

TOTAL
BANGUN PERSADA



COLORS CREATE MASTERPIECE,
THE COLORS ARE **WE**



Daftar Isi

Table of Contents

- 1** Penjelasan Tema
About the Theme
- 2** Ikhtisar Kinerja Keberlanjutan TOTAL 2016
Highlights on the 2016 Sustainability Performance of TOTAL
- 7** Peristiwa Keberlanjutan
Sustainability Events
- 13** Penghargaan dan Sertifikasi 2016
2016 Awards and Certifications
- 16** Isu Strategis untuk TOTAL yang Berkelanjutan
Sustainable Strategic Issues
- 17** Sambutan Presiden Direktur
Foreword from the President Director
- 20** Tentang Laporan Keberlanjutan
About Sustainability Report
- 24** Sekilas TOTAL
TOTAL in Brief
- 36** TOTAL Sejahtera: Distribusi Nilai Ekonomi Yang Berkelanjutan
TOTAL Welfare: Sustainable Distribution of Economic Values
- 42** TOTAL Lestari: Pemberdayaan Lingkungan Berkelanjutan
TOTAL Sustainability: Sustainable Environmental Empowerment
- 54** TOTAL Peduli: Upaya Menjalin Hubungan Harmonis dengan Pemangku Kepentingan
TOTAL Responsibility: Nurturing Harmonious Relationship with Stakeholders
- 63** TOTAL Berkompeten: Penguatan Sumber Daya Manusia
TOTAL Competency: Strengthening Human Resources
- 72** TOTAL Keselamatan dan Kesehatan: Perhatian Lebih Terhadap Keselamatan dan Kesehatan Kerja
TOTAL Safety and Health: More Attention Towards Occupational Health and Safety
- 77** TOTAL Mengerti: Tanggung Jawab Produk dan Jasa
TOTAL Recognition: Responsibility to Products and Services
- 79** Penerapan Tata Kelola Keberlanjutan
Sustainable Governance Implementation
- 90** Indikator GRI - G4
GRI - G4 Checklist Indicator
- 93** Lembar Umpan Balik
Feedback Sheet



Penjelasan Tema

About the Theme

COLORS CREATE MASTERPIECE, THE COLORS ARE WE



Keterpaduan warna mampu membangun berbagai nuansa dan karakter, bahkan keterpaduan warna yang tepat mampu menciptakan suatu mahakarya yang tidak ternilai. Berangkat dari pemahaman tersebut, PT TOTAL Bangun Persada Tbk di tahun ini mengangkat tema “Colors Create Masterpiece The Colors Are We” dalam Laporan Tahunan Perusahaan 2016. Apa yang mendasari kami mengangkat tema ini yaitu bahwa kami segenap insan TOTAL Bangun Persada meyakini, layaknya warna yang memiliki keanekaragaman rupa, kemajemukan sumber daya manusia TOTAL baik pribadi, keahlian dan visi yang terpadu dalam satu wadah mampu menciptakan persembahan yang abadi bagi peradaban. PT TOTAL Bangun Persada Tbk senantiasa berkomitmen penuh untuk menciptakan persembahan terbaiknya dari segi kualitas serta nilai di bidang konstruksi. Komitmen tersebut dibuktikan dengan pertumbuhan kinerja Perseroan yang sangat baik serta terpenuhinya nilai-nilai keberlanjutan tidak hanya dari kaca mata bisnis TOTAL namun juga bagi seluruh pemangku kepentingan melalui kepercayaan.

Selain keragaman, internalisasi yang sukses atas nilai-nilai Perseroan yaitu *Comitted, Integrity, Trustworthy, Fair, Team Work* dan *Future-oriented* sampai dengan level terendah insan TOTAL menjadi fondasi yang kuat dalam mendukung tatanan kegiatan usaha yang positif di lingkungan Perseroan. Dengan modal tersebut, TOTAL siap bersama masyarakat dalam merangkai masa depan penuh warna dan menjadi bagian dari keragaman warna tersebut.

The harmony of colors is the foundation for nuances and characters, and a perfect harmony will lead to a worthy creation. From this understanding, this year, PT TOTAL Bangun Persada Tbk proposed “Colors Create Masterpiece The Colors Are We” as the theme for the 2016 Annual Report of the Company. The basis of our decision to propose this theme is that we, TOTAL Bangun Persada people, believe that the diversity of our human resources, namely the collection of individuals, skills and visions, is capable of creating an achievement for the civilization like the variety of colors. PT TOTAL Bangun Persada Tbk is fully committed to present the best achievement in terms of quality and values in construction sector. Such commitment is proven with exemplary performance growth and fulfillment of sustainable values, not only from TOTAL’s business view but also from the stakeholders’ trust.

In addition to diversity, successful integration of the Company’s values, namely *Committed, Integrity, Trustworthy, Fair, Team Work* and *Future-oriented*, up to the basic level of TOTAL people serves as a firm pavements in supporting positive frameworks of business activities in the Company’s environment. With these capitals, TOTAL is ready to create a colorful future with the people and becomes a part of the diversity.

IKHTISAR KINERJA KEBERLANJUTAN TOTAL 2016

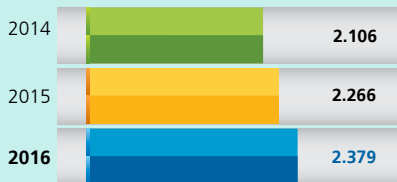
Highlights on the 2016 Sustainability Performance of TOTAL



Ikhtisar Kinerja Ekonomi Economic Performance Highlights

PEROLEHAN NILAI EKONOMI ECONOMIC VALUE RECEIVED

a. Pendapatan Usaha / Revenues (dalam miliar Rupiah) / (In billion Rupiah)

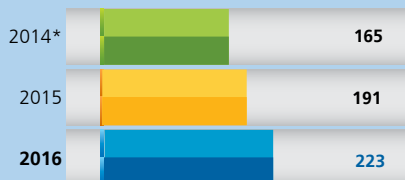


d. Total Ekuitas / Total Equity (dalam miliar Rupiah) / (In billion Rupiah)



* Disajikan kembali / Restated

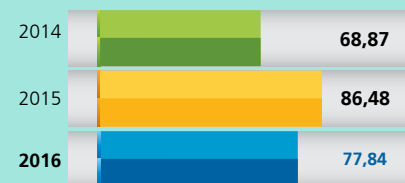
b. Laba Tahun Berjalan / Income for the year (dalam miliar Rupiah) / (In billion Rupiah)



* Disajikan kembali / Restated

e. Kontribusi Kepada Negara contribution to the state

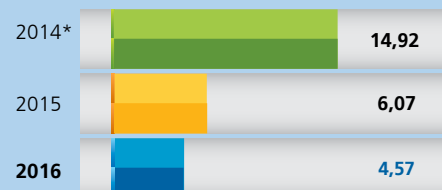
Pembayaran Pajak / Tax Payment (dalam miliar Rupiah) / (In billion Rupiah)



c. Total Aset / Total Assets (dalam triliun Rupiah) / (In trillion Rupiah)



Taksiran Beban Pajak Penghasilan / Provision for Income Tax Expenses (dalam miliar Rupiah) / (In billion Rupiah)



* Disajikan kembali / Restated



Ikhtisar Kinerja Lingkungan Environmental Performance Highlights

KONSUMSI ENERGI LISTRIK ELECTRICITY CONSUMPTION

Efisiensi TOTAL TOTAL's Efficiency

Waktu Beban Puncak (WBP) /
PLT **2,00%**

KONSUMSI AIR WATER CONSUMPTION

Sepanjang 2016, TOTAL mencatat konsumsi air Perusahaan sebesar:

In 2016, water consumption of the Company amounted to :

13,34 m³

ALOKASI DANA PENGELOLAAN LINGKUNGAN

Funds Allocated for the Environmental Management

Rp1.309.452.169

PENERAPAN KEBIJAKAN BIDANG LINGKUNGAN

Implementation of Policy in Environmental Aspect



- Konsep Green Building dengan 3 R / Green Building Concept with 3R
- Mekanisme Recycle Sampah Styrofoam / Styrofoam Waste recycle mechanism
- Pemanfaatan air kerja / Utilization of working water
- Pemberdayaan energi listrik / Empowerment of electrical energy
- Program penggunaan dan pembuangan bahan kimia berbahaya di setiap proyek / Utilization and disposal of hazardous chemical material program in each project
- Pengendalian waste besi & beton / Waste control of reinforcement bar & concrete
- ISO 14001
- OHSAS 18001
- 2K (Kebersihan & Kerapihan) / Cleanliness & Neatness

PENGARUH TOTAL TERHADAP PELESTARIAN LINGKUNGAN

Impacts on the Environment

- Pengurangan volume sampah berkat penanganan sampah yang baik (program 3R: *Reduce, Reuse, Recycle*) / Reduction of waste volume supported by proper waste management (3R: *Reduce, Reuse, Recycle*)
- Mitigasi dampak lingkungan / Environmental impact mitigation



Ikhtisar Kinerja Sosial Kemasyarakatan Social and Community Performance Highlights

HASIL DAN REALISASI PROGRAM SOSIAL DAN KEAGAMAAN / RESULT AND REALIZATION OF SOCIAL AND RELIGIOUS PROGRAM

- Donor Darah;
- Renovasi Rumah Raden Saleh
- Mudik bersama
- *Fogging*;
- Wisata Bersama
- Seminar Kesehatan Mengenai Virus Zika & Demam Berdarah Dengue
- Seminar Kesehatan Health Talk Proyek
- Penyerahan hewan kurban kepada masyarakat sekitar proyek;
- Perbaikan Sarana Prasarana Lingkungan Sekitar Proyek
- Blood Donation;
- Renovation of Raden Saleh's House
- Homecoming
- Fogging;
- Touring
- Health Seminar on the Topic of Zika virus and Dengue Hemorrhagic Fever
- Seminar of Health Talk Project
- Donation of sacrificial animal for the community around project area;
- Renovation of public infrastructure around project area

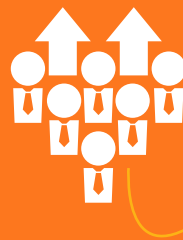
PROGRAM PENGEMBANGAN MITRA (SUBKONTRAKTOR) DEVELOPMENT PROGRAM FOR PARTNER (SUBCONTRACTORS)

Secara konsisten dan berkesinambungan, Perseroan memberikan menyediakan pelatihan teknis dan manajemen kepada subkontraktor guna meningkatkan kemampuan manajemen pekerjaan di proyek

TOTAL continuously provides technical and management trainings to subcontractors to improve their management skill in project execution



PENGEMBANGAN KOMUNITAS COMMUNITY DEVELOPMENT



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

Rp1.756.843.702

TANGGUNG JAWAB PRODUK PRODUCTS RESPONSIBILITY



Jumlah Penyaluran Dana CSR terhadap Pelanggan
Funds Allocated for the Corporate Social Responsibility Program to Customer



Rp2.720.033.582

Ikhtisar Kinerja Ketenagakerjaan, Keselamatan, dan Kesehatan Kerja
Manpower and Occupational Health and Safety Performance Highlights

**KETENAGAKERJAAN /
MANPOWER**



1.467

 **1.309**
 **158**

Gaji dan Tunjangan 2016
Salary and Allowance in 2016

Rp 150,34
miliar / billion



Jumlah Pelatihan
Training Numbers

123
kali / times



Biaya Pelatihan
Training Cost

Rp 1,82
miliar / billion

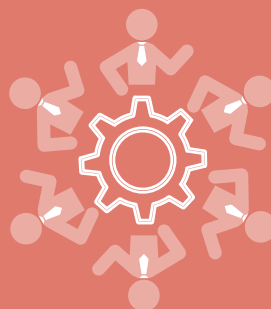
Sebesar **89%**

atau sebanyak **8** karyawan kembali
bekerja setelah cuti hamil
8 employees or 89% return to
work after maternity leave



Jumlah Peserta Pelatihan
Total Training Participants

1.431
peserta / participant



KESELAMATAN DAN KESEHATAN KERJA / OCCUPATIONAL HEALTH AND SAFETY

Tingkat Kecelakaan Kerja (TRIR)
Total Recordable Incident Rate (TRIR) **0,93**

Pembelian Sarana Keselamatan Kerja
Purchase of occupational safety facilities **Rp 769.511.000**



PENGARUH PROGRAM KETENAGAKERJAAN, KESELAMATAN, DAN KESEHATAN KERJA / IMPACTS OF MANPOWER AND OCCUPATIONAL HEALTH AND SAFETY PROGRAMS



BEASISWA / SCHOLARSHIP

S2 → 3

orang m-TOTAL / person of TOTAL people

TRAINING EKSTERNAL / EXTERNAL TRAININGS

Biaya pelatihan eksternal (HC) **Rp465 juta**
External training costs (HC) **million**

TRAINING INTERNAL / INTERNAL TRAININGS

Biaya pelatihan TCI **Rp1,35 miliar**
TCI training costs **billion**

RASIO GAJI

SALARY RATIO

Rasio gaji terendah karyawan dan UMP sebesar
The lowest employee salary ratio and Minimum Wage is

1,1 kali / times



Pelaksanaan rekrutmen tenaga kerja
Implementation of employee's recruitment

Sosialisasi *career path* dan pelaksanaan *Performance Appraisal*
Socialization of career path and implementation of performance appraisal



PERISTIWA KEBERLANJUTAN

Sustainability Events

MAR



3 Maret 2016

PT Total Bangun Persada Tbk mengadakan acara donor darah semi-tahunan di kantor pusat pada tanggal 3 Maret 2016. Sebanyak 178 (seratus tujuh puluh delapan) peserta berpartisipasi dan berkontribusi dalam acara ini.

March 3, 2016

PT Total Bangun Persada Tbk held a semi-annual blood donation event at its head office on March 3, 2016. As many as (178 one hundred and seventy eight) participants contributed in this event.



29 Maret 2016

Program CARE (Creating A Risk-Managed Environment) adalah program baru dengan tujuan Menciptakan Lingkungan dengan Risiko yang Terkendali. Peluncuran perdana dari program ini dilakukan di kantor pusat PT Total Bangun Persada Tbk pada 29 Maret 2016 dan dihadiri oleh seluruh karyawan kantor pusat. Acara ini diawali dengan senam bersama dan dilanjutkan dengan sambutan dari Presiden Direktur TOTAL, Ibu Janti Komadjaja, serta General Manager QHSE, Bapak Lorencius Kukul Prabowo. Program CARE ini selanjutnya akan dilaksanakan di seluruh proyek TOTAL.

March 29, 2016

The CARE (Creating A Risk-Managed Environment) program is a fresh program of TOTAL aiming to Create Environment with Manageable Risk. This program was launched at the head office of PT Total Bangun Persada Tbk on March 29, 2016, and attended by all head office employees. The event was started with physical exercises followed by a speech from Ms. Janti Komadjaja, the President Director of TOTAL, and Mr. Lorencius Kukul Prabowo, the QHSE General Manager. CARE Program will be conducted in all TOTAL's projects.

APR



11 April 2016

TOTAL menjadi tuan rumah pada acara Rapat Investor dan Kunjungan Proyek pada acara "Credit Suisse Indonesia Infrastructure Tour 2016", yang merupakan kelanjutan dari acara "Credit Suisse Asia Investment Conference 2016". Pada 11 April 2016, rapat dengan para Investor diselenggarakan di kantor pusat. Acara ini dihadiri oleh para investor lokal dan asing serta Presiden Direktur TOTAL, Ibu Janti Komadjaja, dan Direktur Keuangan, Ibu Moeljati Soetrisno. Hari berikutnya diadakan kunjungan ke proyek Pondok Indah Residence sebagai penutup rangkaian acara 2 (dua) hari ini.

April 11, 2016

TOTAL hosted the Investor Meeting and Project Visit in the "Credit Suisse Indonesia Infrastructure Tour 2016" event, a part of the "Credit Suisse Asia Investment Conference 2016" event. On April 11, 2016, the investor meeting was held at TOTAL's head office and attended by many local and foreign investors, as well as Ms. Janti Komadjaja, the President Director of TOTAL, and Ms. Moeljati Soetrisno, the Finance Director of TOTAL. In the following day, all participants conducted site visit to Pondok Indah Residence project to close this 2 (two)-day event.



24 April 2016

Pada 24 April 2016 telah dilakukan prosesi penutupan atap (*topping off*) proyek Pondok Indah Residence, Jakarta. Acara ini dihadiri oleh Presiden Direktur Total Bangun Persada, Ibu Janti Komadjaja dan Direktur Proyek, Bapak Akam Wiranjaya.

April 24, 2016

On April 24, 2016, a topping off procession has been carried out in Pondok Indah Residence project, Jakarta. The event was attended by Ms. Janti Komadjaja, the President Director of Total Bangun Persada, and Mr. Akam Wiranjaya.

MAY



11 Mei 2016

TOTAL ikut berpartisipasi dalam The Indonesia Investor Conference 2016 yang diselenggarakan oleh The Citigroup, Inc, pada tanggal 11 Mei 2016 di Mandarin – Oriental Hotel, Jakarta- Indonesia.

May 11, 2016

TOTAL participated in The Indonesia Investor Conference 2016 organized by The Citigroup, Inc, on May 11, 2016 at Mandarin – Oriental Hotel, Jakarta, Indonesia.



18 Mei 2016

TOTAL mendapatkan 2 penghargaan dari Kementerian Ketenagakerjaan RI dalam acara K3 AWARD 2016 yang diselenggarakan di Hotel Bidakara, Jakarta pada tanggal 18 Mei 2016. Kategori yang diraih TOTAL yaitu Penerapan SMK3 di Tempat Kerja dan Program Pencegahan HIV/AIDS di Tempat Kerja dengan kategori SILVER.

May 18, 2016

TOTAL received 2 awards from the Ministry of Manpower of the Republic of Indonesia in the 2016 K3 Award held at Hotel Bidakara, Jakarta, on May 18, 2016. TOTAL won SILVER awards in the categories of OHS Management System Implementation in Work Place and HIV/AIDS Prevention Program in Work Place.



25 Mei 2016

PT Total Bangun Persada Tbk mengadakan acara Rapat Umum Pemegang Saham Tahunan (RUPST) pada tanggal 25 Mei 2016 di TOTAL Building Jakarta.

May 25, 2016

PT Total Bangun Persada Tbk convened an Annual General Meeting of Shareholders (AGM) on May 25, 2016, at TOTAL Building, Jakarta.

JUN



6 Juni 2016

Pada 6 Juni 2016 telah dilakukan prosesi penutupan atap (*topping off*) proyek Cinemaxx Theater The Breeze Extension. Acara ini dihadiri oleh Direktur Proyek, Bapak Akam Wiranjaya dan jajaran manajemen lainnya.

June 6, 2016

On June 6, 2016, a topping off procession has been carried out in the Cinemaxx Theater The Breeze Extension project. This event was attended by Mr. Akam Wiranjaya, the Project Director, and other management lines.



14 Juni 2016

Pada tanggal 14 dan 15 Juni 2016, TOTAL menyelenggarakan Enterprise Risk Management (ERM) Workshop dengan pembicara Bapak Deddy Jacobus, Drs, MBA, CIR, CCSA, ERMCP, CRMA. Acara ini diselenggarakan di TOTAL Building lantai 8, Jl. Letjen S. Parman Kav 106A, Jakarta.

June 14, 2016

On June 14 and 15, 2016, TOTAL held an Enterprise Risk Management (ERM) Workshop with Drs. Deddy Jacobus, MBA, CIR, CCSA, ERMCP, CRMA as the keynote speaker. The event was held at TOTAL Building, 8th floor, Jl. Letjen S. Parman Kav 106A, Jakarta.

AGS



1 Agustus 2016

TOTAL menyampaikan Paparan Publik dalam acara Institutional Investor Day 2016 yang diselenggarakan pada hari Senin, 1 Agustus 2016, dimulai pukul 14.15-15.15 WIB di Ruang Seminar 3, Gedung Bursa Efek Indonesia, Jl Jend. Sudirman Kav 52-53, Jakarta. Acara dilanjutkan dengan konferensi pers.

August 1, 2016

TOTAL held a Public Expose in the 2016 Institutional Investor Day on Monday, August 1, 2016, at 14.15-15.15 WIB, at Seminar Room 3 of Indonesia Stock Exchange Building, Jl. Jend. Sudirman Kav 52-53, Jakarta. The event was followed by a press conference.



3 Agustus 2016

Acara pertemuan mitra kontraktor 2016 diadakan di Menara Peninsula - Jakarta pada tanggal 3 Agustus 2016. Acara ini bertujuan menjaga hubungan bisnis yang baik antara PT Total Bangun Persada Tbk dengan para mitra usaha.

August 3, 2016

The 2016 contractor partner summit was held at Menara Peninsula - Jakarta on August 3, 2016. This event aims to maintain a good partnership between PT Total Bangun Persada Tbk and business partners.



11 Agustus 2016

TOTAL berpartisipasi pada acara CIMB 10th Annual Indonesia Conference di Bali pada tanggal 11 Agustus – 12 Agustus 2016 di Grand Hyatt Nusa Dua, Bali.

August 11, 2016

TOTAL participated in the CIMB 10th Annual Indonesia Conference in Bali on August 11-12, 2016, at Grand Hyatt Nusa Dua, Bali.



15 Agustus 2016

TOTAL ikut berpartisipasi dalam acara *The Credit Suisse 2016 Indonesia Conference - Time to deliver!* di The Ritz Carlton Millenia, Singapore pada tanggal 15 Agustus – 16 Agustus 2016.

August 15, 2016

TOTAL participated in *The Credit Suisse 2016 Indonesia Conference - Time to deliver!*, held at the Ritz Carlton Millenia Singapore on August 15-16, 2016.

SEP



1 September 2016

PT Total Bangun Persada Tbk mengadakan acara donor darah semi-tahunan di kantor pusat pada tanggal 1 September 2016. Sebanyak 176 (seratus tujuh puluh enam) peserta berpartisipasi dan berkontribusi pada acara ini.

September 1, 2016

PT Total Bangun Persada Tbk held its semi-annual blood donation event at TOTAL's head office on September 1, 2016. As many as 176 (one hundred seventy six) people participated and gave their contribution to this event.



7 September 2016

Pada tanggal 7-8 September 2016, TOTAL bekerja sama dengan PT Layanan Prima Indonesia menyelenggarakan *in-house workshop* dengan tema "Service Excellence". Acara ini dipandu oleh Bapak Rizal Badudu dan diselenggarakan di TOTAL Building lantai 8, Jl. Letjen S. Parman Kav 106A, Jakarta.

September 7, 2016

On September 7-8, 2016, TOTAL, in cooperation with PT Layanan Prima Indonesia, held an in-house workshop with the theme of "Service Excellence". This event was hosted by Mr. Rizal Badudu and held at TOTAL Building, 8th floor, Jl. Letjen S. Parman Kav 106A, Jakarta.

OKT



8 Oktober 2016

TOTAL menggelar program CSR rutin dengan melakukan kegiatan *fogging* di area perumahan sekitar Gedung TOTAL pada hari Sabtu, 8 Oktober 2016.

October 8, 2016

TOTAL held a routine CSR program through a fogging activity in the housing complex nearby TOTAL Building on Saturday, October 8, 2016.



13 Oktober 2016

Pada tanggal 13-14 Oktober 2016, TOTAL kembali bekerja sama dengan PT Layanan Prima Indonesia menyelenggarakan "TOTAL CAMP 2016" yang merupakan kelanjutan dari *in-house workshop* dengan tema "Service Excellence". Acara ini dipandu oleh Bapak Rizal Badudu dan diselenggarakan di Bumi Gumati, Sentul.

October 13, 2016

On October 13-14, 2016, TOTAL, in cooperation with PT Layanan Prima Indonesia, held "TOTAL CAMP 2016" event, which is a followed-up event of the in-house workshop with the theme of "Service Excellence". This event was hosted by Mr. Rizal Badudu and held in Bumi Gumati, Sentul.



19 Oktober 2016

TOTAL menjadi tuan rumah kunjungan proyek pada acara "Sucorinvest TOTL SCBD Lot X Site Visit October 2016". Acara ini diselenggarakan di proyek Grade A Office di SCBD Lot. X dan dihadiri oleh para investor serta perwakilan dari TOTAL.

October 19, 2016

TOTAL hosted a project visit program in the "Sucorinvest TOTL SCBD Lot X Site Visit October 2016" event. This event was held at Grade A Office project at SCBD Lot. X and attended by the investors as well as TOTAL representatives.



21 Oktober 2016

Selaku perwakilan dari PT Total Bangun Persada Tbk, Ibu Moeljati Soetrisno, Direktur Keuangan TOTAL, menerima penghargaan Kelompok Usaha Konstruksi & Bangunan untuk sektor Properti & Real Estate dalam acara Anugerah Perusahaan Terbuka Indonesia III – 2016. Acara yang diselenggarakan oleh Majalah Economic Review dan IPMI International Business School ini diadakan di Balai Kartini, Jakarta, pada tanggal 21 Oktober 2016.

October 21, 2016

Ms. Moeljati Soetrisno, TOTAL's Finance Director and the representative of PT Total Bangun Persada Tbk, received an award in the Building and Construction Business for Property and Real Estate Sector in Anugerah Perusahaan Terbuka Indonesia III – 2016. This event was organized by Economic Review Magazine and IPMI International Business School and held at Balai Kartini, Jakarta, on October 21, 2016.

NOV



8 November 2016

TOTAL menyelenggarakan TOTAL AWARD 2016, pada tanggal 8 November 2016 di The Kasablanka Hall, Mall Kota Kasablanka – Jakarta.

November 8, 2016

TOTAL held the 2016 TOTAL AWARD on November 8, 2016 at The Kasablanka Hall, Kota Kasablanka Mall – Jakarta.



11 November 2016

TOTAL mendapatkan Penghargaan Terbaik Pertama Kinerja Proyek Konstruksi dalam rangka "Konstruksi Indonesia 2016" pada acara Penghargaan Konstruksi Indonesia 2016 yang diselenggarakan oleh Kementerian Pekerjaan Umum dan Perumahan Rakyat Republik Indonesia, untuk Proyek The Anvaya Project-Bali dalam Kategori Pelaksanaan Konstruksi Bangunan Gedung kurang dari 8 Lantai dan Proyek Menara Kompas dalam Kategori Pelaksana Konstruksi Bangunan Gedung lebih dari 8 Lantai.

November 11, 2016

TOTAL received the 1st Award for the Best Construction Project Performance in the 2016 Indonesian Construction Award organized by the Ministry of Public Works and Housing of the Republic of Indonesia, for The Anvaya Project – Bali, in the category of Construction Work of Less-than-8-floor Building and Kompas Tower Project, in the category of Construction Work of more-than-8-floor Building.



23 November 2016

TOTAL mendapatkan Penghargaan TOP IT & TELCO 2016 dalam kategori TOP IT- CORPORATE BEST PRACTICE 2016: "IMPLEMENTATION ON ICT INFRASTRUCTURE 2016". Penghargaan ini diterima oleh perwakilan dari TOTAL, Bapak Ernest Wijaya selaku Departement Head IT pada acara yang diselenggarakan tanggal 23 November 2016 di Grand Ball Room Rafflesia Balai Kartini Jakarta.

November 23, 2016

TOTAL has been awarded the TOP IT & TELCO 2016 in the category of TOP IT- CORPORATE BEST PRACTICE 2016: "IMPLEMENTATION ON ICT INFRASTRUCTURE 2016". The award was accepted by TOTAL's representative, Mr. Ernest Wijaya- Head of IT Department on November 23, 2016 at Grand Ball Room Rafflesia Balai Kartini Jakarta.

DES



7 Desember 2016

TOTAL mendapatkan peringkat ketiga Perusahaan berpredikat SANGAT BAIK dengan NILAI A dalam sektor Bangunan dan Konstruksi pada Indonesia Good Corporate Governance Award II - 2016. Acara ini diselenggarakan oleh majalah Economic Review pada tanggal 7 Desember 2016 di Balai Kartini- Jakarta.

December 7, 2016

TOTAL was awarded third rank as EXCELLENT Company with A-VALUE predicate in the Building and Constructing sector at the Indonesia Good Corporate Governance Award II - 2016. The event was held by Economic Review Magazine on December 7, 2016 at Balai Kartini Jakarta.



8 Desember 2016

Ibu Janti Komadjaja , Presiden Direktur TOTAL, menerima penghargaan Indonesia Most Admired CEO 2016 dalam kategori Konstruksi. Penghargaan ini diselenggarakan oleh majalah Warta Ekonomi pada tanggal 8 Desember 2016 di Hotel Pullman- Jakarta.

December 8, 2016

Mrs Janti Komadjaja, CEO of TOTAL, received an award as Indonesia Most Admired CEO 2016 in the category of Construction. The event was hosted by Warta Ekonomi magazine on December 8, 2016 at Pullman Hotel- Jakarta.

