

| MANAGEMENT AND OPERATIONS |  |  |                             |                                    |    |    |    |    |                           |             |  |
|---------------------------|--|--|-----------------------------|------------------------------------|----|----|----|----|---------------------------|-------------|--|
| NO.                       | ACTION STEPS   | KEY PERFORMANCE INDICATOR  | FREQUENCY per year          | DURATION IN WEEKS, MONTHS OR YEARS |    |    |    |    | RESPONSIBLE               | REPORTING   | COMMENTS   |
|                           |  |  |                             | Y1                                 | Y2 | Y3 | Y4 | Y5 |                           |             |  |
| 1                         | Elect Chairman and assign portfolios                                   | N/A  | Annually                    | 1                                  | 1  | 1  | 1  | 1  | Board                     | Board       |  |
| 2                         | Appoint Service Providers  | Ongoing performance management                                     | Annually                    | 1                                  | 1  | 1  | 1  | 1  | Portfolio Directors/Board | Board       |  |
| 3                         | Hold Annual General Meeting  | Meeting held in accordance with MOI                                | Annually                    | 1                                  | 1  | 1  | 1  | 1  | Secretary                 | AGM         | Host successful AGM before 31 December.  |
| 4                         | Submit Financial Reports to the Board.                                 | Reports provided   | Monthly                     | 12                                 | 12 | 12 | 12 | 12 | Chair/Treasurer           | Board       |  |
| 5                         | Draw up and submit monthly financial reports to CCT                    | Reports provided   | Monthly                     | 12                                 | 12 | 12 | 12 | 12 | Treasurer                 | Board & CTT |  |
| 6                         | Report to Board on CID Arrears   | Reports provided   | Monthly                     | 12                                 | 12 | 12 | 12 | 12 | Treasurer                 | Board       |  |
| 7                         | Submit Chairperson's Report and AFS.                                   | Submit to CCT by 31 August annually                                | Annually                    | 1                                  | 1  | 1  | 1  | 1  | Chair/Treasurer           | Board & CTT | Annual Financial Statements audited and signed by nominated Directors.                                   |
| 8                         | Companies & Intellectual Property Commission (CIPC) compliance         | CIPC documents obtained  | Annually                    | 1                                  | 1  | 1  | 1  | 1  | Treasurer                 | Board       |  |
| 9                         | Obtain VAT compliance, Tax compliance & SARS Tax Clearance Certificate | CIPC annual submissions lodged. Tax clearance certificate obtained | Annually                    | 1                                  | 1  | 1  | 1  | 1  | Treasurer                 | Board & CTT |  |
| 10                        | Community input to Integrated Development Plan                         | Submit feedback to sub-council manager                             | Annually                    | 1                                  | 1  | 1  | 1  | 1  | Board/Secretary           | Board & CTT |  |
| 11                        | Community input to City Capital/Operating Budget                       | Submit feedback to sub-council manager                             | Annually                    | 1                                  | 1  | 1  | 1  | 1  | Board/Secretary           | Board & CID |  |
| 12                        | Conduct Board Meetings   | Meetings held in accordance with MOI                               | Quarterly                   | 4                                  | 4  | 4  | 4  | 4  | Chairman/Secretary        | Board & CTT | Quorum of directors present at every meeting. Feedback per portfolio. Keep minutes and file resolutions. |
| 13                        | Perform Mid-Year Budget Review.  | Review submitted to CCT  | Annually                    | 1                                  | 1  | 1  | 1  | 1  | Treasurer                 | Board       | Submit Board minutes and approved adjustment budget to the CCT   |
| 14                        | Review CID Performance Mid-Year  | Review submitted to CCT  | Month six of financial Year |                                    |    |    |    |    | Secretary                 | Board & CTT |  |
| 15                        | Maintain NPC membership  | Up to date NPC membership register                                 | Ongoing                     | →                                  | →  | →  | →  | →  | Board                     | Operational | Maintain up to date membership list on website.  |
| 16                        | Submit Annual CID Implementation Plan and Budget                       | Submitted to CCT   | Annually                    | 1                                  | 1  | 1  | 1  | 1  | Board/Secretary/Treasurer | Board & CTT | Submit proof of submission to CID Branch.  |

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|-----|--|---|--------------------|------------------------------------|----|----|----|----|-----------------------------------|-------------|----------|
|     |  |   |                    | Y1                                 | Y2 | Y3 | Y4 | Y5 |                                   |             |          |
| 17  | Manage the day-to-day operations of the CID effectively  | Business plan objectives executed   | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Directors               | Board       |          |
| 18  | Manage and monitor the service requests (C3) process   | Work with community to monitor requests   | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Directors               | Board       |          |
| 19  | Build working relationships with Area Director and relevant CCT departments that deliver services in the CID | Basic services are delivered timeously  | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Directors               | Board & CTT |          |
| 20  | Evaluate Service Providers   | Feedback to board   | Ongoing            | →                                  | →  | →  | →  | →  | Treasurer and Portfolio Directors | Board       |          |
| 21  | Implement Business Plan  | Ensure that the benchmark of 90% of budget spent is attained                          | Annually           | 1                                  | 1  | 1  | 1  | 1  | Board                             | Board & CTT |          |
| 22  | Protection of Personal Information Act (POPIA) declaration   | At the first Board meeting after the AGM, new Directors to sign the POPIA declaration | Annually           | 1                                  | 1  | 1  | 1  | 1  | Secretary                         | Board       |          |

