



STATE SECRETARIAT FOR INFRASTRUCTURE AND ENVIRONMENT

ANNEX VII – PERFORMANCE INDICATORS



STATE SECRETARIAT FOR INFRASTRUCTURE AND ENVIRONMENT

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1. METHODOLOGY FOR CALCULATING PERFORMANCE INDICATORS

Each PERFORMANCE INDICATOR is shown in the table below, as well as how frequently it is appraised. Each PERFORMANCE INDICATOR ranges from 0 to 10 points, and its parameters are described hereunder. The weight represents each INDICATOR's (I) quantitative participation percentage in the PERFORMANCE INDICATOR'S FINAL SCORE (NF, in Portuguese).

The PERFORMANCE INDICATORS shall be appraised pursuant to the terms hereunder, both by the INDEPENDENT VERIFIER and by the Conservation Unit Manager, whereas the Conservation Unit Manager shall write down their evaluation in a specific record to be verified by the INDEPENDENT VERIFIER, and considered for the purposes hereunder.

Four Groups of INDICATORS are proposed hereunder: Management, Maintenance, Visitor and Local Integration, with the respective weights described below. INDICATORS add up to 1 (one).

| Group | INDICATOR (I) | Appraisal Frequency | Weight | Group Total |
|-------------------|---------------|---------------------|--------|-------------|
| Management | G1 | Quarterly | 0,2 | 0,4 |
| | G2 | Quarterly | 0,2 | |
| Maintenance | M1 | Quarterly | 0,2 | 0,2 |
| Visitor | V1 | Quarterly | 0,1 | 0,3 |
| | V2 | Quarterly | 0,1 | |
| | V3 | Quarterly | 0,1 | |
| Local Integration | L1 | Annual | 0,1 | 0,1 |

1.1. Calculation of the annual score for each INDICATOR (I).

Each INDICATOR's (I) score shall be calculated as follows:

$$I = (0,9 \times NV + 0,1 \times NG)$$

Whereas

NV = Average of PERFORMANCE INDICATOR evaluations undertaken by the INDEPENDENT VERIFIER during a one-year term.

NG = average of PERFORMANCE INDICATOR evaluations undertaken by the Conservation Unit Manager during a one-year term, considering the same PERFORMANCE INDICATORS hereunder.

1.2. Calculation of the annual FINAL SCORE (NF).

The FINAL SCORE (NF) of the annual evaluation shall be calculated as follows:

$$NF = 0,2 \times G_1 + 0,2 \times G_2 + 0,2 \times M_1 + 0,1 \times V_1 + 0,1 \times V_2 + 0,1 \times V_3 + 0,1 \times L_1$$

Whereas G1, G2, M1, V1, V2, V3 and L1 correspond to the respective INDICATOR's (I) annual score calculated using the equation described in item 1.1.

1.3. Calculation of the REVENUE percentage (P) payable for purposes of the VARIABLE GRANT.

If P is the percentage figure to be levied on the concessionaire's REVENUE, the value of P shall be determined as follows:

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- a) If the annual FINAL SCORE (NF) is greater than or equal to 9, then P shall be equal to 0.5%.
- b) If the annual FINAL SCORE (NF) is lower than 9, then the following equation shall be used:

$$P = 1,5 - \frac{1}{9} \times NF$$

The percentage (P) calculated based on the FINAL SCORE (NF) of any specific year shall be used to calculate the VARIABLE GRANT payable in the following annual term, in accordance with time frames set forth under the CONTRACT, pursuant to the equation described in item 1.4.

1.4. Calculation of the VARIABLE GRANT (OV)

Whereas the VARIABLE GRANT is given by OV, then:

$$OV = P \times R$$

Whereas R is the CONCESSIONAIRE's REVENUE, and P is the REVENUE percentage payable for purposes of the VARIABLE GRANT, calculated based on item 1.3.

Should the CONCESSIONAIRE have a result corresponding to zero in any of the INDICATORS, regardless of this happening across different INDICATORS for two years in a row, the percentage (P) payable for purposes of the VARIABLE GRANT, and calculated based on the equation in item 1.3, shall suffer a 0.5% (half a percentage point) increase.

