**KPI’s , General and Specific Post Order Scoring Matrix**

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| Key Performance Indicators Key Performance Indicators Key Performance Indicators | | | | | | | | | |
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| **POST:** | **Yaoundé** | **CONTRACTOR:** | | **G4S Security Services Cameroon PLC** | | | | |  |
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| **Ref:** | **Indicator:** | **Performance Target** | **Contractor's Performance Check/Monitoring Method and Frequency** | **Post’s Performance Check/Monitoring Method and Frequency** | **Score (Month)**  **February 2013** | **Contractors Comments/ Supporting Evidence** | **Posts Comments/ Supporting Evidence** | | |
| **Management** | |  |  |  |  |  |  | | |
| KPIM 1 | The Contractor’s Manager/Supervisor (CM) available when required and to meet regularly with the Customers Security Manager (SM) | **100%** | CM to meet with SM monthly | SM to record timings when CM unavailable, and dates of monthly management meetings |  |  |  | | |
| KPIM 2 | Implementation of any agreed action points arising from CM/SM 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%** | CM 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%** | CM 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%** | CM 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 CM | 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 CM | SM to check weekly |  |  |  | | |
| KPIM 8 | Staff are smart, wearing uniform, and visible identification (name or number) at all times | **95%** | CM 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%** | CM 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 CM monthly | Report reviewed by SM |  |  |  | | |
| KPIM 12 | Monthly reports produced on time  (date line first Monday of every new month) | **95%** | CM 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%** | CM to agree programme with SM and submit log monthly | SM to check log and discuss requirements monthly with CM |  |  |  | | |
| KPIM 14 | All staff comply with Contractors' Code of Conduct | **95%** | CM to report monthly to SM | SM to discuss any infringements with CM |  |  |  | | |
| KPIM 15 | Invoices accurate and presented in a timely fashion | **90%** | CM 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 CM and SM | **95%** | Inspected and signed off daily by CM | Inspected and signed off weekly by CM |  |  |  | | |
| KPIM 18 | Service provided to satisfaction of the Customer | **100%** | Questionnaire issued to a sample of clients 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%** | CM to ensure compliance daily | SM to check compliance |  |  |  | | |
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| KPIG 1 | All sites/locations fully staffed at all times as stipulated in SSR and cover provided for absences | **100%** | CM 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%** | CM 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%** | CM to ensure compliance daily | SM to make random checks |  |  | |  | |
| KPIG 4 | Radio network effective and tested | **100%** | CM 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%** | CM to report on effectiveness to SM | SM to discuss effectiveness of assistance and any failings with CM |  |  | |  | |
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| **Access Control** | |  |  |  |  |  | |  | |
| KPIA1 | Prevent unauthorised access and deal with events threatening the security of the Customer's Personnel, families, premises and property | **100%** | CM to check adherence and inform SM of any failures | SM to investigate any incidents and discuss with CM to prevent repeat |  |  | |  | |
| KPIA2 | Visitors and vehicles properly recorded and searched by the Guards | **100%** | CM 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%** | CM 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%** | CM 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%** | CM to check patrol logs | SM to carry out random checks |  |  | |  | |
| KPIA6 | Prevent unauthorised removal of property from Customer's sites | **100%** | CM 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%** | CM to check patrol logs daily | SM to check logs weekly and carry out random checks |  |  | |  | |

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| **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 British High Commission Corporate Services Manager by the 15th of the following month. The DHC will write a monthly letter to appraise the Contractor on how is doing against the KPIs. | | |