



Continuing Support towards Sustainable Development

Dukungan Berkesinambungan
guna Mewujudkan Pembangunan Berkelanjutan

PT Astra Graphia Tbk

Laporan Keberlanjutan **2019** Sustainability Report

SANGGAHAN DAN BATASAN TANGGUNG JAWAB

Laporan Keberlanjutan 2019 PT Astra Graphia Tbk ("Astragraphia") disusun secara terpisah guna memenuhi Peraturan Otoritas Jasa Keuangan No. 51/POJK.03/2017 tentang Penerapan Keuangan Berkelanjutan bagi Lembaga Jasa Keuangan, Emiten, dan Perusahaan Publik.

Laporan Keberlanjutan ini merupakan yang pertama kalinya dibuat secara terpisah dan menjadi komplementer atas informasi yang diungkapkan dalam Laporan Tahunan Astragraphia tahun 2019, sehingga tidak ada perubahan dalam periode, tanggal siklus, dan kontak laporan. Laporan Keberlanjutan ini menjadi salah satu bentuk pertanggungjawaban Astragraphia kepada pemangku kepentingan untuk mengkomunikasikan kebijakan, strategi, upaya, pencapaian, serta tantangan yang dihadapi Astragraphia dalam menjalankan bisnis yang berkelanjutan. **[102-50,102-51,102-52,102-53]**

Pernyataan-pernyataan prospektif dalam Laporan Keberlanjutan ini dibuat berdasarkan berbagai asumsi mengenai kondisi terkini dan kondisi mendatang perusahaan, serta lingkungan bisnis perusahaan dalam menjalankan kegiatan usaha. Oleh karenanya, Astragraphia tidak menjamin bahwa asumsi tersebut akan membawa hasil-hasil tertentu sesuai yang diprediksikan.

Laporan Keberlanjutan ini disajikan dalam dua bahasa, yaitu Bahasa Indonesia dan Bahasa Inggris dengan menggunakan jenis dan ukuran huruf yang mudah dibaca dan dicetak dengan kualitas yang baik. Laporan Keberlanjutan ini dapat dilihat dan diunduh di situs *web* resmi Astragraphia yaitu www.astragraphia.co.id.

DISCLAIMER

The 2019 Sustainability Report of PT Astra Graphia Tbk ("Astragraphia") was prepared separately to meet the Financial Services Authority Regulation No. 51/POJK.03/2017 on Implementation of Sustainable Finance for Financial Services Institutions, Issuers, and Public Companies.

For the first time, this Sustainability Report has been made separately and it is complementary to the information disclosed in the 2019 Astragraphia Annual Report, so there are no changes in the period, cycle date, and report contact. This Sustainability Report is a form of Astragraphia's accountability to the stakeholders to communicate policies, strategies, efforts, achievements, and challenges faced by Astragraphia in running a sustainable business. **[102-50,102-51,102-52,102-53]**

Prospective statements in this Sustainability Report are based on various assumptions regarding the current and future conditions of the company, as well as the company's business environment in conducting its business activities. Therefore, Astragraphia does not guarantee that these assumptions will bring certain results as predicted.

This Sustainability Report is presented in two languages, namely Indonesian and English, using letter fonts and sizes that are easy to read and print with good quality. This Sustainability Report can be read and viewed on the official website of Astragraphia, namely www.astragraphia.co.id.



Continuing Support towards Sustainable Development

Dukungan Berkesinambungan
guna Mewujudkan Pembangunan Berkelanjutan



44 tahun sudah Astragraphia hadir dan tumbuh bersama masyarakat. Selama kurun waktu itu pula Astragraphia terus berusaha untuk memberikan kontribusi bermakna melalui aktivitas bisnis yang jujur dan adil. Astragraphia berkomitmen untuk memberikan manfaat bagi masyarakat melalui produk dan layanan yang inovatif.

Melalui *Public Contribution Roadmap*, Astragraphia memberikan dukungan berkelanjutan yang berfokus pada pilar pendidikan dan lingkungan hidup. Tujuan kami adalah membangun masyarakat yang berpengetahuan luas serta mendorong pelestarian lingkungan untuk masyarakat yang lebih sejahtera.

Dalam menjaga keberlangsungan bisnis, Astragraphia terus mendorong penciptaan nilai tambah bagi pelanggan, karyawan, mitra bisnis, pemegang saham dan bangsa Indonesia melalui inovasi teknologi dan pengembangan kapabilitas digital. Melalui kolaborasi *Triple-P Roadmap (Portfolio, People, dan Public Contribution)* Astragraphia berkomitmen untuk selalu menjadi perusahaan yang Bermanfaat bagi Bangsa dan Peri Kehidupan.

For 44 years Astragraphia has been present and growing with the community. During that time period, Astragraphia continued to strive to provide meaningful contributions through honest and fair business activities. Astragraphia is committed to provide benefits to the community through innovative products and services.

Through the Public Contribution Roadmap, Astragraphia provides ongoing support that focuses on the pillars of education and the environment. Our objective is to build a society that is knowledgeable and encourages environmental preservation for a more prosperous society.

In maintaining business continuity, Astragraphia continues to encourage the creation of added value for customers, employees, business partners, shareholders and Indonesia through technological innovation and development of digital capabilities. Through the collaboration of the Triple-P Roadmap (Portfolio, People, and Public Contribution), Astragraphia is committed to always be a company that Valuable to the Nation and Life.





Strategi Keberlanjutan Astragraphia

Sustainability Strategy of Astragraphia

Astragraphia mempertahankan keberlanjutan bisnisnya melalui inisiatif strategis berikut ini:

- Melakukan inovasi yang berkelanjutan dan mengembangkan kapabilitas digital.
- Mempercepat inisiatif digital untuk mendorong efektivitas proses bisnis.
- Mengoptimalkan jangkauan penetrasi pasar, memperkenalkan berbagai inovasi dan layanan baru melalui *platform* digital.
- Memperkuat organisasi, mengembangkan kompetensi, serta menjadi organisasi yang *agile* untuk mendukung transformasi bisnis.
- Mendorong penerapan budaya perusahaan untuk menjadi mitra pilihan.
- Memperkuat kontribusi terhadap pembangunan berkelanjutan melalui tanggung jawab sosial perusahaan yang berfokus pada pilar pendidikan dan kelestarian lingkungan.

Astragraphia maintains the sustainability of its business through the following strategic initiatives:

- Perform continuous innovation and develop digital capabilities.
- Accelerate digital initiatives to drive the effectiveness of business process.
- Optimizing the reach of market penetration, introducing a variety of new innovations and services through the digital platform.
- Strengthening the organization, develop competencies, and become agile organizations to support the business transformation.
- Encourage the application of corporate culture to become the preferred partner.
- Strengthening the contributions to sustainable development through corporate social responsibility that focuses on the pillars of education and environmental sustainability.



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TENTANG LAPORAN KEBERLANJUTAN ASTRAGRAPHIA

About the Sustainability Report of
Astragraphia



Laporan Keberlanjutan 2019 PT Astra Graphia Tbk ("Astragraphia") disusun secara terpisah guna memenuhi Peraturan Otoritas Jasa Keuangan No. 51/POJK.03/2017 tentang Penerapan Keuangan Berkelanjutan bagi Lembaga Jasa Keuangan, Emiten, dan Perusahaan Publik.

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Referensi Pelaporan

Reporting Reference

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Untuk memperoleh informasi lebih lanjut atau memberikan saran atas laporan ini, mohon menghubungi: **[102-53]**

Corporate Secretary & Communications

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The Sustainability Report was prepared based on the Regulation of the Financial Services Authority No. 51/POJK.03/2017 on Implementation of Sustainable Finance for Financial Services Institutions, Issuers, and Public Companies. In addition, the report was prepared using the Global Reporting Initiative (GRI) Standards: Core Option reference. References to the support of the Sustainable Development Goals (SDGs) achievements are also submitted in this report. **[102-54]**

For further information or to provide suggestions for this Report, please contact: **[102-53]**

Corporate Secretary & Communications

PT Astra Graphia Tbk
Jl. Kramat Raya No. 43
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Ruang Lingkup Pelaporan

Scope of Reporting

Laporan mencakup periode waktu 1 Januari hingga 31 Desember 2019 dengan cakupan informasi dan data yang berasal dari Kantor Pusat Astragraphia dan kegiatan operasional di seluruh Indonesia. Informasi laporan keuangan yang telah diaudit bersifat konsolidasi, yang berasal dari PT Astra Graphia Tbk, termasuk anak perusahaan yaitu PT Astra Graphia Information Technology dan PT Astragraphia Xprins Indonesia. Selain itu, informasi mengenai karyawan dan penggunaan energi disampaikan dengan mencakup unit kerja dan kantor cabang Astragraphia seluruh Indonesia.

[102-45]

The report covers the period between 1 January to 31 December 2019 with data and information coverage deriving from the Head Office of Astragraphia and operational activities throughout Indonesia. Information on the audited financial statements is consolidated, originating from PT Astra Graphia Tbk, including its subsidiaries, namely PT Astra Graphia Information Technology, and PT Astragraphia Xprins Indonesia. In addition, information regarding employees and energy use was submitted by covering Astragraphia's work units and branch offices throughout Indonesia. [102-45]

Penentuan Isi dan Kualitas Laporan [102-46]

Determination of the Report Content and Quality [102-46]

Laporan keberlanjutan ini disusun berdasarkan *Strategic Triple-P Roadmap*, yang terdiri dari *Portfolio Roadmap*, *People Roadmap*, dan *Public Contribution Roadmap*.

Topik material dan batasan dampak pada topik material untuk penentuan isi laporan, mengacu pada prinsip keterlibatan pemangku kepentingan, konteks keberlanjutan, materialitas, dan kelengkapan. Di samping itu, kualitas pelaporan juga memperhatikan prinsip keseimbangan, komparabilitas, akurasi, ketepatan waktu, kejelasan, dan keandalan.

This Sustainability Report was prepared based on the Strategic Triple-P Roadmap, consisting of Portfolio Roadmap, People Roadmap, and Public Contribution Roadmap.

Material topics and limit of impacts on material topics to determine the contents of the report refer to the stakeholder engagement principle, sustainability context, materiality, and completeness. In addition, the quality of the report also takes into account the principles of fairness, comparability, accuracy, promptness, clarity, and reliability.



Daftar Topik dan Aspek Material serta Batasannya ^[102-47]

List of Material Topics and Aspects with Their Limits ^[102-47]

Batasan Dampak Topik Material Limit on the Impacts of Material Topics		Dampak pada Pemangku Kepentingan Impact on Stakeholders	
Topik Utama Main Topics	Aspek yang Dilaporkan Aspects Reported	Di Dalam Perusahaan Within the Company	Di Luar Perusahaan Outside the Company
Portfolio Roadmap	Kinerja Ekonomi/Economic Performance	• Pemegang Saham/ Shareholders	
	Dampak Ekonomi Tidak Langsung/ Indirect Economic Impacts		• Pemasok/Supplier • Masyarakat/Community
	Produk dan Jasa/Products and Services		• Pelanggan/Consumer
	Asesmen Pemasok/Supplier Assessment	• Karyawan/Employee	• Pemasok/Supplier
People Roadmap	Ketenagakerjaan/Employment	• Karyawan/Employee	
	Pelatihan dan Pengembangan Kompetensi Training and Competency Development	• Karyawan/Employee	
	Pengembangan Karir/Career Development	• Karyawan/Employee	
	Hubungan Industrial/Industrial Relations	• Karyawan/Employee	
	Kesetaraan Gender dan Kesempatan Kerja/ Gender Equality and Employment Opportunities	• Karyawan/Employee	
	Lingkungan, Kesehatan, dan Keselamatan Kerja/ Environment, Occupational Health, and Safety	• Karyawan/Employee	
Public Contribution Roadmap	Material/Material	• Karyawan/Employee	
	Energi/Energy	• Karyawan/Employee	
	Air/Water	• Karyawan/Employee	• Masyarakat/Community
	Emisi/Emission	• Karyawan/Employee	• Masyarakat/Community
	Efluen dan Limbah/Effluent and Waste	• Karyawan/Employee	• Masyarakat/Community
	Masyarakat Setempat/Local Community		• Masyarakat/Community
	Dampak Ekonomi Tidak Langsung/Indirect Economic Impacts		• Masyarakat/Community

Penerapan Prinsip Laporan [102-46]

Implementation of Reporting Principles [102-46]

Penetapan isi laporan keberlanjutan dilakukan melalui empat tahap:

1. Identifikasi
Karakteristik industri perdagangan dan jasa, konsep bisnis berkelanjutan, serta pengaruhnya terhadap pemangku kepentingan merupakan dasar yang digunakan untuk mengidentifikasi topik keberlanjutan yang relevan untuk disampaikan dalam laporan ini.
2. Prioritas topik
Informasi yang disajikan dalam Laporan Keberlanjutan 2019 adalah hal-hal yang signifikan dan relevan bagi Astragraphia dan pemangku kepentingan. Astragraphia menentukan prioritas atas topik keberlanjutan yang relevan melalui *workshop* untuk penentuan tema, analisis topik material, serta analisis pemangku kepentingan.
3. Validasi
Seluruh topik material yang telah diperoleh melalui *input* dari pemangku kepentingan divalidasi dan disetujui oleh Direksi untuk menjadi prioritas informasi yang disampaikan dalam laporan ini.
4. Tinjauan
Tahap terakhir dalam penentuan isi laporan adalah memperhatikan dan menerima saran, serta masukan dari pemangku kepentingan. Saran ini akan menjadi *input* bagi pembuatan laporan keberlanjutan tahun selanjutnya. Dengan demikian, informasi yang disampaikan dalam laporan keberlanjutan diharapkan dapat memenuhi kebutuhan informasi pemangku kepentingan.

Proses penentuan isi laporan dalam empat tahap di atas menjadi siklus pelaporan yang dilakukan oleh Astragraphia untuk memastikan keterlibatan pemangku kepentingan.

The determination of the sustainability report contents is carried out through four stages:

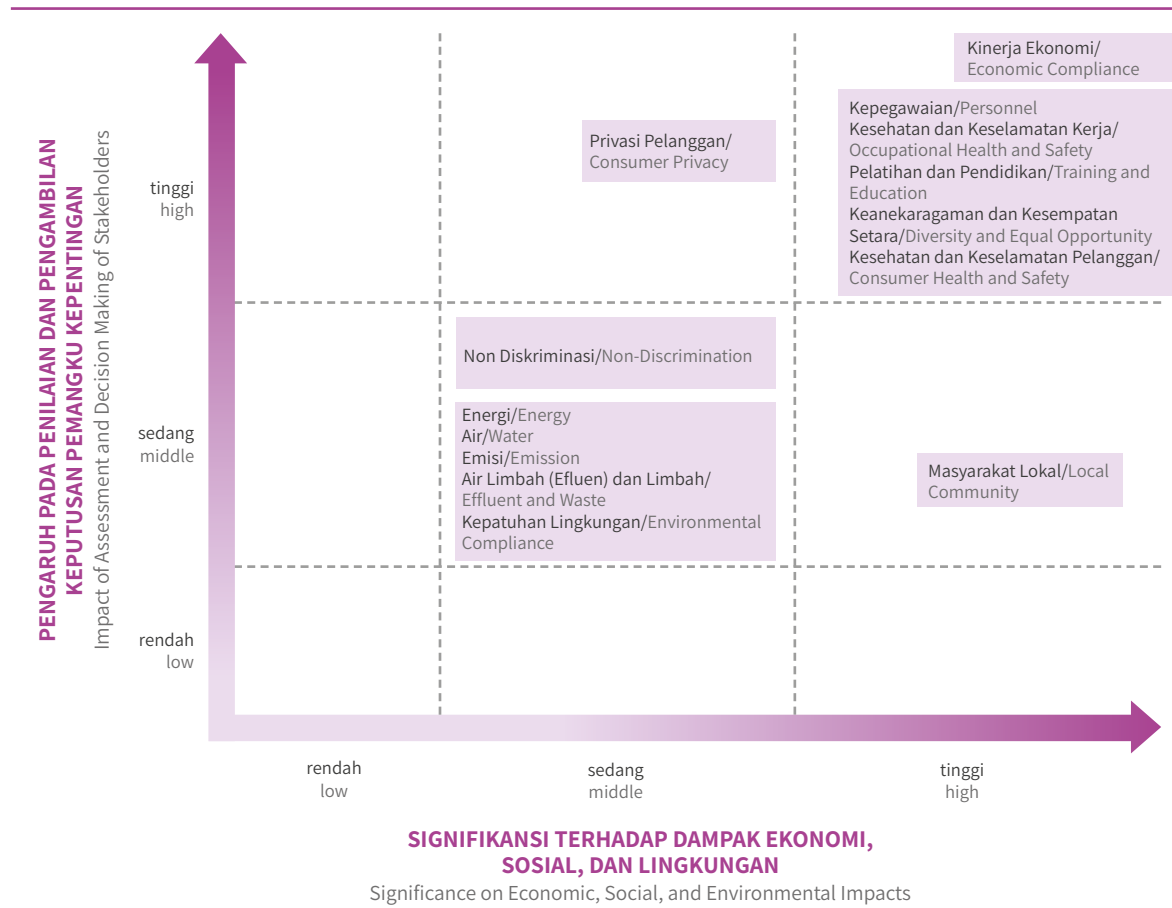
1. Identification
Characteristics of the trade and services industry, concept of sustainable business, as well as its impacts on stakeholders are the bases used to identify the relevant sustainability topics to be addressed in this report.
2. Priority of Topic
Information presented in the 2019 Sustainability Report are matters considered to be significant and relevant for Astragraphia and stakeholders. Astragraphia determines the priorities of relevant sustainability topics through workshops for the determination of themes, analysis of material topics, as well as stakeholder analysis.
3. Validation
All material topics that have been acquired through input from the stakeholders are validated and approved by the Board of Directors to be the priority information presented in this report.
4. Review
The final step in the determination of the report contents is to observe and accept the suggestion, as well as input from the stakeholders. The suggestions will be the input for the preparation of the next sustainability report. Thus, the information presented in the sustainability report is expected to meet the information needs of the stakeholders.

The report content determination process in four stages abovementioned becomes the reporting cycle conducted by Astragraphia to ensure the engagement of stakeholders.



Matriks Topik Material

Matrix of Material Topics



Ringkasan Kinerja Keberlanjutan Astragraphia 2019

Astragraphia's 2019 Sustainability Performance Highlights

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LAPORAN KEBERLANJUTAN 2019 PT ASTRA GRAPHIA TBK



Portfolio Roadmap [102-15]

Laba Bersih Net Profit	Rp250,99 miliar/billion
Pendapatan Revenues	Rp4.771,80 miliar/billion
Pertumbuhan Pendapatan Bersih Net Revenue Growth	17%
Rasio Laba Bersih terhadap Ekuitas Return on Equity	15%
Entitas Anak Business Entities	PT Astra Graphia Information Technology PT Astragraphia Xprins Indonesia
Produk Ramah Lingkungan Environmentally Friendly Products	Fuji Xerox ApeosPort VII C Series Fuji Xerox DocuPrint 3205 Series
Kapitalisasi Pasar Market Capitalization	Rp1.281.341 juta/million



People Roadmap [102-15]

Jumlah Karyawan Number of Employees	1.424 karyawan/employees
Jumlah Peserta Pelatihan Number of Training Participants	1.652 peserta/participants
Jumlah Pelatihan Number of Trainings	415 pelatihan/trainings
Jumlah Proyek Inovasi Number of Innovation Projects	1.141 proyek/Projects
Biaya yang Dikeluarkan Cost Incurred	Rp5,3 miliar/billion



Public Contribution Roadmap [102-15]

Penurunan Penggunaan Energi Listrik Reduction in Electricity Consumption	12,24%
Penurunan Penggunaan Air Reduction in Water Consumption	6,38%
Penurunan Volume Limbah Cair Non B3 Reduction in Non B3 Liquid Waste Intensity	31,7%
Penurunan Volume Limbah Padat B3 Reduction in B3 Solid Waste Intensity	32,16%
Penurunan Emisi Gas Rumah Kaca Reduction in Greenhouse Gas Emission Intensity	35,57%



Triple-P Roadmap dan Tujuan Pembangunan Berkelanjutan [102-15, 103-1, 103-2, 103-3]

Triple-P Roadmap and Sustainable Development Goals [102-15, 103-1, 103-2, 103-3]

Triple-P ROADMAP	SUSTAINABLE DEVELOPMENT GOALS
Inisiatif Initiative	Tujuan Pembangunan Berkelanjutan Objectives of Sustainable Development
PORTFOLIO ROADMAP	
Melalui portofolio bisnisnya, Astragraphia berkontribusi dalam meningkatkan perekonomian nasional Through its business portfolio, Astragraphia contributes to the national economy improvement	
Astragraphia meningkatkan nilai tambah industri lokal untuk berkembang dalam ekosistem bisnis Astragraphia increases the added value of local industries to develop in the business ecosystem	 
PEOPLE ROADMAP	
Astragraphia menyediakan lapangan kerja untuk 1.424 karyawan dengan program pelatihan dan pengembangan kompetensi untuk pengembangan Sumber Daya Manusia Indonesia Astragraphia provides employment for 1,424 employees with competency training and development programs for the development of the Indonesian Human Capital	
Astragraphia membuka kesempatan seluas-luasnya dalam hal jenjang karir dan peningkatan kompetensi bagi seluruh karyawan, baik wanita maupun pria Astragraphia provides the widest opportunities in terms of career path and competency improvement for all employees, both male and female	
PUBLIC CONTRIBUTION ROADMAP	
Pengelolaan aspek lingkungan diterapkan untuk meminimalkan dampak negatif pada lingkungan The management of the environmental aspect is implemented to minimize the negative impacts on the environment	   
Pengelolaan kesehatan dan keselamatan kerja untuk mencapai kecelakaan nihil dan meningkatkan produktivitas tenaga kerja serta kesejahteraan The management of Occupational Health and Safety to achieve zero accident and increase the productivity of employees as well as welfare	 
Pada pilar kesehatan, Astragraphia melaksanakan kegiatan penunjang layanan kesehatan secara rutin On the health pillar, Astragraphia carries out routine health services support activities	
Pada pilar pendidikan, Astragraphia fokus pada peningkatan kualitas pendidikan anak usia dini dan siswa sekolah kejuruan On the education pillar, Astragraphia focuses on the quality improvement of early childhood education and vocational school students	
Astragraphia menghadirkan produk ramah lingkungan untuk dapat mengurangi dampak kerusakan lingkungan dan menurunkan emisi CO ₂ Astragraphia presents environmentally friendly products to reduce the impact of environmental damage and CO ₂ emissions	

Sambutan Direksi

[102-14] [102-15]

Message from
the Board of Directors [102-14] [102-15]



**Herrijadi Halim
(Harry Halim)**

Presiden Direktur
President Director



Astragraphia terus mendorong penciptaan nilai tambah bagi seluruh pemangku kepentingan melalui inovasi teknologi dan peningkatan kapabilitas digital. Astragraphia akan selalu berusaha untuk memberikan manfaat bagi masyarakat melalui aktivitas bisnis yang jujur dan adil, serta rangkaian kegiatan tanggung jawab sosial dalam bidang pendidikan dan kelestarian lingkungan.

Astragraphia continues to encourage the creation of added value for all stakeholders through technological innovations and digital capability improvement. Astragraphia will always strive to provide benefits to the community through honest and fair business practices, as well as a series of social responsibility activities in the field of education and environmental sustainability.



PEMANGKU KEPENTINGAN YANG TERHORMAT,

Mewakili Direksi PT Astra Graphia Tbk (Astragraphia) saya ingin menyampaikan kinerja keberlanjutan Astragraphia sepanjang 2019. Laporan keberlanjutan ini mengacu kepada *Strategic Triple-P Roadmap*, yang meliputi aspek ekonomi, lingkungan, dan sosial.

Astragraphia memaknai nilai keberlanjutan sebagai bukti nyata dari penerapan Budaya Perusahaan. Bisnis berkelanjutan tidak hanya berarti memberikan inovasi dan layanan terbaik bagi pelanggan, namun lebih kepada perwujudan cita-cita luhur untuk menjadi perusahaan yang Bermanfaat Bagi Bangsa dan Peri Kehidupan.

DEAR VALUED STAKEHOLDERS,

On behalf of the Board of Directors of PT Astra Graphia Tbk (Astragraphia), I would like to convey Astragraphia's sustainability performance during 2019. This sustainability report refers to the *Strategic Triple-P Roadmap*, the that covers the economic, environmental, and social aspects.

Astragraphia defines the sustainability values as a conclusive evidence of the application pf the Corporate Culture. Sustainable business means more that providing the best innovations and services to the consumers, but rather the realization of the noble aspiration to become a company that is Valuable to the Nation and Life.

Dengan senantiasa menciptakan inovasi yang berkelanjutan bersamaan dengan penguatan standar kompetensi sumber daya manusia, Astragraphia yakin akan mampu bersaing di pasar global.

PORTFOLIO ROADMAP

Di tengah kondisi ekonomi yang cukup menantang dari dalam dan luar negeri, di tahun 2019 secara konsolidasi Astragraphia tetap mampu membukukan pertumbuhan pendapatan bersih sebesar 7%, dengan pencapaian sebesar Rp4,77 triliun. Pertumbuhan ini dikontribusikan dari bisnis inti yang berhasil tumbuh sebesar 17%, bisnis entitas anak AXI yang berhasil tumbuh hingga 58%, serta stabilnya pendapatan untuk kategori *services* dari entitas anak AGIT. Dari hasil tersebut, secara konsolidasi Astragraphia membukukan keuntungan bersih sebesar Rp251 miliar atau turun 7% dari tahun sebelumnya. Astragraphia berhasil mencapai pendapatan yang ditargetkan dengan kontribusi utama dari segmen usaha solusi perkantoran melalui platform bisnis *e-commerce*. Meskipun demikian, secara margin laba yang diperoleh mengalami penurunan dibandingkan tahun 2018. Hal ini disebabkan oleh persaingan pasar yang semakin kompetitif.

Senantiasa memegang prinsip *continuous improvement* kepada pelanggan, Astragraphia melaksanakan survei kepuasan pelanggan melalui bantuan pihak ketiga yang independen setiap tahunnya. Hal ini dilakukan agar Astragraphia mampu mempertahankan kualitas produk dan layanan untuk selalu menjadi mitra pilihan.

Bersama prinsipal, Astragraphia terus mendorong inovasi dan pengembangan produk ramah lingkungan. Tidak hanya ditinjau dari pengurangan konsumsi listrik namun juga dampak pada penurunan emisi CO₂ dari proses pencetakan.

Limbah bahan habis pakai (*consumables*) dari mesin yang digunakan di lokasi pelanggan dikelola oleh Astragraphia *Eco Facility* guna memastikan implementasi prosedur yang tepat atas pengolahan limbah yang dihasilkan dari produk yang dipasarkan oleh Astragraphia.

By continuously creating sustainable innovations along with the strengthening of the human resources competency standards, Astragraphia is confident that it will be able to compete in the global market.

PORTFOLIO ROADMAP

In the midst of challenging economic conditions in the country and overseas, on a consolidated basis, Astragraphia was still able to post a growth in net revenue of 7% with the achievement of Rp4.77 trillion in 2019. The growth was contributed from the core business, which managed to grow by 17%, the subsidiary business, AXI, which managed to grow by 58%, as well as the stability of revenues in the services category by the subsidiary, AGIT. From these results, in a consolidated basis, Astragraphia posted a net profit of Rp251 billion, or a decrease of 7% compared to the previous year. Astragraphia was able to achieved the established revenue with the main contribution deriving from the office solution business segment through the *e-commerce* business platform. Nevertheless, in terms of profit margin acquired, there has been decrease compared to 2018. This is due to the increasingly fierce market competition.

Always adhering to the continuous improvement principle to its customers, Astragraphia conducts the customer satisfaction survey through the assistance of independent third parties every year. This is conducted to ensure that Astragraphia will be able to maintain its products and services to always be the preferred partner.

Together with the principals, Astragraphia continues to encourage the innovation and development of environmentally friendly products. Not only in terms of reduction in electricity consumption, but also the impact on the reduction of CO₂ emissions from printing processes.

The waste of consumables from machines used in the customers' locations is managed by Astragraphia *Eco Facility* to ensure the implementation of the proper procedures for the processing of waste generated by machines marketed by Astragraphia.



PEOPLE ROADMAP

Kunci keberlanjutan Astragraphia adalah sumber daya manusia terbaik dan sistem manajemen yang komprehensif, karena kedua hal inilah yang memungkinkan Astragraphia untuk menjadi perusahaan yang inovatif dan menjadi terdepan dalam menyediakan produk dan layanan.

Penguatan organisasi yang berfokus pada pengembangan inisiatif bisnis dan pengembangan kompetensi yang dibutuhkan baik dari sisi *hard & soft skill* maupun *leadership* terus dilakukan.

Pengembangan *people competency* melalui pelatihan baik internal maupun eksternal perusahaan, di dalam maupun luar negeri terus kami lakukan untuk memastikan organisasi Astragraphia siap mendukung kebutuhan dan perkembangan bisnis ke depan. Pengembangan jalur *expert track* disiapkan untuk mengakselerasi percepatan peningkatan kompetensi yang spesifik untuk mendukung bisnis.

