








**PT MERDEKA COPPER GOLD, Tbk.**

**STANDARD OPERATING PROCEDURE**  
**SUBMISSION AND SETTLEMENT OF EMPLOYEE**  
**GRIEVANCES**  
**SOP-IR-01-00**

PREPARED BY	CHECKED BY	APPROVED BY	
			
Muhammad Aditya IR Assistant Manager 01 December 2021	Bayu Sasono Aji HR Operation Manager 01 December 2021	Titien Supeno HR Director 01 December 2021	Albert Saputro President Director 01 December 2021

**Head Office:**

The Convergence Indonesia 21<sup>st</sup> floor  
Jl. Epicentrum Boulevard Raya, Kawasan Epicentrum  
HR Rasuna Said – Jakarta 12960  
Phone : (+62-21) 2988 0399  
Fax : (+62-21) 2988 0427  
Website : [www.merdekakoppergold.com](http://www.merdekakoppergold.com)


PT MERDEKA COPPER GOLD, Tbk.		Document number	SOP-IR-01-00	
	<b>SUBMISSION AND SETTLEMENT OF EMPLOYEE GRIEVANCES</b>		Created date	01 December 2021
			Revision to	00
			Number of page	2 of 11

**DOCUMENT CHANGE STATUS**

No. Revision	Division/Department	Reason For Change	Revision By	Revision Date

---

*This publication may not be reproduced, stored in the system, transferred in any form by any means, electronic, mechanical, photocopying, recorded or otherwise without the permission of PT MERDEKA COPPER GOLD, Tbk.*

<b>PT MERDEKA COPPER GOLD, Tbk.</b>		<b>Document number</b>	<b>SOP-IR-01-00</b>
	<b>SUBMISSION AND SETTLEMENT OF EMPLOYEE GRIEVANCES</b>	<b>Created date</b>	<b>01 December 2021</b>
		<b>Revision to</b>	<b>00</b>
		<b>Number of page</b>	<b>3 of 11</b>

### 1. GENERAL

Procedures regarding Submission and Settlement of Employee Grievances is developed, implemented, and managed for the benefit of PT Merdeka Copper Gold, Tbk. and its subsidiaries to regulate the process for submitting and resolving any employee grievances.

### 2. PURPOSES

The purpose of this procedure is as an implementation guideline regarding the procedures for submitting and resolving each Employee's grievance as well as to regulate that every grievance submitted by the Employee, whether concerning himself or other Employees, can be resolved as well as possible on the basis of deliberation for consensus and amicably, and in accordance with predetermined procedures so as to minimize industrial relations disputes.

### 3. SCOPE

This procedure applies to all Employees at PT Merdeka Copper Gold, Tbk. and its subsidiaries.

### 4. RESPONSIBILITY

#### 4.1 Top Management


The Top Management must approve and sign all documents including Company Policies, Procedures, Work Instructions, Forms and other documents.

#### 4.2 Management Representative

The HR department must cooperate with other departments to prepare and revise all documents including Company Policies, Procedures, Work Instructions, Forms and other documents.

#### 4.3 Head of Department or Department Manager


The Department Head or Department Manager must review the relevant documented information and ensure that subordinate staff are aware of any changes or updates to the document.

<b>PT MERDEKA COPPER GOLD, Tbk.</b>		<b>Document number</b>	<b>SOP-IR-01-00</b>
	<b>SUBMISSION AND SETTLEMENT OF EMPLOYEE GRIEVANCES</b>	<b>Created date</b>	<b>01 December 2021</b>
		<b>Revision to</b>	<b>00</b>
		<b>Number of page</b>	<b>4 of 11</b>

