**FACILITIES MANAGEMENT SERVICE LEVEL AGREEMENT**

**Notes:**

* 9 example categories are shown: Cleaning Services, Pantry Services, Move Services, Air Conditioning, Budget Management and Reporting, Landscaping, Health & Safety, Mail Services and Reception
* This document shows the service descriptions (specifically whether the FM vendor will carry out the work themselves or manage the relationship with a vendor who does), details the service/performance levels and also the target measures that the FM vendor will be measured against. The other document (Facilities Management Service Schedule) shows more detail of the services, especially hours of operation and ownership i.e. specific tasks that the FM vendor carries out and tasks carried out by other vendors.

| SERVICE DESCRIPTION | **PERFORMANCE LEVEL** | | **TARGET MEASURES** |
| --- | --- | --- | --- |
| 1. **Cleaning Services – General Office, Plant and Warehouse space in XYZ site - approx. 10,000,000,000 sq. ft.** | | | |
| Vendor Management | | * provide a monthly report on vendor performance, capacity and capability * if the current vendor does not meet needs, provide next steps to improve vendor performance or replace vendor * provide annual benchmarking of vendor’s services against best-in-class market competition. Next steps on improvement provided if current service is not in line with industry standards. | * 100% of invoices are correct before being sent for payment * 100% of routine maintenance is carried out according to schedule * 100% on time delivery of monthly report * 95% of all next steps completed within aligned timings * 95% of the time vendor is able to meet business requirements |
| Waste Disposal | | * Clear all bins on a daily basis (after office hours) * Clear pantry bins twice daily (once after lunch hour and once after office hours) * Clear additional items upon request * Adhere to Company policy of waste disposal, environment cleanliness and any recycling program that ensures environment friendliness. | * 100% completion of scheduled trash removal. * 1 hour turn-around during office hours for ad-hoc requests with a 90% success rate. |
| Cleaning and Janitorial Services | | * All services to be provided after office hours to minimize user disruption. All services should be available during office hours on request. * Vacuuming all spaces at least once per week. Reception area to be vacuumed daily. * Cleaning of table tops/ partitions/ chairs and other office furniture to be done at least once per week, with spot cleaning conducted on a daily basis * Additional services should be available for special occasions/ events | * 100% completion of scheduled cleaning services. * Achieve a 90% score on weekly spot checks * Maintain customer satisfaction of 4 out of 5 in quarterly end-user survey. |
| Cleaning and Setup of Meeting Rooms | | * Ensure cleanliness of all meeting facilities. Clean all meeting facilities daily. * Arrange chairs in accordance with standard room configuration diagrams and photos (provided separately) | * 100% completion of scheduled cleaning services. * Achieve a 90% score on weekly spot checks (scoring sheet attached) * Maintain customer satisfaction of 4 out of 5 in quarterly end-user survey. |
| Maintain User Satisfaction | | * Conduct quarterly end-user surveys to ensure current cleanliness of office meets user expectation. * Provide a quarterly report detailing the results of the survey and providing next steps with clear target completion dates and results for issues raised by end-users. | * 100% completion of survey and quarterly report * 90% completion of quarterly report next steps completed on time and with specified results |

| SERVICE DESCRIPTION | **PERFORMANCE LEVEL** | **TARGET MEASURES** |
| --- | --- | --- |
| 1. **Pantry Services – General Office Space in Rydalmere** | | |
| Equipment Maintenance | * Ensure safe, clean and hygienic operation of all equipment in compliance with all relevant government laws and regulation. * Ensure proper preventative maintenance is performed to minimize potential downtime and outages. * Document and analyse maintenance reports to identify recurring issues * Provide a monthly report on equipment incidents and outages, with next steps for issue resolution | * 100% compliance with all government laws and regulations * 100% compliance with all relevant corporate policies that have been made available to Provider * 100% of all preventative maintenance is carried out according to schedule * Equipment downtime is less than 4 hours per month * 100% on time delivery of reports * 95% of all next steps completed according to aligned schedule |
| Management of Consumables | * Order, receive and maintain appropriate inventory of consumables in the pantries and in the store rooms that minimizes cost and ensures no impact to service through shortfall or poor quality. * Provide monthly reports on consumption with eye towards potential improvements in service and cost reduction. * Provide semi-annual benchmarking of pantry services against best-in-class market competition. Next steps on improvement provided if current service is not in line with industry benchmark * Ensure consumables are within product specifications for expiry. * Ensure consumables are maintained in a clean, pest-free environment. | * Zero outages due to lack of inventory * 100 % on time delivery of report * 100% on time completion of benchmarking exercises * Zero incidents due to expiry of items, or health/pest related issues |
| Catering | * Coordinate with external vendor and cleaning contractor to ensure catering services are provided in a clean, safe and hygienic way. | * Zero incidents of health/pest related issues |
| Maintain User Satisfaction | * Conduct quarterly end-user surveys to ensure current provided consumables meet user expectation. * Provide a quarterly report detailing the results of the survey and providing next steps with clear target completion dates and results for issues raised by end-users. | * 100% completion of survey and quarterly report * 90% completion of quarterly report next steps completed on time and with specified results |

