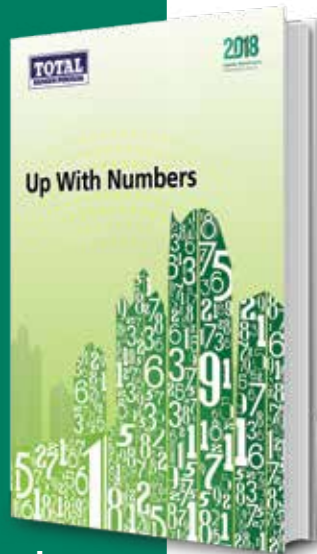


Up With Numbers



Penjelasan Tema

About the Theme



Up With Numbers

Menjadi bagian dari masifnya dinamika perkembangan industri konstruksi nasional, membuat Total Bangun Persada yakin bahwa pertumbuhan bisnis yang baik tidak terbatas pada pencapaian profit sesuai target, melainkan juga melalui perhitungan 'angka' yang cermat antara rencana dan implementasi yang dijalankan. Sebagai salah satu perusahaan konstruksi swasta nasional yang dikenal dengan portofolio proyek *high rise building* yang prestisius, TOTAL senantiasa menerapkan prinsip kehati-hatian dalam menjalankan bisnis konstruksi, terutama dalam melakukan perencanaan proyek dengan pendanaan yang realistis. Komitmen TOTAL untuk terus tumbuh dengan landasan perhitungan yang cermat melalui prinsip kehati-hatian, direfleksikan dalam tema "Up With Numbers" dalam *Sustainability Report 2018*.

Usungan tema "Up With Numbers" pada dasarnya juga bertalian erat dengan fokus strategis TOTAL dalam penerapan aspek keberlanjutan yang mengacu pada prinsip *triple bottom lines* dengan cakupan dimensi *people*, *profit* dan *planet*. 'Numbers' dalam hal ini mewakili keseluruhan perolehan angka yang positif, tidak hanya dalam konteks profit melainkan juga konteks kontribusi terhadap masyarakat dan lingkungan sebagai pemangku kepentingan utama.

Being part of the massive dynamics of national construction industry development encourage Total Bangun Persada belief that good business growth is not limited to the realization of profit according to the target, but also through careful calculation of 'numbers' between the plans and implementation carried out. As one of the national private construction companies known as prestigious high-rise building project portfolios, TOTAL always applies the prudent principle in carrying out its construction business, specifically in planning projects with realistic funding. TOTAL's commitment to continuously grow on the basis of careful calculation through the prudent principle is reflected in the theme "Up With Numbers" for the 2018 Sustainability Report.

The theme of "Up With Numbers" is closely related to TOTAL's strategic focus on the implementation of sustainability aspects which refers to the principle of triple bottom lines with the scope of dimensions of people, profit and planet. 'Numbers', in this case, represents the overall achievement of positive figures and results, not only in the context of profit but also in the context of contributions to society and the environment as key stakeholders.



02

Pencapaian Kinerja Keberlanjutan 2018

2018 Achievement of Sustainable Performance



20

Tentang Laporan Keberlanjutan

About the Sustainability Report



25

Sekilas TOTAL

TOTAL in Brief



Daftar Isi

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55

TOTAL Melestarikan Bumi Indonesia
TOTAL Conserves Indonesia's Environment



69

TOTAL Berkomitmen Meningkatkan Kompetensi SDM
TOTAL's Commitment to Improve HR Competence



PENCAPAIAN KINERJA KEBERLANJUTAN 2018

2018 Achievement of Sustainable Performance



Ekonomi Economic

Jumlah Proyek yang Telah Diselesaikan Number of Completed Projects

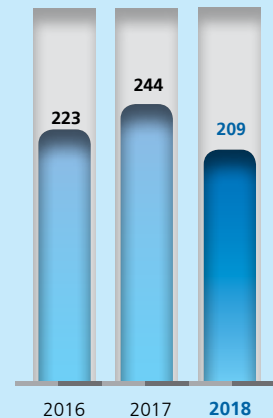
(Jumlah)
(Numbers)



Laba Tahun Berjalan Income for the year

(dalam miliar Rupiah)
(In billion Rupiah)

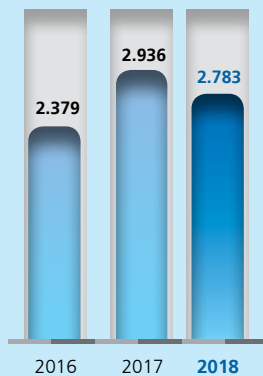
209
2018



Pendapatan Usaha Revenues

(dalam miliar Rupiah)
(In billion Rupiah)

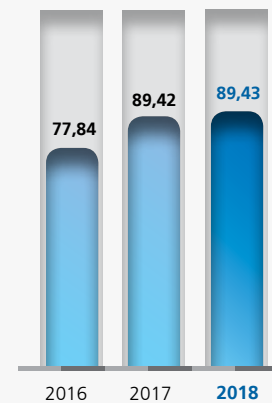
2.783
2018



Pembayaran Pajak Tax Payment

(dalam miliar Rupiah)
(In billion Rupiah)

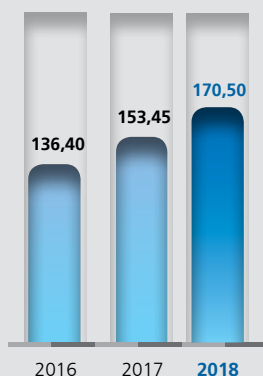
89,43
2018



Jumlah Dividen yang Didistribusikan Total Dividend Disbursed

(dalam miliar Rupiah)
(In billion Rupiah)

170,50
2018





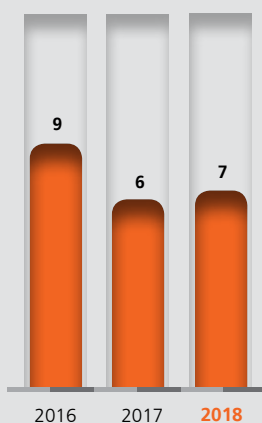
Sosial & Konsumen

Social & Customer

Jumlah Program Pengembangan Sosial
Number of Social Development Programs

7

2018



Jumlah Penyaluran Dana CSR bidang Pengembangan Sosial dan Kemasyarakatan
Funds Allocated for the Corporate Social Responsibility Program

Rp **1.756,84**
juta / million

2016

Rp **1.243,72**
juta / million

2017

Rp **641,73**
juta / million

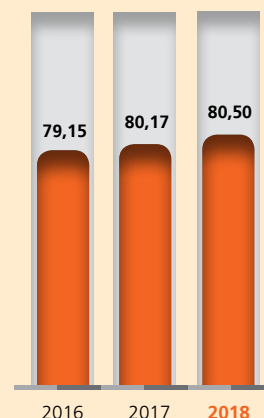
2018

Customer Satisfaction Index

(dalam %)
(in %)

80,50

2018



Ketenagakerjaan

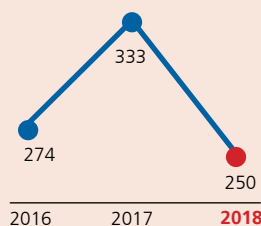
Manpower

Jumlah Pejabat Senior Laki-laki
Number of Male Senior Employees



250

2018

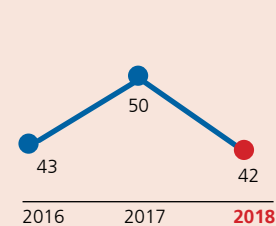


Jumlah Pejabat Senior Perempuan
Number of Female Senior Employees



42

2018



Jumlah Pekerja
Number of Employees

1.467

2016

1.396

2017

1.221

2018



Jumlah Pekerja Laki-laki
Number of Male Employees

2016 1.309

2017 1.245

2018 1.087



Jumlah Pekerja Perempuan
Number of Female Employees

2016 158

2017 151

2018 134

Jumlah Tenaga Kerja Lokal
Total Local Workforce

7.858

2016

7.942

2017

7.685

2018

Jumlah Tenaga Kerja Asing
Jumlah Tenaga Kerja Asing

4

2016

7

2017

7

2018

Rasio Remunerasi Pegawai Tetap di Tingkat Terendah terhadap Upah Minimum Regional
Ratio of Remuneration of the Lowest Level Permanent Employees to the Regional Minimum Wage

1,1

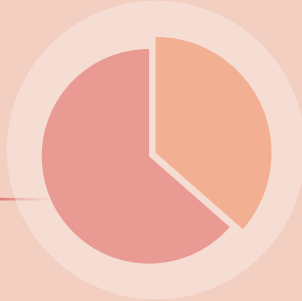
2016

1,1

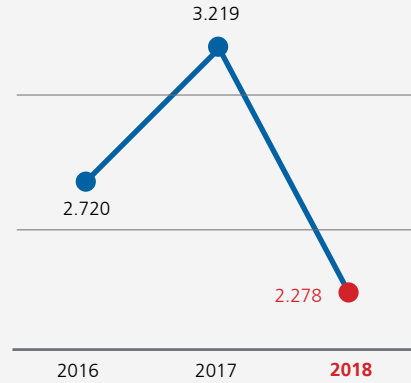
2017

1

2018



Pelatihan dan Pendidikan (Mandays)
Training and Education (Mandays)



Lingkungan
Environmental

Penggunaan Energi
Energy Use



Properti
Property



Kantor Pusat
Head Office



Konsumsi Listrik Kantor Pusat (KWH)
Electricity Consumption at the Head Office (KWH)

| | 2018 | 2017 | 2016 |
|----------------|----------------|---------|---------|
| Daya / Power | 92.249 | 165.493 | 170.160 |
| 131.000 | | | |
| Daya / Power | 118.104 | 125.662 | 137.600 |
| 197.000 | | | |



Konsumsi Air Kantor Pusat (m³)
Water Consumption at the Head Office (m³)

| | 2018 | 2017 | 2016 |
|--|--------------|-------|-------|
| | 2.429 | 1.762 | 2.642 |

Konsumsi Listrik Properti (KWH)
Electricity Consumption at Property (KWH)

| | 2018 | 2017 | 2016 |
|--------------|------------------|-----------|-----------|
| Daya / Power | 1.540.750 | 1.575.780 | 1.609.060 |

Konsumsi Air Properti (m³)
Water Consumption at Property (m³)

| | 2018 | 2017 | 2016 |
|--|--------------|-------|--------|
| | 7.179 | 9.836 | 10.695 |



Hasil Penilaian Penerapan Tata Kelola Berkelanjutan
Assessment Result on Sustainable Governance Implementation

Skor dan Predikat Hasil Penilaian atas Implementasi GCG
Score and Predicate for Assessment on GCG Implementation

| | | |
|--------------|--------------|--------------|
| 73,89 | 72,82 | 73,53 |
| 2016 | 2017 | 2018 |

Penghargaan & Sertifikasi 2018

2018 Awards and Certifications

Penghargaan Awards

| No | Penghargaan Awards | Kategori Category | Tanggal Perolehan Date Received | Penyelenggara Provided By |
|-----|---|---|---|---------------------------|
| 1. | 100 Fastest Growing Company Award 2018 | Sub Sektor Konstruksi Bangunan pada Sektor Properti, <i>Real Estate</i> dan Konstruksi Bangunan Building Construction Sub-Sector of the Property, Real Estate and Building Construction Sector | 25 Januari 2018 January 25, 2018 | Infobank |
| 2. | Penghargaan Platinum dalam Indonesia CSR Award 2018 Platinum Award in the 2018 Indonesia CSR Award | Industri Properti-Konstruksi untuk Kategori Perusahaan Terbuka Property-Construction Industry for the Category of Public Companies | 23 Februari 2018 February 23, 2018 | Economic Review |
| 3. | Penghargaan Emas dalam Indonesia Legal Award 2018 Gold Award in the 2018 Indonesia Legal Award | Perusahaan Terbuka Public Companies | 13 April 2018 April 13, 2018 | Economic Review |
| 4. | Penghargaan Platinum dalam Indonesia Sales & Marketing Award 2018 Platinum Award in the 2018 Indonesia Sales & Marketing Award | Perusahaan Terbuka Public Companies | 13 April 2018 April 13, 2018 | Economic Review |
| 5. | Peringkat Kedua dalam Indonesia Human Capital Award IV 2018 Second Place in the 2018 Indonesia Human Capital Award IV | Perusahaan Swasta – Non Keuangan – Terbuka Non-Financial Private Public Companies | 30 Mei 2018 May 30, 2018 | Economic Review |
| 6. | Indonesia Very Good Public Company dalam Indonesia Best Public Company Award 2018 Indonesia Very Good Public Company in the 2018 Indonesia Best Public Company Award | Properti, <i>Real Estate</i> dan Konstruksi Bangunan Property, Real Estate and Building Construction | 31 Juli 2018 July 31, 2018 | Warta Ekonomi |
| 7. | Peringkat Keempat dalam Indonesia Enterprise Risk Management Award II 2018 Fourth Place in the 2018 Indonesia Enterprise Risk Management Award II | Swasta – Tbk untuk Perusahaan Non – Keuangan Non-Financial Private Public Companies | 03 Agustus 2018 August 03, 2018 | Warta Ekonomi |
| 8. | Penghargaan Emas dalam Indonesia Finance Award-I-2018 Gold Award in the 2018 Indonesia Finance Award I | Sektor <i>Building & Construction</i> Building & Construction Sector | 19 September 2018 September 19, 2018 | Economic Review |
| 9. | Peringkat Keempat dalam Anugerah Perusahaan Terbuka Indonesia- V-2018 Fourth Place in the Anugerah Perusahaan Terbuka Indonesia V 2018 | Perusahaan Konstruksi & Bangunan Tbk Construction & Building Public Companies | 19 September 2018 September 19, 2018 | Economic Review |
| 10. | The Best Implemented CSR Programs in Developing Local Communities dalam Social Busines Innovation Award 2018 & Green CEO Award 2018 The Best Implemented CSR Programs in Developing Local Communities in the Social Busines Innovation Award 2018 & Green CEO Award 2018 | <i>Building Construction</i> | 27 September 2018 September 27, 2018 | Warta Ekonomi |
| 11. | Penghargaan Platinum dalam The Indonesia Operational Excellence Award – I – 2018 Platinum award in the Indonesia Operational Excellence Award – I - 2018 | Perusahaan Terbuka Public Companies | 02 November 2018 November 02, 2018 | Economic Review |
| 12. | Penghargaan Platinum dalam The Good Corporate Governance Award 2018. Platinum award in the Good Corporate Governance Award 2018. | Perusahaan Terbuka Public Companies | 02 November 2018 November 02, 2018 | Economic Review |

AWARDS



100 Fastest Growing Company Award 2018



Indonesia CSR Award 2018



Indonesia Legal Award 2018



Indonesia Sales & Marketing Award 2018



Indonesia Human Capital Award IV 2018



Indonesia Best Public Company Award 2018



Indonesia Enterprise Risk Management Award II 2018



Indonesia Finance Award-I-2018



Anugerah Perusahaan Terbuka Indonesia- V-2018



Social Business Innovation Award 2018 & Green CEO Award 2018



The Indonesia Operational Excellence Award - I - 2018



The Good Corporate Governance Award 2018.

THE BEST IMPLEMENTED CSR PROGRAMS IN DEVELOPING LOCAL COMMUNITIES

FASTEST GROWING COMPANY BEST PUBLIC COMPANY

Certifications



Sertifikat Gabungan Perusahaan Nasional Rancang Bangun Indonesia (GAPENRI) / Certificate of Gabungan Perusahaan Nasional Rancang Bangun Indonesia (GAPENRI)



ISO 14001:2015



ISO 9001:2015



Izin Usaha Jasa Konstruksi Nasional / National Construction Business License



OHSAS 18001:2007



Sertifikat Kartu Tanda Anggota Biasa Kamar Dagang dan Industri (KADIN) / Certificate of Ordinary Membership of Chambers of Commerce and Industry (KADIN)



Sertifikat Badan Usaha Jasa Pelaksana Konstruksi (Nomor 0531539) / Certificate of Contractor's Service Business Entities (Number 0531539)



Sertifikat Badan Usaha Jasa Pelaksana Konstruksi (Nomor 0531540) / Certificate of Contractor's Service Business Entities (Number 0531540)



Sertifikat Badan Usaha Jasa Pelaksana Konstruksi (Nomor 0531541) / Certificate of Contractor's Service Business Entities (Number 0531541)



Sertifikat Penghargaan Sistem Manajemen Keselamatan dan Kesehatan Kerja / Certificate of Award for the Occupational Health and Safety System Management

Sertifikasi (GRI 102-12) Certification

| No | Sertifikat / Certifications | Registration # | Berlaku Sejak / Valid From | Masa Berakhir / Expiration | Tanggal Perolehan / Date Received | Badan Pemberi / Certified By |
|----|--|--|---|---|---|---|
| 1 | ISO 14001:2015 Sebuah spesifikasi internasional untuk sistem manajemen lingkungan (SML) ISO 14001:2015 An international specification for the environmental management system | Sertifikat ID10/01438 Certificate ID10/01438 | 22 Januari 2019 January 22, 2019 | 22 Januari 2022 January 22, 2022 | 22 Januari 2010 January 22, 2010 | SGS |
| 2 | ISO 9001:2015 Standar internasional di bidang sistem manajemen mutu. ISO 9001:2015 An international standard in quality management system. | Sertifikat ID97/09524 Certificate ID97/09524 | 5 September 2018 September 5, 2018 | 18 Juni 2020 June 18, 2020 | 9 April 1997 April 9, 1997 | SGS |
| 3 | OHSAS 18001:2007 Sertifikasi Audit Sistem Manajemen Keselamatan dan Kesehatan Kerja OHSAS 18001:2007 - Audit Certificate Occupational Safety and Health Management System | Reg.SMK3.2016. AIS.SK-254 Reg.SMK3.2016. AIS.SK-254 | 4 Januari 2019 January 4, 2019 | 11 Maret 2021 March 11, 2021 | 16 Mei 2016 May 16, 2016 | Kementerian Tenaga Kerja dan Transmigrasi Republik Indonesia Ministry of Manpower and Transmigration Republic of Indonesia |
| 4 | Izin Usaha Jasa Konstruksi Nasional National Construction Business License | 1-3174-2-00158-001621 | 15 Nopember 2017 November 15, 2017 | 12 Oktober 2020 October 12, 2020 | 27 Oktober 2014 October 27, 2014 | Pemerintah Provinsi DKI Jakarta Provincial Government of DKI Jakarta |
| 5 | Sertifikat Badan Usaha Jasa Pelaksana Konstruksi (Nomor 0531539) Certificate of Contractor's Service Business Entities (Number 0531539) | 0-3174-06-005-1-09-001621 | 13 Oktober 2017 October 13, 2017 | 12 Oktober 2020 October 12, 2020 | 2001 2001 | Lembaga Pengembangan Jasa Konstruksi Construction Services Development Board |
| 6 | Sertifikat Badan Usaha Jasa Pelaksana Konstruksi (Nomor 0531540) Certificate of Contractor's Service Business Entities (Number 0531540) | 0-3174-07-005-1-09-001621 | 13 Oktober 2017 October 13, 2017 | 12 Oktober 2020 October 12, 2020 | 2001 2001 | Lembaga Pengembangan Jasa Konstruksi Construction Services Development Board |
| 7 | Sertifikat Badan Usaha Jasa Pelaksana Konstruksi (Nomor 0531541) Certificate of Contractor's Service Business Entities (Number 0531541) | 0-3174-08-005-1-09-001621 | 13 Oktober 2017 October 13, 2017 | 12 Oktober 2020 October 12, 2020 | 2001 2001 | Lembaga Pengembangan Jasa Konstruksi Construction Services Development Board |
| 8 | Sertifikat Gabungan Perusahaan Nasional RancangBangun Indonesia (GAPENRI) Certificate of Gabungan Perusahaan Nasional Rancang Bangun Indonesia (GAPENRI) | | 13 Januari 2019 January 13, 2019 | 13 Januari 2020 January 13, 2020 | 2018 2018 | Gabungan Perusahaan Nasional RancangBangun Indonesia (GAPENRI) |
| 9 | Sertifikasi Audit Sistem Manajemen Keselamatan dan Kesehatan Kerja Audit Certificate Occupational Safety and Health Management System | Reg.SMK3.2016. AIS. SK-254 Reg.SMK3.2016. AIS. SK-254 | 16 Mei 2016 May 16, 2016 | 15 Mei 2019 May 15, 2019 | 16 Mei 2016 May 16, 2016 | Kementerian Tenaga Kerja dan Transmigrasi Republik Indonesia Ministry of Manpower and Transmigration Republic of Indonesia |
| 10 | Sertifikat Kartu Tanda Anggota Biasa Certificate of Ordinary Member | 20202-82004727/6-1-1982 | 1 Maret 2019 March 1, 2019 | 29 Februari 2020 February 29, 2020 | 1 Maret 2019 March 1, 2019 | Kamar Dagang dan Industri (KADIN) Chamber of Commerce and Industry |

PERISTIWA KEBERLANJUTAN

Sustainability Events

Januari • January

25 Januari 2018

TOTAL menerima penghargaan 100 Fastest Growing Companies Award yang diselenggarakan oleh Infobank dalam Sub Sektor Konstruksi Bangunan pada Sektor Properti, Real Estate dan Konstruksi Bangunan dengan nilai 93,00.

January 25, 2018

TOTAL obtained the 100 Faster Growing Companies Award for the category of Building Construction Sub-Sector of the Property, Real Estate and Building Construction Sector organized by Infobank with the score of 93.00.



14 Februari 2018

TOTAL melakukan prosesi Penutupan Atap (*Topping Off*) pada proyek Verde Two – Jakarta. Dalam proyek ini, TOTAL hadir sebagai kontraktor utama yang mengedepankan konsep ramah lingkungan dan *sustain*.

February 14, 2018

TOTAL held a Topping-Off procession at Verde Two project, Jakarta. In this project, TOTAL is the main contractor promoting the environmentally-friendly and sustainable building concept.



Februari • February

23 Februari 2018

TOTAL memperoleh penghargaan Platinum untuk peringkat keempat dalam Industri Properti-Konstruksi untuk Kategori Perusahaan Terbuka pada Indonesia CSR Award 2018, yang diselenggarakan oleh majalah Economic Review.

February 23, 2018

TOTAL obtained Platinum award for the fourth place in the Property-Construction industry, for the category of Public Companies in the 2018 CSR Award event organized by Economic Review magazine.



Maret • March

07 Maret 2018

TOTAL menyelenggarakan acara semi-tahunan Donor Darah di kantor pusat pada 7 Maret 2018, yang dihadiri oleh seratus tiga puluh delapan (138) partisipan yang juga turut berkontribusi dalam acara ini. Acara Donor Darah ini merupakan salah satu realisasi tanggung jawab sosial TOTAL terhadap masyarakat.

March 7, 2018

TOTAL organized semi-annual event of Blood Donation at the head office on March 7, 2018, which was attended by 138 (one hundred thirty-eight) contributing participants. This Blood Donation event was also a realization of TOTAL's social responsibility to the society.



Maret • March

28 Maret 2018

TOTAL melakukan prosesi Penutupan Atap (*Topping Off*) pada proyek Graha Gatsu atau gedung Graha Makmur Tower – Jakarta.

March 28, 2018

TOTAL held a Topping-Off procession at Graha Gatsu project or Graha Makmur Tower, Jakarta

April

11 April 2018

TOTAL melakukan prosesi Penutupan Atap (*Topping Off*) pada proyek BSD Green Office Park 1, yang turut dihadiri oleh Group CEO Sinar Mas dan Presiden Direktur TOTAL, di BSD Tangerang.

April 11, 2018

TOTAL held a Topping-Off procession at BSD Green Office Park 1 project, which was attended by the CEO of Sinar Mas Group and President Director of TOTAL, at BSD Tangerang.



April

05 April 2018

TOTAL menyelenggarakan acara m-TOTAL Meeting 2018 pada 5 April 2018 di Nafiri Convention Hall, lantai 8 APL Tower, Central Park Mall – Jakarta, dengan mengusung tema "m-total 2018"

April 5, 2018

TOTAL organized the 2018 m-TOTAL Meeting on April 5, 2018 at Nafiri Convention Hall, 8th floor of APL Tower of Central Park Mall, Jakarta, with the theme of "m-total 2018".



13 April 2018

TOTAL meraih penghargaan Emas untuk peringkat pertama, dengan nilai 83,00 dalam Kategori Perusahaan Terbuka pada Indonesia Legal Awards 2018, serta penghargaan Platinum dengan nilai 85,00 dalam Indonesia Sales & Marketing Award 2018. Acara ini diselenggarakan oleh majalah Economic Review, di Auditorium MNC Studio Tower I, Jakarta.

April 13, 2018

TOTAL obtained Gold award for the first place – with the score of 83.00 – in the category of Public Companies at the 2018 Indonesia Legal Awards, as well as Platinum award – with the score of 85.00 – in the 2018 Indonesia Sales & Marketing Award. The event was organized by Economic Review magazine at MNC Studio Auditorium Tower I, Jakarta.

Mei • May

04 Mei 2018

TOTAL menyelenggarakan Rapat Umum Pemegang Saham Tahunan (RUPST) dan Rapat Umum Pemegang Saham Luar Biasa (RUPSLB) di Ruang Rapat Jasmine 4, Hotel Menara Peninsula Lantai 3, Jl. Letjen S. Parman No. 78, Jakarta 11410.

May 4, 2018

TOTAL convened the Annual General Meeting of Shareholders (AGM) and Extraordinary General Meeting of Shareholders (EGM) at Jasmine 4 Meeting of Menara Peninsula Hotel, 3rd floor, Jl. Letjen S. Parman No. 78, Jakarta 11410.



30 Mei 2018

TOTAL meraih peringkat kedua dalam Kategori Swasta (Non Keuangan) Terbuka – Terbaik pada Indonesia Human Capital Award IV 2018. Acara yang dihelat di Ruang Tridharma, Kementerian Ketenagakerjaan Republik Indonesia ini diselenggarakan oleh Majalah Economic Review.

May 30, 2018

TOTAL obtained the second place in the Category of The Best Private (Non-Financial) Public Company in the 2018 Indonesia Human Capital Award IV event. This event was held at Tridharma Room of the Ministry of Manpower of the Republic of Indonesia and organized by Economic Review magazine.

Juni • June

07 Juni 2018

Dalam rangka memeriahkan bulan suci Ramadhan, TOTAL mengadakan acara Buka Puasa Bersama yang diselenggarakan di Kantor Pusat TOTAL di Jl. Letjend S. Parman Kav. 106, Jakarta.

June 7, 2018

In celebrating the holy month of Ramadan, TOTAL organized a Mass Break-Fasting event at the Head Office of TOTAL, Jl. Letjend S. Parman Kav. 106, Jakarta.



Juni • June

29 Juni 2018

TOTAL meresmikan RUANG IBU yang diperuntukkan bagi karyawan TOTAL dan *tenant* TOTAL Building. Penyediaan fasilitas ruang laktasi ini diharapkan dapat meningkatkan angka pemberian ASI eksklusif pada ibu menyusui serta mengurangi jumlah bayi penderita kurang di Indonesia. Dalam peresmian tersebut juga diadakan *Breastfeeding Seminar* bersama Konselor Laktasi Asosiasi Ibu Menyusui Indonesia (AIMI).

June 29, 2018

TOTAL inaugurated Nursery Room for its female employee's and tenants of TOTAL Building. The provision of this room is expected to increase the number of provision of exclusive breastfeeding in nursing mothers, and to reduce the number of undernourished babies in Indonesia. In the inauguration, a *Breastfeeding Seminar* was also held with a Nursing Counselor from Asosiasi Ibu Menyusui Indonesia (AIMI).

13 Juli 2018

TOTAL berpartisipasi dalam The CGS-CIMB 12th Annual Indonesia Conference, yang diselenggarakan oleh CGSCIMB dan CIMB di Jimbaran Bali, Indonesia.

July 13, 2018

TOTAL participated in the CGS-CIMB 12th Annual Indonesia Conference which was organized by CGSCIMB and CIMB in Jimbaran, Bali, Indonesia.



Juli • July

31 Juli 2018

TOTAL meraih penghargaan Indonesia Very Good Public Company 2018 dalam kategori Property, Real Estate and Building Construction, dalam ajang Indonesia Best Public Companies Award 2018 yang diselenggarakan oleh Warta Ekonomi di Balai Kartini, Jakarta.

July 31, 2018

TOTAL obtained the Indonesia Very Good Public Company of 2018 award in the category of Property, Real Estate and Building Construction, of the 2018 Indonesia Best Public Companies Award, which was organized by Warta Ekonomi at Balai Kartini, Jakarta.

Agustus • August

03 Agustus 2018

TOTAL meraih peringkat keempat dalam kategori Swasta – Tbk untuk Perusahaan Non – Keuangan, pada ajang Indonesia Enterprise Risk Management Award II 2018 (IERMA-II-2018), yang diselenggarakan oleh majalah Economic Review di Balai Kartini, Jakarta.

August 3, 2018

TOTAL obtained the fourth place in the 2018 Indonesia Enterprise Risk Management Award II (IERMA-II-2018) event, in the category of Private Non-Financial Public Company, which was organized by Economic Review magazine at Balai Kartini, Jakarta.



September

27 September 2018

TOTAL meraih penghargaan The Best Implemented CSR Programs in Developing Local Communities dalam kategori Building Construction dalam acara Social Business Innovation Award 2018 & Green CEO Award 2018. Acara ini diselenggarakan oleh Warta Ekonomi di Balai Kartini, Jakarta

September 27, 2018

TOTAL obtained an award of The Best Implemented CSR Programs in Developing Local Communities in the category of Building Construction of the 2018 Social Business Innovation Award & the 2018 Green CEO Award. This event was organized by Warta Ekonomi at Balai Kartini, Jakarta.

September

19 September 2018

TOTAL meraih penghargaan Emas untuk peringkat keempat dalam Kategori Finance pada Sektor Building & Construction dengan nilai 73.27 pada Indonesia Finance Award-I-2018 serta peringkat 4 Besar pada penghargaan Anugerah Perusahaan Terbuka Indonesia- V-2018 dalam Kategori Perusahaan Konstruksi & Bangunan Tbk- Terbaik di Indonesia 2018. Kedua acara ini diselenggarakan oleh majalah Economic Review di IPMI International Business School, Jakarta.

September 19, 2018

TOTAL obtained Gold award for the fourth place in the 2018 Indonesia Finance Award I, in the category of Finance of Building and Construction Sector, with the score of 73.27, and was listed among the Top 4 in the event of Anugerah Perusahaan Terbuka Indonesia V 2018, in the category of The 2018 Best Construction & Building Public Company in Indonesia. Both events were organized by Economic Review magazine at IPMI International Business School, Jakarta.



Oktober • October

4 Oktober 2018

Acara Pertemuan Mitra Kontraktor Terbaik 2016 - 2017 diadakan di Hotel Ciputra - Jakarta, pada tanggal 4 Oktober 2018. Acara ini bertujuan menjaga hubungan Bisnis yang baik antara PT Total Bangun Persada Tbk dengan para mitra usaha

October 4, 2018

Best Business Partner 2016- 2017 gathering was held on October 4, 2018 at the Hotel Ciputra - Jakarta. This event is aimed to maintain a good business relationship between PT Total Bangun Persada Tbk and partners.



November

2 November 2018

TOTAL meraih penghargaan Platinum dalam kategori Perusahaan Publik dengan nilai 91,15 pada The Indonesia Operational Excellence Award – I – 2018 serta penghargaan Platinum dalam kategori Perusahaan Publik dengan nilai 89,00 pada *The Good Corporate Governance Award 2018*. Kedua acara ini diselenggarakan oleh majalah Economic Review pada tanggal 02 November 2018 di Financial Hall, Graha CIMB Niaga, Jakarta.

November 2, 2018

TOTAL obtained received a Platinum award in the Public Company category with a score of 91.15 at the Indonesia Operational Excellence Award – I - 2018, as well as a Platinum award in the Public Company category with a score of 89.00 at the Good Corporate Governance Award 2018. Both events were held by Economic Review Magazine on November 2, 2018 at Financial Hall, Graha CIMB Niaga, Jakarta.



8 November 2018

Grand Opening Total Activity Zone (TAZ). TAZ menyediakan fasilitas berupa Kantin/ Café, Meeting rooms dan Gym Area. Kehadiran TAZ diharapkan dapat menjadi sarana penunjang bagi m-TOTAL.

November 8, 2018

Grand Opening of Total Activity Zone (TAZ). TAZ facilitates such as Canteen/ Café, Meeting rooms, and Gym Area. TAZ is expected to become a supporting facility for m-TOTAL.

ISU STRATEGIS UNTUK TOTAL YANG BERKELANJUTAN

Strategic Issues for Sustainable TOTAL



SAMBUTAN DIREKSI (GRI 102-14, 102-15)

Foreword from the Board of Directors



JANTI KOMADJAJA, MSc.
Presiden Direktur
President Director

Para Pemangku Kepentingan yang Valuable Stakeholders,
Terhormat,

Memasuki tahun 2018, penerapan bisnis dengan konsep keberlanjutan semakin gencar dijalankan oleh banyak perusahaan di berbagai lini industri. TOTAL sebagai salah satu entitas bisnis yang hadir di tengah masyarakat, telah sejak lama menempatkan konsep keberlanjutan sebagai kunci utama dalam menjaga keseimbangan bisnis yang dijalankan. Komitmen TOTAL terhadap kinerja keberlanjutan salah satunya diwujudkan melalui penerbitan laporan keberlanjutan yang dibuat secara berkala setiap satu tahun sekali, sejak 2012. Melalui laporan berikut, TOTAL berupaya mengungkapkan proses bisnis yang diselenggarakan dengan mengedepankan prinsip-prinsip keberlanjutan, meliputi aspek ekonomi, lingkungan, sosial, dan ketenagakerjaan.

Entering the year of 2018, the implementation of business with sustainable concept was increasingly being carried out by many companies in various industries. As one of the business entities having been widely recognized by the public, TOTAL has long put the sustainability concept as the primary key in maintaining the balance of its business. TOTAL's commitment to sustainable performance is manifested through, among others, the annual issuance of sustainability report since 2012. Through this report, TOTAL makes an effort to disclose its business process that is carried out by prioritizing the sustainability principles, covering the economic, environmental, social, and manpower aspects.

TOTAL dan Inisiatif Keberlanjutan

Sebagai entitas usaha yang bergerak dalam bidang konstruksi, isu-isu *social & environmental* (S&E) menjadi suatu hal yang strategis bagi TOTAL. Interaksi yang intensif dengan kedua aspek tersebut mendorong TOTAL untuk senantiasa memperhatikan serta mengharmonisasikan proses bisnis yang ada dalam rangka meminimalisasi dampak bisnis yang ditimbulkan agar kegiatan usaha yang dilakukan dapat berjalan secara berkelanjutan.

Komitmen TOTAL dalam pelaksanaan kegiatan usaha berkelanjutan tersebut telah diimplementasikan dalam bentuk pembangunan infrastruktur dan *soft structure* yang bertugas untuk melakukan tata kelola yang diperlukan. TOTAL secara komprehensif juga telah menetapkan sistem yang kuat dengan merujuk pada standar-standar berkelanjutan yang berlaku.

Salah satu bentuk internalisasi yang dilakukan adalah dengan mengintegrasikan ruang lingkup keberlanjutan dalam konsep *triple bottom line* yang menasar pada tiga dimensi utama yaitu *people*, *planet* dan *profit* dalam setiap aktivitas usaha yang dilakukan. Melalui hal tersebut, TOTAL berharap *output* yang dihasilkan ke depannya berupa terpenuhinya nilai-nilai yang diharapkan di setiap dimensi yang menjadi objek sasaran.

TOTAL Menggerakkan Ekonomi Bangsa

Terkait dengan dimensi profit, TOTAL sebagai entitas usaha dituntut untuk terus dapat meningkatkan pertumbuhan usaha secara baik dengan tetap berpedoman pada prinsip persaingan usaha yang sehat. Dengan kualitas terbaik yang dimiliki oleh SDM Perseroan, kapasitas dan kapabilitas usaha yang tinggi serta strategi bisnis yang terukur, TOTAL memiliki kepercayaan diri yang tinggi untuk dapat terus menjaga pertumbuhan bisnisnya. Pembuktian atas kualitas tersebut tercermin dari capaian bisnis yang diraih di tahun 2018. Dari segi total kontrak baru, TOTAL berhasil mencatatkan realisasi sebesar Rp3,18 triliun atau mendekati dari target yang ditetapkan.

TOTAL and Sustainability Initiatives

As a business entity engaging in the field of construction, TOTAL constantly takes into account the strategic issues related to Social and Environmental aspects. Intensive interaction with both aspects encourages TOTAL to always observe and align its business process in order to minimize the potential impact, so that business activities can be carried out in a sustainable manner.

TOTAL's commitment to carrying out such sustainable business activities is realized in the form of infrastructure and soft-structure development that function to implement the required governance. TOTAL has comprehensively determined a robust system by referring to the prevailing sustainable standards.

One of the internalization forms implemented by the Company is the integration of sustainability scopes into the triple bottom line concept that targets the three main dimensions, namely people, planet, and profit, in each business activity. Through this, TOTAL hopes that the output in the future will be able to meet the targeted values in each dimension.

TOTAL Drives the Nation's Economy

Related to the dimension of profit, TOTAL is required to always grow its business positively by steadfastly referring to the sound business competition principle. With the best quality of the Company's HR, high business capacity and capability, and well-measured business strategy, TOTAL strongly believes that it can maintain its business performance and growth in years to come. This quality is evidenced in the Company's business achievements over the course of 2018. In terms of total new contracts, TOTAL managed to realized new contracts with the value of Rp3.18 trillion, meeting the determined target.

Dari sisi kinerja keuangan, TOTAL berhasil mencatatkan pencapaian aset sebesar Rp3,23 triliun, turun 0,44% dibandingkan pada 31 Desember 2017 sebesar Rp3,24 triliun. Pos laba rugi pada 2018 mencatatkan pendapatan usaha sebesar Rp2,78 triliun, turun 5,21% dibandingkan pada 2017 sebesar Rp2,94 triliun. *Debt to Equity Ratio* Perseroan pada 2018 tercatat sebesar 2,07 kali sedangkan pada 2017 sebesar 2,21 kali.

Berdasarkan pencapaian tersebut, TOTAL mampu menghasilkan nilai ekonomi yang memberikan nilai tambah bagi seluruh pemangku kepentingan dengan perolehan pendapatan usaha sebesar Rp2,78 triliun. Dari keseluruhan pendapatan tersebut, nilai ekonomi yang didistribusikan untuk pembayaran pajak sebesar Rp89,43 miliar, gaji dan tunjangan untuk seluruh karyawan mencapai sebesar Rp143,01 miliar, pelatihan SDM sebesar Rp2,22 miliar serta alokasi dana CSR sebesar Rp31,61 miliar (di luar pelatihan SDM).

TOTAL Menjaga Kelestarian Lingkungan

Positifnya pencapaian kinerja ekonomi TOTAL tidak lantas membuat Perseroan mengesampingkan komitmennya terhadap kinerja keberlanjutan. Pencapaian tersebut justru mendorong TOTAL untuk semakin meningkatkan kinerja keberlanjutannya lebih jauh pada seluruh aspek, termasuk lingkungan.

Dalam pelaksanaannya, TOTAL telah mengimplementasikan ISO 14000 dan kampanye program 3R (*Reduce, Reuse* dan *Recycle*). Implementasi atas standar ini bagi TOTAL merupakan upaya dalam menjalankan kegiatan bisnis yang berorientasi kelestarian lingkungan agar ekosistem yang ada tetap terjaga. Selain berdampak bagi kelestarian lingkungan dalam jangka panjang, implementasi atas standar ini juga berperan dalam meminimalisasi dampak-dampak lingkungan di kemudian hari pada proyek-proyek yang dikerjakan TOTAL. Dengan kesadaran penuh, Perseroan mematuhi semua peraturan terkait lingkungan dan masyarakat, di antaranya Undang-Undang No.40/2007 serta Peraturan Pemerintah No. 47/2012 terkait tanggung jawab sosial perusahaan atau *corporate social responsibility* (CSR), serta Undang-Undang No.25/2007 tentang Penanaman Modal.

Peningkatan Efisiensi Energi

TOTAL terus berupaya melakukan pengurangan konsumsi energi, baik di lingkungan kantor pusat maupun proyek. Beberapa inisiatif yang telah dilakukan terkait efisiensi energi listrik di antaranya adalah dengan memonitoring penggunaan alat bantu kerja, penjadwalan pemberhentian Passenger

Meanwhile, in terms of financial performance, TOTAL managed to record total assets amounting to Rp3.23 trillion in 2018, declined by 0.44% compared to total assets of 2017 recorded at Rp3.24 trillion. Revenue of the Company in 2018 reached Rp2.78 trillion, declined by 5.21% from Rp2.94 trillion recorded in 2017. Furthermore, Debt to Equity Ratio of 2018 was 2.07 times compared to the ratio of 2017 which was 2.21 times.

Viewing such achievements, TOTAL succeeded in generating economic values that provided added value for all stakeholders through realization of revenues reaching Rp2.78 trillion. The economic values distributed for tax payment amounted to Rp89.43, salary and allowance for all employees amounted to Rp143.01 billion, Human Capital training amounted to Rp2.22 billion and CSR funds amounted to Rp31.61 billion (excluding HC training).

TOTAL Maintains Environmental Sustainability

The positive achievement of TOTAL's economic performance does not necessarily make the Company put aside its commitment to sustainability performance. Instead, such achievement encourages TOTAL to further improve its sustainability performance in all aspects, including the environment.

TOTAL has implemented ISO 14000 and 3R (*Reduce, Reuse* and *Recycle*) program campaigns in its operations. For TOTAL, the implementation of this standard serves as an effort to carry out business activities that are environmentally oriented in order to maintain the existing ecosystem. In addition to having an impact on environmental sustainability in the long run, the implementation of this standard plays a role in minimizing future impacts on the environment where TOTAL conducts their projects. With full awareness, the Company has complied with all environmental and social regulations in force, including Law No. 40/2007 and Government Regulation No. 47/2012 related to corporate social responsibility (CSR), as well as Law No. 25/2007 regarding Capital Investment.

Improvement in Energy Efficiency

TOTAL continuously strives to reduce energy consumption, both at the head office and the projects. Several initiatives carried out in relation to electricity efficiency include monitoring the use of work aids, scheduling the stops of passenger hoists on certain floors, and conducting dissemination through energy-



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hoist pada lantai-lantai tertentu, hingga sosialisasi melalui pemasangan poster hemat energi. Berbagai upaya tersebut membuahkan hasil, yang mana dibuktikan dengan catatan penurunan konsumsi listrik, baik yang berada di kantor pusat maupun properti. Di Kantor Pusat, intensitas konsumsi energi listrik untuk daya 131.000 KWH menurun hingga 44,26%, dari 165.493 KWH pada tahun 2017 menjadi 92.249 KWH di tahun 2018. Sementara itu untuk daya 197.000 KWH, penurunan intensitas energi listrik tercatat hingga 6,01% dari sebelumnya 125.662 KWH di tahun 2017 menjadi 118.104 KWH di tahun 2018. Untuk di lingkungan properti, intensitas konsumsi energi listrik juga tercatat menurun menjadi 1.540.750 KWH di tahun 2018 dari sebelumnya sebesar 1.575.780 KWH di tahun 2017. Penurunan tersebut menunjukkan bahwa TOTAL berhasil meningkatkan efisiensi intensitas energi yang digunakan sepanjang tahun 2018.

Pengendalian Dampak Negatif

Proyek konstruksi selama ini dianggap berandil besar terhadap perubahan lingkungan, seperti aktivitas pengeboran tanah untuk pondasi, hingga penggunaan lahan yang mengancam keanekaragaman hayati dan populasi di sekitarnya. Menyikapi hal ini, TOTAL telah menjalankan berbagai program yang diharapkan dapat mengurangi dampak negatif yang ditimbulkan, salah satunya dengan implementasi *Green Construction*.

Pada tahun 2018, implementasi *Green Construction* telah diterapkan pada beberapa proyek TOTAL. Berbagai langkah strategis yang dijalankan mencakup pencegahan pencemaran

saving posters. These efforts have certainly paid off as proven by the declining electricity consumption, both at the head office and the property. At the head office, the intensity of electricity consumption for 131,000 KWH power decreased 44.26%, from 165,493 KWH in 2017 to 92,249 KWH in 2018. Meanwhile, for 197,000 KWH power, the decrease of intensity of electricity consumption was recorded to reach 6.76%, from 125,662 KWH in 2017 to 118,104 KWH in 2018. For the property environment, the intensity of electricity consumption also recorded a decline, from 1,575,780 KWH recorded in 2017 to 1,540,750 KWH in 2018. Such decline shows that TOTAL has managed to improve the efficiency of energy consumption intensity throughout the current year.

