

# Co-Managed Service Level Deliverables

August 2022

Version: 1.0

## Introduction

This document details the PSSG Co-managed payroll service, referred throughout the document as 'The Supplier' provided to the Customer who has signed the appropriate Agreement. This document has been classified as "internal confidential" and the Customer is not to share this document outside of their organisation.

From time-to-time The Supplier may need to make changes to the delivery of its services, its infrastructure, software and its deliverables and such changes shall automatically be deemed accepted through the relevant revisions to the Service Level Deliverables (SLD).

This document is intended to be read in conjunction with the service description, which will detail responsibilities in more detail.

The document is intended to provide a more detailed description of the service responsibilities of both The Supplier and the Customer than is included in the Agreement, but in the event of any conflict the Agreement will prevail.

# Definitions

Certain key words within this document have the meaning set out below: -

- **Agreement:** means the Agreement issued to the Customer.
- **Agreed Formats:** means The Suppliers cloud data entry wizards, The Suppliers standard import formats, tested HR interface files.
- **Attachments of Earnings:** means any statutory deduction from salary at co-managed awarded by the courts.
- **BACS:** means Bankers' Automated Clearing Service.
- **Change Control Notice:** means the agreed change control document on which any change to the service must be described and which is subject to the Agreement Variation Procedures described in the Agreement.
- **Cloud:** A Portal for the agreed formats for the provision of payroll data, publishing outputs/reports and message exchanges with the Customer.
- **Customer Procedures Manual:** means a document maintained by the Customer, to define the Customers procedures relating to the administration of the payroll.
- **Implementation Phase:** means the project undertaken jointly between The Supplier and the Customer to set up the payroll(s) and establish the payroll service. The Customer will be required to formally sign off the Implementation Phase as complete prior to the first "live" run.
- **KPIs:** means Key Performance Indicators are the agreed measurements of the service provided by Cintra and are defined in Schedule 2.
- **OSS:** means Outsourced Services.
- **Payroll Header:** means the document produced by The Supplier to define the processes and procedures to be followed in administering the payroll service for the Customer and to which the Customer will have given its agreement prior to commencement of the live service.
- **Processing Schedule:** means the agreed timetable, which outlines the schedule for the preparation and delivery of pay data from the Customer to The Supplier and the processing and return of payroll results from The Supplier to the Customer. This is detailed in Schedule 2 section 5 of the SLD.
- **Public Holidays:** means Bank and Public Holidays applying to the UK as a whole.
- **RTI:** means Real Time Information. The method established by the HMRC for electronic transfer of PAYE data with third parties such as The Supplier.
- **Service Levels:** means the Critical Service Levels are defined in Schedule 2 as the point at which The Supplier will escalate service management to senior management level.
- **Service Review Meetings:** means regular meetings between The Supplier and the Customer to review the service.
- **SMP/SAP/SPP/ShPL:** means Statutory Maternity Pay/Statutory Adoption Pay/Statutory Paternity Pay/Shared Parental Leave.
- **SSP:** means Statutory Sick Pay.
- **Standard Payroll Reports:** means those reports from the standard payroll process which are agreed to form part of the standard output and defined as such in the Payroll Header.
- **Statutory Bodies:** means the statutory bodies with which The Supplier would expect to liaise on behalf of the Customer in performing the routine administration of the payroll. These are HMRC, H M Collector of Taxes, The Inland Revenue National Insurance Contributions Office, Courts, and the Local Customer Child Support Agency.
- **Student Loans:** means Student Loans as defined in current UK legislation.
- **The Cintra IQ™ System:** means the payroll system provided and supported by The Supplier for the use in preparing and accessing data required for paying employees of the Customer.
- **The Supplier:** means PSSG, who are responsible for providing the payroll service to the Customer.

# General Service Responsibilities

## 1. Service Overview

- 1.1. The Supplier will provide the Customer with a co-managed payroll service and shall perform the tasks outlined below, and in accordance with the Agreement.
- 1.2. The Supplier's payroll processing service consists of one gross to net payroll run per pay period once the payroll submit has been completed in accordance with the processing schedule, requirements for payroll re-runs and additional runs are detailed later in this document.
- 1.3. With the assistance of the Customer, The Supplier shall develop a Payroll Header Document, which will incorporate the Business Rules applicable to the administration of pay for the Customers' employees. The Customer shall authorise the Payroll Header Document as an accurate assessment of the requirements of the payroll and The Supplier shall thereafter adhere to these procedures. Once authorised, changes to the Payroll Header Document will be subject to change control.
- 1.4. It is the Customers' responsibility to ensure that all data is delivered by submitting payroll inputs in The Suppliers agreed formats of: -
  - The Suppliers cloud data entry wizards
  - The Suppliers standard import formats
  - Tested HR interface filesThe agreed formats shall be submitted via the Cloud portal in accordance with the Processing Schedule detailed Schedule 2 of the SLD, as agreed during the Implementation Phase.
- 1.5. The Supplier will action the Customer's data as per the detailed service description, reconcile and process the Customers' payroll(s) and produce agreed reports, payslips and interface files which shall be delivered back to the Customer via a secure Cloud online method "Messaging."
- 1.6. It is the Customer's responsibility to arrange for onward distribution of results within their organisation.
- 1.7. All Payslips /P60's/P45's & P11D's will be provided by The Supplier via the Self-Service portal, The Supplier will not produce printed versions of these documents. It will be the employee's responsibility to download copies and save locally for future reference.
- 1.8. The Supplier shall submit net pay amounts to BACS after payroll sign off by the Customer if the Customer is recorded as a BACS customer. If the Customer is recorded as a non-BACS Customer, The Supplier will not submit the net pay to BACS.
- 1.9. The Supplier and the Customer will operate according to the Processing Schedule which will take account of Public Holidays and will be agreed annually in advance. Any additional requirements, changes, or exceptions will be subject to agreement and shall be notified to The Supplier by the Customer at least 30 days in advance.