Seiring upaya untuk memperkuat bisnis inti dan inisiatif bisnis baru, Astragraphia secara berkelanjutan membangun budaya inovasi di semua lini bisnis melalui program *Quality Innovation* yang diadakan setiap tahun. Ajang ini memberi peluang seluas-luasnya bagi setiap karyawan untuk menjadi inovator. Budaya inovasi menjadi roda penggerak untuk Astragraphia dapat terus bertahan dalam industri teknologi digital yang sarat dengan inovasi.

Kondisi bisnis yang bergerak sangat dinamis menuntut organisasi untuk mampu merespons dengan cepat dan tepat. Bersama dengan seluruh Grup Astra, Astragraphia mendorong penerapan *Organization Agility* yang dirancang untuk mendorong kemampuan organisasi untuk bergerak lincah dan beradaptasi selaras dengan dinamika bisnis.

PEOPLE ROADMAP

The key to Astragraphia's sustainability is the best human resources and a comprehensive management system, because these two things enable Astragraphia to become an innovative and leading company in providing products and services.

Organizational strengthening that focuses on the development of business initiatives and the development of the required competencies, both in terms of hard & soft skill as well as leadership continues to be conducted.

We continue the development of people competency through internal as well as external trainings, both at home and overseas to ensure that the Astragraphia organization is ready to support future business requirements and development. The development of the expert track was initiated to accelerate the increase in specific competencies to support the business.

In line with the effort to strengthen the core business and new business initiatives, Astragraphia continuously building the innovation culture in all lines of business through the Quality Innovation program, which is held every year. This event provides the widest opportunities for every employee to become an innovator. The innovation culture becomes the driving force for Astragraphia to continue in the digital technology that is filled with innovation.

The business condition that is moving very dynamically requires the organization to be able to respond in a quick and precise manner. Along with the entire Astra Group, Astragraphia encourages the implementation of Organization Agility, which was designed to encourage the organization's ability to be agile and adapt in harmony with the business dynamics.

PUBLIC CONTRIBUTION ROADMAP

Astragraphia berkomitmen untuk turut serta berkontribusi dalam pembangunan berkelanjutan dalam masyarakat dengan berlandaskan pada penerapan pilar pertama budaya perusahaan yakni Bermanfaat Bagi Bangsa dan Peri Kehidupan.

Pelaksanaan program Tanggung Jawab Sosial Perusahaan didasarkan pada tujuan untuk membangun masyarakat cerdas dan sejahtera melalui teknologi dan kompetensi yang dimiliki oleh Astragraphia. *Competence Aid Program* (CAP) dan penyaluran *workbook* bagi anak-anak usia dini menjadi program unggulan Astragraphia dalam bidang pengembangan pendidikan di tahun 2019.

Astragraphia juga berkomitmen pada tanggung jawab sosial untuk mengelola kegiatan usaha yang ramah lingkungan. Selain mengadopsi dan menerapkan sertifikasi Sistem Manajemen, penggunaan bahan pakai ramah lingkungan dan pengelolaan limbah menjadi upaya berkelanjutan untuk meminimalkan dampak negatif bisnis bagi lingkungan.

TATA KELOLA SEBAGAI KEBUTUHAN UTAMA

Astragraphia melaksanakan tata kelola perusahaan yang baik sebagai fundamental pertumbuhan. Pelaksanaan tata kelola, lingkungan, dan sosial tidak bisa dipisahkan untuk mencapai pertumbuhan yang berkualitas. Tuntutan dan harapan pemangku kepentingan semakin tinggi dengan semakin terbukanya informasi. Untuk mencapai tujuan tersebut, Astragraphia menjalankan prinsip-prinsip tata kelola perusahaan sesuai peraturan perundangan dan melaksanakan budaya perusahaan secara konsisten di mana pun kami beroperasi.

PUBLIC CONTRIBUTION ROADMAP

Astragraphia is committed to also contribute in sustainable development in the community based on the implementation of the first pillar of the corporate culture, namely Valuable to the Nation and Life.

The implementation of Corporate Social Responsibility is based on the objective to develop a smart and prosperous community through Astragraphia's technology and competencies. The Competence Aid Program (CAP) and the distribution of workbook for early childhood became Astragraphia's flagship program in the field of educational development in 2019.

Astragraphia is also committed to social responsibility to manage environmentally friendly business activities. In addition to adopting and implementing a Management System certification, the consumption of environmentally friendly materials and waste management become an ongoing effort to minimize the negative impact of business on the environment.

GOVERNANCE AS THE MAIN REQUIREMENT

Astragraphia implements good corporate governance as a fundamental of growth. The implementation of governance, environment, and social are inseparable to achieve quality growth. The demands and expectations of Stakeholders are higher as information is disclosed more. To achieve this objective, Astragraphia implements the principles of corporate governance in accordance with the laws and regulations and implements the corporate culture in a consistent manner, wherever we operate.



OPTIMISME MASA DEPAN

Sejalan dengan filosofi Astra dan Budaya Perusahaan Astragraphia, di mana pun Astragraphia berada harus memberikan manfaat bagi masyarakat dan lingkungan sekitarnya. Perusahaan tidak hanya harus menguntungkan, tetapi juga harus berkelanjutan. Bersama pemangku kepentingan, Astragraphia akan terus meningkatkan nilai tambah dan reputasi bisnis dalam rangka menuju masa depan Indonesia yang lebih sejahtera.

OPTIMISM FOR THE FUTURE

In line with Astra's philosophy and Astragraphia's Corporate Culture, wherever Astragraphia is located, it must provide benefits to the community and the surrounding environment. The company must not only be profitable, but must also be sustainable. Together with the stakeholders, Astragraphia will continue to enhance added value and business reputation in order to lead a more prosperous Indonesian future.

Jakarta, Maret/March 2020
Atas nama Direksi/On behalf of the Board of Directors

Herrijadi Halim (Harry Halim)

Presiden Direktur
President Director



PROFIL PERUSAHAAN

Company Profile



Riwayat Singkat Perusahaan [102-1]

Brief History of the Company [102-2]

Nama Perusahaan Company Name	PT Astra Graphia Tbk
Tanggal Pendirian Establishment	31 Oktober 1975 31 October 1975
Perubahan Nama Perusahaan Change	- 31 Oktober 1975: didirikan di Jakarta dengan nama PT Astra Xerox. - 5 Januari 1976: mengubah namanya menjadi PT Astra Graphia. - 15 November 1989: pertama kali mencatatkan sahamnya di PT Bursa Efek Indonesia dengan kode saham ASGR dan sehubungan dengan pencatatan saham tersebut, nama Astragraphia berubah menjadi PT Astra Graphia Tbk. - 31 October 1975: established in Jakarta under the name PT Astra Xerox - 5 January 1976, changed the name to PT Astra Graphia - 15 November 1989: first listed its shares on PT Bursa Efek Indonesia with the ticker code ASGR, and in relations to the share listing, the name Astragraphia was changed to PT Astra Graphia Tbk



Visi dan Misi

Vision and Mission

Visi

Vision

Menjadi mitra pilihan utama pelanggan dalam solusi dan jasa *printing* dan *digital*.

To be printing and digital services preferred partner.

Misi

Mission

Memberikan nilai dalam layanan *printing* dan *digital*.

To deliver value in printing and digital services.

*) Visi dan Misi Perusahaan telah ditelaah dan disetujui oleh Direksi pada pertengahan tahun 2016
The Company's Vision and Mission have been reviewed and approved by the Directors in the middle of 2016

Falsafah Perusahaan

Company Philosophy

CATUR DHARMA

Menjadi Milik yang Bermanfaat bagi Bangsa dan Negara | To be an Asset to the Nation

Memberikan Pelayanan Terbaik kepada Pelanggan | To Provide the Best Service to Our Customers

Menghargai Individu dan Membina Kerja Sama | To Respect Individuals and Promote Teamwork

Senantiasa Berusaha Mencapai yang Terbaik | To Continually Strive for Excellence

Budaya Perusahaan

Corporate Culture

1

Bermanfaat bagi Bangsa dan Peri Kehidupan
Valuable to the Nation and Life

2

Berinovasi dan Berkeunggulan Kelas Dunia
Innovative and World Class Excellence

3

Menjadi Partner pilihan Pelanggan
Preferred Partner for Customer

4

Kerja Sama yang Sinergis
Synergetic Teamwork

Bidang Usaha [102-2, 102-46]

Line of Business [102-2, 102-46]

Guna memenuhi Peraturan Pemerintah Republik Indonesia No. 24 Tahun 2018 tentang Pelayanan Perizinan Berusaha Terintegrasi Secara Elektronik dan Pengumuman Bersama Kementerian Hukum dan Hak Asasi Manusia Republik Indonesia *cq. Lembaga Online Single Submission tanggal 11 Oktober 2018, Astragraphia menyesuaikan maksud dan tujuan serta kegiatan usaha yang tercantum dalam anggaran dasar dengan Klasifikasi Baku Lapangan Usaha Indonesia 2017.

Berdasarkan Pasal 3 Anggaran Dasar Astragraphia, kegiatan usaha utama Astragraphia adalah:

- Berusaha dalam bidang perdagangan;
- Berusaha dalam bidang jasa aktivitas profesional, ilmiah, dan teknis, jasa teknologi dan informasi, jasa penyewaan, dan jasa konsultasi;
- Berusaha dalam bidang konstruksi jaringan; dan
- Berusaha dalam bidang industri mesin dan peralatan kantor.

Kegiatan Usaha Utama

- Menjalankan usaha dalam bidang perdagangan:
 - Perdagangan besar mesin fotokopi, suku cadang, dan perlengkapannya;
 - perdagangan besar atas dasar balas jasa (*fee*) atau kontrak untuk mesin kantor dan komputer;
 - perdagangan besar komputer dan perlengkapan komputer, dan piranti lunak;
 - perdagangan besar piranti lunak;
 - perdagangan besar peralatan telekomunikasi;
 - perdagangan eceran komputer dan perlengkapannya;
 - perdagangan eceran piranti lunak (*software*); dan
 - perdagangan eceran mesin kantor.
- Menjalankan usaha dalam bidang jasa aktivitas profesional, ilmiah, dan teknis, jasa teknologi dan informasi, jasa penyewaan, dan jasa konsultasi, yaitu:
 - Aktivitas konsultasi manajemen lainnya;
 - aktivitas pengolahan data;
 - aktivitas penerbitan piranti lunak (*software*);
 - aktivitas konsultasi komputer dan manajemen fasilitas komputer lainnya;
 - aktivitas penyewaan dan sewa guna usaha tanpa hak opsi mesin fotokopi dan peralatannya tanpa operator; dan
 - aktivitas penyedia jasa khusus penunjang kantor lainnya seperti fotokopi, penyiapan dokumen, dan aktivitas khusus penunjang kantor lainnya.

In order to comply with Government Regulation of the Republic of Indonesia No. 24 of 2018 on Electronically Integrated Business Licensing Services and Joint Announcement of the Ministry of Law and Human Rights of the Republic of Indonesia *cq. Online Single Submission Institution on 11 October 2018, Astragraphia adjusts the aims and objectives and business activities listed in the articles of association with the 2017 Indonesian Business Field Standard Classification.

Based on Article 3 of Astragraphia's Articles of Association, Astragraphia's main business activities are

- Conduct business in the field of trade;
- Conduct business in the field of professional, scientific, and technical activities, technology and information services, rental services, and consulting services;
- Conduct business in the field of network construction;
- Conduct business in the machinery and office equipment industry.

Main Business Activities

- Conduct business in the field of trade:
 - wholesale in photocopy machine, spare parts, and accessories;
 - fee or contract-based trades for office equipment and computers;
 - wholesale in computers and computer equipment, and software;
 - wholesale of software;
 - wholesale of telecommunication equipment;
 - retail sales of computers and accessories;
 - retail sales of software;
 - retail sales of office equipment.
- Conduct business in the field of professional, scientific, and technical activities, information and technology services, rental services, and consulting services, namely:
 - Other management consulting activities;
 - data processing activities;
 - software publishing activities;
 - computer consulting activities and management of other computer facilities;
 - rental and leasing activities without copiers and equipment options without operator;
 - other office support service provider specific activities such as photocopying, document preparation, and other special office supporting activities.



- c. Menjalankan usaha di bidang kegiatan pembangunan, pemeliharaan dan perbaikan konstruksi jaringan elektrikal dan telekomunikasi;
- d. Menjalankan usaha di bidang industri mesin dan peralatan kantor, yaitu:
 - i. Reparasi dan perawatan mesin fotokopi;
 - ii. Membuat mesin fotokopi; dan
 - iii. Membuat mesin dan peralatan kantor lainnya.

Kegiatan Usaha Penunjang

- a. Menjalankan aktivitas pengembangan aplikasi perdagangan melalui internet (*e-commerce*).
- b. Membuat dan mengoperasikan dan pengoperasian portal *web* dan/atau platform digital tanpa tujuan komersial.
- c. Membuat dan mengoperasikan portal *web* dan/atau *platform* digital dengan tujuan komersial guna mendukung kegiatan usaha utama Perseroan.

ALAMAT KANTOR PUSAT [102-3]

PT Astra Graphia Tbk
Jl. Kramat Raya No. 43
Jakarta 10450

ALAMAT E-MAIL DAN SITUS WEB

info@astragraphia.co.id
www.astragraphia.co.id

BADAN HUKUM DAN KEPEMILIKAN SAHAM [102-5]

Perseroan Terbatas

Mencatatkan sahamnya di PT Bursa Efek Indonesia pada tanggal 15 November 1989

Kode Saham: ASGR

Komposisi Pemegang Saham:

- 76,87%: PT Astra International Tbk
- 23,13%: Masyarakat

- c. Conduct business in the field of construction, maintenance, and repair of electrical and telecommunications network construction;
- d. Conduct business in the field of office machinery and equipment, namely:
 - i. Photocopier repair and maintenance;
 - ii. Manufacturing of photocopier;
 - iii. Manufacturing of other office machineries & equipment.

Supporting Business Activities

- a. Conducting trading application development activities via the internet (*e-commerce*).
- b. Develop and operate as well as the operations of web portals and/ or digital platforms without commercial purposes.
- c. Develop and operate web portals and/or digital platforms with commercial objectives to support the Company's main business activities.

ADDRESS OF HEAD OFFICE [102-3]

PT Astra Graphia Tbk
Jl. Kramat Raya No. 43
Jakarta 10450

EMAIL AND WEBSITE ADDRESS

info@astragraphia.co.id
www.astragraphia.co.id

LEGAL ENTITY AND SHARE OWNERSHIP [102-5]

Limited Liability Company

Listed its shares on PT Bursa Efek Indonesia on 15 November 1989

Ticker Code: ASGR

Shareholders Composition:

- 76.87%: PT Astra International Tbk
- 23.13%: Public

Nama dan Profil Entitas Anak

Name and Profile of Subsidiaries

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Astragraphia memiliki dua entitas anak, yaitu PT Astra Graphia Information Technology dan PT Astragraphia Xprins Indonesia.

Astragraphia has two subsidiaries, namely PT Astra Graphia Information Technology and PT Astragraphia Xprins Indonesia.



PT ASTRA GRAPHIA INFORMATION TECHNOLOGY

Jl. Kramat Raya No. 43
Jakarta 10450

Tanggal Pendirian Establishment	7 September 2004 7 September 2004
Persentase Kepemilikan Percentage of Ownership	PT Astra Graphia Tbk: 99,99% PT Astra Nusa Perdana: 0,01%
Bidang Usaha Line of Business	Jasa Konsultasi dan penerapan teknologi informasi, dan sistem aplikasi serta pengoperasian sistem informasi dan <i>internet content</i> . Consulting and application of information technology services, and application systems as well as the operation of information systems and internet content.
Status Operasi Operational Status	Masih beroperasi. Still in operations.
Total Aset Total Assets	Rp651,98 miliar Rp651.98 billion



PT ASTRAGRAPHIA XPRINS INDONESIA

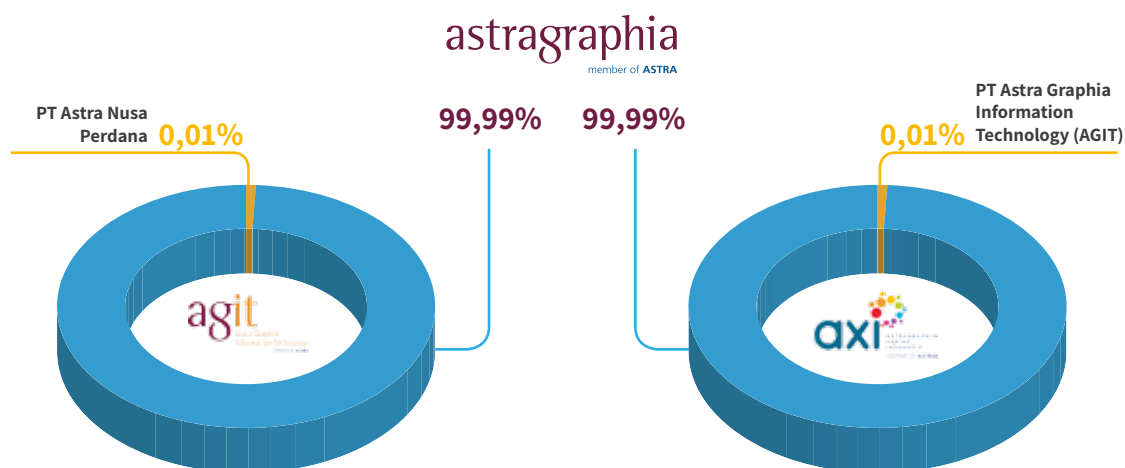
Jl. Kramat Raya No. 43
Jakarta 10450

Tanggal Pendirian Establishment	14 Februari 2014 14 February 2014
Persentase Kepemilikan Percentage of Ownership	PT Astra Graphia Tbk: 99,99% PT Astra Graphia Information Technology: 0,01%
Bidang Usaha Business Fields	Pencetakan, perdagangan, pengangkutan, dan perdagangan. Printing, trading, shipping, and commerce.
Status Operasi Operation Status	Masih beroperasi. Still in operations.
Total Aset Total Assets	Rp841,67 miliar Rp841.67 billion



Struktur Grup Perusahaan

Corporate Group Structure



Entitas Induk/Parent Entity

Nama Name	PT Astra International Tbk
Tanggal Pendirian Establishment	20 Februari 1957 20 February 1957
Persentase Kepemilikan Percentage of Ownership	Jardine Cycle & Carriage Limited: 50,11% Masyarakat/Public: 49,89%
Bidang Usaha Business Fields	Perdagangan, industri, pertambangan, pengangkutan, pertanian, pembangunan (konstruksi dan real estat), dan jasa. Trading, industry, mining, shipping, agriculture, development (construction and real estate), and services
Status Operasi Operation Status	Masih beroperasi. Still in operations.
Alamat Address	Menara Astra Jl. Jenderal Sudirman Kav. 5-6 Jakarta 10220

Skala Usaha [102-7]

Business Scale [102-7]

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LAPORAN KEBERLANJUTAN 2019 PT ASTRA GRAPHIA TBK

JUMLAH KARYAWAN [102-8, 102-41]

Per 31 Desember 2019, jumlah karyawan Astragraphia Group tercatat sebanyak 1.424 orang. Jumlah ini sedikit menurun dibandingkan dengan tahun sebelumnya. Namun, produktivitas karyawan yang baik di setiap lini merupakan hal yang lebih penting, sehingga jumlah karyawan di atas dapat mendukung operasional Astragraphia secara optimal.

NUMBER OF EMPLOYEES [102-8, 102-41]

As of 31 December 2019, total Astragraphia's employees was recorded at 1,424 employees. This number decreased slightly compared to the previous year. However, appropriate employee productivity in each line is more important, thus the number of employees above can optimally support Astragraphia's operations.

Jumlah Karyawan berdasarkan Level Organisasi

Number of Employees based on Organizational Level

Level	Astragraphia	AGIT	AXI	Level
Staff (I-IV)	865	345	78	Staff (I-IV)
Managerial (V-VII)	83	43	10	Managerial (V-VII)
Jumlah	948	388	88	Total

Jumlah Karyawan berdasarkan Masa Kerja

Number of Employees based on Years of Service

Masa Kerja	Astragraphia	AGIT	AXI	Tenure
	2019	2019	2019	
0-5 Tahun	330	160	46	0-5 Years
5-10 Tahun	172	109	14	5-10 Years
10-15 Tahun	57	44	5	10-15 Years
15-20 Tahun	45	26	5	15-20 Years
20-25 Tahun	141	25	6	20-25 Years
25-30 Tahun	183	24	12	25-30 Years
>30 Tahun	20	0	0	>30 Years
Jumlah	948	388	88	Total

Jumlah Karyawan berdasarkan Usia

Number of Employees based on Age

Usia	Astragraphia		AGIT		AXI		Age
	P/M	W/F	P/M	W/F	P/M	W/F	
<18 Tahun	0	0	0	0	0	0	<18 Years
18-25 Tahun	107	17	25	19	3	6	18-25 Years
26-35 Tahun	292	63	118	48	17	18	26-35 Years
36-45 Tahun	151	24	85	23	19	6	36-45 Years
46-55 Tahun	244	50	61	9	13	6	46-55 Years
Sub Total	794	154	289	99	52	36	Sub Total
Jumlah	948		388		88		Total

Jumlah Karyawan berdasarkan Pendidikan

Number of Employees based on Education

Pendidikan	Astragraphia	AGIT	AXI	Education
	2019	2019	2019	
SD-SLTP	10	0	0	0-5 Years
SLTA	253	2	10	5-10 Years
Diploma	186	16	14	10-15 Years
S1	488	351	63	15-20 Years
S2 & S3	11	19	1	20-25 Years
Jumlah	948	388	88	Total



KAPITALISASI

Aset

Per 31 Desember 2019, nilai total aset lancar Astragraphia mencapai Rp2.351,30 miliar, naik 33% dibandingkan tahun 2018. Kenaikan aset lancar terutama berasal dari kas dan setara kas yang naik sebesar Rp217,86 miliar dibandingkan tahun 2018, diikuti dengan kenaikan piutang senilai Rp263,55 miliar dan kenaikan persediaan sebesar Rp76,96 miliar dibandingkan dengan tahun 2018. Perubahan pada posisi aset lancar ini sebagian besar dikarenakan oleh PT Astragraphia Xprins Indonesia.

Aset tidak lancar mengalami kenaikan pada bagian aset tetap sebesar Rp25,36 miliar dikontribusikan oleh unit usaha solusi dokumen dan solusi teknologi atas investasi barang teknologi, perawatan sistem internal dan perbaikan tempat kerja.

Persediaan dan aset tetap tersebut dilindungi dengan asuransi terhadap risiko kebakaran dan risiko lainnya dengan nilai pertanggungan per 31 Desember 2019 maksimum sebesar Rp275,00 miliar untuk persediaan dan sebesar Rp100,87 miliar untuk aset tetap. Nilai pertanggungan tersebut cukup memadai untuk menutup kemungkinan kerugian atas risiko di atas.

Liabilitas

Liabilitas Astragraphia per 31 Desember 2019 sebesar Rp1.270,83 miliar, meningkat sebesar 61% atau sebesar Rp483,72 miliar dibandingkan tahun 2018. Peningkatan ini terutama berasal dari kenaikan hutang dagang sebesar Rp488,95 miliar dengan kontributor terbesar PT Astragraphia Xprins Indonesia. Kenaikan hutang dagang ini disebabkan meningkatnya bisnis di akhir tahun.

Ekuitas

Astragraphia mengalami peningkatan ekuitas dari aktivitas bisnis tahun 2019 sebesar 10% atau sebesar Rp141,78 miliar dibandingkan tahun 2018, yang dihasilkan dari pertumbuhan saldo laba. Kenaikan saldo laba tersebut diperoleh dari hasil laba bersih dikurangi dengan pembagian dividen selama tahun 2019 yaitu sejumlah Rp107,90 miliar.

CAPITALIZATION

Assets

As of 31 December 2019, total current assets of Astragraphia reached Rp2,351.30 billion, an increase of 33% compared to 2018. The increase in current assets was mainly derived from cash and cash equivalents, which increased by Rp217.86 billion compared to 2018, followed by an increase in receivables by Rp263.55 billion, increase in inventory by Rp76.96 billion compared to 2018. Changes to the position of current assets was mainly due to PT Astragraphia Xprins Indonesia.

Non-current assets increased in the portion of fixed assets by Rp25.36 billion contributed by the document solutions business unit and technology solutions for technology goods investment, internal system maintenance, and workplace improvement.

Inventories and fixed assets are protected by insurance against fire and other risks with a coverage value as of 31 December 2019, with a maximum of Rp275.00 billion for inventories and Rp100.87 billion for fixed assets. The insurance coverage is sufficient to cover possible losses from the abovementioned risks.

Liabilities

Astragraphia's liabilities as of 31 December 2019 amounted to Rp1,270.83 billion, increasing by 61% or in the amount of Rp483.72 billion compared to 2018. The increase was mainly due to the increase in trade payables in the amount of Rp488.95 billion with PT Astragraphia Xprins Indonesia as the main contributor. The increase in trade payables was due to the increased business at the end of the year.

Equity

Astragraphia experienced an increase in equity from business activities in 2019 by 10% or in the amount of Rp141.78 billion compared to 2018, which resulted from the growth in retained earnings. The increase in retained earnings was obtained from the result of comprehensive income, reduced by dividend distribution during 2019, which amounted to Rp107.90 billion.

