

## Standard Operating Procedure

**Complaint Handling Mechanism  
External**

No. Dokumen : TPF-FOR-0015B-PR  
Rev. Date/Rev Number. : 30 December 2023/0  
Date Rev. Previous : 0  
Issue : 0  
Page : 1 of 17

---

### 01. PURPOSE

This procedure aims to serve as a guideline in handling complaints from external companies so that they can minimize the impact they cause by handling them effectively and efficiently at PT Toba Pulp Lestari Tbk.

### 02. SCOPE

This procedure applies to all operational areas of PT Toba Pulp Lestari Tbk. (Division Forestry and Factory Division).

### 03. REFERENCES

- Republic of Indonesia Law no. 41 of 1999 concerning Forestry
- Republic of Indonesia Law no. 18 of 2013 concerning Prevention & Eradication of Forest Destruction
- Republic of Indonesia Law no. 32 of 2009 concerning Environmental Protection and Management
- RI Presidential Decree No. 76 of 2013 concerning Management of Public Service Complaints
- PP RI No. 45 of 2004 concerning Forest Protection
- Sustainability Policy of PT Toba Pulp Lestari Tbk. Year 2023
- Environmental and K3 Policy of PT Toba Pulp Lestari Tbk. Year 2023
- Human Rights Policy of PT Toba Pulp Lestari Tbk. Year 2023
- Anti-Corruption Policy PT Toba Pulp Lestari Tbk. Year 2023
- Environmental Management System (ISO 14001) •  
Standard PEFC – Chain of Custody 2002:2020
- Law (UU) No. 11 of 2008 concerning Information and Electronic Transactions
- Digital Literacy Series on Maximizing the Use of Social Media in Institutions  
Government (Kominfo)

### 04. RELATED FORMS AND/OR ATTACHMENTS

- |  |                                    |
|--|------------------------------------|
| • Form A – External Complaint Report • Form B –<br>Report on Submitting Responses to External Complaints   | TPF-FOR-0025-FM<br>TPF-FOR-0026-FM |
| • Form C – Minutes of External Complaint Resolution • Form D –<br>External Complaint Recapitulation Report | TPF-FOR-0027-FM<br>TPF-FOR-0028-FM |

## PT. Toba Pulp Lestari - Tobafiber Division

### Standard Operating Procedure

**Complaint Handling Mechanism  
External**

No. Dokumen : TPF-FOR-0015B-PR  
Rev. Date/Rev Number. : 30 December 2023/0  
Date Rev. Previous : 0  
Issue : 0  
Page : 2 of 17

---

#### 05. DEFINITION

1. **A forest** is a unified ecosystem in the form of an expanse of land containing biological natural resources dominated by trees in a natural environment, one of which cannot be separated from the other.
2. **Forest Area** is a specific area designated by the Government for maintained its existence as a permanent forest.
3. **Forest disturbance** is damage to forests, forest areas and forest products, which caused by human actions, fire, natural forces, pests and diseases, such as forest fires, illegal logging, forest encroachment, hunting of wild animals, livestock grazing and plant pests and diseases.
4. **Factory** is any place where human factors, machines and equipment, materials, energy, capital, natural resource information and others are managed jointly in a production system in order to produce a product effectively, efficiently and safe.
5. **Environmental pollution** is the entry or inclusion of living creatures, substances, energy, and/or other components into the environment by human activities so that it exceeds established environmental quality standards.
6. **Waste** is the remainder of a business and/or activity.
7. **A complaint** is a complaint submitted by a reporter to the manager public service complaints regarding implementing services that do not comply with standards services, or neglect of obligations and/or violation of prohibitions by organizer.
8. **A complaint from an external party** is a statement or expression of dissatisfaction regarding the existence and/or operational activities of the company, either verbally or written.
9. **Complaint management** is the activity of handling complaints in accordance with mechanisms and procedures for managing complaints.
10. **The Complaints Mechanism** is a facility provided by PT Toba Pulp Lestari Tbk. to provide complaints or criticism from the reporter to the company so that can be processed and completed by the company in order to reduce or prevent conflict.
11. **Reporters/Complainants** are parties who submit complaints or criticism regarding feelings of dissatisfaction with a product or service. Complaint

## PT. Toba Pulp Lestari - Tobafiber Division Standard Operating Procedure

### Complaint Handling Mechanism External

No. Dokumen : TPF-FOR-0015B-PR  
Rev. Date/Rev Number. : 30 December 2023/0  
Date Rev. Previous : 0  
Issue : 0  
Page : 3 of 17

or criticism can be used by individuals, associations, organizations or communities who feel a negative impact on business operations.

