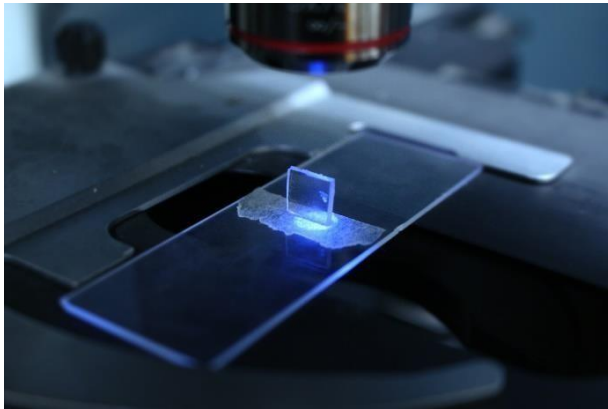


## Product and Customer Responsibility Policy

### Ensuring Safe Products



Responsibility for products and consumers is an integral part of the Company and is one of the bases for ensuring business continuity. All products issued by the Company have passed a strict quality control process to ensure quality consistency. Product testing is carried out by the Impack Research and Innovation Center (IRIC) and is under the direct supervision of the Director of Sustainability and New Product Development.



Besides its responsibilities towards products and customers, the Company also ensures product safety to the environment and continues to innovate in delivering low-carbon environmentally friendly building products to the community. To ensure the quality of the products through its production process and customer

satisfaction towards the products, Impack operates based on the ISO 9001:2015 Quality Management System and is certified. Regarding the after-sales service, warranty for some of the products and customer complaint channels are also provided.

### Transparency and Access to Product Information

To ensure the safety and health of all parties involved in the entire supply chain up to the end consumer, Impack always provides all parties involved with the product information they need. Through the QR Code found on the product packaging, consumers can access various information related to the products, such as specifications, installation instructions, and Technical Data Sheets. This information is then expected to ensure the accuracy of product application and minimize errors that may occur during installation. In addition to QR codes, various product-related information can also be accessed on the Company's website, brochures, and social media.



### Customer Care Channel



Impack has several complaint and service channels that can be accessed at any time to obtain various information regarding the Company and/or product-related information as well as inquiries and complaints. Every complaint received will be identified and resolved either through online chat, and email.

- Web chat: <https://www.impact-pratama.com/contact/>
- Whatsapp: [+62818 0295 1030](https://wa.me/6281802951030)
- Email: [cs@impact-pratama.com](mailto:cs@impact-pratama.com)