



ADDENDUM TO THE

2021/22 ANNUAL PERFORMANCE PLAN



OFFICIAL SIGN-OFF

It is hereby certified that this addendum to the 2021/22 Annual Performance Plan (APP) was considered and approved by the Governing Body of the Commission for Conciliation, Mediation and Arbitration (CCMA) on 20 August 2021.



ENOS NGUTSHANE

CHAIRPERSON OF THE CCMA GOVERNING BODY



1. PURPOSE

The purpose of this addendum is to outline the amendments to the components of Technical Indicator Descriptions (TIDs) of the 2021/22 APP for CCMA that were incorrectly captured and misplaced during the layout and printing stages of the 2021/22 APP. It is important to correct the TIDS to ensure that the performance indicators are measurable and auditable.

2. DISCUSSION

Three (3) TIDs were affected in this regard and hereunder corrected as an addendum to the 2021/22 APP:

PROGRAMME 2: PROACTIVE AND RELEVANT LABOUR MARKET INTERVENTION

Indicator Title	2.3.1.3. Number of entities engaged to ensure that there are minimums to be maintained during industrial action in essential services
Definition	This indicator aims to facilitate engagements on the Minimum Services Agreements (MSA's), and promote negotiation thereof, in various entities where essential services are rendered, and/or to determine the minimum service levels where no agreement is reached
Source of Data	Project plan MSA / MSD Report
Method of Calculation/Assessment	Simple count
Means of Verification	Outcome Reports/Determination/Ratified MSA/ MSD's Attendance register (Zoom or Microsoft Teams)
Assumptions	The budget allocated is sufficient to support essential services dispute management and prevention initiatives
Disaggregation of Beneficiaries	N/A
Calculation Type	Cumulative (year to date)
Reporting Cycle	Quarterly
Desired Performance	100% performance
Indicator Responsibility	Essential Service Committee

Indicator Title	2.3.1.4. Number of essential service designations, Minimum Service Agreements, Minimum Service Determinations and/or Maintenance Service Determinations monitored for compliance and observance
Definition	To strive for maximum enforcement of essential service designations, Minimum Service Agreements, Minimum Service Determinations and/or Maintenance Service Determinations
Source of Data	Registry of existing Essential Services Designations, Minimum Service Agreements, Minimum Service Determinations and/or Maintenance Service Determinations
Method of Calculation/Assessment	Simple count
Means of Verification	Monitoring and Evaluation Outcomes Reports
Assumptions	Increased compliance in essential service designations, Minimum Service Agreements, Minimum Service Determinations and/or Maintenance Service Determinations
Disaggregation of Beneficiaries	N/A
Calculation Type	Cumulative (year-end)
Reporting Cycle	Quarterly
Desired Performance	100% performance
Indicator Responsibility	Essential Service Committee

Indicator Title	2.3.1.5. Number of awareness sessions on essential service designations conducted
Definition	This indicator aims to create awareness on essential service designations in various platforms. The targeted recipients are stakeholders, that is, employers and employees in essential services; recipients of the service and those involved in essential service dispute resolution processes.
Source of Data	Project plan
Method of Calculation/Assessment	Simple count
Means of Verification	Attendance registers (Zoom or Microsoft Teams) Outcome reports
Assumptions	To create awareness of services designated as essential
Disaggregation of Beneficiaries	N/A
Calculation Type	Cumulative (year to date)
Reporting Cycle	Quarterly
Desired Performance	100% performance
Indicator Responsibility	Essential Service Committee

