

OHS escalation process

Purpose:

To provide a method of resolving a health or safety related issue identified by a member of the public in relation to Electrolux products or activities.

Issue examples:

- Noise emanating from an Electrolux manufacturing plant.
- Dangerous driving by an Electrolux branded vehicle.

Should a member of the public wish to register a complaint, they may contact their local Electrolux site. In this instance, the site shall take responsibility for managing the situation; there is no change to this process.

In other circumstances where the public do not know where their local Electrolux site is, they may call the Electrolux Corporate Head Office (02 9317 9688) to register their complaint.

Alternately, the public may choose to telephone the Customer Contact Centre. In this instance the existing "Customer Escalation" process is to be used by Customer Contact Centre staff.

The OHS Manager will then investigate the issue and take appropriate corrective actions where necessary to address the issue and facilitate resolution.