**App 23 – Penalties and KPI’s**

1. Should the construction of specified fencing & hoarding fall below 100% of target site completions within 48 hours of the start of the Carnival event, RBKC reserves the right to transfer the Services to a new / alternative Supplier. Should the construction of specified fencing & hoarding fall below 90% of target site completions within 48 hours of the start of the Carnival event, RBKC reserves the right to terminate the contract.
2. Following the receipt of a complaint, hoarding/fencing construction or security service provision are to be inspected by the Contractor and Contract Administrator and rectified to 100% compliant within 2 hours of receiving such complaints, wherever possible. Where this not possible, a temporary alternative method of security protection is to be provided by the Contractor at no cost to RBKC.
3. Where a second visit is necessary due to security breach, this is to be actioned within one hour of the first visit. The Service is to be conducted in accordance with the service specification.
4. If a further, third visit is required for the same complaint, this is to be provided Free of Charge to RBKC (inclusive of all Labour, Plant, Material and Vat).
5. The required numbers of security staff personnel must always be maintained in accordance with the requirements of the contract Specification. Should the required number of staff at any site fall below 100%, at any time than that required in the Contract Specification, the Contractor shall deduct from the contract sum, £20 for every hour any security site staff are absent from duty on site.
6. Should the required number of security staff across all sites fall below 90% at any time RBKC reserves the right to transfer the work to another supplier or terminate the contract.
7. On the day prior to Carnival, and each day of the Carnival Event, the contractor shall record and report on their staff attendance providing all the hours worked and names of all staff that covered each site during each day. The report shall be submitted no later than 10.00am covering each of the prior day’s operation.
8. On the day prior to Carnival, and each day of the Carnival Event, the contractor shall record and report any attempted or actual breaches of security taking place at each site. The report shall be submitted no later than 10.00am covering each of the prior day’s operation.
9. RBKC will conduct future surveys of all serviced blocks on the same basis as used for the Carnival Survey Feedback Presentation (App 24) and will expect to see continuous improvement in customer satisfaction on all points.