Controlling the Negative Impacts

Construction projects have been considered to have a major impact on environmental change, such as earth drilling activities to install pile foundations and land use that threatens biodiversity and the surrounding populations. In response to this, TOTAL has carried out various programs expected to reduce the resulting negative impacts, such as the implementation of *Green Construction*.

In 2018, TOTAL implemented the concept of *Green Construction* in several projects. The various strategic steps implemented included preventing pollution of city drainage channels,

saluran drainase kota, pengurangan pencemaran emisi udara, hingga pengelolaan sampah konstruksi. Untuk mencegah pencemaran saluran air hujan kota dan badan sungai misalnya, TOTAL membuat Stormwater Pollution Prevention Plan (SWPPP) yang bertujuan untuk memastikan bahwa limpasan air hujan yang keluar dari proyek tidak membawa sedimen maupun kandungan material yang berbahaya.

Sementara itu menjaga kualitas udara dalam ruang selama masa konstruksi agar aman bagi kesehatan para pekerja maupun pengguna gedung, TOTAL telah membuat Construction Indoor Air Quality Management Plan (CIAQMP) yang dibuat di awal proyek. Terkait pengelolaan sampah konstruksi, Perseroan juga berinisiatif membuat Construction Waste Management Plan (CWMP) yang bertujuan untuk mampu mengurangi beban Tempat Pembuangan Akhir (TPA) yang bekerja sama dengan penyedia jasa angkutan sampah konstruksi.

TOTAL Peduli terhadap Kesejahteraan Masyarakat dan Karyawan

Selanjutnya terkait pemenuhan aspek keberlanjutan dalam dimensi *people*, TOTAL telah melaksanakan hal tersebut baik secara internal dan eksternal. Di internal, sebagai wujud pengelolaan sumber daya Perseroan dalam menciptakan nilai keberlanjutan terkait dengan Human Capital, TOTAL merancang panduan m-TOTAL (manusia TOTAL) guna mendapatkan SDM yang efektif, produktif, dan memiliki integritas tinggi.

Di dalam panduan m-TOTAL, Perseroan memuat aspek-aspek yang diperlukan guna merealisasikan visi usaha yang bersinggungan dengan aspek Human Capital. Aspek tersebut meliputi pembangunan kualitas SDM, Strategi pengembangan SDM, pemenuhan hak, tanggung jawab dan kesetaraan, sistem pengelolaan dan penilaian kinerja dan kepuasan karyawan. Pada 2018 TOTAL telah merealisasikan beberapa inisiatif strategis terkait upaya peningkatan sarana dan prasarana yang bertujuan menjaga dan meningkatkan kesehatan karyawan, yakni pembangunan fasilitas olahraga, peresmian ambulans, serta peresmian 'Ruang Ibu'. Hingga akhir 2018, dana yang telah dialokasikan untuk kesehatan karyawan mencapai Rp9,53 miliar.

reducing air pollution, and managing construction waste. To prevent pollution of city drains and river bodies for example, TOTAL created Stormwater Pollution Prevention Plan (SWPPP) which aims to ensure that rainwater runoff that comes out of the project does not carry sediment or dangerous materials.

The Company also strives to maintain indoor air quality during construction to be safe for the health of workers and building users. To that end, TOTAL has prepared a Construction Indoor Air Quality Management Plan (CIAQMP) at the beginning of each project. Regarding construction waste management, the Company initiates the establishment a Construction Waste Management Plan (CWMP) which aims to reduce the load of Final Disposal Sites (TPA) in collaboration with construction waste transportation service providers.

TOTAL Understands Public and Employee's Welfare

The Company has also carried out a number of activities, both internally and externally, in relation to the fulfillment of sustainability aspects in the dimension of people. On the internal front, TOTAL has designed the m-TOTAL (TOTAL People) guide as a manifestation of the Company's resources management in creating sustainability value related to Human Capital, and to obtain effective, productive and high integrity HR.

Through m-TOTAL, the Company incorporates aspects needed to realize a business vision that is related to Human Capital aspect, including the development of quality human resources, strategies for HR development, fulfillment of rights, responsibilities and equality, performance management and evaluation systems and employee satisfaction. In 2018 TOTAL realized several strategic initiatives related to efforts to improve facilities and infrastructure aimed at maintaining and improving employees' health, namely the construction of sports facilities, inauguration of ambulance unit, and inauguration of 'Nursery Room'. As of the end of 2018, funds allocated for employees' health amounted to Rp9.53 billion.

Untuk pemenuhan aspek *people* secara eksternal, TOTAL merancang beberapa program yang menyorot beberapa aspek seperti kesehatan, peningkatan kesejahteraan masyarakat, dan beberapa kegiatan yang bersifat bantuan langsung. Di tahun 2018, TOTAL telah mengalokasikan dana sebesar Rp641,73 juta. TOTAL tentu tidak hanya melihat indikator efektivitas dalam lingkup tanggung jawab sosial dari segi nominal semata namun bagaimana TOTAL mampu menciptakan nilai tidak hanya bersifat kuantitas namun juga kualitas.

Apresiasi dan Penutup

Melalui Laporan Keberlanjutan ini, TOTAL berharap mampu terus bergerak menuju pertumbuhan yang berkelanjutan serta memberi manfaat bagi masyarakat Indonesia, khususnya yang berada di wilayah operasi. Atas nama TOTAL, saya menyampaikan rasa terima kasih dan penghargaan sebesar-besarnya kepada seluruh pemangku kepentingan atas segala dukungan, kepercayaan, pandangan positif, serta dedikasi yang telah diberikan sehingga mampu membawa TOTAL terus melangkah maju hingga saat ini.

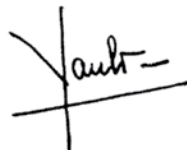
Ke depan, TOTAL akan terus berusaha memperbaiki diri serta menjaga keseimbangan kinerja ekonomi, sosial dan lingkungan hingga mampu mewujudkan visi Perseroan menjadi perusahaan konstruksi yang berintegritas, terpadang, adil dalam berbisnis, berkualitas, keselamatan, bangga dan prima.

Meanwhile, to fulfill the aspect of people externally, TOTAL has prepared several programs targeting a number of aspects such as the improvement of health and public welfare, as well as direct assistance activities. In 2018, TOTAL allocated funds amounting to Rp641.73 million for these efforts. The effectiveness indicator of social responsibility certainly cannot be observed from merely its nominal value; rather, TOTAL continuously seeks to create values not only in terms of quantity, but also in quality.

Appreciation and Closing

Through this Sustainability Report, we hope that TOTAL can continue to make progress towards sustainable growth and provide benefits to the Indonesian people, especially those living in the operational area. On behalf of TOTAL, I would like to convey my utmost gratitude and appreciation to all stakeholders for their support, trust, positive views, and dedication so that TOTAL is able to move forward to this day.

In the future, TOTAL will continue its effort to improve itself and maintain the balance of its economic, social and environmental performance so as to be able to realize its vision of becoming a construction company with integrity, respect, fairness in business, quality, safety, pride and excellence.



Janti Komadjaja, MSc.

Presiden Direktur

President Director

TENTANG LAPORAN KEBERLANJUTAN

About Sustainability Report

Selamat datang dalam Laporan Keberlanjutan 2018 milik PT Total Bangun Persada Tbk ("Perseroan" / "TOTAL"). Laporan ini mengungkapkan dampak operasi Perseroan terhadap ekonomi, lingkungan, dan sosial (*triple bottom lines*) sepanjang tahun 2018. Melalui laporan ini, kami berharap seluruh pemangku kepentingan dapat memahami komitmen kami terhadap semangat keberlanjutan, serta dapat menilai sejauh mana TOTAL turut aktif berkontribusi terhadap upaya pencapaian Tujuan Pembangunan Berkelanjutan (*Sustainable Development Goals/SDGs*) yang sedang digencarkan oleh Pemerintah.

Periode, Cakupan, dan Siklus Laporan

(GRI 102-50, GRI 102-51, GRI 102-52)

Sebagai bentuk nyata atas komitmen keberlanjutan, TOTAL sejak 2012 secara rutin menerbitkan Laporan Keberlanjutan yang diterbitkan setiap tahun. Laporan ini memuat data dan informasi material atas kinerja Perseroan dalam bidang ekonomi, lingkungan, dan sosial untuk periode 1 Januari 2018 hingga 31 Desember 2018. Untuk tahun 2018, TOTAL belum melakukan *assurance* eksternal atas Laporan Keberlanjutan ini.

Standar Laporan dan Kesesuaian dengan GRI Standards (GRI 102-54)

Laporan ini disusun dengan mengarah pada petunjuk pelaporan versi terbaru GRI Standards opsi: 'core' yang diterbitkan oleh The Global Reporting Initiative (GRI). Laporan ini juga menjadi satu bentuk pemenuhan kewajiban pelaporan oleh Otoritas Jasa Keuangan ("OJK") yang disyaratkan dalam Peraturan Otoritas Jasa Keuangan Nomor 51/POJK.03/2017 tentang Penerapan Keuangan Berkelanjutan bagi Lembaga Jasa Keuangan, Emiten, dan Perusahaan Publik. Pengukuran data kuantitatif dan analisis dalam laporan dilakukan mengacu pada indikator terkait yang terdapat dalam GRI Standards, meliputi kinerja ekonomi, lingkungan, dan sosial.

Guna memudahkan pembaca dalam memahami kesesuaian laporan ini dengan standar tersebut, kami telah menyajikan indeks GRI Standards dan pedoman pembuatan Laporan Keberlanjutan oleh Peraturan Otoritas Jasa Keuangan Nomor 51/POJK.03/2017 pada halaman akhir dari bagian laporan ini. Hadirnya laporan ini merupakan bentuk pertanggungjawaban kepada seluruh pemangku kepentingan dan kontribusi bagi masyarakat atas implementasi penerapan GCG dan program *Corporate Social Responsibility* ("CSR").

Welcome to the 2018 Sustainability Report of PT Total Bangun Persada Tbk ("Company" / "TOTAL"). This report shall disclose the impact of Company's operations on the economic, environmental, and social aspects (*triple bottom lines*) throughout 2018. Through this report, we hope that all stakeholders will be able to understand our commitment to the spirit of sustainability and to evaluate the extent of TOTAL's contribution to the achievement of Sustainable Development Goals that are currently being encouraged by the Government.

Reporting Period, Scope, and Cycle

(GRI 102-50, GRI 102-51, GRI 102-52)

As the manifestation of its commitment to sustainability, TOTAL regularly publishes a Sustainability Report every year. This report contains data and material information on the Company's performance in economic, environmental, and social aspects within the period of January 1, 2018 to December 31, 2018. TOTAL has not conducted an external assurance on this 2018 Sustainability Report.

Reporting Standard and Conformity with the GRI Standards (GRI 102-54)

This report is prepared by referring to the reporting guidelines stipulated in the newest version of GRI Standards of 'core' version, issued by The Global Reporting Initiative (GRI). This report also serves as a form of fulfillment of reporting obligation enforced by the Financial Services Authority (OJK), as stipulated in the Regulation of Financial Services Authority No. 51/POJK.03/2017 regarding Implementation of Sustainable Finance for Financial Service Institutions, Issuers, and Public Companies. Measurement of quantitative data and analysis in this report are conducted by referring to the related indicators contained in the GRI Standards, covering the economic, environmental, and social performance.

To facilitate the readers in understanding the conformity of this report with the Standards, we have presented the GRI Standards index and guidelines for the preparation of Sustainability Report according to the Regulation of Financial Services Authority No. 51/POJK.03/2017 at the last part of this report. Through this report, the Company realizes its responsibility to all stakeholders and its contribution to the public on the implementation of GCG and its Corporate Social Responsibility (CSR) programs.

Konten Laporan dan Batasan Topik

(GRI 102-46)

Seluruh data dan informasi yang tertulis dalam Laporan Keberlanjutan ini disampaikan berdasarkan prinsip materialitas, yakni mengutamakan pengungkapan informasi yang dapat memberikan gambaran dan pemahaman secara utuh atas kinerja keberlanjutan TOTAL. Pelaporan disusun dengan mengedepankan pendekatan pada segala hal yang berhubungan dengan prinsip-prinsip keberlanjutan, meliputi aspek ekonomi, lingkungan, sosial, dan ketenagakerjaan.

Penyajian data kuantitatif dalam laporan ini menggunakan data selama tahun berjalan. Sementara teknik pengukuran data finansial, kami lakukan dengan menggunakan standar akuntansi yang berlaku di Indonesia. Adapun untuk data non finansial, kami menggunakan teknik pengukuran data yang komprehensif atas literatur pendukung sistem pelaporan.

Selanjutnya, mengacu kepada pedoman GRI Standards, penetapan konten laporan disesuaikan kepada 4 (empat) prinsip, yakni:

- *Stakeholders Inclusiveness* (Pelibatan Pemangku Kepentingan),
- *Materiality* (Materialitas),
- *Sustainability Context* (Konteks Keberlanjutan), dan
- *Completeness* (Kelengkapan).

Sebagai bentuk pemenuhannya dalam laporan ini, Perseroan memberikan atensi terhadap masukan, tanggapan serta saran dari para pemangku kepentingan dalam menyajikan isi laporan (*stakeholders inclusiveness*). Laporan ini juga memperhatikan isu-isu Keberlanjutan yang relevan atas aktivitas usaha bagi Perusahaan (*sustainability context*) dan menampilkan data kuantitatif dan kualitatif yang komprehensif dan lengkap (*completeness*) sesuai dengan konteks pelaporan berdasarkan pedoman GRI Standards, opsi 'core'. Namun, batasan khusus dilakukan, yaitu dengan hanya menampilkan data pembandingan dari dua periode pelaporan sebelumnya. Sedangkan sesuai dengan asas materialitas (*materiality*), laporan ini memuat beberapa isu materialitas dalam lingkup usaha Perusahaan baik dalam area ekonomi, sosial dan lingkungan.

Contents of Report and Topic Boundary

(GRI 102-46)

All data and information written in this Sustainability Report are delivered based on the materiality principle, namely prioritizing information disclosure than can provide complete description and understanding on TOTAL's sustainability performance. The reporting is conducted by focusing on approaches to all matters related to the sustainability principles which cover the economic, environmental, social, and manpower performance.

The presentation of quantitative data in this report uses the data collected during the current year. In regard to the measurement of financial data, we use the accounting standards applicable in Indonesia while for the measurement of non-financial data, we employ a comprehensive technique on the literature supporting the reporting system.

In reference to the GRI Standards, the determination of report contents is adjusted to the 4 (four) principles, namely:

- Stakeholders Inclusiveness,
- Materiality
- Sustainability Context, and
- Completeness.

To incorporate these principles into the report, the Company pays attention to the inputs, responses, and suggestions from the stakeholders in presenting the contents of the report (*stakeholders inclusiveness*). This report also takes account of sustainability issues that are relevant to business activity of the Company (*sustainability context*) and presents a complete, quantitative and qualitative data (*completeness*) according to the reporting context based on GRI 'Core' guidelines. However, certain boundary is also determined, in which the data from the last two reporting periods are used as a comparison. Meanwhile, according to the materiality principle, this report contains several materiality issues within the Company's business scope, in economic, social, and environmental area.

Berikut aspek material yang akan dibahas dalam Laporan ini, yang merupakan berpengaruh bagi TOTAL dan para pemangku kepentingan:

The following are the material aspects discussed in this Report, which have significant influence on TOTAL and its stakeholders:

KATEGORI LINGKUNGAN

- Dampak Lingkungan
- Konsumsi Energi
- Upaya Pelestarian Lingkungan

ENVIRONMENTAL CATEGORY

- Environmental Impact
- Energy Consumption
- Environmental Preservation Efforts

KATEGORI SOSIAL

- Sumber Daya Manusia Berkelanjutan
- Kesehatan dan Keselamatan Kerja
- Peningkatan Kepuasan Pelanggan
- Peningkatan Kualitas Kehidupan Masyarakat
- Tata Kelola Berkelanjutan

SOCIAL CATEGORY

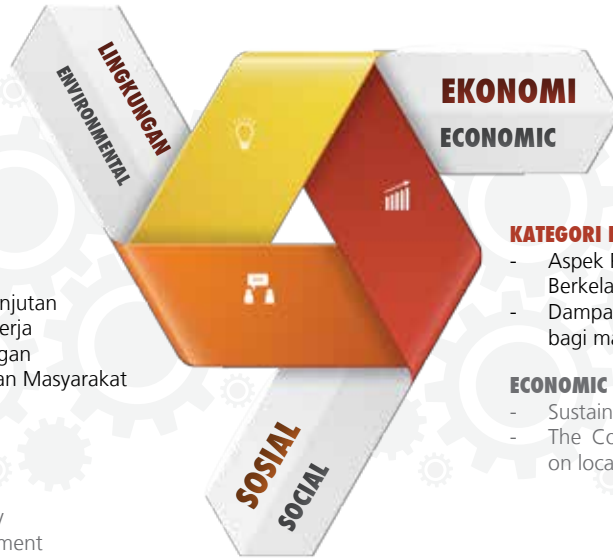
- Sustainable Human Resources
- Occupational Health and Safety
- Customer Satisfaction Improvement
- Improvement of Society's Quality of Life
- Sustainable Corporate Governance

KATEGORI EKONOMI

- Aspek Perekonomian Berkelanjutan
- Dampak ekonomi Perusahaan bagi masyarakat lokal

ECONOMIC CATEGORY

- Sustainable Economic Aspect
- The Company's economic impact on local community



Tingkat Materialitas

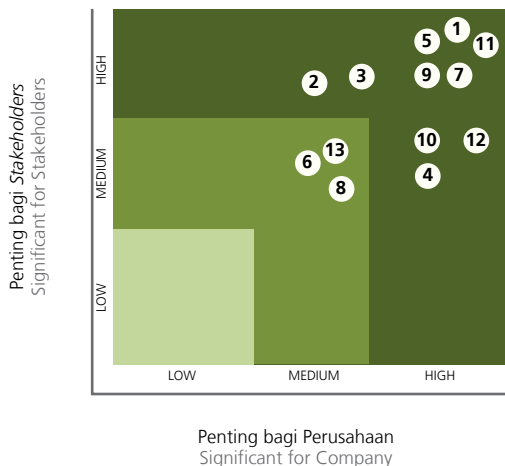
Sesuai dengan proses penetapan isi Laporan yang telah dijelaskan di atas, dalam menentukan tingkat materialitasnya, kami melakukan pelibatan pemangku kepentingan. Pelibatan tersebut menggunakan teknik survei dengan pengisian kuesioner. Pengisian kuesioner ini bertujuan untuk memahami ekspektasi para pemangku kepentingan dan mendapatkan masukan mengenai topik-topik material dalam konteks keberlanjutan yang akan dilaporkan oleh Perusahaan.

Material Level

Pursuant to the stipulation of the Report's contents discussed above, in determining its material level, we involve all stakeholders. The involvement uses survey techniques by filling out questionnaires. The filling out of this questionnaire aims to understand the expectations of stakeholders and get input on material topics in the context of sustainability that will be reported by the Company.

GRAFIK SEBARAN ASPEK MATERIALITAS 2018

Chart of Materiality Aspects Distribution in the 2018



Keterangan / Description:

1. Kinerja ekonomi dan perubahan iklim / Economic performance and climate change
2. Keberadaan pasar / Market presence
3. Energi / Energy
4. Air / Water
5. Limbah dan Sampah / Waste and Effluent
6. Keberagaman dan kesetaraan / Diversity and equality
7. Anti-Korupsi / Anti-Corruption
8. Dampak ekonomi tidak langsung / Indirect economic impact
9. Kepatuhan lingkungan / Environmental compliance
10. Kepegawaian / Manpower
11. Kesehatan dan keselamatan kerja / Occupational health and safety
12. Pelatihan dan pendidikan / Training and education
13. Masyarakat setempat / Local community

Daftar Topik Material

Dari keseluruhan proses penentuan konten laporan yang telah dikemukakan, diperoleh topik-topik penting beserta batasannya (*boundary*) dan pengungkapannya dalam Standar GRI sebagai berikut:

List of Material Topic

From the above process of determining report contents, the following significant topics, their boundaries and statements in GRI Standards are as follows:

| Topik Material / Material Topic (GRI 102-47) | Alasan Topik Ini Material / Reason for Material Topic (GRI 103-1) | Nomor Pengungkapan GRI Standards / GRI Standards Disclosure Number | Boundary | |
|---|--|--|----------------------------------|----------------------------------|
| | | | Di Dalam TOTAL / Inside TOTAL | Di Luar TOTAL / Outside TOTAL |
| Ekonomi / Economy | | | | |
| Kinerja Ekonomi dan Perubahan Iklim / Economic performance and Climate Change | Berdampak signifikan pada pemangku kepentingan / Has significant influence on the stakeholders | 201-1, 201-2 | ✓ | ✓ |
| Keberadaan Pasar / Market Existence | Berdampak signifikan pada pemangku kepentingan / Has significant influence on the stakeholders | 202-1 | ✓ | ✓ |
| Dampak Ekonomi Tidak Langsung / Indirect Economic Impact | Berdampak signifikan pada pemangku kepentingan / Has significant influence on the stakeholders | 203-1, 203-2 | | ✓ |
| Anti-Korupsi / Anti-Corruption | Berdampak signifikan pada pemangku kepentingan / Has significant influence on the stakeholders | 205-1, 205-2 | ✓ | ✓ |
| Lingkungan / Environment | | | | |
| Energi / Energy | Berdampak signifikan pada keberlanjutan / Has significant impact on sustainability | 302-1, 302-3, 302-4 | ✓ | ✓ |
| Air / Water | Berdampak signifikan pada keberlanjutan / Has significant impact on sustainability | 303-3 | ✓ | ✓ |
| Limbah dan Sampah / Waste | Berdampak signifikan pada keberlanjutan / Has significant impact on sustainability | 306-2 | ✓ | ✓ |
| Kepatuhan Lingkungan / Environmental Compliance | Berdampak signifikan pada keberlanjutan / Has significant impact on sustainability | 307-1 | ✓ | ✓ |
| Sosial / Social | | | | |
| Kepegawaian / Employment | Kepatuhan pada peraturan perundang-undangan / Compliance to the rules and regulations | 401-1, 401-2 | ✓ | |
| Kesehatan dan Keselamatan Kerja / Occupational Health and Safety | Berdampak signifikan pada karyawan / Has significant impact on the employees | 403-2 | ✓ | |
| Pelatihan dan Pendidikan / Training and Education | Berdampak signifikan pada karyawan / Has significant impact on the employees | 404-1, 404-2, 404-3 | ✓ | |
| Keberagaman dan Kesetaraan / Diversity and Equality | Berdampak signifikan pada karyawan dan masyarakat / Has significant impact on the employees and the public | 405-1, 405-2 | ✓ | |
| Masyarakat Setempat / Nearby Community | Berdampak signifikan pada masyarakat / Has significant impact on the public | 413-1 | ✓ | ✓ |
| Kesehatan dan Keselamatan Pelanggan / Customer's Health and Safety | Berdampak signifikan pada konsumen / Has significant impact on the consumers | 416-1 | ✓ | ✓ |

Perubahan Signifikan dan Penyajian Kembali

(GRI 102-48, 102-49)

Meski terdapat perubahan atas penggunaan standar dalam GRI dari GRI G4 menjadi GRI Standards, namun topik material beserta batasannya (*boundary*) dalam Laporan Keberlanjutan ini tidak memiliki perbedaan yang signifikan dengan tahun sebelumnya.

Assurance Eksternal

(GRI 102-56)

Hingga 2018, Laporan Keberlanjutan Perseroan belum diasses oleh Assurance Eksternal. Meski begitu Perseroan memastikan bahwa informasi yang disampaikan dalam Laporan berikut telah dipertimbangkan secara matang dan bersifat material, serta mengacu pada aspek-aspek dalam GRI Standards dan Peraturan Otoritas Jasa Keuangan Nomor 51/POJK.03/2017 tentang Penerapan Keuangan Berkelanjutan bagi Lembaga Jasa Keuangan, Emiten, dan Perusahaan Publik.

Kontak Personal

(GRI 102-53)

TOTAL berkomitmen untuk terus meningkatkan kualitas Laporan Keberlanjutan yang dibuat. Untuk itu, TOTAL membuka kesempatan bagi pembaca dan seluruh pemangku kepentingan untuk dapat memberikan saran, ide, kritik, atau pertanyaan atas Laporan Keberlanjutan TOTAL 2018 melalui alamat berikut:

PT Total Bangun Persada Tbk

Jl. Letjen. S. Parman Kav. 106 Jakarta 11440, Indonesia
Telepon : +62 (21) 566 6999 (hunting),
Faksimil : +62 (21) 566 3069,
E-mail : totalbp@totalbp.com
Website : <http://www.totalbp.com/information/160/corporate-social-responsibility-information/id>

Significant Changes and Restatement

(GRI 102-48, 102-49)

Despite the changes in the use of standards in GRI from GRI G4 to GRI Standards, the material topics and the boundary in the Sustainability Report do not have a significant difference with the previous year.

External Assurance

(GRI 102-56)

Until 2018, the Company's Sustainability Report has not been assessed by the External Assurance. Nevertheless, the Company ensures that the information submitted in the following Reports has been thoroughly and materially considered, referring to the aspects in the GRI Standards and Financial Services Authority Regulation No. 51/POJK.03/2017 concerning Sustainable Financial Implementation for Financial Service Institutions, Issuers, and Public Companies.

Personal Contact

(GRI 102-53)

TOTAL is committed to continuously improve the quality of its Sustainability Report. As such, TOTAL gives an opportunity for readers and all stakeholders to be able to give advice, ideas, criticism, or questions about TOTAL Sustainability Report 2018 through the following address:

PT Total Bangun Persada Tbk

Jl. Letjen. S. Parman Kav. 106 Jakarta 11440, Indonesia
Phone : +62 (21) 566 6999 (hunting),
Fax : +62 (21) 566 3069,
E-mail : totalbp@totalbp.com
Website : <http://www.totalbp.com/information/160/corporate-social-responsibility-information/id>



SEKILAS TOTAL

TOTAL in Brief

INFORMASI SINGKAT PERUSAHAAN BRIEF INFORMATION ON THE COMPANY



NAMA PERUSAHAAN (GRI 102-1)
Company Name

PT Total Bangun Persada Tbk

ALAMAT KANTOR (GRI 102-3)
Office Address

Jl. Letjen. S. Parman Kav. 106
Jakarta 11440, Indonesia

(+62 21) 5666 999 (*hunting*)

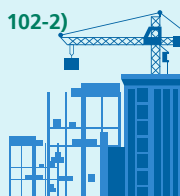
(+62 21) 566 3069

totalbp@totalbp.com

www.totalbp.com

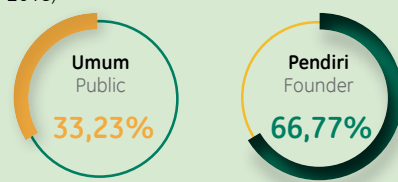
BIDANG USAHA (GRI 102-2)
Business Line

Konstruksi
Construction



KEPEMILIKAN (GRI 102-5)

Ownership
(per 31 Desember 2018 / As of December 31, 2018)



PEMBENTUKAN
Founded

Didirikan pada 4 September 1970 (d/h PT Tjahja Rimba Kentjana), per tanggal 24 Juli 1981 diubah menjadi PT Total Bangun Persada, dan tanggal 20 April 2006 menjadi PT Total Bangun Persada Tbk

September 4, 1970 (formerly PT Tjahja Rimba Kentjana), on July 24, 1981, changed to PT Total Bangun Persada, on April 20, 2006, to PT Total Bangun Persada Tbk

PERUBAHAN NAMA PERUSAHAAN
Change in Company Name

Pernah mengalami perubahan nama, dengan nama semula PT Tjahja Rimba Kentjana (1971), dan berganti nama menjadi PT Total Bangun Persada (1981)

Had a change of name, from PT Tjahja Rimba Kentjana (1971) to PT Total Bangun Persada (1981)

MODAL DASAR
Authorized Capital



Rp500 miliar billion

MODAL DITEMPATKAN DAN DISETOR PENUH
Issued and Fully Paid Capital

Rp341 miliar billion

DASAR HUKUM PENDIRIAN (GRI 102-5)

Legal Basis for Establishment



- Akta No. 3 tanggal 4 September 1970, disahkan dalam Berita Negara RI No. 43 tambahan No. 244 tanggal 28 Mei 1971.
- Akta No. 29 tanggal 24 Juli 1981, disahkan dalam Berita Negara RI No. 34 tambahan No. 499 tanggal 27 April 1982.
- Akta No. 48 tanggal 20 April 2006, disahkan dalam Berita Negara RI No. 7799 tambahan No. 57 tanggal 18 Juli 2006.
- Akta No. 22, tanggal 12 November 2008, dibuat di hadapan Haryanto, SH, Notaris di Jakarta, perubahan anggaran dasar mana telah mendapat persetujuan dari Menteri Hukum dan HAM RI, sebagaimana ternyata dari Surat Keputusannya No. AHU-99669, AH.01.02 Tahun 2008, tanggal 24 Desember 2008 dan telah didaftarkan dalam Daftar Perseroan di bawah No. AHU 0125401. AH.01.09 tahun 2008, bulan Desember 2008.
- Akta No. 35, tanggal 20 April 2009, dibuat di hadapan Haryanto, SH, Notaris di Jakarta, perubahan anggaran dasar mana telah mendapat persetujuan dari Menteri Hukum dan HAM RI, sebagaimana ternyata dari Surat Keputusannya No. AHU-31671.AH.01.02. Tahun 2009, tanggal 10 Juli 2009 dan telah didaftarkan dalam Daftar Perseroan dibawah No. AHU-0041290.AH.01.09 Tahun 2009 Tanggal 10 Juli 2009.
- Akta No. 31 tanggal 30 April 2015, dibuat dihadapan Deni Thanur, S.E., S.H., M.Kn., Notaris di Jakarta, perubahan anggaran dasar mana telah memperoleh Surat Penerimaan Pemberitahuan Perubahan Anggaran Dasar Perseroan dari Menteri Hukum dan Hak Asasi Manusia Republik Indonesia pada tanggal 20 Mei 2015 dibawah nomor AHU-AH.01.03-0933378 dan telah memperoleh Surat Penerimaan Pemberitahuan Perubahan data Perseroan dari Menteri Hukum dan Hak Asasi Manusia Republik Indonesia pada tanggal 20 Mei 2015 dibawah nomor AHU-AH.01.03-0933379
- Deed No. 3 dated September 4, 1970, was published in Supplement No. 244 of the State Gazette No. 43, dated May 28, 1971.
- Deed No. 29 dated July 24, 1981, was published in Supplement No 499 of the State Gazette No. 34, dated April 27, 1982.
- Deed No. 48 dated April 20, 2006, was published in Supplement No. 57 of the State Gazette No. 7799 dated July 18, 2006.
- Deed No. 22 dated November 12, 2008, prepared and presented before Haryanto, SH, Notary in Jakarta, the amendment of articles of association which was approved by the Minister of Law and Human Rights of Republic of Indonesia, as stated in Decree No. AHU-99669, AH.01.02 Year 2008, dated December 24, 2008 and registered in the Company List below No. AHU 0125401.AH.01.09 year 2008, dated December 2008.
- Deed No. 35 dated April 20, 2009, prepared and presented before Haryanto, SH, Notary in Jakarta, the amendment of articles of association which was approved by the Minister of Law and Human Rights of Republic of Indonesia, as stated in Decree No. AHU-31671.AH.01.02. Year 2009, dated 10 July 2009 and registered in the Company List below AHU-0041290.AH.01.09 year 2009, dated 10 July 2009.
- Deed No. 31 dated April 30, 2015, prepared and presented before Deni Thanur, S.E., S.H., M.Kn., a notary in Jakarta, of which the amendment of articles of association has obtained a Letter of Approval for the Amendment in the Company's Articles of Association from the Minister of Law and Human Rights of the Republic of Indonesia on May 20, 2015, number AHUAH.01.03-0933378 and has obtained a Letter of Approval for the Change in Company's Data from the Minister of Law and Human Rights on May 20, 2015, number AHU-AH.01.03-0933379

VISION

- Total Bangun Persada – perusahaan konstruksi bangunan gedung terbesar, terdepan dan kekuatan utama dalam industri konstruksi Indonesia.
- Perusahaan konstruksi bangunan gedung utama dan terpandang di Asia Tenggara.
- Kami ingin dikenal sebagai organisasi konstruksi yang berintegritas, terpandang, adil dalam berbisnis (*fair dealing*), berkualitas, mementingkan keselamatan, bangga dan prima.
- Perusahaan yang berkomitmen untuk kepuasan pelanggan dengan menghasilkan kualitas kerja dalam lingkungan yang risikonya terkendali, serta memberikan pelayanan prima.
- Perusahaan yang segenap karyawannya bangga bekerja di dalam industri konstruksi, dimana mereka dapat tumbuh dan berkinerja yang terbaik, dan secara terus-menerus berupaya untuk mencapai keprimaan.
- Total Bangun Persada - the largest building construction organization, a leader and a major force in the Indonesian construction industry.
- A respected major building construction organization in the region.
- We want to be a construction organization known for integrity, respect, fair dealing, quality, prioritize safety, pride, and excellence.
- An organization committed to satisfy customers by producing quality work with risk-managed environment and to deliver excellence in service.
- An organization where our people can be proud to be in the construction industry and where our people can grow, perform their best, and continually striving to produce excellence.

MISSION

Bangga & Prima dalam Konstruksi

Pride and Excellence in Construction

NILAI-NILAI PERUSAHAAN (GRI 102-4) CORPORATE VALUES

Kinerja

- Komitmen terhadap mutu dan K3L yang prima
- Komitmen terhadap pelayanan yang prima kepada Pelanggan
- Mengerjakan hal-hal biasa secara luar biasa
- Mengadakan inovasi terus menerus

Karakter

- Memiliki kedisiplinan & integritas yang tinggi
- Dapat dipercaya dan dapat diandalkan
- Bersikap *fair* dan adil terhadap siapapun
- Selalu menepati janji

Semangat

- Bekerja erat dan menghargai setiap karya dan upaya rekan kerja & mitra usaha
- Mampu menyesuaikan dengan keadaan yang berubah
- Berorientasi ke depan
- Bangga terhadap profesi dan hasil karya

Performance

- Committed to excellent quality and HSE
- Committed to excellent Customer services
- Doing ordinary things extraordinarily
- Continuous innovation

Character

- Integrity and Discipline
- Trustworthy and reliable
- Fair to everyone
- Committed to promises

Spirit

- Cooperative and appreciate others
- Adaptive to change
- Future-oriented
- Proud of profession and it's accomplishment

KEGIATAN USAHA DAN LAYANAN (GRI 102-2)

Line of Business and Services

TOTAL berkomitmen untuk menjadi perusahaan yang mampu memberi manfaat bagi seluruh pelanggan dengan terus-menerus meningkatkan nilai perusahaan sebagai tujuan utama dari seluruh aspek usahanya. Peningkatan nilai perusahaan tidak hanya melalui strategi bisnis dan perhitungan aspek finansial, tetapi juga mempertimbangkan secara menyeluruh setiap kegiatan usaha dan kebijakan yang dibuat. Guna mencapai tujuan tersebut, Perseroan melakukan kegiatan usaha sebagai berikut:

- Proyek tender yang lazim dilakukan perusahaan jasa konstruksi dengan memperhatikan ketentuan peraturan perundang-undangan.
- Menerima pekerjaan *design and build* beberapa proyek, terutama proyek dari pelanggan berulang yang menginginkan koordinasi TOTAL secara terpadu dalam hal waktu, biaya, dan mutu.
- *Target Cost Project*: membantu owner dalam mencapai *target cost* suatu proyek sesuai dengan *budget* mereka, antara lain dengan cara: Value Engineering.
- Membangun proyek khusus dengan tingkat keahlian disertai mutu dan presisi yang tinggi, antara lain bangunan industri, fasilitas rumah sakit khusus, dimana peralatan medisnya mengandung unsur radioaktif.

TOTAL terus tumbuh dan memupuk pengalaman dalam bidang jasa konstruksi. Hingga akhir 2018, TOTAL telah menjalankan kegiatan usaha sejalan dengan anggaran dasar yang telah ditetapkan. Informasi mengenai jenis layanan yang ditawarkan oleh Perseroan, meliputi:

TOTAL is fully committed to becoming a company capable of providing benefits and added values for all customers by continuously improving corporate values as the primary objective of its whole business aspects. The improvement of corporate values is conducted not only through its business strategy and careful financial measures, but also by thoroughly considering the impact of every business activities and policies to be made. In order to achieve this objective, the Company engages in the following business activities:

- Participating in a bidding process that is commonly conducted by companies in construction service with due observance of laws and regulations.
- Accepting design-and-build projects, particularly those from repeat customers who wants to have integrated services in terms of time, cost, and quality from TOTAL.
- Target Cost Project, i.e. assisting project owners in ensuring target cost of their project is well within their budget through, among others, Value Engineering method.
- Developing special projects with high expertise, quality and precision, such as the projects of industrial building and special facilities for hospital in which the medical equipment may contain radioactive material.

TOTAL continues to grow and gain valuable experiences in the field of construction service. By the end of 2018, TOTAL has carried out business activities that are in line with the existing Articles of Association. Information on services provided by the Company is presented below:

Tabel layanan dan karakteristik usaha / Table of Service and Business Characteristics

Jenis Layanan
Type of Services

Kontraktor Utama
Main Contractor

Kontraktor Rancang dan Bangun
Design-and-Build Contractor

Mekanisme
Mechanism

Pengurusan proyek secara menyeluruh, mulai dari awal pembangunan proyek hingga proyek selesai mencakup:

- Manajemen lapangan.
- Penerapan metode konstruksi yang optimal.
- Perekrutan dan pengelolaan seluruh sub-kontraktor.
- Pemilihan dan pengadaan bahan bangunan.

Overall project management, starting from the project commencement to completion which includes:

- Field-site management
- Optimal application of construction methods.
- Recruitment and management of all sub-contractors
- Selection and procurement of building materials.

- Peran dan tanggung jawab sebagai *main contractor*.
- Pengekoordinasian tim desain internal dan konsultan pihak ketiga, antara lain: arsitek, struktur, M&E.
- Pengawasan secara berkala aspek-aspek struktural, arsitektural, dan M&E saat konstruksi dilaksanakan.

- Roles and responsibilities as the main contractor.
- Coordinating internal design team and third party consultants, such as : architects, structures, M&E.
- Periodical monitoring of structural, architectural, and M&E aspects during the construction process.

Pengembangan Usaha
Business Development

Langkah pengembangan usaha TOTAL dilakukan melalui beberapa langkah, meliputi:

- **Keahlian**
TOTAL memiliki potensi yang handal dalam mencapai diferensiasi yang unggul dalam berkompetisi di berbagai proyek bergengsi di Indonesia.
- **Diversifikasi**
TOTAL memiliki anak perusahaan yang bergerak di bidang properti sebagai upaya diversifikasi usaha.
- **Diferensiasi**
Penerapan kualitas dalam berbagai bentuk di berbagai tahapan proyek dijalankan mulai dari pemilihan bahan bangunan berkualitas unggulan, hingga metode dan proses konstruksi yang terbukti andal, serta penggunaan para profesional terbaik di bidangnya.
- **Standar Internasional**
Didukung dengan keahlian yang dimiliki, TOTAL mampu bersanding dengan kontraktor internasional.

TOTAL's business development is conducted through several steps as follows:

- **Expertise**
TOTAL's expertise has proven reliable to achieve excellent differentiation in competing for various prestigious projects in Indonesia.
- **Diversification**
As a form of business diversification, TOTAL has established a subsidiary engaged in the property business.
- **Differentiation**
Implementation of quality in many forms within the stages of each project, starting from the selection of high quality building materials, reliable method for construction, project execution and the employment of best professionals in their field.
- **International Standard**
Supported with its expertise, TOTAL is able to compete with other international contractors.

KOMPOSISI DAN PERSENTASE KEPEMILIKAN SAHAM (GRI 102-5)

Share Ownership Percentage

| Desember 2018 / December 2018 | | | |
|-------------------------------|------------------------------------|---------------------------------|----------------|
| Pendiri / Founders | | Jumlah Saham / Number of Shares | % |
| | PT TOTAL INTI PERSADA (TIP) | 1.926.650.000 | 56,50% |
| | Pinarto Sutanto | 62.232.500 | 1,83% |
| | Widodo | 200.040 | 0,01% |
| | Ir Djadjang MSC. | 287.472.740 | 8,43% |
| | Sub Total | 2.276.555.280 | 66,77% |
| Publik / Public | | | |
| | Investor Lokal / Local Investors | 623.868.210 | 18,29% |
| | Investor Asing / Foreign Investors | 509.576.510 | 14,94% |
| | Sub Total | 1.133.444.720 | 33,23% |
| Jumlah / Total | | 3.410.000.000 | 100,00% |

PENERAPAN PRINSIP PENCEGAHAN (PRECAUTIONARY) (GRI 102-11)

Precautionary Principle Implementation

TOTAL berupaya menghindari dampak negatif atas lingkungan dari kegiatan operasi perusahaan dengan menerapkan prinsip *precautionary*. Dalam setiap perencanaan proyek, faktor lingkungan hidup selalu menjadi pertimbangan. Suatu proyek dapat dijalankan setelah memperoleh semua ijin yang diperlukan seperti Amdal dari Kementerian Lingkungan Hidup dan Kehutanan.

TOTAL seeks to avoid negative impacts on the environment from the company's operations by applying precautionary principle. In each project planning, environmental factors are always a consideration. A project can be carried out after obtaining all necessary permits such as Amdal from the Ministry of Environment and Forestry.

RANTAI PASOKAN (GRI 102-9)

Supply Chain [G4-12]

Perusahaan melakukan upaya-upaya strategis bersama beberapa *supplier*/sub-kontraktor terpilih untuk menjaga rantai pasokan yang sehat, seperti kesepakatan kerja sama untuk menetapkan harga jual saat kondisi harga pasar tidak menentu, serta memberikan pelatihan-pelatihan untuk meningkatkan kemampuan personil di perusahaan sub-kontraktor, dan sebagainya.

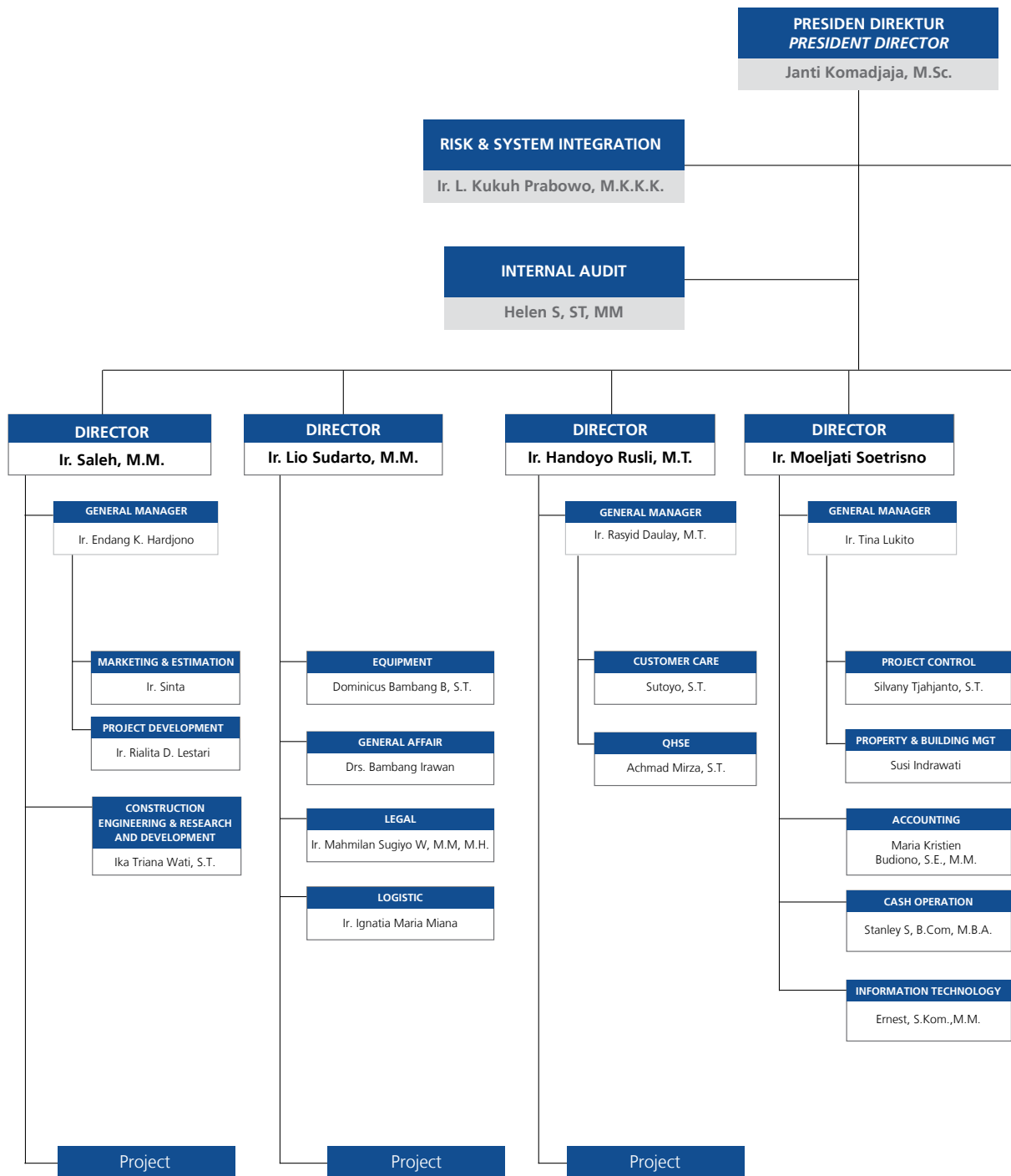
The Company conducts strategic efforts with several selected suppliers/subcontractors to maintain a healthy supply chain, such as by entering into a partnership agreement to determine the selling price when market price is uncertain, as well as providing trainings to increase the capacity of personnel in subcontractor company, etc.

