

**Memorandum**

**To:** All Employees

**Re:** Email Response time and notification memorandum

**Date:** August 21, 2023

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The SSF Group Australia (**the Employer**) would like to take this opportunity to advise you of this memorandum on response time as urgency is needed to ensure that we fill in request from agencies and clients faster than competition.

**Response time expectation**

As part of SSF's **5Star service plan** commitment to all our customers, **Service coordinators** are expected to respond to all agency emails based on their assigned Key Account's as well as send out urgent notifications based on worker or client updates. In the absence of the KAM, the dedicated team lead for your region must take the initiative to either delegate or take over the Key account's communications for the day.

**Response time and notification requirements:**

- *New service request adhoc/ongoing: 10-15mins*
- *Follow up email to client for unavailable SW: within 1hr.*
- *2nd follow up email to client for unavailable SW: within 2hrs.*
- *Cancellation/rescheduling of service request adhoc/ongoing: 10-15mins*
- *Over the weekend responses/new requests: responses should be within the first 15-20mins of their Monday shift.*
- *For workers cancelling service due to unforeseen reasons, we must immediately email / sms to notify agency / client of the circumstances and the availability of the replacement if there are any. This notification should only be within 15mins upon receipt of workers cancellation notification.*

Please note that this process is effective immediately. We can also expect changes on our response time requirements based on SSF business needs, the OAC Governance team will monitor response time and add in our daily audits and provide each one with necessary feedback which will be part of your performance review.

Please sign the acknowledgement form by scanning the QR Code below to indicate your understanding of the details confirmed in this memorandum. For any questions or concerns in relation to this matter, please contact the OAC Governance Unit via email: [OAC-GOVERNANCE@ssfservices.com.au](mailto:OAC-GOVERNANCE@ssfservices.com.au).

**SCAN TO REGISTER YOUR ACKNOWLEDGEMENT AND UNDERSTANDING**



**OUR 5 STAR SERVICE PLAN**

24/7 home service needs, call us anytime and from anywhere



★ RESPONSIVENESS ★ TIMELY ★ RESPECT ★ WE SAY YES ★ RELIABILITY

**We don't just hear you; We will listen to you.**

We get better every day so that you will get a better service each time you come to us!  
Help us improve by giving us feedback anytime by contacting us!