PENGHARGAAN & SERTIFIKASI 2016

2016 Awards & Certifications



No	Penghargaan Awards	Kategori Category	Tanggal Perolehan Date Received	Penyelenggara Provided By
1.	2 (dua) Penghargaan dalam acara K3 Award 2016	<ul style="list-style-type: none"> Penerapan SMK3 di Tempat Kerja; Program Pencegahan HIV/AIDS di Tempat Kerja dengan kategori SILVER. 	18 Mei 2016	Kementerian Ketenagakerjaan
	2 (two) Awards in the 2016 K3 Award event	<ul style="list-style-type: none"> Implementation of OHS Management System in Work Place; HIV AIDS Prevention Program in Work Place with SILVER Category. 	May 18, 2016	Ministry of Manpower
2.	Penghargaan Terbaik Pertama Kinerja Proyek Konstruksi The Anvaya Project-Bali	Kategori Pelaksanaan Konstruksi Bangunan Gedung kurang dari 8 Lantai	11 November 2016	Kementerian Pekerjaan Umum dan Perumahan Rakyat Republik Indonesia
	Best Award for Construction Project Performance of The Anvaya Project - Bali	Project Category of Building construction Execution of less than 8 floors	November 11, 2016	Ministry of Public Works and Housing of the Republic of Indonesia
3.	Penghargaan Terbaik Kedua Kinerja Proyek Konstruksi Proyek Menara Kompas – Jakarta	Kategori Pelaksanaan Konstruksi Bangunan Gedung lebih dari 8 Lantai	11 November 2016	Kementerian Pekerjaan Umum dan Perumahan Rakyat Republik Indonesia
	Best Award for Construction Project Performance of The Kompas Tower Project - Jakarta	Project Category of Building construction Execution of more than 8 floors	November 11, 2016	Ministry of Public Works and Housing of the Republic of Indonesia
4.	Anugerah Perusahaan Terbuka Indonesia III – 2016	Kelompok Usaha Konstruksi & Bangunan untuk sektor Properti & Real Estate	21 Oktober 2016	Majalah Economic Review dan IPMI International Business School
	The Indonesia Public Listed Company Award III - 2016	The Building Construction Category for the Property and Real Estate sector	October 21, 2016	the Economic Review Magazine and IPMI International Business School
5.	TOP IT & TELCO 2016	Top IT – Corporate Best Practice 2016 : "Implementation On ICT Infrastructure 2016"	23 November 2016	Majalah Itech
	TOP IT & TELCO 2016	Top IT – Corporate Best Practice 2016 : "Implementation On ICT Infrastructure 2016"	November 23, 2016	Itech Magazine



Sertifikasi

Certifications

No	Sertifikat /Certifications	Registration #	Berlaku Sejak /Valid From	Masa Berakhir / Expiration	Tanggal Perolehan / Date Received	Badan Pemberi / Certified By
1	ISO 9001:2008 Perencanaan, pelaksanaan pekerjaan fondasi, gedung, utilitas gedung, dan pekerjaan sipil	Sertifikat ID97/09524	18 Juni 2014	18 Juni 2017	9 April 1997	SGS
	ISO 9001:2008 - Design, build of foundation, building, building services and civil engineering works	Certificate ID97/09524	June 18, 2014	June 18, 2017	April 9, 1997	
2	OHSAS 18001:2007 Perencanaan, pelaksanaan pekerjaan fondasi, gedung, utilitas gedung, dan pekerjaan sipil	Sertifikat ID06/00793	13 Oktober 2015	13 Oktober 2018	13 Januari 2006	SGS
	OHSAS 18001:2007 - Design, Build of foundation, building, building services and civil engineering works	Certificate ID06/00793	October 13, 2015	October 13, 2018	January 13, 2006	
3	Sertifikat Badan Usaha Jasa Pelaksana Konstruksi (Nomor 0161122)	0-3174-06-005-1-09-001621	29 September 2014	28 September 2017	2001	Lembaga Pengembangan Jasa Konstruksi
	Certificate of Contractor's Service Business Entities (Number 0161122)		September 29, 2014	September 28, 2017	2001	Construction Services Development Board
4	Sertifikat Badan Usaha Jasa Pelaksana Konstruksi (Nomor 0161123)	0-3174-07-005-1-09-001621	29 September 2014	28 September 2017	2001	Lembaga Pengembangan Jasa Konstruksi
	Certificate of Contractor's Service Business Entities (Number 0161123)		September 29, 2014	September 28, 2017	2001	Construction Services Development Board



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5	Sertifikat Badan Usaha Jasa Pelaksana Konstruksi (Nomor 0161124) Certificate of Contractor's Service Business Entities (Number 0161124)	0-3174-08-005-1-09-001621	29 September 2014	28 September 2017	2001	Lembaga Pengembangan Jasa Konstruksi Construction Services Development Board
6	ISO 14001:2004 Perencanaan, pelaksanaan pekerjaan fondasi, gedung, utilitas gedung, dan pekerjaan sipil ISO 14001:2004 - Design, Build of foundation, building, building services and civil engineering works	Sertifikat ID10/1438 Certificate ID10/1438	26 Februari 2016	15 September 2018	22 Januari 2010	SGS
7	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	15 Mei 2019	16 Mei 2016	Kementerian Tenaga Kerja dan Transmigrasi Republik Indonesia Ministry of Manpower and Transmigration Republic of Indonesia

ISU STRATEGIS UNTUK TOTAL YANG BERKELANJUTAN

Sustainable Strategic Issues

- Alokasi dana tanggung jawab sosial perusahaan yang mencapai Rp18,98 miliar.
- Program dan kegiatan pelestarian lingkungan meliputi: Pengolahan Limbah B3, Pengolahan Sisa Konstruksi, Sertifikasi Green/ HSE, Audit ISO 14001, Audit SGS, Audit Internal, Penggunaan Keet Fabrikasi, serta Pengolahan Limbah Styrofoam.
- Fokus pada ketenagakerjaan, kesehatan dan keselamatan kerja meliputi Medical Check up calon karyawan, Penggantian pengobatan untuk karyawan, Perbaikan Sarana Prasarana Lingkungan Sekitar Proyek, Biaya APD, Pelatihan HC, Pelatihan TCI, Pelatihan Safety (OHSAS), serta Seminar Kesehatan.
- Kepedulian terhadap pengembangan sosial dan kemasayarakatan dengan menyelenggarakan kegiatan donor darah, *fogging*, perbaikan plester tradisional, perbaikan jembatan warga, perbaikan paving masjid, pengecoran jalan warga, penyerahan hewan kurban, bantuan tangki air untuk warga setempat, renovasi pembangunan masjid, dan Mudik Bareng.
- Perhatian lebih kepada seluruh pelanggan.
- Funds allocation for corporate social responsibility reached Rp18,98 billion.
- Environmental preservation programs and activities cover: Management of Hazardous and Toxic Waste, Management of Construction Waste, Green/HSE Certification, ISO 14001 Audit activity, SGS Audit activity, Internal Audit, Utilization of Fabrication Keet, and Management of Styrofoam Waste.
- Focus on manpower and occupational Health and safety, covering Medical Check-up for employee candidates, Reimbursement of medicine for employees, Renovation of public infrastructure around project area APD Costs, Training for HC, TCI Training, Safety Training (OHSAS), and Health Seminar.
- Concern on the field of social and community development by organizing blood donation, fogging activity, maintenance of traditional plasters, maintenance of public bridges, maintenance of mosque's pavings, casting of public roads, donation of qurban cattle, donation of water reservoirs for local residents, renovation for mosques and Mudik Bareng (mass homecoming) event.
- Paying more attention to all clients.



JANTI KOMADJAJA, MSc.

Presiden Direktur
President Director

SAMBUTAN PRESIDEN DIREKTUR

Foreword from the President Director

Lingkungan merupakan ekosistem tempat tinggal makhluk hidup yang harus dijaga dan dilestarikan demi kelangsungan hidup generasi kita pada masa mendatang.

Environment is an ecosystem where the living creature lives which must be maintained and preserve for the sake of the sustainable life of our generation in the future.

Para pemegang saham dan pemangku kepentingan yang kami hormati,

Isu *sustainability* memiliki makna yang penting dalam perumusan strategi usaha Perusahaan saat ini dan ke depan. TOTAL berkomitmen untuk ikut serta dalam pencapaian tujuan pembangunan berkelanjutan melalui langkah-langkah strategis yang diterapkan. Komitmen tersebut kami tuangkan dalam suatu kebijakan implementasi program tanggung jawab sosial perusahaan (*Corporate Social Responsibility – CSR*) yang menerapkan dan mengembangkan sistem tata kelola perusahaan yang baik (*Good Corporate Governance – GCG*) serta aspek-aspek keberlanjutan lainnya mengacu kepada ISO 26000.

Sistem tata kelola TOTAL telah dilaksanakan dengan baik guna meningkatkan responsibilitas, akuntabilitas, independensi, kesetaraan, transparansi serta efisiensi dalam setiap kinerja Perusahaan.

Dari sudut aspek lingkungan, Perusahaan mengimplementasikan ISO 14000 dan kampanye program 3R (*Reduce, Reuse dan Recycle*). Bagi kami, lingkungan merupakan ekosistem tempat tinggal makhluk hidup yang harus dijaga dan dilestarikan demi kelangsungan hidup generasi kita pada masa mendatang. Kami menyadari bahwa kegiatan operasional Perseroan akan mempengaruhi kondisi lingkungan dan masyarakat sekitar. Dengan kesadaran penuh, Perseroan mematuhi semua peraturan terkait lingkungan dan kemasyarakatan, 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.

Our honorable shareholders and stakeholders,

Sustainability issue has an important meaning in the formulation of the Company's business strategies today and in the future. TOTAL is committed to taking part in the achievement of sustainable development goals through the implementation of strategic measures. This commitment is incorporated in a corporate social responsibility policy that includes and develops good corporate governance system as well as other sustainable aspects referring to ISO 26000.

TOTAL's corporate governance system has been well implemented in order to increase the responsibility, accountability, independency, equality, transparency, and efficiency in each performance of the Company.

From the environmental aspect, the Company implements ISO 14000 and 3R campaign (*Reduce, Reuse, and Recycle*). For us, environment is an ecosystem where the living creature lives which must be maintained and preserve for the sake of the sustainable life of our generation in the future. We realize that the Company's operational activities will affect the conditions of the surrounding community and environment. The Company is fully committed to complying with all regulations related to the environment and the community, among others Law No.40/2007 and Government Regulation No. 47/2012 concerning corporate social responsibility (CSR) and Law No. 25/2007 on Capital Investment.

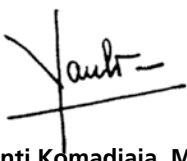
Dalam aspek ekonomi, TOTAL terus menunjukkan upaya menuju Keberlanjutan dan menjaga pertumbuhan tersebut. Posisi keuangan per 31 Desember 2016 ditutup dengan pencatatan jumlah aset sebesar Rp2,95 triliun, tumbuh 3,67% dibandingkan pada 31 Desember 2015 sebesar Rp2,85 triliun. Pos laba rugi pada 2016 mencatatkan pendapatan usaha sebesar Rp2,38 triliun, tumbuh 4,98% dibandingkan pada 2015 sebesar Rp2,27 triliun. *Debt to Equity Ratio* Perseroan pada 2016 tercatat sebesar 2,13 kali sedangkan pada 2015 sebesar 2,29 kali, hal ini menunjukkan bahwa kemampuan Perusahaan dalam membayar hutang masih tercatat baik. Sementara dari segi tingkat kesehatan Perusahaan, dapat dilihat pada Laporan Keuangan yang telah diaudit oleh Kantor Akuntan Publik dengan opini tanpa pengecualian. Perusahaan juga telah melakukan kepatuhan untuk memenuhi pengendalian internal.

Selanjutnya, Perusahaan senantiasa berupaya memenuhi hak dan kesetaraan dalam aspek sosial bagi seluruh m-TOTAL secara berkelanjutan. Perusahaan melibatkan pemangku kepentingan serta membangun komunitas di sekitar proyek sebagai langkah menuju bisnis yang berkelanjutan.

Kami memahami bahwa tidak mudah memenuhi target dan harapan pada tahun-tahun mendatang. Kami memperhatikan bahwa perubahan cuaca yang semakin ekstrim sedikit banyak memiliki pengaruh dalam perolehan bahan baku untuk konstruksi. Perubahan iklim yang banyak didengungkan oleh semua industri secara global memang telah mengubah pandangan semua lini bisnis dalam menjalankan usahanya. Melihat keadaan ini, maka kami menjawab tantangan perubahan lingkungan sebagai suatu kesempatan untuk mengamankan pangsa pasar dan meningkatkan kinerja melalui bisnis yang berkelanjutan. [G4-EC2]

Perseroan mengucapkan terima kasih kepada seluruh pemangku kepentingan atas dukungan yang diberikan selama ini dan atas kebersamaan melewati tantangan sepanjang 2016. Kami menyampaikan ajakan kepada semua pemangku kepentingan untuk kembali bergandengan tangan menapaki tahun 2017 dengan semangat baru untuk bersama membangun konstruksi masa depan yang lebih baik.

Salam Keberlanjutan,



Janti Komadjaja, MSc.

Presiden Direktur / President Director

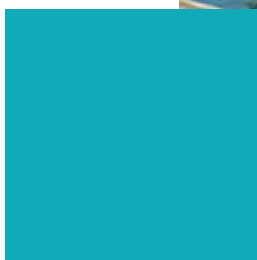
On the economic front, TOTAL continues to show its sustainability and maintain the achieved growth. The financial position as of December 31, 2016 was recorded with a total asset of Rp2.95 trillion, grew 3.67% compared to December 31, 2015 at Rp2.85 trillion. Income statements in 2016 posted revenue of Rp2.85 trillion, rose 4.98% compared to Rp2.27 trillion in 2015. The Company's debt to equity ratio in 2016 was posted at 2.13 times relative to 2.29 times in 2015. This shows that the Company still has a good capacity in paying off its debt. Meanwhile, the Company's health index can be seen from its audited Financial Statements, which received unqualified opinion from the Public Accountant. The Company has also complied with all the regulations to fulfill the internal control.

Furthermore, TOTAL strives to sustainably continue its social role, the Company always attempts to fulfill the rights of and equally treat all TOTAL people. The Company engage the stakeholders also building communities surrounding the project location. This is done as a way to attain sustainable business.

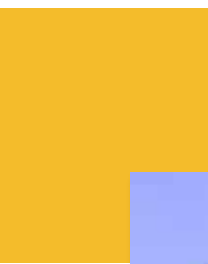
We understand that it is not easy to meet the target and expectation in the years to come. We observe that the increasingly extreme climate change more or less poses a challenge for us in obtaining construction raw materials. The climate change issue, which has been globally campaigned by many industries, proves to have shaped the paradigm of many businesspeople of various industries in running its business activities. Given this situation, we answer the environmental change challenges as an opportunity to secure our market share and improve our performance through sustainable business. [G4-EC2]

The Company would like to thank all the stakeholders for their support until this time and for accompanying us in getting through the challenges during the course of 2016. We encourage all the stakeholders to go hand-in-hand once more in facing 2017 with the new spirit, for the sake of building an even better future of the construction industry.

Wish we all are granted sustainable blessings.



MASTER PIECE



TENTANG LAPORAN KEBERLANJUTAN

About Sustainability Report

Penyusunan Laporan Keberlanjutan

Laporan Keberlanjutan 2016 PT Total Bangun Persada Tbk merupakan kesinambungan dari pelaporan sebelumnya yang disusun dan diterbitkan bersamaan dengan Rapat Umum Pemegang Saham (RUPS). Laporan ini berisi pelaksanaan pemenuhan program tanggung jawab sosial perusahaan sepanjang 2016. [G4-22] [G4-28] [G4-29] [G4-30]

Laporan ini disusun dengan mengarah pada petunjuk pelaporan versi terakhir dari *GRI's Sustainability Reporting Guidelines* yang diterbitkan oleh *The Global Reporting Initiative (GRI)*, yakni G4. Laporan ini juga menjadi salah satu bentuk pemenuhan kewajiban pelaporan CSR sebagaimana yang diisyaratkan dalam pasal 66 ayat 2 C, UU No 40 Tahun 2007 tentang Perseroan Terbatas. Pengukuran data kuantitatif dan analisisnya dilakukan mengacu pada indikator terkait yang terdapat dalam GRI 4, meliputi kinerja ekonomi, lingkungan serta sosial dan dampaknya bagi seluruh pemangku kepentingan, dengan menyertakan ketentuan yang menjadi acuannya. Guna memudahkan pembaca dalam memahami kesesuaian laporan ini dengan standar tersebut, kami telah menyajikan indeks GRI 4 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 CSR.

Sepanjang 2016, TOTAL telah menerapkan program-program *Corporate Social Responsibility (CSR)* yang menjadi komitmen TOTAL untuk membangun kualitas kehidupan yang lebih baik bersama para pemangku kepentingan (*stakeholders*). Program tersebut diselenggarakan secara terpadu, terintegrasi, dan berkelanjutan dengan menjunjung tinggi etika bisnis yang baik, keadilan sosial, dan kepedulian.

Dengan demikian, dapat kami sampaikan pula bahwa laporan ini merupakan bagian dari Laporan Tahunan 2016 TOTAL. Karena itu, beberapa pengulangan akan ditemukan karena kedua laporan ini saling melengkapi satu sama lain dalam merepresentasikan praktik prinsip transparansi Perusahaan dalam mengungkapkan pencapaian kinerja bisnis dan hubungannya dengan *sustainable development* pada masa-masa mendatang. Kepada seluruh pemangku kepentingan, kami berharap untuk kemudian memberikan umpan balik kepada Perusahaan agar dapat senantiasa melakukan peningkatan dan perbaikan.

Composition of Sustainability Report

The 2016 Sustainability Report of PT Total Bangun Persada Tbk is a continuation from the previous report that was composed and published simultaneously with the General Meeting of Shareholders (GMS). The report covers the implementation of corporate social responsibility programs throughout 2016. [G4-22] [G4-28] [G4-29] [G4-30]

This report is composed by referring to the latest version of GRI's Sustainability Reporting Guidelines issued by The Global Reporting Initiatives (GRI), namely G4. The sustainability reports also serves as our fulfillment to CSR reporting obligation as stipulated in the article 66 paragraph 2 C, of the Law No. 40 of 2007 on the Limited Liability Companies. The measurement of quantitative data and the analysis are conducted with reference to the related indicators contained in the GRI 4 which cover the economic, environmental and social performances as well as their impacts on the stakeholders, by enclosing the reference criteria. To provide convenience for the readers in understanding the conformity between this report and the standards, we have also provided GRI 4 index on the last page of the report. This report is a form of the Company's accountability to all stakeholders and a contribution for the community on the implementation of GCG principles and CSR programs.

During 2016, TOTAL has implemented various Corporate Social Responsibility (CSR) Programs that represent our commitment to providing a better quality of life, together with all stakeholders. The CSR programs were implemented in an integrated and sustainable manner by upholding sound business ethics, social justice and care for others.

Last but not least, we can say that this report is an important supplementary to the 2016 Annual Report of TOTAL.. Therefore, some repetitions may be found as these two reports complement each other in representing the transparency practice of the Company through the disclosure of its business performance achievement and its relationship with sustainable development in the future. We expect some feedbacks from all stakeholders to the Company to allow us in making continuous improvement.

Periode Laporan

Laporan ini diterbitkan setiap 1 (satu) tahun sekali dan telah menerbitkan sebanyak 5 (lima) kali secara berkelanjutan sejak 2012. Laporan ini memuat informasi material atas kinerja Perusahaan dalam bidang ekonomi, lingkungan, dan sosial untuk periode 1 Januari 2016 hingga 31 Desember 2016. Untuk tahun 2016, TOTAL belum melakukan *assurance* eksternal atas laporan ini. [G4-28] [G4-29] [G4-30] [G4-33]

Penggunaan G4 Sebagai Pedoman

Pada 2016, TOTAL kembali menggunakan pedoman G4 dengan format pelaporan secara 'Core', atau format laporan yang hanya memuat informasi penting untuk diketahui oleh pemangku kepentingan. [G4-32]

Untuk memahami informasi yang terkait bagi setiap indikator, kami akan memberikan tanda khusus pada setiap bagian informasi yang relevan, selain itu terdapat daftar indeks G4-Core secara keseluruhan yang dapat dilihat pada bagian akhir laporan ini.

Sedangkan penerbitan laporan keberlanjutan TOTAL menjadi tanggung jawab penuh manajemen TOTAL. Keabsahan isi laporan keberlanjutan TOTAL telah diperiksa oleh pihak-pihak terkait secara internal dan merupakan bagian tak terpisahkan dari Laporan Tahunan Perusahaan. [G4-48]

Ruang Lingkup Batasan dan Materialitas Laporan Keberlanjutan [G4-18] [G4-20][G4-22] [G4-23]

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. [G4-32]

Selanjutnya, mengacu kepada pedoman GRI G4, penetapan konten laporan disesuaikan kepada 4 (empat) prinsip, yakni:

- *Stakeholders Inclusiveness* (Pelibatan Pemangku Kepentingan),
- *Materiality* (Materialitas),

Reporting Period

The Company publishes Sustainability Report once every year, and has published 5 (five) Sustainability Reports since 2012. This report covers material information on the Company's performance in economic, environmental, and social aspects for the period of January 1, 2016 until December 31, 2016. For 2016, TOTAL has not yet provided external assurance on this report. [G4-28] [G4-29] [G4-33]

The Utilization of GRI-G4 as a Guideline

This year, TOTAL readopts the G4 guidelines with the 'Core' reporting format which only includes the essential, or the core, information to be disclosed to the stakeholders. [G4-32]

In order to understand how the information relates to each indicator, we will provide references on each relevant part. In addition, we attach the whole list of G4-Core indicators in the end of this report.

The publication of TOTAL's sustainability report is the sole responsibility of the Company's management. The validity of this report has been reviewed internally by the related parties in the Company, and has become an integral part of TOTAL's Annual Report. [G4-48]

Scope, Boundary and Materiality of the Sustainability Report [G4-18] [G4-20][G4-22] [G4-23]

All data and information written in this Sustainability Report is reported based on materiality principles which prioritize the information disclosure that can provide a description and complete understanding on TOTAL's sustainability performance. The reporting is prepared by using approaches on any matters related to sustainability principles, covering economic, environmental, social, and manpower aspects.

The quantitative data presented in this report come from the Company's data obtained throughout the current year. Meanwhile, the measurement technique of financial data is conducted using the generally-accepted accounting standards in Indonesia. For the non-financial data, we use comprehensive measurement techniques on supporting literatures of reporting system. [G4-32]

Furthermore, referring to the GRI G4 guidelines, the determination of contents is adjusted to 4 (four) principles, namely:

- Stakeholders Inclusiveness
- Materiality

- *Sustainability Context* (Konteks Keberlanjutan), dan
- *Completeness* (Kelengkapan).

Sebagai bentuk pemenuhannya dalam laporan ini, Perusahaan 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 G-4 '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. [G4-18]

Menentukan Aspek-Aspek Material Dan Boundary [G4-19, G4-20, G4-21, G4-23]

Penetapan aspek material dan *boundary* didasarkan pada isu-isu yang berpengaruh signifikan bagi TOTAL dan para pemangku kepentingan. Area-area material yang akan dilaporkan dalam pembahasan laporan ini, meliputi:

- 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 G-4 '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. [G4-18]

Determining Material Aspects and Boundary [G4-19, G4-20, G4-21, G4-23]

Material and boundary aspects are determined based on issues that significantly influence TOTAL and stakeholders. Material areas that will be reported in this reporting discussion are:

 <p>KATEGORI EKONOMI</p> <ul style="list-style-type: none"> - Aspek Perekonomian Berkelanjutan - Dampak ekonomi Perusahaan bagi masyarakat lokal <p>ECONOMIC CATEGORY</p> <ul style="list-style-type: none"> - Sustainable Economic Aspect - The Company's economic impact on local community 	 <p>KATEGORI LINGKUNGAN</p> <ul style="list-style-type: none"> - Dampak Lingkungan - Konsumsi Energi - Upaya Pelestarian Lingkungan <p>ENVIRONMENTAL CATEGORY</p> <ul style="list-style-type: none"> - Environmental Impact - Energy Consumption - Environmental Preservation Efforts 	 <p>KATEGORI SOSIAL</p> <ul style="list-style-type: none"> - Sumber Daya Manusia Berkelanjutan - Kesehatan dan Keselamatan Kerja - Peningkatan Kepuasan Pelanggan - Peningkatan Kualitas Kehidupan Masyarakat - Tata Kelola Berkelanjutan <p>SOCIAL CATEGORY</p> <ul style="list-style-type: none"> - Sustainable Human Resources - Occupational Health and Safety - Customer Satisfaction Improvement - Improvement of Society's Quality of Life - Sustainable Corporate Governance
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Informasi Material

Selama periode pelaporan, tidak ada perubahan yang signifikan yang terjadi di Perusahaan.

Material Information

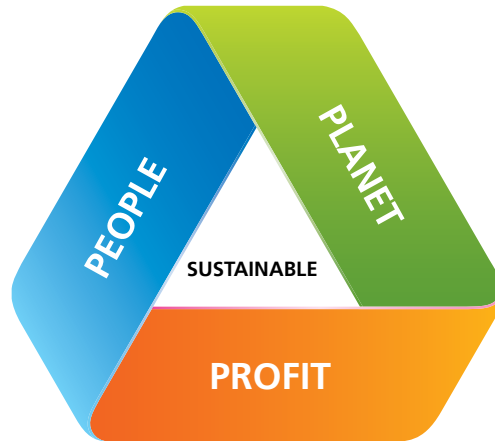
There were no significant changes occurred during the reporting period.

Pilar Sasaran Pembangunan Keberlanjutan

Fokus utama pada pembangunan Keberlanjutan TOTAL pada 3 (tiga) pilar dalam *Triple Bottom Line* yaitu “3P” yaitu “Profit, People, Planet”. Selain mengejar keuntungan (*profit*), Perusahaan berupaya memperhatikan dan terlibat pada pemenuhan kesejahteraan masyarakat (*people*) dan turut berkontribusi aktif dalam menciptakan kelestarian lingkungan (*planet*).

Pillars of Sustainable Development Target

TOTAL’s sustainable development program emphasizes on, 3 (three) pillars in the Triple Bottom Line, or 3P; namely, “Profit, People, Planet”. In addition to seeking for profit (profit), the Company strives to pay attention to and take part in fulfilling the society’s welfare (people), and actively contribute to environmental preservation (planet).



Akses Informasi atas Laporan Keberlanjutan [G4-31]

TOTAL memberikan akses informasi seluas-luasnya bagi seluruh pemangku kepentingan terkait Laporan Keberlanjutan ini melalui kontak kepada:

Kantor Pusat [G4-5]

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>

Access to Information and Sustainability Report [G4-31]

TOTAL provides wide access for all stakeholders to obtain information related to the Sustainability Report through the following contact:

Head Office [G4-5]

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>



Find Us with your mobile device

SEKILAS TOTAL

TOTAL in Brief

INFORMASI SINGKAT PERUSAHAAN BRIEF INFORMATION ON THE COMPANY

Nama Perusahaan Company Name	PT Total Bangun Persada Tbk	
Bidang Usaha Business Line	Konstruksi	Construction
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	Established on September 4, 1970 under the name of PT Tjahja Rimba Kentjana. As of July 24, 1981, the Company changed its name into PT Total Bangun Persada, and 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 Tbk (1981)	Had a change of name, from PT Tjahja Rimba Kentjana (1971) to PT Total Bangun Persada Tbk (1981)
Modal Dasar Authorized Capital	Rp500.000.000.000 (lima ratus miliar Rupiah)	IDR500,000,000,000 (five hundred billion Rupiah)
Modal ditempatkan dan disetor penuh Issued and fully paid in capital	Rp341.000.000.000 (tiga ratus empat puluh satu miliar Rupiah)	Rp341,000,000,000 (three hundred and forty one billion Rupiah)
Alamat Kantor Office Address	PT Total Bangun Persada Tbk Jl. Letjen. S. Parman Kav. 106 Jakarta 11440, Indonesia Phone : (+62 21) 5666 999 (<i>hunting</i>) Fax : (+62 21) 566 3069 E-mail : totalbp@totalbp.com www.totalbp.com	

VISI

- Total Bangun Persada – perusahaan konstruksi bangunan gedung terbesar, terdepan dan kekuatan utama dalam industri konstruksi Indonesia.
- Perusahaan konstruksi bangunan gedung utama dan terpadang di Asia Tenggara.
- Kami ingin dikenal sebagai organisasi konstruksi yang berintegritas, terpadang, adil dalam berbisnis (*fair dealing*), berkualitas, 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.