Both the CONCESSIONAIRE and the GRANTING AUTHORITY may propose changes to the PERFORMANCE INDICATORS at any time, and upon submitting justifications for doing so, aimed at an enhanced adjustment. Changes shall be made in mutual agreement between the PARTIES, and adjustments agreed upon shall come into force the following year.

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2. MANAGEMENT INDICATOR GROUP (G)

| | |
|--|---|
| Item: G1 | INDICATOR: Property and USER Safety |
| Goals: To ensure the integrity of Serra do Mar State Park's (PESM) property concerning CAMINHOS DO MAR, in addition to the physical safety of its USERS by means of qualified technological and human resources within the building projects and equipment in areas that are responsibility of the CONCESSIONAIRE. To make appropriate referrals concerning criminal occurrences to the GRANTING AUTHORITY and the competent authorities, whenever these occur in areas that are responsibility of the CONCESSIONAIRE. | |
| Parametrization: Guidelines specified in the CONTRACT and in ANNEX II. MANAGEMENT AND OPERATION PLAN, particularly with regard to matters of CONCESSION AREA and USER Safety, devised by the CONCESSIONAIRE. Inspection of facilities located within the CONCESSIONAIRE's area of responsibility, upholding performance of property safety services, availability of trained staff, and safety and surveillance equipment, pursuant to the guidelines of the CONTRACT, its ANNEXES and the relevant legislation. | |
| Method for appraising the quarterly score: The following questions shall be noted and scored, in accordance with the answer provided to the question posed: <div style="text-align: center;"> Question 1. Are surveillance systems running full-time? (cameras running, footage recorded and surveillance personnel) </div> <div style="text-align: center;"> <input type="radio"/> Yes = 1. <input type="radio"/> In part = 0,5. <input type="radio"/> No = 0. </div> <div style="text-align: center;"> Question 2. Are guard posts operational during the park's opening hours? </div> <div style="text-align: center;"> <input type="radio"/> Yes = 1. <input type="radio"/> In part = 0,5. <input type="radio"/> No = 0. </div> <div style="text-align: center;"> Question 3. Is the staff trained and able to deal with the public? (check items that prove training). </div> <div style="text-align: center;"> <input type="radio"/> Yes = 1. <input type="radio"/> In part = 0,5. </div> | |

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☐ No = 0.

Question 4. Are controls carried out at reception entrances, buildings and free visitation areas?

☐ Yes = 1.

☐ In part = 0,5.

☐ No = 0.

Question 5. Were any unsupervised USER seen at areas restricted to visitors?

☐ Yes = 0.

☐ In part = 0,5.

☐ No = 1.

Question 6. Is there any equipment intended specifically for CAMINHOS DO MAR's protection and safety?

☐ Yes = 1.

☐ In part = 0,5.

☐ No = 0.

Question 7. Are there signs indicating the boundaries of the park's visitation grounds?

☐ Yes = 1.

☐ In part = 0,5.

☐ No = 0.

Question 8. Is there a fire brigade duly trained and readily available to provide emergency services?

☐ Yes = 1.

☐ In part = 0,5.

☐ No = 0.

Question 9. Is fire fighting equipment (non-forest) up-to-date?

☐ Yes = 1.

☐ In part = 0,5.

☐ No = 0.

Question 10. Are the Fire Brigade's (AVCB) Inspection Records up-to-date?

☐ Yes = 1.

☐ In part = 0,5.

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| <p>() No = 0.</p> <p>The PERFORMANCE INDICATOR's quarterly evaluation score shall be the sum of points given according to the answers provided to questions posed.</p> <p>To raise additional information, check:</p> <ul style="list-style-type: none"> • CONCESSIONAIRE records; and • Conservation Unit Manager records. | |
| <p>Report: The report shall point out the number of occurrences during the term appraised, in addition to fulfillment of activities relating to property safety. It shall point out potential weak points, recommendations for improvements and preventive action suggestions.</p> | |
| <p>Verifier: INDEPENDENT VERIFIER and Conservation Unit Manager</p> | <p>Location: CONCESSION AREA</p> |
| <p>Frequency: Quarterly</p> | <p>Activation: effective the second semester from the start of operations.</p> |

