## APPENDIX C – Customer (KWL) Escalation Process

KWL Operations Supervisor / Manager

Karen Hill / Jade Tindall

**Step 1**

Buyer (Procurement)

Wendy Rhind

**Step 2**

Procurement Manager

Tony Partington

**Step 3**

## APPENDIX C – Sub Contractor Escalation Process

**Step 1**

**Step 2**

**Step 3**