MISI

Bangga & Prima dalam Konstruksi

VISION

- 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, 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

Pride and Excellence in Construction

NILAI-NILAI PERUSAHAAN [G4-56]

Kinerja

- Komitmen terhadap mutu & *excellence*
- Komitmen terhadap *customer*
- Mengerjakan hal-hal biasa secara luar biasa
- Mengadakan perbaikan terus menerus

Karakter

- Memiliki 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

CORPORATE VALUES [G4-56]

Performance

- Committed to quality and excellence
- Committed to customer
- Doing ordinary things extraordinarily
- Continuously improving

Character

- High integrity
- Trustworthy and reliable
- Fair towards everyone
- Committed to promises

Spirit

- Cooperative and to value each result and effort done by colleagues and partners
- Adaptive to the changing world
- Future-oriented
- Proud of profession and results

KOMPOSISI DAN PERSENTASE KEPEMILIKAN SAHAM [G4-7]

Tabel komposisi kepemilikan saham per 31 Desember 2016

SHARE OWNERSHIP PERCENTAGE [G4-7]

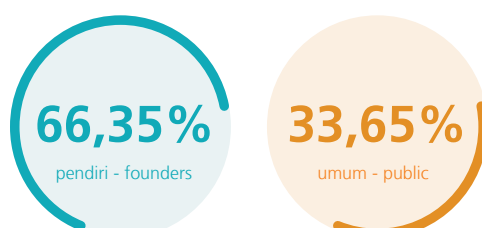
Table of shareholders' composition as of December 31, 2016

Informasi Pemegang Saham Terbesar

Information on Top Shareholders

Desember 2016 / December 2016			
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	416,840	0.01%
	Ir Djadjang Tanuwidjaja MSC.	273,014,140	8.01%
	Sub Total	2,262,313,480	66.35%
Publik / Public			
	Investor Lokal / Local Investors	827,238,680	24.25%
	Investor Asing / Foreign Investors	320,447,840	9.40%
	Sub Total	1,147,686,520	33.65%
Jumlah / Total		3,410,000,000	100.00%

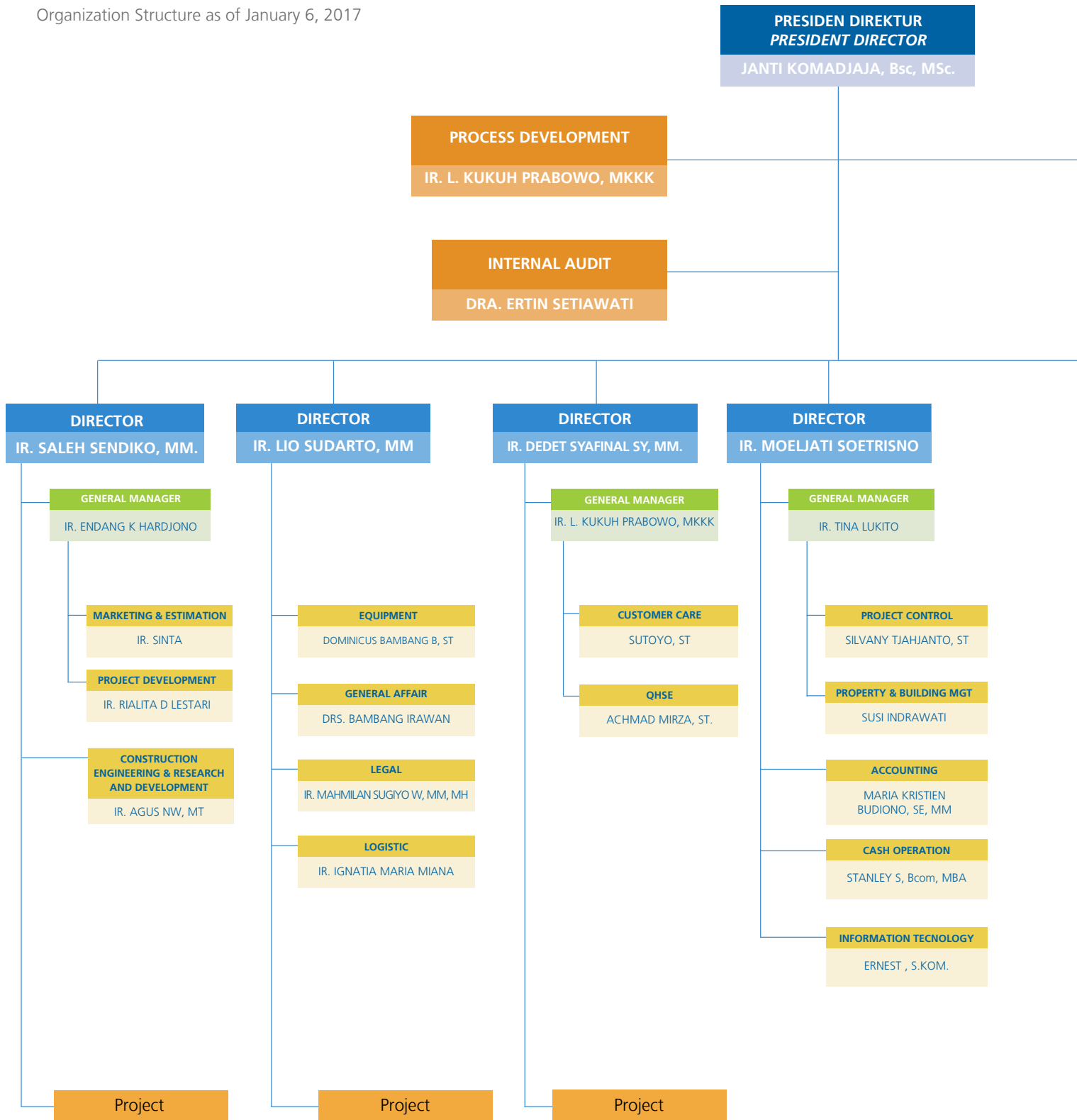
Presentase Kepemilikan Saham Share Ownership Percentage



STRUKTUR ORGANISASI

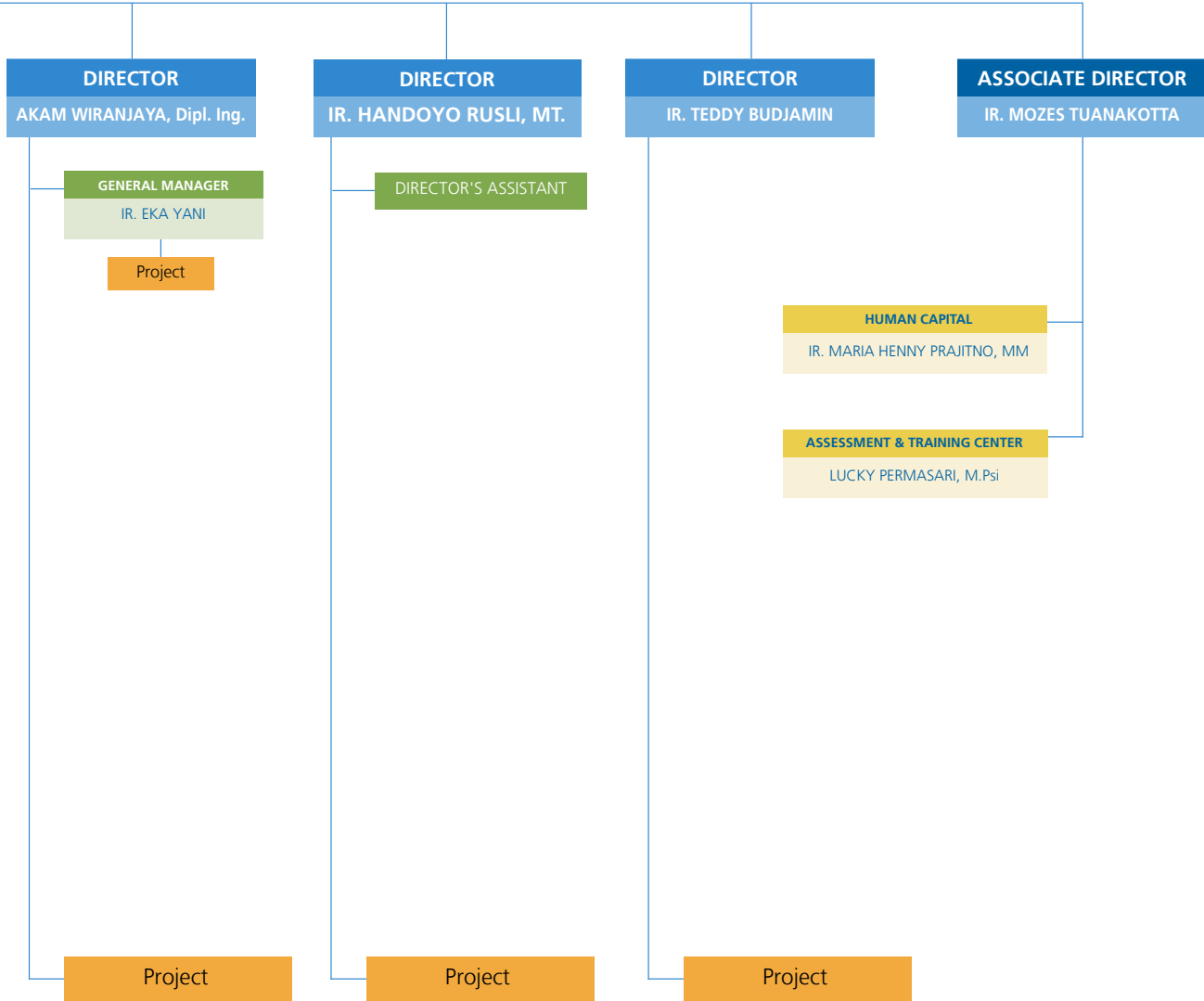
Organization Structure

Struktur Organisasi per tanggal 6 Januari 2017
 Organization Structure as of January 6, 2017



SEKRETARIS PERUSAHAAN
CORPORATE SECRETARY

IR. MAHMILAN SUGIYO
WARSANA, MM, MH.



KEGIATAN USAHA DAN LAYANAN

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 2016, 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 2016, 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

<p>Jenis Layanan Type of Services</p>	<p>Kontraktor Utama Main Contractor</p>	<p>Kontraktor Rancang dan Bangun Design-and-Build Contractor</p>
		
<p>Mekanisme Mechanism</p>	<p>Pengurusan proyek secara menyeluruh, mulai dari awal pembangunan proyek hingga proyek selesai mencakup:</p> <ul style="list-style-type: none"> • Manajemen lapangan. • Penerapan metode konstruksi yang optimal. • Perekrutan dan pengelolaan seluruh sub-kontraktor. • Pemilihan dan pengadaan bahan bangunan. <p>Overall project management, starting from the project commencement to completion which includes:</p> <ul style="list-style-type: none"> • Field-site management • Optimal application of construction methods. • Recruitment and management of all sub-contractors • Selection and procurement of building materials. 	<ul style="list-style-type: none"> • Peran dan tanggung jawab sebagai <i>main contractor</i> seperti tercantum di samping. • Pengoordinasian 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. <ul style="list-style-type: none"> • Roles and responsibilities as the main contractor as mentioned. • 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.
<p>Pengembangan Usaha Business Development</p>	<p>Langkah pengembangan usaha TOTAL dilakukan melalui beberapa langkah, meliputi:</p> <ul style="list-style-type: none"> • 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. 	<p>TOTAL's business development is conducted through several steps as follows:</p> <ul style="list-style-type: none"> • 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.

RANTAI PASOKAN

Supply Chain

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.

ANAK PERUSAHAAN

Subsidiaries

TOTAL memiliki 4 (empat) anak perusahaan yang bergerak dalam bidang kontraktor dan pengembang. Berikut data anak perusahaan TOTAL yang juga dikonsolidasikan ke dalam laporan keuangan perusahaan:

TOTAL has 4 (four) 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 Persada (TPP)	60%	penyedia peralatan perancah (<i>formwork</i>) formwork equipment supplier	Telah beroperasi / Operating
PT Total Pola Formwork (TPF)	60%	jasa pemasangan perancah (<i>formwork</i>) formwork installation	Telah beroperasi / Operating

PELANGGAN TOTAL

TOTAL Customers

Dalam bisnis jasa konstruksi, memang kepentingan pelanggan merupakan elemen penting yang dilindungi oleh beberapa pihak atau instansi, antara lain *designer*, konsultan pengawas, *Quantity Surveyor*, bank/institusi keuangan dan asuransi. Akan tetapi, ini saja tidak cukup bila reputasi kontraktor itu kurang baik. Di sini TOTAL bukan hanya melakukan proses pembangunan proyek dengan melibatkan berbagai pihak, tetapi juga bisa menjembatani keinginan pelanggan dengan berbagai pihak terkait supaya terwujud, dengan memanfaatkan *culture* dan m-TOTAL, sehingga pelanggan puas.

In the construction service industry, customer interest is an essential element that is protected by several parties or institutions, such as designers, supervision consultants, Quantity Surveyors, as well as banks/financial and insurance institutions. Nevertheless, this will not be enough if the contractor's reputation is not good. In this case, TOTAL not merely involves various parties in the project development process, but it also strives to bridge the interest of the customers and those parties to reach the mutually-agreed one by utilizing the culture and m-TOTAL so that the customers can be satisfied.

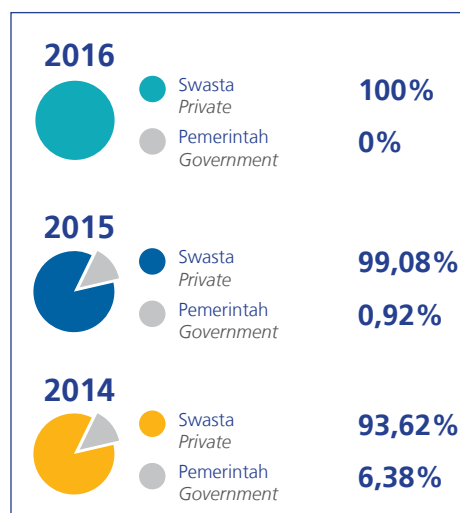
Diagram informasi persentase pelanggan TOTAL

Charts of the information on TOTAL's customer percentage

Pelanggan Swasta 2016

Private Customers in 2016

100%



Tabel informasi komposisi pendapatan usaha berdasarkan pelanggan

Table of information on the composition of revenue based on customers

Pelanggan Baru dan Lama / Repeat and New Customers (%)	2016	2015	2014
Pelanggan Berulang / Repeat Customers	65,74	68,58	73,96
Pelanggan Baru / New Customers	34,26	31,42	26,04

WILAYAH OPERASIONAL

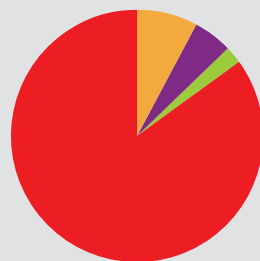
Operational Area

Pelanggan TOTAL tersebar di seluruh Indonesia, hal ini diikuti oleh jumlah proyek yang juga tersebar di berbagai daerah. Saat ini, sekitar 15% proyek konstruksi yang dijalankan Perseroan terdapat di luar pulau Jawa.

TOTAL's customers are spread across the whole country; hence, the Company's projects are also spread out in various regions of Indonesia. Currently, around 15% of the construction projects managed by the Company are located outside Java Island.



2016



● Jawa-Bali <i>Java-Bali</i>	85,45%
● Kalimantan	7,67%
● Sumatra	4,56%
● Lainnya <i>Others</i>	2,32%

SKALA ORGANISASI

Organization Scale

Tabel Skala Organisasi TOTAL

Table of TOTAL's Organization Scale

Uraian / Description	Periode Pelaporan / Reporting Period	
	2016	2015
Jumlah Karyawan (orang) / Total Employees (people)	1.467	1.408
Pendapatan Usaha (miliar Rp) / Operating Revenue (Rp billion)	2.379,02	2.266,16
Modal Kerja Bersih (miliar Rp) / Net Working Capital (Rp billion)	500,77	459,07
Aset (miliar Rp) / Asset (Rp billion)	2.950,56	2.846,15
Liabilitas (miliar Rp) / Liabilities (Rp billion)	2.007,95	1.979,84
Ekuitas (miliar Rp) / Equity (Rp billion)	942,61	866,31

Keanggotaan Asosiasi [G4-16]

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)

Association Membership [G4-16]

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)



KONSTRUKSI PEMBANGUNAN YANG BERKELANJUTAN UNTUK NEGERI

Sustainable Development and Construction for the Nation

Peran strategis sektor konstruksi dapat terlihat dari keterkaitannya dengan sektor-sektor pendukung serta dengan sektor yang memanfaatkan produk sektor konstruksi. Dengan kata lain, pertumbuhan sektor konstruksi akan mampu menarik gerbong pertumbuhan sektor pendukung serta mendorong pertumbuhan sektor pembangunan yang lain. Dari sinilah, TOTAL turut serta dalam konstruksi pembangunan yang berkelanjutan yang didedikasikan untuk negara Indonesia.

TOTAL dikenal sebagai kontraktor yang memiliki keahlian utama dalam pengembangan gedung bertingkat. Keahlian tersebut diperoleh melalui pengalaman TOTAL selama lebih dari 40 tahun pada sektor konstruksi.

TOTAL percaya bahwa dengan pengalaman tersebut, kontribusi terhadap pembangunan yang berkelanjutan dari tahun ke tahun semakin nyata diberikan oleh Perusahaan untuk negeri. Pemusatan perhatian terhadap konstruksi gedung, yang kemudian berlanjut pada gedung-gedung tinggi, komersial, dan industrial, telah berkontribusi positif dalam menggerakkan ekonomi dalam negeri.

The strategic role played by construction industry is reflected on its relevance to many supporting sectors as well as the sectors that utilize the products of construction industry. In other words, the growth of construction industry will serve as the motor to support the growth of supporting sectors and, in turn, spur the growth of other development sectors. From this point of view, TOTAL remains committed to participating in a sustainable development and construction dedicated to Indonesia

TOTAL is well-known as a contractor with primary expertise in high-rise building development. This expertise is gained through TOTAL's experiences of more than 40 years in the construction industry.

Supported by the experiences, TOTAL believes that it can provide more real contributions to the sustainable development of the nation in the years to come. The Company's current focus on building construction, followed by the development of high-rise, commercial and industrial buildings have contributed positively to drive the domestic economy.



Sampai saat ini, pendekatan tersebut terbukti handal untuk mencapai diferensiasi sehingga memungkinkan perusahaan untuk unggul dalam berkompetisi secara efektif di berbagai proyek bergengsi di Indonesia. Hal ini dibuktikan dengan portofolio proyek-proyek yang telah digarap, yang terdiri dari gedung-gedung tinggi dan unik. Beberapa di antaranya adalah Pakuwono Residence- Jakarta, The City Tower, Central Park- Jakarta, The Peak- Jakarta, 1 Park Residence- Jakarta, Apartemen Verde- Jakarta, K-Link Tower- Jakarta, The Sakala Resort- Bali, GKM Green Tower- Jakarta, Ramayana Head Office- Jakarta, Talavera Suite- Jakarta, The Hermitage- Jakarta, Kedutaan Australia- Jakarta, Sudirman Tower dan Four Seasons Hotel (dahulu: Regent Hotel)- Jakarta, BRI Tower- Surabaya, Binus Alam Sutera- Tangerang, The Breeze- BSD City, Menara BRI- BSD, Hotel Neo Simatupang- Jakarta, Green Office Park- BSD, Menara Danamon - Jakarta, The Tower- Jakarta.

Pondasi suatu konstruksi harus dibangun dengan seksama, dan demikian juga dengan pondasi untuk pertumbuhan di masa yang akan datang. Oleh karena itu, TOTAL mengandalkan keunggulan, keahlian, serta dedikasi terhadap kebutuhan konsumen dengan memanfaatkan sumber daya manusia dan teknologi yang terbaik. Kami berpandangan bahwa dengan langkah tersebut, perusahaan dapat mempertahankan posisinya sebagai yang terdepan dan terbaik hingga bertahun-tahun ke depan.

Konstruksi pembangunan yang berkelanjutan oleh TOTAL untuk negeri senantiasa diberikan. Kami percaya bahwa dengan langkah tersebut dapat mempertahankan posisi TOTAL sebagai yang terdepan serta senantiasa memberikan kontribusi bagi seluruh pemangku kepentingan.

Up to date, such approach is proven to be reliable to achieve differentiation; thus, enabling the Company to excel in the competition effectively, particularly in various prestigious projects in Indonesia. This is reflected on the portfolio of the Company's projects, consisting of several unique high-rise buildings, such as: Pakuwono Residence- Jakarta, The City Tower, Central Park- Jakarta, The Peak- Jakarta, 1 Park Residence- Jakarta, Verde Apartment - Jakarta, K-Link Tower- Jakarta, The Sakala Resort- Bali, GKM Green Tower- Jakarta, Ramayana Head Office- Jakarta, Talavera Suite- Jakarta, The Hermitage- Jakarta, Kedutaan Australia- Jakarta, Sudirman Tower dan Four Seasons Hotel (formerly: Regent Hotel)- Jakarta, BRI Tower- Surabaya, Binus Alam Sutera- Tangerang, The Breeze- BSD City, Menara BRI- BSD, Hotel Neo Simatupang- Jakarta, Green Office Park- BSD, Danamon Tower - Jakarta, The Tower- Jakarta.

The foundation for a construction must be built precisely, so does the foundation for growth in the future. Hence, TOTAL employs its excellence, expertise, and dedication to meet the needs of all customers by utilizing only the best human resources and technology system. By taking this measure, the Company projects that it can maintain its position as the leader and the best company well into the future.

TOTAL continues to deliver sustainable construction to the country. We believe that such activity can maintain TOTAL's leading position and its commitment to give contribution to all stakeholders.

TOTAL SEJAHTERA:

DISTRIBUSI NILAI EKONOMI YANG BERKELANJUTAN
TOTAL WELFARE: SUSTAINABLE DISTRIBUTION OF ECONOMIC VALUES



PENDEKATAN MANAJEMEN [G4-Ec1] [G4-15]

Sepanjang 2016, kinerja keuangan TOTAL yang ditunjukkan dari hasil Laporan Keuangan *Audited* konsolidasian TOTAL menunjukkan pencapaian yang memuaskan. Pencapaian tersebut dapat dikaji dalam beberapa indikator meliputi:

- **Pendapatan**
Dari sektor pendapatan, raihan TOTAL lebih besar dari tahun sebelumnya. Secara keseluruhan, pada 2016 pendapatan usaha TOTAL mencapai Rp2,38 triliun, tumbuh 4,98% dibandingkan pada 2015 sebesar Rp2,27 triliun.
- **Perolehan kontrak atas proyek baru**
Nilai kontrak baru pada 2016 mencapai Rp2,79 triliun, atau mencapai 93,03% dari target yang ditetapkan pada awal tahun sebesar Rp3 triliun. Kontrak baru tersebut terdiri atas proyek gedung perkantoran, hotel, apartemen, mall dan proyek pembangunan gedung sekolah yang semuanya merupakan proyek swasta.

PENGENDALIAN BIAYA [G4-En7]

Secara berkesinambungan dan berkelanjutan, Perusahaan melakukan *improvement* dan inovasi guna meningkatkan efisiensi kerja dan produktivitas. *Improvement* dan inovasi bertujuan untuk memangkas prosedur kerja yang tidak efisien serta meminimalisasi potensi pemborosan bahan baku proyek. TOTAL mendorong karyawan untuk menciptakan inovasi yang mendukung perbaikan kinerja terutama bidang konstruksi. Dengan berbagai upaya tersebut, Perusahaan berhasil menurunkan rasio beban pokok pendapatan usaha sebesar 82,34% pada tahun 2016. Sedangkan pada tahun 2015 sebesar 84,89%.

RINCIAN KINERJA EKONOMI YANG DIHASILKAN DAN DIDISTRIBUSIKAN PERUSAHAAN PADA 2016

Pada 2016, 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.

Secara keseluruhan, TOTAL mampu menghasilkan nilai ekonomi yang memberikan nilai tambah bagi seluruh pemangku kepentingan dengan perolehan pendapatan usaha sebesar Rp2,38 triliun. Dari keseluruhan pendapatan tersebut, nilai ekonomi yang didistribusikan untuk pembayaran pajak sebesar Rp77,84 miliar, gaji dan tunjangan untuk seluruh karyawan mencapai sebesar Rp150,34 miliar, pelatihan SDM sebesar Rp1,82 miliar serta alokasi dana CSR sebesar Rp18,99 miliar.

MANAGEMENT APPROACH [G4-Ec1] [G4-15]

During 2016, TOTAL's financial performance showed a satisfying result as described in the consolidated audited Financial Statements. The achievements can be reviewed from several indicators, among others:

- **Revenues**
From the revenue point of view, TOTAL's achievement for the year was bigger compared to the revenues of the previous year. Overall, TOTAL revenues of 2016 reached Rp2.38 trillion, grew 4.98% compared to that of 2015 at Rp2.27 trillion.
- **Contract for New Projects**
New contract value in 2016 reached Rp2.79 trillion or 93.03% of the target set at the beginning of the year at Rp3 trillion. The new contract consists of several projects, among others, office buildings, hotels, apartments, malls and school developments all of which is from the private sector.

COST CONTROL [G4-En7]

The Company continuously and consistently have made improvements and innovations to scale up efficiency and productivity. Improvement and innovation aims to reduce inefficient work procedures and minimize the potential waste of materials. TOTAL has also encouraged their employees to create innovations to support their performance improvement, particularly in the construction sector. With those efforts, the Company managed to decrease cost of revenue ratio at 82.34% in 2016. While in 2015 was 84.89%.

DETAILS OF ECONOMIC PERFORMANCE RESULTED FROM AND DISTRIBUTION BY THE COMPANY IN 2016

TOTAL's performance in 2016 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.

Overall, TOTAL was able to create added economic values for all stakeholders by recording total revenues amounting to Rp2.38 trillion. From the total amount, economic values set aside for taxation amounted to Rp77.84 billion, salary and allowance for all employees amounted to Rp150.34 billion, Human Resources training amounted to Rp1.82 billion and CSR funds amounted to Rp18.99 billion.

Tabel distribusi nilai ekonomi yang diberikan pada 2016 dalam miliar Rp

Uraian / Description	Nominal Rp
Gaji dan Tunjangan Karyawan / Employee's Salary and Allowance	150,34
Dana CSR / CSR Funds	18,99
Pembayaran Pajak / Taxation	77,84
Pembayaran Dividen / Dividend Distribution	136,40
Pelatihan SDM / HC Training	1,82
Total	385,39

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

Table of economic values distributed in 2016 in billion Rp

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

KINERJA PER SEGMENT USAHA

Pendapatan usaha TOTAL diperoleh dari bisnis jasa konstruksi berdasarkan *progress* atau kemajuan fisik di lapangan. Pendapatan lainnya diperoleh dari pendapatan sewa properti, sewa peralatan, jasa manajemen dan jasa pelatihan. Pendapatan dari jasa konstruksi menggunakan metode persentase penyelesaian (*percentage of completion method*) yang diukur berdasarkan kemajuan fisik yang dinyatakan dalam PSAK No. 34 Akuntansi Kontrak Konstruksi. Sedangkan pendapatan sewa diakui sebagai pendapatan berdasarkan periode masa sewa.

• Pertumbuhan Segmen Usaha Jasa Konstruksi

Dalam menjalankan kegiatan usaha dalam segmen jasa konstruksi, TOTAL bertindak sebagai *general contractor* bagi pembangunan konstruksi gedung, konsultasi atas proyek yang sedang berjalan, serta kegiatan usaha lainnya. Sepanjang 2016, TOTAL telah menyelesaikan berbagai proyek konstruksi, antara lain:

OPERATIONAL OVERVIEW PER BUSINESS SEGMENT

TOTAL's revenues were generated from the construction service based on progress or physical completion in the field. Other revenues were generated from property rental, equipment rental, management fee, as well as training fee. The revenues from the construction service was calculated using the percentage of completion method measured based on the physical progress as stated in PSAK No. 34 "Accounting for Construction Contract". Meanwhile, rental revenues were recognized as revenues based on the respective rental periods.