| SERVICE DESCRIPTION | **PERFORMANCE LEVEL** | **TARGET MEASURES** |
| --- | --- | --- |
| 1. **Move Services** | | |
| Intra-office user relocation | * Plan and execute intra-office moves * Conduct post move surveys to ensure service provided meets user expectation. * Provide a quarterly report detailing the survey results and providing next steps with clear target completion dates and results for issues raised by end-users. | * 100% completion of survey and quarterly report * 90% completion of quarterly report next steps completed on time and with specified results |
| Vendor Management | * Work with warehouse and move vendors to ensure capability and availability to meet company needs * work with the vendor to schedule routine and ad-hoc services * provide a monthly report on vendor performance, capacity and capability * if the current vendor does not meet company needs, provide next steps to improve vendor performance or replace vendor * provide annual benchmarking of vendor’s services against best-in-class market competition. Next steps on improvement provided if current service is not in line with industry standards. | * 95% of moves and offsite storage of equipment / furnishings done within scheduled timings * 100% of invoices are correct before being sent for payment * 100% of routine maintenance is carried out according to schedule * 100% on time delivery of monthly report * 95% of all next steps completed within aligned timings * 95% of the time vendor is able to meet business requirements |
| Inventory Management | * Maintain proper tracking of all assets and assist in yearly Audit process * Maintain inventory of all items stored in warehouse * Physically verify inventory monthly/quarterly * Provide a monthly report on the current warehouse inventory | * 100% accuracy on tracking of assets * 100% on time delivery of monthly report |

| SERVICE DESCRIPTION | **PERFORMANCE LEVEL** | | **TARGET MEASURES** |
| --- | --- | --- | --- |
| 1. **Air Conditioning Services** | | | |
| Equipment Maintenance | | * Ensure safe, clean and hygienic operation of all equipment in compliance with all relevant government laws and regulation. * Ensure proper preventative maintenance is performed to minimize potential downtime and outages. * Document and analyse maintenance reports to identify recurring issues * Provide a monthly report on equipment incidents and outages, with next steps for issue resolution | * 100% compliance with all government laws and regulations * 100% compliance with all relevant corporate policies that have been made available to Provider * 100% of all preventative maintenance is carried out according to schedule * Equipment downtime is less than 4 hours per month, with a 95% success rate * 100% on time delivery of reports * 95% of all next steps completed according to aligned schedule |
| Vendor Management | | * liaise with third party vendor to ensure proper running of building service * provide a monthly report on use of extended building service * work with the vendor to schedule routine and ad-hoc services * provide a monthly report on vendor performance, capacity and capability * if the current vendor does not meet needs, provide next steps to improve vendor performance or replace vendor * provide annual benchmarking of vendor’s services against best-in-class market competition. Next steps on improvement provided if current service is not in line with industry standards. | * 100% of invoices are correct before being sent for payment * 100% of routine maintenance is carried out according to schedule * 100% on time delivery of monthly report * 95% of all next steps completed within aligned timings * 95% of the time vendor is able to meet business requirements |

| SERVICE DESCRIPTION | **PERFORMANCE LEVEL** | | **TARGET MEASURES** |
| --- | --- | --- | --- |
| 1. **Budget Management and Reporting** | | | |
| Manage FM Budget | | * manage budget, sourcing, spending and invoice approval and processing for supported services, equipment and consumables | * 100% of spending is within aligned budget * All negotiations, sourcing is done with company’s best interest in mind * No conflict of interest issues arising from preferential spending |
| Reporting | | * provide a monthly report by the 7th day of the following month for all budget expenditure | * 100% on time delivery of reports |

| SERVICE DESCRIPTION | **PERFORMANCE LEVEL** | | **TARGET MEASURES** |
| --- | --- | --- | --- |
| 1. **Landscaping – surrounding landscape and lawn area (include car park)** | | | |
| Health & Safety | | * provide safe and conducive environment for employees * ensure routine maintenance is carried out | * Office environment meets 100% compliance with corporate and government policies on health and safety * 100% routine maintenance is carried out according to schedule |
| Vendor Management | | * work with the vendor to schedule routine and ad-hoc services * provide a monthly report on vendor performance, capacity and capability * if the current vendor does not meet needs, provide next steps to improve vendor performance or replace vendor * provide annual benchmarking of vendor’s services against best-in-class market competition. Next steps on improvement provided if current service is not in line with industry standards. | * 100% of invoices are correct before being sent for payment * 100% of routine maintenance is carried out according to schedule * 100% on time delivery of monthly report * 95% of all next steps completed within aligned timings * 95% of the time vendor is able to meet business requirements |
| Design | | * ensure healthy plants and flowers * ensure aesthetically pleasing |  |

