PSG

The Logistics & Travel Group

2014

Escalation Process

The Key for Productive Business: Escalation

Human Resources Department

02 November 2014

Escalation Process
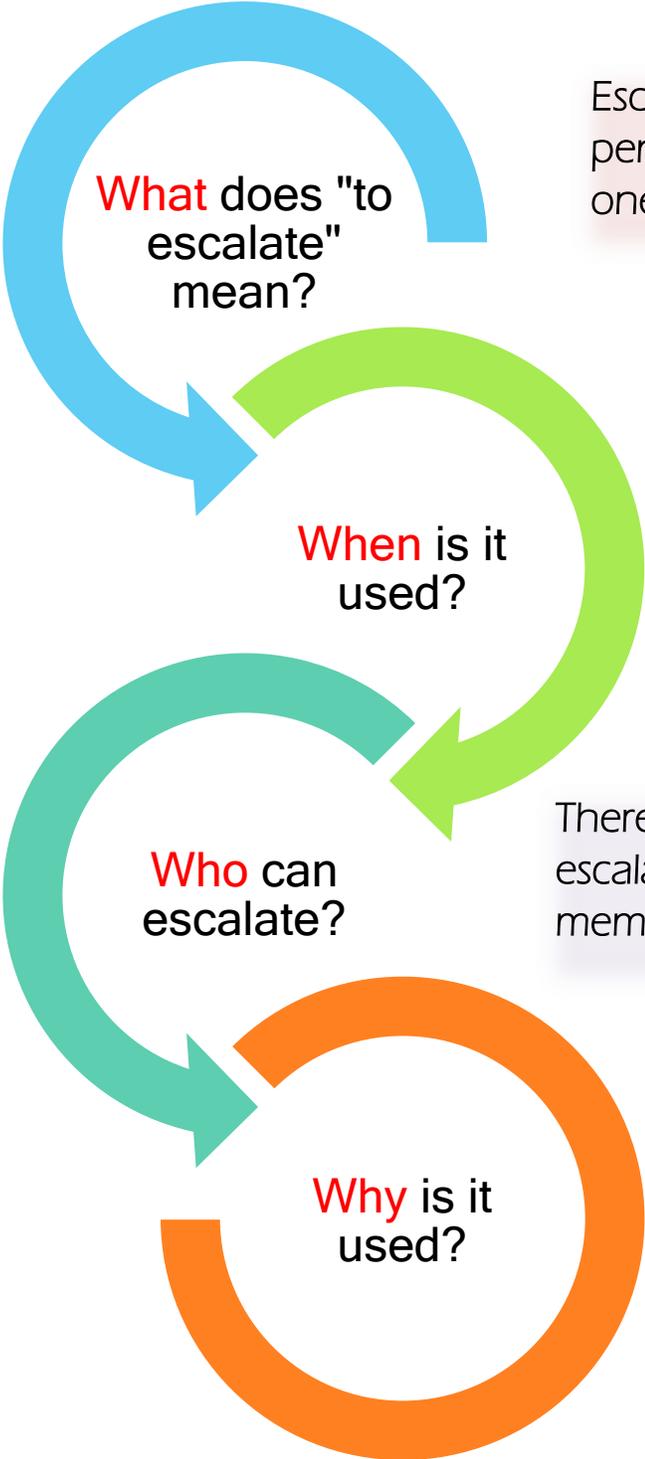
What does "to escalate" mean?

Escalating means taking a subject that is pending one step up the hierarchy ladder; one step at a time.

When is it used?

Escalation is used when the person you are corresponding with is not replying to your emails.

Who can escalate?

There are no limitations to the process usage, escalation is a worldwide technique used by all members of an organization.

Why is it used?

This process is <u>not</u> a form of threatening or negative behavior. On the contrary, escalating a topic presents the professionalism in our work.

The purpose of it is to keep work flowing going smoothly and professionally; reducing the amount of pending issues and letting the management know the status of the business.

Step One

The email is sent to the concerned person.

One Full working day with no reply

Step Two

The email is <u>resent</u> as a reminder, copying the next person on the hierarchy ladder
(might be a supervisor/the department manager).

One Full working day with no reply

Step Three

The email is sent again to <u>all</u> those in the previous email, and adding the next person on the hierarchy ladder
<u>(might be a senior supervisor/department manager/general manager)</u>

One Full working day with no reply

Step Three Repeated
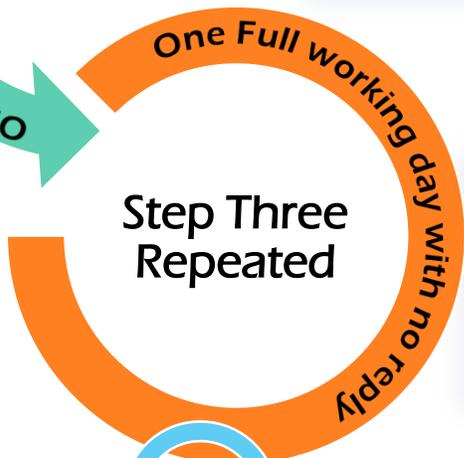
The email is sent over and over again, copying all persons in the previous email and adding one more Manager, higher on the hierarchy... until you reach the highest responsible manager on the hierarchy; the top management.

Repeat

Repeat

Repeat

Repeat
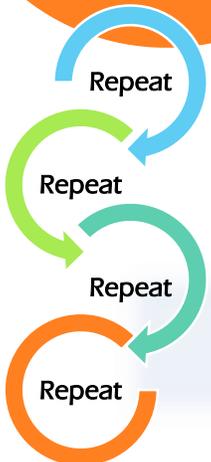
You keep resending the email... Until you get a reply!

In the case where the above steps are not clear, please do not hesitate to contact the HR department for further elaboration and examples.

Important Notes:

- These steps are followed in the above mentioned manner; jumping from Step 1 to Step 3 will no longer be considered escalation; _unless the first person has no direct manager._

- The steps of the escalation process differ from one department to another, depending on how many persons there are above the person you initially contacted, on the hierarchy ladder. Examples:

  -1- Escalating from _Customs clearance employee:_
  (1)Supervisor →(2)Senior Supervisor →(3)Manager →(4)Top Management.

  -2- Escalating from _Personnel Employee:_
  (1) Manager →(2) Top Management.

- When escalating any email, employees and supervisors must always include their own manager in the escalation process immediately. The Manager must always include the HR department when the escalation process takes longer _than two working days from the beginning of the escalation process_.

- In an internal case where the Head of Department is addressing a team member on: behaviour, attitude, attendance, and/or continuous errors etc. escalation is directed to the HR responsible in Step 2 then continues normally to Step 3 as above.