### PUBLIC SAFETY

| NO. | ACTION STEPS                                   | KEY PERFORMANCE INDICATOR   | FREQUENCY per year | DURATION IN WEEKS, MONTHS OR YEARS |    |    |    |    | RESPONSIBLE         | REPORTING     | COMMENTS |
|-----|--|---|--------------------|------------------------------------|----|----|----|----|---------------------|---------------|----------|
|     |  |   |                    | Y1                                 | Y2 | Y3 | Y4 | Y5 |                     |               |          |
| 1   | Apply Public Safety budget effectively         | Contracts exist for all major expenditure. Contracts define key performance areas. Measurable key performance indicators are established for the key performance areas. | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Directors | Annual Report |          |
| 2   | Evaluate security strategy                     | Strategy is reassessed in response to any changes in crime patterns and advances in technology  | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Directors | Board         |          |
| 3   | Report performance of contractors to the Board | Key performance indicators are an item on the agenda of the regular board meetings where relevant.  | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Directors | Board         |          |

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|-----|---|--|--------------------|------------------------------------|----|----|----|----|---------------------|-----------------------|--|
|     |   |  |                    | Y1                                 | Y2 | Y3 | Y4 | Y5 |                     |                       |  |
| 4   | Collect relevant security incidents and communicate to the Board                    | Security incidents are an item on the agenda of the regular board meetings where relevant. | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Directors | Board & Annual Report |  |
| 5   | Communicate relevant security incidents to the SEBCID community                     | A monthly report of security incidents is communicated to the community                    | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Directors | Board & CID           | Participation in joint operations dependent on the public safety needs of the area   |
| 6   | Meet regularly with security service provider                                       | Monthly meetings are held, where items raised at the regular Board meetings are discussed  | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Directors | Board                 | Participate in existing Neighbourhood Watch, Community Police Forum, other CIDs and SAPS meetings                                    |
| 7   | Identify hotspots and gaps in coverage  | Existing cameras are upgraded and/or install new cameras when and where required           | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Directors | Board                 | Utilise the "eyes and ears" of all Public Safety and gardening/street cleaning staff, as well as own staff, to identify any breaches |
| 8   | Third party random testing of camera network  | Tests are carried out  | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Directors | Board                 |  |
| 9   | Install and maintain UPS system to ensure cameras remain online during loadshedding | UPS is installed and monitored   | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Directors | Board                 |  |

### MAINTENANCE AND CLEANSING

| NO. | ACTION STEPS                                 | KEY PERFORMANCE INDICATOR             | FREQUENCY per year | DURATION IN WEEKS, MONTHS OR YEARS |    |    |    |    | RESPONSIBLE        | REPORTING   | COMMENTS  |
|-----|--|---------------------------------------|--------------------|------------------------------------|----|----|----|----|--------------------|-------------|---|
|     |  |                                       |                    | Y1                                 | Y2 | Y3 | Y4 | Y5 |                    |             |   |
| 1   | Health and safety issues reported to the CCT | Logged CCT service request resolved   | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Director | Board & CTT | Follow up with relevant department iro outstanding CCT service requests                 |
| 2   | Combat Illegal dumping                       | Logged CCT service request resolved   | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Director | Board       | Follow up with relevant department iro outstanding CCT service requests                 |
| 3   | Removal of graffiti                          | Urban infrastructure free of graffiti | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Director | Board       | Monitor the removal of graffiti by the CCT and where relevant log a CCT service request |

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|-----|---|---------------------------|--------------------|------------------------------------|----|----|----|----|--------------------|-------------|--|
|     |   |                           |                    | Y1                                 | Y2 | Y3 | Y4 | Y5 |                    |             |  |
| 4   | Identify problems, requiring minor maintenance to CCT infrastructure and perform relevant maintenance on:<br>a. Water and Sanitation infrastructure<br>b. Roads and Stormwater infrastructure<br>c. Road markings<br>d. Grass cutting in Public Open Spaces incl. Parks<br>e. Street lighting |                           | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Director | Board & CTT | Engage with relevant department before undertaking maintenance |

### ENVIRONMENTAL DEVELOPMENT

| NO. | ACTION STEPS  | KEY PERFORMANCE INDICATOR  | FREQUENCY per year | DURATION IN WEEKS, MONTHS OR YEARS |    |    |    |    | RESPONSIBLE        | REPORTING           | COMMENTS   |
|-----|---|--|--------------------|------------------------------------|----|----|----|----|--------------------|---------------------|--|
|     |   |  |                    | Y1                                 | Y2 | Y3 | Y4 | Y5 |                    |                     |  |
| 1   | Monitor performance of gardening staff and controller   | Public open spaces kept clean, tidy and manicured  | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Director | Board               |  |
| 2   | Oversee programme of alien tree/vegetation removal  | Liaise with CCT Invasive Species/Parks Dept to ensure an integrated approach to removal of aliens  | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Director | Board               | Appoint an environmental development service provider(s) through a fair, equitable, transparent and competitive process.   |
| 3   | Liaise with CCT Parks Dept for ongoing maintenance of trees/vegetation                            | Dead limbs/trees and overgrown vegetation reported to Parks and remedial work monitored  | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Director | Board & CTT         | Clear deliverables and defined performance indicators to guide environmental development services by the appointed or existing service provider and evaluate levels of service provided. |
| 4   | Rehabilitate & maintain Baviaans River  | River is cleaned, cleared and replanted where required on an ongoing basis in close liaison with Friends of the River Hout Bay. Long term rehabilitation plan (devised by Prof Pat Holmes) awaiting approval from CCT. | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Director | Board & CTT         | Partner with Friends of the River of Hout Bay  |
| 5   | Liaise with Biosecurity with respect to alien trees/vegetation which pose fire and/or safety risk | Concerns reported to Biosecurity. Compliance with any issued notices monitored.  | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Director | Board & Biosecurity |  |

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|-----|--|--|--------------------|------------------------------------|----|----|----|----|--------------------|-------------------------|---|
|     |  |  |                    | Y1                                 | Y2 | Y3 | Y4 | Y5 |                    |                         |   |
| 6   | Liaise with SanParks/CPFPA to oversee programme of firebreak clearance & maintenance           | Maintenance of firebreaks is monitored and topped up where necessary | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Director | Board & CTT             | By service provider   |
| 7   | Maintain perimeter vegetation to facilitate clear line of sight for cameras                    | Clearing conducted as required                                       | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Director | Board                   | By service provider   |
| 8   | Maintain park play equipment and other park infrastructure                                     | Repair/replacement of equipment where necessary                      | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Director | Board                   | By service provider   |
| 9   | Liaise with Ward Councillor for an integrated approach to Public Open Space (POS) improvements | Ensure budgets are aligned and deployed in an integrated manner      | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Director | Board & Ward Councillor | Tree planting, maintaining of tree wells, road verges, replanting and maintaining of flower pots etc. |

### SOCIAL AND ECONOMIC DEVELOPMENT

| NO. | ACTION STEPS   | KEY PERFORMANCE INDICATOR   | FREQUENCY per year | DURATION IN WEEKS, MONTHS OR YEARS |    |    |    |    | RESPONSIBLE        | REPORTING     | COMMENTS |
|-----|--|---|--------------------|------------------------------------|----|----|----|----|--------------------|---------------|----------|
|     |  |   |                    | Y1                                 | Y2 | Y3 | Y4 | Y5 |                    |               |          |
| 1   | Support Hout Bay Volunteer Emergency Services  | Requests for new equipment reviewed and attended to                                   | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Director | Board         |          |
| 2   | Maintain team of trained First Aiders  | Ongoing refresher courses hosted  | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Director | Board         |          |
| 3   | Host First Aid Level 1 courses for SEBCID residents & other worthy community members | Periodic courses held   | Annual             | 1                                  | 1  | 1  | 1  | 2  | Portfolio Director | Board         |          |
| 4   | Install skate ramps in park  | Liaise with CCT for roll out of this plan   | Year 5             |                                    |    |    |    | 1  | Portfolio Director | Board and CCT |          |
| 5   | Identify worthy community causes in need of support                                  | Other causes identified and assistance assessed and provided where deemed appropriate | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Director | Board         |          |

### COMMUNICATION

| NO. | ACTION STEPS  | KEY PERFORMANCE INDICATOR | FREQUENCY per year | DURATION IN WEEKS, MONTHS OR YEARS |    |    |    |    | RESPONSIBLE        | REPORTING | COMMENTS                                |
|-----|---|---------------------------|--------------------|------------------------------------|----|----|----|----|--------------------|-----------|---|
|     |   |                           |                    | Y1                                 | Y2 | Y3 | Y4 | Y5 |                    |           |   |
| 1   | Establish and maintain website                        | Up to date website        | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Director | Board     | In terms of CCT CID Policy requirements |
| 2   | Newsletters / Newsflashes                             | Communication distributed | Quarterly          | 4                                  | 4  | 4  | 4  | 4  | Portfolio Director | Board     | Including use of social media platforms |
| 3   | Regular interaction with property and business owners | Feedback on interactions  | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Director | Board     |   |

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|-----|------------------------------------|--|--------------------|------------------------------------|----|----|----|----|--------------------|-----------|--|
|     |                                    |  |                    | Y1                                 | Y2 | Y3 | Y4 | Y5 |                    |           |  |
| 4   | Maintain list of SEBCID membership | Feedback on interactions   | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Director | Board     |  |
| 5   | CID information signage            | Clearly identifiable CID signage   | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Director | Board     | Signage to be visible and maintained with CCT approval |
| 6   | Welcome pack                       | All new property owners receive welcome letter with all relevant information pertaining to SEBCID. | Ongoing            | →                                  | →  | →  | →  | →  | Portfolio Director | Board     |  |