

Tanggung Jawab MNK kepada Konsumen

MNK mampu memahami dan mampu memenuhi kebutuhan konsumen dan dapat memberikan solusi yang terbaik. Sebagai penyedia bahan peledak berupa ammonium nitrat, aksesoris dan jasa peledakan, Perseroan bertanggungjawab atas ketersediaan produk dan jasa, serta keamanan sesuai *point of delivery* yang diinginkan oleh konsumen. Tanggung jawab Perseroan akan berakhir saat konsumen menerima barang dan jasa yang dituangkan dalam Berita Acara Serah Terima Barang (BASTB).

Tanggung Jawab BN kepada Konsumen

Menjadi mitra bisnis pilihan merupakan prioritas utama BN. Oleh karena itu, BN menitikberatkan kebijakan kepuasan pelanggan melalui *service excellence* dengan terus menjaga kualitas aset rig BN melalui pemeliharaan dan peningkatan kualitas rig secara berkala.

MNK Responsibility to Consumers

MNK is able to understand and fulfill the needs of consumers and provide the best solution. As a provider of explosives such as ammonium nitrate, accessories and blasting services, MNK is responsible for the availability of products and services as well as the appropriate secured point of delivery established by consumers. MNK's responsibility terminates once the consumer receives the goods and services as set forth in the Minutes of Handover of Goods.

BN Responsibility to Consumers

Being the most preferred business partner is a top priority of BN. For that reason, BN emphasizes service excellence and constantly maintaining the quality of its rigs by a proper periodical maintenance programs and improving rig quality performance on a regular basis.