• Growth of Construction Service Business Segment

In performing business activities in the construction service segment, TOTAL operates as the general contractor for building construction development, provides consulting services for the on-progress projects, and carries out other business activities. Throughout 2016, TOTAL has completed various construction projects, among others:

Tabel informasi penyelesaian proyek pada 2016

No	NAMA PROYEK / PROJECT NAME	JENIS / TYPE	NAMA PEMBERI TUGAS / PROJECT OWNER
1	BINUS Alam Sutera Tahap 2, Tangerang - Banten / BINUS Alam Sutera Phase 2, Tangerang - Banten	Pendidikan Education	PT Shine Prime International
2	Pembangunan Ramayana Tajur, Bogor - Jawa Barat / Development of Ramayana Tajur, Bogor - West Java	Pusat Perbelanjaan Shopping Centre	PT Jakarta Intiland
3	Pembangunan Sumatera House, Jakarta / Development of Sumatra House, Jakarta	Hotel	PT Prima Hotel Indonesia
4	Pembangunan Midtown Hotel, Samarinda, Kalimantan Timur / Development of Midtown Hotel, Samarinda, East Kalimantan	Hotel	PT Sarana Indah Perkasa
5	Pembangunan Cinemaxx Theater The Breeze, BSD City, Tangerang - Banten / Development of Cinemaxx Theater The Breeze, BSD City, Tangerang - Banten	Layanan Umum Utilities	PT Bumi Serpong Damai Tbk
6	Pekerjaan Struktur Sumpal Compression, Sumatera Selatan / Structural Work of Sumpal Compression, South Sumatera	Layanan Umum Utilities	PT Rekayasa Industri
7	Pembangunan Green Office Park 9 BSD City, Tangerang - Banten / Development of Green Office Park 9 BSD City, Tangerang - Banten	Perkantoran Office Building	PT Bumi Serpong Damai Tbk
8	Pembangunan Prima Hotel Wahid Hasyim, Jakarta / Development of Prima Hotel Wahid Hasyim, Jakarta	Hotel	PT Prima Hotel Indonesia
9	Pembangunan The Tower, Jakarta / Development of The Tower, Jakarta	Perkantoran Office Building	PT Alfa Goldland Realty

Table of information on project completion in 2016

No	NAMA PROYEK / PROJECT NAME	JENIS / TYPE	NAMA PEMBERI TUGAS / PROJECT OWNER
10	Pembangunan Menara Kompas, Jakarta / Development of Kompas Tower, Jakarta	Perkantoran Office Building	PT Kompas Media Nusantara
11	Pembangunan The Anvaya Hotel Bali, Tuban - Bali/ Development of The Anvaya Hotel Bali, Tuban - Bali	Hotel	PT Grahawita Santika

Pada periode 2016, Perusahaan menangani beberapa proyek pembangunan bertaraf nasional dan internasional, dengan perincian sebagai berikut:

In 2016, the Company handle numerous national and international-standard development projects. The detail is described below:

Tabel informasi kontrak kerja pada 2016

Table of information on 2016 work contract

No	NAMA PROYEK / PROJECT NAME	JENIS / TYPE	NAMA PEMBERI TUGAS / PROJECT OWNER
1.	Living World Pekanbaru (Proyek 03: Pekerjaan Kontrak Utama) / Living World Pekanbaru (Project 03: Main Contract Work)	Pusat Perbelanjaan Shopping Centre	PT Tiga Dua Delapan
2.	Proyek UMN III / UMN III Project	Pendidikan Education	PT Media Nusantara Utama
3.	Proposed Lippo Village CBD Phase 1A for Apartment Tower F (Fairview) & Tower H (Hillcrest) Millenium Village at Lippo Karawaci	Perumahan Bertingkat High Rise Residential	PT Lippo Karawaci Tbk
4.	Lippo Cikarang Orange County City Centre Residential Tower C & D	Perumahan Bertingkat High Rise Residential	PT Lippo Cikarang Tbk
5.	Pembangunan GRAHA GATSU / Development of GRAHA GATSU	Hotel & Kantor Hotel & Office	PT GRAHA GATSU LESTARI
6.	JIIExpo Convention and Theatre-Jakarta (JO)	Layanan Umum Utilities	PT Jakarta International Expo
7.	Verde II Condominiums	Perumahan Bertingkat High Rise Residential	PT Verde Permai
8.	Arcadia Blok A, Jakarta	Perkantoran Office Building	PT Loka Mampang Indah Realty
9.	Arcadia Blok G, Jakarta	Perkantoran Office Building	PT Loka Mampang Indah Realty
10.	Lippo Cikarang Orange County City Centre Residential Tower E & F	Perumahan Bertingkat High Rise Residential	PT Lippo Cikarang Tbk
11.	Rumah Sakit GRHA MM2100, Cikarang Bekasi / GRHA MM2100 hospital, Cikarang Bekasi	Rumah Sakit Hospital	PT Sarana Medika Utama
12.	Ramayana Cikupa	Pusat Perbelanjaan Shopping Centre	PT Jakarta Intiland

• **Pertumbuhan Segmen Usaha Sewa dan Lainnya**

Pada segmen usaha lainnya selama 2016, TOTAL juga meraih pendapatan dari sewa peralatan, sewa properti, dan jasa manajemen. Pendapatan yang diraih dari usaha ini tercatat sebesar Rp11,41 miliar, turun dibandingkan pada 2015 sebesar Rp32,43 miliar.

a. Sewa Peralatan

Segmen usaha Perusahaan dalam bidang sewa peralatan pada 2016 meraih pendapatan sebesar Rp1,47 miliar, turun 93,35% dibandingkan pada 2015 sebesar Rp22,03 miliar.

b. Sewa Properti

Sewa properti pada tahun 2016 mengalami penurunan sebesar 8,69% menjadi Rp9,39 miliar jika dibandingkan pada 2015 yang mencapai angka Rp10,29 miliar.

• **Growth of Rental and Other Business Segments**

In other business segments, TOTAL generated revenues from the equipment rental income as well as, property rental and training fee. The revenue from the aforementioned businesses was recorded at Rp11.41 billion, declined from that of 2015 at Rp32.43 billion.

a. Equipment Rental

The Company's equipment rental in 2016 generated revenue of Rp1.47 billion, showing a decline of 93.35% compared to the previous year of Rp22.03 billion.

b. Property Rental

The revenue from property rental decreased by 8.69% to Rp9.39 billion in 2016 from Rp10.29 billion in 2015.

c. Jasa Pelatihan

Pada 2016, tidak terdapat pendapatan yang berasal dari jasa pelatihan. Hal ini disebabkan oleh pihak manajemen menginginkan fokus pelatihan untuk internal perusahaan.

d. Jasa Manajemen

Jasa manajemen pada tahun 2016 sebesar Rp0,55 miliar jika dibandingkan pada 2015 yang tidak terdapat pendapatan dari jasa ini.

c. Training Fee

The Training fee did not contribute to the revenues of the Company in 2016. This was because the management's focus is on training programs held internally.

d. Management Fee

Management service in 2016 amounted to Rp0.55 billion compared to 2015 where the Company did not earn income from this service.

KONTRIBUSI KEPADA NEGARA

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. Bagi Pemerintah daerah, kami dipandang sebagai *strategic partner* dalam mengembangkan daerah.

Di sisi lain, Perusahaan senantiasa memenuhi tanggung jawabnya kepada negara melalui pembayaran pajak. Pada 2016, jumlah pembayaran pajak sebesar Rp77,84 miliar, jumlah ini mengalami penurunan sebesar 9,99% dibandingkan pada 2015 sebesar Rp86,48 miliar.

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

Tabel kontribusi pajak bagi negara dalam miliar Rupiah

Deskripsi/ Description	2016	2015	2014
Pembayaran Pajak/ Tax Payment	77,84	86,48	68,86

KONTRIBUSI TERHADAP PERTUMBUHAN EKONOMI DAERAH

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.

CONTRIBUTION TO THE COUNTRY

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 in educational development, social contribution and local manpower absorption aspects. For the regional Government, we are their strategic partner in supporting the regional development.

On the other hand, the Company strives to meet its responsibility to the country through tax payment. In 2016, tax paid amounted to Rp77,84 billion, increased by 9.99% compared to the income tax paid in 2015 at Rp86.48 billion.

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

Table of Tax Contribution to the State
in billion Rupiah

Deskripsi/ Description	2016	2015	2014
Pembayaran Pajak/ Tax Payment	77,84	86,48	68,86

CONTRIBUTION TO THE LOCAL ECONOMIC GROWTH

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. 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:
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:

Tabel program dan alokasi dana CSR 2016

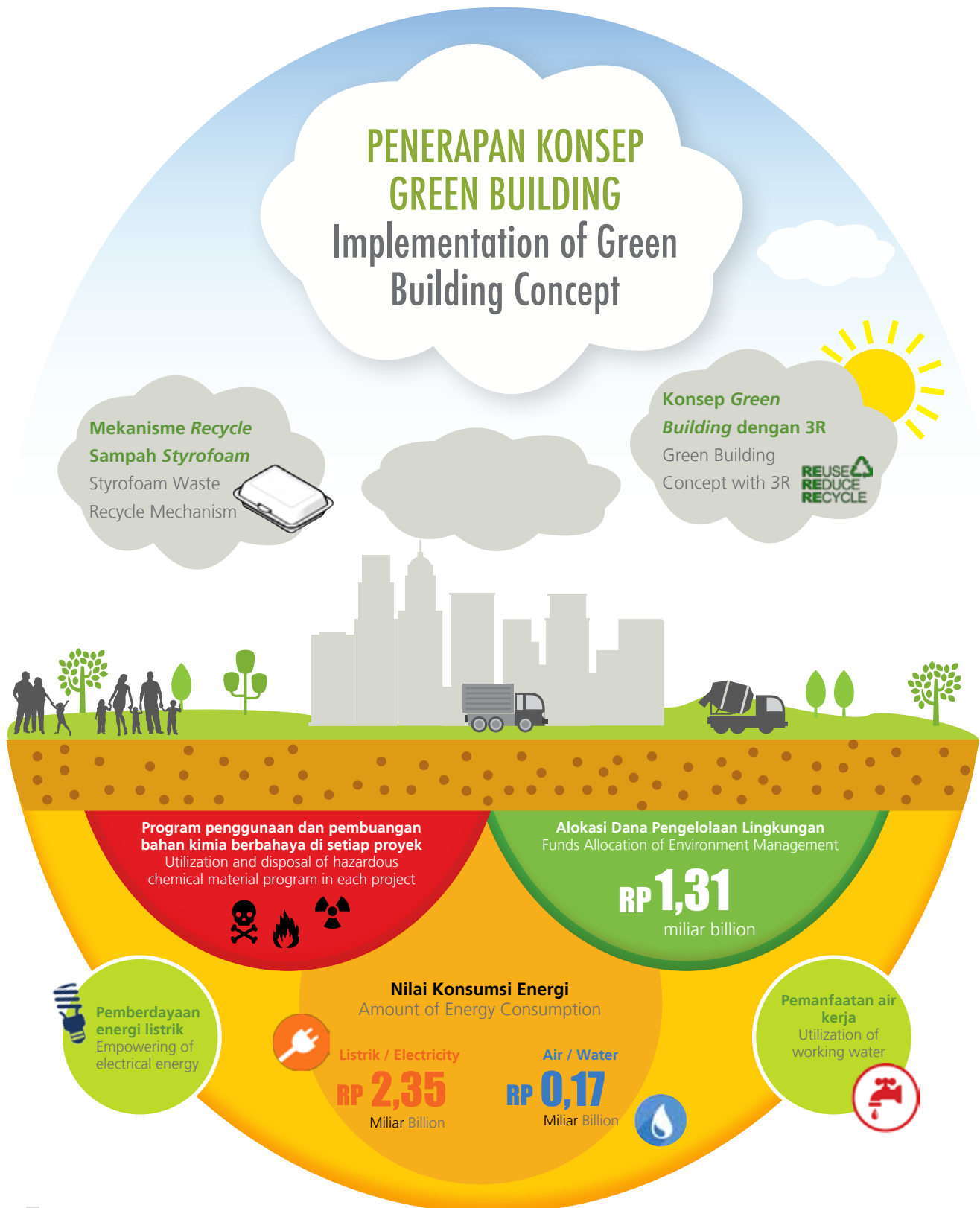
Table of CSR costs in 2016

KETERANGAN / DESCRIPTION	TOTAL Rp	Persentase / Percentage %
LINGKUNGAN HIDUP / ENVIRONMENT		
Sertifikasi Green/HSE-Audit ISO 140001, Penggunaan Keet Fabrikasi, Pengolahan limbah B3 (Bahan Beracun dan Berbahaya), <i>Recycle</i> Sampah Styrofoam	1.309.452.169	6,42%
KETENAGAKERJAAN, KESEHATAN & KESELAMATAN KERJA / MANPOWER, OCCUPATIONAL HEALTH AND SAFETY		
<i>Medical Check-Up</i> calon karyawan, <i>Medical Check-Up</i> seluruh karyawan, penggantian pengobatan untuk karyawan, Penggantian BBM untuk karyawan, Pemberian Beasiswa bagi Karyawan, <i>CARE Launch</i> : Kantor Pusat & Proyek, Sosialisasi Perjanjian Kerja Bersama (PKB) & LKS Bipartit, TOTAL Awards 2016, Biaya Alat Pelindung Diri-K3, Pelatihan HC, Pelatihan TCI, Pelatihan <i>Safety</i> -Konsultan training dan trainer, Seminar Kesehatan (Kantor Pusat dan Proyek)	13.201.755.962	69,53%
PENGEMBANGAN SOSIAL & KEMASYARAKATAN / SOCIAL & RELIGIOUS DEVELOPMENT		
Donor Darah, Renovasi Rumah Raden Saleh Mudik bersama, Fogging, Wisata Bersama, Seminar Kesehatan Mengenai Virus Zika & Demam Berdarah Dengue, Seminar Kesehatan Health Talk Proyek, Penyerahan hewan kurban kepada masyarakat sekitar proyek, Perbaikan Sarana Prasarana Lingkungan Sekitar Proyek	1.756.843.702	9,25%
TANGGUNG JAWAB TERHADAP PELANGGAN / CORPORATE SOCIAL RESPONSIBILITY TO CUSTOMERS		
<i>Gathering</i> Mitra Kontraktor, Perbaikan Laporan Keluhan Pelanggan	2.720.033.582	14,32%
Total Biaya CSR 2016 / Total Cost of 2016 CSR	18.988.085.415	100%

TOTAL LESTARI:

PEMBERDAYAAN LINGKUNGAN BERKELANJUTAN

TOTAL SUSTAINABILITY: Sustainable Environmental Empowerment



KEBIJAKAN TOTAL LESTARI

Kepedulian TOTAL terhadap pelestarian lingkungan hidup tumbuh bersamaan dengan upaya Perseroan dalam meningkatkan kualitas hidup generasi mendatang pada program CSR dalam bidang lingkungan. Sebagai langkah konkretnya, TOTAL merancang program dan kegiatan CSR yang lebih baik, melalui perubahan konsep pelaksanaan pengelolaan lingkungan yang mengacu pada ISO 26000. Selain itu, kebijakan CSR TOTAL dalam bidang lingkungan hidup juga mengacu pada standar Sistem Manajemen Lingkungan ISO 14001 yang dilaksanakan dengan menetapkan target perlindungan terhadap pencemaran lingkungan yang disebabkan oleh proyek konstruksi gedung.

KONTRIBUSI PELESTARIAN LINGKUNGAN

Kontribusi TOTAL dalam pelestarian lingkungan dilakukan dengan memperhatikan aspek kelestarian lingkungan di setiap lokasi proyek dengan cara:

- Menjaga kelestarian lingkungan.
- Menaati peraturan perundang-undangan dan standar pengelolaan lingkungan.
- Menyediakan perlengkapan dan peralatan pengelolaan lingkungan.
- Melakukan penyesuaian dan perbaikan lingkungan hidup untuk mengurangi dampak negatif lingkungan.
- Melakukan tindakan yang bersifat promotif dan preventif untuk mengantisipasi keadaan darurat dan pencemaran lingkungan.
- Melaksanakan program penggunaan dan pembuangan bahan kimia berbahaya di setiap proyek.

Alokasi dana Perusahaan pada pilar lingkungan hidup pada 2016 mencapai Rp1.309.452.169 Jumlah tersebut mencapai 6,42% dari total realisasi dana CSR TOTAL. [G4-EN31]

PERHITUNGAN EFISIENSI KONSUMSI ENERGI [G4-EN3] [G4-EN5]

Konsumsi energi di Kantor Pusat TOTAL pada 2016 ditunjukkan melalui tabel sebagai berikut:

Tabel perhitungan konsumsi energi pada 2016

Konsumsi Energi Listrik (KWH) / Electricity Consumption (KWH)	2016	2015
Lewat Waktu Beban Puncak (LWBP) / OPLT	1.916.820	1.883.224
Waktu Beban Puncak (WBP) / PLT	170.230	173.710
Nilai (Rupiah) / Value (in Rupiah)	2.356.147.281	2.540.060.452
Konsumsi Air Perusahaan (m ³) / Company's Water Consumption	2016	2015
Pemakaian (m ³) / Usage (m ³)	13.337	13.352
Nilai (Rupiah) / Value (in Rupiah)	172.641.854	172.824.104

TOTAL PRESERVATION POLICY

TOTAL's sense of concern to the environmental preservation grows in line with the Company's efforts to improve the quality of life for the future generations as manifested in the CSR programs to the environment. As a solid step, TOTAL designed an improved CSR programs and activities, with changes in the concept of implementation of environmental management based on ISO 26000. In addition, TOTAL CSR policy in the environmental field also refers to the standard ISO 14001 Environmental Management System implemented by setting a protection target against environmental pollution caused by the building construction project.

CONTRIBUTION TO ENVIRONMENTAL PRESERVATION

Contribution from the Company to the preservation of environment is realized through its consideration towards the nature surrounding the project areas, such as:

- Preserving the environment
- Complying with regulations and environmental management standards.
- Providing and guaranteeing equipment for environmental management.
- Making adjustments and improvements on the environment to minimize negative effects.
- Promoting and taking preventive actions to anticipate emergencies and the cause of pollution.
- Conducting utilization and disposal programs for hazardous chemical material in each project.

Funds allocated to support the programs of environmental preservation in 2016 reached Rp1.309.452.169. This amount reached 6.42% from the total realization of TOTAL's CSR funds. [G4-EN31]

CALCULATION OF EFFICIENCY IN ENERGY CONSUMPTION [G4-EN3] [G4-EN5]

Energy consumption in TOTAL's Head Office in 2016 is shown in the following table:

Table of calculation in of 2016 energy consumption

Konsumsi Energi Listrik (KWH) / Electricity Consumption (KWH)	2016	2015
Lewat Waktu Beban Puncak (LWBP) / OPLT	1.916.820	1.883.224
Waktu Beban Puncak (WBP) / PLT	170.230	173.710
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Pemakaian (m ³) / Usage (m ³)	13.337	13.352
Nilai (Rupiah) / Value (in Rupiah)	172.641.854	172.824.104

KONSUMSI AIR

WATER CONSUMPTION [G4-EN3]

Sejalan dengan peningkatan usaha Perusahaan, TOTAL mencatat konsumsi air sebesar:
In line with the improvement in the Company's business, TOTAL recorded water consumption of:

Rp0,17 miliar
billion

Nilai Konsumsi Air

Amount of Water Consumption

Efisiensi TOTAL

TOTAL's Efficiency

↓ **0,11%**

13.337

Pemakaian (m³) / Usage (m³)
2016

13.352

Pemakaian (m³) / Usage (m³)
2015



KONSUMSI LISTRIK

ELECTRICITY CONSUMPTION [G4-EN3]

Rp2,36 miliar
billion

Nilai Konsumsi Energi Listrik

Amount of Electricity Consumption

Efisiensi TOTAL

TOTAL's Efficiency

↓ **2,00%**

170.230

Waktu Beban Puncak
(WBP) 2016

173.710

Waktu Beban Puncak
(WBP) 2015



Dalam proses kegiatan konstruksi, air yang digunakan di lapangan dicatat dan untuk selanjutnya dibuat program penghematan, selain itu penggunaan air kerja dengan air keperluan kantor harus dipisahkan pencatatannya. TOTAL mencatat air yang digunakan untuk keperluan kantor menggunakan meteran penggunaan tersendiri agar dapat diketahui seberapa banyak meter kubik penggunaan air. Penghematan air kerja dilakukan dengan cara membuat instalasi air kerja vertikal (*overflow*).

In the process of construction, working water used in the site should be recorded for the water-saving program. In addition, working water and water used for office purposes should be recorded separately. TOTAL records the use of water for office needs through its own water meter in order to know how much water used by the Company in daily activities. Installation of the water overflow system implemented for water-saving.



Kemudian, penggunaan energi listrik di lingkungan proyek cukup besar, sehingga untuk menghindari pemborosan tersebut maka harus dibuatkan program untuk penghematan energi listrik, dengan cara:

- 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.

MITIGASI DAMPAK LINGKUNGAN

Berbagai proyek konstruksi yang dilakukan Perseroan memiliki dampak secara langsung terhadap lingkungan. Meski demikian, kepedulian TOTAL dalam kelestarian lingkungan membawa efek positif terhadap lingkungan sekitar. Beberapa hal yang dilakukan TOTAL dalam memitigasi dampak lingkungan adalah dengan menerapkan konsep *green building* dan *green construction* dalam setiap proyek konstruksi.

KONSEP GREEN BUILDING DENGAN 3R

Dari tahun ke tahun, konsep *Green Building* saat ini telah menjadi suatu tren. Banyak kalangan bisnis mulai mengambil langkah untuk mengurangi pemakaian material yang berlebih yang dapat memberikan efek *global warming* menjadi salah satu pemicu munculnya konsep *Green Building*. Munculnya konsep *Green Building* dalam dunia properti menjadi penting karena berdasarkan survei, dunia konstruksi menjadi kontributor pengguna material terbesar yang sangat mempengaruhi kondisi lingkungan dunia. Keberhasilan konsep *Green Building* harus didukung mulai sejak masa perencanaan dan masa konstruksi berlangsung. Hal tersebut menjadi pendorong munculnya konsep *Green Construction* yang diharapkan dapat mendukung keberhasilan *Green Building*.

The use of electrical energy in a project environment is quite large. In order to avoid such waste, electric energy savings program should be conducted by:

- 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.

MITIGATION OF IMPACT ON THE ENVIRONMENT

Various construction projects of the Company poses direct impact on the environment. However, TOTAL's care on the preservation of environment brings positive influence to the environment surrounding project area. In mitigating those environmental impacts, TOTAL implements the concepts of green building and green construction in each construction project.

CONCEPT OF GREEN BUILDING WITH 3R

Over the years, the Green Building concept has become more familiar as a trend. Many industries that started to initiate the activity of reducing material use, the overuse of which is attributable to the global warming effect, is one of the contributing factors to how green building concept is born. The emergence of Green Building concept then plays an important part in the property world. Based on survey, the construction world is the largest contributor of the total material users, which certainly gives a huge impact on the environmental condition. The success of Green Building concept must be supported since the planning and the construction process is underway. This will drive the emergence of Green Construction concept that is expected to support the success of Green Building.

Mekanisme Green Construction

Green Construction Mechanism



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



Sistem Pengairan Kamar mandi Pekerja /
Waterworks of Workers' Bathroom System

RECYCLE

Penggunaan berbagai instrumen yang dapat digunakan kembali

Material that is used can be recycled

REDUCE

- Mengurangi penggunaan material alam serta menghemat penggunaan air hingga 40%
- Pengurangan pencemaran yang terjadi pada air dan tanah karena limbah domestik akan diolah dulu oleh sistem biotek
- Decrease the use of natural material and save water to 40%
- Reduction in water and soil pollution because domestic waste will be first processed with biotechnology system

REUSE

Material yang digunakan dapat didaur ulang

Use of various reusable instruments

REDUCE

mengurangi pemakaian material alam (bata, pasir dan semen) , material baja yang digunakan juga mengurangi pencemaran tanah dan udara akibat pembusukan sampah

reduce the use of natural material (brick, sand, and cement), steel material that is used also decreases soil and air pollution due to waste decay



Tempat Sampah / Trash Bin

RECYCLE

Material logam yang digunakan dapat didaur ulang kembali

Metal material that is used can be recycled



REUSE

Penggunaan baja dapat digunakan di proyek selanjutnya
Steel can be reused for the next project

Tahapan Kinerja Proses Konstruksi yang Mengarah pada Pelestarian Lingkungan

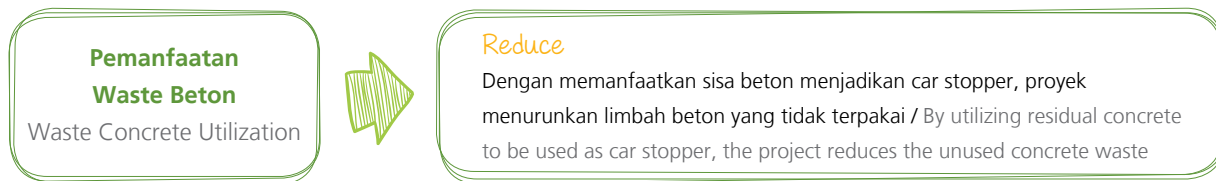
a. Pengukuran Dampak Lingkungan

TOTAL melakukan pengukuran dampak lingkungan berdasarkan petunjuk dari AMDAL (Analisa Mengenai Dampak Lingkungan) gedung yang akan dibangun. Pengukuran yang dilakukan, 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 dapat dilakukan dengan cara bekerja sama dengan balai pengukuran lingkungan di wilayah proyek atau bekerja sama dengan team pusat untuk mengkoordinir kegiatan pengukuran lingkungan.

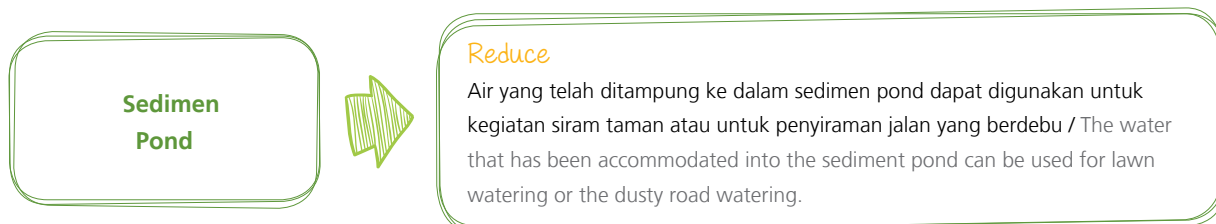
b. Pemanfaatan Waste Beton [G4-EN28]

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.



c. 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.



Stages of Construction Process Directed to Environmental Preservation

a. Measurement of Environmental Impact

TOTAL measures the environmental impact by referring to the guidelines from AMDAL (Environmental Impact Assessment) on the building to be constructed. The measurement is conducted on the level of ambient air, noise, vibration, domestic waste water, and exhaust gas (when using lifting equipment, transportation and generator).

The result of the measurement became the benchmark for the implementation of AMDAL and as a reference for improvement action in order to carry out environmental preservation activities. The measurement is conducted through cooperation with environmental assessment institutions in the project area, or by cooperating with the head office team to coordinate the environmental measurement activity.

b. Waste Concrete Utilization [G4-EN28]

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.

c. Sedimentary 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.

d. Dewatering [EN-10]

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.

e. Manajemen Limbah

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:

- a. Pemisahan limbah konstruksi menjadi 3 jenis

LIMBAH PADAT
SOLID WASTE



- Struktur: besi beton, kayu, sisa beton, dll
- Arsitektur: ACP (aluminium composite panel), batu bata, celcon, kaca, dll
- ME : ducting, pipa, dll
- Structure: reinforcement bar, wood, concrete waste, etc.
- Architecture: ACP (aluminum composite panels), bricks, Celcon, glass, etc.
- ME: ducting, piping, etc.


LIMBAH CAIR
LIQUID WASTE



Air bekas wastafel
(tempat cuci piring)

Waste water from sink

LIMBAH B3
(BAHAN BERACUN & BERBAHAYA)
PADAT DAN CAIR
B3 WASTE
(TOXIC AND HAZARDOUS MATERIAL)
SOLID AND LIQUID



Limbah B3 padat:
Aki bekas, wadah yang terkontaminasi bahan kimia

Limbah B3 cair:
oli bekas B3 cair yang sudah kadaluarsa

Solid B3 waste:
used battery, container contaminated by hazardous chemical

Liquid B3 waste: used oil, expired liquid B3

d. Dewatering [EN-10]

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.

