

BCP Service Level Deliverables

1. Introduction

- 1.1. This document details the Business Continuity Payroll (BCP) service which Cintra, referred to throughout the document as 'The Supplier', will provide the Customer who has signed the appropriate Agreement. This document has been classified as "internal confidential," and the Customer is not to share it outside of their organisation.
- 1.2. From time to time, the Supplier may need to make changes to the delivery of its services, infrastructure, software, and deliverables, and such changes shall automatically be deemed accepted through the relevant revisions to the Service Level Deliverables (SLD).
- 1.3. 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. However, in the event of any conflict, the Agreement will prevail.

2. BCP Set-up

- 2.1 Once the BCP Agreement is signed, the Supplier shall work with the Customer to complete a BCP audit. This audit will give the Supplier the data required to be able to successfully process the payroll once BCP has been invoked.
- 2.2 The Customer will be required to commit sufficient resources to the BCP audit to ensure a fully documented and detailed process description is recorded.
- 2.3 The BCP audit must be finalised within one month from the date of the contract. BCP cannot be invoked without a fully completed audit.
- 2.4 Once the audit is completed, it must be revisited every six months to ensure that the information remains current and up to date. The Supplier will store the audit information as part of the BCP.

3. Steps in the BCP audit

- 3.1 The audit includes, but is not limited to, the following areas:
 - A list of authorised Customer personnel with defined permission levels.
 - Timelines for data processing activities.
 - Methods of data input, including interfaces and manual calculations.
 - Customer responsibilities, including interactions with third parties (e.g., pension opt-outs, pension file uploads, benefit downloads, AE letters).
 - Payments, third-party liabilities, and associated payment methods, including contingency methods.
 - Report packs, including pre-existing custom or bespoke reports.
 - Identification of single points of failure.
 - Systems access, including Cintra Cloud and Employee Hub/Self-Service.
 - Any other relevant and non-standard information.

4. Review of Client processes

- 4.1 As part of the BCP audit, the Supplier will review the payroll processes of the Customer. The Supplier will complete a report that will detail any recommendations for changes to the set-up of the Customer software. The report will also highlight areas for improvement identified by the Supplier, such as:
- data collection processes.
 - methods of data entry.
 - unused software functionalities.
- 4.2 Any improvements to the software set-up, that are found and agreed to be required shall be charged to the Customer and do not form a part of the BCP pricing. Technical work will be quoted according to the time required for completion. All configurations must receive formal approval from the Customer prior to implementation.

5. Customer's responsibilities as part of BCP

- 5.1 The Customer must ensure that controls are in place in the Customer's organisation, to be able to:
- Swiftly identify any data that must be gathered by the Customer in order to provide all payroll information to the Supplier
 - Identify tasks that have already been completed and any outstanding tasks that still require actioning by the Supplier (if payroll processing has commenced before the BCP has been Invoked)
 - Ensure that an authorised person is available to:
 - submit the payroll information using Cintra Cloud
 - respond to Supplier's queries
 - check and validate payroll outputs
 - approve the payroll
 - authorise payments, where applicable
 - Ensure data is available in an importable format, where appropriate
 - Ensure all internal stakeholders are aware of the BCP and understand the requirements

6. Invoking the BCP

- 6.1 At such point that the Customer requires the Supplier to process the payroll under BCP, the Customer shall inform Cintra Account Management Team (Solvers) of the intention to Invoke the BCP. All requests must be raised with accountmanagement@cintra.co.uk.
- 6.2 The Customer is required to provide the Supplier with sufficient advanced notice to enable the timely processing of payroll. At a minimum, notification must be given no less than five working days prior to the scheduled pay date.

7. Running the payroll when BCP Invoked

- 7.1 The Customer is responsible for submitting data in a format that enables the Supplier to efficiently perform payroll activities. PDF submissions will not be accepted, except for specific documents such as certificates, court orders, or HMRC New Starter Checklists/P45s.

- 7.2 Where feasible, the Supplier will provide Excel templates to assist the Customer in delivering accurate and properly formatted data.
- 7.3 The Supplier will use its reasonable endeavours to ensure that the Customer payroll is successfully run in the period for which the BCP is invoked.
- 7.4 In the initial period of processing the payroll under BCP, the Supplier will collaborate closely with the Customer, using such resource as it sees fit to ensure the payroll is successfully completed. The initial period of processing shall (in most cases) be undertaken by the Cintra Solvers team.
- 7.5 The Supplier will not be responsible for rectifying any prior errors or system issues that arise as a result of an incorrect set-up by the Customer.
- 7.6 The Supplier will not be responsible for addressing or resolving discrepancies with third parties.
- 7.7 The Supplier will not answer any payroll or non-payroll-related queries directly from the employees.