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| Item: G2 | INDICATOR: Waste Cleaning and Management |
| Goals: To ensure proper health and hygiene conditions in all building projects comprising the CONCESSION AREA and its facilities, including, but not limited to, cleaning of restrooms, roads, sidewalks, food courts, shops, reception entrances, event areas (during and after completion of events), building project surrounding areas, and building project inside spaces. To ensure provision of a trained workforce, household cleaning, supplies and equipment for waste cleaning and management services. | |
| Parametrization: Guidelines specified in the CONTRACT and in ANNEX II. MANAGEMENT PLAN AND OPERATION, particularly the Waste Cleaning and Management Plan to be provided by the CONCESSIONAIRE. Inspection of inside and outside facility areas located within the CONCESSION AREA, checking whether Solid Waste Cleaning and Management services meet the CONTRACT and the specific plan's guidelines. | |
| Method for appraising the quarterly score: The following questions shall be noted and scored, in accordance with the answer provided to the question posed: <p style="text-align: center;">Question 1. Are there signs telling USERS where to dispose of their trash?</p> <p>() Yes = 1. () In part = 0,5. () No = 0.</p> <p style="text-align: center;">Question 2. Are there waste bins on-site for selective waste collection?</p> <p>() Yes = 1. () In part = 0,5. () No = 0.</p> <p style="text-align: center;">Question 3. Are waste bins and waste collection baskets ready for disposal of new waste, without signs of leakages or spilling over?</p> <p>() Yes = 1. () In part = 0,5. () No = 0.</p> <p style="text-align: center;">Question 4. Is the CONCESSION AREA waste-free in inadequate spaces?</p> | |

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- ☐ Yes = 1.
☐ In part = 0,5.
☐ No = 0.

Question 5. Are trails waste-free?

- ☐ Yes = 1.
☐ In part = 0,5.
☐ No = 0.

Question 6. Is the CONCESSION AREA free of food leftovers within the reach of animals?

- ☐ Yes = 1.
☐ In part = 0,5.
☐ No = 0.

Question 7. Are there suitable places for waste storage until it is separated for public waste collection?

- ☐ Yes = 1.
☐ In part = 0,5.
☐ No = 0.

Question 8. Are restrooms clean and sanitized? (noting the level of cleanliness of floors, walls and toilets, in addition to waste collection).

- ☐ Yes = 1.
☐ In part = 0,5.
☐ No = 0.

Question 9. Do restrooms provide hygiene products? (soap, toilet paper, paper towels and/or hand dryer).

- ☐ Yes = 1.
☐ In part = 0,5.
☐ No = 0.

Question 10. Are there measures in place to encourage USERS to produce less waste?

- ☐ Yes = 1.
☐ In part = 0,5.
☐ No = 0.

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| <p>The PERFORMANCE INDICATOR's quarterly evaluation score shall be the sum of points given according to the answers provided to questions posed.</p> <p>To raise additional information, check:</p> <ul style="list-style-type: none">• CONCESSIONAIRE records; and• Conservation Unit Manager records. | |
| <p>Report:</p> <p>The report shall assess efficacy in the fulfillment of measures relating to waste cleaning and management, pointing out potential weak points and recommendations for improvements.</p> | |
| <p>Verifier: INDEPENDENT VERIFIER and Conservation Unit Manager</p> | <p>Location: CONCESSION AREA</p> |
| <p>Frequency: Quarterly</p> | <p>Activation: effective the second semester of operations.</p> |

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3. MAINTENANCE INDICATOR GROUP (M)

