

## **Important Site Communication – Key Changes to SLAs for Engineering Services and to Cleaning Standards Measure**

This communication is for both PICS and PFS Employees (Engineers and Cleaners) to explain the changes from the Enterprise to Synergy contract around both Engineering SLAs and changes to Cleaning Standards measure. Please ensure that you read and cascade this information

### **When will these changes take place?**

Engineering SLAs change on **Friday 24<sup>th</sup> March 2018**. Cleaning Standards Change on **1<sup>st</sup> April 2018**.

### **Changes to Cleaning Standards Measure – Why are we doing this?**

- Moving to Industry standard audit, which takes into account positive and negative results.
- Recording where we are cleaning above standard, building usage and in between cleans.

### **Whom will it affect?**

- **Cleaners** - understanding new definitions
- **SSM's & PICS** - wherever possible completing joint cleaning audits

### **What Changes are happening?**

- Contract remains as an Output Specification
- Removal of Gold, Silver & Bronze definitions
- New definitions / scoring below

#### **Scoring:**

**5 - Excellent** - nothing, no dirt or debris

**4 - Good** - insufficient, very small amounts of dirt and debris

**3 - Minimum Standard Acceptable** - limited dirt and debris

**2 - Poor Standards** - dominant amounts of dirt and debris

**1 - Very Poor Standards** - unacceptable amounts of dirt and debris

- Audit scores are expected to fluctuate between 3 & 5 dependent on the time of audit
- Scores below 3 will create an action plan for the Cleaning team on-site
- A quarterly customer survey with the PIC will also form part of the SLAs to measure Cleaning success

### **What do you need to do to support these changes?**

- PICs are encouraged to and will be asked to join the Soft Services Managers to conduct a joint audit

If you have any questions regarding the changes to Cleaning Standards Measure please contact your local Soft Services Manager:

**Name:**

**Tel:**

## Changes to Engineering Services SLAs – why are we doing this?

- Provide a simple SLA model which aligns itself across the whole RMPFS Engineering workforce of Building Engineering Services, Fire & Security, Building Fabric Maintenance and Assets
- To increase focus and priority on the critical RMG operation and genuine business-critical/health and safety incidents
- Enhance the customer experience as SLA expectations and job definitions are clearer
- Enhanced Helpdesk triage service to focus on customer critical issues.

### Whom will it affect?

- **PICS** – who need to be aware of the new contractual SLA across ALL listed Engineering services above
- **Engineers** who are affected by the SLA changes

### What changes are happening?

- All Engineering Products move to the same contractual SLAs
- New SLAs are detailed below:

Priority	Description	Initial attendance within	Final resolution within
1	Critical call	4 hours	5 days
2	Next working weekday	24 hours	7 days
3	Within working week	7 days	14 days
4	Next site visit	21 days	14 days

- With the exception of Critical call (4 hour response) all times are calculated in working hours/days.
- The RMPFS Helpdesk will advise on expected attendance times *for all priorities of call, at the point of logging*
- Emergency incidents can be escalated on a pre-defined list of issues within the 'Critical call' category. **Emergency incidents will take precedence over all other jobs**, and will be attended to ASAP and are detailed in the table below

Event type	PFS	Non-PFS
Total power failure	Y	
Flood impacting on operations	Y	
Fire/smoke		Y
LAPC	Y	
Lift - lone mail moving	Y	
Legionella	Y	
Security breach	Y	
Total heating failure where site <16 degrees	Y	
Roof/ceiling collapse	Y	
Asbestos		Y
Fatality/serious injury		Y
Theft/threat of squatters/intrusion		Y
Bomb scare		Y
Fuel spillage		Y
White powder/anthrax		Y

**\*Non PFS job types will be managed through a 3<sup>rd</sup> party contractor but within the defined SLA.**

If you have any queries regarding the Engineering SLAs please contact your local Hard Services Area Manager:

Name:

Tel: