

Grievance Redress Procedure

VCS Project: Manufacturing of Energy-Efficient Refrigerators in Indonesia — LG Electronics

1. Purpose and Scope

This procedure sets out how LG Electronics receives, records, responds to and resolves grievances, complaints, questions and comments relating to the VCS project "Manufacturing of Energy-Efficient Refrigerators in Indonesia".

It applies to any person or organization affected by or interested in the project, including local residents and community organizations, local and national government bodies, workers and worker representatives at PT LG Electronics Indonesia, suppliers and distributors, civil society organizations, and consumers.

It is available throughout the entire project period, from the project start date until the end of the last crediting period.

2. Channels for Submitting a Grievance

Local contact person (Bahasa Indonesia) — [Kadoy Nurhadianto], LG Electronics Indonesia, telephone [62-812-8398-9920], email [kadoy.nurhadianto@lge.com], office hours [7.00am - 16.05pm].

Carbon project matters — Ecoeye, email coruikr@ecoeye.com, telephone +82-2-6480-7385.

General enquiries — LG Electronics, email parkyh277.park@lge.com.

Online form — [<https://tinyurl.com/mr3bb2na>]. Submissions may be made anonymously.

Grievances may be submitted in Bahasa Indonesia, English or Korean. Submission is free of charge.

3. Response Timeline

Acknowledgement of receipt — within 7 calendar days of receipt.

Substantive response, or an explanation of the next steps and expected timing — within 20 calendar days of receipt.

Where a grievance requires investigation beyond 20 days, the complainant is informed of the reason and of a revised date.

4. Handling Process and Responsibilities

Step 1 — Receipt and registration. Every submission is entered in the Grievance Log by the local contact person on the day of receipt, with a unique reference number. Anonymous submissions are given an identifier.

Step 2 — Acknowledgement. The local contact person confirms receipt within 7 days, unless the submission is anonymous and no contact was left.

Step 3 — Review. LG Electronics Korea and Ecoeye conduct the review.

Step 4 — Response. A written response is provided within 20 days through the channel the complainant used, or through the notice page where the submission was anonymous.

Step 5 — Closure. The outcome, any action taken, and any change made to the project design are recorded in the Grievance Log.

Responsible officers: See Section 2 above.

5. Escalation — Three Stages

Where the complainant is not satisfied with the response, the grievance may be escalated through the following three stages, in accordance with VCS Standard section 3.18.4:

(a) Amicable resolution — direct discussion between the complainant and the project proponent, using locally appropriate and culturally acceptable means of resolution.

(b) Mediation — referral to mediation by a neutral third party agreed by both parties. Where no agreement is reached on the mediator, the parties may request a mediator from the relevant local authority.

(c) Arbitration or courts — referral to arbitration, or to the competent courts in the Republic of Indonesia.

Use of this procedure does not limit any right of the complainant to pursue legal remedies at any time.

6. Anonymity and Confidentiality

Grievances may be submitted anonymously. The identity of a complainant who provides their name is treated as confidential and is disclosed only to those handling the grievance, unless the complainant consents otherwise or disclosure is required by law.

Personal data is processed only for the purpose of handling the grievance and for the project's validation and verification records.

7. No Retaliation

No person will face dismissal, disadvantage, intimidation or any other form of retaliation for submitting a grievance, comment or question about the project, or for taking part in the stakeholder consultation.

8. Records and Publication

All grievances and their handling are recorded in the Grievance Log, which is retained for the duration of the project and for the period required by the VCS Program.

This procedure, and a summary record of the grievances received and how they were handled, are published on the notice page of the LG Electronics website, with personal information removed.

The summary record is updated at least semi-annually and before each validation and verification event.

9. Review and Communication

This procedure is reviewed at least once a year and whenever a material change is made to the project.

Stakeholders are reminded of the existence of this procedure and of the contact channels before each validation and verification event.