



# PT. BANGKA PRIMA TIN

MINING - SMELTING - REFINERY - TRADING

## GRIEVANCE POLICY

PT Bangka Prima Tin commits to support and implement the grievance procedure from internal and external parties to receive all complaints for our company. We will accommodate the complaint for further action, so can be corrected both administratively and procedurally. All complains from internal or external can be delivered by company support centre through:

**All complains from internal and external parties can be delivered to the Senior Manager through:**

Phone/WhatsApp : 0852-2808-1555 (Andi)  
Email : bangkaprimatin77@gmail.com

The types of reporting that can be carried out by internal and external parties of the company are as follows:

- If there are complaints about the services provided by the company
- If there are suggestions intended for the company
- If there is a violation of the SOP carried out by certain individuals
- If there are identified potential supply chain risks
- If there are identified red flags
- If there are other issues you might concern as follows:
  - Any forms of torture, cruel, inhuman, and degrading treatment;
  - Any forms of forced or compulsory labour, which means work or service which is exacted from any person under the menace of penalty and for which said person has not offered himself voluntarily;
  - The worst forms of child labour;
  - Other gross human rights violations and abuses such as widespread sexual violence;
  - War crimes or other serious violations of international humanitarian law, crimes against humanity or genocide;
  - any direct or indirect support to non-state armed groups through the extraction, transport, trade, handling or export of minerals;
  - bribery and fraudulent misrepresentation of the origin of minerals;
  - money laundering
  - direct or indirect support to public or private security forces who illegally control mine sites, transportation routes and upstream actors in the supply chain;
  - illegally tax or extort money or minerals at points of access to mine sites, along transportation routes or at points where minerals are traded;
  - illegally tax or extort intermediaries, export companies or international traders.



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All complaints will be handled by the Senior Manager and all management team of PT Bangka Prima Tin. We will process all complaints in 24 hours and will give evaluation to know about what will company take corrective action and complete with action plan and time frame.

This policy is effective since January 2<sup>nd</sup>,2025 and will be reviewed annually.

Director



Budi Harto