

KRA	KPI		Measured
Contractor regimes	Completion of proposed regimes	Task reporting	Monthly
Burials	Interments are completed within time and to specification	Successful interments	Monthly
Burials	Complaints	No complaints with cemetery service	Monthly
H&S reporting	Safe work practices	Provision of summary analysis of accidents	Monthly
Customer engagement	Raise profile of service	Planting days or similar community support initiative	Anually
Playability of Fields	Grounds prepared as required and cancelation managed appropriately	Fields open for play and ready as per bookings	
Spray Procedures	no more than 2 instances of failure to follow Agrichemical proceeedures.	Contractor undertakes correct procedures, correct application methodology and erects correct signage	Random audits, valid public complaints.
Customers can expect satisfaction with our public toilets	The number of justified complaints received about inadequate maintenance or poor cleaning of toilets	Number of recorded valid complaints each month	
Services provided to our community are continuously improved	The following has occurred: <b>Year 1: An Improvement plan is developed with actions</b>		
A team where the health and safety of each other and the community is a priority	No more than 3 days of Lost Time occurs annually as a result of injury or accidents in the workplace	No loss time injuries	