| SERVICE DESCRIPTION | **PERFORMANCE LEVEL** | | **TARGET MEASURES** |
| --- | --- | --- | --- |
| 1. **Health & Safety** | | | |
| Inventory Management | | * ensure first-aid kit inventory is maintained | * First Aid kit is in 100% compliance with corporate and government policies and regulations |
| Equipment Maintenance | | * Ensure safe, clean and hygienic operation of all equipment in compliance with all relevant government laws and regulation. * Ensure proper preventative maintenance is performed to minimize potential downtime and outages. * Document and analyse maintenance reports to identify recurring issues * Provide a monthly report on equipment incidents and outages, with next steps for issue resolution | * 100% compliance with all government laws and regulations * 100% compliance with all relevant corporate policies that have been made available to Provider * 100% of all preventative maintenance is carried out according to schedule * Equipment downtime is less than 4 hours per month, with a 95% success rate * 100% on time delivery of reports * 95% of all next steps completed according to aligned schedule |
| Pest Control | | * ensure working environment is pest free * provide a monthly report on vendor performance, capacity and capability * if the current vendor does not meet needs, provide next steps to improve vendor performance or replace vendor | * 100% compliance with all government laws and regulations * 100% compliance with all relevant corporate policies that have been made available to Provider * 100% of all preventative maintenance is carried out according to schedule * 100% on time delivery of reports * 95% of all next steps completed according to aligned schedule |
| Audit Compliance | | * ensure conformance to company and regulatory standards * ensure sustainable process to keep site name list and call list updated | * 100% of audits are passed with minimum 8 of 10 score, target goal of 10 of 10 * Name list is correct and all changes are completed within 1 business day |
| Emergency Response Team | | * coordinate with building management on behalf of emergency response team * ensure new staff are well trained on emergency procedures * assist and coordinate emergency exercises * provide fire emergency coordination and point of contact | * 100% availability of qualified staff to meet emergency response needs * 100% of staff are trained on emergency procedures |

| SERVICE DESCRIPTION | **PERFORMANCE LEVEL** | | **TARGET MEASURES** |
| --- | --- | --- | --- |
| 1. **Mail Services** | | | |
| Internal Mails | | * 3 collection (1000hrs, 1400hrs, 1630hrs) and 2 (1000hrs, 1400hrs) delivery per day | * Timeliness (95% time of collection/ delivery within 30min tolerance) * Accuracy (98% accuracy on mis-sorted mails, wrong location)   Customer satisfaction (rate 4.5 out of 5) |
| International delivery/ collection (pouch mails, international courier) | | * Scheduled routine pouch to other specified countries (collection time varies according to flight schedule) Other destination courier services as per required. * Assist in preparation of Invoice and Packing where necessary. Compliance with Statutory and Regulatory Provisions of Laws of Jurisdiction with particular emphasis on Occupational Health and Safety Legislation. | * Timeliness (95% time of collection/ delivery within tolerance to flight schedule) * Accuracy (100% accuracy on location) * Customer satisfaction (rate 4.5 out of 5) |
| Dangerous Goods (to coordinate with incumbent supplier) | | * As and when required (to be coordinated by Mail vendor) * Assist in preparation of Invoice and Packing where necessary. Compliance with Statutory and Regulatory Provisions of Laws of Jurisdiction with particular emphasis on Occupational Health and Safety Legislation. | * Timeliness (95% time of collection/ delivery within tolerance to flight schedule) * Accuracy (100% accuracy on location) * Customer satisfaction (rate 4.5 out of 5) |

| SERVICE DESCRIPTION | **PERFORMANCE LEVEL** | | **TARGET MEASURES** |
| --- | --- | --- | --- |
| 1. **Reception** | | | |
| Switchboard | | * Provide call handlers for corporate contact line | * 90% live rate during office hours |
| Reception Area | | * Provide counter staff to manage visitors | * 100% coverage of reception counter during office hours |
| Delivery | | * Deliver airline tickets and other sensitive items for users that are delivered to the reception counter (Undeliverable items should be taken to WorkPlace Service Centre for safe keeping until user is contactable for delivery) * Coordinate delivery of cargo/goods for offices | * 90% successful delivery of all items to addressee within 2 hours. |
| Seasonal Greeting Cards | | * Coordinate with department secretaries on design and volume of cards | * Items received in time to be mailed/delivered prior to holiday |
| Maintain User Satisfaction | | * Conduct quarterly end-user surveys to ensure current cleanliness of office meets user expectation. * Provide a quarterly report detailing the results of the survey and providing next steps with clear target completion dates and results for issues raised by end-users. | * 100% completion of survey and quarterly report * 90% completion of quarterly report next steps completed on time and with specified results |