

PROPERTY HARD FACILITIES MANAGEMENT SERVICES

| AREA | REF | NAME | METRIC | SERVICE LEVEL |
|---|------------|---|---|----------------------|
| Health, safety and environmental | H1 | Qualified and competent staff providing Services | Suppliers staff and sub-contractors are fully trained, all tasks and activities have risk assessments, safe systems of working, and the Supplier's portal can evidence this. The Supplier will engage an independent assessor on a quarterly basis to perform a spot check of the Supplier's portal to ensure staff and subcontractors are qualified, competent, training is recent and relevant, and RAMS are in place. | 100% |
| | H2 | Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) | Initial report submitted by the Supplier within 7 days of event. Final report submitted by the Supplier within 14 calendar days of event. The Post Office will perform a monthly spot check of the Supplier's portal to ensure all RIDDOR reports are appropriately filed. | 100% |
| | H3 | Statutory health, safety and environmental compliance documentation | Logbooks are maintained on site (records are filed every 6 weeks at the next PPM visit) and e-logbooks are constantly maintained (i.e. 5 business days post inspection). The PO will undertake spot audits on a monthly basis. | 100% |
| | H4 | Audit observations | Improvements actioned and completed within agreed timescales for critical observations. The PO will undertake spot audits on a monthly basis. | 100% |
| | H5 | Audit observations | Improvements actioned and completed within agreed timescales for noncritical observations. The PO will undertake spot audits on | 100% |

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| | | | a monthly basis. | |
| Financial | F1 | Reactive Services | Actual One-Off Charges incurred by Post Office compared with Post Office budget target Reactives in a month are provided in a trend analysis on assets and/or locations = gain share on an annual basis – full year monitoring. Gainshare based on a 50:50 basis. | 100% |
| | F2 | Continuous Improvement | Financial savings delivered vs. Continuous Improvement annual target Gainshare on PPM works only. Monthly suggestions during reporting | 3% of Charges at start of contract for First Contract Year and then as at month 1 of each subsequent Contract Year |
| | F3 | Purchase order compliance | 100% All Services are covered by a Post Office purchase order No work undertaken without a PO and variances from the quote will be agreed in advance if in excess of £1,000. | 100% |
| | F4 | Invoicing – on time | Invoices accurate and on time Nothing is older than 3 months. No build-up of accruals, invoices must be received on time. | 100% |
| Service Delivery | D1 | Helpdesk availability | 24/7/365 availability of all Helpdesk channels | 100% |
| | D2 | Time to answer (TTA) | Call answering time by the Helpdesk | 95% of calls answered in 59 seconds or less from the first ring |
| | D3 | Time to answer (TTA) | Portal response times | 100% |
| | D4 | Locations closure | Number of Locations closures as a result of the Supplier’s failure to perform the Services in accordance with this Agreement measured against 100% availability of the Post Office Estate during Normal Working | Zero closures |

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| | | Hours | |
| D5 | Planned Services completion (critical assets) | Completed Service activities compared to scheduled Service activities as specified in the FMP or Service Regime (as applicable) | 100% of all planned Services completed in accordance with the FMP or Service Regime (as applicable) |
| D6 | Planned Services completion (all other assets) | Completed Service activities compared to scheduled Service activities as specified in the FMP or Service Regime (as applicable) | 100% of all planned Services completed in accordance with the FMP or Service Regime (as applicable) |
| D7 | Reactive Service call-out response (P1 at Admin Centres and Secure Warehouses) | Actual reactive Service response and make operable times vs. Response and Operable Times required under Schedule 3 | 100% of all reactive Service requests completed within the required Response Time |
| D8 | Reactive Service call-out response (P1 at DMBs) | Actual reactive Service response and make operable times vs. Response and Operable Times required under Schedule 3 | 95% of all reactive Service requests completed within the required Response Time |
| D9 | Reactive Service call-out response (P2 and P3) | Actual reactive Service response and make operable times vs. Response and Operable Times required under Schedule 3 | 90% of all reactive Service requests completed within the required Response Time |
| D10 | Critical Asset availability | Average Critical Asset availability/required availability of all Critical Assets within the Post Office Estate | 100% |
| D11 | Critical Asset downtime exceeding 24 hours | Count of individual Critical Asset downtime events exceeding 24 hours continuous outage, e.g. 1 asset down for 40 hours = 1 incident | 0 |
| D12 | First fix/satisfactory | Ratio of reactive Services callouts which achieved full fix/satisfactory completion on first visit vs. those | Greater than 90% first fix/satisfactory completion |

