

EMPLOYEE GRIEVANCE PROCEDURE POLICY
PT Elang Mahkota Teknologi Tbk
(“Company”)

The Company is aware that there may be times when employees need to file an official complaint about unjust treatment, harassment, and/or health and safety concerns in the workplace. This Policy was created to ensure all employees are always heard and treated equally.

This policy is applicable to all the Company employees, including paid interns, part-time, permanent and contract employees. A grievance can be filed against any Company employee. The Company defines a "grievance" as a work-related complaint, issue, and/or objection made by an employee.

Mechanisms for Reporting and Handling of Grievance

The Company encourages the participation of all employees, related to complaints, problems, and/or related to the work performed by an employee through email with subject [GRIEVANCE] to:

Email: hrd@emtek.co.id

Employees can file grievances when:

- a. They have been victims of workplace harassment.
- b. Their health and safety have been violated.
- c. They have witnessed poor supervisor and/or management behavior.
- d. There are unjust changes made to the employment agreement.
- e. The Code of Conduct of the Company is violated.
- f. There is a dispute between co-workers, suppliers, and/or management.

The Company also recognizes that every case is different and this list is subject to change, depending on the definition filed in the grievance complaint.

The Company has a procedure for handling employee grievances by the Company internally which is regulated in the Company's policies through the Human Resources Department (HRD) Division in which the complainant's identity will be kept confidential and protected from all forms of threats and harassment.

The results of the complaint investigation and recommendations by the HRD Division are submitted to the Board of Directors and/or the Board of Commissioners for later determination of the decision on the complaint. Furthermore, the further handling of the reported grievances shall be done under the Company regulation and the prevailing laws and regulations.