Pegasus

Data Escalation Policy

Pegasus understands that there are times when you'll need data applications or access ID cards to be processed faster than our standard delivery time of two working days. We call these *escalation*s - when you need to be compliant and get on site **before** the standard two working days have passed since you uploaded your data.

How data escalation works

To best service your request, the Pegasus data escalation process costs **$50 + GST per person**. This cost allows you to submit up to 20 individual competencies per worker to be verified by a Pegasus data administrator working on your escalation as a priority.

Pegasus will first review your request to determine if we can deliver it – this includes reviewing staffing levels and how many other escalation requests there are, and considering the number of documents you need verified.

If we proceed with your escalation, you will pay by credit card and have your request assigned to a Pegasus verifier. You'll be given a service ticket number to track the escalation.

A few things to note:

- Your escalated data application must be submitted in the relevant Pegasus portal before our data administrator can accept your request
- Ensure your data uploads meet the required business rules (found in the system) so your escalation isn't delayed due to returned documents

---

Ready to escalate your data application?

Ensure you have submitted all the information for your application in the Pegasus system, and call Pegasus to request your escalation on **1300 291 561**.

Pegasus always aims to have workers on site **quickly and safely**. We appreciate your understanding of our data escalation policy.

If you have any questions or need more information, please call the team on 1300 291 561 or email safetycompliance@pegasus.net.au.