

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 both external and internal stakeholders including but not limited to: Suppliers, customers, employees, and logistic agencies that are on or near a touchpoint within Tin Tech's supply chain.

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