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| Item: M1 | INDICATOR: Asset and CONCESSION AREA Maintenance |
| Goals: To ensure preventive and corrective maintenance of building projects (restrooms, reception services, snack bars, visitor center, walkways, decks, transport station, etc.), facilities (signage and visual communication, paving, lighting, etc.), furnishings (benches, tables, totems), and equipment (vehicles, air conditioners, safety equipment, etc.) pertaining to spaces located within the CONCESSIONAIRE's area of responsibility, with the purpose of fulfilling proper performance of services commissioned to the CONCESSIONAIRE, thereby ensuring operations and the provision of services rendered in the CAMINHOS DO MAR, as well as reducing periods where these services are idle. Conservation and efforts for taking care of green areas assigned shall be carried out in compliance with the MANAGEMENT PLAN. | |
| Parametrization: Guidelines specified in the CONTRACT and in ANNEX II. MANAGEMENT AND OPERATION PLAN, particularly the Maintenance Plan for CONCESSION AREA Assets and Green Spaces. Inspection of facilities located within the CONCESSION AREA, verifying their state of conservation and whether the Maintenance Plan is implemented and in force. | |
| Method for appraising the quarterly score: The following questions shall be noted and scored, in accordance with the answer provided to the question posed: <div style="margin-left: 40px;"> Question 1. Are building projects' construction elements in good conservation and working conditions? (hydraulic, sanitation, electrical and building systems, facades, roofs, structures). <input type="radio"/> Yes = 1. <input type="radio"/> In part = 0,5. <input type="radio"/> No = 0. </div> <div style="margin-left: 40px;"> Question 2. Are furnishings free of damages and anomalies? <input type="radio"/> Yes = 1. <input type="radio"/> In part = 0,5. <input type="radio"/> No = 0. </div> | |

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Question 3. Were scheduled preventive and corrective maintenance repairs carried out?

- ☐ Yes = 1.
- ☐ In part = 0,5.
- ☐ No = 0.

Question 4. Are MONUMENTS conserved using proper restoration methods?

- ☐ Yes = 1.
- ☐ In part = 0,5.
- ☐ No = 0.

Question 5. Are properties free of visible or known deterioration regarding climate (solar radiation, temperature, rain etc.), biological (molding and fungus) and excessive load issues and, most importantly, issues resulting from use of said properties?

- ☐ Yes = 1.
- ☐ In part = 0,5.
- ☐ No = 0.

Question 6. Are properties physically sound? (broken parts, cracks, expansion of materials, stains, wears, among other things).

- ☐ Yes = 1.
- ☐ In part = 0,5.
- ☐ No = 0.

Question 7. Are systems aimed at achieving energy efficiency and water economy running?

- ☐ Yes = 1.
- ☐ In part = 0,5.
- ☐ No = 0.

Question 8. Are green spaces assigned well pruned, and is the grass mowed?

- ☐ Yes = 1.
- ☐ In part = 0,5.
- ☐ No = 0.

Question 9. Is the CONCESSION AREA landscaped?

- ☐ Yes = 1.
- ☐ In part = 0,5.

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() No = 0.

Question 10. Is lighting working properly?

() Yes = 1.

() In part = 0,5.

() No = 0.

The PERFORMANCE INDICATOR's quarterly evaluation score shall be the sum of points given according to the answers provided to questions posed.

To raise additional information, check:

- CONCESSIONAIRE records; and
- Conservation Unit Manager records.

Report:

The report shall assess efficacy in the performance of activities relating to property maintenance and preservation, pointing out potential weak points, recommendations for improvements and availability of services.

Verifier: INDEPENDENT VERIFIER and Conservation Unit Manager

Location:
CONCESSION AREA.

Frequency: Quarterly

Activation: effective
the second semester of
operations.

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4. VISITOR INDICATOR GROUP (V)

| | |
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| Item: V1 | INDICATOR: Quality of Services Rendered |
| Goals: To appraise the quality and performance of services rendered by the CONCESSIONAIRE, in compliance with the CONTRACT. The main purpose regarding the performance of these services is to contribute towards quality visitation, appreciating the value of natural and cultural heritage sites, and promoting CAMINHOS DO MAR as a reference tourist destination. | |
| Parametrization: Guidelines specified in the CONTRACT and in ANNEX II. Inspection of facilities and attractions located within the CONCESSION AREA, verifying the quality and availability of services rendered to visitors, who shall contribute towards achieving quality visits. | |
| Method for appraising the quarterly score: The following questions shall be noted and scored, in accordance with the answer provided to the question posed: <p style="margin-left: 40px;">Question 1. Are prices charged for TICKETS, specific attractions, food services and products sold attuned to those set for concessions for national tourist and cultural enterprises, as well as for parks of similar sizes and profiles in relevance and performance?</p> <p style="margin-left: 40px;">() Yes = 1. () In part = 0,5. () No = 0.</p> <p style="margin-left: 40px;">Note: parks or related assets without regulations on said prices shall be considered for determining ticket prices.</p> <p style="margin-left: 40px;">Question 2. Does the hired staff brief and guide visitors on basic conduct rules for visitation, and brief them on the park's attractions?</p> <p style="margin-left: 40px;">() Yes = 1. () In part = 0,5. () No = 0.</p> <p style="margin-left: 40px;">Question 3. Does the staff have enough personnel to meet visitors' demands? (Also check the FF Directive addressing the number of visitors per guide/monitor).</p> | |

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- () Yes = 1.
- () In part = 0,5.
- () No = 0.