Wilayah Operasional [102-6]

Operational Area [102-6]



1500 345

Halo Astragraphia
(nasional/national)

email:
info@astragraphia.co.id

website:
www.astragraphia.co.id



32 Kantor Cabang
Branch Offices

92 Titik Layanan
Service Points

514 Kota dan Kabupaten
Cities and Regencies

Kantor Cabang dan Titik Layanan Astragaphia [102-4]

Branch Offices and Service Points of Astragaphia [102-4]

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LAPORAN KEBERLANJUTAN 2019 PT ASTRA GRAPHIA TBK

No	Cabang/Titik Layanan Branches/Service Points	Alamat Address	Telepon Phone	Faksimili Facsimile
1	Head Office	Jl. Kramat Raya No. 43, Jakarta Pusat 10450	(021) 390 9444; 390 9190; 314 5925; 230 2429; 230 2460	(021) 390 9181; 390 9388
2	Jakarta Major Account (ISO-1, ISO-2, ISO-3)	Jl. Kramat Raya No. 43, Jakarta Pusat 10450	(021) 392 5966	(021) 3192 7646
3	Astra Focus Business Operations (AFBO-1, AFBO-2, AFBO-3)	Jl. Kramat Raya No. 43, Jakarta Pusat 10450	(021) 390 9444; 390 9190	(021) 3006 1201
4	Government Focus Business Operations (GFBO-1, GFBO-2)	Jl. Kramat Raya No. 43, Jakarta Pusat 10450	(021) 390 9444; 390 9190	(021) 3006 1201
5	Jakarta 1	Menara Astra lantai 12 Jl. Jendral Sudirman Kav. 5-6, Jakarta, 10220	(021) 5080 6400; 5082 1941	(021) 6570 4074
6	Jakarta 2	Menara Astra lantai 12 Jl. Jendral Sudirman Kav. 5-6, Jakarta, 10220	(021) 5080 6400; 5082 1941	(021) 6570 4074
7	Jakarta 3	Menara Astra lantai 12 Jl. Jendral Sudirman Kav. 5-6, Jakarta, 10220	(021) 5080 6400; 5082 1941	(021) 6570 4086
8	Pontianak	Jl. Perdana Komplek Central Perdana No. A15 Pontianak - Kalimantan Barat	(0561) 810 6377	—
9	Jakarta 4	Graha Simatupang Tower 1D, 1 st & 10 th Jl. Letjend TB Simatupang Kav. 38 Jakarta 12540	(021) 782 9182	(021) 782 9181
10	Bogor	Ruko Pandu No. 15 Jl. H. Achmad Adnawijaya RT 001 RW 005 Kel. Tegal Gundil Kec. Bogor Utara Bogor - Jawa Barat	(0251) 837 2708	(0251) 755 8247
11	Jakarta 5	Gedung Jamsostek, Menara Utara Lt. 16 Jl. Gatot Subroto No. 38 Jakarta 12710	(021) 522 0330 (Hunting)	(021) 522 0331
12	Jakarta 6	Gedung Jamsostek, Menara Utara Lt. 16 Jl. Gatot Subroto No. 38 Jakarta 12710	(021) 522 0330 (Hunting)	(021) 522 0331
13	Jakarta 7	Gedung Jamsostek, Menara Utara Lt. 16 Jl. Gatot Subroto No. 38 Jakarta 12710	(021) 522 0330 (Hunting)	(021) 522 0331
14	Tangerang	Jl. Siswa Dalam No. 23, Suka Asih, Tangerang Banten 15111	(021) 552 6818 (Hunting)	(021) 552 6491
15	Cilegon	Ruko Cilegon Green Megablock, Blok E.2 No. 35 Cibeber-Cilegon-Banten.	(0254) 848 4251; 383 106	(0254) 383 107
16	Balaraja	Ruko Multiguna Biz Point Blok R 3 No. 19 Cikupa Tigaraksa	(021) 5864 3842	—
17	Karawang 1	Ruko Sedana No. 21 Jl. Sedana Golf Pintu Toll Karawang Barat Desa Wadas Teluk Jambe - Karawang 41361	(0267) 644 441	(0267) 643 191
18	Karawang	Ruko Arkadia Mataram, Jl. Mataram Blok B16, Kelurahan Cibat, Cikarang Selatan	(021) 2210 4646	—
19	Sadang	Jl. Sadang Raya No. 242 B RT 31 RW 07 Ciwangi Bungursari Purwakarta	(0264) 830 5329	—
20	Karawang 2	Bekasi, Ruko Grand Wisata Blok AA 9/No. 70-71 Jl. Celebration Boulevard, Tambun 17510	(021) 8261 6042	(021) 8261 6041
21	Bandung	Jl. Wastukencana No. 25, Bandung 40117	(022) 420 1032; 420 4564; 420 1033 (Direct)	(022) 423 7501
22	Cirebon	Ruko Tuparev Superblock Blok B lantai 1 No. 3 Jl. Tuparev No. 83, Cirebon	(0231) 226 087	(0231) 226 087
23	Semarang	Jl. S. Parman No. 53	(024) 844 8880; 844 8881	(024) 831 6066
24	Solo	Jl. Jambu No. 89 RT 004 RW 006, Laweyan, Solo	0815 7552 4051	—
25	Yogyakarta	Jl. Ngeksigondo No. 37 Prenggan Kotagede, Yogyakarta	(0274) 284 1328; 0815 7552 4041	—



No	Cabang/Titik Layanan Branches/Service Points	Alamat Address	Telepon Phone	Faksimili Facsimile
26	Purwokerto	Jl. Jatiwinangun Gg. Pergiwati No. 38 Purwokerto	(0281) 625 270; 0813 2572 5999	(0281) 625 270
27	Pekalongan	Perum Bina Griya Blok BV No. 216 Medono, Pekalongan	0812 2511 439	—
28	Kudus	Jl. Perum Jember Permai Blok D No. 9 Purwosari, Kudus	0857 6176 7246	—
29	Surabaya 1	Jl. Kombes Pol. M. Duryat No. 22, Surabaya 60262	(031) 534 0175 (Hunting) (031) 548 2682 (Direct)	(031) 534 1210
30	Kediri	Perum Mojoroto Indah Blok A No. 40, Kediri Jawa Timur 64112	0856 9417 0536; 0813 3530 3512	—
31	Gresik	Pondok Permata Suci Jl. Topaz Raya No. 16 Gresik - Jawa Timur	0815 1490 0388	—
32	Mojokerto	Perumahan Bumi Sooko Permai Jl Kristal Blok I No. 13 Sooko - Mojokerto	0812 529 8430; 0856 9417 0544	—
33	Madiun	Puri Soekarno-Hatta Regency C-3 Jl. Soekarno-Hatta Gg. Galuan I Kel. Demangan Kec. Taman Kota Madiun	0852 2026 6303; 0856 9417 0566	—
34	Surabaya 2	Jl. Kombes Pol. M. Duryat No. 22, Surabaya 60262	(031) 534 0175 (Hunting) (031) 548 2682 (Direct)	(031) 534 1210
35	Malang	"Jl. Borobudur Agung Bar. VII No.8b, Mojolangu, Kec. Lowokwaru, Kota Malang, Jawa Timur 65142	0815-1490-0467	—
36	Jember	"	0815-1490-0467	(0331) 333 941
37	Pandaan	Perum Batu Mas Candra Asri Blok E6 No. 6 Pandaan Jawa Timur Kasri, Pandaan	(0343) 630 678 0815 1490 0453	—
38	Probolinggo	Perum Pondok Serayu Indah Blok A4 Jl. Serayu Kel. Jrebeng Kulon Kec. Kedopok, Probolinggo	0815 1490 0471	—
39	Denpasar	Jl. Gatot Subroto Barat No. 18 Kerobokan, Denpasar 80361	(0361) 410 277; 433 709; 432 734	(0361) 436 072
40	Mataram/Lombok	Jl. Danau Batur I No. 4, Bumi Pagutan Permai Mataram - NTB	(0370) 645 582	—
41	Kupang	Jl. HTI IV No. 9 RT 021 RW 02 Kel. Oebufu, Kec. Oebobo, Kupang - NTT	(0380) 840 263	—
42	Benete	d/a PT Newmont Nusa Tenggara IS Dept. Ex Larisa, Town Site, Sumbawa - NTB	0812 382 6351	—
43	Dili	Gideon - Vila Verde - Vera Cruz Dili - Timor Leste	(670) 723 4726; 733 9221	—
44	Medan	Jl. Sisingamangaraja KM 6.5 No. 4 Harjosari II, Medan Amplas - Medan 20147	(061) 787 1000	(061) 788 2033
45	Banda Aceh	Jl. T Chik Di Pineung Raya Perumahan Vila Citra No. 87, Banda Aceh 23116	085281241048	—
46	Pematang Siantar	Perumahan Meranti Permai Jl. Meranti Madu No. 33, Pematang Siantar 21137	081374050575	—
47	Rantau Prapat	Jl. AMD Purwodadi, Komp. Mutiara Residence No. 40 Bakaran Batu, Rantau Selatan 21421	081276800106	—
48	Sibolga	Jl. Hiu No. 24 A, Kel. Pancuran, Kec. Sibolga Sambas Sibolga 22531	081266757054	—
49	Batam	Bintang Industrial Park I, No. 23-B Jl. Yos Sudarso - Batu Ampar, Batam 29422	(0778) 412 173; 412 363	(0778) 412 183
50	Tanjung Pinang	Jl. DI Panjaitan Batu 8, Perumahan Pesona Asri Blok B No. 5, Tanjung Pinang	0812 751 3304; 0812 7611 0608	—
51	Pekanbaru	Jl. Sisingamangaraja No. 149, Pekanbaru 28142	(0761) 33 519; 47 756	(0761) 23 575
52	Pangkalan Kerinci	Jl. Melur No. 5, Pangkalan Kerinci	0852 7822 8822	—
53	Duri	Jl. Nusantara II, Duri	0853 6467 7791	—
54	Padang	Jl. Gajah Mada No. 7 A Kampung Olo Naggalo (Depan Kejaksaan Negeri Padang)	0811 665 8551	—

Kantor Cabang dan Titik Layanan Astragraphia

Branch Offices and Service Points of Astragraphia

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LAPORAN KEBERLANJUTAN 2019 PT ASTRA GRAPHIA TBK

No	Cabang/Titik Layanan Branches/Service Points	Alamat Address	Telepon Phone	Faksimili Facsimile
55	Muara Bungo	Jl. Sultan Thaha, Lorong Pajak No. 2 Muara Bungo Jambi 37253	0813 6772 9908	—
56	Dumai	Jl. Baru No. 1, Jayamukti, Dumai	0815 2742 9539	—
57	Jambi	Jl. Halmahera No. 24, RT 20, Kel. Kebun Handil Kec. Jelutung, Jambi 36137	(0741) 445 382	(0741) 445 382
58	Rumbai	(Customer Chevron; Camp Chevron, Jl. Rumbai)	6285694170911	—
59	Palembang	Jl. Demang Lebar Daun No. 176, Palembang 30137	(0711) 355 100	(0711) 359 077
60	Bangka Belitung	Jl. Delima 1 No. 224 RT 07 RW 03, Kel. Taman Bunga Kec. Gerunggang, Bukit Baru, Pangkal Pinang	(0717) - 431855 HP: 0819 95533557	—
61	Tanjung Enim	Jl. Sidoharjo No. 924, Gereja Tengah - Talang Jawa Tanjung Enim 31716	(0734) 451 552; 0821 7684 3865	—
62	Lampung	Jl. Way Sekampung No. 64, Kel. Pahoman Kec. Teluk Betung Utara, Bandar Lampung 35213	(0721) 261 674; 0821 8046 3455	—
63	Bengkulu	Jl. Ciliwung 2 No. 05, RT 012 RW 004, Kel. Padang Harapan Kec. Gading Cempaka, Bengkulu	HP 082181499578	—
64	Balikpapan	Jl. Jend. Sudirman No. 89, Balikpapan 76114	(0542) 733 307; 7410 698	(0542) 731 125
65	Samarinda	Perumahan Villa Tamara Blok P No. 07 Gunung Kelua, Samarinda Ulu 75123	0821 5193 0349; (0541) 625 2264	—
66	Tarakan	Jl. Melati RT 26 No. 1, Kel. Karang Anyar Tarakan	(0551) 22 108; 0852 1916 4639	(0551) 22 108
67	Berau	Jl. Durian 3 RT 09 Blok C6 No. 8 Komp. Berau Indah, Tanjung Redeb - Berau 77311	(0554) 25 763; 0812 541 5537; 0858 2195 9622	(0554) 202 7460
68	Bontang	Jl. Mulawarman No. 13 RT 17, Kec. Bontang Utara Bontang	(0548) 303 6692	(0548) 24 841
69	Sangatta	Jl. Yos Sudarso IV, Gg. Rejeki 5B, RT 36, No. 72 Teluk Lingga, Sangatta Utara	(0549) 22 456	(0549) 22 456
70	Banjarmasin	Jl. Gatot Subroto Raya No. 4, RT 27 RW 02 Banjarmasin 70237	(0511) 325 2520; 325 2521	(0511) 325 2521
71	Palangkaraya	Jl. Turi No. 26 A Panarung, Pahandut Palangkaraya - Kalimantan Tengah 73111	(0536) 323 5834	(0536) 323 5834
72	Batu Licin	Jl. Inggub, RT 09, Gg. Padi Dua Desa Kampung Baru, Kec. Simpang Empat Kab. Tanah Bumbu - Batu Licin 72200	(0518) 303 1296	(0518) 303 1296
73	Tanjung	Jl. Mabuun Raya, Komp. Swadarma I Blok C No 4 RT 004 RW 02, Kel. Mabuun, Kec. Murung Pudak Kab. Tabalong	(0526) 202 2827	(0526) 202 2827
74	Makassar 1	Jl. Dr. Sam Ratulangi No. 32, Makassar 90125	(0411) 8111 811; 854 868; 858 901	(0411) 852 252
75	Kendari	Jl. Samaturu No 3, Kel. Bonggoeya, Kec. Wua Wua Kendari 93117 - Sulawesi Tenggara	81514900513	—
76	Sorowako	Jl. Sulawesi, Rahmindo Residence Blok A No. 8, Palopo	81340615346	—
77	Makassar 2	Jl. Dr. Sam Ratulangi No. 32, Makassar 90125	(0411) 8111 811; 854 868; 858 901	(0411) 852 252
78	Timika	Jl. Megantara No. 31, Kel. Dingonarama Mimika Baru	(0901) 326 0235; 0813 4439 1061	—
79	Biak	Jl. Dolog No. 71, Biak	82192555542	—
80	Manokwari	Jl. Nusantara Poros, Kel. Wosi Wosi Dalam, Manokwari	0812 485 6266	—
81	Jayapura	Jl. Ardiapura III No. 39 Polimak - Jayapura	(0967) 516 0301	(0967) 531 575
82	Sorong	Jl. Nusantara 2 KPR BPD (samping mesjid Al Marif Km. 9,5) Kel. Sawagumu, Kec. Sorong Utara, Sorong - Papua	0811 498 356	—
83	Manado	Ruko Grand Kawanua City Walk Blok A 38 & A50 Jl. AA Maramis, Manado	(0431) 857 683; 857 683; 805 3555; 339 9565	(0431) 857 566



No	Cabang/Titik Layanan Branches/Service Points	Alamat Address	Telepon Phone	Faksimili Facsimile
84	Ambon	Jl. Dr. Malaiholo No. 65, Benteng - Ambon	(0911) 311 554	—
85	Palu	Jl. Bouraq, Perum Griya Indah Blok 9, Desa Lasoani Kec. Mantikulore, Palu - Sulawesi Tengah	0821 9009 9010; 0853 6417 2131	—
86	Luwuk	Jl. Pulau Nias No. 10, Gg. Depan Colombus, Luwuk - Sulawesi Tengah	(0911) 311 554	—
87	Gorontalo	Jl. Yusuf Hasir Perumahan Borobudur No. A5, Kec. Sipatana Bulotadaan Timur RT 02 RW 01 Lingkungan 2 Gorontalo 96139	0856 9417 0368; 0823 4341 2461	—
88	Warehouse & Distribution	Jl. Pulo Lentut No. 14, Kawasan Industri Pulogadung Jakarta 13260	(021) 461 3200; 461 5028; 461 5070	—
89	Eco Facility (EFA)	Jl. Pulo Lentut No. 14, Kawasan Industri Pulogadung Jakarta 13260	(021) 4600 269	—
90	Serpong	Kawasan Astra Business Centre Kav. Commercial Park Barat 1-11G Jl. BSD Raya Utama Kec. Pagedangan - Tangerang Banten - 15331	(021) 3000 6648	(021) 3043 3000

No	Anak Usaha Subsidiary	Alamat Address	Telepon Phone	Faksimili Facsimile	Situs Web Website
1	PT Astra Graphia Information Technology	Jl. Kramat Raya No. 43, Jakarta Pusat 10450	(021) 300 61222	(021) 300 61201	www.ag-it.com
2	PT Astragraphia Xprins Indonesia (AXI)	Jl. Kramat Raya No. 43, Jakarta Pusat 10450	(021) 392 5977	(021) 3192 7601	www.axi.co.id

AGIT menyediakan layanan pelanggan terintegrasi melalui *Customer Service Center* (CSC). Pelanggan juga mendapatkan dukungan tenaga ahli yang profesional melalui *Helpdesk*, serta jaminan kualitas layanan terbaik dengan rangkaian pilihan *Contract Maintenance*, *Preventive Maintenance*, dan *Operation Support* yang dilengkapi dengan garansi SLA (*Service Level Agreement*). AGIT juga memiliki *Integrated Operation Center* (IOC), yakni fasilitas *monitoring* untuk *Customer*, *Network*, *Digital*, dan *Security*. IOC memungkinkan AGIT melakukan *monitoring* melalui fasilitas *command center* yang terintegrasi dari jarak jauh, *monitoring* dilakukan secara *real time* selama 24 jam baik untuk perangkat yang berada di pelanggan ataupun perangkat yang berada di *cloud*.

AXI mengandalkan *multi channel selling* secara *offline* melalui *direct sales*, *telesales*, *indirect channel*, *POP Rack* dan *In-house Store*, selain juga menyediakan akses digital untuk solusi layanan perkantoran secara *online*.

AGIT provides integrated customer service through the Customer Service Center (CSC). Customers also get professional support through Helpdesk, as well as the best quality service guarantees with a selection of Contract Maintenance, Preventive Maintenance, and Operation Support that are complemented with SLA (Service Level Agreement) guarantees. AGIT also has an Integrated Operation Center (IOC), which is a monitoring facility for Customers, Network, Digital, and Security. The IOC allows AGIT to conduct monitoring via the integrated command center facility remotely, monitoring is carried out in real time for 24 hours, both for devices that are on customers or devices that are in the cloud.

AXI relies on offline multi-channel selling through direct sales, telesales, indirect channels, POP Rack and In-house Stores, as well as providing online digital access for office service solutions.

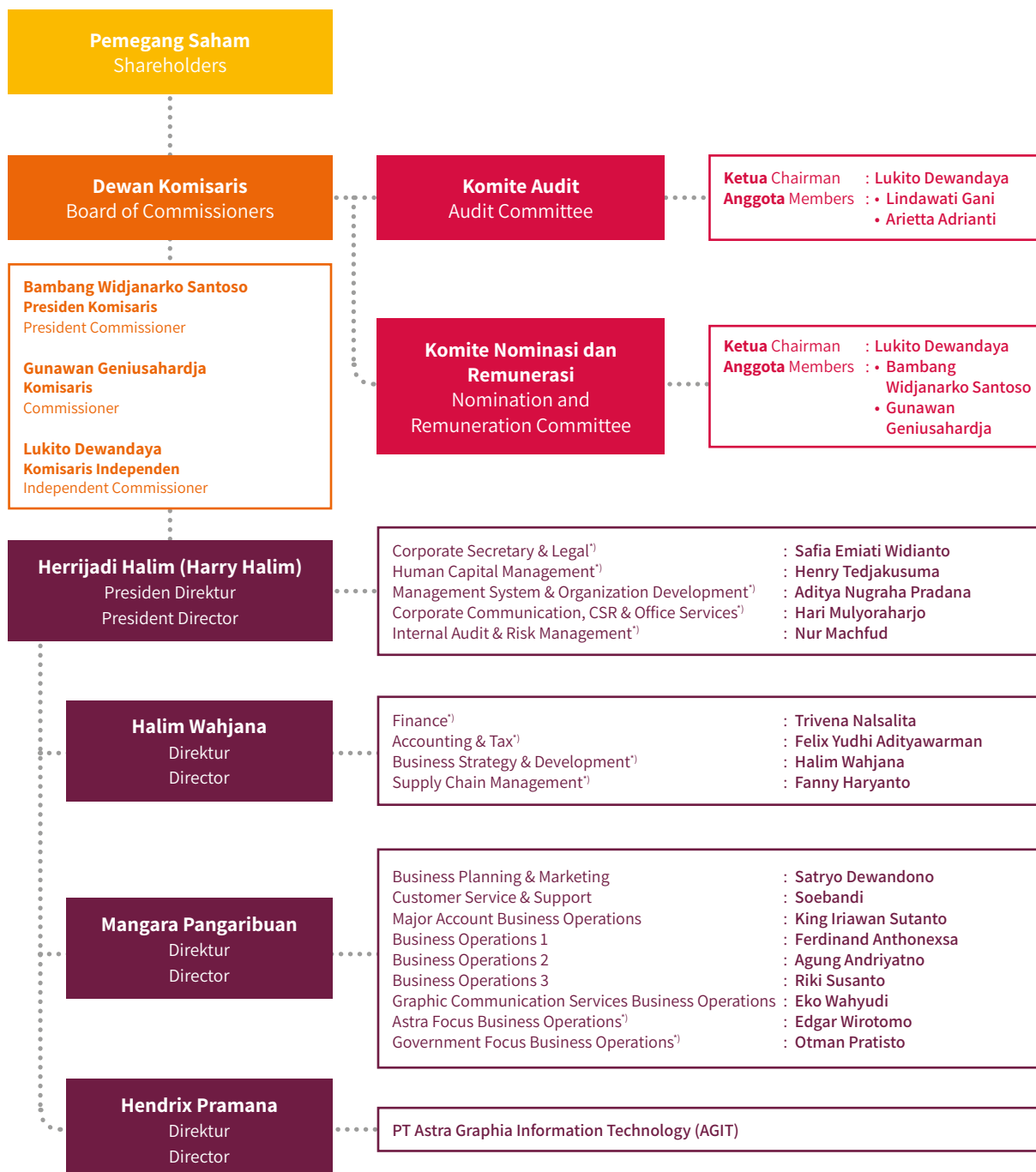
Struktur Organisasi

Organization Structure

per 31 Desember 2019
as of per 31 December 2019

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LAPORAN KEBERLANJUTAN 2019 PT ASTRA GRAPHIA TBK



¹ Shared Services



Perubahan Signifikan [102-1, 102-2, 102-3, 102-4, 102-5, 102-6, 102-7, 102-8, 102-10, 102-12, 102-13]

Significant Changes [102-1, 102-2, 102-3, 102-4, 102-5, 102-6, 102-7, 102-8, 102-10, 102-12, 102-13]

Tidak terdapat perubahan yang signifikan terkait dengan struktur organisasi, besaran organisasi, maupun struktur kepemilikan perusahaan. Tidak ada pernyataan ulang (*restatement*) atas informasi yang disajikan sebelumnya.

There were no significant changes related to the organizational structure, organizational size, or the ownership structure of the company. There is no restatement of information previously presented.

Penghargaan dan Sertifikasi

Awards and Certifications

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Penghargaan Awards



astragraphia member of ASTRA

1. Perusahaan Inovatif dalam Pengembangan Produk Digital Printing, Document Solution, dan Jasa Pengiriman dari Warta Ekonomi.
2. Top Public Company Award 2019 dari TRAS N CO dan INFOBRAND.ID
3. Top CEO Award 2019 dari TRAS N CO dan INFOBRAND.ID

1. Innovative Company in Digital Printing Product Development, Document Solution, and Service Delivery from Warta Ekonomi.
2. Top Public Company Award 2019 from TRAS N CO and INFOBRAND.ID
3. Top CEO Award 2019 from TRAS N CO and INFOBRAND ID



axi INNOVATION INDONESIA CORPORATION

1. Top Online B2B Printing Network dari PrintPack Indonesia.
2. Best SMB Partner Growth of the Year FY1819 dari Lenovo Indonesia.
3. Innovative Company for One Click Office Solution dari Warta Ekonomi.

1. Top Online B2B Printing Network from PrintPack Indonesia.
2. Best SMB Partner Growth of the Year FY1819 from Lenovo Indonesia.
3. Innovative Company for One Click Office Solution from Warta Ekonomi.



1. Fastest Growing Partner of 2019 in Indonesia dari SAP South East Asia.
2. Top Growth Business Partner 2019 dari IBM Indonesia.
3. Best Solution - Data Analytic dari DELL EMC
4. The Best Hitachi Virtual Storage Platform Partner dari Hitachi.
5. Best Enterprise Partner - Government Sector FY19 dari Symantec.
6. Golden Circle Award 2019 dari CTI (Computrade Technology International) Group.
7. Top Multiproduct Selling dari Central Data Technology.
8. Top 5 Most Admired Company Category Technology & Business Solutions dari Warta Ekonomi.
9. Innovative Company in Digital Service Solution Provider dari Warta Ekonomi.
10. Top Cloud Solution Provider 2019 kategori Top Business Solution 2019 dari It Works.
11. Top Networking Solution 2019 kategori Top Business Solution 2019 dari It Works.

1. Fastest Growing Partner of 2019 in Indonesia from SAP South East Asia.
2. Top Growth Business Partner 2019 from IBM Indonesia.
3. Best Solution - Data Analytic from DELL EMC
4. The Best Hitachi Virtual Storage Platform Partner from Hitachi.
5. Best Enterprise Partner - Government Sector FY19 from Symantec.
6. Golden Circle Award from CTI (Computrade Technology International) Group.
7. Top Multiproduct Selling from Central Data Technology.
8. Top 5 Most Admired Company Category Technology & Business Solutions from Warta Ekonomi.
9. Innovative Company in Digital Service Solution Provider from Warta Ekonomi.
10. Top Cloud Solution Provider 2019 category on Top Business Solution 2019 from It Works.
11. Top Networking Solution 2019 category on Top Business Solution 2019 from It Works.

Penghargaan dan Sertifikasi

Awards and Certifications

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LAPORAN KEBERLANJUTAN 2019 PT ASTRA GRAPHIA TBK

Sertifikasi Certifications



astragraphia
member of ASTRA

1. Occupational Health & Safety Management System – ISO OHSAS 18001:2007 Hold Certificate No. OHS 642564.
2. Quality Management System – ISO 9001:2015 Hold Certificate No. FS 642561
3. Environmental Management System – ISO 14001:2015 Hold Certificate No. EMS 642562

1. Occupational Health & Safety Management System – ISO OHSAS 18001:2007 Hold Certificate No. OHS 642564.
2. Quality Management System – ISO 9001:2015 Hold Certificate No. FS 642561
3. Environmental Management System – ISO 14001:2015 Hold Certificate No. EMS 642562



1. Occupational Health & Safety Management System – ISO OHSAS 18001:2007 Hold Certificate No. OHS 587755.
2. Quality Management System – ISO 9001:2015 Hold Certificate No. FS 587753
3. Information Security Management System – ISO/IEC 27001:2013 Hold Certificate No. IS 587802
4. IT Service Management System – ISO/IEC 20000-1:2011 Hold Certificate No. ITMS 600468

1. Occupational Health & Safety Management System – ISO OHSAS 18001:2007 Hold Certificate No. OHS 587755.
2. Quality Management System – ISO 9001:2015 Hold Certificate No. FS 587753
3. Information Security Management System – ISO/IEC 27001:2013 Hold Certificate No. IS 587802
4. IT Service Management System – ISO/IEC 20000-1:2011 Hold Certificate No. ITMS 600468

Peristiwa Penting 2019

Significant Events 2019

44

LAPORAN KEBERLANJUTAN 2019 PT ASTRA GRAPHIA TBK



Januari | January

Solution Executive Summit (SES)

Mengawali tahun 2019, Astragraphia sukses mengadakan "Solution Executive Summit 2019". Kegiatan ini diselenggarakan di Hotel Alana Yogyakarta dan dihadiri oleh seluruh *Solutionist Executive Astragraphia* dari seluruh Indonesia yang meliputi: seluruh Direksi, jajaran Branch Manager dan Dept. Head, Business Consultant, dan System Analyst. Kegiatan ini berisi paparan arahan bisnis 2019 dan dikemas dalam konsep *team-building* dan *branch performance* untuk membangun rasa kebersamaan seluruh peserta SES 2019.

Solution Executive Summit (SES)

At the beginning of 2019, Astragraphia successfully held a "Solution Executive Summit 2019" at Alana Hotel Yogyakarta, which was attended by Solution Executive Astragraphia from all over Indonesia, which included: all Directors, Branch Managers and Dept. Head, Business Consultant and System Analyst. This activity contains exposure to business directives 2019 and was carried out under the concept of team-building and branch performance to build a sense of togetherness for all SES 2019 participants.



Februari | February

Kick Off Meeting (KOM) AXI 2019

Demi membangun sinergi dan persepsi yang sama terhadap pencapaian target 2019 kepada seluruh tim, PT Astragraphia Xprins Indonesia (AXI) mengadakan *Kick Off Meeting (KOM)* dengan tema *AXILERATE, Start With Big Things, Be Awesome*. Rangkaian acara KOM AXI 2019 dimulai dengan kegiatan *Market Fit In*, di mana seluruh sales dan support AXI terjun ke beberapa lokasi untuk melihat dan menggali secara langsung peluang bisnis yang ada di masyarakat sehingga dapat menjadi bagian dari inovasi pengembangan usaha AXI ke depannya.

Kick Off Meeting (KOM) AXI 2019

In order to build synergy and form a uniform perception on the 2019 target among all team members, PT Astragraphia Xprins Indonesia (AXI) held a Kick Off Meeting (KOM) with the theme *AXILERATE, Start With Big Things, Be Awesome*. The series of AXI 2019 KOM events starts with Market Fit In, where all AXI sales and support go to several locations to see and explore first hand business opportunities in the community so that they can be part of AXI's business development innovations going forward.



Februari | February

AGIT Solution Day

PT Astra Graphia Information Technology (AGIT) kembali menyelenggarakan AGIT Solution Day 2019 dengan tema *Connecting The Dots-Integrated and Smart Industry* yang diselenggarakan di Catur Dharma Hall, Menara Astra, Jakarta. Acara ini merupakan rangkaian kegiatan yang bertujuan memberi kesempatan bagi mitra bisnis AGIT menggali wawasan lebih luas tentang teknologi digital terkini untuk mengakselerasikan transformasi bisnis mereka dalam menghadapi Revolusi Industri 4.0.

AGIT Solution Day

PT Astra Graphia Information Technology (AGIT) once again held AGIT Solution Day 2019 with the theme of *Connecting The Dots-Integrated and Smart Industry*. The event was held at Catur Dharma Hall, Menara Astra, Jakarta and is a series of activities aimed at providing opportunities for AGIT business partners to explore broader insights about the latest digital technology in order to accelerate their business transformation in the face of the Industrial Revolution 4.0.



1 Maret | March

Employee Communication Meeting

Employee Communication Meeting (ECM) merupakan acara rutin internal tahunan yang diadakan PT Astra Graphia Information Technology (AGIT) bagi seluruh karyawan AGIT tanpa terkecuali. Acara yang diselenggarakan di Catur Dharma Hall, Menara Astra ini mengusung tema *Creating Innovation Inspiring The Nation*. AGIT berharap dapat menjadi pelopor transformasi digital dengan membuat inovasi yang menginspirasi bangsa sesuai nilai-nilai budaya perusahaan.

Employee Communication Meeting

Employee Communication Meeting (ECM) is an annual routine internal event held by PT Astra Graphia Information Technology (AGIT) for all AGIT employees without exception. The event which was held at Catur Dharma Hall, Menara Astra carried the theme of *Creating Innovation Inspiring The Nation*. AGIT hopes to become a pioneer of digital transformation by creating innovations that inspire the nation according to the values of the Company's culture.



5 Maret | March

Sosialisasi AXIQoe.com sebagai Penyedia Online Shop E-Katalog LKPP

AXI melalui layanan *e-commerce* AXIQoe.com, menekankan modernisasi pengadaan barang yang akuntabel di pemerintahan kota dan kabupaten, termasuk di Kabupaten Bogor (5 Maret 2019), Kota Makassar (20 Maret 2019), dan Kota Semarang (25 Maret 2019). Inisiatif yang dilakukan bersama-sama dengan *stakeholder* terkait ini diharapkan selain memperkuat *good governance* di jajaran pemerintahan, juga dapat mempercepat terciptanya ekosistem pengadaan 4.0 yang terintegrasi dan harmonis.