## 5. PROCEDURE

### 5.1 Definition

1. The company is PT Merdeka Copper Gold, Tbk. or its subsidiaries.
2. Employees are people who work at PT Merdeka Copper Gold, Tbk. or its subsidiaries.
3. Trade Union/Labor Union is a Trade Union/Labor Union established by the Employees at PT Merdeka Copper Gold, Tbk. or its subsidiaries in accordance with the prevailing laws and regulations.
4. A member of a Trade Union/Labour Union is a Employee who declares himself/herself in writing to be a member of a Trade Union/Labour Union.
5. The management of a trade union/labor union is a member of a trade union/labor union who is elected or appointed by a member of a trade union/labor union to run or manage the organization of a trade union/labor union.
6. Company Policy is any policy or rule decided by Management. Management has the right to change its policies from time to time.
7. Direct superiors are those who because of their position are appointed by the entrepreneur or the head of the company, among others to lead and supervise several Employees who are their responsibility.
8. Head of Department is the person who leads the department, is responsible for managing, supervising, motivating and directing Employees to achieve the Company's goals.
9. Management is people who have the duty to lead and manage the running of the Company or who are authorized to take action on behalf of the Company.
10. Employees' Grievances are grievances or feelings of dissatisfaction or unfairness of a person or several Employees or Employees' unions/labor unions regarding problems that arise in the work relationship process or deviations from working conditions and company regulations/policies.
11. Grievance Handling Form is a form used by Employees to submit their Grievances.
12. Industrial Relations Dispute is a difference of opinion which results in a conflict between an entrepreneur or a combination of employers and Employees or a Trade Union/Labour Union due to a dispute over rights, a dispute over interests, and a dispute over termination of employment as well as a dispute between Trade Unions/Labour Unions in only one company.

PT MERDEKA COPPER GOLD, Tbk.		Document number	SOP-IR-01-00
	<b>SUBMISSION AND SETTLEMENT OF EMPLOYEE GRIEVANCES</b>	Created date	01 December 2021
		Revision to	00
		Number of page	5 of 11


## 5.2 Levels of the Process for Submission and Settlement of Employee Grievances

### 1. First Level

- a. Employees who will file grievances related to their Employees fill out a Grievance Handling Form including the identity of the Employee, grievance, problem solving proposal, and sign it and then submit the form to the Direct Supervisor.
- b. The Direct Supervisor provides a response to the Employee's grievance no later than 7 (seven) working days by filling out the Grievance Handling Form including the follow-up to the Employee's grievance and signing it for later discussion with the Employee.
- c. If the Employee receives a response from the Direct Supervisor as a follow-up to his grievance, the Employee signs the Grievance Handling Form by stating that the grievance has been completed and then submits the form to the HR Department.
- d. If the Employee refuses the response of the Direct Supervisor as a follow-up to his grievance, then the Employee signs the Grievance Handling Form by stating that the grievance is not completed and will proceed to the second-level grievance submission and settlement process to then submit the form to the Head of the Department.

### 2. Second Level

- a. Grievances that are not completed in the process of submitting and resolving grievances at the first level, the Employee will forward the grievance by submitting the Grievance Handling Form to the Head of the Department.
- b. The Head of Department responds to the Employee's grievance no later than 7 (seven) working days by filling out the Grievance Handling Form including the follow-up to the Employee's grievance and signing it for later discussion with the Employee.
- c. If the Employee receives the Head of Department's response as a follow-up to his grievance, the Employee signs the Grievance Handling Form by stating that the grievance has been completed and then submits the form to the HR Department.
- d. If the Employee refuses the Head of Department's response as a follow-up to his grievance, then the Employee signs the Grievance Handling Form by stating that the grievance is not completed and will proceed to the third-level grievance submission and settlement process to then submit the form to the HR Department.

<b>PT MERDEKA COPPER GOLD, Tbk.</b>		<b>Document number</b>	<b>SOP-IR-01-00</b>
	<b>SUBMISSION AND SETTLEMENT OF EMPLOYEE GRIEVANCES</b>	<b>Created date</b>	<b>01 December 2021</b>
		<b>Revision to</b>	<b>00</b>
		<b>Number of page</b>	<b>6 of 11</b>

### 3. Third Level

- a. Grievances that are not completed in the process of submitting and resolving grievances at the second level, then the Employee will forward the grievance by submitting the Grievance Handling Form to the HR Department.
- b. The HR Department responds to Employee's grievances no later than 7 (seven) working days by filling out the Grievance Handling Form including the follow-up to the Employee's grievance and signing it for later discussion with the Employee.
- c. If the Employee receives the HR Department's response as a follow-up to his grievance, the Employee signs the Grievance Handling Form by stating that the grievance has been completed and then submits the form back to the HR Department.
- d. If the Employee rejects the HR Department's response as a follow-up to his grievance, then the Employee can forward the grievance as an industrial relations dispute.
- e. Settlement of industrial relations disputes is carried out by deliberation to reach a consensus in accordance with the prevailing laws and regulations.

