

## PT. Indo- Rama Synthetics Tbk (“Indorama”)

### Policy on the Treatment of Customers

Indorama is committed to the highest standards of product safety, quality, and business integrity in order to meet our customers' expectation and to achieve Customer Delight.

- 1) We are committed to developing and providing quality products to meet the satisfaction of customers
- 2) We are committed to do research and development on our products on a regular basis in order to control our product quality and provide new products for our customers
- 3) We will provide accurate, sufficient and useful information to customers without exaggeration or provides false information or mislead our customers
- 4) We respects individual rights of customers and will keep customers' information confidential
- 5) We provide channels for customers to file complaints relating to the quality of products and services and try our best to promptly address their complaints
- 6) We provide support for various activities in order to strengthen and maintain a good relationship with our customers.

Jakarta, April 28, 2016

The Board of Directors