

## **Grievance Mechanism – Supply Chain**

### **1. Objective**

To define the process for receipt and management of supply chain grievances submitted by Tin Tech's external stakeholders. The grievance mechanism outlined in this document will serve as a guideline for external stakeholders to communicate concerns, issues, and complaints with Tin Tech, and to provide transparency as how the grievance will be managed internally within the Tin Tech organization.

### **2. Scope**

The grievance mechanism applies to external stakeholders including but not limited to: Suppliers, customers, logistic agencies that are on or near a touchpoint within Tin Tech's supply chain. Grievances not associated with the supply chain including internal stakeholders, or administrative stakeholders are not included within this mechanism.

### **3. Grievance Mechanism Process**

- a. Submitted grievance received by Tin Tech
  - i. Channels for submitting/receiving grievance includes: Telephone, email, website submission/
  - ii. Grievance can be received by anyone within the Tin Tech organization.
  - iii. Acknowledge and confirm the grievance has been received.
- b. Record the grievance
  - i. All grievances received will be recorded in the Grievance Tracking Form
  - ii. Fields include: ID, Date, Grievant, Steward, Level, Description, Resolution, Status, Date Resolved.
- c. Categorize the grievance
  - i. Level 1: Low Risk – Infrequent occurrence, isolated to a single incident that does not pose a long-term threat to the organization, domestic transaction.
  - ii. Level 2: Medium Risk – multiple occurrences, resolution not currently implemented, domestic or international transaction, potential systemic issue.
  - iii. Level 3: High Risk – Multiple occurrences, systemic issue, domestic or international transaction, poses long term threat to the supply chain.
- d. Investigate the grievance
  - i. Assemble cross-functional team to determine containment, root cause, corrective and preventative action.
  - ii. Communicate findings and resulting action plan to stakeholder contact.
- e. Implement action plan
  - i. Determine time line, resources, and strategy
  - ii. Implement action plan
  - iii. Communicate implementation to stakeholder contact
- f. Monitor Results of Implementation
  - i. Compare actual results with expected results
  - ii. Determine if results are consistent with resolution
  - iii. Communicate results to stakeholder contact
- g. Close the Grievance
  - i. Receive confirmation from stakeholder contact that actions taken are acceptable to address the grievance
  - ii. Confirm with the organization that the grievance risk to the organization has been addressed
  - iii. Store grievance records for a minimum of 5 years

Annex 1: Grievance Tracking Form