### 5.3 Assistance in Submission and Settlement of Employee Grievances

1. Submission and settlement of Employee grievances cannot be represented by Employees or other parties, but can be done with or without assistance from Employees or other parties.
2. The Employee's Supervisor can accompany the Employee when resolving grievances at the second and third levels.
3. In the event that the Employee is a member of a Trade Union/Labour Union at the Company, then the Employee may be accompanied by the Executive of the Trade Union/Labor Union in charge of the grievances or welfare of the Employees.



PT MERDEKA COPPER GOLD, Tbk.

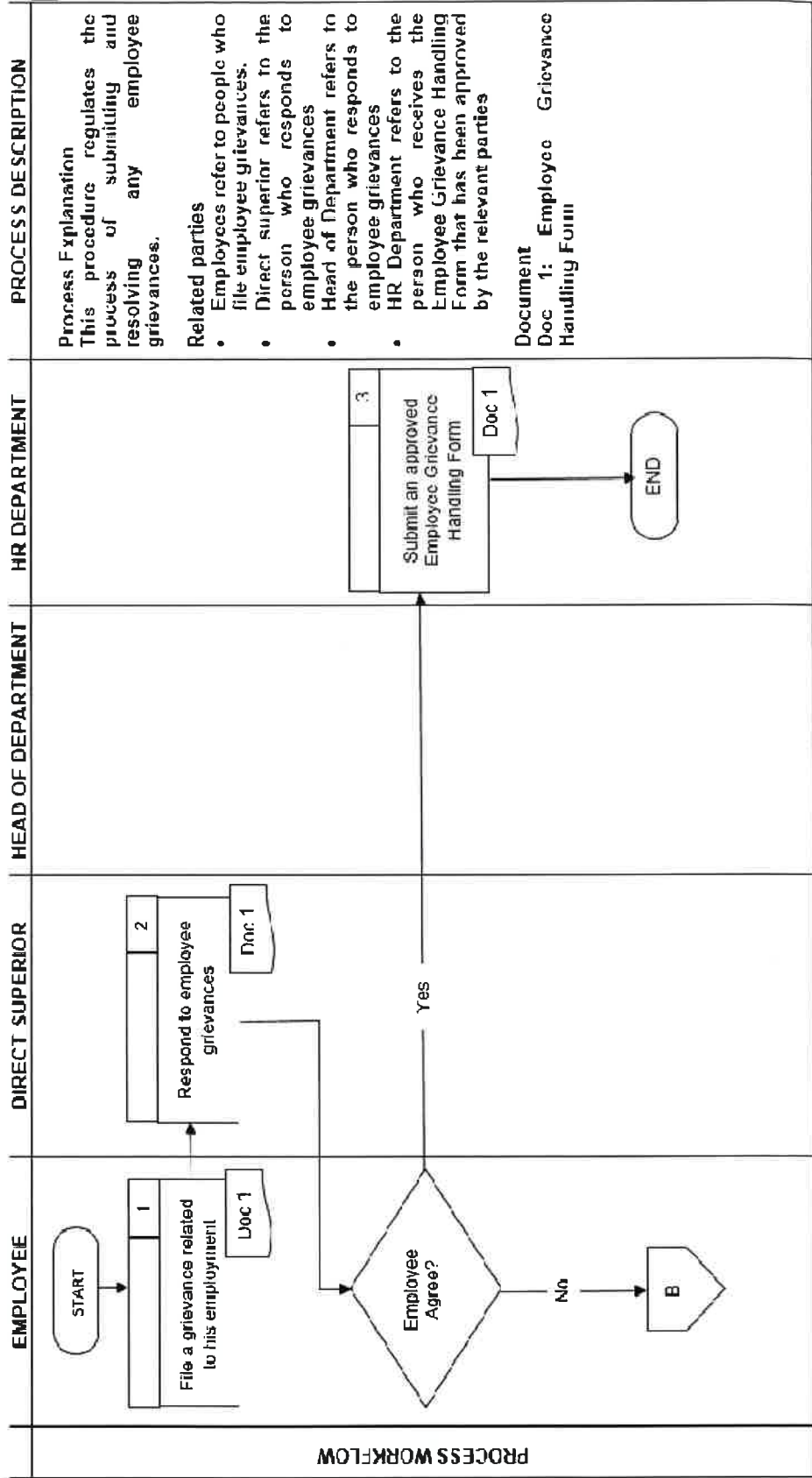
**SUBMISSION AND SETTLEMENT OF EMPLOYEE GRIEVANCES**

