



	<p>3. <b>Variation of menus:</b> to included innovation to avoid waste and increase take up.</p> <p>4. <b>Stock Selection, management &amp; Control:</b> Ordering products to optimise consumption ensuring regular product replenishment, reducing wastage.</p>	<p>Monthly Review to include innovation proposal which shall include at least 1 change that caters to the Clients preferences and supports seasonal and market trends.</p> <p>Waste measures – waste target: 3%</p>
Financial Efficiency	<p>1. <b>Incremental reduction in amount of subsidy required</b></p> <p>1. <b>Monthly financial reporting:</b> Submitted to the Client prior to financial review meeting</p>	<p>‘End of Period Performance Review’. Must see a reduction in the amount of subsidy required from the Client. Cost per head to be measured</p> <p>Submitted on the 13<sup>th</sup> working day of the month. Review 10<sup>th</sup> working day, PO issued 11<sup>th</sup> working day, invoiced 12<sup>th</sup> working day.</p>
Reporting		
Customer Feedback	<p>1. <b>Promotions:</b> 2 per month to enhance customer engagement</p>	<p>Gather feedback</p>

	<p>2. <b>Weekly Menu post:</b> 1 x Week posted every Friday before 17:00</p> <p>3. <b>Use of Customer Feedback cards.</b></p>	<p>Weekly Spot Checks, reported back in EOP review.</p> <p>Overall Customer satisfaction Score target set at &gt; 3/ 5 averaged over the month.</p>
<p>Operational Efficiency</p> <p>Service Quality</p>	<p>1. <b>Attendance:</b> Correct staffing on site, replacements and sickness cover provided.</p> <p>2. <b>Training:</b></p>	<p>100% attendance on site at all times = the 100% attendance target will not be impacted as long as sickness cover can be on site within 4 hours from start of shift.</p> <p>Training plan provided in monthly financial review and all training delivered as proposed.</p>
<p>Service Quality</p> <p>Customer Feedback</p>	<p>1. Staff courteous and presentable at all times.</p>	<p>a. Service personnel always portray professional image</p> <p>b. Customer feedback = no more than 3 complaints per month</p>

Operational Efficiency	1. H&S and audits	a. Annual Health & Safety Audit results (Navitas).
Reporting		b. Monthly report to include audits undertaken, checklists with tasks completed.
Food Sourcing	1. Evidence of locally produced and sourced foodstuffs. (100%) 2. Evidence of sustainability foodstuffs. (100%)	Named local suppliers set out in the monthly report with proof of purchase.

Notes:

1. Implementation of the KPI's will be subject to a 3-month period from the Service commencement Date where the KPI's will be tested and monitored to ensure suitability for the Service and its operation.
2. The parties may agree to vary the KPI's by replacing existing KPI's with new ones and the process of monitoring them will be agreed.
3. Any new KPI's introduced or existing KPI's that are varied will be subject to a 3-month assessment period of testing and monitoring before they attract the application of Management Fee at Risk ("MFAR")
4. After a period of 3 months Service, any failures to achieve the KPI's for the agreed KPI's will be subject to MFAR in the form of a 50% reduction of the agreed

Management Fee deducted from the Management Fee of the following invoice due to be submitted to the Client.

5. If GEC restore any KPI in default to its agreed performance status during the following month after its failure, then the 50% MFAR will be restored and applied to the following invoice submitted to the Client.
6. The maximum amount of MFAR shall be 50% of the annual Management Fee.
7. MFAR will not apply if the Client is delinquent with the payment of any invoices due to be paid to GEC, which are not the subject of a bone fide invoice dispute.