

## Purpose

This Service Level Agreement, (SLA), document defines the agreed Fusion Occupational Health, (“Fusion”), service levels that shall apply for the different services delivered by Fusion. This is measured for each service in terms of the appropriate target delivery/response metric measurements for each specific service and the committed service level performance tolerance against contractual agreements.

The SLA column confirms the average service level target that Fusion shall strive to meet against service requests for each service.

Description of Service	Key Performance Indicator	Metric	SLA
<b>New Starter Online Assessment</b>			
Electronic – New Starter assessment triage outcome result or follow up required notification to HR	Response shall be provided within 24 hours (1 working day) from receipt of work health assessment questionnaire	24-Hrs	90%
Paper – New Starter assessment triage outcome result or follow up required notification to HR	48 hours (2 working days) from receipt of properly completed work health assessment questionnaire	48-Hrs	90%
OHA Teleconsultation for additional information (1 <sup>st</sup> appointment offered)	5 working days of triage outcome	5-Days	90%
OHP Face to face follow up appointment (1 <sup>st</sup> appointment offered) and resulting report to management	10 working days of receipt of the properly completed work health assessment questionnaire	10-Days	90%
<b>Management Referrals Tolerance</b>			
Receipt of Management referral for remote case management (on-line)	Referral picked up within 1 working day of receipt by administration.	1-Day	90%
	Attempt to contact the referred employee concerned within 48 hours of receipt of referral. Email sent to HR (& manager) informing them of the outcome.	48-Hrs	90%
Receipt of Management referral for remote case management (off-line)	Referral picked up within 2 working days of receipt by administration.	2-Days	90%
	Attempt to contact the referred employee concerned within 48 hours of receipt of referral. Email sent to HR (& manager) informing them of the outcome.	48-Hrs	90%
	Appointment offered for a telephone consultation with an OHA within 5 days of the initial contact with the referred employee	5-Days	90%
	Report to be provided within 48 hours (2 working days) of consultation (dependent on consent received)	48-Hrs	90%
Receipt of management referral OHA Consultation	F2F appointment to be provided with OHA within 10 working days of receipt by the OH service of properly completed medical referral form requesting a medical assessment.	10-Days	90%
Receipt of management referral OHP consultation.	Appointment to be offered with OHP within 12 working days of receipt by the OH service of properly completed medical referral form requesting a medical assessment.	12-Days	90%
	Referring manager to be advised of appointment date and time within 5 working days of receipt of medical referral form.	5-Days	90%
	Written report to referring manager to be provided within 10 working days of consultation providing employee consent is given..	10-Days	90%
	Where an employee requests to see the report prior to it being sent to referring manager the reports can be provided within 15 working days providing employee consent is given	15-Days	90%

Description of Service	Key Performance Indicator	Metric	SLA
Request for GP/ Consultant/ Specialist report	Written request for report to be sent out by Fusion within 24 hours of receipt of completed consent form from employee	24-Hrs	90%
	Referring manager to be advised of request for GP/ Consultant/ Specialist report within 48 hours (2 working days) of receipt of completed consent form from employee	48-Hrs	90%
	Referring manager to be kept informed of progress and chasing action in line with agreed GP tracker process via Portal Comments	Within agreed timeline	90%
<b>Health surveillance Tolerance</b>			
Employees identified by Health Surveillance	To be scheduled within 2 weeks (10 working days) of request for consultation from referring manager/health and safety manager/HR	2-Weeks	90%
	OH provider to maintain a database of employees seen and their recall dates in recommendations from previous consultation.	N/A	100%
	OH provider to advise Employer of recall lists prior to anniversary of last check based upon risk i.e. 6 months/annual/biannual. Appointment to be offered within 10 days of recommended recall date.	10-Days	90%
	Relevant reports to be provide to HR/ Line Manager/ Health and safety manager on outcome of health surveillance activities within 10 working days of screening, provided consent has been given.	10-Days	90%
	Workstation assessments to be offered within 10 days of receipt of request for relevant service unit or HR manager.	10-Days	90%
<b>Service standards – General Tolerance</b>			
Advice and support managers	Available between 10:00 – 12:00 Monday to Friday	Within allotted Hours	90%
	Answer service queries to be responded to on next working day	24-Hrs	90%
<b>Quality Tolerance</b>			
GDPR	The security of information held on each employee must be secure to accreditation ISO 9001/ISO 27001. No information can be sent to any third- party organisation unless affiliation has been stipulated in the contract.	N/A	100%
OH reports model industry best practice	Each section to be completed and robust in its recommendations providing clear, meaningful, actionable advice. Measured by Fusion audits and client feedback.	N/A	90%
Quality of reports	Accuracy on all communication and reports to be measured by Fusion audits and client feedback.	N/A	90%
OHA/ OHP answers questions from HR/ LM on referral	Questions answered in full, measured by Fusion audits and client feedback.	N/A	90%
Response to complaints/ service issues	Acknowledgement email within 24 hours	24-Hrs	90%
	Follow up within 5 working days	5-Days	90%
	All complaints concluded within 20 working days, (where reasonably practicable).	20-Days	90%
Provision of quarterly management reports	Within 14 working days of period end	14-days	90%
	Offer of Monthly review meeting dedicated OH team and client representative.	Monthly	100%

Description of Service	Key Performance Indicator	Metric	SLA
	Offer Quarterly review meeting between account manager and client contract manager	Quarterly	100%
	Offer OH trends identified quarterly and comparisons to industry norms highlighted within recommended actions.	Quarterly	100%
<b>Client Management Tolerance</b>			
Issues that potentially could impact the above service levels are raised with client.	Issues raised within 48 hours.	48-Hrs	90%
Remedy action plans proposed and agreed with client	Action plans <i>where possible</i> to offer a range of workable solutions	Within 1-Week	90%
Requests for meetings	Fusion & client work in partnership to reasonably accommodate requests for face-to-face meetings to discuss service issues. In urgent cases where diaries prevent face to face meetings taking place within one week of a request both parties agree to a mutually times conference call within 5 working days of a request from either party.	1-Week	90%
<b>Financial Management Tolerance</b>			
Invoicing	Accurate invoices in a pre-agreed format to be sent by provider to named contact within 3 days of month end.	3-Days	90%
	Valid invoices to be paid by client within 30 days of receipt of invoice	30-Days	90%
	Invoice queries to be raised by the client in writing within 14 days of receipt of invoice.	14-Days	90%
<b>Specific client responsibilities Tolerance</b>			
Referral quality	Referral forms to be completed in full and legible	Mandatory	100%
Concerns/ complaints regarding management reports	To be advised to OH provider contract manager within 3 working days of receipt of report.	3-Days	90%
General concerns regarding delivery	To be advised to OH provider contract manager within 3 days	3-Days	90%