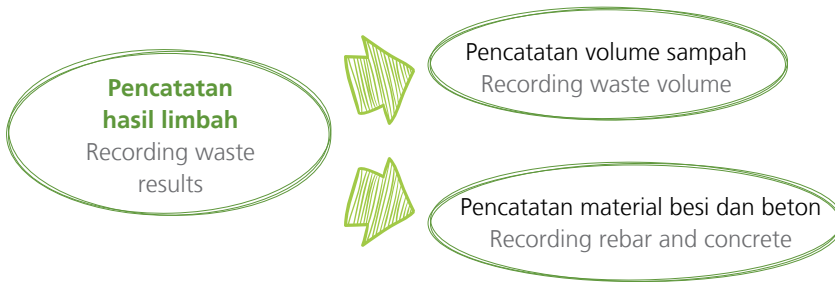
Dewatering water that is not contaminated by mud or soil can be used for CSR activity (*Corporate Social Responsibility*). The project will distribute water to local residents, however it must be measured in the laboratory according to Minister of Health Regulation No. 416/Menkes/Per/IX/1990 for the 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.

e. Waste Management

TOTAL establishes a good waste management system to reduce the project's waste that is brought to the landfill, as well as pollution generated from construction processes. Therefore, a project needs to create a waste management program through:

- a. Separation of construction waste into 3 types

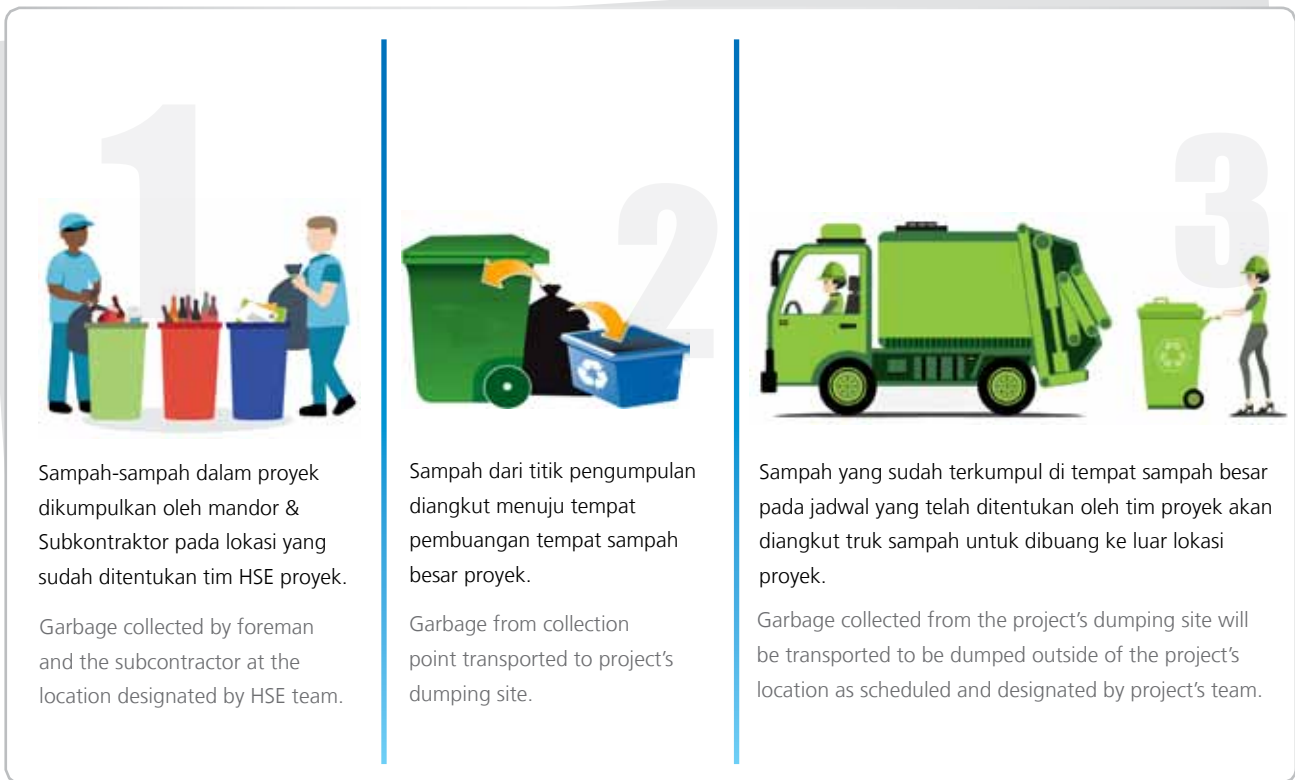
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| b. Pembuatan gudang limbah B3 (padat dan cair) | b. Providing B3 waste (solid and liquid) storage |
| c. Pembuatan rambu-rambu peringatan B3 | c. Providing B3 signage |
| d. Pencatatan hasil limbah | d. Recording waste results |



- | | |
|--|--|
| e. Penentuan vendor pembuangan limbah (bersertifikasi) | e. Determination of waste disposal vendor (certified) |
| f. Pembuatan jadwal pembuangan sampah dan limbah B3 (padat dan cair) | f. Scheduling the garbage and B3 waste (solid & liquid) disposal |

f. Alur Pembuangan Sampah Proyek

f. The Flow of Project Waste Disposal



Reduce

Penggunaan *dust net* dapat mengurangi pencemaran udara yang diakibatkan oleh kegiatan konstruksi yang dilakukan di area proyek.

Reduce

The use of dust net could reduce the air pollution caused by the construction activities to be executed in the project site.

Reuse

Dust net yang digunakan untuk menutup bangunan gedung pada saat proses konstruksi dapat digunakan kembali di proyek yang lainnya.

Reuse

Dust net that has been used to cover the building during the construction process can be reused for other projects.

g. Recycle Sampah Styrofoam [EN-28]

Mekanisme Recycle Sampah Styrofoam



g. Styrofoam waste recycling [EN-28]

Styrofoam waste recycling Mechanism

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: *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.

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.

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*.

Pada proyek BMSI, Perseroan melakukan pengolahan limbah styrofoam dengan mengirimkannya ke tempat daur ulang di Cakung. Kami menyadari bahwa pengolahan limbah styrofoam melalui metode ini menimbulkan *cost* BBM, kemacetan, serta polusi.

Metode pengolahan dengan cara berbeda dilakukan pada proyek Sentraya. Styrofoam didaur ulang di proyek dengan mendatangkan pendaur ulang limbah tersebut ke proyek. Melalui metode ini, kami berhasil menekan biaya BBM, kemacetan, serta polusi. Hal yang sama juga dilakukan pada proyek Menara Danamon, styrofoam didaur ulang di proyek terutama di lantai basement yang dibantu oleh pekerja harian dan mengurangi pemakaian TC.

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.

In the BMSI project, the Company conducted Styrofoam waste management system by delivering the Styrofoam waste to a recycling site in Cakung. We realize that the styrofoam waste management performed using this method will lead the Company to incur fuel cost, cause traffic jam, and pollution.

A different recycling method was employed at Sentraya project. The Styrofoam was recycled directly in the project area by bringing the waste recycler to the project. Through this method, the Company was able to suppress fuel cost and avoided other unnecessary hindrance factors such as traffic jam and pollution. The same method was implemented in Danamon Tower project; Styrofoam waste was recycled directly in the project area, specifically on the basement level. The implementation of this method was assisted by daily workers and was able to reduce the use of TC.

Alur proses pengolahan limbah styrofoam

Flowchart of Styrofoam waste management



Hasil olahan limbah styrofoam

Result of Styrofoam waste management



Sertifikasi Bangunan Hijau dan Greenship

TOTAL telah melibatkan diri secara aktif sebagai salah satu *corporate founder* dari GBCI (*Green Building Council Indonesia*) yang merupakan lembaga independen dalam menerapkan kegiatan dan mengembangkan prinsip-prinsip hijau ke dalam rancangan, pembangunan, serta pengoperasian bangunan dan lingkungan sekitar.

Certification of Green Buildings and Greenship

TOTAL is actively involved as a corporate founder of GBCI (Green Building Council Indonesia); an independent institution whose activities are to disseminate and implement green principles for the design, development, and operations of buildings and their environment.

Pengaduan atas Operasi Perusahaan yang Mencemari Lingkungan [G4-EN34] [G4-EN29] [G4-SO8]

Sepanjang periode pelaporan, TOTAL telah melakukan tanggung jawab atas lingkungan dengan melakukan upaya efisiensi dan pemantauan terhadap lingkungan.

Complaint Against The Company Related to The Environmental Impact [G4-EN34] [G4-EN29] [G4-SO8]

Throughout the reporting period, the entire environmental monitoring activities and responsibilities have been implemented by TOTAL.

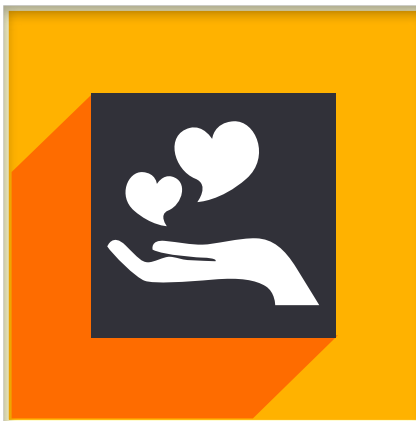
Dengan upaya yang telah dilaksanakan, selama periode pelaporan tidak ada pengaduan terhadap Perusahaan yang berkaitan dengan kerugian akibat pencemaran lingkungan yang dilakukan Perusahaan. Perusahaan juga tidak mendapat denda akibat ketidakpatuhan terhadap undang-undang dan peraturan tentang lingkungan.

With such efforts, during the reporting period there was no complaint against the Company related to the environmental impact. The Company did not receive any penalties for non-compliance with laws and regulations concerning the environment.

TOTAL PEDULI:

UPAYA MENJALIN HUBUNGAN HARMONIS DENGAN PEMANGKU KEPENTINGAN

TOTAL RESPONSIBILITY: Nurturing Harmonious Relationship with Stakeholders



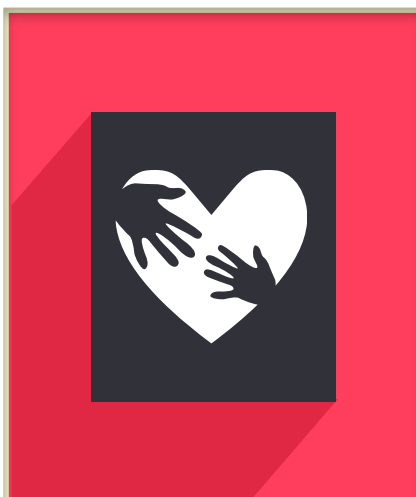
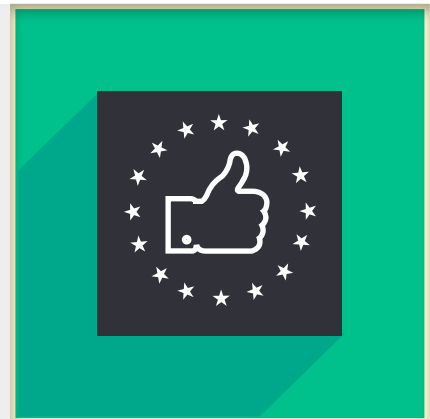
DANA PENYALURAN PROGRAM DAN KEGIATAN CSR BIDANG SOSIAL

Funds Allocated for the CSR Programs and Activities in Social and Community Development

Rp
2,72
Miliar Billion

SKOR TINGKAT KEPUASAN PELANGGAN Customer Satisfaction Index

79,15 % Puas
Satisfying



PROGRAM DAN KEGIATAN CSR BIDANG SOSIAL DAN KEMASYARAKATAN

CSR Programs and Activities in Social and Community Development

- Donor Darah / Blood Donation
- Renovasi Rumah Raden Saleh / Renovation of Raden Saleh's House
- Mudik bersama / Homecoming
- *Fogging* / Fogging
- Wisata Bersama / Touring
- Seminar Kesehatan Mengenai Virus Zika & Demam Berdarah Dengue / Health Seminar on the Topic of Zika virus and Dengue Hemorrhagic Fever
- Seminar Kesehatan Health Talk Proyek / Seminar of Health Talk Project
- Penyerahan hewan kurban kepada masyarakat sekitar proyek / Donation of sacrificial animal for the community around project area
- Perbaikan Sarana Prasarana Lingkungan Sekitar Proyek / Renovation of public infrastructure around project area

PROGRAM DAN KEGIATAN TANGGUNG JAWAB SOSIAL DALAM BIDANG SOSIAL KEMASYARAKATAN

TOTAL melaksanakan program dan kegiatan tanggung jawab sosial dalam bidang sosial kemasyarakatan secara berkelanjutan dengan tujuan untuk memberikan kontribusi bagi pengembangan dan pemberdayaan masyarakat, terutama di sekitar proyek.

Pembangunan kinerja sosial Keberlanjutan TOTAL pada 2016 diimplementasikan melalui beberapa program yang berdampak langsung terhadap masyarakat, meliputi:

1. Donor Darah
2. Fogging
3. Hewan Kurban
4. Mudik bersama
5. Perbaikan Plester Tradisional
6. Perbaikan Jembatan Warga
7. Perbaikan Paving Masjid
8. Pengecoran Jalan Warga
9. Renovasi Pembangunan Masjid Jami Miftahul Khair
10. Pekerjaan Bobok Tutup Saluran Air Warga Sekitar Proyek

Secara keseluruhan, dana yang dikeluarkan TOTAL dalam program dan kegiatan ini mencapai Rp1.796.891.870.

Bantuan Pemenuhan Kebutuhan Sarana dan Prasarana Masyarakat

Kegiatan operasional Perseroan di sekitar proyek, bersentuhan langsung dengan masyarakat sekitar. Salah satu kegiatan CSR yang dilakukan di sekitar proyek adalah dengan mengidentifikasi terlebih dahulu kebutuhan sarana dan prasarana untuk menunjang kegiatan kehidupan bermasyarakat. Beberapa kegiatan yang dilakukan antara lain:

- Perbaikan Jalan warga sekitar RT.01/02 Kelurahan Grogol Selatan - Kebayoran Lama, guna memberi kenyamanan bagi masyarakat sekitar sekaligus akses jalan pekerja proyek The Pakubuwono Spring.
- Pemasangan/peninggian pagar pintu gerbang warga sekitar lingkungan Proyek The Pakubuwono Spring, guna meredam polusi suara yang diakibatkan dari pembangunan proyek ke wilayah sekitar.
- Pengecoran jalan warga sekitar proyek Living Plaza Balikpapan di wilayah RT 54 Kelurahan Gunung Bahagia kecamatan Balikpapan Selatan, sehingga mempermudah akses jalan warga dan pekerja di lingkungan sekitar proyek.

SOCIAL RESPONSIBILITY PROGRAMS AND ACTIVITIES IN SOCIAL AND COMMUNITY DEVELOPMENT

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.

TOTAL's sustainable social performance development in 2016 was implemented through several programs that directly influenced the community, such as:

1. Blood donation
2. Fogging activity
3. Donation for Hari Raya Qurban
4. Mudik bersama
5. Maintenance of Traditional Plasters
6. Maintenance of Public Bridges
7. Maintenance of Mosque's Pavings
8. Casting of Public Roads
9. Renovation of Jami Miftahul Khair Mosque
10. Construction of Water Pipeline Filter for the Communities Near the Project

Overall, funds allocated by the Company in carrying out these programs and activities reached Rp1,796,891,870.

Donation for the Fulfillment of Public Facilities and Infrastructure

TOTAL's operational activities in project area provides direct contact with the nearby community. Thus, one of the CSR activities conducted in the project area is conducted to identify the needs for facilities and infrastructure to support the life of the nearby community. Several activities carried out were as follows:

- Road Maintenance for the residents of RT.01/02, Kelurahan Grogol Selatan - Kebayoran Lama to provide easy access for the public and workers of The Pakubuwono Spring project.
- Installment/elevation of the gate's fences for the residents near The Pakubuwono Spring Project to reduce sound pollution caused by the activities in the project.
- Road casting for the residents near the Living Plaza Balikpapan project at RT 54, Kelurahan Gunung Bahagia, South Balikpapan subdistrict to facilitate the access for local residents and workers at the project's area.



- Perbaikan jembatan dan paving Masjid warga sekitar proyek Ramayana Tajur, Bogor untuk memberi kenyamanan bagi masyarakat sekitar sekaligus akses jalan pekerja proyek dan saling menjaga hubungan baik dengan Perusahaan.
- Renovasi pembangunan Masjid Jami Miftahul Khair di sekitar Proyek Lavie, Kelurahan Karet Kuningan.
- Pekerjaan bobok tutup saluran air warga sekitar proyek Lavie, Kelurahan Karet Kuningan.
- Pembuatan saluran air bersih ke warga sekitar proyek MNC Tower.

- Maintenance for bridges and Mosque paving for the residents near the Ramayana Tanjung project, Bogor, to facilitate the access for local residents and the workers and to maintain good relationship between the residents and the Company.
- Renovation for Jami Miftahul Khair Mosque near Lavie Project, Kelurahan Karet Kuningan.
- Water pipelines filter work for the residents near Lavie project, Kelurahan Karet Kuningan.
- Construction of clean water pipelines for the residents near MNC Tower project.

Aksi Sosial Donor Darah

Secara konsisten dan berkesinambungan, TOTAL menyelenggarakan donor darah sebagai bentuk kontribusi Perusahaan dalam membangun kesehatan masyarakat. Informasi rekapitulasi aksi donor darah yang dilakukan sebagai berikut:

Blood Donation

TOTAL's blood donation activity is conducted in a sustainable and consistent manner every year as a form of contribution to the improvement of public health. Information on blood donation recapitulation carried out were as follows:

Tabel Kegiatan Donor Darah 2016

Table of 2016 Blood Donation Activity

Tanggal / Date	A	B	AB	O	Jumlah / Total	Pendonor Pria / Male Donors	Pendonor Wanita / Female Donors	Donor Baru / New Donors	Donor Lama / Old Donors		
3 Maret 2016 / March 3, 2016	24	10	42	60	136	110	80.9%	26	19.1%	33	103
1 September 2016 / September 1, 2016	46	26	82	107	261	201	77.0%	60	23.0%	59	202



Penyerahan Hewan Kurban dan Kegiatan Fogging

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

Kegiatan Mudik-Balik Lebaran

Sebagai ungkapan terima kasih kepada seluruh karyawan, Perseroan menyelenggarakan kegiatan mudik-balik lebaran. Lebaran merupakan momen spesial untuk silaturahmi. Kegiatan mudik-balik lebaran merupakan upaya Perseroan untuk meringankan beban seluruh karyawan dalam bersilaturahmi dengan seluruh keluarga di kampung halaman masing-masing. Perseroan telah membantu hampir seluruh karyawan untuk mudik-balik Lebaran 1429 H, dengan tujuan ke berbagai daerah meliputi Blora, Purwodadi, Kuningan, Lampung, Semarang, Bandung, Lumajang, Kebumen, Tasikmalaya, Solo, Yogyakarta, Wonosobo, Cirebon, Serang, Surabaya, Jepara, Sumedang, dan Subang. Biaya yang dialokasikan untuk kegiatan mudik-balik lebaran pada tahun 2016 adalah sebesar Rp1.274.393.000.

Donation of Sacrificial Animals and Fogging Activity

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.

Homecoming

As a form of gratitude to its employees, TOTAL carries out collective homecoming 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. The Company supported almost all of its employees for their homecoming activity for the Eid-al Fitr of 1429 H. Some of the homecoming destinations were: Blora, Purwodadi, Kuningan, Lampung, Semarang, Bandung, Lumajang, Kebumen, Tasikmalaya, Solo, Yogyakarta, Wonosobo, Cirebon, Serang, Surabaya, Jepara, Sumedang, and Subang. Funds allocated for the homecoming activity in 2015 amounted to Rp1,274,393,000.

Keterlibatan Pemangku Kepentingan [G4-24][G4-25][G4-26]

Komitmen TOTAL terhadap penciptaan hubungan yang harmonis dengan seluruh pemangku kepentingan dilakukan dengan dialog yang efektif. Dialog tersebut bertujuan untuk memahami kebutuhan, pertanyaan, menyelesaikan masalah, mengelola dampak dan mengidentifikasi peluang untuk menciptakan manfaat yang lebih besar. Bersama dengan para pelanggan, mitra usaha, masyarakat lokal, aparat dan pemerintah, pemegang saham dan karyawan, TOTAL melangkah menuju kegiatan usaha yang berkelanjutan. TOTAL secara aktif terus membangun keterlibatan yang positif antara Perusahaan dan pemangku kepentingan agar tercipta iklim usaha maupun komunikasi yang sehat. [G4-25]

Pemegang Saham

Sebagai bentuk komitmen dalam menerapkan prinsip transparansi, TOTAL menyelenggarakan even maupun pertemuan dengan para pemegang saham. Interaksi yang dibangun dalam pertemuan tersebut dapat bersifat langsung maupun tidak langsung dan dikelola Departemen Hubungan Investor.

Tabel aktivitas hubungan investor 2016

No	Acara / Event	Format	Lokasi / Location	Waktu Pelaksanaan / Date
1.	Credit Suisse Investor Meeting	Group Meeting	TOTL Head Office, Jakarta	11 April 2016 / April 11, 2016
2.	Credit Suisse Site Visit	Group Meeting	Proyek Pondok Indah Residence , Jakarta	12 April 2016 / April 12, 2016
3.	Citi Indonesia Investor Conference 2016	One on One/ group Meeting	Mandarin Hotel, Jakarta	11 Mei 2016 / May 11, 2016
4.	Institutional Investor Day	Presentasi Kelompok / Group Presentation	Bursa Efek Indonesia (BEI), Jakarta	1 Agustus 2016 / August 1, 2016
5.	CIMB 10th Annual Indonesia Conference 2016	One on One/ group Meeting	Grand Hyatt Nusa Dua, Bali, Indonesia	11-12 Agustus 2016 / August 11-12, 2016
6.	Credit Suisse 2016 Indonesia Conference	One on One/ group Meeting	Ritz Carlton Millenia, Singapura	15-16 Agustus 2016 / August 15-16, 2016
7.	Succorinvest Site Visit	Group Meeting	Proyek SCBD Lot X, Jakarta	2 November 2016 / November 2, 2016
8.	Investor & Analyst Meetings (88 meetings)	Face to Face & Conference Call	TOTL Head Office, Jakarta	Januari-Desember 2016 / January-December 2016

Pemerintah

Terkait dengan kegiatan usaha Perseroan, TOTAL menyadari diperlukan adanya interaksi positif dengan pemerintah, baik di tingkat pusat maupun daerah. Interaksi yang berlangsung pun dilakukan secara timbal balik, baik dalam penyusunan peraturan terkait, izin pelaksanaan proyek, melaksanakan program CSR, pemenuhan kewajiban pembayaran pajak, pelaksanaan usaha yang ramah lingkungan, dan partisipasi dalam pembangunan sarana dan prasarana publik maupun kontribusi bagi komunitas lokal.

STAKEHOLDERS ENGAGEMENT [G4-24] [G4-25] [G4-26]

TOTAL's commitment to the creation of harmonious relationship with all stakeholders is realized in the form of an effective dialogue or discussion. The discussion aims to understand the needs of stakeholders, answer their inquiries, solve problems, mitigating impacts and identifies opportunities to generate greater benefits for both the Company and stakeholders, Hand-in-hand with all clients, business partners, local communities, authorities and government, as well as shareholders and employees, TOTAL strides confidently towards a sustainable business activities. The Company actively develops positive participation between the Company and all stakeholders so as to generate sound business climate and communication. [G4-25]

Shareholders

Commitment of the Company to implementing transparency principles is realized through various events and meetings organized with the shareholders. Interaction built during the meeting can be in the form of direct and indirect engagement and is managed by the Investor Relation Department.

Table of investor relation activities in 2016

Government

Related to its business activities, TOTAL understands that a positive interaction between the Company and the government is required, both in the national level and in the regional level. The interaction needs to also be mutually beneficial, either in the composition of related regulations, permit to execute projects, implementation of CSR programs, taxation, execution of environmentally friendly business activities, and participation in the development of public facilities and infrastructure, as well as contribution to the local community.

Perusahaan senantiasa menjaga keselarasan hubungan yang baik dengan pemerintah. Selanjutnya, dalam menjaga independensi terkait hubungan dengan pemerintah, TOTAL tidak menerima atau memberikan bantuan finansial apapun secara ilegal dari dan kepada pemerintah. [G4-EC4]

m-TOTAL/ Karyawan TOTAL

Melalui Departemen HC, Perusahaan berupaya menyelenggarakan sistem pengelolaan HC yang dapat menjaga keseimbangan bisnis dengan mempertimbangkan kebutuhan SDM, sistem remunerasi yang baik, jenjang karier yang transparan dan adil, keleluasaan mengembangkan diri, termasuk upaya peningkatan kompetensi dengan memberikan pelatihan baik secara internal maupun eksternal, memberikan kebebasan berserikat serta pemenuhan asas kesetaraan tanpa memandang *gender* dan SARA. TOTAL berupaya mewujudkan komitmen untuk menjaga dan memelihara suasana kerja yang kondusif dengan melaksanakan interaksi timbal balik dengan seluruh karyawan atau m-TOTAL

Seluruh upaya ini dilakukan secara seimbang dengan kebutuhan Perusahaan demi tercapainya seluruh program operasional secara efisien, dan efektif untuk menjamin pertumbuhan usaha secara berkelanjutan.

Mitra Kerja

Mitra kerja merupakan pemangku kepentingan yang memiliki peran strategis sebagai bagian dari mata rantai operasional usaha Perusahaan. TOTAL menyelenggarakan interaksi dengan para pemasok, dan mitra kerja berdasarkan pada azas profesionalisme. Sikap profesionalisme dan pemenuhan hak atas mitra kerja dan pemasok salah satunya dalam penanganan keluhan, dimana setiap bentuk ketidaksepahaman hubungan dengan para konsumen yaitu owner maupun mitra kerja lainnya akan sebisa mungkin diselesaikan melalui cara musyawarah untuk mencari titik temu.

Salah satu mitra kerja yang memiliki peran strategis adalah subkontraktor. Guna menunjang keterlibatan dan meningkatkan kinerja mitra kerja tersebut, Perusahaan dengan aktif melakukan pemantauan dan pengelolaan sub-kontraktor secara ketat; memberikan pelatihan teknis dan manajemen proyek yang diperlukan; serta membantu mengatasi masalah finansial yang muncul secara proporsional.

Secara keseluruhan, TOTAL menjalin kerja sama dengan mitra kerja dan pemasok serta masyarakat lokal dengan menjunjung sikap menghargai hak asasi manusia sebagai pertimbangan dan prioritas utama. Dengan menerapkan hal tersebut, maka selama periode pelaporan, tidak ada dampak negatif dan

The Company constantly maintains harmonious relationship with the government. In preserving its independency related to the government, TOTAL does not accept nor grant any illegal financial support from and to the government. [G4-EC4]

TOTAL People/TOTAL Employees

Through the HC Department, the Company strives to establish a HC management system that is capable of supporting the balance in its business by taking into account the HC needs, proper remuneration system, transparent and fair career path, as well as freedom for personal development, including the competency development through the provision of internal and external trainings, freedom to organize a worker union, and fulfillment of equality principle without any prejudice to gender and ethnicity, religion, race or group. Furthermore, TOTAL endeavors to realize its commitment to maintaining and building a favorable work condition by carrying out mutual interaction among all employees or TOTAL people.

All of these efforts are conducted in a balanced manner in accordance with the Company's needs to achieve efficient and effective operations to ensure a sustainable business growth in the future.

Working Partners

Working partners are the stakeholders having the strategic role as part of the operational business chains of the Company. TOTAL organizes interaction with the suppliers and working partners based on professionalism principles. The professionalism and fulfillment of rights of the working partners and the suppliers are manifested in the complaints handling, in which every misunderstanding regarding the relationship with the customers, namely the owner and other working partners, is resolved amicably to find the solution.

One of the working partners having strategic role is the subcontractor. In order to support the engagement and performance of the working partners, the Company actively and strictly monitors and manages the sub-contractor, provides technical and project management training wherever necessary, and helps overcome financial problem in a proportional manner.

Overall, TOTAL builds cooperation with the working partners, suppliers, and local communities by upholding respect towards human rights as a consideration and the main priority. By implementing such thing, during the reporting period, there were no negative and factual impact relating to the violation of

faktual yang terjadi berkaitan dengan pelanggaran hak asasi manusia kepada masyarakat lokal dan mitra kerja dalam rantai pasokan. [G4-HR11] [G4-SO9] [G4-12]

Pelanggan

TOTAL berkomitmen untuk selalu memberikan pelayanan terbaik sesuai dengan standar yang ditetapkan dan ekspektasi pelanggan. Kepuasan pelanggan menjadi tolok ukur utama keberhasilan usaha Perusahaan dalam meraih keberlanjutan. Untuk itu, TOTAL menerapkan manajemen mutu produk yang andal dan melahirkan konsep diferensiasi, dengan fokus pada kualitas terbaik dan berorientasi pada kepuasan pelanggan.

