KPI's , General and Specific SITE Order Scoring Matrix

Key Performance Indicators Key Performance Indicators Key Performance Indicators							
SITE		**CONTRACTOR:**					
Ref:	**Indicator:**	**Performance Target**	**Contractor's Performance Check/Monitoring Method and Frequency**	**Post's Performance Check/Monitoring Method and Frequency**	**Score (Month)**		**Posts Comments/ Supporting Evidence**
Management							
KPIM 1	The Contractor's Manager/Supervisor available when required and to meet regularly with the Customers Security Manager	**100%**	PROVIDER to meet with SM monthly	SM to record timings when PROVIDER unavailable, and dates of monthly management meetings			
KPIM 2	Implementation of any agreed action points arising from management meetings	**85%**	Action points implemented and reported to SM	SM to review implementation report			-
KPIM 3	Contractor expressly notify customer of replacement of staff 72 hours before effecting posting (Period and name of replacement officer detailed).	**100%**	PROVIDER to document deployment details to SM at weekly meeting	SM to check compliance			
KPIM 4	Contractor and staff abide by standards equivalent to those of proposed Code of Practice on Promoting High Standards of Conduct by Security Companies Internationally and do nothing that might cause embarrassment to the Customer	**100%**	PROVIDER to report any local transgressions to SM	SM to report any local transgressions to FCO			

KPIM 5	Staff paid at least the minimum wage and employed in accordance with local law	**100%**	PROVIDER to provide details of any wage changes	CSM to check annually that local law is applied			
KPIM 6	Maintain and update occurrence log and any incidents reported to SM immediately	**100%**	Inspected and signed off daily by PROVIDER	SM to check weekly and act on any incidents as reported			
KPIM 7	Maintain staff whereabouts/leave/ movement log books	**95%**	Inspected and signed off daily by PROVIDER	SM to check weekly			
KPIM 8	Staff are smart, wearing uniform, and visible identification (name or number) at all times	**95%**	PROVIDER to ensure compliance daily	SM to make random checks			
KPIM 9	Complaints Log maintained and all complaints referred to SM and fully investigated in line with Customer policy	**100%**	PROVIDER to ensure complaints are referred to SM and participate in investigation	SM to initiate investigation			
KPIM 10	Ensure Emergency Procedures and SOPs are up to date and accurate	**100%**	Contractor to review quarterly	SM to agree any amendments			-
KPIM 11	Audit/reconciliation of equipment carried out	**100%**	Report compiled by PROVIDER monthly	Report reviewed by SM			
KPIM 12	Monthly reports produced on time (date line first Monday of every new month)	**95%**	PROVIDER to compile and submit to SM monthly	SM to check report monthly			
KPIM 13	Training log maintained and programme of continuing and refresher training agreed by SM and implemented	**95%**	PROVIDER to agree programme with SM and submit log monthly	SM to check log and discuss requirements monthly with PROVIDER			
KPIM 14	All staff comply with Contractors' Code of Conduct	**95%**	PROVIDER to report monthly to SM	SM to discuss any infringements with PROVIDER			
KPIM 15	Invoices accurate and presented in a timely fashion	**90%**	PROVIDER to ensure accuracy and that invoices submitted within 15 days of period to which they refer	SM to check and submit to Accountant for payment within 10 days of receipt			

KPIM 16	Maintain directory of emergency and useful telephone numbers	**95%**	Updated weekly	SM to check accuracy monthly			
KPIM 17	All log books and record sheets available inspected and signed off by PROVIDER and SM	**95%**	Inspected and signed off daily by PROVIDER	Inspected and signed off weekly by PROVIDER			
KPIM 18	Service provided to satisfaction of the Customer	**100%**	Questionnaire issued to a sample of Providers quarterly	Post Management to complete questionnaire if received			
KPIM 19	Contractor assigned only trained pool guards dedicated to the Customer used onto BHC locations.	**100%**	PROVIDER to ensure compliance daily	SM to check compliance			

