



2024

Laporan Keberlanjutan
Sustainability Report

STRENGTHENING PORT TRANSITION TOWARDS SUSTAINABLE FUTURE

Memperkuat Transisi Pelabuhan Menuju Masa Depan Berkelanjutan

Pernyataan Disclaimer

Laporan Keberlanjutan PT Pelabuhan Indonesia (Persero) yang selanjutnya disebut "Perseroan", "Kami", dan "Pelindo", memuat informasi yang bersifat material bagi para pemangku kepentingan. Para pembaca perlu memahami bahwa laporan ini mengandung data dan informasi yang bersifat pandangan ke depan (*forward-looking statement*). Seluruh pernyataan yang mengandung pandangan ke depan memuat risiko dan ketidakpastian atas hasil dan kejadian yang mungkin berbeda secara material dari yang diperkirakan. Maka dari itu Perseroan mengingatkan kepada para pembaca, bahwa Perseroan tidak dapat memastikan data yang disajikan terkait pandangan ke depan adalah benar dan akurat.

Tabel dan grafik pada Laporan ini memaparkan data numerik dengan standar penulisan mengikuti kaidah bahasa Indonesia. Pemaparan numerik dalam teks menggunakan standar kaidah bahasa Inggris dan Indonesia, sesuai konteksnya.

The Sustainability Report of PT Pelabuhan Indonesia (Persero), hereinafter referred to as "The Company", "We", and "Pelindo", presents material information for its stakeholders. Readers need to understand that this report contains forward-looking statements in presenting its data and information. Such forward-looking statements involve risks and uncertainties whose results and outcomes may differ materially from projections. Therefore, the Company would like to remind the readers that the Company cannot ensure that the data regarding future projections are correct and accurate.

Tables and graphs in this Report presents numerical data following the standards of Indonesian language. Numerical presentation in the text employs the standards of both English and Indonesian, depending on the context.



Lokasi | Location:
Kantor Pusat Pelindo
Pelindo Head Office



Strengthening Port Transition Towards Sustainable Future

Memperkuat Transisi Pelabuhan Menuju Masa Depan Berkelanjutan

‘Memperkuat transisi pelabuhan menuju praktik yang lebih berkelanjutan’ menjadi komitmen perusahaan dalam melewati berbagai tantangan. Berbagai langkah sinergi digital dan kolaborasi dengan seluruh pemangku kepentingan terus diakselerasi. Komitmen terhadap terwujudnya pelabuhan yang terintegrasi dan berwawasan lingkungan (*green port and smart port*) diwujudkan melalui pengelolaan berbasis inovasi teknologi, integrasi aspek keselamatan dan kesehatan kerja, serta perhatian terhadap dampak lingkungan dan sosial. Melalui berbagai upaya tersebut, Perseroan terus melangkah menuju masa depan yang berkelanjutan.

“Strengthening the transition of ports towards more sustainable practices” reflects the company’s commitment in overcoming various challenges. A range of digital synergies and collaborations with all stakeholders continues to be accelerated. The commitment to realizing integrated and environmentally conscious ports (*green ports and smart ports*) is demonstrated through port management based on technological innovation, the integration of occupational health and safety aspects, and careful consideration of environmental and social impacts. Through these efforts, The Company continues to move forward toward a sustainable future.

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Lokasi | Location:
Boom Marina
Banyuwangi

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About This Report

Laporan Keberlanjutan Pelindo diterbitkan untuk menyampaikan informasi yang transparan kepada seluruh pemangku kepentingan terkait kinerja perusahaan dalam aspek ekonomi, lingkungan, sosial, dan tata kelola. Laporan Keberlanjutan dan Laporan Tahunan 2024 merupakan satu kesatuan yang saling melengkapi. Laporan Keberlanjutan Pelindo diterbitkan setiap tahun dengan periode 1 Januari-31 Desember 2024. Laporan Keberlanjutan 2023 telah dipublikasikan di situs web Perseroan pada tanggal 29 April 2024. Penyusunan Laporan ini menggunakan aturan dan standar sebagai berikut:

1. Peraturan OJK (POJK) No. 51/POJK.03/2017 tentang Penerapan Keuangan Berkelanjutan bagi Lembaga Jasa Keuangan, Emiten, dan Perusahaan Publik;
2. Surat Edaran Otoritas Jasa Keuangan (SEOJK) No. 16/SEOJK.04/2021 tentang Bentuk dan Isi Laporan Tahunan;
3. Standar Global Reporting Initiative (GRI) 2021, dengan kesesuaian: in accordance with the GRI Standards;
4. Sustainability Accounting Standard Board (SASB) sektor Marine Transport; dan
5. SASB Professional & Commercial Services sektor Professional and Commercial Services.

Terdapat perubahan dan penyajian kembali (*restatement*) mengenai data ekonomi, biaya konsumsi air, dan data emisi pada laporan ini. Penyajian kembali dilakukan karena beberapa alasan, diantaranya bertambahnya lingkup perhitungan dan perubahan sumber yang digunakan dalam menghitung data. Perseroan telah melakukan penjaminan terhadap laporan ini bekerja sama dengan lembaga jasa *assurance* independen dan kredibel yaitu PT Sejahtera Rambah Asia (SRAI) sesuai dengan standar AA1000AS. Penjamin eksternal yang dipilih telah melalui proses seleksi dan mendapatkan persetujuan dari Direksi. Selain itu, seluruh data keuangan berasal dari laporan keuangan yang telah diaudit oleh kantor akuntan publik (KAP) dan bersifat konsolidasi dari semua regional di seluruh Indonesia.

The Sustainability Report of Pelindo is published to present transparently information regarding its economic, environmental, social, and governance performance to its stakeholders. The 2024 Sustainability Report and Annual Report are mutually complementary reports. The Company's Sustainability Report is published annually for the period of January 1-December 31, 2024. The 2023 Sustainability Report has been published on the Corporate website on April 29, 2024. The preparation of this report follows the regulations and standards as follows:

1. Regulation of Financial Service Authority (POJK) No. 51/POJK.03/2017 concerning Implementation of Sustainable Finance for Financial Services, Issuers, and Public Companies;
2. Circular Letter of the Financial Service Authority Number 16/SEOJK.04/2021 concerning Layout and Content of Annual Report;
3. 2021 Global Reporting Initiative Standards (GRI): in accordance with the GRI Standards;
4. Sustainability Accounting Standard Board (SASB) for Marine Transport sector; and
5. Professional & Commercial Services SASB for Professional and Commercial Services sector.

There are changes and restatements of information in this report regarding economic data, cost of water consume, and emission data. The restatement was carried out for several reasons, including the expansion of the calculation scope and changes in the sources used for data computation. The Company has carried out assurance process in collaboration with an independent and credible assurance service provider, PT Sejahtera Rambah Asia (SRAI) in accordance with AA1000AS standards. The selected external guarantee has undergone a selection process and received approval from the Board of Directors. In addition, all financial data are based on the Company's consolidated financial statements from all regions across Indonesia that has been audited by a public accounting firm.

Laporan keberlanjutan Pelindo tahun buku 2024 mencakup data dari holding dan sub-holding sebagai anak perusahaan kluster atau sebagaimana keterangan pada masing-masing paparan data. Sementara itu, laporan keuangan yang telah di audit Perseroan mencakup Pelindo Group secara keseluruhan konsolidasi, mencakup sub-holding dan juga anak perusahaan non-kluster.

Pelindo's 2024 Sustainability Report includes data from both the holding and sub-holding as cluster subsidiaries or as stated in each data exposure. In addition, the Company's audited financial report covers the Pelindo Group as a whole, consolidated, including sub-holdings and non-cluster subsidiaries.

Tanggapan Umpan Balik Laporan Tahun Sebelumnya ^[G.3] Responses to Feedback for the Previous Report

Perseroan menerima masukan terhadap Laporan Keberlanjutan 2023 mengenai aspek emisi dan tata kelola. Dengan demikian, pada tahun 2024 kami mengungkapkan data emisi dan tata kelola secara lebih rinci.

The Company received feedback on the 2023 Sustainability Report regarding emissions and governance aspects. Therefore, in 2024, we disclose emissions and governance data in more detail.

Penentuan Isi dan Kualitas Laporan ^[3-1] Determination of Content and Quality of the Report

Laporan Keberlanjutan Pelindo 2024 disampaikan berdasarkan prinsip: akurasi, keseimbangan, kejelasan, perbandingan, kelengkapan, konteks keberlanjutan, ketepatan waktu, dan dapat diverifikasi. Badan tata kelola tertinggi memiliki tanggung jawab untuk meninjau dan menyetujui semua informasi yang terdapat dalam laporan ini, termasuk topik material yang telah dipilih.

The Company's 2024 Sustainability Report is presented in accordance with the principles of accuracy, balance, clarity, comparison, comprehensiveness, sustainability context, timeliness, and verifiability. The highest governance body is responsible for reviewing and approving all information contained in this report, including the selected material topics.

Kontak terkait Laporan | Contact Person regarding this Report
Sekretariat Perusahaan | Corporate Secretary
PT Pelabuhan Indonesia (Persero)
Pelindo Tower, Jl. Yos Sudarso No.9 Jakarta Utara, Indonesia, 14230
Email : corp_sec@pelindo.co.id
Web : www.pelindo.co.id

Penentuan Topik Material Determination of Material Topics

Pelindo telah menentukan dan memetakan topik material pada tanggal 23 Januari 2025 yang relevan sesuai dengan konteks keberlanjutan serta dukungan terhadap pencapaian Tujuan Pembangunan Berkelanjutan (TPB). Perseroan juga melakukan diskusi yang difasilitasi oleh pihak independen yang bertindak sebagai tim ahli. Diskusi tersebut membahas dampak aktual dan potensial dari

Pelindo has determined and mapped the material topics on January 23, 2025, to shortlist the relevant material topics in accordance with the sustainability context and support to the achievement of Sustainable Development Goals (SDGs). The Company carried out a discussion facilitated by an independent party as an expert team. The discussion covered actual and potential impacts

kegiatan bisnis serta analisis pengaruhnya. Hasil diskusi menetapkan terdapat 7 topik material sesuai konteks keberlanjutan dan diselaraskan dengan dukungan pada pencapaian TPB. [3-1]









Terdapat perubahan daftar topik material dari tahun 2023. Topik digitalisasi sistem di tahun ini menjadi topik material bagi Pelindo karena Perseroan berkomitmen untuk berupaya melindungi data dan informasi sensitif pelanggan. Selain itu, Perseroan bergerak untuk melakukan digitalisasi agar dapat mengoptimalkan kinerja operasional dengan tetap memperhatikan aspek lingkungan, sosial, dan tata kelola (LST). Adapun alasan kinerja ekonomi tidak menjadi topik material dikarenakan seluruh kinerja yang dilakukan oleh Perseroan akan berdampak pada kinerja ekonomi dan hal ini menjadi *business as usual*. Perihal ketenagakerjaan tidak menjadi topik material dikarenakan selama tahun 2024, Perseroan tidak melakukan rekrutmen karyawan baru sehingga tidak terdapat biaya khusus yang dikeluarkan.

of the business activities and analyzed the influence. The discussion results determined 7 material topics in accordance with the sustainability context and in line with the support to achieve SDGs. [3-1]

There has been a change in the list of material topics from 2023. This year, the digitalization of systems has become a material topic for Pelindo, as the Company is committed to protecting customer data and sensitive information. Additionally, the Company is advancing digitalization efforts to optimize operational performance while maintaining a strong focus on environment, social, and governance (ESG) aspects. The reason why economic performance is not considered a material topic is that all activities carried out by the Company will inevitably impact economic performance, making it part of business as usual. Employment is also not considered a material topic because, throughout 2024, the Company did not recruit any new employees, resulting in no specific budget allocation for this matter.

Daftar Topik Material dan Batasan Laporan [3-2]

List of Material Topics and Report Boundaries

No.	Topik Material Pelindo 2024 Pelindo's Material Topics for 2024	Logo TPB SDGs	Dasar Materialitas Why This Topics Material
1	Kesehatan dan Keselamatan Kerja (K3) Occupational Health and Safety (OHS)	 	Perlindungan atas kesehatan dan keselamatan karyawan dalam operasional penting untuk keberlanjutan Perseroan. Protection of the employees' health and safety in the operations is crucial for the sustainability of the Company.
2	Dampak Ekonomi Tidak Langsung Indirect Economic Impact		Dampak ekonomi tidak langsung berhubungan dengan kontribusi Perseroan pada ekonomi luas. Indirect economic impact is related to the Company's contribution to the economy.
3	Sistem dan Transformasi Digital Digitalization System and Transformation		Digitalisasi sistem penting untuk melindungi data dan informasi sensitif yang penting bagi pelanggan. System digitalization is crucial to protect the sensitive data and information of the customers.
4	Praktik Pengadaan/Manajemen Rantai Pasok Procurement Practices/Supply Chain Management		Menggambarkan komitmen Perseroan terhadap kemandirian dan pertumbuhan pemasok lokal/nasional sebagai mitra untuk memenuhi kebutuhan barang dan jasa. Reflects the Company's commitment to independence and growth of local/national suppliers as partners in fulfilling goods and services requirements.
5	Air dan Air Limbah (Efluen) Water and Wastewater (Effluent)		
6	Emisi Emission		Menjadi topik material karena berdampak signifikan bagi keberlanjutan lingkungan dan kesehatan masyarakat. It has significant impacts on the environmental sustainability and public health.
7	Energi Energy		

Ikhtisar Kinerja Keberlanjutan

Sustainability Performance Summary

Lokasi | Location:
Boom Marina
Banyuwangi

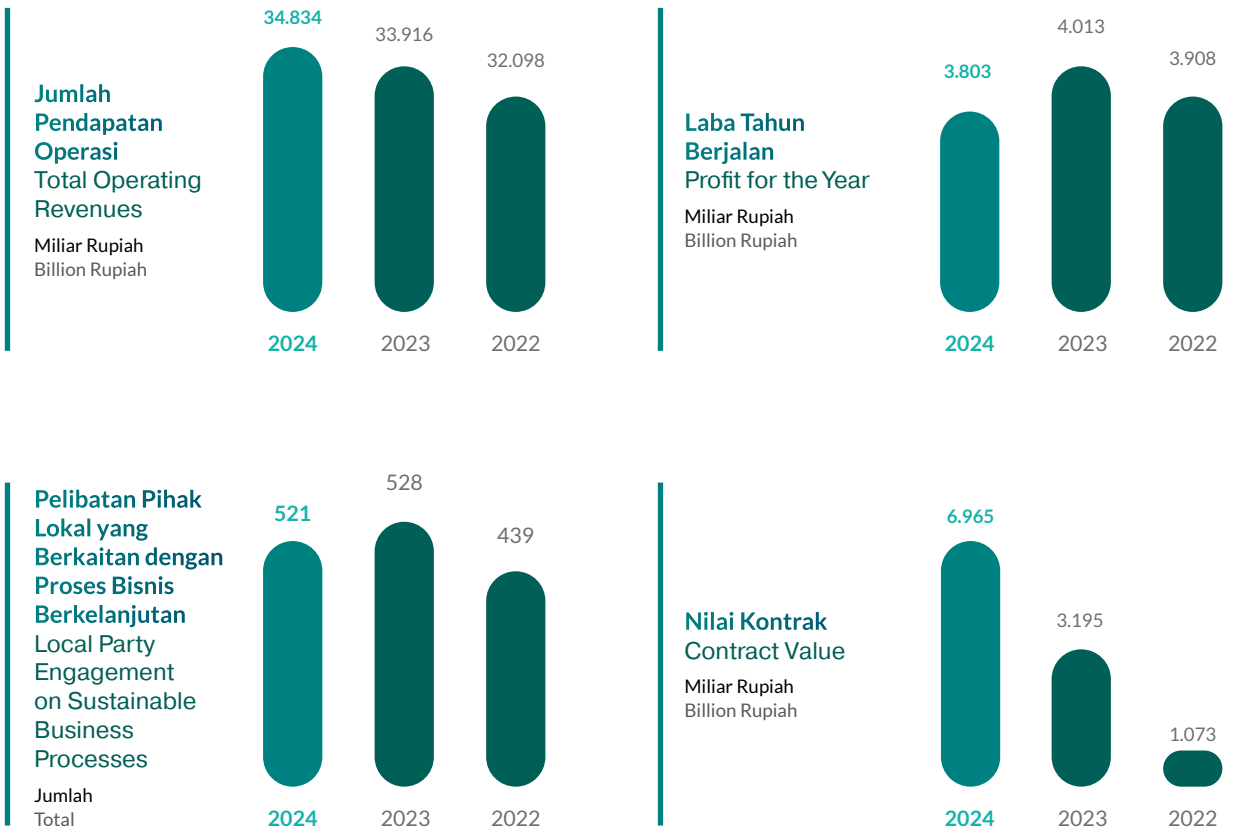


Ikhtisar Kinerja Keberlanjutan

Sustainability Performance Summary

Aspek Ekonomi ^[B.1]

Economic Aspect



Kuantitas Produk/Jasa

Type of Products/ Services

Jenis Produk/Jasa
Type of Products/ Services

4

klaster peti kemas, klaster non-peti kemas, klaster logistik dan *hinterland*, dan klaster *marine & equipment*

container cluster, non-container cluster, logistics and hinterland clusters, marine & equipment cluster

Jumlah Produk Ramah Lingkungan

Number of Environmentally Friendly Products

Unit Produk | Product Unit

	2024	2023	2022
alat bongkar muat terelektifikasi electrified stevedoring equipment	245	236	232
titik fasilitas Onshore Power Supply (OPS) points of Onshore Power Supply (OPS) facilities	55	52	52
Titik Anjungan Listrik Mandiri (ALMA) points of independent electric platform (ALMA)	5	2	0
lokasi Pembangkit Listrik Tenaga Surya (PLTS) locations of Solar Power Plant	5	2	1

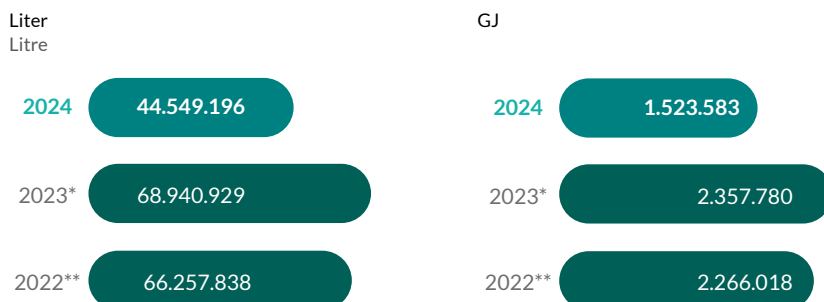
Aspek Lingkungan [B.2]

Environmental Aspects



Penggunaan Bahan Bakar Minyak

Fuel Oil Consumption



Keterangan | Remarks:

- *) data meliputi Pelindo Subholding | data covers Pelindo's Sub-holding
- **) data tidak termasuk Pelindo Subholding | data excludes Pelindo's Sub-holding
- ***) data mencakup semua entitas kecuali sub-regional SPMT hanya mencakup gedung HO | data includes all entities except sub-regional; SPMT only covers the Head Office building



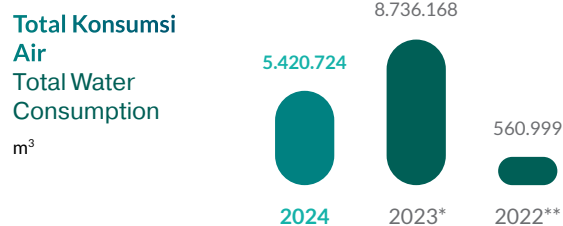
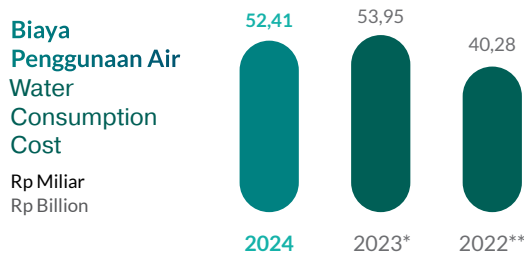
Penggunaan Listrik

Electricity Consumption



Penggunaan Air

Water Consumption



Keterangan | Remarks:

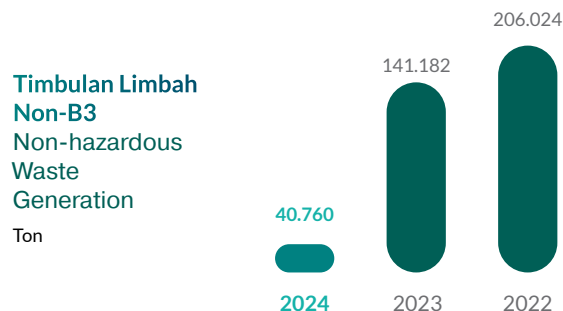
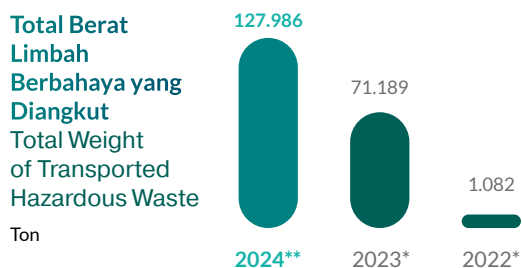
- *) data meliputi Pelindo Subholding | data covers Pelindo's Sub-holding
- **) data tidak termasuk Pelindo Subholding | data excludes Pelindo's Sub-holding

Keterangan | Remarks:

- *) terdapat penyajian ulang data, karena penambahan scope perhitungan, yaitu meliputi Pelindo Subholding | there is a restatement of data due to the expansion of the calculation scope, which now includes Pelindo Subholding
- **) data tidak termasuk Pelindo Subholding | data covers Pelindo's Sub-holding



Limbah Waste

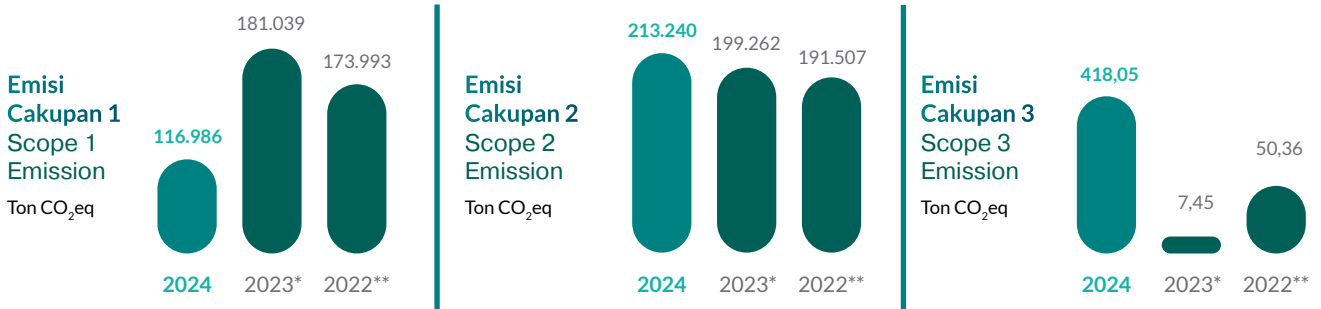


Keterangan | Remarks:

- *) data meliputi Pelindo Subholding | data covers Pelindo's Sub-holding
- **) data tidak termasuk Pelindo Subholding | data excludes Pelindo's Sub-holding



Emisi GRK yang Dihasilkan Perseroan GHG Emission Generated by the Company



Keterangan | Remarks:

*) data meliputi Pelindo Subholding dan data disajikan ulang karena ada perubahan cakupan perhitungan
the data includes Pelindo Subholdings and has been restated due to changes in the calculation scope

**) data tidak termasuk Pelindo Subholding dan data disajikan ulang karena ada perubahan cakupan perhitungan
data excludes Pelindo's Sub-holding and has been restated due to changes in the calculation scope



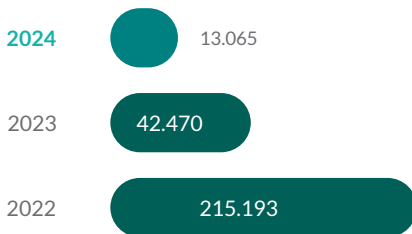
Biaya Lingkungan Environmental expenses

Milliar Rupiah | Rp Billion



Keanekaragaman Hayati Biodiversity

Jumlah Pohon yang Ditanam
Number of Trees Planted



Penanaman Mangrove 2024 Mangrove Planting 2024

Hectare
Hectares

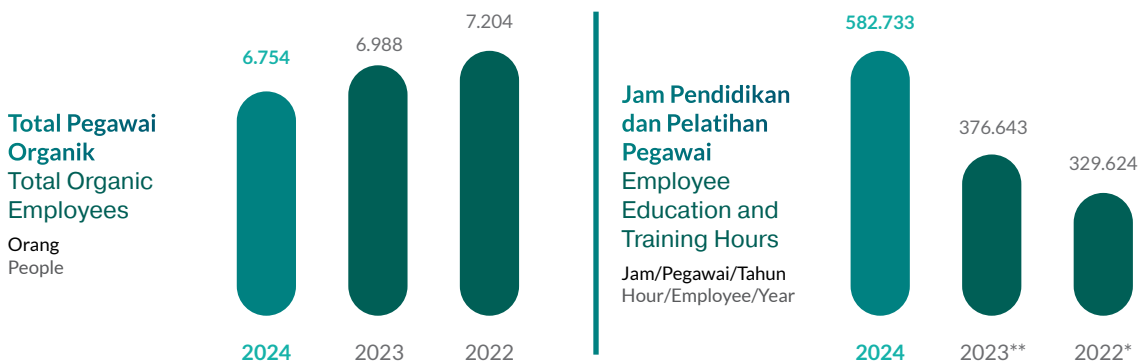
206,1

Penyulaman Mangrove 2024 Mangrove Replanting 2024

Hectare
Hectares

86,2

Aspek Sosial [B.3] Economic Aspects

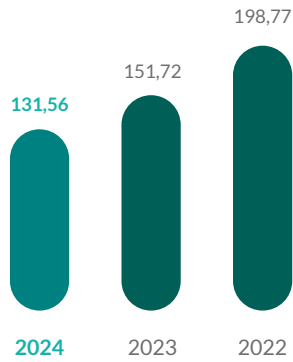


Keterangan | Remarks:

*) data mencakup perhitungan Regional 1, 3 dan 4 | data includes Region 1,3, and 4

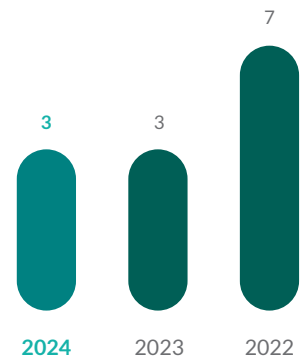
**) data mencakup perhitungan Regional 1-4, dan holding | data includes Region 1-4, and holding

**Dana TJSL BUMN
SOE CSR Fund**
Triliun Rupiah
Trillion Rupiah



**Kinerja K3
(Cedera Berat
dan Fatal)
OHS
Performance
(Major Incident
and Fatal
Incident)**

Kasus
Case



**Survei Kepuasan Pelanggan Pelindo
Pelindo Customer Satisfaction Survey**

Skala 1-5 | Scale 1-5

Deskripsi Description	Satuan Unit	2024	2023*	2022**
Survei Kepuasan Pelanggan Pelindo Pelindo Customer Satisfaction Survey				
Regional I Region I	Skala 1-5 Scale 1-5	4,29	4,13	4,05
Regional II Region II		4,39	4,71	4,71
Regional III Region III		4,28	4,35	4,25
Regional IV Region IV		4,14	4,14	4,06
Pelindo Terminal Petikemas		4,26	4,21	-
Pelindo Multi Terminal		4,30	4,37	-
Pelindo Solusi Logistik		4,16	4,21	-
Pelindo Jasa Maritim		4,26	4,48	-

Keterangan | Remarks:

*) data hanya mencakup regional I -IV dan 3 subholding kecuali PT Solusi Logistik | the data covers Regions I - IV and three sub-holdings, except for PT Solusi Logistik

**) data hanya mencakup regional I - IV dan tidak termasuk data subholding | the data only covers Regions I - IV and does not include sub-holdings



Strategi Keberlanjutan [A.1]

Sustainability Strategy

Pelindo berkomitmen untuk menciptakan dampak positif jangka panjang dengan menyeimbangkan aspek ekonomi dan LST dalam setiap lini operasionalnya. Dalam menghadapi dinamika industri maritim yang terus berkembang, Pelindo tidak hanya berfokus pada peningkatan daya saing, tetapi juga memastikan bahwa pertumbuhan bisnisnya berjalan selaras dengan prinsip keberlanjutan.

Untuk mewujudkan komitmen tersebut, Pelindo mengembangkan berbagai inisiatif strategis yang mencakup transformasi pelabuhan bertaraf dunia, penguatan ekosistem logistik, peningkatan efisiensi rantai pasok maritim, serta optimalisasi nilai perusahaan. Agar inisiatif ini dapat diimplementasikan secara efektif, Pelindo telah merumuskan langkah-langkah konkret, seperti melakukan *benchmarking* terhadap praktik keberlanjutan global, mengidentifikasi potensi inisiatif di setiap pelabuhan, serta menetapkan target sampai dengan tahun 2029 guna mewujudkan pelabuhan yang berkelanjutan.

Salah satu aspek penting dalam strategi keberlanjutan ini adalah penerapan strategi iklim yang berfokus pada peningkatan standar operasional guna mengurangi dampak lingkungan. Dengan mengadopsi sistem operasional yang lebih efisien dan terkoordinasi, Pelindo dapat menekan waktu operasional alat bongkar muat serta mengurangi waktu tunggu dan waktu operasional kapal di pelabuhan, yang pada akhirnya berkontribusi dalam menurunkan emisi dari alat bongkar muat dan kapal yang bersandar. Upaya ini tidak hanya meningkatkan efektivitas operasional, tetapi juga mempercepat transisi menuju pelabuhan yang lebih ramah lingkungan.

Pelindo is committed to deliver long-term positive impacts by balancing economic and ESG aspects across its operating lines. In facing the ever-developing dynamics of the maritime industry, Pelindo does not solely focus on improving its competitiveness, but also ensures that its business development is in line with sustainability principles.

To realize such commitment, Pelindo developed various strategic initiatives, covering world-class port transformation, logistics ecosystem strengthening, maritime supply chain efficiency improvement, and corporate value optimization. For effective implementation, Pelindo has formulated various concrete measures, including benchmarking against global sustainability practices, identifying potential initiatives at every port, and determining through 2029 to achieve a sustainable port.

A critical aspect of this sustainability strategy is implementing a climate strategy that focuses on improving operational standards to reduce environmental impacts. By adopting a more efficient and coordinated operational system, Pelindo can reduce the operational time of stevedoring equipment and the waiting time and operational time of ships at the port, ultimately contributing to reducing emissions from stevedoring equipment and docked ships. This effort increases operational effectiveness and accelerates the transition to a more environmentally friendly port.

Menyadari bahwa keberlanjutan merupakan bagian integral dari strategi jangka panjang, Direksi menjadikan isu perubahan iklim dan keberlanjutan sebagai salah satu prioritas utama dalam perumusan kebijakan Perseroan. Guna memastikan pelaksanaan strategi keberlanjutan berjalan efektif, Direksi memanfaatkan forum internal seperti rapat rutin, Pelindo Forum, dan General Manager Forum sebagai sarana pengawasan dan evaluasi berkala. Hasil evaluasi akan digunakan sebagai dasar dalam penetapan *Key Performance Indicator* (KPI) Direksi. Dengan pendekatan ini, Pelindo memastikan bahwa keberlanjutan tidak hanya menjadi inisiatif tambahan, melainkan bagian dari fondasi utama dalam pengambilan keputusan bisnis dan operasional.

Untuk memperkuat upaya tersebut, Pelindo telah menyusun Peta Jalan LST (*ESG Roadmap*) yang menjadi panduan dalam mengelola kinerja ekonomi dan LST secara berkelanjutan. Peta jalan ini juga telah disosialisasikan kepada seluruh pemangku kepentingan, baik internal maupun eksternal, guna memastikan adanya kolaborasi yang solid dalam implementasinya. Dengan keterlibatan seluruh pihak, diharapkan strategi keberlanjutan dapat diimplementasikan secara menyeluruh dan konsisten.

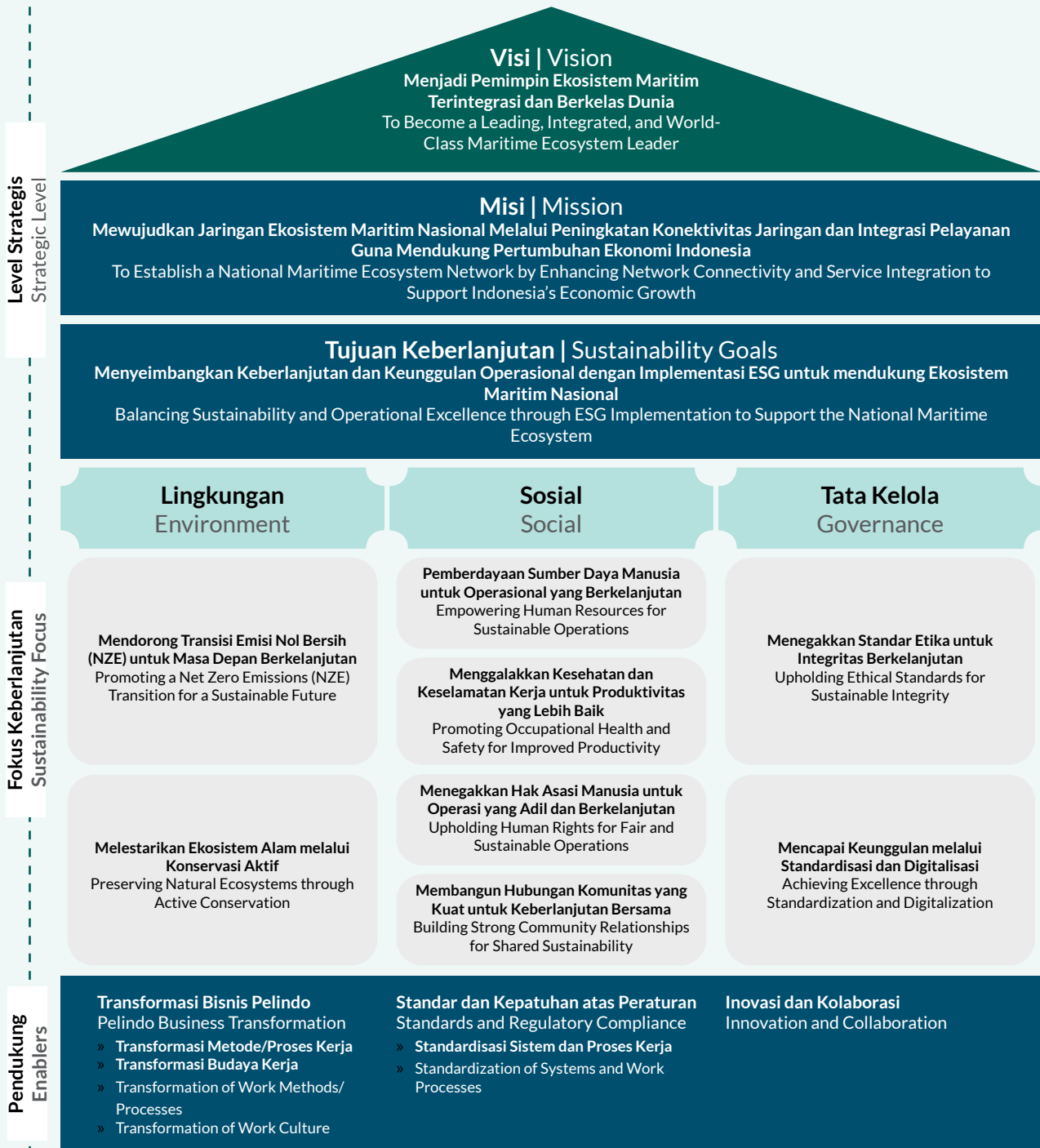
Dalam mendukung keberlanjutan jangka panjang, Pelindo telah mengembangkan empat pilar strategis yang dirancang untuk memastikan keberlangsungan Perseroan sekaligus mencapai visi dan misi Perseroan. Untuk mengoptimalkan implementasi strategi ini, Pelindo juga merancang *key enablers* atau serangkaian langkah dan aktivitas kunci yang berperan dalam memperlancar pelaksanaan strategi serta memperkuat fondasi Perseroan. Seluruh elemen ini dirangkum dalam Rumah Strategi, yang menjadi pedoman utama dalam mencapai tujuan jangka panjang Pelindo secara sistematis dan terarah.

Recognizing that sustainability is an integral part of its long-term strategy, the Board of Directors has made climate change and sustainability issues a top priority in the Company's policy formulation. To ensure the effective implementation of the sustainability strategy, the Board of Directors utilizes internal forums such as regular meetings, the Pelindo Forum, and the General Manager Forum as platforms for monitoring and periodic evaluation. The evaluation results will serve as the basis for determining the Board of Directors' Key Performance Indicators (KPIs). With this approach, Pelindo ensures that sustainability is not merely an additional initiative but a fundamental pillar in business and operational decision-making.

To strengthen its efforts, the Company has developed an ESG Roadmap to act as a guideline in managing economic and ESG performance sustainably. The roadmap has been disseminated to all internal and external stakeholders to ensure solid collaboration throughout its implementation. Involvement of all relevant parties would support a comprehensive and consistent implementation of sustainability strategy.

To support long-term sustainability, Pelindo has developed four strategic pillars designed to ensure the continuity of the Company and the achievement of its vision and mission. In order to optimize this strategy, Pelindo has designed key enablers, a series of key steps and activities that play crucial roles in driving the implementation of sustainability strategy and strengthening the foundation of the Company. All elements relevant to this strategy is portrayed in the Strategy House, which serves as a main guideline to achieve Pelindo long-term strategy in a systematic and directional manner.

Peta Jalan LST | ESG Roadmap



PILAR I:
Pillar I:

TRANSFORMASI PELABUHAN KELAS DUNIA
World-Class Port Transformation

Pilar strategi pertama ini bertujuan untuk memperkuat kapabilitas Pelindo sebagai penyedia jasa kepelabuhanan yang berstandar internasional. Fokus utama dari pilar ini adalah meningkatkan kinerja operasional dan kualitas pelayanan pelabuhan melalui teknologi digital untuk meningkatkan efisiensi operasional. Kualitas pelayanan ditingkatkan melalui pendekatan yang berorientasi pada kebutuhan pelanggan. Selain itu, Pelindo juga mulai mengembangkan pelabuhan berkelanjutan (*sustainable ports*) sebagai bagian dari upaya untuk menciptakan operasional yang ramah lingkungan dan bertanggung jawab. Sebagai langkah lanjutan, pilar ini juga bertujuan untuk mempersiapkan Pelindo dalam ekspansi regional di kawasan Asia Tenggara, guna memperluas jangkauan dan memperkuat posisi perusahaan di pasar global.

The first strategic pillar aims to strengthen Pelindo capability as a port service provider with international standards. The main focus of this pillar is improving operational performance and port service quality by leveraging digital technology to enhance operational efficiency. Service quality is improved through a customer-oriented approach. In addition, Pelindo has started to develop sustainable ports as an effort to establish environmentally friendly and accountable operations. For the next step, this pillar also aims to prepare Pelindo for its regional expansion to Southeast Asia in order to expand its network and strengthen its position in the global market.

PILAR II:
Pillar II:

PENGUATAN EKOSISTEM LOGISTIK
Logistics Ecosystem Strengthening

Pilar strategi kedua berfokus pada pembangunan kemitraan yang kuat dengan para pelaku dalam ekosistem logistik, baik di sektor laut maupun darat, untuk mengoptimalkan biaya logistik di Indonesia. Pilar ini menekankan pentingnya kolaborasi serta potensi integrasi sistem atau layanan antara Pelindo dengan pelaku logistik untuk mencapai efisiensi biaya yang lebih baik.

The second strategic pillar focuses on strong partnership building with the players within the logistics ecosystem, both for the marine and land sectors, to optimize the logistics cost in Indonesia. This pillar highlights the importance of collaboration and potential system or service integration between the Company and logistics players to achieve better cost efficiency.

Kerjasama dengan kawasan industri dan logistik sangat diperlukan untuk memperkuat konektivitas dengan *hinterland* dan mempermudah penyediaan layanan logistik *end-to-end* bagi para pelaku industri. Dengan menjalin hubungan erat dengan pelaku industri yang berlokasi di sekitar pelabuhan Pelindo, kecepatan dan kenyamanan layanan bagi pelanggan dapat meningkat secara signifikan. Selain itu, kerjasama dengan pelaku logistik darat juga memiliki peran yang sangat penting, mengingat transportasi darat bertanggung jawab untuk mengangkut barang dari pelabuhan ke konsumen akhir.

Collaboration with industrial and logistics complex is imperative to strengthen the connectivity with hinterland and to ease end-to-end logistics service offerings to industrial players. Through close collaboration with industrial players around the port of Pelindo, quick and comfortable services offered to the customers may increase significantly. In addition, collaboration with land logistic players is crucial as well, considering their responsibility to transport goods from the port to the end users.

Kemitraan dengan pelaku logistik darat berpotensi meningkatkan kinerja operasional pelabuhan, karena dapat memperlancar aliran barang atau *throughput*. Logistik darat tidak hanya terbatas pada truk, tetapi juga mencakup angkutan kereta api yang menjadi alternatif solusi transportasi darat untuk mempercepat distribusi barang dari pelabuhan ke tujuan akhirnya.

PILAR III:
Pillar III:

EFISIENSI SUPPLY CHAIN MARITIM
Maritime Supply Chain Efficiency

Pilar strategis ketiga bertujuan untuk meningkatkan efisiensi rantai pasokan maritim di Indonesia. Fokus utama dari pilar ini adalah memperluas jaringan pelabuhan di seluruh nusantara. Pelindo merupakan pemain utama dan tulang punggung sistem kepelabuhanan di Indonesia, meskipun demikian, Perseroan hanya mengelola sebagian kecil pelabuhan yang ada. Banyak pelabuhan lainnya dimiliki oleh pihak swasta atau masih dikelola oleh Pemerintah yang menjadi peluang besar bagi Pelindo untuk mengembangkan konektivitas antar-pelabuhan. Selain itu, pilar ini juga mengutamakan integrasi antara jaringan pelabuhan, moda transportasi, dan kawasan pendukung seperti kawasan industri/logistik untuk menciptakan sistem logistik yang lebih terhubung dan efisien.

PILAR IV:
Pillar IV:

PENINGKATAN NILAI PERUSAHAAN
Corporate Value Optimization

Pilar strategis keempat bertujuan untuk meningkatkan nilai Pelindo dengan memperkuat struktur keuangan Perseroan sehingga tercipta sistem keuangan yang stabil dan terkelola dengan baik. Fokus utama pilar ini adalah mengoptimalkan pengelolaan aset dan memastikan Perseroan dapat mengembangkan bisnis secara vertikal dan horizontal. Hal ini dilakukan dengan memanfaatkan kapabilitas serta kompetensi yang dimiliki oleh Pelindo untuk mendukung pertumbuhan yang berkelanjutan dan meningkatkan daya saing perusahaan.

Partnership with land logistics players would potentially improve the port operational performance, as it would improve throughput. Land logistics does not only refer to trucks, but it also covers railways transport as well as an alternative of land transportation solution to accelerate goods distribution from port to its destination.

The third strategic pillar aims to improve the maritime supply chain efficiency across Indonesia. The main focus of this pillar is to expand port network across the country. Pelindo is the main player and backbone of port system across Indonesia. However, the Company only manages a small numbers of ports in Indonesia. Most of the ports are owned by private entities or managed by the Government, which may pose as an opportunity for Pelindo to catch in developing inter-port connectivity. In addition, this pillar prioritizes the integration between port networks, modes of transportation, and supporting areas such as industrial/logistics complex to create a more connected and efficient logistics system.

The fourth strategic pillar aims to increase the value of Pelindo by strengthening its financial structures to create a stable and well organized financial system. The main focus of this pillar is optimizing asset management and ensuring that the Company is able to develop its business vertically and horizontally. This can be achieved by leveraging its capabilities and competencies to support sustainable growth and to improve its competitive edge.

ENABLERS

Seluruh pilar strategis Pelindo didukung oleh berbagai *enabler* yang harus diimplementasikan untuk memastikan keberhasilan strategi tersebut. *Enabler* mencakup beberapa sub-pilar yang mendukung kelancaran bisnis utama, seperti pengembangan organisasi untuk mendorong efisiensi operasional, pengembangan inovasi, serta peningkatan kapabilitas dan kualitas sumber daya manusia. Selain itu, fokus lainnya adalah penguatan pemanfaatan teknologi dan sistem informasi, termasuk pengembangan integrasi sistem perusahaan baik untuk operasional maupun non-operasional, serta integrasi dengan sistem eksternal dan pemangku kepentingan, seperti ekosistem logistik nasional (NLE).

All strategic pillars of Pelindo are supported by a number of enablers to be implemented in order to ensure successful achievement of the strategy. Such enablers cover several sub-pillars to support the seamlessness of core business, such as organizational development to drive operational efficiency, innovation development, and human resource capability and capacity development. In addition, other focuses include the utilization of technology and information system, including the development of corporate system integration for operational and non-operational needs and integration with external and stakeholder system, such as the national logistics ecosystem (NLE).



Penjelasan Direksi ^{[D.1][2-22]}

Message from the Board of Directors

“

Dengan penuh syukur kami menyampaikan bahwa Pelabuhan Bena di Regional 3 Sub Regional Bali Nusra berhasil meraih nilai tertinggi dalam ajang Green and Smart Port Awards 2024 sebagai bentuk apresiasi dalam menerapkan prinsip pelabuhan hijau dan cerdas guna mendukung sistem logistik nasional yang berkelanjutan”

We are pleased to announce that Bena Port in Region 3, Bali-Nusa Tenggara Sub-Region achieved the highest score at the 2024 Green and Smart Port Awards. This recognition reflects our successful implementation of green and smart port to support a sustainable national logistics system.

“



Arif Suhartono
Direktur Utama
President Director

Pemangku kepentingan yang terhormat,

Perseroan berhasil melalui tahun 2024 dengan baik atas dukungan seluruh pemangku kepentingan, terutama kerja keras seluruh insan Pelindo. Kami berhasil menjaga momentum pertumbuhan yang stabil sambil memperkuat komitmen terhadap keberlanjutan di setiap lini operasional. Perseroan menyampaikan terima kasih atas pengakuan sebagai “Indonesia Trusted Companies 2024” yang menjadi prestasi sekaligus motivasi bagi kami untuk terus menjunjung tinggi nilai perilaku beretika, transparan, akuntabel, dan berkelanjutan.

Komitmen dan Nilai Keberlanjutan

Keberlanjutan bagi kami berarti menciptakan nilai yang tidak hanya dirasakan oleh Perseroan, tetapi juga oleh seluruh ekosistem yang terhubung dengan kami, mulai dari pelanggan, mitra bisnis, hingga masyarakat di sekitar pelabuhan. Oleh karena itu, setiap kebijakan dan langkah kami senantiasa didasari oleh komitmen untuk terus berinovasi dalam mengurangi dampak negatif lingkungan, meningkatkan efisiensi operasional, serta berperan aktif dalam mendorong pertumbuhan ekonomi yang inklusif.

Perseroan mengimplementasikan berbagai inisiatif strategis untuk memastikan operasional yang bertanggung jawab. Kami berupaya untuk mengelola dampak negatif yang mungkin timbul bagi lingkungan melalui efisiensi energi, pengurangan emisi, pengelolaan limbah, serta konservasi keanekaragaman hayati. Semua upaya ini kami lakukan dengan pengawasan dan pengukuran setiap kinerja, walaupun masih banyak yang perlu kami tingkatkan karena banyaknya cakupan aspek lingkungan di sekitar kami.

Nilai keberlanjutan juga tercermin dari komitmen kami dalam meningkatkan kapasitas karyawan melalui pelatihan dan pengembangan. Kegiatan ini diperlukan untuk mempersiapkan mereka menghadapi tantangan industri dan isu global, serta menciptakan lingkungan kerja yang sehat, adaptif, dan aman. Di sisi lain, kami turut berkontribusi dalam meningkatkan kualitas hidup masyarakat sekitar pelabuhan melalui program sosial

Dear stakeholders,

The Company successfully navigated 2024 thanks to the support of all stakeholders, particularly the hard work from our employees. We successfully maintained our stable growth momentum while reinforcing our commitment to sustainability across all operating lines. We would like to express our gratitude for the recognition of the Company as one of the “Indonesia Trusted Companies 2024”, an achievement that motivates us to uphold business ethics, transparency, accountability, and sustainability.

Commitment and Sustainability Values

For the Company, sustainability means creating value not only for the, but also for the broader ecosystem we engage with, including customers, business partners, and surrounding communities. Therefore, every policy and action we undertake reflects our commitment to innovation in reducing negative environmental impacts, improving operational efficiency, and actively driving inclusive economic growth.

The Company has implemented a series of strategic initiatives to ensure responsible operations. We actively manage negative impacts on the environment that may arise from our operations through energy efficiency, emission reduction, waste management, and biodiversity conservation. Strict monitoring and performance assessment are implemented against those efforts, considering our significant areas of improvement due to the wide scope of environmental aspects surrounding our operations.

Our commitment to sustainability is evident in our investment in employee capacity building through training and development as well. It is mandatory to equip our workforce in facing industrial challenges and global issues and to create a healthy, adaptive, and safe working environment. Furthermore, we strive to contribute to improving welfare of the communities surrounding our ports through social and economic empowerment

dan pemberdayaan ekonomi. Untuk memperkuat upaya ini, kami terus membangun kolaborasi dengan pemangku kepentingan setempat guna menciptakan manfaat bersama dalam jangka panjang.

Kebijakan untuk Merespons Tantangan

Di tengah berbagai capaian, kami juga menghadapi tantangan yang mempengaruhi operasional. Salah satu tantangan utama adalah meningkatnya harga energi dan bahan bakar, yang berdampak langsung pada kenaikan biaya operasional. Selain itu, regulasi lingkungan di tingkat global, khususnya emisi karbon dan perubahan iklim semakin ketat. Perseroan dituntut untuk terus beradaptasi dengan cepat untuk memastikan respons yang bertanggung jawab dan kepatuhan regulasi, serta memenuhi harapan pemangku kepentingan.

Selama 3 tahun terakhir, Pelindo menerapkan kebijakan melalui program-program transformasi, yang meliputi standarisasi operasi, digitalisasi, optimalisasi, pemurnian bisnis, serta inisiatif lainnya. Penerapan kebijakan strategis Pelindo mendukung 'value creation' senilai Rp4,89 triliun atau 81% dari target 2025. Pencapaian ini tidak hanya menunjukkan kinerja operasional yang unggul, tetapi juga menjadi hasil nyata Pelindo dalam mendukung pertumbuhan ekonomi nasional melalui pengembangan sektor maritim.

Penerapan Kinerja Keberlanjutan

Penerapan standarisasi dan digitalisasi operasional berkontribusi pada peningkatan kinerja di seluruh segmen bisnis Perseroan. Kami mencatat pertumbuhan pendapatan dan laba yang signifikan melalui kenaikan volume barang yang diproses di pelabuhan, terutama di tengah peningkatan permintaan sektor logistik, seiring dengan pemulihan ekonomi global pasca-pandemi. Kami juga melakukan diversifikasi sumber pendapatan, yang memperkuat posisi keuangan dan memberikan fleksibilitas dalam menghadapi volatilitas pasar.

programs. To strengthen such efforts, we continuously collaborate with local stakeholders to realize long-term shared values.

Policies to Respond to Challenges

In the midst of our achievements, we faced various challenges that impact our operations as well. A key challenge we faced was the rise in energy and fuel prices, which directly increased our operational cost. In addition, global-scale environmental regulations become increasingly stringent, particularly those on carbon emission and climate change. The Company is expected to quickly adapt to such regulatory requirements to ensure responsible operations and regulatory compliance and to meet the stakeholders' expectations.

Over the past three years, the Company has rolled out various policies through its transformation programs, focusing on operational standardization, digitalization, optimization, core-business focusing, and other initiatives. The implementation of our strategic policies have generated value creation of Rp4.89 trillion, equivalent to 81% of our 2025 target. This milestone demonstrates our leading operational performance and reflects our tangible contribution to national economic growth through the maritime sector.