12. **External parties** are related parties, whether individuals, government (Village, District, Regency, Province and Central) or Non-Government (workers/contractors/partners, traditional leaders, Community Organizations (ORMAS), Non-Governmental Organizations (NGOs) Local, National and International) that can be identified.
13. **The person responsible for the relevant department** is the person and/or department who owns it obligation to take action and attempt to resolve complaint reports.
14. **A complaint document** is a set of related forms and/or attachments contained in the complaint handling procedure which consists of a Report Form Complaint (A), Complaint Response Submission Report Form (B), News Form Complaint Resolution Event (C), External Complaint Recapitulation Report (D).
15. **Social Media** is an application that is used using a platform-based platform The internet allows users to share content distributed to the general public with the aim of sharing information.

### 06. RESPONSIBILITIES

1. **Sustainability Department Head/ Dy. Sustainability Department Head** bertanggung responsible for ensuring a means of complaint mechanism through the complaint *hotline* implemented and executed well.
2. **Sustainability Team Leader** is responsible for identifying the level of complaint risk and the person in charge of the relevant department who will follow up on the complaint report and remind and send back the Complaint Document to The person in charge of the relevant department if they do not receive a response in time 3 working days, sending complaint monitoring in the first week of the current month to BU Head.
3. **The Sustainability Management Officer** is responsible for facilitating handling complaints proceed in accordance with procedures, documenting the results of the process resolving complaints, identifying the risk level of complaints with Sustainability Team Leader, recapping complaints received via hotline or verbally, makes monthly monitoring and preparing evaluation data every 6 months.
4. **The Corporate Communication Manager** is responsible for ensuring team leadership communication, that every complaint is sent via Toba's official social media account

## PT. Toba Pulp Lestari - Tobafiber Division Standard Operating Procedure

### Complaint Handling Mechanism External

No. Dokumen : TPF-FOR-0015B-PR  
Rev. Date/Rev Number. : 30 December 2023/0  
Date Rev. Previous : 0  
Issue : 0  
Page : 4 of 17

---

Pulp Lestari will be directed to contact the hotline for complaints to be recapitulated and reported to the Sustainability Team Leader.

5. **The Communication Team Leader** is responsible for directing the social media users concerned to contact the Toba Pulp Lestari complaint hotline regarding negative issues that are considered to be complaints, as well as recapitulating and reporting every response that has been given to social media users to the Sustainability Team Leader which will be sent in the following week. first of the current month.
6. **Social Capital Department Head/ Dy. Social Capital Department Head** bertanggung responsible for ensuring that verbal complaint mechanisms are implemented and run well.
7. **Fiber Operational Head and Mill Operational Head** are responsible for ensure that every complaint that comes in can be responded to in a timely manner and resolved.
8. **SHR – Fiber Coordinator/ SHR – Manager** is responsible for identifying levels risk of complaints, the person in charge of the relevant department will follow up on the report complaints, reminding that complaints do not get a response 3 working days to the person in charge of the relevant department known to the Sustainability Team Leader, send monitoring complaint reports every first week of the current month to the Sustainability Management Officer.
9. **SHR Assistant/Officer** is responsible for facilitating complaint handling verbally according to procedures and documenting the results of the process Complaint resolution, sending scanned complaint form to Sustainability Management Officer.
10. **The Person in Charge of the Relevant Department** is responsible for providing responses, resolution actions, and completing complaint documents according to this SOP on complaints submitted by the Sustainability Management Officer in accordance with complaint handling procedures.

