

## Internal SL Agreement (SLA)

### Service Level Agreement between Marketing and HR 2017/2018 Season

#### Service Level Commitment by HR

##### Personnel Solutions

- ✓ Ensure replacement of Marketing personnel takes effect within 90 days from requisition to ensure minimum disruption of operations. (Replacement within applicable approved recruitment period).
- ✓ Ensure staff turnover is not above 10% annually. Attract and retain high performing resource persons.
- ✓ Provide updated job profiles responsive to market demands and aligned to the strategic intent of the business every 2 years.
- ✓ Provision of accurate records on employee information and reminders every 6 months.
- ✓ Conduct Bi Annual depot visits to address HR related concerns.

##### Training and Development

- ✓ Employ and immediately subject marketing personnel to annual Development Programs.
- ✓ Implement annual Training Programs for personnel to match up with local plus global marketing trends and align with the strategic direction.
- ✓ Provide annual sessions at sectional level on succession planning

#### SLA Marketing and HR. Continuation

- ✓ Have in place annual records per department on responsive and pre-emptive mechanisms to resolve employee conflicts at all levels.
- ✓ Implement a transparent and progressive scheme to reward hard working employees premised on annual performance reviews.

#### Service Level Commitment by Marketing.

- ✓ Provide input in Job Profiles prior to updating and approval to ensure key deliveries are incorporated.
- ✓ Ensure Marketing personnel are availed for Training & Development programs designed by HR annually.
- ✓ Submit annual recommendations to HR on Skills Development, Training and Deployment to enhance productivity.
- ✓ Submit Performance Contracts, Reviews and Career Development programs at beginning and ending of Season to ensure department records are current always.
- ✓ Follow up and facilitate implementation of HR Policies and Programs throughout the Season.

Signed by: Marketing Director

Signed by: Human Resources Director

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Date: \_\_\_\_\_

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Date: \_\_\_\_\_