Sustainability Performance Implementation

The implementation of operational standardization and digitalization has driven performance improvements across our business lines. We recorded significant growth in revenue and profit, supported by higher port cargo volumes amidst rising logistic demand during the post-pandemic global economic recovery. In addition, we diversified our revenue streams, strengthening our financial positions and increasing flexibility in facing market volatility.

Salah satu pencapaian penting yang kami raih pada tahun 2024 adalah pelaksanaan penilaian risiko yang mengacu pada peraturan Badan Usaha Milik Negara (BUMN) serta penilaian *risk maturity index*. Melalui penilaian ini, kami dapat mengidentifikasi kekuatan dan area yang perlu ditingkatkan dalam mengelola risiko, yang menjadi dasar bagi penyusunan strategi mitigasi di masa mendatang.

Kami meyakini bahwa keselamatan kerja adalah faktor kunci dalam mencapai kinerja yang maksimal, termasuk kinerja lingkungan, sosial, dan tata kelola (LST). Dalam rangka memastikan kelangsungan operasional, kami menerapkan standar dan prosedur keselamatan kerja yang ketat, yang tidak hanya mematuhi regulasi yang berlaku, tetapi juga menciptakan budaya kerja yang mengedepankan keselamatan di setiap tingkatan operasional. Sistem pengelolaan keselamatan yang terintegrasi dan terstruktur diterapkan dan berlaku bagi seluruh pemangku kepentingan yang bekerja dalam lingkungan Perseroan.

Sepanjang 2024, kami mencatat adanya penurunan insiden kecelakaan kerja sebesar 26,17% kasus dibanding 2023. Prosedur Keselamatan dan kesehatan kerja (K3) telah diimplementasikan di seluruh cabang Pelindo dan kami menjalin kerja sama dengan perusahaan bongkar muat swasta yang telah diuji kelayakannya agar memenuhi standar keselamatan yang diwajibkan Perseroan. Di 2025, Perseroan menetapkan target *zero fatality* dan menjadikan pencapaian ini sebagai salah satu indikator utama kinerja. [\[F.1\]\[2-24\]](#)

Sebagai bagian dari komitmen Perseroan dalam mengelola lingkungan, kami melaporkan bahwa 15 cabang atau 44,12% dari total cabang Pelindo telah memperoleh PROPER Biru, yang mencerminkan kepatuhan terhadap standar pengelolaan lingkungan. Perseroan menargetkan peningkatan capaian PROPER

A notable achievement in 2024 was the implementation of risk assessment in compliance with the Regulations of State-Owned Enterprises (SOE) and risk maturity index assessment. These assessments enabled us to identify our strengths and our areas of improvement, forming the foundation for future risk mitigation strategies.

We believe that occupational safety is a critical factor in achieving excellent performance, including environmental, social, and governance (ESG) performance. To ensure operational continuity, we enforce strict occupational safety standards and procedures that complies with the prevailing regulations and creates a safety-first culture throughout our operations. An integrated and structured occupational safety management system applies to all stakeholders working within the premises of the Company as well.

Throughout 2024, we recorded a decrease in occupational accidents by 26.17% compared to 2023. Occupational health and safety (OHS) procedures have been implemented across all branches. In addition, we partnered with qualified private loading and unloading service providers that have undergone fit and proper test to fulfill the safety standards as required by the Company. In 2025, the Company has set the target of zero fatality, making it a key performance indicators. [\[F.1\]\[2-24\]](#)

As a part of our commitment to environmental management, 15 branches or 44.12% of our total branches have been awarded with Blue PROPER, reflecting our compliance with environmental management standards. The Company aims to increase this 70% among branches registered as PROPER participants. This goal is in line

Biru hingga 70% dari cabang yang terdaftar sebagai peserta PROPER. Upaya ini sejalan dengan komitmen kami untuk terus memperkuat pengelolaan lingkungan di seluruh area operasional serta mendorong penerapan praktik keberlanjutan di setiap cabang.

Sepanjang 2024, Pelindo terus berupaya memberikan kontribusi positif bagi masyarakat dan lingkungan sekitar. Kami melakukan kolaborasi dengan berbagai entitas, baik internal maupun eksternal, dalam berbagai program pemerintah, termasuk di antaranya bantuan kepada anak-anak yang mengalami *stunting*. Selain itu, Pelindo meningkatkan kinerja tanggung jawab sosial dan lingkungan (TJSL) untuk memastikan adanya manfaat jangka panjang.

Strategi Pencapaian Target

Kami percaya bahwa pengelolaan risiko yang efektif bukan hanya tentang melindungi perusahaan dari potensi kerugian, tetapi juga sebagai langkah pemanfaatan peluang baru dalam menghadapi ketidakpastian. Oleh karena itu, manajemen risiko menjadi salah satu pilar utama dalam strategi keberlanjutan kami.

Pada tahun mendatang, Perseroan telah menetapkan sejumlah langkah strategis untuk memanfaatkan peluang dan prospek usaha melalui pengembangan bisnis kepelabuhanan, termasuk proyek strategis seperti pengembangan Bali Maritim Tourism Hub (BMTH), pembangunan jetty di Kawasan Industri Terpadu Batang (KITB), penataan terminal Ro-Ro, serta digitalisasi layanan. Strategi ini bertujuan untuk memperkuat operasional, meningkatkan daya saing, serta memberikan nilai tambah bagi Perseroan di tingkat nasional maupun global.

Percepatan digitalisasi guna meningkatkan efisiensi layanan juga menjadi prioritas strategis untuk merespon situasi eksternal yang berkembang sangat cepat. Penerapan teknologi digital di berbagai aspek operasional akan meningkatkan efisiensi biaya dan berkontribusi

with our commitment to strengthening environmental management across operational areas and promoting the implementation of sustainability practices throughout our branches.

Throughout 2024, the Company continuously strived to deliver positive contributions to the surrounding communities and environment. We collaborated with various internal and external entities and institutions in various government programs, including providing aids for children suffering from *stunting*. In addition, the Company improved its social and environmental responsibility (CSR) performance by ensuring long-term benefits as well.

Strategies to Achieve Targets

We believe that effective risk management does not merely focus on protecting the company from potential loss, but also acts to capture new opportunities amid uncertain conditions. Therefore, risk management becomes a main pillar of our sustainability strategy.

For the years to come, the Company has outlined various strategic measures to capture opportunities and business prospects through port business development, including strategic projects such as the development of Bali Maritime Tourism Hub (BMTH), construction of jetty at Batang Integrated Industrial Park (KITB), Ro-Ro terminal development, and service digitalization. These initiatives aim to strengthen operations, boost competitiveness, and deliver added values at the national and global scale.

Digitalization acceleration to improve service efficiency is a strategic priority as a response to the rapid development of external situations. The implementation of digital technology in various operational aspects would enhance cost efficiency and contribute to the emission

pada pengurangan jejak emisi, selaras dengan semangat untuk menuju ekonomi rendah karbon. Dengan langkah-langkah strategis ini, Perseroan berharap dapat turut mendukung percepatan Tujuan Pembangunan Berkelanjutan.

Apresiasi

Pencapaian kinerja sepanjang 2024 menjadi pendorong bagi kami untuk terus berupaya lebih baik dalam menjaga kepercayaan pemangku kepentingan dan memajukan sektor maritim nasional. Kami mengucapkan terima kasih dan memberikan apresiasi kepada seluruh pemangku kepentingan atas dukungan mereka semua kepada Pelindo. Ke depan, kami berharap dapat terus bekerja sama dan saling mendukung untuk mewujudkan Visi Pelindo sebagai Pemimpin Ekosistem Maritim Terintegrasi dan Berkelas Dunia yang peduli pada masa depan generasi mendatang.

reduction, in line with our commitment to achieving low-carbon economy. Through such strategic measures, the Company seeks to support the achievement of Sustainable Development Goals (SDGs).

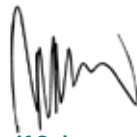
Appreciation

Our performance achievement throughout 2024 shall motivate us to deliver better performance to strengthen our stakeholders' trust and drive the national maritime sector. We would like to extend our gratitude and appreciation to all stakeholders for their endless support to the Company. We look forward to maintain our collaboration and support to realize our Vision to be a World-class Integrated Maritime Ecosystem Leader dedicated to a sustainability future for generations to come.

Jakarta, 28 April 2025

Atas Nama Direksi

On behalf of the Board of Directors,



Arif Suhartono

Direktur Utama | President Director

SURAT PERNYATAAN ANGGOTA DIREKSI TENTANG TANGGUNG JAWAB ATAS LAPORAN KEBERLANJUTAN 2024 PT PELABUHAN INDONESIA (PERSERO)

STATEMENT BY THE MEMBERS OF THE BOARD OF DIRECTORS CONCERNING RESPONSIBILITY FOR THE 2024 SUSTAINABILITY REPORT OF PT PELABUHAN INDONESIA (PERSERO)

Kami yang bertanda tangan di bawah ini menyatakan bahwa semua informasi dalam Laporan Keberlanjutan PT Pelabuhan Indonesia (Persero) tahun 2024 telah dimuat secara lengkap dan bertanggung jawab penuh atas kebenaran isi Laporan Keberlanjutan perusahaan.

We, the undersigned testify that all information disclosed, in the 2024 Sustainability Report of PT Pelabuhan Indonesia (Persero), is presented in its entirety. We are fully responsible for the accuracy of the contents in this Sustainability Report.

Demikian pernyataan ini dibuat dengan sebenarnya.

This Statement is hereby made in all truthfulness.

Jakarta, 28 April 2025



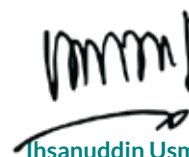
Arif Suhartono
Direktur Utama
President Director



Hambra
Wakil Direktur Utama
Vice President Director



Mega Satria
Direktur Keuangan
Finance Risk



Ihsanuddin Usman
Direktur Sumber Daya Manusia
dan Umum
Human Resources and
General Affairs Director



Prasetyo
Direktur Strategi
Strategy Director



Boy Robyanto
Direktur Investasi
Investment Director



Putut Sri Muljanto
Direktur Pengelola
Managing Director

SURAT PERNYATAAN ANGGOTA DEWAN KOMISARIS TENTANG TANGGUNG JAWAB ATAS LAPORAN KEBERLANJUTAN 2024 PT PELABUHAN INDONESIA (PERSERO)

STATEMENT BY THE MEMBERS OF THE BOARD OF COMMISSIONERS CONCERNING
RESPONSIBILITY FOR THE 2024 SUSTAINABILITY REPORT OF PT PELABUHAN
INDONESIA (PERSERO)

Kami yang bertanda tangan di bawah ini menyatakan bahwa semua informasi dalam Laporan Keberlanjutan PT Pelabuhan Indonesia (Persero) tahun 2024 telah dimuat secara lengkap dan bertanggung jawab penuh atas kebenaran isi Laporan Keberlanjutan perusahaan.

We, the undersigned testify that all information disclosed, in the 2024 Sustainability Report of PT Pelabuhan Indonesia (Persero), is presented in its entirety. We are fully responsible for the accuracy of the contents in this Sustainability Report.

Demikian pernyataan ini dibuat dengan sebenarnya.

This Statement is hereby made in all truthfulness.

Jakarta, 28 April 2025



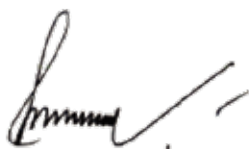
Agus Suhartono

Komisaris Utama/Independen
Main Commissioner/Independent



Suntana

Wakil Komisaris Utama
Deputy Chief Commissioner



Heru Sukanto

Komisaris Independen
Independent Commissioner



Jodi Mahardi

Komisaris
Commissioner



Andus Winarno

Komisaris
Commissioner



Elwi Danil

Komisaris
Commissioner



Rakhman Fuadhy Kurniawan

Komisaris Independen
Independent Commissioner

Tentang Perseroan

Company Profile



Tentang Perseroan

Company Profile

Identitas Perseroan [2-1][2-6]

Company Identity



Nama Perseroan

Company Name

PT Pelabuhan Indonesia (Persero)



Bidang Usaha

Business Sector

**Penyelenggaraan dan Pengusahaan
Jasa Kepelabuhan**

Port Service Provision and Operations

Kepemilikan

Ownership

100%

Pemerintah Republik Indonesia

Government of the Republic of Indonesia



Tanggal Pendirian

Date of Establishment

5 Februari 1960

February 5, 1960



Dasar Hukum Pendirian

Legal Basis of Establishment

Akta Pendirian No. 3 tanggal 1 Desember 1992

Deed of Establishment No. 3 dated December 1, 1992



Modal Dasar

Authorized Capital

Rp156.000.000.000.000



Modal Ditempatkan dan Disetor Penuh

Issued and Fully Paid Up Capital

Rp40.575.584.000.000

Lokasi Operasi

Operating Area

Indonesia

Nama Panggilan

Common Name

Pelindo



Daftar Jaringan Kantor [C.4]

List of Network

Status

Badan Usaha Milik Negara (Persero)

State-Owned Enterprise (Limited Liability Company)

- 1 Kantor Pusat
 - 12 Pelabuhan Regional I
 - 12 Pelabuhan Regional II
 - 25 Pelabuhan Regional III
 - 22 Pelabuhan Regional IV
 - 4 Subholding
- 1 Head Office
 - 12 Ports in Region I
 - 12 Ports in Region II
 - 25 Ports in Region III
 - 22 Ports in Region IV
 - 4 Sub-holdings

Jumlah Pekerja [2-7]

Number of Employees

6.754

pegawai organik per 31 Desember 2024

organic employees as of December 31, 2024

Alamat Kantor/Alamat Korespondensi [C.2]

Company Address / Correspondence
Address

Kantor Pusat | Head Office

Pelindo Tower
Jl. Yos Sudarso No.9,
RT.6/RW.13, Rawabadak Utara, Kec. Koja, Jakarta Utara,
Daerah Khusus Ibukota Jakarta 14230

0214301080 www.pelindo.co.id

Sekretariat Perseroan Corporate Secretary

Ardhy Wahyu Basuki



corp_sec@pelindo.co.id

Media Sosial | Social Media

BUMN Pelabuhan Indonesia

@Pelindo Pelindo

@indonesiaport

Produk dan Jasa [c.4] [2-6] Products and Services

Pasca integrasi, PT Pelabuhan Indonesia (Persero) merupakan perusahaan holding kepelabuhanan yang memiliki klaster bidang usaha:

After the integration, the Company is a port holding company that owns these business clusters:



Visi, Misi, dan Nilai-Nilai Perusahaan [c.1] Vision, Mission, and Corporate Values



Visi
Vision

Menjadi pemimpin ekosistem maritim terintegrasi dan berkelas dunia.

To be a world-class integrated maritime ecosystem leader.



Misi
Mission

Mewujudkan jaringan ekosistem maritim nasional melalui peningkatan konektivitas jaringan dan integrasi pelayanan guna mendukung pertumbuhan ekonomi Indonesia.

To realize national maritime ecosystem network through the increment of network connectivity and service integration, to support Indonesian economic growth.

Nilai-Nilai Perseroan

Corporate Values



Amanah | Trustworthy

Memegang teguh kepercayaan yang diberikan

Upholding the trust that is given



Kompeten | Competent

Terus belajar dan mengembangkan kapabilitas

Learning and developing capabilities continuously



Harmonis | Harmonious

Saling peduli dan menghargai perbedaan

Caring for each other and respecting differences



Loyal | Loyalty

Berdedikasi dan mengutamakan kepentingan bangsa dan negara

Being dedicated and prioritizing the interests of the Nation and the State



Adaptif | Adaptive

Terus berinovasi dan antusias dalam menggerakkan ataupun menghadapi perubahan

Continuing innovations and being enthusiastic in driving or facing changes



Kolaboratif | Collaborative

Membangun kerja sama yang sinergis

Establishing synergy and collaboration

Skala Perseroan [C.3][2-6] Company Scale

Deskripsi Description	Satuan Unit	2024	2023	2022
Jumlah Karyawan Organik Number of Organic Employee	Orang People	6.754	6.988	7.204
Jumlah Pendapatan Operasi Total Operating Revenue	Rp Triliun Trillion Rp	34,83	33,92	32,10
Jumlah Liabilitas Total Liability	Rp Triliun Trillion Rp	77,44	71,50	75,55
Jumlah Ekuitas Total Equity	Rp Triliun Trillion Rp	50,19	46,84	42,80
Jumlah Aset Total Asset	Rp Triliun Trillion Rp	127,63	118,34	118,35
Laba Tahun Berjalan Profit for the Year	Rp Triliun Trillion Rp	3,80	4,01	3,91

Wilayah Usaha [2-1][2-6] Operational Area

Per 31 Desember 2024, Pelindo memiliki 71 cabang dan 255 Unit Bisnis yang tersebar di 4 regional dan 32 provinsi di Indonesia.

As of December 31, 2024, Pelindo owns 71 branch and 255 Business Unit across 4 regions in 32 Provinces.

Wilayah Region	Cabang Branch	Kawasan Area	Unit Bisnis Business Unit
Regional I Region I	12	11	45
Regional II Region II	12	19	48
Regional III Region III	25	15	65
Regional IV Region IV	22	5	97
Total	71	50	255



Karyawan Perseroan [2-7][405-1][SV-PS-330a.1] Employees of the Company

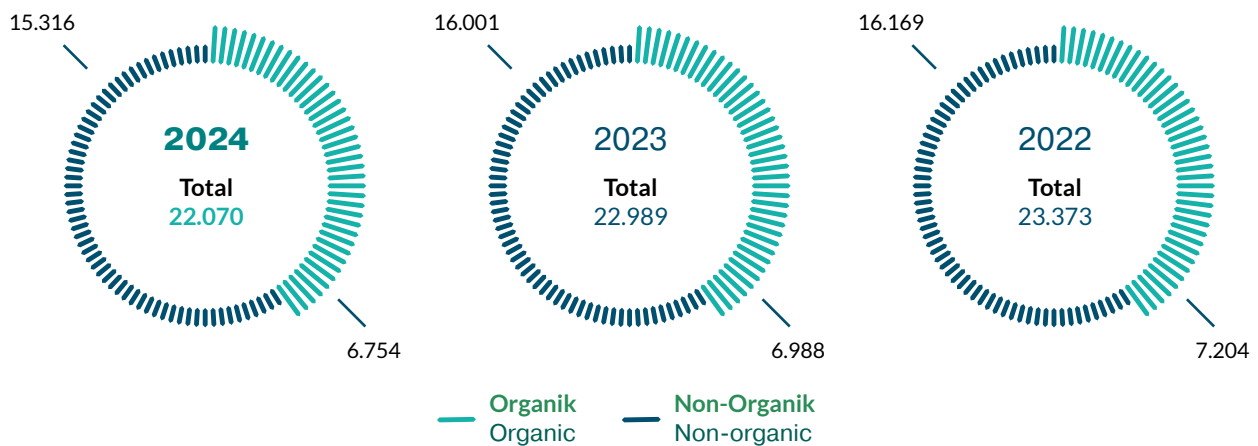
Pelindo mengklasifikasikan karyawan ke dalam dua kategori, yaitu karyawan organik dan karyawan non-organik. Karyawan organik memiliki Nomor Induk Pekerja Pelabuhan (NIPP), termasuk pegawai yang sedang dalam masa percobaan, dan telah diangkat/ditetapkan oleh Perseroan.

The Company classifies its employees to two categories, i.e. organic employees and non-organic employees. Organic employees are those with Port Employee Identification Number (NIPP), including employees on probation period and employees that have been officially recruited by the Company.

Per 31 Desember 2024, karyawan organik Pelindo sebanyak 6.754 orang, menurun 3,35% dari tahun sebelumnya. Penurunan ini disebabkan karena adanya karyawan yang meninggalkan Perseroan dengan berbagai penyebab, seperti pensiun, meninggal, mengundurkan diri, serta adanya penambahan pekerja non organik yang sebelumnya dicatatkan pada sub-holding PT Pelindo Terminal Petikemas, saat ini pencatatannya tidak dimasukkan ke dalam konsolidasi Grup Pelindo.

As of December 31, 2024, the total organic employees of the Company reached 6,754 employees, decreased by 3.35% from the previous year. This decrease occurred due to employees leaving the Company for various reasons, including retirement, death, resignation, as well as the reclassification of non-permanent workers who were previously recorded under the sub-holding PT Pelindo Terminal Petikemas, and are currently excluded from the Pelindo Group's consolidated reporting.

Jumlah Karyawan berdasarkan Status Number of Employees by Status



Jumlah Karyawan Organik berdasarkan Jenis Kelamin Number of Organic Employees by Gender

	2024	2023	2022
	5.480	5.689	5.879
	1.274	1.299	1.325
TOTAL	6.754	6.988	7.204

Jumlah Karyawan berdasarkan Status dan Wilayah Kerja

Number of Employees by Status and Area

Status Pegawai Employment Status	2024			2023			2022*		
	KP HO	KD RO	Total	KP HO	KD RO	Total	KP HO	KD RO	Total
Organik Organic	861	5.893	6.754	733	6.255	6.988	616	6.588	7.204
Non-organik Non-organic	132	15.184	15.316	123	15.878	16.001	-	-	16.169
Total	993	21.077	22.070	856	22.133	22.989	616	6.588	23.373

Keterangan | Remarks:

KP: Kantor Pusat, KD: Kantor di Daerah (Regional) | HO: Head Office, RO: Regional Office

*) data status pegawai non-organik berdasarkan KP dan KD belum tercakup karena sedang proses merger menjadi 1 perusahaan.

*) Non-organic employee status data based on HO and RO has not been included because it is in the process of being merged into 1 company.

Jumlah Pegawai berdasarkan Level Jabatan dan Jenis Kelamin

Number of Employees by Organizational Level and Gender

Level Jabatan Organizational Level	2024			2023			2022
	Pria Male	Wanita Female	Total	Pria Male	Wanita Female	Total	Total
Struktural Structural	1.685	328	2.013	1.707	324	2.031	2.059
Fungsional Functional	936	36	972	1.044	44	1.088	981
General	2.859	910	3.769	2.938	931	3.869	4.164
Total	5.480	1.274	6.754	5.689	1.299	6.988	7.204

Jumlah Pegawai berdasarkan Usia dan Jenis Kelamin

Number of Employee by Age and Gender

Usia Age	2024			2023			2022
	Pria Male	Wanita Female	Total	Pria Male	Wanita Female	Total	Total
<26	5	4	9	12	4	16	23
26-35	1.008	436	1.444	1.305	535	1.840	2.168
36-45	2.224	546	2.770	2.166	478	2.644	2.557
46->51	1.191	145	1.336	1.214	155	1.369	1.407
51 ≤ x < 55	884	114	998	807	106	913	845
≥55	168	29	197	185	21	206	204
Total	5.480	1.274	6.754	5.689	1.299	6.988	7.204

Jumlah Pegawai berdasarkan Tingkat Pendidikan

Number of Employee by Education Level

Tingkat Pendidikan Education Level	2024			2023			2022
	Pria Male	Wanita Female	Total	Pria Male	Wanita Female	Total	Total
Pasca Sarjana Postgraduate	1.026	230	1.256	953	220	1.173	886
Sarjana Bachelor's Degree	2.524	762	3.286	2.579	770	3.349	3.342
Sarjana Muda Associate's Degree	665	203	868	694	205	899	1.047
SLTA Senior High School	1.265	79	1.344	1.462	110	1.566	1.925
SLTP Junior High School	0	0	0	1	0	1	4
Total	5.480	1.274	6.754	5.689	1.305	6.988	7.204



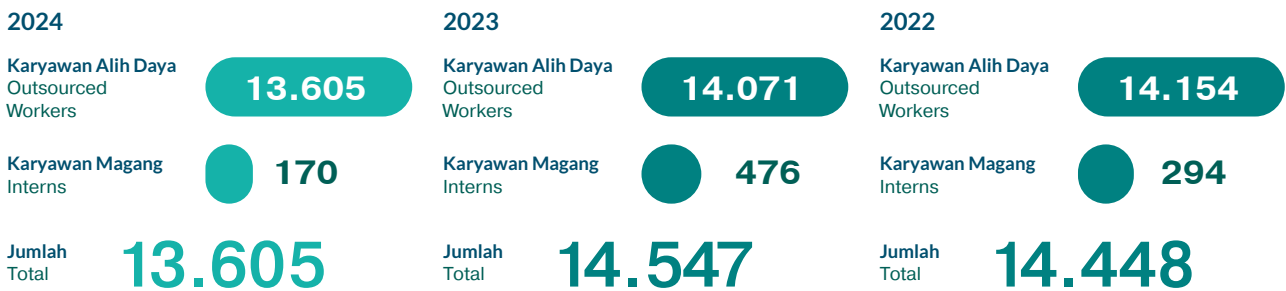
Inisiatif dan pemantauan terkait keberagaman karyawan, termasuk di tingkat manajerial, terus dilakukan secara menyeluruh. Salah satu bentuk implementasinya adalah penetapan KPI bagi Direksi terkait peningkatan jumlah nominasi wanita untuk posisi pejabat struktural di seluruh Pelindo Group, yang dievaluasi setiap tahun. KPI ini juga berlaku bagi Direksi subholding untuk memastikan implementasinya di seluruh entitas anak perusahaan.

Initiatives and monitoring related to employee diversity, including at the managerial level, are continuously conducted across the organization. One form of implementation is the establishment of KPIs for the Board of Directors related to increasing the number of female nominees for structural officer positions throughout Pelindo Group, which are evaluated annually. This KPI also applies to subholding Directors to ensure its implementation in all subsidiaries.

Pelindo juga mempekerjakan pihak ketiga yang tidak memiliki hubungan kerja langsung dengan Perseroan, namun tetap menjalankan tugas atau pekerjaan untuk kepentingan Pelindo, yaitu yaitu karyawan alih daya dan magang. Pekerja alih daya bertugas pada bagian operasional dan administrasi.

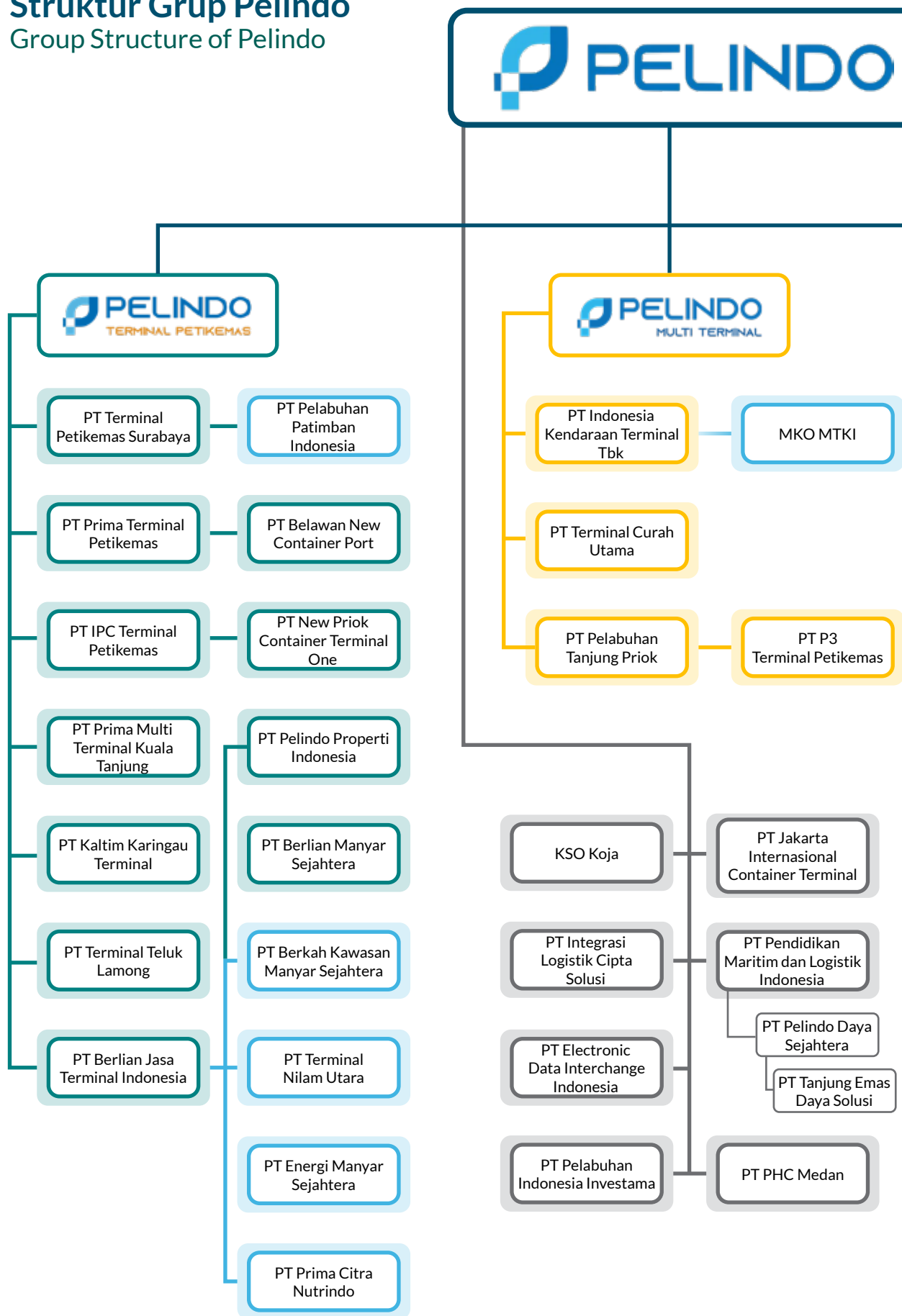
The Company employs third-party workers who have no direct employment relation with the Company but fulfill their duties or jobs for the Company, covering outsourced workers and interns. Outsourced workers are tasked with operational and administrative tasks.

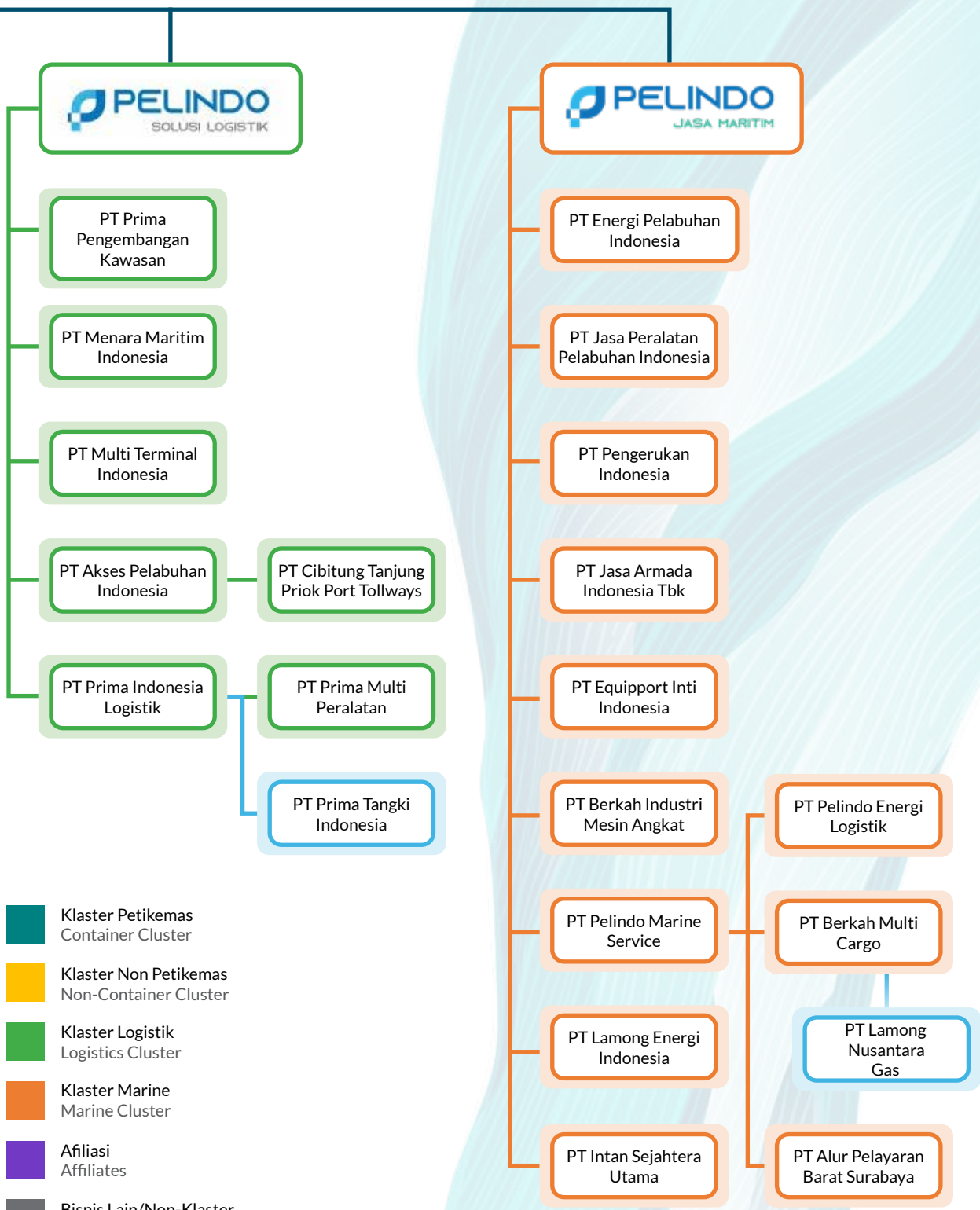
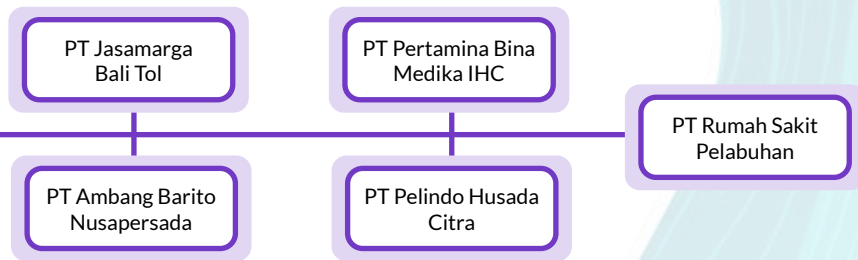
Jumlah Karyawan yang Bukan Pekerja Langsung [2-8]
Number of Third-Party Employees



Struktur Grup Pelindo

Group Structure of Pelindo





- Klaster Petikemas
Container Cluster
- Klaster Non Petikemas
Non-Container Cluster
- Klaster Logistik
Logistics Cluster
- Klaster Marine
Marine Cluster
- Afiliasi
Affiliates
- Bisnis Lain/Non-Klaster
Other Business/Non-Cluster
- Perusahaan Terafiliasi
Affiliated Companies

Rantai Pasokan ^[2024-1] Supply Chain


Pelindo mengutamakan pemasok lokal dalam pengadaan barang dan jasa. Pemasok lokal yang dimaksud adalah entitas yang berlokasi secara geografis di Indonesia. Pelibatan pemasok lokal ini merupakan langkah strategis untuk memperkuat perekonomian domestik dan menciptakan dampak positif bagi pembangunan ekonomi lokal. Selain itu, Pelindo juga menjalin kerja sama dengan pemasok asing, yaitu perusahaan yang berlokasi di luar Indonesia. Kerja sama dengan pemasok asing dilakukan dalam situasi tertentu, seperti ketika barang atau jasa yang dibutuhkan tidak dapat dipenuhi oleh pemasok lokal atau apabila ada pertimbangan lain yang diputuskan oleh manajemen.

Proses pengadaan barang dan jasa Pelindo dilakukan melalui aplikasi e-Procurement berbasis web <https://p-eproc.pelindo.co.id/>. Pengadaan melalui sistem teknologi informasi juga mendukung pelaksanaan yang transparan, kompetitif, dan akuntabel.


The Company prioritizes local suppliers for its goods and service procurement. Local suppliers refer to business entities that are geographically located in Indonesia. The involvement of local suppliers is a strategic measure to strengthen domestic economy and deliver positive impacts on the local economy growth. In addition, the Company maintains collaboration with foreign suppliers, i.e. suppliers that are located outside Indonesia. Such collaboration with foreign suppliers is implemented in certain situations, for example when certain goods or services required by the Company cannot be fulfilled by local suppliers or in the event of certain considerations by the management.

Goods and services procurement of Pelindo is carried out through a web-based app known as e-Procurement, accessible at <https://p-eproc.pelindo.co.id/>. Procurement practices by leveraging information technology system support a transparent, competitive, and accountable execution.

Jumlah Pemasok Barang Total Goods Supplier

	Lokal Local	Asing Foreign	Jumlah Total
2024	13	3	16
2023	35	2	37
2022	53	0	53

Nilai Kontrak Pekerjaan (Rp Juta) Contract Value (Rp Million)

	Lokal Local	Asing Foreign	Jumlah Total
2024	329.911,83	589.940,04	2.295.461,97
2023	589.940,04	1.308.914,28	1.898.854,32
2022	522.453,73	0	522.453,73

Jumlah Pemasok Jasa Total Services Supplier

Lokal | Local

Jumlah Pemasok | Total Supplier

2024	2023	2022
508	493	386

Nilai Kontrak Pekerjaan (Rp Juta) Contract Value (Rp Million)

Lokal | Local

2024	2023	2022
6.635.575,36	2.605.426,15	5.550.061,41

Keterangan | Remarks:

Sejak tahun 2022 Pelindo tidak menggunakan pemasok jasa yang berasal dari luar negeri.
Since 2022, the Company does not engage foreign service suppliers.



Pada tahun 2024, keterlibatan pemasok lokal dalam pengadaan barang dan jasa sebesar 99,43% yaitu sebanyak 521 pemasok dari total 524 pemasok. Jumlah ini menurun dibandingkan tahun 2023 sebesar 528 yang dipengaruhi oleh kebutuhan pengadaan yang berbeda-beda setiap tahunnya. [204-1]

In 2024, local supplier engagement in goods and services procurement reached 99.43%, i.e. 521 suppliers from the total of 524 suppliers. This number decreased from 528 suppliers in 2023 due to procurement needs that vary each year. [204-1]

Pelindo telah menerapkan Kebijakan *Green Procurement* dalam pelaksanaan pengadaan barang dan jasa. Kebijakan Pengadaan Hijau tertuang dalam Peraturan Direksi PT Pelabuhan Indonesia (Persero) Nomor HK. 01/22/9/2/SPGD/UTMA/PLND-23 yang diterbitkan pada 22 September 2023. Persyaratan yang harus diikuti oleh pemasok antara lain menggunakan material dengan spesifikasi yang memenuhi standar lingkungan, mempekerjakan tenaga kerja lokal, serta memiliki ketentuan Kesehatan, Keselamatan, Keamanan, dan Lingkungan (K3L). Selain itu, untuk pekerjaan yang memiliki risiko tinggi harus dilengkapi dokumen *hazard and risk assessment* K3L.

Selain itu, dalam setiap dokumen perikatan antara Pelindo dan pemasok juga diatur bahwa pemasok menerapkan jam kerja maksimum, tidak ada pekerja anak, tidak ada diskriminasi, tidak ada hukuman fisik dalam kebijakan disiplin, kebebasan berserikat, tidak ada kerja paksa, dan kondisi hidup yang dapat diterima. Selain itu, Perseroan juga mewajibkan pemasok untuk memiliki Kebijakan Antikorupsi. Kebijakan ini tertuang di Pedoman Pengadaan Barang dan Jasa di Lingkungan PT Pelabuhan Indonesia (Persero) Pasal 13 dan Petunjuk Teknis - Standar Dokumen Pemilihan Penyedia. [408-1] [409-1]

The Company has implemented Green Procurement Policies across its goods and services procurement practices. The policy related to green procurement is set forth in the Regulation of the Board of Directors of PT Pelabuhan Indonesia (Persero) number HK. 01/22/9/2/SPGD/UTMA/PLND-23 issued on September 22, 2023. The requirements to be fulfilled by the suppliers include using materials that fulfill environmental standards, employing local employees, and putting in place Health, Safety, Security, and Environment (HSE) policy. In addition, high-risk jobs must be supplemented with HSE hazard and risk assessment documents.

In addition, any agreement between Pelindo and supplier governs that the supplier shall implement a maximum working hour, there shall not be child labor, no discrimination, no corporal punishment for disciplinary actions, no forced labor, there shall be freedom to unionize, and proper living condition shall be respected. In addition, the Company also requires suppliers to have an anti corruption policy. Such policy is set forth in the Guidelines for Goods and Service Procurement of PT Pelabuhan Indonesia (Persero) Article 13 and Technical Guidelines – Supplier Selection Document Standards. [408-1] [409-1]

Sepanjang tahun 2024, sebanyak 37% pemasok atau sebanyak 194 pemasok dari 524 pemasok Pelindo telah diseleksi berdasarkan kriteria lingkungan dan sosial dengan nilai kontrak Rp1,09 triliun. Dari 194 pemasok yang diseleksi, sebanyak 59,28% pemasok merupakan pemasok baru Pelindo pada tahun 2024. [308-1][414-1]

Selain proses seleksi, Pelindo juga melakukan evaluasi kinerja pemasok yang dilakukan setiap tahun. Evaluasi kinerja pemasok dilakukan oleh user. Evaluasi yang dilakukan berkaitan dengan mutu/kualitas pekerjaan, waktu penyelesaian pekerjaan, teknis pelaksanaan pekerjaan seperti komunikasi, respons, integritas dalam Sistem Manajemen Anti Penyuapan, mitigasi risiko K3L, koordinasi antar tim, serta *value added service* yang diberikan.

Evaluasi kinerja pemasok dilakukan dengan dua tahapan, yaitu:

- » Tahap pertama, evaluasi kinerja dilakukan pada saat proses pemilihan penyedia, evaluasi dilakukan oleh penyelenggara terkait partisipasi pemasok, respons, dan keaktifan pemasok selama proses pemilihan penyedia.
- » Pada tahap kedua, kinerja pemasok dievaluasi oleh pengguna/unit fungsi selama proses pelaksanaan pekerjaan dan serah terima.

Sampai akhir tahun 2024, terdapat 395 pemasok atau 75,38% dari total pemasok telah dievaluasi kinerjanya. Berdasarkan hasil evaluasi, tidak terdapat pemasok yang teridentifikasi memiliki dampak negatif signifikan terhadap lingkungan dan sosial, baik secara aktual maupun potensial. [308-2][414-2]

Perseroan juga telah menerapkan kebijakan seleksi mitra/pemasok dengan menggunakan kriteria aspek lingkungan, yakni kepatuhan terhadap regulasi lingkungan. Lebih lanjut, selama tahun pelaporan tidak ada satu pun dari 395 pemasok dari total 524 pemasok yang diidentifikasi memiliki dampak negatif signifikan terhadap lingkungan dan sosial, baik secara aktual maupun potensial, berdasarkan hasil penilaian akhir atas kinerja pemasok. [308-2][414-2]

Throughout 2024, 37% of suppliers, or 194 out of 524 Pelindo suppliers, were selected based on environmental and social criteria, with a total contract value of Rp1.09 trillion. Among the 194 selected suppliers, 59.28% were Pelindo's new suppliers in 2024. [308-1][414-1]

In addition to selection process, the Company implements supplier performance evaluation every year. Such supplier performance evaluation is conducted by the user. The evaluation covers work quality, work completion time, work execution techniques including communication, response, and integration of Anti-Bribery Management System, HSE risk mitigation, cross-team coordination, and value-added service provided.

Supplier performance evaluation is conducted in two stages:

- » The first stage involves performance evaluation during the supplier selection process. This evaluation is carried out by the procurement committee, assessing supplier participation, responsiveness, and engagement throughout the selection process.
- » The second stage is conducted by end-users or functional units during the execution of work and handover process.

As of the end of 2024, 75.38% or 395 suppliers have undergone performance evaluation. The evaluation results show that there are no suppliers identified with significant negative impacts on the environment and social, both actual and potential. [308-2][414-2]

The Company has implemented vendor/supplier selection policy through environmental aspect criteria, namely the compliance with environmental regulations. Furthermore, during the reporting period, from 395 suppliers out of the total 524 suppliers, there were no suppliers identified with significant negative impacts on the environment and the society, both actual and potential, based on the final supplier performance evaluation results. [308-2][414-2]

Perubahan Signifikan pada Organisasi dan Rantai Pasokan ^[C.6]

Significant Changes to the Organization and Supply Chain

Pada tahun pelaporan, Pelindo mengalami perubahan signifikan yang mempengaruhi berbagai aspek operasional dan strategi Perseroan. Adapun selama tahun 2024, Pelindo melakukan penerapan akuntansi lindung nilai mulai Tahun Buku 2022 yang berdampak pada rugi selisih kurs sebesar Rp211 miliar dan penyesuaian pendapatan dalam USD Tahun 2024 sebesar Rp1,22 triliun. Selain itu sebagai tindak lanjut dari merger Pelindo pada tahun 2021 lalu, pada tahun 2024 juga dilakukan harmonisasi remunerasi pegawai sehingga terjadi peningkatan beban imbalan kerja.

During the reporting period, Pelindo underwent significant changes that influenced various operational aspects and corporate strategy. In 2024, Pelindo implemented hedge accounting, effective from the 2022 fiscal year, which resulted in a foreign exchange loss of Rp211 billion and an adjustment to revenue in Rp for 2024 amounting to Rp1.22 trillion. Additionally, as part of the ongoing integration following the Pelindo merger in 2021, the Company undertook employee remuneration harmonization in 2024, leading to an increase in employee benefit expenses.

Inisiatif Eksternal

External Initiatives

Pelindo berkomitmen untuk menjaga dan meningkatkan kualitas produk serta layanan dengan memenuhi berbagai prinsip dan inisiatif, termasuk sertifikasi dan standar yang diakui baik di tingkat nasional maupun internasional. Detail mengenai sertifikasi/standar yang masih berlaku selama tahun 2024 terdapat di dalam Laporan Tahunan Perseroan 2024.

The Company is committed to maintaining and improving the quality of its products and services through various principles and initiatives, including certifications and standards that have been acknowledged nationally and internationally. Further details concerning the valid certifications/standards throughout 2024 are presented in the Company's 2024 Annual Report.



Penghargaan Tahun 2024 Awards in 2024

Pelindo telah menerima berbagai apresiasi dari pihak luar atas pencapaian yang diraih. Penghargaan dan apresiasi tersebut mencerminkan komitmen Perseroan dalam menjaga standar kualitas dan keberlanjutan. Detail penghargaan yang diterima Perseroan dapat dilihat pada Laporan Tahunan Perseroan 2024 maupun website Perseroan.

The Pelindo has been awarded with various accolades from external parties for its achievement. Such awards and appreciations showcase the commitment of the Company to maintaining the quality standards and sustainability. The details of awards received by the Company are presented on the 2024 Annual Report as well as the Corporate website.

Nama Penghargaan Name of Award	Penyelenggara Organizer
Program Kolaborasi BUMN "PELITA WARNA" SOE Collaboration Program "PELITA WARNA"	Lembaga Perasyarakatan Kelas I Cipinang Cipinang Correctional Facility Class I
The Best Indonesia CSR-SDG-ESG-Award-VII-2024	Economic Review
The Best Commitment CEO for CSR-SFG-ESG-VII-2024 (Category: Director State Owned Enterprises's Company)	Economic Review
The Best Indonesia CSR-SDG-ESG-Award-VII-2024 (Category: Over All)	Economic Review
Community Involvement & Development (CID) Pendidikan Community Involvement & Development (CID) for Education	BUMN SOE
TJSL Agent of The Year	BUMN SOE
Wellbeing Management	SWA
Reward Management & Talent Retention Strategy	SWA
Commendation for First Year Participation in ASRRAT	National Center for Corporate Reporting

Keanggotaan dalam Asosiasi [C.5] [2-28] Membership in Associations



International Association of ports and Harbors (IAPH) adalah organisasi non-pemerintah yang merupakan aliansi pelabuhan global beranggotakan sekitar 168 pelabuhan dan 134 bisnis terkait pelabuhan di 84 negara yang berkedudukan di Jepang. Pada tahun 2024, Pelindo merupakan satu-satunya anggota IAPH yang mewakili Indonesia.

IAPH is a non-governmental organization of global port alliance, consisting of about 168 ports and 134 port-related business in 84 countries with its headquarter in Japan. In 2024, Pelindo is the only member of IAPH in Indonesia.



ASEAN Port Association (APA) adalah asosiasi Perusahaan pelabuhan di Asia Tenggara. Keanggotaan Indonesia dalam APA diwakili oleh PT Pelabuhan Indonesia (Persero).

APA is the port corporate association in Southeast Asia. The membership of Indonesia in APA is registered under PT Pelabuhan Indonesia (Persero).



Membangun Tata Kelola Keberlanjutan

Developing
Sustainability
Governance



Tata Kelola Keberlanjutan

Sustainability Governance

Pelindo berkomitmen untuk menerapkan tata kelola keberlanjutan yang berpedoman pada prinsip-prinsip tata kelola perusahaan yang baik (GCG) serta berlandaskan pada kepatuhan terhadap hukum. Komitmen penerapan GCG oleh Perseroan ditunjukkan dengan mengacu pada:

1. Undang-Undang No. 40 Tahun 2007 tentang Perseroan Terbatas.
2. Peraturan Menteri BUMN No. PER-2/MBU/03/2023 tentang Pedoman Tata Kelola dan Kegiatan Korporasi Signifikan Badan Usaha Milik Negara.
3. Anggaran Dasar Perusahaan beserta seluruh perubahannya.
4. Peraturan internal yang berlaku di Perseroan di antaranya:
 - a. Peraturan Direksi PT Pelabuhan Indonesia (Persero) Nomor HK.01/27/11/2/TKPT/UTMA/PLND-23 tentang Pedoman Tata Laksana Kerja Hubungan Dewan Komisaris dan Direksi (*Board Manual*) PT Pelabuhan Indonesia (Persero);
 - b. Peraturan Direksi PT Pelabuhan Indonesia (Persero) Nomor SK.01.01/13/12/4/TKPT/UTMA/PLND-23 tentang Pedoman *Good Corporate Governance* Di Lingkungan PT Pelabuhan Indonesia (Persero); dan
 - c. Peraturan Direksi PT Pelabuhan Indonesia (Persero) Nomor HK.01/5/2/1/TKPT/UTMA/PLND-24 tentang Penerapan Tata Kelola Terintegrasi Di Lingkungan PT Pelabuhan Indonesia (Persero).

Penerapan GCG secara konsisten menciptakan nilai tambah bagi seluruh pemangku kepentingan, baik dalam jangka pendek maupun jangka panjang. Pelindo mewajibkan Dewan Komisaris, Direksi, pejabat

The Company is committed to implementing sustainable governance based on good corporate governance (GCG) principles and compliance with the prevailing laws and regulations. The commitment to GCG of the Company refers to:

1. Law No. 40 of 2007 concerning Limited Liability Company.
2. Regulation of the Minister of SOE No. PER-2/MBU/03/2023 concerning Guidelines of Governance and Significant Corporate Activities of State-Owned Enterprises.
3. Articles of Establishment of the Company along with its amendments.
4. The internal regulations applicable within the Company include:
 - a. Regulation of the Board of Directors of PT Pelabuhan Indonesia (Persero) Number HK.01/27/11/2/TKPT/UTMA/PLND-23 concerning the Work Implementation Guidelines for the Relationship between the Board of Commissioners and the Board of Directors (Board Manual) of PT Pelabuhan Indonesia (Persero);
 - b. Regulation of the Board of Directors of PT Pelabuhan Indonesia (Persero) Number SK.01.01/13/12/4/TKPT/UTMA/PLND-23 concerning the Good Corporate Governance Guidelines within PT Pelabuhan Indonesia (Persero); and
 - c. Regulation of the Board of Directors of PT Pelabuhan Indonesia (Persero) Number HK.01/5/2/1/TKPT/UTMA/PLND-24 concerning the Implementation of Integrated Governance within PT Pelabuhan Indonesia (Persero).