## 2. The Supplier Staffing

- 2.1. The Supplier shall ensure that staff competent in the administration and provision of the service shall be available during Working Hours to provide information and support to the Customers nominated contacts.
- 2.2. The Supplier shall have a nominated payroll administrator who will have responsibility for the service provided to the Customer. The Customer shall direct any issues relating to the service to the nominated payroll administrator or their payroll manager. The Supplier shall provide levels of staffing necessary to meet the agreed service levels.

## 3. Customer Staffing

- 3.1. The Customer shall ensure that staff competent in the administration and provision of the payroll deliverables shall be available during Working Hours.
- 3.2. The Customer shall provide and continue to provide up to date lists of authorised contacts, including names, addresses, telephone numbers and email addresses. These shall include the details of the Customers primary contacts and nominated deputies.
- 3.3. The Customer shall endeavour to provide access to all nominated contacts (or nominated deputies) during Working Hours. The Supplier shall not be liable for any service failure where such instances are the result of the Customer failing to do so.

## 4. Review Meetings

- 4.1. The Suppliers payroll administrator and payroll manager shall attend Service Review Meetings, the number of which is specified in Schedule 2 of the SLD, to review service and the performance of both parties in their respective responsibilities, to agree methods for improving the cost efficiency of the service.
- 4.2. Other appropriate Customer and The Supplier personnel may also be invited to attend on an ad hoc basis subject to being given reasonable notice.

## 5. Software Maintenance

- 5.1. The Supplier will be responsible for maintaining the payroll system in line with current UK legislation and The Supplier will upgrade the system periodically with these and any other changes and enhancements, which are required.
- 5.2. The Customer will be responsible for ensuring that its users of the Cloud data input portal and messaging system are familiar with any notices issued by The Supplier and that all its users have reviewed the appropriate Suppliers training material.

## 6. Types of Service

Service Type	Includes
Serve Level 1	<ul style="list-style-type: none"><li>• Standard payroll processing via Cloud Portal &amp; Cloud Messaging</li><li>• Online payslips, P60s and P11ds</li><li>• Data amendments by employees</li></ul>
Admin Support	<ul style="list-style-type: none"><li>• BACS Submissions</li><li>• Payments of Liabilities</li><li>• Pension Provider Payments</li><li>• Pension Uploads to Provider Portal</li></ul>
Serve Level 2	<ul style="list-style-type: none"><li>• Holiday bookings</li><li>• Sickness</li><li>• Policy / personal documents</li><li>• Organisation chart management</li><li>• Timesheets</li></ul>

## Data Provision and Input

### 7. Outline

The exact content and format of all data required from the Customer to enable The Supplier to calculate pay for its employees will be agreed during the Implementation Phase and included in the Payroll Header Document together with the method of delivery to The Supplier. All payroll data is to be provided in the agreed formats which are specified in point 1.4 of the SLD. Data not sent via the cloud portal in the agreed format will not be accepted without prior written agreement and will incur additional charges.

# Customer Responsibilities

## 8. Customer Contacts

- 8.1. The number of regular Customer contacts is defined in Payroll Header document as part of the implementation project. These personnel are authorised to send payroll data to The Supplier and respond to any queries with that data. They shall also be authorised to make any changes to the data that has been sent to The Supplier.
- 8.2. The Customer will be responsible for ensuring that any changes to the list of their authorised representatives is notified to The Supplier.
- 8.3. Data not sent via the cloud in the agreed format will not be accepted without prior written agreement and will incur additional charges.

## 9. Data Submission (Cloud Portal)

- 9.1. The regular Customer contact shall collate, authorise, and provide all data to The Supplier in the agreed formats which are specified in point 1.4 of the SLD via the Cloud Portal. Any data that cannot be provided via the Cloud Portal in the agreed formats will not be accepted without prior written agreement and will incur additional charges.
- 9.2. The Supplier assumes responsibility for data on its receipt at The Supplier premises. Delivery of data is the responsibility of the Customer, and the Customer must make any arrangements it deems appropriate for the recording and security of delivery.
- 9.3. Data shall be submitted to The Supplier in accordance with the Processing Schedule. All data received by The Supplier is assumed to have been properly authorised by the Customer.