PERUBAHAN STRUKTUR ORGANISASI DAN RANTAI PASOKAN (GRI 102-10)

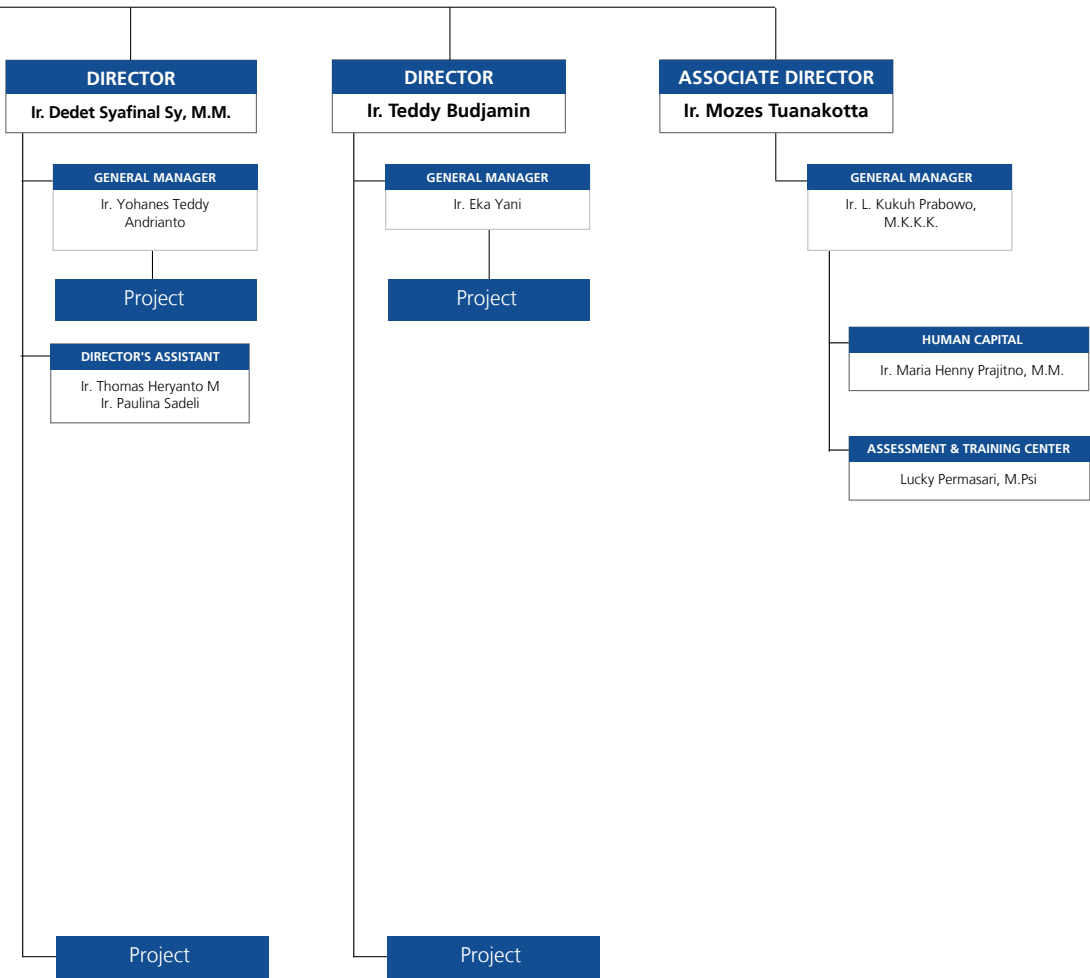
Changes in Organization Structure and Supply Chain [G4-12]

Sepanjang tahun 2018 terjadi beberapa kali perubahan dalam struktur organisasi Perseroan, namun tidak untuk rantai pasokan. Berikut perubahan terakhir struktur organisasi Perseroan hingga tanggal 8 Januari 2019:

During 2018, there have been several changes in the Company's organization structure; however, supply chain remained unchanged. The following is the last change in the Company's organization structure up to January 8, 2019:



SEKRETARIS PERUSAHAAN
CORPORATE SECRETARY
Ir. Mahmilan Sugiyo
Warsana, M.M., M.H.





PANGSA PASAR (GRI 102-6)

Market Share



TOTAL senantiasa menjalankan komitmen untuk berkontribusi aktif dalam pembangunan nasional melalui pendirian bangunan-bangunan prestisius di seluruh pelosok nusantara. Melalui proses pematangan profesional, TOTAL berjuang keras untuk memposisikan diri dalam kompetisi jasa konstruksi dengan merintis kiprahnya sebagai pelaksana konstruksi bangunan gedung. Hingga saat ini TOTAL telah berhasil mendapat kepercayaan masyarakat luas dalam pengerjaan jasa konstruksi, baik untuk bangunan perniagaan maupun bangunan milik pemerintah.

Pada tahun 2018, TOTAL mencatatkan perolehan kontrak baru sebesar Rp3,18 triliun atau 79,49% dari target perolehan kontrak sebesar Rp4,00 triliun. TOTAL *signed contract* pada tahun 2018 tersebut menurun 23,10% dari tahun 2017 mencapai Rp4,13 triliun, dimana capaian terbesar terdiri dari *Mixed Used* 45,41%, Apartemen 33,16%, Perkantoran sebesar 9,36%, Hotel 8,95%, Gedung Pendidikan 2,39%, dan Sarana Olahraga 0,73%. Sebagian dari perolehan kontrak TOTAL berasal dari pelanggan baru yang terdiri dari 20,88% dan *repeat order* pelanggan lama sebesar 79,12% yang puas dan memberikan kepercayaan kembali kepada TOTAL, keseluruhannya antara lain: Putragaya Wahana, Bina Nusantara Group, Bank Central Asia, CT Corp, Far Point Group, Ramayana Group, The Pakubuwono Group, Metropolitan Kentjana, Universitas Multimedia Nusantara, Lippo Group, dan Bank Danamon; serta Pelanggan baru seperti The Haven, First Jakarta International dan Triniti Group.

TOTAL consistently carries out its commitment to contribute actively in national development through the construction of prestigious buildings throughout the country. Through the process of professional maturation, TOTAL puts all efforts to stand out in the construction services competition by pioneering its work as the executor of building construction. Until now, TOTAL has succeeded in gaining the trust of the public in construction services, both for commercial and government-owned buildings.

In 2018, TOTAL recorded new signed contract amounting to Rp3.18 trillion, reaching 0.73% of the target of new signed contract at Rp4.00 trillion. TOTAL's signed contract in 2018 decreased by 23.10% compared to that of 2017 which reached Rp4.13 trillion. Of this achievement, the Mixed Used contributed 45.41%, followed by Apartment at 33.16%, Office at 9.36%, Hotel at 8.95%, Education Building at 2.39%, and Sports Facility at 0.73%. Part of TOTAL's signed contract came from new customers at 20.88% and repeat order at 79.12% from previous customers who were satisfied with the Company's work and trusted the Company, such as Putragaya Wahana, Bina Nusantara Group, Bank Central Asia, CT Corp, Far Point Group, Ramayana Group, The Pakubuwono Group, Metropolitan Kentjana, Multimedia Nusantara University, Lippo Group, and Bank Danamon; as well as new customers such as The Haven, First Jakarta International and Triniti Group.

Sepanjang paruh kedua 2018, terjadi pelambatan pembangunan gedung komersial, kecuali proyek-proyek residensial yang hanya pada tipe *mid-low residential*, dimana paruh pertama didominasi oleh munculnya *developer-developer* baru/ pelanggan baru. Akan tetapi menurun pada kuartal ketiga dan keempat, kondisi ini diprediksi akan berlanjut sampai tahun 2019. Dari data riset BCI Asia, total nilai proyek residensial sepanjang tahun 2018 mencapai Rp60,37 triliun atau turun sebesar 2,76% dari tahun sebelumnya. Sementara, pada tahun 2019 nilai proyek residensial diperkirakan sebesar Rp59,32 triliun atau turun 1,74% dari tahun 2018, dimana Jakarta dan sekitarnya menyumbang 61,43% dari total nilai proyek residensial selama tahun 2019.

Untuk Perkantoran sepanjang tahun 2018 mencapai Rp16,31 triliun atau naik 26,44% dari tahun sebelumnya. Dan nilai proyek Perkantoran pada tahun 2019 diperkirakan sebesar Rp15,15 triliun atau turun 7,12% dari tahun 2018, dimana Jakarta dan sekitarnya menyumbang lebih besar dari nilai Perkantoran selama tahun 2019.

TOTAL mencatatkan pendapatan jasa konstruksi sebesar Rp2,77 triliun untuk tahun 2018. Dengan angka tersebut, TOTAL membukukan laba bersih pemilik entitas induk pada 2018 sebesar Rp208,67 miliar. Target tersebut dicapai sebagian masih dengan fokus pada pengerjaan proyek-proyek gedung *high-end* terutama pelanggan berulang, dan beberapa pelanggan baru *mid type* proyek. Dalam menjaga dan meningkatkan pangsa pasar yang ada, Perusahaan senantiasa menerapkan prinsip kehati-hatian dalam menjalankan bisnis konstruksi, terutama dalam melakukan perencanaan proyek dengan pendanaan yang realistis.

During the second semester of 2018, there was a slowdown in commercial building construction projects, except those of residential projects of mid-low type. The first semester was dominated by the rise of new developers/new customers, a condition which began to decline in the third and fourth quarters of 2018 and was predicted to continue well into 2019. Research data of BCI Asia showed that total values of residential project throughout 2018 reached Rp60.37 trillion, a decline of 2.76% from the previous year. In line with this, the total values of residential project in 2019 are estimated to reach Rp59.32 trillion or decreased by 1.74% from 2018. Jakarta and its surrounding area are estimated to contribute 61.43% of the total residential project values in 2019.

Meanwhile, total values of Office project for 2018 reached Rp16.31 trillion, increased by 26.44% from the previous year. In 2019, the value of office project is projected to reach Rp15.15 trillion, decreased 7.12% from that of 2018. Jakarta and its surrounding area may provide greater contribution of the total Office project values in 2019.

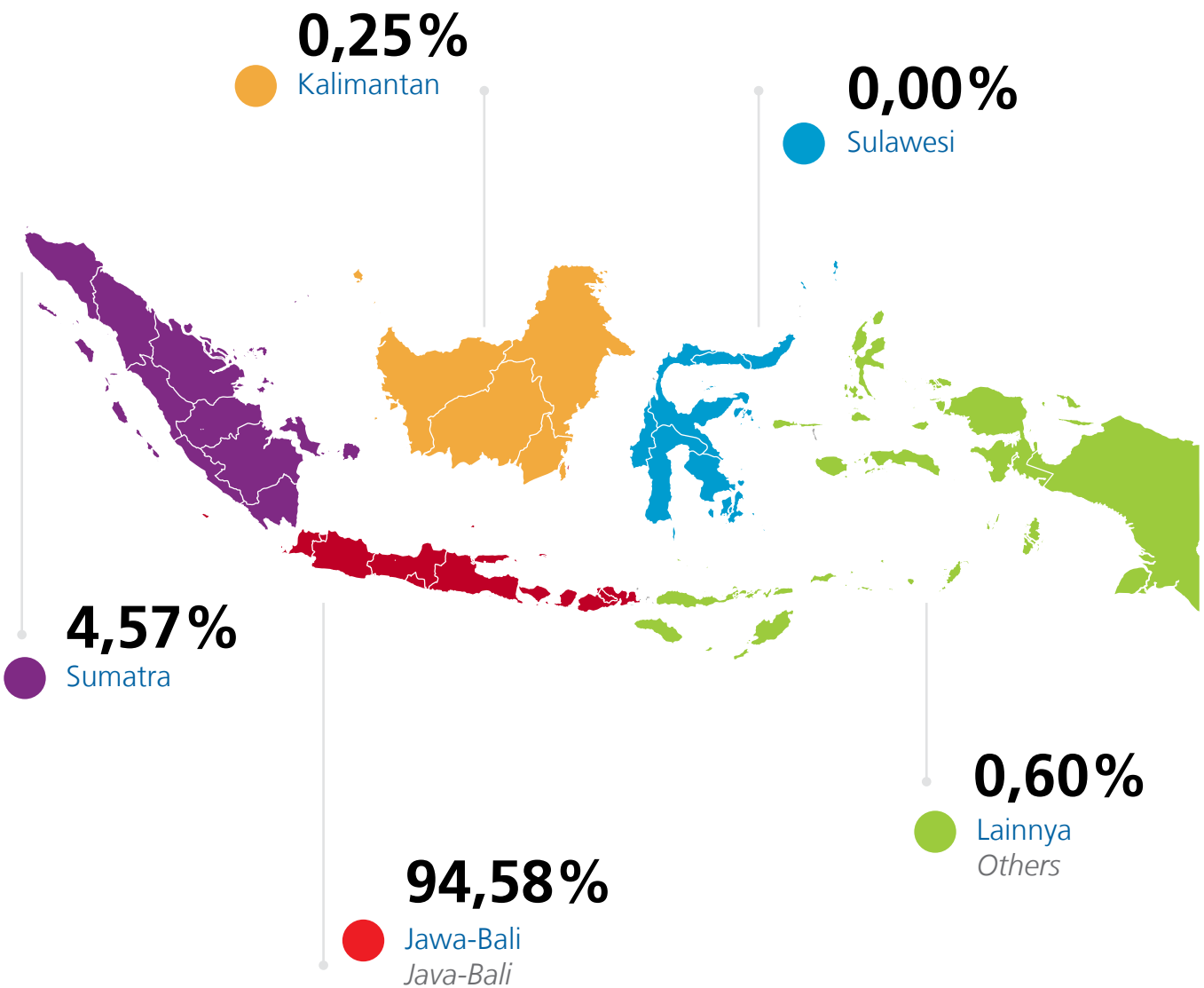
TOTAL recorded revenues from construction service amounting to Rp2.77 trillion in 2018. With such revenue, TOTAL's net profit attributable to owners of parent entity in 2018 stood at Rp208.67 billion. The target was achieved partly by continuously focusing on high-end building projects, particularly for repeat customers and several new customers with mid-type projects. In order to maintain and strengthen this market share, the Company continues to implement prudent principle in running the construction business, particularly in planning the project with a realistic budget allocation.

WILAYAH OPERASIONAL (GRI 102-4)

Operational Area

Pelanggan TOTAL tersebar di seluruh Indonesia, hal ini diikuti oleh jumlah proyek yang juga tersebar di berbagai daerah.

TOTAL's customers are spread across the whole country; hence, the Company's projects are also spread out in various regions of Indonesia.



ANAK PERUSAHAAN (GRI 102-45)

Subsidiaries

TOTAL memiliki 3 (tiga) anak perusahaan yang bergerak dalam bidang kontraktor dan pengembang. Berikut data anak perusahaan TOTAL yang juga dikonsolidasikan ke dalam laporan keuangan perusahaan:

TOTAL has 3 (three) subsidiaries that are engaged in the contractor and developer services. The following is data of subsidiaries owned by TOTAL which are also included in the Company's consolidated financial statements:

| Nama Anak Perusahaan / Name of Subsidiary | Total Presentase Kepemilikan Saham/ Share Ownership | Bidang Usaha / Line of Business | Status Operasi / Operating Status |
|--|---|--|--------------------------------------|
| PT Total Persada Development (TPD) | 99% | bidang perkantoran, hotel, apartemen, pusat perbelanjaan dan sebagainya office, hotel, apartment, shopping centers, etc | Telah beroperasi / Operating |
| PT Total Persada Indonesia (TPI) | 99% | bidang konstruksi untuk bangunan industrial, construction for industrial building | Telah beroperasi / Operating |
| PT Total Pola Formwork (TPF) | 60% | jasa pemasangan perancah (<i>formwork</i>) formwork installation | Telah beroperasi / Operating |

SKALA ORGANISASI (GRI 102-7)

Organization Scale

| Uraian / Description | Periode Pelaporan / Reporting Period | |
|---|--------------------------------------|----------|
| | 2018 | 2017 |
| Jumlah Karyawan (orang) / Total Employees (people) | 1.221 | 1.396 |
| Pendapatan Usaha (miliar Rp) / Operating Revenue (Rp billion) | 2.783,48 | 2.936,37 |
| Modal Kerja Bersih (miliar Rp) / Net Working Capital (Rp billion) | 724,81 | 519,96 |
| Aset (miliar Rp) / Asset (Rp billion) | 3.228,71 | 3.243,09 |
| Liabilitas (miliar Rp) / Liabilities (Rp billion) | 2.176,60 | 2.232,99 |
| Ekuitas (miliar Rp) / Equity (Rp billion) | 1.052,11 | 1.010,10 |

KEANGGOTAN ASOSIASI (GRI 102-13)

Organization Scale

Organisasi merupakan suatu wadah untuk mencapai tujuan yang sama dan menampung aspirasi, cita-cita, serta harapan. Organisasi menjadi sebuah sarana sosialisasi dan sebagai wadah yang dibuat untuk menampung aspirasi serta untuk mencapai visi dan misi bersama. Kesertaan TOTAL dalam keanggotaan asosiasi merupakan bagian dari strategi pelibatan dalam kebijakan publik terkait industri konstruksi nasional dan global, pengembangan bisnis, serta peningkatan pelaksanaan tanggung jawab sosial dan lingkungan. TOTAL turut aktif dalam keanggotaan organisasi perusahaan konstruksi, sebagai berikut:

1. Asosiasi Kontraktor Indonesia (AKI)
2. Green Building Council Indonesia (GBCI)
3. Disaster Recovery Plan (DRP)
4. Asosiasi Kontraktor Listrik Nasional (AKLINAS)
5. Gabungan Pelaksana Konstruksi Nasional Indonesia (GAPENSI)
6. Gabungan Perusahaan Nasional Rancang-Bangun Indonesia (GAPENRI)
7. Asosiasi Emiten Indonesia (AEI)
8. Kamar Dagang Indonesia (KADIN)

Organization is a vessel to achieve common goals and to contain aspirations, ambitions and hopes. Organization becomes a place for socialization and a medium to accommodate opinions and to realize common vision and mission. TOTAL's participation in various associations is a part of its strategies to be involved in many public policies related to the national and global construction industry, business development and improvement of social and environmental responsibility implementation. TOTAL actively takes part as a member of the following construction organizations:

1. Indonesian Contractors Association (AKI)
2. Green Building Council Indonesia (GBCI)
3. Disaster Recovery Plan (DRP)
4. National Electrical Contractor Association (AKLINAS)
5. Association of Indonesian National Construction The Companies (GAPENSI)
6. The Association of Indonesian National Engineering - Construct Companies (GAPENRI)
7. Indonesian Issuers Association (AEI)
8. Chamber of Commerce and Industry

TOTAL DAN TATA KELOLA BERKELANJUTAN

TOTAL and Sustainable Governance



Meraih Penghargaan Platinum dalam The Good Corporate Governance Award 2018 dengan nilai 89,00 dari Majalah Economic Review

Meraih Penghargaan Platinum dalam The Good Corporate Governance Award 2018 dengan nilai 89,00 dari Majalah Economic Review

Peningkatan nilai *assessment* penerapan GCG Perusahaan dari 72,82 di tahun 2017 menjadi 73,53 di tahun 2018

*Peningkatan nilai *assessment* penerapan GCG Perusahaan dari 72,82 di tahun 2017 menjadi 73,53 di tahun 2018*

73,53

TOTAL menyadari bahwa prinsip tata kelola perusahaan yang baik atau *Good Corporate Governance* (GCG) menjadi komponen yang penting dalam mengarahkan Perusahaan untuk mewujudkan cita-cita menjadi perusahaan yang kredibel, terpercaya, dan profesional. Karena itu, TOTAL senantiasa melakukan pembaharuan terhadap penerapan GCG di lingkungan Perusahaan.

Praktik GCG yang tidak sekedar sebagai syarat pemenuhan peraturan perundang-undangan, dipercaya mampu menjaga keseimbangan antara kepentingan para pemegang saham maupun pemangku kepentingan lainnya, serta mengarahkan Perusahaan kepada pencapaian visi dan misi luhur Perusahaan. Secara konkret, TOTAL terus melakukan peninjauan terhadap tata laksana GCG Perusahaan agar tetap selaras kepada *best practices*. Untuk itu, TOTAL mengikuti perkembangan GCG baik yang dikeluarkan oleh Komite Nasional Kebijakan Governance (KNKG) maupun perkembangan terkini GCG yang bersifat internasional melalui pengadopsian standar *Asean Corporate Governance Scorecard*, *OECD International Standard Practices*, maupun standar GCG yang berlaku di Indonesia.

TOTAL realizes that good corporate governance principles is an important component in directing the Company towards the goal of becoming a credible, reliable and professional company. Therefore, TOTAL continues to improve the implementation of GCG in the Company's environment.

GCG practice that not only implemented as a fulfillment to laws and regulations is believed able to maintain the balance between the interest of the shareholders and other stakeholders as well as direct the Company to the achievement of the Company's noble vision and mission. In practice, TOTAL continues to review the implementation of the Company's GCG so as to be in line with best practices. Therefore, TOTAL follows the development of GCG, both issued by the National Committee on Corporate Governance and the latest international GCG development through the adoption of *Asean Corporate Governance Scorecard*, *OECD International Standard Practices*, and GCG standard applicable in Indonesia.

TOTAL melakukan pengelolaan bisnis Perusahaan dengan merujuk pada prinsip-prinsip keterbukaan informasi, akuntabilitas, tanggung jawab, independensi, dan kewajaran serta prinsip penguat GCG lainnya, seperti pengawasan, daya tanggap, profesionalisme, efisiensi dan efektivitas, partisipasi dan penegakan hukum.

TOTAL memastikan penerapan prinsip-prinsip GCG mengatur setiap aspek bisnis dan semua jajaran organisasi, yang meliputi:

- Pelaksanaan tugas dan tanggung jawab Dewan Komisaris dan Direksi;
- Kelengkapan dan pelaksanaan tugas komite-komite Dewan Komisaris yang menjalankan fungsi pengawasan;
- Penerapan fungsi kepatuhan dan manajemen risiko; rencana strategis Perusahaan;
- Berbagai keterbukaan informasi yang menyangkut kegiatan dan keuangan Perusahaan.
- Implementasi berbagai peraturan sesuai Piagam maupun Kode Etik Perusahaan.
- Manajemen Sumber Daya Manusia
- Implementasi Teknologi Informasi
- Kebijakan terkait budaya kerja dan pengembangan organisasi
- Pengadaan

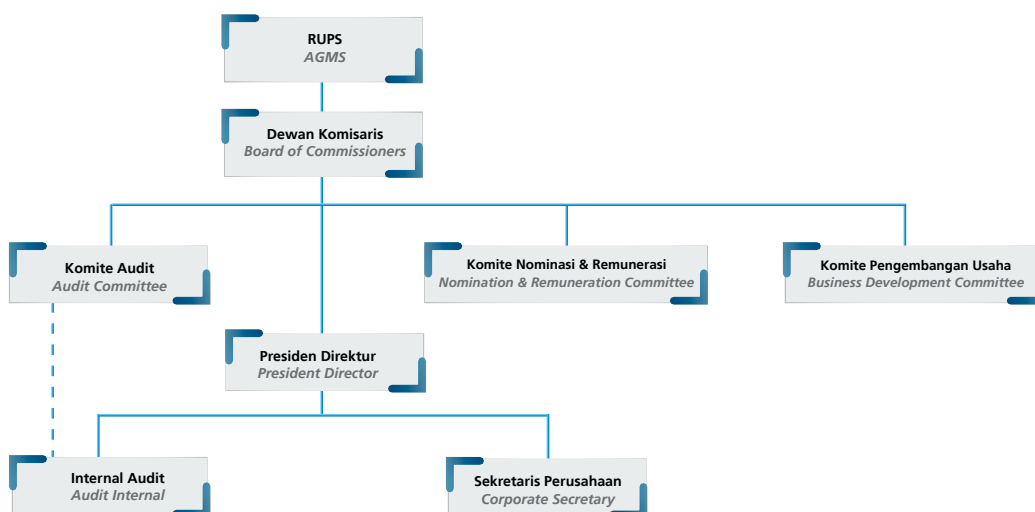
TOTAL manages the Company's business by referring to the principles of information transparency, accountability, responsibility, independency, fairness, and other GCG reinforcement principles, such as supervision, responsiveness, professionalism, efficiency and effectiveness, participation and law enforcement.

TOTAL ensures that the implementation of GCG principles regulates every business aspect and the whole rank of the organization, which covers:

- The implementation of Board of Commissioners and Board of Directors' roles and responsibilities.
- Relevant necessities and work implementation of committees under Board of Commissioners overseeing monitoring function,
- Implementation of compliance function and risk management regarding Company's strategic plans.
- Various information disclosure regarding Company's activity and financial circumstances.
- Implementation of various regulations in accordance with Company's Charter and Code of Conduct.
- Human Resources Management
- Implementation of Information Technology
- Policy on work ethic and organization development.
- Procurement

Struktur dan Mekanisme Tata Kelola (GRI 102-18)

Structure and Mechanism of Corporate Governance (GRI 102-18)



Struktur tata kelola TOTAL terdiri dari Rapat Umum Pemegang Saham, Direksi dan Dewan Komisaris. Sedangkan *Governance mechanism* yang ada di TOTAL merupakan sebuah sistem yang terimplementasi sangat kuat. Implementasi tersebut berupa peraturan yang jelas, prosedur, dan hubungan yang jelas

TOTAL's corporate governance structure is composed of General Meeting of Shareholders, Board of Directors and Board of Commissioners. Meanwhile, the existing governance mechanism in TOTAL is a system that has been strongly implemented. The implementation is in the form of clear rule,

antara pihak yang mengambil keputusan dengan pihak yang melakukan kontrol (pengawasan) terhadap keputusan tersebut. TOTAL telah memiliki *Code of Corporate Governance* dalam menciptakan mekanisme *check and balances* yang efektif, kultur adanya pengelolaan Perseroan yang *stakeholder friendly*, serta pencapaian *profit* dan *sustainability* yang berkesinambungan. Perseroan senantiasa melakukan penyempurnaan kebijakan GCG (*soft structure GCG*) agar sejalan dengan kebutuhan proses bisnis maupun ketentuan pelaksanaan GCG bagi Perseroan.

Komposisi Organ Tata Kelola Berkelanjutan TOTAL (GRI 102-22, 102-23)

Rapat Umum Pemegang Saham

Rapat Umum Pemegang Saham (RUPS) merupakan organ tata kelola yang menjadi wadah bagi seluruh pemegang saham untuk mengambil keputusan secara wajar dan transparan serta tidak melakukan intervensi terhadap fungsi, tugas, dan wewenang Dewan Komisaris dan Direksi. Pengambilan keputusan tersebut juga senantiasa sejalan dengan Anggaran Dasar TOTAL dan peraturan perundang-undangan yang berlaku.

Dewan Komisaris

Dewan Komisaris merupakan organ tata kelola yang memiliki fungsi untuk melakukan pengawasan secara umum dan/atau khusus sesuai Anggaran Dasar serta memberikan nasihat kepada Direksi dalam menjalankan kepengurusan Perusahaan. Dewan Komisaris juga memiliki tugas untuk melakukan pemantauan terhadap efektivitas praktik GCG yang diterapkan Perusahaan.

Dewan Komisaris bertanggung jawab secara kolektif untuk mengawasi dan memberikan saran kepada Direksi guna memastikan bahwa Perusahaan melaksanakan GCG pada seluruh tingkatan atau jenjang organisasi. Kedudukan masing-masing anggota Dewan Komisaris termasuk Komisaris utama adalah setara.

Dalam rangka mendukung pelaksanaan tugas dan tanggung jawabnya, Dewan Komisaris dibantu oleh Komite-Komite di bawah Dewan Komisaris seperti Komite Audit, Komite Pengembangan Usaha, dan Komite Remunerasi dan Nominasi. Komite-Komite tersebut bertugas membantu dan bertanggung jawab langsung kepada Dewan Komisaris.

procedure, and clear relationship between decision-making parties with the controlling parties on the decision. TOTAL has a Code of Corporate Governance in place to create an effective check and balances, culture in the implementation of stakeholder-friendly management, and continuous achievement of profit and sustainability. The Company continues to improve the GCG policy (GCG soft structure) so as to be in line with the needs of business process and the provision of the GCG implementation for the Company. [G4-39] [G4-24]

Composition of TOTAL's Sustainable Governance Instruments (GRI 102-22, 102-23)

General Meeting of Shareholders

General Meeting of Shareholders is the Company's instrument of corporate governance that acts as a platform for all shareholders to make decisions for the sake of the Company with transparently and fair. Although above all, AGM and/or the Shareholders must not interfere with duties, functions, and authorities of the Board of Commissioners and the Board of Directors. Every decision made is always in to the articles of association and regulation.

Board of Commissioners

Board of Commissioners is one of the Company's instruments that functions to conduct general and/or specific monitoring according to the Articles of Association and provide suggestions to the Board of Directors in running the Company's management. The Board of Commissioners also has roles to monitor the effectiveness of GCG practice implemented by the Company.

Board of Commissioners is collectively responsible for overseeing and advising the Board of Directors as well as ensuring the GCG that the company is carrying out at all levels of the organization. The position of each member of the Board of Commissioners including the President Commissioner is equivalent.

In order to support the performance of its duties, the Board is assisted by the Committee on Committees under the Board of Commissioners, such as Audit Committee, Business Development Committee, and the Remuneration and Nomination Committee, in which the Committees are responsible for assisting and directly responsible to the Board of Commissioners.

Pada 2018, tidak terdapat perubahan dalam susunan Dewan Komisaris Perseroan. Susunan Dewan Komisaris Perseroan berdasarkan persetujuan Rapat Umum Pemegang Saham Luar Biasa tanggal 4 Mei 2018 adalah sebagai berikut:

Presiden Komisaris dan Komisaris Independen

Ir. Reyno Stephanus Adhiputranto

Komisaris

Pinarto Sutanto

Liliana Komajaya, MBA

Drs. Wibowo

Rudi S. Komajaya, MSc., MBA

Komisaris Independen

Drs. Rusdy Daryono

Komisaris Independen

Komisaris Independen merupakan anggota Dewan Komisaris yang tidak memiliki hubungan keuangan, kepengurusan, kepemilikan saham dan atau hubungan afiliasi dengan Dewan Komisaris dan atau pemegang saham. Komisaris Independen yang ada di TOTAL juga tidak memiliki hubungan afiliasi lainnya yang dapat mempengaruhi independensinya.

Pada 2018, TOTAL memiliki 2 (dua) Komisaris Independen dalam jajaran Dewan Komisaris. Komposisi ini memungkinkan adanya pengambilan keputusan yang objektif, tepat serta terhindar dari adanya benturan kepentingan.

Sejalan dengan penerapan praktik GCG yang baik, Dewan Komisaris berkomitmen untuk menghindari transaksi yang mengandung benturan kepentingan. Anggota Komisaris Independen bertindak mandiri dan bebas intervensi dari pihak manapun.

Direksi

Direksi merupakan organ tata kelola Perusahaan yang bertugas dan bertanggung jawab secara kolegal dalam melaksanakan pengurusan Perusahaan sesuai kepentingan dan tujuan Perusahaan serta bertindak selaku pimpinan dalam pengurusan tersebut. Struktur dan komposisi Direksi disesuaikan dengan kebutuhan Perusahaan. Dalam melaksanakan tugasnya, Direksi bertanggung jawab kepada RUPS. Pertanggungjawaban Direksi kepada RUPS merupakan perwujudan akuntabilitas pengelolaan TOTAL sesuai dengan prinsip-prinsip GCG. Sepanjang 2018, terdapat perubahan komposisi Direksi. Susunan Direksi Perseroan berdasarkan persetujuan Rapat Umum Pemegang Saham Luar Biasa tanggal 4 Mei 2018 adalah sebagai berikut:

In 2018, there was no change in the composition of the Company's Board of Commissioners. The composition of the Company's Board of Commissioners pursuant to the resolution of Extraordinary General Meeting on May 4, 2018 is as follows:

President Commissioner and Independent Commissioner

Ir. Reyno Stephanus Adhiputranto

Commissioners

Pinarto Sutanto

Liliana Komajaya, MBA

Drs. Wibowo

Rudi S. Komajaya, Msc., MBA

Independent Commissioner

Drs. Rusdy Daryono

Independent Commissioner

Independent Commissioner is a member of Board of Commissioners who has no financial, biological organizational or share-ownership affiliation with other members of Board of Commissioners and/or with other shareholder; as well as other affiliation with the Company that could influence his/ her independency.

TOTAL currently has 2 Independent Commissioners within the Board of Commissioners structure. This composition enables an objective, accurate and interest-clashing decision-making.

In line with good implementation of GCG practice, the Board of Commissioners is committed to avoiding transaction containing conflict of interest. Independent Commissioners takes action independently and are free from the intervention from any other party.

Board of Directors

Board of Directors is one of the instruments in corporate governance that is collectively responsible for managing the Company according to its needs and objectives, and assume role as a leader to govern it. The structure and composition of the Board of Directors is adjusted to the Company's needs. In performing its duties, the Board of Directors is responsible to the GMS. The Board of Directors' responsibility to the GMS is the embodiment of TOTAL's management accountability according to the GCG principles. In 2018, there was no change in the Board of Directors' composition. The composition of the Company's Board of Directors based on the approval of the Extraordinary General Meeting of Shareholders dated May 4, 2018 is as follows:

Direktur Utama : Janti Komadjaja, MSc.
 Direktur Independen : Ir. Handoyo Rusli, MT.
 Direktur : Ir. Moeljati Soetrisno
 Direktur : Ir. Saleh., MM
 Direktur : Ir. Lio Sudarto., MM
 Direktur : Ir. Dedet Syafinal Sy., MM
 Direktur : Ir. Teddy Budjamin

President Director : Janti Komadjaja, MSc.
 Independent Director: Ir. Handoyo Rusli, MT.
 Director : Ir. Moeljati Soetrisno
 Director : Ir. Saleh., MM
 Director : Ir. Lio Sudarto., MM
 Director : Ir. Dedet Syafinal Sy., MM
 Director : Ir. Teddy Budjamin

Satuan Kerja di Bawah Dewan Komisaris

Komite Audit

Komite Audit dibentuk oleh Dewan Komisaris untuk membantu Dewan Komisaris dalam melakukan pengawasan atas pelaksanaan fungsi Direksi dalam pengelolaan Perusahaan sesuai dengan prinsip-prinsip tata kelola perusahaan yang baik. Anggota Komite Audit diangkat dan diberhentikan oleh Dewan Komisaris dan dilaporkan dalam RUPS.

Seluruh anggota Komite Audit merupakan pribadi yang profesional dan tidak memiliki hubungan usaha baik langsung maupun tidak langsung yang berkaitan dengan kegiatan usaha perusahaan, untuk menjaga independensi dalam pelaksanaan tugas dan tanggung jawabnya. Dengan demikian seluruh anggota Komite Audit telah memenuhi kriteria independensi, keahlian, pengalaman dan integritas yang dipersyaratkan dalam ketentuan yang berlaku.

Komite Audit bertugas dan bertanggung jawab memberikan pendapat profesional dan independen kepada Dewan Komisaris terkait laporan atau hal-hal yang disampaikan oleh Direksi kepada Dewan Komisaris dan menjalankan tugas lain yang berkaitan dengan tugas Dewan Komisaris.

Komite Remunerasi dan Nominasi

Komite Nominasi dan Remunerasi dibentuk dengan tujuan untuk membantu Dewan Komisaris dalam menetapkan kriteria pemilihan calon anggota Dewan Komisaris dan Direksi serta sistem remunerasinya; membantu Dewan Komisaris mempersiapkan calon anggota Dewan Komisaris dan Direksi; serta mengusulkan besaran remunerasi yang akan diterima.

Komite Pengembangan Usaha

Komite Pengembangan Usaha merupakan komite yang dibentuk oleh Dewan Komisaris yang bertugas untuk melakukan kajian peluang bisnis baru, pengembangan usaha di masa mendatang, serta mempresentasikan temuan-temuan tersebut kepada Dewan Komisaris. Komite Pengembangan Usaha bertanggung jawab dalam meyakinkan Direksi dan Dewan Komisaris bahwa peluang ekspansi bisnis yang baru memiliki prospek menjanjikan serta sejalan dengan budaya, visi, dan misi Perusahaan.

Work Units Under the Board of Commissioners Audit Committee

Audit Committee is established by the Board of Commissioners to help them monitor the implementation of the Board of Directors' function in governing the Company according to good corporate governance principles. Audit Committee is appointed and dismissed by the Board of Commissioners and reported in AGM.

All members of Audit Committee are professionals that have no direct and indirect affiliation related to the Company's business for the purpose of maintaining their independency in performing roles and responsibilities. Therefore, all members of Audit Committee have met the qualification in terms of independency, expertise, experience and integrity as required under the applicable regulation.

Audit Committee has duties and responsibilities in giving opinions in a professional and independent manner to the Board of Commissioners related to reports or other matters directed to the Board of Commissioners from the Board of Directors and perform other duties related to the Board of Commissioners' duties.

Nomination and Remuneraiton Committee

The Nomination and Remuneration Committee is established to help the Board of Commissioners determine the criteria in selecting and preparing potential candidates of the Board of Commissioners and Directors, as well as recommending on the remuneration allocation that will be received by the Boards.

Business Development Committee

Business Development Committee is established by the Board of Commissioners to review potential business opportunities, undertake business development in the future, and present their findings to the Board of Commissioners. The Business Development Committee is also responsible for assuring the Board of Directors and the Board of Commissioners that such opportunities for new business expansion have promising prospects in line with the Company's vision, mission, and culture.

Satuan Kerja di Bawah Direksi

Unit Audit Internal

Unit Audit Internal senantiasa memposisikan diri sebagai mitra manajemen yang objektif, independen dan dapat diandalkan untuk memberi nilai tambah bagi Perusahaan. Hal ini diimplementasikan dengan melakukan audit untuk menilai kecukupan dan efektivitas sistem pengendalian internal guna meningkatkan dan memperkuat lingkup pengendalian internal perusahaan.

Unit Audit Internal juga memiliki peran dalam melakukan evaluasi pelaksanaan manajemen risiko dan tata kelola perusahaan, memastikan sumber daya yang ada digunakan secara efektif, efisien dan produktif serta memberikan saran-saran yang dapat diimplementasikan kepada manajemen guna meningkatkan kinerja operasional perusahaan.

Pengembangan Kompetensi Organ Tata Kelola Berkelanjutan (GRI 102-27)

Seluruh anggota Dewan Komisaris dan Direksi TOTAL merupakan pribadi yang memiliki kompetensi dan kemampuan yang tidak diragukan lagi dalam industri konstruksi. Selama 2018, Dewan Komisaris dan Direksi telah mengikuti program pelatihan, seminar, *workshop*, dalam berbagai acara sebagai berikut:

Tabel program pelatihan kompetensi Dewan Komisaris dan Direksi

| No. | Tanggal / Date | Nama Peserta / Participant | Nama Pelatihan/Seminar / Training/Seminar | Nama Penyelenggara / Organizer |
|---|--|--|---|--|
| Dewan Komisaris / Board of Commissioners | | | | |
| 1 | 4-5 Juli 2018 / July 4-5, 2018 | Ir. Reyno ST.A. Liliana Komajaya, MBA. Drs. Wibowo Pinarto Sutanto Rudi S. Komajaya, MSc.MBA. Drs. Rusdy Daryono | In Depth Directorship Programme | IICD (The Indonesian Institute for Corporate Directorship) |
| Direksi / Board of Directors | | | | |
| 1 | 8 & 9 Maret 2018 / March 8 & 9, 2018 | Ir. Saleh Sendiko, MM. | <i>Real-World Problem Solving for your Business</i> | Jom Prawarsa Academy |
| 2 | 3 April 2018 / April 3, 2018 | Mozes Tuanakota | <i>Asia HR Digital</i> | Intipesan |
| 3 | 4-5 Juli 2018 / July 4-5, 2018 | Janti Komadjaja, MSc. Ir. Handoyo Rusli, MT. Ir. Dedet Syafinal Sy., MM. Ir. Lio Sudarto, MM. Ir. Saleh, M.M. Ir. Teddy Budjamin Mozes Tuanakota | <i>In Depth Directorship Programme</i> | IICD (The Indonesian Institute for Corporate Directorship) |
| 4 | 19 - 20 Juli 2018 / July 19 - 20, 2018 | Ir. Saleh Sendiko | <i>Conference Urban safe & Greenery 2018</i> | Green Building Council Indonesia |

Work Units Under the Board of Directors

Internal Audit Unit

The Internal Audit Unit continues to serve as an objective, independent and reliable management partner that delivers added value to the Company. This is implemented by conducting audit activities to assess the adequacy and effectiveness of the internal control system so as to improve and strengthen internal controls within the Company.

The Internal Audit Unit is responsible for evaluating the implementation of risk management and good corporate governance, ensuring the effective, efficient and productive use of all available resources, as well as giving advice to be further carried out by the management to enhance the operational performance of the Company.

Competence Development for Sustainable Governance Instruments (GRI 102-27)

All members of the Board of Commissioners and Board of Directors of TOTAL are individual having reliable competency and capacity in the construction industry. During 2018, the Board of Commissioners and Board of Directors have attended training programs, seminar, workshops in the following events:

Table of competency training program of the Board of Commissioners and Board of Directors

| No. | Tanggal / Date | Nama Peserta / Participant | Nama Pelatihan/Seminar / Training/Seminar | Nama Penyelenggara / Organizer |
|-----|--|---|---|--------------------------------|
| 5 | 2 Agustus 2018 / August 2, 2018 | Ir. Moeljati Soetrisno Ir. Mozes Tuanakotta | Digital Leadership "Strategi meningkatkan daya saing melalui digitalisasi" Digital Leadership "Strategy to develop competitiveness through digitalization" | PT Intipesan Pariwara |
| 6 | 19 & 20 September 2018 / September 19 - 20, 2018 | Janti Komadjaja, MSc. Ir. Moeljati Soetrisno | 6th Indonesia Risk Management Summit | PT Inti Pesan Pariwara |

Peran Organ Tata Kelola terhadap Pelaksanaan Kinerja Berkelanjutan dan Efektivitas Manajemen Risiko

(GRI 102-29, 102-30)

Sebagai Perusahaan konstruksi terbuka (Tbk), TOTAL terpapar oleh risiko-risiko dihadapi baik yang disebabkan oleh ketidakpastian yaitu risiko yang tidak bisa diperkirakan ("unexpected risk") maupun risiko yang bisa diperkirakan ("expected risk"). TOTAL menyadari bahwa perusahaan yang mampu mengelola risiko dengan baik akan mengurangi pemborosan sumber dana dan waktu yang menyebabkan tidak tercapainya tujuan perusahaan sehingga kualitas dapat ditingkatkan dan bisa memberikan manfaat yang sebesar-besarnya kepada pemegang saham maupun pemangku kepentingan.

