**Service Level Agreement**

A number of measurable outputs of the operation of the Contract are to be defined as Key Performance Indicators (KPIs) and these are specified here. They are designed to measure the ability of the Contractor to meet the requirements and expectations of the Client in a quantifiable way.

The initial KPIs and their associated thresholds are specified here. The Contractor shall collate these measurements and report upon them on a monthly basis (“KPI reports”) and the Contractor shall, on a continuing basis, warrant the truth, accuracy and completeness of such reports. No penalties will be incurred during the first 3 months of the Contract.

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| --- | --- | --- | --- |
|  | **Output Measurements (KPIs)** | **Reporting Period** | **Threshold** |
| 1 | Number of complaints logged in the complaints book by either the Supervising Officer or building occupants | Monthly | Maximum 3 per month |
| 2 | Number of Performance Standards failures, anomalies or issues identified by the Facilities Department through the Quality Auditing procedures | Monthly | Maximum 3 per month |
| 3 | Full complement of staff available at all times | Monthly | 95% complement in attendance |
| 4 | Staff have undergone induction training to work on relevant site | Monthly | 100% completion |
| 5 | Staff have undergone training in the H&S aspects of their job | Monthly | 100% completion |
| 6 | All site specific Risk & Method Statements in place for all activities | Start of contract then 6 monthly | 100% completion. All method statements available and shared with all staff |
| 7 | All Contractor equipment and chemicals to be stored in line with H&S legislation | Start of contract then 6 monthly | 100% completion |
| 8 | Submission of KPI reports on a monthly basis containing complete and accurate KPI data | Monthly | 100% |

When KPI data has been collated for a period of 3 months, the parties will consider the data with a view to agreeing the appropriateness and reliability of the initial KPIs and thresholds. Opportunity will be given to the Contractor to propose improvements. The Poor Performance Penalty process will be implemented at that time.

At any time during the Contract the number and type of KPIs may be varied, together with the associated thresholds, by mutual agreement.

In the event of a failure to agree ongoing KPIs and thresholds at any time the KPI arrangement already in existence will remain in place.

Poor Performance Penalties

The Contractors performance will be assessed each month by reference to the achievement of the KPI thresholds. If the Contractor fails to meet the KPI thresholds in any one month it shall be deemed to be in Default of the Contract and the Client may invoke any of the provisions set out in **Clause 2.48.**

Material or persistent breaches of these KPI thresholds may result in termination of the Contract without compensation to the Contractor.

Monitoring & Reporting

A structure of monitoring, reporting and auditing, as detailed below, shall be established by the Contractor with immediate effect at Contract start. The Contractor shall carry out a monthly quality visit to monitor standards and to collate the Building Representative survey data, where appropriate.

The following reports shall be collated and reported to the Client as follows:

Monthly reports which shall include:

* The percentage of the planned Cleaning Schedule completed successfully.
* Details of where the Cleaning Schedule has not been met (indicating any issues).
* Staff hours worked vs contracted hours.
* Staff training planned and completed.
* A summary of (and explanation if necessary) of the register of complaints.
* Confirmation that all employees working on Client premises have been checked with the Disclosure and Barring Service for criminal convictions.
* Health & Safety; Accident reporting, register of risk & method statements.

Quarterly Reports which shall include:

* A summary of the cumulative trends of the monthly reporting lines.
* A summary of what internal audits and quality checks have been carried out together with the finds, conclusions and subsequent actions.

Ad Hoc Reports

From time to time the Client may require ad hoc reports, additional to the regular reports, giving information on specific issues.