

## **SERVICE LEVEL AGREEMENT HR Service to Third Sector Organisations**

This Service Level Agreement is subject to and incorporates GCVS's Terms and Conditions of Supply of Services to Third Sector Organisations (available at <https://www.gcv.org.uk/pricing-guide/>) (the "**Conditions**") and to the exclusion of any terms and conditions (express or implied by statute or otherwise) that the Customer may seek to introduce or rely upon. Please read our Conditions for further information on the terms that apply to our HR Service. Our Charges are subject to increase in accordance with our Conditions.

### **A. Subscription to HR Service**

#### **Scope of HR Service within Subscription:**

The HR Subscription Service includes:

1. Access to information, advice and support on all aspects of the employment relationship.

Customers have access to unlimited HR advice and support from GCVS by way of telephone, email or video call.

GCVS's HR Service team is available Monday to Friday from 9am to 5pm, excluding Bank Holidays.

Tel: 0141 354 6515

Email: [peopleservices@gcv.org.uk](mailto:peopleservices@gcv.org.uk)

2. Access to template documents, policies and letters on HR related matters via a secure portal.
3. Access to the following available discounts:
  - 50% discount on Payroll Service set up charges
  - 33% discount on HR scheduled training session
  - 25% discount on first booking at the Albany Centre
  - 10% discount on HR consultancy (job evaluations, staff surveys, policy review etc)
  - 10% discount when you also subscribe to the Health & Safety Service
  - 10% discount on Recruitment Service packages
4. Access to preferential rates for:
  - Occupational Health Services from our preferred provider
  - Counselling Services from our preferred provider
  - Employment Solicitor Services from our preferred provider
5. Ability to attend free quarterly HR Forums to receive relevant updates and to discuss key topics.
6. Access to a monthly newsletter with updates on HR, Health & Safety, Recruitment & Wellbeing matters.
7. Update emails advising of changes to law and best practice in relation to HR matters.

#### **Subscription Charges and Payment Terms:**

If the Customer is a member of GCVS who benefits from Membership Plus, the terms and conditions of the Membership Plus shall apply to the calculation of charges and to the payment terms. If the Customer is not a member of GCVS Membership Plus, the following shall apply:

#### **Subscription Charges:**

Unless otherwise expressly agreed in writing, our Subscription Charges are calculated on the basis of the number of staff within the Customer's organisation.

The following rates are applicable for the first financial year of the subscription (1 April 2023 to 31 March 2024):

- 1 to 5 staff = £115 + VAT per quarter
- 6 to 10 staff = £175 + VAT per quarter
- 11 to 20 staff = £249 + VAT per quarter
- 21 to 30 staff = £275 + VAT per quarter
- 31 to 40 staff = £315 + VAT per quarter
- 41 to 50 staff = £349 + VAT per quarter
- 51+ staff = £349 + £5 per additional employee + VAT per quarter

Any increase or other significant changes to staff numbers throughout the Contract term must be notified to GCVS immediately by the Customer and GCVS shall be permitted, at discretion, and without prejudice to its other rights, to increase the Subscription Charges to account for the increased staff numbers.

#### **Payment Terms:**

Our Charges are payable in advance by Direct Debit and payment will be taken quarterly.

#### **Commencement Date and Duration of HR Subscription Service**

If the Customer is a member of GCVS who benefits from Membership Plus, the terms and conditions of the Membership Plus shall apply to commencement date and duration of the HR Subscription Service. If the Customer is not a member of GCVS Membership Plus, the following shall apply:

#### **Commencement Date:**

The first day of the next financial quarter after the subscription is agreed, unless otherwise agreed between the parties.

#### **Initial term and renewal of the HR Subscription Service:**

Please see Part 3 of the Conditions.

### **B. Consultancy HR Service**

#### **Scope of Consultancy HR Service:**

If the Customer would like any assistance with bespoke projects or advice, the Customer can request this under our Consultancy HR Service. For example, we can offer Consultancy HR Service in relation to the following:

- Recruitment support
- Disciplinary/grievance investigations
- Staff handbook and policy review
- Restructure/redundancy
- Job evaluations
- Staff/service users satisfaction surveys
- Settlement Agreement
- Access to an independent hearing panel for matters such as disciplinaries and grievances.

For more information, please request a copy of our People & Safety Services brochure.

#### **Consultancy Charges and Payment Terms:**

#### **Consultancy Charges:**

Unless otherwise expressly agreed by us in writing, subject to the Conditions, the Charges for our HR Consultancy Service will be calculated on a time and materials basis in accordance the following rates (applicable for 1 April 2023 to 31 March 2024 only):

- £65 + VAT per hour
- £200 + VAT for half day (up to 3.5 hours)
- £400 + VAT for full day (up to 7 hours)

For HR Consultancy Services, we may provide written quotes or proposals from time to time with estimates of the hours required for scoped HR Consultancy Services and/or with estimated total costs.

**Payment Terms:**

Our Charges for HR Consultancy Services are payable in advance (unless otherwise expressly agreed by us in writing) by Direct Debit and payment will be taken quarterly. In the event that the Customer does not have a Direct Debit set-up with us, the Customer shall pay each invoice submitted to it by GCVS for HR Consultancy Service within 30 days of receipt.

**C. Customer obligations:**

- The Customer warrants and represents that it has given GCVS accurate details of the number of paid staff within its organisation and it shall immediately inform GCVS if this number increases.
- The Customer shall actively seek support regarding employment matters with a member of the HR Service team.
- The Customer shall comply with the Conditions.

**D. Data Processing Details:**

<b>Subject matter of processing by GCVS</b>	To allow GCVS to provide the HR Service to and on behalf of the Customer.
<b>Nature of processing by GCVS</b>	All processing required to provide the HR Service to and on behalf of the Customer, including without limitation, processing related to: <ul style="list-style-type: none"> <li>(a) Employee contracts and worker agreements</li> <li>(b) Disciplinary/grievance issues</li> <li>(c) Performance management</li> <li>(d) Absence management</li> <li>(e) Health and disability issues</li> <li>(f) Recruitment</li> <li>(g) Dismissal</li> </ul>
<b>Purpose of processing by GCVS</b>	To allow GCVS to provide the HR Service to and on behalf of the Customer.
<b>Duration of processing</b>	For the term of the Contract and for a further period of up to one (1) year to comply with legal obligations regarding record keeping.
<b>Types of personal data</b>	HR related information, including without limitation some special categories of personal data as related to health.
<b>Categories of data subject</b>	Employees and all other personnel of the Customer (including without limitation, workers, contractors, agency workers, etc).

Please see clause 9 of the Conditions for further information on data processing.