Perusahaan juga berupaya menjaga kepercayaan pelanggan khususnya pelanggan-pelanggan berulang dengan melaksanakan berbagai program maupun kebijakan, seperti *after sales service*, manajemen keluhan pelanggan, dan pendekatan secara kekeluargaan. Sebagai realisasinya, lebih dari 50% pada 2016 merupakan pelanggan berulang kembali mempercayakan TOTAL sebagai mitra kerja mereka.

Komunitas Masyarakat

Sebagai bentuk pelibatan, Perusahaan senantiasa mengembangkan dan menjalankan program-program tanggung jawab sosial dan lingkungan melalui program-program CSR yang tepat sasaran sesuai kebutuhan masyarakat. Salah satu realisasi program tersebut adalah penyediaan air bersih bagi masyarakat di salah satu daerah operasi TOTAL yang membutuhkan ketersediaan air bersih.

Perhatian besar TOTAL juga diarahkan kepada pembangunan masyarakat sekitar lokasi operasi Perusahaan sebagai salah satu pemangku kepentingan yang memiliki peran signifikan bagi pembangunan yang berkelanjutan. Selain itu, Perusahaan bertujuan memberdayakan potensi ekonomi masyarakat dengan mewujudkan komitmen untuk meningkatkan kualitas hidup yang lebih baik.

Perusahaan mendorong tenaga-tenaga kerja lokal yang kompeten untuk dapat direkrut dan dikembangkan menjadi tenaga kerja Perusahaan. Komunikasi efektif dengan masyarakat juga dibangun melalui komunikasi aktif yang dipimpin oleh *Project Manager* di setiap lokasi operasi. [G4-SO1]

human rights to the local community and working partners in the supply chain. [G4-HR11] [G4-SO9] [G4-12]

Customers

TOTAL is committed to always providing the best service according to the established standard and customer's expectation. Customer expectation becomes the main benchmark of the Company's business success with respect to sustainability achievement. Therefore, TOTAL implements reliable product quality management and creates a differentiation concept by focusing on the best quality and orientation to customer satisfaction.

The Company also strives to maintain the trust of the customers, especially the repeat customers, by implementing various programs and policies, such as after sales service, customer's complaints management, and family-based approach. In realization, more than 50% of our clients in 2016 were repeat customers. They entrusted TOTAL as their working partners.

Communities

As a form of engagement, the Company continues to develop and implement social and environmental programs through CSR programs that meet the right targets, in accordance with the public's needs. One of the program realization is the provision of clean water for the community in one of TOTAL's operational area requiring clean water supply.

TOTAL's serious concern is also directed to the development of community around the Company's operational area which also serves as a stakeholder that has significant role for sustainable development. In addition, the Company also aims to empower community economic potential by realizing commitment to a better life quality.

The Company encourages local competent manpower to be recruited and developed to be the Company's employees. Effective communication with community is also established through active communication led by *Project Manager* in every operational location. [G4-SO1]

Tabel informasi bentuk keterlibatan pemangku kepentingan
[G4-24] [G4-26] [G4-27]

Table of information on involvement of stakeholders
[G4-24] [G4-26] [G4-27]

Pemangku kepentingan / Stakeholders	Metode Interaksi / Interaction Method	Frekuensi / Frequency	Topik Utama yang Diajukan / Main Topik
Pelanggan Customer	<ul style="list-style-type: none"> • Koordinasi Operasional / Operational Coordination • Kunjungan ke proyek / Site Visit • Pelatihan / Training • Survei Kepuasan Pelanggan / Customer Satisfaction Survey 	Secara berkala sesuai kebutuhan / Periodically as needed	<ul style="list-style-type: none"> • Pelayanan / Service • Pemenuhan Kontrak / Contract Fulfillment
Pemegang Saham Stakeholders	RUPS & RUPSLB / AGMS & EGMS	<ul style="list-style-type: none"> • Tahunan / Annually • Periodik / Periodic 	<ul style="list-style-type: none"> • Dividen / Dividends • Pengembangan Usaha / Business Development • Tata Kelola Perusahaan / Corporate Governance
M-TOTAL/ Karyawan TOTAL M-TOTAL/ TOTAL's Employees	Serikat Karyawan / States Employees	Periodik / Periodic	<ul style="list-style-type: none"> • Ketenagakerjaan / Labor • Kesejahteraan / Welfare
Pemerintah Government	Pelaporan Kinerja / Performance Reporting	Secara berkala sesuai kebutuhan / Periodically as needed	<ul style="list-style-type: none"> • Kinerja Perusahaan / Company's Performance • Pembayaran Pajak / Tax Payment
Mitra Kerja Business Partner	<ul style="list-style-type: none"> • Koordinasi Operasional / Operational Coordination • Kunjungan ke proyek / Site Visit • Pelatihan / Training 	Secara berkala sesuai kebutuhan / Periodically as needed	<ul style="list-style-type: none"> • Hubungan Komersial / Commercial Relation • Pemenuhan Kontrak / Contracts Fulfillment
Masyarakat Community	<ul style="list-style-type: none"> • Rekrutmen Tenaga Kerja / Labor Recruitment • Interaksi langsung kepada masyarakat / Direct interaction with community • Program CSR / CSR Program 	Secara berkala sesuai kebutuhan / Periodically as needed	<ul style="list-style-type: none"> • Program CSR / CSR Program • Kesempatan kerja / Job Opportunity
Media Media	<ul style="list-style-type: none"> • Public Expose • Publikasi Pelaksanaan CSR / Publication of CSR Implementation 	Secara berkala sesuai kebutuhan / Periodically as needed	<ul style="list-style-type: none"> • Kinerja Perusahaan / Company's Performance
Investor Investor	Pelaporan Kinerja / Performance Reporting	Secara berkala sesuai kebutuhan / Periodically as needed	<ul style="list-style-type: none"> • Kinerja Perusahaan / Company's Performance

Implementasi program sosial Perusahaan juga tidak terlepas dari berbagai masukan dari para pemangku kepentingan serta pengamatan atas kebutuhan pemangku kepentingan tersebut.

Implementation of the Company's social program is inseparable from inputs given by stakeholders and observation on the needs of the stakeholders.

Skema pengembangan program sosial Perusahaan yang melibatkan para pemangku kepentingan

Scheme of the Company's social program development that involves the stakeholders



Hak Asasi Manusia

TOTAL senantiasa menjunjung tinggi Hak Asasi Manusia (HAM). Hal ini termanifestasikan dalam berbagai bentuk kegiatan antara lain rekrutmen tenaga kerja, serta kesempatan bagi tiap individu untuk mengambil tanggung jawab lebih dan memaksimalkan kompetensi yang dimiliki. Pemenuhan terhadap HAM juga ditegakkan melalui pemberian kesempatan kerja bagi setiap gender secara adil, memberikan hak cuti kepada karyawan yang mengambil cuti melahirkan serta memberikan kesempatan yang sama bagi setiap karyawan untuk mengembangkan diri serta memperoleh peningkatan karier.

Human Rights

TOTAL always upholds Human Rights. This is manifested in various activities, among others are employee recruitment, as well as opportunity for every individual to take more responsibilities and to maximize their own competence. Fulfillment of Human Rights is also conducted by providing fair work opportunity to all genders, providing leave rights to all employees who takes maternity leave as well as providing equal opportunity to all employees to develop themselves and to achieve career advancement.

TOTAL BERKOMPETEN:

PENGUATAN SUMBER DAYA MANUSIA

TOTAL COMPETENCY: Strengthening Human Capital

JUMLAH INVESTASI PENDIDIKAN DAN PELATIHAN KARYAWAN

Total Investment in Employee Education and Training

1,82 Miliar Billion



JUMLAH KARYAWAN

Total Employee

1.467

Orang Employees



PROGRAM SOSIAL KETENAGAKERJAAN BERKELANJUTAN

Sustainability of Social Manpower

- Pemberian Beasiswa jenjang S2 kepada 3 (tiga) orang m-TOTAL;
- Rekrutmen tenaga kerja lokal;
- Rasio gaji terendah karyawan dan UMP sebesar 1,1 kali
- Scholarships for Master's degree to 3 (three) people of TOTAL people;
- Local worker recruitment;
- The lowest employee salary and Minimum Wage ratio is 1.1 times.

Kebijakan Penguatan Sumber Daya Manusia

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*) guna meraih visi, misi dan kesuksesan usaha baik kini dan di masa depan. Oleh karenanya, TOTAL menaruh prioritas atas pengembangan SDM yang dimiliki baik individu maupun tim sebagai strategi Perusahaan untuk mempersembahkan dan menjaga performa terbaiknya dalam bisnis jasa konstruksi yang diusung. Guna mendukung hal tersebut, TOTAL secara konsisten terus mengedepankan pengembangan kompetensi SDM yang dimiliki melalui berbagai program terpadu dan komprehensif.

Kekuatan SDM TOTAL [G4-10]

Hingga akhir 2016, jumlah karyawan TOTAL tercatat sebanyak 1.467 orang, naik 4,19% dibandingkan pada 2015 sebanyak 1.408 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 Perusahaan sebesar 100%, sedangkan pekerja yang dibawah oleh agensi/perusahaan lain yang terikat kerja sama dengan Perusahaan sebesar 0%. [G4-11]

Policy of Strengthening of Human Resources

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.

The Strength of TOTAL's Human Resources [G4-10]

Until the end of 2016, the number of TOTAL's employees recorded as 1,467 people, an increase of 4.19% compared to 2015 recorded as 1,408 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%. [G4-11]

Tabel Komposisi Karyawan Berdasarkan Level Jabatan

Jabatan <i>Position</i>	2016			2015		
	Pria <i>Male</i>	Wanita <i>Female</i>	Jumlah <i>Total</i>	Pria <i>Male</i>	Wanita <i>Female</i>	Jumlah <i>Total</i>
Direksi & Komisaris / <i>Director & Commissioner</i>	11	3	14	11	3	14
Senior Manager	6	3	9	7	3	10
Middle Manager	52	13	65	60	14	74
Junior Manager/Senior officer	216	27	243	217	29	246
Officer/Chief	659	69	728	565	69	634
Junior Officer/Supervisor	167	21	188	192	23	215
Administrasi/Administrator	198	22	220	195	20	215
Jumlah / Total	1.309	158	1.467	1.247	161	1.408

Table of Employee's Composition Based on Position

Tabel Komposisi Karyawan Berdasarkan Tingkat Pendidikan

Tingkat Pendidikan <i>Educational Level</i>	2016			2015		
	Pria <i>Male</i>	Wanita <i>Female</i>	Jumlah <i>Total</i>	Pria <i>Male</i>	Wanita <i>Female</i>	Jumlah <i>Total</i>
S2 / Post Graduate	43	12	55	38	11	49
S1 / Graduate	576	99	675	508	102	610
D3 / Diploma	118	15	133	122	16	138
SLTA / Senior High School	555	32	587	563	32	595
SLTP / Junior High School	13	-	13	12	0	12
SD / Elementary School	4	-	4	4	0	4
Jumlah / Total	1.309	158	1.467	1.247	161	1.408

Table of Employee's Composition Based on Educational Level

Tabel Komposisi Karyawan Berdasarkan Status Kepegawaian Table of Employee's Composition Based on Employment Status

Status Kepegawaian <i>Employment Status</i>	2016			2015		
	Pria <i>Male</i>	Wanita <i>Female</i>	Jumlah <i>Total</i>	Pria <i>Male</i>	Wanita <i>Female</i>	Jumlah <i>Total</i>
Karyawan Tetap / Permanent Employee	637	78	715	653	75	728
Karyawan Kontrak / Contract Employee	672	80	752	594	86	680
Jumlah / Total	1.309	158	1.467	1.247	161	1.408

Tabel Komposisi Karyawan Berdasarkan Usia Table of Employee's Composition Based on Age

Usia <i>Age</i>	2016			2015		
	Pria <i>Male</i>	Wanita <i>Female</i>	Jumlah <i>Total</i>	Pria <i>Male</i>	Wanita <i>Female</i>	Jumlah <i>Total</i>
> 55 tahun / > 55 years old	71	9	80	62	9	71
51-55 tahun / 51-55 years old	141	13	154	136	10	146
46-50 tahun / 46-50 years old	242	17	259	235	16	251
41-45 tahun / 41-45 years old	185	15	200	204	20	224
31-40 tahun / 31-40 years old	349	26	375	341	28	369
25-30 tahun / 25-30 years old	251	65	316	200	50	250
< 25 tahun / < 25 years old	70	13	83	69	28	97
Jumlah / Total	1.309	158	1.467	1.247	161	1.408

Pendidikan dan Pelatihan

Pendidikan dan pelatihan yang diselenggarakan Perusahaan ditujukan 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). Jumlah peserta yang hadir dalam pelatihan sepanjang tahun 2016 tercatat sebanyak 3.756 peserta, terjadi penurunan pelatihan sebesar 25,42% dibandingkan pada tahun 2015 sebanyak 5.036 peserta dikarenakan jumlah permintaan pelatihan yang berkurang. Sementara total jumlah mandays di tahun 2016 sebanyak 2.720 mandays, turun 36,18% dari tahun 2015 yang tercatat sebanyak 4.262 mandays. TOTAL optimis TCI akan mampu menjawab kebutuhan Perusahaan dalam memenuhi tenaga konstruksi yang berkompeten dan berkualitas.

Education and Training

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). Total training participants in 2016 was recorded at 3,756 participants, decreased by 25.42% due to the declining demands for training activity compared to that of 2015 recorded at 5,0036 participants. Meanwhile, total mandays in 2016 was recorded at 2,720 mandays, declined by 36.18% from total mandays in 2015 which was 4,262 mandays. TOTAL is optimistic that TCI will be able to meet the Company's needs in fulfilling competent and qualified construction workers.

Tabel pendidikan dan pelatihan SDM

Table of education and training of Human Resources

NO	Departemen / Department	Nama/Judul Pelatihan / Training	Penyelenggara Pelatihan / Organizer	Jumlah Peserta / Number of Participants
1	ACCOUNTING	Akuntansi PSAK / PSAK Accounting	IAI	2
		Penyusunan Laporan Keuangan / Financial Statements Composing	IAI	2
		Deteksi, Investigasi Fraud dan Audit Forensik dalam Pembiayaan Mikro / Detection, Fraud Investigation and Forensic Audit in Micro Financing	IAI	3
		JUMLAH / TOTAL		7
2	CONSTRUCTION ENGINEERING & RESEARCH DEVELOPMENT	Creative Thinking	PQM	2
		"2016 Green Building & Energy Management Seminar (GEMS)"	Universitas Multimedia Nusantara	1
		GBCI-GA	GBCI	3
		JUMLAH / TOTAL		6

NO	Departemen / Department	Nama/Judul Pelatihan / Training	Penyelenggara Pelatihan / Organizer	Jumlah Peserta / Number of Participants
3	HUMAN CAPITAL (HRD & PERSONALIA HUMAN CAPITAL (HRD & PERSONNELS)	HRD Club "People Development"	PQM Consultants	4
		Menyusun Matriks Kompetensi / Competence Matrix Composing	Seminarku	2
		Implementasi Era Baru Pelaksanaan Peraturan Terbaru BPJS 2016 / Implementation of the New Era for the Holding of the Latest BPJS 2016 Regulations	Lembaga Pemerhati Kinerja Insan Indonesia (LAPKINDO)	1
		Indonesia Business School Summit	PT. Intipesan Pariwara	1
		Pelatihan Manajemen SDM bagi Para Profesional SDM Pemula / HR Management Training for Beginner HR Professionals	HRD Club Indonesia	2
		Tata Cara Ketenagakerjaan serta Implikasi PP Pengupahan / Manpower Methods and Implementation of the Government Regulation (PP) on Payment	Jakarta Selatan / South Jakarta	1
		Winning Talent War Through Employee Branding	PT. Intipesan Pariwara	1
		HR SUMMIT	PT. Intipesan Pariwara	1
		SDM bagi Profesional Pemula / HR for Beginner Professionals	PQM	13
		HR Expo	PT. Intipesan Pariwara	10
JUMLAH / TOTAL				36
4	QHSE (HSE & PQ)	Seminar RK3K dan Biaya K3 Konstruksi / RK3K Seminar and K3 Construction Cost	Asosiasi Ahli Keselamatan dan Kesehatan Kerja Konstruksi-Indonesia (A2K4)	1
		Internal Audit Management System	PT SGS Indonesia	2
		CSMS	PT. Phitagoras Global Duta, Training & Consulting Services	1
		IMS-Internal Audit	Asosiasi Ahli Keselamatan dan Kesehatan Kerja Konstruksi-Indonesia (A2K4)	1
		Sertifikasi QHSE AK3 Konstruksi / Certification for QHSE AK3 in Construction	Prime Safety	17
		JUMLAH / TOTAL		
5	INTERNAL AUDIT	Implementasi Praktis Audit Operasional / Practical implementation of operational audit	Yayasan Pendidikan Internal Audit	1
		Penyusunan Laporan Keuangan Perusahaan Konstruksi, Developer & Properti berdasarkan PSAK berbasis IFRS & Perpajakan Terkini / The preparation of Financial Statements for Construction Companies is based on the most recent IFRS-based PSAK and Taxation Regulations.	Ikatan Akuntan Indonesia / Indonesian Institute of Accountants	1
		Enterprise Risk Management Workshop	Risk Workshop International	1
		ISO 9001-2015 Awareness Training	PT. Mansis Indonesia	1
		Sertifikasi "Qualified Internal Auditor" - Lanjutan II / Certification "Qualified Internal Auditor" on Advance Audit II	Yayasan Pendidikan Internal Audit	3
		Seminar Peranan Internal Audit / Seminar on the Role of Internal Audit	Indonesia Corporate Secretary Association	1
		Internal Auditor dan Peran Consulting / Internal Auditor and the Roles of Consulting	Yayasan Pendidikan Internal Audit	1
		Continuous Auditing	Yayasan Pendidikan Internal Audit	1
		JUMLAH / TOTAL		
6	INVESTOR RELATION	Certified Investor Relation	Indonesia Investor Relations Institute	1
		Pemahaman Mekanisme Pasar Modal / Understanding the Capital Market Mechanism	ICSA	1
		Sosialisasi Hukum Persaingan Usaha di Indonesia, "how to comply the competition Law & Regulation" / Dissemination of Business Competition Law in Indonesia, How to Comply with the Competition Law & Regulation	ICSA & Komisi Pengawas Persaingan Usaha (KPPU)	1
		Total Service Excellence	PT. Layanan Prima Indonesia	1
		JUMLAH / TOTAL		
7	IT	Android Application Development	Jakarta Selatan / South Jakarta	2
JUMLAH / TOTAL				2
8	LEGAL	Executive Corporate Law : Aspek Hukum Bentuk Badan Hukum Organisasi Usaha / Executive Corporate Law: Legal Aspect for the Legal Institution of Business Organization	Pratama Indomitra	1
		FIDIC	OCAJI	2

NO	Departemen / Department	Nama/Judul Pelatihan / Training	Penyelenggara Pelatihan / Organizer	Jumlah Peserta / Number of Participants
		Sosialisasi Surat Edaran Otoritas Jasa Keuangan (OJK) No. 32 ttg Pedoman Tata Kelola Perusahaan Terbuka / Dissemination of the Circular Letter of Financial Services Authority No. 32 on the Governance Guidelines for Public Companies	ICSA	2
		Sosialisasi Lalu Lintas Devisa / Dissemination of Foreign Exchange Traffic	BI	1
		Sosialisasi Peraturan OJK / Dissemination of OJK Regulations	AEI	2
		Pelaksanaan PKWT & Outsourcing Pasca Putusan MK No. 27/PUU-IX/2011 DAN PUTUSAN MK NO. 7 /PUU-XII/2014 / Implementation of PKWT & Outsourcing Post the Decision of MK No. 27/PUU-IX/2011 and the Decision of MK NO. 7 /PUU-XII/2014	ICSA	2
		Public Listed Company Website (POJK #8/2015)	ICSA	2
		What matters most as a Corporate Secretary	ICSA	2
		Legal Short Course "Perlindungan Hukum atas Surety Bond & Bank Garansi" / Legal Short Course "Legal Protection for Surety Bond & Bank Guarantee"	PPHBI	1
		Total Service Excellence	PT. Layanan Prima Indonesia	2
		Sosialisasi Hukum Persaingan Usaha di Indonesia, how to comply the competition Law & Regulation / Dissemination of Business Competition Law in Indonesia, How to Comply with the Competition Law & Regulation	ICSA & Komisi Pengawas Persaingan Usaha (KPPU)	2
		Total Service Excellence	PT. Layanan Prima Indonesia	3
		JUMLAH / TOTAL		21
9	MARKETING & ESTIMATION	Implementasi Era Baru Pelaksanaan Peraturan Terbaru BPJS 2016 / Implementation of the New Era for the Holding of the Latest BPJS 2016 Regulations	Lembaga Pemerhati Kinerja Insan Indonesia (LAPKINDO)	1
		JUMLAH / TOTAL		1
10	MANAGEMENT SYSTEM PROCESS DEVELOPMENT	Company Strategic Planning	Reinco Strategic	2
		Certified Risk Management Officer	LSPMR	3
		Joint Event (ISO 9001 2015)	PQM Consultants	4
		JUMLAH / TOTAL		9
11	PERALATAN / EQUIPMENT	Pelatihan Juru Ikat (Rigger) Inhouse / Training on Inhouse Rigger	Upaya Riksa Patra	5
		JUMLAH / TOTAL		5
12	PROPERTY & BUILDING MANAGEMENT	Workshop National Maintenance Genset	IMAC	1
		Teknisi K3 Listrik / K3 Electricity Technician	Upaya Riksa Patra	1
		Courtesy Call	PT.Mitra Pembelajar	4
		JUMLAH / TOTAL		6
13	PROJECT DEVELOPMENT	"2016 Green Building & Energy Management Seminar (GEMS)"	Universitas Multimedia Nusantara	1
		Sertifikasi GBCI - GP / GBCI - GP Certification	GBCI (Green Building Council Indonesia)	2
		Pertelaan Bangunan Tinggi / Description of High-Rise Buildings	Reinco Strategic	1
		GBCI-GA	GBCI	1
		Certified Property Analyst	Panangian School of Property	1
		EDGE Auditor Training	GBCI	1
		Forum Regulasi-Aspek Keselamatan Jiwa Dalam Persyaratan Teknis Arsitektur Bangunan gedung / Regulation Forum - Life Security Aspect in the Building Architecture Technicality	IAI	4
		Lokakarya Grand Desain Green Building / Workshop on Grand Design for Green Building	Pemda DKI	2
		Business case For Green Building	GBCI	2
		Penataran Strata	IAI	2
		BIM Conference	ApliCad	3
		Total Service Excellence	PT Layanan Prima Indonesia	2
		Apartment and Building Management	Reinco Strategic	1
		JUMLAH / TOTAL		23

NO	Departemen / Department	Nama/Judul Pelatihan / Training	Penyelenggara Pelatihan / Organizer	Jumlah Peserta / Number of Participants
14	TRAINING CENTRE & ASSESSMENT CENTRE	Assessment Center Assessor Certification	PPM Management	2
		Training & Development Summit 2016	PT.Intipesan Pariwara	1
		Indonesia Business School Summit	PT.Intipesan Pariwara	1
		The 5th Assessment Centre	Intipesan	5
		Assessment Center Assessor Certification	PPM Manajemen	1
		TNA & Curriculum Development	Indolatih Management	1
		Sertifikasi Assessor / Assessor Certification	PPM Manajemen	2
JUMLAH / TOTAL				13
15	PROYEK	Be a Super Supervisor and Manager	PT.Mitra Pembelajar	2
		JUMLAH / TOTAL		

Total biaya yang dikeluarkan Department HC dan Total Construction Institute untuk menunjang pelatihan dan pengembangan yang dilakukan TOTAL pada tahun 2016 adalah sebesar Rp1.822.185.737 Biaya tersebut terdiri dari biaya pelatihan eksternal (HC) sebesar Rp465.027.507 dan biaya pelatihan TCI sebesar Rp1.357.158.230.

Total cost incurred by HC Department and Total Construction Institute to support the Company's training and development programs in 2016 was Rp1,822,185,737, composed of external training costs (HC) reaching Rp465,027,507 and TCI training costs reaching Rp1,357,158,230.

Beasiswa

TOTAL juga menyelenggarakan program ketenagakerjaan dalam bentuk pemberian beasiswa kepada karyawan yang memiliki potensi untuk mengembangkan kemampuannya. Pada 2016, Perseroan memberikan beasiswa bantuan pendidikan untuk jenjang pendidikan S-2. Total Dana dalam program beasiswa ini sebesar Rp56,7 juta.

Scholarship

TOTAL also organized the manpower program by providing scholarships for employees who have high potential to develop their capability. In 2016, this scholarship provides funds for tuition fee for master's degrees. Total funds allocated for this scholarship program amounted to Rp56.7 million.

Berikut realisasi pemberian beasiswa sepanjang 2016:

Tabel pemberian beasiswa bagi karyawan

The following is realization of scholarship provision in 2016:

Table of Scholarship Provision for Employee

Kegiatan / Activity	Proyek / Departemen Project / Department	Waktu Pelaksanaan / Date of Event
Pendidikan S2 Master Degree	Project Control	Agustus 2015 - Januari 2017 / August 2015 - January 2017
	IT	Agustus 2015 - Januari 2017 / August 2015 - January 2017
	Estimate	September 2015 – Desember 2017 / September 2015 - December 2017

Rasio Perputaran Karyawan [G4-LA1]

Upaya Perseroan menciptakan lingkungan kerja yang kondusif bagi seluruh karyawan menunjukkan hasil yang nyata yang ditunjukkan dari rendahnya tingkat *turn over* karyawan selama periode pelaporan. Pada 2016, tingkat *turnover* karyawan tercatat sebanyak 116 orang (7,9%).

Employee Turnover Rate [G4-LA1]

The Company's effort in generating favorable work environment for all employees is actualized in the low turnover rate of employee during the reporting period. In 2016, TOTAL recorded turnover rate of 116 employees (7.9%).

Program Pensiun [G4-LA10][G4-EC3]

Sebagai wujud tanggung jawab dan salah satu bentuk penghargaan Perseroan kepada pegawai yang telah membaktikan diri bagi Perseroan, TOTAL 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. Pembekalan

Pension Program [G4-LA10][G4-EC3]

As a form of responsibility and appreciation to employees who have dedicated themselves to the Company, TOTAL implement 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

ini selain bertujuan untuk mempersiapkan karyawan menghadapi dan menjalani masa pensiun dengan nyaman dan produktif, juga bertujuan untuk memberikan wawasan kepada peserta agar mampu mengelola keuangan dengan cermat serta membimbing karyawan untuk mengembangkan kewirausahaan dengan tepat.

Remunerasi, Kesejahteraan dan Program Perlindungan Karyawan [G4-LA2] [G4-LA13]

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 kinerja, pengalaman, serta dedikasi terhadap TOTAL. TOTAL juga memberikan remunerasi yang kompetitif berdasarkan pasar perusahaan jasa konstruksi. Imbalan jasa karyawan pada 2016 mencapai Rp150 miliar. [G4-LA2]

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. Perusahaan turut memberikan pembekalan pelatihan kewirausahaan bagi karyawan yang telah memasuki usia pensiun yang diberikan sebagai bentuk apresiasi TOTAL atas dedikasi yang diberikan karyawan.

Tabel Perbandingan Hak-Hak Karyawan Tetap dan Tidak Tetap TOTAL [G4-EC3]

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	✓	✓
Lainnya & Pokok / Other and Principles	✓	✓
THR	✓	✓
Gaji / Salary	✓	✓
Seragam Dinas / Uniform Office	✓	✓

aims to provide knowledge to participants to carefully manage their finances as well as guiding the employees to develop their entrepreneurship properly.

Remuneration, Welfare, and Employee Protection Program [G4-LA2][G4-LA13]

TOTAL provides remuneration and welfare to motivate employees to work better in the future. TOTAL also provides compensation to employees based on position grading system. Compensation for employees can be increased according to the result of performance appraisal, such as performance, experience, and dedication to TOTAL. TOTAL also provides competitive remuneration based on construction service market. Benefit of employees in 2016 was recorded at Rp150 billion. [G4-LA2]

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 Jamsostek. The Company also provides entrepreneurial training provisions for employees who have reached retirement age, given as TOTAL's token of appreciation for their dedication.

Table Comparison of TOTAL Permanent and Contract Employees Rights [G4-EC3]

Implementasi Asas Kesetaraan Dan Penilaian Kinerja Karyawan [G4-LA11]

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 Perusahaan. Demikian juga, terkait pemberian skema remunerasi, *reward*, serta *punishment*, Perusahaan 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 karirnya
- Kesempatan untuk mendapatkan pelatihan dalam rangka pengembangan kompetensi jabatan

Statistik Data Review Karyawan Bekerja Setelah Cuti Hamil [G4-LA3]

Sebesar 89% atau sebanyak 8 (delapan) karyawan pada 2016 kembali bekerja setelah cuti hamil. Sedangkan pada 2015 sebanyak 100% atau sebanyak 7 (tujuh) karyawan.

