



**Electronics Recycling Alberta
Issue Response Process - Dispute Resolution**

Background:

An Issue Response Process has been adopted for ERA for the purpose of quickly responding to issues raised by and for senior management decision-making. This procedure will apply where someone external to ERA disputes a decision made under the Issue Response Process.

Dispute Resolution Procedure:

There may be decisions made by ERA management that a supplier may wish to have re-considered or may dispute. The Issue response Process allows for such disputes to be resolved, having regard to the requirements that the Process must be:

1. fair;
2. timely; there needs to be a relatively quick result;
3. easily accessible, but must be limited in scope.

Suppliers who receive a decision through the Issue Response Process regarding the application of the ADS to an electronic device be entitled to dispute the decision:

1. by providing notice in writing by email, fax of the dispute and the full reasons for the dispute within 72 hours of the decision being made and released by ERA management;
2. if the supplier is required to remit the ADS on the electronic product affected by the decision;
3. on the grounds that the decision is not consistent with the principles set out above.

The Dispute Procedure Panel:

The three-person panel who will or have been selected to resolve disputes arising:

1. do not have conflicts of interest;
2. are available and able to quickly determine disputes as they arise;
3. allow submissions from both affected suppliers and ERA management and have regard to all relevant submission in making the determination;
4. are qualified as decision-makers;
5. will determine the dispute consistent with the principles set out above;
6. are mandated to make the final determination.

In addition, at least one panel member is required to have knowledge of electronics and the electronics industry, and at least one panel member will have skills as a decision-maker experienced in environmental matters, and the Chair will be a lawyer.

Dispute Process:

The dispute and reasons for the dispute and other submissions relating to the dispute may be made by email or fax;

The decision in respect to the dispute will be made within two business days of its receipt by the Panel;

The decision will be in writing and communicated to ERA management and the disputing supplier(s). The decision may be communicated by email or fax.