



Responsible Business Alliance

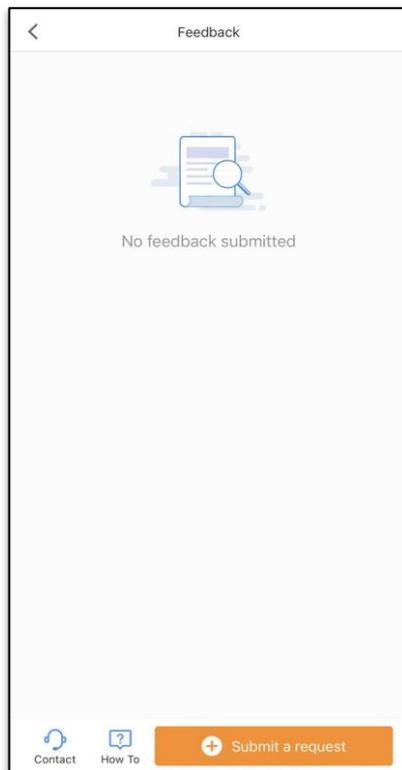
Advancing Sustainability Globally

RBA Voices

勞工訓練



介紹 RBA Voices 回饋工具



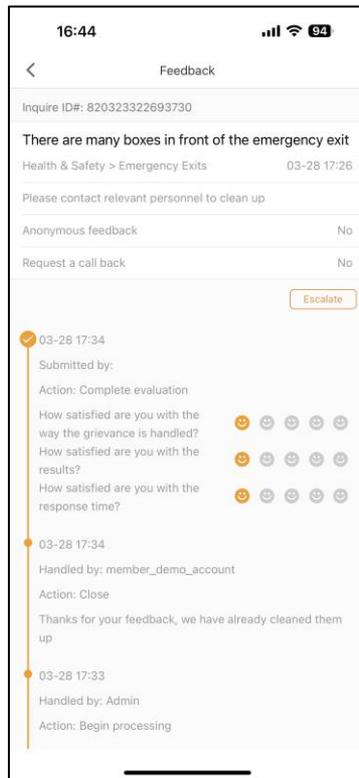
RBA 的
行動應用程式及勞工語
音技術



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



勞工應用程式只以勞工的語言查看



應用程式或網頁表單將使用其裝置 (介面) 的本國語言

下列 (應用程式) 的本國語言支援 (提交者) :

- 簡體中文
- 英文
- 越南文
- 德文
- 法文
- 印尼文
- 馬來文
- 西班牙文
- 泰文
- 義大利文
- 挪威文
- 繁體中文
- 高棉文
- 日文
- 韓文
- 泰米爾文
- 尼泊爾文
- 孟加拉文
- 烏都文
- 阿拉伯文
- 土耳其文
- 葡萄牙文

Microsoft 資訊交換領域的翻譯應用程式介面 (100 多種語言)



如何於平台取得帳戶

1. 利用手機上的二維條碼掃描器，掃描唯一二維條碼即可進入帳戶建立頁面。
2. 取決於使用完整的 RBA Voices 應用程式或只使用回饋工具，頁面看起來會有所不同。
3. 該網站將採用所使用之裝置的語言。

RBA Voices

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Fab 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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應用程式註冊介面

Close web.ifuli.cn AA ↻

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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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回饋網頁表單註冊



勞工註冊螢幕

2:55

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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

1. 勞工應記住 / 儲存其使用者名稱和密碼。
2. 若勞工想查看工廠的回覆，則可以加上電子郵件地址。
3. 若新增電子郵件地址，則應於建立帳戶後 30 分鐘內輸入驗證碼。

