

HEALTH AND SAFETY SERVICE LEVEL AGREEMENT

OBJECTIVE OF THE AGREEMENT

The purpose of this Service Level Agreement is to identify clearly the chargeable services in relation to Health and Safety offered by Seguro Management Ltd and cost of those services.

This Agreement sets out

- the Health & Safety Services to be provided to the Client “Installation and Gas Maintenance”
- the overall standard to which the services are to be provided
- for certain key services, performance targets
- the way in which services will be charged and billed

CHANGES TO THE SERVICE LEVEL AGREEMENT

This agreement shall be reviewed annually by Seguro Management Ltd and the Client “Installation and Gas Maintenance”.

PARTIES TO THE AGREEMENT

This Service Level Agreement is between Seguro Management Ltd and Installation and Gas Maintenance.

OBJECTIVES OF THE SERVICE

Seguro Management Ltd aims to:

- Provide reliable, responsive and practical Health & Safety support to Installation and Gas Maintenance.

SERVICE SPECIFICATIONS

1. Advice on health and safety of all aspects relating to their business
2. Advice on health and safety of Employees
3. Advice following any monitoring/visits and audits
4. Advice on action to be taken following incidents/accidents
5. Advice in support of published guidance
6. 24 hour emergency response is provided

SERVICE LEVELS

- An immediate verbal response will usually be available over the telephone during office hours which are currently Monday - Friday 8.45am to 5.00pm otherwise normally within two working days.
- 24-hour emergency cover will be provided for issues needing an immediate verbal response i.e. where advice is sought following a death, specified injury or Dangerous Occurrence as defined under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.
- Where a response is required in writing or a site visit is necessary, this will normally be made within 10 working days.

Seguro Management Ltd will use their best endeavours to provide Installation and Gas Maintenance with accurate and timely advice and support. However when demand exceeds the capacity of the service, the Safety Adviser will prioritise levels of urgency for the benefit of the service as a whole.

CHARGES

For details of current charges for this service please refer to the proposal document as appropriate.

BILLING AND PAYMENT ARRANGEMENTS

Any charges will be invoiced and paid within 30 days.

DURATION OF THE AGREEMENT

12 months commencing 23rd November 2016 and terminating 22nd November 2017. However, Installation and Gas Maintenance can terminate the agreement by giving notice 3 months.

DISPUTES RESOLUTION

If the Client "Installation and Gas Maintenance" is dissatisfied with the outcome of any aspect of the service, they should notify the Head Office. The Head Office will discuss the matter in question with a view to agreeing whether any remedial measures are required either in relation to the particular matter and/or the relevant area of work in general. If agreement is reached and any remedial steps are required they should be recorded in a letter sent to the Client.

CLIENT RESPONSIBILITIES

All clients "Installation and Gas Maintenance" are responsible for complying with legislation and their Health and Safety at Work Policy and must comply with any direction from Seguro Management Ltd.

Responsibilities include access, and provision of information to assist monitoring visits, reporting accidents, adoption of recommended policies, compliance with procedures.

Where no proper action has been taken following a recommendation, and further advice and support is required, a charge may be made.

AVAILABILITY OF HEALTH & SAFETY SERVICES

The hours of opening of the Seguro Management Ltd are 8.45 am to 5.00 pm Monday to Friday. There is a 24-hour emergency cover service available.

CONTACT OFFICERS

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Out of Hours Service
(for emergency use only)

Tel: 0151 363 7188
Mob: 07749 478282

AGREEMENT:

Signed by and on behalf of the Client:

Signature:

Dated: 23rd November 2016

Signed by and on behalf of the
Service provider:

Signature: 

Dated: 23rd November 2016