

WHISTLE BLOWING SYSTEM



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PT TOTAL BANGUN PERSADA Tbk

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I. INTRODUCTION

A. BACKGROUND

As a public company, PT Total Bangun Persada Tbk, hereinafter shall be referred to as “the Company”, realizes that the implementation of Good Corporate Governance will elevate the Company’s position in business competition, mainly in managing human resources and Corporate Values, which will improve the Company’s values for all shareholders and Stakeholders in realizing this, the implementation of Good Corporate Governance principles are carried out in line with the Company’s vision and mission. The Company’s duties and monitoring activities are always carried out in a proactive manner according to the Company’s Articles of Association and other related Law and Regulations.

The Company is fully committed to conducting Good Corporate Governance at all levels and ranks in the organization, by optimizing Good Corporate Governance implementation through the strengthening of infrastructure in order to achieve the best business practice and to adjust the required systems and procedures to support an even more effective implementation of Good Corporate Governance, so as to be able to drive business growth in the future and provide added values for all Stakeholders. One of the main keys needed to realize such commitment is the consistent implementation of Good Corporate Governance principles and policies, and the effort to turn them into the Corporate Culture. The Company understands Good Corporate Governance as the fundamental principle to encourage its business management through the application of a series of systems that reflects the information disclosure, accountability, responsibility, independency, and fairness and equality principles.

Through the consistent and sustainable implementation of Good Corporate Governance principles in carrying out the management of the Company, it is expected that violation against Good Corporate Governance principles, ethical values, as well as the laws and regulations prevailing in the Company can be avoided. Hence, the Company provides and implements a “Whistle Blowing System” as a media to support and enforce Good Corporate Governance principles properly, which will ultimately create a clean and responsible work condition.

B. BASIS OF ESTABLISHMENT

The Whistle Blowing System is established in order to provide opportunities for all Stakeholders of the Company in particular and for the public in general, to monitor and submit report or complaint regarding allegation of violation of Good Corporate Governance principles, as well as the ethical values prevailing in the Company, especially those related to the integrity and transparency. Such report or complaint shall be accompanied with evidence that can be held accountable and with positive intention for the interest of the Company. Furthermore, the report or complaint is expected to be able to prevent and detect the potential occurrence of violation in the Company.

C. PURPOSES AND OBJECTIVES

1. The availability of a medium to submit report, complaint, and significant and critical information for the Company.
2. The availability of an early detection mechanism (early warning system) as the means to prevent the occurrence of violation.
3. To become a medium of monitoring on the Company's activities for the Stakeholders and the public, so as to discourage the occurrence of violation.
4. To become a proper medium to facilitate the interest of the Company's Stakeholders and the public to handle and settle the arising issues, with an aim to prevent public complaint/disclosure.
5. To drive the Company towards a better direction by prioritizing the basic principles in the Company's business management through the application of a series of systems that reflects the information disclosure, accountability, responsibility, independency, and fairness and equality principles.

D. SCOPES

The Whistle Blowing System is a system that manages Complaints/Disclosures regarding unlawful behavior, unethical/improper conduct, violations of policies and/or regulations of the Company, as well as actions or behaviors that can cause either material or immaterial loss, which includes the following issues:

1. Deviations from the prevailing laws and regulations;
2. Violation of policies and regulations of the Company;
3. Abuse of position for other interests outside the Company;
4. Extortion;
5. Frauds;
6. Conflicts of Interest;
7. Gratification or Bribery Acts;

