

### Key Performance Indicators (KPIs) - Furniture Purchase for the British Embassy in Cairo

| KPI # | KPI Indicator                  | Description  | Measurement and Consequences   |
|-------|--------------------------------|--|--|
| 1     | Delivery complaints / Warranty | <p>When the Authority notifies a verbal complaint, it is expected that the Supplier will respond verbally within a period of 3 working hours and propose a solution within 8 working hours; or, if the Authority files a written complaint, the Supplier is expected to respond via email within 24 hours to follow up with the requested information and a proposed solution.</p> <p>Suppliers warranty policy should be shared with the Authority and will be included in the Contract document.</p> | <p>The Supplier will be notified of any complaints by the Authority and will be expected to deliver a solution within the timeframes specified in the description column of this table. <b>80%</b></p> <p>The Supplier should honour any warranty policy included in the contract within 5 working days. <b>100%</b></p> |
| 2     | Conduct                        | The Supplier must abide by the behavioural standards/code of conduct that uphold the reputation of the Authority, and must not do anything that might cause embarrassment. All supplier's staff must act in a courteous, polite, respectful and friendly manner to the Authority.  | Supplier to report any local transgressions to Authority within 24 hours of being made aware <b>100%</b> .   |
| 3     | Social Value                   | The Social Value Policy requires the Supplier's tender submission to address how the Supplier will measure Social Value progress. The Supplier must evidence to the Authority progress on Social Value targets as outlined in the Tender submission with the Phase 2 delivery.   | A report or presentation on Social Value targets and the Supplier's progress against those outlined in the Supplier's tender response to Question 3. A 2.5% retention of the Contract value will be implemented if fewer than <b>90%</b> of the targets are met.   |