

Service Level Agreement for Facility Management

Agreement Date: [Insert Date]

Parties: [Company Name] ("Client") and [Service Provider Name] ("Provider")

1. Purpose

This Service Level Agreement (SLA) outlines the expectations and responsibilities of both the Client and Provider regarding Facility Management services.

2. Scope of Services

The Provider agrees to deliver the following services:

- Maintenance of building facilities
- Cleaning services
- Security services
- Waste management

3. Service Levels

The Provider commits to the following service levels:

- Response time for maintenance requests: [Insert time]
- Cleanliness standards: [Insert standards]
- Security personnel availability: [Insert hours]

4. Measurement and Reporting

Both parties will conduct quarterly reviews to assess compliance with the SLA and performance metrics.

5. Duration

This SLA will commence on [Insert Start Date] and continue until [Insert End Date].

6. Signatures

Agreed and accepted by:

Client Representative: _____ **Date:** _____

Provider Representative: _____ **Date:** _____