## PT. Toba Pulp Lestari - Tobafiber Division

# Standard Operating Procedure

**Complaint Handling Mechanism  
External**

No. Dokumen : TPF-FOR-0015B-PR  
Rev. Date/Rev Number. : 30 December 2023/0  
Date Rev. Previous : 0  
Issue : 0  
Page : 5 of 17

---

## 07. PROCEDURE

### 7.1. Sources and Media for Submitting Complaints

There are 4 ways to submit complaints through official complaint handling channels, namely:

- a) Verbal: This service is received by the SHR Assistant/Officer
- b) SMS : 0812 6210 461
- c) Regular Telephone : 0812 6210 461
- d) Electronic Mail : [pengaduan@tobapulp.com](mailto:pengaduan@tobapulp.com)
- e) Chat Whatsapp : 0812 6210 461

Submission of complaints can be done 24 hours for SMS/Electronic Mail and chat services WhatsApp. For regular telephone service, and verbally Monday-Friday hours 08.00-17.00 WIB and Saturday 08.00-12.00 WIB.

Handling complaints via telephone lines will only be responded to and followed up on time working days or not on holidays/other major days.

### 7.2. Complaint Coverage

Complaint handling includes complaints from external stakeholders.

### 7.3. Complaint Handling

#### 7.3.1. Handling Complaints Via *Hotline*

- a) Team Leader Communication sends a summary of responses to Sustainability Team Leader regarding complaints from social media in the first week of the current month.
- b) If a complaint comes in via Team Leader Communication social media will direct the concerned social media user to contact Toba Pulp Lestari's complaint hotline regarding negative issues that are considered to be complaint.
- c) Sustainability Team Leader dan Sustainability Management Officer menganalisis recapitulation of responses received by the Sustainability Team Leader.
- d) The reporter submits a complaint through the official complaint reception channel (*Hotline*) company in the form of Regular Telephone/ SMS/ Electronic Mail/ WhatsApp Chat.
- e) Sustainability Management Officer receives and records complaints via the hotline on **Form A** and convey that the complaint will be followed up and will be informed again no later than 4 working days after the complaint is received. Complaint will be accepted and followed up if the information provided by the reporter has been complete.

## PT. Toba Pulp Lestari - Tobafiber Division

### Standard Operating Procedure

#### Complaint Handling Mechanism External

No. Dokumen : TPF-FOR-0015B-PR  
Rev. Date/Rev Number. : 30 December 2023/0  
Date Rev. Previous : 0  
Issue : 0  
Page : 6 of 17

- 
- f) The Sustainability Team Leader carries out an analysis by identifying the risk level of complaints by dividing categories into *Low, Medium, High* according to table 3 for complaints submitted via the complaint hotline.
  - g) The Sustainability Management Officer must fill in the risk level identification results with category divisions in the form of *Low, Medium, High categories* in **Form A**.
  - h) Sustainability Management Officer sends **Complaint Document** to person in charge of the relevant department in accordance with the level identification provisions risk categories table 1 and table 3.
  - i) The person in charge of the relevant department will validate the complaint with how to confirm complaints by checking the data you have and also contact the reporter. Furthermore, the person in charge of the relevant department must fill out **Form B** which contains the actions to be taken in accordance with the complaint submitted by the reporter and must be sent back to Sustainability Management Officer in the form of digital documents that have been *scanned* or documents that have been printed no later than 3 working days after the information Complaints are accepted as a form of follow-up to complaints.
  - j) Sustainability Management Officer together with Sustainability Team Leader request confirmation from the Person in Charge of the Relevant Department regarding the truth of the Complaint report submitted by the complainant. If the validation results the person responsible for the relevant department regarding the complaint report is incorrect, only **form B** must be filled in completely by the person in charge and is mandatory sent back to the Sustainability Management Officer in document form digital data that has been scanned (*scanned*) then the report will be rejected and Sustainability Management Officer informs the reporter.
  - k) If the Complaint Document or response from the Person in Charge of the Department Related and the Direct Supervisor Responsible for the Related Department has not been received by the Sustainability Department within 3 working days after the complaint accepted by the person in charge of the relevant department, the Sustainability Team Leader will remind and send back via electronic mail accordingly provisions in table 2.
  - l) The person in charge of the relevant department determines the resolution plan and settlement strategy on **form B** and, if necessary, holds a meeting

## PT. Toba Pulp Lestari - Tobafiber Division Standard Operating Procedure

### Complaint Handling Mechanism External

No. Dokumen : TPF-FOR-0015B-PR  
Rev. Date/Rev Number. : 30 December 2023/0  
Date Rev. Previous : 0  
Issue : 0  
Page : 7 of 17

---

with the reporting party to obtain an agreement on the settlement action to be taken.

