



PT. ARSED INDONESIA

Jalan Jendral Sudirman No. 050 RT 001 RW 003 Kel. Gabek 1 Kec. Gabek
Kota Pangkalpinang - Provinsi Kepulauan Bangka Belitung

Email : arsedindonesia@gmail.com | Telpon : 0717-9109070

GRIEVANCE POLICY

PT. Arsed Indonesia commits to accommodate grievances and feedbacks from customers, suppliers, local government, and community as external parties, as well as management and employees as internal parties by providing emails and phone numbers. All the grievances and feedbacks will be processed and evaluated by management.

Online:

- PIC : 1. Arthur Evando (+62 877-3675-4428)
2. Arif Sugianto (+62 8 526774 7459)
- Email : arsedindonesia@gmail.com

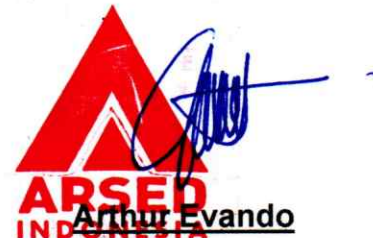
Offline:

- Direct complain/suggestions in company meeting

All online complains/suggestions from external and internal parties will be followed up by PIC or email admin in **24 hours** and will give the response to them about what action the company will take and have to complete.

This procedure effective since August 12st, 2024.

Director,



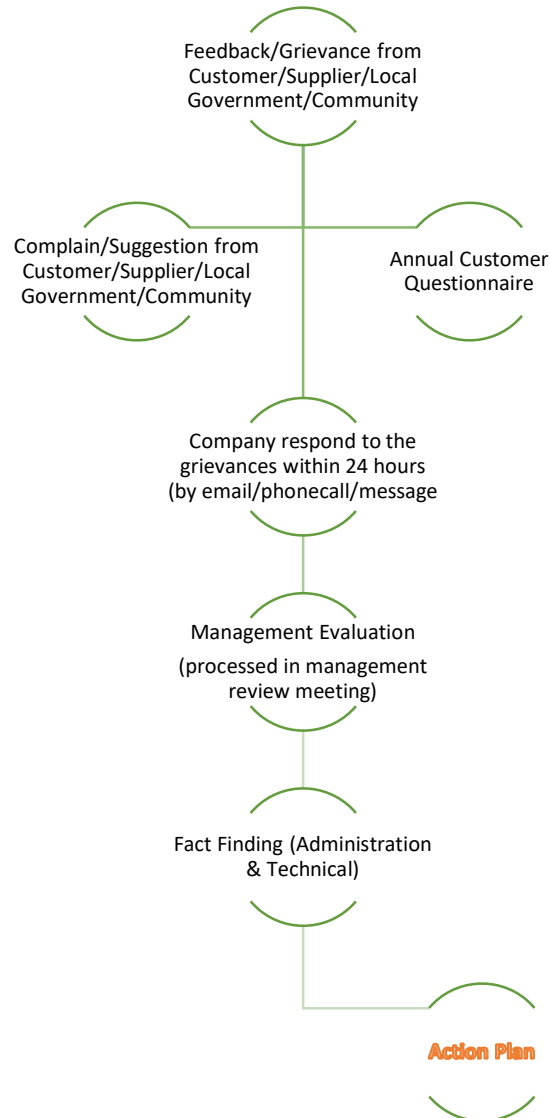
ARSED
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GRIEVANCE PROCEDURE FOR EXTERNAL PARTIES



This procedure effective since October 30, 2024 and will be reviewed annually.

Director,

**ARSED
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