



# Supplier Grievance Procedure

From time to time, situations may arise where a Supplier deems it is being treated unfairly in ordinary business interaction with JBM Packaging. To resolve such disagreements and maintain mutually beneficial business relationships, JBM has implemented the following Supplier Grievance Procedure.

## Some principles JBM will follow:

- Utmost confidentiality of the information shall be maintained throughout the process, especially when the grievance is against an individual.
- ***All effort shall be made to resolve the grievance in an informal and amicable way before resorting to adopting this formal process.***
- Ensure that the people involved in investigation/grievance resolution process do not have any conflict of interest.
- In the event of a grievance related to payment or performance regarding a specific Purchase Order or transaction, the Supplier should make every effort to resolve the grievance in an informal way by contacting the Purchasing department at JBM.
- If the grievance cannot be resolved informally, Supplier will submit a written summary of the grievance, and provide supporting documentation, if any. Written summary should include the desired resolution of the grievance. Email is sufficient for delivery of all documentation.
- JBM will confirm to Supplier receipt of the written grievance.
- A formal grievance must be reported within 30 days from the event/action leading to the grievance.
- Only one grievance to be addresses is to be reported in one written summary.

## Upon receipt of grievance from supplier, JBM will:

- Acknowledge receipt of the grievance and record the date of receipt.
- Based on evidence provided, review the grievance for validity. As a result of the review, JBM may deem the grievance valid or not valid.
- If found valid, JBM will respond with a remedy up to the Supplier's desired resolution, or if not possible, respond with an appropriate alternative.
- If found invalid, JBM will respond in writing with an explanation of why the grievance was found invalid.
- Records of all Supplier Grievances with all attachments shall be maintained for not less than one year from the date of resolution.

## Some common reasons for potential grievances:

- Delay in payments.
- Difficulty in processing shipments to JBM.
- Dispute of JBM findings of material nonconformance.
- Performance shortfalls related to specific JBM Purchase Orders.

This is not an exhaustive list, but a few examples of what might trigger a grievance.