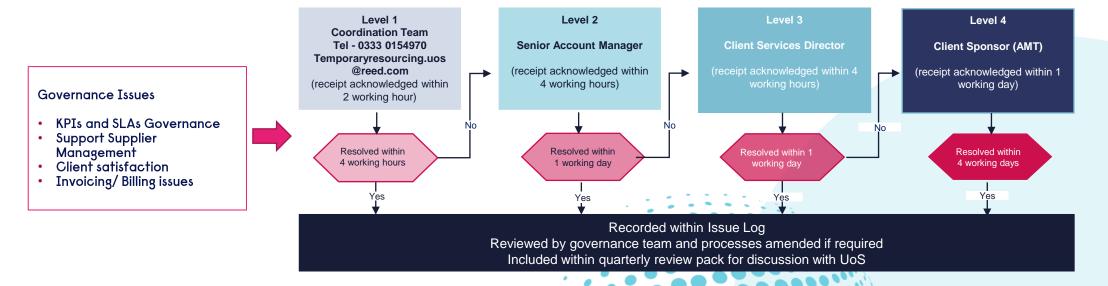
Escalation Process & SLA

Level 1 Level 2 Level 3 Level 4 **Coordination Team** Tel - 0333 0154970 **Talent Delivery Team Head of Talent Delivery Client Sponsor (Delivery)** Temporaryresourcing.uos @reed.com (receipt acknowledged within Delivery Issues (Candidates) (receipt acknowledged within 1 (receipt acknowledged within 4 working hours) (receipt acknowledged within 4 working day) 2 working hour) Timesheet queries Quality of CVs not suitable No No Worker queries Resolved within Resolved within Resolved within Support Supplier queries Resolved within 4 working hours 1 working day 4 working days 1 working day Manager queries XMS queries Yes Yes Candidate satisfaction Recorded within Issue Log Reviewed by governance team and processes amended if required Included within quarterly review pack for discussion with UoS



Escalation Process & SLA & Contact Points