Question 4. When assessed, did restroom queues have waiting times under 10 minutes on holidays and weekends?

- () Yes = 1.
- () In part = 0,5.
- () No = 0.

Question 5. Is the staff's uniform in good conditions:

- () Yes = 1.
- () In part = 0,5.
- () No = 0.

Question 6. Is equipment used for the practice of activities in good conditions or within the expiration date?

- () Yes = 1.
- () In part = 0,5.
- () No = 0.

Question 7. Are food and drinks stored properly?

- () Yes = 1.
- () In part = 0,5.
- () No = 0.

Question 8. Are meals prepared and assembled in accordance with standards set by the applicable technical standards?

- () Yes = 1.
- () In part = 0,5.
- () No = 0.

Question 9. Are the CONCESSION's visual identity guidelines being complied with?

- () Yes = 1.
- () In part = 0,5.
- () No = 0.

Question 10. Is there a payment system that enables payment by cash, credit/debit card or websites?

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- () Yes = 1.
() In part = 0,5.
() No = 0.

The PERFORMANCE INDICATOR's quarterly evaluation scores shall be the sum of points given according to the answers provided to questions posed.

To raise additional information, check:

- CONCESSIONAIRE records; and
- Conservation Unit Manager records.
- Queue assessment and times.

Report:

The report shall assess the quality of services rendered, pointing out best practices and solutions, in addition to potential weak points and recommendations for performance improvements.

Verifier: INDEPENDENT VERIFIER and Conservation Unit Manager.

Location:
CONCESSION AREA.

Frequency: Quarterly

Activation: effective the second semester after the start of operations.

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| Item: V2 | INDICATOR: User Customer Service |
| Goals: To appraise the CONCESSIONAIRE's capabilities on customer service and visitor-related records, as well as on information available to visitors that contribute towards better visitor experiences in the park. | |
| Parametrization: Guidelines specified in the CONTRACT and in ANNEX II concerning USER customer service. Inspection of facilities and attractions located within the CONCESSIONAIRE's area of responsibility, assessing services provided to USERS and the availability of information on attractions, facilities, visitation and the park. | |
| Method for appraising the quarterly score: The following questions shall be noted and scored, in accordance with the answer provided to the question posed: <p style="text-align: center;">Question 1. Is there staff on hand geared specifically towards providing customer services at the park's facilities and attractions?</p> <p>() Yes = 1. () In part = 0,5. () No = 0.</p> <p style="text-align: center;">Question 2. Are customer services offered by telephone and e-mail?</p> <p>() Yes = 1. () In part = 0,5. () No = 0.</p> <p style="text-align: center;">Question 3. Is there an in-company service for evaluating services rendered and for answering USERS' requests?</p> <p>() Yes = 1. () In part = 0,5. () No = 0.</p> <p style="text-align: center;">Question 4. Are visitor monitoring systems that include means of qualifying and determining the movement and profile of visitors at CAMINHOS DO MAR's control and access stations working?</p> <p>() Yes = 1. () In part = 0,5.</p> | |

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() No = 0.

Question 5. Do facilities have information and signage to help guide USERS?

() Yes = 1.

() In part = 0,5.

() No = 0.

Question 6. Are supporting materials, such as brochures, park guidebooks and maps, available to USERS?

() Yes = 1.

() In part = 0,5.

() No = 0.

Question 7. Are there measures aimed at fostering public and private school students to visit the park?

() Yes = 1.

() In part = 0,5.

() No = 0.

Question 8. Are there measures aimed at fostering research?

() Yes = 1.

() In part = 0,5.

() No = 0.

Question 9. Is there a Customer Relationship Service available to USERS?

() Yes = 1.

() In part = 0,5.

() No = 0.

Question 10. Are there measures in place to monitor USER impact in trails?

() Yes = 1.