Consistent GCG implementation creates added value for all stakeholders in short-term as well as in the long run. Pelindo requires the Board of Commissioners, the Board of Directors, corporate officials, employees, and

perusahaan, karyawan, serta pihak terkait untuk selalu mematuhi hukum dengan berpegang pada etika bisnis. Keberhasilan Pelindo dalam menerapkan GCG dapat dibuktikan selama tahun 2024, Pelindo tidak pernah dikenakan denda atau sanksi hukum apa pun oleh otoritas terkait pelanggaran kepatuhan. Selain itu, juga tidak ada benturan kepentingan di antara Direksi, Dewan Komisaris, maupun Pemegang Saham yang dapat mempengaruhi setiap keputusan yang dibuat. Detail mengenai pengelolaan benturan kepentingan terdapat di dalam Laporan Tahunan Perseroan 2024. [2-15][2-27]

relevant parties to comply with the laws and uphold business ethics. Pelindo successful GCG implementation is reflected in the fact that the Company was not fined nor sanctioned for any legal issues due to non-compliance by law enforcement authorities throughout 2024. In addition, there are no conflicts of interests between the members of the Board of Directors, the Board of Commissioners, and the Shareholders that may influence any decision-making process. Details regarding conflict of interest management is contained in the Company's 2024 Annual Report. [2-15][2-27]

Delegasi Tanggung Jawab terhadap Aspek Keberlanjutan [E.1][2-9][2-11][2-12][2-13][2-14]

Delegation of Responsibilities of Sustainability Aspects

Tata kelola keberlanjutan Perseroan terdiri 3 organ utama, yaitu Rapat Umum Pemegang Saham (RUPS), Dewan Komisaris, dan Direksi. RUPS sebagai organ kepemilikan, Dewan Komisaris sebagai organ pengawasan, dan Direksi memiliki tugas dan tanggung jawab dalam mengelola kinerja operasional Perseroan, termasuk mengelola dampak LST, serta mengembangkan, menyetujui, dan memperbaharui strategi ataupun tujuan terkait pembangunan berkelanjutan. Direksi juga bertanggung jawab untuk meninjau dan menyetujui informasi yang dilaporkan di dalam Laporan Keberlanjutan, termasuk topik material yang dipilih.

The Company's sustainability governance consists of three main bodies: the General Meeting of Shareholders (GMS), the Board of Commissioners, and the Board of Directors. GMS as the ownership body, the Board of Commissioners as the supervisory body, and the Board of Directors is responsible for managing the Company's operational performance, including overseeing ESG impacts, as well as developing, approving, and updating strategies and objectives related to sustainable development. The Board of Directors is also responsible for reviewing and approving the information disclosed in the Sustainability Report, including the selected material topics.

Pada dasarnya seluruh rencana strategis dan pengukuran kinerja manajemen sudah sejalan risiko dan peluang dari LST. Maka dari itu, guna memberikan kinerja yang lebih baik selama tahun 2024, seluruh Dewan Komisaris dan/atau Direksi melakukan pembahasan khusus mengenai topik LST yang dilakukan 5 kali dalam setahun dengan hasil berikut ini :

» Penyiapan data LST dengan baik untuk *Non-Deal Roadshow* (NDR).

Essentially, all strategic plans and management performance measurements are already aligned with ESG-related risks and opportunities. Therefore, to enhance performance throughout 2024, the entire Board of Commissioners and/or Directors held 5 dedicated discussions on ESG topics, resulting in the following outcomes:

» Proper preparation of ESG data for the *Non-Deal Roadshow* (NDR).

- » Penyusunan upaya pengurangan emisi dengan transformasi operasional, elektrifikasi *Quick Charging Connector* (QCC) dan *Rubber Tyred Gantri* (RTG), Pembangkit Listrik tenaga Surya (PLTS), *on-shore power connection*, dan juga penanaman mangrove.
- » Arahan pembentukan Komite Keberlanjutan ESG dan Tanggung Jawab Sosial, hasil penilaian mendapatkan predikat “baik” serta pembahasan dukungan tim terkait atas *area of improvement* untuk penilaian ESG oleh Badan Pengawasan Keuangan dan Pembangunan (BPKP) mendapatkan nilai yang lebih baik.

Dewan Komisaris memiliki tanggung jawab untuk mengawasi kinerja Direksi. Namun demikian, Direksi mendelegasikan pengelolaan kinerja keberlanjutan kepada Department Corporate Sustainability, dengan tugas dan wewenang sebagai berikut: [\[E.1\]\[2-13\]](#)

1. Menyusun usulan konsep dan strategi yang terkait dengan keberlanjutan untuk dikoordinasikan dengan fungsi-fungsi terkait;
2. Menyusun usulan program kerja terkait dengan ESG;
3. Menyusun kebijakan dan prosedur yang terkait dengan keberlanjutan;
4. Menyusun kerangka kerja terkait dengan keberlanjutan;
5. Melakukan pengawasan terhadap pelaksanaan strategi terkait keberlanjutan;
6. Menyusun konsep dan strategi termasuk kebijakan, *framework*, dan prosedur terkait dengan sustainability termasuk usulan program kerja terkait dengan implementasi ESG dan melakukan *cascading* strategi kepada fungsi terkait;
7. Melakukan konsolidasi terkait rencana program kerja ESG yang telah disusun oleh fungsi-fungsi terkait;
8. Melakukan sosialisasi dan pembinaan terkait dengan program kerja, kebijakan, dan prosedur yang berkaitan dengan ESG;
9. Melakukan pengawasan terhadap pencapaian fungsi terkait untuk seluruh aspek ESG;
10. Melakukan inspeksi dan evaluasi dengan standar ESG yang sudah ditetapkan; dan
11. Melakukan penyusunan Laporan Keberlanjutan.

- » Development of emission reduction initiatives through operational transformation, *Quick Charging Connector* (QCC) and *Rubber Tyred Gantri* (RTG) electrification, *Solar Power Plant* (PLTS), *on-shore power connection*, and mangrove planting.
- » The directive to establish the ESG Sustainability and Social Responsibility Committee resulted in an evaluation rating of ‘Good’ with discussions on team support for areas of improvement to achieve a better ESG evaluation score from Financial and Development Supervisory Agency.

The Board of Commissioners is responsible for overseeing the performance of the Board of Directors. However, the Board of Directors delegates the management of sustainability performance to the Corporate Sustainability Department, whose duties and authorities are as follows: [\[E.1\]\[2-13\]](#)

1. Prepare proposals for concepts and strategies related to sustainability to be coordinated with related functions;
2. Prepare proposals for work programs related to ESG;
3. Prepare policies and procedures related to sustainability;
4. Prepare frameworks related to sustainability;
5. Supervise the implementation of strategies related to sustainability;
6. Prepare concepts and strategies including policies, framework, and procedures related to sustainability including proposals for work programs related to ESG implementation and carry out strategy cascading to related functions;
7. Consolidate the ESG work program plans that have been prepared by related functions;
8. Conduct socialization and coaching related to work programs, policies, and procedures related to ESG;
9. Supervise the achievement of related functions for all aspects of ESG;
10. Conduct inspections and evaluations with established ESG standards; and
11. Prepare Sustainability Reports.

Pengelolaan kinerja keberlanjutan disampaikan secara bulanan, triwulan, semester, dan tahunan tergantung pada ketersediaan data. Data-data ini akan diberikan kepada Department Corporate Sustainability yang pada gilirannya akan disampaikan kepada Direksi. [2- 12]

Pemegang Saham melalui Rapat Umum Pemegang Saham (RUPS), memiliki kewenangan untuk mengangkat dan memberhentikan, serta menentukan besaran remunerasi Direksi dan Dewan Komisaris. Setiap tahun Perseroan melakukan penilaian kinerja Direksi, Dewan Komisaris, serta organ-organ di bawahnya. Penilaian kinerja dilakukan secara internal dan menggunakan Indikator Kinerja Utama (KPI), dengan indikator-indikator penilaian berkaitan dengan aspek keberlanjutan seperti implementasi *Green Technology* di pelabuhan, peningkatan Tingkat Komponen Dalam Negeri (TKDN), realisasi Penyertaan Modal Negara (PMN), rasio talent muda dan wanita, serta penyehatan Dana Pensiun. Pencapaian KPI dievaluasi secara berkala dan dilaporkan kepada Pemegang Saham. Adapun dari hasil seluruh evaluasi penilaian badan tata kelola tertinggi akan ditindaklanjuti untuk peningkatan kinerja periode selanjutnya. [2-10]

The sustainability performance management is reported monthly, quarterly, semesterly, and annually depending on data availability. The data is submitted to the Corporate Sustainability Department to be reported to the Board of Directors. [2- 12]

The Shareholders, through the General Meeting of Shareholders (GMS), have the authority to appoint and dismiss, as well as determine the remuneration of the Board of Directors and Board of Commissioners. Each year, the Company conducts a performance evaluation of the Board of Directors, Board of Commissioners, and its subordinate entities. Performance evaluations are carried out internally using Key Performance Indicators (KPI), with assessment indicators related to sustainability aspects, such as the implementation of *Green Technology* in ports, increased Domestic Component Level (TKDN), realization of State Capital Injection (PMN), the ratio of young and female talents, and pension fund restructuring. KPI achievements are periodically evaluated and reported to the Shareholders. The results of these evaluations by the highest governance body will be followed up to improve performance in the next period. [2-10]

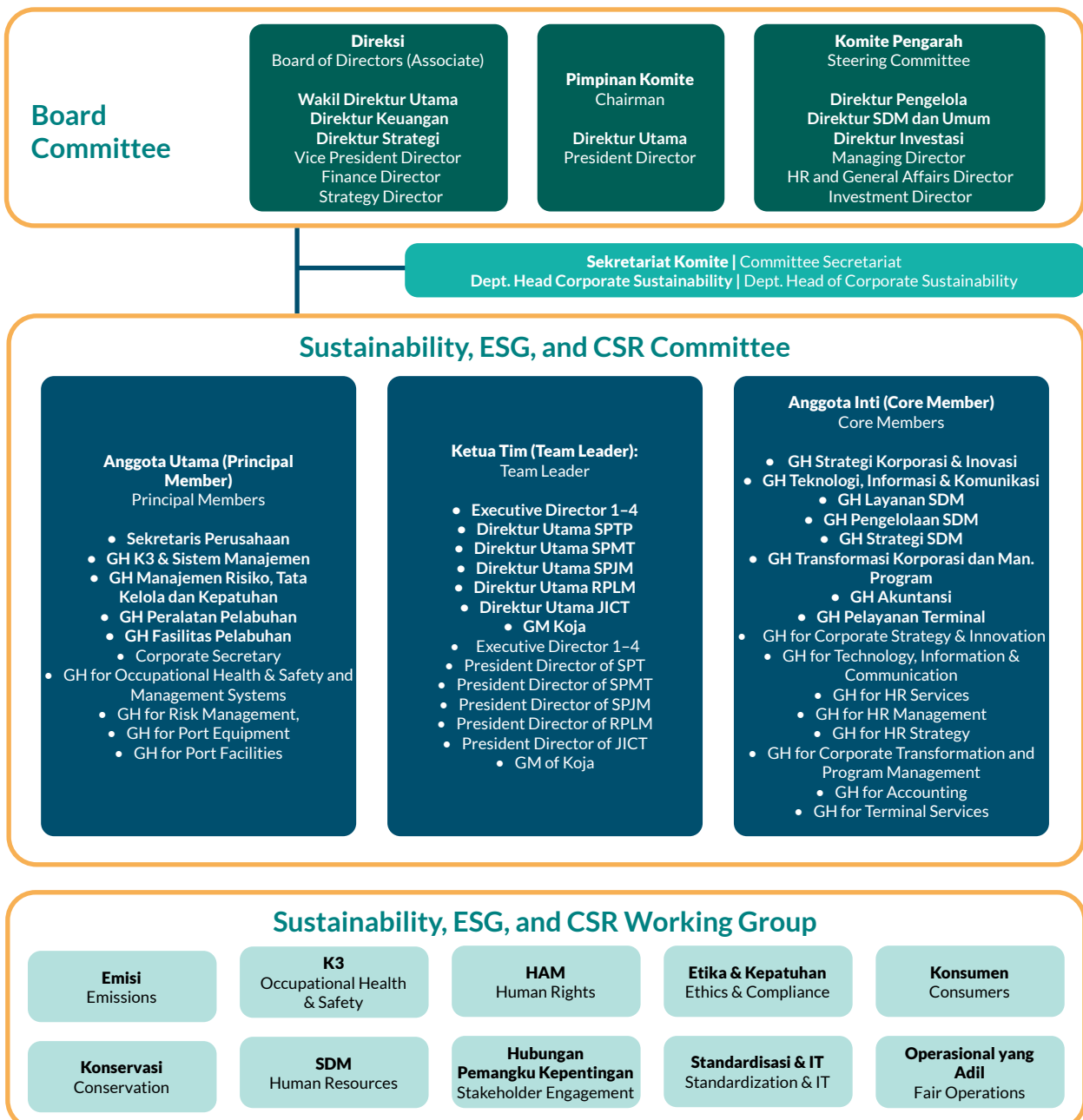
Detail mengenai RUPS, struktur dan komposisi Dewan Komisaris, Direksi, beserta fungsi-fungsi di bawahnya, proses nominasi dan seleksi, tugas dan tanggung jawab, kebijakan dan remunerasi, serta evaluasi kinerja terdapat di dalam Laporan Tahunan PT Pelabuhan Indonesia (Persero) 2024 yang dapat diakses di web: <https://www.pelindo.co.id/investor/laporan-tahunan>. Adapun kinerja keberlanjutan juga sangat berpengaruh kepada penentuan remunerasi bagi badan tata kelola tertinggi Perseroan. [2-9] [2-10] [2-11] [2-18] [2-19] [2-20] [2-21]

Further details concerning GMS, structure and composition of the Board of Commissioners, the Board of Directors, and the functions below them, nomination and selection process, duties and responsibilities, policies and remunerations, as well as performance evaluation are presented in the 2024 Annual Report of PT Pelabuhan Indonesia (Persero) which is accessible through this website: <https://www.pelindo.co.id/investor/laporan-tahunan>. Sustainability performance also has a significant influence on determining remuneration for the Company's highest governance body. [2-9] [2-10] [2-11] [2-18] [2-19] [2-20] [2-21]

Struktur Organisasi Tata Kelola Keberlanjutan Organization Structure of Sustainable Governance

Sebagai bentuk komitmen terhadap praktik keberlanjutan yang terintegrasi dan bertanggung jawab, Perseroan telah membentuk struktur tata kelola keberlanjutan yang melibatkan berbagai unit dan fungsi strategis. Struktur ini dirancang untuk memastikan pengelolaan aspek lingkungan, sosial, dan tata kelola (LST/ESG) berjalan secara efektif, terkoordinasi, dan selaras dengan arah kebijakan perusahaan. Melalui sinergi antarkomite dan kelompok kerja, Perseroan mendorong terciptanya nilai tambah berkelanjutan bagi seluruh pemangku kepentingan. Bagan berikut menggambarkan struktur organisasi tata kelola keberlanjutan yang telah diimplementasikan oleh Perseroan.

As part of our commitment to integrated and responsible sustainability practices, the Company has established a sustainable governance structure involving various strategic units and functions. This structure is designed to ensure the effective, coordinated, and policy-aligned management of environmental, social, and governance (ESG) aspects. Through synergy among committees and working groups, the Company strives to generate long-term sustainable value for all stakeholders. The following diagram illustrates the sustainable governance organization structure that has been implemented by the Company.



Perseroan juga sedang melakukan langkah awal dalam persiapan implementasi IFRS keberlanjutan.

The Company is currently on its initial stage of IFRS Sustainability implementation preparation.

Langkah Awal Penerapan IFRS Sustainability (2023) Initial Stage of IFRS Sustainability (2023) Implementation	Progress 2024 2024 Progress
Tata Kelola Governance	
<ul style="list-style-type: none"> » Dalam tahap penyusunan Peta Jalan ESG » Disusunnya Pedoman Upaya Keberlanjutan Perusahaan Pelindo » Penyesuaian sistem manajemen risiko dengan fokus pada evaluasi risiko lingkungan, sosial, dan tata kelola (LST), yang mencakup aspek perubahan iklim » ESG Roadmap development stage » Formulating the Pelindo Corporate Sustainability Efforts Guidelines » Adaptation of risk management system with the focus on environmental, social, and governance (ESG) risk evaluation, covering climate change aspects 	<ul style="list-style-type: none"> » Peta Jalan ESG Tahun 2025-2029 telah disahkan oleh Direksi pada Desember 2024 » Penurunan Rencana Kerja untuk meratifikasi Peraturan Direksi Pedoman Upaya Keberlanjutan Perusahaan kepada Para subholding » The 2025-2029 ESG Roadmap was approved by the Board of Directors in December 2024. » Developing a Work Plan to ratify the Board of Directors Regulation on Corporate Sustainability Efforts Guidelines for the subholdings
Strategi Strategy	
<ul style="list-style-type: none"> » Studi <i>benchmarking</i> terhadap inisiatif berkelanjutan dari perusahaan pelabuhan global terkemuka » Menetapkan target akhir 10 tahun sebagai pelabuhan berkelanjutan » Menetapkan inisiatif dan <i>roadmap</i> implementasi jangka panjang » Membuat analisis skenario iklim » Benchmarking study against sustainability initiative of leading global port companies » Determination of final 10-year target as sustainable ports » Determination of long-term initiatives and implementation roadmap » Development of climate scenario analysis 	<ul style="list-style-type: none"> » Penyusunan ESG Roadmap menggunakan studi banding melalui data sekunder dari beberapa operator terminal internasional » Perumusan inisiatif strategis roadmap 2025-2029 melibatkan berbagai divisi dan juga subholding » The development of the ESG Roadmap is based on benchmarking studies using secondary data from several international terminal operators. » The formulation of strategic initiatives for the 2025-2029 roadmap involves various divisions and subholdings
Manajemen Risiko Risk Management	
<ul style="list-style-type: none"> » Melakukan asesmen terhadap beberapa operasional pelabuhan dengan melibatkan asesor independen terhadap parameter <i>green and smart port</i> » Mengikuti ESG Rating dengan skor 13,1 atau <i>low risk</i> » Melakukan identifikasi risiko dan peluang terkait perubahan iklim » Conducting assessments of several port operations by involving independent assessors based on green and smart port parameters. » Fulfillment of ESG Rating with the score of 13.1 or low risk » Identifying risks and opportunities related to climate change 	<ul style="list-style-type: none"> » Penentuan risiko korporat berdasarkan iklim beserta upaya mitigasinya » Adanya pengungkapan dampak secara finansial » Determining corporate climate-related risks along with mitigation efforts » Disclosing financial impacts
Metriks dan Target Metrics and Target	
<ul style="list-style-type: none"> » Transisi <i>Net Zero Emission</i> » Konservasi Aktif » Pemberdayaan Sumber Daya Manusia » Menggalakkan Kesehatan dan Keselamatan Kerja » Menegakkan HAM » Membangun Hubungan Komunitas » Menegakkan standar etika » Standardisasi dan Digitalisasi » Net Zero Emission Transition » Active Conservation » Human Resource Empowerment » Promoting Occupational Health and Safety » Upholding Human Rights » Building Community Relations » Enforcing Ethical Standards » Standardization and Digitalization 	<p>Penentuan target <i>ESG Roadmap</i> 2025-2029:</p> <ul style="list-style-type: none"> » Reduksi emisi 21% pada 2030 » Memastikan dampak positif pada ekosistem lokal » Pelatihan 100% pegawai dalam praktik keberlanjutan » <i>Zero workplace-fatality</i> » Pemenuhan 100% HAM » Meningkatkan program dan keterlibatan komunitas » <i>Zero tolerance</i> penyuapan dan korupsi » Standardisasi operasi pelabuhan dan upaya digitalisasi di seluruh operasi pelabuhan <p>ESG Roadmap 2025-2029 Target Setting:</p> <ul style="list-style-type: none"> » 21% emission reduction by 2030 » Ensuring a positive impact on the local ecosystem » 100% employee training in sustainability practices » Zero workplace fatalities » 100% compliance with human rights standards » Enhancing community programs and engagement » Zero tolerance for bribery and corruption » Standardizing port operations and advancing digitalization across all port activities

Penilaian Risiko atas Penerapan Keberlanjutan

Sustainability Implementation Risk Assessment

[E.3][E.5][2-23][2-25]

Perseroan mulai melakukan persiapan implementasi *International Financial Reporting Standards* (IFRS) Sustainability. Secara berkala, Perseroan melakukan identifikasi risiko dalam setiap aktivitas bisnis yang berkaitan dengan risiko keberlanjutan. Risiko yang telah diidentifikasi kemudian diukur, dipantau, dan dikendalikan oleh masing-masing Kepala Divisi. Dewan Komisaris dan Direksi akan melakukan evaluasi secara berkala untuk menilai keefektifan proses manajemen risiko yang diterapkan oleh Kepala Divisi.

The Company has started the preparation process for *International Financial Reporting Standards* (IFRS) Sustainability Implementation. The Company regularly identifies sustainability-related risks across its business activities. The identified risks are to be measured, monitored, and controlled by each Division Head. The Board of Commissioners and the Board of Directors will carry out periodic evaluation to assess the effectiveness of risk management process implemented by the Division Head.

Risiko Utama, Pengaruh Terhadap Perseroan, dan Mitigasi

Main Risks, Impacts on the Company, and Mitigation

Risiko Risk	Pengaruh Terhadap Perseroan Impacts on the Company	Mitigasi Mitigation
Aspek Lingkungan Environmental Aspects		
Pencemaran lingkungan (udara) Environmental pollution (air)	Dampak negatif pada udara akibat operasi pelabuhan yang menggunakan peralatan tidak ramah lingkungan sehingga berkontribusi pada peningkatan emisi karbon. Negative impacts on the air from port operations without environmentally friendly equipment, hence contributing to carbon emission increase.	<ol style="list-style-type: none"> 1. Penyusunan <i>final report roadmap</i> 2. Pelaksanaan internalisasi <i>roadmap</i> 3. Berita acara pelaksanaan <i>running trial test dashboard</i> <ol style="list-style-type: none"> 1. Development of final report roadmap 2. Implementation of roadmap internalization 3. Report of running trial test dashboard execution
Pencemaran Lingkungan lingkungan (tanah dan air) Environmental pollution (land and water)	Dampak negatif pada lingkungan sekitar akibat pencemaran limbah domestik operasional pelabuhan yang menyebabkan kerugian finansial dan buruknya reputasi Perseroan. Negative impacts on the surrounding communities due to domestic waste pollution from port operations that cause financial losses and reputational damage on the Company.	Implementasi energi terbarukan dan elektrifikasi peralatan. Implementation of renewable energy and equipment electrification.
Aspek Sosial Social Aspects		
Komplain/tuntutan masyarakat sekitar pelabuhan yang berujung demonstrasi Complaints/demands of the communities surrounding the port that lead to demonstration	Keluhan atau tuntutan dari masyarakat sekitar pelabuhan terkait dampak lingkungan, kebisingan, atau masalah lain yang terkait dengan proyek pembangunan terminal/pelabuhan mempengaruhi citra Perseroan di mata publik. Complaints or demands from the communities surrounding the ports concerning environmental impacts, noise level, or other issues regarding terminal/port construction project would impact the reputation of the Company among the general public.	<ol style="list-style-type: none"> 1. Sosialisasi pelaksanaan proyek yang berdampak pada masyarakat/fasilitas masyarakat 2. Penyediaan anggaran mitigasi dampak sosial dan lingkungan pembangunan Proyek Strategis Nasional 3. Pelibatan/rekrutmen masyarakat lokal sebagai tenaga kerja dalam Pembangunan Proyek Strategis Nasional <ol style="list-style-type: none"> 1. Dissemination of project execution that may impact the public/public facilities 2. Allocation of budget for social and environmental impact mitigation of National Strategic Projects 3. Involvement/recruitment of local community members as workers in National Strategic Projects


Risiko Risk	Pengaruh Terhadap Perseroan Impacts on the Company	Mitigasi Mitigation
Demotivasi pekerja Employee demotivation	Menurunnya semangat dan motivasi pekerja yang dapat mempengaruhi produktivitas dan kinerja Perseroan. Reduced ambition and demotivation of employees may impact the Company's productivity and performance.	<ol style="list-style-type: none"> 1. Penyusunan kebijakan remunerasi dan fasilitas pekerja 2. Penyusunan Pedoman Pemetaan dan Penyiapan Alih Profesi SDM sejalan dengan implementasi pemurnian bisnis 3. Implementasi PKB dan PB 4. Pengelolaan aplikasi Keluh Kesah Pekerja (P-Talk) <ol style="list-style-type: none"> 1. Development of remuneration policies and employee facilities 2. Development of Guidelines for Mapping and Preparation of Human Resource Career Transition in line with the implementation of core business refocusing 3. Implementation of CLA and CA 4. Management of Keluh Kesah Pekerja (P-Talk) application
Aspek Tata Kelola Governance Aspects		
Fraud/Penyuapan/Gratifikasi/ Pelanggaran Etik lainnya Fraud/Bribery/Gratification/Other Violation of Business Ethics	Kegagalan pekerja atau mitra bisnis dalam mematuhi kode etik perusahaan yang dapat mempengaruhi citra Perseroan. Failure of employee or business partner to fulfill the code of conduct may damage the reputation of the Company.	Penerapan, monitoring, sosialisasi dan evaluasi atas pelaksanaan pengelolaan <i>whistleblowing system</i> , gratifikasi, benturan kepentingan, dan <i>antifraud</i> . Implementation, monitoring, dissemination, and evaluation of whistleblowing system management, gratification, conflicts of interests, and anti-fraud.

Sebagai langkah untuk memitigasi risiko perubahan iklim, Perseroan telah mengidentifikasi risiko perubahan iklim yang berdampak pada finansial Perseroan. Perseroan melakukan investasi perbaikan dan pengembangan infrastruktur dan suprastruktur yang pada tahun 2024, total realisasinya mencapai Rp795,82 miliar. Perseroan juga telah mengalokasikan anggaran hingga tahun 2025 untuk perbaikan dan pengembangan infrastruktur dan suprastruktur di berbagai wilayah kerja Pelindo sebagai langkah adaptasi dan mitigasi perubahan iklim sebesar Rp1,75 triliun. [201-2]




As a way to mitigate climate change risks, the Company has identified climate change risks that impact its financial performance. To mitigate these risks, the Company has invested in infrastructure and superstructure improvements and developments, with a total realization of Rp795.82 billion in 2024. Additionally, the Company has allocated a budget of Rp1.75 trillion through 2025 for infrastructure and superstructure enhancements across various Pelindo operational areas as part of its climate change adaptation and mitigation efforts. [201-2]

Risiko perubahan iklim yang telah diidentifikasi Perseroan, di antaranya: [201-2]

Climate-related risks as identified by the Company are presented as follows: [201-2]

Jenis Risiko Risk Type	Rencana Mitigasi Mitigation Plan
Risiko Fisik Physical Risks	
 <p>Banjir Rob Pelabuhan di pesisir dapat mengalami gangguan operasional akibat peningkatan frekuensi dan intensitas banjir.</p> <p>Tidal Flood Coastal ports may experience operational disruptions due to increased frequency and intensity of flooding.</p>	<ul style="list-style-type: none"> » Implementasi peringatan dini untuk memantau kondisi cuaca ekstrem. » Pengembangan rencana darurat dan pelatihan staf untuk menghadapi situasi darurat terkait cuaca ekstrem. » Implementation of early warnings to monitor extreme weather conditions. » Development of emergency plans and staff training to deal with emergency situations related to extreme weather.

	Jenis Risiko Risk Type	Rencana Mitigasi Mitigation Plan
	<p>Badai dan Angin Kencang Dapat merusak infrastruktur pelabuhan seperti crane, gudang, dan peralatan lainnya, serta mengganggu layanan pelayaran atau layanan pelabuhan.</p> <p>Storms and Strong Winds May damage port infrastructure such as cranes, warehouses, and other equipment, as well as disrupting shipping services and port services.</p>	<ul style="list-style-type: none"> » Implementasi sistem peringatan dini. » Bekerja sama dengan pihak terkait seperti Badan Meteorologi, Klimatologi, dan Geofisika (BMKG) serta lembaga pemerintah setempat untuk mendapatkan informasi dan bantuan saat cuaca ekstrem terjadi. » Implementation of early warning system. » Collaboration with relevant parties such as the Meteorology, Climatology, and Geophysics Agency (BMKG) and local government institutions to obtain information and assistance when extreme weather occurs.
	<p>Kenaikan Permukaan Air Laut Dapat mengakibatkan kerusakan atau kerugian infrastruktur dan memerlukan peningkatan elevasi dermaga.</p> <p>Sea Level Rise May result in damage or loss of infrastructure and require an increase in dock height.</p>	<ul style="list-style-type: none"> » Meningkatkan elevasi infrastruktur pelabuhan secara berkala meningkatkan infrastruktur pelabuhan Pelindo untuk memitigasi kenaikan permukaan air laut. » Memastikan pompa air bekerja dengan baik saat terjadinya kenaikan permukaan air laut. » Melakukan pemeliharaan tanggul dan saluran air sehingga meminimalisir potensi gangguan operasional pelindo akibat banjir rob. » Melakukan penyesuaian pada desain pelabuhan, seperti pembangunan dinding laut dan peninggian elevasi dermaga maupun lapangan penumpukan. » Raising port elevations periodically and improving Pelindo port infrastructure to mitigate rising sea level. » Ensuring the functionality of water pump during sea level rise. » Maintenance of embankments and drainage systems was carried out to minimize the potential operational disruptions at Pelindo caused by tidal flooding. » Making adjustments to the port design, such as seawall construction and raising dock and storage yard elevation.
	<p>Erosi Pantai dan Sedimentasi Pengurangan area pelabuhan dan gangguan pada jalur akses kapal.</p> <p>Coastal Erosion and Sedimentation Reduction in port areas and ship access route disruptions.</p>	<p>Melakukan pengerukan secara berkala sebagai bagian dari aktivitas pemeliharaan alur dan kolam pelabuhan.</p> <p>Carrying out regular dredging as a part of port channel and basin maintenance activities.</p>
	<p>Panas Ekstrem (Gelombang Panas) Potensi risiko terhadap logistik dan keselamatan pekerja akibat panas ekstrem (<i>heat stress</i>) yang mempengaruhi kinerja serta keselamatan pekerja.</p> <p>Extreme Heat (Heatwave) The potential risks to logistics and worker safety due to extreme heat (heat stress), which affects performance and overall worker safety.</p>	<ul style="list-style-type: none"> » Penyediaan tempat perlindungan dan air minum bagi pekerja di lokasi kerja yang terpapar panas ekstrem. » Provision of shelter and drinking water for the workers at work areas exposed to extreme heat.
	<p>Kekeringan Potensi terganggunya operasi logistik akibat kekeringan yang menyebabkan berkurangnya pasokan air, khususnya pasokan air untuk kebutuhan kapal yang dilayani oleh pelabuhan-pelabuhan Pelindo.</p> <p>Drought Potential disruption of logistics operations due to drought that causes reduced water supply, particularly water supply for the needs of ships served by Pelindo ports.</p>	<ul style="list-style-type: none"> » Menggunakan <i>road sweeper</i> dan unit mobil penyiram air untuk jalanan dan juga area taman di pelabuhan, khususnya di musim kemarau untuk mengurangi polutan debu dan memastikan tetap hijau dan dapat tumbuh dengan baik. » Penggunaan teknologi <i>Sea Water Reverse Osmosis (SWRO)</i>, seperti yang sudah diterapkan di Pelabuhan Tanjung Priok. » Kerja sama dengan mitra penyedia air bersih untuk memastikan keandalan pasokan air, khususnya untuk kebutuhan kapal. » Utilizing road sweepers and water sprinkler units to water roads and garden areas at ports, especially during dry season to reduce dust pollution and ensure the plants remain alive and grow well. » Utilizing Sea Water Reverse Osmosis (SWRO) technology as implemented in Tanjung Priok Port. » Collaboration with clean water providers to ensure water supply reliability, especially for ships.

Jenis Risiko Risk Type	Rencana Mitigasi Mitigation Plan
<p>Risiko Transisi Transition Risks</p>  <p>Regulasi Risiko terkait dengan perubahan kebijakan regulasi yang dapat mempengaruhi biaya operasional dan persyaratan lingkungan yang lebih ketat.</p> <p>Regulations Risk associated with changes to regulatory policies that may affect operational costs and stricter environmental requirements.</p>	<p>Bersinergi dengan Kementerian Perhubungan untuk melaksanakan aksi mitigasi perubahan iklim pada sektor transportasi sesuai dengan Keputusan Menteri Perhubungan nomor KM 8 Tahun 2023 tentang Penetapan Aksi Mitigasi Perubahan Iklim Sektor Transportasi untuk Pencapaian Target Kontribusi yang Ditetapkan Secara Nasional dengan mengembangkan proyek elektrifikasi, pembangunan solar panel, dan sistem komunikasi terkait informasi cuaca.</p> <p>Synergizing with the Ministry of Transportation to implement climate change mitigation action in the transportation sector in accordance with the Decree of Minister of Transportation number KM 8 of 2023 concerning Determination of Climate Change Mitigation Actions in the Transportation Sector to Achieve Nationally Determined Contribution Targets by developing electrification projects, building solar panels, and establishing communication system for weather information.</p>
 <p>Reputasi Ancaman terhadap citra Perseroan akibat terlibat dalam skandal lingkungan, seperti polusi air atau kegiatan logistik lainnya.</p> <p>Reputation Threats to the Company's reputation due to its involvement in environmental scandals such as water pollution or other logistics activities.</p>	<ul style="list-style-type: none"> » Menerapkan praktik manajemen lingkungan yang ketat dan melakukan pemantauan terhadap operasi logistik secara berkala. » Menerbitkan laporan keberlanjutan dan laporan ESG secara berkala untuk mengkomunikasikan upaya Pelindo pada aspek-aspek ESG. » Bagi masyarakat atau pemangku kepentingan yang lain yang lingkungannya terdampak negatif bisa menghubungi Sekretariat Perusahaan melalui E-mail: corp_sec@Pelindo.co.id » Implementing strict environmental management practices and monitoring logistics operations regularly. » Publishing sustainability reports and ESG reports periodically to communicate the Company's efforts related to ESG aspects. » Community members or other stakeholders whose environment suffers from negative impacts may contact the Corporate Secretary through the email at corp_sec@Pelindo.co.id
 <p>Teknologi Risiko terkait dengan perubahan teknologi dan inovasi dalam ogistic yang dapat mempengaruhi keberlanjutan operasional dan investasi dalam teknologi baru.</p> <p>Technology Risks related to technological advancements and innovation in logistics sector that may impact operational sustainability and investment in new technologies.</p>	<p>Mengadopsi teknologi dengan menggunakan <i>remote crane</i>, seperti di Terminal Teluk Lamong. Penerapan <i>remote crane</i> ini telah meningkatkan efisiensi operasional di area tersebut.</p> <p>Adopting technology leveraging remote crane, such as in Teluk Lamong Terminal. The implementation of remote crane has improved the operational efficiency in the area.</p>
 <p>Risiko Pasar Risiko terkait dengan penurunan permintaan pasar terhadap layanan atau produk yang dianggap tidak ramah lingkungan atau tidak berkelanjutan. Pasar juga menunjukkan semakin naiknya tren yang meminta biaya logistik yang lebih terjangkau di mana hal ini juga sejalan dengan target Pemerintah Indonesia untuk menekan biaya logistik nasional.</p> <p>Market Risks Risks associated with the decreased market demand for services and products considered to not be environmentally friendly or sustainable. The market also shows an increasing demand of more affordable logistics cost, which is in line with the Indonesian government target to reduce the national logistics cost.</p>	<ul style="list-style-type: none"> » Mengembangkan <i>Integrated Port Services</i> yang dapat mengurangi waktu tempuh, biaya logistik, dan juga emisi karbon dari penggunaan truk. » Mengintegrasikan konektivitas dengan moda transportasi lain, seperti kereta api. » Developing <i>Integrated Port Services</i> to reduce travel time, logistics cost, and carbon emissions from truck use. » Integrating connectivity with other modes of transportation such as trains.

Permasalahan dalam Penerapan Keberlanjutan ^[E.5] Issues on Sustainability Implementation

Dalam upaya untuk menerapkan keberlanjutan, Perseroan dihadapkan oleh beberapa permasalahan dan tantangan, di antaranya:

- » Pemahaman karyawan terkait dengan LST yang belum merata
- » Adanya kendala dalam perhitungan jejak karbon
- » Standar dan regulasi LST yang kompleks

Untuk menghadapi tantangan tersebut, Perseroan terus beradaptasi dan memanfaatkan peluang, serta berkolaborasi dengan mitra strategis dalam mendukung penerapan keberlanjutan.

In its endeavors to implement sustainability, the Company faces various issues and challenges, such as:

- » Uneven employee understanding of ESG
- » Challenges in calculating carbon footprint
- » Complex ESG standards and regulations

To tackle such challenges, the Company is required to adapt and catch opportunities as well as collaborate with strategic partner to support the implementation of sustainability.

Pengembangan Kompetensi terkait Keberlanjutan ^{[F.1][E.2][2-17]} Competency Development for Sustainability

Perseroan memberikan tanggung jawab kepada Dewan Komisaris, Direksi, dan Department Corporate Sustainability untuk meningkatkan kompetensi terkait aspek keberlanjutan dengan mengikuti berbagai kegiatan, seperti seminar maupun *workshop*. Sepanjang tahun 2024, Pelindo telah mengikutsertakan 3 Dewan Komisaris dan 4 Direksi dalam pelatihan keberlanjutan. Lebih lanjut, karyawan juga mengikuti pelatihan terkait aspek-aspek keberlanjutan mulai dari lingkungan, risiko, K3, keuangan keberlanjutan, LST, dan sebagainya secara luring maupun daring melalui berbagai platform salah satunya adalah Portaverse.

The Company places responsibility on the Board of Commissioners, the Board of Directors, and the Corporate Sustainability Department for competency development related to sustainability aspects by participating in various activities, such as seminars and workshops. Throughout 2024, the Company registered 3 members of the Board of Commissioners and 4 members of the Board of Directors to sustainability trainings. Furthermore, the employees are involved in sustainability trainings as well, including trainings for the topics of environment, risks, OHS, sustainability finance, ESG, and others, both online and offline trainings through various platform including Portaverse.

Dewan Komisaris

The Board of Commissioners

Nama Name	Jabatan Position	Materi dan Tanggal Pelatihan Training Materials and Dates
Agus Suhartono	Komisaris Utama Main Commissioner	» ESG Training (30 Juli- 1 Agustus 2024 July 30 - August 1 2024)
Sudung Situmorang	Komisaris Commissioner	» Raising ESG Awareness for Business Sustainability (21 Oktober 2024 October 21, 2024)
Heru Sukanto		

Direksi

The Board of Directors

Nama Name	Jabatan Position	Materi dan Tanggal Pelatihan Training Materials and Dates
Arif Suhartono	Direktur Utama President Director	ESG Training (30 Juli - 1 Agustus 2024 July 30 - August 1, 2024)
Mega Satria		
Putut Sri Muljanto	Direktur Keuangan Finance Director	» ESG Training (30 Juli - 1 Agustus 2024 July 30 - August 1, 2024) » Raising ESG Awareness for Business Sustainability (21 Oktober 2024 October 21, 2024)
Ihsanuddin Usman	Direktur SDM dan Umum HR and GA Director	Raising ESG Awareness for Business Sustainability (21 Oktober 2024 October 21, 2024)

Departemen Corporate Sustainability

Corporate Sustainability Department

Nama Name	Jabatan Position	Materi dan Tanggal Pelatihan Training Materials and Dates
Bondan Winarno	Group Head K3 dan Sistem Manajemen OHS and Management System Group Head	Raising ESG Awareness for Business Sustainability Business Sustainability (21 Oktober 2024 October 21, 2024)
Nosep Kristoro	Department Head Corporate Sustainability	» Sustainability Governance Workshop For Leader: Building Sustainable Companies (17-18 Juli July 17-18, 2024) » ESG Series: Masa Depan ESG dan Implikasi dan Perusahaan BUMN (8 Oktober) ESG Series: The Future of ESG and the Implications on SOE (October 8, 2024) » Raising ESG Awareness for Business Sustainability (21 Oktober 2024 October 21, 2024) » Memahami Sustainability Assurance (29 Oktober 2024) Understanding Sustainability Assurance (October 29, 2024) » Seminar Nasional Ekonomi Hijau, Bursa Karbon sebagai Instrumen » Pengendalian Emisi: Strategi dan Implementasi (8 November 2024) National Seminar for Green Economy, Carbon Market as Emission Control Instrument: Strategy and Implementation (November 8, 2024) » Mengoptimalkan Peluang Ekonomi dari Perdagangan Karbon sebagai Manfaat Tambahan dalam Pengurangan Emisi Gas Rumah Kaca (16 Desember 2024) Optimizing Economic Opportunities from Carbon Trading as an Additional Benefits of Greenhouse Gas Emission Reduction (December 16, 2024)
Ahmad Asyraf	Senior Officer III	» Green Hydrogen Utilisation & Ownership Cost (27 Februari 2024 February 27, 2024) » Sustainability Governance Workshop For Leader : Building Sustainable Companies (17-18 Juli 2024 July 17-18, 2024)
Rachmartika Astarini	Senior Officer III	» Pengantar ESG dan Sustainability: Membangun Masa Depan Bisnis yang Berkelanjutan (1 November 2024) Introduction to ESG and Sustainability: Building a Sustainable Business Future (November 1, 2024) » The professional certification exam of Certified Sustainability Reporting Specialist+ (CSRS+) (3-5 Desember 2024 December 3-5, 2024)
Hermawan Irca Wirdani Sinaga	Staf Direktur Pengelola Managing Director Staff	Sustainability Governance Workshop For Leader: Building Sustainable Companies (17-18 Juli 2024 July 17-18, 2024)
Aurel Satyaning Ati	Sustainability Analyst	» The professional certification exam of Certified Sustainability Reporting Specialist+ (CSRS+) (3-5 Desember 2024 December 3-5, 2024)
Ghaitsa Putri Afsabrin	Pekerja Magang Interns	» Konferensi Nasional Professional Manajemen Risiko X "Sustainability for Organizational Resilience and Competitive Advantage" (12-13 Desember 2024) National Conference of Risk Management Professional X "Sustainability for Organizational Resilience and Competitive Advantage" (December 12-13, 2024)

Pedoman Kode Etik Bisnis [2-23][SV-PS510a.1][SV-PS510a.2]

Code of Business Ethics

Pedoman Kode Etik Bisnis merupakan komitmen yang mencakup Etika Profesional dan Etika Kerja seluruh Insan Pelindo, serta Panduan Perilaku yang dibuat guna mempengaruhi, membentuk, dan mengarahkan tindakan yang sesuai dengan nilai-nilai dan budaya Perseroan. Selain itu, Pedoman Kode Etik Bisnis juga bertujuan membantu Insan Pelindo dalam menghadapi tantangan atau dilema terkait etika dalam bekerja.

Hingga akhir tahun 2024, Perseroan belum melakukan audit khusus oleh lembaga profesional mengenai kode etik bisnis Perseroan. Namun demikian, Perseroan memiliki pedoman kode etik bisnis dan mendapatkan penghargaan *Corporate Governance Perception Index* (CGPI). Berdasarkan penilaian yang dilakukan di tahun 2024, Perseroan mendapatkan skor 84,66, meningkat dibandingkan penilaian sebelumnya yang mendapat 84,05. Lebih lanjut, dalam bab penutup pedoman kode etik Perseroan disampaikan bahwa, akan dimutakhirkan 3 tahun sekali dan/atau jika terdapat perubahan anggaran dasar dan/atau ketentuan perundang-undangan yang mempengaruhi isi atau keberlakuan pedoman.

Pada tahun 2024, Perseroan memberikan sosialisasi Pedoman Kode Etik, baik untuk karyawan organik, karyawan non-organik, maupun mitra, dan vendor. Detail mengenai Pedoman Kode Etik Bisnis Pelindo dapat diakses melalui <https://www.pelindo.co.id/page/manual-gcg> dan Laporan Tahunan 2024.

Code of Business Ethics is a commitment covering Professional Ethics and Working Ethics of all employees of Pelindo, as well as the Code of Conduct that is developed to influence, form, and direct behaviors in accordance with the Corporate values and culture. In addition, the Code of Business Ethics aims to assist the employees of Pelindo whenever they face any ethical challenges or dilemma in their job.

Until the end of 2024, the Company has not conducted a special audit by a professional institution regarding the Company's code of business ethics. However, the Company has a business code of ethics guideline and has received the Corporate Governance Perception Index (CGPI) award. Based on the assessment conducted in 2024, the Company obtained a score of 84.66, an increase compared to the previous assessment, which scored 84.05. Furthermore, in the closing chapter of the Company's code of ethics guidelines, it is stated that it will be updated every 3 years and/or if there are changes to the articles of association and/or statutory provisions that affect the content or validity of the guidelines.

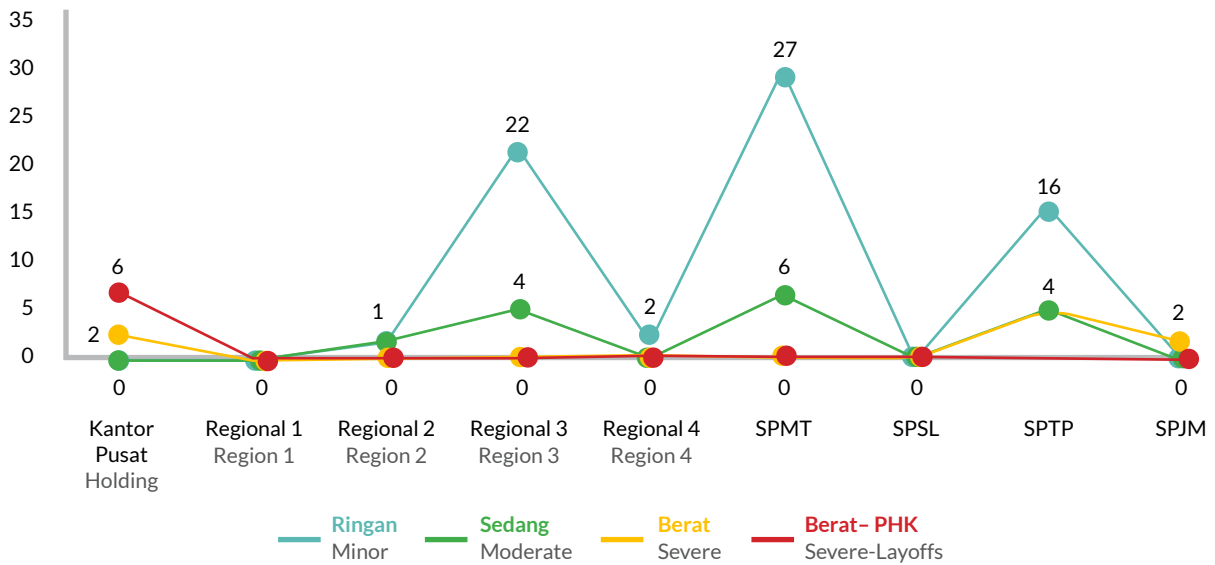
In 2024, the Company carried out Code of Business Ethics dissemination for organic employees, non-organic employees, as well as partners, and vendors. Further details on the Code of Business Ethics of the Company is accessible through <https://www.pelindo.co.id/page/manual-gcg> and 2024 Annual Report.

Hingga akhir periode pelaporan, Perseroan mencatat pelanggaran Pedoman Kode Etik Bisnis sebanyak 98 laporan dan telah menjatuhkan sanksi sesuai dengan ketentuan yang berlaku.

As of the end of the reporting period, the Company recorded 98 violations against the Code of Business Ethics and violators have been sanctioned in accordance with the prevailing regulations.

Jumlah Pelanggaran

Number of Violations



Menjaga Privasi Pelanggan [SV-PS-230a.2][SV-PS-230a.3]

Perseroan memiliki kebijakan terkait Pengelolaan Data Pelanggan yang diatur dalam Peraturan Direksi PT Pelabuhan Indonesia (Persero) Nomor: HK.01/28/12/1/BNPL/UTMA/PLND-22 tanggal 28 Desember 2022 tentang Pedoman Bina Pelanggan di Lingkungan PT Pelabuhan Indonesia (Persero). Perseroan berkomitmen untuk selalu menjaga privasi pelanggan dan hilangnya data pelanggan. Hal ini dibuktikan selama tahun 2024, Perseroan tidak memiliki pengaduan mengenai pelanggaran terhadap privasi pelanggan dan tidak teridentifikasi adanya kebocoran, pencurian, ataupun kehilangan data pelanggan.

Data pelanggan dikumpulkan melalui masing-masing cabang, terminal, atau pelabuhan yang diinput ke dalam aplikasi *Customer Relationship Management* (CRM). Seluruh data pelanggan yang diinput akan tersimpan dengan sistematis dalam aplikasi CRM. Portal CRM senantiasa dievaluasi dan dipantau, jika ditemukan ketidaksesuaian atau perubahan pada data pelanggan, cabang/terminal/pelabuhan wajib menghubungi pelanggan untuk memperbaharui dan melengkapi data pelanggan di aplikasi CRM dengan benar. Perseroan menjamin data pelanggan terjaga kerahasiaannya. [418-1]

Customer Privacy Protection [SV-PS-230a.2] [SV-PS-230a.3]

The Company has put in place a policy regarding Customer Data Management that is governed by Regulation of the Board of Directors of PT Pelabuhan Indonesia (Persero) Number HK.01/28/12/1/BNPL/UTMA/PLND-22 dated December 28, 2022, concerning Customer Management Guidelines for PT Pelabuhan Indonesia (Persero). The Company is committed to protect customer privacy from customer data loss. Throughout 2024, the Company did not receive any reports on violations against customer privacy and there were no indications of customer data leakage, theft, nor loss.

Customer data is collected through each branch, terminal, or port and entered into the Customer Relationship Management (CRM) application. All customer data entered is systematically stored within the CRM system. The CRM portal is continuously evaluated and monitored. If any discrepancies or changes in customer data are found, the branch/terminal/port must contact the customer to update and complete the data correctly in the CRM application. The Company ensures the confidentiality of customer data. [418-1]

Whistleblowing System [2-16][2-26]

Keberadaan *whistleblowing system* (WBS) atau yang dikenal dengan Pelindo Bersih memberikan kesempatan kepada seluruh pemangku kepentingan internal maupun eksternal untuk melaporkan pengaduan maupun indikasi pelanggaran terhadap nilai-nilai etika yang berlaku. Seluruh laporan masuk harus berdasarkan pada bukti yang dapat dipertanggungjawabkan dan disampaikan dengan niat baik. Pelindo Bersih telah terstandar ISO 37002:2021 dan telah terintegrasi dengan saluran WBS KPK RI (AROMA).

Perseroan menjaga kerahasiaan identitas pelapor dan terlapor serta isi laporan yang masuk dalam WBS, kecuali apabila pengungkapan tersebut diperlukan dalam kaitan dengan laporan atau penyidikan yang dilakukan oleh pihak yang berwajib dan terlapor dijamin kerahasiaannya selama proses tindak lanjut laporan. Perseroan juga memberikan perlindungan kepada pelapor dan terlapor atas kemungkinan dilakukannya pemecatan yang tidak adil, penurunan jabatan atas pangkat dengan alasan yang tidak jelas, dan catatan yang merugikan dalam file data pribadinya.

Program Pelindo Bersih disosialisasikan secara berkala kepada seluruh pekerja dan pemangku kepentingan Perseroan baik melalui tatap muka dan media sosial Perseroan. Pengelolaan WBS Pelindo Bersih dibantu oleh pihak ketiga independen dalam hal penerimaan pelaporan dan administrasi dan konfirmasi kelengkapan laporan. Setelah itu pihak, ketiga independen akan meneruskan laporan yang masuk ke Komite Pelindo Bersih untuk diverifikasi dan menentukan pemenuhan syarat/kriteria pengaduan.