## 10. Late or Unexpected Data

- 10.1. The Supplier shall make every effort to be flexible in scheduling to accommodate the Customer's requirements without jeopardising the payment date for the payroll in question. However, if The Supplier receives late or unexpected data from the Customer then The Supplier shall be entitled to charge for the inclusion of this in the current payroll and for any backdated recalculations which result from such late or unexpected data.
- 10.2. Late data is that which is not submitted by the Customer and received at The Supplier premises, in accordance with the agreed Processing Schedule.
- 10.3. Unexpected data is that which exceeds the normal processing volumes by more than 15%.
- 10.4. Late receipt of data shall not adversely affect The Supplier's performance levels for that period and failure by the Customer to achieve the agreed timescales may result in non-processing of the data in question.

## 11. Late Payroll Sign Off & BACS Processing

- 11.1. The Supplier shall make every effort to be flexible in scheduling to accommodate the Customer's requirements without jeopardising the payment date for the payroll in question. However, if The Supplier receives late payroll sign off from the Customer, then The Supplier shall be entitled to charge for late payroll sign off to enable the submission of the FPS files and any BACs file(s) to be processed on time.
- 11.2. Late payroll sign off is that which is not submitted by the Customer and received at The Supplier premises, in accordance with the agreed Processing Schedule.
- 11.3. Late payroll sign off shall not adversely affect The Supplier's performance levels for that period and failure by the Customer to achieve the agreed timescales may result in non-submission of the FPS file and any BACS file in question.
- 11.4. The Customer shall ensure that authorised signatories are available to sign off the payroll to enable the release of FPS files and BACS files. The Supplier **will not** release an FPS file or BACS file for processing that has not had the payroll signed off by the Customer in accordance with the agreed Processing schedule.
- 11.5. The Customer shall ensure that sufficient funds are available in the Customer's bank account for the payments to be made.

## 12. Data Control

If the same temporary data is submitted by the Customer to The Supplier more than once, and in the event that The Supplier unwittingly processes the data more than once, The Supplier shall be entitled to charge the Customer for any extra efforts required to put right the error at the contracted rates, together with any direct costs incurred.



# The Supplier Responsibilities

## 13. Data Receipt

All data, which is received by Cloud Portal in the agreed formats by the agreed Processing Schedule, shall be processed by The Supplier in time for inclusion in that pay run.

## 14. Data Processing

14.1. The Customer will enter / load the data in accordance with the Processing Schedule and is responsible for the resolution for rejected data.

14.2. The Supplier shall ensure that the payroll is processed in accordance with the Processing Schedule, that the agreed payroll output, as defined in the Payroll Header document, is dispatched to the designated Customer contact, and if a BACS Customer that the BACS file is sent to BACS to be paid on the date stated in the schedule.

## 15. Processing Schedule

15.1. Any changes to the Processing Schedule shall be agreed between the authorised Customer contact defined in the Payroll Header document and The Supplier payroll manager. This to be agreed no later than 30 days prior to the end of the preceding pay period.

15.2. The Supplier shall send annual schedules to the Customer towards the end of the tax year, normally the first week in March.

# Payroll Transactions

## Statutory Transactions

### 16. General

- 16.1. The Supplier shall process all statutory transactions, including income tax, national insurance, SSP, SMP/ASP/SPP/ShPL, student loans and attachment of earnings orders, in accordance with current UK legislation and subject to the provisions of the Agreement. A record shall be maintained of all current period and tax year to date balances.
- 16.2. The Supplier's preferred method of data exchange with the statutory bodies will be via RTI and, subject to the terms of the Agreement, The Supplier will be responsible for setting up the RTI facility with the Customer's tax office.
- 16.3. Thereafter, statutory documents such as P6s, P9s and P45s will be communicated via RTI wherever possible.

### 17. Statutory Maternity Pay/Statutory Paternity/Statutory Adoption/Shared Parental Leave

- 17.1. The Supplier shall monitor, calculate and process SMP/SPP/SAP/ShPL in accordance with current UK legislation.
- 17.2. For Statutory Maternity Pay, The Supplier shall advise the Customer where an employee is not entitled to SMP. The Customer shall complete the SMP1 form and forward these details to the employee concerned.

### 18. Statutory Sick Pay

- 18.1. The Supplier shall monitor, calculate and process SSP in accordance with current UK legislation.
- 18.2. The Customer shall complete an SSP1 (SSP Exclusion / Changeover) form where an employee is not entitled to SSP. The Customer shall forward these details to the employee concerned.

### 19. Attachment of Earnings

The Supplier shall administer Attachment of Earnings orders from court documents that have been provided to The Supplier from the Customer. The Supplier shall provide the Customer with lists of court order payments made from each run. If the Customer has elected to make payments to third parties, then the Customer shall arrange timely payments to the relevant bodies. If the Customer has elected that The Supplier make payments to third parties, then The Supplier shall arrange timely payments to the relevant bodies as per the standard payroll processing schedule detailed in Schedule 2.

### 20. Student Loans

The Supplier shall administer Student Loans in accordance with current UK legislation and information supplied on the HMRC Starters Checklist, P45 and forms SL1 and SL2.