AXIQoe.com socialization as an Online Shop Provider of NPPA E-Catalogue

Through AXIQoe.com *e-commerce* services, AXI emphasizes the importance of modernizing the procurement of goods and services in city and district governments, including in Bogor Regency (5 March 2019), Makassar (20 March 2019), and Semarang (25 March 2019). Initiatives carried out jointly with related stakeholders are expected to strengthen good governance in government, and accelerate the creation of an integrated and harmonious ecosystem of procurement 4.0.



28 Maret | March

Peluncuran Mesin Multifungsi Fuji Xerox ApeosPort/DocuCentre-VII Series

Astragraphia meluncurkan Mesin Multifungsi Berwarna Fuji Xerox ApeosPort/DocuCentre-VII Series dengan mengaplikasikan 7 (tujuh) keunggulan dalam satu mesin. Seiring dengan perkembangan teknologi dan tren digital, Mesin Multifungsi Berwarna Fuji Xerox ApeosPort/DocuCentre-VII Series akan menjadi solusi kebutuhan dokumen perkantoran bagi para pelaku bisnis dalam mendorong produktivitas bisnis.

Launching Fuji Xerox ApeosPort/DocuCentre-VII Series Multifunction Device

Astragraphia launches the Fuji Xerox ApeosPort/DocuCentre-VII Series Color Multifunction Device which has 7 (seven) advantages in one machine. Along with technological developments and digital trends, the Fuji Xerox ApeosPort/DocuCentre-VII Series Color Multifunction Device will be the solution for office document needs for business people in driving business productivity.





April | April

Peluncuran Mesin *Production Printer* Fuji Xerox PrimeLink™ C9065

Astragraphia meluncurkan mesin Fuji Xerox PrimeLink™ C9065 untuk menysasar UMKM. Seiring bertambahnya jumlah UMKM di Indonesia yang pesat ditunjang dengan bertambahnya *e-commerce*, mesin *production printer* Fuji Xerox PrimeLink™ C9065 hadir untuk menjawab kebutuhan usaha *digital printing* dan UMKM.

Launching Fuji Xerox PrimeLink™ C9065 Production Printer

Astragraphia launches the Fuji Xerox PrimeLink™ C9065 engine which targets MSMEs. As the number of MSMEs in Indonesia is growing rapidly, supported by the growth of *e-commerce*, the Fuji Xerox PrimeLink™ C9065 production printer machine is present to answer the needs of digital printing and MSME businesses.



April | April

Partnership Agreement Fujifilm dan Astragraphia

Astragraphia dipercayakan untuk menangani pemasaran dan layanan purna jual dari rangkaian produk mesin cetak digital *offset* Fujifilm di seluruh Indonesia. Langkah strategis yang diambil oleh Fujifilm dan Astragraphia diharapkan mampu mendorong percepatan pertumbuhan industri cetak yang sangat berpotensi untuk mendukung perkembangan ekonomi kreatif Indonesia.

Partnership Agreement of Fujifilm and Astragraphia

Astragraphia is entrusted to handle the marketing and after-sales services of Fujifilm's range of digital offset printing products throughout Indonesia. The strategic steps taken by Fujifilm and Astragraphia are expected to be able to accelerate the growth of the printing industry which has the potential to support the development of Indonesia's creative economy.



Mei | May

Competence Aid Program (CAP)

Astragraphia mengadakan kegiatan CAP kepada siswa SMK Grafika Desa Putera mengenai pengenalan digital printing mulai dari teknologi mesin cetak, pengenalan mesin, cara penggunaan mesin, hingga kecenderungan teknologi pencetakan di masa depan. Kegiatan ini diadakan di kantor pusat Astragraphia, Jakarta.

Competence Aid Program (CAP)

Astragraphia held an event called Competence Aid Program (CAP) for the students of Desa Putera Grafika Vocational School. The event was held to introduce the students to digital printing industry, with subjects ranging from printing technology, printing machines, how to use the machines, and the future of printing technology. This activity was held at the Astragraphia headquarters, Jakarta.





Mei | May

Buka Puasa Bersama Media

Astragraphia mengadakan Silaturahmi dan Buka Puasa Bersama Media, dengan tema "Ekraf Indonesia Terus Tumbuh dan Menjadi Peluang Bagi Desainer Grafis". Acara *talkshow* ini dihadiri oleh Mangara Pangaribuan (Direktur Astragraphia), Islamuddin Rusmin Reka (Pelaksana Deputy Pemasaran Badan Ekonomi Kreatif), Rege Indrastudio (Co-Founder & Design Director of Visions Studio), dan Emir Hakim (Founder, Director - E+Partners Brand Design Consultancy).

Iftar with Media

Astragraphia held Silatuhrami and Break Fasting with Media, with the theme of "Indonesia's Creative Economy Continues to Grow and Become Opportunities for Graphic Designers". The talkshow was attended by Mangara Pangaribuan (Director of Astragraphia), Islamuddin Rusmin Reka (Acting Deputy of Marketing for Creative Economy Agency), Rege Indrastudio (Co-Founder & Design Director of Visions Studio), and Emir Hakim (Founder, Director - E+Partners Brand Design Consultancy).



Mei | May

Pemberian Beasiswa SMK

Astragraphia memberikan beasiswa selama setahun penuh untuk 8 siswa dan siswi SMK INFOKOM Bogor yang paling berprestasi pada program CAP dalam bidang teknologi jaringan dan kelengkapannya. Beasiswa tersebut diberikan dengan harapan dapat membantu meringankan biaya pendidikan para siswa dan siswi, sekaligus dapat lebih memotivasi mereka untuk terus belajar. Pemberian beasiswa tersebut dilakukan sebagai salah satu wujud dari komitmen Astragraphia untuk memberikan kontribusi di bidang pendidikan.

Scholarships for Vocational School

Astragraphia provides full-year scholarships for 8 students of INFOKOM Vocational School Bogor who demonstrate highest achievement during the CAP event, in the field of network technology and peripheral devices. The scholarship is given in the hope that it can help reducing their cost of education, while also further motivating them to continue their study. The awarding of the scholarship was carried out as a manifestation of Astragraphia's commitment to contribute for the education development.



Juli | July

Penghargaan sebagai Perusahaan Inovatif

Astragraphia meraih penghargaan sebagai Perusahaan Inovatif dari lembaga Warta Ekonomi Research and Consulting. Penghargaan ini diberikan karena Astragraphia mampu mengembangkan Produk *Digital Printing*, *Document Solution*, dan *Jasa Perkantoran* secara Inovatif.

Innovative Company Award

Astragraphia received an award as an Innovative Company from Warta Ekonomi Research and Consulting agency. This award was given because Astragraphia was able to develop *Digital Printing* Products, *Document Solutions* and *Office Services* innovatively.



Agustus | August

Indonesia Anti-Bribery and Anti-Corruption Legislation

Sebagai salah satu wujud komitmen Astragraphia dalam menerapkan tata kelola perusahaan yang baik, kami bekerja sama dengan Arfidea Kadri Sahetapy dari Engel Tisnadisastra ("Akset") Law Firm mengadakan "Training for Trainers-Indonesia Anti-Bribery and Anti-Corruption Legislation". Acara ini dihadiri oleh Direksi, Chief, dan Manajemen Astragraphia dengan tujuan memahami Undang-Undang No. 31 Tahun 1999 sebagaimana diubah dengan Undang-Undang No. 20 Tahun 2001 tentang Pemberantasan Tindak Pidana Korupsi dan terciptanya peningkatan kualitas GCG perusahaan.

Indonesia Anti-Bribery and Anti-Corruption Legislation

As a form of commitment in implementing good corporate governance, Astragraphia cooperates with Arfidea Kadri Sahetapy from Engel Tisnadisastra ("Akset") Law Firm in conducting Training for Trainers-Indonesia Anti-Bribery and Anti-Corruption Legislation". The event was attended by the Directors, Chiefs and Management of Astragraphia to understand Law No. 31 of 1999 as amended by Law No. 20 of 2001 concerning Eradication of Corruption and the creation of improved quality of corporate GCG.



September | September

Hari Pelanggan Nasional

Bertepatan dengan Hari Pelanggan Nasional, jajaran Direksi grup Astragraphia hadir dan melayani pelanggan di Menara Astra. Direksi yang hadir yaitu Mangara Pangaribuan (Direktur Astragraphia), Widi Triwibowo (Direktur PT Astra Graphia Information Technology), dan Kuat Teguh Santoso (Direktur PT Astragraphia Xprins Indonesia). Pada kesempatan tersebut, jajaran direksi dan manajemen dari PT Menara Astra yang turut hadir dalam acara adalah Nilawati Irjani, Wibowo Muljono, dan Frans Surjadi.

National Customer Day

To commemorate the National Customer Day, the board of directors of the Astragraphia group attended and served customers at the Menara Astra. Directors present were Mangara Pangaribuan (Director of Astragraphia), Widi Triwibowo (Director of PT Astra Graphia Information Technology), and Kuat Teguh Santoso (Director of PT Astragraphia Xprins Indonesia). On this occasion, the board of directors and management of PT Menara Astra who were also present at the event were Nilawati Irjani, Wibowo Muljono, and Frans Surjadi.



November | November

International Mega Procurement Exhibition & Conference (I-IMPEC) 2nd

AXI melalui layanan *e-commerce Business to Business (B2B)* dan *Business to Government (B2G)* terdepan di Indonesia, AXIQoe.com, hadir di Indonesia International Mega Procurement Exhibition & Conference (I-IMPEC) 2nd, *event* dan *eksibisi* pengadaan barang dan jasa terbesar di Indonesia, yang diadakan di Jakarta Convention Center (JCC), Senayan. Keikutsertaan AXIQoe.com dalam *event* tahunan ini menegaskan kembali perannya bersama stakeholder untuk memperkuat fondasi integritas ekosistem pengadaan melalui diskusi dan diseminasi informasi.

International Mega Procurement Exhibition & Conference (I-IMPEC) 2nd

Through the leading Business to Business (B2B) and Business to Government (B2G) *e-commerce* services in Indonesia, namely AXIQoe.com, AXI participate in the Indonesia International Mega Procurement Exhibition & Conference (I-IMPEC) 2nd, the biggest event and exhibition on procurement of goods and services in Indonesia, which was held at the Jakarta Convention Center (JCC), Senayan. AXIQoe.com's participation in this annual event reaffirms its role with stakeholders in strengthening the foundation of the integrity of the procurement ecosystem through discussion and information dissemination.





November | November

AGIT Juara Runner Up Microsoft Hike-A-Thon

PT Astra Graphia Information Technology (AGIT) mendapatkan *Runner Up* di ajang Microsoft Hike-a-Thon di Ritz Carlton, Pacific Place, Jakarta. Kegiatan ini merupakan bagian dari acara Microsoft Cloud Innovation Summit 2019 dengan tema Empowering Indonesia di mana acara Hike-a-Thon diselenggarakan untuk mengumpulkan ide dari penggemar teknologi dan terbuka bagi siapa pun, baik itu mitra Microsoft, pengembang, atau masyarakat umum, yang ingin memecahkan masalah di dunia nyata melalui teknologi.

AGIT Won Runner-Up Champion Microsoft Hike-A-Thon

PT Astra Graphia Information Technology (AGIT) won the Runner Up position at Microsoft Hike-a-Thon at Ritz Carlton, Pacific Place, Jakarta. This activity is part of the 2019 Microsoft Cloud Innovation Summit event with the theme Empowering Indonesia, which is held to gather ideas from technology enthusiasts and is open to anyone, be it Microsoft partners, developers, or the general public, who want to solve real-world problems through technology.



November | November

Pelatihan Workbook untuk Guru PAUD

Tahun 2019 merupakan tahun ketiga Astragraphia melaksanakan program sosial Workbook. Salah satu aktivitas dari rangkaian kegiatan program Workbook adalah Pelatihan untuk Guru PAUD di Semarang. Pelatihan tersebut membahas mengenai pembelajaran kreatif untuk anak usia dini (PAUD), dimana salah satu materinya adalah workbook, yang dikembangkan dan diberikan oleh Astragraphia. Diharapkan dengan proses pelatihan terhadap guru ini, siswa PAUD yang terkena dampak akan semakin banyak.

Workbook Training for PAUD Teachers

2019 marked the third year of Astragraphia's Workbook social program. Among the activities in a series of Workbook program is Training for PAUD Teachers in Semarang. The training discussed about the creative learning for early childhood (PAUD), where one of the materials was a workbook, which was developed and provided by Astragraphia. With this training for teachers, Astragraphia wishes that there will be more the PAUD students who can enjoy the benefits.



November | November

PrintQoe UI Publishing

AXI melalui salah satu portofolio bisnisnya yaitu PrintQoe.com kembali menciptakan inisiasi baru dengan menggandeng UI Publishing untuk menciptakan terobosan baru bagi para mahasiswa Universitas Indonesia (UI) yang hendak mencetak skripsi. PrintQoe.com bersama dengan UI Publishing mengadakan *The Experts Talk* dengan tema *Life After Graduate: How To Land A Great Job In The Digital Era* dengan 2 orang *key note speaker* terkenal, antara lain Boma Septiago (Talent Acquisition Manager OVO) dan Deviana Kurniawati (Client Success Senior Associate Kalibrr). Acara ini dihadiri oleh ratusan mahasiswa UI semester akhir.

AXI through one of its business portfolios, namely PrintQoe.com, has again created a new initiative by cooperating with UI Publishing to create a new breakthrough for students of the University of Indonesia (UI) who want to print their theses. PrintQoe.com together with UI Publishing held *The Experts Talk* with the theme *Life After Graduate: How To Land A Great Job In The Digital Era* with 2 well-known *key note speakers*, including Boma Septiago (Talent Acquisition Manager OVO) and Deviana Kurniawati (Client Success Senior Associate Kalibrr). The event was attended by hundreds of UI students last semester.



November | November

Diskusi Media mengenai Peran Desain Grafis untuk Industri Kreatif Lokal

Astragraphia bersama Kementerian Pariwisata dan Ekonomi Kreatif serta Asosiasi Profesional Desain Komunikasi Visual Indonesia (AIDIA) menyelenggarakan diskusi media mengenai Peran Desain Grafis untuk Industri Lokal di Kedai Kolega, Yogyakarta. Perkembangan industri kreatif Indonesia yang pesat menginisiasi Astragraphia untuk turut berkontribusi terhadap industri kreatif lokal. Sebagai distributor eksklusif Fuji Xerox, Astragraphia memperkenalkan mesin Iridesse Production Press untuk pasar Indonesia pada tahun 2018 dan telah menghadirkan mesin Iridesse Production Press di beberapa daerah seperti Jabodetabek, Sumatera, Jawa, Bali, NTT, dan Kalimantan.

Media Discussion of the Role of Graphic Design for Local Creative Industries

Astragraphia, together with the Ministry of Tourism and Creative Economy and the Professional Association of Indonesian Visual Communication Design (AIDIA), held a discussion on the Role of Graphic Design for Local Industry, which was held at Kedai Kolega, Yogyakarta. The rapid development of Indonesia's creative industry initiated Astragraphia to contribute to the local creative industry. As an exclusive distributor of Fuji Xerox, Astragraphia introduced the Iridesse Production Press machine for the Indonesian market in 2018 and has introduced Iridesse Production Press machines in several regions such as Jabodetabek, Sumatra, Java, Bali, NTT, and Kalimantan.



Desember | December

Ngulik Asik Fotografi

Dalam rangka mendukung kemajuan bisnis percetakan di Jawa Tengah, Astragraphia berkolaborasi dengan mitra bisnis, Sampurna Printshop, memperkenalkan mesin Fuji Xerox Iridesse Production Press. Acara Ngulik Asik berkonsep *talkshow* kepada pelanggan ini berlangsung selama dua hari yang ditujukan kepada komunitas fotografi IPPA (Indonesian Professional Photographer Association) dan agen cetak (broker).

Ngulik Asik Photography

To support the progress of the printing business in Central Java Province, Astragraphia entered into collaboration with business partner, Sampurna Printshop in introducing Fuji Xerox Iridesse Production Press machine. Ngulik Asik is a two-day talk-show aimed for the IPPA photography community (Indonesian Professional Photographer Association) and print agents (brokers).



TATA KELOLA PERUSAHAAN

Corporate Governance



Tata Kelola Perusahaan

Corporate Governance

DASAR-DASAR PELAKSANAAN KEBIJAKAN TATA KELOLA PERUSAHAAN

Dasar-dasar dalam kebijakan tata kelola perusahaan adalah sebagai berikut:

- Ketentuan Regulator;
- Ketentuan Internal; dan
- *Best Practices*.

Penyusunan kebijakan tata kelola perusahaan yang baik di Astragraphia dilakukan dengan mengacu pada:

- Undang-Undang No. 8 Tahun 1995 tentang Pasar Modal.
- Undang-Undang No. 40 Tahun 2007 tentang Perseroan Terbatas.
- Peraturan OJK No. 33/POJK.04/2014 tentang Direksi dan Dewan Komisaris Emiten atau Perusahaan Publik.
- Peraturan OJK No. 34/POJK.04/2014 tentang Komite Nominasi dan Remunerasi Emiten atau Perusahaan Publik.
- Peraturan OJK No. 35/POJK.04/2014 tentang Sekretaris Perusahaan Emiten atau Perusahaan Publik.
- Peraturan OJK No. 21/POJK.04/2015 tentang Penerapan Pedoman Tata Kelola Perusahaan Terbuka.
- Peraturan OJK No. 55/POJK.04/2015 tentang Pembentukan dan Pedoman Pelaksanaan Kerja Komite Audit.
- Peraturan OJK No. 56/POJK.04/2015 tentang Pembentukan dan Pedoman Penyusunan Piagam Unit Audit Internal.
- Peraturan OJK No. 29/POJK.04/2016 tentang Laporan Tahunan Emiten atau Perusahaan Publik.
- Peraturan OJK No. 10/POJK.04/2017 tentang Perubahan Atas Peraturan Otoritas Jasa Keuangan No. 32/POJK.04/2014 tentang Rencana dan Penyelenggaraan Rapat Umum Pemegang Saham Perusahaan Terbuka.
- Surat Edaran OJK No. 32/SEOJK.04/2015 tentang Pedoman Tata Kelola Perusahaan.
- Surat Edaran OJK No. 30/SEOJK.04/2016 tentang Bentuk dan Isi Laporan Tahunan Emiten atau Perusahaan.
- Anggaran Dasar Astragraphia.

TUJUAN PENERAPAN TATA KELOLA PERUSAHAAN

Astragraphia terus berupaya untuk menerapkan prinsip-prinsip tata kelola yang baik dengan terus menyesuaikan dengan ketentuan yang berlaku. Penerapan prinsip-prinsip tata kelola yang baik bertujuan untuk:

FUNDAMENTALS OF CORPORATE GOVERNANCE POLICIES

The basics in corporate governance policies are as follows:

- Regulatory Provisions;
- Internal Provisions; and
- Best Practices.

The formulation of good corporate governance policies in Astragraphia is carried out with reference to:

- Law No. 8 of 1995 concerning Capital Market.
- Law No. 40 of 2007 on Limited Company.
- OJK Regulation No. 33/POJK.04/2014 concerning Board of Directors and Board of Commissioners of Issuers or Public Companies.
- OJK Regulation No. 34/POJK.04/2014 concerning the Nomination and Remuneration Committee of Issuers or Public Companies.
- OJK Regulation No. 35/POJK.04/2014 concerning Corporate Secretary of Issuers or Public Companies.
- OJK Regulation No. 21/POJK.04/2015 concerning Application of Guidelines for Public Corporate Governance.
- OJK Regulation No. 55/POJK.04/2015 on the Establishment and Implementation Guidance of the Audit Committee.
- OJK Regulation No. 56 /POJK.04/2015 concerning the Formation and Guidelines for the Formation of Internal Audit Unit Charter.
- OJK Regulation No. 29/POJK.04/2016 concerning Annual Reports of Issuers or Public Companies.
- OJK Regulation No. 10/POJK.04/2017 concerning Amendment to Financial Services Authority Regulation (OJK) No.32/POJK.04/2014 concerning Plans and Organizing of a General Meeting of Shareholders of a Public Company.
- OJK Circular No.32/SEOJK.04/2015 concerning Guidelines for Corporate Governance.
- OJK Circular No.30/SEOJK.04/2016 concerning the Form and Content of Issuers or Companies' Annual Reports.
- Astragraphia's Articles of Association.

PURPOSE OF CORPORATE GOVERNANCE APPLICATION

Astragraphia continues to strive to apply the principles of good governance by continuing to adjust to applicable regulations. The objectives of applying good governance principles aim to:



- a. Mendukung visi perusahaan, yaitu menjadi Mitra Pilihan Utama Pelanggan dalam Solusi dan Jasa *Printing* dan Digital.
- b. Mendukung misi perusahaan, yaitu Memberikan Solusi dan Jasa yang Bernilai kepada Pelanggan dalam Lingkup *Printing* dan Digital.
- c. Memberikan manfaat dan nilai tambah (*added value*) bagi para pemegang saham (*shareholders*) dan para pemangku kepentingan (*stakeholders*).
- d. Mempertahankan dan meningkatkan kelangsungan usaha yang sehat dan kompetitif dalam jangka panjang (*sustainable*).
- e. Meningkatkan kepercayaan para investor kepada perusahaan.

PENERAPAN TATA KELOLA PERUSAHAAN

Wujud komitmen Astragraphia dalam menerapkan tata kelola perusahaan yang baik antara lain, melalui:

1. Kebijakan internal yang ada terkait Tata Kelola Perusahaan yang Baik
Kebijakan internal terkait tata kelola perusahaan yang baik merupakan sarana pemenuhan kepatuhan terhadap regulasi, sarana pendukung infrastruktur tata kelola perusahaan yang baik dan salah satu sarana implementasi penerapan tata kelola perusahaan yang baik. Beberapa kebijakan terkait tata kelola perusahaan yang baik yang ada pada Astragraphia antara lain sebagai berikut:
 - a. Anggaran Dasar Perusahaan.
 - b. Kode Etik Perusahaan.
 - c. Pedoman Tata Kelola Perusahaan.
 - d. Pedoman Kerja Dewan Komisaris.
 - e. Pedoman Kerja Direksi.
 - f. Pedoman Kerja Komite Audit.
2. Pemenuhan Prinsip-Prinsip Tata Kelola Perusahaan yang Baik
Prinsip-prinsip tata kelola perusahaan yang baik yang terdapat dalam regulasi di Indonesia menjadi pedoman praktik penerapan tata kelola perusahaan yang baik yang ada di Astragraphia. Dengan berlandaskan pada pandangan tersebut, Astragraphia berkomitmen untuk terus meningkatkan implementasi prinsip-prinsip tata kelola perusahaan yang baik sesuai dengan ketentuan perundang-undangan yang berlaku dan perkembangan praktik terbaik (*best practices*) dalam tata kelola perusahaan.

- a. Supports the Company's vision, which is to become the Customer's Top Choice Partner in Printing and Digital Solutions and Services.
- b. Supports the Company's mission in providing Valuable Solutions and Services to Customers in Printing and Digital Domain.
- c. Provides benefits and added value for shareholders and stakeholders.
- d. Maintains and Enhance long term business continuity that is healthy, sustainable and competitive.
- e. Increasing investor confidence in the Company.

CORPORATE GOVERNANCE IMPLEMENTATION

Astragraphia's commitment in implementing good corporate governance includes:

1. Existing internal policies related to Good Corporate Governance
Internal policies related to good corporate governance are means of fulfilling compliance with regulations, supporting good corporate governance infrastructure and means of implementing good corporate governance implementation. Some policies related to good corporate governance that exist in Astragraphia include the following:
 - a. Company's Articles of Association.
 - b. Company Code of Ethics.
 - c. Corporate Governance Guidelines.
 - d. Board of Commissioners Work Guidelines.
 - e. Board of Directors Work Guidelines.
 - f. Audit Committee Work Guidelines.

2. Fulfillment of the Principles of Good Corporate Governance

The principles of good corporate governance contained in regulations in Indonesia serve as guidelines for the practice of implementing good corporate governance in Astragraphia. Based on this view, Astragraphia is committed to continuing to improve the implementation of the principles of good corporate governance in accordance with applicable laws and best practices in corporate governance.

Tata Kelola Perusahaan

Corporate Governance⁹

Transparansi Transparency	- Astragraphia mengungkapkan informasi secara tepat waktu, jelas, dan mudah diakses oleh <i>stakeholders</i>. - Astragraphia mengungkapkan informasi penting dimaksud sesuai dengan tata cara yang diatur dalam ketentuan pasar modal dan/atau perundang-undangan terkait.	- Astragraphia discloses information in a timely, clear, and easily accessible manner to stakeholders. - Astragraphia discloses important information in accordance with the procedures set out in the capital market provisions and/or related legislation.
Akuntabilitas Accountability	- Anggota Direksi dan Dewan Komisaris memiliki tugas dan tanggung jawab yang jelas. - Melalui Rapat Umum Pemegang Saham Tahunan Direksi dan Dewan Komisaris mempertanggungjawabkan kinerjanya. - Astragraphia menetapkan tanggung jawab yang jelas dari masing-masing organ organisasi yang selaras dengan visi, misi, sasaran, strategi, dan usaha perusahaan.	- Members of the Board of Directors and Board of Commissioners have clear duties and responsibilities. - Through the Annual General Meeting of Shareholders, the Board of Directors and the Board of Commissioners is responsible for its performance. - Astragraphia establishes clear responsibilities of each structure of the organization that are aligned with the Company's vision, mission, goals, strategies and business.
Pertanggungjawaban Responsibility	Astragraphia selalu berpegang pada prinsip kehati-hatian dalam melaksanakan kegiatan usahanya.	Astragraphia always adheres to the principle of prudence in carrying out its business activities.
Independensi Independency	Astragraphia bertindak profesional dan objektif dalam setiap pengambilan keputusan.	Astragraphia acts professionally and objectively in every decision-making.
Kewajaran Fairness	- Astragraphia senantiasa memperhatikan kepentingan seluruh <i>stakeholders</i> berdasarkan azas kesetaraan dan kewajaran (<i>equal treatment</i>). - Astragraphia memberikan kesempatan kepada seluruh pemegang saham dalam Rapat Umum Pemegang Saham untuk menyampaikan pendapat. - Seluruh <i>stakeholders</i> mempunyai akses terhadap informasi sesuai dengan prinsip keterbukaan.	- Astragraphia constantly pays attention to the interests of all stakeholders based on the principle of equality and fairness (equal treatment). - Astragraphia provides an opportunity for all shareholders in the General Meeting of Shareholders to express their opinions. - All stakeholders have access to information in accordance with the principle of transparency.

3. Internalisasi

Guna mendorong terwujudnya implementasi tata kelola perusahaan yang baik, Astragraphia telah melaksanakan internalisasi penerapan tata kelola perusahaan yang baik kepada seluruh karyawan baik dari tingkat dasar sampai dengan tingkat manajerial, diantaranya melalui pernyataan komitmen penerapan tata kelola perusahaan yang baik dan sosialisasi tata nilai perusahaan.

3. Internalization

To encourage the implementation of good corporate governance, Astragraphia has internalized the implementation of good corporate governance to all employees from basic to managerial levels, including through statements of commitment to the implementation of good corporate governance and the socialization of corporate values.

STRUKTUR DAN HUBUNGAN TATA KELOLA PERUSAHAAN [102-18, 102-19]

Sesuai dengan ketentuan Undang-undang No. 40/2007 tentang Perseroan Terbatas, struktur tata kelola perusahaan tergambarkan pada organ perseroan yang terdiri dari Rapat Umum Pemegang Saham ("RUPS"), Dewan Komisaris, dan Direksi.

- RUPS adalah organ perseroan yang mempunyai wewenang yang tidak diberikan kepada Direksi atau Dewan Komisaris dalam batas yang ditentukan dalam Undang-undang dan/atau Anggaran Dasar.
- Dewan Komisaris adalah organ perseroan yang bertugas melakukan pengawasan atas kebijakan pengurusan,

STRUCTURE AND RELATIONSHIP OF CORPORATE GOVERNANCE [102-18, 102-19]

In accordance with the provisions of Law No. 40/2007 concerning Limited Liability Companies, the structure of corporate governance is illustrated by the Company's organs consisting of General Meeting of Shareholders ("GMS"), Board of Commissioners, and Board of Directors.

- GMS is a corporate organ that has the authority not given to the Board of Directors or Board of Commissioners within the limits specified in the Act and/or Articles of Association.
- The Board of Commissioners is the organ of the Company that is in charge of supervising the management policies,



jalannya pengurusan pada umumnya, baik mengenai perseroan maupun usaha perseroan, dan memberi nasihat kepada Direksi.

- Direksi adalah organ perseroan yang berwenang dan bertanggung jawab penuh atas pengurusan perseroan untuk kepentingan perseroan, sesuai dengan maksud dan tujuan perseroan serta mewakili perseroan, sesuai dengan ketentuan Anggaran Dasar.

