

Escalation Matrix - Workplace Services

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S No	Scope	Level 1			Level 2			Level 3		
		Stake holder name	Email ID	Contact number	Stake holder name	Email ID	Contact number	Stake holder name	Email ID	Contact number
1	Visitor co ordination / Reception, Petty cash / Imprest, Cake for Events/celibrations Telephone - Extension list for Du parc	Painitha	parinitha.kishore@arvindbrands.co.in	9916378433	Shankar	shankar.v@arvindbrands.co.in	990000177	Srinivasan RV	srinivasanrv@arvindbrands.co.in	9342225332
2	Housekeeping - Hygiene Issue - HK staff query, HK staff requirement, Canteen Services (Tea /coffee arrangement for all the floor/ meetings and events.	Jaya	Jaya.v@arvindbrands.co.in	7899933179	Shankar	shankar.v@arvindbrands.co.in	990000177	Srinivasan RV	srinivasanrv@arvindbrands.co.in	9342225332
3	Conference room booking, Projector for meetings, Courier enquiry - Inward & Outward (arranging, query & billing)	Janardhan N V	janardhanrv@arvindbrands.com	7022896285	Srinivasan RV	srinivasanrv@arvindbrands.co.in	9342225332	Srinivasan RV	srinivasanrv@arvindbrands.co.in	9342225332
4	Repair & maintenance - Electrical, Civil, Carpentry & Plumbing	Ravi	ravi.ks@arvindbrands.co.in	99011700177	Shankar	shankar.v@arvindbrands.co.in	990000177	Srinivasan RV	srinivasanrv@arvindbrands.co.in	9342225332
5	Issuance of ID Card, Pride Card, Access card, New Joinee Kit, Mobile Sim, Telephone Extension (complaints, Instruments, Etc), First Aid Requirements, CCTV, Cable TV	S Hussain Ahmed	hussain@arvindbrands.com	9379464508	Srinivasan RV	srinivasanrv@arvindbrands.co.in	9342225332	Priya	priya.gopalakrishnan@arvindbrands.co.in	
6	Stationery requirement (arranging, query & billing) Travel & Accommodation, Guest house booking, Cab hiring for local and outstation, Printing - Business cards, Training materials and office requirements, Store capex, Pest control, Fire Extinguishers, Snacks	Sreenivas K	komsala.sreenivas@arvindbrands.co.in	7259237369	Srinivasan RV	srinivasanrv@arvindbrands.co.in	9342225332	Priya	priya.gopalakrishnan@arvindbrands.co.in	
7	Security (deployment, query & billing) Corp. & Stores, Housekeeping Corporate & Stores pan India Safety Audit, Plants, News Paper, Fire Extinguishers	Shankar V	shankar.v@arvindbrands.co.in	990000177	Srinivasan RV	srinivasanrv@arvindbrands.co.in	9342225332	Priya	priya.gopalakrishnan@arvindbrands.co.in	
8	Vendor Management, CapexEvents - (Hi Summil, Road Show, Off Site, Employee Outing, Mill week, Employee Sale, Board Meetings, etc) Relocation, Infrastructure, AMC - Epbx, UPS, Lifts, Video Conf, Access Control, AC's, Board Room, Vendor payments	RV Srinivasan	srinivasanrv@arvindbrands.co.in	9342225332				Priya	priya.gopalakrishnan@arvindbrands.co.in	