



Responsible Business Alliance

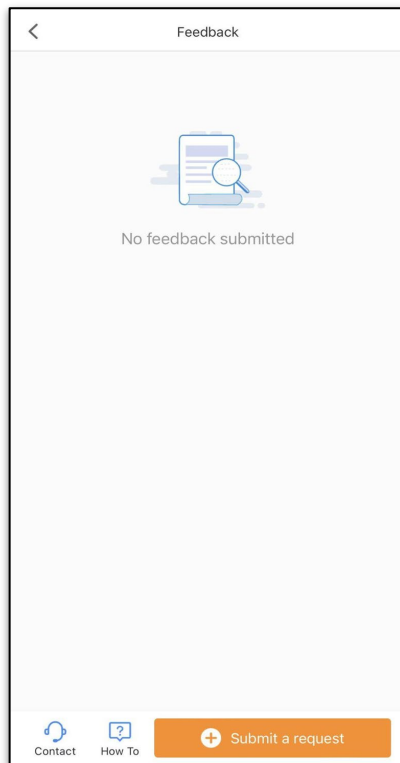
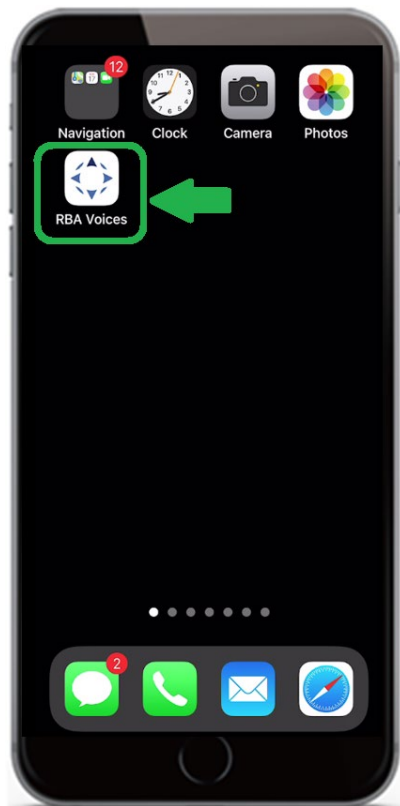
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RBA Voices

Training for workers



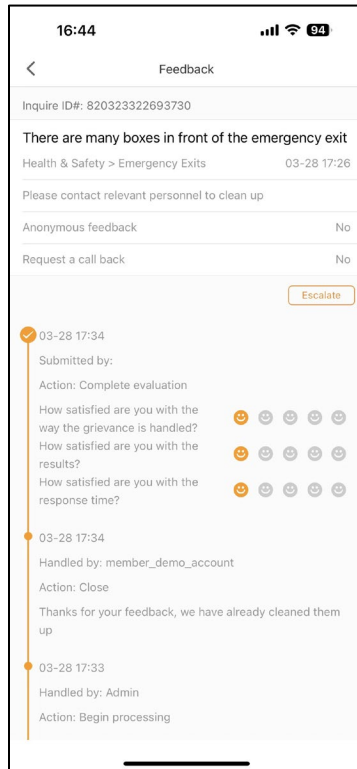
Introducing RBA Voices Feedback tool



RBA Voices using state of the art infrastructures such as **Tableau BI tool**, **AWS cloud** and has **ISO27001** certification for data security.



Worker app view only in their language



App or webform uses the native language of their device (interface)

Native language support (for submitters) for the following (app):

- Chinese, simplified
- English
- Vietnamese
- German
- French
- Bahasa Indonesia
- Bahasa Malay
- Spanish
- Thai
- Italian
- Norwegian
- Chinese, traditional
- Khmer
- Japanese
- Korean
- Tamil
- Nepali
- Bengali
- Urdu
- Arabic
- Turkish
- Portuguese


Microsoft translation API for the information exchange fields (108 languages)




How to get an account on the platform


1. Using the QR code reader on their phone, scanning the unique QR code will take them to the account creation page.
2. Page will look different depending on whether they are using the full RBA Voices app or the only the Feedback Tool.
3. The site will adopt the language of the device used.

RBA Voices

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Feb 3 

1234567




Password 


When an unregistered user logs in, an account is automatically created, which means that you have read and agreed to "User Agreement" and "Privacy Policy".

SIGN IN/UP

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Interface for app sign up

Close  web.ifuli.cn  

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RBA Demo Factory 1

Username


Password

[Forgot Password?](#)

When you register a new account, it indicates that you have read and agreed to End-user license agreement and Privacy Policy. Remember your Username & Password. You need to use it to log into the system to know the response to your submissions.

