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| **KPI No.** | **Task/Performance Measure** | **Target** |
| **1** | **Planned Preventative Maintenance (PPM) Activity** |  |
| 1.1 | All PPM tasks to be completed within 5 working days of the agreed PPM Schedule due date. | 100% |
| **2** | **Reactive Maintenance Activity** |  |
| 2.1 | All Reactive Works to be acknowledged, actioned and completed within agreed Response Times **(See Table 1)** | 100% |
| **3** | **Communications** |  |
| 3.1 | Site Logbook to be kept up to date (with all Service and Reactive worksheets) and fully compliant with Specification | 100% |
| 3.2 | Client to be notified by e-mail**,** or telephonein advance of service visits and deliveries of equipment or plant/machinery tosites. | 100% |

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| 3.3 | Contractor to ensure that staff sign in/out on all visits to Client premises. | 100% |
| 3.4 | All Contractor’s staff to arrive at the Client’s premises with the relevant job/work/task details on their Worksheet. | 100% |
| **4** | **Plant and Equipment** |  |
| 4.1 | All existing equipment and plant maintained as per manufacturers instructions | 100% |
| 4.2 | All future installations of new equipment and plant to be added to the PPM schedule and maintained as per the contract specification. | 100% |
| 4.3 | All defects identified in the course of normal operations are to be reported to the Client within the response times. | 100% |
| **5** | **Health and Safety** |  |
| 5.1 | The Contractor must comply with all relevant Statutory provision ensuring that they are operating, at all times, without risk to its employees, sub-contractors or the Clients staff. | 100% |
| 5.2 | Method statements and Risk Assessments on activities to be provided to the Client within prior to commencing the activity. | 100% |
| **6.** | **Contract Management Information** |  |
| 6.1 | Monthly reports to be submitted within five working days of the month and accepted by Client | 100% |
| **7.** | **Invoices** |  |
| 7.1 | Accurate and undisputed invoices presented within 10 working days of the end of the month. | 100% |