- m) The person responsible for the relevant department then carries out settlement actions according to the procedures and/or decisions agreed with the reporter. If the complaint contains an evaluation of a process/activity, the Person in Charge of the Relevant Department will take corrective action to prevent the same complaint from occurring again.
- n) After the complaint resolution process has been carried out, the Person in Charge is responsible. The Relevant Department must complete **Form C** as Minutes Resolution of External Complaints in the form of scanned digital documents (*scan*) and send it to the Sustainability Management Officer.
- o) The Sustainability Management Officer will ensure that the settlement action has been taken carried out by the Person in Charge of the Relevant Department, and if it has been carried out. The Sustainability Management Officer will contact the complainant to confirm the actions resulting from the completion process that have been carried out.
- p) If the complainant cannot be contacted to confirm the resulting action the settlement process has been carried out within 3 working days then the complaint is considered complete.
- q) If the complainant is not willing to be met and sign the documents complaint documents within 3 working days then the Sustainability Management Officer will validate this with the reporter. If the reporter is unwilling to be met and sign the complete complaint document, the complaint is considered incorrect and the person in charge of the relevant department only fills in **form B** completely without the complainant's signature and sent back to Sustainability Management Officer in the form of scanned digital documents (*scan*).
- r) Sustainability Management Officer will recapitulate complaints on **form D** every month running.

## PT. Toba Pulp Lestari - Tobafiber Division

### Standard Operating Procedure

Complaint Handling Mechanism  
External

No. Dokumen : TPF-FOR-0015B-PR  
Rev. Date/Rev Number. : 30 December 2023/0  
Date Rev. Previous : 0  
Issue : 0  
Page : 8 of 17

---

#### 7.3.2. Handling Complaints Via Verbal

- a) SHR Assistant/Officer receives and records complaints verbally on **Form A** and conveys that the complaint will be followed up and will be informed again no later than 4 days by the person in charge of the relevant department after receiving the complaint. SHR Assistant/Officer sends a scan of **Form A** to Sustainability Management Officer.
- b) SHR – Fiber Coordinator/ SHR – Manager carries out analysis by identifying risk level with categories divided into *Low, Medium, High* categories in accordance with table 3 for Complaints submitted verbally.
- c) SHR Assistant/Officer must fill in the risk level identification results with division categories in the form of *Low, Medium, High* categories in **Form A**.
- d) SHR Assistant/Officer sends the Complaint Document to the person in charge relevant departments in accordance with the provisions for risk category level identification.
- e) The person in charge of the relevant department will validate the complaint with how to confirm complaints by checking the data you have and also contact the reporter. Furthermore, the person in charge of the relevant department must fill out **Form B** which contains the actions to be taken in accordance with the complaint submitted by the reporter and must be sent back to SHR Assistant/Officer in the form of scanned digital documents *or* documents which has been printed no later than 3 working days after the complaint information is received as a form of follow-up to complaints.
- f) SHR – Fiber Coordinator/ SHR – Manager together with SHR Assistant/Officer request confirmation to the Person in Charge of the Relevant Department regarding the truth Complaint report submitted by the reporter. If the validation results the person responsible for the relevant department regarding the complaint report is incorrect, only **form B** must be filled in completely by the person in charge and is mandatory sent back to the SHR Assistant/Officer in the form of a digital document has been scanned (*scanned*) then the report will be rejected and the SHR Assistant/Officer inform the reporter.
- g) If the Complaint Document or response from the Person in Charge of the Department Related and the Direct Supervisor Responsible for the Related Department has not been received by SHR Assistant/Officer within 3 working days after the complaint is received, then SHR – Fiber Coordinator/ SHR – Manager reminds the person in charge



## PT. Toba Pulp Lestari - Tobafiber Division Standard Operating Procedure

### Complaint Handling Mechanism External

No. Dokumen : TPF-FOR-0015B-PR  
Rev. Date/Rev Number. : 30 December 2023/0  
Date Rev. Previous : 0  
Issue : 0  
Page : 9 of 17