Selain organ utama, Astragraphia juga memiliki organ pendukung, antara lain:

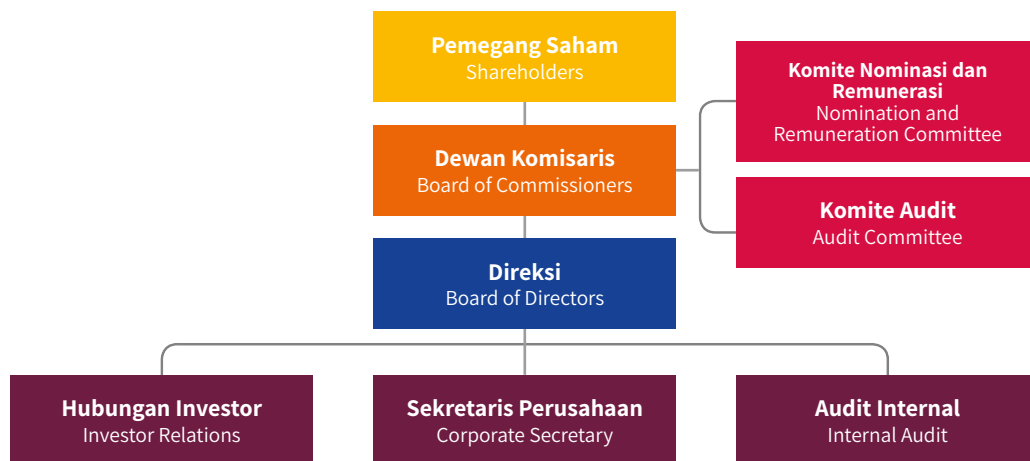
1. Organ pendukung Dewan Komisaris
 - Komite Audit
 - Komite Nominasi dan Remunerasi
2. Organ pendukung Direksi
 - Sekretaris Perusahaan
 - Audit Internal
 - Hubungan Investor (*Investor Relation*)

the management process in general, both regarding the Company and the company's business, and giving advice to the Directors.

- The Board of Directors is the organ of the Company that is authorized and has full responsibility for the management and benefiting the Company, in accordance with Company's aims and objectives, in accordance with the provisions of the Articles of Association.

In addition to the main organs, Astragraphia also has other supporting organs, including:

1. Organs supporting the Board of Commissioners
 - Audit Committee
 - Nomination and Remuneration Committee
2. Board of Directors supporting Organs
 - Corporate Secretary
 - Internal Audit
 - Investor Relations



MEKANISME TATA KELOLA PERUSAHAAN

Dalam menjalankan hubungan tata kelola, Astragraphia memiliki mekanisme internal yang membantu Dewan Komisaris melakukan fungsi pengawasannya dan menciptakan sistem pengendalian yang terdiri dari Komite Audit dan Komite Nominasi dan Remunerasi. Selain itu di internal, Direksi dalam melakukan fungsi pengelolaannya dibantu oleh Unit Audit Internal, Sekretaris Perusahaan, dan Hubungan Investor.

Selain mekanisme internal, Astragraphia melakukan mekanisme eksternal, diantaranya: auditor eksternal, otoritas regulasi, dan pemegang saham.

CORPORATE GOVERNANCE MECHANISM

In performing governance relations, Astragraphia has an internal mechanism that assists the Board of Commissioners perform its supervisory functions and create a control system consisting of the Audit Committee and the Nomination and Remuneration Committee. In addition, internally, the Board of Directors in its management functions is assisted by the Internal Audit Unit, Corporate Secretary, and Investor Relations.

In addition to internal mechanisms, Astragraphia has external mechanisms, including: external auditors, regulatory authorities and shareholders.

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Astragraphia telah memiliki seperangkat aturan yang merumuskan hubungan antara para pemegang saham, kreditor, pemerintah, karyawan, dan pihak-pihak yang berkepentingan lainnya baik internal maupun eksternal sehubungan dengan hak-hak dan tanggung jawab mereka, di antaranya:

1. Anggaran Dasar Perusahaan;
2. Pedoman Direksi dan Dewan Komisaris;
3. Piagam Komite Audit;
4. Piagam Audit Internal;
5. Piagam Komite Nominasi dan Remunerasi;
6. Kebijakan Manajemen Risiko; dan
7. Kode Etik.

RAPAT UMUM PEMEGANG SAHAM

Rapat Umum Pemegang Saham, yang selanjutnya disebut RUPS, adalah organ yang mempunyai wewenang yang tidak diberikan kepada Direksi atau Dewan Komisaris dalam batas yang ditentukan dalam Undang-Undang No. 40 tentang Perseroan Terbatas dan/atau Anggaran Dasar.

Sebagai perusahaan publik, Astragraphia diwajibkan untuk menyelenggarakan RUPS Tahunan paling lambat enam bulan setelah akhir tahun fiskal. Sesuai dengan Peraturan OJK No. 32/POJK.04/2014 tentang Perencanaan dan Organisasi Rapat Umum Pemegang Saham Emiten atau Perusahaan Publik, undangan RUPS Tahunan telah dimuat di surat kabar yang berperedaran nasional, pada website Astragraphia dan pada situs Bursa Efek Indonesia. Auditor independen Astragraphia, Notaris Publik, Biro Administrasi Efek turut

Astragraphia has a set of rules that regulates relationships between shareholders, creditors, the government, employees and other related parties both internally and externally with respect to their rights and responsibilities, including:

1. The Company's Articles of Association;
2. Guidelines for the Board of Directors and Board of Commissioners;
3. Audit Committee Charter;
4. Internal Audit Charter;
5. Nomination and Remuneration Committee Charter;
6. Risk Management Policy; and
7. Code of Ethics.

GENERAL MEETING OF SHAREHOLDERS

General Meeting of Shareholders, hereinafter referred to as GMS, is an organ that has the authority not given to the Directors or Board of Commissioners within the limits as stipulated in Law No. 40 concerning Limited Liability Companies and/or Articles of Association.

As a public company, Astragraphia is required to hold Annual GMS at the latest six months after end of fiscal year. In accordance with OJK Regulation No. 32/POJK.04/2014 concerning Planning and Organization of General Meeting of Shareholders of Issuers or Public Companies, invitations to the Annual GMS shall be published in newspapers with national circulation, on the Astragraphia website and on the Indonesia Stock Exchange website. Astragraphia's Independent auditors, Public Notary, Securities Administration Bureau also attend



menghadiri RUPS Tahunan. Keputusan RUPS Tahunan diambil berdasarkan musyawarah untuk mufakat. Apabila keputusan berdasarkan musyawarah untuk mufakat tidak tercapai maka keputusan diambil dengan pemungutan suara berdasarkan suara setuju lebih dari $\frac{1}{2}$ (satu perdua) bagian dari jumlah suara yang dikeluarkan secara sah dalam rapat. Pemungutan suara dihitung, divalidasi, dan diumumkan oleh notaris sebagai pihak independen.

Materi yang berkenaan dengan rapat tersedia di kantor Astragraphia selama jam kerja pada setiap hari kerja sejak tanggal pemanggilan RUPS.

DEWAN KOMISARIS

Dewan Komisaris adalah organ perusahaan yang bertugas melakukan pengawasan dan memberikan nasihat kepada Direksi dalam melaksanakan tugas mengelola perusahaan guna mencapai maksud dan tujuan Astragraphia sesuai ketentuan Anggaran Dasar, peraturan perundang-undangan yang berlaku serta prinsip-prinsip Tata Kelola Perusahaan yang baik, antara lain:

1. Melakukan pengawasan terhadap kebijakan Direksi dalam menjalankan kepengurusan perusahaan, mencakup tindakan pencegahan, perbaikan hingga pemberhentian sementara anggota Direksi;
2. Melakukan pengawasan atas risiko usaha perusahaan dan upaya manajemen melakukan pengendalian internal;
3. Melakukan pengawasan atas pelaksanaan tata kelola dalam kegiatan usaha perusahaan;
4. Memberikan nasihat kepada Direksi berkaitan dengan tugas dan kewajiban Direksi;
5. Memberikan tanggapan dan rekomendasi atas usulan dan rencana pengembangan strategis perusahaan yang diajukan Direksi;
6. Memastikan bahwa Direksi telah memperhatikan kepentingan stakeholders (pemangku kepentingan).

Dewan Komisaris merupakan jabatan kolektif dan karena itu seluruh anggota Dewan Komisaris harus selalu bertindak bersama-sama, dan tidak dapat bertindak sendiri-sendiri. Presiden Komisaris bertugas mengkoordinasikan berbagai kegiatan Dewan Komisaris.

DIREKSI

Direksi adalah organ perusahaan yang bertanggung jawab memimpin dan mengelola Astragraphia guna mencapai maksud dan tujuan Astragraphia, dengan itikad baik, penuh tanggung jawab, dan kehati-hatian.

the Annual GMS. The decision of the Annual GMS is taken based on deliberation to reach consensus. If a decision to reach consensus based on deliberation is not reached, then the decision is taken by voting based on agreed votes of more than $\frac{1}{2}$ (one half) of the total number of votes cast legally at the meeting. Voting shall be counted, validated, and announced by a notary public as an independent party.

The materials relating to the meeting are available at Astragraphia office during business hours on any working day from the date of the GMS.

THE BOARD BOARD OF COMMISSIONERS

The Board of Commissioners is the organ of the Company responsible for supervising and providing advice to the Board of Directors in carrying out the task of managing the Company to reach the aims and objectives of Astragraphia in accordance with the provisions of the Articles of Association, applicable laws, regulations and the principles of Good Corporate Governance, including:

1. Supervise the policies of the Board of Directors in carrying out the management of the Company, including preventive actions, improvements to the temporary dismissal of members of the Board of Directors;
2. Supervise the Company's business risks and management's efforts to carry out internal controls;
3. Supervise the implementation of GCG in the Company's business activities;
4. Provide advice to the Board of Directors relating to the duties and obligations of the Directors;
5. Provide responses and recommendations on the Company's strategic development plans and proposals submitted by the Directors;
6. Warrant that the Board of Directors pays attention to the interests of stakeholders.

The Board of Commissioners is a collective position and thus all members of the Board of Commissioners must always collaborate, and cannot act individually. The President Commissioner is in charge of coordinating the various actions of the Board of Commissioners.

THE BOARD BOARD OF DIRECTORS

The Board of Directors is the Company's organ responsible for leading and managing Astragraphia in order to attain the goals and objectives of Astragraphia, in good faith, with full responsibility and prudence.

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Tugas dan Wewenang Direksi

Tugas dan tanggung jawab Direksi sebagaimana tercantum dalam Pedoman Kerja Direksi sesuai dengan Anggaran Dasar Astragraphia dan peraturan perundang-undangan yang berlaku. Direksi bertugas dengan itikad baik dan bertanggung jawab penuh memimpin dan mengurus perusahaan untuk mencapai maksud dan tujuan perusahaan, yang meliputi antara lain:

1. Mengelola perusahaan sesuai dengan kewenangan dan tanggung jawabnya sebagaimana diatur dalam Anggaran Dasar, peraturan perundang-undangan yang berlaku dan prinsip-prinsip tata kelola perusahaan;
2. Menyusun visi, misi, dan nilai-nilai serta rencana strategis Perseroan dalam bentuk rencana korporasi (*corporate plan*) dan rencana bisnis (*business plan*);
3. Menyelenggarakan Rapat Direksi perusahaan secara berkala dan dengan waktu yang memadai;
4. Menetapkan struktur organisasi perusahaan lengkap dengan rincian tugas setiap divisi dan unit usaha;
5. Mengendalikan sumber daya yang dimiliki perusahaan secara efektif dan efisien;
6. Mengadakan dan menyimpan Daftar Pemegang Saham dan Daftar Kepemilikan Saham anggota Direksi dan Dewan Komisaris beserta keluarganya (istri/suami dan anak-anak) pada perusahaan dan perusahaan lainnya (Daftar Khusus);
7. Membentuk sistem pengendalian internal perusahaan dan manajemen risiko;
8. Memperhatikan kepentingan yang wajar dari pemangku kepentingan perusahaan.

Direksi berwenang untuk melakukan hal-hal sebagai berikut:

1. Mewakili dan mengikat perusahaan dengan pihak lain serta menjalankan segala tindakan kepengurusan dan kepemilikan;
2. Mengangkat seorang atau lebih sebagai wakil atau kuasanya dengan memberikan surat kuasa untuk melakukan tindakan-tindakan tertentu;
3. Mengatur sumber daya manusia perusahaan termasuk pengangkatan dan pemberhentian karyawan, penetapan gaji, pensiun atau jaminan hari tua dan penghasilan lain bagi karyawan perusahaan berdasarkan peraturan perundang-undangan yang berlaku dan/atau keputusan RUPS.
4. Dalam rangka mendukung efektivitas pelaksanaan tugas dan tanggung jawabnya, Direksi berwenang membentuk komite serta melakukan evaluasi terhadap kinerja komite setiap akhir tahun buku.

Duties and Authorities of the Board of Directors

The duties and responsibilities of the Board of Directors as stated in the Board of Directors' Working Guidelines are in accordance with the Astragraphia's Articles of Association and applicable laws and regulations. The Board of Directors is tasked with good faith and is fully responsible for leading and managing the company to achieve the aims and objectives of the company, which include, among others:

1. Manage the company in accordance with the authority and responsibility as stipulated in the Articles of Association, the legislation in force and the principles of good corporate governance;
2. Prepare the vision, mission, values and the company's strategic plan in the corporate plan and business plan;
3. Organize Meetings of the Board of Directors of the company on a regular basis and with ample time;
4. Establish the company's organizational structure complete with details of the duties of each division and business unit;
5. Oversee the company's resources effectively and efficiently;
6. Hold and maintain a Register of Shareholders and Share Ownership List of members of the Board of Directors and Board of Commissioners and their families (spouses and children) in the company and other companies (Special List);
7. Establish the company's internal control system and risk management;
8. Pay attention to the rational interests of the company's stakeholders.

The Board of Directors is authorized to do the following:

1. Represent and bind the company to other parties and carry out all management and ownership actions;
2. To appoint one or more representatives or proxies by granting power of attorney to fulfil certain actions;
3. Regulate the company's human resources including the appointment and dismissal of employees, determination of salaries or pension savings and other employees' income of the company based on applicable laws and/or GMS decisions.
4. In order to buoy the implementation effectiveness of its duties and responsibilities, the Board of Directors is authorized to form committees and evaluate their performance at each fiscal year ending.



KOMITE AUDIT

Komite Audit adalah komite independen yang dibentuk oleh dan bertanggung jawab kepada Dewan Komisaris. Komite Audit memiliki fungsi utama membantu Dewan Komisaris melaksanakan tanggung jawab pengawasan atas metode dan proses pelaporan keuangan, manajemen risiko, audit, dan kepatuhan terhadap peraturan perundang-undangan yang berlaku sebagaimana tercantum dalam Pedoman Kerja Komite Audit.

KOMITE NOMINASI DAN REMUNERASI

Komite Nominasi dan Remunerasi (KNR) dibentuk oleh dan bertanggung jawab kepada Dewan Komisaris, dalam membantu melaksanakan fungsi dan tugas Dewan Komisaris terkait nominasi dan remunerasi terhadap anggota Direksi dan anggota Dewan Komisaris.

SEKRETARIS PERUSAHAAN

Sekretaris Perusahaan (Corporate Secretary) adalah orang perseorangan atau penanggung jawab dari unit kerja yang menjalankan fungsi sekretaris perusahaan. Tugas Sekretaris Perusahaan antara lain, (i) memastikan kepatuhan hukum perusahaan terhadap peraturan perundang-undangan yang berlaku, khususnya peraturan perundang-undangan di bidang Pasar Modal; (ii) membantu Direksi dan Dewan Komisaris dalam pelaksanaan tata kelola perusahaan; serta (iii) bertindak sebagai penghubung antara perusahaan dengan pemegang saham, Otoritas Jasa Keuangan dan pemangku kepentingan lainnya.

MANAJEMEN RISIKO [102-11]

Manajemen Risiko merupakan unit yang berfungsi untuk membantu Direksi dalam melakukan identifikasi dan penilaian potensi risiko yang ada pada kegiatan perusahaan. Secara struktur, Unit Manajemen Risiko berada di bawah Presiden Direktur.

Penerapan Manajemen Risiko di Astragraphia mengacu kepada Astra Group *Risk Management Framework*, *Enterprise Risk Management*, dan Pedoman Kerja Manajemen Risiko ISO 31000.

Berdasarkan penerapan pedoman kerangka kerja di atas, diharapkan dapat memberikan kemudahan bagi manajemen dalam memitigasi risiko dan dalam proses pengambilan keputusan. Hasil identifikasi yang diperoleh memberikan gambaran potensi risiko yang ada dan sebagai bagian dari aktivitas pengendalian internal.

THE AUDIT COMMITTEE

Audit Committee is an independent committee formed by and responsible to the Board of Commissioners. The Audit Committee has the main function of facilitating the Board of Commissioners carry out oversight responsibilities for the methodologies and processes of financial reporting, risk management, auditing, and compliance with applicable laws and regulations as stated in the Audit Committee Work Guidelines.

NOMINATION AND REMUNERATION COMMITTEE

The Nomination and Remuneration Committee (KNR) is formed by and is responsible to the Board of Commissioners, in helping carry out the functions and duties of the Board of Commissioners related to the nomination and remuneration of members of the Board of Directors and members of the Board of Commissioners.

CORPORATE SECRETARY

The Corporate Secretary is an individual or person in charge of a work unit that carries out the function of the company secretary. The duties of the Corporate Secretary include, (i) ensuring the company's legal compliance with applicable laws and regulations, in particular the legislation in the Capital Market sector; (ii) assisting the Board of Directors and Board of Commissioners in implementing corporate governance; and (iii) acts as a liaison between the company and shareholders, the Financial Services Authority and other stakeholders.

RISK MANAGEMENT [102-11]

Risk Management unit is a unit that functions to assist the Board of Directors in identifying and evaluating potential risks that may exist in the company's operations. Structurally, the Risk Management Unit is under the President Director.

The application of Risk Management in Astragraphia refers to the Astra Group Risk Management Framework, Enterprise Risk Management, and ISO 31000 Risk Management Work Guidelines.

Based on the above application of the framework guidelines, it is expected to provide convenience for the management in mitigating risks and in decision-making process. The identification results obtained provide an overview of potential risks that may exist and as part of internal control undertakings.

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Evaluasi penerapan manajemen risiko dilakukan untuk menilai tingkat kematangan penerapan manajemen risiko perusahaan dan memberikan keyakinan kepada Direksi mengenai efektivitas pengendalian internal. Hasil evaluasi atas pelaksanaan sistem pengendalian internal menjadi salah satu dasar evaluasi Manajemen terhadap efektivitas sistem pengendalian internal. Hasil evaluasi menjadi rujukan dalam menetapkan penyempurnaan sistem atau kebijakan yang lebih efektif dalam menjalankan kegiatan perusahaan.

KODE ETIK DAN BUDAYA PERUSAHAAN [102-16]

Etika Bisnis (*Code of Conduct*) Astragraphia mengatur pedoman berperilaku di lingkungan internal Astragraphia, yaitu hubungan antar karyawan, Dewan Komisaris dan Direksi, maupun hubungan dengan pihak eksternal seperti pemegang saham, perusahaan afiliasi, prinsipal, investor, pelanggan, pemasok, Pemerintah, masyarakat serta lingkungan sekitar. Pedoman ini disampaikan kepada karyawan sejak mereka diterima menjadi karyawan Astragraphia dalam training mengenai pengenalan terhadap Astragraphia, dan disosialisasikan pada setiap kesempatan kepada karyawan agar selalu mengingat dan mematuhi dengan baik. Etika Bisnis ini dimuat juga dalam website Astragraphia untuk memudahkan karyawan apabila diperlukan. Pelanggaran terhadap Etika Bisnis akan dikenakan sanksi sebagaimana diatur dalam Peraturan Perusahaan.

Pokok-Pokok Isi Kode Etik

- I. Pedoman Etika Bisnis dan Etika Kerja
 1. Etika Bisnis Eksternal dan Internal
 2. Etika Kerja
- II. Sekretaris Perusahaan
- III. Audit dan Manajemen Risiko
 1. Komite Audit
 2. Audit Internal
 3. Manajemen Risiko
 4. Eksternal Auditor
- IV. Pedoman Benturan Kepentingan
- V. Kebijakan Mekanisme Sistem Pelaporan Pelanggaran

Assessment on the application of risk management is performed to assess the implementation level of the company's risk management maturity and to provide confidence to the Board of Directors regarding the internal control effectiveness. The results of the internal control system implementation evaluation are one of the bases for management's evaluation of the internal control system effectiveness. The results of the evaluation act a reference in establishing more effective improvements to the system or policies in company's operations.

CODE OF ETHICS AND CORPORATE CULTURE [102-16]

Astragraphia's Business Ethics (*Code of Conduct*) regulates the guidelines for conducts in Astragraphia's internal environment, namely relations between employees, the Board of Commissioners and Directors, as well as relationships with external parties such as shareholders, affiliated companies, principals, investors, customers, suppliers, the Government, the community, and surrounding environment. This guideline disseminated to employees as they are hired as Astragraphia's employees in training on introducing Astragraphia, and socialized to employees at every opportunity to always bear in mind the code of ethics and properly abide by them. Business Ethics is also posted on the Astragraphia website to remind employees when necessary. Violations of Business Ethics will be subject to sanctions as stipulated in Company Regulations.

Code of Ethics Highlights

- I. Guidelines for Business Ethics and Work Ethics
 1. External and Internal Business Ethics
 2. Work Ethics
- II. Corporate Secretary
- III. Audit and Risk Management
 1. Audit Committee
 2. Internal Audit
 3. Risk Management
 4. External Auditor
- IV. Conflict of Interest Guidelines
- V. Policy Mechanism for Reporting Violations



KEBIJAKAN, PROSEDUR SERTA PELATIHAN ANTI KORUPSI [205]

Astragraphia menerapkan etika bisnis, yang di dalamnya memuat larangan pemberian hadiah, hal ini tercantum dalam buku Peraturan Perusahaan yang dibagikan kepada setiap karyawan pada Bab Larangan Selama dalam Hubungan Kerja, pasal 23. Selain itu ada pula kode etik perusahaan yang dimuat dalam situs *web* Astragraphia, yaitu komitmen Astragraphia dan karyawannya untuk tidak memberi kepada atau menerima dari pelanggan imbalan atau hadiah (yang substansial) yang dapat mempengaruhi pengambilan keputusan.

Sebagai salah satu wujud komitmen PT Astra Graphia Tbk dalam menerapkan tata kelola dalam menerapkan tata kelola perusahaan yang baik, Astragraphia bekerja sama dengan Arfidea Kadri Sahetapy Engel Tisnadisastra (“Akset”) Law Firm mengadakan Training for Trainers Indonesia Anti Bribery and Anti - Corruption Legislation” pada tanggal 16 Agustus 2019. Acara ini dihadiri oleh Direksi, Chief, dan Manajemen PT Astra Graphia Tbk dengan tujuan memahami Undang-Undang No. 31 Tahun 1999 sebagaimana diubah dengan Undang-Undang No. 20 Tahun 2001 tentang Pemberantasan Tindak Pidana Korupsi dan Terciptanya Peningkatan Kualitas tata kelola perusahaan.

SISTEM PELAPORAN PELANGGARAN

Astragraphia belum memiliki *whistleblowing system*, namun Astragraphia memiliki sistem pelaporan pelanggaran.

- Cara Penyampaian Laporan Pelanggaran

Melalui unit-unit yang aktif terlibat dalam pengawasan, khususnya Departemen Audit Internal, Astragraphia memiliki mekanisme kerja yang melakukan audit berkala dan/atau menerima laporan dari karyawan atau pemangku kepentingan (*stakeholders*) apabila mengetahui adanya penyalahgunaan, penyimpangan atau pelanggaran terkait kode etik Astragraphia, etika bisnis, peraturan perusahaan, anggaran dasar, hukum, rahasia perusahaan atau rahasia dagang dan pelanggaran lainnya yang dapat merugikan Astragraphia maupun pemangku kepentingan (*stakeholders*). Laporan pelanggaran dapat juga disampaikan melalui Kotak Saran Karyawan dalam *portal web* intranet perusahaan.

ANTI-CORRUPTION POLICIES, PROCEDURES AND TRAINING [205]

Astragraphia enforces business ethics, which includes the prohibition on gift giving, as stated in the Company Regulations in the Prohibition Chapter During Employment, article 23 disseminated to every employee. In addition, company code of ethics is also posted on the Astragraphia website, such as Astragraphia’s commitment for its employees not to give or receive substantial rewards or gifts from customers that can impair decision making.

As one of PT Astra Graphia Tbk’s commitments in implementing good corporate governance, Astragraphia in collaboration with Arfidea Kadri Sahetapy Engel Tisnadisastra (“Akset”) Law Firm held a Training for Trainers Indonesia Anti Bribery and Anti - Corruption Legislation on August 16, 2019. The event was attended by the Directors, Chiefs and Management of PT Astra Graphia Tbk with the aim of better understanding of Law No. 31 of 1999 as amended by Law No. 20 of 2001 concerning Eradication of Corruption and the creation of improved quality of corporate GCG.

VIOLATION REPORTING SYSTEM

Astragraphia does not have a whistleblowing system, however, Astragraphia has a violation reporting system in place.

- Violation Report Submission Procedure

Through units that are actively involved in supervision, in particular the Internal Audit Department. Astragraphia has a work mechanism that conducts periodic audits and/or receives reports from employees or stakeholders should they become aware of any abuse, deviation or violations contravening Astragraphia code of ethics, business ethics, company regulations, articles of association, laws, company secrets or trade secrets and other violations that can impair Astragraphia and its stakeholders. Reports of violations can also be submitted through the Employee Suggestion Box on the company’s intranet web portal.

Tata Kelola Perusahaan

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- Perlindungan Bagi Pelapor

Astragraphia memberikan perlindungan bagi pelapor dan akan melakukan penelaahan atas laporan dan mengambil tindakan-tindakan yang diperlukan. Selain itu, Astragraphia akan melakukan tindakan perbaikan yang dianggap perlu guna mencegah terjadinya pelanggaran yang sejenis.

- Penanganan Pengaduan

Pengaduan disampaikan melalui Kotak Saran Karyawan dalam *portal web* intranet Astragraphia yang berada di bawah Human Capital Management dan pelapor diberikan perlindungan atas pengaduan yang disampaikan.

- Pengelolaan Pelaporan Pelanggaran

Pelaporan pelanggaran dikelola oleh Departemen Human Capital Management.

- Jumlah Pelaporan Pelanggaran

Sepanjang tahun 2019 tidak terdapat pelaporan pelanggaran yang diterima oleh Astragraphia.

- Violation Reporter Protection

Astragraphia provides protection for reporter and will conduct a review of the report and take the necessary actions. In addition, Astragraphia will take corrective actions deemed necessary to prevent future occurrence of similar violations.

- Complaint Handling

Complaints shall be submitted through the Employee Suggestion Box on the Astragraphia intranet web portal under Human Capital Management and the reporter of violation is given protection for the complaints submitted.

- Management of Reporting Violations

Violation reporting is handled by the Human Capital Management Department.

- Number of Reporting Violations

Throughout 2019, there were no reported violations submitted to Astragraphia.

PENGELOLAAN ASPEK TANGGUNG JAWAB SOSIAL DAN LINGKUNGAN

Astragraphia mengelola aspek Tanggung Jawab Sosial dan Lingkungan melalui divisi Corporate Communications, CSR & Office Services yang memiliki fungsi strategis untuk menetapkan arahan dan target strategis program CSR Astragraphia.

MANAGING ASPECTS OF SOCIAL AND ENVIRONMENTAL RESPONSIBILITY

Astragraphia manages aspects of Social and Environmental Responsibility through the Corporate Communications, CSR & Office Services division which has a strategic function to determine the direction and strategic targets of Astragraphia's CSR programs.

ASTRAGRAPHIA DAN PEMANGKU KEPENTINGAN [102-42]

Pemangku kepentingan adalah komponen penting dari agenda keberlanjutan Astragraphia. Perusahaan melakukan pendekatan dengan para pemangku kepentingan untuk memperoleh masukan tentang kinerja, mutu produk, dan jasa.

ASTRAGRAPHIA AND STAKEHOLDERS [102-42]

Stakeholders are an important constituent of Astragraphia's sustainability agenda. The company approaches stakeholders to gain feedback on performance, product quality, and services.

Tabel berikut ini menggambarkan interaksi Astragraphia dengan pemangku kepentingan, yang dipilih berdasarkan pada rentang pengaruh dan kepentingannya kepada keberlanjutan perusahaan. Dari hasil pendekatan yang dilakukan, terdapat beberapa isu dari pemangku kepentingan yang dibahas dalam Laporan Keberlanjutan ini.

The following table illustrates Astragraphia's interactions with stakeholders, which are chosen based on the range of influence and importance to the company's sustainability. From the results of the approach taken, there are a number of stakeholder issues discussed in this Sustainability Report.



