

# **Service Level Agreement for Overflow Copying/Printing between (Company Name) & London Legal Response Ltd**

This Agreement is made on the (DATE)

## **General**

**London Legal Response Ltd**, hereinafter known as **London Legal**, of Karen House, 1-11 Bache's Street, London N1 6DL, shall provide reprographic services to supplement the in-house print facilities of (Company Name) whose London office is (Address)

## **Confidentiality**

London Legal agrees that all material and the contents of any documents, instructions, verbal or written, will not be transmitted in any way to a third party. All waste will be kept for 2 weeks before being shredded and disposed of in a secure manner, and that all materials, documents or other such notations given to London Legal by (Company Name) must be secured within London Legal's premises in such a manner as not to be prejudicial to (Company Name) interests.

## **(Company Name) supplied items**

From time to time, (Company Name) will supply London Legal with specialist paper, files and other such items necessary for London Legal to complete the reprographic order. London Legal agrees to control and secure such materials as to prevent damage or deterioration of them.

## **Quality Control**

All members of staff are fully trained legal operatives. All work is checked on a continuous basis by the Shift Supervisors who constantly monitor print room work in progress. All jobs are documented in detail, showing the client requirements. On completion work is checked against the client's instructions to confirm all is correct. A Job in Progress board alerts all members of staff to deadlines. If a particular job is split between operatives, each operative will fill out a separate worksheet clearly stating which files/folders he/she completed. On occasions when temporary staff are utilized (always trained legal copy personnel from a specialist agency), their work will be fully page turned and checked by the appropriate shift manager before it is allowed to be dispatched to the client.

## **Timescales**

London Legal will collect from (Company Name) office within 30 minutes of a request being received. London Legal will agree with (Company Name) the deadline to complete the order. If London Legal cannot meet such a deadline as requested, London Legal will inform (Company Name) prior to removal of work from their premises.

## OPERATING PROCEDURES

1. From being contacted by (Company Name) regarding a job to be outsourced, London Legal will attend (Company Name) print room within 30 minutes.
2. Only a qualified member of staff from London Legal will collect a job from (Company Name) print room.
3. London Legal will collect work from (Company Name) employing only our own staff and company vehicles.
4. All collections and deliveries will be made to (Company Name) print room direct and not via distribution unless specified otherwise by (Company Name). All collection and delivery costs are included in the copy charges.
5. All work produced for (Company Name) will be completed by London Legal employees and will be handled entirely on London Legal's premises.
6. All documents will be copied to the expected standards and returned by deadline specified. All originals will be finished and returned to (Company Name) in the same order and condition as received.
7. No documents will be unbound unless an authorised representative of (Company Name) has given permission.
8. Should (Company Name) be dissatisfied in any way with the work carried out by London Legal, a senior member of staff will be available to view, discuss and rectify any problems immediately.

Signed on behalf of  
**London Legal**

PRINT NAME:

POSITION:

Signed on behalf of  
**(COMPANY NAME)**

PRINT NAME:

POSITION: