

Service Level Agreements

v5 October 2025



Service Level Agreements (SLAs) are critical for defining the expectations, responsibilities, and performance metrics between Source and our customers.

Here is an outline for SLAs between Source and Cleanology.

1. Introduction

- **Purpose:** To accurately track levels of service and ensure the customer experience matches customer expectation
- **Parties Involved:** Source and Cleanology
- **Effective Date:** August 2024 (if successful)
- **Duration:** Reviewed on annual basis with Cleanology

2. Scope of Services

Description of Services:

- Delivery of cleaning supplies
- Washroom Services
- Warehousing of chemicals

Geographical Coverage: National

3. Performance Metrics

Delivery Times: 48 working hours from date of order

Order Accuracy: 95% accuracy

Follow Ups: <5% of orders are continuations

Response Times

1 hour response times for acknowledgement.

Resolution within 24 hours.

Redelivery of items (if required) within 24 hours

4. Responsibilities

Source Responsibilities

- Ensure timely and accurate deliveries.
- Maintain appropriate inventory levels.
- Communicate any delays or issues promptly.
- Ensure safety and compliance with all relevant regulations.

Cleanology Responsibilities

- Provide accurate and complete shipping information.
- Ensure timely payment for services rendered.
- Notify Source of any special handling requirements.



5. **Reporting**

Performance reports, monthly and quarterly summaries
Reports from Neutral Carbon Zone

6. **Issue Resolution**

Reporting Issues: Process for reporting issues (e.g., contact person, contact method).

Contact Operations Manager and/or Directors on the mobile numbers below:

Issues related to orders, products and deliveries:

Contact Operations Manager

Stuart Cannon - stuart@sourcesupplies.co.uk

Issues relating to accounts, customer experience, personnel:

Contact Directors

Dave Piper - 07859 922656 or dave@sourcesupplies.co.uk

Ollie Rastall - 07889 331676 or ollie@sourcesupplies.co.uk

Response Times: Expected response times for acknowledging and resolving issues.

30 minutes (mobile)

1 hour response time to acknowledge the issue (if email)

Escalation Procedures: Steps to escalate issues if they are not resolved within the specified time frame.

Contact Directors. Details above

7. **Penalties**

Penalties: Penalties for failing to meet SLA metrics (e.g., discounts, financial penalties)

Source will always be self-motivated to complete a timely, complete and efficient delivery. We don't believe being penalised for one-off or infrequent errors should be met with a financial penalty. It is impossible to deliver over 50 orders per day without human error. We would rather review any repeat issues and work together to ascertain why they are occurring and find a solution.

That said, we would be happy to donate to Cleanology's chosen charity, the Hygiene Bank, upon instances of repeat errors.

8. **Confidentiality**

Data Protection: Measures to protect sensitive information and client data.

Non-disclosure Agreements: Provisions for maintaining confidentiality.

9. **Amendments and Termination**

Amendment Process: Process for making changes to the SLA.

Termination Conditions: Conditions under which the SLA can be terminated by either party.

Amendments to be made after consultation between Directors of both parties with countersignature.

Termination Conditions – Notice of 3 months.



10. *Miscellaneous*

Force Majeure: Conditions under which performance may be excused due to unforeseen events (e.g., natural disasters).

Source will revert to our Business Continuity Plan in the event of any unforeseen events.

Conclusion

The SLA should be reviewed and signed by authorised representatives of both the Source and Cleanology.

Annual reviews and updates to the SLA are necessary to ensure it continues to meet the needs of both parties.

By clearly defining these aspects, the SLA will help ensure that both Source and Cleanology have a shared understanding of expectations and responsibilities, leading to a more efficient and effective partnership.

