



Location: _____

Service Element*	Description of Service Level	Key Performance Indicators (KPI's**) (weighting)
General		
Uniform	Uniform in accordance with company guidelines to be worn at all times	_____
Customer Care Behavior	Staff and visitors always to be handled politely Officers to be alert at all times; no use of personal radios, etc. while on duty	_____
Access control	To restrict access to premises to only those displaying a current staff, contractor or visitor badge	_____
Staffing		
Officers	Twelve officers per dayshift (M-F), 9 officers per dayshift weekends; 8 officers per swing shift all week; 8 officers midnight shift all week	_____
Supervisory visits	One visit per daytime shift; one visit per swing shift, one visit per night shift.	_____
Documentation		
Assignment instructions	Maintained current at all times	_____
Emergency procedures	Maintained current at all times	_____
Risk assessments	Maintained current at all times	_____
Patrols		
Internal patrols	To be carried out every two hours	_____
External patrols	To be carried out every four hours	_____
Key issue control	List of authorized key holders to be maintained current at all times	_____
Records of issue	All keys to be issued only to authorized personnel and to be signed for	_____
Security Incidents and Accidents		
Response to security events	All incidents to be responded to within five minutes	_____
Response to accidents	All incidents to be responded to within five minutes	_____
Reports	All accident or incident reports to be completed within 24 hours	_____
Security Systems		
Intruder detection	To activate alarm system between 1900 hours and 0700 hours M-F	_____
Access control	To monitor for attempted unauthorized access	_____
CCTV	To change videotapes at 0700 hours daily; to label and retain recorded tapes in a specified place for 30 days before recycling	_____
System defects	To report all security system defects immediately to named contact individual	_____
Control Room		
Tidiness	To be kept clean and tidy at all times	_____
Documentation	To be kept current and readily available at all times	_____
Telephones	Security phone to be answered within four rings. Calls to be answered, "Security office. How may we assist you?"	_____

*The table shows examples of service elements in a typical service level agreement (SLA) with a contract security firm. A comprehensive SLA will also include service elements in the areas of training, pre-employment screening, and communications, and for any function contract guards are expected to perform. These may include areas such as deliveries, searches, and vehicle control.

** Key performance indicators (PIs) are used to demonstrate whether the firm is meeting expectations for service and should be identified for each service element and agreed upon by the contract firm and client.