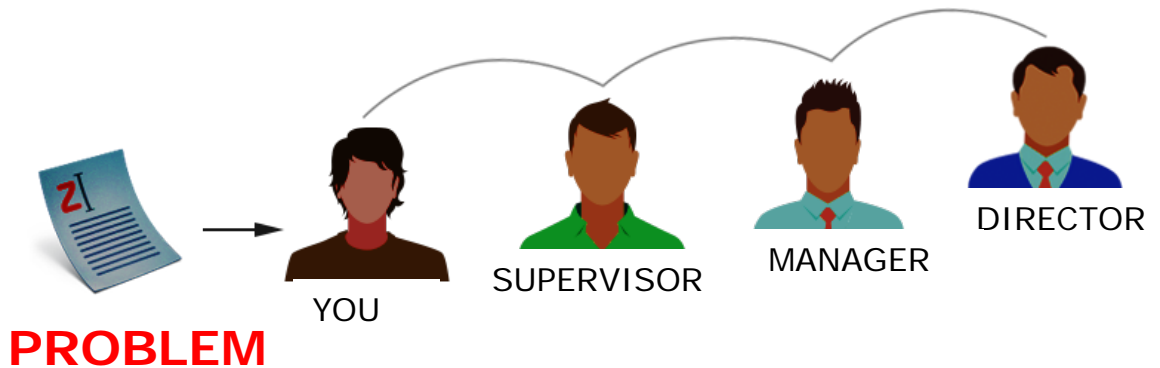


GENERAL ALERT



Escalation Process

When things go wrong at work, it is important that employees let their supervisor know. This is called escalating, and it means to lift something up.

Recent incidents have shown that employees don't know when to escalate a problem at work.

Your supervisor must be told when there is either:

1. A delay of 2 hours or more in provision of service; **or**
2. Inability to use essential equipment

Examples include:

- *Meals on wheels service unable to be completed*
- *Hoists out of service at vehicle workshop*
- *Garbage collection can't be completed*
- *Barge landing damaged*
- *Aerodrome inspection unable to be performed*

ESCALATE



By escalating something you lift it to the next level of management so they can find a way to fix the problem or get help from their supervisor.

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