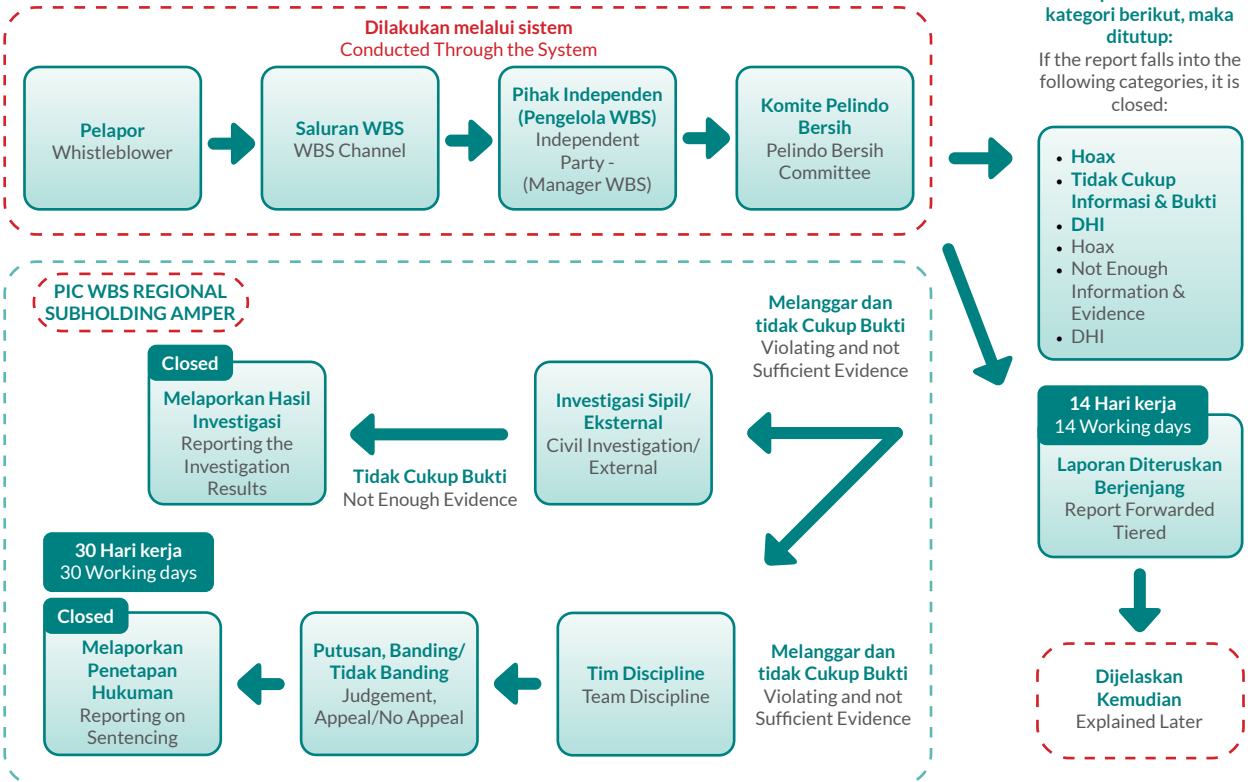
The existence of a whistleblowing system (WBS), or what is known as Pelindo Bersih, provides an opportunity for all internal and external stakeholders to report complaints or indications of violations of applicable ethical values. All incoming reports must be based on accountable evidence and submitted with good intentions. Pelindo Bersih has been standardized ISO 37002:2021 and integrated with the KPK RI WBS channel (AROMA).

The Company maintains the confidentiality of the identities of the reporter and reported party and the contents of the reports included in the WBS, unless such disclosure is necessary in connection with reports or investigations carried out by the authorities and the reported party is guaranteed confidentiality during the report follow-up process. The Company also protects the reporter and reported party against the possibility of unfair dismissal, demotion for unclear reasons, and detrimental records in their personal data files.

The Pelindo Bersih program is periodically socialized to all employees and Company stakeholders through face-to-face meetings and the Company's social media. An independent third party assists the management of Pelindo Bersih's WBS in terms of receiving reports and administration and confirmation of the completeness of the report. After that, an independent third party will forward the incoming report to the Clean Pelindo Committee for verification and to determine the fulfilment of the complaint requirements/criteria.



Alur Tindak Lanjut Whistleblowing System Whistleblowing System Follow-up Flow



Sepanjang tahun 2024, Perseroan menerima 560 pengaduan yang disampaikan melalui WBS dan seluruh pengaduan telah ditindaklanjuti sesuai dengan prosedur dan mekanisme yang berlaku. Dari jumlah itu, sebanyak 7 laporan yang termasuk ke dalam kategori pelanggaran dan 553 Laporan yang termasuk *out of scope*. Pelaporan yang diterima telah ditindaklanjuti, 4 di antaranya sudah terselesaikan dan 3 di antaranya masih dalam proses investigasi. Adapun terdapat satu pengaduan yang diterima di tahun 2023, namun tindak lanjutnya masih berlanjut hingga tahun 2024, dengan kondisi status 90% penyelesaian. Laporan yang termasuk dalam kategori *out of scope* telah disarankan oleh pengelola WBS Independen untuk melakukan pelaporan kepada saluran terkait dan/ atau *customer service* Pelindo Group. Sepanjang tahun 2024, Pelindo tidak memiliki pengaduan atau sanksi terkait pelanggaran terhadap lingkungan hidup. [F.16][F.24]

Throughout 2024, the Company received 560 reports through WBS and all reports have been followed up in accordance with the prevailing procedures and mechanism. Out of 560 reports, 7 reports are considered as violations and 553 reports are considered out of scope. All violation reports have been followed up, 4 of which have been completed and the remaining 3 reports are still under investigation. There is one report received in 2023 whose follow-up is still ongoing until 2024 with the status of 90% completed. The independent WBS management has recommended the out of scope reports to be reported to the relevant channels and/or customer service of Pelindo Group. In 2024, the Company did not receive any report nor sanction concerning environmental violations. [F.16][F.24]

Saluran WBS Pelindo Bersih
Tersedia 24 Jam
Pelindo Bersih WBS Channel
Available 24 hours

-  <https://pelindobersih.pelindo.co.id>
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Saluran WBS Pelindo Bersih
tersedia dalam Bahasa
Indonesia dan Bahasa Inggris

Pelindo Bersih WBS Channel
is available in Indonesian and
English

Dukungan pada Antikorupsi ^[205-1] Supporting Anti-corruption

Perseroan memiliki Kebijakan Gratifikasi, Antikorupsi, dan Antisuap yang tertuang dalam:

1. Peraturan Direksi Pedoman Pengendalian Gratifikasi PT Pelabuhan Indonesia (Persero) No. HK.01/9/11/3/TKPT/UTMA/PLND-23 tanggal 9 November 2023
2. Peraturan Direksi Pedoman Anti Fraud PT Pelabuhan Indonesia (Persero) No. HK.01/15/3/2/TKPT/UTMA/PLND-24 tanggal 15 Maret 2024
3. Peraturan Direksi Pedoman Tata Kelola Sistem Manajemen Anti Penyuapan (SMAP) PT Pelabuhan Indonesia (Persero) No. HK.01/2/9/2/TKPT/UTMA/PLND-24 tanggal 2 September 2024
4. Peraturan Direksi Pedoman Benturan Kepentingan terintegrasi PT Pelabuhan Indonesia (Persero) No. HK.01/26/8/2/TKPT/UTMA/PLND-24 tanggal 26 Agustus 2024

Dari 27 *top risk* Pelindo di tahun 2024, risiko terkait *fraud/penyuapan/gratifikasi/pelanggaran kode etik* lainnya merupakan salah satu dari *top risk* tersebut. Risiko-risiko ini wajib untuk dimonitoring setiap

The Company has Policies on Gratuities, Anti-corruption, and Anti-bribery as outlined in:

1. Board of Directors Regulation on the Gratification Control Guidelines of PT Pelabuhan Indonesia (Persero) No. HK.01/9/11/3/TKPT/UTMA/PLND-23 dated November 9, 2023
2. Board of Directors Regulation on the Anti-Fraud Guidelines of PT Pelabuhan Indonesia (Persero) No. HK.01/15/3/2/TKPT/UTMA/PLND-24 dated March 15, 2024
3. Board of Directors Regulation on the Governance Guidelines for the Anti-Bribery Management System (SMAP) of PT Pelabuhan Indonesia (Persero) No. HK.01/2/9/2/TKPT/UTMA/PLND-24 dated September 2, 2024
4. Board of Directors Regulation on the Integrated Conflict of Interest Guidelines of PT Pelabuhan Indonesia (Persero) No. HK.01/26/8/2/TKPT/UTMA/PLND-24 dated August 26, 2024.

Out of Pelindo's 27 top risks in 2024, risks related to fraud, bribery, gratuities, and other violations of the code of ethics are among the top risks identified. These risks must be monitored monthly across all work units

bulannya pada seluruh unit kerja Pelindo Group. Hal ini karena Pelindo tidak menoleransi (*zero tolerance*) terhadap semua pelanggaran yang berkaitan dengan kode etik.

Salah satu langkah yang dilakukan dalam mengurangi risiko korupsi adalah dengan penerapan *e-procurement* berbasis *web* yang dapat diakses melalui link <https://p-eproc.pelindo.co.id/>. Hal ini dilakukan oleh Pelindo sebagai bagian dari upaya transparansi dalam manajemen kontrak, serta memasukkan klausul antisuap dan antikorupsi dalam perjanjian atau kontrak dengan pihak ketiga. Adapun pendekatan lain yang dilakukan oleh Perseroan yaitu menyediakan berbagai saluran bagi pemangku kepentingan untuk menyampaikan informasi atau melaporkan pelanggaran maupun indikasi korupsi.

Sebagai Perseroan yang berkomitmen terhadap tata kelola yang baik dan kepatuhan terhadap regulasi, Pelindo secara konsisten mengimplementasikan kebijakan dan prosedur antikorupsi di seluruh lingkup operasionalnya. Dalam rangka memenuhi transparansi dan akuntabilitas, Pelindo memastikan bahwa seluruh anggota badan tata kelola serta karyawan (100%) telah menerima informasi dan pemahaman yang memadai terkait Kebijakan Antikorupsi Perseroan.

Pelindo telah mengadakan sosialisasi dengan materi yang berkaitan dengan antikorupsi, antifraud, benturan kepentingan, GCG, WBS, antigratifikasi, dan SMAP sebanyak 41 kegiatan. Adapun, Perseroan juga mengadakan pelatihan terkait antigratifikasi dengan judul materi “E-Learning Penguatan Pemahaman Gratifikasi.” Pelatihan ini diikuti oleh 200 karyawan, yang terdiri dari level manajerial sebesar 66% dan level officer 34%. Pelatihan ini merupakan pelatihan pertama yang diselenggarakan, sehingga keikutsertaan manajerial sebagai pimpinan memiliki persentase yang lebih banyak. Pelatihan ini dilakukan secara daring, dan diikuti oleh perwakilan pekerja Pelindo dari Kantor Pusat, Regional, Cabang, Subholding dan Anak Perusahaan Non-Kluster. [205-1] [205-2]

within the Pelindo Group, as the company enforces a zero-tolerance policy toward any violations of the code of ethics.

One of the steps taken in reducing the risk of corruption is the implementation of web-based e-procurement which can be accessed through <https://p-eproc.pelindo.co.id/>. This is done by Pelindo as part of transparency efforts in contract management, as well as including clauses on contract management, as well as including anti-bribery and anti-corruption clauses in agreements or contracts with third parties. As for other approaches taken by the Company is to provide various channels for stakeholders to submit information or report violations or indications of corruption.

As a company committed to good governance and regulatory compliance, Pelindo consistently implements anti-corruption policies and procedures across all its operations. To ensure transparency and accountability, Pelindo guarantees that all governance body members and employees (100%) have received adequate information and understanding of the Company's Anti-corruption Policies.

Pelindo has conducted 41 awareness sessions covering topics related to anti-corruption, anti-fraud, conflict of interest, Good Corporate Governance (GCG), Whistleblowing System (WBS), anti-gratification, and the Anti-Bribery Management System (SMAP). Additionally, the company organized a training session on anti-gratification titled “E-Learning on Strengthening Gratification Awareness.” This training was attended by 200 employees, comprising 66% from the managerial level and 34% from the officer level. As this was the first training session held, managerial participation was higher to ensure leadership involvement. The training was conducted online and attended by representatives from Pelindo's Head Office, Regional Offices, Branches, Subholdings, and Non-Cluster Subsidiaries. [205-1] [205-2]

Hingga akhir periode pelaporan, Perseroan tidak memiliki dan menerima pengaduan terkait dugaan pelanggaran antikorupsi, antipersaingan, antipakat maupun monopoli, baik yang dilakukan oleh karyawan maupun mitra kerja. Perseroan juga tidak menghadapi kasus hukum publik yang berhubungan dengan dugaan korupsi yang melibatkan Perseroan, sehingga tidak memiliki denda dan sanksi non-moneter karena ketidakpatuhan terhadap undang-undang dan/atau peraturan di bidang sosial dan ekonomi. [205-3] [206-1] [419-1] [TR-MT-510a.2] [SV-PS-510a.2]

As of the end of the reporting period, the Company did not receive any complaints concerning allegation of violations against anti-corruption, anti-competition, anti-trust, and monopoly performed by employees or business partners. The Company did not face any public legal charges for corruption allegation that involves the Company as well, therefore there were no fines nor non-monetary sanctions given to the Company due to incompliance with the prevailing social and economic laws and/or regulations. [205-3] [206-1] [419-1] [TR-MT-510a.2] [SV-PS-510a.2]

Keterlibatan Politik [415-1]

Selama tahun 2024, saat pemilihan umum presiden, kepala daerah, dan atau sebagai pengurus partai politik atau pejabat kepala daerah dan wakil kepala daerah, Perseroan menjaga kenetralan serta melarang keterlibatan Direksi, Dewan Komisaris, dan karyawan pada kegiatan politik. Seluruh jajaran Direksi dan Dewan Komisaris menandatangani komitmen larangan melakukan aktivitas politik.

Political Involvement [415-1]

In 2024, during the presidential general election, regional election and/or for the capacity as a member of political party or regional head and vice regional head, the Company maintained its neutrality and forbade the involvement of the members of the Board of Directors, the Board of Commissioners, as well as the employees in any political activities. All members of the Board of Directors and the Board of Commissioners signed a commitment to not being involved in political activities.

Pelibatan Pemangku Kepentingan [E.4][2-29] **Stakeholder Engagement**

Pelindo menjalankan inisiatif strategis dengan dukungan dari seluruh pemangku kepentingan, baik internal maupun eksternal, sebagaimana diatur dalam Peraturan Direksi tentang Tata Kelola Keterlibatan Pemangku Kepentingan. Perseroan membangun komunikasi yang intensif sebagai bagian dari kolaborasi untuk membangun keberlanjutan dan memastikan bahwa setiap kepentingan yang relevan dapat terakomodasi dalam proses pengambilan keputusan.



Pelindo carries out strategic initiatives with the support of all stakeholders, both internal and external, as stipulated in the Board of Directors Regulation on Stakeholder Engagement Governance. The Company fosters intensive communication as part of its collaboration efforts to promote sustainability and ensure that relevant interests are accommodated in the decision-making process.








Perseroan meyakini bahwa setiap pemangku kepentingan memiliki kontribusi terhadap kinerja Pelindo sesuai dengan peran dan cara masing-masing. Maka dari itu Pelindo terus membangun hubungan dan komunikasi yang baik dengan seluruh pemangku kepentingan, baik yang bersifat internal maupun eksternal. Berkat komunikasi yang terjalin dengan baik dan konsistensi Pelindo dalam menunjukkan komitmen terhadap kualitas layanan, selama tahun 2024 tidak terdapat pengaduan atau pelanggaran terhadap etika promosi, iklan, dan sponsor Perseroan. [417-3]

The Company believes that all stakeholders contribute to the performance of Pelindo in accordance with their roles and in their own manners. Therefore, Pelindo maintains positive relationship and communication with all internal and external stakeholders. Properly maintained communication and Pelindo consistency in showing its commitment to service quality enables the Company to receive no reports nor violations against promotion ethics, advertisements, and Corporate sponsorship throughout 2024. [417-3]

Perusahaan mengacu pada AA1000 Stakeholder Engagement Standard (SES) tahun 2015 yang dikeluarkan oleh konsultan global, sebagai pedoman dalam menetapkan pemangku kepentingan. Standar ini dipilih Perseroan karena dinilai dapat menilai, merancang, dan menerapkan pendekatan yang terpadu untuk melibatkan pemangku kepentingan, serta memastikan komunikasi yang adil dan akurat dengan mereka.

The Company refers to 2015 AA1000 Stakeholder Engagement Standards (SES) published by a global consultant as a guideline in determining the stakeholders. This standard is chosen by the Company as it may assess, design, and implement an integrated approach for stakeholder engagement and ensure fair and accurate communication with all stakeholders.

Pemangku Kepentingan Stakeholder	Metode Pelibatan Engagement Method	Frekuensi Pelibatan Engagement Frequency	Topik dan Isu Utama Topics and Main Issues
Pelanggan Customer 	<ul style="list-style-type: none"> » <i>Customer Gathering</i> di masing-masing cabang pelabuhan » Pertemuan langsung dengan pelanggan » <i>Coffee Morning</i> di masing-masing cabang pelabuhan » <i>Customer Award/Voice of Customer</i> » <i>Customer Hearing</i> » Customer Gathering at each port branch » Direct Meeting with the customers » Morning Coffee at each port branch » Customer Award/Voice of Customer » Customer Hearing 	<ul style="list-style-type: none"> » Minimal 1 tahun 1 kali di tiap Regional » Sesuai kebutuhan » At least 1 time in 1 year in every Region » As required 	Hubungan komersial/ <i>customer retention</i> /kualitas layanan Commercial relationship/customer retention/service quality
Pemegang Saham Shareholder 	Rapat Umum Pemegang Saham General Meeting of Shareholders	1 tahun 1 kali di Kantor Pusat 1 time in 1 year at the Head Office	Rencana Kerja dan Anggaran Perusahaan (RKAP) dan Pertanggung Jawaban atas kinerja tahun buku sebelumnya Company Work Plan and Budget (RKAP) and Accountability for the previous fiscal year's performance

Pemangku Kepentingan Stakeholder	Metode Pelibatan Engagement Method	Frekuensi Pelibatan Engagement Frequency	Topik dan Isu Utama Topics and Main Issues
Investor dan Rating Agency Investor and Rating Agency 	Pertemuan dengan investor/pemegang obligasi dan rating agency Meeting with investor/bondholders and rating agency	<ul style="list-style-type: none"> » Investor: Sesuai kebutuhan (pada umumnya 1 tahun sekali) » Rating Agency: 1 tahun sekali » Investors: As needed (generally once a year) » Rating Agencies: Once a year 	Update kinerja Perseroan Company performance update
Pegawai Employees 	Pertemuan dengan Serikat Pekerja Labor Union Meeting	Minimal 4 kali dalam 1 tahun At least 4 times in 1 year	Ketenagakerjaan, kesejahteraan, dan/atau rancangan Peraturan Direksi yang akan disusun Employment, welfare, and/or draft Board of Directors Regulations to be prepared
Pemerintah Government 	<ul style="list-style-type: none"> » Stakeholder Gathering » Coffee Morning di masing-masing cabang pelabuhan » Pertemuan langsung dengan lembaga pemerintahan yang ada di cabang pelabuhan » Kunjungan Kerja dan Rapat Kerja DPR RI dan lembaga pemerintah » Stakeholder Gathering » Coffee Morning at each port branch » Direct meetings with government institution at the port branch » Working Visits and Working Meetings of the Indonesian House of Representatives and government institutions 	Minimal 2 tahun 1 kali di tiap Regional sesuai kebutuhan Minimum 2 years, 1 time in each region as needed	Bina Hubungan dengan Stakeholder/isu strategis/ menciptakan peluang-peluang kerja sama. Build relationships with stakeholders/strategic issues/ create opportunities for collaboration.
Mitra Kerja Business Partners 	Proses Operasional Operational Process	Sepanjang tahun Throughout the year	Hubungan komersial Commercial relationship
Media Massa Mass Media 	Konferensi Pers/Siaran Pers/ Keterbukaan Informasi Press Conference/Press Release/ Information Transparency	Sepanjang tahun Throughout the year	Kinerja usaha/tata kelola/ keterbukaan informasi Business performance/ governance/ information transparency
Masyarakat The public 	Pelaksanaan TJSL CSR implementation	Sepanjang tahun Throughout the year	Pelaksanaan program Program implementation
Asosiasi Association 	Pertemuan dengan asosiasi Indonesian National Shipowners' Association (INSA) dan International Association of Ports and Harbors (IAPH) serta ASEAN Port Association (APA). Meeting with the Indonesian National Shipowners' Association (INSA) and the International Association of Ports and Harbors (IAPH) and ASEAN Port Association (APA).	<ul style="list-style-type: none"> » Minimal 1 kali pertemuan dalam 1 tahun » Minimal 1 kali pertemuan/konferensi dalam 1 tahun » Minimum 1 meeting in 1 year » Minimum 1 meeting/conference in 1 year 	<ul style="list-style-type: none"> » Isu strategis kepelabuhanan, tarif, dan operasional bisnis » Keanggotaan aktif organisasi internasional/update dan pertukaran informasi » Strategic issues of ports, tariffs, and business operations » Active membership of international organizations/ updates and exchange of information

Kinerja Ekonomi

Economic Performance

Pencapaian Kinerja Ekonomi ^[F.2]

Economic Performance Achievement

Sepanjang tahun pelaporan, Perseroan mencatat kinerja ekonomi yang positif. Informasi lebih rinci mengenai target dan realisasi dapat ditemukan dalam Bab Analisis dan Pembahasan Manajemen pada Laporan Tahunan Perseroan 2024.

During the reporting period, the Company recorded a positive economic performance. Further information regarding the target and realization is presented under the chapter of Analysis and Management Discussion in the 2024 Company's Annual Report.

Target dan Realisasi Tahun 2022-2024 (Rp Miliar)

Target and Realization in 2022-2024 (in Billion Rp)

Indikator Indicator	2024			2023			2022		
	Target RKAP WP&B Target	Realisasi Realization	%	Target RKAP WP&B Target	Realisasi Realization	%	Target RKAP WP&B Target	Realisasi Realization	%
Lab a Rugi Profit and Loss									
Pendapatan Usaha Operating Revenues	32.294	34.834	107,87	31.819	33.916	106,59	30.383	32.098	105,64
Beban Usaha Operating Expenses	(25.575)	(28.356)	110,87	(25.436)	(27.241)	107,10	(23.448)	(25.552)	108,97
Lab a (Rugi) Usaha Operating Profit (Loss)	6.718	6.287	93,58	6.384	6.986	109,43	6.934	7.115	102,61
Lab a (Rugi) Sebelum Pajak Profit (Loss) Before Tax	4.086	3.981	97,43	4.966	4.608	92,79	5.125	4.739	92,47
Lab a (Rugi) Bersih Net Profit (Loss)	3.500	3.803	108,66	3.820	4.013	105,05	3.901	3.908	100,18
Posisi Keuangan Financial Position									
Total Aset Total Assets	112.981	127.627	112,96	112.077	118.341	105,59	112.526	118.351	105,18
Total Liabilitas Total Liabilities	62.916	77.440	123,08	64.786	71.500	110,36	66.892	75.546	112,94
Total Ekuitas Total Equity	50.064	50.187	100,25	47.290	46.841	99,05	45.634	42.805	93,80

Perbandingan Target dan Realisasi Produksi
Comparison of Production Target and Realization

Jenis Kegiatan Type of Activity	Satuan Unit	RKAP 2024 2024 WP&B	Realisasi 2024 2024 Realization	RKAP 2023 2023 WP&B	Realisasi 2023 2023 Realization	RKAP 2022 2022 WP&B	Realisasi 2022 2022 Realization	Kecenderungan Tendency	
1	2	3	4	5	6	7	8	9= 4:3	10= 4:6
Arus Kapal Ship Traffic	Call	310.880	317.147	301.941	303.107	258.951	290.970	102	105
	GT	1.382.150.79	1.426.404.678	1.248.499.373	1.283.561.176	1.271.376.372	1.201.814.534	103	111
Peti Kemas Container	Box	13.676.893	14.298.480	13.730.728	13.573.959	13.532.839	13.292.102	105	105
	TEUs	17.778.740	18.807.089	17.664.908	17.657.327	17.250.158	17.220.312	106	107
Barang Non- Peti Kemas Non- Container Goods	Ton	174.921.068	201.182.095	161.463.719	169.853.408	144.329.660	159.727.836	115	118
	m ²	6.127.295	6.927.648	5.240.976	6.575.384	4.452.555	5.604.518	113	105
	Unit	2.812.954	2.873.887	2.305.341	2.648.979	1.438.348	2.441.155	102	108
	MMBTU	12.760.000	13.971.183	8.760.000	13.188.848	7.533.600	8.800.934	109	106
	Ekor Individual	721.430	739.717	533.205	563.244	572.829	503.694	103	131
Penumpang Passenger	Orang People	18.053.456	19.443.897	13.466.830	18.050.932	7.017.010	15.028.884	108	108



Nilai Ekonomi yang Dihasilkan dan Didistribusikan (Rp Miliar) [201-1]

Economic Value Generated and Distributed (in Billion Rp)

Uraian Description	2024	2023	2022
Nilai Ekonomi yang Dihasilkan Economic Value Generated			
Pendapatan Operasi Operating Revenues	32.680	31.018	29.701
Pendapatan Konstruksi Construction Revenues	2.153	2.898	2.398
Pendapatan (Beban Operasi Lainnya) Revenues (Other Operating Expenses)	(191)	311	569
Pendapatan Keuangan Finance Income	839	627	380
Bagian Laba Entitas Asosiasi Equity in Income of Associates	541	370	303
Total Nilai Ekonomi yang Dihasilkan Total Economic Value Generated	36.022	35.224	33.351
Nilai Ekonomi yang Didistribusikan Economic Value Distributed			
Beban Operasi Operating Expenses	26.305	24.343	23.154
Beban Konstruksi Construction Expenses	2.051	2.898	2.398
Beban Keuangan Finance Cost	3.005	2.860	2.571
Beban Pajak Final Final Tax Expense	680	515	488
Manfaat (Beban) Pajak Penghasilan Badan Corporate Income Tax Benefit (Expense)	178	595	830
Dividen Dividend	1.038	1.377	1.317
Investasi Sosial TJSL BUMN SOE CSR Social Investment	150	152	199
Total Nilai Ekonomi yang Didistribusikan Total Economic Value Distributed	33.407	32.741*	30.957*
Nilai Ekonomi yang Disimpan Total Economic Value Retained	2.615	2.484	2.394

Keterangan | Remarks:

*Terdapat penyajian informasi kembali (*restatement*) dari Laporan Keberlanjutan 2023 dikarenakan dilakukan penyesuaian rumus di tahun 2022 dan 2023. [2-4]

* There is a restatement of information from the 2023 Sustainability Report due to adjustments in formulas for the years 2022 and 2023. [2-4]

Sepanjang tahun 2024, Perseroan tidak menerima bantuan finansial, insentif pajak, atau bantuan lainnya dari pemerintah. [201-4]

Throughout 2024, the Company did not receive any financial aids, tax incentives, or any other forms of assistance from the Government. [201-4]

Pengelolaan Aspek Perpajakan [207-1][207-2][207-3]

Sebagai bagian dari Badan Usaha Milik Negara (BUMN), Perseroan berkomitmen untuk berkontribusi dalam pembangunan negara melalui ketaatan pada kewajiban perpajakan. Pelindo mengelola aspek perpajakan sesuai dengan kewajiban perpajakannya dan fokus pada kepatuhan dan kontribusi kepada negara. Sepanjang tahun 2024, Perseroan telah mematuhi semua regulasi dan memenuhi kewajiban pajaknya sesuai dengan hukum yang berlaku. Oleh karena itu, hingga 31 Desember 2024, Perseroan tidak menerima peringatan atau sanksi signifikan terkait perpajakan.

Pelindo memiliki Group Layanan Keuangan dan Perpajakan yang berada di bawah tanggung jawab Direktur Keuangan salah satunya bertanggung jawab dalam pengelolaan layanan keuangan dan transaksi perpajakan. Sebagai bagian dari upaya menjaga kepatuhan perpajakan, Group Layanan Keuangan dan Perpajakan melaksanakan perencanaan pajak, perhitungan, pembayaran/penyetoran dan pelaporan pajak secara berkala sesuai ketentuan perundang-undangan dibidang perpajakan. Selanjutnya, secara rutin dilakukan *refreshment* ketentuan perpajakan yang terbaru melalui sosialisasi perpajakan di lingkungan PT Pelabuhan Indonesia (Persero) Group.

Penentuan objek pajak Perseroan, dilakukan mengacu kepada peraturan perundang-undangan perpajakan dan peraturan perundang-undangan lainnya. Selain itu, PT Pelabuhan Indonesia (Persero) secara aktif berkoordinasi dengan Kementerian BUMN, Kementerian Perhubungan, Kantor Pelayanan Pajak, Badan Pengelolaan Pajak dan Retribusi Daerah, dan badan lainnya yang berkaitan guna memastikan besaran kontribusi kepada negara dan kepatuhan perpajakan telah diterapkan dalam lingkungan PT Pelabuhan Indonesia (Persero) Group sesuai dengan ketentuan yang berlaku.

Management of Taxation Aspects [207-1][207-2][207-3]

As a State-Owned Enterprise (SOE), Pelindo is committed to contribute to the national development through compliance with tax obligations. Pelindo manages taxation aspects in accordance with its tax obligations and focuses on the compliance and contribution to the country. Throughout 2024, the Company has complied with all regulations and fulfilled its tax obligations in accordance with the prevailing regulations. Therefore, as of December 31, 2024, the Company did not receive any warnings nor significant sanctions related to taxation.

Pelindo owns a Financial Service and Taxation Group, under the responsibility of the Finance Director, that is responsible for managing financial services and tax transactions. As a part of maintaining tax compliance efforts, the Financial and Tax Services Group carries out tax planning, calculation, payment/remittance, and periodically tax reporting in accordance with tax regulations. Furthermore, regular updates on the latest tax regulations are conducted through tax socialization within the PT Pelabuhan Indonesia (Persero) Group.

The determination of the company's tax objects is based on tax laws and regulations, as well as other relevant legislation. Additionally, PT Pelabuhan Indonesia (Persero) actively coordinates with stakeholders the Ministry of State-Owned Enterprises, the Ministry of Transportation, the Tax Service Office, the Regional Tax and Retribution Management Agency, and other related bodies to ensure that the Company's contribution to the state and tax compliance are properly implemented within the PT Pelabuhan Indonesia (Persero) Group in accordance with applicable regulations.

Pembayaran Pajak dan PNBP (Rp Miliar)

Tax and Non-Tax State Revenue Payment (in Billion Rp)

No.	Jenis Pajak Types of Taxes	2024	2023	2022
A	Pajak Taxes			
1.	Pajak Penghasilan (PPh) Income Tax (PPh)	2.933,24	2.706,85*	2.416,01
2.	Pajak Pertambahan Nilai (PPN) dan Pajak Penjualan atas Barang Mewah (PPnBM) Value-Added Tax (VAT/PPN) and Luxury Goods Sales Tax (PPnBM)	2.327,24	2.145,69**	1.661,73
3.	Bea Masuk/Keluar, Bea dan Cukai, Bea Materai Import/Export Duty, Duties and Excise, Stamp Duty	4,92	4,41	0*****
6.	Pajak Daerah dan Retribusi Daerah (PDRD), termasuk Perkotaan dan Pedesaan (PBB P2) Regional Taxes and Levies	254,16	197,42****	190,84
Total Kontribusi Pajak (Total A) Total Tax Contribution (Total A)		5.519,56	5.054,37	4.268,58
B	Penerimaan Negara Bukan Pajak (PNBP) Non-Tax State Revenue			
1.	Dividen Dividend	1.038,47	1.377,20	1.316,85
2.	PNBP Lainnya Other Non-Tax State Revenue	256,79	214,16	209,03
3.	Konsesi Concession	653,39	623,97***	535,65
Total Kontribusi PNBP (Total B) Total PNBP Contribution (Total B)		1.948,65	2.215,33	2.061,53
Total Kontribusi kepada Negara (Total A dan B) Total Contribution to the State (Total A and B)		7.468,21	7.269,70	6.330,11

Keterangan | Remarks:

*Terdapat penyajian data kembali (*restatement*) dari Laporan Keberlanjutan 2023 dikarenakan adanya Denda/STP PPh tahun 2023

**Terdapat penyajian data kembali (*restatement*) dari Laporan Keberlanjutan 2023 dikarenakan adanya Denda/STP PPN tahun 2023

***Terdapat penyajian data kembali (*restatement*) dari Laporan Keberlanjutan 2023 dikarenakan adanya Denda/STP Konsesi tahun 2023

**** Terdapat penyajian data kembali (*restatement*) dari Laporan Keberlanjutan 2023 dikarenakan adanya penambahan Pajak Daerah lainnya seperti Pajak Reklame/Iklan, Pajak Kendaraan Bermotor, Pajak Air Bawah Tanah di Tahun 2023 sesuai template Kementerian BUMN

*****bea materai merupakan format tambahan Kementerian BUMN sejak tahun 2024. Sehingga belum terhitung di 2022

*There is a restatement of data from the 2023 Sustainability Report due to penalties/STP on Income Tax (PPh) in 2023.

**There is a restatement of data from the 2023 Sustainability Report due to penalties/STP on Value-Added Tax (PPN) in 2023.

***There is a restatement of data from the 2023 Sustainability Report due to penalties/STP on Concession Fees in 2023.

****There is a restatement of data from the 2023 Sustainability Report due to the addition of other regional taxes, such as Advertisement Tax, Motor Vehicle Tax, and Groundwater Tax in 2023, in accordance with the the Ministry of SOE template

*****Stamp duty (Bea Materai) has been an additional reporting format required by the Ministry of SOE since 2024, and therefore was not accounted for in 2022



Tumbuh Bersama Karyawan, Masyarakat, dan Pelanggan

Growing with
Employees,
Communities, and
Customers



STAMBAH KESELAMATAN
DAN KESEHATAN KERJA

Menyediakan Lingkungan Bekerja yang Layak dan Aman

Providing a Proper and Safe Working Environment

Pelindo berkomitmen menciptakan lingkungan bekerja yang layak dan aman bagi seluruh karyawan. Perseroan telah menetapkan target yang berlaku juga bagi mitra dan vendor untuk menjadikan angka kecelakaan kerja nihil (*zero accident*) serta menihilkan kasus penyakit akibat kerja (PAK). Hal ini sebagai salah satu upaya guna mendukung peningkatan daya saing dan bagian dari strategi meningkatkan efisiensi pelabuhan serta membangun upaya keberlanjutan. [F.21]

Pelindo memiliki Sistem Manajemen Keselamatan dan Kesehatan Kerja (SMK3) yang berlaku bagi seluruh (100%) karyawan, baik karyawan organik maupun karyawan non-organik, sesuai dengan Peraturan Pemerintah Republik Indonesia Nomor 50 Tahun 2012 tentang Penerapan Sistem Manajemen Keselamatan dan Kesehatan Kerja. Penerapan SMK3 yang terjaga merupakan upaya Pelindo dalam menjaga keselamatan dan kesehatan seluruh karyawan di tengah lingkungan dengan tingkat potensi bahaya tinggi dan memiliki waktu layanan penuh tanpa libur.

Pelindo is committed to creating a proper and safe working environment for all employees. The Company has set targets for its partners and vendors to achieve zero accidents and to achieve zero occupational disease. This initiative supports to boost our competitiveness and serves as a strategy to enhance port efficiency and promote sustainability. [F.21]

Pelindo has implemented an Occupational Health and Safety Management System (OHSMS) for all (100%) employees, including organic and non-organic staff, in accordance with Government Regulation of the Republic of Indonesia Number 50 of 2012 concerning Implementation of Occupational Health and Safety Management System. Our commitment to maintaining OHSMS implementation ensures the safety and health of all employees in environments with high potential hazards and continuous service hours with no holiday.

Hingga akhir periode pelaporan, Pelindo maupun seluruh (100%) anak usaha telah mengimplementasikan Sistem Manajemen Keselamatan dan Kesehatan Kerja (SMK3).

[403-1]

As of the end of the reporting period, Pelindo and all (100%) subsidiaries have implemented Occupational Health and Safety Management System (OHSMS). [403-1]

Penerapan SMK3 diadopsi karena Perseroan memenuhi 2 syarat yang diatur di dalam pasal 5, Peraturan Pemerintah Republik Indonesia Nomor 50 Tahun 2012 tentang Penerapan Sistem Manajemen Keselamatan dan Kesehatan Kerja, yaitu: [3-3][403-1][403-8]

The Company buat space antarkata jadi sedikit lebih renggang as it fulfills two requirements outlined in Article 5, Government Regulation of the Republic of Indonesia Number 50 of 2012 concerning Implementation of Occupational Health and Safety Management System: [3-3][403-1][403-8]

1. Mempekerjakan karyawan/buruh paling sedikit 100 (seratus) orang; atau
2. Mempunyai tingkat potensi bahaya tinggi.

Dasar hukum penerapan lingkungan kerja yang layak dan aman berpedoman pada: [\[3-3\]\[403-1\]](#)

1. Peraturan Direksi PT Pelabuhan Indonesia (Persero) Nomor HK.01/21/10/1/HSSE/UTMA/PLND-22 tentang Keselamatan dan Kesehatan Kerja (K3) di Lingkungan PT Pelabuhan Indonesia (Persero)
2. Peraturan Direksi PT Pelabuhan Indonesia (Persero) Nomor HK.01/17/4/2/SK/UTMA/PLND-24 tentang Program Keselamatan Hidup Perusahaan (*Corporate Life Saving Rules*) PT Pelabuhan Indonesia (Persero)
3. Peraturan Direksi PT Pelabuhan Indonesia (Persero) Nomor HK.01/12/1/2/KBDK/UTMA/PLND-24 tentang Pedoman Saling Menghargai di Tempat Kerja (*Respectful Workplace Policy*) di Lingkungan PT Pelabuhan Indonesia (Persero)

Pelindo memiliki Sistem Manajemen Terpadu (SMT) yang berlaku untuk seluruh karyawan, mitra, vendor maupun pemangku kepentingan lainnya yang berada di wilayah operasional Perseroan. SMT telah disosialisasikan kepada seluruh (100%) karyawan yang berada di lokasi operasional Perseroan maupun kepada pihak lain yang terkait. Sosialisasi dilakukan melalui kebijakan yang disampaikan dan dipasang di setiap ruang kerja karyawan dan ruang layanan, sehingga dapat diakses dan dibaca oleh seluruh pegawai maupun tamu yang berkunjung.

[\[403-4\]](#)

1. Employing no less than 100 (one hundred) employees/workers; or
2. Having high potential hazards.

The legal foundations for implementing a proper and safe working environment are as follows: [\[3-3\]\[403-1\]](#)

1. Regulation of the Board of Directors of PT Pelabuhan Indonesia (Persero) Number HK.01/21/10/1/HSSE/UTMA/PLND-22 concerning Occupational Health and Safety (OHS) in the Premises of PT Pelabuhan Indonesia (Persero)
2. Regulation of the Board of Directors of PT Pelabuhan Indonesia (Persero) Number HK.01/17/4/2/SK/UTMA/PLND-24 concerning Corporate Life Saving Rules of PT Pelabuhan Indonesia (Persero)
3. Regulation of the Board of Directors of PT Pelabuhan Indonesia (Persero) Number HK.01/12/1/2/KBDK/UTMA/PLND-24 concerning Respectful Workplace Policy within the Premises of PT Pelabuhan Indonesia (Persero)

Pelindo has established an Integrated Management System (IMS) for all employees, partners, vendors, and other stakeholders within the operational areas of the Company. The IMS has been communicated to all (100%) employees within the operational areas of the Company and relevant parties through policies distributed to every room, including the workspaces and service areas. Socialization is carried out through policies that are conveyed and posted in each employee's workspace and service room, so that they can be accessed and read by all employees and visiting guests. [\[403-4\]](#)



Kebijakan Sistem Manajemen Terpadu [F.1]

Integrated Management System Policy

PT Pelabuhan Indonesia (Persero) berkomitmen menerapkan kebijakan Sistem Manajemen Terpadu (SMT) secara konsisten melalui upaya pengelolaan penerapan SMT guna mencapai sasaran peningkatan berkesinambungan terhadap kinerja Mutu, Keselamatan dan Kesehatan Kerja, Lingkungan, Keamanan Pelabuhan, Antipenyuapan, Layanan Teknologi Informasi, Keamanan Teknologi Informasi, Keberlangsungan Bisnis, dan Energi dengan cara:

PT Pelabuhan Indonesia (Persero) is committed to consistently implementing the Integrated Management System (IMS) policy through efforts to manage its application in order to achieve continuous improvement in the performance of Quality, Occupational Health and Safety, Environment, Port Security, Anti-Bribery, Information Technology Services, Information Security, Business Continuity, and Energy through the following measures:

<p>Mematuhi peraturan perundang-undangan dan persyaratan lainnya, kode etik, tata nilai dan budaya Perseroan, <i>Good Corporate Governance</i> (GCG), dan Manajemen Risiko dalam menjalankan proses bisnis di lingkungan Perseroan</p> <p>Complying with laws, regulations, and other requirements, the code of ethics, corporate values and culture. Good Corporate Governance (GCG), and Risk Management in conducting business processes within the Company</p> <p>1</p>	<p>Menjamin kepuasan pelanggan melalui pelayanan prima dan peningkatan berkelanjutan guna memenuhi harapan pelanggan</p> <p>Ensuring customer satisfaction through excellent service and continuous improvement to meet customer expectations</p> <p>2</p>	<p>Memberikan manfaat bagi pembangunan ekonomi, sosial, dan lingkungan masyarakat di sekitar pelabuhan melalui program Tanggung Jawab Sosial dan Lingkungan (TJSL)</p> <p>Providing benefits for economic, social, and environmental development of communities around ports through Corporate Social and Environmental Responsibility (CSR) programs</p> <p>3</p>
<p>Mencegah terjadinya kecelakaan kerja, penyakit akibat kerja, penyakit akibat hubungan kerja, dan kebakaran dengan pengendalian risiko dan penerapan budaya K3 menuju tercapainya kondisi <i>Zero Fatality</i></p> <p>Preventing workplace accidents, occupational diseases, work-related illnesses, and fires by implementing risk control measures and fostering an Occupational Health and Safety (OHS) culture to achieve Zero Fatality conditions</p> <p>4</p>	<p>Melarang keras membeli, menjual, memiliki, dan mengonsumsi alkohol serta narkoba di lingkungan kerja Perseroan dan menerapkan kebijakan pencegahan dan pengendalian HIV/AIDS di lingkungan Perseroan</p> <p>Strictly prohibiting the purchase, sale, possession, and consumption of alcohol and drugs in the workplace and implementing policies for the prevention and control of HIV/AIDS within the Company</p> <p>5</p>	<p>Mendukung pelestarian lingkungan keanekaragaman hayati dan mencegah terjadinya pencemaran melalui pengelolaan dampak lingkungan dan pemanfaatan sumber daya energi ramah lingkungan serta <i>supply chain</i></p> <p>Supporting biodiversity conservation and preventing pollution through environmental impact management and the utilization of environmentally friendly energy resources within the supply chain</p> <p>6</p>
<p>Mewujudkan lingkungan bisnis yang aman melalui sistem keamanan secara efektif dan efisien serta peningkatan kualitas pelayanan jasa</p> <p>Establishing a secure business environment through an effective and efficient security system while improving service quality</p> <p>7</p>	<p>Mengamankan aset Perseroan termasuk keamanan kapal dan fasilitas pelabuhan dengan menerapkan pengamanan berbasis teknologi informasi</p> <p>Supporting biodiversity conservation Safeguarding Company assets, including ship and port facility security, by implementing information technology-based security measures</p> <p>8</p>	<p>Meningkatkan pengendalian dan pengawasan terhadap potensi terjadinya penyimpangan, kecurangan, dan penipuan di lingkungan Perseroan</p> <p>Enhancing control and supervision to prevent potential deviations, fraud, and misconduct within the Company</p> <p>9</p>
<p>Menjamin keberlangsungan usaha dengan menerapkan <i>Business Continuity Plan</i> dan <i>Disaster Recovery Plan</i></p> <p>Ensuring business continuity by implementing a Business Continuity Plan and Disaster Recovery Plan</p> <p>10</p>	<p>Mengoptimalkan penggunaan Teknologi Informasi (TI) berbasis Green and Smart Port dengan tata kelola dan layanan TI yang efektif</p> <p>Optimizing the use of Information Technology (IT) based on Green and Smart Port principles with effective IT governance and services</p> <p>11</p>	<p>Menumbuhkan kesadaran kerja yang mengutamakan mutu, pelayanan, K3, keamanan, antipenyuapan, lingkungan, keberlangsungan usaha, dan pengamanan energi guna mendukung pengembangan bisnis Perseroan yang berkelanjutan</p> <p>Fostering a work culture that prioritizes quality, service, Occupational Health and Safety (OHS), security, anti-bribery, environmental sustainability, business continuity, and energy security to support the sustainable growth of the Company</p> <p>12</p>
<p>Melibatkan seluruh Insan Perseroan dan pihak terkait untuk aktif mengikuti kebijakan dan pedoman yang ditetapkan oleh Perseroan</p> <p>Engaging all Company personnel and relevant stakeholders to actively comply with the policies and guidelines established by the Company</p> <p>13</p>	<p>Menyediakan sumber daya dan informasi yang memadai dalam penerapan, evaluasi, serta peningkatan SMT</p> <p>Providing adequate resources and information for the implementation, evaluation, and continuous improvement of the IMS</p> <p>14</p>	<p>Menetapkan, memelihara, mengevaluasi, dan mengembangkan SMT yang efektif guna mencapai kinerja optimal</p> <p>Establishing, maintaining, evaluating, and enhancing an effective IMS to achieve optimal performance</p> <p>15</p>

Pelindo telah mengimplementasikan SMK3 berbasis pada ISO 45001:2018 di kantor pusat dan regional. Sejak tahun 2024 dan telah dilaksanakan audit internal untuk mengetahui tingkat maturitas implementasi sistem SMK3 di masing-masing unit kerja. [403-1]

The Company has implemented OHSMS system based on ISO 45001:2018 at the head office and regional offices. Since 2024, internal audits have been conducted to evaluate the maturity of OHS management system implementation at each work unit. [403-1]

Panitia Pembina Keselamatan dan Kesehatan Kerja (P2K3) [403-4] **Occupational Health and Safety Advisory Committee (P2K3)**

Guna menjalankan SMK3, Perseroan membentuk Panitia Pembina Keselamatan dan Kesehatan Kerja (P2K3) di masing-masing cabang pelabuhan. Keanggotaan P2K3 terdiri dari terdiri dari ketua, sekretaris, dan anggota sesuai ketentuan yang berlaku. Sekretaris P2K3 dijabat oleh ahli keselamatan kerja di masing-masing unit Perseroan baik di kantor pusat, regional, maupun cabang. Adapun keanggotaan P2K3 terdiri dari Direksi PT Pelabuhan Indonesia (Persero) mewakili unsur pengusaha, Pejabat Struktural meliputi Group Head, Department Head (Kantor Pusat), Executive Director Regional, Regional Division Head, General Manager, Manager Bidang (Cabang) yang mengelola aktivitas kritikal dalam menjalankan bisnis Perseroan, pengurus serikat pekerja, dan perwakilan pekerja yang bertugas memberikan saran dan pertimbangan kepada pengusaha terkait dengan penerapan K3.

Hingga akhir periode pelaporan, Pelindo membentuk susunan tim di Kantor Pusat dengan beranggotakan 56 orang yang terbentuk berdasarkan pada Surat Keputusan Direksi PT Pelabuhan Indonesia (Persero) Nomor KL.01.01/8/11/2/SKKK/PGLA/PLND-24 tanggal 8 November 2024 tentang Pembentukan Panitia Pembina Keselamatan dan Kesehatan Kerja (P2K3) Kantor Pusat PT Pelabuhan Indonesia (Persero). Selain itu sebagai pembina, HSSE Kantor Pusat memberikan pengarahan terbentuknya P2K3 di masing-masing regional berikut wilayah kerja yang berada di areanya.

To implement OHSMS, the Company has established Occupational Health and Safety Advisory Committee (P2K3) at each port branch. This committee consists of a head, secretary, and members in accordance with prevailing regulations. The secretary position is held by occupational safety expert at each unit of the Company, including the head office, regional offices, and branches. The members include of the Board of Directors of PT Pelabuhan Indonesia (Persero) representing the employer, Structural Officials including Group Head, Department Head (head office), Regional Executive Director, Regional Division Head, General Manager, Branch Manager that manages critical activities in carrying out the Company business, labor union members, and worker representatives to provide inputs and considerations to the employer regarding OHS implementation.

As of the end of the reporting period, the Company has established a team at the head office with 56 members, pursuant to the Decree of the Board of Directors of PT Pelabuhan Indonesia (Persero) Number KL.01.01/8/11/2/SKKK/PGLA/PLND-24 dated November 8, 2024, concerning Establishment of Occupational Health and Safety Advisory Committee (P2K3) at the Head Office of PT Pelabuhan Indonesia (Persero). In addition, as the advisor, HSSE of the Head Office provided assistance in establishing the P2K3 at each region and operational area within the region. Through P2K3, employees

Melalui P2K3, karyawan dan manajemen dapat mengoptimalkan partisipasi, konsultasi, dan komunikasi tentang keselamatan dan kesehatan kerja. [3-3][403-4]

Beberapa regional telah menerapkan P2K3, di antaranya:

Regional 1

Kantor Regional 1, Cabang Belawan, Cabang Dumai, Cabang Pekanbaru, Cabang Gunung Sitoli, Cabang Tembilahan, dan Cabang Tanjung Balai Asahan.

Regional 2

Kantor Regional 2, Cabang Tanjung Priok, Cabang Panjang, Cabang Pontianak, Cabang Bengkulu, Cabang Sunda Kelapa, Cabang Pangkal Balam, Cabang Banten, Cabang Palembang, Cabang Teluk Bayur, Cabang Jambi, Cabang Cirebon, dan Cabang Tanjung Pandan.

Regional 3

Kantor Regional 3, Cabang Tanjung Tembaga, Cabang Kotabaru, Cabang Benoa, Cabang Kumai, Cabang Maumere, Cabang Celukan Bawang, Cabang Gapura Surya Nusantara (GSN Kalimas), dan Cabang Kalabahi.

Regional 4

Kantor Pusat Regional 4, Cabang Makassar, Cabang Balikpapan, Cabang Samarinda, Cabang Bitung, Cabang Sorong, Cabang Ambon, Cabang Nunukan, Cabang Biak, Cabang Manado, Cabang Gorontalo, Cabang Fakfak, dan Cabang Jayapura.

Adapun cabang yang belum menerapkan P2K3, terdapat pada Regional 3 dan Regional 4, yaitu Cabang Tegal, Cabang Waingapu, Cabang Ende Ippi, Cabang Tenau Kupang, Cabang Banjarmasin, Cabang Batulicin, Cabang Sampir, Cabang Pulau Pisang, Cabang Labuan Bajo, Cabang Toli-Toli, Cabang Bontang, Cabang Tanjung Redeb, dan Cabang Manokwari.

Alasan beberapa cabang belum menerapkan P2K3 dikarenakan beberapa cabang sedang dalam proses pengembangan pekerja yang akan bertugas sebagai ahli K3 umum/sekretaris P2K3.

and management can optimize their participation, consultation, and communication on occupational health and safety. [3-3][403-4]

Several regions have implemented P2K3, including:

Region 1

Region 1 Office, Belawan Branch, Dumai Branch, Pekanbaru Branch, Gunung Sitoli Branch, Tembilahan Branch, and Tanjung Balai Asahan Branch.

Region 2

Region 2 Office, Tanjung Priok Branch, Panjang Branch, Pontianak Branch, Bengkulu Branch, Sunda Kelapa Branch, Pangkal Balam Branch, Banten Branch, Palembang Branch, Teluk Bayur Branch, Jambi Branch, Cirebon Branch, and Tanjung Pandan Branch.

Region 3

Region 3 Office, Tanjung Tembaga Branch, Kotabaru Branch, Benoa Branch, Kumai Branch, Maumere Branch, Celukan Bawang Branch, Gapura Surya Nusantara Branch (GSN Kalimas), and Kalabahi Branch.

Region 4

Head Office of Region 4, Makassar Branch, Balikpapan Branch, Samarinda Branch, Bitung Branch, Sorong Branch, Ambon Branch, Nunukan Branch, Biak Branch, Manado Branch, Gorontalo Branch, Fakfak Branch, and Jayapura Branch.

There are several branches that have yet to implement P2K3 in Region 3 and Region 4, namely Tegal Branch, Waingapu Branch, Ende Ippi Branch, Tenau Kupang Branch, Banjarmasin Branch, Batulicin Branch, Sampir Branch, Pulau Pisang Branch, Labuan Bajo Branch, Toli-Toli Branch, Bontang Branch, Tanjung Redeb Branch, and Manokwari Branch.

The aforementioned branches have yet to implement P2K3 as several branches are in the employee development stage for employees who will serve as the general OHS expert/P2K3 secretary.

