



supporting  
social  
employers

# Service Level Agreement

## Associate Membership

### EVH promise to:

- provide access to our expert staff team and resources giving prompt and practical advice on all aspect of the employment relationship via email, phone, or by in-person/virtual meetings.\*
- with our Health and Safety partner, maintain access to an extensive Health & Safety service, including: helpline, control manuals, updates, audits, employee handbook, information notes and generic risk assessment
- give dedicated advice and support on all aspects of employee relations to senior managers, managers and governing body members\*
- give on-site support and advice to governing body members in handling staffing matters\*
- offer exclusive access to the member only area of the EVH website providing a user friendly comprehensive suite of resources that includes model policies, procedures and template documents
- send you copies of all new EVH publications such as topical A-Z employer guides and the traditional EVH calendar and diary
- always maintain appropriate levels of confidentiality, and the highest ethical standards in providing all services in line with our Charter
- Keep in touch with you, providing regular information and updates on relevant hot topics and EVH business
- support your governing body representatives with a quarterly "Members Information Exchange" session, to network, learn and share ideas

EVH will also maintain a suite of optional additional services that you may need from time to time as an employer; all provided at vastly reduced preferential member rates:

- EVH Recruitment Services including consultancy, advertising, and temporary candidates
- HR consultancy services ranging from job evaluations to management development programmes and any bespoke requirements your organisation may have
- EVH tailored training, events and conferences including the flagship Annual Conference
- Member only Room Hire service.
- A register of experienced and vetted senior managers for specific projects.

### In return your organisation agrees to:

- pay the annual subscription
- communicate with us on relevant matters
- participate in EVH consultations, whether meetings, events, ballots or publications in order to ensure that EVH has sufficient member feedback for services and collective bargaining
- give no less than twelve months notice of your intention to leave EVH

\* Limited to 30 hours per single case

EVH advisors will provide information regarding the employment obligation incumbent on a member organisation and the options available to a member in any situation but will not make recommendations as to what course of action should be followed. Our advisors are experienced and very able in their field but they are not qualified solicitors. For the purpose of any data regarding staff members, governing body members and others that is disclosed to us, EVH is a Data Processor and each respective member remains a Data Controller.