KPIG 1	All sites/locations fully staffed at all times as stipulated in SSR and cover provided for absences	**100%**	PROVIDER to compile Manning Report and Shift Log weekly	SM to check Logs weekly and undertake random checks			
KPIG 2	Guards are alert at all times and are fit for duty e.g. not asleep or under the influence while on duty	**100%**	PROVIDER to compile Manning Report and Shift Log weekly	SM to check Logs weekly and undertake random checks			
KPIG 3	Equipment detailed in SSR is provided and is carried by or available to Guards at all times	**100%**	PROVIDER to ensure compliance daily	SM to make random checks			
KPIG 4	Radio network effective and tested	**100%**	PROVIDER to ensure tests undertaken weekly and problems reported to SM	SM to undertake random checks on effectiveness			
KPIG 5	Effective assistance provided during emergency situation and/or test drills, including fire, bomb alerts and other incidents.	**100%**	PROVIDER to report on effectiveness to SM	SM to discuss effectiveness of assistance and any failings with PROVIDER			

Access Control							
KPIA1	Prevent unauthorised access and deal with events threatening the security of the Customer's Personnel, families, premises and property	**100%**	PROVIDER to check adherence and inform SM of any failures	SM to investigate any incidents and discuss with PROVIDER to prevent repeat			
KPIA2	Visitors and vehicles properly recorded and searched by the Guards	**100%**	PROVIDER to check adherence and inform SM of any failures	SM to carry out random checks (watching; mystery visitor)			
KPIA3	Packages and mail properly screened, recorded and stamped.	**100%**	PROVIDER to check adherence and inform SM of any failures	SM to carry out random checks (watching)			
KPIA4	CCTV monitored and any suspicious activity reported and investigated	**100%**	PROVIDER to check adherence and inform SM of any failures	SM to carry out random checks (watching; mystery visitor)			
KPIA5	Regular foot patrol/search conducted every 1 hours	**100%**	PROVIDER to check patrol logs	SM to carry out random checks			
KPIA6	Prevent unauthorised removal of property from Customer's sites	**100%**	PROVIDER to check adherence and inform SM of any failures	SM to carry out random checks and investigate any failures			
KPIA7	Mobile random patrols of all Customer's Premises carried out by supervisor	**100%**	PROVIDER to check patrol logs daily	SM to check logs weekly and carry out random checks			

Scoring Matrix	
1	**EXCELLENT** The Contractor is performing excellently and fully **meeting the required service Levels**
2	**SATISFACTORY** The Contractor has failed to meet the expected performance target during the current period. Improvement measures have been put in place. ***"There is no impact on service delivery" Or "There is a significant impact on service delivery".*** ***Explanation***: ***This would allow a score to be raised directly from 1 (excellent) to 3 (some concerns)***

3	**SOME CONCERNS** The Contractor has failed to meet the expected performance target during the current and previous period- measures to rectify this have not been effective. **"This has impacted on service delivery"** **Explanation: This would allow a score to be raised directly from 1 (excellent) to 3 (some concerns).** *Otherwise a score rises to the next level as described in the scoring matrix. From 2 to 3: From 3 to 4: When the contractor has failed to meet the expected performance target during the last three periods.*
4	**CONCERNS** **The Contractor has failed to meet the expected performance target during the last three periods and has been given a last chance to reach the required performance level before escalation.**
5	**SERIOUS CONCERNS** **Unsatisfactory Performance. Escalation procedure invoked and Contract Termination under consideration.**

INSTRUCTIONS - Use the Scoring Matrix to determine the actual score against each KPI. Insert this figure into the score box. The box will colour appropriately.

Checks against KPIs will be completed monthly by the Security Manager and Contractor's Representative and submitted to the XXXXXXX by the 15th of the following month. The XXXX will write a monthly letter to appraise the Contractor on how is doing against the KPIs.