() In part = 0,5.

() No = 0.

The PERFORMANCE INDICATOR's quarterly evaluation score shall be the sum of points given according to the answers provided to questions posed.

To raise additional information, check:

- CONCESSIONAIRE records; and

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| <ul style="list-style-type: none"> • Conservation Unit Manager records. | |
| <p>Report:</p> <p>The report shall assess efficacy of customer service provided to visitors, pointing out best practices and solutions, in addition to potential weak points and recommendations for improvements.</p> | |
| <p>Verifier: INDEPENDENT VERIFIER and Conservation Unit Manager.</p> | <p>Location: CONCESSION AREA.</p> |
| <p>Frequency: Quarterly.</p> | <p>Activation: effective the second semester after the start of operations.</p> |

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| Item: V3 | INDICATOR: Visitor Satisfaction | | | | | | | | | | | | | | | | |
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| Goals: To appraise visitor satisfaction levels in regard to the quality of services rendered by the CONCESSIONAIRE. | | | | | | | | | | | | | | | | | |
| Parametrization: Guidelines specified in the CONTRACT and in ANNEX II. To devise a survey to assess visitor satisfaction at CAMINHOS DO MAR, determine the satisfaction level in regard to the quality of services rendered by the CONCESSIONAIRE, as well as visitors' experiences, pursuant to the Survey Program for Assessing Visitor and Community Satisfaction. | | | | | | | | | | | | | | | | | |
| Appraisal Method: Visitors shall be submitted to satisfaction surveys to be devised by the CONCESSIONAIRE for the GRANTING AUTHORITY's approval. The survey shall identify satisfaction levels and summarize evaluations using a general satisfaction index (IS). The survey shall be answered by at least 5% of visitors during the assessed term. The survey shall include questions on other INDICATORS, such as, for instance, facility maintenance, cleaning of premises and safety, in addition to questions on visitors' satisfaction levels regarding services rendered and under the responsibility of the CONCESSIONAIRE. The following verification means shall be employed: - Submitting reports on visitor satisfaction surveys; and - Visitor satisfaction surveys. | <table border="1"> <thead> <tr> <th colspan="2">Scoring system</th></tr> <tr> <th>Criteria</th><th>Score</th></tr> </thead> <tbody> <tr> <td>IS equal to or greater than 9</td><td>10</td></tr> <tr> <td>IS equal to or greater than 8, and lower than 9</td><td>9</td></tr> <tr> <td>IS equal to or greater than 7, and lower than 8</td><td>8</td></tr> <tr> <td>IS equal to or greater than 6, and lower than 7</td><td>7</td></tr> <tr> <td>IS equal to or greater than 5, and lower than 6</td><td>6</td></tr> <tr> <td>IS equal to or greater than 4, and lower than 5</td><td>5</td></tr> </tbody> </table> | Scoring system | | Criteria | Score | IS equal to or greater than 9 | 10 | IS equal to or greater than 8, and lower than 9 | 9 | IS equal to or greater than 7, and lower than 8 | 8 | IS equal to or greater than 6, and lower than 7 | 7 | IS equal to or greater than 5, and lower than 6 | 6 | IS equal to or greater than 4, and lower than 5 | 5 |
| Scoring system | | | | | | | | | | | | | | | | | |
| Criteria | Score | | | | | | | | | | | | | | | | |
| IS equal to or greater than 9 | 10 | | | | | | | | | | | | | | | | |
| IS equal to or greater than 8, and lower than 9 | 9 | | | | | | | | | | | | | | | | |
| IS equal to or greater than 7, and lower than 8 | 8 | | | | | | | | | | | | | | | | |
| IS equal to or greater than 6, and lower than 7 | 7 | | | | | | | | | | | | | | | | |
| IS equal to or greater than 5, and lower than 6 | 6 | | | | | | | | | | | | | | | | |
| IS equal to or greater than 4, and lower than 5 | 5 | | | | | | | | | | | | | | | | |

