



## **Grievance Mechanism – Supply Chain**

### **1. Objective**

To define the process for receipt and management of supply chain grievances submitted by Tin Tech's external and internal stakeholders. The grievance mechanism outlined in this document will serve as a guideline for all 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. Grievance can be received by anyone within the Tin Tech organization
- ii. Channels for submitting/receiving grievance includes: telephone (484-718-9999), email to [sales@tintech.com](mailto:sales@tintech.com) or website submission (<https://www.tintech.com/contact/> select Grievance Submission Form). Emails go to Ara Aposhian, General Manager, and website submissions go to Ben Etherington, Vice President
- iii. Grievances can be made anonymously. The form link on the Tin Tech website allows the submitter to withhold their personal contact information
- iv. All grievance submissions will be acknowledged and confirmed if contact information is submitted, and the grievance will be logged immediately

#### **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