

Escalation Process

Escalation - When to & Who to:

Design Approval Issues. If PM's have not responded by close of play Day + 1 (Process 3.0) to an ICP submitting their design approval.

General Enquiry (GE) or RFI's. If the Project PM has not responded by close of play Day + 5.

Design Approval Issues

For all PM failures to respond to a design approval submission on Day + 1 (Process 3.0 of the Design Approval Process)
Please resend the design approval email request to:

project.support@leaputilities.co.uk
& to your Leap PM.

To expedite your response title the email:

'YYYYMMDD - Leap - Failure to Respond to Design Approval Request'

Please attach the original email sent to the BOS team and the PM on 'Day' and include a brief information for the BOS team to investigate failure to process the Design Approval.

General Project Enquiries and RFI's

For all PM failures to respond to General Enquiry (GE) or an RFI on Day + 5
Please email:

project.support@leaputilities.co.uk
& to your Leap PM.

To expedite your response title the email:

'YYYYMMDD - Leap Failure to Respond to GE or RFI'

Please attach the original email sent to the PM on 'Day' and include a brief request to the BOS team to investigate failure to process the General Enquiry or RFI.

Send this email during your work hours: Tue, Jan 06 at 8:00 AM [Schedule send](#) | [Dismiss](#)

To: project.support@leaputilities.co.uk

Cc:

Bcc:

Subject: YYYYMMDD - Leap - Failure to Respond to Design Approval Request

Dear Leap,

Please investigate and escalate the lack of response for a Water/Electrical Design Approval Submission (add appropriate utility).

Project Name:

PM Name:

Date Sent:

ICP Contact:

Please remember to attach the original email and to Cc the PM.

Send this email during your work hours: Tue, Jan 06 at 8:00 AM [Schedule send](#) | [Dismiss](#)

To: project.support@leaputilities.co.uk

Cc:

Bcc:

Subject: YYYYMMDD - Leap - Failure to Respond to General Enquiry or RFI

Dear Leap,

Please investigate and escalate the lack of response for a Water/Electrical General Enquiry or RFI (add appropriate utility).

Project Name:

PM Name:

Date Sent:

ICP Contact:

Please remember to attach the original email and to Cc the PM.

