



# PT. BABEL SURYA ALAM LESTARI

JL.MANGGAR TENGAH RT.016B/005 KELEKAK DATUK  
DESA BADAU – KECAMATAN BADAU  
KABUPATEN BELITUNG – PROVINSI KEP. BANGKA BELITUNG

## PT Babel Surya Alam Lestari Internal and External Grievance Mechanism

PT. Babel Surya Alam Lestari commits to accommodate grievances and feedbacks from customers as external party, management and employees as internal party by providing emails and phone numbers. All the grievances and feedbacks will be processed and evaluated by management team.

In accordance with the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and Potential risk identified In the supply chain, PT. Babel Surya Alam Lestari strongly condemns all activities, and will refuse any material, which we assessed benefitted or supported armed rebels/terrorist groups through illegal finance or other activities or involved serious human rights violations associated with the extraction, handling, transport or trade of minerals, including:

1. Serious abuses (i.e., torture, cruel, inhuman and degrading treatment; forced for compulsory labour; worst forms of child labour; 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).
2. Direct or indirect support to non-state armed groups.
3. Direct or indirect support to public or private security forces.
4. Bribery and fraudulent misrepresentation of the origin of minerals.
5. Money laundering.
6. Non-payment of taxes, fees and royalties to governments.

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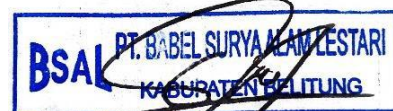
Email : [Babelsuryaalamlestari@gmail.com](mailto:Babelsuryaalamlestari@gmail.com)

Direct Report : Jl. Manggar Tengah RT. 0168/005/Kelekak Datuk/Desa Badau/Kec Badau

All complains/info from reported/employee/other interested parties will be followed up by PIC (Kartina) and will be reported to the Senior Manager RMAP in **24 hours** and will give evaluation to reported about what will company to take action and complete with **action plan and rational time frame**. The results of this evaluation will be brought into the management system review as part of the risk identification process. Company will provide whistle-blowers protection and assure his/her/their confidentiality.

This procedure effective since January 21<sup>st</sup>, 2023 and will be reviewed annually.

Director,



Rudy Sumarli