



Service Level Agreement (SLA)

Occupational Health Services

1. Purpose

This SLA sets out clear standards for the provision of Occupational Health Services, ensuring timely and consistent support for management referrals and pre-employment health screening. This SLA outlines the parameters of all services covered, as understood by all parties and are accepted in accordance with HR Connect General Terms of Sale (which can be found at www.hrconnect.org.uk).

2. Scope of Services

- Pre-employment Health Screening and outcome reports
- Management Referrals - Occupational Health Advisor (OHA) assessments and reports
- Management Referrals - Occupational Health Physician (OHP) assessments and reports
- FAST TRACK Management Referrals and reports
- OH case conference meeting support
- Occupational Health Department core operating hours and response times

3. Service Standards

Pre-employment Health Screening and Reports	
Measure	SLA
Pre-employment health questionnaire assessed and outcome report	24hrs
(If required) Telephone and additional information assessment and outcome report	5 days (assessment) 2 days (report)
(If required) Full OH assessment with an OH Physician and outcome report	10 days (assessment) 2 days (report)

Management Referrals	
Measure	SLA
OH Advisor assessment appointment	10 days
OH Physician assessment appointment	10 days
OH report provided to referring manager – subject to employee consent	2 days

FAST TRACK Management Referrals	
Measure	SLA
OH Advisor assessment appointment	5 days
OH Physician assessment appointment	5 days
OH report provided to referring manager – subject to employee consent	2 days

OH Case Conference	
Measure	SLA
OH Advisor or OH Physician case conference meeting	10 days

OH Department Core Operating Hours and Response Time	
Measure	SLA
OH Department Telephone Line	08:30 – 17:00 Monday – Friday (excl Bank Holidays)
Email and Telephone Enquiry response	2 days

4. Customer Responsibilities

- Submit completed referral forms with all relevant supporting documents
- Ensure employee attends scheduled appointments – DNA and cancellations may be subject to charges
- Notify the service of any changes or cancellations promptly
- Review, discuss and implement with the employee any suitable recommendations as appropriate.

5. Provider Responsibilities

- Deliver services within the SLA standards above
- Provide qualified OH professionals for all assessments
- Ensure secure handling of personal data in line with GDPR
- Provide clear communication channels for queries and feedback

6. Performance Monitoring

- Internal performance monitoring against SLA targets

7. Feedback and Complaints

- Acknowledge feedback within 5 working days • Resolve issues within 20 working days (or update customer with progress)

8. Review and Updates

This SLA will be reviewed annually or sooner if service needs change. Updates will be communicated to all stakeholders with a minimum of 30 days notice.