

# Escalation process following pre-Audit for mobilisation

## Purpose:

The escalation process is designed to ensure high risk areas are identified and addressed prior to any mobilisation to prevent injury and breaches of regulations being ‘transferred’ into the Company from the client’s infrastructure and premises.

- Due to the nature of the client base in Whiteoak’s the risk is predominantly higher due to client understanding of legislation in relation to health and safety and food safety.
- Where possible solutions will be recommended and supported prior to mobilisation, with the understanding that responsibility remains with client.
- If not rectified prior to planned mobilisation date will result in the delay in go live until rectified.

## Scope:

Applies to all new business and includes review of infrastructure, fabric of the building, equipment and client operated services that affect the safe operation of the services being contracted to Whiteoak’s.

**RAG rating:** Pre-Mobilisation Audits will be completed a minimum of 4 weeks prior to planned go live date and findings will be RAG rated as follows:

- **Red;** Immediate risk of injury or breaches of legal requirements including the Food Safety Act.
- **Amber;** Non- compliance to Compass or Legal guidance. A Completion timeframe will be advised. If completion timeframe is not achieved risk level could increase to red.
- **Green;** Compliant and no further action to be taken.

Stage	Action	Responsibility	Escalation
1	Completion of the Pre Mobilisation	HSE	
2	RAG tracker shared with mobilisation lead	HSE & Mobilisation Lead	
3	Weekly Review of actions completed & outstanding. Tracker Updated	HSE & Mobilisation Lead	Escalate to OD or BD if client is not responsive
4	Full Review of tracker 2 weeks pre Go Live	HSE & Mobilisation Lead	Escalate to OD or BD any outstanding RED actions for next steps to be agreed
5.	1 Week pre Go Live Review of outstanding red tracker with BD	HSE Mobilisation Lead Business Director	If Go Live date postponed revert to Stage 3

# Escalation process safety/food risk identified at site

## Purpose:

The escalation process is designed to ensure high risk issues are identified and addressed during site visits or via the operational team, to prevent risk to our teams, client and the company.

**Level:** This is general guidance and relates to situations/issues that are immediate risk and not relating to the general maintaining of standards as BAU:

**Red;** Immediate risk of injury or breaches of legal requirements including the food safety act.

Examples include where there is an immediate threat to life :

- Gas appliances without a valid gas certificate ( job sheets are not sufficient)
- Electrical faults – tripping , incorrect fuse/plug, excess heat.
- Food safety equipment not achieving temperature or not cooking effectively.

**HSE team will provide guidance if required. Ensure guidance and reporting process is followed**

### Stage 1

**Equipment process is stopped immediately and made safe  
( signage to prevent use & disconnected)**

**Person finding fault to phone/WhatsApp RM to proceed with stage 2**

RM to respond /confirm within 30 minutes this can be phone or WhatsApp  
( Note: ANY RM can respond regardless of location and take the action)



### Stage 2

RM or OD or Senior Manager on site (this could be an SME; Culinary, HSE, etc)  
to communicate with Client on required action and offer support E.g. Temporary equipment from PKL,  
Compass supplied 3<sup>rd</sup> party specialists – engineers, pest control (quote will be provided )

**Alternative interim process agreed with client and operational team**



### Stage 3

**Hazard reported on AIR3 and OD /BD tracker – operations to update when action completed.**



### Stage 4

Repair /action completed and rectified – **removed from weekly tracker**  
Issue will be closed out on the AIR3 system by HSE