Identifikasi kebutuhan dan pendekatan pemangku kepentingan [102-40] [102-43][102-44]

Identification of stakeholder needs and approaches [102-40] [102-43] [102-44]

Pemangku Kepentingan Stakeholders	Isu Terkait Related Issues	Metode Pelibatan Method of Engagement	Disajikan dalam Laporan Expressed in Reports
Pelanggan	- Kualitas produk dan jasa - Kepuasan pelanggan - Reputasi perusahaan - Perlindungan pelanggan	- Layanan Pelanggan - Survei Kepuasan Pelanggan - Inovasi Produk dan Jasa - Kesehatan dan Keselamatan Pelanggan	Portfolio Roadmap
Customer	- Product and service quality - Customer satisfaction - Company reputation - Customer protection	- Customer Service - Customer Satisfaction Survey - Product and Service Innovation - Customer Safety	Portfolio Roadmap
Karyawan	- Praktik ketenagakerjaan - Kesejahteraan - Pengembangan kompetensi - Lapangan pekerjaan - Kesetaraan kesempatan kerja - Pengalaman bekerja yang berharga dan menyenangkan - Pemenuhan hak karyawan	- Keselamatan dan kesehatan kerja - Program apresiasi - Survei kepuasan karyawan - Pelatihan - Forum komunikasi - Penugasan kerja	People Roadmap
Employee	- Employment practices - Welfare - Competency development - Employment - Equal employment opportunities - Valuable and enjoyable work experience - Fulfillment of employment rights	- Occupational Health and Safety - Appreciation program - Employee satisfaction survey - Training - Communication forum - Job assignment	People Roadmap

Tata Kelola Perusahaan

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LAPORAN KEBERLANJUTAN 2019 PT ASTRA GRAPHIA TBK

Pemangku Kepentingan Stakeholders	Isu Terkait Related Issues	Metode Pelibatan Method of Engagement	Disajikan dalam Laporan Expressed in Reports
Pemegang Saham	- Pelaksanaan tata kelola - Keterbukaan informasi - Manfaat finansial - Manajemen risiko dan reputasi	- Laporan per kuartal dan laporan tahunan - Rapat umum pemegang saham - Pedoman kerja Dewan Komisaris dan Direksi - Public Expose - Update meeting	- Tata Kelola - Portfolio Roadmap
Shareholders	- Governance implementation - Information disclosure - Financial benefits - Risk management and reputation	- Quarterly reports and annual reports - General meeting of shareholders - Board of Commissioners and Directors Work Guidelines - Public Expose - Update meeting	- Governance - Portfolio Roadmap
Pemasok	Hubungan bisnis berkelanjutan	- Pelaporan pencapaian bulanan - Pencapaian <i>partnership level</i> - Pelatihan	Portfolio Roadmap
Suppliers	Sustainable business relationships	- Monthly achievement reporting - Achievement of partnership level - Training	Portfolio Roadmap
Masyarakat dan Komunitas	- Program pendidikan - Program kesehatan - Pengelolaan dampak lingkungan	- Program kehumasan - Pelaksanaan program kontribusi sosial - Penghematan energi - Upaya pengurangan limbah dan emisi	Public Contribution Roadmap
Society and Communication	- Education programs - Health program - Environmental impact management	- Public relations program - Implementation of the social contribution program - Energy savings - Waste and emission reduction efforts	Public Contribution Roadmap



KEANGGOTAAN ORGANISASI [102-13]

Astragraphia berperan aktif dalam forum komunikasi formal sebagai anggota di berbagai asosiasi bisnis untuk membina dan melakukan hubungan baik dengan berbagai pihak dalam rangka mengembangkan jaringan. Bersama-sama Astragraphia berkontribusi membahas dan memberikan masukan mengenai berbagai isu seperti kebijakan pemerintah, ketenagakerjaan, serta perkembangan kondisi ekonomi, politik, dan sosial. Keterlibatan Astragraphia dalam asosiasi bisnis, antara lain:

- Asosiasi Pengusaha Komputer Indonesia (Apkomindo)
- Asosiasi Industri Teknologi Informasi (AITI)
- Kamar Dagang dan Industri (KADIN) Indonesia
- Asosiasi Emiten Indonesia (AEI)
- Asosiasi perusahaan Perdagangan Barang Distributor, Keagenan dan Industri Indonesia (ARDIN INDONESIA)
- Asosiasi Pengadaan Pemeliharaan Perlengkapan Pegawai dan Kantor
- Asosiasi Perusahaan Teknik Mekanikal Elektrikal (APTEK) Provinsi DKI Jakarta
- Asosiasi Perusahaan Pengadaan Komputer dan Telematika Indonesia (ASPEKMI)
- Asosiasi Perusahaan Pengadaan Komputer dan Telematika Indonesia (ASPEKMI)
- Asosiasi Distributor Resmi Mesin Fotokopi Berwarna dan Mesin Multifungsi Berwarna (ADMINKOM).

ORGANIZATIONAL MEMBERSHIP [102-13]

Astragraphia plays an active role in formal communication forums as members in various business associations to foster and conduct good relations with various parties in to widens its networks. Together Astragraphia contributes to discussing and providing input on various issues such as government policies, employment, and the development of economic, political and social conditions. Astragraphia's involvement in business associations includes:

- Indonesian Computer Entrepreneurs Association (Apkomindo)
- Information Technology Industry Association (AITI)
- Indonesian Chamber of Commerce and Industry (KADIN)
- Indonesian Issuers Association (AEI)
- Association of Indonesian Distributor, Agency and Industrial Goods Trading Companies (ARDIN INDONESIA)
- Procurement Association of Office Maintenance Equipment
- Association of Mechanical Electrical Engineering Companies (APTEK) DKI Jakarta Province
- Indonesian Computer and Telematics Procurement Association (ASPEKMI)
- Indonesian Computer and Telematics Procurement Association (ASPEKMI)
- Association of Authorized Distributors of Color Photocopiers and Color Multifunction Machines (ADMINKOM).



PORTFOLIO ROADMAP

Portfolio Roadmap



Portfolio Roadmap

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LAPORAN KEBERLANJUTAN 2019 PT ASTRA GRAPHIA TBK

Demi menjaga pertumbuhan bisnis dan pangsa pasar yang baik, Direksi menetapkan beberapa strategi dan kebijakan strategis untuk dijalankan pada tahun 2019. Strategi bisnis yang dijalankan sesuai dengan Rencana Kerja Anggaran Tahunan (RKAT) 2019, yaitu: memaksimalkan kontribusi pendapatan dan keuntungan dari bisnis inti, meningkatkan kontribusi pendapatan dari bisnis inisiatif, meningkatkan pangsa pasar bisnis *e-commerce*, serta mengembangkan bisnis baru Astragraphia untuk menjaga keberlanjutan bisnis di masa mendatang.

Memperhitungkan situasi bisnis yang ada serta melihat kompetisi yang semakin ketat, penguatan pada bisnis inti menjadi langkah yang diambil perusahaan dengan tetap memberi ruang eksplorasi yang cukup bagi pertumbuhan bisnis baru. Transformasi bisnis tetap menjadi agenda yang utama bagi perusahaan, agar Astragraphia dapat terus memberikan layanan terbaik kepada seluruh pelanggannya, serta berkontribusi positif kepada kelompok usaha Astra dan Negara. [\[103-1, 103-2, 103-3\]](#)

KINERJA BISNIS ASTRAGRAPHIA 2019

Di tengah kondisi ekonomi yang cukup menantang dari dalam dan luar negeri, di tahun 2019 secara konsolidasi Astragraphia tetap mampu membukukan pertumbuhan pendapatan bersih sebesar 17%, dengan pencapaian sebesar Rp4,772 triliun. Pertumbuhan ini dikontribusikan dari bisnis inti yang berhasil tumbuh sebesar 7%, bisnis entitas anak AXI yang berhasil tumbuh hingga 58%, serta stabilnya pendapatan untuk kategori *services* dari entitas anak AGIT. Dari hasil tersebut, secara konsolidasi Astragraphia membukukan keuntungan bersih sebesar Rp251 miliar atau turun 7% dari tahun sebelumnya. Astragraphia berhasil mencapai pendapatan yang ditargetkan dengan kontribusi utama dari segmen usaha solusi perkantoran. Meskipun demikian, secara margin laba yang diperoleh mengalami penurunan dibandingkan tahun 2018. Hal ini disebabkan oleh persaingan pasar yang semakin kompetitif. [\[201-1\]](#)

Astragraphia terus melanjutkan transformasi untuk menjadi perusahaan penyedia layanan *printing* dan digital terdepan. Kami telah menetapkan berbagai langkah strategis yang meliputi aspek bisnis, penguatan organisasi, maupun budaya perusahaan agar mampu mengambil peluang dalam bisnis dan menunjang kepemimpinan kami dalam industri *printing* dan digital. [\[203-1\]](#)

To maintain excellent business growth and market share, the Board of Directors set forth a number of strategies and policies implemented in 2019. The business strategies instigated were in accordance with the 2019 Annual Budget Work Plan, such as: maximizing revenue and profits from core business, raising revenue contribution from business initiatives, boosting *e-commerce* businesses market share, and expanding Astragraphia's new business to warrant future business sustainability.

Taking into consideration the existing business situation and observing increasingly fierce competition, strengthening the core business is a measure taken by the company while still allowing ample resources for new business growth. Business transformation remains the company's main agenda, to facilitate Astragraphia to deliver the best service to all its customers, as well as contribute positively to the Astra business groups and the State. [\[103-1, 103-2, 103-3\]](#)

ASTRAGRAPHIA BUSINESS PERFORMANCE 2019

In the midst of challenging economic situation from within and outside the country, in 2019 on a consolidated basis Astragraphia successfully booked a net revenue growth of 17%, with an achievement of Rp4.772 trillion. This growth was contributed by the core business that grew by 7%, the subsidiary business AXI managed to grow up to 58%, as well as the stable income from its services category under the subsidiary AGIT. From these results, on a consolidated basis Astragraphia posted a net profit of Rp251 billion, down 7% from the previous year. Astragraphia managed to achieve targeted revenue with major contributions from the office solutions business segment. Nonetheless, in terms of margin, the company's total profit decreased from 2018. This was due to the increasingly fierce market competition. [\[201-1\]](#)

Astragraphia continues to transform itself to become a leading printing and digital services provider. We have instituted various strategic measures covering business aspects, organizational strengthening, and sounder corporate culture to be able to seize business opportunities and safeguard our leadership in the printing and digital industries. [\[203-1\]](#)



LABA BERSIH

Net Profit



2019	
Rp250,99	
2018	2017
Rp270,40	Rp257,23

(dalam miliar/in billion)

PENDAPATAN BERSIH

Net Income



2019	
Rp4.771,80	
2018	2017
Rp4.069,98	Rp3.918,43

(dalam miliar/in billion)

PERTUMBUHAN PENDAPATAN BERSIH [201-1]

Net Revenue Growth



2019	
17%	
2018	2017
4%	44%

RASIO LABA BERSIH TERHADAP EKUITAS

Ratio of Net Income to Equity



2019	
15%	
2018	2017
18%	19%

LABA YANG DIATRIBUSIKAN KEPADA PEMILIK ENTITAS INDUK DAN KEPENTINGAN NON PENGENDALI

Profit Attributable to Owners of the Parent Entity and Non-Controlling Interests



2019	
Rp250,99	
2018	2017
Rp270,40	Rp257,23

(dalam miliar Rp/in billion Rp)

LABA PER SAHAM

Earnings per Share



2019	
Rp186	
2018	2017
Rp200	Rp191

(dalam Rupiah penuh/in full Rupiah)

JUMLAH EKUITAS [102-7]

Total Equity



2019	
Rp1.626,01	
2018	2017
Rp1.484,23	Rp1.321,18

(dalam miliar Rp/in billion Rp)

JUMLAH ASET [102-7]

Total Assets



2019	
Rp2.896,84	
2018	2017
Rp2.271,34	Rp2.411,87

(dalam miliar Rp/in billion Rp)

DIVIDEN TOTAL PER SAHAM

Total Dividends per Share



2019*	
Rp74	
2018	2017
Rp80	Rp76

* Dividen Final 2019
Jika disetujui Pemegang Saham pada RUPS Tahunan bulan April 2020.
2019 Final Dividend
Subject to approval of Shareholders at Annual GMS in April 2020.

KAPITALISASI PASAR

Market Capitalization



2019	
Rp1.281.341	
2018	2017
Rp1.793.878	Rp1.766.902

(dalam juta Rp/in million Rp)

Portfolio Roadmap

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LAPORAN KEBERLANJUTAN 2019 PT ASTRA GRAPHIA TBK

PRODUK DAN PELAYANAN TERBAIK KEPADA PELANGGAN

Tanggung jawab yang diberikan Astragraphia mencakup sebelum dan sesudah pembelian produk dan solusi. Selain mendeskripsikan petunjuk penggunaan dan keamanan, Astragraphia berkomitmen untuk memberikan layanan purna jual berupa pemeriksaan dan perbaikan secara berkala maupun insidental.

Astragraphia sebagai bagian dari grup Astra berkomitmen untuk selalu menyediakan produk dan layanan berkualitas bagi pelanggan. Astragraphia menjaga kualitas produk dan layanan melalui berbagai upaya di antaranya:

- Memberikan pelatihan yang berkelanjutan kepada karyawan di masing-masing lini fungsi.
- Senantiasa memegang prinsip *continous improvement* dalam pengembangan produk dan layanan.
- Memberikan layanan purna jual berupa pemeriksaan dan perbaikan secara berkala maupun insidental.
- Pelanggan dapat menghubungi *Customer Contact Centre* (CCC) melalui telepon di Halo Astragraphia 1500 345 atau melalui *e-mail*: ccc@astragraphia.co.id. Astragraphia menerima pengaduan dan secara proaktif melakukan penanggulangan atas keluhan konsumen, baik melalui arahan lewat telepon, maupun kunjungan teknisi ke lokasi pelanggan yang didukung oleh 25 tenaga *contact center* yang bertanggung jawab untuk menerima 273.325 *call* selama tahun 2019.
- Menyediakan 277 *customer engineer* yang selalu siap membantu pelanggan yang tersebar di seluruh Indonesia, melalui 32 cabang dan 92 titik layanan yang mencakup 514 kota dan kabupaten.
- Program **3-Hours Downtime**, merupakan bentuk komitmen Astragraphia untuk menjaga keberlangsungan performa produk dengan cara menjamin mesin *office digital* yang mengalami kerusakan akan kembali berfungsi maksimum dalam tiga jam sejak laporan diterima Halo Astragraphia 1500 345. Program jaminan ini berlaku di wilayah dalam radius 30 km dari kantor cabang (Metro), antara lain: Jakarta, Tangerang, Bekasi, Karawang, Bandung, Semarang, Yogyakarta, Surabaya, Denpasar, Medan, Batam, Pekanbaru, Palembang, Pontianak, Balikpapan, Banjarmasin, Makassar, dan Manado. Penjelasan lebih detail untuk tipe produk yang memiliki garansi **3-Hours Downtime** dapat dilihat pada *website* www.documentsolution.com.

BEST PRODUCTS AND SERVICES TO CUSTOMERS

Astragraphia's responsibilities include before and after purchase of products & solutions. In addition to explaining manual and safety instructions, Astragraphia is committed to providing after-sales service as periodic and incidental inspections and repairs.

Astragraphia as part of the Astra group is committed to continuously providing quality products and services for customers. Astragraphia maintains the quality of its products and services through various endeavors including:

- Provide ongoing training to employees in each line of functions,
- Persistently encourages continuous improvement principle in the development of products & services,
- Provide regular and incidental inspections and repairs after-sales services.
- Customers can call the Customer Contact Center (CCC) via Halo Astragraphia 1500 345 or by e-mail: ccc@Astragraphia.co.id. astragraphia handles complaints and proactively responds to consumer complaints, both via telephone referrals, as well as technician visits to customer locations supported by 25 contact center staff responsible for handling 273,325 calls throughout 2019.
- Providing 277 customer engineers who are always ready to assist customers throughout Indonesia, by means of 32 branches and 92 service points covering 514 cities and regencies.
- **3-Hours Downtime Program**, is a form of Astragraphia's commitment to sustain product performance by ensuring that malfunctioning digital office machines to resume functioning within three hours of receiving Halo Astragraphia 1500 345 call. This Guarantee Program is applicable in areas within a 30 km radius of branch offices (Metro), including: Jakarta, Tangerang, Bekasi, Karawang, Bandung, Semarang, Yogyakarta, Surabaya, Denpasar, Medan, Batam, Pekanbaru, Palembang, Pontianak, Balikpapan, Banjarmasin, Makassar, and Manado. A more detailed explanation for the types of products covered by this **3-Hours Downtime** guarantee can be acquired on www.documentsolution.com.



Setiap tahunnya, Astragraphia juga terus mengevaluasi kinerja produk dan layanan yang ditawarkan kepada pelanggan dari proses penjualan hingga layanan purna jual, melalui Survei Kepuasan Pelanggan. Hasil survei tersebut digunakan sebagai landasan Astragraphia untuk terus menerus meningkatkan kualitas layanan. Survei ini dilakukan kepada 1.000 pelanggan Astragraphia dengan mengukur kepuasan terhadap produk, *engineer service*, *complaint handling*, *system analyst*, *consumable service*, *helpdesk service*, *sales force*, dan *payment terms*. Selain itu, survei ini dilakukan sebagai bentuk upaya Astragraphia untuk memenuhi standar ISO 9001:2015 dan memastikan bahwa kepuasan pelanggan tetap terjaga. Hasil Survei Kepuasan Pelanggan 2019 menunjukkan Indeks Kepuasan Pelanggan berada pada angka 76,19. Indeks ini mengalami peningkatan dibanding tahun 2018 (75,77). [103-1, 103-2, 103-3]

Perlindungan Informasi untuk Pelanggan

Astragraphia berkomitmen menjaga privasi dan informasi pelanggan dengan tunduk pada peraturan yang berlaku. Informasi pelanggan merupakan bentuk kerahasiaan yang tidak dapat dibagikan kepada pihak lain, kecuali sebagaimana diatur oleh peraturan dan perundang-undangan yang berlaku. Secara tidak langsung, menjaga informasi pelanggan merupakan bentuk kepercayaan yang akan mempengaruhi reputasi Astragraphia. Selama tahun 2019, tidak terdapat keluhan yang berdampak material terkait pelanggaran kerahasiaan pelanggan yang melibatkan organisasi lain dan badan regulator. [418-1]

Inovasi dan Pengembangan Produk

Astragraphia dengan dukungan Fuji Xerox sebagai prinsipal menyediakan produk-produk yang ramah lingkungan baik ditinjau dari konsumsi energi yang dibutuhkan, maupun dari bahan pakai dan bahan dasar produk. Oleh karena itu, Astragraphia meluncurkan produk Fuji Xerox ApeosPort-VII C Series dan Fuji Xerox DocuPrint 3205 Series. Produk ini menyediakan fitur-fitur layanan yang dapat meningkatkan efisiensi proses bisnis yang berujung pada penghematan biaya dan pemotongan emisi karbon akibat penggunaan listrik yang lebih hemat. Selain itu kedua produk tersebut juga didukung dengan penggunaan toner Fuji Xerox, dikenal sebagai SUPER EA-ECO yang dapat mengurangi dampak kerusakan lingkungan dan menurunkan emisi CO₂ dengan penerapan teknologi terbaru dimana hasil cetakan dapat menempel di kertas pada suhu 10% lebih rendah dari toner biasa. [302-5, 301-3]

Each year, Astragraphia assesses the performance of its products and services delivered to customers commencing from procurement process to after-sales service, through Customer Satisfaction Survey. The survey results are sourced as the basis for Astragraphia to continuously improve its service quality. This survey was conducted to 1,000 Astragraphia customers by quantifying product satisfaction, engineer service, complaint handling, system analysts, consumable services, helpdesk service, sales force, and payment terms. In addition, this survey was conducted as part of Astragraphia's efforts to attain ISO 9001:2015 standards and ensure customer satisfaction is preserved. The results of the 2019 Customer Satisfaction Survey demonstrated that the Customer Satisfaction Index stands at 76.19. This index has risen compared to 2018 (75.77). [103-1, 103-2, 103-3]

Customer Information Protection

Astragraphia is committed to safeguarding customers' privacy and information in compliance with applicable regulations. Customer information is confidential that cannot be shared, except as governed by applicable laws and regulations. Indirectly, safeguarding customer information is a form of maintaining trust that will shape Astragraphia's reputation. During 2019, there were no complaints that had a material impact regarding breaches of customer confidentiality involving other organizations and regulatory bodies. [418-1]

Product Innovation and Development

Astragraphia with the support of Fuji Xerox as its principal provides environmentally friendly products both in terms of energy consumption, as well as the product's basic raw materials. Hence, Astragraphia launched the Fuji Xerox ApeosPort-VII C Series and Fuji Xerox DocuPrint 3205 Series products. This product provides service features that can improve business process efficiency that lead to cost savings and reduction in carbon emissions due to more efficient use of electricity. In addition, these two products are correspondingly supported by Fuji Xerox toner, known as SUPER EA-ECO which can lessen environmental impact and reduce CO₂ emissions by applying the latest technology where the new improved toner can stick to paper at temperatures 10% lower than ordinary toner. [302-5, 301-3]

Portfolio Roadmap

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LAPORAN KEBERLANJUTAN 2019 PT ASTRA GRAPHIA TBK

TANGGUNG JAWAB PRODUK DAN PELAYANAN

[103-3]

Sebagai bentuk tanggung jawab terhadap keamanan, keselamatan kerja dan kondisi lingkungan, Astragraphia:

- Memastikan perangkat mesin memenuhi standar keamanan, dan terus melakukan pemantauan serta perbaikan yang diperlukan sepanjang penggunaan mesin secara berkala maupun insidental,
- Memberikan rekomendasi mengenai lingkungan kerja pelanggan sesuai ketentuan keamanan dasar yang terkait dengan suhu dan kelembaban ruangan, daya listrik, tata ruang mesin terhadap area kerja pengguna dan kriteria-kriteria lainnya sebelum melakukan pemasangan perangkat mesin (*Pre-Installation Assessment*),
- Menyampaikan petunjuk keamanan secara verbal maupun dalam dokumen tercetak kepada pelanggan,
- Memberikan edukasi terkait kesehatan, keamanan dan keselamatan kerja kepada teknisi secara berkesinambungan,
- Melakukan pengelolaan limbah bahan pakai setelah penarikan dari pelanggan dilakukan.

Selain bertanggungjawab terhadap keamanan, keselamatan kerja, dan kondisi lingkungan, Astragraphia selalu memberikan layanan pelanggan secara profesional. Pelanggan dapat menyampaikan keluhan melalui situs *web*, *email*, *live chat*, maupun call center Halo Astragraphia. Tidak hanya kemudahan akses, namun jaminan ketepatan dan kecepatan perbaikan layanan juga menjadi prioritas perusahaan, salah satunya melalui program *3 hours downtime*, yang menjajikan perbaikan mesin maksimum 3 jam mulai dari keluhan diterima oleh Astragraphia.

Selama tahun 2019, tercatat tidak ada produk yang ditarik kembali dengan berbagai alasan tertentu. Hingga akhir 2019, terdapat 7.725 keluhan yang bersifat teknis dan non-teknis. Jumlah ini menurun sekitar 6,6% jika dibandingkan tahun 2018.

Astragraphia senantiasa melakukan perbaikan layanan terus-menerus dan didukung oleh peranan aktif Customer Call Center Astragraphia yang melibatkan partisipasi dari *back office*, sehingga tingkat penanganan keluhan di tahun 2019 dapat mencapai 97,5%, meningkat dibandingkan dua tahun sebelumnya. Jumlah penanganan keluhan yang meningkat di tahun 2019 terutama disebabkan peningkatan penyebaran mesin di lapangan/*Machine in Field* (MIF) yaitu sebanyak 852 unit.

PRODUCT RESPONSIBILITY AND SERVICES [103-3]

As a form of responsibility for security, work safety and the environment, Astragraphia:

- Warrant devices meet safety standards, and continue to monitor and repair as required throughout the periodic or incidental use of equipment,
- Provide recommendations concerning customer's work environment in accordance with basic safety provisions relating to room temperature and humidity, electrical power, engine room layout of the user's work area and other criteria prior equipment installation (*Pre-Installation Assessment*),
- Deliver safety instructions verbally and in printed document forms to customers,
- Provide regular health, security and safety education for technicians,
- Manage consumable waste material after device withdrawal from customers.

In addition to being responsible for security, occupational safety and environmental conditions, Astragraphia also provides professional customer service. Customers can submit complaints through the website, e-mail, live chat and call center Astragraphia. Besides convenient access, the Company also set guaranteed accuracy and promptness of repair services as priority, one of which is through the 3-hour downtime program, a program that promises a maximum of 3 hours machine repairs starting from complaints received by Astragraphia.

During 2019, no products were recalled for various reasons. As of the end of 2019, there were 7,725 complaints that were technical and non-technical. This number decreases by 6.6% compared to 2018.

Astragraphia continues to make service improvements and is supported by the active role of Astragraphia Customer Call Center, which involves participation from the back office, so that the level of complaint handling in 2019 can reach 97.5%, an increase compared to the previous two years. The number of complaint handling that increased in 2019 was mainly due to an increase in Machine in Field (MIF) distribution, amounted to 852 units.



Year	Complaint Received	Complaint Resolved	% Percentage
2019	7.725	7.532	97,5%
2018	7.838	8.277	94,7%
2017	6.021	5.720	95,0%

Survei Kepuasan Pelanggan

Kepuasan pelanggan adalah jantung dari proses penjualan. Hal ini memberikan metrik yang dapat perusahaan gunakan untuk mengelola dan meningkatkan bisnis. Astragraphia melakukan survei setiap tahun untuk memastikan kepuasan pelanggan yang lebih besar dan meningkatkan tujuan kami untuk mempertahankan pelanggan dan mengulangi bisnis.

Survei Kepuasan Pelanggan dilakukan untuk memenuhi beberapa tujuan di bawah ini:

1. Memahami persepsi pelanggan tentang produk dan layanan Astragraphia mulai dari pra-penjualan, proses penjualan, hingga pasca-penjualan.
2. Memastikan adanya peningkatan kepuasan dan loyalitas pelanggan dibandingkan dengan tahun sebelumnya.
3. Menilai dan mengetahui kelebihan yang dimiliki perusahaan serta hal-hal yang perlu diperbaiki perusahaan untuk pelanggan.
4. Mendapatkan informasi lengkap tentang lanskap bisnis perangkat multifungsi dan mesin pencetakan produksi (termasuk ekuitas merek & loyalitas pelanggan, keunggulan dan diferensiasi produk yang kompetitif, serta kinerja partner bisnis).

Kesehatan dan Keselamatan Pelanggan

Sebagai bentuk tanggung jawab Astragraphia terhadap kesehatan dan keselamatan pelanggan, Astragraphia memberikan layanan sebagai berikut:

- Memberikan rekomendasi mengenai lingkungan kerja pelanggan sesuai ketentuan keamanan dasar yang terkait dengan suhu, kelembaban ruangan, daya listrik, tata ruang mesin terhadap area kerja pengguna, dan kriteria-kriteria lainnya sebelum pemasangan perangkat mesin (*Pre-Installation Assessment*),
- Menyampaikan petunjuk keamanan secara verbal maupun dalam dokumen tercetak kepada pelanggan,
- Memastikan perangkat mesin memenuhi standar keamanan, dan terus melakukan pemantauan serta perbaikan yang diperlukan sepanjang penggunaan mesin secara berkala maupun insidental,

Customer satisfaction survey

Customer satisfaction is at the heart of any sales process. This feeds the essentials that the company can exhaust to manage and improve business. Astragraphia conducts surveys every year to ensure greater customer satisfaction, improve customer retention and repeating business.

The Customer Satisfaction Survey was conducted to meet the following objectives:

1. To understand the customers' perspectives on Astragraphia's products and services, ranging from pre-sales, the sales process, up to post-sales.
2. To ensure an increase customer satisfaction and loyalty compared to the previous year.
3. To assess and identify the strengths of the company, as well as matters that need to be improved by the company for the customers
4. To acquire a comprehensive information regarding the business landscape of the multifunction devices and production printer (including brand equity & customer loyalty, a competitive product strengths and differentiation, as well as the performance of business partners).

Customer Health and Safety

As a form of Astragraphia's responsibility towards the health and safety of customers, Astragraphia provides the following services:

- Provide recommendations regarding the customer's work environment in accordance with basic safety provisions relating to room temperature, humidity, electrical power, machine layout to the user's work area, and other criteria prior to installation (*Pre-Installation Assessment*),
- Deliver safety instructions verbally and in printed documents to customers,
- Verify device meets safety standards, and continues to monitor and carry out repairs as needed throughout the periodic or incidental use of equipment,

Portfolio Roadmap

Portfolio Roadmap

- Memberikan edukasi terkait kesehatan, keamanan, dan keselamatan kerja kepada teknisi secara berkesinambungan,
- Melakukan pengelolaan limbah bahan pakai setelah penarikan dari pelanggan dilakukan.