Document number SOP-IR-01-00


Created date 01 December 2021

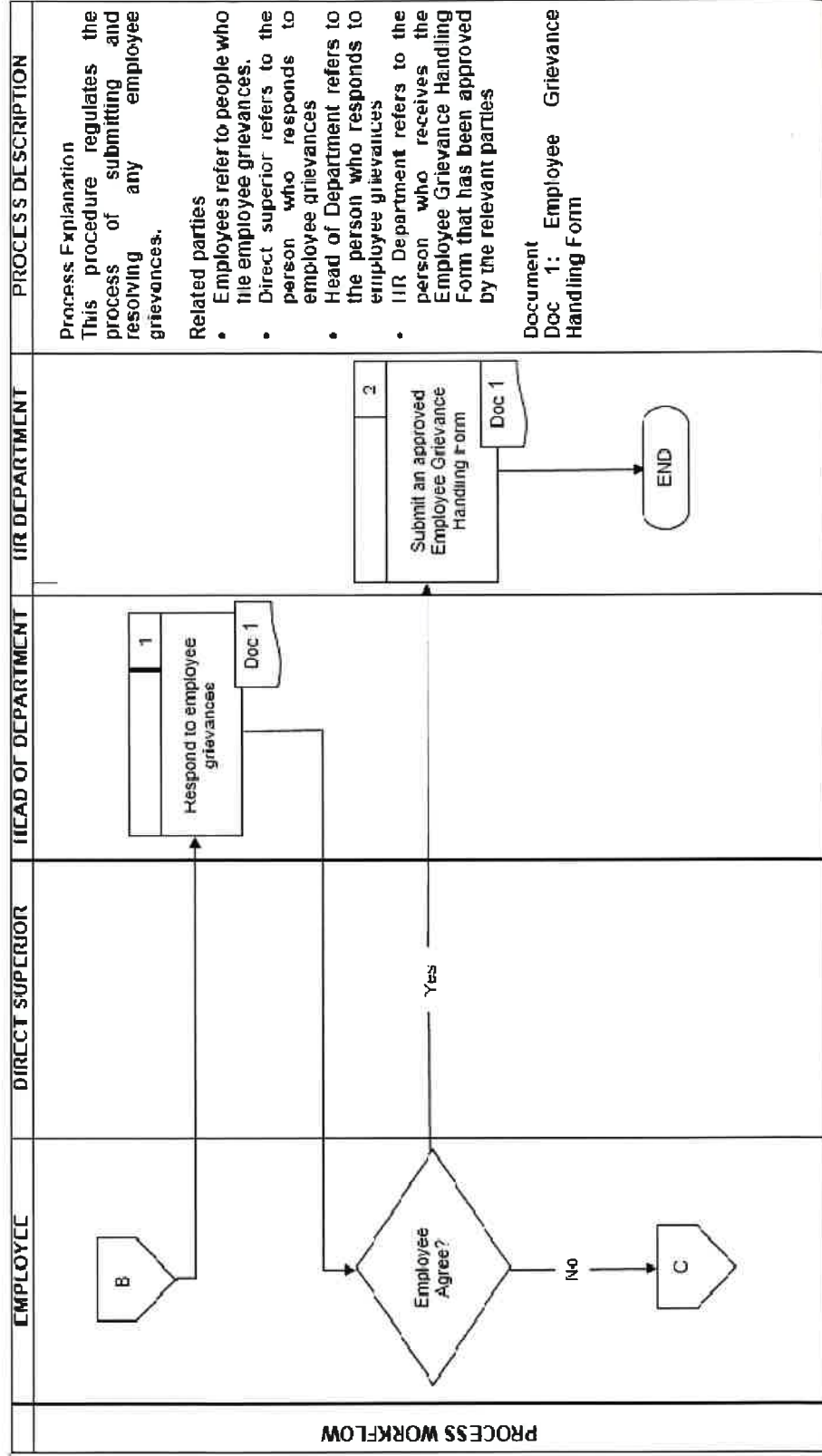
Revision to 00

Number of page 7 of 11




*This publication may not be reproduced, stored in the system, transferred in any form by any means, electronic, mechanical, photocopying, recorded or otherwise