

HG Retail - Escalation Matrix

	External and Corporate											
	Insurance	SDA	Workcover	Utilities & Suppliers	Legal Notices	Lessors	Banks	ATO/OSR	FS & WM	Fair Trade	Fair Work	Press/Media
Board		✓									✓	✓
MD		✓				✓	✓				✓	✓
CEO	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Fin' Advisor								✓				
Ops Manager									✓			
HR		✓	✓						✓		✓	
Marketing												✓
Store Manager												

*Note

Staff are to escalate to the lowest level tick on this matrix. This level of management will then escalate up the matrix as required.

	Internal and Operations											
	Resignations	Hiring	Termination	Incidents (Security)	Incidents (OH&S)	Incidents (Behavioural)	Incidents (Environment)	Incidents (Supply)	Customer	Plant & Equip	Trading	IT/Comms
Board					✓							
MD	✓	✓	✓		✓						✓	
CEO	✓	✓	✓	✓	✓						✓	✓
Ops Manager							✓	✓		✓		
HR	✓	✓	✓	✓	✓	✓	✓		✓			
Store Manager						✓			✓			

*Note

Staff are to escalate to the lowest level tick on this matrix. This level of management will then escalate up the matrix as required.

	IT and Store Procedures											
	Grocery Manager	GM Mobile	SignIQ	Scales	Wrappers	e-pay	General IT	Stocktakes	End of Month	Invoicing	Consumables	PDEs
CEO												
Ops Manager												
ABCIs							✓	✓	✓	✓		
Maintenace Mgr				✓	✓							
Worldsmart	✓	✓				✓						✓
SignIQ			✓									
Office Admin											✓	

*Note

Communication with Worldsmart is via Remote Support and should be chased on 3340 2500 if no response is received.

**Note

Communication with ABCIs is via email and should be chased on 3320 1950 if no response is received.

Legend

Insurance	All communication from an insurance company.
SDA	All communication with the State Development Authority including site visits.
Workcover	Notice, communications or visits pending or otherwise from Workcover.
Suppliers & Utilities	Notices, communication from suppliers and service providers including utility companies.
Legal Notices	All legal notices.
Lessors	Notices. Communication and visits from landlords, lessors or agents.
Banks	All notices & communication from banks and financiers.
ATO/OSR	All notices and communication from Australian Tax Office and the QLD Office of State Revenue.
FS & WM	All notice, visits and communication from Food Safety & Weights & Measures.
Fair Trade	All notices, visits and communication from the Dept. of Fair Trade.
Fair Work Australia	All notices, visits and communication from Fair Work Australia.
Press & Media	All visits, communication and telephone calls from the press and media.
Resignations	All resignations.
Hiring	All hirings.
Termination	All terminations.
Security	All security breaches.
OH&S	All OH&S incidents and near misses.
Behaviour	All incidents of Gross Misconduct.
Environment	All environmental incidents, fire, flood including spills etc.
Supply	All and any issues that interrupt the inbound supply chain.
Customer	All customer issues and complaints.
Plant & Equipment	All plant & equipment breakdowns, in particular refrigeration gas leaks.
Trading	All and issues that impacts a store(s) ability to trade.
IT/Comms	All IT and electronic communication issues that effect the network level and the individual level of the steering committee.
Grocery Manager	All issues related to the back office and point of sales systems. A remote support needs to be sent to Worldsmart.
GM Mobile	All issues related to GM Mobile or wireless comms. A remote support needs to be sent to Worldsmart.
SignIQ	All issues related to the printing of tickets/talkers and the printer. Call Ben Hoffman on
Scales	All issues related to meat, deli or produce scales.
Wrappers	All issues related to meat, deli or produce wrappers.
e-pay	All issues related to the sale of e-pay products. A remote support needs to be sent to Worldsmart.
General IT	All 'other' IT issues. An email needs to be sent to support@abcis.com.au.
Stocktakes	All stocktake related issues. An email needs to be sent to support@abcis.com.au.
End of Month	All issues related to the execution of end of month. A phone call needs to be made to ABCis on 3320 1950.
Invoicing	All issues related to invoice processing. An email needs to be sent to support@abcis.com.au.
Consumables	The purchase of any store consumables. An email needs to be sent to Head Office for ordering.
PDEs	All issues related to PDEs. A remote support needs to be sent to Worldsmart.