E. DEFINITIONS

1. **The Company** is PT Total Bangun Persada Tbk
2. **The Personnel of the Company** are the Stakeholders, such as the Board of Commissioners, the Board of Directors, and all Employees of the Company having the status of either Contract Employee or Permanent Employee, including those tasked at the Subsidiaries and other institutions, as well as other personnel (laborer, handyman, foreman, etc.) who directly work for and on behalf of the Company.
3. **Manusia TOTAL** or **TOTAL People** are all members of Board of Directors and Employees of the Company.
4. **Employees** are the workforce or people who work to receive earnings from the Company.
5. **Stakeholders** are parties who have interests with the Company, both directly and indirectly, namely the Employees, Suppliers, Customers, Business Partners, Creditors and the government as well as other interested parties.
6. **Business partners** are individuals or companies that establish mutually beneficial business cooperation with the Company based on their potential and worthiness.
7. **Whistle Blowing System** is a system that manages or regulates procedures for complaints/disclosures regarding an unlawful behavior, unethical/improper conduct, violations of policies and/or regulations of the Company, as well as actions or behaviors that can cause loss to the Company, with the aim to optimize the participation of Stakeholders and other parties in disclosing violations occurring in the Company.
8. **Complaint/Disclosure** is an act of reporting a violation or disclosure of unlawful activities or violations of the Company's rules, unethical/improper conduct, or other acts that may cause loss to the Company.
9. **Whistle Blower** is every Personnel of the Company, as well as the Shareholders and other Stakeholders, including the public or other parties (individuals/institutions) that are directly or indirectly related to the Company's activities, and in this case conducts Complaint/Disclosure in accordance with the procedures of Whistle Blowing System.
10. **Reported Party** is every Personnel of the Company, as well as the Shareholders and other Stakeholders, including the public or other parties (individuals/institutions) that are related to activities of unlawful behavior, unethical/improper conduct, violations of policies and/or regulations of the Company, as well as actions or behavior that can cause loss to the Company.
11. **Conflict of Interest** is a situation or condition in which the empowered or authorized Personnel of the Company has or is alleged to have personal/group interest on each use of power or authority they own, which can cause loss to the Company and affect their performance quality.
12. **Gratification or Bribery Act** is an activity of giving and or receiving Presents/Souvenirs and Entertainment carried out by the Personnel of the Company in relation with their authority/position in

the Company, which can cause conflict of interest and affect the independence, objectivity and professionalism of the Personnel of the Company.

- 13. Fraudulent Act** is dishonest act that covers fraud, forgery, concealment, or removal of important documents/reports of the Company conducted by the Personnel of the Company so as to cause loss to the Company and other parties.
- 14. Early Indication** is information contained in the complaint/disclosure, which covers, among others, the issues, the involved parties, the form and basis of the loss, and the time and place of the event.
- 15. Investigation** is an activity conducted to find evidence and or witnesses related to violations committed by the Reported Party, which have been reported through the Whistle Blowing System.
- 16. Investigation Team** is a team established to carry out the task of collecting data/evidence related to violations.
- 17. External Investigator** is a party from outside the Company appointed to carry out specific investigations on a complaint/disclosure of alleged violations in the Company.
- 18. Violation Reporting Commission** is a Commission established specifically to carry out the management of Whistle Blowing System in the Company, including carrying out a preliminary review of complaints/disclosures of violations. This commission answers directly to the Board of Directors.
- 19. Violation Reporting Administration Manager** is a party appointed by the Company and authorized to receive complaints/disclosures, monitor the progress of the follow-up of violation reporting, and carry out administrative management of the Whistle Blowing System in the Company, in accordance with their expertise.

III. MANAGEMENT OF WHISTLE BLOWING SYSTEM

A. PROCEDURES OF WHISTLE BLOWING SYSTEM

Submission of Complaints / Disclosures by the Whistle Blower must take into account the following issues:

1. The Whistle Blower is obliged to provide an initial indication that can be accounted for, covering:
 - a. The violation complained, including the amount of loss (if it can be determined). 1 (one) Complaint/Disclosure should only be for 1 (one) violation; hence, the handling can be more focused.
 - b. The parties involved, i.e. those who should be responsible for the violation, including witnesses and those who are benefited or harmed for the violation.
 - c. Location of the violation, including the name, place, or function of the occurrence of violation.
 - d. Time of violation, i.e. the period of violation in the form of days, weeks, months, years or specific dates when the violation occurred.
 - e. How the violation occurred and whether there was supporting evidence that the violation had occurred.
 - f. Has the violation been reported to another party.
 - g. Has the violation ever occurred before.
2. To accelerate and facilitate the follow-up process of Complaints/Disclosures, the Whistle Blower is encouraged to provide information on their personal data, which at least contains their address/telephone number/mobile number/facsimile number/email address.

