



Responsible Business Alliance

Formerly the Electronic Industry Citizenship Coalition

Advancing Sustainability Globally

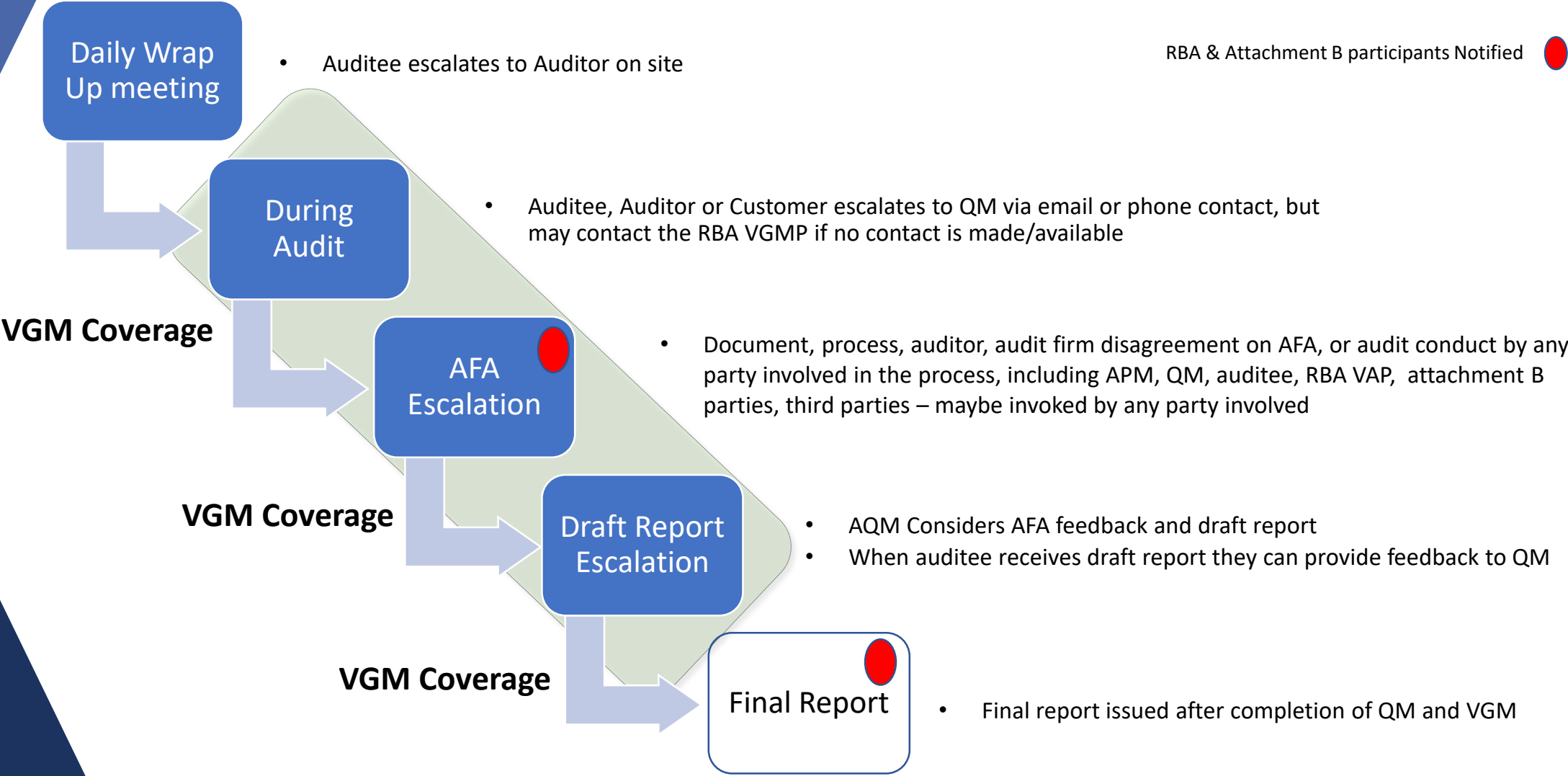
RBA VAP Formal Grievance Mechanism (VGM)