Log In

If you don't already have an account, [Click to sign up](#)

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Feedback webform sign-up



Worker sign up screens

2:55

Close web.ifuli.cn AA

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Sign Up

Company Name
RBA Demo Factory 1

* Username
Please enter

When setting up a username, this tool only supports a combination of English lower and upper case letters and numbers. We don't support spaces or special characters

* Password
Please enter

* Confirm Password
Please enter

Please leave your email address, when the administrator replies to your submission, the system will notify you via this email.
Note: If your feedback is anonymously, you won't get an email. You will need to check periodically for a response from the administrator

Your email address
Please enter Verify

1. Worker should remember/save their username and password.
2. If worker wants to see the responses from the factory, they can add an email address.
3. The verification code should be entered within 30 minutes of creating the account if adding an email address.

Feedback

No feedback submitted

Contact How? Submit a request

[Access to How-to Video](#)



Worker Resources



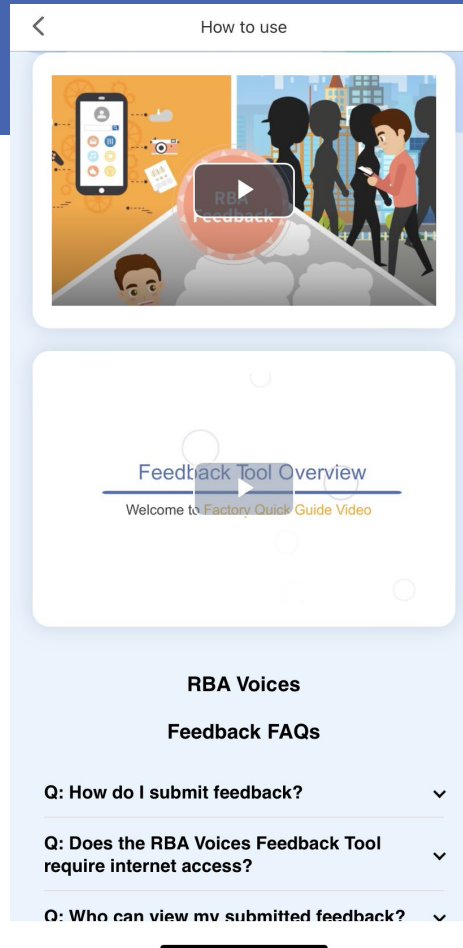
Member Resources

Factory Resources

Worker Resources



How-To Video



FAQs on the device



New Worker View Issues/Categories

17:38 5G

Feedback

Category
Please select a category >

Subject
Please enter the subject

Living Conditions ^

Unsafe Living Conditions Sleeping Area Issue
Dormitory Issue Food/Drinking Water Issue
Housekeeping & Sanitation Heating/Cooling/Ventilation

Community/ Environment Conditions ^

Environmental Damage Exposure to Mercury
Persistent Organic Pollutants Wastewater Issue
Hazardous Waste Air Emission Noise Issue

Health & Safety ^

Imminent Danger Situation Fire Hazard
Indoor Air Quality Electrical Safety
Personal Protective Equipment (PPE)
Unsafe Workplace Safety Trainings Emergency Exits
Chemical or Biological Hazards
Medical Services & Surveillance

18:09 5G

Feedback

Category
Please select a category >

Subject
Please enter the subject

Medical Services & Surveillance
Accidents and Investigations

Employment Issues ^

Child labor of Young Workers
Problem with Trade Union/Worker Committee
Employment Contract Issue Salary / Payment Issue
Leaves Not Paid/Granted Overtime Issue
Rest Day Work Illegal Termination Retaliation
Worker Training Not Done/ Cannot Understand
Strike/Riot Prison Labor

Personal Health/Wellbeing ^

Discrimination / Threats / Bullying Fight/Physical Injury
Issue with Supervisor Issue with Security Guards
Psychological/Mental Health Abuse Unfair Discipline
Sexual Harassment/ Assault / Violence Forced Labour
Working Documents Held/Not Given

18:09 5G

Feedback

Category
Please select a category >

Subject
Please enter the subject

Discrimination / Threats / Bullying Fight/Physical Injury
Issue with Supervisor Issue with Security Guards
Psychological/Mental Health Abuse Unfair Discipline
Sexual Harassment/ Assault / Violence Forced Labour
Working Documents Held/Not Given
Not Allowed to Leave Recruitment Fees
Required to Take Work Home Human Trafficking