B. REPORTING TOOLS/MEDIA

The Whistle Blower submits a Complaint/Disclosure of violation to the Violation Reporting Administration Manager through a special tool/medium that have been provided by the Company and is intended for the Whistle Blowing System. Complaints/Disclosures are addressed to the Complaint Box/Whistle Blowing System via email with the address of whistleblower@totalbp.com.

C. MANAGEMENT PROCEDURES

1. The Whistle Blower makes a complaint/disclosure of the violation report and submits it through the email at whistleblower@totalbp.com or other media.

2. The Violation Reporting Administration Manager receives and filters the received Complaint/Disclosure of the violation report, to seek for the Early Indication in the report or whether the report has been in accordance with the reporting criteria of Whistle Blowing System and can be followed up.
3. The Violation Reporting Commission receives the report from the Violation Reporting Administration Manager and conducts an initial investigation of the Complaint/Disclosure. The results of the initial investigation are reported to the Board of Directors.
4. Based on the report from the Violation Reporting Commission, the Board of Directors determines whether further investigation will be carried out by the Investigation Team (Internal and/or External).
5. The Investigation Team conducts further investigations (advanced investigation) on Complaints/Disclosures and reports the results to the Board of Directors.
6. Based on the follow-up investigation report by the Investigation Team, the Board of Directors determines recommendations for further action. If the Complaint/Disclosure is not proven or has been settled, the Complaint/Disclosure report will be closed. If the Complaint/Disclosure is proven or requires follow-up, then it will be subject to sanctions in accordance with the prevailing regulations.
7. Minutes must be made for the entire Investigation process for Complaints/Disclosures according to the format examples enclosed in the Appendix of the Minutes of Preliminary Investigation Results and Minutes of Advanced Investigation Results.
8. The management procedures of Complaints/Disclosures through the Whistle Blowing System are carried out in accordance with the flowchart as set out in the Attachment of Flow Chart.
9. The entire Whistle Blowing System process must be well documented and reliable (can be held accountable).

D. SANCTIONS

The form of sanctions imposed on the Reported Party proven to have committed violation acts will be determined in accordance with the prevailing provisions and regulations in the Company. Violations categorized into unlawful conducts and/or acts that break the laws and regulations in force will be followed up and processed pursuant to the legal procedures.

E. PROTECTION FOR WHISTLE BLOWER OR RELATED PARTY

1. The Company shall ensure the confidentiality of the Whistle Blower's identity, as well as parties related to the violation reporting.
2. The Company ensures the protection for Whistle Blower against all forms of threats, intimidation, or unpleasant actions from any party.

3. Confidentiality of the Whistle Blower's identity and protection for the Whistle Blower also applies to the parties carrying out the Investigation as well as the parties providing information related to the Complaint/Disclosure.
4. Provisions on confidentiality and protection of the Whistle Blower will remain in effect as long as the Whistle Blower maintains the confidentiality of violation that is reported to any party, in any manner, form and condition, and does not/has not become public consumption either before or after the complaint/disclosure.

F. AUTHORITY IN REPORT MANAGEMENT

1. Complaint/Disclosure of violation related to and/or committed by the Violation Reporting Commission and the Investigation Team will be followed-up by the Board of Directors.
2. Complaint/Disclosure of violation related to and/or committed by work partners or stakeholders will be subject to provisions as stated in the contract. If it is related to a criminal act, it will be forwarded to the authorities.
3. Complaint/Disclosure of violation related to and/or committed by the Board of Directors will be followed-up by the Board of Directors.
4. Complaint/Disclosure of violation related to and/or committed by the Board of Commissioners will be followed-up by the Board of Directors.