TOTAL senantiasa melakukan pengelolaan dalam praktik manajemen risiko yang baik dan terdokumentasi. Hal ini menjadi pilar utama dalam mengambil keputusan bisnis Perusahaan. Strategi untuk mendukung tujuan manajemen risiko diwujudkan dengan pembentukan budaya sadar risiko yang kuat pada Dewan Komisaris, Direksi dan seluruh karyawan.

Identifikasi dan evaluasi atas risiko senantiasa dilakukan TOTAL melalui masing-masing departemen maupun proyek. Identifikasi risiko dimulai dengan proses yang dipilah berdasarkan sumber, dampak, penyebab, dan akibatnya baik yang bisa dikendalikan maupun tidak.

Direksi bersama-sama dengan Unit Internal Audit dan Dewan Komisaris yang diwakili oleh Komite Audit melakukan kajian dan merumuskan strategi pengelolaan dan mitigasi yang diperlukan. Dewan Komisaris mengambil peran dalam memonitor pelaksanaan aktivitas manajemen risiko namun memberikan wewenang penuh kepada manajemen untuk mengelola risiko karena manajemen yang paling mengetahui risiko-risiko yang ada dalam proses bisnis Perusahaan.

Governance Instruments' Role on the Implementation of Sustainable Performance and the Effectiveness of Risk Management

(GRI 102-29, 102-30)

As a public construction company (Tbk), TOTAL is exposed to various risks caused by uncertainty, such as unpredictable risks ("unexpected risk") and predictable risk ("expected risk"). TOTAL realizes that a company that is capable of managing risks will reduce the waste of funding sources and time, which causes the unfulfillment of its goals. As such, the Company can improve its quality and provide an utmost benefit to the shareholders and stakeholders.

TOTAL always manages in good and documented risk management practices. This is the main pillar in making the Company's business decisions. The strategy to support risk management goals is realized by establishing a strong risk awareness culture for the Board of Commissioners, Board of Directors and all employees.

Risk identification and evaluation are always carried out by TOTAL through each department and project. Risk identification begins with a process that is sorted by source, impact, cause and consequence whether or not it can be controlled.

Board of Directors together with Internal Audit Unit and Board of Commissioners, represented by Audit Committee, shall perform analysis and formulate strategies for managing and mitigating such risks. The Board of Commissioners functions to monitor the implementation of risk management activities, yet concurrently provide full authority to management to manage the risks since the management fully comprehends the incurred risks during the Company's business process.

Selain itu Dewan Komisaris juga didorong untuk melaksanakan fungsi sebagai berikut:

- Mengevaluasi kebijakan Manajemen Risiko.
- Mengevaluasi pertanggungjawaban Direksi dan pelaksanaan kebijakan Manajemen Risiko sebagaimana dimaksud di atas.
- Mengevaluasi dan memutuskan permohonan Direksi yang berkaitan dengan transaksi yang memerlukan persetujuan Dewan Komisaris.

Keterlibatan Manajemen Tata Kelola Tertinggi (GRI 102-42)

Pemangku kepentingan merupakan mereka yang terkena dampak dari atau mempengaruhi operasi perusahaan. Mereka memiliki peran strategis dalam menumbuhkembangkan perusahaan, yang mana kinerja perusahaan sangat tergantung pada keberadaan mereka. Oleh karenanya, kami terus berupaya meningkatkan hubungan yang harmonis dengan pemangku kepentingan.

Tabel berikut menjelaskan hubungan dan interaksi dengan pemangku kepentingan selama tahun 2018:

In addition, the Board of Commissioners is also propelled to carry out the following functions:

- Evaluating the policy of Risk Management.
- Evaluating the responsibility of the Board of Directors along with the implementation of Risk Management policy.
- Evaluating and deciding the Board of Directors' request in relation to transaction that needs the Board of Commissioners' approval.

Engagement of the Top-Rank Governance Management (GRI 102-42)

Stakeholders are the party affected or influenced by the company's operations. They have a strategic role in developing the company, where the performance of the company depends on their existence. Therefore, we continue to work to improve harmonious relationships with the stakeholders.

The following table describes the relationship and interactions with the stakeholders in 2018:

| Pemangku Kepentingan / Stakeholders (GRI 102-40) | Basis Penetapan / Stipulation Basis (GRI 102-42) | Metode Pelibatan/ Komunikasi / Involvement/ Communication Methods (GRI 102-43) | Frekuensi Pertemuan / Meeting Frequency (GRI 102-43) | Topik / Topic (GRI 102-44) |
|--|--|--|--|--|
| Pemegang Saham dan Investor / Shareholders and Investors | <ul style="list-style-type: none"> • Perwakilan / Representative • Pengaruh / Impact | Kunjungan Perusahaan / Company Visit <hr/> Panggilan Konferensi / Conference Call <hr/> Kunjungi Lapangan / Site Visit <hr/> Pertemuan Analis / Analysts Meeting <hr/> RUPS / GMS <hr/> Paparan Publik / Public Exposes | Tahunan Periodik / Annual Periodik | <ul style="list-style-type: none"> • Dividen / Dividend • Pengembangan Usaha / Business Development • Tata Kelola Perusahaan / Corporate Governance |
| Pegawai / Employee | <ul style="list-style-type: none"> • Ketergantungan / Dependency • Pengaruh / Impact | <ul style="list-style-type: none"> • Pelatihan dan/atau pendidikan internal / Internal training and/or education • Forum komunikasi manajemen dan pekerja / Management communication and workers forum | Pertemuan sesuai kebutuhan / Meeting based on needs | <ul style="list-style-type: none"> • Kesetaraan / Equality • Kesejahteraan / Welfare • Jenjang karier yang jelas / Transparent career progress • Ketiadaan praktik diskriminasi / Zero discrimination practice • Suasana kerja yang kondusif dan aman / Conducive and secure work environment |
| Pemerintah dan Regulator / Government and Regulator | <ul style="list-style-type: none"> • Perwakilan / Representative • Pengaruh / Impact | Sosialisasi peraturan perundang-undangan baru / Dissemination of new rules and regulations. | Sesuai kebutuhan / Based on needs | <ul style="list-style-type: none"> • Upaya menjalin hubungan yang harmonis dan konstruktif dengan regulator / An effort to build harmonious and constructive relationship with the regulator. • Seluruh karyawan TOTAL (M-TOTAL) mematuhi hukum dan perundangan yang berlaku / All TOTAL People have complied with the prevailing laws and regulations |

| Pemangku Kepentingan / Stakeholders (GRI 102-40) | Basis Penetapan / Stipulation Basis (GRI 102-42) | Metode Pelibatan/ Komunikasi / Involvement/ Communication Methods (GRI 102-43) | Frekuensi Pertemuan / Meeting Frequency (GRI 102-43) | Topik / Topic (GRI 102-44) |
|--|--|---|--|---|
| Mitra Kerja (vendor, <i>supplier</i> , dll) | Ketertgantungan / Dependency | <ul style="list-style-type: none"> Pelaksanaan kontrak jasa maupun pengadaan barang / Implementation of service contract and goods procurement Penilaian kinerja pemasok dan mitra kerja / Performance assessment for suppliers and work partners | Sesuai kebutuhan / Based on needs | <ul style="list-style-type: none"> Proses pengadaan secara adil dan transparan / Equal and transparent procurement process Seleksi dan evaluasi secara objektif dalam pemilihan mitra / Objective selection and evaluation in appointing a partner Hubungan saling menguntungkan / Beneficial relationship |

Kebijakan Anti Korupsi

Pencegahan Korupsi

Dewan Komisaris, Direksi, serta seluruh manusia TOTAL senantiasa menjunjung tinggi persaingan yang *fair*, nilai sportivitas dan profesionalisme, serta prinsip-prinsip GCG. TOTAL juga berkomitmen untuk menciptakan iklim usaha yang sehat, menghindari tindakan, perilaku ataupun perbuatan-perbuatan yang dapat menimbulkan konflik kepentingan, korupsi, kolusi dan nepotisme (KKN) serta selalu mengutamakan kepentingan Perusahaan di atas kepentingan pribadi, keluarga, kelompok ataupun golongan. Perusahaan juga memperhatikan kebijakan tentang anti korupsi lain seperti:

- Undang-Undang No. 8 tahun 2010 tentang Pencegahan dan Pemberantasan Tindak Pidana Pencucian Uang, dan
- Undang-Undang No. 20 Tahun 2001 tentang Perubahan atas UU Nomor 31 tahun 1999 tentang Pemberantasan Tindak Pidana Korupsi.

Oleh sebab itu TOTAL telah membuat pedoman tentang perilaku etis yang pada dasarnya telah memuat nilai-nilai etika bisnis. Pedoman tersebut berupa kode etik Perusahaan yang menyatakan dengan singkat, jelas, dan rinci dalam memberikan arahan yang jelas perihal perilaku etika bisnis.

Selain internalisasi pedoman etik, Perseroan juga menerapkan sistem pelaporan pelanggaran (*whistleblowing system*) yang mendorong karyawan TOTAL (Manusia TOTAL/"M-TOTAL") dan pihak eksternal tidak segan melaporkan adanya tindak korupsi atau tindakan yang berpotensi atau mengarah pada terjadinya korupsi. Perlindungan identitas pelapor oleh Perseroan menjadi bagian dari mekanisme pelaporan agar berjalan efektif.

Anti-Corruption Policy

Corruption Prevention

The Board of Commissioners, Board of Directors and all TOTAL people uphold fair competition, sportivity, professionalism and good corporate governance principles. In addition, TOTAL is committed to creating a healthy business climate; avoiding actions, attitude and activities potentially leading to conflict of interest, corruption, collusion and nepotism (KKN); and prioritizing the Company's interests over personal, family, and group interests. The Company also takes into account the following policies on anti-corruption:

- Law No. 8 of 2010 concerning the Prevention and Eradication of Money Laundering, and;
- Law No. 20 of 2001 on the Amendment to Law Number 31 of 1999 concerning the Eradication of the Criminal Act of Corruption.

Therefore, TOTAL has established a set of guidelines on ethical conducts which include business ethics. The guidelines comprise the Company's code of conduct that clearly and briefly outline, in detailed direction, on how to comply with business ethics.

In addition to the internalization of ethical guidelines, the Company also implements a whistleblowing system that encourages TOTAL employees (TOTAL" M-TOTAL Humans") and external parties to not hesitate to report corruption or actions that have the potential or lead to corruption. The protection of the whistleblower's identity by the Company becomes a part of effective reporting mechanism.

Asesmen terkait Risiko Korupsi (GRI 205-1)

TOTAL telah membentuk Unit Audit Internal untuk menjalankan proses evaluasi dan efektivitas, efisiensi serta kepatuhan dalam pelaksanaan sistem pengendalian internal. Personil Unit Audit Internal memiliki kualifikasi profesi dan kompetensi yang ditandai dengan sertifikasi profesi auditor internal di bidang Internal Audit dan Manajemen Risiko yakni *Advanced Audit Level 2*, dan *Qualified Internal Auditor*.

Unit Audit Internal bekerja berdasarkan Piagam Audit Internal (*Internal Audit Charter*) yang merupakan pedoman dalam mengatur struktur dan kedudukan, tugas dan tanggung jawab, wewenang, kode etik serta hubungan kerja dengan pihak terkait. Piagam Audit Internal telah disahkan oleh Presiden Direktur dan disetujui oleh Presiden Komisaris pada tanggal 8 Januari 2018, dan menjadi acuan dalam melaksanakan seluruh kegiatan audit internal untuk mewujudkan sistem pengendalian internal yang efektif.

Sebagai bagian dari strategi Perseroan dalam meningkatkan efisiensi dan efektifitas pengawasan internal, Unit Audit Internal senantiasa menjunjung tinggi independensi dan objektivitas. Dalam pengawasan tindak pidana dan risiko korupsi, Unit Audit Internal harus mampu merencanakan, melaksanakan, dan melaporkan tugas audit secara bebas dan mandiri tanpa dipengaruhi kepentingan manapun sesuai dengan pertimbangan profesionalisme dan standar audit yang berlaku serta bersandar pada bukti dan fakta yang ada. Selama periode pelaporan ini tidak terjadi tindak pidana korupsi dalam Perusahaan.

Komunikasi dan Pelatihan Anti Korupsi (GRI 205-2)

TOTAL berkomitmen untuk menciptakan praktik bisnis yang bersih dan menjauhi segala bentuk kecurangan (*fraud*). Salah satu langkah strategis dalam pencegahan tindak korupsi adalah dengan mengembangkan dan menggunakan sistem pelaporan pelanggaran (*whistleblowing system*) secara efektif. Keberadaan sistem pelaporan pelanggaran memungkinkan pihak internal dan eksternal melaporkan kejadian yang terkait pelanggaran korupsi, kecurangan, ataupun penyimpangan etika perusahaan. TOTAL memiliki kebijakan untuk melindungi identitas pelapor yang melaporkan adanya tindakan atau potensi terjadinya korupsi serta pengelolaan hasil *whistleblowing system* yang dilaksanakan secara profesional dan independen.

Selain itu, TOTAL juga secara rutin melakukan penyebarluasan dan sosialisasi terhadap kode etik yang dimiliki. Kegiatan tersebut antara lain dilakukan dengan komunikasi internal yang dilakukan oleh Departemen SDM kepada seluruh Manusia TOTAL. Komitmen kuat TOTAL dalam internalisasi kode etik

Assessment Related to Corruption Risk (GRI 205-1)

TOTAL has established an Internal Audit Unit to carry out the evaluation process and effectiveness, efficiency and compliance in implementing the internal control system. Internal Audit Unit personnel have professional qualifications and competencies which are characterized by professional certification of internal auditors in the field of Internal Audit and Risk Management, namely Advanced Audit Level 2, and Qualified Internal Auditors.

The Internal Audit Unit performs their duties based on an Internal Audit Charter, an official document that sets out roles and responsibilities, authorities and work relationships with all related parties. The charter was ratified by the President Director by approval from the President Commissioner on January 8, 2018. This charter has become a guideline to carry out all internal audit activities to enable an effective internal control system.

As part of the Company's strategy in increasing the efficiency and effectiveness of internal supervision, the Internal Audit Unit always upholds independence and objectivity. In monitoring criminal acts and corruption risks, the Internal Audit Unit must be able to plan, implement and report audit tasks independently and independently without being influenced by any interests in accordance with the considerations of applicable professionalism and audit standards and relying on existing evidence and facts. During this reporting period, there was no corruption in the Company.

Anti-Corruption Communication and Training (GRI 205-2)

TOTAL is committed to creating clean business practices and avoiding all forms of fraud. One strategic step in preventing corruption is to develop and use a whistleblowing system effectively. The existence of a violation reporting system allows internal and external parties to report incidents related to violations of corruption, fraud, or corporate ethics irregularities. TOTAL has a policy to protect the identity of whistleblowers who report actions or the potential for corruption and management of the results of a whistleblowing system that is carried out professionally and independently.

In addition, TOTAL also routinely disseminates and disseminates information about the code of conduct. These activities include the internal communication carried out by the HR Department to all TOTAL People. TOTAL's strong commitment in internalizing the code of conduct to all employees is realized

kepada seluruh karyawan direalisasikan dengan adanya kebijakan yang mewajibkan seluruh karyawan mengikuti pelatihan kode etik, yang memiliki maksud, tujuan, dan manfaat sebagai berikut:

- Setiap manusia TOTAL memahami bahwa segala aktivitas Perusahaan berlandaskan pada prinsip-prinsip tata kelola perusahaan yang baik;
- Mendorong seluruh manusia TOTAL untuk berperilaku yang baik dalam melaksanakan segala aktivitas Perusahaan;
- Menciptakan suasana kerja yang sehat dan nyaman dalam lingkungan Perusahaan;
- Meminimalisasi peluang terjadinya penyimpangan yang dapat mempengaruhi citra Perusahaan.
- Komitmen bersama untuk mewujudkan visi dan melaksanakan misi Perusahaan secara profesional dan beretika bisnis;
- Sebagai panduan perilaku bagi seluruh manusia TOTAL yang harus dipatuhi dalam melaksanakan segala aktivitas Perusahaan;
- Menghindari benturan kepentingan dalam melaksanakan segala aktivitas Perusahaan;
- Mewujudkan hubungan harmonis dengan *stakeholder*.

Etika dan Integritas (GRI 102-16)

Kode Etik

TOTAL menyusun Kebijakan Etika Perusahaan (Kode Etik atau *Code of Conduct* atau COC) yang mengatur kebijakan nilai atau norma yang dinyatakan secara eksplisit sebagai suatu standar perilaku yang harus dipatuhi oleh seluruh manusia TOTAL. Kode etik ini dilaksanakan dengan senantiasa memperhatikan hukum dan ketentuan yang berlaku, visi, misi, tujuan, dan nilai-nilai Perusahaan, praktik-praktik bisnis baik di internal maupun eksternal Perusahaan, serta Pedoman Tata Kelola Perusahaan atau *Code of Corporate Governance* (COCG).

Kode etik TOTAL bersifat dinamis dan akan dikaji secara berkala dan berkelanjutan sesuai dengan dinamika bisnis yang terjadi. Namun demikian, dalam setiap perubahannya Perusahaan tidak akan mengorbankan nilai-nilai yang telah ada demi keuntungan jangka pendek semata.

Kode etik TOTAL disusun tidak hanya untuk memastikan bahwa TOTAL telah mematuhi seluruh peraturan perusahaan dan perundang-undangan yang terkait, namun memberikan panduan bagi TOTAL serta seluruh pegawai dalam melakukan interaksi berdasarkan nilai-nilai moral yang merupakan bagian dari budaya TOTAL. Dengan demikian, etika bisnis dan etika kerja yang dijalankan merupakan bagian dari budaya Perusahaan.

through a policy that requires all employees to participate in the code of conduct training. The training has the following objectives, purpose and benefits:

- Providing understanding for each TOTAL people that all the Company's activities are grounded on good corporate governance principles;
- Encouraging all TOTAL people to perform well in carrying out the Company's activities;
- Creating a healthy and convenient work atmosphere in the Company's environment;
- Minimizing potential deviation that can influence the Company's image.
- Generating common commitment to realizing the Company's vision and mission professionally by upholding business ethics;
- Acting as a guideline of conduct for all TOTAL people that must be complied in implementing all the Company's activities;
- Avoiding conflict of interest in implementing all the Company's activities;
- Realizing harmonious relationship with the Stakeholders.

Ethics and Integrity (GRI 102-16)

Code of Conduct

The Company formulates its code of conduct that outlines policy related to value or norms which are explicitly stated as a standard of conducts that must be obeyed by all TOTAL people. This code of conduct is implemented by continuously upholding the prevailing laws and regulations vision, mission, goals and the Company's values, business practice in internal and external Company, and Code of Corporate Governance.

TOTAL's code of conduct is a dynamic policy, COC will be periodically and continuously reviewed based on current dynamics in business environment. However, the Company will not pursue the short term benefit at the expense of the existing value in making revision of the policy.

TOTAL's Code of Conduct has been prepared not only to ensure that TOTAL has complied with all regulations and legislation related, but provide guidance to all employees in interacting based on moral values which are part of the culture of TOTAL. Thus, business ethics and work ethic that is run has been a part of the Corporate culture.

Pokok-Pokok Kode Etik

- Etika Bisnis Perseroan
Merupakan penjelasan tentang bagaimana sikap dan perilaku Perseroan sebagai suatu entitas bisnis bersikap, beretika, dan bertindak dalam upaya menyeimbangkan kepentingan Perseroan dengan kepentingan *stakeholder* sesuai dengan prinsip-prinsip GCG dan nilai-nilai korporasi yang sehat.
- Etika Perilaku Individu
Merupakan penjelasan tentang bagaimana individu jajaran Perseroan dalam berhubungan, bersikap, beretika dan bertindak sesuai kaidah-kaidah dan ketentuan yang berlaku.

Code of Conduct

- The Company's Business Ethics
Covering explanation on how the Company should behave and maintain etiquette as a business entity and take action in balancing the interest between the Company and the stakeholders in accordance with the GCG principles and the healthy corporate principles.
- Individual Etiquette
Covering explanation on how individual of the Company should build relationship, behave, maintain etiquette, and take action according to the prevailing norms and rules.

TOTAL MENGGERAKKAN EKONOMI BANGSA

TOTAL Moves the Country's Economy

Rp 170,5
miliar / billion

Pembayaran dividen untuk Pemegang Saham meningkat hingga 11,14%, dari sejumlah Rp153,4 miliar di tahun 2017 menjadi Rp170,5 miliar di tahun 2018

Dividend payment for the shareholder increased to 11.14%, from Rp153.4 billion in 2017 to Rp170.5 billion in 2018.



Distribusi nilai ekonomi kepada masyarakat melalui program CSR mencapai Rp33,72 miliar.

The distribution of the economic value to the public through CSR program reached Rp33.72 billion.



TOTAL berkontribusi aktif terhadap perekonomian negara melalui kepatuhan membayar pajak, dari Rp89,42 miliar pada tahun 2017 menjadi Rp89,43 miliar pada tahun 2018.

TOTAL actively contributed to the country's economy through tax payment compliance, from Rp89.42 billion in 2017 to Rp89.43 billion in 2018.

NILAI EKONOMI YANG DIHASILKAN DAN DIDISTRIBUSIKAN [GRI 201-1]

Pada 2018, kinerja TOTAL dalam aspek ekonomi relatif dipengaruhi kondisi perekonomian dalam negeri yang terjadi yang juga ikut menerpa industri jasa konstruksi di tanah air. Kondisi tersebut antara lain fluktuasi nilai Rupiah akibat situasi politik yang tidak menentu, inflasi, ataupun faktor-faktor lainnya. Namun demikian, Perusahaan tetap menunjukkan kinerja positif dan menghasilkan kinerja ekonomi yang sehat.

REALIZED AND DISTRIBUTED ECONOMIC VALUE [GRI 201-1]

TOTAL's performance in 2018 in economic aspect was relatively influenced by domestic economic factors that also hit the construction service industry in the country. These factors are fluctuating rupiah due to uncertain political situation, inflation, and others. Nevertheless, the Company managed to show positive performance and deliver healthy economic performance.

Secara keseluruhan, TOTAL mampu menghasilkan nilai ekonomi yang memberikan nilai tambah bagi seluruh pemangku kepentingan dengan perolehan pendapatan usaha sebesar Rp2,78 triliun. Dari keseluruhan pendapatan tersebut, nilai ekonomi yang didistribusikan untuk pembayaran pajak sebesar Rp89,43 miliar, gaji dan tunjangan untuk seluruh karyawan mencapai sebesar Rp143,01 miliar, pelatihan SDM sebesar Rp2,22 miliar serta alokasi dana CSR sebesar Rp31,61 miliar (di luar pelatihan SDM).

Overall, TOTAL was able to create added economic values for all stakeholders by recording total revenues amounting to Rp2.78 trillion. From the total amount, economic values set aside for taxation amounted to Rp89.43 billion, salary and allowance for all employees amounted to Rp143.01 billion, Human Capital training amounted to Rp2.22 billion and CSR funds amounted to Rp31.61 billion (excluding HC training).

Tabel distribusi nilai ekonomi yang diberikan pada 2018 dalam miliar Rp

Table of economic values distributed in 2018 in billion Rp

| Uraian / Description | Nominal Rp |
|--|---------------|
| Gaji dan Tunjangan Karyawan / Employee's Salary and Allowance | 143,01 |
| Dana CSR (di luar pelatihan SDM) / CSR Funds (excluding HC training) | 31,61 |
| Pembayaran Pajak / Taxation | 89,43 |
| Pembayaran Dividen / Dividend Distribution | 170,50 |
| Pelatihan SDM / HC Training | 2,22 |
| Total | 436,77 |

Keterangan:

(Distribusi nilai ekonomi terdiri dari pembayaran pajak, gaji dan tunjangan karyawan, pelatihan SDM, dana CSR serta pembayaran dividen)

Note:

(Distribution of economic value consists of tax payment, salary and allowance for employees, human resources training, Corporate Social Responsibility funds and dividend payout)

KONTRIBUSI KEPADA NEGARA [GRI 103-2]

Secara konsisten, TOTAL terus memberikan yang terbaik bagi bangsa dan negara. Perseroan mematuhi ketentuan pajak yang berlaku sebagai bentuk kontribusi nyata serta menjadi kewajiban terhadap negara. Hal ini sejalan dengan semangat Pemerintah untuk meningkatkan pembangunan melalui optimalisasi penerimaan pajak. Perusahaan terus membangun hubungan baik dengan Pemerintah Daerah dengan mematuhi pembayaran pajak. Perusahaan juga secara aktif mendukung Pemerintah dalam konteks pembangunan pendidikan, kontribusi sosial, serta penyerapan tenaga kerja lokal.

CONTRIBUTION TO THE COUNTRY [GRI 103-2]

TOTAL continuously endeavors to provide only the best for the nation. One of the real contributions of the Company is realized in the form of tax payment. This commitment is in line with the Government's spirit to improve the nation's development through the optimization of tax. Furthermore, through this commitment, the Company nurtures sound relationship with the Regional Government and actively supports the National Government, particularly in educational development, social contribution and local manpower absorption aspects.

Di sisi lain, Perusahaan senantiasa memenuhi tanggung jawabnya kepada negara melalui pembayaran pajak. Pada 2018, jumlah pembayaran pajak sebesar Rp89,43 miliar, jumlah ini mengalami kenaikan sebesar 0,01% dibandingkan pada 2017 sebesar Rp89,42 miliar.

On the other hand, the Company strives to meet its responsibility to the country through tax payment. In 2018, tax paid amounted to Rp89.43 billion, increased by 0.01% compared to the income tax paid in 2017 at Rp89.42 billion.

Berikut nilai ekonomi yang dibayarkan Perusahaan melalui pembayaran pajak 3 (tiga) tahun terakhir:

The following is the economic value paid by the Company through the tax payment for 3 (three) years:

Tabel kontribusi pajak bagi negara dalam miliar Rupiah

Table of Tax Contribution to the State in billion Rupiah

| Deskripsi/ Description | 2018 | 2017 | 2016 |
|-------------------------------|-------|-------|-------|
| Pembayaran Pajak/ Tax Payment | 89,43 | 89,42 | 77,84 |

KONTRIBUSI KEPADA DAERAH [GRI 103-2]

Kontribusi TOTAL terhadap peningkatan pertumbuhan ekonomi dan kesejahteraan di daerah terlihat dari partisipasi Perseroan dalam mendukung ekonomi lokal dengan penerapan strategi dan kebijakan sebagai berikut:

1. Kontribusi pembayaran pajak kepada Pemerintah Daerah yang dalam realisasinya turut mendukung pembangunan wilayah pedesaan yang tertinggal.
2. Pembangunan daerah secara tidak langsung berkembang akibat perbaikan kesejahteraan masyarakat. Dengan penyerapan tenaga kerja lokal di tiap wilayah operasi, TOTAL turut berkontribusi membangun daerah.
3. Kontribusi TOTAL pada pembangunan daerah juga diimplementasikan melalui alokasi dana bagi program pembangunan aspek kesehatan, sosial & keagamaan, lingkungan, dan lainnya dengan rincian, sebagai berikut:

CONTRIBUTION TO THE REGIONS [GRI 103-2]

TOTAL's contribution to improve the economy and social welfare in the regions is reflected on the Company's participation in supporting local economy through the implementation of several strategies and policies, such as:

1. The contribution of tax payments to the Regional Government, in which its realization contributes to the development of rural areas left behind.
2. Regional development is an indirect impact of the improvement in community's welfare. With the absorbance in local manpower in every area of operation, TOTAL contributes to build the region.
3. TOTAL's contributions on regional development are also implemented through the allocation of funds for development program in aspects of health, social and religious, environment, and others with details as follows:

| KETERANGAN / DESCRIPTION | | TOTAL Rp | Percentase / Percentage % |
|---|--|-----------------------|---------------------------|
| LINGKUNGAN HIDUP / ENVIRONMENT | | | |
| <ul style="list-style-type: none"> Sertifikasi ISO 9001 (Sistem Manajemen Mutu), ISO 14001 (Sistem Manajemen Lingkungan) & ISO 18001 (Sistem K3) Penggunaan Keet Fabrikasi Pengelolaan limbah B3 (Bahan Beracun dan Berbahaya), Sertifikasi Staf (HSE, PII, dll) | <ul style="list-style-type: none"> Certifications of ISO 9001 (Quality Management System), ISO 14001 (Environment Management System) & ISO 18001 (OHS System) Use of Fabricated Keet Disposal B3 waste (Toxic and Hazardous Materials) Staff Certification (HSE, PII, etc) | 1,966,379,680 | 5,81% |
| KETENAGAKERJAAN, KESEHATAN & KESELAMATAN KERJA / MANPOWER, OCCUPATIONAL HEALTH AND SAFETY | | | |
| <ul style="list-style-type: none"> Medical Check-Up calon karyawan, Medical Check-Up seluruh karyawan, Penggantian pengobatan untuk karyawan, Penggantian BBM untuk karyawan, Pemberian Beasiswa bagi Karyawan, Sosialisasi Perjanjian Kerja Bersama (PKB) & LKS Bipartit, m_TOTAL Meeting Biaya Alat Pelindung Diri-K3, Pelatihan HC, Pelatihan TCI, Pelatihan Safety (Seminar/Sosialisasi) Seminar Kesehatan (Kantor Pusat dan Proyek) CARE Launch CARE Bulletin Buka Puasa Bersama TOTAL Pelatihan K3 Operator Gondola Uji Kompetensi Tenaga Kerja Terampil | <ul style="list-style-type: none"> Medical Check-Up for employee candidates Medical Check-Up for all employees, Reimbursement of medical treatment for employees Fuel reimbursement for employee, Scholarship for employees, Dissemination of Cooperation Agreement & LKS Bipartit, m_TOTAL Meeting Expenses for OHS Protection Equipment, HC Training, TCI Training, Safety Training-Consultant training and trainer, Health Seminar (Head Office and Project) CARE Launch CARE Bulletin Mass Break-Fasting with TOTAL OHS Training for Gondola Operator Competency Test for Expert Employee | 15,732,303,178 | 46,49% |
| PENGEMBANGAN SOSIAL & KEMASYARAKATAN / SOCIAL & RELIGIOUS DEVELOPMENT | | | |
| <ul style="list-style-type: none"> Donor darah Fogging Mudik bareng, Penyaluran hewan kurban Bantuan cat pada warga sekitar Proyek PIM 3 Renovasi Pos Polisi sekitar Proyek PIM 3 Pemasangan penerangan jalan lingkungan sekitar Proyek ITK Binus Malang Perbaikan bangunan di sekitar Proyek Pakubuwono Spring | <ul style="list-style-type: none"> Blood donation Fogging Mass homecoming (mudik), Distribution of Sacrificial Animals Donation of paint for the community surrounding PIM 3 Project Renovation of Police Station nearby PIM 3 Project Installation of street lights around the area of ITK Binus Project in Malang Building repair around the Pakubuwono Spring Project | 641,729,762 | 1,90% |
| TANGGUNG JAWAB TERHADAP PELANGGAN / CORPORATE SOCIAL RESPONSIBILITY TO CUSTOMERS | | | |
| Perbaikan Laporan Keluhan Pelanggan | Improvement on Customer Complaint Report | 15,497,979,319 | 45,80% |
| Total Biaya CSR 2018 / Total Cost of 2018 CSR | | 33,838,391,939 | 100% |

LINI BISNIS

Berdasarkan Anggaran Dasar Perusahaan terakhir (Akta No.31 tanggal 30 April 2015), maksud dan tujuan serta kegiatan usaha Perusahaan (tertuang dalam pasal 3, halaman 15) adalah pembangunan dan industri. Dalam menjalankan kegiatan usahanya, TOTAL berkomitmen menjadi perusahaan yang terdepan dan senantiasa dapat memberikan manfaat bagi seluruh pelanggan dan meningkatkan nilai perusahaan. Hal tersebut diwujudkan melalui penerapan strategi bisnis, kalkulasi aspek finansial, serta mempertimbangkan kebijakan dan kegiatan bisnis secara menyeluruh.

TOTAL melaksanakan bisnis dengan berfokus pada pelayanan di bidang konstruksi gedung, baik sebagai kontraktor utama maupun kontraktor rancang dan bangun.

Kontraktor Utama

TOTAL memiliki peran, tugas dan tanggung jawab sebagai kontraktor utama yang meliputi:

- Perencanaan & monitoring proyek secara menyeluruh, mulai dari awal pembangunan proyek hingga proyek selesai;
- Manajemen lapangan;
- Penerapan metode konstruksi yang optimal;
- Perekrutan dan pengelolaan seluruh sub-kontraktor; dan
- Pemilihan dan pengadaan bahan bangunan.

Selain itu, TOTAL juga mengerjakan proyek-proyek Joint Operation untuk proyek-proyek besar dan proyek-proyek berskala internasional.

Kontraktor Rancang dan Bangun

TOTAL melakukan pengembangan diferensiasi yang dilaksanakan melalui inovasi dan aplikasi gagasan-gagasan baru dalam setiap proyek yang dijalankan, seperti metode rancang dan bangun. Metode ini memberikan manfaat penting dalam pengembangan proyek.

Dalam metode rancang dan bangun, TOTAL berperan sebagai kontraktor utama serta bertanggung jawab dalam penyediaan tim desain secara terpadu sejak awal pelaksanaan proyek. Melalui metode tersebut, pelanggan tidak perlu berurusan dengan pihak lain karena semua pekerjaan telah ditangani oleh satu pihak saja sebagai koordinator, yakni TOTAL. Hal ini membawa dampak positif terhadap biaya yang dikeluarkan pelanggan, pengurangan risiko kenaikan biaya, serta kepastian bahwa proyek akan selesai dan diserahkan sesuai jadwal. TOTAL merancang dan membangun berbagai proyek dalam berbagai spesifikasi. Layanan rancang dan bangun ini meliputi:

- Peran dan tanggung jawab sebagai main contractor seperti tercantum di atas;
- Koordinasi tim desain internal dan konsultan pihak ketiga, antara lain arsitek, struktur, M&E; dan

BUSINESS LINES

Based on the latest Company's Articles of Association (Deed No. 31 dated April 30, 2015), the purposes, objectives and business activities of the Company (as stated in article 3 page 15) focus on construction and industry. In operating its business activity, TOTAL is committed to become the leading company capable of providing benefits to all customers and, at the same time, increasing the Company's values. Such commitment is embodied in the implementation of business strategies, calculation of financial aspects, and thorough considerations of every applicable policy and business activity.

TOTAL runs the business by focusing on building construction service, both as a main contractor or design-and-build contractor.

Main Contractor

TOTAL's roles, duties and responsibilities as a main contractor covers:

- Planning & monitoring overall project, starting from project commencement to completion;
- Site management;
- Optimal application of construction methods;
- Recruitment and management of all sub-contractors; and
- Selection and procurement of building materials.

In addition, TOTAL also undertakes Joint Operation for big scale and international projects.

Design-and-Build Contractor

TOTAL develops a differentiation method through innovations and implementation of new ideas in any ongoing projects, such as the design-and-build method. This method provides significant benefits in project development.

In this method, TOTAL takes the role as both the main contractor and also the provider of the integrated design team since the commencement of the project. This way, customers do not necessarily deal with many other parties as TOTAL, being the project coordinator, will bear all the responsibility for handling all the project needs. Such function will certainly bring cost efficiency for the customers, minimize risk of cost increase, and ensure that the project will be completed and delivered on time. TOTAL designs and builds various projects in diverse specifications. The design and build services include:

- Roles and responsibilities as the main contractor as mentioned above;
- Coordination between internal design team and third party consultants, such as: architects, structures, M&E; and

- Pengawasan secara berkala aspek-aspek struktural, arsitektural, dan M&E saat konstruksi dilaksanakan.

- Periodical monitoring of structural, architectural, and M&E aspects during the construction process.

STRATEGI PENGEMBANGAN BISNIS

Pendekatan Manajemen [GRI 103-2]

Dalam melaksanakan kinerjanya TOTAL telah menetapkan strategi prioritas bisnis yang mengandalkan keunggulan, keahlian, serta dedikasi terhadap kebutuhan konsumen dengan memanfaatkan sumber daya manusia dan teknologi terbaik. Kami berkeyakinan bahwa dengan langkah tersebut, TOTAL dapat mempertahankan posisinya sebagai yang terdepan dan terbaik dalam industri konstruksi hingga tahun-tahun ke depan. Berikut strategi prioritas TOTAL:

- Keahlian
- Diversifikasi
- Diferensiasi
- Standar Internasional

BUSINESS DEVELOPMENT STRATEGY

Management Approach [GRI 103-2]

In carrying out its performance TOTAL has established a business priority strategy that relies on excellence, expertise, and dedication to consumer needs by utilizing the best human and technological resources. We believe that with this step, TOTAL can maintain its position as the foremost and best in the construction industry in the years to come. The following is TOTAL's priority strategy:

- Skill
- Diversification
- Differentiation
- International standards

Strategi / Strategy

Strategi Dasar / Basic Strategy



Menjadi yang terdepan dalam bidang jasa konstruksi melalui strategi diferensiasi, bukan strategi harga rendah.

- Pembangun yang berkualitas;
- Terpercaya dan dapat diandalkan;
- Berorientasi kepada pelanggan dan "pengalaman pelanggan" yang prima;
- Kinerja yang berstandar internasional; serta
- Kondisi keuangan yang sehat.

To become the leader in the field of construction services through differentiation strategy, not low price strategy.

- Quality Builder;
- Trustworthy and reliable;
- Customer oriented and excellent "customer experience";
- International standard performance; and
- Sound financial.

Fokus / Focus



Fokus pada **spesialisasi** dan **jasa** yang meliputi:

Spesialisasi

- Bangunan premium dan bangunan tinggi.
- Bangunan pabrik industri.

Jasa

- Konstruksi;
- Manajemen proyek;
- Rancang - Bangun.

Focus on its **specialization** and **service** which comprise:

Specialization

- Premium and high-rise buildings;
- Industrial plants.

Service

- Construction;
- Project Management;
- Design - Build;

TANTANGAN PERUBAHAN IKLIM [GRI 201-2]

Masyarakat dunia saat ini tengah menghadapi tantangan besar dalam hal perubahan iklim, seperti yang dinyatakan oleh United Nations dalam konferensi perubahan iklim pertengahan 2018 lalu. Merujuk data Kementerian Lingkungan Hidup dan Kehutanan (KLHK) dalam "Arah Kebijakan dan Sasaran Adaptasi Perubahan Iklim di Indonesia", Indonesia merupakan salah satu negara yang paling rentan terhadap ancaman dan dampak dari perubahan iklim baik banjir, kekeringan, *sea level rise*, hingga cuaca ekstrem dan peningkatan signifikan atas gas rumah kaca ("GRK"). Data KLHK menyebut, gas rumah kaca di Indonesia cenderung terus mengalami peningkatan sejak 1990, dan akan terus meningkat hingga 2020.

Dalam dunia usaha, tantangan perubahan iklim ini memicu para pelaku usaha untuk fokus dalam risiko perubahan iklim dalam 3 (tiga) dimensi. Dimensi pertama, risiko akibat dampak perubahan iklim secara fisik terhadap operasi usaha, di mana peningkatan intensitas dan frekuensi kejadian cuaca ekstrem akan menyebabkan banjir, longsor, kebakaran serta kenaikan suhu dan kenaikan permukaan air laut yang tentu akan meningkatkan risiko usaha. Dimensi kedua dan ketiga, berkaitan dengan komitmen dunia untuk merespon perubahan iklim, yaitu munculnya kebijakan dan peraturan serta berkembangnya pasar dan kegiatan ekonomi yang lain. Saat ini para pelaku usaha internasional telah bersama-sama memunculkan inisiatif tersebut dengan berbagai cara, salah satunya dengan pembentukan Investor Platform on Climate Change, sebuah organisasi yang mewadahi berbagai kelompok investor global dengan komitmen untuk mengukur dan mengungkapkan jejak karbon dari portofolio investasinya dan menganalisis dampak dari perubahan iklim terhadap keberlangsungan kegiatan usahanya.

Menggenapi semangat global dalam menghadapi tantangan perubahan iklim tersebut, TOTAL juga turut berkontribusi terhadap perbaikan iklim dunia dengan menerapkan prinsip-prinsip *green construction* dalam pembangunan gedungnya. Konsep *green construction* dituangkan dalam konsep desain dan metode bangunan hijau yang akan diterapkan, seperti penerapan pasif desain, modular, dan pengulangan *prefab system*, dan *material reused*. Selain itu, TOTAL juga menerapkan *waste management* dalam pengerjaan proyek. Melalui penerapan prinsip *green construction*, TOTAL berharap dapat meminimalisasi dampak negatif pelaksanaan proyek gedung terhadap lingkungan.

CLIMATE CHANGE CHALLENGE [GRI 201-2]

The people of the world are currently facing major challenges in terms of climate change, as stated by the United Nations at the mid-2018 climate change conference. Referring to the Ministry of Environment and Forestry (KLHK) data in "Policy Direction and Target of Climate Change Adaptation in Indonesia", Indonesia is one of the countries most vulnerable to threats and impacts of climate change, both floods, droughts, sea level rise, to extreme weather and a significant increase in greenhouse gas ("GHG"). The data from KLHK states that greenhouse gases in Indonesia tend to continue to increase since 1990, and will continue to increase until 2020.

In business world, the challenge of climate change has triggered business people to focus on the risks of climate change in 3 (three) dimensions. The first dimension is the risk due to the impact of physical climate change on business operations, where an increase in the intensity and frequency of extreme weather events will lead to floods, landslides, fires and rising temperatures and rising sea levels which will certainly increase business risks. The second and third dimensions are related to the world commitment to respond to climate change, namely the emergence of policies and regulations and the development of markets and other economic activities. At present international businesses have jointly brought up these initiatives in various ways, one of which is the establishment of an Investor Platform on Climate Change, an organization that accommodates various groups of global investors with a commitment to measure and disclose the carbon footprint of their investment portfolios and analyze the impact of climate change to the sustainability of its business activities.

In response to the global spirit in facing the challenges of climate change, TOTAL also contributed to the improvement of the world's climate by applying the principles of green construction in the construction of its buildings. The green construction concept is captured in the design concepts and green building methods that will be applied, such as the application of passive, modular, and prefab system repetitions, and reused material. In addition, TOTAL also applies waste management to the project. Through the application of the principle of green construction, TOTAL hopes to minimize the negative impact of building projects on the environment.

TOTAL MELESTARIKAN BUMI INDONESIA

TOTAL Conserves Indonesia's Environment

Implementasi *Recycle Material* dalam penerapan *Green Construction* oleh TOTAL berhasil mencapai *target LEED rating tools*

sebesar **10% dari keseluruhan *material cost***

The use of Recycled Material in Green Construction Implementation by TOTAL successfully met the LEED rating tools target of 10% of the total material costs.

Biaya pelestarian lingkungan tahun 2018 naik hingga 8,17% dari tahun Rp1.817,89 juta di tahun 2017 menjadi **Rp1.966,38 juta** di tahun 2018.

Environmental conservation cost in 2018 increased up to 8.17% from Rp1,817.89 million in 2017 to Rp1,966.38 million in 2018.

Konsumsi energi listrik kantor pusat untuk daya 131.000 KWH turun hingga **44,26%** dari semula 165.493 KWH di tahun 2017 menjadi 92.249 KWH di tahun 2018.

Electricity consumption of head office for 131,000 KWH power decreased by 44,26% from 165,493 KWH in 2017 to 92,249 KWH in 2018.

Berhasil **menurunkan** tingkat pemakaian air di lingkungan properti,

mencapai **27,01%** dari 9.836 m³ di tahun 2017 menjadi 7.179 m³ di tahun 2018.

Successfully decreased water usage level in property environment up to 27.01% from 9,836 m³ in 2017 to 7,179 m³ in 2018.

SISTEM MANAJEMEN LINGKUNGAN

[GRI 102-12] [GRI 103-2]

Dalam menjalankan kegiatan operasionalnya, TOTAL berkomitmen untuk senantiasa memperhatikan kelestarian lingkungan hidup. Komitmen ini tumbuh bersamaan dengan upaya Perseroan untuk ikut serta dalam meningkatkan kualitas hidup generasi mendatang.