Perseroan memiliki komitmen kebijakan untuk mempersiapkan dan menanggapi keadaan darurat. Setiap wilayah kerja telah memiliki prosedur pelaporan dan penanganan tanggap darurat yang didukung oleh tim tanggap darurat. Perseroan juga telah melakukan pelatihan darurat bagi karyawan atau komunitas, termasuk pengujian rutin dari rencana tanggap darurat. [403-3]

The Company has established a policy to prepare and respond to emergency situations. Every operational area has set forth emergency reporting procedures and emergency response procedures supported by an emergency response team. The Company has provided various emergency-related trainings for the employees and the community members, including routine emergency response drills [403-3]

Sistem Manajemen K3 [403-2][403-3] OHS Management System

Pelindo melakukan berbagai upaya guna menjaga dan mengurangi potensi terjadinya kecelakaan kerja, salah satunya melalui pelaksanaan Identifikasi Bahaya dan Pengendalian Risiko (IBPR)/*Hazard Identification, Risk Assessment, Determined Control* (HIRADC). IBPR/HIRADC memetakan risiko berdasarkan lokasi dengan matriks tingkat keparahan dan intensitas untuk ditindaklanjuti dengan upaya pengendalian terhadap risiko. Identifikasi bahaya dan penilaian risiko dilakukan melalui aplikasi MyHSSE sesuai dengan format IBPR K3 yang diatur pada prosedur Nomor SMK3/PI0/PD.06.00.00/00-2024 tentang SOP Identifikasi Bahaya, Penilaian dan Pengendalian Risiko (HIRADC) dan Panduan Teknis Identifikasi Bahaya, Penilaian, dan Pengendalian Risiko K3.

Investigasi insiden diatur pada Prosedur Nomor SMK3/PI0/PD.18.00.00/00-2024 tentang SOP Manajemen Insiden, dilaksanakan oleh Tim Investigator Gabungan yang telah tersertifikasi dan telah melakukan lintas unit kerja untuk menjaga independensi atas pelaksanaan investigasi insiden yang mengacu pada Berita Acara Direksi dan panduan teknis terkait pelaksanaan investigasi insiden. Seluruh karyawan dapat melaporkan bahaya terkait pekerjaan dan situasi bahaya yang dihadapi melalui penyampaian kepada tim *Safety Officer* yang ada pada masing-masing unit kerja untuk ditindaklanjuti atau melalui kontak yang tersedia dalam “informasi kontak darurat” jika terjadi kondisi gawat darurat di tempat kerja.

Pelindo takes various measures to avoid and minimize the potential occurrence of occupational incidents, including through the implementation of Hazard Identification, Risk Assessment, and Determined Control (HIRADC). HIRADC maps the risks based on the locations with the matrix of severity and intensity to be followed-up with risk control measures. Hazard identification and risk assessment are carried out using MyHSSE application in line with OHS HIRADC formats as governed by Procedure Number SMK3/PI0/PD.06.00.00/00-2024 concerning SOP for Hazard Identification, Risk Assessment, and Determined Control (HIRADC) and Technical Guidelines of Hazard Identification, Risk Assessment and Determined Control of OHS Risks.

The incident investigation is governed by Procedure Number SMK3/PI0/PD.18.00.00/00-2024 concerning SOP for Incident Management, which is carried out by the Joint Investigator Team who has been certified and performed across work units to maintain its independence during the investigation of an incident. Any employee may submit reports concerning occupational hazards and unsafe situations they face by submitting such report to a Safety Officer team in their work unit for follow-up or to a contact listed in the “emergency contact information” in the event of emergency situation.

Lebih lanjut, bagi karyawan yang akan meninggalkan pekerjaannya khususnya untuk pekerjaan yang berisiko tinggi, maka hal yang harus pertama kali dilakukan yaitu melaporkan kepada atasan terkait alasan meninggalkan pekerjaan tersebut. Jika atasan langsung telah menyetujui, maka prosedur selanjutnya karyawan harus memastikan peralatan yang digunakan telah dalam kondisi tidak beroperasi/dimatikan serta telah diletakkan pada area aman dan memastikan kondisi sekitarnya tidak berbahaya. hal ini diatur pada Prosedur Nomor SMK3/PI0/PD.04.00.00/00-2024 tentang SOP Prosedur Izin Kerja dan Pengawasan.

Furthermore, employees to leave a high-risk work is required to report to their supervisor regarding their reason to leave their high-risk work. If their direct supervisor has approved their leaving, the next procedure is to ensure that the equipment are non-operational or has been turned off and stored in a safe area and to ensure that the surrounding areas are safe. Such procedure is governed in Procedure Number SMK3/PI0/PD.04.00.00/00-2024 concerning SOP for Work Permit and Supervision.

“**Apabila ditemukan kondisi berbahaya yang berpotensi menimbulkan kecelakaan kerja atau gangguan kesehatan, karyawan dapat segera melaporkan kepada atasan langsung/petugas HSE/tim terkait untuk dilakukan tindakan mitigasi. Karyawan juga berhak meminta alat pelindung diri (APD) yang diperlukan, seperti masker wajah untuk mencegah paparan udara yang terkontaminasi oleh komoditas berbahaya, sesuai dengan ketentuan dalam Panduan Teknis Nomor 001.1/PDT/SKKK/PLND-24 tentang Alat Pelindung Diri (APD).**

If a hazardous condition is identified that may pose a risk of work-related accidents or health issues, employees are encouraged to promptly report the situation to their immediate supervisor/HSE officer/the relevant team for appropriate mitigation measures. Employees are also entitled to request the necessary personal protective equipment (PPE), such as face masks to prevent exposure to air contaminants from dangerous substances, in accordance with the provisions outlined in Technical Guidelines Number 001.1/PDT/SKKK/PLND-24 concerning Personal Protective Equipment (PPE).

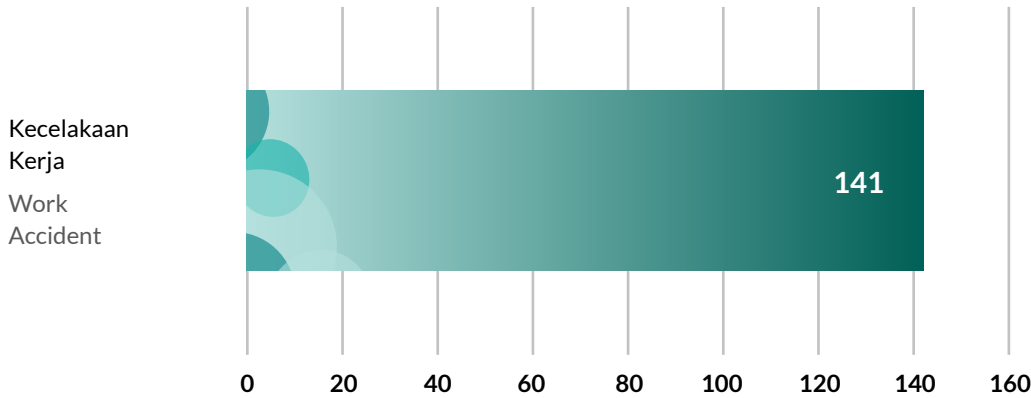
”

Mitigasi Risiko Kecelakaan Kerja ^[403-2] Workplace Accident Risk Mitigation

Guna meminimalisir risiko kecelakaan kerja, Pelindo telah melakukan penilaian terhadap lokasi kerja serta memasang rambu-rambu untuk memberikan informasi kepada seluruh karyawan terkait informasi K3. Selain itu, untuk mengantisipasi atas kondisi gawat darurat, Pelindo juga telah menyiapkan sarana dan prasarana K3 seperti Alat Pemadam Api Ringan (APAR) dan Kotak P3K di seluruh area kerja, serta mobil pemadam kebakaran dan proteksi kebakaran otomatis di beberapa lokasi. Selama tahun 2024, Perseroan telah melakukan pelatihan sertifikasi kepada karyawan yang ditunjuk sebagai tim tanggap darurat sehingga karyawan tersebut mampu untuk melakukan tindakan penanganan jika terjadi kondisi gawat darurat.

In order to minimize workplace accident risks, Pelindo has assessed working locations and installed the required signages to provide OHS information to all employees. Additionally, to anticipate any emergency conditions, Pelindo has prepared OHS facilities and infrastructures such as Fire Extinguishers and First Aid Boxes across the working areas, as well as fire engines and automatic fire suppression systems in certain locations. Throughout 2024, the Company has provided certifications for the employees assigned as emergency response team to enable them to provide emergency response in the event of emergency situations.

Persebaran Risiko pada Life Saving Rules | Risk Distribution on Life Saving Rules



Kinerja K3 OHS Performance

Pelindo mengutamakan keselamatan kerja bagi seluruh karyawan maupun pemangku kepentingan yang berada pada lokasi Perseroan. Sepanjang 2024, Terdapat 3 kasus *fatality*, jumlah yang sama seperti pada tahun 2023. Selain itu, tercatat 141 insiden dan 14 kecelakaan kerja yang melibatkan karyawan Pelindo. Sementara itu, di lingkungan kontraktor atau mitra kerja, terjadi 2 kasus kecelakaan kerja. Seluruh kasus tersebut telah ditangani sesuai dengan prosedur dan standar keselamatan yang berlaku, termasuk pemberian penanganan dan dukungan yang memadai kepada para korban. Perseroan terus memperkuat implementasi budaya keselamatan kerja di seluruh lini operasional guna meminimalkan risiko serupa di masa mendatang. Saat ini Perseroan belum melakukan perhitungan Lost Time Incident Rate (LTIR), akan tetapi Pelindo berencana melakukan perhitungan LTIR di tahun 2025. [TR-MT320a.1]

The Company prioritizes occupational safety for its employees and stakeholders within the premises of the Company. Throughout 2024, There were 3 fatality cases, the same number as in 2023. In addition, there were 141 incidents and 14 work accidents involving Pelindo employees. Meanwhile, among contractors or business partners, there were 2 cases of work-related accident cases. All of these cases have been handled in accordance with applicable safety procedures and standards, including the provision of adequate treatment and support to the victims. The Company continues to strengthen the implementation of work safety culture in all operational lines to minimize similar risks in the future. Currently, the Company has not calculated the Lost Time Incident Rate (LTIR); however, Pelindo plans to initiate LTIR calculation in 2025. [TR-MT320a.1]

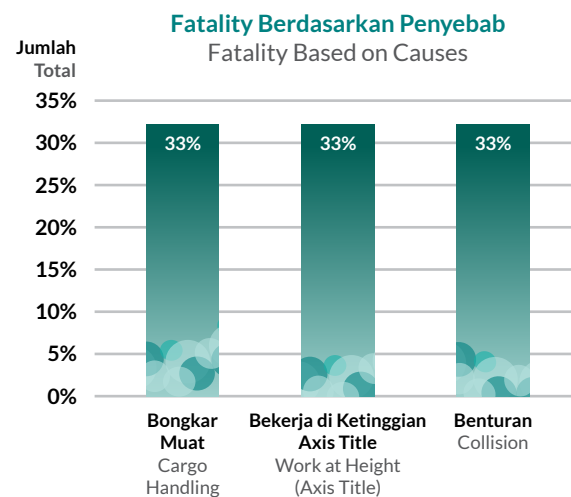
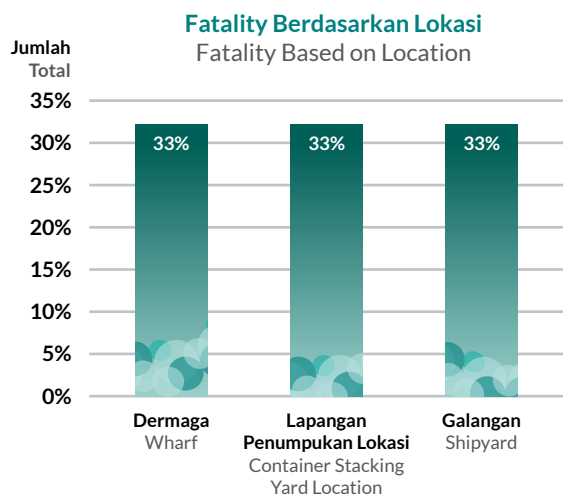
Kecelakaan Kerja [403-9] Workplace Accident

Lokasi Operasional Operating Area	2024				2023				2022			
	Insiden Incident	Accident	Fatality	Jumlah Total	Insiden Incident	Accident	Fatality	Jumlah Total	Insiden Incident	Accident	Fatality	Jumlah Total
Kantor Pusat Head Office	0	0	0	0	0	0	0	0	0	0	0	0
Regional 1 Region 1	0	0	0	0	3	3	0	6	3	0	0	3
Regional 2 Region 2	34	2	0	36	30	5	0	35	1	9	2	12
Regional 3 Region 3	26	2	1	29	36	15	1	52	18	15	1	34
Regional 4 Region 4	4	0	0	4	11	1	1	13	11	1	1	13

Lokasi Operasional Operating Area	2024				2023				2022			
	Insiden Incident	Accident	Fatality	Jumlah Total	Insiden Incident	Accident	Fatality	Jumlah Total	Insiden Incident	Accident	Fatality	Jumlah Total
Pelindo Terminal Petikemas	12	0	1	19	19	23	0	42	66	13	1	80
Pelindo Multi Terminal	2	6	0	2	13	12	1	26	36	4	1	41
Pelindo Solusi Logistik	0	0	0	0	3	2	0	5	3	1	1	5
Pelindo Jasa Maritim	63	4	1	68	27	8	0	35	17	4	0	21
Jumlah Total	141	14	3	158	142	69	3	214	155	47	7	209

Perseroan telah melakukan investigasi dan memetakan penyebab kecelakaan kerja pada tahun 2024 serta menetapkan mitigasi agar kasus serupa tidak terjadi lagi. Adapun beberapa penyebab kecelakaan kerja di Pelindo yaitu: [\[403-2\]](#)

The Company has carried out investigations and mapped the reasons of workplace accidents in 2024 as well as determined mitigation actions to prevent the accidents from reoccurring. The causes of workplace accidents within the Company are as follows: [\[403-2\]](#)



Realisasi Biaya Pemenuhan Sarana dan Prasarana K3 (Juta Rupiah) [\[403-9\]](#)

Realization of OHS Facility and Infrastructure Expenses (Million Rupiah)

Entitas Entity	APD	APAR/Hydrant	Kotak P3K First Aid Kid	Rambu Signs	Pagar Fence	Sarpras Lainnya Other Amenities and Infrastructure	Total
Regional 1	140,17	150,80	9,84	80	0	32,75	413,56
Regional 2	823,68	368,03	48,61	0	0	85,537	1.325,84
Regional 3	582,26	268,70	142,84	859,76	470,52	590,97	2.915,04
Regional 4	172,05	273,38	110,37	470,69	936,70	369	2.332,17
SPJM	3.834,82	310,59	14,96	125,39	17,76	760,87	5.064,40
SPMT	350	250	100	970	0	2,80	4.470,00
SPSL	-	-	-	-	-	-	1.430,78
SPTP	-	-	-	-	-	-	400

Perseroan telah menyusun rencana kerja guna meningkatkan penerapan keselamatan dan kesehatan kerja. Penyusunan Rencana Program K3 Tahun 2025 melibatkan pihak eksternal dan internal yang meliputi akademisi/ahli K3, P2K3, perwakilan karyawan, dan pemangku kepentingan terkait lain. Rencana Program K3 berisi tujuan dan sasaran, skala prioritas, upaya pengendalian bahaya, penetapan sumber daya, jangka waktu pelaksanaan, indikator pencapaian, dan sistem pertanggungjawaban.

The Company has developed a workplan to improve occupational health and safety implementation. The 2025 OHS Program Planning involved external and internal parties, including academicians/OHS experts, OHS Advisory Committee, employee representatives, and other relevant stakeholders. The OHS Workplan consists of goals and targets, priority matrix, hazard control measures, resource allocation, implementation timeline, performance indicator, and accountability system.

Pelaksanaan Audit SMK3 2024 OHSMS Audit in 2024

Pelindo melakukan audit SMK3 sebagai bentuk kepatuhan terhadap berbagai regulasi serta untuk mengukur hasil kegiatan yang telah direncanakan. Audit SMK3 dilakukan oleh pihak ketiga dan dilaporkan kepada Kementerian Ketenagakerjaan RI, dan hasilnya menjadi bahan pertimbangan Perseroan dalam melaksanakan perbaikan dan penyempurnaan implementasi K3. [\[F.21\]](#) [\[2-5\]](#)

Pelindo carries out OHSMS audit to comply with various regulations and to measure the outcomes of the activities that has been planned. OHSMS audit is performed by a third party and its results are reported to the Ministry of Manpower of the Republic of Indonesia and it serves as a consideration for the Company in realizing improvement and enhancement of OHS implementation. [\[F.21\]](#) [\[2-5\]](#)

Audit SMK3 ISO 45001:2018 telah dilakukan di Regional 1, 2, 3, dan 4 dengan total 10 cabang yang masih dalam tahap kolektif. Adapun untuk audit SMK3 PP No. 50 Tahun 2012, telah diikuti oleh semua regional dengan total jumlah cabang yang telah mendapatkan skor sebanyak 6 cabang dan 21 cabang lainnya masih dalam tahap kolektif. [\[F.21\]](#) [\[2-5\]](#)

The OHSMS audit based on ISO 45001:2018 has been conducted in Regions 1, 2, and 4, with a total of 10 branches still in the collective assessment stage. Meanwhile, the OHSMS audit in accordance with Government Regulation No. 50 of 2012 has been carried out across all regions, with 6 branches having received their scores, while 21 other branches remain in the collective assessment stage. [\[F.21\]](#) [\[2-5\]](#)

Kesehatan dan Kesejahteraan Karyawan Employee Health and Well-being

Perseroan menerapkan berbagai program dan kebijakan terkait K3 berdasarkan Undang-Undang No. 13 Tahun 2003 tentang Ketenagakerjaan dan Undang-Undang No. 24 Tahun 2011 tentang Badan Penyelenggara Jaminan Sosial. Merujuk pada kebijakan tersebut, maka Perseroan mengikutsertakan seluruh karyawan dalam program BPJS Ketenagakerjaan untuk memberikan jaminan berupa Jaminan Hari Tua, Jaminan Kecelakaan Kerja, Jaminan Kematian, Jaminan Pensiun, serta Asuransi Kesehatan melalui BPJS Kesehatan.

The Company implements various OHS-related programs and policies pursuant to Law No. 13 of 2003 concerning Employment and Law No. 24 of 2011 concerning Social Security Administrative Body. Following these policies, the Company registers all employees in the program of BPJS Ketenagakerjaan to provide several insurances such as Pension Benefits, Occupational Accident Insurance, Death Security, Pension Insurance as well as health insurance through BPJS Kesehatan.

Sebagai upaya untuk meningkatkan kesehatan seluruh karyawan, selama tahun 2024 telah diselenggarakan berbagai program yaitu: [403-3][403-6]

1. Latihan rutin olahraga karyawan Pelindo
2. Mengikuti pertandingan olahraga tingkat daerah maupun nasional
3. Melaksanakan pertandingan olahraga dan perlombaan kesenian untuk pekerja Pelindo dalam acara Pelindo League
4. *Medical Check Up* rutin untuk seluruh karyawan
5. Kepesertaan Program BPJS Kesehatan
6. Kepesertaan Program BPJS Ketenagakerjaan
7. *Health Talk*
8. *Sharing Session* Penerapan HRA untuk mencegah Penyakit Akibat Kerja (PAK)
9. Implementasi *Pelindo Walk* yang dikemas dalam bentuk Kompetisi untuk memotivasi pekerja agar rutin berjalan kaki

Secara berkala, Perseroan turut melakukan pemantauan kesehatan kepada seluruh karyawan sebagai upaya untuk mengidentifikasi penyakit yang timbul akibat pekerjaan. Langkah ini membuat Perseroan dapat mengoptimalkan upaya pencegahan dan mengidentifikasi bentuk penanganan yang paling efektif. Pemantauan kesehatan karyawan dilakukan melalui *Medical Check Up* (MCU) setiap tahun untuk memeriksa riwayat penyakit dan identifikasi dengan beban pekerjaan. Perseroan juga Menyusun *Health Risk Assessment* yang terimplementasi di beberapa Pelabuhan di tahun 2024 dan akan diterapkan pada seluruh Pelindo Group pada tahun 2025. Selama tahun 2024, tidak terdapat penyakit akibat kerja serta tidak terdapat kasus kematian akibat sakit yang berhubungan dengan pekerjaan yang dialami oleh seluruh karyawan dan non-karyawan Perseroan. [403-7][403-10]

Pelatihan K3 OHS Training

Pelindo menyelenggarakan berbagai pelatihan dan sertifikasi untuk mendukung kesehatan dan keselamatan seluruh karyawan. Pelatihan diselenggarakan secara

As an effort to improve the employee health, throughout 2024 Several programs have been implemented, including: [403-3][403-6]

1. Routine exercise for Pelindo employees
2. Participation in regional and national sport competitions
3. Execution of sport and art competitions for Pelindo employees in Pelindo League
4. Routine Medical Check-up for all employees
5. Participation in BPJS Kesehatan
6. Participation in BPJS Ketenagakerjaan
7. Health Talk
8. Sharing Session on HRA Implementation to prevent workplace accidents (PAK)
9. Implementation of Pelindo Walk in the form of a Competition to motivate the employees to walk regularly

The Company also regularly conducts health monitoring to all employees as an effort to identify any occupational diseases. This allows the Company to optimize its prevention measures and determine the most effective treatment. Annual Medical Check-ups (MCUs) are performed to review employees' medical histories and identify any health issues related to their workload. The Company has prepared a Health Risk Assessment that has been implemented in several Ports in 2024 and to be rolled out across Pelindo Group by 2025. Throughout 2024, there were no reported cases of occupational diseases or work-related deaths among both employees and non-employees of the Company. [403-7][403-10]

The Company carries out various trainings and certification programs to promote employee health and safety. These training sessions are held regularly to raise

rutin untuk meningkatkan kesadaran karyawan terhadap potensi risiko dan bahaya di lingkungan kerja, mengurangi risiko kecelakaan kerja, dan memastikan bahwa karyawan memiliki kompetensi untuk bekerja dengan aman. Perseroan juga memastikan bahwa setiap orang bekerja sesuai dengan prosedur K3 dan meningkatkan pengetahuan dan kepedulian melalui kegiatan *training*, *drill*, dan *exercise* berupa *emergency response*, pelatihan kebakaran di darat, dan *marine emergency response* yang dilakukan setiap tahun. Detail mengenai pelatihan dan sertifikasi K3 terdapat di Lampiran.

employees' awareness of potential risks and hazards across the working environment, reduce workplace accident risks, and ensure that all employees are competent to work safely. The Company also ensures that all employees work in accordance with OHS procedures, upgrade their knowledge, and raise their awareness through annual trainings, drills, and exercises through emergency response, land fire training, and marine emergency response. Further details concerning OHS trainings and certifications are provided in the Appendix.



Peningkatan Kesadaran dan Pencegahan Insiden ^[403-3] Raising Awareness and Incidents Prevention

Secara berkala, Perseroan menjalankan kegiatan untuk meningkatkan pengetahuan dan kepedulian karyawan pada prosedur K3. Kegiatan yang dilakukan meliputi pelatihan serta *drill* dan *exercise* berupa *emergency response*, pelatihan kebakaran di darat, dan *marine emergency response*. Pelindo melakukan pencegahan kecelakaan kerja melalui pelaksanaan:

- » *Safety leader forum*
- » Standardisasi K3
- » Sinergi HSSE
- » MyHSSE
- » *Safety Building*

The Company regularly carries out activities to improve the knowledge and raise employees' awareness of OHS procedures. It covers trainings, drills, and exercises through emergency response, land fire training, and marine emergency response. The Company prevents workplace accidents through the implementation of:

- » Safety leader forum
- » OHS standardization
- » HSSE Synergy
- » MyHSSE
- » Safety Building

Pelindo juga mengadakan *safety induction* terkait K3 kepada pihak internal maupun eksternal, yang termasuk *safety action* atas rencana peningkatan aspek keselamatan pemangku kepentingan oleh manajemen. *Safety induction* wajib diikuti oleh seluruh internal Perseroan melalui sistem *online self learning* dalam aplikasi Portaverse. Bagi karyawan yang mengalami mutasi dan pihak eksternal dapat mengikuti *safety induction* melalui departemen HSSE setempat. Hal tersebut sesuai dengan Nota Dinas Direktur Pengelola kepada Executive Director Regional 1, 2, 3, dan 4 Nomor KL.04/3/6/1/SKKK/PGLA-24 tanggal 3 Juni 2024 dan Surat Dinas Direktur Pengelola kepada Subholding dan Anak Perusahaan Nomor KL.04/3/6/2/SKKK/PGLA/PLND-24 tanggal 3 Juni 2024.

Guna mencegah insiden kerja, Perseroan juga menyelenggarakan kegiatan *safety awareness* bagi para karyawan, tenaga kerja bongkar muat, dan pemangku kepentingan. Upaya-upaya tersebut dilakukan Perseroan untuk memastikan bahwa setiap orang yang bekerja di Perseroan memiliki pemahaman dan pengetahuan terkait K3 dan mampu mengenali risiko bahaya serta menghindari kondisi tidak aman dalam bekerja.

Pelindo conducts *safety induction* concerning OHS for both internal and external parties as a part of the *safety action* outlined in the management's *safety aspect improvement plan* for stakeholders. *Safety induction* is mandatory for all internal stakeholders of the Company through *online self-learning system* in the Portaverse application. Employees who have been reassigned and external parties may participate *safety induction* through the local HSSE department. This is pursuant to the Official Memo of the Managing Director to the Executive Director of Region 1, 2, 3, and 4 Number KL.04/3/6/1/SKKK/PGLA-24 dated June 3, 2024, and Official Letter of the Managing Director to Sub-holdings and Subsidiaries Number KL.04/3/6/2/SKKK/PGLA/PLND-24 dated June 3, 2024.

To prevent workplace accidents, the Company carries out *safety awareness programs* for employees, stevedoring workers, as well as other stakeholders. These measures ensure that everyone working in the Company understands OHS, is able to identify hazard risks, and avoid unsafe conditions.

Fasilitas Mobil Pemadam Kebakaran (PMK) Fire Engine Facility

Pelindo menyediakan sarana dan prasarana untuk menunjang pekerjaan terkait K3, salah satunya adalah menyediakan Mobil Pemadam Kebakaran (PMK). Mobil PMK dapat digunakan untuk kegiatan penyemprotan di area dermaga, khususnya terminal non-petikemas yang selesai melaksanakan kegiatan bongkar muat curah kering dan curah cair. Pelindo juga menjalin kerja sama dengan Damkar Pemerintah Daerah, sehingga fasilitas mobil PMK dapat dimanfaatkan oleh masyarakat jika terjadi kebakaran.

The Company provides facilities and infrastructures to support OHS-related works, including Fire Engine. The Fire Engine can be used for watering at the dock, especially at non-container terminals after dry bulk and liquid bulk of stevedoring activity. The Company maintains collaboration with the local Fire Departments so that the Fire Engine can be used by the public in the event of a fire.

Insan Pelindo

Pelindo Employees

Landasan Komitmen Ketenagakerjaan

Foundations of Our Labor Commitment

Pengelolaan karyawan Perseroan mengikuti prinsip-prinsip yang diatur dalam berbagai undang-undang dan regulasi, khususnya yang berkaitan dengan ketenagakerjaan seperti Undang-Undang Nomor 13 Tahun 2003 tentang Ketenagakerjaan, serta peraturan lainnya yang berkaitan dengan hak-hak karyawan, perlindungan tenaga kerja, dan keselamatan kerja. Pelindo juga merujuk pada praktik-praktik ketenagakerjaan terbaik yang umum berlaku di Indonesia maupun di tingkat global untuk menciptakan lingkungan kerja yang adil, aman, dan mendukung pengembangan potensi setiap karyawan secara berkelanjutan. [F.21]

Perseroan membangun hubungan kerja yang transparan dan saling menghormati dengan karyawan, salah satunya terkait penyampaian pemberitahuan kepada karyawan mengenai perubahan operasi yang dapat mempengaruhi status pekerjaan mereka, utamanya sehubungan dengan penggabungan, peleburan, atau pengambilalihan Perseroan. Sebagaimana Undang-Undang Perseroan Terbatas UU Nomor 40 Tahun 2007, Perseroan akan memberikan informasi perubahan operasional minimal 30 hari sebelum pengambilan keputusan atas perubahan operasi tersebut oleh Rapat Umum Pemegang Saham (RUPS). Hal ini dilakukan agar karyawan memiliki waktu bagi karyawan untuk melakukan penyesuaian. Perseroan memberikan kesempatan bagi karyawan untuk mengajukan pertanyaan atau klarifikasi mengenai keputusan tersebut. Selain itu, Perseroan juga memberikan kompensasi kepada karyawan sesuai hak-hak yang ditentukan oleh peraturan perundang-undangan yang berlaku. [402-1]

The Company's employee management follows several principles as set forth in the prevailing laws and regulations, particularly those concerning labor and employment such as Law Number 13 of 2003 concerning Manpower, as well as other regulations concerning the rights of employees, worker protection, and occupational safety. The Company also refers to the best labor practices that are commonly applicable in Indonesia and globally to create a fair and safe working environment that supports the personal development of each employee sustainably. [F.21]

The Company builds a transparent workplace relationship with mutual respect with the employees, this includes the notification to the employees concerning operational changes that may affect their employment status particularly in relation to the merger, consolidation, or acquisition of the Company. Pursuant to Law Number 40 of 2007 concerning Limited Liability Company, the Company shall provide information about operational changes by no later than 30 days before the decisions of such operational changes are made by the General Meeting of Shareholders (GMS). This is implemented so that the employees have sufficient time to make adjustments. The Company also provides opportunities to inquire or request clarification concerning the decision. In addition, the Company provides compensations to the employees in accordance with their rights as set forth in the prevailing laws and regulations. [402-1]

Kesetaraan dan Kesempatan Bekerja Equality and Employment Opportunities

Perseroan menerapkan prinsip kesetaraan atau non-diskriminasi karyawan secara berkelanjutan, yang telah dimulai sejak proses rekrutmen, pengembangan kompetensi dan karier, evaluasi kinerja, hingga pemberian remunerasi. Berdasarkan prinsip tersebut, kesempatan kerja dan penentuan posisi atau jabatan di internal Perseroan ditentukan berdasarkan kapasitas dan kompetensi karyawan. Hal ini tertuang dalam Peraturan Direksi Perseroan Nomor: HK.01/27/6/1/RKTK/UTMA/PLND-23 tentang Manajemen Talenta dan Suksesi.

Perseroan juga menciptakan lingkungan kerja anti-diskriminasi dengan memberikan kesempatan yang sama untuk berbagai latar belakang karyawan. Pelindo memiliki kebijakan yang jelas dan tegas tentang usia minimal karyawan, yaitu 18 tahun sesuai dengan Undang-Undang (UU) No. 35 Tahun 2014. Dengan demikian, Pelindo memastikan seluruh karyawan telah memenuhi usia minimum bekerja sehingga tidak ada praktik pekerja anak atau pekerja di bawah umur. [\[F.18\]](#) [\[F.19\]](#) [\[2-23\]](#)

Lebih lanjut, Pelindo meyakini tidak terdapat tenaga kerja paksa dikarenakan jam kerja telah disepakati dalam lingkungan kerja Perseroan. Perseroan adalah 8 jam per hari dan 40 jam per minggu untuk sistem kerja 5 hari, yaitu Senin sampai Jumat, sesuai dengan pasal 77 Undang-Undang No. 13 Tahun 2003 tentang Ketenagakerjaan. Pada unit kerja dan level karyawan tertentu, Perseroan melaksanakan sistem kerja giliran (*shift work*) yang pengaturannya disesuaikan dengan kondisi lapangan pekerjaan. Dengan pengaturan tersebut, kelebihan waktu kerja akan diperhitungkan sebagai kerja lembur dengan besaran kompensasi yang telah ditetapkan dan tidak merugikan karyawan. Perseroan juga memberikan kesempatan untuk beristirahat pada jam-jam tertentu. [\[F.19\]](#)

The Company implements the principle of equality or non-discrimination against its employees continuously, starting from the recruitment process, competency and career development, performance evaluation, and remuneration. Based on this principle, employment opportunities as well as assignment in certain internal positions in the Company is determined by their capacity and competency. This is governed by the Regulation of the Board of Directors Number: HK.01/27/6/1/RKTK/UTMA/PLND-23 concerning Talent and Succession Management.

The Company also strives to create an anti-discriminatory working environment by providing equal opportunities for employees from various background. Pelindo has put in place a clear and strict policy concerning the minimum age of employees, which is 18 years old, in accordance with Law No. 35 of 2014. Therefore, Pelindo ensures that all employees meet the minimum age requirement and there are no child labor practices. [\[F.18\]](#) [\[F.19\]](#) [\[2-23\]](#)

Furthermore, the Company is sure that there are no forced labor practices as the working hours have been agreed upon within the Company, i.e., 8 hours per day and 40 hours per week for a 5-day work system, Monday to Friday, in accordance with Article 77 of the Law No. 13 of 2003 concerning Manpower. For certain work units and employee levels, the Company employs shift work system tailored to the actual condition at the working location. With such arrangement, the excess working hours will be considered overtime and compensated accordingly, ensuring that the employees are not put in an unfavorable position. The Company provides breaks during certain times as well. [\[F.19\]](#)

Pelatihan dan Pengembangan Karyawan [F.22] [404-1] [404-2]

Employee Training and Development

Perseroan memberikan kesempatan yang sama bagi seluruh karyawan dalam program pendidikan dan pelatihan untuk pengembangan kompetensi dengan menyediakan platform pembelajaran yang dapat diakses pegawai secara gratis. Sepanjang 2024, Perseroan telah menyelenggarakan 1.646 program yang meliputi pelatihan, sertifikasi dan seminar secara *online/offline/hybrid* yang diikuti oleh 8.010 karyawan (organik, non-organik, dan tenaga ahli daya). Hingga akhir tahun 2024, Pelindo telah mengalokasikan dana untuk pelatihan dan pengembangan karyawan sebesar Rp53,58 miliar.

The Company provides equal opportunities to all employees in training and education programs for competency development by providing a learning platform that can be accessed for free by the employees. Throughout 2024, the Company has held 1,646 programs covering training sessions, certifications, and seminars in online/offline/hybrid formats, attended by 8,010 employees (organic employees, non-organic employees, and outsourced employees). As of the end of 2024, Pelindo has allocated Rp53.58 billion for employee training and development.

Rata-Rata Jam Pelatihan

Average Training Hours

Uraian Description	Jumlah Peserta yang Memperoleh Pelatihan Total Training Participants			Jam Pelatihan Training Hours			Rata-Rata Jam Pelatihan Average Training Hours		
	2024	2023**	2022*	2024	2023**	2022*	2024	2023**	2022*
Keseluruhan Total	267.796	93.350	31.543	582.733	376.643	100.367	73	59	14
Berdasarkan Gender By Gender									
Pria Male	216.070	72.481	23.342	458.850	298.129	25.473	70	56	11
Wanita Female	51.726	20.869	8.201	123.883	78.514	74.894	83	61	9
Berdasarkan Kategori Karyawan By Employment Category									
Struktural Structural	69.384	40.351	1.104	179.365	185.764	110.754	90	52	10
Non-Struktural Non-structural	198.412	52.999	20.503	403.368	190.879	218.871	67	64	11

Keterangan | Remarks:

*) data mencakup perhitungan Regional 1, 3 dan 4

**) data mencakup perhitungan Regional 1-4, dan holding:

*) data includes Region 1,3, and 4

**) data includes Region 1-4, and holding



Pelindo memiliki Kebijakan Pengaturan Kesejahteraan Karyawan Purnabakti untuk memberikan kepastian kesejahteraan pasca kerja bagi karyawan, yang telah diatur di dalam Perjanjian Kerja Bersama (PKB) Nomor KP.08.03/10/11/2/HBUP/UTMA/PLND-24 antara PT Pelabuhan Indonesia (Persero) dengan Serikat Pekerja Pelabuhan Indonesia Bersatu Periode 2023-2025.

The Company has put in place a Policy for Retired Employee Welfare Arrangement to provide the employees with welfare certainty after their service, as governed by Collective Labor Agreement (CLA) Number KP.08.03/10/11/2/HBUP/UTMA/PLND-24 between PT Pelabuhan Indonesia (Persero) with the Labor Union of Pelabuhan Indonesia 2023-2025.

Perseroan memberikan program pelatihan khusus pada karyawan yang akan pensiun pada usia 56 tahun melalui program pra-pensiun. Program tersebut dapat diikuti ketika karyawan memasuki usia 51 tahun atau 5 tahun sebelum masa pensiun tiba. Pada tahun 2024, terdapat 95 karyawan beserta pasangan yang mengikuti pelatihan menjelang pensiun. Namun demikian, Sepanjang tahun 2024, adapun jumlah karyawan yang menerima manfaat dari program pensiun adalah 1.408 orang.

The Company provides dedicated training programs for employees who will retire at the age of 56 through a pre-retirement program. Employees who turn 51 years old, i.e. 5 years before the retirement age, can participate in this program. In 2024, 95 employees along with their spouses participated in the pre-retirement program. However, throughout 2024, the total number of employees who benefited from the pension program reached 1,408 people.

Pelatihan Menjelang Pensiun/Program Bantuan Peralihan Tahun 2024

Pre-Retirement Training/Transfer Assistance Program in 2024

Materi Pelatihan Training Material	Waktu Date	Jumlah Peserta Total Participant
Ready to Retire Batch 1	17-19 September 2024 September 17-19, 2024	30
Ready to Retire Batch 2	23-25 Oktober 2024 October 23-25, 2024	30
Ready to Retire Batch 3	20-22 November 2024 November 20-22, 2024	35



Selama 2024, Perseroan telah mengikutsertakan 77 petugas keamanan atau 29,6% guna mengikuti pelatihan hak asasi manusia. [410-1][203-2]

In 2024, the Company has involved 77 security officers or 29.6% to participate in human rights training. [410-1]

Pelindo mengikutsertakan seluruh karyawan dalam program Jaminan Hari Tua (JHT) sebagai bentuk perlindungan bagi karyawan dalam menghadapi masa pensiun. Persentase iuran yang dibayarkan oleh Perseroan untuk program pensiun adalah sebesar 3,7% dari total iuran yang ditetapkan. Karyawan juga berkontribusi dalam program pensiun melalui potongan gaji bulanan. Persentase iuran yang dibayarkan oleh karyawan untuk program pensiun adalah sebesar 2% dari total iuran yang ditetapkan, sesuai dengan ketentuan yang berlaku dalam peraturan BPJS Ketenagakerjaan.

Pelindo registers all employees in Pension Benefit (JHT) programs to protect the employees as they approach retirement age. The contribution paid by the Company for pension program is 3.7% of the total contribution. Employees also contribute to the pension program through monthly deductions. The contribution paid by the employees for the pension program is 2% of the total contribution, in accordance with the prevailing regulations of BPJS Ketenagakerjaan. [201-3]

[201-3]



Remunerasi dan Manfaat bagi Karyawan Employee Remuneration and Benefit

Pelindo menjunjung tinggi pemenuhan imbalan kerja/remunerasi dan upah sebagai hak normatif karyawan. Remunerasi dan manfaat karyawan diberikan sesuai dengan aturan dan kebijakan yang berlaku. Pemberian upah berpedoman pada asas keadilan dan kompetitif dengan industri atau segmen bisnis yang serupa.

Remunerasi yang diberikan kepada karyawan pemula, baik pria maupun wanita, sesuai dengan standar yang berlaku dan tidak ada diskriminasi berdasarkan jenis kelamin. Rasio gaji pokok dan remunerasi wanita terhadap gaji pokok dan remunerasi pria di perusahaan ini 1:1, yang berarti bahwa gaji pokok dan remunerasi yang diterima oleh karyawan pria pada semua kelas jabatan dan kualifikasi yang setara. Adapun Perseroan senantiasa memastikan remunerasi yang diterima oleh pekerja alih daya berada di atas upah minimum provinsi (UMP) masing-masing. [\[F.20\] \[202-1\] \[405-2\]](#)

Pelindo upholds the fulfillment of remuneration and benefits as a normative right of the employees. Employee remuneration and benefits are provided in accordance with the prevailing laws and regulations. Provision of benefits is based on the principle of fairness and competitiveness with other similar industries or business segments.

The remuneration provided to its new hires, both male and female employees, follows the prevailing standards and that there are no discriminations against gender. The ratio of basic salary and remuneration of female employees to the basic salary and remuneration of male employees is 1:1, which means that the basic salary and remuneration received by female employees is equivalent to that of male employees at all job levels and equivalent qualifications. The Company continuously seeks to ensure that the remuneration received by outsourced workers are more than the minimum wage in their area. [\[F.20\] \[202-1\] \[405-2\]](#)

Remunerasi Karyawan Tahun 2024 [F.20]

Employee Remuneration in 2024

Lokasi/Wilayah Kerja Work Location/ Area	Provinsi/Daerah Province/Area	Upah Minimum Provinsi Provincial Minimum Wage (Rp)	Remunerasi Karyawan Organik Tingkat Terendah Remuneration of Organic Employee in Lowest Level (Rp)	Persentase Percentage
Kantor Pusat Head Office	DKI Jakarta	5.067.381	6.207.000	122%
Regional I Region I	Sumatra Utara North Sumatra	2.809.915	3.977.000	142%
Regional II Region II	DKI Jakarta	5.067.381	6.207.000	122%
Regional III Region III	Jawa Timur East Java	4.725.479	5.390.000	114%
Regional IV Region IV	Sulawesi Selatan South Sulawesi	3.343.298	3.576.000	107%
Pelindo Terminal Petikemas	Jawa Timur East Java	4.725.479	5.390.000	114%
Pelindo Multi Terminal	Sumatra Utara North Sumatra	2.809.915	3.977.000	142%
Pelindo Solusi Logistik	DKI Jakarta	5.067.381	6.207.000	122%
Pelindo Jasa Maritim	Sulawesi Selatan North Sumatra	3.343.298	3.576.000	107%

Manfaat dan Fasilitas yang diterima Karyawan [401-2]

Benefits and Facilities Received by employees

Uraian Description	Karyawan Organik Organic Employees	Karyawan Non-organik dan Alih Daya Non-organic Employees and Outsourced Workers
Asuransi Kecelakaan dan Kecelakaan Kerja Disability and Occupational Accident Insurance	√	√
Asuransi Meninggal Dunia Karena Karyawan Work-related Death Insurance	√	√
Asuransi Meninggal Dunia Bukan Karena Karyawan Non-occupational Death Insurance	√	√
Asuransi Kecelakaan dan Kecelakaan di Luar Kecelakaan Kerja Non-occupational Disability and Accident Insurance	√	√
Jaminan Kesehatan bagi Karyawan Employee Health Insurance	√	√
Jaminan Kesehatan bagi Pasangan Karyawan Employee's Spouse Health Insurance	√	√
Jaminan Kesehatan bagi Anak Karyawan Employee's Children Health Insurance	√	√
Cuti Melahirkan Maternity/Paternity Leave	√	√
Cuti Haid Menstrual Leave	√	√

Uraian Description	Karyawan Organik Organic Employees	Karyawan Non-organik dan Alih Daya Non-organic Employees and Outsourced Workers
Cuti Menunaikan Haji atau Ziarah Keagamaan Religious Pilgrimage Leave	√	√
Tunjangan Hari Raya Holiday Allowance	√	√
Dana Pensiun Pension Fund	√	-
Pesangon Severance Payment	√	-
Uang Kompensasi Compensation Fund	√	√

Cuti Melahirkan [401-3]

Hak cuti melahirkan diberikan selama 90 hari untuk karyawan wanita sesuai dengan ketentuan yang diatur dalam perundang-undangan ketenagakerjaan di Indonesia, yakni Undang-Undang No. 13 Tahun 2003 tentang Ketenagakerjaan, dan juga tertuang dalam Perjanjian Kerja Bersama Periode 2023-2025 Nomor KP.08.03/10/11/2/HBUP/UTMA/PLND-23 dan Nomor 01/XI/SKEP/SPPI-B/2023 dan atau Peraturan Direksi Nomor HK.01/1/3/2/KIRF/UTM/PLND-24 tentang Cuti dan Izin bagi Pekerja di lingkungan PT Pelabuhan Indonesia (Persero), Perseroan menjamin pegawai wanita yang mengambil cuti melahirkan akan dapat kembali bekerja setelah masa cuti berakhir, dengan hak atas gaji atau tunjangan yang sesuai, serta hak atas jaminan kesehatan dan kesejahteraan lainnya. Karyawan pria juga mendapatkan hak atas cuti 3 hari kerja untuk mendampingi istri sah yang melahirkan atau mengalami keguguran kandungan.

Sepanjang tahun 2024, terdapat 73 orang karyawan wanita yang menggunakan hak cuti melahirkan dan 77 orang karyawan pria yang menggunakan hak cuti *maternity leave* dengan persentase pegawai yang kembali bekerja setelah masa cuti berakhir sebesar 100%.

Maternity Leave [401-3]

Maternity leave entitlement is granted for 90 calendar days for female employee. in accordance with the regulations as governed by the law regarding manpower in Indonesia, i.e. Law No. 13 of 2003 concerning Manpower, which is also stipulated in the Collective Labor Agreement 2023-2025 Number KP.08.03/10/11/2/HBUP/UTMA/PLND-23 and Number 01/XI/SKEP/SPPI-B/2023 and/or Regulation of the Board of Directors Number HK.01/1/3/2/KIRF/UTM/PLND-24 concerning Leave for Employees of PT Pelabuhan Indonesia (Persero). The Company guarantees that female employees who take maternity leave will be able to return to work after the end of their maternity leave period, with their rights to receive salary and benefits accordingly, also with their rights for health insurance and other welfare packages. Male employees are provided with 3 days of paternity leave to accompany their spouse during labor or miscarriage.

Throughout 2024, 73 female employees took maternity leave and 77 male employees took paternity leave, with 100% of the employees returning to work after the end of their leave period.

Penggunaan Hak Cuti Melahirkan [401-3]

Maternity Leave

Uraian Description	2024		2023	
	Pria Male	Wanita Female	Pria Male	Wanita Female
Jumlah Karyawan yang Berhak atas Cuti Melahirkan Number of Employees Eligible to Take Maternity/Paternity Leave	77	73	9	89
Jumlah Total	150		98	
Jumlah Karyawan yang Mengambil Cuti Melahirkan Number of Employees Taking Maternity/ Paternity Leave	77	73	9	89
Jumlah Total	150		98	
Jumlah Karyawan yang Kembali Bekerja Setelah Melahirkan/ Setelah mengambil cuti untuk kelahiran anaknya dan Jumlah Karyawan yang Masih Bekerja 12 Bulan Setelah Kembali Bekerja Number of Employees Returning to Work after Maternity/ Paternity Leave and Number of Employee Still Working 12 Months after Returning to Work	9	89	9	49
Jumlah Total	98		58	
Tingkat Retensi Setelah Melahirkan Post-maternity Leave Retention Rate	100%	100%	100%	91%



Perputaran Karyawan [401-1] [SV-PS330a.2, SV-PS330a.3]

Employee Turnover

Proses rekrutmen karyawan dengan prinsip kesetaraan dan kesempatan yang sama, memastikan bahwa setiap individu, tanpa memandang latar belakang, memiliki peluang yang adil untuk bergabung dengan Perseroan. Dalam proses perekrutan karyawan, Perseroan juga memberikan kesempatan setara bagi masyarakat lokal dan masyarakat adat setempat. [\[202-2\]](#)

Selain itu, Pelindo memberikan kesempatan kerja yang setara bagi pegawai disabilitas, dengan menyediakan lingkungan kerja yang inklusif dan mendukung bagi setiap karyawan untuk berkembang sesuai dengan kemampuannya. Hal ini tertuang dalam Peraturan Kerja Bersama (PKB) antara Pelindo dengan Serikat Pekerja Pelabuhan Indonesia Bersatu Periode tahun 2023-2025. Hingga akhir tahun 2024 Pelindo tidak melakukan proses rekrutmen karyawan baru. Per 31 Desember 2024, Perseroan mencatat tingkat perputaran sebesar 52% yang menurun dari tahun 2023 sebesar 59%.

Employee recruitment process based on the principles of equality and fair opportunities, without discriminating against their background. In the employee recruitment process, the Company provides equal opportunities to local community members as well as indigenous communities. In 2024, 100% is local senior management. [\[202-2\]](#)

Additionally, Pelindo provides equal employment opportunities for employees with disabilities by creating an inclusive and supportive work environment that enables every employee to grow according to their abilities. This commitment is outlined in the Collective Labor Agreement (PKB) between Pelindo and the United Indonesia Port Workers' Union for the 2023-2025 period. Until the end of 2024, Pelindo has not carried out new employee recruitment. As of December 31, 2024, the Company recorded a turnover rate of 52% which decreased from 59% in 2023.

Jumlah perputaran berdasarkan Level Jabatan dan Jenis Kelamin

Turnover Rate by Position Level and Gender

Level Jabatan Position Level	2024			2023			2022		
	Pria Male	Wanita Female	Total	Pria Male	Wanita Female	Total	Pria Male	Wanita Female	Total
Struktural Structural	81	8	89	61	6	67	-	-	-
Fungsional Functional	15	0	15	10	0	10	-	-	-
General	112	18	130	120	19	139	-	-	-
Total	208	26	234	191	25	216	-	-	149

Jumlah Turnover berdasarkan Usia dan Jenis Kelamin

Turnover Rate by Age and Gender

Usia Age	2024			2023		
	Pria Male	Wanita Female	Total	Pria Male	Wanita Female	Total
26 ≤ x < 36	4	1	5	4	5	9
36 ≤ x < 46	13	5	18	14	1	15
46 ≤ x < 51	10	0	10	12	0	12
51 ≤ x < 55	15	1	16	6	3	9
≥55	166	19	185	155	16	171

Jumlah Perputaran berdasarkan Tingkat Pendidikan

Turnover Rate by Education Level

Tingkat Pendidikan Education Level	2024			2023			2022		
	Pria Male	Wanita Female	Total	Pria Male	Wanita Female	Total	Pria Male	Wanita Female	Total
Pasca Sarjana Master's Degree	35	5	40	30	3	33	-	-	-
Sarjana Bachelor's Degree	87	17	104	77	15	92	-	-	-
Sarjana Muda Associate Degree	18	3	21	11	1	12	-	-	-
SLTA Senior High School	65	1	66	71	6	77	-	-	-
SLTP Junior High School	3	0	3	2	0	2	-	-	-
Total	208	26	234	191	25	216	-	-	149

Sepanjang tahun 2024, sebanyak 234 karyawan yang berhenti bekerja di Perseroan dengan alasan di antaranya meninggal dunia, pensiun normal, pensiun dini, mengundurkan diri, dan diberhentikan.

In 2024, 234 employees left the Company due to various reasons, including death, retirement, early retirement, voluntary resignation, and termination.

Perputaran Karyawan berdasarkan Penyebab

Employee Turnover by Causes

Alasan Reason	Jumlah (Orang) Total (People)
Meninggal Dunia Death	35
Pensiun Normal Retirement	180
Pensiun Dini Early Retirement	4
Diberhentikan Secara Tidak Hormat Dishonorable Termination	7
Diberhentikan Secara Hormat Honorable Termination	1
Mengundurkan Diri Voluntary Resignation	7

Kebebasan Berserikat dan Perundingan Kolektif [401-1][407-1][2-30]

Freedom of Association and Collective Bargaining

Hubungan industrial yang harmonis dan saling menguntungkan antara Perseroan dan karyawan merupakan hal penting untuk menjaga keberlanjutan Perseroan. Pelindo berkomitmen untuk menciptakan suasana kerja yang kondusif dengan membangun komunikasi yang terbuka dan transparan, serta menyelesaikan setiap permasalahan yang muncul melalui

A harmonious and mutually beneficial industrial relationship between the Company and the employees is a crucial issue in maintaining the sustainability of the Company. Pelindo is committed to creating a conducive working environment by establishing an open and transparent communication and handling any arising issues through constructive dialogs. Pelindo supports

dialog yang konstruktif. Pelindo mendukung dan menjaga keberadaan serikat pekerja sebagai mitra yang berperan dalam menjaga keseimbangan antara kepentingan Perseroan dan karyawan.

Sejak merger pada 2021 lalu, Pelindo memiliki dua serikat pekerja yaitu Serikat Pekerja Pelabuhan Indonesia Bersatu dan Serikat Pekerja Pelabuhan Indonesia (SPPI) sebagaimana pencatatan kepada Dinas Tenaga Kerja, Transmisi dan Energi Kota Administrasi Jakarta Utara dimana masing-masing Serikat Pekerja Pelabuhan Indonesia Bersatu beranggotakan pegawai Pelindo yaitu 7.427 orang dan SPPI beranggotakan 38 orang. Kedua serikat pekerja ini telah memenuhi Pasal 9 Peraturan Gubernur Provinsi DKI Jakarta Nomor 10 Tahun 2007 tentang Tata Cara Pembentukan, Pencatatan, Serikat Pekerja/Serikat Buruh. Dalam melakukan perundingan dengan pihak manajemen, serikat pekerja hadir mewakili anggotanya masing-masing untuk mendiskusikan, merundingkan, dan menetapkan butir-butir kesepakatan bersama untuk dituangkan dalam Perjanjian Kerja Bersama (PKB), sehingga seluruh karyawan (100%) sudah tercakup di dalam PKB.

