


CM01 / SERVICES - CONTRACTOR PERFORMANCE ASSESSMENT

Contract Title: NICS Provision of Security and Ancillary Services
Contract Ref: ID 5054046
Contractor: G4S
Monitoring Period: 6 / 12 / 18 / 24 / 30 / 36 / 42 / 48 / 54 / 60 / 66 / 72 / 78 months

No	Area	KPI	Comments / Observations
1.	Security Industry Authority (SIA) Licensing	All contractor staff, including front line and non-front line to have the appropriate SIA licence(s). Contractor front line staff must display the licence at all times. Any member of the Contractor's staff that is subject to a Licence Dispensation Notice (LDN) and does not hold a licence at that time will not be in breach of this KPI. LDNs will be checked to verify the above.	
2.	Security Clearance	All Contract staff to have the correct level of security clearance for the Premises they work in.	
3.	Deployment of Staff	All premises must be opened at the times specified, contract staff on duty at required time and in post for duration of shift, all building opening / closing checks completed and contingency plans to be in place for backfilling of staff. The above should be conducted in line with the Building Specification Forms and Premises Assignment Instructions.	
4.	Adherence to Policies	All contractor staff must follow NICS / Client Policies, e.g. no smoking policy, Health & Safety and Dress code as detailed in the Premises Assignment Instructions.	
5.	Unauthorised Access	During operational hours the Contractor must ensure that there are no incidents of unauthorised access to non-public areas of the Premises and the Contractor must deliver written incident reports in the agreed format within the agreed timeframe as detailed in the Premises Assignment Instructions.	
6.	Unacceptable Customer Behaviour	Incidents of Unacceptable Customer behaviour are managed in line with Client's policy and Contractor must deliver written incident reports in the agreed format within the agreed	

		timeframe. Policy will be detailed in the Premises Assignment Instructions.	
7.	Offensive Weapons	No incidents of offensive weapons brought onto Premises in line with the Client's policies and procedures and the Contractor must deliver written incident reports in the agreed format within the agreed timeframe. Policy / procedures will be detailed in the Premises Assignment Instructions.	
8.	Patrolling	Patrolling and patrol recording requirements carried out in line with the Premises Assignment Instructions.	
9.	Call Outs and Alarms  KCO CCTV FINAL 2	Agreed alarm and call out procedures must be complied with in line with the agreed response time. Procedures will be detailed in the Premises Assignment Instructions.	
10	CCTV Monitoring	All CCTV viewing and download requests are managed in line with the Client's CCTV policy, procedures, timelines and SIA Certification. Policy / procedures will be detailed in the Premises Assignment Instructions.	
11	Ancillary Services	Contractor staff to carry out ancillary role as per the Premises Assignment Instructions, e.g. post, portorage etc.	
12	Communication	Contractor to respond to client queries within 5 working days for non-urgent and 1 working day for urgent queries. Client will establish and communicate if the query is urgent.	
13	Reporting	The Contractor must deliver written incident reports in the agreed format and within the agreed timeframe to include the types and frequencies of incidents as detailed in the Premises assignment instructions.	

14	Flag Flying	The contractor must fly the Union Flag on all Premises that have flag poles as per dates provided in the following website https://www.gov.uk/guidance/designated-days-for-union-flag-flying . The details are also contained in the Premises Assignment Instructions.	
15	Lone Worker and Gas Monitoring	All activations dealt with and appropriate action taken as per procedures. Procedures will be detailed in the Premises Assignment Instructions.	
16	Invoicing	Invoices submitted within agreed timeframe, is accurate and fully supported with agreed paperwork.	
17	CPI-Trained Staff (This is an HSCNI-specific KPI, not applicable for other user organisations.)	Security guarding staff must have safety intervention training to CPI Safety Intervention Advanced & Emergency level for the hospital sites indicated on the HSCNI Specification.	
General Observations / Comments, should you wish to provide any, may be provided in the space opposite:			

Name of Person Completing Assessment:

Dept. / Organisation / Business Area:

Date: