

| Date: 11 September 2018 | Designed By: Executive Management | | For: CIC Board | Ver: 1.1 |
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| Key Partners (KP) <ul style="list-style-type: none"> Client - Government Client- Private sector Contractors Parliament Regulatory Bodies Trade Unions Institutions of Higher learning Recognised Associations Media Houses Financial Institutions International bodies Development partners | Key Activities (KA) <ul style="list-style-type: none"> Registration Inspection Research and training Levy collection Grading and Categorisation Performance reports Investment promotion Enforce Compliance | Value Proposition (VP) <ul style="list-style-type: none"> Regulate the industry Promote the industry Develop the industry Registration of contractors Levy collection Inspections Improve industry standards Improve industry performance Improve contractor performance Minimal registration fees Facilitate internships, scholarships and grants | Customer Relationships (CR) <ul style="list-style-type: none"> Personal: face to face interaction, reception, inspection, stakeholder consultation | Customer Segment (CS) <ul style="list-style-type: none"> Contractors Government General public Project owners/clients |
| Key Resources (KR) <ul style="list-style-type: none"> Personnel CIC Act Levy Regulations Technical regulations Finance Office space Company Vehicles ICT infrastructure | | | Channels (C) <ul style="list-style-type: none"> Associations Media Website Stakeholder engagements | |
| Cost Structure (CS) <ul style="list-style-type: none"> Human Capital Admin / Operational expenses Stakeholder Management Training and Development | | | Revenue Streams (R\$) <ul style="list-style-type: none"> Registration fees Levy Dividends Other: Penalties, interest, sale of tenders | |