without the permission of PT MERDEKA COPPER GOLD, Tbk.*

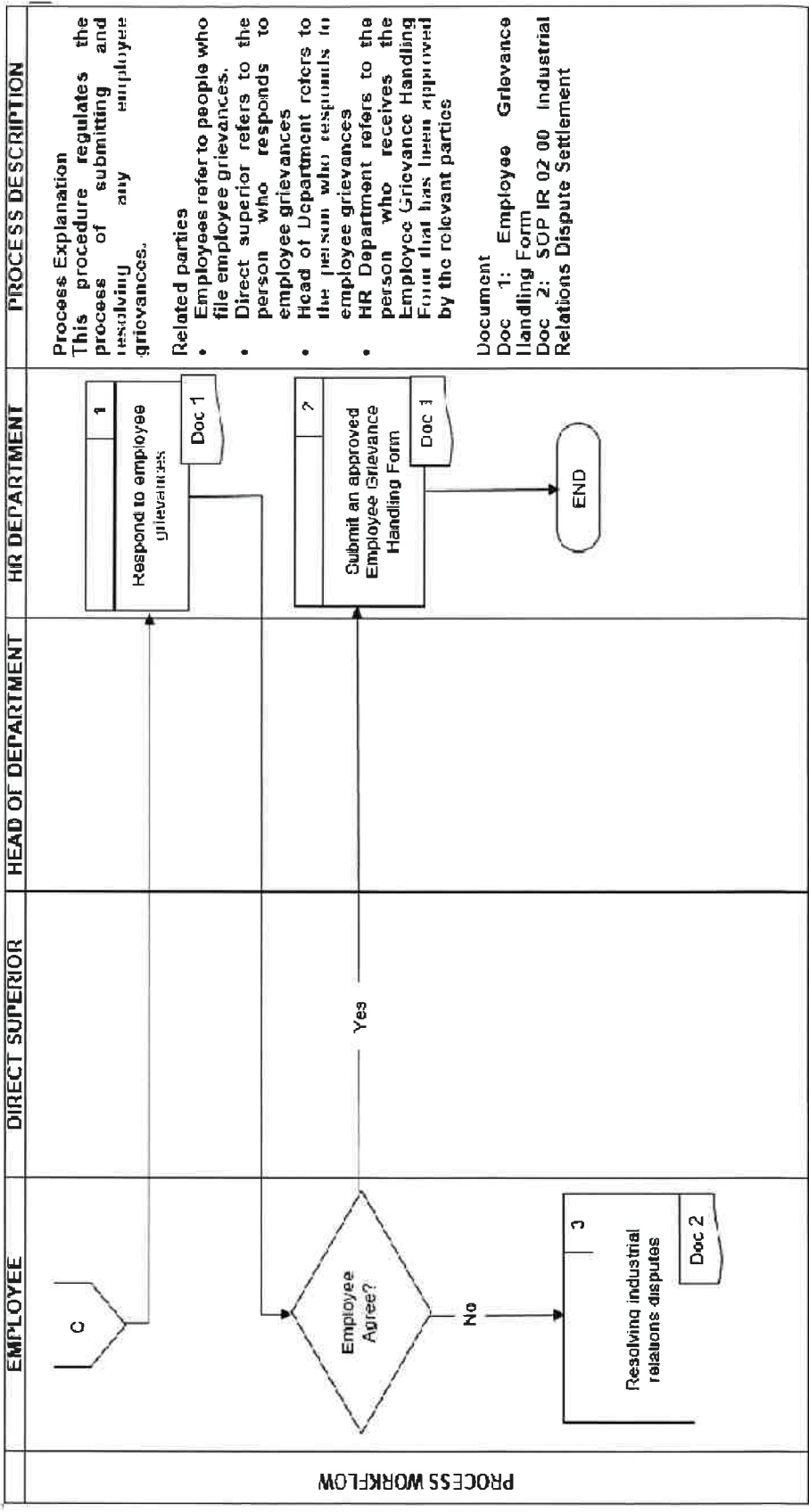
<b>PT MERDEKA COPPER GOLD, Tbk.</b>		Document number	SOP-IR-01-00	
	<b>SUBMISSION AND SETTLEMENT OF EMPLOYEE GRIEVANCES</b>			
	Created date	01 December 2021	Revision to	00
	Number of page	8 of 11		