Uraian	2016	2015
Total Karyawan kembali bekerja dari cuti hamil / Total employees returning to work after maternity leave	8 / 9	7 / 7
Persentase dari total karyawan / Percentage of total employees	89	100%

Kebebasan Berserikat [G4-HR4]

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 Serikat Pekerja Bangunan dan Pekerjaan Umum-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.

Implementation of Equality Principle and assessment of employee Performance [G4-LA11]

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

Statistical Data Review of Employee Work after Maternity Leave [G4-LA3]

At 89% or as much as 8 (eight) female employees returning to work after maternity leave. While in 2015 as much as 100 % or as much as 7 (seven) female employees returning to work after maternity leave.

Union Freedom [G4-HR4]

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.

Rasio Upah Terendah Karyawan Dengan UMR Tahun 2016 [G4-EC5]

Dalam penetapan rasio upah, Perusahaan melaksanakan penetapan upah yang mengacu kepada peraturan Pemerintah. Hingga saat ini, TOTAL telah memenuhi ketentuan Pemerintah tentang minimum upah yang telah ditentukan. Perusahaan telah memberikan remunerasi yang berbeda sesuai dengan level jabatan yang terdapat dalam struktur organisasi Perusahaan, sebagaimana terlihat dalam tabel berikut: [G4-54]

Ratios of Standard Entry Level Wage Compared to Local Minimum Wage in 2016 [G4-EC5]

In determining the ratio of wages, the Company implements wage determination, which refers to government regulations. TOTAL has complied with the Government on the minimum wages that have been determined. The Company provides different remuneration based on position level in the Company's organization structure. The following table is the ratio of m-TOTAL remuneration in [G4-54]

Deskripsi Rasio Pendapatan / Income Ration Description	Rasio Pendapatan / Income Ratio
Rasio Gaji Direksi Tertinggi dan Terendah / Ratio of the Highest and Lowest Salary of Directors	1,15
Rasio Gaji Karyawan Tertinggi dan Terendah / Ratio of the Highest and Lowest Salary of Employees	16,7
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	1,1
Rasio Gaji Tertinggi Direksi dan Terendah Karyawan / Ratio of the Highest Salary of the Board of Directors to the Lowest Salary of Employees	25

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.

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 KESELAMATAN DAN KESEHATAN: PERHATIAN LEBIH TERHADAP KESELAMATAN DAN KESEHATAN KERJA

TOTAL SAFETY AND HEALTH: More Attention Towards
Occupational Health and Safety



SAFETY FIRST



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.

Budaya Keselamatan Kerja

Secara berkesinambungan, TOTAL mengembangkan budaya keselamatan yang saling mendukung dan melibatkan peran aktif seluruh individu baik karyawan, sub-kontraktor, 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.

Sepanjang 2016, TOTAL telah mengembangkan penerapan K3 yang meliputi:

- Perubahan struktur organisasi proyek, terkait personil K3;
- Perubahan sistem penilaian (KPI), terkait item K3;
- Rekrutmen personil K3 berpengalaman standar internasional.
- Penerapan Program *Contractor Safety Management System* (CSMC) & Subkontraktor *gathering*;
- Peningkatan jumlah pelatihan K3 baik sertifikasi *staff* maupun *craft training* untuk pekerja termasuk subkontraktor;

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.

Occupational Safety Culture

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.

Throughout 2016, TOTAL has improved its K3 implementations that encompass:

- Changed project organization structure that was related to the K3 personnel;
- Changed the evaluation system (KPI) that was related to K3 items;
- Recruited K3 personnel with international experiences;
- Continued *Contractor Safety Management System* (CSMC) Program & Sub-contractor gathering;
- Improved the number of K3 training, both in terms of certification and craft training, for employees and sub-contractors;

- Penerapan *safety campaign* guna menaikkan kepedulian K3;
- Penerapan *Safety Culture Roadmap*.
- Created safety campaign to improve K3 awareness;
- Designed Safety Culture Road Map.

Program dan Kegiatan Keselamatan dan Kesehatan Kerja TOTAL

Realisasi Pelaksanaan Program dan Kegiatan Keselamatan dan Kesehatan Kerja di kantor pusat dan seluruh proyek Total Bangun Persada :

TOTAL's Occupational Health and Safety Programs and Activities

Realization and Implementation of Occupational Health and Safety Activities and Programs in head office and project sites of Total Bangun Persada:

No	Kegiatan / Activity	Proyek / Departemen Project / Department	Waktu Pelaksanaan / Date of Event	Peserta / Participant
1	Peluncuran CARE Program	Kantor Pusat / Head office	29 Maret 2016 / March 29, 2016	Seluruh karyawan kantor pusat Total Bangun Persada / All employees in Total Bangun Persada Head office
		Lavie All Suite	12 Mei 2016 / May 12, 2016	Proyek / Project employees
		Menara Kompas	18 Mei 2016 / May 18, 2016	Proyek / Project employees
		1 Park Avenue	26 Mei 2016 / May 26, 2016	Proyek / Project employees
		GOP 9 & Cinemaxx	8 Juni 2016 / May 8, 2016	Proyek / Project employees
		GPS	2 Juni 2016 / June 2, 2016	Proyek / Project employees
		PIR	17 Juni 2016 / June 17, 2016	Proyek / Project employees
		Pakubuwono	22 Juni 2016 / June 22, 2016	Proyek / Project employees
		UMN	16 Juni 2016 / June 16, 2016	Proyek / Project employees
		Sequis Tower	24 Agustus 2016 / August 24, 2016	Proyek / Project employees
		Workshop	3 November 2016 / November 3, 2016	Staff dan Pekerja Workshop / Workshop Staffs and Workers
		Living World Pekanbaru	24 November 2016 / November 24, 2016	Proyek / Project employees
		Living Plaza Balikpapan	1 Desember 2016 / December 1, 2016	Proyek / Project employees
3	Sosialisasi Perjanjian Kerja Bersama (PKB) & LKS Bipartit Dissemination of Collective Labor Agreement (PKB) & Bipartial LKS	All Dept & PM, GA Proyek	27 Oktober 2016 / October 27, 2016	65
4	TOTAL AWARDS 2016	Seluruh Proyek dan Departemen All Projects and Departments	2 tahunan - 8 November 2016 / Biennial - November 8, 2016	1.286

Kegiatan dan Sarana Keselamatan Kerja TOTAL

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

TOTAL's Occupational Safety Activities and Facilities

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 achieve such purpose, TOTAL ensures that all employees performs their duties in conformity with safety standard procedure in accordance with the Company's regulation.

Sepanjang 2016, TOTAL telah mengikutsertakan SDM-nya pada berbagai pelatihan/sertifikasi bidang K3, antara lain:

Throughout 2016, TOTAL's Human Resources participated in various K3 certifications and trainings as follows:

No	Departemen / Department	Pelatihan / Training		Jumlah Peserta / Total Participants	Tanggal / Date	Tempat / Location	Penyelenggara Pelatihan / Training Organizer
		Jenis / Type	Judul / Title				
1	QHSE	Sertifikasi / Certification	First Aider	72 orang / people	- 18-20 April 2016 / April 18-20 2016 (25 orang / 25 people) - 20-22 Juli 2016 / July, 20-22 2016 (25 orang / 25 people) - 25-27 Juli 2016 / July 25-27, 2016 (22 orang / 22 people)	TCI	PT Daya Semesta
2	QHSE	Management System	CSMS	2 orang / people	11-14 Oktober 2016 / October 11-14, 2016	PT Phitagoras	PT Phitagoras
3	QHSE	Sertifikasi / Certification	Supervisi Perancah / Scaffolding Supervision	4 orang / people	5-9 September 2016/ September 5-9, 2016	PT Upaya Riksa Patra	PT Upaya Riksa Patra
4	QHSE	Management System	Integrated Management System	1 orang / person	9-11 November 2016/ November 9-11, 2016	PT SGS	PT SGS
5	QHSE	Sertifikasi / Certification	Ahli Muda K3 Konstruksi / Junior Expert of K3 Construction	17 orang / people	19-23 Desember 2016/ December 19-23, 2016	PT Total BP	PT Prime Safety
6	QHSE	Sertifikasi / Certification	Bimtek Tenaga Ahli SMK3 / Technology Supervision (Bimtek) for SMK3 Expert Staff	20 orang / people	14-16 Desember 2016/ December 14-16, 2016	Hotel Best Western kemayoran	Kementerian PUPR / PUPR Ministry

Jam Kerja Aman [G4-LA6]

Sepanjang 2016, realisasi jam kerja adalah selama 45.747.190 *manhour*, sedangkan pada 2015 selama 60.610.906 *manhour* sudah termasuk proyek Jo. *Days away from work cases* pada 2016 sebanyak 3 kasus, sedangkan pada 2015 sebanyak 5 kasus, dan *restricted work activity cases* sebanyak 132 kasus, sedangkan pada 2015 sebanyak 136 kasus. Angka *days away from work cases* mengalami penurunan dikarenakan realisasi jam kerja yang juga menurun.

Sedangkan *medical treatment* sebanyak 65 kasus, jumlah tersebut naik 1 kasus dari 2015, jadi total rata-rata per bulan sebanyak 16,92 kecelakaan per bulan. Dengan demikian, angka *Total Recordable Incident Rate (TRIR)* sebesar 0,89. Angka ini lebih besar dari 2015 sebesar 0,48, angka rata-rata kecelakaan naik sebesar 85,42%.

Safety Hours [G4-LA6]

During 2016, total man-hour realized amounting to 45,747,190 man-hour compared with total man-hour of 2015 at 60.610.906 man-hour. Days-away-from-work cases in 2016 amounting to 3 case while the cases in 2015 was recorded at 5 case. In terms of restricted-work-activity cases, the Company recorded 132 cases occurred in 2016 compared with 136 cases in 2015. There number of days-away-from-work cases decreased due to declining work hour realization.

Meanwhile, the number of medical treatment cases were recorded at 65, which increased by 1 case from 2015. Thus, total average case per month was 16.92 accident per month. As such, the Total Recordable Incident Rate (TRIR) number was 0.89. This number was higher than in 2015 at 0.48, while the average accident rate increased by 85.42%.

Tindak Lanjut Atas Kecelakaan Kerja

Guna mengantisipasi 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.

Program Dan Kegiatan Kesehatan Kerja TOTAL

Kesehatan kerja menjadi isu krusial yang diperhatikan penuh di lingkungan kerja TOTAL. Sebagai pemberi kerja, Perusahaan 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, Perusahaan menciptakan lingkungan kerja yang sehat, diantaranya dengan melakukan pengukuran dampak suatu kegiatan terhadap manusia serta lingkungan.

Realisasi program tanggung jawab Perusahaan terkait kesehatan karyawan TOTAL pada 2016 meliputi:

Tabel kesehatan kerja

Uraian / Description	Program dan Kegiatan / Program and Activity	Dana / Fund
Departemen Personalia	Medical Check-Up: Calon Karyawan / Employee Candidates Seluruh karyawan / All employees	49.555.000 343.275.000
	Penggantian pengobatan untuk karyawan/ Karyawan Tetap / Permanent Employees Karyawan Kontrak / Temporary Employees	5.444.732.231 1.825.869.919
	Penggantian BBM untuk Karyawan / Fuel Cost Reimbursement	948.450.000
	Pemberian Beasiswa bagi Karyawan / Provision of Scholarship for Employees	56.725.000
	CARE Launch: Kantor Pusat dan proyek CARE Launch: Head Office and Project Site	78.491.900
	Sosialisasi Perjanjian Kerja Bersama (PKB) & LKS Bipartit 27 Oktober 2016 Dissemination of Collective Labor Agreement (PKB) & Bipartial LKS on October 27, 2016	900.000
	TOTAL Awards 2016	1.335.000.000
Head Office	Biaya Alat Pelindung Diri - K3 / Personal Protective Equipment - HSE Cost	769.511.000
	Pelatihan HC / Training for HC	
	Pelatihan TCI / TCI Training	985.696.373
	Pelatihan Safety - Konsultan training & trainer / Health Seminar (in Project Site and Head Office)	1.363.549.539
	Seminar Kesehatan / Health Seminar: • Kantor Pusat / Head Office • Proyek / Project	
Total Dana yang Dikeluarkan / Total Funds Distributed		13.201.755.962

Biaya yang Dikeluarkan

Total dana yang dialokasikan bagi program tanggung jawab sosial perusahaan dalam bidang kesehatan dan keselamatan kerja mencapai Rp13,20 miliar.

Follow-up of 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.

TOTAL's Occupational Health and Safety Programs and Activities

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.

The following table describes the realization of CSR program related to the manpower and K3 aspects of TOTAL in 2016:

Table of occupational health

Uraian / Description	Program dan Kegiatan / Program and Activity	Dana / Fund
Departemen Personalia	Medical Check-Up: Calon Karyawan / Employee Candidates Seluruh karyawan / All employees	49.555.000 343.275.000
	Penggantian pengobatan untuk karyawan/ Karyawan Tetap / Permanent Employees Karyawan Kontrak / Temporary Employees	5.444.732.231 1.825.869.919
	Penggantian BBM untuk Karyawan / Fuel Cost Reimbursement	948.450.000
	Pemberian Beasiswa bagi Karyawan / Provision of Scholarship for Employees	56.725.000
	CARE Launch: Kantor Pusat dan proyek CARE Launch: Head Office and Project Site	78.491.900
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	TOTAL Awards 2016	1.335.000.000
Head Office	Biaya Alat Pelindung Diri - K3 / Personal Protective Equipment - HSE Cost	769.511.000
	Pelatihan HC / Training for HC	
	Pelatihan TCI / TCI Training	985.696.373
	Pelatihan Safety - Konsultan training & trainer / Health Seminar (in Project Site and Head Office)	1.363.549.539
	Seminar Kesehatan / Health Seminar: • Kantor Pusat / Head Office • Proyek / Project	
Total Dana yang Dikeluarkan / Total Funds Distributed		13.201.755.962

Costs

Total funds allocated for the occupational health and safety programs amounted to Rp13.20 billion.

TOTAL MENGERTI: TANGGUNG JAWAB PRODUK DAN JASA

TOTAL RECOGNITION: Responsibility to Products and Services

Pengendalian Kualitas Produk Konstruksi TOTAL [G4-PR3]

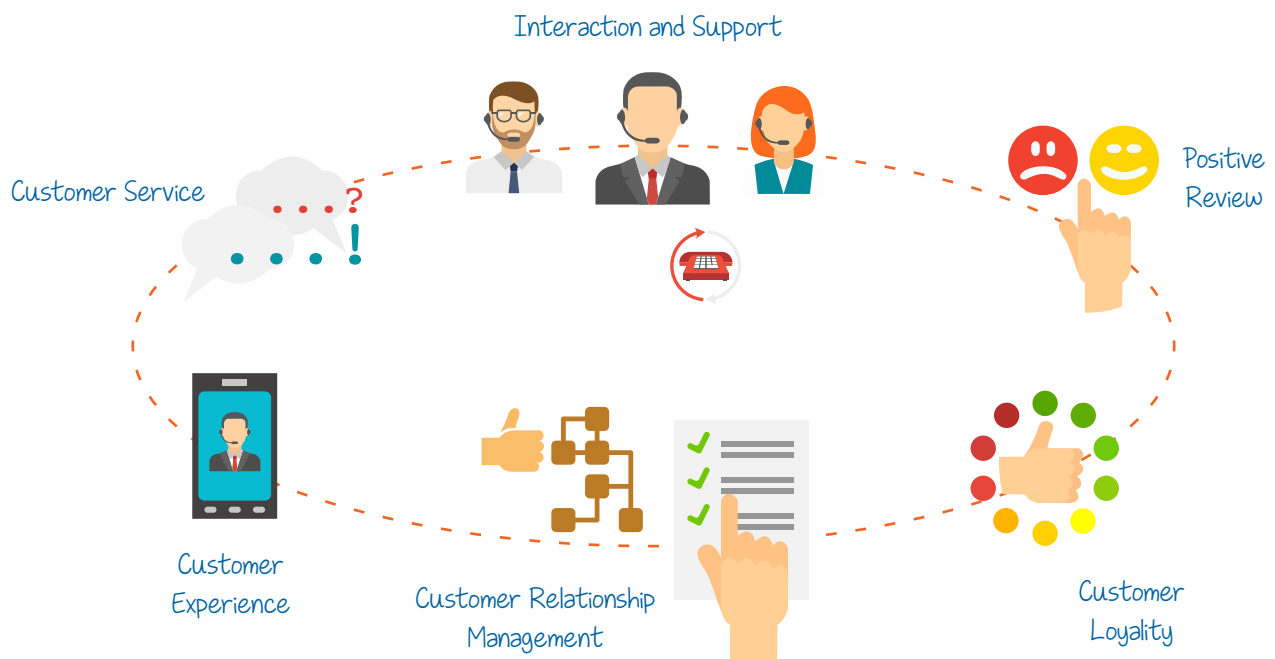
TOTAL berkomitmen terhadap kualitas yang termanifestasi dalam penyelesaian dan serah terima proyek, serta menyediakan layanan purna jasa yang komprehensif bahkan setelah masa garansi habis. TOTAL percaya bahwa kebutuhan pelanggan adalah yang utama. Oleh sebab itu, TOTAL selalu mengutamakan kepentingan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

Controlling TOTAL's Construction Product Quality

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.



Monitoring Tingkat Kepuasan Pelanggan [G4-PR5]

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 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, TOTAL setiap tahunnya mengadakan survei atas tingkat kepuasan pelanggan. Pada 2016, 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 79,15% dengan kategori "Puas" sedangkan pada 2015 tercatat sebesar 75.24%, yang masuk dalam golongan 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*)

Pada 2016, TOTAL melanjutkan implementasi program ISO 26000. Dalam ISO 26000, tanggung jawab TOTAL diwujudkan dalam bentuk perilaku transparan dan etis yang sejalan dengan pembangunan berkelanjutan dan kesejahteraan masyarakat; mempertimbangkan harapan pemangku kepentingan yang sejalan dengan hukum yang ditetapkan dan norma-norma etika bisnis; serta terintegrasi dengan organisasi secara menyeluruh.

Sepanjang 2016, Perseroan telah menerima 131 laporan keluhan pelanggan dan diselesaikan dengan sangat baik. Dana CSR yang dikeluarkan dalam bidang ini mencapai Rp2,72 milyar.

Monitoring of Customer Satisfaction Level [G4-PR5]

As a parameters for succed, TOTOL tried to accommodate the need of its customers by conducting a customer satisfaction monitoring as well as to maintain any complaints. Monitoring satisfasction level of the customer conducted through a personal interaction between the Company's employee and all customers. Every complaints and input becomes a significant point for the Company to improve the quality of service and to mantain the Company's market share among the market competition.

In order to measure customer satisfaction level on the Company's service, TOTAL conduct a survey on customer satisfaction level every year. In 2016, 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 79.15% which falls under "satisfying" category, while in 2015, it was recorded at 75,24%, 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.

In practice, the Company's service excellence covers the following activities, but not limited to:

- 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.
- Education and issue awareness-raising.

In 2016, TOTAL continued the implementation of ISO 26000. In ISO 26000, TOTAL's responsibility is manifested in the transparent and ethical conduct that is in line with sustainable development and the community's welfare; by considering the expectation of the stakeholders that is in line with the laws stipulated and norms of business ethics, and thoroughly integrated with the organization.

During 2016, the Company received 131 several customer complaints which had been managed properly. CSR funds allocated to manage the field reached Rp2.72 billion.

PENERAPAN TATA KELOLA BERKELANJUTAN

Sustainable Governance Implementation

Secara konkret, TOTAL terus melakukan peninjauan terhadap tata laksana GCG Perusahaan agar tetap selaras kepada *best practices*.

In practice, TOTAL continues to review the implementation of the Company's GCG so as to be in line with best practices.



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
- *Procurement*

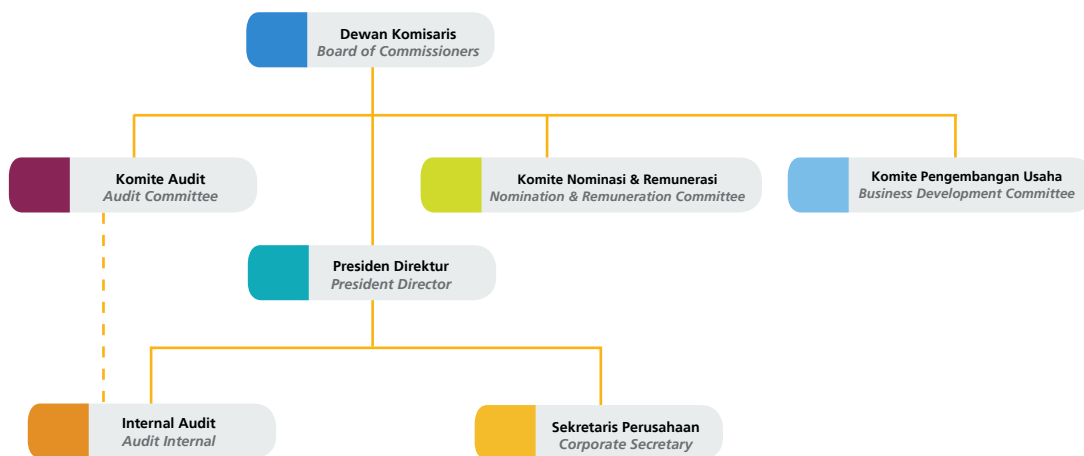
TOTAL manages the Company's business by referring to the principles of information transparency, accountability, responsibility, independency, fairness, and other GCG reinforcement principles, such as supervision, responsiveness, professionalism, efficiency and effectiveness, participation and law enforcement.

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

Structure And Mechanism Of Corporate Governance



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 antara pihak yang mengambil keputusan dengan pihak yang melakukan kontrol (pengawasan) terhadap keputusan tersebut. TOTAL telah memiliki *Code of Corporate Governance* dalam

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, 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

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. [G4-39] [G4-24]

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 [G4-38][G4-39]

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.

Sepanjang 2016, tidak terdapat perubahan anggota komposisi Dewan Komisaris. Namun, pada saat laporan tahunan ini dibuat, kami menerima berita meninggal dunia Bapak Mustofa, CA pada tanggal 25 Desember 2016 yang menjabat sebagai Komisaris Independen merangkap Ketua Komite Audit PT Total Bangun Persada Tbk. [G4-13]

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]

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 [G4-38][G4-39]

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.

Throughout 2016, there were no changes in the composition of the Board of Commissioners. However, during the preparation of this annual report, Mr. Mustofa, CA, the Independent Commissioner and Head of Audit Committee of PT Total Bangun Persada Tbk has sadly passed away on December 25, 2016. [G4-13]

Komisaris Independen [G4-38]

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 2016, 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 [G4-38]

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 2016, tidak terdapat perubahan komposisi Direksi.

Pengembangan Pengetahuan Bagi Dewan Komisaris Dan Direksi [G4-43]

Seluruh anggota Dewan Komisaris dan Direksi TOTAL merupakan pribadi yang memiliki kompetensi dan kemampuan yang tidak diragukan lagi dalam industri konstruksi. Meski demikian, selama 2016, Dewan Komisaris dan Direksi telah mengikuti program pelatihan, seminar, *workshop*, serta menjadi pembicara 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
1	10–11 Mei 2016 / May 10–11, 2016	Janti Komadjaja, MSc.	Indonesia Business School Summit	PT Intipesan Pariwara
2	8- 9 Juni 2016 / June 8- 9, 2016	Janti Komadjaja, MSc. Ir. Moeljati Soetrisno Ir. Handoyo Rusli, MT.	The 2nd Innovation & Business Conference	PT Intipesan Pariwara

Independent Commissioner [G4-38]

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 [G4-38]

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. Throughout 2016, there were no changes in the composition of the Board of Directors.

Development of Knowledge for the Board of Commissioners and Board of Directors [G4-43]

All members of the Board of Commissioners and Board of Directors of TOTAL are individual having reliable competency and capacity in the construction industry. Nevertheless, throughout 2016, the Board of Commissioners and Board of Directors have attended training programs, seminar, workshops, and became the key speaker 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
3	10-12 Agustus 2016 / August 10-12, 2016	Ir. Handoyo Rusli, MT. Ir. Lio Sudarto, MM	The 4th Indonesia International Geothermal Convention & Exhibition 2016	Asosiasi Panasbumi Indonesia (API)
4	26-27 Oktober 2016 / October 26-27, 2016	Ir. Saleh Sendiko, MM.	6th Public Communication Summit 2016	MarComm Institute
5	7-8 Desember 2016 / December 7-8, 2016	Janti Komadjaja, MSc. Ir. Saleh Sendiko, MM. Ir. Handoyo Rusli, MT.	HR. Expo 2016	PT Intipesan Pariwara
6	8-9 Desember 2016 / December 8-9, 2016	Ir. Moeljati Soetrisno	Konvensi Nasional Akuntansi VIII & Regional Public Sector Conference IV National Accounting Convention VIII & Regional Public Sector Conference IV	Ikatan Akuntan Indonesia Wilayah Jawa Barat Indonesia Institutes of Accountants, West Java Region

Remunerasi dan Insentif [G4-51, G4-52, G4-53]

Remunerasi Dewan Komisaris dan Direksi ditetapkan melalui RUPS. RUPS Tahunan 2016 memutuskan usulan penentuan remunerasi Direksi dan Komisaris Perseroan mempertimbangkan pendapat dan rekomendasi Komite Nominasi dan Remunerasi Berdasarkan rekomendasi Komite Nominasi dan Remunerasi Perusahaan, penetapan remunerasi Dewan Komisaris dan Direksi terdiri dari beberapa komponen seperti:

- Honorarium
- Tunjangan
- Fasilitas
- Tantiem/Insentif Kinerja

Remunerasi Dewan Komisaris dan Direksi mengacu pada indikator-indikator sebagai berikut:

- Remunerasi diberikan dalam hal Perusahaan memperoleh keuntungan dalam tahun buku yang bersangkutan.
- Remunerasi diberikan dengan mengacu pada perkembangan pasar industri konstruksi.
- Remunerasi diberikan melalui hasil pengukuran kinerja Dewan Komisaris dan Direksi yang sesuai dengan tugas dan tanggung jawab.

Pada 2016, remunerasi yang diberikan kepada Dewan Komisaris adalah sebesar Rp12.144.701.948 sedangkan remunerasi yang diberikan kepada Direksi berjumlah sebesar Rp28.909.437.644. Nilai remunerasi tahun 2016 tidak termasuk remunerasi entitas anak.

Remuneration and Incentives [G4-51, G4-52, G4-53]

The remuneration for the Board of Commissioners and Board of Directors is decided at the AGM. The 2016 Annual GMS resolved the determination of remuneration for the Company's Board of Directors and Board of Commissioners by taking into account the opinions and recommendations of the Nomination and Remuneration Committee. Based on the recommendation from the Nomination and Remuneration Committee, the remuneration of the Board of Commissioners and Directors is composed of several components such as:

- Honorarium
- Allowance
- Facilities
- Tantiem/work incentives

The remuneration of the Board of Commissioners and the Board of Directors is determined based on the following provisions:

- Remuneration is given in condition that the Company generates profit during the year.
- Remuneration is given based on the development of construction industry.
- Remuneration is given through appraisal result of the Board of Commissioners and Directors' performance in terms of duty fulfillment.

In 2016, remuneration given to the Board of Commissioners reached Rp12,144,701,948 while remuneration for the Board of Directors reached Rp28,909,437,644. This remuneration amount for 2016 excluded the remuneration for the subsidiaries.

Mekanisme Penyampaian Pendapat Kepada Direksi [G4-49]

Sebagai salah satu pemangku kepentingan yang berperan penting dalam mewujudkan keberhasilan Perusahaan, karyawan memiliki hak untuk berpendapat sekaligus memberikan saran kepada Direksi melalui mekanisme formal, mekanisme *whistleblowing system*, atau rapat-rapat kerja Perusahaan. Tambahan pula, penyampaian pendapat dan saran kepada Direksi dapat pula bersifat langsung melalui media korespondensi surat atau surat elektronik.

Komite Audit [G4-38]

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 [G4-38]

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

Mechanism to Give Opinions to the board of directors [G4-49]

As a group of stakeholders who plays an important role in realizing the Company's success, TOTAL employees have the right to give opinions and suggestions to the Board of Directors through formal mechanisms, whistleblowing system mechanism, and the Company's work meetings of the Company. Besides, opinions and suggestions to the Board of Directors may also be delivered directly through the correspondence letter or Electronic letters.