- 
- relevant department known to the party in accordance with table 2 by letter electronic.
- h) The person in charge of the relevant department determines the resolution plan and settlement strategy on **form B** and, if necessary, holds a meeting with the reporting party to obtain an agreement on the settlement action to be taken.
- i) The person in charge of the relevant department then carries out the action solution according to the procedure and/or decision that has been agreed with reporter. If the complaint contains an evaluation of a process/activity then The person responsible for the relevant department takes corrective action to prevent the same complaint from happening again.
- j) After the complaint resolution process has been carried out, the Person in Charge is responsible The Relevant Department must complete **Form C** as Minutes Resolution of External Complaints in the form of scanned digital documents (*scan*) and send it to the SHR Assistant/Officer.
- k) SHR Assistant/Officer will ensure the settlement action has been done by Person in charge of the Relevant Department, and if SHR has been carried out, Assistant/Officer will contact the complainant to confirm the action resulting from the process the solution that has been done.
- l) If the complainant cannot be contacted to confirm the outcome of the action the settlement process has been carried out within 3 working days then the complaint is considered complete.
- m) If the complainant is not willing to be met and sign the documents complaint form within 3 working days then the SHR Assistant/Officer will validate it this to the reporter. If the reporter is not willing to be met and sign the complete complaint form, the complaint is considered untrue and the person in charge of the relevant department only fills out **form B** completely without the reporter's signature and sent back to the SHR Assistant/Officer inside the form of a digital document that has been scanned .
- n) SHR Assistant/Officer Officer will recapitulate complaints on **form D** every month walk.
- o) SHR Assistant/Officer will send all complaint documents (**Forms A – D**) every time the first week of the current month to the Sustainability Management Officer.

## PT. Toba Pulp Lestari - Tobafiber Division

### Standard Operating Procedure

**Complaint Handling Mechanism**  
External

No. Dokumen : TPF-FOR-0015B-PR  
Rev. Date/Rev Number. : 30 December 2023/0  
Date Rev. Previous : 0  
Issue : 0  
Page : 10 of 17

#### 7.3.3. Monitoring and Evaluation of Complaints

- a) Sustainability Team Leader will send monthly reports to the BU head as a form of monitoring to determine the progress of complaints.
- b) The Sustainability Department will evaluate and synchronize data with Social Capital is related to handling complaints via social media and verbally once a month.
- c) Departemen Sustainability, SHR – Fiber Coordinator/ SHR – Manager, SHR Assistant/Officer, Person in Charge of related departments, Operation Head, and BU The Head will carry out a complaint evaluation once every 6 months corrective action to prevent the same complaint from occurring again. Criteria The complaints that will be evaluated are complaints that come in with incidents the same, at least 3 times in a row for all complaint categories within the period 6 months time.

#### 7.3.4. Categories and Levels of Complaint Impact

##### 7.3.4.1. Complaint Risk Category

The determination of risk categories is carried out according to the provisions in table 1 below this:

No	Indicator Risk	Category Risk	Follow-up	Completed form
1.	Report complaint the No potential roasting in something process operational	Low Send report to:	a. Responsible Department Related limitation Direct Person responsible Department Related Known by: a. Operation Head b. Department Head Related Responsible Person c. Sustainability Department Head	1. A (TPF-FOR-0025-FM) 2. B (TPF-FOR-0026-FM ) 3. C (TPF-FOR-0027-FM )