Evaluasi Keamanan Produk

Dalam rangka menjaga kualitas dan keamanan penggunaan produk Fuji Xerox, Astragraphia dengan dukungan Fuji Xerox sebagai prinsipal menyediakan informasi terkait penanganan keselamatan penggunaan produk Fuji Xerox dari zat atau bahan yang berbahaya, terutama kandungan zat dalam produk toner Fuji Xerox. Informasi tersebut dapat dilihat pada dokumen *Safety Data Sheets* (SDS), dimana dokumen tersebut mencantumkan:

- Nama zat dalam suatu produk
- Bahan kimia yang terkandung
- Sifat kimia dan fisik bahan kimia
- Informasi bahaya kesehatan
- Panduan untuk penanganan dan penggunaan yang aman

Dampak atas Kegiatan Tanggung Jawab Sosial Barang/ Jasa

Secara umum, Astragraphia selalu menghadirkan pelayanan yang bertanggung jawab, memberikan edukasi yang berkesinambungan, baik kepada pelanggan maupun karyawan Astragraphia sendiri, serta mengelola limbah dengan baik sesuai ketentuan yang berlaku. Hal ini berdampak pada pengurangan resiko kecelakaan kerja, peningkatan produktivitas dan keselamatan pengguna, serta peningkatan kualitas lingkungan kerja di lokasi pelanggan.

ASTRAGRAPHIA DAN PEMBANGUNAN

Astragraphia senantiasa beraspirasi untuk menjadi perusahaan kebanggaan bangsa yang berperan serta dalam upaya untuk meningkatkan kesejahteraan masyarakat Indonesia. Aspirasi ini diwujudkan melalui bisnis Astragraphia dan kontribusi sosial melalui program-program keberlanjutan yang dimiliki di bidang kesehatan, pendidikan, serta lingkungan. **[103-2]**

Dampak Ekonomi Tidak Langsung

Astragraphia secara tidak langsung ikut serta dalam pembangunan infrastruktur teknologi informasi dan digitalisasi di Indonesia melalui produk dan layanan yang meliputi solusi dokumen, layanan digital, dan layanan perkantoran, baik melalui kemitraan dengan prinsipal kelas dunia maupun membangun solusi sendiri (*own solutions*).

- Provide health-related education, security, and safety for technicians working on an ongoing basis,
- Manage consumable waste material after device withdrawal from customers.

Product Safety Evaluation

In order to warrant the quality and safety on the use of Fuji Xerox products, Astragraphia with the support of Fuji Xerox, as its principal, provides information regarding to the safe handling of Fuji Xerox products from hazardous substances or materials, especially the substance content in Fuji Xerox toner products. This information is fully detailed in the Safety Data Sheets (SDS) document, where the document states:

- Names of substances in a product
- Chemicals contained
- Chemical and physical properties of chemicals
- Health hazard information
- Safe handling and utilization Guidelines

Bearing on Social Responsibility of Goods and Services

In general, Astragraphia always delivers responsible services, provides continuous education, both to customers and employees of Astragraphia itself, and to manage waste properly in accordance with applicable regulations. This has a bearing on reducing the risk of work accidents, increasing productivity and user safety, and improving the quality of the work environment at customer's location.

ASTRAGRAPHIA AND DEVELOPMENT

Astragraphia always aspires to become a company of national pride that partakes in efforts to improve the welfare of Indonesians. These aspirations are manifested through Astragraphia's business and social contributions through its sustainability programs in health, education and the environment. **[103-2]**

Indirect Economic Impacts

In running the business, each Astragraphia employee is responsible for implementing each program that supports sustainability through collaboration with other parties. This collaboration includes partnership with the principal, Fuji Xerox, as the main partner, as well as other partners that jointly provide document management solutions to customers.



Astragraphia membangun infrastruktur digital berupa *data center* dan *integrated operation center* (IOC) untuk membantu pelanggan mempercepat dan mempermudah proses transformasi digital, mereka. Dengan adanya infrastruktur tersebut, Astragraphia memberikan kualitas layanan yang mumpuni kepada pelanggan dengan biaya yang jauh lebih terjangkau.

Melalui kerja sama dengan mitra *print shop*, *graphic art* hingga pelaku UMKM, Astragraphia juga turut berkontribusi dalam mendorong kemajuan industri kreatif dalam negeri. **[203-1]**

MENGELOLA PEMASOK, MENGELOLA KEBERLANJUTAN

Astragraphia mengelola kualitas pemasok barang dan jasa bagi perusahaan dengan menerapkan kebijakan pengelolaan pemasok yang mencakup kebijakan standar operasional perusahaan dalam proses seleksi dan evaluasi untuk melindungi kepentingan bisnis dan hak-hak mitra kerja. **[102-9]**

Selama masa kerja sama, Astragraphia melakukan pembinaan, pemantauan, dan evaluasi mitra kerja yang dilakukan secara periodik untuk mengukur kinerja mereka. Pengukuran ini berdasarkan atas indikator kualitas, biaya, pengiriman, pemenuhan terhadap hak asasi manusia, indikator manajemen, dan kinerja lingkungan serta ketenagakerjaan.

Astragraphia built a digital infrastructure in the form of data center and integrated operation center (IOC) to assist customers in accelerating and simplifying their digital transformation process. With this infrastructure, Astragraphia is able to provide a reliable quality service to its customers at a much more affordable price.

Moreover, the company also established partnerships in supporting government programs, including empowering SMEs; providing skills training to communities, students, and non-profit organizations. **[203-1]**

SUPPLIERS AND SUSTAINABILITY MANAGEMENT

Astragraphia manages the quality of suppliers' goods and services for the company by putting into practice supplier management policies that cover the company's operational standards in the selection and evaluation process to protect business interests and the rights of business partners.

Throughout the cooperation period, Astragraphia conducts coaching, monitoring, and evaluating work partners on a periodic basis to measure their performance. This measurement is based on indicators of quality, cost, delivery, the fulfillment of human rights, management, environmental indicators as well as employment.



PEOPLE ROADMAP

People Roadmap



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LAPORAN KEBERLANJUTAN 2019 PT ASTRA GRAPHIA TBK

Sesuai dengan visi Astragraphia untuk menjadi mitra pilihan utama pelanggan dalam solusi dan jasa *printing* dan digital, Astragraphia menyadari perlunya memiliki sumber daya manusia yang berkualitas dengan kapabilitas unggul sehingga mampu mendukung perkembangan bisnis Astragraphia. Untuk itu, memilih karyawan sesuai kualifikasi yang dibutuhkan dan melakukan pengembangan karyawan secara berkelanjutan adalah hal yang sangat penting bagi Astragraphia. Astragraphia telah menjalankan pengelolaan talenta mulai dari rekrutmen, pengembangan maupun kesempatan penugasan karyawan berdasarkan jenjang karir. Perusahaan juga tidak menutup mata serta memberi kesempatan bagi talenta-talenta muda yang menunjukkan kinerja serta kompetensi yang dibutuhkan perusahaan untuk mengembangkan karir. Sejalan dengan itu, perusahaan mendorong terciptanya iklim dan lingkungan kerja yang kondusif sehingga karyawan terinspirasi untuk bekerja secara produktif, terus meningkatkan diri, serta memiliki rasa kecintaan bekerja di Astragraphia. [103-1, 103-2, 103-3]

Sebagai entitas usaha yang bergerak di bidang penyedia layanan *printing* dan digital, Astragraphia menitikberatkan pada penguatan bisnis inti sekaligus pengembangan inovasi di seluruh lini bisnis. Hal ini sejalan dengan komitmen perusahaan untuk selalu menghadirkan layanan dan produk terbaik bagi pelanggan. Oleh karena itu, pengembangan kompetensi SDM harus disertai dengan penguatan budaya inovasi perusahaan untuk dapat mengungguli masifnya perkembangan teknologi digital dan menjadi yang terdepan.

Untuk mendorong budaya inovasi di perusahaan, Astragraphia juga secara konsisten mendorong terselenggaranya proyek-proyek perbaikan serta inovasi melalui para fasilitator di cabang-cabang maupun departemen. Jumlah tema proyek yang mengalami peningkatan rata-rata sebesar 23% per tahun selama lima tahun terakhir ini menunjukkan bahwa budaya inovasi terus berkembang di antara karyawan Astragraphia. Setiap tahun diadakan Konvensi Quality Innovation Astragraphia yang memberi apresiasi kepada karyawan atas proyek-proyek inovasi yang unggul dan berkualitas.

In line with Astragraphia's vision to be the printing and digital Services preferred partner, Astragraphia realizes the need to have quality human resources with superior capabilities in order to support Astragraphia's business development. For this reason, selecting employees according to the required qualifications and developing employees on an ongoing basis is very important for Astragraphia. Astragraphia has carried out talent management ranging from recruitment, development, and employee assignment opportunities based on career paths. Furthermore, the company is also aware and provides opportunities for young talents demonstrating performance and competencies required by the company, to develop a career in the company. In line with that, the company encourages the creation of a favorable work climate and environment, which will inspire employees to work productively, continue to grow, and have a sense of love in working at Astragraphia. [103-1, 103-2, 103-3]

As a business entity engaged in providing Printing and Digital services, Astragraphia focuses on strengthening the core business while developing innovation in all lines of business. This is in line with the company's commitment to always providing the best services and products for its customers. Therefore, HR competency development must be accompanied by the strengthening of the company's culture of innovation, to be able to outperform the massive development of digital technology and become the leader.

To foster a culture of innovation in the company, Astragraphia also consistently encourages the implementation of improvement and innovation projects through the facilitators of innovation projects in branches and departments. The number of project themes that have increased an average of 23% per year over the past five years demonstrates that the culture of innovation continues to develop among Astragraphia employees. Astragraphia also organizes an annual Quality Innovation Convention to appreciate employees for their excellent and qualified projects.



Astragraphia juga mengembangkan nilai-nilai luhur Budaya Perusahaan VIPS sebagai panduan dan pedoman dalam perusahaan yang berlandaskan pada Catur Dharma Astra. Budaya Perusahaan VIPS adalah sebagai berikut:

- Bermanfaat Bagi Bangsa dan Peri Kehidupan (*Valuable to the Nation and Life*)
- Berinovasi dan Berkeunggulan Kelas Dunia (*Innovative and World Class Excellence*)
- Menjadi Partner Pilihan Utama Pelanggan (*Preferred Partner for Customer*)
- Kerja Sama yang Sinergis (*Synergetic Teamwork*)

Menjadi karyawan suatu perusahaan yang unggul dan inovatif, terus berkembang dalam suasana kerja yang menyenangkan serta diapresiasi sesuai kinerja terbaik, merupakan keunggulan bagi seorang karyawan yang bekerja di Astragraphia.

STRATEGI PENGEMBANGAN SUMBER DAYA MANUSIA

Komposisi Karyawan Astragraphia

Per 31 Desember 2019, jumlah karyawan Astragraphia Group tercatat sebanyak 1.424 orang, hampir tidak mengalami perubahan dibandingkan tahun sebelumnya. Namun produktivitas karyawan yang baik di setiap lini merupakan hal yang lebih penting, sehingga jumlah karyawan di atas dapat mendukung operasional Astragraphia secara optimal.

Informasi mengenai jumlah karyawan berdasarkan usia, tingkat pendidikan, masa kerja, level organisasi, dan status kepegawaian dalam tiga tahun terakhir dimuat pada tabel-tabel sebagai berikut:

Astragraphia also develops the noble values of the VIPS Corporate Culture as a guideline in running the company and guidance for the employees, which is based on Catur Dharma Astra. The following is the VIPS Corporate Culture:

- Bermanfaat Bagi Bangsa dan Peri Kehidupan (*Valuable to the Nation and Life*)
- Berinovasi dan Berkeunggulan Kelas Dunia (*Innovative and World Class Excellence*)
- Menjadi Partner Pilihan Utama Pelanggan (*Preferred Partner for Customers*)
- Kerja Sama yang Sinergis (*Synergetic Teamwork*)

Being an employee of a leading and innovative company, continues to develop in a pleasant working atmosphere as well as always being appreciated in accordance with the best performance are the things that are the pride of employees in working at Astragraphia.

HUMAN CAPITAL DEVELOPMENT STRATEGY

Astragraphia Employee Composition

As of 31 December 2019, the number of Astragraphia Group employees was 1,424, almost unchanged compared to the previous year. However, good employee productivity in each line is more important, which will enable the number of employees above to optimally support Astragraphia's operations.

Information regarding the number of employees based on age, education level, years of service, organizational level, and employment status in the last three years is presented in the following tables:

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LAPORAN KEBERLANJUTAN 2019 PT ASTRA GRAPHIA TBK

Jumlah Karyawan berdasarkan Level Organisasi

Number of Employees based on Organizational Level

Level	Astragraphia			AGIT			AXI			Level
	2019	2018	2017	2019	2018	2017	2019	2018	2017	
Staff (I-IV)	865	879	898	345	333	365	78	78	80	Staff (I-IV)
Managerial (V-VII)	83	81	83	43	42	46	10	8	6	Managerial (V-VII)
Jumlah	948	960	981	388	375	411	88	86	86	Total

Jumlah Karyawan berdasarkan Masa Kerja

Number of Employees based on Years of Service

Masa Kerja	Astragraphia			AGIT			AXI			Tenure
	2019	2018	2017	2019	2018	2017	2019	2018	2017	
0-5 Tahun	330	329	346	160	148	196	46	50	53	0-5 Years
5-10 Tahun	172	172	148	109	105	99	14	12	7	5-10 Years
10-15 Tahun	57	44	42	44	42	31	5	4	5	10-15 Years
15-20 Tahun	45	48	73	26	36	35	5	3	4	15-20 Years
20-25 Tahun	141	186	184	25	22	28	6	7	7	20-25 Years
25-30 Tahun	183	158	154	24	22	22	12	10	9	25-30 Years
>30 Tahun	20	23	34	0	0	0	0	0	1	>30 Years
Jumlah	948	960	981	388	375	411	88	86	86	Total

Jumlah Karyawan berdasarkan Usia

Number of Employees based on Age

Usia	Astragraphia						AGIT						AXI						Age
	2019		2018		2017		2019		2018		2017		2019		2018		2017		
	P/M	W/F	P/M	W/F	P/M	W/F	P/M	W/F	P/M	W/F	P/M	W/F	P/M	W/F	P/M	W/F	P/M	W/F	
<18 Tahun	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	<18 Years
18–25 Tahun	107	17	83	27	86	29	25	19	17	17	30	27	3	6	4	8	6	10	18–25 Years
26–35 Tahun	292	63	307	58	297	56	118	48	113	54	117	67	17	18	18	17	17	12	26–35 Years
36–45 Tahun	151	24	172	29	199	36	85	23	91	24	95	18	19	6	18	6	20	6	36–45 Years
46–55 Tahun	244	50	233	51	228	50	61	9	53	6	51	6	13	6	11	4	11	4	46–55 Years
Sub Total	794	154	795	165	810	171	289	99	274	101	293	118	52	36	51	35	54	32	Sub Total
Jumlah	948		960		981		388		375		411		88		86		86		Total

Jumlah Karyawan berdasarkan Pendidikan

Number of Employees based on Education

Pendidikan	Astragraphia			AGIT			AXI			Education
	2019	2018	2017	2019	2018	2017	2019	2018	2017	
SD-SLTP	11	11	12	0	0	0	0	0	0	Primary School-Junior High School
SLTA	253	259	296	2	2	4	10	12	13	Senior High School
Diploma	186	156	149	16	17	18	14	13	14	Diploma
S1	488	525	514	351	340	378	63	61	59	Bachelor's Degree
S2 & S3	11	9	10	19	16	11	1	0	0	Postgraduate Degree
Jumlah	948	960	981	388	375	411	88	86	86	Total



Rekrutmen

Pelaksanaan rekrutmen dan seleksi calon karyawan merupakan salah satu program reguler di bidang SDM dalam upaya mendukung perkembangan bisnis perusahaan secara langsung maupun jangka panjang, serta mengantisipasi kaderisasi serta *turnover* karyawan agar kinerja operasional perusahaan berjalan lancar. Jumlah rekrutmen dan pemenuhan karyawan dilakukan berdasarkan analisis rencana SDM menurut kebutuhan bisnis perusahaan. Metode rekrutmen dan seleksi karyawan disesuaikan dengan fungsi dan jabatan yang akan diisi dengan mempertimbangkan kualifikasi dan potensi yang dimiliki calon karyawan dengan kriteria yang dibutuhkan untuk menduduki posisi tersebut.

Pelaksanaan proses rekrutmen dipimpin oleh Divisi Sumber Daya Manusia (Human Capital Management) sebagai pihak yang bertanggung jawab dalam mengelola kebijakan rekrutmen hingga orientasi dan pembekalan karyawan baru. Proses seleksi juga melibatkan departemen yang nantinya akan menerima karyawan dari hasil seleksi tersebut.

Adapun proses rekrutmen dilaksanakan secara internal dengan memanfaatkan kesempatan tatap muka, memanfaatkan sistem dan teknologi, maupun bekerja sama dengan pihak eksternal, antara lain situs lowongan kerja, jasa psikolog, maupun pihak lembaga pendidikan yang menjadi sumber kandidat rekrutmen.

Pelatihan dan Pengembangan Kompetensi Karyawan

[404-1]

Sebagai salah satu wujud komitmen pengembangan kompetensi karyawan, Astragraphia senantiasa memberikan pelatihan dan pendidikan bagi karyawan baik yang diselenggarakan secara internal maupun eksternal sesuai dengan bidang kerjanya masing-masing. Pemberian pelatihan dan pendidikan disesuaikan dengan kebutuhan dan perkembangan lingkungan bisnis Astragraphia.

Adapun program pelatihan dan pendidikan yang dilaksanakan secara internal oleh Departemen Learning Development & Quality Innovation sepanjang tahun 2019 tercantum pada tabel di bawah ini, di mana porsi terbesar didominasi oleh pelatihan teknik untuk memastikan SDM Astragraphia kompeten dan profesional dalam melayani kebutuhan pelanggan.

Recruitment

The recruitment and selection of prospective employees is one of the regular programs in the field of HR in an effort to support the current and long-term business development of the company, as well as to anticipate employee regeneration and turnover, which will allow the company's operational performance to run smoothly. The number of employee recruitment and fulfillment is based on an analysis of HR plans based on the company's business needs. Employee recruitment and selection methods are adjusted to the functions and positions to be filled by taking into account the qualifications and potential of the prospective employee with the criteria required to occupy the position.

The recruitment process is led by the Human Capital Management Division as the party responsible for managing the recruitment policy up to the orientation and preparation of new employees. The selection process also involves the department that will later receive employees from the selection results.

The recruitment process is carried out internally by utilizing face-to-face opportunities, utilizing systems and technology, as well as working with external parties, including job vacancy sites, psychologist services, and educational institutions, which are sources of recruitment candidates.

Employee Competency Training and Development

[404-1]

As a form of commitment of employee competency development, Astragraphia always provides training and education for both internal and external employees in accordance with their respective fields of work. The provision of training and education are tailored to the needs and development of Astragraphia's business environment.

The training and education programs carried out internally by the Department of Learning Development & Quality Innovation throughout 2019 are listed in the following table, in which the largest portion is dominated by technical training to ensure Astragraphia's HR are competent and professional in serving the customers' needs.

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LAPORAN KEBERLANJUTAN 2019 PT ASTRA GRAPHIA TBK

Deskripsi Pengembangan Kompetensi Karyawan Astragraphia

Employee Competency Development at Astragraphia

Jenis Program Program Type	Tujuan Objective	Jenis Pelatihan Training Type
Pelatihan Karyawan Baru	Program orientasi ini diikuti oleh pelatihan sesuai dengan fungsi kerja masing-masing. Khusus untuk Account Consultant, System Analyst, dan Customer Engineer yang berhubungan langsung dengan pelanggan, pelatihan berlangsung secara intensif dalam kelas maupun <i>On-the-Job</i> di lapangan selama beberapa waktu. Setelah mulai bekerja, karyawan tetap dibimbing dan di- <i>monitoring</i> selama kurun waktu tertentu.	- Menerapkan pelatihan pengetahuan, kemampuan dan perilaku baik kepada karyawan baru. - Kompetensi umum karyawan. - Pemahaman organisasi, sistem kerja, produk dan solusi serta portofolio bisnis perusahaan. - Pelatihan khusus sesuai fungsi kerja.
Training for New Employees	This orientation program is followed by training in accordance with the respective work functions of Account Consultant, System Analyst, and Customer Engineer, who deal directly with customers. Training takes place intensively in class and On-the-Job in the field for a certain period. After starting work, the employees are continuously guided and monitored for a certain period of time.	- To implement training on knowledge, skill, and good behavior to new employees. - General competency of employees. - Understanding of organization, work system, product and solution, as well as business portfolio of the company. - Special training according to work function.
Program Sertifikasi	Mendukung implementasi proyek-proyek Astragraphia di pelanggan agar dapat memberikan layanan kualitas terbaik kepada pelanggan dan pengembangan bisnis.	MCITIP, CCIE, MCSA, CCNP, MCSA, MCSE Information System Auditor, CCNA, ITIL, Project Management Professional, FOGRA Software Asset Management
Certification Program	Supports the implementation of Astragraphia's projects for customers in order to provide the best quality services to customers and develop the business.	
Program Sertifikasi Internal	Mendorong karyawan secara kontinu mengembangkan kompetensi dengan menguasai produk dan solusi terbaru yang dijual perusahaan.	Pelatihan dan pemberian penjelasan produk dan solusi baru.
Internal Certification Program	To encourage employees to continuously develop competencies by mastering the latest products and solutions offered by the company.	Training and provision of description on the new products and solutions
Program Train the Trainer	Mendukung kompetensi <i>internal trainer</i> perusahaan dengan mengirim tenaga pengajar ke pusat pelatihan prinsipal maupun ke lembaga pelatihan.	- <i>Quality Improvement</i>. - Pelatihan informasi produk dan teknik. - Pelatihan teknik menjual. - <i>Training</i> ISO 20000-1.
Train the Trainer Program	To support the company's internal trainer competencies by sending the trainers to the principal's training center or training institution	- Quality Improvement. - Training on product and technical information - Training on sales technique. - Training ISO 20000-1.
Program Pelatihan Manajemen	Mengembangkan dan meningkatkan kemampuan manajerial supervisor dan manager perusahaan terkait kebutuhan perusahaan untuk melakukan kaderisasi dan bertumbuh secara berkesinambungan.	- Supervisory Development - Management Development - Senior Management Development - General Management Development - Executive Development
Management Training Program	To develop and improve managerial capabilities of company's supervisors and managers regarding company's needs for regeneration and sustainable growth	- Supervisory Development - Management Development - Senior Management Development - General Management Development



Jenis Program Program Type	Tujuan Objective	Jenis Pelatihan Training Type
Program Peningkatan Kompetensi Karyawan	Meningkatkan kemampuan dan pengetahuan karyawan agar dapat memenuhi kebutuhan perkembangan bisnis perusahaan sesuai dengan peran dan fungsi yang dijalankan.	– Basic Intermediate and Advance Sales Training. – Customer Engineer Training. – System Analyst Workshop. – Customer Service and Administration Manager Workshop. – Pelatihan fungsi lain, antara lain Telesales dan Petugas Call Center. – Pelatihan kompetensi IT antara lain SAP, IBM, Cisco, dan Oracle.
Employee Competency Development Program	To improve employee skills and knowledge to meet the requirements for the company's business development based on their role and position	– Basic Intermediate and Advance Sales Training. – Customer Engineer Training. – System Analyst Workshop. – Customer Service and Administration Manager Workshop. – Training of other functions, among others, Telesales and Call Center Officers. – IT competency training, among others, SAP, IBM, Cisco, and Oracle
Pembinaan Budaya dan Sikap Mental Karyawan	Memperkuat sikap mental karyawan serta penghayatan dan pelaksanaan nilai-nilai budaya perusahaan “VIPS” dan “Catur Dharma” dalam kinerja dan kehidupan perusahaan sehari-hari.	– Sosialisasi budaya perusahaan “VIPS” dan “Catur Dharma” untuk karyawan baru. – Melaksanakan program-program yang mendorong internalisasi nilai-nilai VIPS dan Catur Dharma. – Melaksanakan Basic Mental Training Program, terutama untuk karyawan baru.
Corporate Culture and Employee Mentality	To strengthen the appreciation and implementation of the company's culture values, “VIPS” and “Catur Dharma” philosophy for the company's performance and in its daily activities.	– Dissemination of “VIPS” and “Catur Dharma” corporate culture for new employees. – Implementation of programs that encourage the internalization of VIPS and Catur Dharma values
Program Perbaikan Kualitas Kerja yang Berkesinambungan	Meningkatkan kemampuan karyawan dalam melakukan perbaikan proses kerja maupun inovasi melalui metode 8 langkah secara intensif.	– Konvensi Quality Innovation tahunan. – Pelatihan Fasilitator Quality Innovation – Pelatihan Metode Problem Solving untuk karyawan
Continuous Work Quality Improvement Program	To boost the employee skills in improving the work process by intensively implementing the 8 steps method.	Annual Quality Improvement Convention
Program e-Learning karyawan	Menciptakan kesempatan pengembangan untuk karyawan seluruh level dan setiap lokasi dengan selesainya Learning Management System pada tahun 2019 yang lalu. Secara bertahap Perusahaan menyiapkan materi-materi e-learning yang dapat diakses oleh karyawan sesuai dengan fungsi kerjanya.	
Employee Program e-Learning	To create opportunities for employees at all levels and locations to self-develop upon the completion of the Learning Management System in 2019. By stages, the company prepares e-learning materials accessible to all employees according to their work function.	

JUMLAH PESERTA PELATIHAN ^[404-1] Number of Training Participants

2019	2018	2017
1.652	1.607	1.736

JUMLAH PELATIHAN ^[404-1] Number of Training

2019	2018	2017
415	267	404

JUMLAH PROYEK INOVASI Number of Innovation Projects

2019	2018	2017
1.141	982	995

People Roadmap

People Roadmap

Pengembangan Kompetensi Karyawan

Selain melakukan pelatihan internal tersebut, Astragraphia masih mengikutsertakan karyawan dalam pelatihan eksternal, baik di dalam maupun luar negeri, program dari Astra maupun prinsipal. Biaya penyelenggaraan pengembangan kompetensi karyawan Astragraphia sepanjang tahun 2019 tercatat sebesar Rp5,3 miliar.

Pengembangan Karir

Pengembangan karir karyawan sangat dipengaruhi oleh kompetensi dan kinerja karyawan yang bersangkutan. Karyawan memperoleh penugasan baru sesuai kebutuhan perusahaan berdasarkan jenjang karir yang telah ditetapkan, tidak hanya untuk pengembangan karir karyawan, namun sekaligus sebagai kesempatan mengembangkan karyawan dengan kompetensi yang lebih lengkap. Talenta-talenta untuk kepemimpinan di masa depan diidentifikasi berdasarkan penilaian kompetensi kepemimpinan Astra serta kinerja yang baik dan konsisten.

Perputaran (*Turnover*) Karyawan

Sepanjang tahun 2019, tingkat *turnover* karyawan Astragraphia bisa dikatakan terkendali dan relatif di bawah *turnover rate* industri sejenis. Hal tersebut turut didukung oleh komitmen perusahaan yang mengedepankan pengembangan kompetensi dan kesejahteraan karyawan sehingga produktivitas SDM dapat terjaga.

Selain mendukung kesejahteraan karyawan, Astragraphia membangun dan membina semangat kebersamaan karyawan melalui aktivitas rutin seni dan olahraga serta berbagai acara karyawan di perusahaan, di mana para pemimpin, atasan dan karyawan terlibat bersama. Astragraphia menyadari peran pemimpin dan atasan dalam memperhatikan dan membina karyawan sangat berdampak positif bagi karyawan. Bimbingan, umpan balik, serta kesempatan penugasan merupakan bagian dari pembinaan yang harus dilakukan atasan terhadap karyawannya. Diharapkan hal tersebut dapat membentuk dan mempertahankan talenta-talenta berkualitas yang kelak akan menjadi kader pemimpin di masa selanjutnya.

Evaluasi dan Manajemen Kinerja

Evaluasi kinerja dilaksanakan dengan menilai aspek proses kerja dan hasil kerja. Sedangkan bagi karyawan yang memiliki bawahan, ditambah dengan aspek *people management*, yang mengevaluasi kemampuan karyawan dalam membina bawahannya.

Employee Competency Development

In addition to conducting internal trainings, Astragraphia still includes employees in external training, both at home and overseas, from Astra and the principal's programs. The cost of implementing Astragraphia's employee competency development in 2019 is posted in the amount of Rp5,3 billion.

Career Development

Employee career development is highly influenced by the competence and performance of the employee. Employees receive new assignments in accordance with the company's needs based on the specified career path, not only for employee career development, but also as an opportunity to develop employees with more comprehensive competencies. Talents for future leadership are identified based on the Astra leadership competency assessment as well as good and consistent performance.

Employee turnover

During 2019, the turnover rate of Astragraphia employees can be considered to be controlled and relatively below the turnover rate of similar industries. This is also supported by the company's commitment to promote the development of competencies and employee welfare, subsequently HR productivity can be maintained.

In addition to supporting employee welfare, Astragraphia builds and fosters the employee unity spirit through routine art and sports activities as well as various employee events at the company, in which the leaders, superiors, and employees are involved together. Astragraphia is aware that the role of leaders & superiors in caring for and fostering employees has a very positive impact on employees. Guidance, feedback, and assignment opportunities are part of the coaching that must be conducted by the superiors to their employees. It is hoped that this will form and maintain high quality talents who will become cadres of leaders in the future.