Audit Committee [G4-38]

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 [G4-38]

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

Dewan Komisaris bahwa peluang ekspansi bisnis yang baru memiliki prospek menjanjikan serta sejalan dengan budaya, visi, dan misi Perusahaan.

Pencegahan dan Pengelolaan Terhadap Risiko Perusahaan [G4-14] [G4-46]

Dalam setiap tahunnya, TOTAL senantiasa melakukan identifikasi dan evaluasi atas risiko bisnis melalui masing-masing departemen. 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 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.

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

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

Pengawasan dan Pengendalian Internal [G4-38]

TOTAL membentuk sistem pengendalian internal yang berfungsi sebagai perangkat yang mencegah terjadinya kecurangan di dalam Perusahaan. Upaya pencegahan ini dilakukan melalui peningkatan dan penguatan lingkup pengendalian internal oleh internal audit. Sistem Pengendalian Internal yang tengah kami terapkan merupakan proses penyatuan tindakan serta kegiatan secara berkesinambungan baik oleh pimpinan Perusahaan maupun pegawai untuk memberikan keyakinan atas tercapainya tujuan melalui kinerja yang efektif dan efisien, keandalan pelaporan keuangan, pengamanan aset, serta ketaatan terhadap peraturan perundang-undangan dilakukannya fase pengujian atas kecukupan dan efektivitas implemementasi terhadap aspek-aspek yang mencakup baik keuangan dan operasional, pengendalian atas teknologi serta kebijakan manajemen.

Inisiatif Anti Korupsi [G4-SO3] [G4-SO4]

Dewan Komisaris, Direksi, serta seluruh manusia TOTAL menjunjung tinggi persaingan yang *fair*, nilai sportifitas 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

opportunities for new business expansion have promising prospects in line with the Company's vision, mission, and culture.

prevention and company's risk management [G4-14] [G4-46]

Every year, TOTAL continues to identify and evaluate business risk through each department. 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.

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.

Internal and monitoring Control [G4-38]

TOTAL establishes an internal control system that functions as a tool to prevent fraud in the Company. This prevention is conducted through the improvement and strengthening of the internal control scope implemented by the internal audit. The Internal Control System being implemented refers to a continuous process of corresponding any activities or events performed by the Company's leaders for the purpose of enhancing the workforce's optimism, regarding their efforts of meeting the Company's objectives. Such efforts are exerted through effective and efficient work performance, reliability of financial reporting, asset protection, compliance and regulations.

Anti-Corruption Policy [G4-SO3] [G4-SO4]

The Board of Commissioners, the Board of Directors and all TOTAL people uphold fair competition, sportivity, professionalism and good corporate governance principles. TOTAL is also committed to creating a healthy business climate, avoiding actions, attitude and activities potentially leading to conflict of interest, corruption, collusion and nepotism (KKN),

dan nepotisme (KKN) serta selalu mengutamakan kepentingan Perusahaan di atas kepentingan pribadi, keluarga, kelompok ataupun golongan.

Kebijakan Benturan Kepentingan [G4-41]

Dalam hal terjadi benturan kepentingan, anggota Komisaris, Direksi dan Pejabat Eksekutif TOTAL dilarang mengambil tindakan yang dapat merugikan Perusahaan atau mengurangi keuntungan Perusahaan dan wajib mengungkapkan benturan kepentingan dimaksud dalam setiap keputusannya. Benturan kepentingan dimaksud antara lain adalah perbedaan antara kepentingan ekonomi Perusahaan dengan kepentingan ekonomi pribadi pemilik, anggota Komisaris, anggota Direksi maupun Pejabat Eksekutif Perusahaan dan atau pihak terkait dengan Perusahaan, pemberian perlakuan istimewa kepada pihak-pihak tertentu diluar prosedur dan ketentuan yang berlaku. Apabila keputusan tetap harus diambil, maka harus mengutamakan kepentingan ekonomi Perusahaan dan menghindari kerugian atau berkurangnya keuntungan Perusahaan.

Etika dan Integritas [G4-56]

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.

and prioritizing the Company's interest over personal, family, and group interest.

Conflict of Interest Policy [G4-41]

In the event of any conflict of interest, Commissioners, Directors and Executive Officers of TOTAL are prohibited from taking actions that could harm the Company or reduce the profits of the Company. They shall disclose any conflicts of interest referred to in any decision. Conflicts of interest referred to, among others, are the difference between the economic interests of the Company with the economic interests of private owners, Commissioners, members of the Board of Directors and Executive Officers of the Company and the Company's or related parties, giving preferential treatment to certain parties outside the procedures and applicable regulations. If the decision remains to be taken, it must give priority to the economic interests of the Company and avoid losses or reduced profits of the Company.

Ethics and Integrity [G4-56]

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.

Sosialisasi dan Pemberlakuan Kode Etik bagi Seluruh Manusia TOTAL [G4-57]

Kode Etik Perusahaan telah dirumuskan berdasarkan semangat GCG dan wajib dipatuhi oleh seluruh manusia TOTAL. Setiap karyawan wajib menandatangani pernyataan tentang komitmen untuk menaati nilai-nilai yang tercantum dalam COC. Setiap komponen TOTAL tanpa terkecuali, baik Dewan Komisaris, Direksi dan seluruh karyawan wajib mematuhi COC dan memastikan keadilan dan keseimbangan dapat tercipta diantara seluruh pemangku kepentingan meliputi karyawan, pelanggan, mitra kerja, kreditur, Pemerintah, dan komunitas di mana Perusahaan beroperasi. Kode etik Perusahaan wajib dilaksanakan secara konsisten oleh Dewan Komisaris, Direksi dan seluruh karyawan sebagai budaya kerja dalam aktivitas operasional sehari-hari. Untuk mendukung penerapannya, Perusahaan telah mewajibkan beberapa hal berikut:

- Kode etik yang ditetapkan Perusahaan berlaku bagi seluruh manusia TOTAL
- Pedoman perilaku disosialisasikan dan dipahami oleh seluruh manusia TOTAL.
- Manajemen Perusahaan bertanggung jawab dan memberi keteladanan bagi bawahannya atas penerapan kode etik tersebut.

Budaya Perusahaan

Budaya Perusahaan (*Corporate Culture*) berperan penting bagi setiap manusia TOTAL untuk dapat menghadapi situasi dan kondisi sehari-hari di lapangan dengan baik. Budaya Perusahaan merupakan respon spesifik setiap manusia TOTAL terhadap situasi kerja sehari-hari di lapangan, yang dapat mencapai visi organisasi & kinerja bisnis.

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.

Dissemination and Practices of Code of Conduct Implementation [G4-57]

The Code of Conduct was formulated in regards to the GCG principles and requires an absolute compliance from all employees. Each year, every employee is expected to sign a mandatory commitment statement in compliance with the values stated in the CoC. All components of TOTAL, from the Board of Commissioners, Board of Directors, and all employees, are not exempt and are entitled to comply with the CoC and ensure the fairness and balance among the stakeholders, comprising employees, customers, business clients, creditors, government, and the community where the Company is operating. The Company's code of conduct must be practiced consistently by all components of the Company as a work culture in day-to-day operational activity. To encourage its implementation the Company has set these following aspects:

- Code of Conduct set out by the Company applies to all TOTAL people.
- Code of Conduct must be disseminated and understood by all TOTAL people.
- The Company's management is responsible for and being exemplary for their subordinates in the implementation of the Code of Conduct.

Corporate Culture

Corporate culture plays an important role for all TOTAL people to deal with daily conditions in the field well. Corporate culture acts as a specific response of each TOTAL people to address issues in daily works in the field that will help them achieve the organization's vision and business performance.

Sistem Pelaporan Pelanggaran [G4-49] [G4-50] [G4-58]

TOTAL memiliki sistem pelaporan pelanggaran sebagai mekanisme penyampaian informasi dugaan pelanggaran terhadap ketentuan dan peraturan yang berlaku di Perusahaan. TOTAL menjamin hak-hak seluruh manusia TOTAL maupun pemangku kepentingan lainnya dapat terpenuhi. Sebagai konkritnya, Perusahaan mengimplementasikan kode etik beserta seluruh peraturan Perusahaan sebagai komitmen dan tanggung jawab seluruh manusia TOTAL. Manusia TOTAL dan pihak eksternal Perusahaan (pelanggan, mitra usaha dan masyarakat) memiliki hak melaporkan kesalahan pelanggaran baik terhadap kode etik Perusahaan maupun peraturan Perusahaan lainnya.

Whistleblowing System [G4-49] [G4-50] [G4-58]

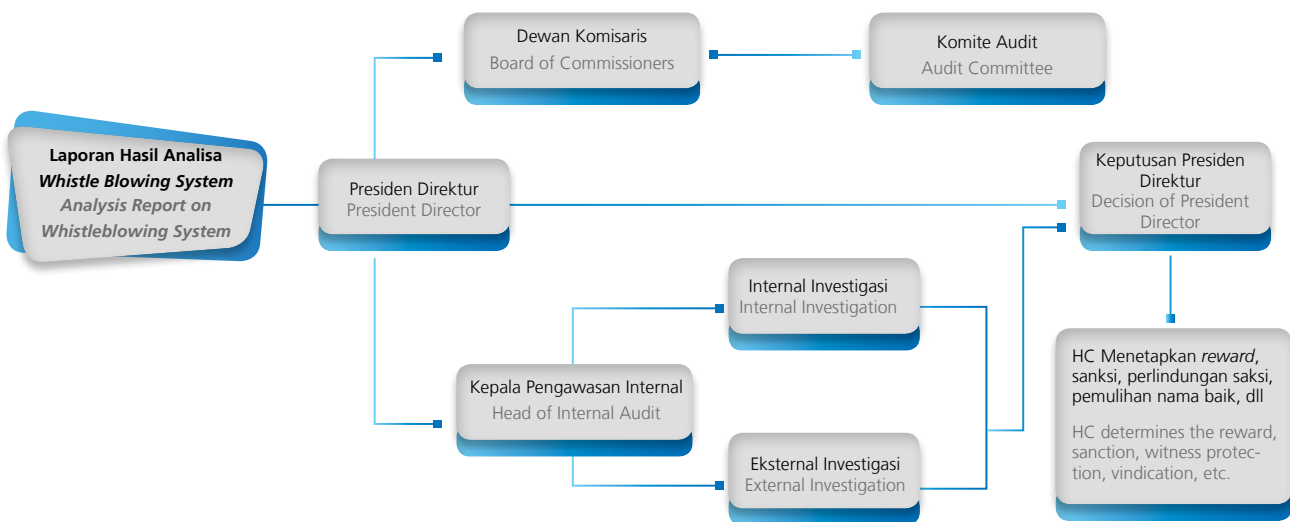
TOTAL has a whistle blowing system as a mechanism of submitting information on suspected violation to the applicables rules of the Company. TOTAL guarantees the fulfillment of rights of all TOTAL people and other stakeholders, hence the implementation of the code of conduct and all other Company regulations reflects the commitment and responsibilities all TOTAL people. TOTAL people and the Company's external parties (Customers, Business Partner and Society) may report the violation to the Company's code of conduct or regulations.

Tindak Lanjut Atas Pengaduan Pelanggaran [G4-50][G4-HR12][G4-SO5]

Sepanjang 2016, terdapat pengaduan 3 (tiga) laporan pengaduan melalui sistem pelaporan pelanggaran. TOTAL menindaklanjuti laporan ini dengan melakukan pengetatan dalam setiap prosedur kerja.

Follow-up on the Complaints Handling [G4-50] [G4-HR12] [G4-SO5]

Throughout 2016, there were 3 (three) complaints report that the Company received via whistle blowing system. TOTAL followed-up this report by making every work procedure strict.



Keterlibatan Manajemen Tata Kelola Tertinggi

TOTAL memiliki Sekretaris Perusahaan yang berperan serta bertanggung jawab dalam membantu Direksi dalam merencanakan, menjalankan, maupun evaluasi pelaksanaan tanggung jawab sosial. [G4-35] [G4-36]

Engagement of the Top-Rank Governance Management

TOTAL has a Corporate Secretary that assumes role and is responsible for assisting the Board of Directors in planning, implementing and evaluating the implementation of social responsibility. [G4-35] [G4-36]



Secara berkesinambungan manajemen tata kelola tertinggi melakukan pertemuan dan komunikasi dengan para pemangku kepentingan. Dalam pelaksanaannya, hal tersebut melibatkan fungsi yang sesuai dengan tanggung jawab masing-masing. [G4-37]

The top level governance management sustainably conducts meeting and communicates with all the stakeholders. In practice, this involves the function that fits the responsibility of each. [G4-37]

Tabel informasi fungsi manajemen tata kelola tertinggi

Table of information on the top rank management function

Pemangku Kepentingan / Stakeholders	Fungsi Manajemen Tata Kelola Tertinggi Sebagai Pelaksana Pertemuan dan Komunikasi / Top Rank Governance Management Function as the Meeting and Communication Facilitator
Pemegang Saham dan Investor / Shareholders and Investors	Sekretaris Perusahaan / Corporate Secretary
Karyawan / Employees	Departemen HC (Human Capital) / Human Capital Department
Pemerintah Pusat dan Daerah / Central and Local Government	General Affair / Departemen Umum / General Affairs/General Affairs Department
Pelanggan / Customers	Departemen Marketing & Project Management Team / Marketing & Project Management Team Department
Lembaga Keuangan / Financial Institution	Departemen Cash Operation / Cash Operation Department
Auditor / Auditor	Accounting Department
Masyarakat / The Public	General Affair

Indikator GRI - G4

GRI - G4 Checklist Indicator

Catatan:

*SR = Sustainability Report (Laporan Keberlanjutan)

Indikator Indicator	Hal SR SR Page	Deskripsi	Description
STRATEGI DAN ANALISIS / STRATEGY AND ANALYSIS			
G4-1	17	Pernyataan dari Direksi	Statement from BOD
G4-2	17	Uraian Dampak, Risiko dan Peluang	Description of Key Impacts, Risks, and Opportunities
PROFIL ORGANISASI / ORGANIZATIONAL PROFILE			
G4-3	24	Nama Organisasi	Name of the organization
G4-4	24, 28	Merek, Produk, dan Layanan Jasa	Primary Brands, Products and Services
G4-5	23	Lokasi Kantor Pusat	Location of Headquarter
G4-6	24, 32	Jumlah Negara Tempat Beroperasi	Number of Countries Operation
G4-7	25	Kepemilikan Saham dan Bentuk Hukum	Ownership and Legal Form
G4-8	32	Pasar Terlayani	Markets Served
G4-9	33	Skala Organisasi	Organizational Scale
G4-10	64	Jumlah dan Komposisi Pegawai	Number and Composition of Employees
G4-11	72	Pekerja Terlindungi Perjanjian Kerja Bersama (PKB)	Employees Covered by Collective Bargaining Agreements
G4-12	33	Rantai Pasokan Organisasi	Organizational Supply Chain
G4-13	80	Perubahan Signifikan Organisasi	Significant Changes of Organization
G4-14	85	Kepatuhan Pada Prinsip-prinsip dan Inisiatif Eksternal	Externally Charters, Principles, or Other Initiatives
G4-15	37	Keanggotaan Dalam Asosiasi	Memberships in Associations
G4-16	33	Keanggotaan Dalam Asosiasi	Memberships in Associations
ASPEK MATERIAL DAN PEMBatasan / MATERIAL ASPECTS AND BOUNDARIES			
G4-17	30	Daftar Entitas	List of Entities
G4-18	22	Proses Menentukan Isi Laporan dan Pembatasan	Process for Defining The Report Content and Boundaries
G4-19	22	Daftar Aspek Material	List of Material Aspects
G4-20	22	Batasan Aspek Material Di Dalam Organisasi	Aspect boundaries within organization
G4-21	22	Batasan Aspek Material Di Luar Organisasi	Aspect Boundaries Outside Organization
G4-22	20	Pernyataan Kembali	Restatement
G4-23	22	Perubahan Pelaporan Bersifat Signifikan	Significant Changes from Previous Reports
PELIBATAN PEMANGKU KEPENTINGAN / STAKEHOLDERS ENGAGEMENT			
G4-24	58, 60, 81	Daftar pemangku kepentingan	Stakeholders List
G4-25	58	Dasar Identifikasi dan Seleksi Pemangku Kepentingan	Basis for Identification and Selection of Stakeholders
G4-26	58, 60	Proses Pendekatan pada Pemangku Kepentingan	Approach to Stakeholders' Engagement
G4-27	60	Topik Kunci dan Respon Organisasi	Key Topics and Organization Response
PROFIL PELAPORAN / REPORT PROFILE			
G4-28	20, 21	Periode Pelaporan	Reporting Period
G4-29	20, 21	Tanggal Penerbitan Laporan Terdahulu	Date of Most Recent Previous Report
G4-30	20, 21	Siklus Pelaporan	Reporting Cycle
G4-31	21	Kontak	Contact Point
G4-32	21	Indeks Isi GRI	GRI Content Index
G4-33	21	Penjaminan	Assurance
TATA KELOLA / GOVERNANCE			
G4-34	80	Struktur Tata Kelola	Governance Structure
G4-35	88	Pendelegasian Kewenangan TJSP*	CSR Delegating
G4-36	88	Penunjukan Pejabat Pelaksana TJSP	Appointed an Executive Officer for CSR
G4-37	88	Konsultasi dengan Pemangku Kepentingan	Consultation Between Stakeholders
G4-38	81, 82, 84, 85	Komposisi Pejabat Tata Kelola	Governance Body Composition
G4-40	N/A	Nominasi dan Seleksi Pejabat Tata Kelola	Nomination and Selection Processes for Governance Body
G4-41	86	Proses Pencegahan Benturan Kepentingan	Process to Ensure-conflict of Interest
G4-42	N/A	Peran pejabat tertinggi dan pejabat eksekutif dalam pengembangan, persetujuan, dan pembaruan tujuan, nilai-nilai atau misi, strategi, kebijakan, dan visi yang berkaitan dengan dampak ekonomi, lingkungan, dan sosial	Highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts

Indikator Indicator	Hal SR SR Page	Deskripsi	Description
G4-43	82	Pengembangan Pengetahuan TJSP Pejabat Tata Kelola	CSR Knowledge Development for Governance Body
G4-44	88	Konsultasi dengan Pemangku Kepentingan	Consultation Between Stakeholders
G4-45	N/A	Proses Identifikasi Dampak, Risiko dan Peluang Pelaksanaan TJSP	Identification for CSR Impact, Risk and Opportunities
G4-46	85	Penilaian Pelaksanaan TJSP	Reviewing The CSR Effectiveness
G4-47	N/A	Penilaian Risiko dan Peluang	Review for Risk and Opportunities
G4-48	21	Pengesahan Pelaporan	Reports Approval
G4-49	84, 88	Komunikasi Kepada Pejabat Tata Kelola	Communication to The Governance Body
G4-50	88	Jumlah Pelaporan Kepada Pejabat Tata Kelola dan Solusinya	Number of Report to The Governance Body dan Solutions
G4-51	83	Kebijakan Remunerasi	Remuneration Policies
G4-52	83	Proses Penetapan Remunerasi	Process for Determining Remuneration
G4-53	83	Pelibatan Pemangku Kepentingan Dalam Penetapan Remunerasi	Stakeholders Involve for Determining Remuneration
G4-54	83	Rasio Remunerasi	Remuneration Ratios
G4-55	N/A	Rasio Persentase Kenaikan Remunerasi	Percentage of Ratio Remuneration Increase
G4-56	25, 86	Nilai-nilai, Prinsip, dan Norma Organisasi	Organizational Values, Principles and Norms
G4-57	87	Mekanisme internal dan eksternal untuk mendapatkan saran atas kesesuaian perilaku terhadap etika dan hukum, dan hal-hal lain yang berkaitan dengan integritas perusahaan, seperti jalur pelaporan dan jalur konsultasi	Internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters relating to organizational integrity, such as help lines or advice lines
G4-58	88	Mekanisme internal dan eksternal untuk pelaporan berkenaan dengan perilaku tidak etis dan pelanggaran hukum serta hal-hal lain yang berhubungan dengan integritas perusahaan, seperti eskalasi melalui jalur manajemen, sistem pelaporan pelanggaran atau jalur khusus	Internal and external mechanisms for reporting concerns about unlawful or unethical behavior, and matters relating to organizational integrity, such as escalation through line management, whistle blowing mechanisms or hotlines
KINERJA EKONOMI		ECONOMIC PERFORMANCE	
G4-DMA		Pengungkapan pendekatan manajemen	Disclosure of management approach
G4-EC1	37	Nilai ekonomi langsung yang dihasilkan dan didistribusikan	Direct economic value generated and distributed
G4-EC2	37	Implikasi finansial, risiko dan peluang lainnya akibat perubahan iklim	Financial implications and other risks and opportunities due to climate change
G4-EC3	70	Kecukupan pemenuhan kewajiban organisasi atas manfaat pasti karyawan	Coverage of the organization's defined benefit plan obligations
G4-EC4	58	Bantuan finansial yang diterima dari pemerintah	Financial assistance received from government
G4-EC5	71	Rasio gaji karyawan baru terhadap upah minimum regional (UMR)	Ratios of standard entry level wage by gender compared to local minimum wage
G4-EC7	N/A	Perkembangan dan dampak dari investasi infrastruktur dan layanan yang didukung	Development and impact of infrastructure investments and services supported
G4-EC8	N/A	Dampak ekonomi tidak langsung yang signifikan, termasuk penyebaran atas dampak tersebut	Significant indirect economic impacts, including the extent of impacts
KINERJA LINGKUNGAN		ENVIRONMENT PERFORMANCE	
Aspek: Material		Aspect: Materials	
G4-DMA		Pengungkapan pendekatan manajemen	Disclosure of management approach
Aspek: Energi		Aspect: Energy	
G4-EN3	43	Konsumsi energi dalam perusahaan	Energy consumption within the organization
G4-EN5	43	Intensitas energi	Energy intensity
G4-EN6		Pengurangan konsumsi energi	Reduction of energy consumption
G4-EN7	49	Pengurangan kebutuhan energi produk dan jasa	Reductions in energy requirements of products and services
Aspek: Air		Aspect: Water	
G4-EN10	49	Persentase dan total volume air yang didaur ulang dan digunakan kembali	Percentage and total volume of water recycled and reused
Aspek: Keanekaragaman Hayati		Aspect: Biodiversity	
Aspek: Emisi		Aspect: Emissions	
G4-EN19	N/A	Pengurangan emisi gas rumah kaca (GRK)	Reduction of greenhouse gas (GHG) emissions
Aspek: Produk dan Jasa		Aspect: Products and Services	
G4-EN27	45	Mitigasi dampak lingkungan atas produk dan jasa.	Mitigation of environmental impacts of products and services

Indikator Indicator	Hal SR SR Page	Deskripsi	Description
G4-EN28	48, 50	Produk terjual dan bahan kemasannya yang dimanfaatkan kembali	Products sold and their packaging materials that are reclaimed by category
G4-EN29	53	Denda dan hukuman atas ketidakpatuhan terhadap undang-undang dan peraturan lingkungan hidup	Monetary value of significant fines for non-compliance with environmental laws and regulations
Aspek: Keseluruhan		Aspect: Overall	
G4-EN31	43	Jumlah biaya proteksi lingkungan hidup	Total environmental protection expenditures
Aspek: Mekanisme Pengaduan Lingkungan		Aspect: Environmental Grievance Mechanisms	
G4-EN34	53	Mekanisme pengaduan dampak lingkungan	Environmental impacts grievance mechanisms
KINERJA SOSIAL		SOCIAL PERFORMANCE	
Praktik dan Etika Kerja		Labor Practices and Work Ethics	
SUB-KATEGORI: PRAKTIK PERBURUHAN DAN KENYAMANAN BEKERJA		LABOR PRACTICE AND DECENT WORK	
Aspek: Pekerjaan		Aspect: Employment	
G4-DMA		Pengungkapan pendekatan manajemen	Disclosure of management approach
G4-LA1	68	Perputaran karyawan	Employee turnover
G4-LA2	68	Imbalan jasa karyawan tetap yang tidak diberikan kepada karyawan kontrak	Benefits provided to full-time employees that are not provided to temporary or part-time employees
G4-LA3	71	Kembali bekerja setelah cuti hamil	Return to work and retention rates after parental leave
Aspek: Kesehatan dan Keselamatan Kerja		Aspect: Occupational Health and Safety	
G4-LA6	75	Tingkat kecelakaan kerja, penyakit yang timbul akibat kegiatan kerja, hari tidak masuk, dan mangkir	Rates of injury, occupational diseases, lost days, and absenteeism
Aspek: Pelatihan dan Pendidikan		Aspect: Training and Education	
G4-DMA		Pengungkapan pendekatan manajemen	Disclosure of management approach
G4-LA9	5, 63	Jam pelatihan rata-rata per tahun per karyawan	Average hours of training per employee
G4-LA10	68	Program untuk pengelolaan kemampuan dan pembelajaran yang mendukung kemampuan kerja dan membantu pegawai dalam meniti karir	Programs for skills management and lifelong learning that support the continued employability and assist them in managing career endings
G4-LA11	70	Persentase pegawai yang menerima tinjauan berkala atas kinerja dan pengembangan karir, berdasarkan jenis kelamin dan kategori pegawai	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category
G4-LA13	68	Rasio gaji pokok dan remunerasi antara wanita dan pria	Ratio of basic salary and remuneration of women to men
Hak Asasi Manusia		Human Rights	
Aspek: Investasi		Aspect: Investment	
G4-HR4	70	Kegiatan operasional dan pemasok yang teridentifikasi memiliki hak untuk melaksanakan kebebasan berserikat dan perjanjian bersama yang mungkin melanggar atau berisiko tinggi, dan langkah yang diambil untuk mendukung hak-hak tersebut	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights
Aspek: Penilaian Hak Asasi Manusia Pemasok		Aspect: Supplier Human Rights Assessment	
G4-HR11	70	Potensi dampak negatif dan aktual yang signifikan atas hak asasi manusia dalam rantai pasokan	Significant actual and potential negative human rights impacts in the supply chain
Aspek: Mekanisme Pengaduan Hak Asasi Manusia		Aspect: Human Rights Grievance Mechanisms	
G4-HR12	88	Pengaduan pelanggaran hak asasi manusia	Grievances on the violation to human rights
Kemasyarakatan		Society	
G4-SO1	60	Persentase kegiatan operasi yang telah melibatkan komunitas lokal, penilaian terhadap dampak, dan program pengembangan	Percentage of operations with implemented local community engagement, impact assessments, and development programs
Aspek: Anti-korupsi		Aspect: Anti-corruption	
G4-SO3	85	Penilaian risiko korupsi	Risks assessment of corruption
G4-SO4	85	Komunikasi dan pelatihan tentang kebijakan anti-korupsi dan prosedur	Communication and training on anti-corruption policies and procedures
G4-SO5	88	Insiden yang tercatat dan langkah yang diambil	Confirmed incidents of corruption and actions taken
Aspek: Kepatuhan		Aspect: Compliance	
G4-SO8	52	Denda dan hukuman atas pelanggaran undang-undang dan peraturan	Fines and sanctions for non-compliance with laws and regulations
Aspek: Penilaian Pemasok untuk Dampak terhadap Masyarakat		Aspect: Supplier Assessment for Impacts on Society	
G4-SO9	60	Seleksi pemasok berdasarkan kriteria dampak terhadap masyarakat	New suppliers that were screened using criteria for impacts on society
G4-SO10	N/A	Potensi dampak negatif yang aktual dan signifikan terhadap masyarakat dalam rantai pasokan dan tindakan yang diambil	Significant actual and potential negative impacts on society in the supply chain and actions taken
SUB-KATEGORI: TANGGUNG JAWAB PRODUK		SUB-CATEGORY: PRODUCT RESPONSIBILITY	
Aspek: Pemberian Label Produk dan Jasa		Aspect: Product and Service Labeling	
G4-PR3	72, 77	Penyajian informasi produk dan jasa yang sesuai dengan prosedur	Presentation of information on products and services according to the procedures
G4-PR5	70, 78	Survei kepuasan pelanggan	Customer satisfaction survey

Lembar Umpan Balik

Feedback Sheet

Terima kasih telah membaca Laporan Keberlanjutan TOTAL 2016. 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.

Thank you for reading TOTAL Sustainability Report 2016. 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.

Data Diri

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

Personal Data

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

Golongan Pemangku Kepentingan

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

Stakeholder Category

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

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

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



Laporan Keberlanjutan 2016
Sustainability Report



PT Total Bangun Persada Tbk

COLORS CREATE MASTERPIECE, THE COLORS ARE WE

Laporan Keberlanjutan
Sustainability Report

2016



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