

**BATUK Safe Operating Environment KPIs**

## 1. KPI Table

KPI Ref	Description	SOR Ref	Delivery Measure		Performance Satisfaction Level Required		Evidence	Review Period	MOD Monitor
				GREEN	AMBER	RED			
1	<p>Task lines 5 &amp; 6.</p> <p>The Supplier shall provide 1 platform available to conduct RC/GAS/AFF</p> <p>In order to be deemed available the aircraft shall:</p> <p>1. Comply with the readiness states (RS) defined in the SOR.</p> <p>2. Be crewed by current competent, qualified and experienced personnel.</p> <p>3. Comply with KCAA regulations.</p>	<p>1.1 to 1.4</p> <p>12.1 to 12.2</p> <p>11.1 to 11.2</p>	<p>Availability is reported by the Supplier in a phone call to the BATUK POC.</p> <p>Availability is not reported at the designated time; or One or more aspects of availability are not confirmed.</p>	100%	0 to 60 minutes beyond RS for the task.	>61 minutes beyond RS for the task.	The Supplier will confirm availability when tasked.	Prior to tasking/ad hoc checks	BATUK

	<p>4. Equipped with all safety equipment.</p> <p>5. Aircraft fuelled and refuels avail.</p> <p>6. Be fully maintained and serviced iaw KCAA Regulations.</p>	<p>6.1 to 6.6</p> <p>5.1 to 5.3</p>							
2	<p>Task lines 5 &amp; 6. The Supplier shall provide 1 platform in a reliable state to conduct RC/GAS/AFF.</p> <p>In order for the platform to be deemed reliable the aircraft shall:</p> <p>1. Task is achieved.</p>	5.1 to 5.3	Found to be unable to complete a task in accordance with the SOR.	100%	0 to 60 minutes beyond RS for the task.	>61 minutes beyond RS for the task.		Upon completion of task.	BATUK
3.	<p>The Supplier shall ensure the underslung aerial firefighting capability is reliable and serviceable.</p> <p>In order for the equipment to be deemed reliable and serviceable the system shall:</p>	7.1 to 7.4	The underslung aerial firefighting equipment is unserviceable /unavailable.	100%	NA	99%	Confirmation of completion of a successful tasking.		BATUK

	1. AFF system equipment to be maintained iaw manufacturer's recommendations.	5.4							
--	--	-----	--	--	--	--	--	--	--

2. The Authority will use a Red & Green (RAG) system to monitor each KPI.



- 2.1 If service levels drop below the threshold for GREEN, then the KPI will turn AMBER for that month. If in the following month the service level has not improved sufficiently to move the KPI into GREEN the KPI will turn RED and will be subject to Service Level Deductions as per the below.
- 2.2 Service Level Deductions are applicable to all the KPIs.
- 2.3 Any KPI that is red will result in a Service Level Deduction deducted from the contractor's invoice the following month at the rate of 10% deducted from the monthly management fee for the following month for each KPI that has turned red the previous month.
- 2.4 KPI's will only revert back to GREEN once Performance Rectification Process (3) has been followed and necessary improvements have been made to the satisfaction of the Authority. If the Authority is not satisfied then the KPI will remain RED and a further deduction will be applicable to the following months invoice. This deduction will be as per 2.3 at a rate of 10% per KPI.

2.5 Deductions will only be made for KPI's that turn RED.

#### **Performance Rectification Process**

3. This sets out the procedure to address any performance concerns (including KPI's that have not been met), between the Authority and the Service Provider (SP). Performance concerns are to be resolved at the lowest level and should avoid escalation where possible. If the Designated Officer (DO) and SP are unable to settle a performance concerns the following process is to be followed:

3.1 The Authority shall raise a performance concern using a Performance Rectification Report (an example is provided below). A Performance Rectification Report will be generated for ALL occurrences where a KPI turns RED.

3.2 The SP shall record all performance concerns received in a register and shall hold a copy of each Performance Rectification Report it receives from the Authority.

3.3 The SP shall maintain a record of all corrective and preventative actions taken in response to a concern that is raised by the Authority.

3.4 The SP shall resolve a performance concern, to the satisfaction of the Authority, within 5 working days of the performance concern being raised by the Authority. Failure to resolve a performance concern, to the satisfaction of the Authority for KPI's that are RED will result in that KPI remaining RED until such time that it has been resolved to the satisfaction of the Authority, as per 2.4.

#### **Performance Rectification Report.**

4. Example of a Performance Rectification Report.

Performance Rectification Report	
Date of Incident:	
Reported By:	
Issue:	

Proposed Rectification Activity:	
Review Date:	