



GroupNexus®

## GroupNexus - Key Performance Indicator

[Redacted text]

[Redacted text]

[Redacted text]

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[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

## Site/Operational KPI's:

- Are all incidents of crime detected and reported in the appropriate reporting manner.
- Do all team members respond to any emergency incident in line with site instructions and the Assignment Instructions.
- Are all Incident reports accurate, complete and legible and delivered on time .
- Have the agreed percentage of patrols been carried out (as per Assignment/site Instructions).
- Is CCTV equipment monitored and managed in line with the Assignment Instructions and CCTV Code of Practice.
- Is CCTV equipment utilized in the correct manner to monitor all vulnerable points.
- Are any faults with any of the security systems, equipment, buildings, car parks reported to the relevant personnel and work to be completed, tracked as appropriate.
- Are all personnel polite, friendly and supportive towards customers, client and fellow colleagues (in person and by telephone).

### Site Operational KPI'S

**Pro-activity carry out duties in accordance with role specific duties (car Parking, Security, CCTV, Cleaning)**

[REDACTED]

**Operatives response & ability to deal with Incidents (Car Park, Security or Cleaning) on site and react accordingly**

[REDACTED]

**Operatives are able to document & report Incident/accidents on site and provide accurate written reports/emails etc**

[REDACTED]

**Operatives carry out efficient site security, car park & cleaning schedules in line with local instructions.**

[REDACTED]

**Are all site reports/statistics/paperwork accurate and delivered on time.**

[REDACTED]

**Do operatives clearly understand the process of reporting site defects or issues found on site whilst carrying out duties**

[REDACTED]

**How do operatives interact with others on site and provide customer care**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

# Human Resources / Staff Related Issues KPI's:

- Is the security team licensed in accordance with the SIA (Security Industry Act 2001).
- Is the team punctual, and of good attendance, with unexplained absences/lateness addressed.
- Is the team presentable and appropriately dressed when working internally and externally.
- Is the staff turnover acceptable or issues relating to staff turnover addressed.
- Have all dedicated team members received training on the job, additional site specific training and continuous / refresher training (where needed) and in accordance with company procedures.

## Human Resources – Staff Related Issues - KPI'S

Are all staff displaying a valid company ID and security displaying a valid & appropriate SIA Licence

[REDACTED]

How is the operatives punctuality and attendance at work

[REDACTED]

Does the site meet the required staffing levels and promptly recruit for any vacancies

[REDACTED]

Are all operatives attending work appropriately dressed in full company uniform & PPE

[REDACTED]

Does the local management team & site Operatives provide satisfactory communication with client (can be calls, video meetings or face to face)

[REDACTED]

Are staff appropriately trained for the duties required to be complete at site

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

# Management Support KPI's:

- Does the appointed Contract Manager attend scheduled meetings, being prepared, equipped and informative.
- Does the appointed Contract Manager resolve any issues in a timely and effective manner.
- Does the Supervisory team, offer support, attend scheduled visits and the visits utilized effectively.
- Is rostering planned and effective to ensure consistent delivery of service.
- Does the Head Office Management team support the local team and the client.

## Management Support – KPI'S

**Does the Site receive adequate Operational Manager support (Operational)**

[REDACTED]

**Does the Site receive adequate Area Manager/Supervisor support (Operational)**

[REDACTED]

**Does the Group provide a consistent delivery of service**

[REDACTED]

**Does the Client receive adequate Head Office Management support (Contractually/Financial)**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

# Equipment / Signage / Documents KPI's:

- Is all used equipment in good working order.
- Are signs clean, tidy un-damaged.
- Is the site office clean and tidy, with access to all pertinent manuals up to date? Are all procedure manuals signed by all staff.
- Is rostering planned and effective to ensure consistent delivery of service.
- Does the Head Office Management team support the local team and the client.

## Equipment / Signage Documents – KPI'S

Is all equipment provided on site functioning correctly ( Hand Held's Devices, PCN Printers, PC, Laptops, Phones, Radios Etc)

[REDACTED]

Is all Car Parking, CCTV Security & cleaning signage clean and undamaged

[REDACTED]

Do Operatives maintain good housekeeping within areas they are responsible for (offices, kiosks, storage lockers, welfare areas)

[REDACTED]

Are all documents used at site controlled & kept up to date by staff/management and meet the clients requirements whilst meeting ISO 9001 - 2015

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED]

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