### 21. Absence

- 21.1. The Customer shall document the rules of their Occupational Absence Scheme.
- 21.2. The Customer enter the details of employee absences information via the agreed method.
- 21.3. The Customer will process absence in accordance with their Occupational Absence Scheme rules set up in the IQ payroll system. If the rules are not set up in the IQ system, the Customer is responsible entering the values to be paid/deducted and maintain details of employee's eligibility and entitlement.

## Starters & Leavers

### 22. Starters

- 22.1. The Customer shall be responsible for entering all employees joining their employment, any regular allowances to be paid or deducted, or any other special payments.
- 22.2. The Customer shall be responsible for checking the employment status of all new joiners and shall supply a P45 for each employee. If the P45 is not available / applicable, the Customer shall dispatch a HMRC Starters checklist form to the new joiner and then send the completed form or update the Starters checklist details.
- 22.3. The relevant information will be sent to the tax office after the relevant pay run via the monthly FPS file by The Supplier
- 22.4. The Customer will also be responsible for allocating an employee payroll number, in accordance with guidelines provided by The Supplier during the Implementation Phase and update with the basic details required for each employee including bank account details, salary, allowances, deductions, contracted hours, and applicable pension scheme.
- 22.5. The Customer will action any CF383 and CF384 certificates and hold on file if applicable.
- 22.6. The Customer shall be responsible for ensuring that pay is correctly calculated and processed for new joiners, in accordance with information received including, where applicable, part period/back pay payments and deductions from the date of joining.
- 22.7. The Customer shall be responsible for making any mid-month salary advances actioning the repayment terms and period agreed with the employee. The Customer shall be responsible for the recovery from the employee's salary thereafter.

### 23. Leavers

- 23.1. The Customer shall be responsible for entering all employees leaving their employment, any outstanding holidays to be paid or deducted, or any other special payments.
- 23.2. The Customer shall be responsible for ensuring that pay is correctly calculated and processed including, where applicable, part period payments and deductions for the period, and producing P45 forms.
- 23.3. Debts owed by the employee shall be deducted in accordance with the payroll set up rules. The Customer shall notify the courts of any outstanding attachments of earnings.

# Permanent Payments & Deductions

## 24. Annual Pay Awards

- 24.1. The Customer shall enter pay awards, including incremental increases, promotions, new grades / spines / allowances, and effective dates. The Customer shall ensure that part time staff will have all payments pro-rated in the agreed manner.
- 24.2. The Supplier shall process the new pay awards, in line with the data entered.
- 24.3. The Supplier shall calculate any back pay or arrears due as a result of the award and will be based on the system parameters that have been set up during the implementation phase

## 25. Individual Salary Changes

The Customer shall similarly enter individual employee's salary changes and The Supplier shall process these in line with the data entered with any reassessment and back pay arising. Any reassessment will be based on the system parameters that have been set up during the implementation phase

## 26. Other Permanent Payments and Deductions

- 26.1. The Customer shall similarly enter any permanent payments. The Supplier shall process these in line with the data entered.
- 26.2. The Customer shall similarly enter any payrolled benefits, cycle to work schemes, salary sacrifice deductions and other permanent deductions.

## 27. Temporary Payments and Deductions:

- 27.1. The Customer shall enter details of all temporary payments and deductions in and shall be responsible for checking the validity of authorisation of all such payments, including overtime, expenses, bonuses etc to be paid.
- 27.2. The Customer shall be responsible for validating any payments falling outside of agreed parameters.

## 28. Loans & Advances

- 28.1. The Customer shall be responsible for entering details of any loans and advances to be made to employees and the Customer shall be responsible for checking the validity of authorisation of all loans and advance payments. The Supplier shall process these in accordance with data entered.
- 28.2. The Customer is responsible for the checking of any outstanding loan or advance for leavers once the leaving date have been entered.

## 29. Overpayments

- 29.1. The Customer shall address any overpayments of which it may become aware as soon as reasonably possible.
- 29.2. The Customer will be responsible for the recall of individual BACS payments through the Customer's bank.
- 29.3. The Customer, will be responsible for recalculating pay for the employee(s) concerned, produce new payslip(s), and where so requested by the Customer, The Supplier will generate additional BACS payments as appropriate. Each additional BACS payment is subject to The Supplier's published charges, which are detailed in Schedule 1.
- 29.4. The Customer shall then update the payroll records accordingly.
- 29.5. Where it has not been possible to recover an overpayment, the Customer will be responsible for agreeing the terms of recovery of all overpayments with the employee concerned and action any overpayment recover that needs to be operated as a deduction through the payroll.

### **30. Manual and Retrospective Payslip Calculation**

- 30.1. The Customer shall produce manual and retrospective payslip calculations and update the payroll records accordingly.
- 30.2. Where the Customer raises cheque payments The Customer shall update the payroll records in the next payroll processing run.

