



1. As a basis or implementation guideline in dealing with reporting violations from stakeholders;
  2. As a reporting channel for matters that cannot be resolved through the organisation's normal procedures;
  3. Ensure the implementation of an effective violation reporting settlement mechanism within an adequate period of time by stakeholders;
  4. Avoid negative publicity towards the Company;
  5. Support the principle of fairness in the relationship between the Company and stakeholders as business actors and partners of the Company;
  6. As one of the efforts in disclosing various internal problems that are not in accordance with the ethical standards applicable in the Company.
1. Sebagai dasar atau pedoman pelaksanaan dalam menangani pelaporan pelanggaran dari stakeholders;
  2. Sebagai saluran pelaporan terhadap hal-hal yang tidak dapat diselesaikan melalui prosedur normal organisasi;
  3. Menjamin terselenggaranya mekanisme penyelesaian pelaporan pelanggaran yang efektif dalam jangka waktu memadai oleh stakeholders;
  4. Menghindari publikasi negatif terhadap Perseroan;
  5. Mendukung asas kesetaraan (fairness) dalam hubungan antara Perseroan dengan stakeholders sebagai pelaku usaha dan mitra Perseroan;
  6. Sebagai salah satu upaya dalam pengungkapan berbagai permasalahan internal yang tidak sesuai dengan standar etika yang berlaku di Perseroan.

## Ethics and Integrity

It is expected that all employees of the Company adhere to ethical standards and embrace a culture of integrity, which is essential for fostering a respectful and honourable work environment. In addition to adhering to relevant legislation, it is mandatory for all individuals within the Company to adhere to international business standards. The ethics and culture of integrity are crucial factors in the long-term development of a company. In order to uphold our Company's dedication to implementing sound corporate governance, it is mandatory for all providers of goods and services, as well as those involved in the procurement of goods and services, to sign an Integrity Pact. This pact encompasses a concrete commitment to adhere to the following practises:

- Carrying out the procurement of goods/services based on the principles of good faith, with high accuracy and in a state of freedom, independence or not under pressure or influence from other parties (independency);
- Making decisions with care (duty of care and loyalty);
- Not making decisions for personal or affiliated parties' interests and thus does not have a potential conflict of interest (conflict of interest rule);
- Carrying out the procurement process with sufficient understanding of various regulations and other related normative obligations and comply with all provisions and laws, including considering best practices that are deemed necessary, important, and critical in this procurement process (duty abiding the laws).

## Etika dan Integritas

Setiap Insan Perseroan diharapkan mengadopsi etika dan budaya integritas demi terwujudnya pekerja yang bermartabat. Tidak hanya mematuhi undang-undang yang berlaku, setiap Insan Perseroan diwajibkan untuk mengikuti norma-norma bisnis internasional. Etika dan budaya integritas ini berperan penting dalam mengembangkan perusahaan untuk jangka panjang. Sebagai bentuk komitmen Perseroan dalam hal penerapan tata kelola perusahaan yang baik, maka seluruh penyedia barang/jasa serta fungsi layanan pengadaan barang/jasa diwajibkan untuk menandatangani Pakta Integritas yang berisi komitmen berwujud praktek-praktek berikut:

- Melaksanakan pengadaan barang/jasa berdasarkan prinsip-prinsip itikad baik, dengan kecermatan tinggi dan dalam keadaan bebas, mandiri atau tidak di bawah tekanan maupun pengaruh dari pihak lain (independency);
- Mengambil keputusan dengan penuh kehati-hatian (duty of care and loyalty);
- Tidak mengambil keputusan untuk kepentingan pribadi atau pihak yang terafiliasi dan dengan demikian tidak memiliki potensi benturan kepentingan (conflict of interest rule);
- Melaksanakan proses pengadaan dengan pemahaman yang cukup tentang berbagai peraturan dan kewajiban normatif lain yang terkait dan memenuhi seluruh ketentuan dan perundang-undangan, termasuk mempertimbangkan best practice yang dipandang perlu, penting, dan kritikal dalam proses pengadaan ini (duty abiding the laws).