

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.

FOR INTERNAL PARTY

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

FOR EXTERNAL PARTY

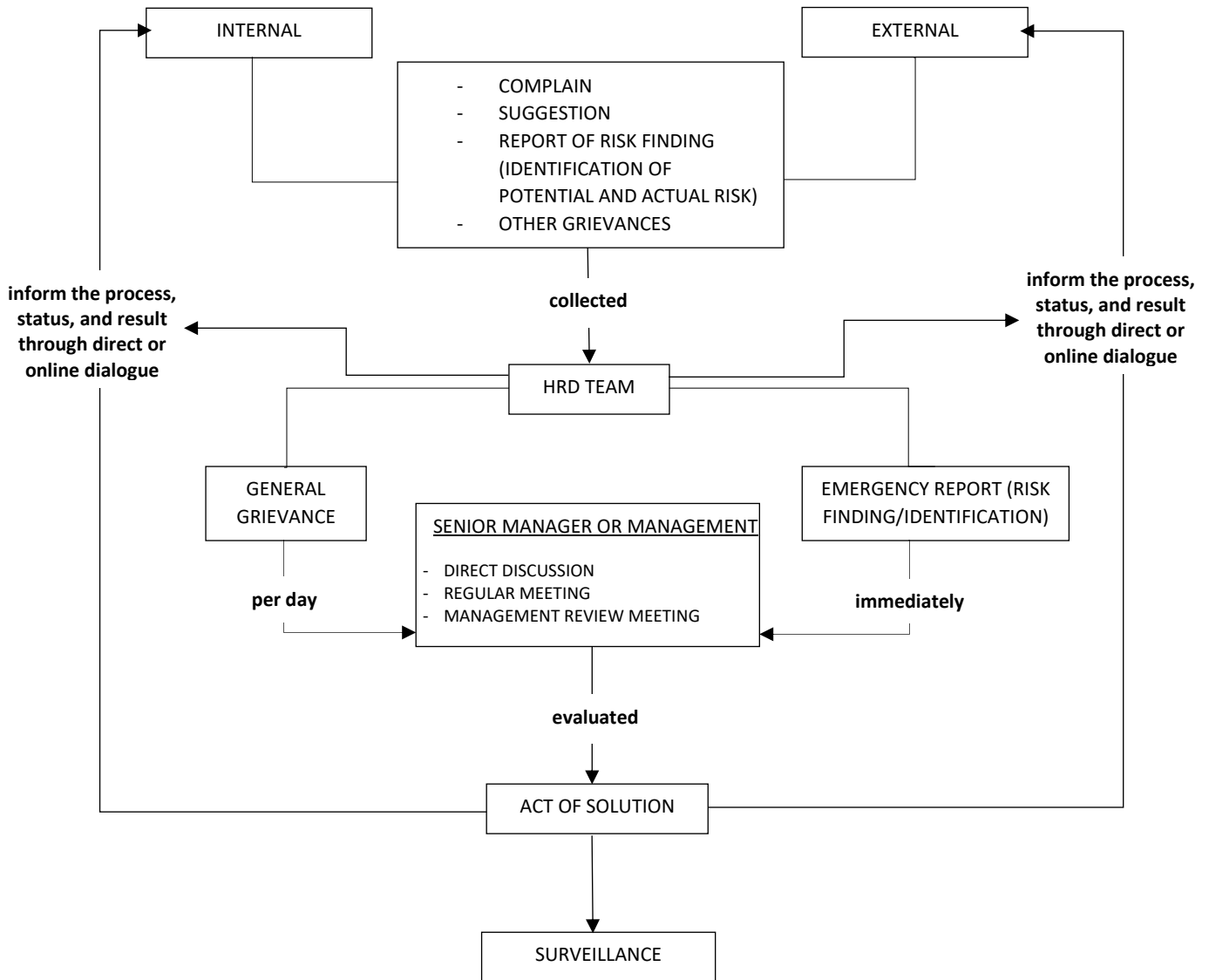
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|------------------------------------|---|
| • Branch Office Call Center | : (0717) 4256469 |
| • Head Office | : (021) 2525668 |
| • Email | : pt_acl@yahoo.co.id |
| • Letter | : Jl. TPA Lingkungan Kenanga Permai,
Sungailiat, Bangka, Indonesia |

Note :

- This policy applies to all internal and external stakeholders, including workers, suppliers, contractors, communities, and other relevant parties who wish to report concerns related to supply chain risks, human rights, labour issues, bribery, money laundering, concealment of mineral origin, environmental issues, and other adverse impacts.
- The company shall ensure fair treatment, confidentiality where appropriate, no retaliation, and impartial review of grievances.
- HRD team accepts all grievances including the anonymous ones and records the grievance log.
- HRD team will respond all received grievances within work hours through direct dialogue or online dialogue.

- All received grievances (complaints, suggestions, reports, opinions) from internal and external parties will be collected by HRD team and processed for further action in direct discussion, the regular meeting or management review meeting depending on the urgency.
- Emergency messages will be directly informed to the senior manager or the management to solve or evaluate them immediately.
- The grievance sender shall be informed of the process, status, and result of the grievance handling through direct dialogue or online dialogue.

Grievance Procedure



The policy and procedure are legally effective on April 28th, 2026 and will be reviewed annually.

Sungailiat, 28th April 2026
PT Artha Cipta Langgeng

Management