August 2019

Executive Summary: VAP Grievance Mechanism

- **RBA does have an escalation process** for VAP auditees but it is not well known by the auditees. In order to meet the expectations of the stakeholders, we plan to launch a formal documented RBA Grievance Mechanism to handle grievances.
- The RBA VAP Ops Manual is the guiding document for all VAP decisions. If the auditor, the QM and the APM agree, then the finding stands. Only in the case of the Ops Manual being silent on an issue, or unclear, would an auditee be able to escalate. To meet this need we will be launching the VAP Grievance Mechanism (VGM).
- The committee will be chaired by the Chief Operating Officer at the RBA, and the participants are regional, or subject matter experts. The mechanism will rely on expert guidance through regulatory, industry standards, legal frameworks, industry best practice.
- The chair may vote where there is no majority, or expert present at the meeting, in order to avoid any deadlock

Grievance mechanism touch points



Submission and Review Process

Formal grievance submitted

- <https://www.surveymonkey.com/r/RBAVGM>

Reviewed on weekly call with APM and QM

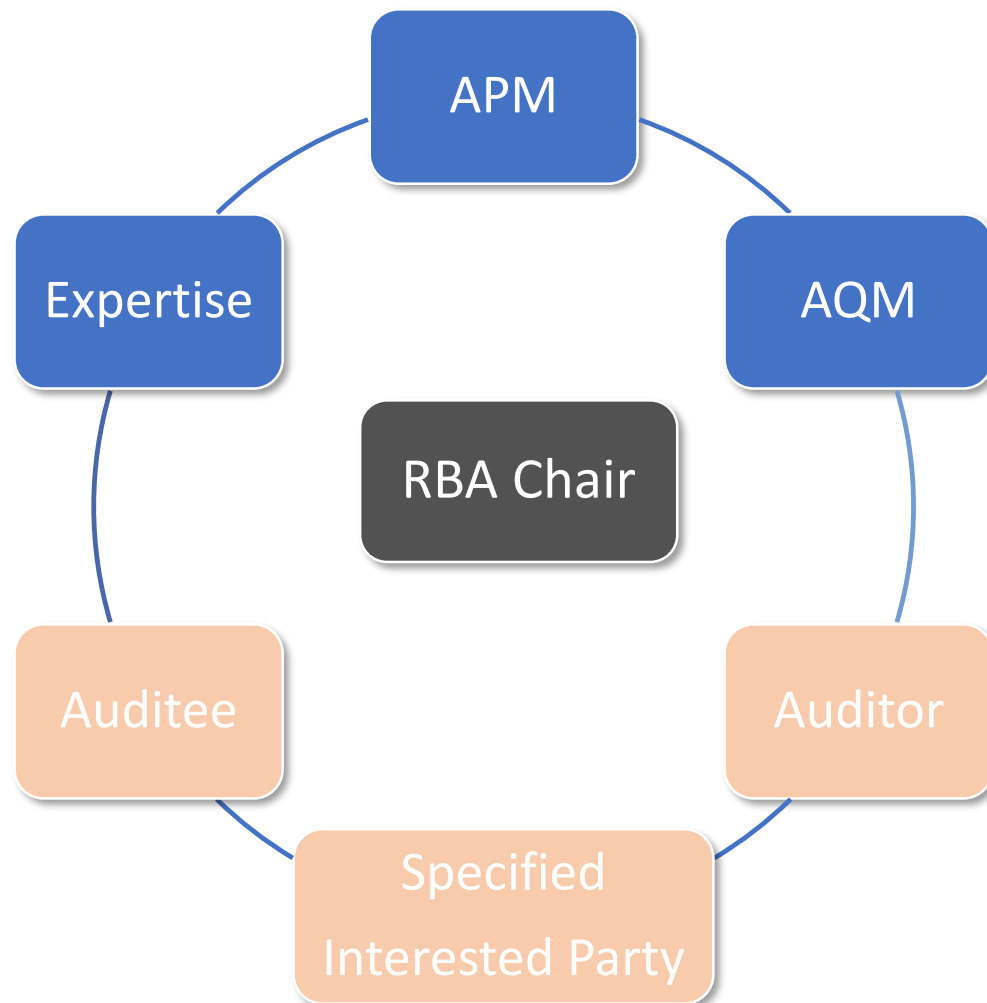
- If agreement, grievance does not move forward; grievor is notified
- If no agreement, escalated to grievance process outlined on next slide

Official response

- APM provides an official response to requester, regardless of decision
- In some cases, more information is requested



VAP Grievance Mechanism adjudication



All business will be conducted in English

- One vote each
- Majority Rules
- Chair votes when no expert present
- Decision binding & final

