

## Grievance Mechanism

PT Artha Cipta Langgeng has established the grievance mechanism to accommodate all the needs, complaints, suggestions, reports from the employees, suppliers, customers, stakeholders, and other external parties to enhance the quality of transparency, accountability, and production stability. The internal and external parties can share their opinions through:

### FOR INTERNAL PARTY

• HRD Manager	: +628 21 8218 8845
• Email	: pt_acl@yahoo.co.id

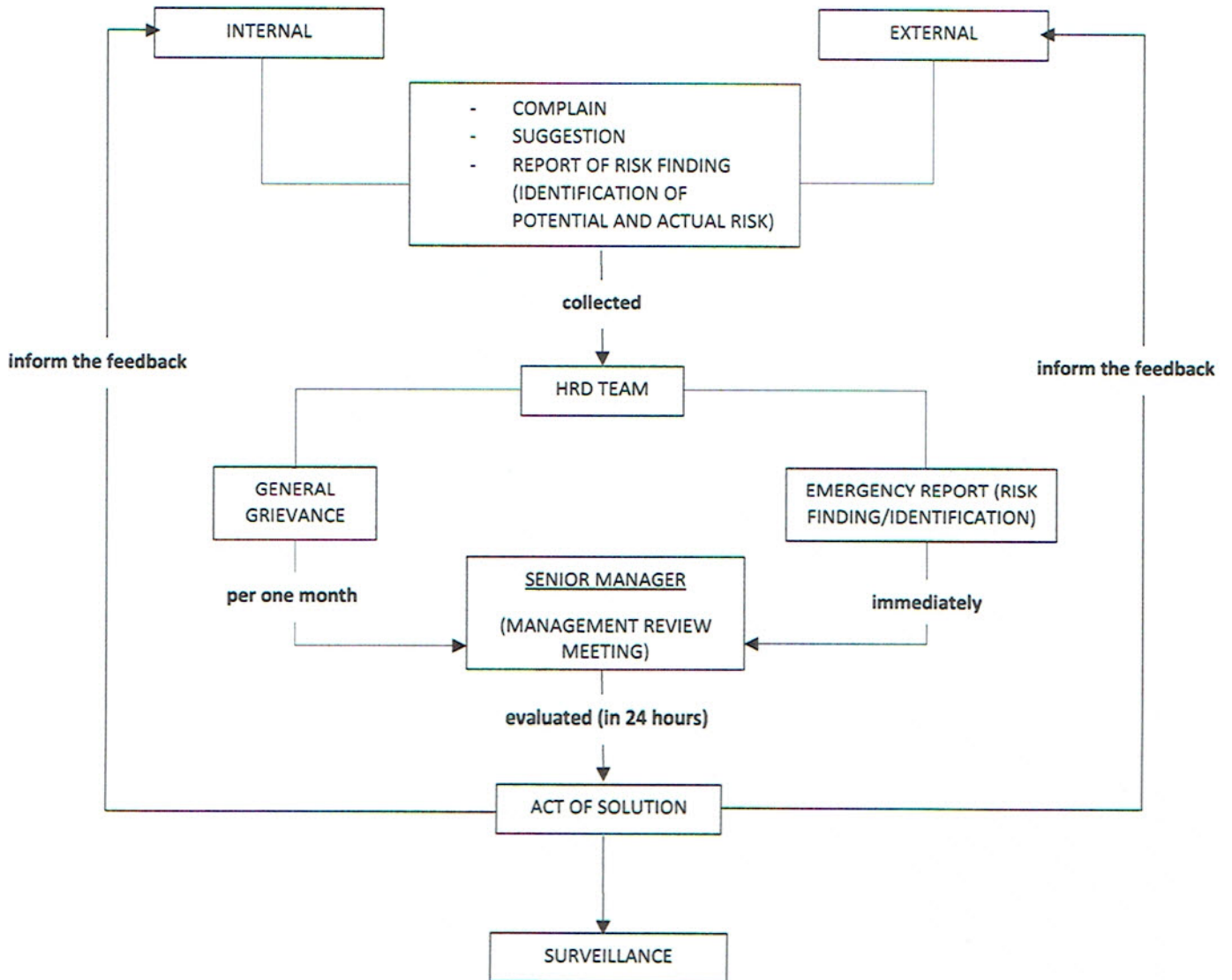
### FOR EXTERNAL PARTY

• Branch Office Call Center	: (0717) 4256469
• Head Office	: (021) 2525668
• Email	: pt_acl@yahoo.co.id
• Letter	: Jl. TPA Lingkungan Kenanga Permai, Sungailiat, Bangka, Indonesia

### Note :

- All received messages (complaints, suggestions, reports, opinions) from internal and external parties will be collected by HRD team per one month and evaluated in the management review meeting.
- HRD team will reply all received messages within work hours.
- Emergency messages will be directly informed to the senior manager to solve or evaluate them immediately.
- The evaluation result, both for general and emergency messages will be informed by the HRD team to the sender.

### Grievance Procedure



This policy and procedure are legally effective in January 2024.

Sungailiat, January 08<sup>th</sup> 2024

**ACL**  
PT. ARTHA CIPTA LANGGENG  
**isa M. Suhardiman**  
Director