8. Payroll processing – steps

- 8.1 The Supplier's Business Continuity Payroll service consists of processing the gross to net payroll run, once the payroll data has been gathered and provided in accordance with the agreed activities in the set-up phase.
- 8.2 The Supplier will action the Customer's data, reconcile and process the Customer's payroll(s). This includes:
 - All statutory deductions, including income tax, National Insurance, student loans, and attachment of earnings orders according to current legislation.
 - Statutory Maternity/ Paternity/ Adoption/Shared Parental Leave/Bereavement and any other parental leave according to current legislation.
 - Statutory Sick Pay according to current legislation.
 - Starter and leaver set up and payments.
 - Processing documents such as P45s, HMRC New Starter Checklist, parental forms such as MATB1 or SC3 and any other HMRC certificates.
 - Standard payments including salaries, allowances, in-post payments.
 - Temporary payments and deductions.
 - Loans and voluntary deductions.
 - Pensions, benefits, and expenses (including pension opt-outs provided by the Customer).
 - Auto enrolment assessment.
 - Company scheme rules, including Occupational Sick Pay, and Occupational Parental Pay.
- 8.3 With the assistance of the Customer, the Supplier will operate the Business Rules applicable to the administration of pay for the Customer's employees.
- 8.4 The Supplier shall produce agreed reports, files and interface files which shall be delivered back to the Customer via Cintra Cloud portal.

- 8.5 All Payslips /P60s/P45s & P11Ds will be provided by the Supplier via the Self-Service portal or Employee Hub. The Supplier will not produce printed versions of these documents. It will be the employee's responsibility to download copies and save them locally for future reference.
- 8.6 The Supplier shall submit net pay amounts to BACS after payroll approval and 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 agree on accountability during the set-up phase.
- 8.7 The Supplier will provide any pre-existing pension files and journal documents as agreed during the set-up. It is the Customer's responsibility to arrange for the onward distribution of results within and outside of their organisation.
- 8.8 The Supplier will submit the data exchange with the statutory bodies via RTI, once payroll has been approved.

9. Ongoing responsibilities of the Customer when BCP Invoked

- 9.1 After the first period in which the payroll is run under the BCP, the Customer and Supplier shall meet to assess and determine the ongoing requirements.
- 9.2 Should the Customer require one more period to be processed by the Supplier, the Supplier shall continue to process the payroll through the Cintra Solvers team using the ongoing data provision of the Customer.
- 9.3 Should the Customer require more than one additional period to be processed by the Supplier, the Supplier shall transition the payroll to its Outsourced Services Team (Cintra OSS).

10. Running the Customer payroll by Cintra Solvers

- 10.1 Where the Customer payroll is being run by the Cintra Solvers team, the Customer shall be entitled to continue to provide data to the Supplier via Cloud messaging. All data must be submitted in an importable format, using Supplier's templates, where possible. The timeline for data submission will be agreed upon during the follow-up meeting.

11. Running the Customer payroll by Cintra OSS

- 11.1 Should the Customer require the payroll to be run in the Cintra OSS team, the Customer will begin to transition to the standard operating terms of the OSS team. The full SLD of this service can be found on the Supplier's website [here](#).
- 11.2 At such point it is determined that the Customer shall be operating through the Cintra OSS team, the Supplier shall arrange training for the Customer on the use of the Cintra Cloud portal and any other systems that will be used in the processing of the payroll.
- 11.3 During the first payroll period run by the Cintra OSS team, adjustments will be made to accommodate minor deviations from the standard SLD.

11.4 From the second month of processing by the Cintra OSS team, the Customer will be required to conform to the SLD and any charges for ad-hoc services shall apply.

12. Returning the Customer payroll to the original service type

12.1 At such point that the Customer deems they no longer require the BCP Invoked service to be run, they shall give notice to reverting to the Business Continuity Payroll Retainer service with the Supplier by emailing accountmanagement@cintra.co.uk.

12.2 A minimum of 1 months' notice is required to revert to SAAS service type.