Guna merealisasikan komitmen tersebut, TOTAL telah menyusun berbagai program CSR terhadap lingkungan dan menerapkan perubahan konsep pelaksanaan pengelolaan lingkungan yang

ENVIRONMENTAL MANAGEMENT SYSTEM

[GRI 102-12] [GRI 103-2]

In carrying out its operational activities, TOTAL is committed to always paying attention to environmental sustainability. This commitment grows along with the Company's efforts to participate in improving the quality of life for future generations.

To realize this commitment, TOTAL has compiled various CSR programs on the environment and implemented changes to the concept of implementing environmental management that

mengacu pada ISO 26000. Selain itu, kebijakan CSR TOTAL dalam bidang lingkungan hidup berlandaskan pada standar Sistem Manajemen Lingkungan ISO 14001 yang dilaksanakan dengan menetapkan target perlindungan terhadap pencemaran lingkungan yang disebabkan oleh proyek konstruksi gedung.

IMPLEMENTASI KONSEP GREEN BUILDING DENGAN 3R [GRI 301-2]

Seiring dengan berjalannya waktu, konsep *Green Building* saat ini telah menjadi suatu tren dalam industri konstruksi global. Munculnya konsep *Green Building* dalam dunia konstruksi disebabkan oleh adanya hasil survei yang menunjukkan bahwa industri konstruksi menjadi kontributor pengguna material terbesar yang berdampak signifikan terhadap kondisi lingkungan global. Tak heran jika banyak pelaku industri konstruksi mulai sadar akan pentingnya pelaksanaan pembangunan dengan memperhatikan aspek kelestarian lingkungan hidup dengan cara mengurangi penggunaan bahan material dalam jumlah besar yang dapat menyebabkan *global warming* dan kerusakan lingkungan.

Keberhasilan konsep *Green Building* harus didukung mulai sejak masa perencanaan dan masa konstruksi berlangsung. Oleh sebab itu, guna mendukung keberhasilan konsep *Green Building*, TOTAL berupaya untuk mengerjakan berbagai proyek pembangunan dengan mengelaborasi konsep *green construction* dan 3R, yakni *Recycle* (daur ulang), *Reduce* (mengurangi), dan *Reuse* (penggunaan kembali).

Implementasi TOTAL terkait konsep Green Building pada tahun 2018 telah diterapkan pada salah satu proyek TOTAL, yakni Sequis Tower yang turut berkontribusi pada pencapaian target Recycle Material yang dipersyaratkan oleh LEED rating tools. Mengacu pada ketentuannya, target Recycle Material yang dipersyaratkan oleh LEED rating tools adalah sebesar 10% dari keseluruhan material cost. Dalam hal ini, material konstruksi yang ditargetkan sebagai Recycle Material pada Proyek Sequis Tower adalah Rebar dan Fly Ash yang terdapat pada concrete.

refers to ISO 26000. In addition, TOTAL's CSR policies in the environmental field are based on ISO 14001 Environmental Management System standards implemented by setting protection targets towards environmental pollution caused by building construction projects.

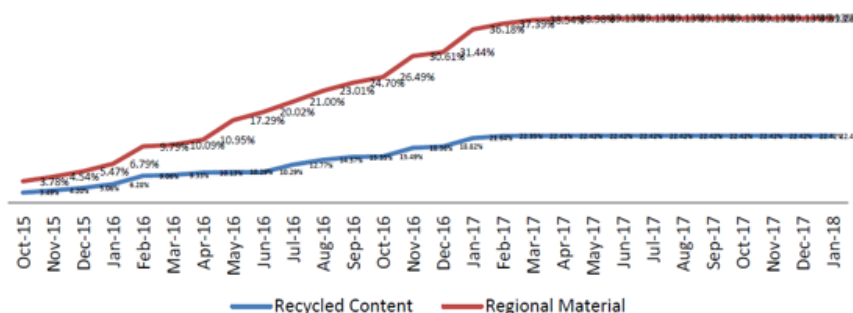
GREEN BUILDING CONCEPT IMPLEMENTATION WITH 3R [GRI 301-2]

Over time, the current concept of Green Building has become a trend in the global construction industry. The emergence of the Green Building concept in the world of construction is caused by the results of surveys that show that the construction industry is the biggest contributor of material users that has a significant impact on global environmental conditions. Not surprisingly, many construction industry players are beginning to realize the importance of implementing development by paying attention to environmental sustainability aspects by reducing the use of large amounts of material that can cause global warming and environmental damage.

The success of the Green Building concept must be supported starting from the planning and construction period. Therefore, in order to support the success of the Green Building concept, TOTAL seeks to work on various development projects by elaborating on the concepts of green construction and 3R, namely Recycle, Reduce, and Reuse.

TOTAL's implementation regarding the Green Building concept in 2018 has been applied to one of the TOTAL projects, namely Sequis Tower which contributes to the achievement of the Recycle Material target required by LEED rating tools. Referring to the provisions, the Recycle Material target required by LEED rating tools is 10% of the total material cost. In this case, the construction material targeted as Recycle Material on the Sequis Tower Project is Rebar and Fly Ash found in concrete.

Recapitulation LEED MRc4 and MR-5 Sequis Tower Project Oct 2015 - Jan 2018



MEKANISME GREEN CONSTRUCTION [GRI 301-2] GREEN CONSTRUCTION MECHANISM [GRI 301-2]



REDUCE

Tipe standar menurunkan penggunaan material alam (kayu,bata,pasir,dan semen)

Standard type reduces the use of natural material (wood, brick, sand, and cement)



REUSE

Menggunakan sistem *knockdown* sehingga dapat dipindah dan digunakan kembali di proyek selanjutnya

Use knockdown system so as to be moved and used for the next project



RECYCLE

Pembuatan material dari logam sehingga dapat didaur ulang dengan dilebur lagi logamnya

The creation of material from metal so as to be recycled and smelted with the metal.



REDUCE

Terbuat dari material logam dapat mengurangi material alam (kayu)

Created from metal material that can reduce natural material (wood)



REUSE

Menggunakan sistem *knockdown*: sifat material dapat bertahan lama dan digunakan pada proyek selanjutnya

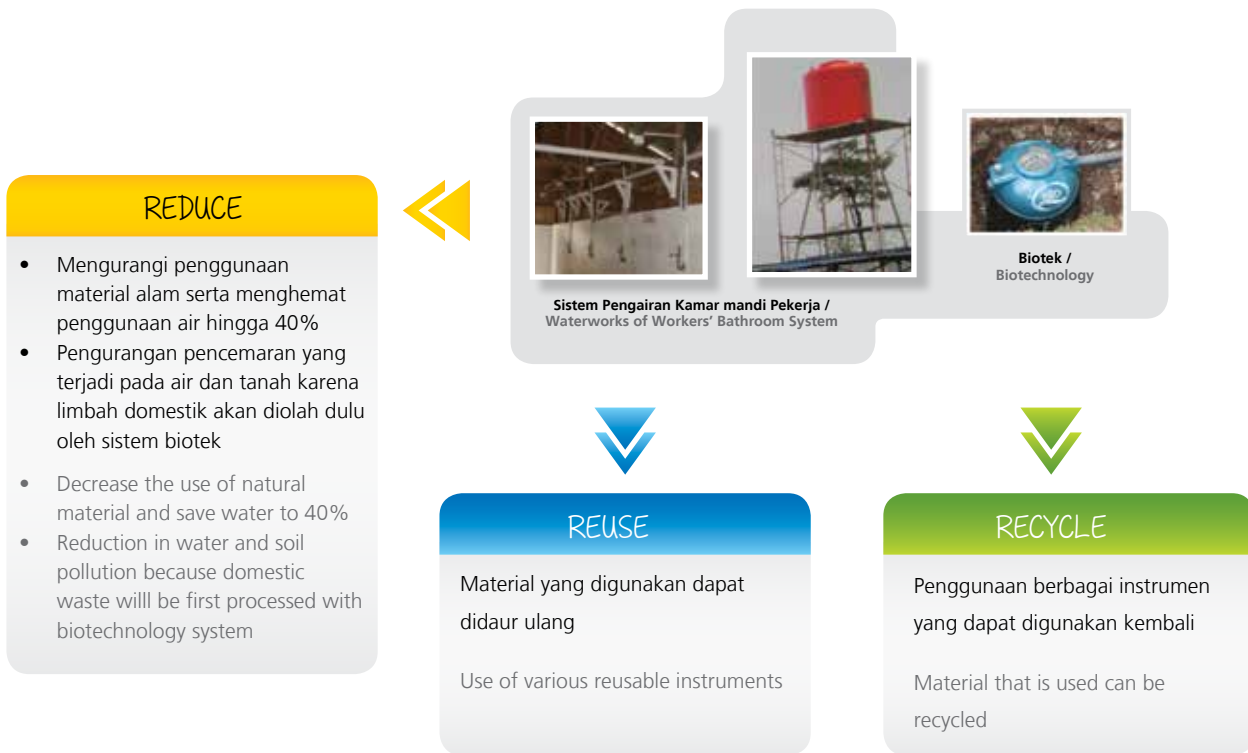
Use knockdown system : durable material that can be used for the next project



RECYCLE

Material dapat dilebur sehingga dapat didaur ulang dan digunakan kembali

Material can be smelted so it can be recycled and reused



PENGUKURAN DAN PEMANTAUAN LINGKUNGAN

TOTAL melakukan pengukuran dan pemantauan lingkungan berdasarkan petunjuk dari AMDAL (Analisa Mengenai Dampak Lingkungan) gedung yang akan dibangun. Pengukuran dan pemantauan tersebut dilakukan berdasarkan pada beberapa indikator, diantaranya udara ambien, kebisingan lingkungan, getaran, air limbah domestik, serta gas buang (bila menggunakan alat angkat & angkut, genset).

Hasilnya menjadi acuan implementasi AMDAL serta sebagai acuan untuk tindakan perbaikan dalam kegiatan perlindungan terhadap lingkungan hidup. Pengukuran lingkungan dapat dilakukan dengan cara bekerja sama dengan balai pengukuran lingkungan di wilayah proyek atau bekerja sama dengan team pusat untuk mengkoordinir kegiatan pengukuran lingkungan.

PENGUNAAN ENERGI

Jumlah konsumsi energi di Kantor Pusat TOTAL berdasarkan jenis dan intensitas energi yang digunakan pada tahun 2018 ditunjukkan pada tabel berikut:

Tabel Intensitas Konsumsi Energi Listrik

| Jenis Energi yang Digunakan / Type of Energy Used [GRI 302-1] | Satuan / Unit | Jumlah Intensitas Konsumsi Energi / Total Energy Consumption Intensity [GRI 302-3] | | Tingkat Efisiensi / Efficiency Level |
|--|------------------|--|-----------|---|
| | | 2018 | 2017 | |
| Konsumsi Energi Listrik Kantor Pusat / Electricity Consumption of Head Office | | | | |
| Daya 131.000 / 131.000 Power | KWH | 92.249 | 165.493 | Turun 44,26% / Decreased by 44.26% |
| Daya 197.000 / 197.000 Power | KWH | 118.104 | 125.662 | Turun 6,01% / Decreased by 6.01% |
| Konsumsi Energi Listrik Properti / Electricity Consumption of Property | | | | |
| Daya / Power | KWH | 1.540.750 | 1.575.780 | Turun 2,22% / Decreased by 2.22% |

Realisasi Biaya Konsumsi Energi Listrik

Pada tahun 2018, realisasi pengeluaran biaya energi listrik di lingkungan Kantor Pusat untuk daya 131.000 KWH ialah sebesar Rp138,61 juta menurun 43,95% dibandingkan yang direalisasikan tahun 2017 sebesar Rp247,32 juta. Sedangkan untuk daya 197.000 KWH pada tahun 2018 tercatat sebesar Rp177,46 juta menurun 6,05% dari tahun 2017 sebesar Rp188,88 juta.

Sementara untuk Properti, realisasi biaya konsumsi energi listrik tercatat menurun 2,77% dari tahun 2017 sebesar Rp1,93 miliar menjadi sebesar Rp1,88 miliar di tahun 2018. Untuk lingkungan proyek, pada tahun 2018 realisasi pengeluaran biaya energi listrik tercatat sebesar Rp12,86 miliar menurun 14,51% dari yang direalisasikan pada tahun 2017 sebesar Rp15,04 miliar.

ENVIRONMENTAL MEASUREMENT AND MONITORING

TOTAL measures and monitors the environment based on instructions from the AMDAL (Analysis of Environmental Impacts) of the building to be built. The measurement and monitoring are carried out based on several indicators, including ambient air, environmental noise, vibration, domestic wastewater, and exhaust gas (if using lift & haulers, generators).

The result is a reference for the implementation of AMDAL and as a reference for corrective actions in environmental protection activities. Environmental measurement can be done by working with environmental measurement centers in the project area or working with a central team to coordinate environmental measurement activities.

ENERGY CONSUMPTION

Total energy consumption at TOTAL Head Office based on the type and intensity of energy consumed in 2018 is shown in the following table:

Table of Energy Consumption Intensity

Realization of Electricity Consumption Costs

In 2018, the realization of cost for electricity consumption within the environment of Head Office for the 131,000 KWH power was Rp138.61 million, down 43.95% compared to the cost of 2017 realized at Rp247.32 million. Meanwhile, the cost for 197,000 KWH power in 2018 amounted to Rp177.46 million, a decrease of 6.05% compared to the cost of 2017 realized at Rp188.88 million.

As for property, the realization of electricity consumption cost decreased by 2.77%, from Rp1.93 billion recorded in 2017 to Rp1.88 billion in 2018. The realization of electricity consumption cost for the projects was recorded at Rp12.86 billion, decreased by 14.51% from Rp15.04 billion recorded in 2017.

Upaya Penghematan Energi [GRI 302-4]

Berdasarkan tabel konsumsi dan intensitas energi di atas, dapat disimpulkan bahwa penggunaan energi di lingkungan proyek TOTAL tergolong cukup besar. Meski demikian, Perseroan berhasil menurunkan jumlah konsumsi energi dari tahun ke tahun dengan melaksanakan beberapa program penghematan energi yang disusun guna mengurangi penggunaan energi, antara lain:

- Pemasangan meteran untuk masing-masing sub proses penggunaan (meteran listrik untuk penggunaan *site office*, meteran untuk penggunaan produksi atau kegiatan proyek);
- Pencatatan secara rutin penggunaan energi listrik pada masing-masing sub-meteran;
- *Monitoring* penggunaan alat bantu kerja (bor tangan, gerinda, mesin las dan lain-lain);
- Mematikan lampu pada jam istirahat;
- Penjadwalan pemberhentian *Passenger hoist* pada lantai-lantai tertentu; serta
- Pemasangan poster hemat energi.

Dalam kegiatan proyek, *site office* sangat berperan penting untuk mendukung kegiatan *green construction* dengan cara:

- Penggunaan kertas bolak-balik;
- Mematikan lampu di jam istirahat dan menggunakan lampu LED;
- Penghematan penggunaan air di lingkungan *site office* (memasang stiker hemat air dan energi); dan
- Memaksimalkan penggunaan email dalam komunikasi.

PENGUNAAN AIR BERDASARKAN SUMBERNYA [GRI 303-1]

Dalam proses kegiatan konstruksi, air yang digunakan di lapangan wajib dicatat yang berguna untuk penyusunan program penghematan air. Pencatatan penggunaan air kerja harus dipisahkan dengan penggunaan air untuk keperluan kantor.

TOTAL menggunakan air PAM dalam pelaksanaan kerja proyek maupun kegiatan operasional di Kantor Pusat. Berikut rincian penggunaan air di Kantor Pusat dan Properti TOTAL selama 2 (dua) tahun terakhir berdasarkan pemakaian dan nilainya:

| Konsumsi Air Perusahaan / Company Water Consumption | 2018 | 2017 | Tingkat Efisiensi / Efficiency Level |
|---|------------|-------------|--------------------------------------|
| KANTOR PUSAT / HEAD OFFICE | | | |
| Pemakaian / Usage (m ³) | 2.429 | 1.762 | Naik 37,85% / Increased by 37.85% |
| Nilai / Value (Rupiah) | 32.314.790 | 23.943.940 | Naik 34,96% / Increased by 34.96% |
| PROPERTI / PROPERTY | | | |
| Pemakaian / Usage (m ³) | 7.179 | 9.836 | Turun 27,01% / Decreased by 27.01% |
| Nilai / Value (Rupiah) | 93.528.114 | 126.873.464 | Turun 26,28% / Decreased by 26.28% |

Energy Conservation Efforts [GRI 302-4]

Based on the consumption table and energy intensity above, it can be concluded that energy use in the TOTAL project environment is quite large. However, the Company has succeeded in reducing the amount of energy consumption from year to year by implementing several energy saving programs designed to reduce energy use, including:

- Installation of the meter for each sub-process of usage (electric meter for the use of site office, the meter for production use or project activity);
- Recording the use of electrical energy in each sub meter regularly;
- Monitoring the use of working tools (hand drills, grinders, welding machines and others);
- Turning off lights during break hours;
- Scheduling Passenger hoist dismissal on certain floors;
- Installation of energy-saving posters.

In project activity, site office is very important to support the green construction activities by:

- The use of two-sided paper;
- Turning off lights during break hours and using LED lightings;
- Water-saving in the site office (installing water and energy saving sticker); and
- Maximizing the use of email in the communication process.

WATER USAGE BASED ON ITS SOURCE [GRI 303-1]

In the process of construction activities, water used in the field must be recorded which is useful for the preparation of a water saving program. The recording of work water use must be separated from the use of water for office purposes.

TOTAL uses PAM water in carrying out project work and operational activities at the Head Office. The following table describes the use of water at the Head Office and Property of TOTAL in the last 2 (two) years based on the usage and value:

Realisasi Biaya Konsumsi Air

Pada tahun 2018, realisasi pengeluaran biaya dalam penggunaan air TOTAL di Kantor Pusat adalah sebesar Rp32,31 juta, naik 34,96% dibandingkan dengan tahun 2017 sebesar Rp23,94 juta. Untuk di lingkungan Properti, biaya yang dikeluarkan adalah sebesar Rp93,53 juta, turun 26,28% dibandingkan dengan tahun 2017 sebesar Rp126,87 juta. Sementara di lingkungan proyek, realisasi biaya konsumsi air untuk tahun 2018 adalah sebesar Rp174,73 juta, menurun hingga 86,17% dibandingkan tahun 2017 sebesar Rp1.263,13 juta.

Upaya Penghematan Air [GRI 303-3]

TOTAL terus berupaya untuk mengurangi penggunaan air secara berkelanjutan melalui beberapa upaya, antara lain dengan membuat instalasi air kerja vertikal (*overflow*) untuk menghemat penggunaan air kerja. Di samping itu, Perseroan juga melakukan kegiatan *dewatering* yang bertujuan untuk mengendalikan air (air tanah/permukaan) agar tidak mengganggu atau menghambat proses pelaksanaan suatu pekerjaan konstruksi, terutama untuk pelaksanaan bagian struktur yang berada dalam tanah dan di bawah muka air tanah.

Kegiatan *dewatering* secara langsung atau tidak akan merusak struktur air tanah, maka proyek harus melakukan tindakan penanganan untuk mengurangi dampak lingkungan yang terjadi yang diakibatkan oleh proses *dewatering*. Penanganan yang dilakukan diantaranya membuat sumur *recharge* baik di dalam proyek ataupun luar proyek yang dapat terjangkau oleh pemipaan serta pengontrolan pembuangan air *dewatering* dengan cara pengukuran kubikasi berdasarkan ijin yang diberikan oleh pemerintah.

Air *dewatering* yang tidak terkontaminasi dengan lumpur atau tanah dapat dimanfaatkan sebagai aktivitas CSR (*Corporate Social Responsibility*). Proyek mendistribusikan air ke warga sekitar, tetapi air yang akan dibagikan harus diuji ke laboratorium sesuai dengan Permenkes No. 416/Menkes/Per/IX/1990 tentang Syarat-Syarat Kualitas Air. Setelah dianggap layak atau di bawah nilai ambang batas dari peraturan, kemudian dibuat instalasi pemipaan untuk didistribusikan ke warga sekitar.

Realization of Water Consumption Costs

In 2018, the realization of costs for water consumption at the Head Office of TOTAL was Rp32.31 million, increased by 34.96% compared to that of 2017 recorded at Rp23.94 million. In the Property environment, the costs incurred reached Rp93.53 million, decreased by 26.28% compared to that of 2017 recorded at Rp126.87 million. While in the project environment, the realization of water consumption costs in 2018 was Rp174.73 million, decreased 86.17% compared to that of 2017 recorded at Rp1,263.13 million.

Water Saving Efforts [GRI 303-3]

TOTAL continues to strive to reduce water use sustainably through several efforts, among others by making vertical workplaces (*overflow*) to save on working water. In addition, the Company also conducts *dewatering* activities which aim to control water (groundwater/surface) so as not to interfere with or hinder the process of carrying out a construction work, especially for the implementation of parts of structures that are in the soil and below the groundwater level.

Dewatering activity that is conducted directly will not harm ground water structure. Hence, a project needs to implement a management system so as to reduce negative impact on the environment due to *dewatering* process. Handling performed, including creating a good recharge wells, either within the project or outside the project, can be reached by pipeline and *dewatering* water drainage control by measuring cubication based on the permit given by the government.

Dewatering water that is not contaminated by mud or soil can be used for CSR activity (*Corporate Social Responsibility*). The project will distribute water to local residents, however it must be measured in the laboratory according to Minister of Health Regulation No. 416/Menkes/Per/IX/1990 for the water quality requirements. If the water passes the feasible test, or below the threshold as set by the regulation the piping will be installed to be distributed to local residents.

EMISI UDARA

Upaya Mengurangi Pencemaran dan Emisi Udara

[GRI 305-5]

Dalam rangka mengurangi pencemaran dan emisi udara yang diakibatkan oleh kegiatan konstruksi di sekitar area proyek, TOTAL menggunakan *dust net*. Di samping itu, *dust net* juga digunakan untuk menutup bangunan gedung pada saat proses konstruksi dapat digunakan kembali di proyek yang lainnya.

Komitmen TOTAL untuk mengurangi pencemaran dan emisi udara yang dihasilkan dari kegiatan operasional diwujudkan melalui pencapaian target *Construction Indoor Air Quality Management Plan* yang dipersyaratkan oleh LEED rating tools. Mengacu pada persyaratannya, target *Construction Indoor Air Quality Management Plan* oleh LEED rating tools adalah dengan dilakukannya implementasi dari perencanaan pencegahan pencemaran udara dalam ruangan yang diakibatkan oleh kegiatan konstruksi. Dalam hal ini, Proyek Sequis Tower telah menerapkan *best management practice* berupa *temporary fan with filter* dan *covering duct inlet*. Melalui konsultan yang ditunjuk oleh TOTAL, inspeksi rutin terus dilakukan guna memastikan bahwa rencana pencegahan pencemaran udara dalam ruangan yang diakibatkan oleh kegiatan konstruksi telah berjalan dengan baik.

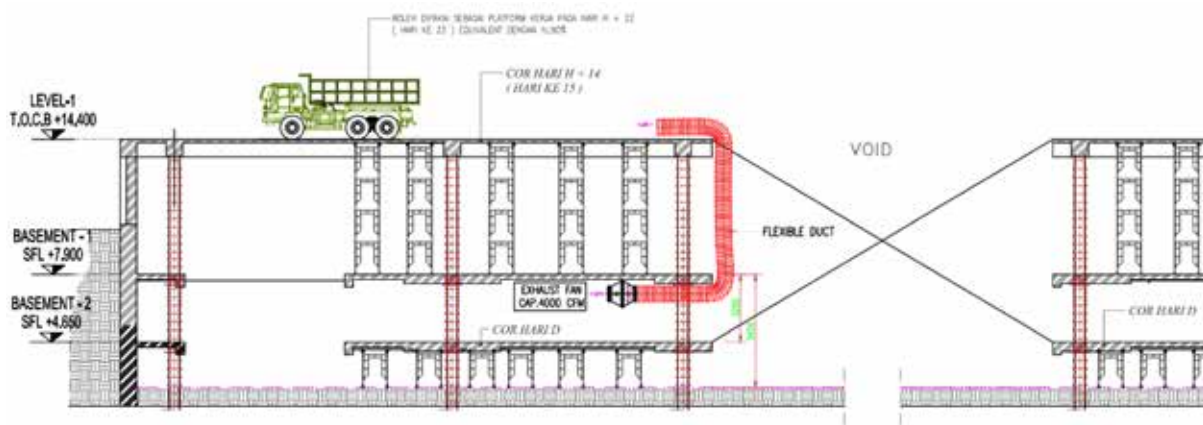
AIR EMISSION

Efforts to Reduce Air Pollution and Emission

[GRI 305-5]

In order to reduce pollution and air emissions caused by construction activities around the project area, TOTAL uses dust net. In addition, dust net is also used to cover buildings when the construction process can be reused in other projects.

TOTAL's commitment to reduce pollution and air emissions resulting from operational activities is realized through the achievement of targets for the Indoor Air Quality Management Plan required by LEED rating tools. Referring to the requirements, LEED's Indoor Air Quality Management Plan's target by LEED rating tools is to implement the plan to prevent indoor air pollution caused by construction activities. In this case, the Sequis Tower Project has implemented a best management practice in the form of a temporary fan with filter and inlet covering duct. Through consultants appointed by TOTAL, routine inspections continue to be carried out to ensure that plans to prevent indoor air pollution caused by construction activities are going well.



Pemasangan *Temporary Fan* selama Masa Konstruksi pada salah satu proyek TOTAL /
Temporary Fan Installment during Construction Period in one of TOTAL projects

MANAJEMEN LIMBAH DAN SAMPAH [GRI 306-2]

Dalam menjalankan kegiatan operasionalnya, TOTAL menghasilkan berbagai macam limbah konstruksi yang terdiri dari 3 (tiga) jenis, yakni:

WASTE MANAGEMENT [GRI 306-2]

In carrying out its operational activities, TOTAL produces various types of construction waste consisting of 3 (three) types, namely:



Mekanisme Manajemen Limbah dan Sampah

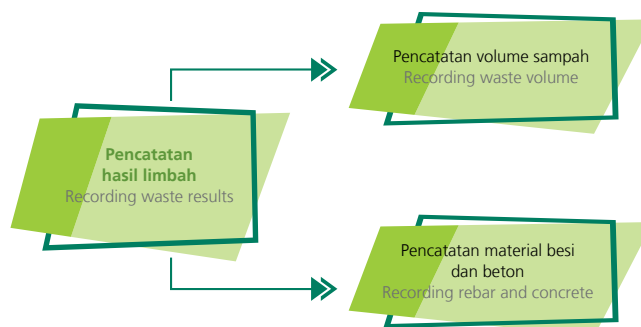
TOTAL membuat manajemen limbah yang cukup baik guna mengurangi sampah yang dibawa ke tempat pembuangan akhir (TPA) dan polusi dari proses konstruksi. Oleh karena itu, proyek harus membuat program tentang limbah yaitu dengan cara:

- Pemisahan limbah konstruksi berdasarkan jenisnya, yakni Limbah Padat, Limbah Cair, dan Limbah B3;
- Pembuatan gudang limbah B3 (padat dan cair)
- Pembuatan rambu-rambu peringatan B3
- Pencatatan hasil limbah

Waste Management Mechanism

TOTAL makes good waste management to reduce waste brought to landfills (TPA) and pollution from the construction process. Therefore, the project must make a program about waste, namely by:

- Separating construction waste based on type, namely Solid Waste, Liquid Waste and B3 Waste;
- Constructing B3 (solid and liquid) waste storage
- Constructing B3 warning signs
- Listing waste results



- Penentuan vendor pembuangan limbah (bersertifikasi)
- Pembuatan jadwal pembuangan sampah dan limbah B3 (padat dan cair)

- Determining (certified) waste disposal vendors
- Making schedules for B3 (solid and liquid) waste disposal

Alur Pembuangan Sampah Proyek

Project Waste Disposal Flow



RECYLCE SAMPAH STYROFOAM

STYROFOAM WASTE RECYCLE

Mekanisme Recycle Sampah Styrofoam

Recycle Mechanism of Styrofoam Waste



Tujuan *recycle* sampah *styrofoam* adalah untuk mengurangi volume sampah yang dibuang ke lingkungan serta menginternalkan eksternalitas (ekses negatif dari aktivitas Perusahaan terhadap lingkungan). Hal ini merupakan komitmen K3L terkait penanganan sampah dengan metode 3R, yaitu *Reduce, Reuse, Recycle*.

Pengolahan Limbah Styrofoam

Styrofoam atau *foamed polysterene* (FPS) merupakan jenis plastik yang terbuat dari monomer stirena melalui polimerisasi suspensi pada tekanan dan suhu tertentu. Bahan dasar yang digunakan adalah 90-95% polysterene dan 5-10% gas seperti n-butana atau n-pentana. Kandungan styrofoam dapat berdampak buruk bagi kesehatan manusia, organisasi kesehatan dunia seperti WHO (*World Health Organization*), EPA (*Environmental Protection Agency*) dan beberapa lembaga lainnya malah sudah mengategorikan styrofoam sebagai bahan karsinogen yang dapat memicu kanker.

Menyadari bahaya yang ditimbulkan atas limbah styrofoam, Perseroan melalui anggota inovasi TOTAL melakukan *recycle* terhadap limbah styrofoam. Tujuan dan manfaat atas pengelolaan limbah ini antara lain, kebersihan lokasi kerja, mengurangi volume sampah dari proyek, mengurangi pencemaran lingkungan, serta penanganan sampah yang baik dan *sustainable*.

Alur proses pengolahan limbah styrofoam

Styrofoam waste recycling activities aimed at reducing the volume of waste discharged into the environment as well as externalities (negative impact from the Company's activities on the environment). This is K3L's commitment related to waste handling with the 3R method: Reduce, Reuse, Recycle.

Management of Styrofoam Waste

Styrofoam or foamed polystyrene (FPS) is a type of plastic produced from the monomer styrene through a polymerization of suspension on certain pressure and temperature. Materials used in the production of Styrofoam are polystyrene (90-95%) and gases (5-10%) such as n-butane or n-pentene. Styrofoam poses harmful effect on human's health. Several global health institutions, such as the WHO (World Health Organization) and EPA (Environmental Protection Agency), even classify Styrofoam as a carcinogenic agent that can trigger cancer cells in human body.

Realizing the negative effect of Styrofoam waste, the Company, through TOTAL's innovation member, carries out recycling activity on Styrofoam waste. This aims to maintain the cleanliness of project and work areas, reduce project's waste volume, minimize pollution to the environment and manage waste in a proper and sustainable manner.

Flowchart of Styrofoam waste management



Hasil olahan limbah styrofoam

Styrofoam waste processed results

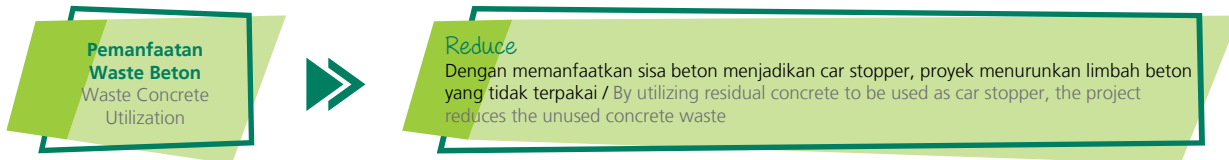


PEMANFAATAN WASTE BETON

Waste merupakan salah satu penyumbang pencemaran lingkungan. Untuk mengurangi dampak lingkungan dari kegiatan konstruksi, TOTAL mengendalikan waste beton serta dimanfaatkan menjadi barang ekonomis yang bernilai tinggi.

WASTE CONCRETE UTILIZATION

Waste is one of the pollutants to the environment. In reducing harmful impact on the surrounding environment due to the construction activity, TOTAL controls its concrete waste and utilizes them into high-value economic products.

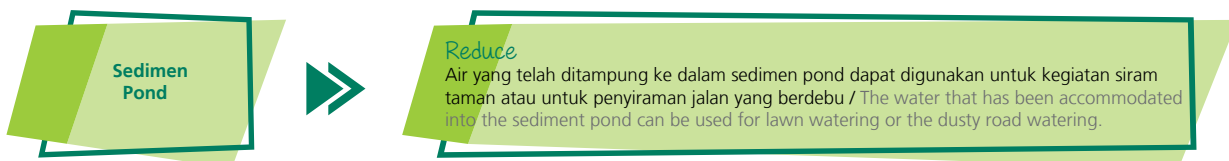


SEDIMEN POND

Kegiatan proyek sedikit banyaknya akan melakukan kegiatan penggalian baik untuk pondasi ataupun *basement*, maka tidak menutup kemungkinan akan terjadi genangan air baik dari air hujan ataupun air permukaan, TOTAL melakukan pengendalian secara baik untuk menghindari pencemaran saluran kota di mana air tersebut dibuang. Untuk mengurangi dampak yang terjadi atas pembuangan air ke saluran kota maka proyek harus melakukan tindakan perbaikan dengan cara pembuatan *sedimen pond*, yang berguna untuk mengontrol endapan lumpur yang terbawa air ke saluran kota.

SEDIMENT POND

More or less, excavation work will be done in project construction activities to make foundation or basement of a building. Thus, there is a possibility that a pool of water will be created, either from rainwater or surface water. TOTAL properly manages this waste water in order to avoid contamination to the city drainage to which the water will be removed. In reducing the impact that occurs from this water removal, TOTAL's project is required to take corrective action, namely by creating a sedimentary pond to control the silts carried by the water into the city drainage system.



Pada tahun 2018, TOTAL melakukan *best management practice* untuk menghindari pencemaran saluran drainase kota seperti penerapan sediment pond, washing bay, perimeter gutter, hingga temporary sumpit di salah satu proyek TOTAL, yakni Sequis Tower. Upaya penerapan tersebut turut berkontribusi pada pencapaian target Stormwater Pollution and Prevention Plan yang disyaratkan oleh LEED rating tools. Sesuai ketentuannya, target Stormwater Pollution and Prevention Plan yang disyaratkan oleh LEED rating tools adalah dengan dilakukannya implementasi dari perencanaan pencegahan pencemaran yang diakibatkan oleh limpasan air hujan dari dalam area proyek. Inspeksi rutin dilakukan oleh konsultan yang secara resmi ditunjuk oleh TOTAL untuk memastikan rencana pencegahan pencemaran yang diakibatkan oleh limpasan air hujan berjalan dengan baik.

In 2018, TOTAL has carried out practice best management to avoid pollution of city drainage channels such as the application of sediment ponds, washing bay, perimeter gutter, to temporary chopsticks in one of the TOTAL projects, namely Sequis Tower. The implementation efforts contributed to the achievement of the Stormwater Pollution and Prevention Plan targets required by LEED rating tools. In accordance with its provisions, the target of Stormwater Pollution and Prevention Plan required by LEED rating tools is to implement the pollution prevention plan caused by runoff from the project area. Regular inspections are carried out by consultants who are officially appointed by TOTAL to ensure that pollution prevention plans caused by runoff run well.



Instalasi *Sediment Pond* pada Proyek Sequis Tower / Sediment Pond Installation at Sequis Tower Project

Selain upaya pencegahan pencemaran saluran drainase kota, beberapa implementasi pengurangan jumlah sampah konstruksi juga telah dilakukan oleh TOTAL pada tahun 2018. Mengacu pada ketentuannya, target Construction Waste Management yang disyaratkan oleh LEED rating tools adalah sebesar 50% dari keseluruhan total sampah konstruksi yang dihasilkan selama proyek berjalan. Sampai dengan akhir proyek berdasarkan pencatatan jumlah sampah konstruksi yang rutin dilakukan setiap bulan bekerja sama dengan pihak ketiga untuk pengelolaan sampah konstruksi didapatkan hasil 90% sampah konstruksi dimanfaatkan kembali oleh pihak ketiga sehingga mengurangi beban Tempat Pembuangan Akhir.

In addition to efforts to prevent pollution of the city drainage channel, TOTAL has implemented several reductions in the amount of construction waste in 2018. Referring to its provisions, the target of the Construction Waste Management required by LEED rating tools is 50% of the total construction waste produced during the project walk. Up to the end of the project based on the recording of the amount of construction waste that is routinely carried out every month in collaboration with third parties for construction waste management, it is found that 90% of construction waste is reused by third parties, reducing the burden of Final Disposal Sites.



Pemanfaatan dan Pengelolaan Sampah Konstruksi Proyek Sequis Towe di Lokasi Penampungan Sampah di Luar Area Proyek / Utilization and Management of Construction Waste of Sequis Tower Project in the Garbage Collection Area Outside of Project Area

Perjanjian MoU Pengelolaan Limbah

Wujud komitmen TOTAL dalam mengelola limbah dari kegiatan produksi yang dihasilkan, direalisasikan melalui perjanjian kerja bersama pihak ketiga yang telah memiliki sertifikasi dalam pengolahan limbah. Pada tahun 2018 TOTAL melakukan perjanjian MoU bersama Vendor Pengangkut & Pengelola LB3 yakni PPLI, dan Vendor Pengukuran Lingkungan yakni Unilab Perdana.

KEANEKARAGAMAN HAYATI

Lokasi Operasi yang dimiliki, disewa, dikelola, atau berdekatan dengan, kawasan lindung dan kawasan dengan nilai keanekaragaman hayati tinggi diluar kawasan lindung [GRI 304-1]

TOTAL memastikan bahwa wilayah operasional Perseroan tidak berada pada wilayah konservasi yang memiliki keanekaragaman hayati yang wajib dilindungi Pemerintah.

Dampak Signifikan atas Kegiatan Usaha, Produk, dan Jasa terhadap Keanekaragaman Hayati [GRI 304-2]

TOTAL memastikan bahwa kegiatan operasional Perseroan tidak berdekatan dengan kawasan dengan status dilindungi, sehingga tidak akan mengganggu habitat ekosistem dan keanekaragaman flora dan fauna yang ada di dalamnya. Meski begitu, Perseroan tetap melakukan penyesuaian dan perbaikan lingkungan hidup untuk mengurangi dampak negatif lingkungan yang dihasilkan serta melakukan tindakan yang bersifat preventif untuk mengantisipasi keadaan darurat.

ANGGARAN PROGRAM PELESTARIAN LINGKUNGAN

Alokasi dana Perseroan untuk program pelestarian lingkungan hidup pada tahun 2018 mencapai Rp1.966.379.680, naik sebesar 8,17% jika dibandingkan dengan alokasi dana program pelestarian lingkungan pada tahun 2017 yang tercatat sebesar Rp1.817.891.283.

MEKANISME PENGADUAN LINGKUNGAN [GRI 307-1]

Sepanjang periode pelaporan, TOTAL telah melakukan tanggung jawab atas lingkungan dengan melakukan upaya efisiensi dan pemantauan terhadap lingkungan. Dengan upaya yang telah dilaksanakan, selama periode pelaporan tidak terdapat pengaduan terhadap TOTAL atas kerugian yang ditimbulkan akibat pencemaran lingkungan yang dilakukan Perseroan.

MoU Agreement for Waste Management

The manifestation of TOTAL's commitment in managing waste from the production activities produced is realized through a work agreement with third parties that already have certification in waste treatment. In 2018 TOTAL entered into an MoU agreement with the LB3 Transport & Management Vendor, the PPLI, and the Environmental Measurement Vendor, namely Unilab Perdana.

BIODIVERSITY

Operational Sites owned, leased, managed in or adjacent to, protected areas and areas of high biodiversity value outside protected areas [GRI 304-1]

TOTAL ensures that its operational area is not located in the conservation area with biodiversity value that must be protected by the Government.

Significant Impact of Business Activities, Products and Services to Biodiversity [GRI 304-2]

TOTAL ensures that the Company's operational activities are not adjacent to protected areas, so that they will not disturb the ecosystem habitat and the diversity of flora and fauna in it. Even so, the Company continues to make adjustments and improve the environment to reduce the negative impact of the environment produced and take preventive actions to anticipate emergency situation.

ENVIRONMENTAL PRESERVATION PROGRAM BUDGET

The allocation of the Company's funds for environmental conservation programs in 2018 reached Rp1,966,379,680, an increase of 8.17% compared to the allocation of funds for the environmental preservation program in 2017 which was recorded at Rp1,817,891,283.

ENVIRONMENTAL COMPLAINTS MECHANISM [GRI 307-1]

Throughout the reporting period, TOTAL has taken responsibility for the environment by making efforts to improve efficiency and monitor the environment. With the efforts that have been carried out, during the reporting period there was no complaint against TOTAL for the losses incurred due to environmental pollution carried out by the Company.

TOTAL BERKOMITMEN MENINGKATKAN KOMPETENSI SDM

TOTAL's Commitment to Improve HR Competence

Menyelenggarakan *training online* sebagai upaya efisiensi waktu dan tenaga karyawan. Dalam *training online*, setiap peserta diberikan kesempatan untuk berkonsultasi, diskusi, serta pembelajaran secara mandiri.

Holding online training as an efficiency effort for the employees' time and energy. In online training, participants are given the opportunity to consult, discuss and study independently.



TOTAL memberikan beasiswa bantuan pendidikan kepada **4 (empat)** karyawan untuk jenjang pendidikan S1 dan S2, dengan total dana sebesar **Rp123,64 juta**.

TOTAL granted education scholarship to 4 (four) employees for Bachelor and Master degrees, with a total fund of Rp123.64 million.

KEBIJAKAN PENGUATAN INSAN TOTAL [GRI 103-2]

Sumber Daya Manusia (SDM) merupakan aset penting atas keberlangsungan usaha perusahaan dari waktu ke waktu. Memiliki struktur SDM yang andal, loyal dan berkompeten merupakan modal utama perusahaan (*human capital*) dalam rangka mewujudkan visi, misi dan kesuksesan usaha baik kini dan di masa depan. Oleh karena itu, TOTAL menaruh prioritas atas pengembangan SDM yang dimiliki baik individu maupun tim sebagai strategi Perseroan untuk mempersembahkan dan menjaga performa terbaiknya dalam bisnis jasa konstruksi yang digeluti. Guna mendukung hal tersebut, TOTAL secara konsisten terus mengedepankan pengembangan kompetensi SDM yang dimiliki melalui berbagai program terpadu dan komprehensif.

IMPROVEMENT POLICY OF TOTAL PEOPLE [GRI 103-2]

Human Resources is an important asset for the Company's business continuity from time to time. Possessing reliable, loyal, and competent Human Resources structure is the Company's main capital (*human capital*) in achieving vision, mission, and business success in the present time and in the future. Therefore, TOTAL prioritizes the development of the existing Human Resources, both individually and as a team as a strategy to present and maintain the best performance in construction service business. As such, TOTAL consistently focuses on developing the competency of the existing Human Resources through various integrated and comprehensive programs.

PROFIL INSAN TOTAL [GRI 102-8]

Hingga akhir tahun 2018, jumlah karyawan TOTAL tercatat sebanyak 1.221 orang, turun 12,53% dibandingkan pada 2017 sebanyak 1.396 orang. Jumlah tersebut telah sejalan dengan kebutuhan SDM TOTAL dari sisi kuantitatif dengan mempertimbangkan produktivitas setiap karyawan. Dari jumlah seluruh karyawan TOTAL tersebut, persentase pekerja yang secara resmi dipekerjakan sendiri oleh Perseroan sebesar 100%, sedangkan pekerja yang dibawah oleh agensi/perusahaan lain yang terikat kerja sama dengan Perusahaan sebesar 0%.

TOTAL PEOPLE PROFILE [GRI 102-8]

Until the end of 2018, the number of TOTAL's employees recorded as 1,221 people, a decrease of 12.53% compared to 2017 recorded as 1,396 employees. The amount was in line with the quantitative needs of TOTAL by taking into account the productivity of each employee. From the total number of employees, the percentage of by employees who are officially employed by the company amounted to 100%, while employees contracted by agencies/companies contracted to cooperate with the Company amounted to 0%.

Tabel Komposisi Karyawan Berdasarkan Level Jabatan

Table of Employee's Composition Based on Position

| Jabatan Position | 2018 | | | | | 2017 | | | | |
|---|--------------|-----------|------------------|-----------|-----------------|--------------|-----------|------------------|-----------|-----------------|
| | Pria Male | % | Wanita Female | % | Jumlah Total | Pria Male | % | Wanita Female | % | Jumlah Total |
| Direksi & Komisaris / Director & Commissioner | 10 | 77 | 3 | 23 | 13 | 11 | 79 | 3 | 21 | 14 |
| Senior Manager | 9 | 75 | 3 | 25 | 12 | 9 | 75 | 3 | 25 | 12 |
| Middle Manager | 67 | 78 | 19 | 22 | 86 | 106 | 84 | 20 | 16 | 126 |
| Junior Manager/Senior officer | 174 | 90 | 20 | 10 | 194 | 218 | 89 | 27 | 11 | 245 |
| Officer/Chief | 601 | 90 | 66 | 10 | 667 | 510 | 90 | 59 | 10 | 569 |
| Junior Officer/Supervisor | 101 | 89 | 12 | 11 | 113 | 195 | 89 | 23 | 11 | 218 |
| Administrasi/Administrator | 125 | 92 | 11 | 8 | 136 | 196 | 92 | 16 | 8 | 212 |
| Jumlah / Total | 1.087 | 89 | 134 | 11 | 1.221 | 1.245 | 89 | 151 | 11 | 1.396 |

Tabel Komposisi Karyawan Berdasarkan Tingkat Pendidikan

Table of Employee's Composition Based on Educational Level

| Tingkat Pendidikan Educational Level | 2018 | | | | | 2017 | | | | |
|---|--------------|-----------|------------------|-----------|-----------------|--------------|-----------|------------------|-----------|-----------------|
| | Pria Male | % | Wanita Female | % | Jumlah Total | Pria Male | % | Wanita Female | % | Jumlah Total |
| S2 / Post Graduate | 46 | 79 | 12 | 21 | 58 | 48 | 79 | 13 | 21 | 61 |
| S1 / Undergraduate | 524 | 86 | 87 | 14 | 611 | 569 | 85 | 97 | 15 | 666 |
| D3 / Diploma | 82 | 88 | 11 | 12 | 93 | 114 | 90 | 13 | 10 | 127 |
| SLTA / Senior High School | 420 | 95 | 24 | 5 | 444 | 498 | 95 | 28 | 5 | 526 |
| SLTP / Junior High School | 11 | 100 | 0 | 0 | 11 | 11 | 100 | 0 | 0 | 11 |
| SD / Elementary School | 4 | 100 | 0 | 0 | 4 | 5 | 100 | 0 | 0 | 5 |
| Jumlah / Total | 1.087 | 89 | 134 | 11 | 1.221 | 1.245 | 89 | 151 | 11 | 1.396 |

Tabel Komposisi Karyawan Berdasarkan Status Kepegawaian

Table of Employee's Composition Based on Employment Status

| Status Kepegawaian Employment Status | 2018 | | | | | 2017 | | | | |
|---|--------------|-----------|------------------|-----------|-----------------|--------------|-----------|------------------|-----------|-----------------|
| | Pria Male | % | Wanita Female | % | Jumlah Total | Pria Male | % | Wanita Female | % | Jumlah Total |
| Karyawan Tetap / Permanent Employee | 657 | 88 | 89 | 12 | 746 | 607 | 89 | 76 | 11 | 683 |
| Karyawan Kontrak / Non-Permanent Employee | 430 | 91 | 45 | 9 | 475 | 638 | 89 | 75 | 11 | 713 |
| Jumlah / Total | 1.087 | 89 | 134 | 11 | 1.221 | 1.245 | 89 | 151 | 11 | 1.396 |

Tabel Komposisi Karyawan Berdasarkan Usia

Table of Employee's Composition Based on Age

| Usia Age | 2018 | | | | | 2017 | | | | |
|-------------------------------|--------------|-----------|------------------|-----------|-----------------|--------------|-----------|------------------|-----------|-----------------|
| | Pria Male | % | Wanita Female | % | Jumlah Total | Pria Male | % | Wanita Female | % | Jumlah Total |
| > 55 tahun / > 55 years old | 51 | 85 | 9 | 15 | 60 | 75 | 89 | 9 | 11 | 84 |
| 51-55 tahun / 51-55 years old | 159 | 90 | 17 | 10 | 176 | 156 | 91 | 16 | 9 | 172 |
| 46-50 tahun / 46-50 years old | 211 | 95 | 11 | 5 | 222 | 239 | 95 | 12 | 5 | 251 |
| 41-45 tahun / 41-45 years old | 155 | 90 | 18 | 10 | 173 | 169 | 91 | 16 | 9 | 185 |
| 31-40 tahun / 31-40 years old | 288 | 90 | 32 | 10 | 320 | 322 | 90 | 34 | 10 | 356 |
| 25-30 tahun / 25-30 years old | 197 | 82 | 43 | 18 | 240 | 232 | 81 | 54 | 19 | 286 |
| < 25 tahun / < 25 years old | 26 | 87 | 4 | 13 | 30 | 52 | 84 | 10 | 16 | 62 |
| Jumlah / Total | 1.087 | 89 | 134 | 11 | 1.221 | 1.245 | 89 | 151 | 11 | 1.396 |

PENDIDIKAN DAN PELATIHAN [GRI 404-2]

Pendidikan dan pelatihan yang diselenggarakan Perseroan bertujuan untuk memenuhi kebutuhan kompetensi karyawan di posisi tertentu secara bertahap. Dalam rangka meningkatkan efektivitas pendidikan dan pelatihan, TOTAL telah meresmikan lembaga pelatihan *Total Construction Institute* (TCI).

Untuk jumlah mandays di tahun 2018 sebanyak 2.297 *mandays*, menurun sebesar 28% dari tahun 2017 yang tercatat sebanyak 3.219 *mandays*. Penurunan jumlah *mandays* pada tahun 2018 dikarenakan terdapat beberapa *training* yang dijalankan secara *online*, sehingga pelaksanaannya tidak dapat dihitung berdasarkan jam pelaksanaan *training* harian. Dalam *training online*, setiap peserta diberikan kesempatan untuk berkonsultasi, diskusi, serta pembelajaran secara mandiri.

EDUCATION AND TRAINING [GRI 404-2]

Education and training are intended to improve employee's competence to be fit in certain position gradually. In order to boost the effectiveness of education and training, TOTAL has inaugurated training center, namely Total Construction Institute (TCI).

For the number of mandays in 2018 as many as 2,297 mandays, decreased by 28% from 2017 which recorded 3,219 mandays. Decrease in the number of mandays in 2018 because there are several trainings conducted online, so the implementation cannot be calculated based on the hours of daily training. In online training, each participant is given the opportunity to consult, discuss, and learn independently.

Tabel Pendidikan dan Pelatihan SDM yang Diselenggarakan TOTAL Tahun 2018

Table of HC Education and Training Held by TOTAL in 2018

| NO | Departemen / Department | Nama/Judul Pelatihan / Training | Penyelenggara Pelatihan / Organizer | Jumlah Peserta / Number of Participants |
|-----------------------|---|---|-------------------------------------|---|
| 1 | ACCOUNTING | Penyajian Laporan Keuangan dengan PSAK Terbaru / Presentation of Financial Statements using the Newest PSAK | GNV Consulting | 2 |
| | | <i>Corporate Tax Management</i> | IAI | 1 |
| | | Seminar Internasional Kongres XIII IAI 2018 / International Congress Seminar XIII IAI 2018 | IAI | 2 |
| JUMLAH / TOTAL | | | | 5 |
| 2 | CONSTRUCTION ENGINEERING & RESEARCH DEVELOPMENT | Geokimia Konstruksi / Construction Geochemistry | APBRI | 1 |
| | | <i>Strategy to Reduce Construction Delay</i> | IQSI | 1 |
| | | <i>Powerfull Presentation</i> | Dunamis | 2 |
| | | <i>Knowledge Management Certification</i> | Dunamis | 2 |
| | | Seminar HAKI 2018 : Gempa, Kegagalan Konstruksi, Kegagalan Bangunan dan Profesionalisme SDM Konstruksi / HAKI 2018 Seminar: Earthquake, Construction Failure, Building Failure and Professionalism of Construction HR | HAKI | 2 |
| | | <i>Short Course HAKI 2018 : Forensic Engineering in Building and Civil Structures</i> | HAKI | 2 |
| | | • <i>Building Code Requirements for Structural Concrete (ACI 318M-14) and Commentary (ACI 318RM-14)</i> • <i>Code Requirements for Assessment, Repair, and Rehabilitation of Existing Concrete Structure and Commentary (ACI 526-16)</i> | HAKI | 2 |
| | | <i>Geotechnical Challenge for Mega Infrastructures</i> | HATTI | 1 |
| | | <i>Polycentric Cities: The Future of Vertical Urbanism</i> | CTBUH | 1 |

| NO | Departemen / Department | Nama/Judul Pelatihan / Training | Penyelenggara Pelatihan / Organizer | Jumlah Peserta / Number of Participants |
|----|---|---|---|---|
| | | Menyongsong Era Baru Perkembangan Geoteknik Seiring Kemajuan Konstruksi di Tanah Air / Welcoming the New Era of Geo-engineering Development Along with the Nation's Construction Progress | IASTAR | 3 |
| | | PIT HATTI | HATTI | 1 |
| | | Seminar HAKI ACI / ACI HAKI Seminar | HAKI | 1 |
| | | <i>IASTAR Short Talk 2018</i> | Ikatan Alumni Untar | 3 |
| | | JUMLAH / TOTAL | | 22 |
| 3 | HUMAN CAPITAL (HRD & PERSONALIA HUMAN CAPITAL (HRD & PERSONNELS) | <i>TAIKO "From Zero to Hero"</i> | IMC Consulting | 2 |
| | | <i>BEI Interviews</i> | City Training | 2 |
| | | Seminar HRD Club | HRD-Club | 3 |
| | | DIGIMON | Business Growth | 2 |
| | | BET Test | LIA | 14 |
| | | <i>Team Building</i> | I&M Consulting | 14 |
| | | <i>Digital Leadership</i> | Intipesan | 2 |
| | | <i>Indonesia Corporate Culture Summit</i> | Intipesan | 1 |
| | | <i>Mastering Excel 2010</i> | LA Learning | 2 |
| | | Latihan Dasar Kepemimpinan / Basic Leadership Training | PASKHAS AU | 18 |
| | | <i>Happy Workplace</i> | PT Inti Pesan | 1 |
| | | <i>HR Expo 2018</i> | PT Inti Pesan | 1 |
| | | JUMLAH / TOTAL | | 62 |
| 4 | QHSE (HSE & PQ) | <i>IMS Internal Auditor</i> | SGS | 6 |
| | | <i>Public Training for Occupational Health & Safety Management Systems Auditor/ Lead Auditor Training Course</i> | BSI | 1 |
| | | <i>Training Facade</i> | LKDI (Lembaga Pendidikan dan Pengujian Fasad Indonesia) | 2 |
| | | <i>Accident Investigation</i> | Transafe | 2 |
| | | <i>Introduction ISO 4500:2018</i> | SGS | 2 |
| | | <i>Seminar and Short Course HAKI 2018</i> | HAKI | 1 |
| | | <i>Conquas Training for Builder</i> | BCA Academy | 3 |
| | | JUMLAH / TOTAL | | 17 |
| 5 | INTERNAL AUDIT | Workshop Teknik Wawancara, Permintaan Keterangan dan Pembuatan Berita Acara dalam Audit Investigasi / Workshop on Interview Technique, Request for Information and Preparation of Minutes in Investigative Audit | LPFA | 2 |
| | | YPIA QIA II | YPIA | 1 |
| | | YPIA Kepala SPI | YPIA | 1 |
| | | Cara cepat membaca keuangan / Quick method to understand finance | Value Consult | 1 |
| | | Psikologi dan Komunikasi Dalam Audit / Psychology and Communication in Audit | YPIA | 1 |
| | | <i>IIA Indonesia National Conference</i> | The Institute of Internal Auditors Indonesia | 2 |
| | | Workshop Metodologi, Teknik Investigasi dan Pengungkapan Kasus-Kasus Fraud / Workshop on Methodology, Investigation Technique and Disclosure of Fraud Cases | LPFA | 1 |
| | | Menulis Laporan Internal Audit Yang Efektif / Writing an Effective Internal Audit Report | YPIA | 1 |
| | | <i>Quality Assurance untuk Audit Internal / Quality Assurance for Internal Audit</i> | YPIA | 1 |
| | | JUMLAH / TOTAL | | 11 |
| 6 | INVESTOR RELATION | <i>Seminar "Globalization in Uncertain Times"</i> | IDX | 1 |
| | | <i>Effective Social Media to Support Information Disclosure</i> | ICSA | 1 |
| | | <i>Board Performance Evaluation and Succession</i> | ICSA | 1 |
| | | <i>Holding & Subsidiary Controlling without Interfering Subsidiary's Governance</i> | ICSA | 1 |
| | | Seminar POJK Nomor 3/POJK.04/2018 tentang Perubahan atas POJK Nomor 18/POJK.04/2015 tentang Penerbitan dan Persyaratan Sukuk dan POJK Nomor 7/POJK.04/2018 tentang Penyampaian Laporan Melalui Sistem Elektronik Emiten atau Perusahaan Publik / Seminar of POJK No. 3/POJK.04/2018 on the Amendment to the POJK No. 18/POJK.04/2015 on the Issuance and Requirements for Sukuk and POJK No. 7/POJK.04/2018 on the Submission of Reports through Electronic System of Issuers or Public Companies | IDX | 1 |

| NO | Departemen / Department | Nama/Judul Pelatihan / Training | Penyelenggara Pelatihan / Organizer | Jumlah Peserta / Number of Participants |
|----------|-------------------------|--|---|---|
| | | Memahami Media dan Disrupsi Digital / Understanding Media and Digital Disruption | ICSA | 1 |
| | | <i>Directorship Program</i> | IICD | 1 |
| | | FGD Kajian Sukuk Link Wakaf / FGD Review of Sukuk Link Wakaf | OJK | 1 |
| | | Seminar Pendalaman Peraturan BAPEPAM-LK Nomor IX.E.2 Tentang Transaksi Material dan Perubahan Kegiatan Usaha Utama / Seminar of Understanding BAPEPAM-LK Regulation No. IX.E.2 on Material Transaction and Changes to the Main Business Activities | ICSA | 1 |
| | | <i>Training Sustainability Report Berdasarkan GRI Standards & POJK. / Training on Sustainability Report Based on GRI Standards & POJK</i> | ProAd communications | 1 |
| | | Seminar Hasil Kajian Sukuk Wakaf / Seminar on Results of Sukuk Wakaf Review | OJK | 1 |
| | | JUMLAH / TOTAL | | 11 |
| 7 | LEGAL | <i>Effective General Affair</i> | LDKI | 1 |
| | | <i>How To Manage the Employer's Liability, The Human Capital Perspective</i> | Sequis Insurance | 1 |
| | | Aspek Legalitas Pembangunan dan Kepemilikan <i>High Rise Building</i> di DKI Jakarta / Construction Legality Aspect and Ownership of High-Rise building in DKI Jakarta | Kamar Dagang dan Industri Indonesia (KADIN) / Indonesian Chamber of Commerce and Industry | 1 |
| | | <i>In house Training "In-Dept Directorship Program</i> | Indonesian Institute for Corporate Directorship (IICD) | 3 |
| | | <i>Sustainability Reporting</i> | Global Reporting Initiative (GRI) | 2 |
| | | Pilihan Hukum & Pilihan Forum / Choice of Law and Choice of Forum | Ignatius Andy Law Offices (IALO) | 3 |
| | | <i>OCAJI Business Seminar (Legal & BIM)</i> | The Overseas Construction Association of Japan, Inc. (OCAJI) | 2 |
| | | FGD Paket Pekerjaan Penyusunan NSPK Kesepakatan Pemberian Insentif Pada Kontrak Kerja Konstruksi / FGD NSPK Preparation Work Package of Incentive Provision Agreement in Construction Work Contract | Direktorat Bina Penyelenggaraan Jasa Konstruksi / Directorate General of Construction Service Development | 1 |
| | | Penerapan Keuangan Berkelanjutan- POJK 51/2017 / Implementation of Sustainable Finance - POJK 51/2017 | OJK, ICSA & BEI / OJK, ICSA & IDX | 1 |
| | | <i>Effective GA Management</i> | PT Genta Ilmu Idea | 1 |
| | | Laporan Tahunan Emiten - POJK 29/ 2016 / Issuers' Annual Report - POJK 29/2016 | OJK, ICSA & BEI / OJK, ICSA & IDX | 1 |
| | | Strategi Penguatan Daya Saing Indonesia dalam Perekonomian Global / Strategy to Strengthen Indonesia's Competitiveness in Global Economy | Kementerian Koordinator Bidang Perekonomian | 1 |
| | | Sosialisasi POJK 32/2014 & POJK 13/2017 tentang Rencana Penyelenggaraan RUPS Emiten & Penggunaan Jasa Akuntan Publik dan Kantor Akuntan Publik / Dissemination of POJK 32/2014 & POJK 13/2017 on Plan to Convene GMS for Issuers & Use of Public Accountant and Public Accounting Firm's Services | OJK, ICSA & BEI / OJK, ICSA & IDX | 1 |
| | | <i>Training and Directorship Level Fundamental</i> | LKDI | 1 |
| | | Sosialisasi POJK No.58/POJK.04/2017 tentang Penyampaian Pernyataan Pendaftaran Atau Pengajuan Aksi Korporasi Secara Elektronik & POJK No.33/ POJK.04/2014 tentang Direksi dan Dewan Komisaris Emiten atau Perusahaan Publik / Dissemination of POJK No. 58/POJK.04/2017 on Submission of Registration Statement or Proposal for Corporate Action Electronically & POJK NO. 33/POJK.04/2014 on Board of Directors and Board of Commissioners of Issuers or Public Companies | OJK, ICSA & BEI / OJK, ICSA & IDX | 1 |
| | | Konsekuensi Undang-Undang Pasar Modal bagi Perusahaan Publik / Consequences of Capital Market Laws for Public Companies | ICSA | 1 |
| | | Menuju Pasar Modal Modern di Era Ekonomi Digital / Towards a Modern Capital Market in the Digital Economy Era | BEI / IDX | 1 |
| | | Sosialisasi POJK No.9/POJK.04/2018 tentang Pengambilalihan Perusahaan Terbuka & No.11/POJK.04/2018 tentang Penawaran Umum Efek Bersifat Utang dan/ atau Sukuk (EBUS) kepada Pemodal Profesional / Dissemination of POJK No. 9/ POJK.04/2018 on Acquisition of Public Companies & No. 11/POJK.04/2018 on Public Offering of Debt and/or Sukuk Securities (EBUS) to Professional Investors | OJK, BEI, AEI & ICSA / OJK, IDX, AEI & ICSA | 1 |
| | | JUMLAH / TOTAL | | 24 |

| NO | Departemen / Department | Nama/Judul Pelatihan / Training | Penyelenggara Pelatihan / Organizer | Jumlah Peserta / Number of Participants |
|-----------------------|-------------------------------------|---|-------------------------------------|---|
| 8 | MARKETING & ESTIMATION | Strategy to Reduce Construction Delay | IQSI | 1 |
| JUMLAH / TOTAL | | | | 1 |
| 9 | RISK & SYSTEM INTEGRATION | IMS Internal Auditor | SGS | 2 |
| | | Introduction ISO 4500:2018 | SGS | 2 |
| | | Integrated Internal Audit QHSE | SGS Indonesia | 2 |
| JUMLAH / TOTAL | | | | 6 |
| 10 | LOGISTIK / LOGISTICS | Purchasing Negotiation Skill | DHN Training | 1 |
| JUMLAH / TOTAL | | | | 1 |
| 11 | PROPERTY & BUILDING MANAGEMENT | Sertifikasi K3 Listrik / OHS Certification in Electricity | | 2 |
| | | Manajemen Bencana / Disaster Management | | 2 |
| JUMLAH / TOTAL | | | | 4 |
| 12 | PROJECT DEVELOPMENT | Understanding Facade for High Rise Building (Smart Class) | LP2FI | 2 |
| | | Training Facade | LP2FI | 3 |
| JUMLAH / TOTAL | | | | 5 |
| 13 | TRAINING CENTRE & ASSESSMENT CENTRE | Building e-learning system with Moodle | brainmatics.com | 1 |
| | | Pelatihan Moodle LMS / Training on Moodle LMS | PT. Brainmatics Cipta Informatika | 1 |
| | | The 6th Assessment Centre | Intipesan | 3 |
| | | Successful Training Officers, Training Coordinators, and Learning Developers Workshop: A Strategic Approach to Applying the Training Function | Indolatih Management | 1 |
| JUMLAH / TOTAL | | | | 6 |
| 16 | CUSTOMER CARE | Pelatihan K3 Perancah / OHS Training on Scaffolding | URP | 2 |
| | | Pelatihan Ahli K3 Konstruksi / OHS Expert Training on Construction | URP | 1 |
| | | Pelatihan Service Excellent / Training on Excellent Service | PQM | 2 |
| | | Pelatihan Handling Customer Complaint / Training on Customer Complaint Handling | PQM | 2 |
| | | Sertifikasi K3 Supervisi Perancah / OHS Certification for Scaffolding Supervision | URP | 1 |
| | | Digital Leadership | Intipesan | 1 |
| JUMLAH / TOTAL | | | | 9 |
| 17 | PROYEK / PROJECT | Workshop Sertifikasi Insinyur Profesional / Workshop for Professional Engineer Certification | PT Fariz Global Jaya | 14 |
| | | LDK Batch I | PASKHAS AU | 25 |
| | | LDK Batch II | PASKHAS AU | 20 |
| JUMLAH / TOTAL | | | | 59 |
| 18 | STAF AHLI / EXPERT STAFF | PIT HATTI | HATTI | 1 |
| | | Seminar dan Short Course HAKI 2018 / HAKI Seminar and Short Course 2018 | HAKI | 1 |
| JUMLAH / TOTAL | | | | 2 |

Tabel pelatihan SDM berdasarkan tingkat jabatan Table of HC training based on position

| Posisi / Position | Jumlah Peserta / Number of Participant | Pelatihan / Trainings | | | Jumlah yang ditraining / Total trained |
|---------------------------------|--|-----------------------|----------------|-----------------------|--|
| | | Teknis / Technical | Umum / General | m-TOTAL/ TOTAL PEOPLE | |
| Middle - Senior Manager | 52 | 5 | 99 | 36 | 43 |
| Junior Manager / Senior Officer | 230 | 283 | 573 | 216 | 234 |
| Officer / Chief | 681 | 1.528 | 1.133 | 523 | 610 |
| Supervisor | 114 | 120 | 65 | 86 | 102 |
| Administration | 131 | 40 | 37 | 66 | 87 |
| TOTAL | 1.208 | 1.976 | 1.907 | 927 | 1.076 |

Tabel Rata-rata Waktu Pelatihan Manusia TOTAL Berdasarkan Jenis Kelamin dan Level Jabatan [404-1]

Table of Average Training Period for TOTAL People Based on Gender and Position [404-1]

| Level Jabatan | Jumlah Jam (8 Jam) / Jumlah Jam (8 Jam) | | Jumlah Pekerja / Jumlah Pekerja | | Rata-rata Waktu Pelatihan / Rata-rata Waktu Pelatihan | |
|---|---|------------------|---------------------------------|------------------|---|------------------|
| | Pria Male | Wanita Female | Pria Male | Wanita Female | Pria Male | Wanita Female |
| Dewan Komisaris dan Direksi / Board of Commissioners and Board of Directors | 48 | 24 | 6 | 3 | 8 | 8 |
| Senior Manager | 16 | 16 | 2 | 2 | 8 | 8 |
| Middle Manager | 224 | 64 | 28 | 8 | 8 | 8 |
| Junior Manager/Senior Manager | 1.496 | 232 | 187 | 29 | 8 | 8 |
| Officer/Chief | 3.712 | 472 | 464 | 59 | 8 | 8 |
| Junior Officer/Supervisor | 616 | 72 | 77 | 9 | 8 | 8 |
| Administrasi / Administration | 440 | 88 | 55 | 11 | 8 | 8 |
| TOTAL | 6.552 | 968 | 819 | 121 | 56 | 56 |

Anggaran Pendidikan dan Pelatihan

Total biaya yang dikeluarkan Department HC dan Total Construction Institute untuk menunjang pelatihan dan pengembangan yang dilakukan TOTAL pada tahun 2018 adalah sebesar Rp2.222.978.046. Biaya tersebut terdiri dari biaya pelatihan eksternal (HC) sebesar Rp1.182.311.476 dan biaya pelatihan TCI sebesar Rp1.040.666.570.

Education and Training Budget

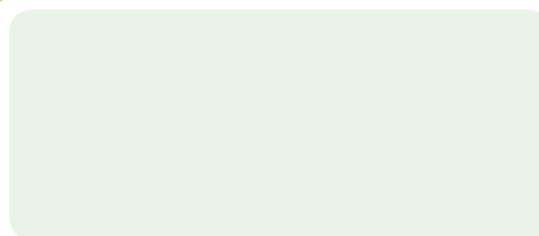
Total cost incurred by HC Department and Total Construction Institute to support the Company's training and development programs in 2018 was Rp2,222,978,046, composed of external training costs (HC) reaching Rp1,182,311,476 and TCI training costs reaching Rp1,040,666,570.

BEASISWA

TOTAL juga menyelenggarakan program ketenagakerjaan dalam bentuk pemberian beasiswa kepada karyawan yang memiliki potensi untuk mengembangkan kemampuannya. Pada tahun 2018, Perseroan memberikan beasiswa bantuan pendidikan untuk jenjang pendidikan S-1 dan S-2, dengan total dana keseluruhan sebesar Rp123.639.000.

SCHOLARSHIP

TOTAL also organized the manpower program by providing scholarships for employees who have high potential to develop their capability. In 2018, this scholarship provides funds for tuition fee for bachelor and master's degrees. Total funds allocated for this scholarship program amounted to Rp123,639,000.



Berikut ini adalah realisasi pemberian beasiswa oleh TOTAL kepada para karyawan sepanjang tahun 2018:

The following is the realization of scholarship granting by TOTAL to the employees in 2018:

Tabel Pemberian Beasiswa Bagi Karyawan

Table of Scholarship Granting for Employees

| Kegiatan / Activity | Jumlah Penerima Beasiswa / Jumlah Penerima Beasiswa | Proyek / Departemen Project / Department | Waktu Pelaksanaan / Date of Event |
|-----------------------------------|---|---|-----------------------------------|
| Pendidikan S1 Bachelor Program | 4 orang / person | Proyek Lavie ALL Suite / Lavie ALL Suite Project | Maret 2017 / March 2017 |
| | | Proyek Chitaland Tower / Chitaland Tower Project | September 2017 / September 2017 |
| | | Proyek Graha Gatsu / Graha Gatsu Project | September 2018 / September 2018 |
| | | Departemen Logistik / Logistic Department | Januari 2017 / January 2017 |
| Pendidikan S2 Master Program | 2 orang / person | Departemen Customer Care / Customer Care Department | Mei 2017 / May 2017 |
| | | Proyek Sequis Tower / Sequis Tower Project | Februari 2018 / February 2018 |

REKRUTMEN KARYAWAN BARU DAN TINGKAT PERPUTARAN KARYAWAN [GRI 401-1]

Guna mendapatkan SDM yang unggul, andal, dan berkompeten sehingga dapat mewujudkan visi, misi, dan target bisnis Perseroan, TOTAL mengadakan rekrutmen karyawan baru. Dalam melaksanakan proses rekrutmen karyawan baru, TOTAL senantiasa menjunjung asas keterbukaan, kewajaran dan kesetaraan berdasarkan kebutuhan dan kompetensi yang dibutuhkan Perseroan. Pada periode pelaporan, TOTAL berhasil merekrut 37 karyawan baru.

RECRUITMENT OF NEW EMPLOYEES AND EMPLOYEES TURNOVER [GRI 401-1]

In order to obtain superior, reliable and competent human resources so that they can realize the Company's vision, mission and business targets, TOTAL recruits new employees. In carrying out the recruitment process for new employees, TOTAL always upholds the principles of transparency, fairness and equality based on the needs and competencies needed by the Company. In the reporting period, TOTAL successfully recruited 37 new employees.

Proses seleksi dilakukan berdasarkan kebutuhan dan kompetensi yang dimiliki kandidat. Kandidat dijangkau melalui situs perusahaan, iklan, *job fair*, kerja sama dengan pihak sekolah dan universitas, kandidat yang pernah melakukan praktik kerja lapangan di perusahaan dan referensi khususnya untuk posisi-posisi tertentu.

The selection process is based on the needs and competencies of the candidates. Candidates are recruited through company sites, advertisements, job fairs, cooperation with schools and universities, candidates who have practiced field work in companies and references, especially for certain positions.

Sementara itu, TOTAL juga berupaya untuk menciptakan lingkungan kerja yang kondusif dan nyaman bagi seluruh karyawan. Tak heran jika selama periode pelaporan, tingkat perputaran karyawan (*turn over*) tergolong rendah, tepatnya sebanyak 92 orang atau sebesar 12% Tingkat *turn over* tersebut dipengaruhi oleh adanya karyawan yang masa kerjanya telah berakhir atau mengundurkan diri secara sukarela dari Perseroan.

Meanwhile, TOTAL also strives to create a conducive and comfortable work environment for all employees. Not surprisingly, during the reporting period, the turnover rate was classified as low, precisely as many as 92 people or 12%. The turnover rate was influenced by the existence of employees whose work period had ended or voluntarily resigned from the Company.

REMUNERASI, KESEJAHTERAAN DAN PROGRAM PERLINDUNGAN KARYAWAN

TOTAL memberikan remunerasi dan kesejahteraan kepada karyawan untuk memotivasi agar bekerja lebih baik di masa mendatang. TOTAL memberikan kompensasi kepada karyawan berdasarkan *grading system* jabatan. Adapun kenaikan kompensasi yang diterima karyawan, dilakukan dengan mengaitkannya pada hasil *performance appraisal*, seperti

REMUNERATION, WELFARE AND EMPLOYEE PROTECTION PROGRAM

TOTAL provides remuneration and welfare to employees to motivate them to work better in the future. TOTAL provides compensation to employees based on the grading system position. The increase in compensation received by employees is done by linking it to the results of performance appraisal, such as performance, experience, and dedication to the Company.

kinerja, pengalaman, serta dedikasi terhadap Perseroan. TOTAL juga memberikan remunerasi yang kompetitif berdasarkan pasar perusahaan jasa konstruksi. Gaji dan tunjangan karyawan TOTAL pada tahun 2018 mencapai Rp143,01 miliar.

TOTAL memberikan *medical check up* 1 tahun 1x untuk seluruh karyawan yang ditujukan untuk menunjang kesehatan dan kesejahteraan hidup karyawan yang lebih baik lagi, serta menjalankan program kredit perumahan untuk karyawan sampai tingkat paling bawah bekerja sama dengan BPJS Ketenagakerjaan.

TOTAL also provides competitive remuneration based on the market of construction service companies. TOTAL employee salaries and benefits in 2018 reached Rp143.01 billion.

TOTAL also conducts medical check-up every once a year for all employees to improve their health and well-being, as well as provides housing loans for all levels of employees, including those in the lowest rank, in partnership with BPJS Kesehatan.

Tabel Perbandingan Hak-Hak Karyawan Tetap dan Tidak Tetap TOTAL [GRI 401-2]

Table of Comparison of Rights Between Permanent and Temporary Employees of TOTAL [GRI 401-2]

| Kebijakan Perusahaan / Company Policy | Karyawan Tetap / Permanent Employees | Karyawan Tidak Tetap / Non Permanent Employees |
|---|--------------------------------------|--|
| Pelayanan / Service | ✓ | ✓ |
| Informasi / Information | ✓ | ✓ |
| Fasilitas Kesehatan & Keselamatan / Health & Safety Facility | ✓ | ✓ |
| Pendampingan Hukum / Legal Assistance | ✓ | ✓ |
| BPJS | ✓ | ✓ |
| Benefit | ✓ | ✓ |
| Bantuan Pendidikan / Education Aid | ✓ | ✓ |
| Bonus/Insentif / Bonus/Incentive | ✓ | ✓ |
| Penghargaan / Reward | ✓ | ✓ |
| Studi Banding di Dalam/Luar Negeri / Comparative Study on In / Overseas | ✓ | ✓ |
| Pelatihan / Training | ✓ | ✓ |
| THR | ✓ | ✓ |
| Gaji / Salary | ✓ | ✓ |
| Seragam Dinas / Uniform Office | ✓ | ✓ |
| Izin Melahirkan / Maternity leave | ✓ | ✓ |
| Izin Haid / menstruation leave | ✓ | ✓ |
| Izin Menunaikan Haji / Ziarah Keagamaan / Pilgrimage leave | ✓ | ✓ |
| Pesangon / Severance pay | ✓ | ✓ |

Program Pensiun [GRI 401-2]

Sebagai wujud tanggung jawab dan salah satu bentuk penghargaan Perseroan kepada pegawai yang telah membaktikan diri bagi Perseroan, TOTAL turut melaksanakan program pelatihan sebagai pembekalan bekerja sama dengan pihak luar bagi karyawan dalam menghadapi masa pensiun.

Perusahaan mengundang narasumber dari luar yang telah menjalankan usaha pasca pensiun yang cukup berhasil, untuk berbagi pengalaman dan memberikan motivasi. Selain bertujuan untuk mempersiapkan karyawan menghadapi dan menjalani masa pensiun dengan nyaman dan produktif, pembekalan ini juga bertujuan untuk memberikan wawasan kepada peserta agar mampu mengelola keuangan dengan cermat serta membimbing karyawan untuk mengembangkan kewirausahaan dengan tepat.

Pension Program [GRI 401-2]

As a form of responsibility and appreciation to employees who have dedicated themselves to the Company, TOTAL implements training program cooperating with external party for employees who are entering retirement age.

The Company invites external speaker who have successfully runs business after retirement, to share their knowledge and to provide motivation. In addition to preparing the employees to face and live the retirement period comfortably and productively, such equipment also aims to provide knowledge to participants to carefully manage their finances as well as guiding the employees to develop their entrepreneurship properly.

IMPLEMENTASI ASAS KESETARAAN BAGI KARYAWAN [GRI 405-1]

Dalam rangka pelaksanaan azas-azas tata kelola perusahaan yang baik, TOTAL berkomitmen dalam menerapkan kesetaraan dan keadilan bagi tiap karyawan. TOTAL menerapkan asas kesetaraan bagi seluruh karyawan tanpa membedakan usia, jenis kelamin, suku, agama, pendidikan, serta penampilan fisik. Perlakuan setara juga diberikan terkait dengan penerimaan karyawan baru.

Keputusan untuk memberikan kesempatan pekerjaan diberikan berdasarkan kompetensi dan kemampuan calon karyawan serta kebutuhan usaha Perseroan. Demikian juga terkait pemberian *reward* dan *punishment*, TOTAL menempatkan asas kesetaraan bagi seluruh karyawan sesuai dengan standar yang telah ditetapkan.

Beberapa bentuk implementasi lainnya yang merepresentasikan prinsip kesetaraan, antara lain diwujudkan melalui:

- Pemberian imbal jasa pekerja yang sesuai dengan jenjang karier, tanggung jawab serta kompetensi.
- Kesempatan yang sama bagi karyawan dalam mengembangkan kariernya
- Kesempatan untuk mendapatkan pelatihan dalam rangka pengembangan kompetensi jabatan

Dalam penetapan skema remunerasi, TOTAL juga mengimplementasi asas kesetaraan berdasarkan penilaian kinerja dan level organisasi karyawan, tanpa memandang jenis kelamin, agama, suku, dan ras. Berikut ini adalah rasio rata-rata remunerasi karyawan TOTAL pada tahun 2018: [GRI 405-2]

IMPLEMENTATION OF EQUALITY PRINCIPLE FOR EMPLOYEES [GRI 405-1]

TOTAL applies the principle of equality for all employees regardless of age, gender, ethnicity, religion, education, and physical appearance. Equal treatment is also presented in connection with the admission of new employees.

The decision to provide employment opportunities granted based on competence and ability of prospective employees and the needs of the Company. Likewise, the provision related remuneration schemes, reward, and punishment, the Company put the principle of equality for all employees in accordance with established standards.

Some forms of other implementations that represent the principle of equality, among others through:

- Provision of an appropriate reward workers with career path, responsibilities and competence.
- Equal opportunity for employees to develop his career
- The opportunity to receive training in order to develop competency

In establishing a remuneration scheme, TOTAL also implements the principle of equality based on an assessment of the performance and level of employee organizations, regardless of gender, religion, ethnicity, and race. The following is the ratio of the average remuneration TOTAL employees in 2018: [GRI 405-2]

| Deskripsi Rasio Pendapatan / Description of Income Ratio | Rasio Pendapatan / Income Ratio |
|--|---------------------------------|
| Rasio Gaji Direksi Tertinggi dan Terendah / Ratio of the Highest and Lowest Salary of Directors | 1,2 |
| Rasio Gaji Karyawan Tertinggi dan Terendah / Ratio of the Highest and Lowest Salary of Employees | 18,5 |
| Rasio Gaji Dewan Komisaris Tertinggi dan Terendah / Ratio of the Highest and Lowest Salary of Board of Commissioners | 1,1 |
| Rasio Gaji Terendah Karyawan dan UMP / Ratio of the Lowest Salary of Employees to Minimum Wage | 1,0 |
| Rasio Gaji Tertinggi Direksi dan Terendah Karyawan / Ratio of the Highest Salary of the Board of Directros to the Lowest Salary of Employees | 26,0 |

RASIO UPAH DASAR KARYAWAN PEMULA DENGAN UMR TAHUN 2018 [GRI 202-1]

Dalam penetapan rasio upah, TOTAL melaksanakan penetapan upah bagi para karyawan dengan mengacu kepada Peraturan Pemerintah Nomor 78 Tahun 2015 tentang Pengupahan. Hingga saat ini, TOTAL telah memenuhi ketentuan Pemerintah tentang minimum upah yang telah ditentukan. Perseroan memberikan remunerasi yang kompetitif di seluruh wilayah operasi dan level jabatan, termasuk pada karyawan pemula (*entry level*).

KEBIJAKAN ANTI-DISKRIMINASI [GRI 406-1]

Dalam rangka pelaksanaan asas-asas tata kelola perusahaan yang baik, TOTAL berkomitmen dalam menerapkan kesetaraan dan keadilan bagi tiap karyawan. Penerapan ini mengacu pada ketentuan Undang-Undang No. 21 Tahun 1999 tentang pengesahan Konvensi ILO mengenai Diskriminasi dalam Pekerjaan dan Jabatan serta Undang- Undang No. 13 Tahun 2003 tentang Ketenagakerjaan.

KEBEBASAN BERSERIKAT [GRI 102-41]

TOTAL menjalin hubungan industrial antara Perusahaan dan karyawan dengan senantiasa menjamin kebebasan seluruh karyawan untuk dapat berserikat. m-TOTAL telah memiliki serikat karyawan yang bernama Serikat Pekerja Bangunan dan Pekerjaan Umum (SPSI) PT Total Bangun Persada Tbk. Perusahaan menjamin kebebasan karyawan untuk menyampaikan suara berisi keluhan, kesah, kritikan, pendapat dan masukan demi pembangunan m-TOTAL secara menyeluruh.

Pimpinan Unit Kerja SPSI TOTAL telah dikukuhkan oleh Dewan Pimpinan Daerah Federasi Serikat Pekerja Bangunan dan Pekerjaan Umum-SPSI Provinsi DKI Jakarta berdasarkan Surat Keputusan NOMOR: KEP. 03/SK/DPD FSP BPU-SPSI/VII/2012 Tanggal 02 Juli 2012. Hingga saat ini, SPSI beranggotakan 366 karyawan atau 29,98% dari total seluruh karyawan Perseroan.

SURVEI KEPUASAN PEKERJA

Survei kepuasan kerja telah dilakukan kepada seluruh manusia TOTAL dan terus dilakukan pengembangan di masa mendatang. Survei ini diselenggarakan untuk mengetahui pandangan manusia TOTAL terhadap berbagai aspek hubungan industrial dan ketenagakerjaan di Perusahaan. Hasil survei tersebut akan diolah sebagai *input* untuk manajemen TOTAL agar dapat meningkatkan tingkat kepuasan dan produktivitas manusia TOTAL di masa mendatang.

BASIC SALARY RATIO OF ENTRY LEVEL EMPLOYEES WITH 2018 UMR [GRI 202-1]

In determining the wage ratio, TOTAL implements wages for employees by referring to Government Regulation Number 78 of 2015 concerning Wages. Until now, TOTAL has complied with Government regulations regarding minimum wages that have been determined. The Company provides competitive remuneration in all operational areas and position levels, including entry level employees.

ANTI-DISCRIMINATION POLICY [GRI 406-1]

In the context of implementing the principles of good corporate governance, TOTAL is committed to implementing equality and justice for each employee. This application refers to the provisions of Law No. 21 of 1999 concerning ratification of the ILO Convention on Discrimination in Work and Position and Law No. 13 of 2003 concerning Manpower.

UNION FREEDOM [GRI 102-41]

TOTAL maintains industrial relationship between the Company and employees by continuously ensuring union freedom of all employees. M-TOTAL has obtained workers union called Building and Public Works Workers' Union-SPSI of PT Total Bangun Persada Tbk. The Company ensures employees' freedom to voice their aspiration, which consists of complaints, critics, opinion, and input for thorough development of m-TOTAL.

Head of Building and Public Works Workers' Union- SPSI Working Unit has been inaugurated by the Local Board of Federation of Building and Public Works Workers' Union-SPSI of DKI Jakarta Province based on Decree NUMBER: KEP. 03/SK/DPD FSP BPU-SPSI/VII/2012 Dated July 02, 2012. Until now, SPSI has 366 employees or 29,98% from the Company's total employees.

EMPLOYEE SATISFACTION SURVEY

Employee satisfaction survey has been conducted to all TOTAL people and will be continuously developed in the future. This survey is conducted to know the view of TOTAL people to various aspects of manpower and industrial relationship in the Company. The results of the survey will be processed as input for TOTAL management to improve the level of satisfaction and productivity of TOTAL people in the future.

TOTAL MEMBANGUN BUDAYA KESELAMATAN DAN KESEHATAN KERJA

Total Builds Occupational Health and Safety Culture

Total Dana Program Beasiswa sebesar **Rp130,4 juta**. Naik 129,98% dari tahun 2017 sebesar Rp56,7 juta

Total Fund for Scholarship Program was Rp130.4 million. An increase of 129.98% from 2017 at Rp56.7 million

Melakukan Upgrading **ISO 14001 versi 2015**

Upgraded the 2015 version of ISO 14001



Meresmikan 'Ruang Ibu' di Kantor Pusat TOTAL, yakni ruang khusus menyusui bagi karyawan Perseroan. Hal tersebut merupakan wujud nyata kepedulian TOTAL terhadap keberadaan pekerja perempuan di Perseroan.

Inaugurated Nursery Room in TOTAL Head Office, namely a special nursery room for the Company's female employees. This signifies TOTAL's awareness on female employees in the Company.

Pembangunan fasilitas olahraga, 'TOTAL Activity Zone / TAZ'. Kehadiran TAZ diharapkan dapat menjadi sarana penunjang bagi manusia TOTAL untuk melepas lelah dan stress melalui serangkaian aktivitas sehat, makanan sehat, dan aktualisasi diri melalui hobby positif

Development of sports facility, TOTAL Activity Zone/TAZ. TAZ is expected to be a supporting facility for TOTAL people to relieve anxiety and stress through healthy activities, healthy food, and self-actualization through positive hobbies.



Penurunan angka kecelakaan kerja Medical Treatment hingga

47,27%.

Dari 81 kasus di tahun 2017 menjadi 55 kasus di tahun 2018.

Decrease of Medical Treatment occupational accident up to 47.27%, from 81 cases in 2017 to 55 cases in 2018.



IMPLEMENTASI BUDAYA KESELAMATAN DAN KESEHATAN TOTAL [GRI 103-2]

TOTAL berkomitmen penuh untuk terus menyempurnakan aspek keselamatan dan kesehatan kerja guna menjadi perusahaan jasa konstruksi berkelas dunia. Komitmen TOTAL terhadap aspek keselamatan dan kesehatan kerja dalam implementasinya mengacu pada sistem manajemen *Occupational Health and Safety Assessment Series* dan OHSAS 18001:2007, Peraturan Menteri Tenaga Kerja No. 05/Men/1996, tentang Sistem Manajemen Keselamatan dan Kesehatan Kerja (SMK3) yang telah ditingkatkan menjadi PP No. 50 tahun 2012, serta Sistem Manajemen Lingkungan ISO 14001:2004.

TOTAL secara konsisten mengembangkan budaya keselamatan yang saling mendukung dan melibatkan peran aktif seluruh individu baik karyawan, subkontraktor, maupun pihak lain yang melakukan aktivitas di area kerja Perusahaan. Setiap individu di lingkungan proyek wajib menggunakan standar Alat Pangaman Diri (APD) seperti helm pelindung kepala, *safety shoes*, *body harness*, rompi/*vest* dan perangkat lain sesuai dengan tingkat risiko pekerjaan.

