



supporting
social
employers

Service Level Agreement

Full Membership

EVH promise to:

- keep your organisation informed and help you to participate in our discussions on collective bargaining on (a) Wages/Salaries (b) Conditions of Service and issues relating to this
- maintain an external appeal mechanism on discipline and grievance to fulfil your commitments in your procedures
- provide access to our staff, library and network giving prompt and practical advice on all relevant employment issues
- offer the opportunity to have “in person” support for difficult or complex issues*
- apply discounted rates for using EVH Recruitment Services
- grant preferential rates for access to EVH training & events and Annual Conference
- offer full access to members only area of EVH website for online resources, publications, toolkits, surveys and services for good governance
- maintain our extensive Health & Safety services including helpline, control manuals, updates and biannual audits, employee guide, information notes and generic risk assessment in partnership with ACS Physical Risk Control
- grant a 20% discount for EVH Room Hire
- provide access to a range of “extras” at low member only costs including 360° appraisal surveys, employee engagement surveys and master classes
- send you a minimum of five copies of each new EVH publication and 15 diaries/ calendars

- offer “in person” disputes resolution service for informal issues, such as, breakdown in working relationships and also informal industrial relations issues*
- provide staff as independent advisers to committee and senior staff, in handling disciplinary and grievance matters*
- enable access to unrivalled experience of managing change from appointment of consultants through to consultation with staff and their representatives, and implementation of proposals
- distribute regular information notes on important topics and Monthly Report for governing body members
- always maintain confidentiality, and the highest ethical standards in providing all services in line with our attached Charter

In return your organisation agrees to:

- pay the relevant annual subscription
- communicate with us on relevant issues
- participate in EVH consultations, whether meetings, events, ballots or publications in order to ensure that EVH has sufficient feedback and input to EVH services and collective bargaining
- uphold EVH agreements, and abide by JNC decisions on individual grievances and discipline
- recognise the trade union
- 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.