

Retailer Delivery Escalation Process

LSP identifies safety risk/s at a retailer

LSP fills in Retailer Evaluation Sheet & pauses delivery if necessary

LSP invites retailer to on site meeting Retailer does not Retailer agrees respond/declines LSP & retailer do LSP sends second LSP & retailer agree on actions to be taken not agree on request to retailer actions to be taken Retailer does not respond/declines for 2nd time Retailer does not follow-through on actions Actions taken & completed w/i aareed timeframe LSP to contract holder (OEM) OEM **OEM** does not respond/declines agrees to support LSP & OEM LSP & OEM LSP sends agree on actions to be taken do not agree on second request to OEM actions to be taken OEM does not respond/declines for 2nd time OEM do not follow-through Actions taken & completed w/i agreed timeframe on actions

LSP stops delivery & requests ECG to intervene*