### **31. Pension Processing**

- 31.1. The Customer shall enter employees' pension membership details and the Customer shall be responsible for checking employees' eligibility to the Pension scheme.
- 31.2. The Supplier shall calculate and deduct occupational pension contributions in accordance with the scheme rule parameters set up during the implementation phase.
- 31.3. The Supplier shall process Auto Enrolment pension in line with UK legislation rules, the assessment of eligibility will be agreed at implementation stage.
- 31.4. The Customer shall pay over the relevant contributions to the pension providers in accordance with the scheme rules and current UK legislation, The Supplier if requested to operate the liabilities service can make these payments on behalf of The Customer which is subject to The Supplier's published charges, which are detailed in Schedule 1.
- 31.5. The Supplier shall provide details each period at pension scheme level to enable accurate payments to be made over to the pension provider.
- 31.6. Changes to the rules and calculation of the pension schemes and to the format and details of the returns required by the administrators will be subject to the change control method allowed for under the terms of the Agreement.

### **32. IR35 -Off Payroll Workers**

- 32.1. The Customer shall enter IR35 off payroll workers details and the Customer shall be responsible for checking employees' eligibility regarding IR35 off payroll workers. The Customer will maintain proof of these checks for auditing purposes by HMRC.
- 32.2. The Supplier shall calculate off payroll workers payments based on UK legislative rules in line with the data entered.

### **33. Tax Year End & Tax Year Start**

- 33.1. The Supplier shall provide a tax year-end/ start questionnaire each year for The Customer to complete by a specified date, this will be prior to tax year-end, usually during February.
- 33.2. Any amendments required shall be updated before the final FPS & EPS are sent, and standard tax year-end output shall be produced in accordance with current UK legislation. Any requirement for additional pay calculations would be subject to prior agreement and additional [charge](#).
- 33.3. The Supplier shall provide online P60 document for all the Customer's current employees as of 5th April of the relevant tax year and in accordance with the statutory timetable.
- 33.4. All P60's will be provided by the Customer via the Self-Service portal; The Supplier will not produce printed P60's. It will be the employee's responsibility to download copies and save locally for future reference.
- 33.5. All responses received from the Customers relating to tax year start parameters will be actioned from 6th of April by The Supplier, if no response has been received The Supplier will deem the same tax year start parameters apply and will roll these forwards. If it is discovered that the parameters are incorrect due to non-response or incorrect information provided by the Customer any corrections required would be subject to prior agreement and an additional charge.
- 33.6. From 6<sup>th</sup> April each year The Customer shall update the payroll software to take account of any changes relating UK payroll legislation. The Customer will move all employees on a Wk1 or Mth1 tax code basis to a cumulative basis, bulk up lift employees tax codes in line with UK legislation points increases. The Supplier will action all P9(T) received via RTI.

### **34. Reconciliation and Control**

- 34.1. The Customer shall be responsible for implementing audit and control procedures. These will include:
- a) Reconciliation of payroll each processing period
  - b) Reviewing and resolving where necessary payroll exceptions.
  - c) Checking of the BACS processing date and reconciliation of BACS file prior to submission to BACS.
- 34.2. The Customer shall ensure that the Customer's nominated contact is authorised to sign off all payroll documentation and respond to queries from The Supplier. The Customer shall nominate a secondary contact to cover for the nominated contact's absence.
- 34.3. All Net Pay and BACS values will be deemed as approved once the Customer has signed off the payroll for the relevant pay period.
- 34.4. The Customer shall provide signatures for all relevant parties at the Customer's site, which shall be held in The Supplier Payroll Header Document.
- 34.5. The Customer shall be responsible for informing The Supplier when any of its signatories' change.
- 34.6. The Customer shall only be responsible for reconciliation of figures within the payroll IQ system, and any other systems for which payroll data may be provided.

# Reports

## 35. Standard IQ Payroll Reports

35.1. The Supplier shall agree with the Customer which of the standard reports available from The Supplier's payroll process will be generated by The Supplier from each processing run and these will be defined in the Payroll Header Document. The standard reports required by the Customer will be subject to regular review between the Customer and The Supplier.

35.2. These will form part of the agreed payroll output for dispatch in accordance with the Processing Schedule:

- **Gross to net**
- **Altered net**
- **Correction report**
- **Exception report**
- **Pay element report**
- **PAS**
- **Pension contribution report**
- **Summary payslip**
- **Pay variance**
- **NMW**
- **Work Pattern – needs to be created**
- **Payslip Print**
- **P32 Report**

The P32 report is sent separately from the reporting pack and the end of each tax month between the 29th of the month the payroll was processed and the 6th of the following month. This provides the breakdown of payment due to be paid to HMRC for the relevant tax period. All outputs will be provided via the Cloud Portal, no hard copy outputs will be provided by The Supplier and the Customer will download these reports and save locally for future reference.

The provision of additional standard IQ reports will become available from time to time and The Supplier will advise the Customer of these when they become available.

- **Cloud Reports**  
In addition to the reports described above, The Supplier shall agree with the Customer which of the additional standard cloud reports that will be made available to the Customer. These will be stated in the Payroll Header Document.
- **Ad Hoc / Bespoke Reports**  
Ad/hoc or Bespoke reports will be agreed during the Implementation Phase and will be subject to formal agreement and sign off by The Supplier and the Customer. Thereafter any changes will be subject to change control provided for within the Agreement and additional charges.