Dalam aspek kesehatan kerja, TOTAL memandang bahwa perlindungan kesehatan menjadi poin penting dalam melindungi karyawan agar terbebas dari gangguan kesehatan serta dampak buruk yang diakibatkan oleh pekerjaan yang terkait dengan proyek konstruksi. Untuk melaksanakan hal tersebut, TOTAL senantiasa menjaga dan menciptakan lingkungan kerja yang sehat, di antaranya dengan melakukan pengukuran dampak suatu kegiatan/proyek terhadap manusia serta lingkungan sekitar.

Dalam rangka mengembangkan implementasi K3 TOTAL, kebijakan yang ditetapkan Perusahaan meliputi:

- Mengubah struktur organisasi proyek, terkait personil K3;
- Mengubah sistem penilaian (KPI), terkait item K3;
- Merekrut personil K3 berpengalaman standar internasional.
- Meneruskan program CSMC & Subkontraktor *gathering*;

IMPLEMENTATION OF TOTAL OCCUPATIONAL HEALTH AND SAFETY CULTURE [GRI 103-2]

TOTAL is fully committed to improving its occupational health and safety aspects in order to become a world-class construction company. TOTAL's commitment to occupational health and safety is evidenced in its adoption of the management system of Occupational Health and Safety Assessment Series and OHSAS 18001:2007, Regulation of Minister of Manpower No. 05/Men/1996, on the Occupational Health and Safety Management System (SMK3) which has been revised into Government Regulation No. 50 of 2012, and Environmental Management System of ISO 14001:2004.

TOTAL has consistently developed a safety culture that is mutually supporting and involving active participation of all individuals, ranging from the employees, subcontractors, to other parties operating in the Company's work site. Each individual in a project site is required to meet the Self Safety Tools standards by wearing helmets, safety shoes, body harnesses, vests, and other equipment as required according to the risk level.

With regard to occupational health, TOTAL sees that health protection is a key point to ensure that employees are free from health threats and adverse conditions from activities related to the execution of construction projects. To achieve the above objectives, TOTAL continues to maintain and create a healthy work environment, among others by assessing the impact of any activities/projects on human and nearby surroundings.

Throughout 2018, TOTAL has improved its HSE implementations that encompass:

- Restructured project organization on HSE personnel;
- Revised evaluation system (KPI) on HSE items;
- Recruited HSE personnel with international experiences;
- Continued the Contractor Safety Management System (CSMS) Program & Sub-contractor gathering;

- Meningkatkan jumlah pelatihan K3 baik sertifikasi *staff* maupun *craft training* untuk pekerja termasuk subkontraktor;
- Membuat *safety campaign* guna menaikkan kepedulian K3;
- Merancang *Safety Culture Roadmap*.

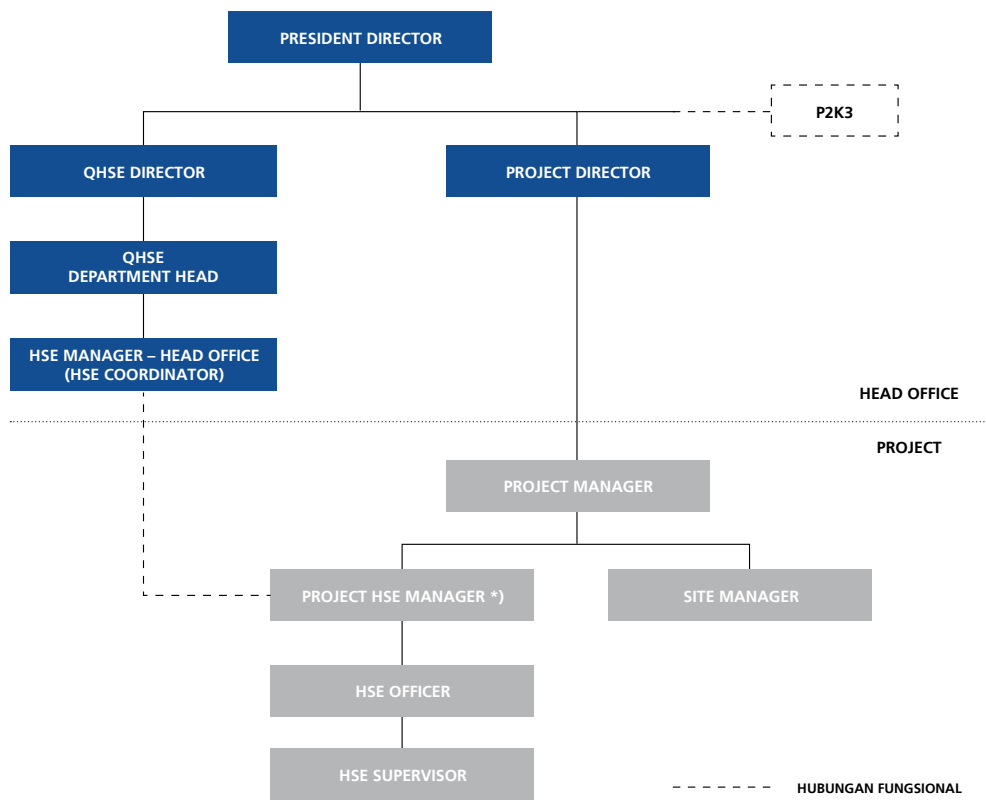
- Improved the number of HSE trainings, for staff certification, as well as craft training for workers including subcontractors;
- Created safety campaign to improve HSE awareness; and
- Adopted safety culture road map.

K3 DALAM STRUKTUR ORGANISASI TOTAL [GRI 403-1]

Seluruh pengelolaan program yang berkaitan dengan aspek Keselamatan dan Kesehatan Kerja (K3) berada di bawah naungan Departemen QHSE, yang beranggotakan 55 orang atau 1,7% dari jumlah seluruh karyawan TOTAL. Berikut struktur Departemen QHSE TOTAL untuk tahun 2018:

K3 IN TOTAL'S ORGANIZATION STRUCTURE [GRI 403-1]

All program management related to Occupational Safety and Health aspects (K3) is under the auspices of the QHSE Department, which has 55 members or 1.7% of the total TOTAL employees. The following is the structure of the TOTAL QHSE Department for 2018:



* : berlaku untuk proyek yang mempunyai beberapa HSE Officer / valid for project with several HSE Officers

KEGIATAN K3 TOTAL

Keselamatan Kerja

Keselamatan karyawan menempati prioritas urutan teratas dalam lingkungan kerja TOTAL. Oleh karena itu, TOTAL mengupayakan yang terbaik bagi seluruh karyawan dengan menciptakan lingkungan kerja yang kondusif guna menjaga keselamatan seluruh insan Perseroan. Guna mengupayakan hal tersebut, TOTAL memastikan bahwa seluruh karyawan menjalankan tugasnya sesuai dengan prosedur standar keselamatan yang sesuai dengan peraturan Perseroan.

K3 ACTIVITIES OF TOTAL

Occupational Safety

Employees' safety is the priority within TOTAL's work environment. Hence, TOTAL always strives to provide the best for all TOTAL people by creating a favorable and positive work environment in order to protect all of its personnel. In order to implement this, TOTAL ensures that all employees carry out their duties in accordance with the standard safety procedures based on the Company's regulations.

Dalam proses pelaksanaan proyek, *project plan* yang dibuat subkontraktor dipresentasikan dan di diskusikan untuk menyamakan persepsi mengenai standar keselamatan kerja. Di tingkat operasional, para pekerja subkontraktor diberikan *briefing* awal untuk membentuk pola pikir dan perilaku kerja yang diharapkan. Seluruh persyaratan keselamatan kerja selalu diinformasikan sejak awal tender agar sub-kontraktor memperhitungkan komponen biayanya. Rencana kegiatan proyek yang telah dibuat subkontraktor dipresentasikan serta didiskusikan guna menyamakan persepsi mengenai standar keselamatan kerja. TOTAL juga dapat melindungi hak-hak subkontraktor dan pihak ketiga untuk bekerja dengan aman sekaligus melindungi fasilitas dan aset Perseroan melalui pengawasan yang berjalan sistematis.

Guna menciptakan keselamatan kerja, TOTAL memberi penekanan terhadap beberapa poin penting berikut:

- Menaati setiap peraturan perundang-undangan dan/atau standar tentang keselamatan kerja.
- Menyediakan dan menjamin digunakannya semua perlengkapan keselamatan yang sesuai dengan standar keselamatan kerja Perusahaan di bidang konstruksi.
- Melakukan penyesuaian dan perbaikan yang terus menerus terhadap perkembangan teknologi keselamatan kerja.
- Mengutamakan tindakan yang bersifat promotif dan preventif untuk mengantisipasi situasi keadaan darurat (*emergency response plan*).
- Melakukan penanganan atas kejadian kecelakaan, peledakan, dan kebakaran yang terjadi sesuai dengan standar dan prosedur yang berlaku.
- Melakukan penyelidikan terhadap insiden termasuk *near miss* dan kecelakaan yang terjadi dalam rangka mencari fakta dan mengidentifikasi penyebab kecelakaan untuk mencegah terjadinya kecelakaan yang sama.
- Membuat laporan atas setiap insiden dan kecelakaan kerja yang terjadi kepada pimpinan unit masing-masing dan instansi berwenang terkait dalam batas waktu yang ditentukan.
- Melakukan pemeriksaan, inspeksi, dan evaluasi secara berkala terhadap semua sarana, termasuk sumber daya, peralatan, dan sistem deteksi untuk mencapai kesiapan yang optimal.
- Melakukan pelatihan penanganan keadaan darurat secara berkala.
- Melakukan kajian dan evaluasi terhadap penerapan sistem manajemen keselamatan dan kesehatan kerja dan meningkatkan kompetensi yang diperlukan karyawan termasuk mitra kerja.

Within project execution, the project plans prepared by subcontractors are presented and discussed to achieve the same understanding regarding the standards of occupational safety. At the operational level, subcontractor's workers are provided with preliminary safety briefings to shape their mindset and establish the expected working attitudes. All requirements for occupational safety are disseminated at the commencement of the tender process so that subcontractors can pre-calculate the cost components. Project plans that have been created by subcontractors will be presented and discussed to achieve the same understanding regarding occupational safety standards. The Company can also protect the rights of subcontractors and other third parties to obtain work safety, while at the same time safeguarding the Company's assets and facilities through a well-organized monitoring process.

To create a safe environment at work, the Company continues to stress the importance of the following activities:

- Comply with all regulations and/or standards of occupational safety.
- Provide all safety equipment and use that the equipment is used according to the Company's occupational safety standards in construction field.
- Continuously adjust and improve current occupational safety-related technology.
- Develop an emergency response plan to help identify and conduct preventive measures for the potential emergency scenarios.
- Overcome the accident, explosion and fire according to the prevailing standards and procedures.
- Investigate any accident occurred, including the near-miss incident, to identify the cause and anticipate it in the future.
- Prepare report on any incident and accident at work to the supervisor of each unit or institution concerned within schedule.
- Periodically check, inspect and evaluate all facilities, including resources, equipment and detectors for maximum anticipatory action.
- Hold periodical training on emergency management.
- Review and evaluate the implementation of occupational health and safety management system and improving skills needed by the employees and partners.

Sepanjang 2018 TOTAL telah mengembangkan penerapan K3 yang meliputi:

- Perubahan sistem penilaian (KPI), terkait item K3;
- Rekrutmen personil K3 berpengalaman standar internasional;
- Tahap awal implementasi Program CSMS yang telah dijalankan;
- Komunikasi dan Pelatihan melalui media online (*teleconference*);
- Sosialisasi dan monitoring standar listrik sementara proyek;
- Melakukan *upgrading* ISO 14001 versi 2015;
- Peningkatan jumlah pelatihan K3 seperti sertifikasi staf untuk pekerja termasuk subkontraktor;
- Penerapan *safety campaign* guna menaikkan kepedulian K3; dan
- Penerapan *safety culture roadmap*;

Kesehatan Kerja [GRI 403-3]

Kesehatan kerja menjadi isu krusial yang diperhatikan penuh di lingkungan kerja TOTAL. Sebagai pemberi kerja, Perseroan berupaya melindungi karyawan agar hidup sehat dan terbebas dari gangguan kesehatan, serta dampak buruk yang diakibatkan oleh suatu pekerjaan khususnya terkait pelaksanaan proyek pembangunan suatu gedung. Guna melaksanakan hal tersebut, TOTAL berupaya untuk menciptakan lingkungan kerja yang sehat, diantaranya dengan melakukan pengukuran dampak suatu kegiatan terhadap manusia serta lingkungan.

Penegakan terhadap kesehatan kerja tersebut dilaksanakan melalui tindakan preventif terhadap gangguan kesehatan karyawan dengan melaksanakan *medical check up* secara rutin setiap tahun bagi seluruh karyawan. Untuk pekerja/tukang yang bekerja di dalam proyek, pemeriksaan kesehatan dilakukan melalui kerjasama dengan BPJS atau tenaga kesehatan setempat. Tindakan pencegahan juga dilakukan dengan menyediakan pos P3K di setiap lingkungan proyek. Dalam jangka waktu satu bulan sekali, TOTAL telah melakukan pengasapan (*fogging*) di lingkungan proyek agar senantiasa tercipta lingkungan kerja yang baik untuk kesehatan karyawan.

Untuk karyawan yang mengalami penurunan kesehatan, TOTAL telah menunjuk dokter kesehatan kerja. Setiap karyawan yang mengalami gangguan kesehatan didata dan selanjutnya dilakukan diagnosa atas penyebab penurunan kesehatan untuk diketahui apakah diakibatkan oleh keadaan lingkungan kerja atau penyebab lain sehingga dapat diambil langkah-langkah yang diperlukan sebagai tindakan antisipatif.

Throughout 2018, TOTAL has improved its HSE implementations that encompass:

- Revised evaluation system (KPI) on HSE items;
- Recruited HSE personnel with international experiences;
- Continued the Contractor Safety Management System (CSMS) Program & Sub-contractor gathering;
- Communication and Training through online media (*teleconference*);
- Dissemination and monitoring of temporary electricity standard at projects;
- Upgrading of ISO 14001:2015;
- Improved the number of HSE trainings, such as staff certification, for employees and subcontractors;
- Created safety campaign to improve HSE awareness; and
- Adopted safety culture road map.

Occupational Health [GRI 403-3]

Occupational health has become a crucial issue that needs to be addressed accordingly within TOTAL's work environment. As the employer, the Company is bound to protect every employee's health aspect in the workplace from the threat of health issues and adverse conditions caused by the occupational activities, especially related to the construction projects. To that end, the Company creates a healthy work environment, among others by assessing the impact of any activity/project on human and the nearby surroundings.

Enforcement of the need for occupational health priority is shown by taking preventative measures to minimize employees' health damage by providing routine medical checkups for employees every year. For workers engaged in the project sites, the medical checkup is performed in cooperation with Social Security Administrative Bodies (BPJS) or other local medical professionals. Such measures are also made by providing first aid point in each project area. Once a month, TOTAL also conducts mosquito fogging in the project areas to create and ensure healthy work environment for all employees.

For employees suffering from health problems, TOTAL has assigned medical support for the checkup. The health record of such employees will be registered in a database to allow the data to be analyzed and to observe whether there is any trend of illness caused by the Company's work environment or other causes. Thus, the Company could then take further actions as preventive measurements concerning such problems.

Hingga 2018 TOTAL telah merealisasikan beberapa inisiatif strategis terkait upaya peningkatan sarana dan prasarana yang bertujuan menjaga dan meningkatkan kesehatan karyawan, yakni pembangunan fasilitas olahraga, peresmian ambulans, serta peresmian 'Ruang Ibu'.

Until 2018 TOTAL has realized several strategic initiatives related to efforts to improve facilities and infrastructure aimed at maintaining and improving employee health, namely the construction of sports facilities, inauguration of ambulances, and the inauguration of 'Nursery Room'.

Realisasi kegiatan yang dilakukan TOTAL terkait kesehatan karyawan pada tahun 2018 meliputi:

The activity realization conducted by TOTAL regarding employees' health in 2018 includes:

| Uraian / Description | Program dan Kegiatan / Program and Activity | Dana / Fund |
|--|--|---|
| Departemen HC / Human Capital Department | Medical Check-Up: Calon Karyawan / Employee Candidates Seluruh karyawan / all employees | 10,957,800 484,797,700 |
| | Penggantian pengobatan untuk karyawan/ Reimbursement of medicine: Karyawan Tetap / Permanent Employees Karyawan Kontrak / Contract Employees | 5,757,043,908 2,278,105,668 |
| | Pembangunan Ruang Ibu / Development of Nursery Room | 28,900,000 |
| | Pengadaan Ambulans TOTAL / TOTAL's Ambulance Procurement | 179,250,000 |
| | Pembangunan Fasilitas Olahraga (TOTAL Activity Zone) / Establishment of Sports Facility (TOTAL Activity Zone) | 795,842,073 |
| | Head Office | Biaya Alat Pelindung Diri - K3 / Personal Protective Equipment - HSE Cost |
| Pelatihan HC / Training for HC | | 1,182,311,476 |
| Pelatihan TCI / TCI Training | | 1,040,666,570 |
| Seminar Kesehatan / Health Seminar: • CARE Launch | | 26,776,750 |
| Total Dana yang Dikeluarkan / Total Funds Distributed | | 13,780,394,888 |

Peresmian 'Ruang Ibu' TOTAL

Kepedulian TOTAL terhadap keberadaan pekerja perempuan dalam perusahaan salah satunya diwujudkan melalui peresmian RUANG IBU, yakni ruang laktasi bagi karyawan TOTAL dan tenant TOTAL Building. Penyediaan fasilitas ruang laktasi ini diharapkan dapat meningkatkan angka pemberian ASI eksklusif pada ibu menyusui serta mengurangi jumlah bayi penderita kurang gizi di Indonesia, yang mana telah diatur dalam Peraturan Pemerintah Republik Indonesia Nomor 33 Tahun 2012. Dalam peresmiannya, TOTAL juga menyelenggarakan *Breastfeeding* Seminar bersama Konselor Laktasi Asosiasi Ibu Menyusui Indonesia (AIMI), Ibu Ratna Hayati di Ruang Training lantai 8, TOTAL Building.

Inauguration of TOTAL 'Nursery Room'

TOTAL's care towards the presence of female employees in the organization is realized through, among others, the inauguration of NURSING ROOM, a lactation room for TOTAL's employees and the tenants of TOTAL Building. The provision of lactation room facility is expected to increase the rate of exclusive breastfeeding in breastfeeding mothers and reduce the number of infants suffering from malnutrition in Indonesia, which has been regulated in the Republic of Indonesia Government Regulation No. 33 of 2012. In the inauguration, TOTAL also held a Breastfeeding Seminar with a Lactation Counselor from Asosiasi Ibu Menyusui Indonesia (AIMI), Ms. Ratna Hayati, at the Training Room 8th floor, TOTAL Building.

Pembangunan Fasilitas Olahraga (TOTAL Activity Zone)

TOTAL berkomitmen untuk senantiasa mendukung peningkatan kesejahteraan dan kesehatan karyawan, yang mana salah satunya diwujudkan melalui pembangunan fasilitas olahraga, TOTAL Activity Zone atau "TAZ" di kantor pusat TOTAL dengan area seluas ± 388 m². Dalam area yang telah diresmikan pada 8 November 2018 ini terdapat kantin/cafe yang menyediakan makanan sehat, *meeting rooms*, area bermain musik, serta *gym area*. Kehadiran TAZ diharapkan dapat menjadi sarana penunjang bagi manusia TOTAL untuk melepas lelah dan stress melalui serangkaian aktivitas sehat, makanan sehat, dan aktualisasi diri melalui hobi positif.

Development of Sports Facility (TOTAL Activity Zone)

TOTAL is committed to always supporting the improvement of employees' welfare and health, which, among others, is realized through the construction of sport facility named TOTAL Activity Zone or "TAZ" at TOTAL's head office with an area of ±388 m². Inaugurated on November 8, 2018, this area holds a canteen/cafe that provides healthy food, meeting rooms, music playing area, and a gym area. TAZ is expected to become a supporting instrument for TOTAL people to combat fatigue and stress through a series of healthy activities, healthy food, and self-actualization through positive hobbies.

PELATIHAN K3 [GRI 403-5]

Dalam rangka meningkatkan kompetensi dan pengetahuan karyawan terkait keselamatan dan kesehatan kerja, TOTAL telah mengikutsertakan karyawannya pada berbagai pelatihan maupun sertifikasi di bidang K3. Pelatihan ini bertujuan untuk meningkatkan kesadaran, kepedulian, dan kompetensi karyawan akan pentingnya keselamatan dan kesehatan kerja dalam proses pelaksanaan kegiatan operasional.

Kegiatan pelatihan dan sertifikasi K3 yang diselenggarakan TOTAL sepanjang tahun 2018 dapat dilihat pada tabel berikut ini:

| No | Departemen / Department | Pelatihan / Training | | Jumlah Peserta / Total Participants | Tanggal / Date | Tempat / Location | Penyelenggara Pelatihan / Training Organizer |
|----|-------------------------|-----------------------|--|-------------------------------------|--|-------------------|--|
| | | Jenis / Type | Judul / Title | | | | |
| 1 | QHSE | Kemenaker | Fire Fighting (Sertifikasi D-B) / Fire Fighting (D-B Certification) | 17 | 22-28 April 2018 / April 22-28, 2018 | TOTAL Head Office | Kemenaker (Centra Artha Prima Indonesia) |
| 2 | QHSE | Kemenaker | Fire Fighting (Sertifikasi D-B) / Fire Fighting (D-B Certification) | 18 | 28 April - 5 Mei 2018 / April 28 - May 5, 2018 | TOTAL Head Office | Kemenaker (Centra Artha Prima Indonesia) |
| 3 | QHSE | Kemenaker | Supervisi Perancah (Sertifikasi) / Scaffolding Supervisor (Certification) | 30 | 19-20, 24-26 September 2018 / September 19-20, 24-26, 2018 | TOTAL Head Office | Kemenaker (Centra Artha Prima Indonesia) |
| 4 | QHSE | Internal | Defensive Driving & First Aid on The Road | 20 | 14 Agustus 2018 / August 14, 2018 | TOTAL Head Office | 4 Life & JDCC |
| 5 | QHSE | Internal | Refresh First Aid Training & Gempa | 40 | 30 Agustus 2018 / August 30, 2018 | TOTAL Head Office | Dept. QHSE |
| 6 | QHSE | BPBD Provinsi Jakarta | Sosialisasi Gempa oleh BPBD Provinsi Jakarta / Dissemination on Earthquake by BPBD of Jakarta Province | 50 | 22 November 2018 / November 22, 2018 | TOTAL Head Office | Dept. QHSE |
| 7 | QHSE | Internal | Safety Sharing Session (Batch 1) | 28 | 10 Desember 2018 / December 10, 2018 | TOTAL Head Office | Dept. QHSE |
| 8 | QHSE | Internal | Safety Sharing Session (Batch 1) | 41 | 13 Desember 2018 / December 13, 2018 | TOTAL Head Office | Dept. QHSE |

SOSIALISASI DAN PENGAWASAN K3

[GRI 403-6, 403-7]

Secara rutin, sosialisasi dan pengawasan aspek keselamatan dan kesehatan kerja telah diselenggarakan dan dilaksanakan melalui beberapa cara, antara lain:

- Sosialisasi melalui program "Safety Talk", yaitu pengarahan terhadap seluruh karyawan dan pekerja proyek, dan "Tool Box Meeting", yaitu pengarahan harian secara berkelompok menurut area kerja atau disiplin pekerjaan.

OHS TRAINING [GRI 403-5]

In order to improve the competence and knowledge of employees related to occupational safety and health, TOTAL has included its employees in various training and certification in the OHS field. This training aims to increase employee awareness, care and competence on the importance of occupational safety and health in the process of implementing operational activities.

The OHS training and certification held by TOTAL in 2018 can be seen in the following table:

DISSEMINATION AND SUPERVISION OF HSE

[GRI 403-6, 403-7]

Dissemination and supervision on occupational health and safety aspect have been routinely implemented through several means as follows:

- Dissemination through a "Safety Talk" program, which is a briefing to all employees and workers, and a "Tool Box Meeting" program, which is a daily instruction program performed in group based on working areas or disciplines.

- Penempatan HSE *Officer* dan/atau HSE *Supervisor* untuk melakukan sosialisasi, pengawasan, dan memberikan laporan rutin atas konsistensi penerapan standar keselamatan dan kesehatan kerja guna mengurangi risiko yang dapat terjadi.
- Penyediaan buku saku yang berisi panduan serta prosedur keselamatan dan kesehatan kerja yang dilengkapi dengan visualisasi ilustratif dan mudah dipahami oleh karyawan.
- Sosialisai melalui program *Induction* terhadap pekerja/tukang, karyawan baru serta pengunjung/tamu, sebelum memasuki area proyek konstruksi.
- Penilaian (*assessment*) atas penerapan aspek keselamatan dan kesehatan kerja di setiap proyek. Saat ini, TOTAL mulai menerapkan sistem *Behaviour Based Safety* untuk melakukan penilaian terhadap masing-masing individu terhadap penerapan keselamatan dan kesehatan kerja di lingkungan proyek.
- Pelatihan rutin tentang keahlian teknis dan sertifikasi keahlian di bidang *tools*, kelistrikan, perancah dan sebagainya.
- Mensosialisasikan *Contractor Safety Management System* (CSMS) kepada subkontraktor, saat ini sampai tahap leveling/klasifikasi hasil kuesioner yang sudah masuk.
- Assignment of HSE Officers and/or HSE Supervisors who will be responsible for conducting information dissemination, monitoring and routinely reporting any issues regarding the implementation of occupational health and safety standards. This aims to avoid potential hazards.
- Procurement of Employee Handbook containing guidelines and procedures for occupational health and safety, in a simple and visual manner that is easily understood by employees.
- Dissemination through Induction programs for existing workers, new employees, and guests/visitors. This serves as guidance for them prior to visiting the construction premises.
- Assessment of the implementation of an adequate occupational health and safety system in each project. Currently, TOTAL initiated a Behavior Based Safety system to assess the performance of each individual regarding occupational health and safety practices within the premises.
- Routine training on technical skills, expertise certification in the safe use of tools, electricity, scaffoldings, and other activities.
- Dissemination of Contractor Safety Management System (CSMS) to the sub-contractors, in which at present has entered the leveling/classification stage of the incoming questionnaire results.

JAM KERJA AMAN

Sepanjang tahun 2018, realisasi jam kerja TOTAL adalah selama 35.509.044 *manhour*, mengalami penurunan sebesar 2,35% dari jam kerja tahun 2017 yang tercatat selama 36.362.802 *manhour*. Adapun *days away from work* karena LTI cases pada 2018 ialah sebanyak 6 kasus, sama dengan yang tercatat pada 2017 tercatat sebanyak 6 (enam) kasus.

Sementara itu, *medical treatment* pada tahun 2018 tercatat sebanyak 55 kasus, jumlah tersebut turun 47,27% dari 81 kasus di tahun 2017, yang mana secara keseluruhan total rata-rata kecelakaan per bulan sebanyak 4 kasus. Jumlah kecelakaan kerja untuk *medical treatment* menurun seiring dengan meningkatnya kesadaran implementasi K3 untuk melaporkan kecelakaan kerja sekecil apapun yang terjadi di proyek.

SAFE WORK HOURS

During 2018, TOTAL reached the amount of man-hour at 35,509,044 man-hours, a decline of 2.35% compared to the realization of man-hour in 2017 which was recorded at 36,362,802 man-hours. Meanwhile, days-away-from-work due to LTI cases in 2018 amounted to 6 (six) cases, the same as those recorded in 2017.

Meanwhile, medical treatment amounted to 55 cases, demonstrated an decrease by 47.27% from 81 cases recorded in 2017. Hence, total incident per month in 2018 was 4 cases in average. Total work accidents requiring medical treatment increased along with the rising awareness of OHS implementation to report even the smallest wok accident occurring in the project.

JUMLAH KECELAKAAN KERJA TAHUN 2018 [GRI 403-2]

TOTAL OCCUPATIONAL ACCIDENT IN 2018 [GRI 403-2]

| Kategori / Category | Bulan / Month | | | | | | | | | | | | TOTAL /TOTAL (n) |
|---|---|-----------|-----------|-----------|-----------|------------|-----------|-------------|------------|-----------|-----------|-----------|------------------|
| | Jan / Jan | Feb / Feb | Mar / Mar | Apr / Apr | Mei / May | Jun / June | Jul / Jul | Agst / Agst | Sep / Sept | Okt / Oct | Nov / Nov | Des / Dec | |
| Jam Kerja / Manhour | 2.835.620 | 2.925.665 | 2.962.771 | 2.632.816 | 7.825.662 | 1.067.775 | 2.588.349 | 2.350.420 | 2.323.525 | 2.668.611 | 2.679.708 | 2.648.122 | 35.509.044 |
| Kematian / Fatality | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 |
| Jumlah Hari Kerja yang Hilang / Days Away From Work Cases | 5 | 18 | 0 | 9 | 6.000 | 0 | 0 | 6.004 | 0 | 6.300 | 18 | 0 | 18.354 |
| Kasus Kecelakaan Kerja / Restricted Work Activity Cases | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 |
| Tindakan Medis / Medical Treatment | 5 | 5 | 6 | 3 | 5 | 3 | 3 | 3 | 8 | 8 | 4 | 2 | 55 |
| Day Aways Lost Time Insidents / LTI cases | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 2 | 1 | 0 | 6 |
| Total Tingkat Kecelakaan Tercatat / Total Recordable Incidents Rate | (200.000 / Hari Kerja / Hour Worked) x (Total Kasus Tercatat / Total Recordable Cases) | | | | | | | | | | | | 0,37 |
| Tingkat Hari Tidak Bekerja / Days Away From Work Rate | (200.000 / Hari Kerja / Hour Worked) x (Kasus Hari Tidak Bekerja / Days away from work Cases) | | | | | | | | | | | | 0,05 |

| | 2018 | 2017 | 2016 |
|---|------------|------------|------------|
| Jam Usaha / Effort Hours | 35.509.044 | 36.362.802 | 45.747.190 |
| Kecelakaan Tercatat / Recordable Incidents: (Kunjungan dokter berdasarkan resep atau prosedur medis / Doctor visit requiring prescription or medical procedure) | 65 | 99 | 203 |
| Tingkat Kecelakaan Tercatat (RIR) / Recordable Incident Rate: (Jumlah Kecelakaan / Number of Incidents x 200.000 / Jumlah Jam Usaha Efektif / Number of Effort Hours Worked) | 0,37 | 0,54 | 0,89 |

TINDAK LANJUT ATAS KECELAKAAN KERJA

Guna mengantisipasi terjadinya kecelakaan kerja, TOTAL telah melakukan beberapa tindak lanjut yang mengupayakan yang terbaik bagi seluruh karyawan dengan menciptakan lingkungan kerja yang kondusif guna menjaga keselamatan seluruh insan Perseroan. Guna mengupayakan hal tersebut, TOTAL memastikan bahwa seluruh karyawan menjalankan tugasnya sesuai dengan prosedur standar keselamatan yang sesuai dengan peraturan Perseroan.

Safety Alert dibuat untuk setiap kecelakaan kerja yang terjadi di proyek untuk disosialisasikan ke semua proyek TOTAL yang isinya meliputi kronologi kecelakaan, penyebab dasar, dan sebagai pembelajaran agar tidak terjadi kecelakaan yang sama di proyek yang lain, yaitu dengan mengirimkan kembali *Safety Alert Response* dari proyek yang merupakan tindakan yang harus dilakukan agar tidak terjadi kecelakaan yang sama.

FOLLOW-UP ON WORK ACCIDENT

To anticipate the incident at work, TOTAL has conducted various follow-up efforts for its employees to obtain only the best in the occupational health and safety sector. One of the efforts is to create a supportive and conducive work environment that support the safety measures for all personnel. TOTAL ensures that all employees carry out their duties and responsibilities in line with the safety standards and procedures as well as the rules and regulations applicable in the Company.

Safety Alert is prepared for every work accident occurring in the project to be disseminated to all TOTAL's projects. The contents cover accident chronology and cause of accident, and becomes a lesson for the Company to prevent the same accident to take place in other projects. This is done by sending back the *Safety Alert Response* from projects in order to prevent the occurrence of the same work accident.

TOTAL PEDULI TERHADAP MASYARAKAT

Total Cares About the People [GRI 203-1, 203-2, 413-1]

Dana pengembangan sosial & masyarakat mencapai

Rp513.34 juta.

Social & community development fund reached Rp513,34 million.



Meraih Penghargaan **Platinum** dalam *Indonesia CSR Award 2018* untuk Industri Konstruksi dan Properti kategori Perusahaan Terbuka.

Received Platinum Award from Indonesia CSR Award 2018, for Construction and Property Industry, Public Company category.

KEBIJAKAN TOTAL TERKAIT TANGGUNG JAWAB SOSIAL TERHADAP SOSIAL KEMASYARAKATAN [GRI 103-2]

TOTAL melaksanakan program dan kegiatan tanggung jawab sosial perusahaan (*Corporate Social Responsibility – CSR*) di bidang sosial kemasyarakatan secara berkelanjutan dengan tujuan untuk memberikan kontribusi bagi pengembangan dan pemberdayaan masyarakat, terutama di sekitar proyek. Di samping itu, program CSR di bidang sosial kemasyarakatan juga dilakukan sebagai bentuk investasi TOTAL kepada masyarakat (*community investment*) agar dapat meningkatkan taraf hidup dan kesejahteraan mereka.

Pembangunan kinerja sosial Keberlanjutan TOTAL pada 2018 diimplementasikan melalui beberapa program yang berdampak langsung terhadap masyarakat.

TOTAL'S POLICY ON CORPORATE SOCIAL RESPONSIBILITY IN SOCIAL AND COMMUNITY [GRI 103-2]

TOTAL carries out social responsibility programs and activities in social and community development in a sustainable manner with an aim to provide contributions for the development and empowerment of society, particularly the one living nearby the project area. In addition, CSR programs in the social and community are also carried out as a form of TOTAL investment to the community (*community investment*) in order to improve their standard of living and welfare.

The development of TOTAL Sustainable social performance in 2018 is implemented through several programs that have a direct impact on the community.

Adapun rincian program kegiatan sosial berkelanjutan TOTAL beserta rincian alokasi dana akan dijelaskan dalam tabel berikut ini:

Tabel Kegiatan Pengembangan Sosial & Kemasyarakatan (dalam rupiah penuh)

Details of TOTAL's sustainable social activities and budget allocation are described in the following table:

Table of Social & Community Development Activity (in full Rupiah)

| Program dan Kegiatan / Program and Activity | Uraian / Description | Dana / Fund (Rp) |
|--|---|--------------------|
| Donor Darah / Blood Donation | Kantor Pusat Total tanggal 7 Maret dan 26 September 2018 / Total Head Office dated March 7 and September 26, 2018 | 7,741,300 |
| Buka Puasa Bersama TOTAL / Mass Break-Fasting with TOTAL | Kantor Pusat Total / Head Office | 33,858,950 |
| Renovasi Pos Polisi sekitar Proyek / Renovation of Police Station around Project Area | Renovasi Pos Polisi sekitar Proyek PIM 3 / Renovation of Police Station nearby PIM 3 Project | 1,290,000 |
| Mudik Bersama Pekerja / Mass Homecoming (Mudik) for Workers | Proyek Thamrin Nine, Proyek Lavie All Suites Apartements, Proyek Verde 2, Proyek Arkadia, Proyek Verde 2 Condominium, Orange County / Thamrin Nine Project, Lavie All Suites Apartements Project, Verde 2 Project, Arkadia Project, Verde 2 Condominium, and Orange County Project | 325,660,000 |
| Bantuan Cat / Donation of Paint | Kelurahan Pondok Pinang Kec. Kabayoran Lama sekitar Proyek PIM 3 / Kelurahan Pondok Pinang, Kebayoran Lama around PIM 3 Project Area | 3,250,000 |
| <i>Fogging</i> | Bedeng Pekerja Proyek The Pakubuwono Menteng and Orange Country / Workers' Mess in The Pakubuwono Menteng and Orange Contry Project | 3,500,000 |
| Penyaluran Hewan Kurban / Distribution of Qurban Animals | Sumbangan hewan kurban di Proyek Sequis, Thamrin Nine, The Pakubuwono Menteng, Verde II, Graha Gatsu, PIM 3, Verde 2 Condominium, Orange County, The Smith / Donation of Sacrificial Animals in Sequis, Thamrin Nine, The Pakubuwono Menteng, Verde II, Graha Gatsu, PIM 3, Verde 2 Condominium, Orange County, and The Smith Project | 144,250,000 |
| Tempat makan pekerja / Worker's Canteen | Proyek Orange County CD Lippo Cikarang / Orange County CD Lippo Cikarang Project | 27,650,000 |
| Mendirikan bangunan Balai Warga / Establish Community Hall | Proyek Mercure Hotel BSD / Mercure Hotel BSD Project | 6,000,000 |
| Pemasangan penerangan jalan lingkungan sekitar Proyek / Installation of street lights around the area of ITK Binus Project in Malang | Proyek ITK Binus Malang / ITK Binus Malang Project | 2.846.000 |
| Perbaikan bangunan di sekitar Proyek / Building repair around the Pakubuwono Spring Project | Proyek Pakubuwono Spring / Pakubuwono Spring Project | 119.542.462 |
| Total Dana yang Dikeluarkan / Total Funds Distributed | | 641.729.762 |

BANTUAN PEMENUHAN KEBUTUHAN SARANA DAN PRASARANA MASYARAKAT

[GRI 203-1, 203-2]

Kegiatan operasional Perseroan selalu bersentuhan langsung dengan masyarakat, terutama masyarakat yang tinggal di sekitar proyek. Oleh sebab itu, TOTAL berkomitmen untuk melaksanakan tanggung jawab sosial perusahaan terhadap masyarakat di sekitar proyek. Salah satu kegiatan yang dilakukan TOTAL adalah dengan memberikan bantuan pemenuhan kebutuhan sarana dan prasarana masyarakat. Beberapa kegiatan yang dilakukan antara lain:

- Renovasi pos polisi di sekitar proyek PIM 3;
- Bantuan cat pada warga sekitar Proyek PIM 3;
- Kegiatan *fogging*.

DONATION FOR THE FULFILLMENT OF PUBLIC FACILITIES AND INFRASTRUCTURE

[GRI 203-1, 203-2]

The Company's operational activities are always in direct contact with the community, especially the people who live around the project. Therefore, TOTAL is committed to carrying out corporate social responsibility towards the communities surrounding the project. One of the activities carried out by TOTAL is to provide assistance to meet the needs of community facilities and infrastructure. Some of the activities carried out includes:

- Renovation of police station nearby PIM 3 project;
- Paint donation for the community nearby PIM 3 Project;
- Fogging.

DONOR DARAH

Sebagai bentuk kontribusi Perseroan terhadap kesehatan masyarakat, TOTAL secara konsisten dan berkesinambungan menyelenggarakan kegiatan donor darah. Informasi rekapitulasi aksi donor darah yang dilakukan sepanjang tahun 2018 dapat dilihat dalam tabel berikut ini:

BLOOD DONOR

As a form of the Company's contribution to public health, TOTAL consistently and continuously organizes blood donor activities. Information on recapitulation of blood donation actions carried out throughout 2018 can be seen in the following table:

Tabel Kegiatan Donor Darah 2018

Table of Blood Donation Activities in 2018

| Tanggal / Date | A | B | AB | O | Jumlah / Total | Pendonor Pria / Male Donors | Pendonor Wanita / Female Donors | Donor Baru / New Donors | Donor Lama / Old Donors | | |
|--|----|----|----|----|----------------|-----------------------------|---------------------------------|-------------------------|-------------------------|----|----|
| 7 Maret 2018 / March 7, 2018 | 28 | 32 | 10 | 36 | 106 | 80 | 75.5% | 26 | 24.5% | 28 | 78 |
| 26 September 2018 / September 26, 2018 | 20 | 38 | 7 | 33 | 98 | 70 | 71.4% | 28 | 28.6% | 20 | 78 |

PENYERAHAN HEWAN KURBAN

Kegiatan lainnya dalam bidang sosial kemasyarakatan yang dilakukan TOTAL adalah penyerahan hewan kurban. Kegiatan ini rutin dilakukan TOTAL dalam setiap tahunnya dengan tujuan untuk memberikan kontribusi secara langsung dan lebih mendekatkan diri kepada masyarakat. Melalui kegiatan ini diharapkan hubungan yang telah terjalin dengan masyarakat dapat terus terjalin dengan harmonis.

DONATION OF SACRIFICIAL ANIMALS

Other activities conducted by the Company in social and community development in the donation of sacrificial animal for Hari Raya Qurban and fogging activity. Both activities are regularly carried out as the Company's direct contribution and as a medium to maintain good relationship with the community. Through these activities, TOTAL believes that the existing relationship can be maintained and will be more harmonious in the future.

Pada tanggal 22 Agustus 2018, TOTAL menyerahkan hewan kurban di wilayah sekitar beberapa proyek, antara lain Proyek Sequis, Proyek Thamrin Nine, The Pakubuwono Menteng, Verde II, Graha Gatsu, dan Proyek PIM 3. Adapun biaya yang dialokasikan TOTAL untuk penyerahan hewan kurban tahun 2018 adalah sebesar Rp144,25 juta.

On August 22, 2018, TOTAL handed over sacrificial animals in the area around several projects, including the Sequis Project, Thamrin Nine Project, The Pakubuwono Menteng, Verde II, Graha Gatsu, and PIM Project 3. The TOTAL allocated fee for the delivery of yearly sacrificial animals 2018 was Rp144.25 million.

MUDIK-BALIK LEBARAN BERSAMA PEKERJA

Sebagai ungkapan terima kasih kepada seluruh karyawan, TOTAL rutin menyelenggarakan kegiatan Mudik-Balik Lebaran Bersama Pekerja. Kegiatan Mudik-Balik Lebaran ini merupakan upaya Perseroan untuk meringankan beban seluruh karyawan dalam bersilaturahmi dengan seluruh keluarga di kampung halaman masing-masing.

LEBARAN HOMECOMING WITH THE EMPLOYEES

As a form of gratitude to its employees, TOTAL carries out collective homecoming or mudik activity during the Eid-al Fitr period. Eid-al Fitr is a very special moment for the majority of Indonesians to gather with their family and have a celebration. The homecoming activity is one of the Company's efforts to minimize the cost that must be spent by the employees to return to their hometown.

Perseroan telah membantu hampir seluruh karyawan untuk mudik-balik Lebaran 1439 H, dengan tujuan ke berbagai daerah meliputi Purwodadi, Brebes, Serang, Cirebon, Yogyakarta, Surakarta, dan Kuningan. Biaya yang dialokasikan untuk kegiatan mudik-balik lebaran pada tahun 2018 adalah sebesar Rp325,66 juta.

The Company has assisted almost all employees for homecoming on Lebaran 1439 H, with the aim to various regions including Purwodadi, Brebes, Serang, Cirebon, Yogyakarta, Surakarta, and Kuningan. The costs allocated for Lebaran homecoming in 2018 was Rp325.66 million.

TOTAL MENGETRI KEBUTUHAN PELANGGAN

TOTAL Understands the Customers' Needs



PENGENDALIAN KUALITAS PRODUK KONSTRUKSI TOTAL [GRI 103-2] [GRI 416-1]

TOTAL berkomitmen terhadap kualitas yang termanifestasi dalam penyelesaian dan serah terima proyek, serta menyediakan layanan purna jasa yang komprehensif bahkan setelah masa garansi habis. TOTAL percaya bahwa kebutuhan pelanggan adalah yang utama. Oleh sebab itu, TOTAL selalu mengutamakan kepentingan pelanggan dalam situasi apapun.

Kualitas atas kinerja TOTAL terlihat dari seluruh tahapan pelaksanaan proyek yang dimonitor oleh Departemen QHSE. Departemen ini senantiasa menjaga kualitas kinerja guna mempertahankan kesuksesan setiap proyek yang dikerjakan. Misalnya, pada tahap awal proyek bersama dengan tim proyek melakukan proses identifikasi kegagalan mutu yang mungkin terjadi dan melakukan pencegahannya. Pada tahap proses pelaksanaan, dilakukan pemeriksaan dengan menggunakan sistem penilaian pada seluruh proyek secara berkala. Selanjutnya, pada tahap serah terima, dilakukan pemeriksaan kembali guna memastikan bahwa gedung layak untuk digunakan.

