

Service Level Agreement (SLA)

Security & Facility Management

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This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

Background

Draft an SLA schedule for a security/FM contract — measurable service levels, measurement, penalties/credits and review — to attach to the main contract and hold delivery to standard. Fill in the targets below.

Purpose of this tool & output

Commit measurable service standards

How the output is used

Use the draft to commit measurable service standards — an SLA with metrics, penalties and review — reviewed by a lawyer.

Who receives it

The SLA is between your firm and the client; each keeps a signed copy alongside the service contract.

Fees & charges

Usually executed as a schedule to the service agreement; the metrics, penalty and review terms are the key content.

Who should vet it

A lawyer, to check the metrics, penalty and remedy clauses before signing.

Important cautions

AI-generated draft; have a lawyer review before signing.

Companion documents

- Security Services Agreement
- Facility Management Agreement
- Manpower Supply Agreement
- Security Systems AMC Agreement
- Subcontracting Agreement
- Security / FM NDA

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.