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| | | completion | callouts requiring follow-up attendance | |
| D13 | Statutory Compliance | | Statutory compliance levels at locations must be maintained. Where inspections demonstrate non-compliance, immediate remedies must be put in place to mitigating any risks to health and safety and/or disruption of Post Office staff and customers. | 100% |
| D14 | Statutory inspection defect works | | Individual inspector defect reports rectified by the Supplier within a calendar month of the initial defect report being issued to the Supplier | 100% |
| D15 | Asset Register | | Asset Register submitted to Post Office on time and in full at service commencement and updated on a quarterly basis. | Completed on time to the agreed deliverables and quality |
| D16 | Meeting attendance | | Supplier's attendance at daily/weekly/monthly operational and performance review meetings as required pursuant to Schedule 7 (Management Information) and Schedule 18 (Governance) as applicable. The attendance will be determined by the Post Office and in accordance with their distribution list. | No more than 2 meetings missed by the Supplier in a rolling 12 month period |
| D17 | Completion of backlog of works | | Completion of all planned or reactive jobs. Count of planned, reactive and compliance services which have failed to achieve the SLAs D5-D9 shall not exceed an extended 30 days period on any individual SLA i.e. P1, P2 or overall. E.g. completion on – 65 days new max number of days 95 | 100% Jobs which have not been closed under D6 will be completed within 30 calendars days (Exceptional items with bespoke long led times to be agreed with the Post Office as and where they arise) |
| D18 | Appropriateness | | All works to be reviewed by the | 100% |

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| | | of Excess Amount on Works over £1,000 | Supplier to ensure appropriateness of the works and the accuracy of quotes before submitting to the Post Office Property Team (i.e. not delivering out of hours work when normal work hours would be acceptable). | |
| Quality | Q1 | Complaints | Number of complaints received about the Supplier and/or the Supplier Personnel by the Post Office Representative which are upheld. Time to acknowledge complaints. Time to resolve complaints. | No more than 3 complaints per month upheld. 24 hours for the Supplier to first acknowledge complaint. 14 calendar days to resolve the complaint to the reasonable satisfaction of the Post Office Representative |
| | Q2 | Customer satisfaction surveys | Performance monitoring score Customer satisfaction will be measured using a 1 – 5 rating | 85% of responses higher than a '3' rating for the 3 months following the Service Due Date After the 3 months following the Service Due Date, the metric, basis of measurement and the Service Level will be reviewed and agreed between the parties |
| | Q3 | Post Office service audits | Post Office service audit findings | Zero major observations. Less than 20% of assessments with minor audit observations |
| | Q4 | Reporting | All Management Information reports delivered on time and in full for the following reports: - Application submission: period end plus 5 working days - Accruals submission: 5 calendar days before period end - Compliance Board submission: 3 | 100% |

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| | | | <p>working days prior to report meeting</p> <p>- SR report: 3 working days prior to report meeting</p> <p>- SSR report: 3 working days prior to report meeting</p> | |
| Q5 | Requests for Information | The Supplier will respond to the Post Office's requests for information within 2 BD | 100% | |
| Q6 | KPI Compliance | Compliance with the KPIs detailed in this Schedule 5 | <p>Green – 98- 100%</p> <p>Amber – 95 – 97.9%</p> <p>Red – 94.9% or less</p> | |