

## **HR Shared Services - Service Level Agreement**

### **Objective of the Agreement**

The purpose of this SLA is to describe the key services we provide and the quality standards we have agreed with our stakeholders in terms of HR Shared Services delivery.

This Agreement sets out:

- The services we provide to our stakeholders – primarily operational managers, Regional Managers, Heads of, Directors, Site HR Teams, colleagues and external partners
- The overall standard which we aim to achieve in the provision of our services
- A mechanism for resolving any problems relating to the delivery of the service

### **Future reviews and amendments to this SLA**

This agreement will be reviewed on an annual basis as part of the planning and continuous improvement process. Any changes will be agreed with service users and be signed off by all parties involved.

### **Shared Services....What we are here to do....**

Our mission within the business is to deliver and maintain a high-quality transactional HR service to operational/support function managers and colleagues. We do this in a number of ways:

- Providing dedicated HR guidance and support through personal contact and technology
- By mitigating risk to the business through ensuring as a business we fulfil legislative requirements
- Managing the colleague journey
- Maintaining personnel data
- Supporting and facilitating organisational change

### **Our Stakeholders....**

- Site HR Teams
- Operational Managers across all sites
- Heads of Departments
- Directors of Departments
- All colleagues
- Suppliers
- External companies

### **Service Availability...**

Central Inbox: [HR.sharedservices@greencore.com](mailto:HR.sharedservices@greencore.com)

Central number: 01909 493333

The inbox and telephone number will be monitored Monday to Friday from 9:00am to 17:00pm

Please be aware that when team training or team meetings take place, messages will be returned as soon as possible after.

### **Our Responsibilities...**

- Process new starters and job changes
- Establish and maintain personnel files
- Provide support and guidance on OpenHr
- Monitor and record staff vetting checks: right to work, identity, references
- Policy Advice
- Payroll support and guidance
- Report writing and systems updates
- Automatic reminders to prompt necessary action

### **We will...**

- Put our customers first
- Be fair and objective with everyone
- Listen to you, and help all we can
- Do what we say we will do
- Use your feedback to help us improve the services we provide
- Treat all information we receive in the strictest confidence

### **Service Delivery...**

All members of the team will be:

- Competent and experienced in transactional HR
- Be aware of and responsive to the needs of Greencore and its departments
- Experienced in the application of policies, procedures and payroll practice
- Knowledgeable in current employment legislation
- Focussed on Greencore's objectives and decisions

Category	Subcategory	SLA	Automatic Response
<b>Onboarding</b>	New Starter - Weekly	Medium	
	New Starter - Monthly	Low	
	Onboarding Query	Critical	
	Returned Onboarding Documents	Low	Y
	PMI Application	High	
	Refer a Friend Payment	High	
<b>Probation Management</b>	Passed Probation	Low	
	Probation Review	Low	Y
	Probation Extended	Low	
<b>Colleague Personal Changes</b>	Name Change	High	Y
	Address Details Change	High	Y
	Bank Details Change	Critical	Y
	Emergency Contact Change	Medium	Y
	Telephone Detail Change	High	Y
	Change of NI	High	Y
	Email Address Change	High	Y
<b>Colleague Employment Changes</b>	Job Change	Medium	
	Manager Change	Medium	
	Shift Change	Medium	
	Hours of Work Change	Medium	
	Location Change	Medium	
	Grade/Salary Change	Medium	
	Benefit Change	Medium	
	Role Profile Change	Medium	
	Cost/Dept. Code Change	Medium	
	Secondment	Medium	
	Payment frequency change	Medium	
	FTC Extension	Medium	
	Returned Colleague Employment Change	Low	Y
Promotion	Medium		
<b>Time Away from Work</b>	Filing	Short-term	Y
	Time away from work query	Critical	
<b>Eligibility to Work</b>	ETW Queries (Query)	Critical	
	Visa expiry first reminder	Critical	
	Visa expiry second reminder	Medium term	
	Visa expiry final reminder	Medium term	
<b>Sickness</b>	Sickness/Absence filing	Short Term	Y
	Sick Pay (query)	Critical	
<b>Flexible Working</b>	Flexible Working	Medium	

<b>Family Friendly</b>	Maternity	Low	
	Paternity	High	
	Adoption	Low	
	Shared Parental Leave	Low	
	Parental Leave	Low	
<b>Colleague Relations</b>	Absence Warnings	Low	
	Filing	Short-term	Y
	Disciplinary	Low	
<b>Colleague Leavers</b>	Leaver - Voluntary	Critical	
	Leaver - Involuntary	Critical	
	Death in Service	Medium-Term	
	Leavers over 7 years	Short-term	Y
	Settlement Agreement	Critical	
	Non-starter	Critical	
	Exit Interview Form	Low	
<b>Compensation Management</b>	One-Time Payment/Recognition Award	Medium	
	Allowances (Responsibility etc..)	Medium	
<b>Benefits Management</b>	Benefits query	Critical	
	Group Pension Application	Medium	
	Pension opt out	Medium	
<b>Service Management</b>	Employment Reference	Low	
	Tenancy Reference	Critical	
	Visa reference	Critical	
	Policy Query	Medium	
	Internal - Legal Query	Medium	
	Reporting	High	
	Filing	Short-term	Y
	Personal Info Query (Query)	Critical	
	Payroll Query (Query)	Critical	
	IT Query	Critical	
	Expenses Query	Critical	
	Data Subject Access Request	Critical	
	GDPR Breach	Critical	
	OHR Record creation for IT users (Agency)	High	
Complaints	Critical		
<b>Volume Tasks</b>	Bulk filing	Short-term	Y
	Bulk Colleague Data Change	Short-term	
	Bulk Colleague Employment Change	Medium	

Key	
Critical	24 hours
High	48 hours
Medium	72 hours
Low	5 days
Short-term	10 days
Medium-term	30 days
Long-term	90 days

SLA timings are dependent upon the time in which they are sent:

- The 24 hour opening case period
- Outside the normal working hours will not be activated until the next normal working day. This includes weekend and bank/public holidays
- Paperwork sent through between 4pm and 5pm may not be processed until the next working day
- Paperwork sent through on the morning of payroll cut off may not be processed due to workload and payroll acceptance
- Cases that include more than one item may take longer than the anticipated SLA, for example: 10 new starters in one case may not be processed within the 72 hour SLA

### Performance Indicators and Targets

A number of operating standards and targets to measure service performance, customer satisfaction and outcome measures are detailed below:

#### Contact

KPI	Operating Standard	Target
Opening Hours for Visitors	9:00am – 17:00pm	100%
Calls answered within 5 rings or 15 seconds		90%
Time taken to respond/acknowledge general email enquiries	Within 24 hours	100%

#### Transactions

KPI	Operating Standard	Target
New starter acknowledged or informed of missing information	Within 24 hours	100%
Employment documentation sent, confirmation sent to Manager	Within 3 days	100%

#### Other

KPI	Operating Standard	Target
Errors attributable to service	<5%	

Customer Service Observations	n/a	Minimum 7/10 score
Customer Satisfaction – measured through regular pulse survey	n/a	90% satisfied with the service they receive
Policy Review - regular	n/a	A rolling programme of annual reviews or updates due to legislation changes

### **Complaints...**

Customer feedback is essential in monitoring service standards and identifying areas for service improvement. If you have any concern or wish to complain about the manner or method with which you feel you have been treated, please email/write to the Shared Services Manager in the first instance. The complaint will be dealt with as quickly as possible and a response will be sent within 10 working days.