Pelindo membentuk Mutiara Pelindo, yang merupakan komunitas inklusif beranggotakan karyawan wanita. Komunitas ini memberikan kesempatan kepada karyawan wanita untuk saling berbagi pengalaman, mengembangkan jaringan, dan mengikuti berbagai program pelatihan yang dirancang untuk mendukung pengembangan profesional mereka. Pembentukan Mutiara Pelindo tertuang dalam KP.20.01/21/4/1/KBDK/UTMA/PLND-22 yang mendukung pegawai wanita untuk berkarya dan berprestasi di BUMN.

Penilaian Kinerja Performance Assessment

Pelindo memberikan penilaian kinerja ke seluruh (100%) karyawan, tanpa membedakan suku, agama, ras, antargolongan, status sosial, gender, maupun hal-hal lain bersifat diskriminatif yang berpotensi melanggar hak asasi. Mekanisme penilaian kinerja dilakukan berdasarkan KPI dan Penilaian Perilaku. Kedua penilaian

and maintains the presence of labor unions as partners in maintaining the balance of interests between the Company and the employees.

Since its merger in 2021, Pelindo has two labor unions, i.e. Serikat Pekerja Pelabuhan Indonesia Bersatu and Serikat Pekerja Pelabuhan Indonesia (SPPI) as recorded in the Department of Manpower, Transmission, and Energy of North Jakarta Administrative City, consisting of 7,427 members and 38 members, respectively. Both labor unions have fulfilled the regulations as set forth in Article 9 of the Regulation of the Governor of Jakarta Special Capital Region Number 10 of 2007 concerning Procedures for Establishing and Registering Labor Unions/Trade Unions. In carrying out bargaining with the management, labor unions represent their members in discussing, bargaining, and determining the collective agreement to be stipulated in a Collective Labor Agreement (CLA). Therefore, all employees (100%) are covered in the CLA.

Pelindo established Mutiara Pelindo, an inclusive community for female employees. This community provides opportunities to female employees to share experiences, develop networks, and participate in various training programs to support their professional development. Its establishment is pursuant to KP.20.01/21/4/1/KBDK/UTMA/PLND-22 that supports female employees to serve and capture achievement in SOE.

Pelindo conducts performance assessment for all (100%) employees, without discrimination based on tribe, religion, race, group, social status, gender, or other discriminatory categories that may violate human rights. Performance assessment mechanism is carried out based on the KPI and Behavior Assessment. Both assessments

ini tercakup dalam platform penilaian internal yaitu Portaverse. Penilaian karyawan juga menjadi dasar pertimbangan bagi jenjang karier karyawan, yang meliputi promosi, rotasi, atau demosi. Berdasarkan hasil penilaian pada tahun 2024, sebanyak 390 karyawan atau 6% dari total karyawan mendapatkan promosi. Karyawan yang dipromosikan terdiri dari 329 karyawan wanita dan 61 karyawan pria. Jenjang jabatan karyawan yang menerima manfaat ini terdiri dari 34% staff, 58% manajer, dan 8% eksekutif. [F.22][404-3]

are covered by the internal assessment platform of Portaverse. Employee assessment is considered for the employee's career development including promotion, rotation, or demotion. Based on the 2024 assessment results, a total of 390 employees, or 6% of the total workforce, received promotions. The promoted employees consisted of 329 women and 61 men. The job levels of employees benefiting from this promotion were 34% staff, 58% managers, and 8% executives. [F.22][404-3]

Insiden Diskriminasi [406-1] Discriminatory Incidents

Asas kesetaraan dijunjung tinggi dan setiap bentuk diskriminasi ditolak sepenuhnya dalam seluruh aspek fungsi pengelolaan ketenagakerjaan. Hingga akhir periode pelaporan, tidak terdapat kasus atau praktik diskriminasi yang terjadi di Perseroan. Hal ini menunjukkan bahwa Perseroan berkomitmen penuh dalam menjunjung tinggi hak asasi manusia. Meskipun tidak terjadi praktik diskriminasi, Perseroan tetap menyediakan mekanisme pengaduan pelanggaran yang dapat dilaporkan melalui *Whistleblowing System* (WBS).

The principle of equality is upheld and any form of discrimination is completely rejected in all aspects of the labor management functions. As of the end of the reporting period, there were no discriminatory cases or practices occurring in the Company. This shows that the Company is fully committed to upholding human rights. Despite having no discriminatory practices, the Company provides a violation reporting mechanism through its *Whistleblowing System* (WBS).

Bersama Memberdayakan Masyarakat Empowering the Community

Komitmen Pelindo dalam memberdayakan masyarakat mengacu pada ISO 26000: *Guidance on Social Responsibility* yang berisi 7 subyek utama dan terintegrasi dengan prinsip Tujuan Pembangunan Berkelanjutan (TPB), terutama 6 prioritas TPB yang menjadi arahan Pemegang Saham. Pelindo juga berpedoman pada Peraturan Menteri BUMN No. PER-1/MBU/03/2023, yang mengarahkan program tanggung jawab sosial lingkungan (TJSL) dilakukan dalam bentuk Program Pendanaan Usaha Mikro dan Usaha Kecil (UMK) serta Program Pemberian Bantuan dan/atau Kegiatan Lainnya, termasuk Pembinaan. Seluruh pelaksanaan program TJSL Perseroan tercakup dalam

The Company is committed to empowering the community, in accordance with ISO 26000: *Guidance on Social Responsibility* consisting of 7 core subjects and it is integrated with the principles of Sustainable Development Goals (SDGs), especially 7 SDG priorities as directed by the Shareholders. The Company also refers to the Regulation of the Ministry of SOE No. PER-1/MBU/03/2023 that provides direction on environmental and social responsibility (CSR) in the form of Micro and Small Enterprise (MSE) Financing Program and other Assistance/Activity Programs, including Coaching. All guidelines for the Company's CSR program implementation are covered in the Regulation of the

Peraturan Direksi PT Pelabuhan Indonesia (Persero) No. HK.01/28/12/2/PPLP/UTMA/PLND-23 tentang Pedoman Pelaksanaan Program Tanggung Jawab Sosial dan Lingkungan di Lingkungan PT Pelabuhan Indonesia (Persero). [3-3]

Board of Directors of PT Pelabuhan Indonesia (Persero) No. HK.01/28/12/2/PPLP/UTMA/PLND-23 concerning Guideline for Environmental and Social Responsibility Programs within PT Pelabuhan Indonesia (Persero). [3-3]

Program TJSL Perseroan di seluruh Indonesia dibagi dan dikelola oleh 4 Regional. Susunan pengelola adalah unit kerja perusahaan yang secara struktural berada di bawah Group Head Sekretariat Perusahaan.

The Company's CSR programs across Indonesia are divided to and managed by 4 Regions. The management structure is the work unit of the Company, which structurally reports to the Corporate Secretary Group Head.

Realisasi Program Pendanaan Usaha Mikro dan Usaha Kecil Tahun 2024

[203-1][203-2][F.3][F.23][F.25]

Realization of Micro and Small Enterprise Financing Program in 2024

Pelindo menyelenggarakan Program TJSL BUMN berupa Program Pendanaan UMK serta Bantuan dan/atau Kegiatan Lainnya, termasuk Pembinaan. Sepanjang 2024, Pelindo telah menyalurkan dana Pendanaan UMK sebesar Rp18,38 triliun atau 100% dari RKA Tahun 2024.

The Company implements SOE CSR Programs through MSE Financing Programs as well as other Assistance and/or Activities, including Coaching. Throughout 2024, the Company has distributed Rp18.38 trillion for MSE Financing or 100% of 2024 Work Plan and Budget.

Penyaluran Dana Program PUMK (Rp Triliun)

MSE Financing Program Fund Distribution (Trillion Rp)

Uraian Description	Program PUMK MSE Financing Program			Presentasi Capaian Achievement	
	Audit 2023 Audited in 2023 (1)	RKA 2024 2024 Work Plan & Budget (2)	Audit 2024 Audited in 2024 (3)	% (4)=3/1	% (4)=3/2
PUMK MSE Financing	23,88	18,38	18,38	76,95	100

Rincian Dana Program Pendanaan UMK

MSE Financing Program Fund Breakdown

Pendanaan Program Pendanaan UMK (PUMK) tahun 2024 berasal dari dana bergulir yang telah dialokasikan sebelumnya. Hingga tahun 2024, total dana yang tersedia untuk program ini mencapai Rp35,68 triliun.

MSE Financing Program Fund (PUMK) for 2024 comes from previously allocated revolving funds. As of the end of 2024, the total funds available for this program reach Rp35.68 trillion.

Rincian Dana PUMK Tahun 2024 (Rp Triliun)

Breakdown of MSE Financing Fund in 2024 (Trillion Rp)

Uraian Description	Program PUMK MSE Financing Program		Presentasi Capaian Achievement
	Audit 2023 Audited in 2023 (1)	Audit 2024 Audited in 2024 (2)	% (3)=2/1
Saldo Awal Initial Balance	30,28	25,03	82,64
Pengembalian pinjaman mitra binaan Repayment of partners' loans	13,82	3,30	45,49
Pendapatan jasa administrasi pinjaman Loan administration service revenue	0,98	0,21	28,15
Penerimaan jasa administrasi bank Bank administration service revenue	0,34	(0,17)	(150,00)
Kelebihan Pembayaran Angsuran Excess Installment Payment	0,43	0,24	(44,19)
Pendapatan Lain Other revenues	3,07	3,24	5,54
Jumlah dana yang tersedia Total fund available	48,91	35,68	72,93

Kualitas Pinjaman Program PUMK digolongkan menjadi 4 yaitu: Lancar, Kurang Lancar, Diragukan, dan Macet sesuai dengan Peraturan Menteri Badan Usaha Milik Negara Republik Indonesia Nomor PER-1/MBU/03/2023 Tentang Penugasan Khusus dan Program Tanggung Jawab Sosial dan Lingkungan Badan Usaha Milik Negara. Hingga tahun 2024, sebanyak 3,63% piutang/pinjaman program PUMK Pelindo memiliki kualitas lancar.

The quality of Loan of MSE Financing Program is categorized into four qualities: Performing, Substandard, Doubtful, and Non-Performing in accordance with the Regulation of the Minister of State-Owned Enterprises of the Republic of Indonesia Number PER-1/MBU/03/2023 concerning Special Assignment and Social and Environmental Responsibility Program of State-Owned Enterprise. As of the end of 2024, 3.63% of the receivable/loan from the Company's MSE Program is performing loan.

Realisasi Program TJSI Bantuan dan/atau Kegiatan Lainnya Tahun 2024 ^[F.25]

Realization of CSR Program for Other Assistance and/or Activities in 2024

Pelindo juga menjalankan Program TJSI Bantuan dan/atau Kegiatan Lainnya, termasuk Pembinaan, yang dikelompokkan menjadi empat pilar, yaitu Pilar Sosial, Pilar Ekonomi, Pilar Lingkungan, serta Pilar Hukum dan Tata Kelola.

Pelindo carries out Other Assistance and/or Activities as a part of its CSR Program as well, including Coaching, categorized into four pillars: Social, Economy, Environment, and Legal and Governance.

Program TJSL Bantuan dan Kegiatan Lainnya (Rp Triliun)

Other Assistance and Activity CSR Program (Trillion Rp)

Pilar Pillar	RKA Tahun 2024 2024 Work Plan & Budget (1)	Audit Tahun 2024 Audited in 2024 (2)	Persentase Capaian Achievement Percentage (3)=2/1
Sosial Social	81,87	62,19	75,96
Ekonomi Economy	27,55	25,95	94,20
Lingkungan Environment	46,28	40,21	86,88
Hukum dan Tata Kelola Legal and Governance	2,50	3,21	128,36
Jumlah Total	158,20	131,56	83,16

Program Barunawati ^[F.25] Barunawati Program

Program Barunawati adalah bentuk kepedulian Perseroan, baik holding maupun subholding, terhadap pendidikan generasi muda Indonesia. Sejalan dengan TPB nomor 4 (Pendidikan Bermutu), melalui program ini Perseroan memberikan bantuan kepada sekolah dari berbagai jenjang pendidikan berupa fasilitas sarana dan prasarana, edukasi, serta beasiswa.

Pada 2024, melalui program ini, Perseroan menyalurkan fasilitas penunjang Pendidikan berupa TIK, gawai, peralatan *marching band*, peralatan jurnalistik, televisi, pendingin ruangan (AC), komputer, laptop, printer, mini drone, bantuan perbaikan sekolah, rak buku, serta bantuan pembangunan masjid. Perseroan juga menjadi sponsorship kegiatan sekolah. Selain itu, melalui subholding, PT Pelindo Solusi Logistik, Perseroan memberikan bantuan beasiswa kepada siswa kurang mampu. Total dana yang digunakan untuk program ini sebesar Rp2,25 miliar.

The Barunawati Program reflects the Company's commitment, both at the holding and sub-holding levels, to supporting the education of Indonesia's younger generation. In line with SDG number 4 (Quality Education), through this program, the Company provides support to schools at various educational levels in the form of facilities, infrastructure, education, and scholarships.

In 2024, as part of this initiative, the Company distributed educational support facilities, including ICT equipment, gadgets, marching band instruments, journalism equipment, televisions, air conditioners, computers, laptops, printers, mini drones, school renovation assistance, bookshelves, and support for mosque construction. Additionally, the Company served as a sponsor for school activities. Furthermore, through its sub-holding, PT Pelindo Solusi Logistik, the Company provided scholarships for underprivileged students. The total funding allocated for this program amounted to Rp2.25 billion.



Program Pembiayaan dan Investasi Kegiatan Berkelanjutan [F.3][203-1] Sustainable Activity Financing and Investment Program

Pelindo patuh pada peraturan yang ditetapkan oleh Otoritas Jasa Keuangan (OJK) dalam POJK No. 51/POJK.03/2017 mengenai Penerapan Keuangan Berkelanjutan bagi Lembaga Jasa Keuangan, Emiten, dan Perusahaan Publik, yang mulai berlaku pada 1 Januari 2021. Hal ini adalah kewajiban emiten untuk menyelenggarakan program pembiayaan atau investasi yang sejalan dengan prinsip keuangan dan kegiatan berkelanjutan. Adapun investasi dan pembiayaan yang dilakukan juga sejalan dengan TPB 7 (Energi Bersih dan Terjangkau), 9 (Infrastruktur, Industri, dan Inovasi), 10 (Mengurangi Ketimpangan), 11 (Kota dan Komunitas yang Berkelanjutan), 12 (Konsumsi dan Produksi yang Bertanggung jawab), dan 13 (Penanganan Perubahan Iklim). Program ini mencerminkan pendekatan holistik dalam pembiayaan yang tidak hanya mempertimbangkan aspek lingkungan, tetapi juga sesuai dengan prinsip keuangan berkelanjutan.

Pembiayaan atau investasi Pelindo sesuai dengan kriteria keuangan berkelanjutan sebagai berikut:

1. Mengutamakan upaya efisiensi dan efektivitas penggunaan sumber daya alam secara berkelanjutan, guna mengurangi pemborosan dan memastikan ketersediaan sumber daya alam untuk generasi mendatang.

Pelindo adheres to the regulation of the Financial Service Authority as set forth by POJK No. 51/POJK.03/2017 concerning Sustainable Finance Implementation for Financial Service Institutions, Issuers, and Public Companies, which took into effect on January 1, 2021. An important core of this regulation is the obligation of issuers to carry out financing and investment programs in accordance with the principles of sustainable finance and activities. The investments and financing undertaken are also aligned with SDG 7 (Affordable and Clean Energy), SDG 9 (Industry, Innovation, and Infrastructure), SDG 10 (Reduced Inequalities), SDG 11 (Sustainable Cities and Communities), SDG 12 (Responsible Consumption and Production), and SDG 13 (Climate Action). This program reflects a holistic approach to financing that not only considers environmental aspects but also adheres to the principles of sustainable finance.

Pelindo financing or investment that follows the criteria of sustainable finance are as follows:

1. Prioritizing the efficiency and effectiveness efforts of sustainable natural resource consumption to reduce waste and ensure the availability of natural resources for future generations.

2. Mencegah, membatasi, mengurangi, atau memperbaiki kerusakan lingkungan hidup, termasuk penurunan polusi, pengelolaan limbah, pelestarian ekosistem, serta upaya untuk mengurangi ketidakadilan sosial dan kesenjangan yang ada.
3. Memberikan solusi konkret bagi masyarakat yang terdampak perubahan iklim, dengan fokus pada penciptaan peluang dan pemberdayaan yang dapat membantu mereka beradaptasi dengan dampak perubahan iklim yang kian nyata.

Sebagai bagian dari upaya tersebut, Pelindo terus mengembangkan proyek-proyek yang tidak hanya mendukung tujuan keberlanjutan lingkungan, tetapi juga berkontribusi pada pencapaian tujuan sosial dan ekonomi yang lebih luas.

Beberapa program investasi yang dijalankan dalam rangka mitigasi dan adaptasi perubahan iklim adalah penanaman mangrove, revitalisasi dermaga, dan perbaikan talud. Program penanaman mangrove turut melibatkan partisipasi aktif masyarakat dalam pengelolaan dan pemanfaatannya. Sementara itu, revitalisasi dermaga dan perbaikan talud mencegah terjadinya banjir rob yang menyebar di daerah luar pelabuhan.

2. Preventing, limiting, reducing, or repairing environmental damages, including pollution reduction, waste management, ecosystem conservation, and efforts to reduce existing social inequalities and gaps.
3. Providing concrete solutions for the communities impacted by climate change, focusing on creating opportunities and carrying out empowerment to help them to adapt with the impacts of climate change.

As a part of such endeavors, Pelindo continues to develop projects that do not solely support environmental sustainability, but also contributing to wider achievement of social and economic goals.

Some of investment programs implemented for climate change mitigation and adaptation include mangrove planting, pier revitalization, and embankment repairs. The mangrove planting program encourages active community participation in the management and utilization of mangroves. Meanwhile, pier revitalization and embankment repairs help prevent tidal flooding from spreading to areas outside the port.

Realisasi Rehabilitasi Mangrove dan Penanaman Pohon 2024

Mangrove Rehabilitation and Tree Planting in 2024

Pada tahun 2024, program rehabilitasi mangrove telah dilakukan di berbagai wilayah di Indonesia. Penanaman mangrove mencakup 206,1 hektare sedangkan kegiatan penyulaman mangrove yang dilakukan pada tahun 2024 mencapai 86,2 hektare. Kegiatan ini tersebar di berbagai wilayah regional Pelindo seperti Indramayu, Makassar, Sumatra Utara, Banten, Jawa Timur, Nusa Tenggara Barat (NTB), Kalimantan, Sulawesi, dan daerah lainnya.

In 2024, mangrove rehabilitation programs have been carried out across various regions in Indonesia. Mangrove planting covered 206.1 hectares, while mangrove replanting activities carried out in 2024 covered 86.2 hectares. These initiatives were implemented across several Pelindo regional areas, including Indramayu, Makassar, North Sumatra, Banten, East Java, West Nusa Tenggara (NTB), Kalimantan, Sulawesi, and other locations.



Adapun, masing-masing subholding Pelindo juga berkontribusi dalam rehabilitasi lingkungan. PT Pelindo Jasa Maritim, PT Pelindo Solusi Logistik, PT Pelindo Multi Terminal, dan PT Pelindo Terminal Peti Kemas telah melakukan penanaman mangrove di berbagai lokasi dengan total luas sekitar 35 hektare, sedangkan kegiatan penyulaman pohon mangrove yang dilakukan pada tahun 2024 mencapai 18 hektare. Program ini bertujuan untuk meningkatkan kelestarian ekosistem pesisir serta mengurangi dampak abrasi dan perubahan iklim.

Rehabilitasi tanaman mangrove sejalan dengan TPB 13, terkait penanganan perubahan iklim. Selain itu, penanaman mangrove juga diharapkan mampu menjadi penunjang kota dan pemukiman yang berkelanjutan (TPB 11).

Pelindo telah melaksanakan penanaman sebanyak 13.065 pohon di tahun ini sebagai bagian dari komitmen perusahaan terhadap pelestarian lingkungan. Kegiatan ini bertujuan untuk meningkatkan kualitas udara, memperkuat ekosistem lokal, dan mengurangi jejak karbon. Pelindo meyakini bahwa penghijauan merupakan langkah konkret dalam menjaga keseimbangan alam. Penanaman pohon ini juga menjadi wujud tanggung jawab sosial perusahaan terhadap lingkungan sekitar. Ke depan, Pelindo akan terus menggali potensi dan peluang lain untuk berkontribusi dalam pelestarian lingkungan.

Each Pelindo subholding also contributes to environmental rehabilitation. PT Pelindo Jasa Maritim, PT Pelindo Solusi Logistik, PT Pelindo Multi Terminal, and PT Pelindo Terminal Peti Kemas have carried out mangrove in various locations, covering a total area of approximately 35 hectares, while mangrove replanting activities conducted in 2024 covered 18 hectares. This program aims to enhance coastal ecosystem sustainability and mitigate the impacts of abrasion and climate change.

Mangrove rehabilitation align with SDG 13, which focuses on climate action. Additionally, mangrove planting is expected to support the development of sustainable cities and communities (SDG 11).

Pelindo has planted 13,065 trees this year as part of the company's commitment to environmental preservation. This initiative aims to improve air quality, strengthen local ecosystems, and reduce the carbon footprint. Pelindo believes that reforestation is a concrete step toward maintaining ecological balance. The tree planting also reflects the company's social responsibility toward its surrounding environment. In the future, Pelindo will continue to explore other opportunities to contribute to environmental conservation.

Perseroan juga telah menyelenggarakan program pembiayaan atau investasi yang bertujuan untuk mengurangi kesenjangan sosial serta memberdayakan masyarakat, melalui berbagai inisiatif dalam program TJSL. Program TJSL ini dirancang untuk memberikan dampak positif bagi komunitas sekitar, dengan fokus pada peningkatan kesejahteraan sosial, pendidikan, kesehatan, dan pelestarian lingkungan. Pelaksanaan dan hasil dari program TJSL tersebut akan disampaikan lebih lanjut dalam bagian Kinerja Sosial pada laporan ini. [\[F.2\]](#)

The Company has implemented financing or investment programs aiming to reduce social gaps and empower the communities through various initiatives covered by its CSR. The CSR programs are designed to deliver positive impacts on the surrounding communities, focusing on improving social welfare, education, health, and environmental conservation. The implementation and results of ES programs are presented further under the Social Performance chapter of this Report. [\[F.2\]](#)

Social Return of Investment (SROI) Program TJSL Tahun 2024 ^[413-1]

Social Return of Investment (SROI) of CSR Programs in 2024

Pelindo melakukan evaluasi beberapa program TJSL dengan menggunakan survei SROI. Survei SROI dilakukan untuk menilai nilai sosial program yang dijalankan dan pengembalian investasi. Survei dilakukan dengan enam tahap metodologi yaitu pemetaan ruang lingkup dan pemangku kepentingan, pemetaan keluaran, pengumpulan kejadian terkait keluaran dan pemberian nilai, penghitungan dampak, penghitungan SROI, dan analisis.

The Company evaluates its CSR programs through SROI survey. SROI survey is carried out to assess the social values of the programs and its social return of investment. The survey methodology consists of six stages: mapping scope and stakeholders, mapping outcome, collecting outcome-related occurrences and valuing outcomes, calculating impacts, and analyzing data.

Hasil Evaluasi Program TJSL dengan SROI Tahun 2024 2024 CSR Program Evaluation Results through SROI

Lokasi dan Program TJSL Location and CSR Program

Hasil Evaluasi SROI SROI Evaluation Result

Program Rumah Belajar, Jakarta
Rumah Belajar (Learning Center) Program, Jakarta

3,66

Program UMKM Drive Thru, Lamongan
Driver Thru MSME Program, Lamongan

8,61

Program Ekowisata Mangrove, Marparan
Mangrove Eco-tourism Program, Marparan

1,79

Program Tanam Pohon Pewarna Alam, Kendal
Natural Dye Tree Planting Program, Kendal

5,52

Program Rumah Belajar, Jakarta

Rumah Belajar (Learning Center) Program, Jakarta



Program Rumah Belajar Pelindo melalui PT JICT berfokus pada pendidikan kesetaraan dan pelatihan keterampilan bagi anak putus sekolah di Jakarta Utara. Program ini mencakup kejar paket B dan C, pelatihan vokasi sesuai kebutuhan industri, serta penyediaan sarana belajar seperti rumah belajar dan komputer. Selain itu, peserta juga mendapatkan akses ke fasilitas pelatihan keterampilan kerja dan pendampingan agar lebih siap memasuki dunia kerja.

The Pelindo Rumah Belajar Program, implemented through PT JICT, focuses on providing educational equivalency and skills training for school dropouts in North Jakarta. This program includes Kejar Paket B and C (alternative education programs equivalent to junior and senior high school diplomas), vocational training tailored to industry needs, and the provision of learning facilities such as study centers and computers. Additionally, participants gain access to job skills training facilities and ongoing mentorship to better prepare them for entering the workforce.

Program UMKM Drive Thru, Terminal Teluk Lamong

Drive Thru MSME Program, Terminal Teluk Lamongan

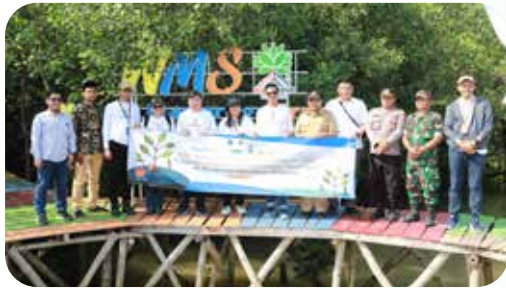


Program UMKM Drive Thru oleh PT Terminal Teluk Lamong mendukung pengembangan UMKM dengan membuka lapangan kerja, meningkatkan pendapatan UMKM, dan mempermudah akses makanan bagi pengemudi truk. Selain itu, program ini mendorong inovasi, memperkuat citra Perseroan, dan meningkatkan hubungan sosial. Pada 2024, bantuan sebesar Rp55,11 juta disalurkan dalam bentuk container UMKM Drive Thru serta pendampingan bagi penerima manfaat.

The UMKM Drive-Thru Program by PT Terminal Teluk Lamong supports the development of micro, small, and medium enterprises (MSMEs) by creating job opportunities, increasing MSME income, and facilitating food access for truck drivers. Additionally, this program fosters innovation, strengthens the Company's image, and enhances social relations. In 2024, financial assistance totaling Rp55.11 million was provided in the form of UMKM Drive-Thru containers and mentoring for beneficiaries.

Program Ekowisata Mangrove, Marparan, Sampang

Mangrove Eco-tourism Program, Marparan Sampang



Program Eco Wisata Mangrove Pelindo di Desa Marparan, Sampang, Madura, mendukung ekowisata melalui pembangunan jalur tracking, persemaian, dan arboretum mangrove, serta pembentukan BUMDes untuk pengelolaan berkelanjutan. Dengan alokasi Rp1,12 miliar, program ini bertujuan melestarikan lingkungan dan meningkatkan kesejahteraan masyarakat.

The Pelindo Mangrove Eco-Tourism Program in Marparan Village, Sampang, Madura, supports ecotourism through the development of tracking paths, nurseries, and a mangrove arboretum, as well as the establishment of a Village-Owned Enterprise (BUMDes) for sustainable management. With an allocation of Rp1.12 billion, this program aims to preserve the environment while enhancing community welfare.

Program Tanam Pohon Pewarna Alam, Kendal Natural Dye Tree Planting Program, Kendal



Program Tanam Pohon Pewarna Alam Pelindo dari SPSL Group mendukung pelestarian tanaman pewarna alami batik di Desa Ngesrepbalong, Kendal, dengan menanam 1.700 bibit *Indigofera strobilanthes*, 150 mahoni, dan 150 ketapang, serta penyulaman tambahan. Bantuan juga mencakup alat tanam dan pupuk. Selain menjaga lingkungan, program ini memberdayakan masyarakat melalui tanaman bernilai ekonomi tinggi, sejalan dengan TPB No. 13 dan 15. Bantuan sebesar Rp72 juta disalurkan melalui Yayasan Pemuda Konservasi Indonesia bekerja sama dengan komunitas Omah Sawah dan masyarakat setempat.

The Pelindo Natural Dye Tree Planting Program, initiated by the SPSL Group, supports the conservation of natural dye plants for batik in Ngesrepbalong Village, Kendal. This initiative involves planting 1,700 *Indigofera strobilanthes* saplings, 150 mahogany trees, and 150 ketapang trees, along with additional replanting efforts. The program also provides planting tools and fertilizers. Beyond environmental preservation, this initiative empowers local communities by cultivating high-economic-value plants, aligning with SDGs No. 13 and 15. A total of Rp72 million in assistance was distributed through the Indonesian Youth Conservation Foundation in collaboration with the Omah Sawah community and local residents.

Keterlibatan Masyarakat Lokal [413-1][413-2][F.24] Local Community Engagement

Sepanjang 2024, Pelindo mencatat tidak ada insiden pelanggaran yang melibatkan hak-hak masyarakat adat. [411-1]

Throughout 2024, the Company recorded no incidents of violations against the rights of indigenous people. [411-1]

Dukungan terhadap keterlibatan masyarakat lokal diwujudkan melalui berbagai inisiatif dan program TJSL. Sebelum menjalankan program TJSL berbasis pengembangan masyarakat, dilakukan diskusi, *social mapping*, dan *Focus Group Discussion* (FGD) bersama warga sekitar serta pemangku kepentingan terkait. Langkah ini bertujuan untuk memahami kebutuhan dan aspirasi masyarakat, yang kemudian menjadi dasar dalam penetapan arah kebijakan agar program yang dijalankan tepat sasaran, memberikan manfaat nyata, dan berdampak positif bagi penerima.

Sepanjang tahun 2024, tidak ada masyarakat sekitar operasional yang melaporkan pengaduan terkait kegiatan operasional Pelabuhan Perseroan.

Support for local community involvement is realized through various CSR initiatives and programs. Prior to implementing CSR programs based on community development, discussions, social mapping, and focus group forums (FGDs) are conducted with local residents and related stakeholders. This step aims to understand the needs and aspirations of the community, which then becomes the basis for determining policy directions so that the programs run are right on target, provide real benefits, and have a positive impact on the recipients.

Throughout 2024, no local communities within the Company's operational areas reported any complaints related to port operations.



Memberikan Pelayanan Terbaik Bagi Pelanggan ^[F-17]

Providing Excellent Service to the Customers

Seluruh pelanggan dilayani secara setara tanpa membedakan suku, agama, ras, warna kulit, pandangan politik, maupun latar belakang lainnya. Hal ini sejalan dengan Undang-Undang Perlindungan Konsumen Pasal 7, huruf c, yang menyatakan, “memperlakukan atau melayani konsumen secara benar dan jujur serta tanpa diskriminasi”. Dalam penjelasan pasal tersebut, disebutkan bahwa “pelaku usaha dilarang untuk membedakan konsumen dalam memberikan pelayanan, dan dilarang memberikan pelayanan dengan kualitas yang berbeda kepada konsumen”. Adapun Prinsip kesetaraan juga merupakan bagian dari penerapan Pedoman Kode Etik Bisnis (2022) Pelindo dalam Bab II Etika Profesional, Sub Bab D mengenai Hubungan dengan Pelanggan. Perseroan juga secara berkala melakukan penilaian standar layanan sehingga dapat memberikan layanan yang berkualitas dan sesuai dengan SOP yang sudah ditetapkan. ^[F.17]

All customers are served equally regardless of ethnicity, religion, race, color, political views, or other backgrounds. This is in line with the Law concerning Customer Protection, Article 7, paragraph c, that stipulates, “to treat or serve customers in good faith and honesty without discrimination.” In the elaboration of this article, it is mentioned that “business owners are prohibited from treating customers differently in their service, and they are prohibited to differentiate service quality to their customers.” The principle of equality is also an integral part of Pelindo’s implementation of the Business Code of Ethics (2022), as outlined in Chapter II on Professional Ethics, Subchapter D on Customer Relations. The Company also conducts regular service standard assessments to ensure the delivery of high-quality services in accordance with established SOPs. ^[F.17]

Digitalisasi dan Transformasi ^[F.26]

Digitalization and Transformation

Hingga akhir periode pelaporan, Pelindo telah melakukan inovasi digitalisasi dan pengembangan produk berupa Pelindo *Terminal Operating System Multipurpose* (PTOS-M), yaitu *single platform* untuk mendukung layanan operasional kepelabuhanan kargo non-peti kemas. Sistem ini berbasis fungsi perencanaan dan pengendalian, serta melengkapi digitalisasi proses administrasi dan operasional pelabuhan yang telah diimplementasikan sebelumnya.

As of the end of the reporting period, Pelindo has carried out digitalization innovation and product development in the form of Pelindo Terminal Operating System Multi-purpose (PTOS-M), a single-platform to support non-container cargo port operational services. This system is based on planning and control functions, and complements the digitization of port administration and operational processes that have been implemented previously.

Adanya tuntutan pelanggan mengenai aspek modernisasi layanan di Pelabuhan serta kelengkapan sarana dan prasarana, maka Perseroan menghadirkan berbagai inovasi digitalisasi dan pengembangan layanan. Hal ini dilakukan tidak hanya terkait produk dan layanan, namun juga dilakukan dalam komersial dan keuangan. Lebih lanjut, guna memudahkan mitra bisnis dan pelanggan memperoleh informasi terkait jasa dan layanan, maka Perseroan menyediakan di website resmi Pelindo. Selain itu, Perseroan juga menyediakan *e-service* sebagai web portal untuk memenuhi kebutuhan layanan dan pembayaran jasa kepelabuhanan. Terdapat enam fitur layanan dalam *e-service*, yakni *e-registration*, *e-booking*, *e-tracking/tracing*, *e-payment*, *e-billing* dan *e-care*.

Pertimbangan aspek dalam digitalisasi termasuk implementasi inovasi dan adopsi tren teknologi telah dijadikan pertimbangan dalam penyusunan IT Master Plan Pelindo periode 2022-2026 yang telah ditetapkan dan disahkan sebagai Pedoman Penerapan dan Penyelenggaraan Teknologi Informasi tahun 2022-2026. Group Teknologi Informasi bertanggung jawab atas seluruh kinerja inovasi digitalisasi dan pengembangan layanan TI. Secara berkala Group Teknologi Informasi telah melaporkan kinerjanya kepada Kementerian BUMN serta Direktur Strategi untuk dievaluasi. [3-3]

Berikut merupakan program digitalisasi yang dilakukan oleh Pelindo pada tahun 2024 :

1. Inovasi Digital dan Implementasi R&D Organisasi

Memulai eksplorasi kemungkinan pemanfaatan *Artificial Intelligence* (AI) di proses bisnis perusahaan.

2. Perluasan Implementasi Sistem administrasi dan Operasional Pelabuhan

- » Implementasi Aplikasi Layanan Kapal (Phinisi) untuk mendukung standardisasi dan digitalisasi proses bisnis Pelayanan Kapal.
- » Implementasi Aplikasi Layanan Petikemas (PTOS-PK) untuk mendukung standardisasi dan digitalisasi proses bisnis Pelayanan Non-peti kemas.

Due to customer demand for service modernization at the port as well as for comprehensive facilities and infrastructures, the Company realizes various digitalization innovation and service development. This does not solely apply to its products and services, but also across its commercial and finance. Furthermore, in order to provide easier information concerning the services to business partners and customers, the Company provides such information on its official website. In addition, the Company provides *e-services* as a web portal to fulfill the service and payment needs for port services. There are six features of the *e-service*, i.e. *e-registration*, *e-booking*, *e-tracking/tracing*, *e-payment*, *e-billing*, and *e-care*.

Considerations of digitalization aspects, including the implementation of innovations and the adoption of technology trends, have been integrated into the development of Pelindo's 2022-2026 IT Master Plan. This plan has been established and approved as a guideline for the implementation and management of Information Technology from 2022 to 2026. The Information Technology Group is responsible for overseeing all digital innovation performance and IT service development. Regular performance reports are submitted to the Ministry of State-Owned Enterprises (BUMN) and the Director of Strategy for evaluation. [3-3]

Pelindo Digitalization Programs in 2024:

1. Digital Innovation and Organizational R&D Implementation

Initiating the exploration of potential Artificial Intelligence (AI) applications in the company's business processes.

2. Expansion of Port Administration and Operational System Implementation

- » Implementation of the Phinisi Ship Service Application to support the standardization and digitalization of ship service business processes.
- » Implementation of the PTOS-PK Container Service Application to support the standardization and digitalization of non-container service business processes.

- » Implementasi Aplikasi Layanan Petikemas (PTOS-M) untuk mendukung standardisasi dan digitalisasi proses bisnis Pelayanan Non-peti kemas.

- » Implementasi Aplikasi Layanan Terminal Penumpang dan Ro-Ro (PTOS-R) untuk mendukung standardisasi dan digitalisasi proses bisnis Pelayanan Terminal Penumpang dan Ro-Ro.

3. Sistem Keselamatan dan Keamanan Pelabuhan

Pengembangan layanan aplikasi MyHSSE untuk mendukung pelaksanaan dan pengawasan aspek HSSE terkait identifikasi, penilaian risiko, dan pengendalian bahaya termasuk mendukung proses *safety patrol*, *safety briefing*, *management walkthrough*, dan *silent inspection*. Layanan Aplikasi MyHSSE juga dapat diakses secara *mobile* sehingga memudahkan pengguna dalam melakukan kegiatan terkait HSSE di lingkungan PT pelabuhan Indonesia Group.

4. Enterprise Resource Planning (ERP)

Single ERP yang ditargetkan selesai di 31 Desember 2024. Program ini awalnya dilaksanakan hanya di kantor pusat namun per tanggal 01 Januari 2024 secara bertahap single ERP diimplementasikan ke entitas Pelindo Group. Hingga pada tanggal 1 Januari 2025, Single ERP berhasil diimplementasikan di seluruh entitas Pelindo Group.

5. Sistem Back Office

Layanan internal Perseroan juga dilakukan digitalisasi proses melalui aplikasi:

- » Aplikasi PEO layanan aplikasi surat menyurat *online*;
- » Aplikasi IMS layanan sistem terpadu;
- » Aplikasi Prima layanan manajemen risiko terpusat;

- » Aplikasi P-Ercent untuk mendukung proses pengelolaan arsip;
- » Aplikasi P-RKM untuk layanan manajemen rencana kerja Perseroan;
- » Aplikasi P-KPI untuk layanan pengelolaan KPI pekerja;
- » Aplikasi Peluit untuk layanan manajemen dan monitoring investasi Perseroan.

- » Implementation of the PTOS-M Container Service Application to support the standardization and digitalization of non-container service business processes.

- » Implementation of the PTOS-R Passenger Terminal and Ro-Ro Service Application to support the standardization and digitalization of passenger terminal and Ro-Ro service business processes.

3. Port Safety and Security System

Development of the MyHSSE application to support the implementation and supervision of HSSE aspects, including hazard identification, risk assessment, and hazard control. The application also facilitates safety patrols, safety briefings, management walkthroughs, and silent inspections. MyHSSE is mobile-accessible, enabling users to perform HSSE-related activities efficiently within PT Pelabuhan Indonesia Group.

4. Enterprise Resource Planning (ERP)

Initially launched at Head Office, the Single ERP has been gradually implemented across all Pelindo entities starting January 1, 2024. By January 1, 2025, it was successfully implemented across the entire Pelindo Group.

5. Back Office System

The Company's internal services are also digitized through applications:

- » PEO Application – Online correspondence service;
- » IMS Application – Integrated system service;
- » Prima Application – Centralized risk management service;
- » P-Ercent Application – Archive management system;

- » P-RKM Application – Corporate work plan management service;
- » P-KPI Application – Employee KPI management service;
- » Peluit Application – Corporate investment management and monitoring service.

Keamanan Digital Digital Security

Pemanfaatan dan pengembangan Teknologi Informasi (TI) adalah salah satu elemen penting untuk mencapai optimalisasi bisnis Perseroan. Maka dari itu, Perseroan telah mengimplementasikan ISO 27001 Sistem Manajemen Keamanan Informasi guna mengelola risiko keamanan data, melindungi, dan mempertahankan kerahasiaan, integritas, dan ketersediaan informasi. Selain itu, guna memperkuat sistem TI, Perseroan juga akan mulai menerapkan penerapan ISO 20000 Sistem Manajemen Layanan – IT di tahun 2025. [\[SV-PS230a.1\]](#)

Keamanan Sistem TI

Keamanan sistem TI dan data digital, termasuk menjamin keamanan *platform* dan meningkatkan kemampuan untuk mengembangkan sistem data merupakan salah satu tantangan yang dihadapi oleh Perseroan. Namun demikian, atas upaya tersebut selama tahun 2024 Perseroan tidak terdapat adanya kebocoran data dan pengaduan dari pelanggan dan pihak eksternal lainnya. [\[418-1\]](#)

Hingga akhir tahun 2024, Perseroan telah mengadakan beberapa kegiatan terkait keamanan digital:

1. Implementasi *Secure Access Service Edge* (SASE) untuk meningkatkan ketahanan siber;
2. Pelaksanaan kajian implementasi *Data Loss Prevention* (DLP);
3. Pembentukan *Security Operation Center* (SOC) untuk mendeteksi, menganalisa, dan merespon serangan digital;
4. Implementasi *Network Behaviour Monitoring and Prevention System* untuk memberikan *insight* dan meningkatkan ketahanan siber.

Komunikasi Pemasaran ^[3-3] Marketing Communication

Guna menjalin hubungan yang baik dengan pelanggan, Pelindo memiliki program keterlibatan pelanggan dan retensi pelanggan dengan mengacu pada pelanggan utama yang telah ditetapkan. Adapun kegiatan keterlibatan pelanggan yang diselenggarakan oleh Perseroan di antaranya:

Information Technology (IT) utilization and development is a crucial element to achieve business optimization of the Company. Therefore, the Company has implemented ISO 27001 Information System Management System to manage data security risks as well as to protect and maintain confidentiality, integrity, and information availability. In addition, to strengthen its IT system, the Company will start to implement ISO 20000 Service Management System – IT in 2025. [\[SV-PS230a.1\]](#)

IT System Security

IT system and digital data security, including platform safety and data system development ability, is a challenged that is faced by the Company. However, due to its efforts throughout 2024, the Company did not experience any data leakage nor complaint from customers or other external parties. [\[418-1\]](#)

As of the end of 2024, the Company has carried out various digital security programs:

1. Implementation of *Secure Access Service Edge* (SASE) to enhance cyber resilience;
2. Conducting a study on the implementation of *Data Loss Prevention* (DLP);
3. Establishment of a *Security Operation Center* (SOC) to detect, analyze, and respond to digital attacks;
4. Implementation of a *Network Behavior Monitoring and Prevention System* to provide insights and strengthen cyber resilience.

In order to foster harmonious relationship with the customers, Pelindo has various customer engagement and customer retention programs in accordance with the determined key customers. The customer engagement programs implemented by the Company include:

1. Coffee Morning;
2. Kunjungan Pelanggan ke Lokasi
3. Pertemuan Pelanggan (berupa *customer hearing* dan *voice of customer*);
4. Kunjungan Pelanggan ke Pelabuhan
5. *Customer of The Years*;
6. *Customer Courtesy Call/Direct Mailing*;
7. Strategi/apresiasi lainnya yang digunakan untuk mendukung kegiatan *Key Account Relationship*.

1. Coffee Morning;
2. Customer site visit;
3. Customer Gathering (through customer hearing and voice of customer);
4. Customer Port Visit;
5. Customer of The Years;
6. Customer Courtesy Call/Direct Mailing;
7. Other strategy/appreciations to support the activities of Key Account Relationship.

Pelaksanaan Kegiatan Pelanggan Customer Activity Implementation

Jenis Kegiatan Type of Activity	Jumlah Pelaksanaan Number of Implementation		
	2024	2023	2022
Kunjungan Pelanggan Customer Visit	1.568	322	395
Pertemuan Pelanggan Customer Gathering	81	33	55
Sosialisasi Dissemination	318	101	81
Customer Hearing/ Engagement	5	0	0
Coffee Morning	269	145	23
Customer Award	1	0	0
Jumlah Total	2.242	601	554

Keterangan | Remarks:

Mencakup data Kantor Pusat, Regional 1-4, dan 4 subholding, (selain Subholding Pelindo Solusi Logistik/SPSL)
Includes data from the Head Office, Region 1-4, and 4 subholding, (excluding Pelindo Solusi Logistik/SPSL Subholding)

Perseroan menyediakan sarana penyampaian keluhan bagi pelanggan melalui web portal *e-service*, datang langsung ke *customer service*, dan penyampaian melalui surat, telepon, dan surat elektronik. Pada tahun 2024, Perseroan menerima 9.965 keluhan yang mayoritas berkaitan dengan sistem informasi dan operasi. Jumlah dengan status selesai mencapai 9.914 (99%) dan keluhan dengan status *on-going* sebanyak 51 (1%).

The Company provides complaint submission channels for customers through the *e-service* web portal, direct visits to customer service, as well as via mail, telephone, and email. In 2024, the Company received 9,965 complaints, the majority of which were related to information systems and operations. A total of 9,914 complaints (99%) have been resolved, while 51 complaints (1%) are still ongoing.

Perseroan selalu berupaya memberikan informasi yang tepat dan sesuai kepada pelanggan. Selama tahun 2024, Perseroan tidak menerima sanksi atau denda terkait ketidakpatuhan pada aspek pemberian informasi/ produk maupun komunikasi pemasaran. Lebih lanjut, selama tahun 2024, Perseroan telah mengukur keterikatan pelanggan dengan hasil rerata Tingkat Keterikatan Pelanggan sebesar 4,26 (skala 1-5), turun dibandingkan tahun 2023 dengan nilai 4,37. [2-27] [417-1] [417-2] [417-3]

The Company seeks to continuously provides accurate information to the customers. Through 2024, the Company was not sanctioned nor fined for violations against product information provision nor marketing communication. Furthermore, in 2024, the Company carried out assessment of customer engagement with the average Customer Engagement Index of 4.26 (on a scale 1 – 5), which decreased from 4.37 in 2023. [2-27] [417-1] [417-2] [417-3]

Survei Kepuasan Pelanggan [F.30] Customer Satisfaction Survey

Secara berkala Pelindo melakukan survei kepuasan pelanggan untuk mengetahui tingkat kepuasan terhadap layanan yang diberikan. Selain itu, pelaksanaan survei kepuasan pelanggan merupakan salah satu sarana pelibatan pemangku kepentingan sehingga Perseroan mendapatkan masukan untuk perbaikan. Guna menjamin proses dan hasilnya transparan dan akuntabel, survei dilakukan oleh pihak ketiga yang independen.

The Company regularly carries out customer satisfaction survey to understand the satisfaction level of the customers against the services provided by the Company. In addition, customer satisfaction survey is a method of stakeholder engagement so that the Company may receive inputs for improvement. To ensure transparent and credible processes and results, the survey is carried out by an independent third party.

Survey Kepuasan Pelanggan [F.30] Customer Satisfaction Survey

Deskripsi Description	Hasil (Skala 1-5) Result (Scale 1 - 5)		
	2024	2023*	2022**
Regional I Region I	4,29	4,12	4,23
Regional II Region II	4,39	4,74	4,76
Regional III Region III	4,28	4,41	4,30
Regional IV Region IV	4,14	4,16	4,22
Pelindo Multi Terminal	4,30	4,46	-
Pelindo Jasa Maritim	4,26	4,46	-
Pelindo Solusi Logistik	4,16	4,21	-
Pelindo Terminal Petikemas	4,21	4,39	-
Rata-Rata Average	4,26	4,37	4,38

Keterangan | Remarks:

*)data hanya mencakup regional I -IV dan 3 subholding kecuali PT Solusi Logistik

**)data hanya mencakup regional I - IV dan tidak termasuk data subholding

*)the data covers Regions I - IV and three sub-holdings, except for PT Solusi Logistik

**)the data only covers Regions I - IV and does not include sub-holdings

Jasa yang Sudah Dievaluasi Keamanannya [F.27] Services Whose Safety Has Been Evaluated

Guna memberikan keamanan bagi pelanggan, maka Pelindo telah mengadopsi SMK3 dan Sertifikasi ISO 45001:2018. Sebanyak 50 wilayah operasional Pelindo telah menerapkan SMK3 atau setara dengan 70,42% dan 43 wilayah operasional Pelindo telah menerapkan ISO 45001:2018 atau setara dengan 60,56% dari total keseluruhan wilayah operasional Pelindo. Pelindo juga telah menerapkan *International Ship and Port Security*

To ensure customer safety, Pelindo has adopted the Occupational Health and Safety Management System (OHSMS) and ISO 45001:2018 certification. A total of 50 Pelindo operational areas have implemented OHSMS, equivalent to 70.42%, while 43 operational areas have adopted ISO 45001:2018, accounting for 60.56% of Pelindo's total operational areas. Pelindo also implements International Ship and Port Security (ISPS) to

(ISPS) guna mengidentifikasi ancaman keamanan dan mengambil tindakan pencegahan terhadap peristiwa keamanan yang berakibat kepada kapal atau fasilitas pelabuhan yang digunakan untuk perdagangan internasional. Penerapan ISPS Code sesuai Amandemen SOLAS 74 dan Keputusan Menteri Perhubungan No. KM.33 Tahun 2002 dan pemberlakuan amandemen SOLAS 74 di Indonesia dimulai sejak 1 Juli 2004. Adapun Penerapan ISPS Code dilakukan sesuai dengan standar internasional yang mengacu kepada peraturan IMO di mana Indonesia menjadi salah satu anggotanya. Wilayah operasional Pelindo yang melakukan penerapan ISPS Code adalah 34 wilayah operasional, atau 47,88% dari total wilayah keseluruhan operasional Pelindo.

identify security threats and to take preventive actions against security events that may impact the ships or port facilities used for international trade. The implementation of ISPS Code in accordance with SOLAS 74 Amendment and Decree of the Minister of Transportation No. KM.33 of 2002 and the implementation of SOLAS 74 Amendment in Indonesia took into effect on July 1, 2004. The implementation of ISPS Code follows international standards that refers to the regulations of IMO of which Indonesia is a member. The number of Pelindo operational areas implementing the ISPS Code is 34, which accounts for 47.88% of Pelindo's total operational areas.

Dampak dari Jasa yang Diberikan [F.28]

Impacts of Services Provided

Sejalan dengan komitmen Pemerintah Indonesia untuk terus berupaya menambah jumlah pelabuhan di Tanah Air, maka Pelindo hadir untuk dapat memberikan jasa pelayanan kepelabuhanan. Hal ini telah dirasakan oleh masyarakat di mana, Pelindo sebagai pengelola jasa kepelabuhanan secara profesional dapat memudahkan lalu lintas barang dan orang di seluruh wilayah Indonesia. Namun demikian, dalam proses pembangunan pelabuhan, Pelindo meyakini adanya berbagai risiko potensial dan faktual yang terjadi. Maka dari itu, Pelindo telah memetakan risiko melalui aspek Lingkungan, Sosial dan Tata Kelola yang terdapat di dalam laporan ini.

In accordance with the commitment of the Government of Indonesia to increasing the number of ports in Indonesia, the Company presents to provide port services. This impacts on the community that Pelindo, as a port service company, provides professional and easy service for goods and passenger transport across Indonesia. However, in the construction of ports, the Company believes that there are various potential and factual risks. Therefore, Pelindo maps its risks according to the Environmental, Social, and Governance aspects as elaborated in this report.

Jumlah Jasa yang Ditarik Kembali [F.29]

Number of Recalled Services

Seluruh jasa yang diberikan oleh Pelindo sudah dirancang dengan baik agar sesuai dengan harapan dan kebutuhan pemangku kepentingan. Maka dari itu, selama tahun 2024, tidak terdapat penyediaan jasa Pelindo yang ditarik kembali dengan alasan apa pun.

All services provided by the Company has been designed well to be in accordance with the expectations and requirements of the stakeholders. Therefore, throughout 2024, there were no services of the Company that was recalled for any reason.