Operational Feedback ^

Extortion Unauthorized Subcontracting
Not a Legitimate Business Operation
Financial, Tax, or Business Fraud False Records

Mineral Supply Chain Issues ^

Human Rights Abuses Linked to Mining
Minerals Linked to Conflict
Mineral Fraud and Discrepancies



How to submit a feedback/grievance

1. Click on **Feedback Tool** icon if using the app. If not, you are already in the Feedback tool interface.
2. Click **Submit a Request**
3. Select a **Category** in the **Submission Category** section.
4. Enter a description of your feedback/grievance in the **Subject** section.
5. Enter relevant details about your feedback/grievance in the **Details** section. It is optional to add any pictures/scans of your concern.
6. Slide the slider for **Anonymous feedback** if you want to be anonymous.
7. If you want the factory to call you back, slide the **Request a call back** slider and provide your number.
8. Click **Submit**. After successful submission, you should see the **Case ID number** created for your account as well as the QR code for the facility.



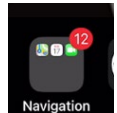
How to see the response to your grievance

WEBFORM

1. Log-in to your RBA Voices account using your username and password if using a different device or the webform.
2. If submitting anonymously on the webform, regularly check your account to see any responses to your submission.
3. You will receive response alerts on the email address you used for account creation, or you could also modify the email address.

APP

1. If using the app, your device should save your log-in information to help you log back in.
2. If there is a response or new information, the app will have the red dot on the RBA Voices icon.





Escalation and Ratings

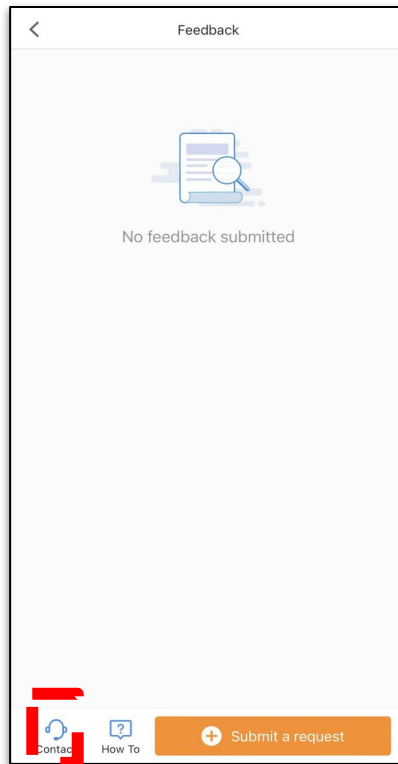
- Factory has between 24-72 hours to respond to your submission.
- After 48 hours of submission without a response from the factory, the Escalate button will be available. Click on the Escalate button to raise the issue to the RBA.
- Escalate button is also available right after closure of a submission. Click on Escalate button in case of dissatisfaction with the results.
- Please press the Escalate button in case of retaliation.
- RBA will respond within 7 working days of your escalation.
- After the factory closes your submission, you will have the opportunity to rate the resolution given. Immediately after closure you will see the rating icons. Rate according to your experience.

The screenshot displays a user interface for managing submissions. At the top right, there is an orange button labeled "Escalate". Below it, a list of submission entries is shown, each starting with a date and time "03-28 17:34".

- The first entry is marked with a checkmark and includes:
 - Submitted by:
 - Action: Complete evaluation
 - Three satisfaction questions, each followed by five rating icons (one orange, four grey):
 - "How satisfied are you with the way the grievance is handled?"
 - "How satisfied are you with the results?"
 - "How satisfied are you with the response time?"
- The second entry includes:
 - Handled by: member_demo_account
 - Action: Close
 - Text: "Thanks for your feedback, we have already cleaned them up"
- The third entry includes:
 - Handled by: Admin
 - Action: Begin processing



Call-in countries available by September



Countries can be changed depending on the volume of calls received from each country

Click on Contact to see available numbers (toll free or national)



How to leave a voicemail

1. Call the number for your country.
2. When prompted select the language you would like to use for the voicemail
3. Be ready to provide the case ID number if following up on an existing case. If submitting a new case, provide the factory name, address including country, the details about your grievance, and your contact information.
4. The voice message length is a maximum of 30 seconds.
5. Only RBA staff will receive and review your messages. Please expect up to 7 working days before we can reach you through phone or email.



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Thank You!