

Appendix 1 – KPI Contractor Performance

	Jan	Feb	Mar	Apr	May	Jun
Passes	39	40	46	41	8	0
Fails	5	4	4	3	0	0
Monthly Total KPIs	44	44	50	44	8	0
Monthly KPI Pass rate	88.64%	90.91%	92.00%	93.18%	100.00%	#DIV/0!
Qtr. Passes		125			49	
Qtr. Total		138			52	
Qtr. Pass Rate		90.58%			94.23%	
Quarter 4 2019/2020			Quarter 1 2020/2021			

The total number of KPIs over the two quarters has fallen for two reasons i) those measured quarterly have not occurred yet ii) several KPIs have been temporarily removed due to COID-19.

The above table is the collective of all KPIs which we measure across corporate FM contracts.

Individual Contractor Performance

Company	KPI	Percentage	Avg Jan - Jun 2020
Servest	Cleaning Audits - Core Cleaning	>95%	97.83%
Servest	Cleaning Audits - Window, Periodic, Specialist	>95%	99.48%
Servest	Adherence to Cleaning Frequency	>100%	100.00%
Servest	Staffing	>95%	99.88%
Servest	Health & Safety	>100%	100.00%
Servest	Cleaning Weighted Score	>95%	98.23%
W Parker	Contract Management	100%	100.00%
W Parker	Quality Monitoring	85%	100.00%
W Parker	Adherence to Frequencies	100%	100.00%
W Parker	Health & Safety/Sustainability	100%	100.00%
W Parker	Complaints	<2	0.00%
W Parker	Complaints resolved within 5 days	100%	0.00%
W Parker	Overall Score	85%	100.00%
Skanska	Maintenance Services M1	100%	95.00%
Skanska	Maintenance Services M2	100%	95.00%

Skanska	Maintenance Services M3	100%	100.00%
Skanska	Maintenance Services M4	100%	95.65%
Skanska	Maintenance Services M5	100%	100.00%
Skanska	Maintenance Services M6	100%	100.00%
Skanska	Sustainability M1	100%	100.00%
Skanska	Sustainability M2	100%	100.00%
Skanska	Benchmarking & Continuous Improvement M1	100%	100.00%
Skanska	Benchmarking & Continuous Improvement M1	100%	100.00%
Skanska	Management M1	100%	100.00%
Skanska	Management M2	100%	100.00%
Skanska	Management M3	100%	100.00%
Skanska	Management M4	100%	100.00%
Baxterstorey	Food	20%	18.33%
Baxterstorey	Standard of Service	15%	15.00%
Baxterstorey	Hygiene and Cleanliness	15%	15.00%
Baxterstorey	Marketing and Merchandising	10%	9.00%
Baxterstorey	Health and Safety Management & Food Safety	10%	10.00%
Baxterstorey	Financial Performance	10%	9.00%

Baxterstorey	Contract Management	5%	3.67%
Baxterstorey	Complaints	5%	5.00%
Baxterstorey	Maintenance of Catering Equipment	5%	5.00%
Baxterstorey	Responsible Procurement	5%	5.00%
Baxterstorey	Total scoring	80%	95.00%
Beaver	Reactive Attendance	99%	96.00%
Beaver	Planned Monitoring	100%	100.00%
Beaver	Quality Assurance - Procedures	90%	100.00%
Beaver	Quality Assurance Adverse effects on the City	100%	100.00%
Beaver	Site Reporting	90%	93.00%
Beaver	Customer Survey	95%	100.00%
Amalgamated	Acute and Emergency priorities	100%	99.07%
Amalgamated	Priority 2-3	97%	97.00%
Amalgamated	Priority 4	95%	100.00%
Amalgamated	Insurance Defects	100%	100.00%
Amalgamated	In Service	99%	99.00%
Amalgamated	Repeat Breakdown	100%	100.00%
Amalgamated	PPM Schedule	100%	94.00%
Amalgamated	H&S	100%	100.00%

ISS	Emergency Response	99%	97.23%
ISS	Provision of Additional Guards	99%	100.00%
ISS	Mobile Patrols	99%	99.95%
ISS	Manned Guarding	99%	99.90%
ISS	SIA certification.	99%	100.00%
ISS	Incident response and reporting	100%	100.00%
ISS	Keyholding	100%	100.00%
ISS	H & S	100%	100.00%