## PT. Toba Pulp Lestari - Tobafiber Division

### Standard Operating Procedure

**Complaint Handling Mechanism**  
**External**

No. Dokumen : TPF-FOR-0015B-PR

Rev. Date/Rev Number. : 30 December 2023/0

Date Rev. Previous : 0

Issue : 0

Page : 11 of 17

			<p>d. Dy. Sustainability Department Head</p> <p>e. Sustainability Team Leader</p>	
2. Report	<p>complaint</p> <p>the</p> <p>potential</p> <p>roasting</p> <p>in something</p> <p>process</p> <p>operational</p>	<p>Currently sending reports to:</p>	<p>a. Responsible Department Related limitation Direct Person responsible Department Related</p> <p>Known by:</p> <p>a. Operation Head</p> <p>b. Department Head Related Responsible Person</p> <p>c. Sustainability Department Head</p> <p>d. Dy. Sustainability Department Head</p> <p>e. Sustainability Team Leader</p> <p>f. Social Capital Head</p> <p>g. Dy. Social Capital Head</p>	<p>1. A (TPF-FOR-0025-FM)</p> <p>2. B (TPF-FOR-0026-FM )</p> <p>3. C (TPF-FOR-0027-FM )</p>
3. Report	<p>complaint</p> <p>the</p> <p>potential</p> <p>stop</p> <p>an</p> <p>process</p> <p>operational</p>	<p>High Send reports to:</p>	<p>a. Department Responsible Related</p> <p>b. Head of Division Responsible for Related Departments</p> <p>Known by:</p> <p>a. Business Unit Head</p> <p>b. Operation Head</p> <p>c. Department Head Related Responsible Person</p> <p>d. Sustainability Department Head</p>	<p>1. A (TPF-FOR-0025-FM)</p> <p>2. B (TPF-FOR-0026-FM )</p> <p>3. C (TPF-FOR-0027-FM )</p>

## PT. Toba Pulp Lestari - Tobafiber Division Standard Operating Procedure

**Complaint Handling Mechanism  
External**

No. Dokumen : TPF-FOR-0015B-PR

Rev. Date/Rev Number. : 30 December 2023/0

Date Rev. Previous : 0

Issue : 0

Page : 12 of 17

---

---

			e. Dy. Sustainability Department Head	
			f. Sustainability Team Leader	
			g. Social Capital Head	
			h. Dy. Social Capital Head	

## PT. Toba Pulp Lestari - Tobafiber Division

### Standard Operating Procedure

**Complaint Handling Mechanism  
External**

No. Dokumen : TPF-FOR-0015B-PR  
 Rev. Date/Rev Number. : 30 December 2023/0  
 Date Rev. Previous : 0  
 Issue : 0  
 Page : 13 of 17

Provisions regarding sending via electronic mail if the complaint has not been received  
 Responses from those responsible for the relevant departments are explained in table 2 below

This:

No.	Risk Category	Follow-up
1.	<i>Low, Medium, Height</i>	Send reports to: a. Person in Charge of Relevant Department b. Head of Division Responsible for Related Departments  Known by: a. Business Unit Head b. Operation Head c. Department Head with Relevant Responsibility d. Sustainability Department Head e. Dy. Sustainability Department Head f. Sustainability Team Leader g. Social Capital Head h. Dy. Social Capital Head i. Complaint

There are 3 types of levels of impact of complaints which will be classified into complaints which entered PT Toba Pulp Lestari Tbk. among others, explained in table 3 below:

Level Impact	Indicator Impact	Type of Complaint	Department which Responsible
<i>Low</i>	Impactful on individual just reporting	a. Ask for an explanation regarding the response job vacancies that have been submitted and administrative procedures	a.HRD Recruitment
		b. Complaints regarding truck operations logging	b.Wood Supply
		c. Complaints regarding truck operations logging pulp	c. Pulp Warehouse