Transformasi Hijau Pelindo

Green Transformation
by Pelindo





Pelindo sadar bahwa keberlanjutan lingkungan merupakan salah satu aspek yang sangat penting dalam operasional Perseroan. Keberlanjutan ini bukan hanya sekadar kewajiban, tetapi juga bagian dari tanggung jawab kami untuk menciptakan masa depan yang lebih baik bagi generasi mendatang. Dengan mengintegrasikan prinsip-prinsip keberlanjutan dalam setiap kegiatan Perseroan. Pelindo berkomitmen untuk mengoptimalkan operasi bisnis yang tidak hanya efisien, tetapi juga memberikan dampak positif yang berkelanjutan terhadap lingkungan di sekitar kami. Dalam menjalankan hal tersebut, Pelindo membuat Kebijakan *Environmental Management System* Kebijakan *Environmental Management System* dan Kebijakan Keberlanjutan.

Pelindo acknowledges that environmental sustainability is crucial for its operations. Maintaining environmental sustainability is more than just an obligation, it is our responsibility to create a better future for the next generation. By integrating sustainability principles across its business activities, Pelindo is committed to optimizing its business processes to achieve efficiency and deliver sustainable positive impacts on its surrounding environment. Therefore, Pelindo has established its *Environmental Management System Policy* and *Sustainability Policy*.

Pelabuhan hijau Ramah Lingkungan Environmentally Friendly Green Port

Pelindo berkomitmen untuk mewujudkan pelabuhan yang berkelanjutan dan ramah lingkungan (*green port and smart port*). Sebagai bagian dari komitmen ini, Perseroan tidak hanya fokus pada aspek perekonomian, tetapi juga berupaya secara maksimal dan konsisten dalam mengelola pelabuhan yang memperhatikan dampak lingkungan dan sosial, serta menjunjung tinggi prinsip inklusivitas terhadap isu-isu yang berkembang di masyarakat sekitar wilayah operasional.

The Company is committed to realizing green and smart ports for sustainability and environmental conservation. Therefore, the Company does not solely focus on economic performance, but also consistently endeavors to manage its ports while taking into account its environmental and social impacts and upholding inclusiveness principles regarding issues arising in the communities surrounding its operational areas.

Perseroan melakukan evaluasi terkait pelabuhan ramah lingkungan (*green port*) dengan melibatkan pihak ketiga yang independen, yaitu IDSurvey/Sucofindo, untuk menilai tingkat operasional pelabuhan. Evaluasi ini mencakup tujuh perusahaan yang beroperasi di bawah Pelindo, dengan hasil rating yang bervariasi antara 73,77% hingga 89,33%.

The Company conducts evaluations regarding green ports through an independent third party, i.e. IDSurvey/Sucofindo, to assess the operational rating of its ports. These evaluations covers seven companies operating under the company with the results ranging from 73.77% to 89.33%.

Hingga akhir periode pelaporan, secara khusus Perseroan belum melakukan audit internal dan eksternal perihal aspek lingkungan. Namun demikian secara berkala, Perseroan melakukan pemenuhan Peringkat Kinerja

As of the end of the reporting period, the Company had not performed dedicated internal and external environmental audits. However, the Company consistently fulfills the Corporate Performance Rating for

Perusahaan dalam Pengelolaan Lingkungan Hidup (PROPER) yang dilakukan oleh Kementerian Lingkungan Hidup. Adapun penilaian keikutsertaan PROPER, dilakukan setiap 1 tahun sekali pada cabang Perseroan yang ditetapkan sebagai peserta oleh KLH. Seluruh hasil penilaian PROPER diumumkan secara publik oleh KLH melalui Surat Keputusan Menteri Lingkungan Hidup.

Environmental Management (PROPER) by the Ministry of Environment. PROPER assessments are performed annually at a branch of the Company appointed as a participant by the Ministry of Environment. All PROPER assessment results are publicly announced by the Ministry of Environment through Decree of Minister of Environment.

Identifikasi dan Penanganan Dampak Lingkungan Environmental Impact Identification and Management

Pelindo memahami potensi dampak lingkungan yang timbul karena kegiatan bisnis dan operasional Perseroan. Pelindo melakukan identifikasi dan menyusun rencana pemantauan dan pengelolaan lingkungan, yang dilaporkan secara berkala kepada KLHK. Pelindo juga mengukuhkan dukungan tentang pengelolaan lingkungan melalui penerapan standar internasional ISO 14001 tentang Sistem Manajemen Lingkungan. Lebih lanjut, Perseroan telah memiliki 60 cabang atau 84% dari total cabang yang tersertifikasi EMS ISO 14001:2015.

Pelindo understands the potential environmental impacts its business and operational activities may create. Pelindo identifies such impacts and develops an environmental monitoring and management plan to be reported periodically to the Ministry of Environment. Pelindo strengthens its support to environmental management through the implementation of ISO 14001 on Environmental Management System. Moreover, 60 branches of the Company, which constitutes 84% from the total branches, are certified with EMS ISO 14001:2015.

Pelindo telah mengidentifikasi potensi dampak operasional Perseroan, yaitu: [\[F.23, F.28\]](#)

- » Emisi gas rumah kaca (GRK) akibat penggunaan Bahan Bakar Minyak (BBM) untuk peralatan dan fasilitas pelabuhan serta penggunaan listrik untuk aktivitas operasional perkantoran, lapangan, dan peralatan operasional pelabuhan;
- » Polusi laut yang dapat timbul dari tumpahan minyak dan limbah kapal;
- » Polusi udara dan suara dari kendaraan dan mesin-mesin besar yang dapat mempengaruhi kualitas lingkungan sekitar pelabuhan.

The Company has identified the potential operational impacts as follows: [\[F.23, F.28\]](#)

- » Greenhouse gases (GHG) emission from fuel consumption for port equipment and facilities also electricity consumption for operational activities at the offices, sites, and port equipment;
- » Marine pollution that may result from oil spill and ship waste;
- » Air and noise pollution from heavy equipment and machineries that may impact the environment surrounding the ports.

Sepanjang tahun 2024, Pelindo tidak mendapatkan sanksi maupun pengaduan terkait pelanggaran terhadap lingkungan hidup. [\[F.16\]](#)

Throughout 2024, Pelindo did not receive any sanctions or complaints regarding environmental violations. [\[F.16\]](#)

Pengelolaan Bahan Baku dan Material Raw Materials and Material Management

Sebagai bagian dari komitmen terhadap keberlanjutan dan pelabuhan ramah lingkungan (*green port*), Perseroan secara bertahap menerapkan kebijakan elektrifikasi alat bongkar muat untuk mengurangi dampak lingkungan. Elektrifikasi ini melibatkan penggantian sumber energi pada alat-alat tersebut, yang sebelumnya bergantung pada generator set berbahan bakar solar, menjadi energi listrik. Langkah ini berhasil mengurangi emisi GRK dan mengurangi ketergantungan pada bahan bakar fosil. Hingga akhir tahun 2024, Pelindo telah berhasil mengimplementasikan elektrifikasi pada 245 alat bongkar muat.

As part of its commitment to achieving sustainability and green ports, the Company gradually implements a policy to electrify stevedoring equipment to reduce environmental impacts. Such electrification involves substituting of energy sources for the equipment, from diesel-fueled generator sets to electricity. This effort successfully reduced GHG emission and dependency on fossil fuel. As of the end of 2024, the Company had implemented electrification to 245 loading and unloading equipment.

Pengelolaan Energi [F.6, F.11] [302-1, 302-3, 302-4, 305-5] Energy Management

Pelindo mengandalkan dua sumber energi utama dalam kegiatan operasionalnya, yaitu listrik dan bahan bakar minyak (BBM), yang dipasok oleh pihak ketiga. Sebagian besar pasokan listrik diperoleh dari PT Perusahaan Listrik Negara (PLN), sementara sebagian kecil dipasok oleh PT Energi Pelabuhan Indonesia (EPI), anak perusahaan Pelindo yang bekerja sama dengan PT Haleyora Power, anak perusahaan PT PLN.

Pelindo relies on two main energy sources for its operational activities, i.e. electricity and fuel sourced from a third party. Most of its electricity is sourced from PT Perusahaan Listrik Negara (PLN) and a fraction of the electricity is sourced from PT Energi Pelabuhan Indonesia (EPI), a subsidiary of the Company that is collaborating with PT Haleyora Power, a subsidiary of PT PLN.

Melalui Peraturan Direksi PT Pelabuhan Indonesia (Persero) Nomor HK.01/2/2/3/PIPP/UTMA/PLND-2024 tentang Pedoman Penerapan Upaya Keberlanjutan Perusahaan di Lingkungan PT Pelabuhan Indonesia (Persero).

Through Regulation of the Board of Directors of PT Pelabuhan Indonesia (Persero) Number HK.01/2/2/3/PIPP/UTMA/PLND-2024 concerning Guideline for Implementing Corporate Sustainability Efforts in PT Pelabuhan Indonesia (Persero), the Company is committed to implement energy efficiency.

Konsumsi Energi [302-1] [TR-MT-110a.3] Energy Consumption

Uraian Description	Satuan Unit	2024	2023*	2022**
Listrik PLN	kWh	269.923.949****	252.230.857	242.414.363
Electricity from PLN	GJ	1.068.926	908.031	872.692
Pemanfaatan PLTS	kWh	71.374.214	24.249	13.761
Solar Farm Utilization	GJ	256.947	87,29	49,54
Solar	Liter	44.549.196	68.940.929	66.257.838
Diesel	GJ	1.523.583	2.357.780	2.266.018
Jumlah Total	GJ	3.810.712	3.265.898	3.138.760

Uraian Description	Satuan Unit	2024	2023*	2022**
Pendapatan Usaha Operating Revenues	Rp Miliar Billion Rp	32.447	31.018	29.701
Intensitas Energi*** Energi Intensity	GJ/Rp Miliar GJ/Billion Rp	117,44	105,29	105,68

Keterangan | Remarks:

Faktor konversi liter ke Gigajoule: <https://hextobinary.com/unit/energy/from/gasoline/to/gigajoule>, sementara itu faktor konversi kWh ke Gigajoule: <https://www.convertunits.com/from/kWh/to/gigajoule>

*) data meliputi Pelindo Subholding

**) data tidak termasuk Pelindo Subholding

***) tidak termasuk konsumsi energi dari perjalanan dinas dengan pesawat, karena penggunaan energi tersebut terbatas hanya untuk Dewan Komisaris dan Direksi

****) data mencakup semua entitas kecuali sub-regional SPMT hanya mencakup gedung HO

Liter to Gigajoule conversion factor: <https://hextobinary.com/unit/energy/from/gasoline/to/gigajoule>, while kWh to Gigajoule conversion factor: <https://www.convertunits.com/from/kWh/to/gigajoule>

*) data covers Pelindo's Sub-holding

**) data excludes Pelindo's Sub-holding

***) excluding energy consumption from business travel by airplanes, as this energy consumption is limited only for the Board of Commissioners and the Board of Directors

****) data includes all entities except sub-regional; SPMT only covers the Head Office building

Pada 2024, Pelindo menerapkan upaya efisiensi energi di antaranya: [F.7]

1. Melakukan instalasi *shore connection* dengan menyediakan kebutuhan listrik kapal saat sandar pada dermaga Pelindo
2. Melakukan elektrifikasi pada alat bongkar muat utama
3. Menggunakan teknologi *hybrid* dengan baterai sebagai sumber energi bantu mesin
4. Melakukan instalasi lampu hemat energi
5. Melakukan konservasi energi BBM dengan melakukan elektrifikasi
6. Pemanfaatan EBT pembangkit tenaga surya untuk listrik kantor dan penerangan jalan umum (PJU)
7. Penggunaan BBM biodiesel B30 pada peralatan bongkar muat

Mengacu pada Standar Akuntansi dan Pelaporan Rantai Nilai Korporat (Cakupan 3) Protokol GRK, Perseroan telah mengidentifikasi konsumsi energi yang terkait di luar organisasi, khususnya pada kategori hulu, yakni perjalanan bisnis yang melibatkan penggunaan pesawat terbang. Dalam laporan ini, perjalanan pesawat terbang merujuk pada perjalanan yang dilakukan oleh Dewan Komisaris dan Direksi Pelindo sebagai holding. Volume energi atau bahan bakar yang dikonsumsi dalam perjalanan dinas dihitung dengan menggunakan kalkulator emisi karbon dari *International Civil Aviation Organization (ICAO)*. [302-2, 302-4]

Throughout 2024, the Company implemented energy efficiency initiatives as follows: [F.7]

1. Installing shore connection by providing electricity for the needs of ships docked at the Company's ports
2. Electrifying the main stevedoring equipment
3. Leveraging hybrid technology with batteries as an alternative energy source for machines
4. Installing energy-saving lamps
5. Conserving fuel through electrification
6. Leveraging renewable energy from solar farms for electricity at the office and street lighting
7. Utilizing B30 biodiesel fuel for stevedoring equipment

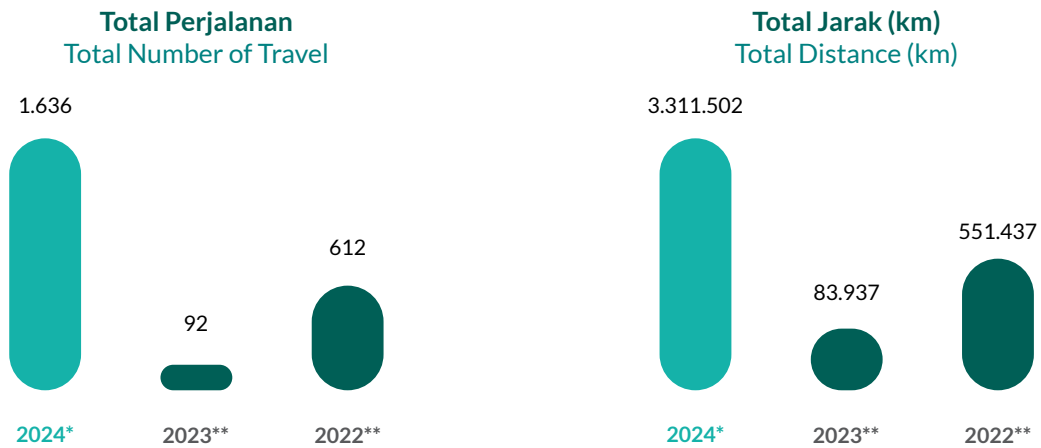
Following the Corporate Value Chain (Scope 3) Accounting and Reporting Standards of the GHG Protocol, the Company has identified the energy consumed outside its organization, particularly in the upstream category, i.e. business travel by airplanes. In this report, such business travel refers to the business travel of the Board of Commissioners and the Board of Directors as a holding. The energy or fuel volume consumed in such business travel is calculated using a carbon emission calculator from the *International Civil Aviation Organization (ICAO)*. [302-2, 302-4]

Sepanjang tahun 2024, Perseroan belum melakukan perhitungan Rancangan Efisiensi Energi untuk kapal baru. [TR-MT110a.4]

Throughout 2024, the Company has not conducted Energy Efficiency Design calculations for new vessel construction. [TR-MT110a.4]

Konsumsi Energi dari Perjalanan Dinas dengan Pesawat oleh Dewan Komisaris dan Direksi

Energy Consumption from Business Travel by Airplanes of the Board of Commissioners and the Board of Directors



Keterangan | Remarks:

*) perjalanan dinas pesawat Dewan Komisaris dan Direksi terdiri dari Pelindo Group

**) perjalanan dinas pesawat Dewan Komisaris dan Direksi terdiri hanya Pelindo Holding

*) air travel for business trips of the Board of Commissioners and Directors includes the Pelindo Group

**) air travel for business trips of the Board of Commissioners and Directors includes only Pelindo Holding

Pengelolaan Air [F.8] [303-1] Water Management

Salah satu sumber air yang digunakan oleh Perseroan diperoleh melalui fasilitas pengolahan air bersih menggunakan teknologi *Sea Water Reverse Osmosis* (SWRO). Teknologi ini memanfaatkan air laut yang disaring dan dimurnikan untuk keperluan non-konsumsi, seperti sanitasi dan kebutuhan operasional lainnya, termasuk pasokan air untuk kapal. Dengan memanfaatkan air laut sebagai salah satu sumber air, Pelindo berharap dapat mengurangi penggunaan air tanah atau sumber air bersih lainnya, yang turut berkontribusi dalam pelestarian cadangan air tanah dan permukaan. Sepanjang 2024, konsumsi air Pelindo mencapai 5.420,74 megaliter turun dibandingkan tahun 2023 yang sebesar 8.736,17 megaliter. Penurunan ini disebabkan oleh penghentian penggunaan air daur ulang di beberapa cabang pada tahun 2023, karena dianggap tidak layak untuk digunakan.

One of the water sources used by the Company is obtained from uses Seawater Reverse Osmosis (SWRO) technology. This technology uses filtered and purified seawater for non-consumption needs such as sanitation and other operational needs, including water supply for the ships. By utilizing seawater as one of the water sources, Pelindo aims to reduce the use of groundwater or other freshwater sources, thereby contributing to the preservation of groundwater and surface water reserves. Throughout 2024, the Company consumed 5,420.72 megaliters of water, reduced from 8.736.17 megaliters in 2023. This decrease was due to the discontinuation of recycled water use in some branches in 2023, as it was deemed unfit for use.

Penggunaan Air

Water Consumption

Sumber Air Water Source	Satuan Unit	2024	2023*	2022**
Air PDAM Water from PDAM	m ³	2.152.407	7.745.448,70	489.091,96
Air Tanah Groundwater	m ³	1.364.889	842.721,75	53.403,00
Air Permukaan Surface Water	m ³	44.962	147.997,45	18.504,00

Sumber Air Water Source	Satuan Unit	2024	2023*	2022**
Air Daur Ulang Recycled Water	m ³	4.452*	-	-
SWRO****	m ³	1.854.014	-	-
Sub Jumlah	m ³	5.420.724	8.736.167,90	560.998,96
Sub-Total	Megaliter***	5.420,72	8.736,17	561,00

Keterangan | Remarks:

*)data meliputi Pelindo Subholding

**)data tidak termasuk Pelindo Subholding

***) konversi meter kubik ke Megaliter: <https://www.unitconverters.net/volume/cubic-meter-to-megaliter.htm>

****) data hanya mencakup regional 2 dan 3, data SWRO 2022 dan 2023 tidak tercatat dikarenakan alat ukur bermasalah

*) data covers Pelindo's Sub-holding

**) data excludes Pelindo's Sub-holding

***) cubic meter to megaliter conversion: <https://www.unitconverters.net/volume/cubic-meter-to-megaliter.htm>

****) data only covers regional 2 and 3, because SWRO data in 2022 and 2023 SWRO data for 2022 and 2023 was not recorded due to measurement equipment issues

Sepanjang 2024, Pelindo mengeluarkan biaya Rp52,41 miliar dalam penggunaan air yang digunakan untuk operasional Perseroan. Biaya ini mengalami penurunan dibandingkan tahun 2023, yang disebabkan oleh upaya sosialisasi penghematan air.

Throughout 2024, the Company spent Rp52.41 billion for water consumption for operational activities. This expenditure showed a decrease compared to the costs incurred in 2023 due to implementation of water conservation initiatives.

Biaya Konsumsi Air (Rp Miliar) [F.4]

Water Consumption Expenses

Uraian Description	2024	2023*	2022**
Biaya Konsumsi Air Water Consumption Expenses	52,41	53,95	40,28

Keterangan | Remarks:

*) terdapat penyajian ulang data, karena penambahan scope perhitungan, yaitu meliputi Pelindo Subholding

**)data tidak termasuk Pelindo Subholding

*) there is a restatement of data due to the expansion of the calculation scope, which now includes Pelindo Subholding

**) data excludes Pelindo's Sub-holding

Konsumsi Air berdasarkan Wilayah (Megaliter)*

Water Consumption by Area (Megaliter)*

Uraian Description	2024	2023
Regional 1 Region 1	976,10	501,19**
Regional 2 (Termasuk Kantor Pusat) Region 2 (including Head Office)	983,79	1.069,87
Regional 3 Region 3	2.269,18	1.005,50**
Regional 4 + Pelindo Jasa Maritim Region 4 + Pelindo Jasa Maritim	687,92	4.801,38
Pelindo Terminal Petikemas	391,10	553,70
Pelindo Multi Terminal	11,45	465,57
Pelindo Solusi Logistik	101,19	338,96**
Jumlah Total	5.420,72	8.736,17

Keterangan | Remarks:

*) tidak ada data tahun 2022, karena data tidak termasuk Pelindo Subholding

**) perubahan nilai karena penyesuaian dengan data catatan 2023

- konversi meter kubik ke Megaliter: <https://www.unitconverters.net/volume/cubic-meter-to-megaliter.htm>

*) data for 2022 is not included as the data excludes Pelindo's Sub-holding

**) value changes due to adjustments based on the 2023 record data

- cubic meter to megaliter conversion: <https://www.unitconverters.net/volume/cubic-meter-to-megaliter.htm>

Pengelolaan Air Limbah (Efluen) ^[F.14] Effluent Management

Pelindo secara aktif memantau dan mengelola air limbah (efluen) untuk mencegah pelepasan air limbah yang dapat merusak badan air dan ekosistem di sekitarnya. Air limbah yang dialirkan ke badan air bersumber dari kegiatan toilet, *pantry*, dan kegiatan domestik lainnya dalam operasional Perseroan.

Perseroan memiliki Instalasi Pengolahan Air Limbah (IPAL) untuk mengelola efluen sehingga memenuhi standar baku mutu yang ditetapkan oleh pemerintah, sebelum kemudian dibuang ke badan air. IPAL dipantau dan dievaluasi secara berkala, baik dari segi kualitas maupun volume. Pemantauan kualitas efluen dilakukan dengan mengajukan sampel efluen untuk diuji oleh laboratorium yang merupakan pihak ketiga independen menggunakan metode SNI, sesuai dengan ketentuan pengambilan sampel dan analisis air limbah yang berlaku. Zat-zat prioritas yang dipantau oleh Perseroan adalah PH, BOD, COD, TSS, Minyak dan Lemak, Amonia, Total Coliform dan Debit, sesuai dengan Surat Nomor: 5.1044/PPKL/PPA/PKL.2/1/19/2023 tanggal 26 Oktober 2023. Pada tahun 2024, berdasarkan hasil uji yang dilakukan, air limbah yang dibuang telah memenuhi baku mutu yang ditetapkan. ^[303-2]

Pelindo actively monitors and manages its effluent to prevent effluent discharge that may harm bodies of water and the surrounding ecosystem. Only effluent from domestic activities such as from toilets and pantries is released to bodies of water.

The Company operates a Wastewater Treatment Plant (WWTP) to ensure that its effluent to meets government-mandated quality standards before discharge to bodies of water. The WWTP is regularly monitored and evaluated in terms of its quality and volume. Effluent quality is monitored by submitting samples for tests in an independent third-party laboratory that employs the SNI method, in accordance with the prevailing requirements for effluent sampling and analysis. TThe key parameters monitored by the Company are the effluent's pH, BOD, COD, TSS, Oil and Fat, Ammonia, Total Coliform, and Flow Rate, in accordance with Letter Number: 5.1044/PPKL/PPA/PKL.2/1/19/2023 dated October 26, 2023. In 2024, based on the test results, the discharged effluent had fulfilled the established quality standards. ^[303-2]

Pembuangan Air Efluen ^[F.13] ^[303-3, 303-4, 303-5] Effluent Disposal

Sumber Air Water Source	Satuan Unit	2024	2023*	2022**
Pembuangan Air Efluen	m ³	254.634	78.738	19.335
Effluent Disposal	Megaliter	254,63	78,74	19,34

Keterangan | Remarks:

Konversi meter kubik ke Megaliter: <https://www.unitconverters.net/volume/cubic-meter-to-megaliter.htm>

*)data meliputi Pelindo Subholding

**)data tidak termasuk Pelindo Subholding

Cubic meter to megaliter conversion: <https://www.unitconverters.net/volume/cubic-meter-to-megaliter.htm>

*) data covers Pelindo's Sub-holding

**) data excludes Pelindo's Sub-holding

Sepanjang tahun 2024, berdasarkan hasil penilaian dan pengukuran terhadap aspek kesehatan dan dampak lingkungan, ditemukan tidak ada dampak signifikan terhadap lingkungan terkait dengan proses pengambilan, penggunaan, hingga pembuangan air. [\[416-1\]](#)[\[416-2\]](#)

Pengelolaan Emisi Emission Management

Sejak tahun 2023, Pelindo telah menetapkan tahun dasar untuk perhitungan reduksi emisi Gas Rumah Kaca (GRK). Tahun dasar emisi GRK ini akan menjadi acuan utama dalam menyusun peta jalan penurunan emisi GRK di tahun-tahun mendatang.

Perseroan telah menetapkan target pengurangan emisi GRK berdasarkan tahun dasar emisi tahun 2023, untuk mengurangi emisi hingga 21% pada tahun 2030. Peta Jalan Reduksi Emisi GRK ini merupakan bagian dari komitmen Perseroan untuk berkontribusi pada upaya mitigasi perubahan iklim dan mencapai keberlanjutan jangka panjang. [\[TR-MT-110a.2\]](#)

Pencapaian reduksi emisi untuk tahun 2024 akan dianalisis lebih lanjut untuk menentukan upaya yang perlu dilakukan guna mencapai target pengurangan emisi yang telah ditetapkan. Kinerja penurunan emisi GRK dievaluasi melalui pemantauan pencapaian target pengurangan emisi yang telah ditetapkan.

Dalam laporan ini, emisi yang dilaporkan mencakup emisi GRK langsung (cakupan 1) yang berasal dari penggunaan bahan bakar fosil (bensin dan solar), emisi GRK tidak langsung (cakupan 2) dari penggunaan listrik, serta emisi GRK tidak langsung lainnya (cakupan 3) dari perjalanan dinas dengan pesawat terbang. Karbon Dioxide (CO₂) merupakan emisi GRK yang paling dominan dihasilkan, baik pada cakupan 1, 2, maupun 3.

Throughout 2024, based on the results of the assessment and measurement of health and environmental impact aspects, there were no significant impacts on the environment from water sourcing, consumption, and discharge. [\[416-1\]](#)[\[416-2\]](#)

Since 2023, the Company established its baseline for calculating Greenhouse Gases (GHG) emission reductions. This baseline will serve as the primary reference for developing the GHG emission reduction roadmap in the coming years.

Based on the 2023 emission baseline, the Company has set a target to reduce GHG emission by up to 21% by 2030. The GHG Emission Reduction Roadmap reflects the Company's commitment to climate change mitigation and long-term sustainability. [\[TR-MT-110a.2\]](#)

Emission reduction achievement in 2024 will be analyzed further to determine the required actions to take to achieve the established target. GHG emission reduction performance is evaluated by monitoring the achieved progress towards the target.

In this report, the reported emission covers direct GHG emission (scope 1) from fossil fuel consumption (fuel and diesel), indirect GHG emission (scope 2) from electricity consumption, and other indirect GHG emission (scope 3) from business travel by airplanes. Carbon Dioxide (CO₂) is the most significant GHG emission generated for scope 1, 2, and 3.

Pelindo menggunakan metode Tier-1 untuk menghitung emisi GRK (Cakupan 1) langsung, yang diterapkan di Indonesia dan negara-negara non-Annex 1 (negara berkembang). Metode ini menghitung emisi dengan mengalikan data konsumsi energi dengan faktor emisi default yang ditetapkan oleh Intergovernmental Panel on Climate Change (IPCC) 2019, yaitu 74.100 Kg/TJ.

The Company employs Tier-1 method to calculate its direct GHG emission (Scope 1), which is implemented in Indonesia and other non-Annex 1 (developing) countries. This method estimates emission by multiplying energy consumption data by the default emission factor set by the Intergovernmental Panel on Climate Change (IPCC) in 2019, which is 74.100 kg/TJ.

Sementara itu, perhitungan emisi gas rumah kaca tidak langsung (Cakupan 2) dari penggunaan listrik dilakukan dengan mengalikan konsumsi listrik (dalam kWh per tahun) dengan faktor emisi grid rata-rata yang dikeluarkan oleh Kementerian ESDM berdasarkan RUPTL PLN 2015-2024, yaitu sebesar 0,934 kgCO₂/Kwh (2017).

Meanwhile, indirect GHG emission (Scope 2) from electricity consumption is calculated by multiplying the electricity consumption (in kWh per year) by the average grid emission factor from the Ministry of Energy and Mineral Resources, in accordance with the National Electricity Supply Business Plan 2015-2024 of PLN, which is 0.934 kgCO₂/kWh (2017).

Emisi GRK yang Dihasilkan Perseroan*** [F.11] [305-1, 305-2, 305-4]

GHG Emission Generated by the Company

Jenis Emisi Emission Type	Satuan Unit	2024	2023*	2022**
Cakupan 1 Scope 1				
Pemakaian Solar Diesel Consumption	Ton CO ₂ eq	116.986	181.039	173.993
Cakupan 2 Scope 2				
Pemakaian Listrik dari PLN PLN Electricity Consumption	Ton CO ₂ eq	213.240	199.262	191.507
Total Emisi Total Emission	Ton CO ₂ eq	330.226	380.301	365.500
Pendapatan Usaha Operating Revenues	Rp Miliar Billion Rp	32.447	31.018	29.701
Intensitas Emisi Emission Intensity	Ton CO ₂ eq /Rp Miliar Tons CO ₂ eq/Billion Rp	10,18	12,26	12,31

Catatan | Remarks:

- Perhitungan emisi dari pemakaian solar mengacu pada Pedoman Penyelenggaraan Inventarisasi Gas Rumah Kaca Nasional Kementerian Lingkungan Hidup 2012
- Faktor emisi cakupan 1 mengacu pada Kalkulator Hijau sebesar 2,63 kg CO₂e/liter
- Faktor emisi cakupan 2 mengacu pada Kalkulator Hijau sebesar 0,79 kg CO₂e/kWh
- Intensitas emisi tidak termasuk perjalanan dinas dengan pesawat, karena data terbatas hanya perjalanan dinas untuk Dewan Komisaris dan Direksi

*) data meliputi Pelindo Subholding

**) data tidak termasuk Pelindo Subholding

***) Penyajian kembali data karena ada perubahan faktor emisi yang digunakan

1. The calculation of emission from diesel consumption refers to the Guidelines for Implementing National Green House Gas Inventories, Ministry of Environment, 2012

2. Scope 1 emission factor refers to the Green Calculator of 2.63 kg CO₂e/liter

3. Scope 2 emission factor refers to the Green Calculator of 0.79 kg CO₂e/liter

4. Emission intensity excludes business travels by airplanes, as the data is limited only for business travels of the Board of Commissioners and the Board of Directors

*) data covers Pelindo's Sub-holding

**) data excludes Pelindo's Sub-holding

***) Restatement of data due to changes to emission factor used in the calculation

Total emisi GRK pada tahun 2024 tercatat sebesar 330.226 ton CO₂eq mengalami penurunan 50.075 ton CO₂eq dibandingkan dengan tahun dasar tahun 2023 yang sebesar 380.301 ton CO₂eq. Sementara itu, untuk intensitas emisi GRK tahun 2024 tercatat sebesar 10.18 ton CO₂eq/Rp miliar. [305-5]

The total GHG emission in 2024 was recorded at 330,226 tons CO₂eq decrease of 50,075 tons CO₂eq compared to the 2023 baseline of 380,301 tons CO₂eq. Meanwhile, GHG emission intensity in 2024 was 10.18 tons CO₂eq/Rp billion. [305-5]

Untuk emisi gas rumah kaca tidak langsung lainnya (Cakupan 3) dihitung menggunakan kalkulator emisi karbon yang dikeluarkan oleh ICAO. Perhitungan emisi didasarkan pada kelas kabin (ekonomi dan premium/bisnis) serta jarak perjalanan antara bandara keberangkatan dan tujuan. Dalam laporan ini, perjalanan dinas merujuk pada perjalanan yang dilakukan oleh Dewan Komisaris dan Direksi Pelindo sebagai holding. Pada tahun 2024, emisi GRK tidak langsung lainnya (Cakupan 3) tercatat sebesar 418,05 ton CO₂eq. [305-5]

Other indirect greenhouse gas emissions (Scope 3) are calculated using the ICAE carbon emission calculator. Emissions are determined based on the cabin class (economy and premium/business) and the distance travelled between departure and arrival airports. In this report, business travel refers to trips taken by the Board of Commissioners and the Board of Directors of the Company as a holding. In 2024, other indirect GHG emission (Scope 3) was 418.05 tons CO₂eq. [305-5]

Emisi GRK Cakupan 3 [305-3]

Scope 3 GHG Emission

2024		2023		2022	
Jumlah penggunaan Pesawat Terbang Total Travel by Airplanes	Emisi (ton CO ₂ eq) Emission (ton CO ₂ eq)	Jumlah penggunaan Pesawat Terbang Total Travel by Airplanes	Emisi (ton CO ₂ eq) Emission (ton CO ₂ eq)	Jumlah penggunaan Pesawat Terbang Total Travel by Airplanes	Emisi (ton CO ₂ eq) Emission (ton CO ₂ eq)
1.636	418,05	92	7,45	612	50,36

Pelindo berupaya untuk mengurangi emisi di area pelabuhan dengan: [F.12][305-5]

1. Transformasi/Standardisasi Operasional di seluruh terminal/pelabuhan
2. Elektrifikasi Alat Bongkar Muat (seperti *Quay Container Crane, Rubber Tyred Gantry (RTG) Crane*)
3. Pengembangan Pembangkit Listrik Tenaga Surya (PLTS)
4. Penyediaan fasilitas *On Shore Power Supply* (kapal dapat menggunakan energi listrik saat sandar di dermaga)

The Company seeks to reduce its emission in the port area through: [F.12][305-5]

1. Operational Transformation/Standardization across terminals/ports
2. Electrification of stevedoring Equipment (such as Quay Container Crane, Rubber Tyred Gantry (RTG) Crane)
3. Construction of Solar Farm
4. Provision of On-shore Power Supply Facility (ships are able to use electricity when they are docked)

Pelindo juga turut berpartisipasi dalam gerakan Perlindungan Lapisan Ozon (PLO), sebagai bagian dari upaya perlindungan lingkungan secara menyeluruh, sesuai dengan ketentuan dalam Undang-Undang Nomor 32 Tahun 2009 tentang Perlindungan dan Pengelolaan Lingkungan Hidup. Upaya yang dilakukan Pelindo untuk mengurangi emisi Bahan Perusak Ozon (BPO) antara lain: [305-6]

- » **Penggunaan Refrigeran Ramah Lingkungan:** Pada gedung-gedung baru, sistem pendingin udara telah dilengkapi dengan refrigerant non-CFC jenis R410 yang bebas dari zat perusak ozon (ODS) Selain itu, secara bertahap, alat pendingin udara di *Container Office* di lapangan juga beralih ke refrigerant R410. Refrigeran ini memiliki koefisien performa yang tiga kali lebih tinggi dibandingkan dengan R22, yang berarti menghasilkan efisiensi energi yang lebih baik dengan efek pendinginan yang lebih optimal.
- » **Alat Pemadam Api Ramah Lingkungan:** Perseroan juga mengganti alat pemadam api yang menggunakan bahan berbahaya seperti Halon dengan perangkat pemadam yang ramah lingkungan, untuk lebih mendukung upaya perlindungan ozon dan keberlanjutan lingkungan.

Emisi Non-GRK [305-7][TR-MT120a.1]

Pelindo juga berupaya untuk memantau kualitas udara di wilayah operasional. Kegiatan pemantauan emisi dilakukan untuk memenuhi kewajiban sesuai dengan izin lingkungan yang dimiliki, baik di kantor pusat maupun di kantor-kantor regional. Pemantauan meliputi pengukuran emisi secara langsung pada kendaraan atau peralatan (seperti crane dan genset) serta kualitas udara di area tertentu (*indoor dan outdoor/ambient*).

Dalam pelaksanaannya, Perseroan secara rutin melakukan pemantauan kualitas udara ambien, khususnya untuk parameter TSP (debu) dan Karbon Monoksida (CO). Secara keseluruhan, hasil pemantauan menunjukkan bahwa tingkat TSP (debu) dan Karbon Monoksida (CO) masih berada di bawah batas baku mutu ambien nasional. Sementara itu, untuk emisi dari mobil operasional kantor dipantau secara rutin oleh vendor/pihak ketiga. Perseroan memastikan terpenuhinya baku mutu udara ambien pada lokasi operasional.

The Company participates in the Ozone Layer Protection (OLP) movement as a part of its endeavors for comprehensive environmental protection, pursuant to the Law Number 32 of 2009 concerning Environmental Protection and Management. To reduce Ozone-Depleting Substances (ODS), Pelindo has undertaken the following initiatives: [305-6]

- » **Utilization of Green Refrigerants:** In new buildings, the air conditioning system is equipped with non-CFC refrigerant R410 which is free from ODS. Additionally, air conditioning in Container Offices at project sites will gradually transition to R410. This refrigerant has the Coefficient of Performance (CoP) three times higher compared to R22, providing better efficiency and improved cooling performance.
- » **Green Fire Extinguishers:** The Company substitutes its fire extinguishers that contain dangerous substances such as Halon with eco-friendly alternatives as an effort to protect ozone layers and promote environmental sustainability.

Non-GHG emissions [305-7][TR-MT120a.1]

The Company strives to monitor the air quality in its operational areas. Emission monitoring activities are performed to comply with environmental permit requirements at both the Head Office and regional offices. This monitoring covers direct emission assessment for vehicles or equipment (e.g. crane and generators) as well as air quality evaluations in certain area (both indoor and outdoor/ambient environments).

The Company implements routine ambient air quality monitoring, focusing on key parameters such as TSP (dust) and Carbon Monoxide (CO). The overall monitoring results show that TSP and CO level remain below the national ambient air quality limit. Additionally, emissions from operational vehicle are regularly monitored by a third party vendor. The Company ensures that ambient air quality follows the quality standards in the operational locations.

Pengelolaan Limbah Waste Management

Pelindo menghasilkan limbah padat dan cair dalam operasional jasa kepelabuhanan, yang meliputi limbah Bahan Berbahaya dan Beracun (B3) serta non-B3. Limbah B3 yang dihasilkan oleh Perseroan meliputi toner, cartridge, kain majun, oli bekas genset, bangkai lampu, dan sebagainya. Untuk memastikan pengelolaan limbah B3 yang aman dan sesuai standar, Pelindo bekerja sama dengan transporter limbah B3 yang telah memperoleh izin dari Kementerian Lingkungan Hidup dan Kementerian Perhubungan. Seluruh limbah B3 diangkut ke fasilitas pemanfaatan atau pemusnahan yang terlisensi oleh Kementerian Lingkungan Hidup. [\[F.14\] \[306-1, 306-2\]](#)

Pelindo menerapkan 3R (*Reduce, Reuse, Recycle*) untuk mengelola limbah non-B3. Limbah non-B3 dipilah menjadi limbah organik dan non-organik. Limbah organik akan dikelola kembali menjadi pupuk kompos. Limbah yang tidak dapat didaur ulang diserahkan ke pihak ketiga sebagai pengelola untuk dikirimkan ke Tempat Pemrosesan Akhir (TPA). [\[F.14\] \[306-2\]](#)

Perseroan juga mengelola limbah yang berasal kapal. Pelindo mengembangkan fasilitas pengelolaan limbah B3 dari kapal di *reception facilities* (RF) atau tempat penyimpanan sementara limbah B3 yang berada di 67 lokasi. Sementara itu, di Pelabuhan Tanjung Priok, Perseroan mengembangkan program Manajemen Limbah Kapal Terpadu. Program ini mengelola semua jenis limbah yang berasal dari kapal seperti dari pengoperasian permesinan kapal, pemeliharaan kapal, kegiatan domestik kapal (dapur, cucian, dan kamar mandi), pembersihan muatan dan ruang muat, serta limbah sisa muatan (*cargo residues*) yang tidak dapat dibongkar bersama muatan pada saat proses bongkar muat. [\[F.14\] \[306-2\]](#)

Program Manajemen Limbah Kapal Terpadu menggabungkan Sistem Pelaporan Kapal Inaportnet, yaitu sistem milik Kementerian Perhubungan dengan Sistem Pengelolaan Limbah Pelabuhan Pelindo. Pada sistem ini, operator kapal/agent harus mengajukan

Pelindo generates solid and liquid waste from its port service operations, including hazardous and non-hazardous waste. Hazardous waste generated by the Company includes toners, cartridge, used rags, used genset lubricants, used lamps, and other hazardous materials. To ensure safe hazardous waste management that complies with the standards, Pelindo collaborates with a licensed hazardous waste transport service authorized by the Ministry of Environment and the Ministry of Transportation. All hazardous waste is transported to processing or disposal facilities licensed by the Ministry of Environment. [\[F.14\] \[306-1, 306-2\]](#)

Pelindo implements 3R principles (reduce, reuse, recycle) in managing non-hazardous waste. Non-hazardous waste is categorized as organic and non-organic waste. Organic waste is processed into compost to be used as fertilizer, while unrecyclable waste is handed over to a third party for transport to the landfill. [\[F.14\] \[306-2\]](#)

The Company handles ship-generated waste as well. Pelindo developed its hazardous ship-generated waste management facilities at the reception facilities (RF) or hazardous waste temporary storage sites at 67 locations. Therefore, at Tanjung Priok Port, the Company has established an Integrated Ship-Generated Waste Management. This program handles all ship-generated waste including waste from ship machinery operations and ship maintenance, domestic waste from kitchens, laundry, and lavatories, waste from cargo cleaning and cargo load, and cargo residues that cannot be unloaded with the cargo during the unloading process. [\[F.14\] \[306-2\]](#)

The Integrated Ship-Generated Waste Management is linked with the Ship Reporting System Inaportnet under the Ministry of Transportation and the Company's Port Waste Management System. Under this system, ship operators/agents must submit waste unloading

permohonan rencana penurunan/bongkar limbah dari kapal yang sudah diklasifikasikan menurut jenis dan jumlahnya melalui sistem Inaportnet paling lambat 1x24 jam atau pada saat melaporkan warta kedatangan kapal. Pada tahun 2024, tidak terjadi insiden tumpahan bahan bakar atau zat kimia yang signifikan. [F.15] [TR-MT160a.3]

request, and the waste must be classified by the waste type and amount, through Inaportnet at least 24 hours before arrival or upon submitting the ship arrival notice. In 2024, there were no incidents of significant oil or chemical spill. [F.15] [TR-MT160a.3]

Timbulan Limbah B3 (Ton) [F.13] [306-3, 306-5]
Hazardous and Toxic Waste Generated (in Tons)

Jenis Limbah Type of Waste	2024**	2023*	2022**
Limbah Padat Solid Waste	176.279	45.369,79	1.082
Total berat limbah berbahaya yang diangkut Total weight of transported Hazardous and Toxic waste	127.986	71.188,91	1.082

Catatan | Remarks:

*) data meliputi Pelindo Subholding

**) data tidak termasuk Pelindo Subholding

*) data covers Pelindo's Sub-holding

**) data excludes Pelindo's Sub-holding

Timbulan Limbah Non-B3 (Ton) [F.13] [306-3, 306-4, 306-5]
Non-hazardous Waste Generated (in Tons)

Uraian Description	2024	2023	2022
Pengomposan Composting	697	1.974	19.198
Daur ulang Recycle	425	1.522	1.007
Penggunaan kembali Reuse	120	0	18.717
Diangkut ke TPA Transported to Landfill	39.207	137.686	33.785
Pembakaran masa Waste Incineration	0	0,50	133.317
Total limbah non-B3 Total non-hazardous waste	40.760	141.182	206.024

Keanekaragaman Hayati Biodiversity

Pelindo tidak memiliki lokasi operasional yang berada maupun dekat dengan kawasan lindung atau area dengan keanekaragaman hayati yang tinggi sehingga tidak memiliki spesies daftar merah yang dilindungi. Namun demikian, Pelindo menyadari bahwa kegiatan operasional Perseroan dapat berdampak pada keanekaragaman hayati. Kapal yang berlabuh di pelabuhan dapat

The Company does not operate in or near any conservation area or area high-biodiversity zones, thus it does not have the red list of threatened species. However, the Company recognizes that its operations may impact biodiversity. Ships docking at ports may introduce invasive species that would disrupt the local ecosystem. To prevent such risk, the Company ensures that all ships discharge ballast

membawa spesies invasif yang berdampak pada ekosistem lokal. Upaya yang dilakukan Perseroan untuk mencegah serangan spesies invasif antara lain memastikan bahwa kapal-kapal membuang air *ballast* sesuai dengan peraturan yang ada seperti Peraturan Presiden (Perpres) Nomor 132 Tahun 2015 tentang peraturan *air ballast*. Meskipun di tahun 2024, Perseroan belum melakukan perhitungan perentase armada yang menerapkan pertukaran dan pengolaan air ballast, namun Perseroan berkomitmen agar pengelolaannya berjalan sesuai dengan Perpres. [F.9][304-1, 304-2,304-4][TR-MT160a.1, TR-MT160a.2]

water in accordance with the prevailing regulations such as Presidential Regulation Number 132 of 2015 concerning Ballast Water. Although the Company has not calculated the percentage of the fleet implementing ballast water exchange and treatment in 2024, it remains committed to ensuring that its management complies with the Presidential Regulation. [F.9] [304-1, 304-2,304-4] [TR-MT160a.1, TR-MT160a.2]

Perseroan juga berinisiatif melakukan beberapa upaya untuk menjaga keanekaragaman hayati. Inisiatif tersebut dapat dilihat pada bagian lampiran Laporan Keberlanjutan ini. [F.10][304-3]

The Company takes various efforts to maintain biodiversity. This initiative can be found in the appendix of this Sustainability Report. [F.10][304-3]

Realisasi Biaya Lingkungan Realization of Environmental Cost

Realisasi Biaya Lingkungan)

Realization of Environmental Cost

Alokasi Biaya Lingkungan (Rp Miliar) Environmental Cost Allocation (Rp Billion)	Realisasi Biaya Lingkungan (Rp Miliar) Environmental Cost Realization (Rp Billion)	Pemanfaatan Utilization
2024		
46,99	55,23	<ul style="list-style-type: none"> » Biaya Pengadaan » Biaya Izin dan Pengangkutan Limbah B3 » SLO, Perawatan, dan Perizinan IPAL » Pembersihan dan Pemilahan Sampah » Kebersihan Jalan, Taman, Dermaga dan Pengangkutan Sampah » Penyedotan Air Limbah Cair Domestik » Pengelolaan Air IPAL » Pengurusan Andalalin dan Pertek BMAL » Pendampingan PROPER » Biaya RKL dan RPL » Procurement Cost » Hazardous Waste License and Transport Cost » WWTP SLO, Maintenance, and License » Waste Cleaning and Sorting » Road, Park, Dock Cleaning and Waste Transport » Domestic Effluent Pumping » WWTP Effluent Treatment » Traffic Impact Analysis and Technical Approval of Effluent Quality Standard » PROPER Assistance » Environmental Management Plan and Environmental Monitoring Plan Costs

Alokasi Biaya Lingkungan (Rp Miliar) Environmental Cost Allocation (Rp Billion)	Realisasi Biaya Lingkungan (Rp Miliar) Environmental Cost Realization (Rp Billion)	Pemanfaatan Utilization
2023		
98,79	85,49	<ul style="list-style-type: none"> » Pelaksanaan pemantauan, penyusunan, dan pelaporan RKL RPL » Pekerjaan Kebersihan Kawasan Pelabuhan » Pekerjaan Perawatan Taman Kawasan Pelabuhan » Pekerjaan Pendampingan PROPER » Pekerjaan Pemantauan Lingkungan » Pekerjaan Jasa Penanggulangan Pencemaran Perairan (<i>Oil Boom</i>) » Pekerjaan Perizinan Pertek berikut SLO IPAL & Rintek TPS LB3 » Pengelolaan Sampah » Pengangkutan IPLT » Pengangkutan Limbah B3 » Monitoring, preparing, and reporting of Environmental Management Plan and Environmental Monitoring Plan » Port Area Cleaning Works » Port Garden Tending Works » PROPER Assistance Works » Environmental Monitoring Works » Marine Pollution Mitigation Service Works (<i>Oil Boom</i>) » Technical Approval and Operational Feasibility Certificate for WWTP and Technical Details for Hazardous Waste Disposal » Waste Management » Sludge Treatment Facility Transport » Hazardous Waste Transport
2022		
28,50	31,76	<ul style="list-style-type: none"> » Pekerjaan Penyusunan Pelaporan Pemantauan Dan Pengelolaan Lingkungan » Pekerjaan Penyusunan Persetujuan Teknis Pengelolaan Lingkungan Pelabuhan Belawan, Kuala Tanjung dan Tanjung Balai Asahan (Pertek BMAL) » Pekerjaan Penyusunan Dokumen Analisa Dampak Lalu Lintas (Andalalin) Pengembangan Pelabuhan Belawan dan Kuala Tanjung » Preparation of Environmental Monitoring and Management Report » Preparation of Technical Approval for Environmental Management (Pertek BMAL) for Belawan, Kuala Tanjung, and Tanjung Balai Asahan Ports » Preparation of Traffic Impact Analysis (Andalalin) Document for the Development of Belawan and Kuala Tanjung Ports



Lampiran

Appendix

Pelatihan dan Sertifikasi terkait Kesehatan dan Keselamatan Kerja [403-5]

Trainings and Certifications on Occupational Health and Safety

Materi Pelatihan Training Topics	Jenis Pelatihan Type of Training	Jumlah Peserta Number of Participants
Ahli K3 Umum (Kemenaker RI) General Occupational Health and Safety (OHS) Expert (Ministry of Manpower of the Republic of Indonesia)	Pelatihan Training	2
Ahli Keselamatan dan Kesehatan Kerja (AK3) Umum General Occupational Health and Safety (OHS) Expert (AK3)	Pelatihan Training	1
Audit Internal Sistem Manajemen Mutu ISO 9001:2015, Lingkungan ISO 14001:2015 dan Anti Penyuapan ISO 37001:2016 Internal Audit of Quality Management System ISO 9001:2015, Environmental Management ISO 14001:2015, and Anti-Bribery ISO 37001:2016	Pelatihan Training	40
Auditor Internal SMK3 (Kemenaker RI) Internal Auditor of Occupational Health and Safety Management System (OHSMS) – Ministry of Manpower RI	Pelatihan Training	1
Auditor Sistem Manajemen K3 Occupational Health and Safety Management System (OHSMS) Auditor	Pelatihan Training	10
Awareness Sistem Manajemen Mutu ISO 9001:2015, Lingkungan ISO 14001:2015 dan Anti Penyuapan ISO 37001:2016 Awareness of Quality Management System ISO 9001:2015, Environmental Management ISO 14001:2015, and Anti-Bribery ISO 37001:2016	Pelatihan Training	55
Awareness Sistem Manajemen Terpadu Tahun 2024 2024 Awareness Training on Integrated Management System (IMS)	Pelatihan Training	199
IMO Model 3.21 (PFSO) untuk Implementasi ISPS Code IMO Model Course 3.21 (PFSO) for ISPS Code Implementation	Pelatihan Training	4
K3 Nasional National Occupational Health and Safety (OHS)	Pelatihan Training	70
Kegiatan Pelatihan Ahli K3 Umum General Occupational Health and Safety Expert Training Activity	Pelatihan Training	10
Pelatihan Ahli K3 Muda Lingkungan Kerja Junior Occupational Health and Safety Expert Training in the Work Environment	Pelatihan Training	8
Pelatihan Ahli K3 Umum Sertifikasi KEMENAKER General Occupational Health and Safety Expert Training Certified by the Ministry of Manpower (KEMENAKER)	Pelatihan Training	4
Pelatihan Auditor SMK3 Occupational Health and Safety Management System (OHSMS) Auditor Training	Pelatihan Training	1
Pelatihan Awareness sistem manajemen Energi ISO 50001:2018 ISO 50001:2018 Energy Management System Awareness Training	Pelatihan Training	85
Pelatihan IMO Model 3.21 (untuk Implementasi ISPS Code) IMO Model Course 3.21 Training (for ISPS Code Implementation)	Pelatihan Training	4
Pelatihan Pertolongan Pertama Kecelakaan (<i>First Aider</i>) First Aid Training (First Aider)	Pelatihan Training	27
Pengelolaan Limbah B3 Hazardous and Toxic Waste (B3 Waste) Management	Pelatihan Training	1
PokJa K3L : Accelerate Safety Excellence	Pelatihan Training	37
Refreshment ISO 9001, ISO 14001 & SMK3	Pelatihan Training	30
Tanggap Darurat Bencana Disaster Emergency Response	Pelatihan Training	12

