

Alloggio Group – Internal Escalation Hotline

The purpose of the below procedure is to provide additional support to all Alloggio team members in the case of an emergency.

Alloggio at its core is a hospitality and tourism business, meaning we have guests staying in our accommodation whether it be a holiday home, leisure park or a hotel room, all year around and often in remote locations. Our business model means that if our guests need to contact us to let us know about an issue, this will normally come through either our individual offices during business hours or outside of business office hours through our central support team.

In each of our locations, there exists an emergency escalation process that is specifically designed to work in that particular area with the team members in place on the ground locally. These procedures follow the chain of command within each local business unit to triage and resolve issues as they arise.

However, as we are all aware, from time-to-time incidents occur in our business that require an immediate response, and rightly those who are on the escalation are unable to be contacted. This is specifically related to serious incidents that may involve a **major injury, significant damage to a property** or in the worst-case scenario a **death of a guest or a staff member/contractor to Alloggio**. At these times it is imperative that management in location and senior management at a corporate level are contacted immediately to provide guidance and assistance to those team members in location.

The below sets out the process for major escalations in the case of an emergency. Please note this is **only for serious issues that need escalation and immediate action**; these issues are likely to attract media attention and/or have the potential for serious brand damage.

The most important part of this policy is that the escalation is to occur by **personal phone call to the appropriate person**, and definitely not an email, desk ticket or any other type of written communication. This will make sure that the required course of action can commence immediately. The chain of command is to be followed as outlined below:

Escalation Flow

1. Incident occurs > contact is made to first Alloggio team member (onshore or offshore).
2. The first Alloggio team member immediately calls the Holiday/Hotel Manager of the affected location to escalate. If unable to contact the Holiday/Hotel Manager, then staff member moves straight to step 3.
3. Holiday/Hotel Manager calls the **Alloggio Internal Escalation Hotline** on **1800 95 95 94** to speak to the relevant Alloggio executive leadership (Excom) team member **on call 24/7/365**
4. Executive team member to take appropriate course of action liaising with the leader in location

Alloggio Internal Escalation Hotline - 1800 95 95 94

- ✓ This number is strictly for **INTERNAL ALLOGGIO STAFF USE ONLY**. **Not** to be given to guests, owners, vendors under any circumstances.
- ✓ This escalation is for very serious incidents, it is expected that for day-to-day issues that can be dealt with by the local teams, this number will not be called, in most cases it will be the discretion of the Holiday/Hotel Manager to make the call. However, should the line staff member not be able to contact the Holiday/Hotel Manager, the team member should err on the side of caution and call the Escalation Hotline if the matter is urgent.
- ✓ **In case of emergency, always dial 000 immediately**

 **1800 95 95 94**