Feedback

No feedback submitted

Contact How To

進入影片製作方法



勞工資源



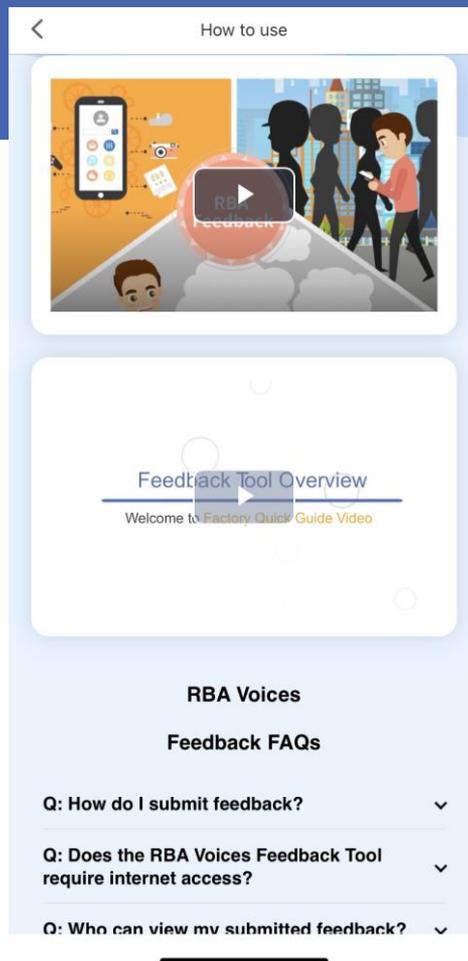
Member Resources

Factory Resources

Worker Resources



影片製作方法



裝置常見問答



新進員工查看問題 / 類別

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



如何提交回饋 / 申訴

1. 若利用該應用程式，請點擊**回饋工具**圖示。若未利用，您應該已經進入回饋工具介面了。
2. 點擊**提交請求**
3. 在**提交類別**中，選擇一個**類別**。
4. 在**主題**部分輸入您的回饋 / 申訴說明。
5. 在**細節**部分輸入您的回饋 / 申訴相關細節。可選擇性加上您問題的任何照片 / 掃描檔。
6. 若希望匿名，請滑動**匿名回饋**滑標。
7. 若希望工廠回電，請滑動**要求回電**滑標並提供您的電話號碼。選取某類別後，即可看到這個選項。
8. 點擊**提交**。成功提交後，您應該會看到為您的帳戶建立的**案件 ID 號碼**、以及該機構的二維條碼。



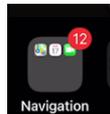
如何查看對您申訴的回覆

網頁表單

1. 若使用不同裝置或網頁表單，請利用自己的使用者名稱和密碼，登入您的 **RBA Voices** 帳戶。
2. 若於網頁表單匿名提交，則請定期檢視您的帳戶，以查看對您提交的任何回覆。
3. 您將在用於建立帳戶的電子郵件地址上收到回覆提醒，或也可修改該電子郵件地址。

應用程式

1. 若使用該應用程式，則您的裝置應保存您的登入資訊，以協助您重新登入。
2. 如有回覆或新資訊，應用程式將於 **RBA Voices** 圖示顯示紅點。





呈報和評分

- 工廠將於 24-72 小時內，回覆您的提交。
- 若工廠未於提交後 48 小時內回覆，則會出現呈報按鈕。點擊呈報按鈕將問題提交 RBA。
- 呈報按鈕於提交結束後也會出現。如對結果不滿意，請點擊呈報按鈕。
- 若遭到報復，請按下呈報按鈕。
- RBA 將於您呈報後 7 個工作天內回覆。
- 工廠將您的提交結案後，您將有機會就所提出之解決方案評分。結案後您會立即看到評分圖示。請根據您的體驗評分。

The screenshot displays a mobile application interface for handling complaints. At the top right, there is an "Escalate" button. The main content area shows a list of complaint entries, each with a date and time (03-28 17:34). The first entry is expanded to show the following details:

- Submitted by:** (Name redacted)
- Action:** Complete evaluation
- How satisfied are you with the way the grievance is handled?** (Rating: 1 out of 5 stars)
- How satisfied are you with the results?** (Rating: 2 out of 5 stars)
- How satisfied are you with the response time?** (Rating: 1 out of 5 stars)

The second entry shows:

- Handled by:** member_demo_account
- Action:** Close
- Message:** Thanks for your feedback, we have already cleaned them up

The third entry shows:

- Handled by:** Admin
- Action:** Begin processing



9月之前可提供叩應 (Call-in) 的國家

中國

越南

日本

南韓

印度

馬來西亞

中華台北

土耳其

墨西哥

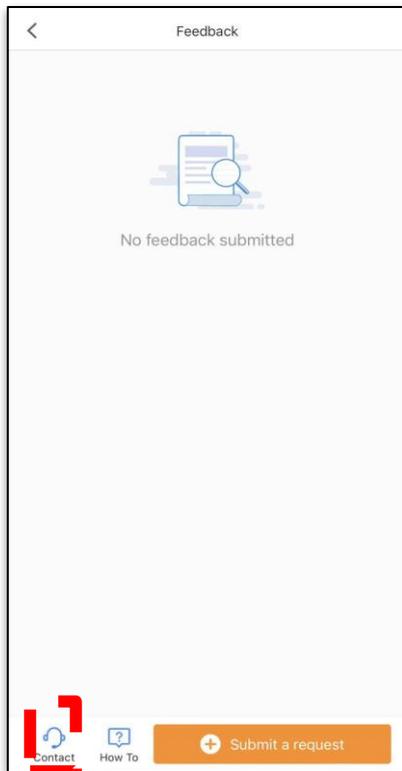
菲律賓

泰國

德國

美國

尼泊爾



可能根據各國收到的
電話數量，變更這些
國家

請點擊聯絡人查看可用的號碼
(免費電話或國內電話)



如何留下語音郵件

1. 撥打您所在國家的電話號碼。
2. 出現提示時，請選擇您想要用於語音郵件的語言
3. 若跟進既有案件，請準備好提供案件 ID 號碼。若提交新案件，則請提供工廠名稱、地址（包括國家）、您申訴的相關細節以及您的聯絡資訊。
4. 語音訊息長度不得超過 30 秒。
5. 只有 RBA 工作人員可以接收並檢視您的訊息。我們將於 7 個工作天內，透過電話或電子郵件聯絡您。



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感謝你！