



PT. BANGKA PRIMA TIN

MINING - SMELTING - REFINERY - TRADING

GRIEVANCE PROCEDURE

1. Internal or external parties of the company contact Gito as Head of HRD via WhatsApp or email to report complaints.
2. Internal or external parties of the company obtain the complaint form and then fill out the complaint form to explain the problem in detail.
3. Internal or external parties of the company send back the completed complaint form.
4. Gito as Head of HRD will be responsible for dealing with complaints that have been reported.
5. The Head of HRD will process the complaint with the relevant team and then carry out an evaluation with the team within 24 hours.
6. The Head of HRD will provide corrective action on the complaint by providing a response to the complainant.

This procedure is effective since January 2nd, 2026 and will be reviewed annually.

Director



Budiharto