## PT. Toba Pulp Lestari - Tobafiber Division

### Standard Operating Procedure

**Complaint Handling Mechanism  
External**

No. Dokumen : TPF-FOR-0015B-PR

Rev. Date/Rev Number. : 30 December 2023/0

Date Rev. Previous : 0

Issue : 0

Page : 14 of 17

		d. The presence of dust in the affected villages TPL operations	c.Social Capital
		e.Follow up proposal	d.Social Capital
		f. Complaints that are out of classification	e.Et Cetera
<i>Currently</i>	Impactful on disturbed ya salah One operational/ company activities including related issues company policy in the field environment, social and economy	a.Isu social (customary land claims, demonstration)	a.Social Capital
		b. Non-standard planting issues	b.Plantation
		c. Suspected corruption	c. Human Resource Department
		d. Discrimination	d.Human Resource Department/ Social Capital
		e. Noise issues, etc.) factory (smell,	e.Environment Mill
		f. Administration and relations with plasma	f. PKR and or Management Related Sectors
		g. Complaints related to SPK	g.Legal
		h. Complaints about labor and his employment contractor and the payment	h.Procurement
		i. Payment (invoice) Supplier	i. Finance
		j. Complaints that are out of classification	j. And so on
		k. Violating commitment policy TPL sustainability	k.Sustainability and Dept. related
<i>Height</i>	Impactful on it stopped one of operational/ activity	a. Demonstration with road closures	a.Social Capital
		b. Application for termination of the PKR program	b. PKR and or Management Related Sectors
		c. Alleged human rights violations (harassment)	c. Human Resources Department

## PT. Toba Pulp Lestari - Tobafiber Division

### Standard Operating Procedure

**Complaint Handling Mechanism**  
**External**

No. Dokumen : TPF-FOR-0015B-PR  
Rev. Date/Rev Number. : 30 December 2023/0  
Date Rev. Previous : 0  
Issue : 0  
Page : 15 of 17

	company and/or violation n against rules and law	d. Security issues (up to threatening human life)	d.Social Capital-Loss Prevention and Control (LP&C)
		e. Alleged pollution due to waste in area Fiber	e.Environment, Intregrated Management System (EIMS)
		f. Suspected pollution due to waste in area Mill	f. Environment Mill
		g. Environment about forestry (wild logging, Alleged planting in protected areas, etc.)	g.Environment, Intregrated Management System (EIMS)
		h. Forest fires	h. Loss Prevention and Control (LP&C)
		i. Lawlessness and social conflict	i. Social Capital
		j. Complaints that are out of classification	j. And so on