## Interfaces

### 36. Pension Scheme

- 36.1. The Customer is responsible for uploading any pension upload files each pay period. On purchase of the Admin Support service any pension file uploads will be agreed during the Implementation Phase and will be subject to formal agreement and sign off by The Supplier and the Customer. Thereafter any changes will be subject to change control provided for within the Agreement and additional charges.
- 36.2. On purchase of the Admin Support service The Supplier shall create the agreed pension file and dispatch/upload it direct to the Customers Pension Provider after every processing run, in accordance with and according to the Processing Schedule in Schedule 2.

### 37. General Ledger Interface/Journals

- 37.1. Any General Ledger/Journal file will be agreed during the Implementation Phase and will be subject to formal agreement and sign off by The Supplier and the Customer.
- 37.2. The General Ledger /Journal interface file will be created and dispatched after every processing run, by The Customer.

### 38. HMRC

The Supplier will submit the FPS and EPS returns to HMRC in the prescribed format as part of the standard service.



# Payroll Level Parameters

## 39. Payroll Parameters Set Up

Payroll level parameters are agreed during the Implementation Phase and will be subject to formal agreement and sign off by The Supplier and the Customer. Thereafter they will be maintained by The Customer.

## 40. Changes to Rules / Parameters

40.1. The Customer update changes to company payroll parameters prior to the regular cut-off date to enable the changes to be made in the relevant processing cycle.

40.2. Where the terms and conditions of employees' work are changed, and these changes affect the payroll, The Customer shall implement these, and backdate payments/deductions where necessary.

## 41. Maintaining Statutory Parameters

The Supplier shall be responsible for ensuring that the payroll complies with UK statutory requirements relating to pay. The Supplier shall also be responsible for ensuring that all UK statutory changes relating to pay are applied within Government published timescales.

# The Supplier Liaison

## 42. Liaison with the Customer

- 42.1. The Supplier shall liaise with the Customer's regular contacts as detailed in the Payroll Header document, regarding payroll issues / queries and The Supplier shall give accurate and relevant verbal advice with regards to UK payroll legislation.
- 42.2. The Customer shall be responsible for ensuring that the relevant staff possessing the appropriate Customer levels is available to liaise with The Supplier as reasonably necessary.

## 43. Liaison with the Customer's Payees

The Customer shall answer payroll related queries direct from the payees. The Customer shall monitor these queries to identify any patterns or issues and report to The Supplier the results on an agreed basis.

## 44. Liaison with the Statutory Bodies

The Customer shall liaise with the Statutory Bodies for basic written and verbal queries relating to management of the payroll.

## 45. Liaison with Other Third Parties

- 45.1. The Customer shall respond to all payroll related queries relating to building society and bank mortgage / loan applications, solicitors' requests and other third parties who have legitimate enquiries concerning employees' pay details and status.
- 45.2. If required, the Customer shall provide "statement of earnings" letters as requested by the employees.

## 46. Third Party Payments/Liabilities (Disbursement Service)

- 46.1. If the disbursement service is requested by the Customer, The Supplier will deem that the Customer's payroll sign off for the relevant pay period will incorporate the third-party payments/liabilities approval for payment.
- 46.2. If the Admin Support service has been requested and documented on the Payroll Header document The Supplier shall pay over the income tax and national insurance contributions to the Collector of Taxes by BACS, each month in accordance with the processing schedule in Schedule 2. The Customer shall ensure that sufficient funds are available in the Customer's bank account for the payments to be made. These will be subject to the charges as detailed in Schedule 1.
- 46.3. If the Admin Support service has been purchased The Supplier shall also pay over employee deductions to other bodies including, but not limited to, pension administrators and unions, by BACS each month in accordance with the processing schedule in Schedule 2. The Customer shall ensure that sufficient funds are available in the Customer's bank account for the payments to be made.

## Reruns/Additional Runs

### 47. Reruns

- 47.1. Where it is necessary to reprocess the entire payroll after submission, The Supplier shall rerun the payroll under the instruction of the Customer to meet the regular payday, where time permits. Amendments to the run shall be provided to an agreed timescale between The Supplier and the Customer.
- 47.2. Unless the rerun/additional run is agreed in writing at the time to be free of charge, The Supplier will levy a charge for this service, which will be agreed at the time of the request.

### 48. Additional Pay Run/Payments

- 48.1. Where so requested by the Customer, The Supplier shall process and arrange BACS payments to an agreed timescale for additional payroll processing runs to pay leavers, joiners, and bonuses or to correct errors. The Supplier shall complete the same level of checking that is required for a full payroll processing run.
- 48.2. Where such additional payments are the result of an error by The Supplier, then these payments will be made without charge, otherwise these will be subject to the contracted schedule of charges, and the cost shall be agreed between The Supplier and the Customer prior to commencement of the work.