G. REPORT OF VIOLATION REPORTING COMMISSION


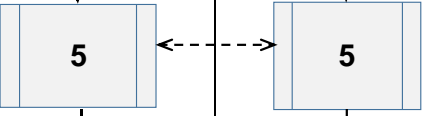

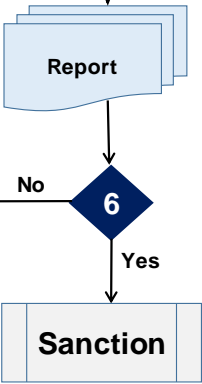
The Violation Reporting Commission is obliged to prepare a periodical report which includes the number of Complaints/Disclosures, categories of Complaints/Disclosures and the media used by the Whistle Blower, and submit it to the Board of Directors.

No	Procedure	Whistle Blower	Administration Manager*	Violation Reporting Commission*	Board of Directors	Internal Investigation Team	External Investigation Team
1	The Whistle Blower makes a Complaint/Disclosure of the violation report and submits it through the email at whistleblower@totalbp.com or other media.						
2	The Violation Reporting Administration Manager receives and filters the received Complaint/Disclosure of the violation report to seek for the Early Indication in the report or whether the report has been in accordance with the reporting criteria of Whistle Blowing System and can be followed up. If YES, the Complaint/Disclosure report is forwarded to the Violation Reporting Commission, and if NO, the process of Whistle Blowing System is settled.						
3	The Violation Reporting Commission receives report from Violation Reporting Administration Manager and conducts initial investigation of Complaint/Disclosure. Results of initial investigation are reported to Board of Directors.						
4	Based on the report from Violation Reporting Commission, Board of Directors determines whether further investigation is carried out by Investigation Team (Internal and/or External).						

Note:

(*) Presently, the Administration Manager and Violation Reporting Commission is conducted by the President Director

(Continuation)

No	Procedure	Whistle Blower	Administration Manager*	Violation Reporting Commission*	Board of Directors	Internal Investigation Team	External Investigation Team
5	The Investigation Team conducts further investigations (advanced investigation) on Complaints/Disclosures and reports the results to the Board of Directors.						
6	Based on the follow-up investigation report by the Investigation Team, the Board of Directors determines recommendations for further action. If the Complaint/Disclosure is not proven or has been settled, the Complaint/Disclosure report will be closed. If the Complaint/Disclosure is proven or requires follow-up, then it will be subject to sanctions in accordance with the prevailing regulations.						
<p>Note: (*) Presently, the Administration Manager and Violation Reporting Commission is conducted by the President Director</p>							

Minutes of Initial Investigation Results

Appendix 1.

MINUTES OF INITIAL INVESTIGATION RESULTS

MINUTES

No.

ABOUT RESULTS OF INITIAL INVESTIGATION WHISTLE BLOWING SYSTEM PT TOTAL BANGUN PERSADA Tbk

On this day,, date of year, has been reported the Results of Initial Investigation of the Whistle Blowing System on the following complaint:

.....
.....

Based on the submission of the Report of Initial Investigation Results, the Disclosure Report on the complaint **has/has not*** been in accordance with the criteria to be followed up with further investigation. The investigation will be carried out by the Investigation Team.

The Board of Directors,

Signature
Full Name

Violation Reporting Commission:

1.
2.
3.
4.

** cross out the unnecessary one*

Minutes of Advanced Investigation Results

Appendix 2.

MINUTES OF ADVANCED INVESTIGATION RESULTS

MINUTES

No.

ABOUT RESULTS OF ADVANCED INVESTIGATION WHISTLE BLOWING SYSTEM PT TOTAL BANGUN PERSADA Tbk

On this day,, date of year, has been reported the Results of Advanced Investigation by the Investigation Team of the Whistle Blowing System on the following complaint:

.....
.....
.....

Based on the submission of the Report of Advanced Investigation Results, the Complaint/Disclosure Report No. **has/has not*** been proven.

The Board of Directors,

Signature
Full Name

Investigation Team:

1.
2.
3.
4.

** cross out the unnecessary one*