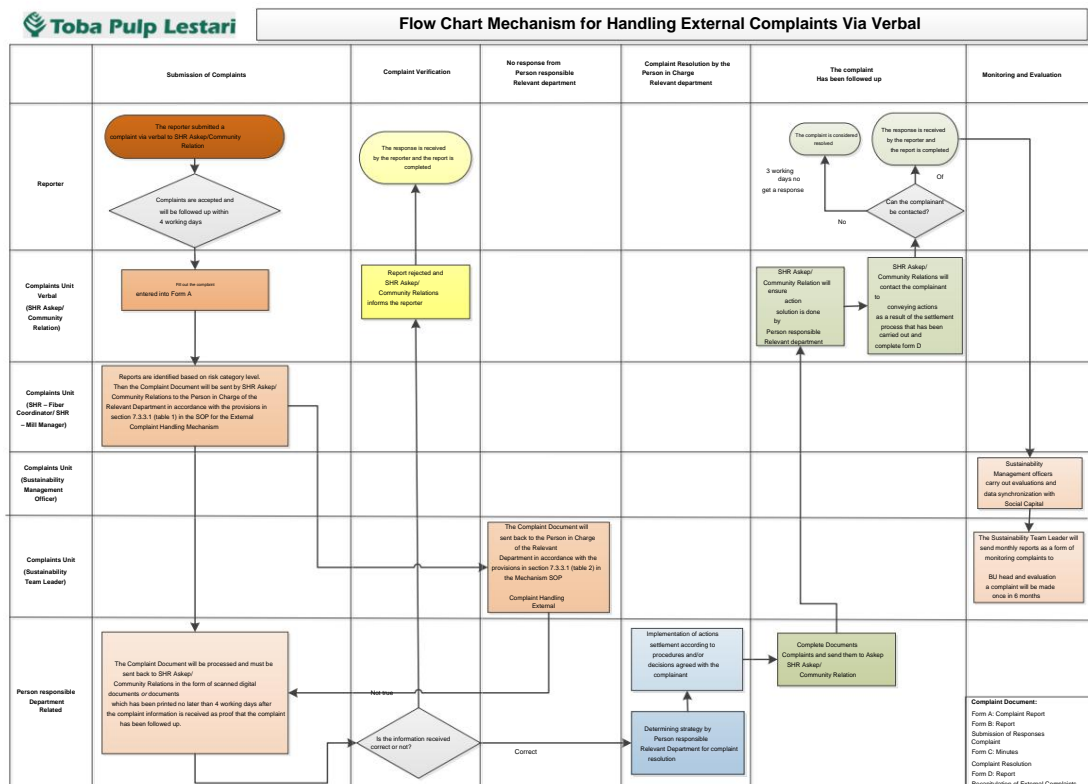
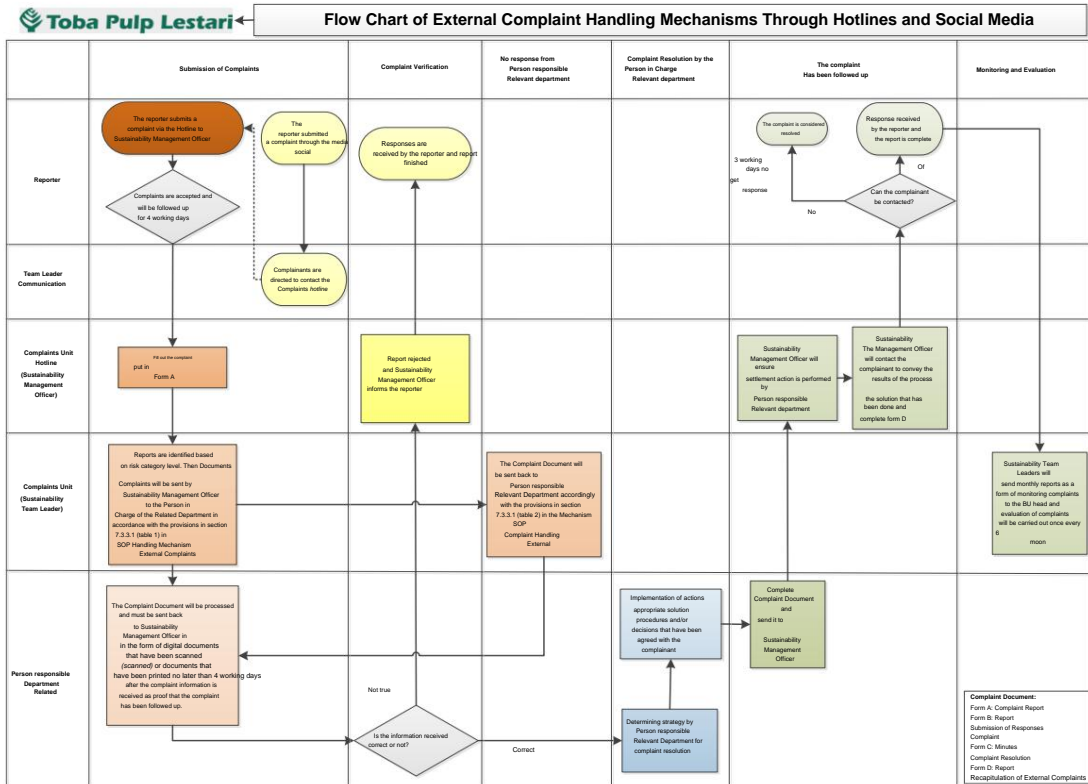
# PT. Toba Pulp Lestari - Tobafiber Division

## Standard Operating Procedure

### Complaint Handling Mechanism External

No. Dokumen : TPF-FOR-0015B-PR  
 Rev. Date/Rev Number. : 30 December 2023/0  
 Date Rev. Previous : 0  
 Issue : 0  
 Page : 16 of 17

### 7.4 Complaint Handling Flow





## PT. Toba Pulp Lestari - Tobafiber Division Standard Operating Procedure

**Complaint Handling Mechanism  
External**

No. Dokumen : TPF-FOR-0015B-PR  
Rev. Date/Rev Number. : 30 December 2023/0  
Date Rev. Previous : 0  
Issue : 0  
Page : 17 of 17

---

### **08. DOCUMENTATION**

Sustainability Management Officer and SHR Assistant/Officer keep the following records in the form of electronic documents (*softcopy*) for five years:

Form A – External Complaint Report	TPF-FOR-0025-FM
Form B – Report on Submitting Responses to External Complaints	TPF-FOR-0026-FM
Form C – Minutes of External Complaint Resolution	TPF-FOR-0027-FM
Form D – External Complaint Recapitulation Report	TPF-FOR-0028-FM