

Service Level Agreement

Service Provider: Ecclesiastical Risk Services Limited (ERS)
Service Owner: Ecclesiastical Insurance Group
Customer: Third-parties, policyholders and non-policyholders

Description of Service

ERS provides risk management advice to its Customers.

Description of Service Level Agreement

The ERS Service Level Agreement (SLA) outlines Customer service expectations and defines response timescales. All service levels are subject to alteration on agreement with the Customer.

Note: All responses in relation to timescales are based on working days so exclude weekends and Public Holidays. Responses in relation to timescales will be recorded and if the standard is not met, the reasons for this will be established and recorded.

Availability

The service is available during normal business hours between 0900 and 1700, Monday to Friday (except Public Holidays). Service provision may be available outside these hours via prior agreement with relevant ERS staff.

Service Aspects

1 Response to Customer Enquiry

- Immediate response to telephone call.
- For messages and emails left, (telephone 'voicemail' and email 'out-of-office assistant' will be used when appropriate) – response within **24 hours**.
- Request for quotation – send within **3 working days**.
- Follow-up of sent quotation – within **5 working days**.

2 Acceptance of Quotation / Service

- Written formal agreement will be sought from the Customer confirming service and quotation details.
- A Health and Safety Consultant will be allocated and supplied with agreed service details – within **2 working days**.
- Allocated Health and Safety Consultant will contact the Customer to agree service provision and time scales for initial delivery arrangements – within **3 working days**.

3 Service Provision

- Start dates to be agreed with the Customer.
- Following site visit, any resulting audit report (or similarly comprehensive report) dispatched to the Customer – within **15 working days**.
- Other reports and follow-up letters – dispatched within **10 working days**.

4 Publications and Advice Manuals

- Advice Manual (CD-ROM or hardcopy) will be supplied, following the initial Customer visit - within **15 working days**.
- At the service anniversary, Customers renewing a service agreement will receive the latest version of the Advice Manual on CD-ROM – within **15 working days of renewal**.
- Legislative updates and newsletters – **quarterly by email**.

5 Telephone Advice Line

- Email / telephone messages left – response within **1 working day**.
- Queries resulting from the above requiring more detail and/or significant research – follow-up within **3 working days** or as agreed specifically with the Customer.

6 Follow-up with Customer

- Following the issue of a report to the Customer, contact will be made in order to confirm receipt and discuss content - within **10 working days**.
- All Customers – **quarterly and on service anniversary**.

7 Invoicing and Customer Feedback

- Customers to be invoiced with delivery of reports or as agreed with Health and Safety Consultants' specific instruction.
- Customer feedback forms sent out monthly following service provision.

8 Administration

- Customer files and records to be kept up-to-date – **weekly**.
- All remote users will back-up laptops – **weekly**.