

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

Central number: 01909 493333

The inbox and telephone number will be monitored Monday to Friday from 9:00am to 17:00pm Version 5 – April 2022

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	Sub-category	SLA	Standard Response
Onboarding	New Starter - Weekly	Medium	Y
	New Starter - Monthly	Low	Y
	Returned Contracts	Medium	Y
	Refer a Friend Payment	High	Y
Probation Management	Passed Probation	Medium	Y
	Probation Extended	Medium	Y
	Passed Probation incl. Salary Increase	Medium	Y
Colleague Personal Changes	Name Change	High	Y
	Personal Detail Change Query	Critical	Y
	Email Address Query	High	N
Colleague Employment Changes	Manager Change	High	Y
	Returned Letter/Contract	Medium	Y
	EVF Weekly - (No Pay Change)	Medium	Y
	EVF Weekly - (Pay Change)	Medium	Y
	EVF Monthly - (No Salary Change)	Medium	Y
	EVF Weekly - (Salary Change)	Medium	Y
	Internal EVF Weekly - New Appointment	Medium	Y
	Internal EVF Monthly - New Appointment	Medium	Y
Awaiting Signed Documents	First Chaser	Low	Y
	Final Chaser - Escalated	Low	N
Time Away from Work	Sabbatical/Career Break	Low	Y
Eligibility to Work	ETW Documents	Critical	Y
	ECS Check Reminder	Long Term	Y
	Visa expiry first reminder	Critical	Y
	Visa expiry second reminder	Medium term	Y
	Visa expiry final reminder	Medium term	Y
Family Friendly	Maternity	Low	Y
	Paternity	High	Y

	Adoption	Low	Y
	Shared Parental Leave	Low	Y
	Parental Leave	Low	Y
Colleague Leavers	Leaver - Voluntary	Critical	Y
	Leaver - Involuntary	Low	Y
	Death in Service	Medium - Term	Y
	Leavers over 7 years	Short-term	Y
	PMI Leavers	High	N
Benefits Management	Pension Change/Query	High	N
Service Management	Employment Reference	Low	Y
	Tenancy Reference	Critical	Y
	Visa reference	Critical	Y
	Internal Query	Critical	N
	External Query	Critical	N
	People XD Query	Critical	N
	People XD Reporting	High	N
	Case Filing	Short-term	Y
	External Filing	Short-term	Y
	Data Subject Access Request	Critical	Y
	GDPR Breach	Critical	Y
	People XD Record creation for IT users (Agency)	High	Y
	Volume Tasks	Bulk Colleague Data Change	Short-term
Bulk Colleague Employment Change		Medium	Y
Fleet	Reporting	Critical	N
	Hire Vehicle	Medium	N
	Company Car Query	Critical	N
	Cash Allowance Query	Critical	N
	New Fleet Vehicle	High	N
	Leavers	Medium	N
	Finance Query	Medium	N

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.