	4.2.1	Area Committee meetings	Tourism Development Manager	P. Mangucu	To ensure that the Area Committees are aware and contribute to the programs of the Entity	Quarterly report on Area Committees and Amakhosi engagements undertaken	Number	4	Operational	1	1	1	1	1	Report on the progress on the improved relations and awareness on the tourism product with the community																																																																																																								
																																				4.3 Relationship building	To strengthen relations and create awareness about the work of the Entity	4.3.1	4.3.1	Road Shows	All Managers	P. Mangucu	To ensure that Business Associations / Chambers are aware and contribute to the programs of the Entity	Report on Business Associations and Chambers engagements undertaken	Number	2	Operational	N/A	1	N/A	1	1	Report on the Business Association / Chamber engagement undertaken and submitted																																																																																							
																																																					4.4 Government relations	To participate in stakeholder information and development platforms	4.4.1	4.4.1	Government departments	All Managers	P. Mangucu	To host at least one meeting per quarter with area committee chairpersons.	One meeting per quarter.	Meeting per quarter	4	Operational	1	1	1	1	1	Minutes of meeting and Attendance Register																																																																						
																																																																						4.5 Shareholder Relations	To enable stakeholder good governance through effective and ethical decision-making oversight and reporting.	4.5.1	4.5.1	Attendance of Municipal and IGR Platforms.	All Managers	P. Mangucu	To ensure that Stakeholder networking, information, development and information platforms. (Area Road Shows)	To host a minimum of Road Shows	Number	2	R201 000	N/A	1	N/A	1	1	1	Report on the Stakeholder / Road Show undertaken submitted																																																				
																																																																																								4.3.2	4.3.2	Road Shows	Investment & Development Manager	P. Mangucu	To describe wide road shows creating awareness on the Buy / Local campaign	To host a minimum of Road Shows	Number	2	R201 000	N/A	1	N/A	1	1	1	1	Report on the Buy / Local campaign Road Show undertaken submitted																																			
																																																																																																									4.4.2	4.4.2	Government departments	All Managers	P. Mangucu	To participate in provincial and national stakeholder development and information platforms.	To participate in minimum of platforms.	Number	4	Operational	1	1	1	1	1	1	1	Attendance Registers / Participation summary (Agenda & Presentation when applicable)																		
																																																																																																																										4.5.2	4.5.2	Attendance of Municipal and IGR Platforms.	All Managers	P. Mangucu	To attend Municipal and IGR Platforms/Meetings.	Council Meetings & IGR Meetings attended	Number Attended	32	Operational	1	1	1	1	1	1	1	1	Attendance registers

STRATEGIC OBJECTIVE : DESTINATION MANAGEMENT : KEY PERFORMANCE AREA 5: FINANCE & ADMINISTRATION

PROGRAM REF	PROGRAM	PROGRAM STRATEGIC OBJECTIVE	PROJECT REF	PROJECT	PROJECT OBJECTIVE	SUB-PROJECT REF.	REVISED SUB-PROJECT REF.	SUB-PROJECT	IPHS for Managers	ANNUAL KEY PERFORMANCE INDICATOR: OUTPUT	UNIT OF MEASURE				ANNUAL PERFORMANCE TARGET	ANNUAL Budget	Quarter 1 Reporting	Quarter 2 Reporting	Quarter 3 Reporting	Q4 TARGET	PORTFOLIO OF EVIDENCE
											Quarter 1 Reporting	Quarter 2 Reporting	Quarter 3 Reporting	Q4 TARGET							
5	Finance & Administration	To ensure that the Entity's administration is characterised by good financial management, good governance and compliance as well as adequate / required staff in order to achieve the intended outcomes according to plans	5.1	Performance Management	To develop and adopt credible strategic and operational plans	5.1.1	5.1.1	Strategic Plan review	P. Manguu	Reviewed Strategic Plan approved by Board by date	Date of Strategic Plan Approval	30 April 2024	Operational	N/A	N/A	N/A	30 April 2024	Board Resolution of Approval			Board Resolution of Approval
						5.1.2	5.1.2	Annual Performance Plan	P. Manguu	Annual Performance Plan approved by Board by date	Date of Operational Plan Approval	31 May 24	Operational	N/A	N/A	N/A	31 May 2024	Board Resolution of Approval			