## Data Return, Retention & Destruction

### 49. Data Return

Any request for copies of electronic input and electronic payroll reports the Customers request to be returned to the Customer upon the termination of the service will be provided in an industry-standard format. The Customer shall pay the reasonable costs of such return and will be agreed upon between The Supplier and the Customer prior to the return of the data.

### 50. Retention

Where the Customer does not request the return of data (or makes a request for only part of the data to be returned) The Supplier takes no responsibility, nor shall it have any liability to Customer for any deletion of Customer data. Furthermore, any legal requirements relating to any storage or maintenance of the data is the sole responsibility of the Customer.

### 51. Destruction

The Customer understands that The Supplier will be irretrievably deleting all data it holds shortly after the end of the provision of services in line with UK GDPR.

## Customer Payroll Header Document

### 52. Outline

The Customer Payroll Header document will be agreed at implementation stage. The Customer will be required to formally sign off the Payroll Header document as complete prior to the first "live" run. Once signed off, changes to the Payroll Header Document will be subject to change control.

# Change Control

## 53. Change Control Notice Pro Forma

This document constitutes a Change Control Note (“CCN”) as defined within the signed Agreement. All defined terms shall have the meaning ascribed to them in the signed Agreement unless separately defined herein.

All terms and conditions of the signed Agreement shall remain in full force and effect and this CCN constitutes the entire agreement between the parties in relation to its subject matter and supersedes all prior representations, writings, negotiations, and understandings with respect hereto.

<b>CCN Title:</b>	
<b>CCN Number:</b>	
<b>Status:</b>	<i>Draft/Interim/Final</i>
<b>Date Completed:</b>	
<b>Description and details/specifications of the proposed Change:</b>  <b>Areas below to be completed by the Customer</b>	
<b>Background:</b> <i>Provide a brief outline of any relevant background information</i>	
<b>Current Process:</b> <i>If this change request will edit an existing function / process/report, outline how the system current operates / responds/reports. If this Change Request is for a new or additional process/report, outline how this is currently operated.</i>	
<b>Proposed Change:</b> <i>Giving as much detail as possible, outline how you would like the operates / responds/reports. The outline should include (where possible):</i> <ul style="list-style-type: none"> <li>• <i>Step by step guide or flow-chart of the proposed process</i></li> <li>• <i>Screen mock-ups/example</i></li> <li>• <i>If a report the format, layout, report selection/criteria and items to be outputted.</i></li> <li>• <i>Business policy/specifications or procedure the change is designed to replace / integrate with.</i></li> </ul>	

<ul style="list-style-type: none"> <li>If a Service change full details of the request.</li> </ul>	
<p><b>Reason for Change:</b></p> <p><i>Provide a business reason for the change; this will help with understanding how this change will affect the overall system.</i></p>	
<p><b>Timeline for Change:</b></p> <p><i>Outline any critical dates which need to be allowed for when scoping this work.</i></p>	
<p>Once the change request has been completed it should be returned to The Supplier Payroll Manager to arrange a review.</p> <p>The change request will be reviewed, and a quote detailing the scope and potential/costs and timeline will then be provided for agreement and sign off.</p>	
<p>Signature: .....</p> <p>for and on behalf of the CUSTOMER</p> <p>Name: .....</p> <p>Title: .....</p> <p>Date: .....</p>	

# Schedule 1 – Adhoc Services & Additional Charges

Current adhoc services and additional charges are defined in the link below. Additional optional service may become available from time to time.

[View Additional Charges and Associated Costs List](#)

## NOTES

- All charges are quoted exclusive of Value Added Tax and, where appropriate, disbursements and incidental expenses.
- All charges are subject to review annually in accordance with the Agreement.
- If payment dates fall on a weekend or bank holiday the payment will be made on the earliest working day prior to pay day/payment date.

