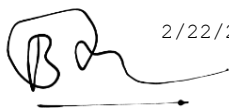


 NEW AGE	Escalation Policy	Version:	1.0
		Code:	NA-PL-05

Escalation Policy

 2/22/2023

CEO's Approval & Date

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1. Policy Objectives

- The purpose of this policy is to set out clearly the route that should be followed by regular partners and all team members for managing escalations for any work-related communications, issues, activities, concerns, and other matters to the next level.
- The process should be clearly addressed by the policy and clearly communicated to all regular partner/s to keep escalation process running smoothly and resolve work-related issues faster.

2. Definition of Terms

Complaint Form	It is a form made up of a template that includes details about the complaint and the complainant. This form can be found in New Age's portal under HR Form's section.
Escalated Party	Describe those employees of the company being escalated.
Escalation Policy	An escalation policy is a set of guidelines that define how and when an issue should be escalated. The escalation rule will happen if an issue is not acknowledged or resolved within a pre-determined amount of time.
Executives	CEO, Direct Manager, Middle and Top Managers are Executives.
Hierarchical escalation	Hierarchical escalation is when a work-related issue is passed to a team member or team leader based on their experience level or seniority within the company.
Regular Partner/s	Describe the employee(s) who are currently employed by the company with a specific number of hours.

3. Policy

- New Age company uses a hierarchical escalation approach to ensure effective and precise communication, streamlined and well-organized business processes.
- Each team member must complete, manage, and perform their task within the given timeframe. Additionally, he/she must respond to inquiries and keep constant communications to their team members and direct manager. If a team member expects to not complete the task for any reason, he/she shall notify his/her Direct Manager in advance. Failure to comply, the escalation will begin.
- The following table lists the escalation matrix starting with the escalated party and its cycle time. The table must be followed by all team members and managers. Please note that different departments have varying levels of escalation. (See Table 1)

Table 1. Escalation Matrix

Department	Escalated Party		First Escalation Level		Second Escalation Level		Third Escalation Level	
		Cycle Time (in days)		Cycle Time (in days)		Cycle Time (in days)		Cycle Time (in days)
Finance	Finance Manager	2	CFO	2	CEO	N/A		
HR	Junior Recruiter	2	Senior HR Manager	2	CEO	N/A		
	Senior Recruiter	2		2		N/A		
Business Process	Process Specialist	2	Head of Business Process	2	CEO	N/A		
	Documentation Specialist	2		2		N/A		
Product Team (inc. RFE)	Designers	2	Product Manager / Store Specialist	2	CEO	N/A		
	RFE Team Members	2						
	Jr. Marketing Manager	2						
	Copywriter / Graphic Designers	2						
Product Team	Testers	2	Product Manager	2	Head of Product Team	1	CEO	N/A
	Developers	2		2		1		N/A
	UI/UX Designers	2		2		1		N/A

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- When an escalated party is unresponsive, unavailable, or unable to accomplish the task within 2 days (or 48 hours), the matter will now escalate to the First Level.
- Other criteria for escalation include the following:
 - Issues that affect more than one project
 - Issues that, if left unresolved, may jeopardize a key milestone or project deliverable.
 - Issues of high priority that are not being resolved in a timely manner.
- If the task-related issue was successfully resolved by the First Level, the escalated party, must provide a reasonable explanation to their respective First Level.
- If a team member has been escalated more than two or three times, the appropriate executives should file a complaint (Complaint Form) through the company's **new** portal so that the HR Team can take appropriate action.
- If, however, the First Level and the succeeding escalated level is irresponsible, unavailable, or unable to perform the task within the given timeframe, a similar escalation process will be initiated against them.
- It is the responsibility of every First Level within the company to establish provisional timeframes for resolving task-related issues in their respective areas and must be communicated to all team members. Failure to meet expectation by his/her team members, the First Level will now be involved at the next level of escalation. Any task-related issues must be escalated to the relevant manager responsible for managing them.
- Using Slack's private or direct messaging should be used to communicate during any escalation. Any level of escalation should be informed of this and must be communicated to the escalated party. The format should be as follows:

Dear (Recipient's name / Escalated Party),

I'd like to bring to your attention that an [issue/event] we have been facing in this <Project Name>, and I would like it to be escalated. The problem started on <date> when <issue/event> happened. Since then, it has <effect/frequency/evidence>. I have tried to speak to you about it, but so far, you have been unable to respond for <#> of days.

I would like for the issue to be escalated to <level> so that someone with more authority can help resolve it and bring this to your attention when you return to work with a good response and an excellent solution.

If you have any questions don't hesitate to contact me. I am happy to provide any additional information you may need.

*Thanks,
(Your name)*

- If the matter is still unable to resolve and cannot be reached by the First Level within 2 days (or 48 hours), this must further escalate to the next Second Level of authority.
- Depending on the functions and their departments, escalation to the Second or Third Level should only be taken as a last resort. All regular partner/s must acknowledge that the decision of the Second or Third Level is final.
- In extreme circumstances, where the above escalation protocol fails to resolve the matter, the Second Level of authority will consult with the Third Level, as appropriate. Any task-related issues that cannot be resolved by discussions involving the above executives should then be referred to appropriate counterparts at the Third Level.
- Once the issue has been resolved, communicate the resolution to the escalated party and appropriate escalated levels. To end an escalation, a clear alignment between involved parties are required.

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4. Roles & Responsibilities Summary

1. Team Members / Regular Partners

- Responsible in completing their tasks within agreed timeframes and keeping lines of communication are open in case a team member or direct manager has questions.
- Responsible in cooperating and complying within policies and guidelines to make sure that New Age (NA) is an open, transparent, and professional remote workplace to be.

2. HR Team

- Oversee the entire policy escalation process, maintaining visibility and facilitating cooperation among all regular partners.

3. Executives (CEO, Direct Manager, Middle and Top Managers)

- Responsible for delegating and overseeing tasks to team members.
- Responsible for reassigning tasks to other team members, in such a team member are unable to complete.
- Responsible in initiating and terminating an escalation.
- Responsible in developing postmortems and implementations of preventative solutions.

Policy Appendices		
#	Appendix Name	Link
1	Complaint Form	Link