

Service Level Agreement (SLA)

1. Purpose

This Service Level Agreement (SLA) defines the service standards, response times, responsibilities and commitments between AA Compliance Compass Ltd ("the Consultant") and its clients ("the Client").

The purpose of this agreement is to ensure a clear understanding of the level of service that clients can expect whilst enabling AA Compliance Compass Ltd to deliver professional, responsive and high-quality consultancy.

2. Services Covered

This SLA applies to consultancy services including but not limited to:

- ISO 9001 Quality Management Systems
- ISO 14001 Environmental Management Systems
- ISO 45001 Occupational Health & Safety Management Systems
- Internal Compliance Auditing
- Gap Analysis
- Management System Development
- Compliance Reviews
- Constructionline Support
- SSIP Support
- Achilles Accreditation Support
- FORS Accreditation Support
- Policy and Procedure Development
- Management Reviews
- Training and Awareness Sessions
- Ongoing Retained Consultancy Services
- Bookkeeping
- HR Support

3. Service Hours

Normal operating hours are:

Monday – Friday

09:00 – 17:00

Excluding Bank Holidays.

Support outside these hours may be provided by prior agreement and may incur additional charges.

4. Contact Methods

Clients may contact AA Compliance Compass by:

- Email – anne.ashman@compliance-compass.co.uk
- Telephone - 07889890234
- Microsoft Teams
- Scheduled Video Meetings
- Website – www.compliance-compass.co.uk

The preferred communication method is email for maintaining an auditable record.

5. Response Times

Priority	Example	Initial Response
Critical	Certification audit imminent, major compliance issue	Within 4 working hours
High	Client unable to progress implementation	Within 1 working day
Medium	General consultancy support	Within 2 working days
Low	General enquiries, document requests	Within 3 working days

These response times relate to acknowledgement and initial advice, not necessarily full completion.

6. Document Review Times

Service	Target Completion
Policy Review	3–5 working days
Procedure Review	5 working days
Manual Review	5–10 working days
Internal Audit Report	Within 5 working days of audit
Gap Analysis Report	Within 5 working days
Management Review Report	Within 5 working days
Risk Assessment Review	3 working days

Where larger projects are involved, mutually agreed timescales will be established.

7. Consultancy Delivery

AA Compliance Compass Ltd will:

- Deliver consultancy professionally and impartially.
 - Provide practical advice aligned with recognised standards.
 - Maintain confidentiality.
 - Keep clients informed of progress.
 - Deliver work to agreed milestones.
 - Recommend improvements where appropriate.
 - Notify clients promptly of any expected delays.
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8. Client Responsibilities

The Client agrees to:

- Provide accurate information.
- Supply requested documentation promptly.

- Nominate an authorised point of contact.
- Attend scheduled meetings.
- Review documentation within agreed timescales.
- Make key personnel available where required.
- Pay invoices in accordance with agreed payment terms.

Failure to provide requested information may impact delivery times.

9. Project Timescales

Project completion depends upon:

- Client availability
- Speed of document approvals
- Availability of required evidence
- Certification body timescales
- Third-party approvals

AA Compliance Compass Ltd cannot be held responsible for delays outside its control.

10. Confidentiality

All client information shall remain confidential unless:

- Disclosure is required by law.
- The Client provides written consent.
- Required during certification assessments with the Client's approval.

Information will be handled in accordance with UK GDPR requirements.

11. Quality Commitment

AA Compliance Compass Ltd is committed to:

- Delivering consultancy to recognised industry standards.
- Continually improving its services.

- Maintaining professional competence.
 - Providing honest, practical advice.
 - Acting ethically and independently.
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12. Service Performance Targets

AA Compliance Compass Ltd aims to achieve:

- 95% of enquiries acknowledged within SLA.
 - 95% of reports delivered within agreed timescales.
 - 99% client satisfaction.
 - 100% confidentiality of client information.
 - Continuous improvement through client feedback.
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13. Escalation Procedure

If a client believes service levels have not been met:

Stage 1

Raise the issue with the assigned consultant.

Target response:

Within one working day.

Stage 2

If unresolved, escalate to:

Managing Director

AA Compliance Compass Ltd

Target response:

Within three working days.

14. Exclusions

This SLA does not include:

- Certification Body decisions.

- Legal advice.
- Financial advice.
- Employment law advice.
- Emergency incident response unless specifically contracted.
- Work outside the agreed scope.

Additional work will be quoted separately.

15. Changes to Scope

Where additional work is requested beyond the original quotation, AA Compliance Compass Ltd reserves the right to:

- Issue a revised quotation.
- Amend project timescales.
- Update delivery milestones.

No additional work will commence without client approval.

16. Force Majeure

AA Compliance Compass Ltd shall not be liable for delays caused by events beyond its reasonable control, including but not limited to:

- Severe weather
 - Power failure
 - Internet outages
 - Government restrictions
 - Industrial action
 - Illness
 - Natural disasters
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17. Review

This Service Level Agreement shall be reviewed annually or following significant changes to services.

18. Acceptance

By instructing AA Compliance Compass Ltd to undertake consultancy services, the Client acknowledges acceptance of this Service Level Agreement unless alternative contractual terms have been agreed in writing.

Approved by:

Anne Ashman
Managing Director
AA Compliance Compass Ltd

Review Date: One year from the approval date.

Approved by



Anne Ashman
AA Compliance Compass Ltd

Approved by: Anne Ashman, Managing Director

Review Date: Annually

Review Date: 21.7.26

Version: 1.0

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