# Schedule 2 - Service Levels

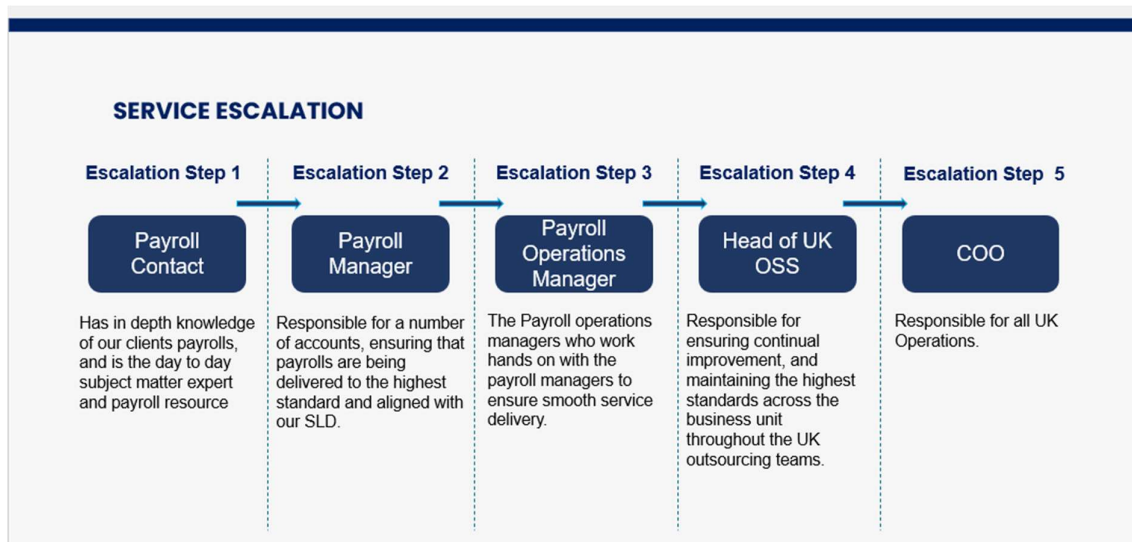
## 1. General

- 1.1. The service provided by The Supplier will be monitored against the Key Performance Indicators that are described in paragraph 3 below.
- 1.2. Additionally, The Supplier will aim to respond to queries from the Customer and authorised third parties according to the guidelines in paragraph 4 below.
- 1.3. The Supplier will monitor Service Levels against the KPIs, service levels, shall be discussed and agreed at the Service Review Meetings. Service reviews will be on a as and when required basis to be agreed between The Supplier and the Customer based on the Customer's needs.
- 1.4. The Customer and The Supplier will review the performance measures to ensure that they remain relevant and appropriate at service review meetings. Any agreed changes will be subject to the variation procedures described in the Agreement.

## 2. Service Level Escalation

- 2.1. In the event of errors in the delivery of the service by The Supplier, The Supplier shall prepare a remedial plan, with timescales, which shall be agreed with the Customer. As part of a remedial plan, The Supplier will instigate an immediate escalation process under the following circumstances
  - a) BACS transfer is issued one (1) day late or more
  - b) Output is despatched one (1) day late or more

2.2. The Supplier's service level escalation process is as follows: -



### 3. Key Performance Indicators

Performance Measure	Performance Target
<b>Transfer of Net Pay Values (BACS Clients Only)</b> The Supplier will ensure that net pay values are transmitted to BACS for transfer to the payee's bank accounts on pay day and in accordance with the agreed processing schedules	100%
<b>Payroll Output Distribution</b> The Supplier will despatch payslips, P60s and other payroll outputs as documented in the Payroll Header document via the Cloud Portal and in accordance with the Processing Schedules.	100%

### 4. Query Responses Times

In addition to the Service Levels defined above The Supplier shall endeavour to deal with queries on behalf of the Customer on the following basis:

Co-managed of Query	Priority	Maximum Response Time
Customer contact queries (impacting employees net pat)	Urgent	1 working day
Customer contact queries (not impacting employees net pay)	Non urgent	5 working days

## 5. Processing Schedules (Payroll)

### 5.1 Monthly

<b>PayrollActivity</b>	<b>Cut of Date &amp; Time</b>
Customer - All Payroll Data to be submitted by 5pm	Pay day minus 6 working days
The Supplier - Payroll Returned to Customer for review & sign off by 5pm	Payday minus 4 working days
Customer – Payroll Sign Off to be provided to The Supplier by 3pm	Payday minus 3 working days
The Supplier- FPS Processed 5pm	Payday minus 2 working days
The Supplier - Publish Payslips 5pm	Payday minus 1 working day
The Supplier - EPS Filed & P32 Sent 5pm	6 <sup>th</sup> of the following month (if falls on bank holiday or weekend this will be the following working day)

### 5.2 Weekly

<b>PayrollActivity</b>	<b>Cut of Date &amp; Time</b>
Customer - All Payroll Data to be submitted by 5pm	Pay day minus 4 working days
The Supplier - Payroll Returned to Customer for review & sign off by 5pm	Payday minus 3 working days
Customer – Payroll Sign Off to be provided to The Supplier by 3pm	Payday minus 2 working days
The Supplier - FPS Processed 5pm	Payday minus 2 working days
The Supplier - Publish Payslips 5pm	Payday minus 1 working day
The Supplier - EPS Filed & P32 Sent 5pm	6 <sup>th</sup> of the following month (if falls on bank holiday or weekend this will be the following working day)

## NOTES

- All other pay frequency (Non-Weekly or Monthly) schedule will be created and agreed at implementation stage by the Outsourced Services Payroll Manager.
- Working Days exclude weekends and UK Bank Holidays.
- The Supplier shall be entitled to charge for any late/unexpected data and/or late payroll sign off.
- If payment dates fall on a weekend or bank holiday the payment will be made on the earliest working day prior to pay day/payment date unless otherwise agreed.



## 6. 3rd Party Liabilities (Disbursements Service)

<b>Liability Type</b>	<b>Payment Date</b>
Pension (all pensions including Salary Sacrifice Pensions)	5pm on 6th working day following month
Other (Union dues, other salary sacrifice payments)	5pm on 8th working day following month
Court Orders/ AOE's	5pm on 8th working day following month
HRMC	5pm on 20th of the following month

### NOTES

- Working Days exclude weekends and UK Bank Holidays.
- If payment dates fall on a weekend or bank holiday the payment will be made on the earliest working day prior to pay day/payment date.