*This publication may not be reproduced, stored in the system, transferred in any form by any means, electronic, mechanical, photocopying, recorded or otherwise without the permission of PT MERDEKA COPPER GOLD, Tbk.*



<b>PT MERDEKA COPPER GOLD, Tbk.</b>		Document number	SOP-IR-01-00
	<b>SUBMISSION AND SETTLEMENT OF EMPLOYEE GRIEVANCES</b>		
	Created date	01 December 2021	
	Revision to	00	
		Number of page	9 of 11




*This publication may not be reproduced, stored in the system, transferred in any form by any means, electronic, mechanical, photocopying, recorded or otherwise without the permission of PT MERDEKA COPPER GOLD, Tbk.*

PT MERDEKA COPPER GOLD, Tbk.		Document number	SOP-IR-01-00
	<b>SUBMISSION AND SETTLEMENT OF EMPLOYEE GRIEVANCES</b>	Created date	01 December 2021
		Revision to	00
		Number of page	10 of 11

**6. ANNEXES**

1. Employee Grievance Handling Form

<b>PT MERDEKA COPPER GOLD, Tbk.</b>		<b>Document number</b>	<b>SOP-IR-01-00</b>
	<b>SUBMISSION AND SETTLEMENT OF EMPLOYEE GRIEVANCES</b>	<b>Created date</b>	<b>01 December 2021</b>
		<b>Revision to</b>	<b>00</b>
		<b>Number of page</b>	<b>11 of 11</b>

**Annex 1: Employee Grievance Handling Form**

	<b>EMPLOYEE GRIEVANCE HANDLING</b>	<b>Document number</b>	FRM-IR-01-00
		<b>Created date</b>	01 Desember 2021
		<b>Revision to</b>	00
		<b>Number of page</b>	1 of 1

Employee Name .....  
Employee ID .....  
Position/Grade .....  
Division/Department .....

**GRIEVANCES:**  
.....  
.....

**SOLVING PROPOSAL:**  
.....  
.....

Proposed date: .....

(.....)  
Employee Name

**STAGE 1 - Received Date :**

**FOLLOW UP:**  
.....  
.....

Date communicated to Employee: ..... Employee's response:  Finished  
 STAGE 2

(.....) (.....)  
Direct Superior Employee Name

**STAGE 2 - Received Date :**

**FOLLOW UP:**  
.....  
.....

Date communicated to Employee: ..... Employee's response:  Finished  
 STAGE 3

(.....) (.....)  
Head of Department Employee Name

**STAGE 3 - Received Date :**

**FOLLOW UP:**  
.....  
.....

Date communicated to Employee: ..... Employee's response:  Finished  
 NEXT STAGE

(.....) (.....)  
Head of Department Employee Name

*This publication may not be reproduced, stored in the system, transferred in any form by any means, electronic, mechanical, photocopying, recorded or otherwise without the permission of PT MERDEKA COPPER GOLD, Tbk.*

*This publication may not be reproduced, stored in the system, transferred in any form by any means, electronic, mechanical, photocopying, recorded or otherwise without the permission of PT MERDEKA COPPER GOLD, Tbk.*