

**Managed Services:**

- Customer Satisfaction surveys shall be carried out in line with agreed schedule.
- Findings and Actions from Survey, including timescales to address any verified issues, to be provided to the customer within 21 days of scheduled date.
- Actions from Surveys to be carried out in line with agreed timescales.
- Calls to the Helpdesk to be answered by appropriately trained personnel within 15 seconds.
- Status updates on all logged calls to be issued to relevant parties within 15 minutes of any changes, in accordance with protocol agreed with Client.
- Full audit trail for all planned and reactive activities to be available within the CAFM system within 1 hour of any update.
- Audits of services being delivered to the Client to be carried out in line with agreed schedule.
- Findings and Actions, including rectification timescales, from Audits to be provided to the Client within 21 days of scheduled audit date.
- Identified Actions from Audits to be carried out in line with agreed timescales.
- No Failure of the Contractor's Representative to provide an accurate and detailed status update of any issue to the Client within 2 Business Days of request.
- No Failure of the Contractor's Representative to provide an accurate and detailed status on any element of the Services due in the reporting month, as part of monthly reporting.
- No Failure of the Contractor's Representative to undertake all actions assigned to them by the required date.
- All required reports to be deemed to be accurate, provided on schedule and in the agreed format.

**Cleaning:**

- All Accommodation to be clean at agreed monitoring points in accordance with the tendered method statements.
- Toilets and kitchen areas to be clean and fully equipped with consumables at agreed monitoring points.
- All reactive requests for cleaning to be completed within defined timescales for the respective Priority.

- External glazing to be cleaned in accordance with standards in Output Specification on specified working days or as agreed.
- Periodic cleaning to be carried out on agreed planned/programmed dates within the planned activity planner.

### **Pest Control**

All planned and reactive pest control activities to be undertaken in accordance with agreed method statements and programme.

### **Waste**

- Waste to be collected, transferred to agreed locations by start of each working day and in line with the Specification.
- All waste to be disposed of in accordance with relevant legislation.
- Sanitary bins to be emptied in line with agreed methodology and planned activity planner.

### **Hard FM:**

- All Planned M&E activities to be undertaken in line with the issued planner or within 72 hours of scheduled date, with prior notification/agreement.
- All Planned Fabric activities to be undertaken in line with the issued planner or within 72 hours of scheduled date, with prior notification/agreement.
- All priority 2 reactive requests for Hard FM Activities to be Responded to within defined Response times.
- All priority 1, 2, 3, and 4 reactive requests for Hard FM Activities to be Rectified within defined Rectification times.
- Quotes for all Works projects to be provided within 5 Working Days of request and approved projects completed by agreed dates and in line with methodology.
- Forward Maintenance Programme to be updated and presented to the Client as required by the Contract.

### **Critical:**

- No failure to ensure compliance at all times with all relevant legislation and statutory regulations.
- No failure to undertake Planned Maintenance for all Critical Assets in accordance with agreed programme and agreed methodologies.
- No failure to undertake Works/Services in accordance with the Client's Permit Protocols.

- No instance of works being undertaken by the Contractor in a manner which invalidates any warranties or guarantees held by Client for the building.
- No instance of a lift being out of commission for a period in excess of 5 days, without an incident report being provided to the Client within 24 hours of the original notification advising the reasons and timescales to resolve the issue.
- With the exception of emergencies, no works with a value in excess of the Semi-Comprehensive Reactive Repair Threshold to be undertaken without prior agreement from the Client.
- No failure to meet attendance times for Priority 1 requests and institute a solution which will enable, as a minimum, the Client to carry out their normal business activities within relevant timescales.
- No failure to maintain ISO 14001 accreditation or equivalent at corporate level.
- No failure to maintain ISO 9001 accreditation or equivalent at corporate level.
- No failure to complete, to satisfaction of client, all items identified within Mobilisation plan prior Contract Commencement.
- No instance invoiced value contract variations exceeding purchase order.
- Failure to produce and maintain site contract specific business continuity plan within 3 months of contract commencement.
- Instance of same planned reactive activity overdue against agreed programme for 3 months or more.
- Instance of unauthorised Contractor staff accessing restricted areas without prior agreement from Client.
- No instance of average performance monthly score (excluding Critical deductions) rolling month period less than 94%.
- No failure to benchmark all provided services within days of each contract anniversary and provide key findings within days of each contract anniversary.
- No failure to provide dedicated Portering resources to Quadram during defined hours.
- No failure to ensure training records of ALL staff (including supply partners staff) are accurate at all times.
- Failure to provide copy of training records of ANY staff member not providing role critical certification within days of request by client.