Materi Pelatihan Training Topics	Jenis Pelatihan Type of Training	Jumlah Peserta Number of Participants
Ahli K3 Umum General K3 Expert	Sertifikasi Certification	7
Ahli K3 Umum (Inhouse Training Regional 4) General K3 Expert (Inhouse Training Regional 4)	Sertifikasi Certification	2
Ahli K3 Umum (Inhouse Training Regional 4) General K3 Expert (Inhouse Training Regional 4)	Sertifikasi Certification	2
Ahli K3 Umum (Inhouse Training) General K3 Expert (Inhouse Training)	Sertifikasi Certification	14
Ahli K3 Umum Kemnaker RI (Public Training Medan) Indonesian Ministry of Manpower General K3 Expert (Public Training Medan)	Sertifikasi Certification	2
AK3 Umum Kemenaker Ministry of Manpower General AK3	Sertifikasi Certification	1
Diklat K3 Operator (SIO) Periode Trw III & IV Tahun 2024 Batch 1 (HT) Operator K3 Training (SIO) Period III & IV 2024 Batch 1 (HT)	Sertifikasi Certification	26
Diklat K3 Operator (SIO) Periode Trw III & IV Tahun 2024 Batch 2 (CC & RTG) K3 Operator (SIO) Training Period III & IV Year 2024 Batch 2 (CC & RTG)	Sertifikasi Certification	13
Diklat K3 Operator (SIO) Periode Trw III & IV Tahun 2024 Batch 3 (HT) Operator K3 Training (SIO) Period III & IV 2024 Batch 3 (HT)	Sertifikasi Certification	25
Diklat K3 Operator (SIO) Periode Trw III & IV Tahun 2024 Batch 4 (HT, FL & RS) Operator K3 Training (SIO) Period III & IV 2024 Batch 3 (HT)	Sertifikasi Certification	41
Diklat K3 Operator (SIO) Periode Trw III & IV Tahun 2024 Batch 5 (CC & RTG) K3 Operator (SIO) Training Period III & IV Year 2024 Batch 5 (CC & RTG)	Sertifikasi Certification	15
IMDG Code (Public Training Lembar) IMDG Code (Public Training Sheet)	Sertifikasi Certification	1
IMDG Code PM16 & IMSBC Code PM06 (Public Training Medan)	Sertifikasi Certification	2
IMDG Code PM16 & IMSBC Code PM06 (Public Training Tanjung Intan)	Sertifikasi Certification	2
IMO Model Course 3.10 (PFSO) & internal Auditor ISPS Code	Sertifikasi Certification	10
Implementation Of IMS Based On ISO 9001, ISO 14001 & ISO 45001 (Public Training Online)	Sertifikasi Certification	2
Internal Audit ISPS Code	Sertifikasi Certification	1
Internal Auditor Of IMS Based On ISO 9001, ISO 14001, ISO 45001 (Public Training Jakarta)	Sertifikasi Certification	2
Internal Auditor SMK3	Sertifikasi Certification	1
International Maritime Dangerous Goods Code (IMDG CODE) Batch 1	Sertifikasi Certification	30
International Maritime Dangerous Goods Code (IMDG CODE) Batch 2	Sertifikasi Certification	23
Introduction and Implementation to ISO 37001:2016 Anti-Bribery (Public Training Online)	Sertifikasi Certification	2
ISPS Code IMO Model Course 3.25 (Inhouse Training Branch Gresik)	Sertifikasi Certification	20
ISPS Code IMO Standard Course 3.21	Sertifikasi Certification	1
ISPS Code IMO Standard Course 3.24	Sertifikasi Certification	15
ISPS Code IMO Standard Course 3.25	Sertifikasi Certification	5
ISPS CODE Internal Audit (Public Training Yogyakarta)	Sertifikasi Certification	1

Materi Pelatihan Training Topics	Jenis Pelatihan Type of Training	Jumlah Peserta Number of Participants
Lisensi K3 Pesawat Angkat & Angkut (SIO) Public Training Online K3 License for Lifting & Transporting Aircraft (SIO) Public Training Online	Sertifikasi Certification	9
Lisensi K3 Pesawat Angkat & Angkut (SIO) Public Training Online K3 License for Lifting & Transporting Aircraft (SIO) Public Training Online	Sertifikasi Certification	18
Pelatihan & Sertifikasi Petugas Proteksi Radiasi Training & Certification of Radiation Protection Officers	Sertifikasi Certification	3
Pelatihan <i>Accident Investigation</i> Sertifikasi BNSP Batch 1 Accident Investigation Training BNSP Certification Batch 1	Sertifikasi Certification	22
Pelatihan <i>Accident Investigation</i> Sertifikasi BNSP Batch 2 Accident Investigation Training BNSP Certification Batch 2	Sertifikasi Certification	22
Pelatihan Ahli K3 Umum General K3 Expert Training	Sertifikasi Certification	4
Pelatihan dan Sertifikasi Ahli K3 Umum General K3 Expert Training and Certification	Sertifikasi Certification	1
Pelatihan dan Sertifikasi Ahli Muda K3 Konstruksi Training and Certification of Young Construction K3 Experts	Sertifikasi Certification	2
Pelatihan IMO Model Course 3.21 (PFSO) dan Internal Auditor IMO Model Course 3.21 (PFSO) and Internal Auditor Training	Sertifikasi Certification	7
Pelatihan Internal Auditor SMK3 SMK3 Internal Auditor Training	Sertifikasi Certification	15
PELATIHAN K3 OPERATOR ALAT (SIO) PERIODE TRIWULAN II TH 2024 Batch 1 K3 TRAINING FOR EQUIPMENT OPERATORS (SIO) PERIOD QUARTER II TH 2024 Batch 1	Sertifikasi Certification	15
PELATIHAN K3 OPERATOR ALAT (SIO) PERIODE TRIWULAN II TH 2024 Batch 2 K3 TRAINING FOR EQUIPMENT OPERATORS (SIO) PERIOD QUARTER II TH 2024 Batch 2	Sertifikasi Certification	19
Pelatihan Penanggungjawab Limbah B3 Sertifikasi BNSP B3 Waste Responsible Person Training BNSP Certification	Sertifikasi Certification	24
Pelatihan Sertifikasi AK3 Umum General AK3 Certification Training	Sertifikasi Certification	7
Pelatihan Sertifikasi Penanganan Barang Berbahaya dan Pengangkutan Dangerous Goods Handling and Transportation Certification Training	Sertifikasi Certification	1
Pelatihan Sertifikasi Petugas Kebakaran Kelas D Class D Firefighter Certification Training	Sertifikasi Certification	10
Pelatihan Tanggap Darurat Emergency Response Training	Sertifikasi Certification	15
Pemadam kebakaran Kelas D Kemnaker RI (Public Training Medan) Class D Firefighters of the Indonesian Ministry of Manpower (Public Training Medan)	Sertifikasi Certification	3
Pengawas K3 Industri Migas BNSP (Public Training) BNSP Oil and Gas Industry K3 Supervisor (Public Training)	Sertifikasi Certification	5
Perpanjangan <i>International Maritime Dangerous Goods Code</i> (IMDG CODE) Extension of the International Maritime Dangerous Goods Code (IMDG CODE)	Sertifikasi Certification	35
Perpanjangan Sertifikasi Ahli K3 Umum Extension of General K3 Expert Certification	Sertifikasi Certification	1
Pertolongan Pertama Pada Kecelakaan - P3K (Inhouse Training Regional 4) First Aid for Accidents - P3K (Inhouse Training Regional 4)	Sertifikasi Certification	11
Pertolongan Pertama Pada Kecelakaan - P3K (Inhouse Training Regional 4) First Aid for Accidents - P3K (Inhouse Training Regional 4)	Sertifikasi Certification	3

Materi Pelatihan Training Topics	Jenis Pelatihan Type of Training	Jumlah Peserta Number of Participants
Program Perpanjangan Sertifikasi Ahli K3 Umum General K3 Expert Certification Extension Program	Sertifikasi Cerification	1
Program Sertifikasi K3 Umum Secara Online Tahun 2024 General K3 Certification Program Online 2024	Sertifikasi Cerification	6
Program Sertifikasi K3 Umum Secara Online Tahun 2024 General K3 Certification Program Online 2024	Sertifikasi Cerification	6
Sertifikasi Ahli K3 Umum BNSP BNSP General K3 Expert Certification	Sertifikasi Cerification	2
Sertifikasi AK3 Umum General AK3 Certification	Sertifikasi Cerification	16
Sertifikasi BNSP OPLB3 BNSP OPLB3 Certification	Sertifikasi Cerification	12
Sertifikasi BNSP POIPPU BNSP POIPPU Certification	Sertifikasi Cerification	11
Sertifikasi BNSP POPAL BNSP POPAL Certification	Sertifikasi Cerification	14
Sertifikasi BNSP PPLB3 BNSP PPLB3 Certification	Sertifikasi Cerification	11
Sertifikasi BNSP PPPA BNSP PPPA Certification	Sertifikasi Cerification	11
Sertifikasi BNSP PPPU BNSP PPPU Certification	Sertifikasi Cerification	12
Sertifikasi Petugas P3K First Aid Officer Certification	Sertifikasi Cerification	10
Sertifikasi Petugas Pemadam Kebakaran Kelas D Class D Firefighter Certification	Sertifikasi Cerification	9
Teknisi K3 Listrik Electrical K3 Technician	Sertifikasi Cerification	5
Teknisi K3 Listrik Electrical K3 Technician	Sertifikasi Cerification	1
Training IMO 3.24 Perawang IMO Training 3.24 Perawang	Sertifikasi Cerification	6
Training IMO 3.24 Tarakan IMO Training 3.24 Tarakan	Sertifikasi Cerification	8
Training IMO 3.25 IMO Training 3.25	Sertifikasi Cerification	9
IMO Model Course 3.21 PFSO	Pelatihan dan Sertifikasi Training and Certification	1
Pelatihan dan Sertifikasi Ahli K3 Muda Konstruksi Training and Certification of Young Construction K3 Experts	Pelatihan dan Sertifikasi Training and Certification	2
Pelatihan dan Sertifikasi Ahli K3 Umum & Perpanjangan Lisensi Ahli K3 Umum General K3 Expert Training and Certification & General K3 Expert License Extension	Pelatihan dan Sertifikasi Training and Certification	4
Pelatihan dan Sertifikasi Ahli Muda K3 Konstruksi Training and Certification of Young Construction K3 Experts	Pelatihan dan Sertifikasi Training and Certification	2
Pelatihan dan Sertifikasi Pemadam Kebakaran Kelas B Class B Firefighter Training and Certification	Pelatihan dan Sertifikasi Training and Certification	10
Pelatihan dan Sertifikasi Pemadam Kebakaran Kelas C Class C Firefighter Training and Certification	Pelatihan dan Sertifikasi Training and Certification	21
Sertifikasi Ahli K3 Umum General K3 Expert Certification	Pelatihan dan Sertifikasi Training and Certification	3

Inisiatif Keanekaragaman Hayati [F.10] [304-3]

Biodiversity Initiatives

Cabang Branch	Nama Program/ Bantuan Program/ Assistance Name	Deskripsi Program Program Description	Lokasi Program Program Location	Penerima Manfaat Beneficiary	Jenis Bantuan Type of Assistance	Jumlah unit Total Unit
Kantor Pusat Head Office	Program TJSL Kajian <i>Biodiversity</i> , Kelimpahan dan Status Konservasi Flora Fauna Endemik Kawasan Akuatik di Pelabuhan Kijing CSR Program for Biodiversity, Abundance and Conservation Status of Endemic Aquatic Flora and Fauna at Kijing Port	<p>Pelindo dan UNTAN melaksanakan program kerjasama Kajian Biodiversity, Kelimpahan dan Status Konservasi Flora Fauna Endemik Akuatik Berbasis “<i>Metagenomic Mapping</i>” di Pelabuhan Kijing Mempawah Kalimantan Barat dengan tujuan melakukan pemantauan kesehatan dan lingkungan perairan laut di lokasi Pelabuhan. Kajian ini diharapkan dapat menjadi informasi terkait pengelolaan kawasan pelabuhan yang mengedepankan aspek lingkungan dengan tetap menguntungkan secara bisnis dan berdampak positif bagi pembangunan daerah khususnya masyarakat</p> <p>The Company and Tanjungpura University carries out a Joint Biodiversity Research on the Abundance and Conservation Status of Endemic Aquatic Flora and Fauna through Metagenomic Mapping at Kijing Port, Mempawah, West Kalimantan. This research aims to monitor marine health and environment around the Port. This research is expected to provide information concerning port area management to integrate environmental aspects while maintaining business profitability and positive impacts on the community development.</p>	Mempawah, Kalimantan Barat Mempawah, West Kalimantan	Universitas Tanjungpura, dan Lingkungan Mempawah Tanjungpura University and Mempawah Environment	Bantuan Riset <i>Biodiversity</i> Flora Fauna endemik akuatik di Pelabuhan Kijing Endemic Aquatic Flora and Fauna Biodiversity Research Assistance	1
Kantor Pusat Head Office	Program Transplantasi Lamun melalui Pemberdayaan Masyarakat di Pulau Bintan Seagrass Transplantation Program through Community Development at Bintan Island	<p>Program dengan upaya pemulihan kondisi padang lamun adalah melalui kegiatan restorasi atau penanaman kembali (transplantasi). Peran penting padang lamun yaitu kemampuannya dalam menyerap dan menyimpan karbon dan dapat memberikan kontribusi yang signifikan dalam upaya mitigasi perubahan iklim melalui peningkatan penyerapan karbon di ekosistemnya</p> <p>This program aims to recover the conditions of seagrass meadow through restoration or transplantation. Seagrass meadow has a crucial role in the environment due to its ability in carbon sequestration. Improving carbon sequestration in the ecosystem may contribute significantly to climate change mitigation.</p>	Pulau Bintan, Prov Kepulauan Riau Bintan Island, Riau Islands Province	Kementerian Kelautan dan Perikanan, Universitas Raja Ali, Masyarakat dan Lingkungan Bintan Ministry of Marine Affairs and Fisheries, Raja Ali University, Community Members of Bintan	Program pemberdayaan masyarakat di Pulau Bintan. Program rehabilitasi lamun melalui pemberdayaan masyarakat yang diterapkan dengan <i>timeline</i> dan <i>roadmap</i> program sebagai berikut: i. Penyusunan tahun dasar data tahun 2024; ii. Kultivasi, penanaman dan monitoring selama 2025 – 2030 Community engagement program at Bintan Island. Rehabilitation program through community empowerment with the roadmap and timeline as follows: i. Baseline in 2024; ii. Cultivation, planting, and monitoring in 2025 – 2030	

Cabang Branch	Nama Program/ Bantuan Program/ Assistance Name	Deskripsi Program Program Description	Lokasi Program Program Location	Penerima Manfaat Beneficiary	Jenis Bantuan Type of Assistance	Jumlah unit Total Unit
Kantor Pusat Head Office	Program Desa <i>Image Carbon</i> Kampung Teripang, Bintan Carbon Model Village, Teripang Village, Bintan	Program Kultivasi Lamun sebagai bentuk upaya aktif perusahaan dalam menjaga blue carbon Seagrass Cultivation Program as an active endeavor in maintaining blue carbon	Pulau Bintan, Prov Kepulauan Riau Bintan Island, Riau Islands Province	Kampung Teripang, Masyarakat dan Lingkungan Bintan Teripang Village, Community Members of Bintan	Kultivasi Lamun , dan Monitoring Seagrass Cultivation and Monitoring	25.000 benih lamun 25,000 seagrass seedlings
Kantor Pusat Head Office	Program Kolaborasi TJSL BUMN Restorasi Ekosistem dan Pemberdayaan Masyarakat di Wilayah Laut dan Pesisir Utara Jawa SOE CSR Collaboration Program for Ecosystem Restoration and Community Empowerment in Northern Java Marine and Coastal Area	Merupakan Kolaborasi Antara Pelindo, PLN dan Undip dengan Program Restorasi Ekosistem Pesisir Melalui Penerapan Terumbu Buatan (APR) dan Apartemen Ikan (AFA) Berbahan Beton FABA, Pemberdayaan Masyarakat dalam Pemanfaatan dan Pengelolaan Sumber Daya Perikanan Kelautan yang Berkelanjutan Collaboration between Pelindo, PLN, and Diponegoro University in the Coastal Ecosystem Restoration Program through Implementation of Artificial Patch Reef and Artificial Fish Apartment from FABA Concrete, Community Empowerment in Sustainable Fishery Resource Utilization and Processing	Perairan Jepara dan Semarang Coastal Area of Jepara and Semarang	Nelayan dan Masyarakat Sekitar Fishermen and Community Members	1. Pembuatan substrat beton FABA untuk membangun struktur terumbu buatan Artificial Patch Reef (APR) dan apartemen ikan Artificial Fish Apartment (AFA) berbahan beton FABA 2. GPS (Fish Finder)sebanyak 10 Unit 3. Pengolahan Hasil Perikanan 4. Pemanfaatan Limbah Perikanan 5. Pemasaran Berbasis Bisnis 6. Kelembagaan 1. Construction of FABA concrete substrate to develop Artificial Patch Reef (APR) and Artificial Fish Apartment (AFA) from FABA concrete 2. Provision of 10 GPS Fish Finder units 3. Processing of Fish Products 4. Utilization of Fishery Waste 5. Business-backed Marketing 6. Institutionalization of Community Empowerment	AFA 4 Unit, APR 4 Unit, GPS 10 Unit 4 Units of AFA, 4 Units of APR, 10 Units of GPS
Regional 4 Makassar Region 4 Makassar	Program Konservasi Hiu Paus & Keberlanjutan Ekowisata Whale Shark Conservation Program & Eco-tourism Sustainability	Program melindungi dan melestarikan habitat alami hiu paus serta mengembangkan ekowisata yang berkelanjutan dan berbasis edukasi This program seeks to protect and conserve the natural habitat of whale shark and develop sustainable and educative eco-tourism	Desa Botubarani, Kecamatan Kabila Bone, Kabupaten Bone Bolongo, Provinsi Gorontalo Botubarani Village, Kabila Bone District, Bone Bolongo Regency, Gorontalo Province	Masyarakat Sekitar serta Dunia Pendidikan diantaranya sekolah dan komunitas kampus Community Members and Education Institutions including schools and universities	1. Pembentukan Pokdarwis 2. Konservasi 3. Pelatihan & Edukasi 4. Pengadaan sarana prasarana penunjang 5. Pendampingan 1. Establishment of Tourism Awareness Group 2. Conservation 3. Training & Education 4. Supporting facilities and infrastructure procurement 5. Assistance	5 bulan 5 months
Regional 3 Benoa Region 3 Benoa	Program Konservasi dan Rehabilitasi terumbu Karang di Pesisir Pantai Pandawa Coral Reef Conservation and Rehabilitation Program at Pandawa Beach Coast	Berkolaborasi dengan Lembaga Manajemen Infaq (LMI) mengadakan konservasi dan rehabilitasi terumbu karang di Pesisir Pantai Pandawa Collaboration with Lembaga Manajemen Infaq (LMI) in coral reef conservation and rehabilitation and Pandawa Beach Coast	Desa Kutuh Kuta Selatan Badung Kutuh Village, South Kuta, Badung	Masyarakat Pesisir Pantai Pandawa Community Members of Pandawa Beach	Bantuan Media Tanam dan bibit karang/indukan Planting Media and Coral Reef Seedling	600 paket bibit 600 packs of seedlings

Cabang Branch	Nama Program/ Bantuan Program/ Assistance Name	Deskripsi Program Program Description	Lokasi Program Program Location	Penerima Manfaat Beneficiary	Jenis Bantuan Type of Assistance	Jumlah unit Total Unit
Regional 2 Banten Region 2 Banten	Konservasi Flora dan/atau Fauna (Transplantasi Terumbu Karang) Flora and/or Fauna Conservation (Coral Reef Transplantation)	Program transplantasi terumbu karang untuk melestarikan lingkungan biota laut dan menciptakan ekosistem laut yang lebih baik di masa yang akan datang. Tujuan lain dari program ini adalah agar dapat mengembangkan ekowisata bahari di kawasan Pulau Badul sehingga dapat membantu meningkatkan perekonomian masyarakat sekitar. Coral reef transplantation program to conserve the marine ecosystem and create better marine ecosystem in the future. This program aims to develop marine eco-tourism in Badul Island to support the local economic development.	Kawasan Pulau Badul, Desa Tunggul Jaya, Kec. Sumur, Kab. Pandeglang, Banten Badul Island Area, Tunggul Jaya Village, Sumur District, Pandeglang Regency, Banten	Masyarakat Pulau Badul, Desa Tunggul Jaya Community Members of Badul Island, Tunggul Jaya Village	Transplantasi Terumbu Karang Coral Reef Transplantation	350 paket dan 10% penyulaman 350 packs and 10% replanting
Regional 2 Banten Region 2 Banten	Program Budidaya Kerang Hijau Green Mussel Farming Program	Pelindo bekerjasama dengan Balai Pengelolaan Daerah Aliran Sungai (BPDAS) Ciliwung-Citarum dan Kelompok Tani Mina Pulang Cangkir (MAPUCA) melaksanakan program pelestarian keanekaragaman hayati pesisir dan lautan melalui pembuatan budidaya kerang hijau untuk mendukung pemberdayaan masyarakat pesisir dan lautan yang bertempat tinggal di Desa Kronjo, Kabupaten Tangerang, Banten Collaboration between Pelindo and the Watershed Management Agency (BPDAS) for Ciliwung-Citarum River and Mina Pulang Cangkir (MAPUCA) Farmers Group for marine and coastal biodiversity conservation program through green mussel farming aiming to support coastal community empowerment at Kronjo Village, Tangerang Regency, Banten.	Desa Kronjo, Kecamatan Kronjo, Kabupaten Tangerang, Prov. Banten Kronjo Village, Kronjo District, Tangerang Regency, Banten Province	Kelompok Tani Mina Pulau Cangkir (MAPUCA) Mina Pulau Cangkir (MAPUCA) Farmers Group	Budidaya Kerang Hijau Green Mussel Farming	4 bagan budidaya kerang hijau 4 green mussel farming structure
Regional 2 Tanjung Pandan Region 2 Tanjung Pandan	Program Budidaya Kepiting Bakau KUPS Bina Tambak Mangrove Crab Farming Program by KUPS Bina Tambak	Pelindo bekerjasama dengan Kelompok Usaha Perhutanan Sosial (KUPS) Bina Tambak melaksanakan kegiatan pelestarian biota laut berupa budidaya kepiting bakau di Desa Petaling, Belitung Collaboration between Pelindo and Social Forestry Business Group (KUPS) Bina Tambak in marine biodiversity conservation through mangrove crab farming at Petaling Village, Belitung.	Desa Petaling, Kec. Selat Nasik, Belitung Petaling Village, Selat Nasik District, Belitung	KUPS Bina Tambak KUPS Bina Tambak	Budidaya Kepiting Bakau Mangrove Crab Farming	200 Ball Crabs dan 200 bibit kepiting bakau 200 ball crabs and 200 juvenile mangrove crabs

Cabang Branch	Nama Program/ Bantuan Program/ Assistance Name	Deskripsi Program Program Description	Lokasi Program Program Location	Penerima Manfaat Beneficiary	Jenis Bantuan Type of Assistance	Jumlah unit Total Unit
Regional 2 Tanjung Pandan Region 2 Tanjung Pandan	Program Konservasi Penyu Aik Batu Banyak Sea Turtle Conservation	Kegiatan Konservasi Penyu Aik Batu Banyak bertujuan untuk menjaga kelestarian ekosistem laut serta dapat mendukung masyarakat tentang pentingnya menjaga kelestarian laut, terutama penyu. Kegiatan dilaksanakan di Kelurahan Keciput, Belitung. Aik Batu Banyak Sea Turtle Conservation aims to conserve marine ecosystem and educate the community members on the importance of maintaining marine ecosystem, especially sea turtle. This activity is carried out in Keciput Sub-district, Belitung.	Desa Keciput, Kec. Sijuk, Kab. Belitung Keciput Village, Sijuk District, Belitung Regency	Kelompok Penangkaran Penyu Aik Batu Banyak Sea Turtle Conservation Group	Konservasi penyu Sea Turtle Conservation	Sarana dan prasarana untuk penangkaran penyu Facilities and Infrastructure for sea turtle conservation
PT Pelindo Terminal Petikemas	Program Konservasi Terumbu Karang Coral Reef Conservation Program	Kegiatan Konservasi terumbu karang untuk menjaga ekosistem dan biota laut yang ada di perairan Teluk Ratai Lampung agar tetap terjaga dengan baik	Pulau Pahawang, Provinsi Lampung Pahawang Island, Lampung Province	Pulau Pahawang, Provinsi Lampung Pahawang Island, Lampung Province	Konservasi Terumbu Karang Coral Reef Conservation	632 Bibit Terumbu Karang 632 Coral Reef Seedlings
PT IPC Terminal Petikemas	Program Konservasi Terumbu Karang Coral Reef Conservation Program	Kegiatan Konservasi terumbu karang untuk menjaga ekosistem dan biota laut yang ada di perairan Teluk Ratai Lampung agar tetap terjaga dengan baik	Pulau Pahawang, Provinsi Lampung Pahawang Island, Lampung Province	Pulau Pahawang, Provinsi Lampung Pahawang Island, Lampung Province	Konservasi Terumbu Karang Coral Reef Conservation	632 Bibit Terumbu Karang 632 Coral Reef Seedlings
PT Jakarta International Container Terminal (JICT)	Program Transplantasi Terumbu Karang Coral Reef Transplantation Program	Bekerjasama dengan Smiling Coral Indonesia untuk meningkatkan pelestarian ekosistem laut melalui transplantasi terumbu karang di Pulau Pramuka, Kepulauan Seribu Collaboration with Smiling Coral Indonesia to improve marine ecosystem conservation through coral reef transplantation at Pramuka Island, Seribu Islands.	Pulau Pramuka, Kepulauan Seribu Pramuka Island, Seribu Islands	Smiling Coral Indonesia	Transplantasi Terumbu Karang Coral Reef Transplantation	300 Bibit terumbu karang 300 coral reef seedlings
PT Jasa Armada Indonesia Tbk	Program Coral Monitoring & Transplantasi Terumbu Karang Coral Monitoring & Coral Reef Transplantation Program	Program berkelanjutan konservasi terumbu karang melalui kegiatan coral monitoring dan transplantasi terumbu karang guna memastikan pertumbuhan karang termonitor dengan baik di perairan Pulau Damar, Kepulauan Seribu. Sustainable coral reef conservation program through coral monitoring and coral reef transplantation to ensure that the coral reef growth is monitored well in Pulau Damar area, Seribu Islands.	Pulau Damar, Kepulauan Seribu Damar Island, Seribu Islands	Pulau Damar, Kepulauan Seribu Damar Island, Seribu Islands	Transplantasi Terumbu Karang Coral Reef Transplantation	400 Bibit terumbu karang 400 coral reef seedlings
Regional 1 Region 1	Pembuatan Dan Pemasangan Rumpon Pada Kawasan Perairan Pesisir Pantai Batu Bara Construction and Installation of Fish Aggregating Device at the Coastal Waters of Batu Bara Beach	Program Rumpon dipasang di laut untuk menarik ikan agar berkumpul di sekitar rumpon sehingga mudah ditangkap Installation of Fish Aggregating Device at the sea to attract fish to collect around the device for easier fishing	Batubara	Persatuan Nelayan Tradisional Indonesia (PNTI) Kabupaten Batubara Indonesian Traditional Fishermen Union (PNTI) of Batubara Regency	Pembuatan dan pemasangan rumpon Fish aggregating device construction and installation	150 blok 150 blocks

Referensi POJK No.51/POJK.03/2017, Indeks Isi Standar GRI, dan SASB ^[G.4]

Reference to POJK No. 51/POJK.03/2017, GRI Standards Content Index, and SASB

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Indeks Pengungkapan GRI Standard 2021

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305-7	Nitrogen oksida (NOx), belerang oksida (SOx), dan emisi udara signifikan lainnya Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	128				
GRI 306	LIMBAH WASTE					
306-1	Timbulan limbah dan dampak signifikan terkait limbah Waste generation and significant waste-related impacts	129				
306-2	Manajemen dampak signifikan terkait limbah Management of significant waste-related impacts	129				
306-3	Timbulan limbah dan dampak signifikan terkait limbah Waste generated	130				
306-4	Limbah yang dialihkan dari pembuangan akhir Waste diverted from disposal	130				
306-5	Limbah yang dikirimkan ke pembuangan akhir Waste directed to disposal	130				
GRI 308	PENILAIAN LINGKUNGAN PEMASOK SUPPLIER ENVIRONMENT ASSESSMENT					
308-1	Seleksi pemasok baru dengan menggunakan kriteria lingkungan New suppliers that were screened using environmental criteria	40				
308-2	Dampak lingkungan negatif dalam rantai pasokan dan tindakan yang telah diambil Negative environmental impacts in the supply chain and actions taken	40-41				
GRI 401	KEPEGAWAIAN EMPLOYMENT					

Indikator Indicator	Pengungkapan Disclosure	Halaman Page	Pengecualian Omission			No. Standar Sektor GRI GRI Sector Standard Ref. No
			Persyaratan yang Dikecualikan Requirement(s) Omitted	Alasan Reason	Penjelasan Explanation	
401-1	Perekrutan karyawan baru dan pergantian karyawan New employee hires and employee turnover	95-96				
401-2	Tunjangan yang diberikan kepada karyawan purnawaktu yang tidak diberikan kepada karyawan pada kurun waktu tertentu atau paruh waktu Benefits provided to full-time employees that are not provided to temporary or part-time employees	92				
401-3	Cuti melahirkan Parental leave	93-94				
GRI 402	HUBUNGAN TENAGA KERJA LABOR/MANAGEMENT RELATIONS					
402-1	Periode pemberitahuan minimum terkait perubahan operasional Minimum notice periods regarding operational changes	87				
GRI 403	KESEHATAN DAN KESELAMATAN KERJA OCCUPATIONAL HEALTH AND SAFETY					
403-1	Sistem manajemen kesehatan dan keselamatan kerja Occupational health and safety management system	74-75,77				
403-2	Pengidentifikasian bahaya, penilaian risiko, dan investigasi insiden Hazard identification, risk assessment and incident investigation	79-83				
403-3	Layanan kesehatan kerja Occupational health services	79-80,84-86				
403-4	Partisipasi, konsultasi, dan komunikasi pekerja tentang kesehatan dan keselamatan kerja Worker participation, consultation, and communication on occupational health and safety	75,77-79				
403-5	Pelatihan pekerja mengenai kesehatan dan keselamatan kerja Worker training on occupational health and safety	133-136				
403-6	Peningkatan kualitas kesehatan pekerja Promotion on worker health	84				

Indikator Indicator	Pengungkapan Disclosure	Halaman Page	Pengecualian Omission			No. Standar Sektor GRI GRI Sector Standard Ref. No
			Persyaratan yang Dikecualikan Requirement(s) Omitted	Alasan Reason	Penjelasan Explanation	
403-7	Pencegahan dan mitigasi dampak-dampak kesehatan dan keselamatan kerja yang secara langsung terkait hubungan bisnis Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	84				
403-8	Pekerja yang tercakup dalam sistem manajemen kesehatan dan keselamatan kerja Workers covered by an occupational health and safety management system	75				
403-9	Kecelakaan kerja Work-related injuries	81-82				
403-10	Penyakit akibat kerja Work-related ill health	84				
GRI 404	PELATIHAN DAN PENDIDIKAN TRAINING AND EDUCATION					
404-1	Rata-rata jam pelatihan per tahun per karyawan Average hours of training per year per employee	89-90				
404-2	Program peningkatan keterampilan karyawan dan program bantuan transisi Programs for upgrading employee skills and transition assistance programs	89-90				
404-3	Persentase karyawan yang menerima tinjauan kinerja dan pengembangan karir secara berkala Percentage of employees receiving regular performance and career development reviews	98				
GRI 405	KEBERAGAMAN DAN KESEMPATAN YANG SAMA DIVERSITY AND EQUAL OPPORTUNITY					
405-1	Keberagaman badan tata kelola dan pegawai Diversity of governance bodies and employees	33-35				
405-2	Rasio gaji pokok dan remunerasi perempuan terhadap laki-laki Ratio of basic salary and remuneration of women to men	91				
GRI 406	NON-DISKRIMINASI NON-DISCRIMINATION					
406-1	Insiden diskriminasi dan tindakan korektif yang diambil Incidents of discrimination and corrective actions taken	98				

Indikator Indicator	Pengungkapan Disclosure	Halaman Page	Pengecualian Omission			No. Standar Sektor GRI GRI Sector Standard Ref. No
			Persyaratan yang Dikecualikan Requirement(s) Omitted	Alasan Reason	Penjelasan Explanation	
GRI 407	KEBEBASAN BERSERIKAT DAN PERUNDINGAN BERSAMA FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING					
407-1	Operasi dan pemasok yang diidentifikasi memiliki risiko terhadap kebebasan berserikat dan perundingan kolektif Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	96-97				
GRI 408	PEKERJA ANAK CHILD LABOR					
408-1	Operasi dan pemasok yang berisiko terhadap insiden pekerja anak Operations and suppliers at significant risk for incidents of child labor	39				
GRI 409	KERJA PAKSA ATAU WAJIB KERJA FORCED OR COMPULSORY LABOR					
409-1	Operasi dan pemasok yang berisiko signifikan terhadap insiden kerja paksa atau wajib kerja Operations and suppliers at significant risk for incidents of forced or compulsory labor	39				
GRI 410	PRAKTIK KEAMANAN SECURITY PRACTICES					
410-1	Personel keamanan yang terlatih dalam kebijakan atau prosedur hak asasi manusia Security personnel trained in human rights policies or procedures	90				
GRI 411	HAK-HAK MASYARAKAT ADAT RIGHTS INDIGENOUS PEOPLES					
411-1	Insiden pelanggaran yang melibatkan hak-hak masyarakat adat Incidents of violations involving rights of indigenous peoples	108				
GRI 413	MASYARAKAT SEKITAR LOCAL COMMUNITIES					
413-1	Operasi dengan keterlibatan masyarakat lokal, penilaian dampak, dan program pembangunan Operations with local community engagement, impact assessments, and development programs	105-107, 108				

Indikator Indicator	Pengungkapan Disclosure	Halaman Page	Pengecualian Omission			No. Standar Sektor GRI GRI Sector Standard Ref. No
			Persyaratan yang Dikecualikan Requirement(s) Omitted	Alasan Reason	Penjelasan Explanation	
413-2	Operasi yang memiliki dampak negatif signifikan, baik aktual maupun potensial, terhadap masyarakat lokal Operations with significant actual and potential negative impacts on local communities	108				
GRI 414	PENILAIAN SOSIAL PEMASOK SUPPLIER SOCIAL ASSESSMENT					
414-1	Seleksi pemasok baru dengan menggunakan kriteria sosial New suppliers that were screened using social criteria	40				
414-2	Dampak sosial negatif dalam rantai pasokan dan tindakan yang diambil Negative social impacts in the supply chain and actions taken	40-41				
GRI 415	KEBIJAKAN PUBLIK PUBLIC POLICY					
415-1	Kontribusi politik Political contributions	64				
GRI 416	KESEHATAN DAN KESELAMATAN PELANGGAN CUSTOMER HEALTH AND SAFETY					
416-1	Penilaian dampak kesehatan dan keselamatan dari berbagai kategori produk dan jasa Assessment of the health and safety impacts of product and service categories	125				
416-2	Insiden ketidakpatuhan sehubungan dengan dampak kesehatan dan keselamatan dari produk dan jasa Incidents of non-compliance concerning the health and safety impacts of products and services	125				
GRI 417	PEMASARAN DAN PELABELAN MARKETING AND LABELING					
417-1	Persyaratan untuk pelabelan dan informasi produk dan jasa Requirements for product and service information and labeling	113				
417-2	Insiden ketidakpatuhan terkait informasi dan pelabelan produk dan jasa Incidents of non-compliance concerning product and service information and labelling	113				
417-3	Insiden ketidakpatuhan terkait komunikasi pemasaran Incidents of non-compliance concerning marketing communications	65,113				

Indikator Indicator	Pengungkapan Disclosure	Halaman Page	Pengecualian Omission			No. Standar Sektor GRI GRI Sector Standard Ref. No
			Persyaratan yang Dikecualikan Requirement(s) Omitted	Alasan Reason	Penjelasan Explanation	
GRI 418	PRIVASI PELANGGAN CUSTOMER PRIVACY					
418-1	Pengaduan yang berdasar mengenai pelanggaran terhadap privasi pelanggan dan hilangnya data pelanggan Substantiated complaints concerning breaches of customer privacy and losses of customer data	59,112				
GRI 419	KEPATUHAN SOSIAL EKONOMI SOCIOECONOMIC COMPLIANCE					
419-1	Ketidakpatuhan terhadap undang-undang dan peraturan di bidang sosial dan ekonomi Non-compliance with laws and regulations in the social and economic area	64				

Indeks Pengungkapan SASB Marine Transportation

List of Disclosure SASAB Marine Transportation

Topik Topic	SASB	Pengungkapan Disclosure	Halaman Page
Emisi Gas Rumah Kaca Green Gas Emissions	TR-MT-110a.1	Emisi Cakupan 1 global bruto Gross global Scope 1 emissions	126
	TR-MT-110a.2	Pembahasan strategi atau rencana jangka panjang dan jangka pendek untuk mengelola emisi Scope 1, target pengurangan emisi, serta analisis kinerja terhadap target tersebut Discussion of long- and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	125
	TR-MT-110a.3	(1) Total energi yang dikonsumsi, (2) persentase bahan bakar minyak berat, dan (3) persentase energi terbarukan (1) Total energy consumed, (2) percentage heavy fuel oil and (3) percentage renewable	120
	TR-MT-110a.4	Indeks Rancangan Efisiensi Energi (EEDI) rata-rata untuk kapal baru Average Energy Efficiency Design Index (EEDI) for new ships	121
Kualitas Udara Air Quality	TR-MT-120a.1	Emisi udara dari polutan berikut: (1) NOx (tidak termasuk N ₂ O), (2) SOx, dan (3) partikel materi (PM10) Air emissions of the following pollutants: (1) NOx (excluding N ₂ O), (2) SOx, and (3) particulate matter (PM10)	128

Topik Topic	SASB	Pengungkapan Disclosure	Halaman Page
Dampak Ekologis Ecological Impacts	TR-MT-160a.1	Durasi pelayaran di kawasan laut yang dilindungi atau area dengan status konservasi yang dilindungi Shipping duration in marine protected areas or areas of protected conservation status	130
	TR-MT-160a.2	Persentase armada yang menerapkan (1) pertukaran dan (2) pengolahan air ballast Percentage of fleet implementing ballast water (1) exchange and (2) treatment	130
	TR-MT-160a.3	(1) Jumlah dan (2) volume total tumpahan dan pelepasan ke lingkungan (1) Number and (2) aggregate volume of spills and releases to the environment	130
Kesehatan & Keselamatan Tenaga Kerja Workforce Health & Safety	TR-MT-320a.1	Tingkat insiden kehilangan waktu kerja (LTIR) Lost time incident rate (LTIR)	81
Etika Bisnis Business Ethics	TR-MT-510a.1	Jumlah kunjungan ke pelabuhan di negara-negara dengan 20 peringkat terendah dalam Indeks Persepsi Korupsi Transparency International Number of calls at ports in countries that have the 20 lowest rankings in Transparency International's Corruption Perception Index	Not Relevant
	TR-MT-510a.2	Total kerugian finansial akibat proses hukum yang terkait dengan suap atau korupsi Total amount of monetary losses as a result of legal proceedings associated with bribery or corruption	64

Indeks Pengungkapan SASB Professional and Commercial Services

List of Disclosure SASB Professional and Commercial Services

Topik Topic	SASB	Pengungkapan Disclosure	Halaman Page
Keamanan Data Data Security	SV-PS-230a.1	Deskripsi pendekatan dalam mengidentifikasi dan menangani risiko keamanan data Description of approach to identifying and addressing data security risks	112
	SV-PS-230a.2	Deskripsi kebijakan dan praktik terkait pengumpulan, penggunaan, dan penyimpanan informasi pelanggan Description of policies and practices relating to collection, usage, and retention of customer information	59
	SV-PS-230a.3	(1) Jumlah pelanggaran data, (2) persentase yang (a) melibatkan informasi bisnis rahasia pelanggan dan (b) merupakan pelanggaran data pribadi, (3) jumlah (a) pelanggan dan (b) individu yang terdampak (1) Number of data breaches, (2) percentage that (a) involve customers' confidential business information and (b) are personal data breaches, (3) number of (a) customers and (b) individuals affected	59
Keragaman dan Keterlibatan Tenaga Kerja Workforce Diversity & Engagement	SV-PS-330a.1	Persentase perwakilan (1) gender dan (2) kelompok keberagaman untuk (a) manajemen eksekutif, (b) manajemen non-eksekutif, dan (c) seluruh karyawan lainnya Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, and (c) all other employees	33
	SV-PS-330a.2	(1) Tingkat pergantian karyawan secara sukarela dan (2) tidak sukarela (1) Voluntary and (2) involuntary turnover rate for employees	95
	SV-PS-330a.3	Keterlibatan karyawan dalam persentase Employee engagement as a percentage	95
Integritas Profesional Professional Integrity	SV-PS-510a.1	Deskripsi pendekatan untuk memastikan integritas profesional Description of approach to ensuring professional integrity	58
	SV-PS-510a.2	Total kerugian finansial akibat proses hukum yang terkait dengan integritas profesional Total amount of monetary losses as a result of legal proceedings associated with professional integrity	58

Independent Assurance Statement

The 2024 Sustainability Report PT Pelabuhan Indonesia (Persero)

Number	: 09/000-758/III/2025/SRAI
Assurance Type	: Type 1 and Type 2 for the specific topic of Occupational Health and Safety, Indirect Economic Impact, and Digitalization System and Transformation
Assurance Level	: Moderate
Reporting Standards	: GRI Universal Standard 2021 Consolidated, Sustainability Accounting Standard Board (SASB) for the Marine Transport sector, and Sustainability Accounting Standard Board (SASB) for the Professional and Commercial Services sector
Reporting Regulation (Indonesia)	: Otoritas Jasa Keuangan Regulation (POJK) Number 51/POJK.03/2017 and SEOJK No. 16/SEOJK.04/2021

Dear stakeholders,

PT Sejahtera Rambah Asia or “SRAI” is issuing an **Independent Assurance Statement** (“the Statement”) of the **2024 Sustainability Report** (“the Report”) of **PT Pelabuhan Indonesia (Persero)** (“the Company”). The Company operates in the port service provision and operations. The Report presents the Company's commitment and efforts in managing its sustainability performance for the reporting period of **January 1st to December 31st, 2024**. As agreed with Management, SRAI’s responsibility is to make an assessment based on the data and content of the Report for the year.

Intended User and Purpose

The purpose of the Statement is to present our opinion, including the findings and recommendations based on the results of assurance work to the Company’s stakeholders. The assurator team following specific procedures and a particular scope of work carried out the assessment. Except for the areas covered in the scope of the assurance, we encourage all NOT to solely interpret the Statement as the basis to conclude the Company’s overall sustainability performance.

Responsibilities

Our obligations to the Management involve assessing the Report’s content, generating findings, and recommendations, and issuing a Statement. Additionally, we are tasked with establishing conclusions and recommendations according to agreed-upon standards, methods, and approaches. Consequently, SRAI’s evaluation is solely based on the most recent editorial and data received as of March 28th, 2025, regarding the final draft. SRAI’s responsibility lies solely in providing assurance work, distinct from an audit, under the Non-Disclosure Agreement, the Assurance Engagement Agreement, Representation Letter, and Subsequent Event Testing. Management bears the sole responsibility for presenting data, information, and disclosures within the Report. Therefore, any parties relying on the Report and Statement must assume and manage their own risk.

Independence, Impartiality, and Competency

SRAI confirms NO relationships between the assurator team and the clients that can influence their independence and impartiality to conduct the assessment and generate the Statements. The assurator team is mandated to follow a particular assurance protocol and professional ethical code of conduct to ensure their objectivity and integrity. We carried out a pre-engagement assessment before the

assurance work was taken to verify the risks of engagement as well as the independence and impartiality of the team. The assessor team members have knowledge of ISO 26000, AA1000 AccountAbility standards and principles, and also have experience in sustainability report assessment based on various reporting regulations, and standards such as Regulation of Otoritas Jasa Keuangan No.51/POJK.03/2017 on Sustainable Finance, GRI Universal Standard, SASB for the Marine Transport sector, and SASB for the Professional and Commercial Services sector.

Type and Level of Assurance Service

1. **Type 1 assurance** on the Report content.
2. **Type 2 assurance** on Occupational Health and Safety, Indirect Economic Impact, and Digitalization System and Transformation.
3. **A moderate level of assurance** to the procedure on the Report content and evidence, where the risks of information and conclusions of the Report being error is reduced, but not to very low, but not zero.

Scope and Limitation of Assurance Service

1. Data and information in the Report for the period of **January 1st to December 31st, 2024**.
2. Material topics presented in the Report: **Occupational Health and Safety, Indirect Economic Impact, Digitalization System and Transformation, Procurement Practices/Supply Chain Management, Water and Wastewater (Effluent), Emission, and Energy**.
3. Evaluation of publicly disclosed information, system, and process of the Company to ensure adherence of the Report content to the reporting principles.
4. SRAI does NOT include financial data, information, and figures in the Report content. We assumed that the Company, independent parties, or other parties associated with the Company have verified and/or audited financial statements, data, and information.
5. Adherence to the following reporting principles, standards, and regulations:
 - a) Regulation of Otoritas Jasa Keuangan (OJK) No.51/POJK.03/2017 regarding the Implementation of Sustainable Finance for Financial Service Institutions, Listed, and Public Companies (POJK 51) as well as OJK Circular Letter (SEOJK) 2022 No.16/SEOJK.04/2021.
 - b) Consolidated set of GRI Sustainability Reporting Standards 2021 (GRI Universal Standards).
 - c) Sustainability Accounting Standard Board (SASB) for the Marine Transport sector.
 - d) Sustainability Accounting Standard Board (SASB) for the Professional and Commercial Services sector.

Exclusion

1. The expression of opinion, belief, expectation, advertisement, and also forward-looking statements, including future planning of the Company as specified in the Report content.
2. Analysis or assessment against regulations, principles, standards, guidelines, and indicators other than those indicated in the Statement.
3. Topics, data, and information outside the reporting period, or in the public domain not covered in the reporting period.
4. Financial performance data and information as presented in the Company's financial statements and documents, other than those mentioned in the Report.

Methodology and Source Disclosure

1. Form an Assessor Team whose members are capable in sustainability report development and assurance.
2. Perform the pre-engagement phase to ensure the independence and impartiality of the Assessor Team.

3. Hold a kick-off meeting and initial analysis of the Report draft based on the SRAI Protocol on Assurance Analysis refers to the standards, principles, and indicators of AA1000AS v3, AA1000APS (2018), and standards/regulations used in the Report.
4. Discuss online the results of the analysis with the Management and data contributors.
5. Verify evidence and trace data and information as covered in the Report.
6. The Company incorporated our recommendations in the draft Report and released the final Report content.
7. Prepare the Statement and send it to AA1000 AccountAbility for review to get approval before submitting it to the Company.
8. Prepare a Management Letter detailing all aspects seen, recorded, and observed during the assurance work to the Management of the Company for further improvement of sustainability processes.

Adherence to AA1000AP (2018) and GRI Universal Standards

Inclusivity – According to the Report, the representation of key stakeholder groups is inclusive. Stakeholder identification in the Report's content is extensive. In general, stakeholder engagement has been implemented and managed using a variety of methods and methodologies.

Materiality – We acknowledge that the Company has identified and determined several topics related to its sustainability context as material topics. This process involved internal stakeholders and was facilitated by an independent expert team. To ensure the relevance and accuracy of issues from external stakeholders, we encourage the Company to engage directly with them through approaches such as focus group discussions or questionnaires when determining the material topics for the Report.

Responsiveness – The Company has *Pelindo Bersih* whistleblowing system that allows both internal and external parties to report grievances. This system is implemented with the assistance of a third party. Several grievances were received through *Pelindo Bersih* whistleblowing system in 2024, and all of them were investigated and followed up on in compliance with the investigation results and company procedures.

Impact – The Report provides adequate quantitative and qualitative data on the impacts of the Company's business operations across economic, environmental, and social aspects. Based on our analysis, the economic aspect indicates positive performance. The Company has also prioritized local supplier engagement in its business practices. Furthermore, by the end of 2024, the Company had developed the Pelindo Terminal Operating System Multipurpose (PTOS-M) as a single-platform application supporting port operations for non-container cargo, focusing on planning and controlling functions. For the environmental aspect, the Company has demonstrated adequate performance in managing water and effluent, energy, and emissions. We appreciate its commitment to establishing a Wastewater Treatment Plant (WWTP) and conducting thorough laboratory inspections to ensure effluents consistently comply with environmental quality standards. Regarding the social aspect, specifically indirect economic impact, the Company should provide more details on how its infrastructure investments and supported services affect stakeholders and the economy. Additionally, it should highlight the organization's significant indirect economic impacts, both positive and negative. In occupational health and safety, although there were fatalities and workplace incidents in 2024, the Company has conducted investigations, identified root causes, and implemented mitigation measures to prevent similar occurrences in the future.

Statement of Use: "In Accordance to the GRI Standards" – We evaluated the Report content in adherence to the GRI Universal Standards principles, disclosures, and requirements for reporting. The

Company has referred to the nine requirements: apply the reporting principles, report the disclosures in GRI 2: General Disclosures 2021, determine material topics, report the disclosures in GRI 3: Material Topics 2021, report disclosures from the GRI Topic Standards for each material topic, provide reasons for omission for disclosures and requirements that the organization cannot comply with, publish a GRI content index, provide a statement of use, and notify GRI.

GRI Standards Principles – The report content sufficiently indicates its adherence to the Reporting principles (accuracy, balance, clarity, comparability, completeness, sustainability context, timeliness, and verifiability). The Management provided adequate support during the assurance work by submitting evidence/documents as requested.

Type 2 Assurance – As the assurance work was taken for the type 2 assurance, the material topic of Occupational Health and Safety (OHS), the Company has carried out work assessments to examine risks associated with OHS, establishing whether the company is at a high-risk level by applying the hierarchy of control. To improve OHS performance, it is advised that the Company obtains certification for the Occupational Health and Safety Management System (SMK3) or ISO 45001 across all branches and provides certification evidence as part of the assurance process. Furthermore, on the topic of indirect economic impact, the Company has established an adequate monitoring method for performance assessment. Management submits performance results to the Board of Directors (BOD) and Board of Commissioners (BOC) on a regular basis. Monitoring is also performed following the implementation of work programs to assess their impact. In terms of digitalization and transformation, the corporation has standardized formerly manual procedures into a digitalized system, thereby increasing the effectiveness of each business unit.

Recommendation

1. To involve external stakeholders directly through various methods in determining material topics for the Report.
2. To calculate cost savings from reducing greenhouse gas emissions to improve operational efficiency.
3. To initiate the calculation of energy savings and emission reductions from each efficiency initiative undertaken.
4. To disclose further details on how its infrastructure investments and supported services impact stakeholders and the economy. Furthermore, it should emphasize the Company's significant indirect economic impacts, both positive and negative.
5. To develop a digital information management system that integrates multiple functions and includes data on sustainability performance to enhance monitoring and decision-making in the Company's sustainability efforts.

The assurance provider,

Jakarta, March 28th 2025



Lim Hendra

Assurance Director

PT Sejahtera Rambah Asia (SRAI)

Lembar Umpan Balik ^[G.2] Feedback Form

Laporan Keberlanjutan PT Pelabuhan Indonesia (Persero) Tahun 2024 menyajikan gambaran kinerja keberlanjutan Perusahaan dalam aspek lingkungan, sosial, tata kelola, dan ekonomi. PT Pelabuhan Indonesia (Persero) mengundang Bapak/Ibu/Saudara sekalian untuk memberikan masukan atas Laporan Keberlanjutan ini melalui tautan atau kode QR di bawah ini.

The 2024 Sustainability Report of PT Pelabuhan Indonesia (Persero) presents an overview of the company's sustainability performance in the areas of environmental, social, governance, and economic aspects. PT Pelabuhan Indonesia (Persero) welcomes feedback from esteemed readers on this Sustainability Report, which can be provided via the link or QR code below.

Link: <https://bit.ly/umpanbalikSR>

Kode QR | QR Code:



STRENGTHENING PORT TRANSITION TOWARDS SUSTAINABLE FUTURE

Memperkuat Transisi Pelabuhan
Menuju Masa Depan Berkelanjutan



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