**Key Performance Indicators**

**1 Project Works KPIs**

* 1. The following KPIS in section 1 apply to a site when a project is being delivered.
  2. These Project Works KPIs apply on a site by site basis.
  3. The Authority reserves the right to accept mitigating reasons for a KPI not being met. This does not mean that he Authority will accept all mitigating reasons given.
  4. The Supplier must submit a mitigating reason for review in writing, either hard copy or electronically. The Authority will respond in 7 working days. If the Authority, or its representative does not respond within 7 working days then the mitigating reason is deemed to have been accepted by the Authority.
  5. If a Suppliers fails to meet the Project Works KPIs on greater than 5 occasions, the Authority reserves the right to terminate this contract to install Electronic Charging Points on its estate.
  6. In the event that the contract was to be terminated as clause 1.5, then any maintenance agreement that is in place for sites that may have been signed off as complete by the Client remains in effect.
  7. Project Works KPI table

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| KPI Number | Title | Description |
| 1 | Project Starts | Work on site starts on agreed date with the Client.  This date is to be no more than 20 Working Days from the procurement of the equipment to be installed. |
| 2 | Project completion | The site work is completed, and certification is signed off at the agreed date with the Client. |
| 3 | RIDDOR reporting | Reports on how many RIDDOR incidents reported |