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| | IS equal to or greater than 3, and lower than 4 | 4 |
| | IS equal to or greater than 2, and lower than 3 | 3 |
| | IS equal to or greater than 1, and lower than 2 | 2 |
| | IS equal to or greater than 0, and lower than 1 | 0 |
| Report: The report shall assess the sensitivity of the method used to collect opinions, in addition to the means used for carrying out the survey, pointing out good practices and solutions, as well as potential weak points and recommendations for improvements. | | |
| Verifier: INDEPENDENT VERIFIER. | Location: The whole area object of the CONCESSION. | |
| Frequency: Quarterly. | Activation: effective the second semester after the start of operations. | |

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5. LOCAL INTEGRATION INDICATOR GROUP (L)

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| Item: L1 | INDICATOR: To qualify collaborators and neighbouring residents. |
| <p>Goals:</p> <p>To foster measures aimed at training CONCESSIONAIRE collaborators and local residents throughout the CONCESSION term.</p> <p>The purpose is to educate the local population, thereby enabling it to possibly work in the park in the future and also in neighbouring ecotourism areas, in addition to training the workforce to render services in CAMINHOS DO MAR and in other related activities in the park's surrounding grounds.</p> | |
| <p>Parametrization:</p> <p>Guidelines specified in the CONTRACT and in ANNEX II.</p> <p>Funding of collaborator and local resident qualification and training programs, although without a direct employment relationship with the CONCESSIONAIRE or with contracted third parties.</p> <p>Training may encompass distinct subject areas and shall be targeted at all of the CONCESSION's operating departments, as well as additional activities that concern the sustainable development of the surrounding area's tourism, such as: customer service, cuisine, recreation, foreign languages, solid waste management, environmental conservation, health and well-being, tourism, events, business planning and administration, market and sales, and interpersonal relations, in addition to all other activities that both the CONCESSIONAIRE and the GRANTING AUTHORITY may deem relevant.</p> <p>To assess PERFORMANCE INDICATORS, it is necessary to check on the CONCESSIONAIRE's availability and compliance with training of employees and local residents.</p> | |
| <p>Method for appraising the annual score:</p> <p>The following questions shall be noted and scored, in accordance with the answer provided to the question posed:</p> <p>Question 1. Is there proof of qualification and training programs carried out? (payment receipts, reports, certificates, etc).</p> <p>() Yes = 1. () In part = 0,5. () No = 0.</p> <p>Question 2. Did training programs carried out have programs and a course load of at least 16 hours/class?</p> | |

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- () Yes = 1.
- () In part = 0,5.
- () No = 0.

Question 3. Are specific qualification and training programs being carried out at least once a year or more, or at least whenever the CONCESSIONAIRE needs to hire new personnel?

- () Yes = 1.
- () In part = 0,5.
- () No = 0.

Question 4. Do programs offered encompass a wide range of services, and do they meet all of the CONCESSION's operating areas, as well as other activities that apply to developing sustainable tourism?

- () Yes = 1.
- () In part = 0,5.
- () No = 0.

Question 5. Are programs carried out with staff suited for professional training programs in the specific subjects?

- () Yes = 1.
- () In part = 0,5.
- () No = 0.

Question 6. Did local residents attend qualification and training programs offered?

- () Yes = 1.
- () In part = 0,5.
- () No = 0.

Question 7. Did qualification and training programs offered have the attendance of local residents who do not have a direct or indirect employment relationship with the CONCESSIONAIRE?

- () Yes = 1.
- () In part = 0,5.
- () No = 0.

Question 8. Did participants evaluate the program?

- () Yes = 1.

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() In part = 0,5.

() No = 0.

Question 9. Were participants evaluated favorably in at least 50% of cases?

() Yes = 1.

() In part = 0,5.

() No = 0.

Question 10. Were there training programs specifically for environmental conservation and conservation units?

() Yes = 1.

() In part = 0,5.

() No = 0.

The PERFORMANCE INDICATOR's quarterly evaluation score shall be the sum of points given according to the answers provided to questions posed.

To raise additional information, check:

- CONCESSIONAIRE records; and
- Conservation Unit Manager records.

Report:

The report shall assess qualification and training activities undertaken, pointing out best practices, whether the staff is proceeding in accordance with knowledge and skills acquired, and engagement of the neighbouring community, in addition to potential weak points and recommendations for improvements.

Verifier: INDEPENDENT VERIFIER and Conservation Unit Manager.

Location:
CONCESSION AREA.

Frequency: Annual.

Activation: second semester after signing of the CONTRACT.