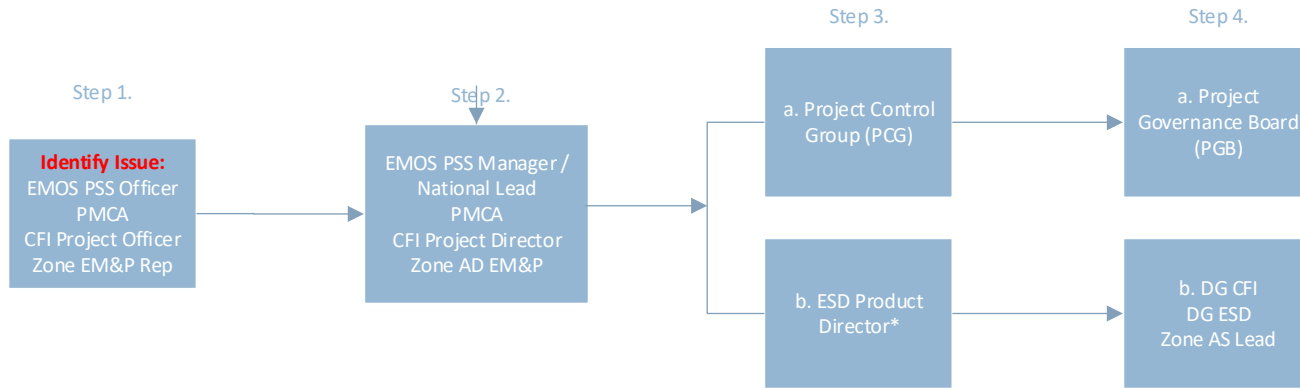


PROJECT ISSUE RESOLUTION & ESCALATION PATHWAYS WORKFLOW

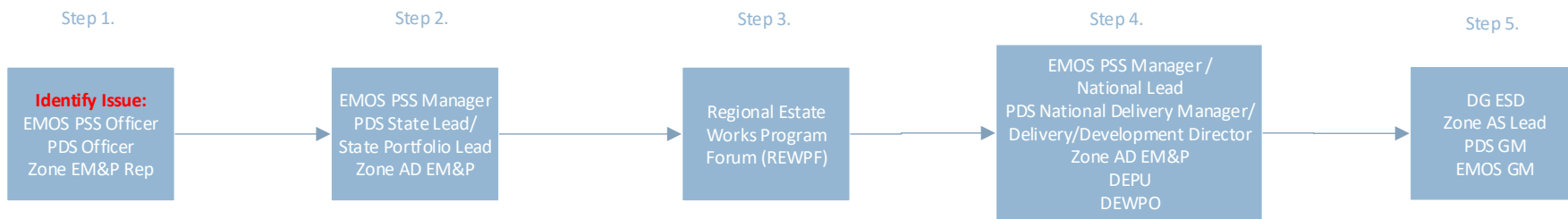
Attachment A.

CFI Delivered Project



1. ESD PD* or CFI PDs may be different depending on the project or issue: DEPU, DEESD, EE, DEEP etc.
2. Directors decide best path of escalation depending on the nature of the issue and urgency.

EWP Delivered Project



1. Managers decide best path of escalation depending on the nature of the issue and urgency.