

| KPI | What would the measurement be? | Owner | Threshold/Target |
|--|--|----------------------|------------------|
| 1. Project Management <ul style="list-style-type: none"> A) Project Schedule Adherence: Percentage of project milestones completed on or before agreed deadlines. B) Response Times: Average response time to early warnings or compensation event notifications. | <ul style="list-style-type: none"> Measured against the project delivery plan set for each contract, it is a percentage of completion. The aim would be to have 100% as the target, Trivallis will use the data to review performance of the contractor at completion of works for future reference. Given the large number of Compensation Events we receive and the potential for greater use of early warnings Trivallis would be looking to have a response time to CE's and Warnings of 5 working days. | Trivallis/Contractor | 100% |
| | | | 5 working days |
| 2. Cost Control <ul style="list-style-type: none"> A) Budget Compliance: Percentage of works completed within the agreed budget. B) Change Management Efficiency: Time taken to agree on compensation events. | <ul style="list-style-type: none"> This is a measure of the response times, and we need to have greater oversight so the Contract Managers will be responsible for ensuring these are dealt with within 3 working days | Trivallis | Internal |
| | | | 3 working days |
| 3. Quality Assurance <ul style="list-style-type: none"> A) Defect-Free Work: Percentage of completed work delivered without defects during the Defects Correction Period. | <ul style="list-style-type: none"> This is effectively right first time but will be measured per contract. | Trivallis/Contractor | 90% |

| | | | |
|---|---|----------------------|---------|
| <p>4. Health and Safety</p> <ul style="list-style-type: none"> • A) Incident Rate: Number of reported accidents or near misses per week. • B) Compliance with Safety Standards: Percentage compliance with site safety audits. | <ul style="list-style-type: none"> • Reported on for H&S Forum and will enable better feedback and give assurance that we are monitoring. It also ensures that monthly site meetings taking place. This will be a number reported to H&S Forum. • Relates to completing site visits and reporting on H&S and will link to the monthly contractor reports which also require review of RAMS. | Trivallis/Contractor | Monthly |
| <p>5. Environmental Impact</p> <ul style="list-style-type: none"> • A) Waste Reduction: Percentage of construction waste diverted from landfills. • B) Carbon Emissions: Total carbon emissions measured against baseline targets. | <ul style="list-style-type: none"> • Related to large contracts. Trivallis will monitor the level of waste from each contract and feed into the decarb and sustainability reporting. A percentage figure will be applied, to be agreed with the contractor. | Trivallis/Contractor | Monthly |
| <p>6. Stakeholder Satisfaction</p> <ul style="list-style-type: none"> • A) Tenant Satisfaction Scores: Feedback ratings on the contractor's performance from the Tenants. • B) Community Impact: Number of community complaints logged | <ul style="list-style-type: none"> • Related to each individual contract rather than an overall performance measure as performance will be reviewed at completion of works. Again a percentage score that will inform future use of contractors etc. • Again this relates to a specific contract and where complaints are received linked to the | Trivallis | 80% |

| | | | |
|---|---|----------------------|------------------|
| vs. resolved within a specified time. | contract Trivallis will look to resolve in line with the timescales linked to our complaints policy. | | |
| 7. Innovation and Collaboration <ul style="list-style-type: none"> • A) Problem Resolution Time: Average time to resolve issues identified during project collaboration meetings. • B) Innovative Solutions: Number of approved innovative practices implemented during the project. | <ul style="list-style-type: none"> • This specifically relates to issues such as material issues, staffing issues, weather impact, delays etc. Contract managers to look at resolving issues within 3 days. • Resolution time should be 1 to 3 working days dependent on severity. Any longer and it should trigger an early warning. Practices being implemented if required to resolve issues. Trivallis will report on these through the Contractor Meetings and can review at completion of contract. | Trivallis/Contractor | 1-3 working days |
| 8. Social Value <ul style="list-style-type: none"> • A) Local Employment: Percentage of project workforce recruited from the local community. • B) Training and Development: Number of training hours delivered to upskill workers. | <ul style="list-style-type: none"> • This is a measure that we can use to feedback on local targets. A percentage measure will be applied but no target will be set in the first year of using the measure. • A measure to show how the contractor is developing while working on Trivallis properties. Reviewed measure on completion of works. | Trivallis/Contractor | N/A |

| | | | |
|--|---|-----------------------------|-----------------|
| <p>9. Wellbeing Impact Plan Delivery</p> <ul style="list-style-type: none"> To monitor delivery of the Wellbeing impact plan throughout the contract period. | <ul style="list-style-type: none"> To assess and monitor the contractor's performance in delivering wellbeing initiatives in accordance with the tender submission and the agreed Wellbeing Impact Delivery Plan. To Monitor delivery of the Wellbeing impact plan on an annual basis throughout the contract period. The contractor is responsible for providing evidence related to the delivery of the wellbeing impact plan, and the Trivallis Partnerships team representative will validate the information. | <p>Trivallis/Contractor</p> | <p>Annually</p> |
|--|---|-----------------------------|-----------------|