

INSTRUCTIONS FOR COMPLETION OF KEY PERFORMANCE INDICATORS (KPIs) QUARTERLY REPORT

Purpose of this Form

Canal Barge Company (CBC) is committed to providing high-quality marine transportation services with zero incidents. CBC expects its vendors to also strive toward zero incidents, and therefore will assess vendors' performance through the measurement of Key Performance Indicators (KPIs). We have created an electronic survey to make it easier for vendors to submit the required information, and for CBC to assess it.

General Instructions

Please make every effort to submit all required information. If a response is zero, please type "0" in the answer box instead of leaving it blank. If you do leave a response blank, please provide an explanation in the box provided.

The left column is for reporting the incidents that occurred while working for CBC. The right column is for reporting the incidents for your company, regardless of whether or not CBC equipment was involved.

Below the category for each box is an explanation of the information to be entered. If you have any questions about which information to submit, please contact Mary McCarthy at CBC.

The final box on the form is for suggestions for ways to improve this process. Since this is a new system, we appreciate any feedback you have.

The system allows you to partially complete the form, save it and return to it later by clicking the link provided. You can also forward the link to the form to others in your company so that they can enter information. If the form is partially complete, click "No" on the last question that asks if the report's information is complete. For saving your partial responses you must click "Done".

When the form is complete and ready to submit to us, click "Yes" the last question that asks if the report's information is complete and then click "Done".