

8. QKPI Schedule **QKPI for on and Off street deployment**
 – Level of Staff turnover And Consistency of CEO Performance

Frequency and Audit method : Monthly

Reason To ensure the contractor has a consistent performing workforce with a low staff turnover.

QKPI levels applicable **Target Level Staff Retention:**
QKPI 8 - The contractor must maintain a 75% staff retention for the month compared to the previous month and as per PEC requirement.

Target Level CEO consistency:

CEOs divided into following 3 bands:

CEOs with PCN issue rates between 0-0.49 PCN per hour (Band 1)

CEOs with PCN issue rates between 0.5-1 PCN per hour (Band 2)

CEOs with PCN issue rates of over 1 PCN an hour. (Band 3)

1) No more than 10% of workforce to fall below band 2.

Source document/verification procedure **HR systems and staff supervision notes.**

Mechanism The KPI will be monitored and reported on monthly basis.