SURVEI KEPUASAN PELANGGAN [GRI 102-43, 102-44]

Sebagai parameter bagi keberhasilan usaha, TOTAL mengakomodir kebutuhan pelanggan melalui *monitoring* kepuasan maupun keluhan pelanggan. *Monitoring* tingkat kepuasan maupun keluhan pelanggan dilakukan melalui interaksi personal karyawan Perusahaan dengan para konsumen. Masukan dan kritikan dari seluruh pelanggan

QUALITY CONTROL OF TOTAL'S PRODUCT CONSTRUCTION [GRI 103-2] [GRI 416-1]

TOTAL's commitment to quality is manifested in the completion and hand-over of project and provides a comprehensive after sales service, even after the lapse of guarantee period. TOTAL believes that customer's needs is the priority. Therefore, TOTAL always prioritizes the interest of clients in any situation.

The quality of TOTAL's performance is seen in all stages of project implementation, which is monitored by Department QHSE. This department continuously maintains the performance quality to maintain success in every project being executed. For example, at the first stage of the project, the Company and the project team conducts identification of quality failure that may be happened and prepare for the prevention measure. At the execution process, examination is conducted by using assessment system in all projects, which is done periodically. Furthermore, at the hand-over stage, another examination is performed to ensure that the building is ready and proper enough to be used.

CUSTOMER SATISFACTION SURVEY [GRI 102-43, 102-44]

As a parameters for succed, TOTAL tried to accommodate the need of its customers by conducting a customer satisfaction monitoring as well as to maintain any complaints. Monitoring satisfastion level of the customer conducted through a personal interaction between the Company's employee and all customers. Every complaints and input becomes a significant

menjadi poin penting bagi Perusahaan untuk semakin meningkatkan kualitas layanan dan mempertahankan *market share*-nya dalam persaingan usaha sejenis. Guna mengukur tingkat kepuasan pelanggan atas pelayanan Perusahaan, setiap tahunnya TOTAL mengadakan survei atas tingkat kepuasan pelanggan.

Pada 2018, TOTAL telah mengadakan survei dengan responden, meliputi Pemilik/Pelanggan (*Owner*), Manajer Konstruksi, dan Pengelola Gedung (*Building Management*). Dari hasil survei yang dinilai pada saat masa pelaksanaan, masa pemeliharaan, dan masa setelah pelaksanaan pekerjaan (pasca konstruksi), rata-rata skor tingkat kepuasan pelanggan adalah sebesar 80,50% dengan kategori "Puas". Hasil tersebut mengalami perbaikan jika dibandingkan dengan skor tingkat kepuasan pelanggan tahun 2017 yang tercatat sebesar 80,17% dengan predikat "Puas". Melalui hasil pengukuran yang diperoleh, TOTAL memiliki pedoman untuk menyusun strategi dan rencana serta perbaikan bagi kinerja dan pelayanan secara menyeluruh pada tahun-tahun berikutnya.

Beberapa langkah strategis TOTAL dalam meningkatkan pelayanan, melalui:

- Pemasaran yang adil, dengan informasi yang faktual dan tidak bias, serta penerapan kontrak yang adil
- Pemeliharaan kesehatan dan keselamatan konsumen
- Pelayanan dan dukungan terhadap konsumen, serta penyelesaian keberatan pelanggan
- Proteksi dan privasi data konsumen
- Membuka akses terhadap pelayanan esensial
- Pendidikan dan penyadaran (*awareness*)

PENANGANAN KELUHAN PELANGGAN

Dalam rangka memperbaiki dan menyempurnakan kualitas produk konstruksi dan pelayanan kepada pelanggan, TOTAL menyediakan sarana untuk menerima dan menindaklanjuti berbagai macam keluhan pelanggan. Pihak yang diberi wewenang untuk menerima, memproses, dan menindaklanjuti keluhan pelanggan TOTAL adalah Departemen Customer Care.

Sepanjang tahun 2018, Perseroan telah menerima 117 laporan keluhan pelanggan dan seluruhnya diselesaikan dengan sangat baik.

point for the Company to improve the quality of service and to maintain the Company's market share among the market competition.

In 2018, TOTAL has conducted a survey with several respondents, consisting of Owners, Construction Manager, and Building Management. Based on the result of the survey that was conducted during the execution, the maintenance and the post-construction project, the average score of customer satisfaction level was 80,50% which falls under "satisfying" category, while in 2017, it was recorded at 80.17%, categorized into "Satisfied" predicate. Based on the measurement result, TOTAL has a guideline to develop a strategy and plan, as well as improvement for the performance and service comprehensively in the following years.

Some of TOTAL's strategic steps in improving its services are:

- Fair marketing, providing factual and unbiased information, as well as fair contractual practice;
- Maintenance of customer's health and safety;
- Customer service and support, including complaint management;
- Protection and confidentiality of customer data;
- Access to essential service; and
- Education and issue awareness-raising.

CUSTOMERS COMPLAINT HANDLING

In order to improve and improve the quality of construction products and service to customers, TOTAL provides a means to receive and follow up on various types of customer complaints. The party authorized to receive, process and follow up on TOTAL customer complaints is the Customer Care Department.

In 2018, the Company received 117 reports on customers complaints, all of which have been successfully settled.

EVALUASI PENDEKATAN MANAJEMEN

Evaluation On Management Approach [GRI 103-3]

EVALUASI PENDEKATAN ASPEK EKONOMI

TOTAL secara berkelanjutan melakukan evaluasi atas dampak positif yang dihasilkan dari kinerja ekonomi. Keberhasilan TOTAL dalam mencatatkan kinerja keuangan yang positif pada tahun 2018 dengan pencapaian aset sebesar Rp3,23 triliun dan pendapatan usaha sebesar Rp2,78 triliun memberi dampak bagi peningkatan nilai menyalurkan nilai ekonomi yang dihasilkan melalui pembayaran pajak, gaji dan tunjangan seluruh karyawan, pelatihan SDM, hingga alokasi dana CSR. Dari keseluruhan pendapatan tersebut, nilai ekonomi yang didistribusikan untuk pembayaran pajak sebesar Rp89,43 miliar, gaji dan tunjangan untuk seluruh karyawan mencapai sebesar Rp143,01 miliar, pelatihan SDM sebesar Rp2,22 miliar serta alokasi dana CSR sebesar Rp31,61 miliar.

EVALUASI PENDEKATAN ASPEK LINGKUNGAN

Dari evaluasi yang dilakukan sepanjang tahun 2018, TOTAL berhasil meningkatkan efisiensi konsumsi energi listrik dan air secara signifikan dibandingkan tahun sebelumnya. Selain itu, TOTAL juga berhasil mengurangi pencemaran emisi udara melalui pencapaian target *Construction Indoor Air Quality Management Plan* yang dipersyaratkan oleh LEED rating tools serta mengurangi 3 (tiga) jenis limbah konstruksi (padat, cair dan B3) melalui mekanisme manajemen limbah dan sampah yang terintegrasi.

EVALUASI PENDEKATAN ASPEK KEPEGAWAIAN

Sampai dengan tahun 2018 TOTAL berhasil terus meningkatkan kapabilitas SDM yang dimiliki melalui penyelenggaraan berbagai *training*. TOTAL pada tahun 2018 juga berhasil meningkatkan efektivitas penyelenggaraan training melalui pelaksanaan *training online* di mana setiap peserta diberikan kesempatan untuk berkonsultasi, diskusi, serta pembelajaran secara mandiri.

EVALUASI PENDEKATAN ASPEK KESEHATAN DAN KESELAMATAN KERJA

Keberhasilan TOTAL dalam menciptakan lingkungan kerja yang aman bagi karyawan salah satunya ditunjukkan melalui penurunan jumlah kasus *medical treatment* yang pada tahun 2018 tercatat 55 kasus, menurun hingga 47,27% dari 81 kasus di tahun 2017. Jumlah kecelakaan kerja untuk *medical*

EVALUATION ON THE APPROACH TO ECONOMIC ASPECT

TOTAL continuously evaluates the positive impacts resulting from its economic performance. TOTAL's success in recording positive financial performance in 2018 with realization of assets amounting to Rp3.23 trillion and operating income amounting to Rp2.78 trillion, had an impact on the increase in economic value distribution through payment of taxes, salaries, and allowances for all employees, as well as HR training and CSR fund allocation. Of the total income, the economic value distributed for the payment of taxes amounting to Rp89.43 billion, salaries and benefits for all employees amounting to Rp143.01 billion, HR training amounting to Rp2.22 billion, and CSR fund allocation amounting to Rp31.61 billion.

EVALUATION ON THE APPROACH TO ENVIRONMENTAL ASPECT

Based on the evaluations carried out throughout 2018, TOTAL managed to significantly increase the efficiency of electricity and water consumption compared to the previous year. In addition, TOTAL succeeded in reducing air emission pollution through the achievement of target for Indoor Air Quality Management Plan required by LEED rating tools and in reducing 3 (three) types of construction waste (solid, liquid, and B3 waste) through an integrated waste management mechanism.

EVALUATION ON THE APPROACH TO EMPLOYMENT ASPECT

As of 2018, TOTAL has succeeded in continuously increasing the capabilities of its Human Resources through the implementation of various training programs. TOTAL also succeeded in enhancing the effectiveness of training through online training implementation where each participant is given the opportunity to consult, discuss, and learn independently.

EVALUATION ON THE APPROACH TO HEALTH AND SAFETY ASPECT

TOTAL's success in creating safe work environment for employees is demonstrated through the declining number of medical treatment cases, which in 2018 was recorded at 55 cases, down 47.27% from 81 cases recorded in 2017. The number of work accidents for medical treatment declines

treatment menurun seiring dengan meningkatnya kesadaran implementasi K3 untuk melaporkan kecelakaan kerja sekecil apapun yang terjadi di proyek. Selain itu, Tingkat Kecelakaan Tercatat (*Recordable Incident Rate/RIR*) juga dicatatkan terus menurun selama tahun 3 (tiga) tahun terakhir, dari 0,89 di tahun 2016, 0,54 di tahun 2017 dan 0,37 di tahun 2018. Hasil evaluasi tersebut menunjukkan bahwa TOTAL berhasil terus mengoptimalkan aspek K3 di Perseroan.

EVALUASI PENDEKATAN ASPEK SOSIAL KEMASYARAKATAN

Keseriusan TOTAL untuk menempatkan masyarakat sebagai pemangku kepentingan utama melalui penyaluran kontribusi ekonomi tidak langsung, mendapat apresiasi positif dari pihak eksternal dengan perolehan Penghargaan Platinum dalam Indonesia CSR Award 2018 untuk Industri Konstruksi dan Properti kategori Perusahaan Terbuka. Hal tersebut menunjukkan bahwa TOTAL secara berkelanjutan berhasil memberikan dampak positif terhadap masyarakat melalui berbagai program CSR dan pemberian filantropi secara berkala.

EVALUASI PENDEKATAN ASPEK KESEHATAN DAN KESELAMATAN PELANGGAN

TOTAL secara berkelanjutan mengevaluasi kualitas kinerja yang dijalankan melalui pelaksanaan survei kepuasan pelanggan sebagai parameter bagi keberhasilan usaha. Pada tahun 2018, TOTAL telah mengadakan survei dengan responden dengan hasil rata-rata skor tingkat kepuasan pelanggan adalah sebesar 80,50% dengan kategori "Puas". Hasil tersebut mengalami perbaikan jika dibandingkan dengan skor tingkat kepuasan pelanggan tahun 2017 yang tercatat sebesar 80,17% dengan predikat "Puas". Melalui hasil pengukuran yang diperoleh, TOTAL memiliki pedoman untuk menyusun strategi dan rencana serta perbaikan bagi kinerja dan pelayanan secara menyeluruh pada tahun-tahun berikutnya.

along with the increasing awareness of HSE implementation to report the smallest work accident that occurs at the project. In addition, the Recordable Incident Rate (RIR) continues to decline over the past 3 (three) years, from 0.89 in 2016, to 0.54 in 2017, to 0.37 in 2018. Such evaluation result shows that TOTAL has been able to continuously optimize the HSE aspects in its operations.

EVALUATION ON THE APPROACH TO SOCIAL COMMUNITY ASPECT

TOTAL's commitment to positioning the public as its main stakeholder through the distribution of indirect economic contributions is appreciated positively by the external parties as indicated by the Platinum Award given to the Company in the 2018 Indonesia CSR Award for the Construction and Property Industry in the category of Public Company. This accomplishment shows that TOTAL has created a sustainable positive impact on society through its various CSR programs and regular philanthropy activities.

EVALUATION ON THE APPROACH TO CUSTOMER'S HEALTH AND SAFETY ASPECT

TOTAL continues to evaluate the quality of its performance through the implementation of customer satisfaction survey as a parameter for business success. In 2018, TOTAL conducted a survey which yielded the average score of customer satisfaction level reaching 80.50%, with "Satisfied" category. Such results demonstrated an improvement compared to the 2017 customer satisfaction score which was recorded at 80.17% with "Satisfied" category. Through this result, TOTAL has established a guideline for developing strategies and plans, as well as improvements for overall performance and service in the following years.

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| | 102-52 | 20 | Siklus pelaporan | Reporting cycle |
| | 102-53 | 24 | Layanan kontak untuk pertanyaan mengenai laporan | Contact point for questions regarding the report |
| | 102-54 | 20 | Kesesuaian laporan dengan GRI Standards | Claims of reporting in accordance with the GRI Standards |
| | 102-55 | 96-98 | Indeks isi <i>GRI Standards</i> | GRI content index |
| | 102-56 | 24 | Assurance oleh pihak eksternal | External assurance |
| PENGUNGKAPAN KHUSUS / SPECIAL DISCLOSURE | | | | |
| ASPEK EKONOMI / ECONOMIC ASPECT | | | | |
| GRI 103 : Pendekatan Manajemen 2016 / Management Approach 2016 | 103-1 | 23 | Penjelasan topik material dan batasannya | Explanation of the material topics and its Boundary |
| | 103-2 | 50, 51, 53 | Evaluasi manajemen dan komponennya | The management approach and its components |
| | 103-3 | 94 | Evaluasi pendekatan manajemen | Evaluation of the management approach |
| GRI 201 : Kinerja Ekonomi 2016 / Economic Performance 2016 | KINERJA EKONOMI / ECONOMIC PERFORMANCE | | | |
| | 201-1 | 49-50 | Nilai ekonomi langsung yang dihasilkan dan didistribusikan | Direct economic value generated and distributed |
| | 201-2 | 54 | Implikasi finansial, risiko, dan peluang lainnya akibat perubahan iklim | Financial implications and other risks and opportunities due to climate change |
| GRI 202 : Keberadaan Pasar 2016 / Market Presence 2016 | KEBERADAAN PASAR / MARKET PRESENCE | | | |
| | 202-1 | 79 | Rasio upah karyawan <i>entry-level</i> standar berdasarkan jenis kelamin terhadap upah minimum regional | Ratios of standards entry level wage by gender compared to local minimum wage |
| GRI 203: Dampak Ekonomi Tidak Langsung 2016 / Indirect Economic Impacts 2016 | DAMPAK EKONOMI TIDAK LANGSUNG / INDIRECT ECONOMIC IMPACTS | | | |
| | 203-1 | 90 | Investasi infrastruktur dan layanan yang diberikan | Infrastructure investments and services supported |
| | 203-2 | 90-91 | Dampak ekonomi tidak langsung | Significant indirect economic impacts |
| GRI 205: Anti Korupsi 2016 / Anti-Corruption 2016 | ANTIKORUPSI / ANTI-CORRUPTION | | | |
| | 205-1 | 46 | Operasi-operasi yang dinilai memiliki resiko terkait korupsinya | Operations assessed for risks related to corruption |
| | 205-2 | 46-47 | Komunikasi dan pelatihan tentang kebijakan dan prosedur anti korupsi | Communications and training about anti-corruption policies and procedures |
| ASPEK LINGKUNGAN / ENVIRONMENTAL ASPECT | | | | |
| GRI 103 : Pendekatan Manajemen 2016 / Management Approach 2016 | 103-1 | 23 | Penjelasan topik material dan batasannya | Explanation of the material topics and its Boundary |
| | 103-2 | 55-56 | Evaluasi manajemen dan komponennya | The management approach and its components |
| | 103-3 | 94 | Evaluasi pendekatan manajemen | Evaluation of the management approach |
| GRI 301 : Material 2016 | MATERIAL | | | |
| | 301-2 | 56-58 | Pendaurulangan material yang digunakan | Recycled input materials used |
| GRI 302 : Energi 2016 / Energy 2016 | ENERGI / ENERGY | | | |
| | 302-1 | 59 | Konsumsi energi dalam organisasi | Energy consumption within the organization |
| | 302-3 | 59 | Intensitas energi | Energy intensity |
| | 302-4 | 60 | Pengurangan konsumsi energi | Reduction in energy consumption |
| GRI 303 : Air 2016 / Water 2016 | AIR / WATER | | | |
| | 303-1 | 60 | Penggunaan air berdasarkan sumbernya | Water withdrawal by source |
| | 303-3 | 61 | Penggunaan air yang didaur ulang dan digunakan kembali | Water recycled and reused |

| Referensi Silang GRI Standards / GRI Standards Cross Reference | Indikator / Indicator | Halaman / Page | Pengungkapan / Disclosure | |
|---|---|-------------------|--|--|
| GRI 304 : Keanekaragaman Hayati 2016 / Biodiversity 2016 | KEANEKARAGAMAN HAYATI / BIODIVERSITY | | | |
| | 304-1 | 68 | Lokasi Operasi yang dimiliki, disewa, dikelola, atau berdekatan dengan, kawasan lindung dan kawasan dengan nilai keanekaragaman hayati tinggi diluar kawasan lindung | Operational Sites owned, leased, managed in or adjacent to, protected areas and areas of high biodiversity value outside protected areas |
| | 304-2 | 68 | Dampak signifikan atas kegiatan, produk, dan jasa terhadap keanekaragaman hayati | Significant impacts of activities, products, and services on biodiversity |
| GRI 305 : Emisi 2016 / Emissions 2016 | EMISI / EMISSIONS | | | |
| | 305-4 | N/A | Intensitas emisi gas rumah kaca | Greenhouse gas emissions intensity |
| | 305-5 | N/A | Pengurangan emisi gas rumah kaca | Reduction of greenhouse gas emissions |
| GRI 306 : Limbah dan Sampah 2016 / Effluents and Waste 2016 | LIMBAH DAN SAMPAH / EFFLUENTS AND WASTE | | | |
| | 306-2 | 63-67 | Limbah berdasarkan jenis dan metode pembuangan | Waste by type and disposal method |
| GRI 307: Kepatuhan Lingkungan 2016 / Environmental Compliance 2016 | KEPATUHAN LINGKUNGAN / ENVIRONMENTAL COMPLIANCE | | | |
| | 307-1 | 68 | Ketidakpatuhan terhadap peraturan perundangan lingkungan | Non-compliance with environmental laws and regulations |
| ASPEK SOSIAL / SOCIAL ASPECT | | | | |
| GRI 103 : Pendekatan Manajemen 2016 / Management Approach 2016 | 103-1 | 23 | Penjelasan topik material dan batasannya | Explanation of the material topics and its Boundary |
| | 103-2 | 69, 81, 92 | Evaluasi manajemen dan komponennya | The management approach and its components |
| | 103-3 | 95 | Evaluasi pendekatan manajemen | Evaluation of the management approach |
| GRI 401 : Kepegawaian 2016 / Employment 2016 | KEPEGAWAIAN / EMPLOYMENT | | | |
| | 401-1 | 76 | Rekrutmen karyawan baru dan tingkat perputaran karyawan | New employee hires and employee turnover |
| | 401-2 | 77 | Tunjangan yang diberikan kepada karyawan purnawaktu yang tidak diberikan kepada karyawan sementara atau paruh waktu | Benefits provided to full-time employees that are not provided to temporary or part-time employees |
| GRI 403 : Kesehatan dan Keselamatan Kerja 2016 / Occupational Health and Safety 2016 | KESEHATAN DAN KESELAMATAN / OCCUPATIONAL HEALTH AND SAFETY | | | |
| | 403-1 | 82 | Perwakilan pekerja dalam komite resmi gabungan manajemen pekerja untuk kesehatan dan keselamatan | Workers representation in formal joint management-worker health and safety committees |
| | 403-2 | 88 | Jenis kecelakaan kerja dan tingkat kecelakaan kerja, penyakit akibat pekerjaan, hari kerja yang hilang, dan absensi | Types of injury and rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities |
| GRI 404 : Pelatihan dan Pendidikan 2016 / Training and Education 2016 | PELATIHAN DAN PENDIDIKAN / TRAINING AND EDUCATION | | | |
| | 404-1 | 75 | Rata-rata jam pelatihan per tahun per karyawan | Average hours of training per year per employee |
| | 404-2 | 71-74 | Program untuk meningkatkan keterampilan karyawan dan program bantuan peralihan | Programs for upgrading employee skills and transition assistance programs |
| GRI 405 : Keberagaman dan Kesetaraan 2016 / Diversity and Equal Opportunity 2016 | KEBERAGAMAN DAN KESETARAAN / DIVERSITY AND EQUAL OPPORTUNITY | | | |
| | 405-1 | 78 | Keberagaman pada organ tata kelola dan karyawan | Diversity of governance bodies and employees |
| | 405-2 | 78 | Rasio gaji pokok dan remunerasi antara pria dan wanita | Ratio of basic salary and remuneration of women to men |
| GRI 413 : Komunitas Lokal 2016 / Local Communities 2016 | KOMUNITAS LOKAL / LOCAL COMMUNITIES | | | |
| | 413-1 | 89-91 | Operasi dengan keterlibatan masyarakat lokal, penilaian dampak, dan program pengembangan | Operations with local community engagement, impact, assessments, and development programs |
| GRI 416 : Kesehatan dan Keselamatan Pelanggan 2016 / Customer Health and Safety 2016 | KESEHATAN DAN KESELAMATAN PELANGGAN / CUSTOMER HEALTH AND SAFETY | | | |
| | 416-1 | 92-93 | Penilaian dampak kesehatan dan keselamatan dari kategori produk dan jasa | Assessment of the health and safety impacts of product and service categories |

REFERENSI POJK 51/OJK.03/2017

POJK 51/OJK.03/2017 Reference

| POJK 51/ OJK.03/2017 | Pengungkapan / Disclosure | (satuan) / (unit) | 2016 | 2017 | 2018 | Halaman / Page | |
|--|--|---|---|-----------|-----------|-------------------|-------|
| 1 Penjelasan Strategi Keberlanjutan / Description on Sustainability Strategy | | | | | | | |
| 2 Ikhtisar kinerja aspek berkelanjutan / Performance highlights of sustainability aspects | | | | | | | |
| 2.a | Aspek Ekonomi / Economic Aspect | | | | | | |
| | 2.a.1 | Kuantitas produksi atau jasa yang dijual / Quantity of production or service sold | Jumlah proyek / Total project | 14 | 9 | 15 | 2 |
| | 2.a.2 | Pendapatan atau penjualan / Revenues or sales | Triliun Rupiah / Trillion Rupiah | 2,38 | 2,94 | 2,78 | 2 |
| | 2.a.3 | Laba atau rugi bersih / Net profit or loss | Miliar Rupiah / Billion Rupiah | 223 | 244 | 209 | 2 |
| | 2.a.4 | Produk Ramah Lingkungan / Environmentally-Friendly Product | Implementasi Green Construction / Green Construction Implementation | | | | 17 |
| | 2.a.5 | Pelibatan pihak lokal yang berkaitan dengan proses bisnis Keuangan Berkelanjutan / Involvement of local parties in relation to Sustainable Finance business process | Laporan ini juga menjadi satu bentuk pemenuhan kewajiban pelaporan oleh Otoritas Jasa Keuangan ("OJK") yang disyaratkan dalam Peraturan Otoritas Jasa Keuangan Nomor 51/POJK.03/2017 tentang Penerapan Keuangan Berkelanjutan bagi Lembaga Jasa Keuangan, Emiten, dan Perusahaan Publik / This report also serves as a form of fulfillment of reporting obligation enforced by the Financial Services Authority (OJK), as stipulated in the Regulation of Financial Services Authority No. 51/POJK.03/2017 regarding Implementation of Sustainable Finance for Financial Service Institutions, Issuers, and Public Companies. | | | | 20 |
| 2.b | Aspek Lingkungan Hidup / Environmental Aspect | | | | | | |
| | 2.b.1 | Penggunaan energi / Use of energy | | | | | |
| | | a. Listrik (Kantor Pusat) / Electricity (Head Office) | KWH 131.000 | 170.160 | 165.493 | 92.249 | 4 |
| | | | KWH 197.000 | 137.600 | 125.662 | 118.104 | 4 |
| | | b. Listrik (Properti) / Electricity (Property) | KWH 131.000 | 1.609.060 | 1.575.780 | 1.540.750 | 4 |
| | | c. Air (Kantor Pusat) / Water (Head Office) | M ³ | 2.642 | 1.762 | 2.429 | 4 |
| | d. Air (Properti) / Water (Property) | | | 10.695 | 9.836 | 7.179 | 4 |
| | 2.b.2 | Pengurangan emisi yang dihasilkan / Reduction of resulting emissions | Penerapan <i>Construction Indoor Air Quality Management Plan</i> / Implementation of Construction Indoor Air Quality Management Plan | | | | 62 |
| | 2.b.3 | Pengurangan limbah dan efluen yang dihasilkan / Reduction of resulting waste and effluents | <ul style="list-style-type: none"> Manajemen Limbah dan Sampah / Waste Management Pemanfaatan Waste Beton / Concrete Waste Utilization Instalasi Sedimen Pond / Pond Sediment Installation Perjanjian MoU Pengelolaan Limbah / MOU on Waste Management | | | | 63-68 |
| | 2.b.4 | Pelestarian keanekaragaman hayati / Biodiversity conservation | Kegiatan operasional tidak berdekatan dengan kawasan dengan status dilindungi, sehingga tidak akan mengganggu habitat ekosistem dan keanekaragaman flora dan fauna / Operational activity is conducted far from the area with conservation status so as not to disturb the ecosystem and biodiversity habitats | | | | 68 |

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|--|--|--------------------------------|-------|-------|-------|-------------------|-------|
| 2.c | Aspek Sosial / Social Aspect | | | | | | |
| 3 | Profil Singkat Karakteristik LJK, Emiten, dan Perusahaan Publik / Brief Profile and Characteristics of LJK, Issuer, and Public Company | | | | | | |
| 3.a | Visi, misi, dan nilai keberlanjutan LJK, Emiten / Vision, mission, and sustainability value of LJK, Issuer, and Public Company | | | | | 26 | |
| 3.b | Nama, alamat, nomor telepon, nomor faksimili, alamat <i>email</i> dan situs web LJK, Emiten, dan Perusahaan Publik / Name, address, phone number, facsimile number, email address and website of LJK, Issuer, and Public Company | | | | | 25 | |
| Skala usaha LJK, Emiten, dan Perusahaan Publik secara singkat, meliputi: / Brief business scale of LJK, Issuer, and Public Company, covering: | | | | | | | |
| 3.c.1 | Total aset atau kapitalisasi aset dan total kewajiban (dalam jutaan Rupiah) / Total assets or asset capitalization and total liabilities (in millions of Rupiah) | Jutaan Rupiah / Million Rupiah | 2.951 | 3.243 | 3.228 | 35 | |
| 3.c.2 | Jumlah karyawan yang dibagi menurut jenis kelamin, jabatan, usia, pendidikan, dan status pekerjaan / Number of employees categorized based on gender, position, age, education, and employment status | | | | | 70-71 | |
| 3.c | Persentase kepemilikan saham / Shareholding percentage | | | | | 25, 29 | |
| | 3.c.3 | a. Publik / Public | % | 33,53 | 33,53 | | 33,23 |
| | | b. Pendiri / Founder | | 66,47 | 66,47 | | 66,77 |
| 3.c.4 | Wilayah Operasional / Operational Area | % | | | | 34 | |
| | | Kalimantan | 8 | 1 | 0 | | |
| | | Sulawesi | 0 | 0 | 0 | | |
| | | Sumatra | 5 | 4 | 4 | | |
| | | Jawa-Bali / Java-Bali | 85 | 93 | 95 | | |
| | | Lainnya/ Others | 2 | 2 | 1 | | |
| Penjelasan Direksi / Board of Directors Explanation | | | | | | | |
| 4.a.1 | Penjelasan nilai keberlanjutan bagi LJK, Emiten, dan Perusahaan Publik / Explanation on sustainability value for LJK, Issuer, and Public Company | | | | | 14 | |
| 4.a.2 | Penjelasan respon nilai keberlanjutan bagi LJK, Emiten, dan Perusahaan Publik terhadap isu terkait penerapan Keuangan Berkelanjutan / Explanation on the response of sustainability value for LJK, Issuer, and Public Company to the issues related to the implementation of Sustainable Finance | | | | | | |
| 4.a.3 | Penjelasan komitmen pimpinan LJK, Emiten, dan Perusahaan Publik dalam pencapaian penerapan Keuangan Berkelanjutan / Explanation on the commitment of leaders of LJK, Issuer, and Public Company to the achievement of Sustainable Finance implementation | | | | | | |
| 4.a.4 | Pencapaian kinerja penerapan Keuangan Berkelanjutan / Performance achievement of Sustainable Finance implementation | | | | | | |
| 4.a.5 | Tantangan pencapaian kinerja penerapan Keuangan Berkelanjutan / Challenges in the performance achievement of Sustainable Finance implementation | | | | | | |
| 4.b.1 | Pencapaian kinerja penerapan keuangan berkelanjutan / Performance achievement of Sustainable Finance implementation | | | | | | |
| 4.b.2 | Penjelasan prestasi dan tantangan termasuk peristiwa penting selama periode pelaporan / Explanation on the accomplishments and challenges, including the significant events during the reporting period | | | | | | |
| 5.a | Uraian mengenai tugas bagi Direksi dan Dewan Komisaris, pegawai, pejabat dan/atau unit kerja yang menjadi penanggung jawab penerapan Keuangan Berkelanjutan / Description of the duties of Board of Directors, Board of Commissioners, employees, officers and/or work units that are in charge of the implementation of Sustainable Finance | | | | | | |
| 5.b | Penjelasan mengenai pengembangan kompetensi yang dilaksanakan terhadap anggota Direksi, anggota Dewan Komisaris, pegawai, pejabat dan/atau unit kerja yang menjadi penanggung jawab penerapan Keuangan Berkelanjutan / Description of competency development conducted on the members of Board of Directors, Board of Commissioners, employees, officers and/or work units that are in charge of the implementation of Sustainable Finance | | | | | | |

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|---|--|--|----------------------------------|------|------|----------------|----|
| 5.c | Penjelasan mengenai prosedur LJK, Emiten dan Perusahaan Publik dalam mengidentifikasi, mengukur, memantau, dan mengendalikan risiko atas penerapan Keuangan Berkelanjutan terkait aspek ekonomi, sosial, lingkungan hidup, termasuk peran Direksi dan Dewan Komisaris dalam mengelola, melakukan telaah berkala, dan meninjau efektivitas proses manajemen risiko LJK, Emiten, dan Perusahaan Publik. / Description of the procedures of LJK, Issuer, and Public Company in identifying, measuring, monitoring, and controlling risks on the implementation of Sustainable Finance in relation to the economic, social and environmental aspects, including the roles of Board of Directors and Board of Commissioners in managing, reviewing regularly, and monitoring the effectiveness of risk management process of LJK, Issuer, and Public Company. | | | | | 14 | |
| Penjelasan mengenai pemangku kepentingan yang meliputi: / Explanation on the stakeholders, covering: | | | | | | | |
| 5.d | 5.d.1 | Keterlibatan pemangku kepentingan berdasarkan hasil penilaian (<i>assessment</i>) manajemen, RUPS, surat keputusan atau lainnya; dan / Stakeholder engagement based on the result of assessment of the management, GMS, decrees or others; and | | | | 44 | |
| | 5.d.2 | Pendekatan yang digunakan LJK, Emiten, dan Perusahaan Publik dalam melibatkan pemangku kepentingan dalam penerapan Keuangan Berkelanjutan, antara lain dalam bentuk dialog, survei, dan seminar. / Approach used by LJK, Issuer, and Public Company in engaging stakeholders in the implementation of Sustainable Finance, among others, in the form of dialog, survey, and seminar. | | | | 92 | |
| 5.e | Permasalahan yang dihadapi, perkembangan, dan pengaruh terhadap penerapan Keuangan Berkelanjutan. / Obstacles faced, as well as the development of and influence to the implementation of Sustainable Finance. | | | | | 54 | |
| 6.a | Penjelasan kegiatan membangun budaya keberlanjutan di internal Perusahaan Publik / Explanation on the activity to develop sustainability culture within the Public Company | | | | | | |
| Kinerja Keberlanjutan / Sustainability Performance | | | | | | | |
| 6.b | 6.b.1 | Perbandingan target dan kinerja produksi, portofolio, target pembiayaan, atau investasi, pendapatan dan laba rugi / Comparison between target and performance of production, portfolio, financing target, or investment, revenues, and profit or loss | | | | 15-16 | |
| | a. | Proyek Selesai / Completed project | Satuan Proyek / Project Unit | 14 | 9 | 15 | 2 |
| | b. | Pendapatan / Revenues | Triliun Rupiah / Trillion Rupiah | 2,38 | 2,94 | 2,78 | 2 |
| 6.b.2 | Perbandingan target dan kinerja produksi, portofolio, target pembiayaan, atau investasi pada instrumen keuangan atau proyek yang sejalan dengan penerapan Keuangan Berkelanjutan / Comparison between target and performance of production, portfolio, financing target, or investment in financial instruments or projects that are in line with the implementation of Sustainable Finance | | | | | N/A | |
| 6.c | 6.c.1 | Komitmen LJK, Emiten, atau Perusahaan Publik untuk memberikan layanan atas produk dan/atau jasa yang setara kepada konsumen / Commitment of LJK, Issuer, or Public Company to providing equal service on the products and/or services to consumers | | | | 92 | |
| | 6.c.2. | a. Kesetaraan kesempatan bekerja dan ada atau tidaknya tenaga kerja paksa dan tenaga kerja anak / Equality in work opportunity and the presence of forced labor and child labor | | | | 78 | |
| | 6.c.2. | b. Persentase remunerasi pegawai tetap di tingkat terendah terhadap upah minimum regional / Percentage of remuneration of permanent employee at the lowest level to the regional minimum wage | % | 1,1 | 1.1 | 1 | 78 |
| | 6.c.2. | c. Lingkungan bekerja yang layak dan aman / Comfortable and safe work environment | | | | 81 | |

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|---|--------|--|--|-------|-------|-------|-------------------|
| | 6.c.3. | a. Informasi kegiatan atau wilayah operasional yang menghasilkan dampak positif dan dampak negatif terhadap masyarakat sekitar termasuk literasi dan inklusi keuangan / Information on the operational activities or areas that result in positive and negative impacts on the surrounding community, including financial literacy and inclusiveness | | | | | 34 |
| | 6.c.3. | b. Mekanisme dan jumlah pengaduan pelanggan yang diterima dan ditindaklanjuti / Mechanism and number of customer complaints received and followed-up | Jumlah keluhan pelanggan / Total customer complaints | 131 | 132 | 117 | 93 |
| | 6.c.3. | c. TJSL pada tujuan pembangunan berkelanjutan meliputi jenis dan capaian kegiatan program pemberdayaan masyarakat / TJSL on the objective of sustainable development, covering the type and achievement of community empowerment activities | Miliar Rupiah / Billion Rupiah | 18,99 | 16,07 | 33,83 | 51 |
| Kinerja Lingkungan Hidup bagi LJK, Emiten, dan Perusahaan Publik, paling sedikit memuat: / Environmental Performance for LJK, Issuer, and Public Company, which, at the very least, include: | | | | | | | |
| | 6.d.1 | Biaya lingkungan hidup yang dikeluarkan / Cost for the environment | Jutaan Rupiah / Million Rupiah | 1.309 | 1.818 | 1.966 | 68 |
| 6.d | 6.d.2 | Penggunaan material yang ramah lingkungan / Use of environmentally-friendly materials | | | | | |
| | 6.d.3 | Penggunaan energi / Unergy use | | | | | |
| | a. | Jumlah dan intensitas energi yang digunakan / Total and intensity energy used | | | | | 59 |
| | b. | Upaya dan pencapaian efisiensi energi yang dilakukan termasuk penggunaan terbarukan / Efforts and the achievement of energy efficiency conducted, including the use of renewable energy | Pengimplementasian ISO 14000 dan kampanye program 3R (<i>Reduce, Reuse dan Recycle</i>) / Implementation of ISO 14000 and 3R (<i>Reduce, Reuse, and Recycle</i>) Program campaign | | | | |
| 6.e | 6.e.1 | Kinerja sebagaimana dimaksud dalam huruf d / Performance as stipulated in letter d | | | | | 55 |
| | 6.e.2 | Kegiatan atau wilayah operasional yang menghasilkan dampak lingkungan hidup / Operational activities or areas that result in impact on the environment | | | | | 68 |
| | 6.e.3 | a. Dampak dari wilayah operasional yang dekat atau berada di daerah konservasi / Impact of the operational areas that are adjacent to or within the conservation area | Kegiatan operasional tidak berdekatan dengan kawasan dengan status dilindungi, sehingga tidak akan mengganggu habitat ekosistem dan keanekaragaman flora dan fauna / Operational activity is conducted far from the area with conservation status so as not to disturb the ecosystem and biodiversity habitats | | | | |
| | 6.e.3 | b. Upaya konservasi keanekaragaman hayati / Biodiversity conservation efforts | | | | | |

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|--|--|---|--|-------|-------|-----------------------|-------------------|
| 6.e.4 | Emisi / Emission | | | | | | |
| | a. | Jumlah dan intensitas emisi yang dihasilkan berdasarkan jenisnya / Total and intensity of emission produced based on the type | Proses kegiatan operasional TOTAL menghasilkan polusi debu yang berpotensi mencemari udara / TOTAL's operational activities and processes produce dust pollution that has the potential to pollute the air | | | | 62 |
| | b. | Upaya dan pencapaian pengurangan emisi yang dilakukan / Efforts and the achievement of emission reduction conducted | <ul style="list-style-type: none"> Pemasangan <i>dust net</i> / Installation of dust net Penerapan Construction Indoor Air Quality Management Plan / Implementation of Construction Indoor Air Quality Management Plan | | | | 62 |
| | Limbah dan efluen / Waste and effluent | | | | | | |
| | a. | Jumlah limbah dan efluen yang dihasilkan berdasarkan jenisnya / Total waste and effluent produced based on the type | <ul style="list-style-type: none"> Limbah Padat / Solid Waste Limbah Cair / Liquid Waste Limbah B3 Padat dan Cair / B3 Solid and Liquid Waste | | | | 63 |
| | b. | Mekanisme pengelolaan limbah dan efluen / Waste and effluent management mechanism | <ul style="list-style-type: none"> Manajemen Limbah dan Sampah / Waste Management Pemanfaatan Waste Beton / Concrete Waste Utilization Instalasi Sedimen Pond / Pond Sediment Installation | | | | 63-67 |
| c. | Tumpahan yang terjadi (jika ada) / Spillage (if any) | | | | | | N/A |
| 6.e.6 | Jumlah dan materi pengaduan lingkungan hidup yang diterima dan diselesaikan / Total and material of complaint regarding the environment received and completed | | | | | | 68 |
| Tanggung Jawab Pengembangan Produk dan/atau Jasa Keuangan Berkelanjutan, paling sedikit memuat: / Responsibility for the Development of Sustainability Finance Products and/or Services, which, at the very least, include: | | | | | | | |
| 6.f.1 | Inovasi dan pengembangan produk berkelanjutan / Innovation and development of sustainable product | Implementasi konsep Green Building dengan 3R / Implementation of the Green Building concept with 3R | | | | | 56 |
| 6.f.2 | Jumlah dan persentase produk dan jasa yang sudah dievaluasi keamanannya bagi pelanggan / Total and percentage of products and services that have been evaluated for their consumer-safe aspect | Evaluasi keamanan produk bagi pelanggan dilaksanakan melalui pengendalian kualitas produk konstruksi dengan upaya pemantauan yang dilaksanakan secara berkala. / Evaluation on the product's consumer-safe aspect is conducted through the control of construction product quality by carrying out regular monitoring activity. | | | | | 92 |
| 6.f.3 | Dampak positif dan dampak negatif yang ditimbulkan / Positive and negative impacts generated | <p>Dampak Positif: / Positive Impact:</p> <ul style="list-style-type: none"> Kontribusi ekonomi bagi masyarakat melalui program CSR; / Economic contribution to the society through CSR program; Penyediaan lapangan kerja; / Provision of work opportunity; Pembangunan berkelanjutan; / Sustainable development; Kontribusi terhadap negara melalui pembayaran pajak. / Contribution to the country through tax payment. <p>Dampak Negatif: / Negative Impact:</p> <ul style="list-style-type: none"> Penggunaan lahan kosong; / Use of idle land; Pencemaran udara akibat kegiatan operasional; / Air pollution due to operational activity; Pencemaran saluran drainase. / Drainage pollution. | | | | 13, 50-51, 70 & 55-68 | |
| 6.f.4 | Jumlah produk yang ditarik kembali dan alasannya / Number of withdrawn products and the reasons for withdrawal | | | | | | N/A |
| 6.f.5 | Survei kepuasan pelanggan / Customer satisfaction survey | % | 79,15 | 80,17 | 80,50 | | 92 |

Lembar Umpan Balik

Feedback Sheet

Terima kasih telah membaca Laporan Keberlanjutan TOTAL 2018. Untuk meningkatkan kinerja keberlanjutan TOTAL kami mohon kesediaan para pemangku kepentingan untuk memberikan umpan balik setelah membaca Laporan Keberlanjutan ini dengan mengirimkan *email* atau formulir ini melalui fax/pos.

Data Diri

Nama (bila berkenan) :
 Institusi/Perusahaan :
 Telp/HP :

Golongan Pemangku Kepentingan

- Pemerintah
- Masyarakat
- LSM
- Media
- Perusahaan
- Akademik
- Lain-lain, mohon sebutkan

Mohon pilih jawaban yang paling sesuai

1. Laporan ini bermanfaat untuk Anda
 - Sangat tidak setuju
 - Tidak setuju
 - Netral
 - Setuju
 - Sangat Setuju
2. Laporan ini menggambarkan kinerja Perusahaan dalam pembangunan berkelanjutan
 - Sangat tidak setuju
 - Tidak setuju
 - Netral
 - Setuju
 - Sangat Setuju
3. Laporan ini mudah dimengerti
 - Sangat tidak setuju
 - Tidak setuju
 - Netral
 - Setuju
 - Sangat Setuju

Thank you for reading TOTAL Sustainability Report 2018. To improve the sustainable performance of TOTAL, we ask the willingness of stakeholders to provide feedback after reading this Sustainability Report by sending an email or sending this form via fax / mail.

Personal Data

Name (optional) :
 Institution/ Company :
 Tel./ Mobile phone :

Stakeholder Category

- Government
- Society
- LSM
- Media
- Company
- Academic
- Other, please write

Please choose the most appropriate answer

1. This report is useful for you
 - Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
2. This report describes the Company's performance in sustainable development
 - Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
3. This report is easy to understand
 - Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree

4. Laporan ini menarik
- Sangat tidak setuju
 - Tidak setuju
 - Netral
 - Setuju
 - Sangat Setuju
5. Laporan ini meningkatkan kepercayaan Anda terhadap keberlanjutan Perusahaan
- Sangat tidak setuju
 - Tidak setuju
 - Netral
 - Setuju
 - Sangat Setuju

4. This report is interesting
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
5. This report develop your trust toward the Company's sustainabiliy
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree

Mohon untuk memberikan saran/ usul/komentar Anda atas laporan ini:

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Please provide your advice/ suggestions/ comments for this report:

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TERIMA KASIH ATAS PARTISIPASI ANDA.
 Mohon agar formulir ini dikirimkan kembali kepada:

PT Total Bangun Persada Tbk
 Jl. Letjen. S. Parman Kav. 106 Jakarta 11440, Indonesia
 Phone : +62 (21) 5666 999 (hunting)
 Fax : +62 (21) 566 3069
 E-mail : totalbp@totalbp.com
 Website : http://www.totalbp.com

THANK YOU FOR YOUR PARTICIPATION.
 Please send this form back to:

PT Total Bangun Persada Tbk
 Jl. Letjen. S. Parman Kav. 106 Jakarta 11440, Indonesia
 Phone : +62 (21) 5666 999 (hunting)
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2018

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Sustainability Report



UP WITH NUMBERS

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Laporan Keberlanjutan
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PT TOTAL BANGUN PERSADA Tbk

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