						5.1.3	5.1.3	Performance Management	P. Manguu	90% Targets/Annual KPI Outputs Achieved	Planned KPI Outputs % Achieved	90%	Operational	90%	90%	90%	90%	31 May 2024	Audited Annual Performance Report		
						5.1.4	5.1.3.2		P. Manguu	Annual Report for SCTIE adopted by Board 31 December	Date of Annual Report Adoption	31 December 2023	Operational	N/A	N/A	31 December 2023	0	Board Resolution of Adoption, submission to the Ugu District Municipality			
						5.1.5	5.1.3.3		P. Manguu	Mid-Year Performance Report adopted and submitted to the Ugu District Municipality by 20 January	Date of Mid-Year Report Adoption	20 January 2024	Operational	N/A	N/A	20 January 2024	0	Board Resolution of Adoption, submission to the Ugu District Municipality			
						5.1.6	5.1.3.4		P. Manguu	Quarterly Performance Review reports submitted to Ugu District by the 5th of the New Quarter	Number of reports	4	Operational	1	1	1	1	Evidence of Submission to Ugu District Municipality			
						5.2.1	5.2.1	Risk Management and Fraud Prevention	P. Manguu	Completed Risk Register and Fraud Prevention Plan by 31 October	Date	31-Oct-23	Operational	N/A	N/A	31 October 2023	0	Risk Register and Fraud Risk Register submitted to the CEO			
						5.2.2	5.2.2.1		P. Manguu	Annual Audit Plan approved by 31 October	Date	31-Oct-23	Operational	N/A	N/A	31 October 2023	0	Board Resolution of Adoption			
						5.2.3	5.2.2.2	Annual Audit Plan	P. Manguu	Number of Quarterly Audit Committee sittings	Number per quarter	4	R185 704	1	1	1	1	Audit Committee Minutes			
						5.2.4	5.2.2.3		P. Manguu	80 % of audit queries resolved per quarter.	Percentage of Resolved Audit Queries per quarter	80%	Operational	80%	80%	80%	80%	Quarterly Corrective Action Submission / Internal Audit Reports			
						5.2.5	5.2.2.4		P. Manguu	100% Annual Audit Plan implementation	Percentage of Plan implemented	100%	Operational	100%	100%	100%	100%	Audit Committee Minutes			
						5.2.6			P. Manguu	Auditor-General Management Report and Audit Finding: USCT	AG Report Opinion	Unqualified Audit	R0								
						5.2.7	5.2.3.1	Auditor-General Management Report: USCOA	P. Manguu	Auditor-General Management Report and Audit Finding: SCTIE	AG Report Opinion	Unqualified Audit	R1700 000	N/A	Unqualified Audit Opinion	N/A			AG Management Report Duly Signed off and Tabled.		
						5.2.8	5.2.4.1	Statutory Compliance	P. Manguu	100% Statutory compliance for Board meetings	Percentage Compliance	100%	Operational	100%	100%	100%	100%	100%	Board Minutes		
						5.2.9	5.2.4.2		P. Manguu	CIPC updated with regards to Board of Directors appointments and terminations	CIPC updated with regards to Board of Directors appointments and terminations	100%	Operational	100%	100%	100%	100%	100%	Confirmation of changes effected to CAR 39		
5.2.10	5.2.4.3		P. Manguu	Completion of Annual Return and AFS submission to CIPC	Completion of Annual Return and AFS submission to CIPC	30 April 2024	Operational	N/A	N/A	N/A	30 April 2024		Confirmation of submission to CIPC								
5.2.11	5.2.4.4		P. Manguu	AGM with the Parent by date	AGM with the Parent by date	30 June 2024	Operational	N/A	N/A	N/A	30 June 2024		Agenda and Attendance Register for the AGM held with Minutes from previous meeting held.								
5.2.12	5.2.4.5		P. Manguu	Reviewed and updated Operational Policies Approved by date	Reviewed and updated Operational Policies Approved by date	31 May 2024	Operational	N/A	N/A	N/A	31 May 2024		Resolution by the Board by date								
5.3.1	5.3.1.1	Budget Planning	P. Manguu	Budget Related Policies approved by date	Budget Related Policies approved by date	31 May 2024	Operational	N/A	N/A	N/A	31 May 2024		Board Resolution Adopting Budget Policy								
5.3.2	5.3.1.2		P. Manguu	S88 Mid Year Budget & Performance assessment report approved by date	S88 Mid Year Budget & Performance assessment report approved by date	20 January 2024	Operational	N/A	N/A	N/A	20 January 2024		Board resolution for the approval of the S88 Mid Year Performance assessment report, and submitted to Hlu								
5.3.4	5.3.1.3		P. Manguu	First draft budget submitted to Ugu District Municipality 150 days before the start of the financial year	First draft budget submitted to Ugu District Municipality 150 days before the start of the financial year	31 January 2024	Operational	N/A	N/A	N/A	31 January 2024		Evidence of first Draft Budget labelled, and Submission to Ugu DM								
5.3.5	5.3.1.4		P. Manguu	Revised draft budget submitted to Ugu 100 days before the start of the financial year	Revised draft budget submitted to Ugu 100 days before the start of the financial year	23-Mar-24	Operational	N/A	N/A	N/A	23 March 2024		Evidence of first Draft Budget labelled, and Submission to Ugu DM								