Performance Management and Evaluation

Performance evaluation is carried out by assessing the aspects of the work process and work results. For employees who have subordinates, supplemented with the aspect of people management, which evaluates the ability of employees in fostering their subordinates.



Meningkatkan *Engagement* Karyawan

Selain mendukung kesejahteraan karyawan, Astragraphia membangun dan membina semangat kebersamaan karyawan melalui aktivitas rutin seni dan olahraga serta berbagai acara karyawan di perusahaan, di mana para pemimpin, atasan, dan karyawan terlibat bersama. Astragraphia menyadari peran pemimpin dan atasan dalam memperhatikan dan membina karyawan sangat berdampak positif bagi karyawan. Bimbingan, umpan balik, serta kesempatan penugasan merupakan bagian dari pembinaan yang harus dilakukan atasan terhadap karyawannya. Diharapkan hal tersebut dapat membentuk dan mempertahankan talenta-talenta berkualitas yang kelak akan menjadi kader pemimpin di masa selanjutnya.

Internalisasi Budaya Perusahaan

Budaya perusahaan dibangun berdasarkan nilai-nilai VIPS dan Catur Dharma sebagai falsafah perusahaan. Internalisasi budaya dimulai sejak pertama kali karyawan bergabung melalui program orientasi karyawan baru, sedangkan implementasi di seluruh jenjang organisasi terus dievaluasi dan ditingkatkan secara berkesinambungan.

Hubungan Industrial

Menciptakan iklim dan lingkungan kerja yang aman, nyaman dan produktif merupakan salah satu aspek penting dalam mengelola SDM Astragraphia. Untuk itu Astragraphia mengusahakan kesejahteraan dan fasilitas yang memadai dan sesuai dengan peraturan perundang-undangan yang berlaku bagi para karyawan, serta kesempatan untuk terus berkembang.

1. Fasilitas Karyawan

Astragraphia memberikan fasilitas yang mendorong karyawan melakukan kegiatan yang positif, antara lain melalui inisiatif koperasi Karyawan Madani Astragraphia ("Kopkarmitra") yang lingkup usahanya saat ini meliputi Simpan Pinjam dan toko, serta program kebugaran dan kreativitas oleh Badan Pembina Olahraga dan Seni (BAPOR Seni) melalui kegiatan rutin aktivitas berbagai jenis olahraga dan seni, serta klub-klub hobi seperti *cycling club* dan fotografi.

Astragraphia memfasilitasi lingkungan kerja yang baik dan aman bagi karyawan, termasuk adanya ruangan khusus P3K untuk karyawan yang sakit dan perlu beristirahat. Perusahaan juga mendukung karyawati yang menyusui dengan menyediakan ruangan khusus untuk kebutuhan tersebut. Tersedia juga ruang makan siang khusus karyawan yang bekerja di dalam kantor pusat.

Increasing Employee Management

Astragraphia builds and fosters the employee unity spirit through routine art and sports activities as well as various employee events at the company, in which the leaders, superiors, and employees are involved together. Astragraphia is aware that the role of leaders & superiors in caring for and fostering employees has a very positive impact on employees. Guidance, feedback, and assignment opportunities are part of the coaching that must be conducted by the superiors to their employees. It is hoped that this will form and maintain high quality talents who will become cadres of leaders in the future.

Internalizing the Corporate Culture

The corporate culture is built on the values of VIPS and Catur Dharma as a corporate philosophy. Internalization of culture begins when employees first join the company through the new employee orientation program. While implementation at all levels of the organization continues to be evaluated and improved on an ongoing basis.

Industrial Relations

Creating a safe, comfortable and productive work environment and climate is one of the important aspects in managing HR in Astragraphia. For this reason, Astragraphia strives for adequate welfare and facilities that are in accordance with the applicable laws and regulations for employees, as well as opportunities to continuously grow.

1. Employee Facility

Astragraphia provides facilities that encourage employees to carry out positive activities, including through the initiative of Koperasi Karyawan Madani Astragraphia ("Kopkarmitra"), whose current business scope includes Savings-and-Loans and Shops, as well as the fitness and creativity program initiative through Badan Pembina Olahraga dan Seni (BAPOR Seni), which organizes routine activities of various types of sports and arts, as well as hobby clubs, such as cycling clubs and photography.

Astragraphia facilitates a good and safe work environment for employees, including the existence of a special first aid rooms for employees who are sick and need to rest. The company also supports employees who are breastfeeding by providing a special room for these needs. There is also a special lunch room for employees who work within the head office.

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LAPORAN KEBERLANJUTAN 2019 PT ASTRA GRAPHIA TBK

2. Kesejahteraan Karyawan

Dalam hal kesehatan dan kesejahteraan umum, karyawan Astragraphia mendapatkan hak atas berbagai tunjangan, yang terkait dengan jabatan, indeks penempatan, hari raya keagamaan, makan, transportasi, pemeliharaan kesehatan, biaya rumah sakit, kaca mata, bersalin, kedukaan, dan pernikahan hingga tunjangan indeks penempatan di daerah. Astragraphia juga menerapkan keikutsertaan karyawan dalam seluruh program BPJS untuk karyawan korporasi dan Dana Pensiun Astra.

3. Pengembangan Karyawan

Astragraphia menyelenggarakan program pengembangan yang berkelanjutan kepada karyawannya. Hal ini sebagai upaya untuk meningkatkan kompetensi sumber daya manusia yang dimiliki dan tetap mengikuti perkembangan teknologi dan bisnis yang terjadi. Melalui fasilitas pelatihan, penugasan dan rotasi, karyawan diberi kesempatan untuk mengembangkan diri dan mencapai kinerja yang optimal. Dengan demikian dapat meningkatkan produktivitas perusahaan dan memberikan solusi dan layanan yang terbaik kepada pelanggan.

4. Apresiasi Karyawan

Manajemen kinerja diterapkan dengan tujuan untuk memastikan bahwa karyawan melaksanakan pekerjaannya sesuai dengan arah dan target kinerja yang ditetapkan. Bagi karyawan yang berprestasi menonjol dan memberikan kontribusi yang signifikan menurut fungsinya, Astragraphia memberikan kesetaraan penghargaan sesuai dengan kriteria yang ditentukan. Setiap tahun Astragraphia memberi apresiasi sebagai Pemenang Lingkar Prestasi Puncak kepada karyawan berprestasi yang terpilih.

Pensiun

Perusahaan memberikan kesempatan kepada karyawan yang akan memasuki masa purna bakti untuk mempersiapkan diri selama 6 bulan sebelumnya. Karyawan yang pensiun akan menerima hak-haknya sesuai peraturan Dana Pensiun Astra dan Badan Penyelenggara Jaminan Sosial (BPJS) ketenagakerjaan.

2. Employee Welfare

In terms of general health and welfare, Astragraphia employees are entitled to various benefits, that are related to the position, placement index, religious holidays, meals, transportation, health care, hospital care, eyewear, maternity, grief, and marriage to placement index allowances in regions. Astragraphia also implements employee participation in all BPJS programs for corporate employees and Astra Pension Funds.

3. Employee Development

Astragraphia organizes sustainable development programs for its employees. This is an effort to improve the competence of its human resources and to keep abreast of the development in technology and business. Through training, assignment and rotation facilities, employees are provided the opportunity to develop and achieve the optimal performance. Thus, it can increase company productivity and provide the best solutions and services to the customers.

4. Employee Appreciation

Performance management is implemented with the objective to ensure that employees carry out their work in accordance with the established direction and performance targets. For employees who excel prominently and provide significant contributions according to their functions, Astragraphia provides equal rewards based on the specified criteria. Every year, Astragraphia gives appreciation as the Winner of the Peak Achievement Circle to selected outstanding employees.

Pension

The company provides an opportunity for employees who are entering retirement to prepare themselves 6 months prior to the retirement. Retired employees will receive their rights in accordance with the Astra Pension Fund regulations and the Social Security Administering Board (BPJS) ketenagakerjaan.



KOMITMEN LINGKUNGAN, KESEHATAN, DAN KESELAMATAN KERJA (LK3) ASTRAGRAHIA

Astragraphia menyadari Kesehatan dan Keselamatan Kerja sebagai salah satu faktor utama suksesnya kegiatan operasional Perusahaan. Astragraphia mengadopsi Sistem Manajemen OHSAS 18001 yang tersertifikasi oleh pihak ketiga. [307-1] [403-4]

Kebijakan Kesetaraan *Gender* dan Kesempatan Kerja [404-1]

Astragraphia menjunjung nilai kesetaraan *gender* dalam pemberian kesempatan kerja yang dimulai dari proses rekrutmen hingga pemberian struktur kesejahteraan karyawan. Dalam proses rekrutmen, Astragraphia mempertimbangkan kualifikasi yang dibutuhkan dalam posisi atau jabatan yang diisi dan tidak berdasarkan agama, ras, suku, dan *gender* calon karyawan.

Kebijakan kesetaraan *gender* juga berlaku dalam pemberian kesempatan pengembangan karir. Pemberian promosi jabatan diberikan apabila karyawan menunjukkan hasil penilaian kinerja dan kompetensi yang baik serta mampu memenuhi kualifikasi jabatan yang akan diisi. Keberadaan kebijakan kesetaraan *gender* merupakan bentuk perhatian Perusahaan terhadap karyawan guna menghindari adanya diskriminasi dalam lingkungan kerja.

Sarana dan Keselamatan Kerja [403-3]

Dalam hal kesehatan dan kesejahteraan umum, semua karyawan Astragraphia mendapatkan hak atas tunjangan yang terkait dengan jabatan, indeks penempatan daerah, pernikahan, bersalin, hari raya keagamaan, makan, transportasi, pemeliharaan kesehatan, biaya rumah sakit, kacamata, dan kedukaan. Sebagai komitmen Astragraphia dalam kesehatan dan keselamatan kerja, Direksi Astragraphia membentuk tim Panitia Pembina Kesehatan, Keselamatan Kerja, dan Lingkungan (Tim P2K3L). Astragraphia juga telah mendapatkan sertifikasi OHSAS yang menjadi standar pelaksanaan kesehatan dan keselamatan kerja di lingkup perusahaan Astragraphia.

Sertifikasi Kesehatan dan Keselamatan Kerja [403-4]

Mengenai keselamatan kerja, Astragraphia mematuhi Undang-Undang No. 1 Tahun 1970 tentang Keselamatan Kerja yang menimbang bahwa setiap tenaga kerja berhak mendapat perlindungan atas keselamatannya dalam melakukan pekerjaan untuk kesejahteraan hidup dan meningkatkan produksi serta produktivitas Nasional. Prinsip Keselamatan dan Kesehatan Kerja (K3) tersebut selalu diterapkan Astragraphia.

ASTRAGRAHIA'S OCCUPATIONAL HEALTH, SAFETY, AND ENVIRONMENTAL COMMITMENT

Astragraphia is aware that Occupational Health and Safety is one of the main factors of success in the company's operational activities. Astragraphia adopts the OHSAS 18001 Management System certified by third parties. [307-1] [403-4]

Gender Equality and Employment Opportunity Policies [404-1]

Astragraphia upholds the value of gender equality in the provision of employment opportunities starting from the recruitment process to providing employee welfare structures. In the recruitment process, the company considers the qualifications required in a position or level to be filled and not based on prospective employees' religion, race, ethnicity and gender.

Gender equality policies also apply to providing career development opportunities. Promotion is provided if an employee exhibits good performance and competency results as well as is able to meet the qualifications of the position to be filled. The existence of the gender equality policy is a form of the company's concerns to employees in order to avoid discrimination in the work environment.

Occupational Safety and Facilities [403-3]

In terms of general welfare and health, all Astragraphia employees are entitled to allowances related to the job title, regional placement index, marriage, maternity, religious holiday, food, transportation, healthcare, hospital care, eye glasses, and grief. As Astragraphia's commitment to occupational health and safety, the company's Board of Directors has established the Committee for Occupational Health, Safety and Environment team (P2K3L Team). Astragraphia has also acquired the OHSAS certification that has become the standard of the implementation of occupational health and safety within Astragraphia's corporate scope.

Occupational Health and Safety Certification [403-4]

In terms of work safety, Astragraphia firmly adheres to Law No. 1 of 1970 on Occupational Safety, which concerns that every worker is entitled to protection for his or her safety in work performance, welfare, and national productivity. The principle of Occupational Health and Safety (OHS) is always applied at Astragraphia.

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LAPORAN KEBERLANJUTAN 2019 PT ASTRA GRAPHIA TBK

Tingkat Kecelakaan Kerja [403-3]

Selama tahun 2019 tidak terjadi kecelakaan kerja di area kerja Astragraphia. Guna mencegah dan menanggulangi terjadinya kecelakaan di area kerja, Astragraphia rutin melakukan kegiatan pelatihan tanggap darurat kepada setiap karyawan. Astragraphia memiliki standar prosedur tata cara berpakaian untuk fungsi-fungsi tertentu, termasuk teknisi yang bertugas di lapangan, termasuk tas untuk membawa perangkat yang aman dan tidak mudah jatuh. Astragraphia juga memasang rambu serta petunjuk keselamatan di lokasi kerja di beberapa tempat yang mudah terbaca untuk memandu agar potensi kecelakaan kerja tidak terjadi.

Kebijakan Remunerasi

Astragraphia memberikan upah setidaknya sesuai dengan aturan Standar Upah Minimum yang telah ditetapkan oleh Pemerintah di semua kota dimana kantor Astragraphia beroperasi. Kenaikan upah diberikan setiap awal tahun kepada seluruh karyawan dengan mempertimbangkan beberapa aspek, termasuk angka inflasi yang dinyatakan oleh pemerintah, sedangkan total penghasilan setahun karyawan termasuk bonus, ditentukan berdasarkan hasil evaluasi kinerja karyawan tersebut.

Proses evaluasi kinerja meliputi penyusunan rencana kinerja dan target, *monitoring* pencapaian secara berkala, *coaching and counselling* oleh atasan, evaluasi hasil pencapaian serta penetapan imbalan dan hukuman (*reward and punishment*) sebagai konsekuensi atas kinerja yang dihasilkan. Semua kegiatan ini mengacu pada kebijakan dasar sebagai berikut:

- Perencanaan Kinerja Individual

Pada awal tahun, setiap karyawan diwajibkan menyusun Rencana Kinerja Individual (RKK) berdasarkan *Key Performance Indicator* (KPI) bagi unit kerja yang bersangkutan. Pada akhir tahun, RKK ini digunakan sebagai dasar bagi evaluasi kinerja.

Occupational Accident Rate [403-3]

Throughout 2019, there were no work accidents within Astragraphia's environment. To prevent and overcome the occurrence of accidents in the work area, Astragraphia routinely conducts training activities on responsiveness in the event of emergency to all personnels. Astragraphia has standard dress code for certain functions, including for technicians on duty in the field, including bags to carry device securely and not easy to fall. Astragraphia also installs safety signs and instructions at work sites in several easy to read locations to prevent work accidents.

Remuneration Policy

Astragraphia provides wages in accordance with the Government provision that is above the minimum standard and is applied in all cities where Astragraphia office operates. A raise in wages is given at the beginning of the year to all employees, taking into account a number of aspects, including the inflation rate stated by the government, while the total annual income of employees including bonuses refers to the results of the employees' performance evaluation.

The process of performance evaluation involves the preparation of performance planning, monitoring achievement on a regular basis, coaching and counselling by supervisors, evaluating the achievement results, as well the determination of reward and punishment as a consequence of the generated performance. All of these activities refer to the following basic policies:

- Individual Performance Planning

At the beginning of the year, every employee is required to prepare an Individual Performance Plan (IPP) based on the Key Performance Indicator (KPI) for the respective unit work. At the end of the year, this IPP is used as a basis for performance evaluation.



- **Evaluasi Kinerja**

Evaluasi Kinerja dilaksanakan dengan menilai aspek proses kerja dan hasil kerja. Sedangkan bagi karyawan yang memiliki bawahan, ditambah dengan aspek *people management*, yang mengevaluasi kemampuan karyawan dalam membina bawahannya.

- **Coaching and Counselling**

Proses *coaching dan counselling* dilakukan secara berkala oleh atasan kepada bawahannya, sehingga dapat membantu karyawan meningkatkan kinerja, mengembangkan diri menurut rencana karir, mendeteksi secara dini potensi masalah, serta membina hubungan yang baik antara atasan dan bawahan.

- **Mekanisme Pengaduan Masalah Ketenagakerjaan**

Keluhan dan pengaduan dari karyawan diselesaikan secara adil dan secepat mungkin melalui atasan langsung dan/atau melalui Divisi Human Capital Management. Keluhan dan pengaduan dapat dilakukan secara lisan maupun secara tertulis dan pribadi melalui fasilitas yang tersedia di *portal web* internal Astragraphia.

- **Performance Evaluation**

Performance Evaluation is conducted by assessing aspects of work process and work result. As for the employees with subordinates, their evaluation is added with people management aspect, which evaluates their capability in fostering their subordinates.

- **Coaching and Counseling**

The coaching and counselling process is carried out on a regular basis by supervisors to their subordinates, thus assisting employees to improve performance, develop themselves based on the career plan, to detect early potential problems that may arise, as well as to foster good relations between supervisors and subordinates.

- **Mechanism for Complaint on Employment Issues**

Complaints from employees are resolved in a fair and swift manner through direct supervisors and/or through Human Capital Division Management. Complaints can be submitted both orally and in writing or through facilities available on Astragraphia's internal web portal.



PUBLIC CONTRIBUTION ROADMAP

Public Contribution Roadmap



Public Contribution Roadmap

Public Contribution Roadmap

Public Contribution Roadmap merupakan pilar penting keberlanjutan Astragraphia dalam menciptakan keseimbangan antara kepentingan bisnis dengan kondisi sosial dan lingkungan. Astragraphia melaksanakan tanggung jawab sosial kepada dua subyek utama yaitu pengelolaan Lingkungan, Keselamatan dan Kesehatan Kerja (LK3) dan *Corporate Social Responsibility* (CSR), yang ditujukan bagi *stakeholders* eksternal termasuk masyarakat di sekitar lingkungan Astragraphia. Program *Public Contribution* Astragraphia dikelola dan dilaksanakan oleh Divisi Corporate Communications yang memiliki fungsi untuk menetapkan arahan dan target strategis program CSR Astragraphia. [103-1, 103-2, 103-3]

KEBIJAKAN LINGKUNGAN DAN TANGGUNG JAWAB SOSIAL

Komitmen Astragraphia untuk terus berkontribusi untuk memberi perhatian penuh pada tanggung jawab sosial dan lingkungan, yang meliputi tanggung jawab terhadap lingkungan hidup, praktik ketenagakerjaan, kesehatan dan keselamatan kerja, pengembangan sosial dan kemasyarakatan, dan tanggung jawab barang dan/atau jasa. Tanggung jawab sosial dan lingkungan Astragraphia dibuat mengacu pada POJK 51/POJK.03/2017 tentang Penerapan Keuangan Berkelanjutan bagi Lembaga Jasa Keuangan, Emiten, dan Perusahaan Publik.

Astragraphia mewujudkan tanggung jawab sosial dengan sistem pengelolaan Lingkungan, Keselamatan, dan Kesehatan Kerja (LK3) bagi setiap orang yang berada di tempat kerja. Tujuan akhir pengelolaan LK3 adalah menjamin keselamatan pekerja serta menjaga kelestarian lingkungan agar produktivitas dapat meningkat.

PENGELOLAAN LK3 DI TEMPAT KERJA

Astragraphia Green Company

Astragraphia telah mengembangkan Astra Green Company (AGC) sebagai sistem manajemen LK3 untuk memantau pencapaian kinerja perusahaan terhadap pemenuhan berbagai persyaratan pengelolaan Lingkungan dan Keselamatan dan Kesehatan di tempat kerja, termasuk peraturan perundangan dan standar nasional maupun internasional. Pengukuran kinerja LK3 dilakukan menggunakan kriteria penilaian *green strategy*, *green process*, *green product*, *green employee*, pencapaian *critical points*, dan pemenuhan peraturan.

Company's Public Contribution Roadmap is an important stake of Astragraphia's sustainability in creating a balance between business and social and environmental interests. Astragraphia carries out social responsibility to two main subjects, explicitly the management of the Environment, Occupational Safety and Health (LK3) and Corporate Social Responsibility (CSR), aimed at external stakeholders including the community around Astragraphia's place of business. Astragraphia's Public Contribution Program is managed and realized by the Corporate Communications Division that functions to define Astragraphia's CSR program directions and strategic targets.

ENVIRONMENTAL POLICY AND SOCIAL RESPONSIBILITY

Astragraphia's commitment to continue on its responsibilities to exert full attention on social and environmental aspects that includes employment practices, occupational health and safety, social and community development, and goods & services. Astragraphia's social and environmental responsibility is formulated in reference to OJK Regulation 51/POJK.03/2017 concerning the Application of Sustainable Finance for Financial Services Institutions, Issuers, and Public Companies.

Astragraphia embodies social responsibility with an Environmental, Safety and Occupational Health (LK3) management system for every worker in the workplace. The ultimate goal of LK3 management is to ensure the safety of workers for the sake of environmental sustainability to boost productivity.

WORKPLACE EHS MANAGEMENT

Astragraphia As A Green Company

Astragraphia has developed the Astra Green Company (AGC) as an LK3 (EHS) management system to monitor company's performance achievement in meeting various environmental and safety and health management requirements in the workplace, including laws and regulations as well as national and international standards. LK3 performance measurements are carried out using green strategy, green process, green product, green employee assessment criteria, achieving critical points, and regulatory compliance.



Evaluasi dilakukan secara berjenjang melalui *Corporate Assessment*, *Group Assessment*, dan *Self-Assessment*, untuk memastikan implementasi yang sesuai dengan pedoman yang ada.

Penggunaan Material dan Energi Ramah Lingkungan

Astragraphia dengan dukungan Fuji Xerox sebagai prinsipal menyediakan produk-produk yang ramah lingkungan baik ditinjau dari konsumsi energi yang dibutuhkan, maupun dari bahan pakai dan bahan dasar produk. Oleh karena itu, Astragraphia meluncurkan produk Fuji Xerox ApeosPort-VII C Series dan Fuji Xerox DocuPrint 3205 Series. Produk ini menyediakan fitur-fitur layanan yang dapat meningkatkan efisiensi proses bisnis yang berujung pada penghematan biaya dan pemotongan emisi karbon akibat penggunaan listrik yang lebih hemat. Selain itu kedua produk tersebut juga didukung dengan penggunaan toner Fuji Xerox, dikenal sebagai SUPER EA-ECO yang dapat mengurangi dampak kerusakan lingkungan dan menurunkan emisi CO₂ dengan penerapan teknologi terbaru di mana hasil cetakan dapat menempel di kertas pada suhu 10% lebih rendah dari toner biasa. [103-2]

Konservasi Energi

Astragraphia mengembangkan proyek *Astra Green Company* (AGC) berdasarkan ISO 50001 tentang sistem manajemen energi. Proyek AGC mendorong implementasi program konservasi energi yang meliputi program efisiensi energi dan penerapan teknologi hemat energi. Melalui inisiatif konservasi energi yang terstruktur, Astragraphia dapat meningkatkan efisiensi, menurunkan biaya, dan mengurangi emisi gas rumah kaca. Astragraphia juga memastikan kontrol gas buangan emisi rumah kaca pada kendaraan operasional perusahaan melalui uji emisi rutin melalui bengkel Astra. [103-3]

Total Penggunaan Energi [301-1, 302-1, 303-1]

Sejalan dengan kebijakan *Green Office* yang terdapat pada *Smart Spending Policy*, Astragraphia melakukan upaya penghematan energi, di antaranya: mematikan peralatan listrik yang tidak digunakan di luar jam kerja, menggunakan instalansi listrik hemat energi (jenis lampu, *zoning*, dan posisi lampu).

Evaluation is conducted in stages through *Corporate Assessment*, *Group Assessment* and *Self-Assessment*, to ensure implementation in accordance with existing guidelines.

Environmentally Friendly Resources and Energy Use

Astragraphia with the support of Fuji Xerox as its principal, provides environmentally friendly products both in terms of energy consumption, as well as disposable and raw materials of products. Hence, Astragraphia launched the Fuji Xerox ApeosPort-VII C Series and Fuji Xerox DocuPrint 3205 Series products. This product provides service features that can improve business process efficiency leading to cost savings and carbon emissions reductions due to more efficient use of electricity. In addition, these two products are likewise supported by Fuji Xerox toner, known as SUPER EA-ECO that lessen environmental impact and reduce CO₂ emissions by applying the latest technology where printouts can stick to paper at temperatures 10% lower than ordinary toner. [103-2]

Energy Conservation

Astragraphia introduced the *Astra Green Company* (AGC) project based on ISO 50001 on energy management systems. The AGC project encourages the enactment of energy conservation programs which include energy efficiency programs and the application of energy saving technologies. Through structured energy conservation initiatives, Astragraphia is able to enhance efficiency, reduce costs and greenhouse gas emissions. Astragraphia also ensures control of company's operational vehicles' greenhouse gas emissions through routine emissions testing at Astra workshops. In 2019, there were 17 Astragraphia branches participating in the *Green Energy* project. [103-3]

Total Energy Consumption

In agreement with the *Green Office* policy contained within the *Smart Spending Policy*, Astragraphia undertakes energy-saving efforts, including: turning off electrical equipment not in use outside working hours, utilizing energy-efficient electrical installations (types of lamps, *zoning*, and lamp holder installation).

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LAPORAN KEBERLANJUTAN 2019 PT ASTRA GRAPHIA TBK

Selain itu, Astragraphia juga melakukan sosialisasi dengan mendistribusikan poster gerakan hemat energi dan penempelan stiker penghematan di lokasi tertentu, serta melakukan kampanye gerakan penghematan energi.

Moreover, Astragraphia likewise enforces energy saving by distributing energy saving posters and attaching energy saving reminder stickers in certain locations, as well as leading energy saving movement campaigns.

PENGUNAAN AIR (m ³) Water Consumption (m ³)			
2019	2018	2017	
14.359	15.337	14.995	

PENGUNAAN LISTRIK (kwh) Power Consumption (kwh)			
2019	2018	2017	
1.713.240	1.952.000	1.966.000	

PENGUNAAN BENSIN (Liter) Fossil Fuel Consumption (Liter)			
2019	2018	2017	
17.885	16.186	13.026	

Persentase Konsumsi Energi, Volume Limbah, dan Emisi [302-4, 305-5, 306-2]

Percentage of Energy Consumption, Waste Volume and Emissions [302-4, 305-5, 306-2]

PERSENTASE PENURUNAN KONSUMSI ENERGI (2019) Energy Consumption Reduction Percentage			
Listrik/Electricity	Air/Water		
12,24%	6,38%		

LIMBAH PADAT B3 (ton) Solid Waste (B3) Intensity (ton)			
2019	2018	2017	
8.928	9.600	9.760	
Sumber Limbah/Source of Waste: Toner Cartridge			

KUANTITAS PENURUNAN GAS RUMAH KACA (ton co ₂) Greenhouse Gases Reduction Percentage (ton co ₂)			
CO ₂ (Listrik)/CO ₂ (Electricity)			
2019	2018	2017	
1.240,39	1.413,25	1.423,38	

LIMBAH CAIR (m ³) Non-B3 Liquid Waste Intensity (m ³)			
2019	2018	2017	
14.359	15.337	16.928	
Sumber Limbah/Source of Waste: Public Water Utility			

PERSENTASE KENAIKAN KONSUMSI ENERGI (2019) Energy Consumption Increase Percentage (2019)			
Bensin/ Gasoline	Kenaikan intensitas pemakaian bensin terjadi dikarenakan peningkatan aktivitas operasional The increase in the intensity of gasoline consumption occurs to higher operation activities		
10.469%			

CO ₂ (Bensin)/CO ₂ (Gasoline)			
2019	2018	2017	
39,35	35,61	28,66	
Total Emisi GRK/CO ₂ (Total Greenhouse Gas Emissions)			
2019	2018	2017	
1.279,74	1.448,86	1.452,04	



Sistem Pengolahan Limbah

Astragraphia melakukan pengolahan limbah yang dihasilkan dari penggunaan mesin oleh pelanggan. Limbah seperti sisa bahan habis pakai (*consumables/toner*), kemasan plastik, suku cadang yang rusak dan lain sebagainya akan diproses oleh Departemen Eco Facility (EFA) untuk diperbaiki (*repair*), didaur ulang (*recycle*), dan digunakan kembali (*reuse*) dengan baik. Dalam hal limbah yang tidak dapat di-*repair*, di-*reuse* ataupun di-*recycle*, Astragraphia akan memastikan bahwa limbah tersebut diproses oleh perusahaan rekanan yang mampu mengelola limbah B3 dan tersertifikasi ISO 14001. Astragraphia selalu menjaga komitmen untuk terus peduli dan menciptakan lingkungan hidup yang lebih baik bagi generasi penerus bangsa.

Mekanisme Pengaduan Masalah Lingkungan Hidup

Secara umum produk Astragraphia ramah lingkungan dan tidak menimbulkan polusi. Meski begitu Astragraphia sebagai distributor atau perdagangan tetap mempersiapkan diri menerima pengaduan atas produk yang dijual kepada pelanggan. Dalam hal Astragraphia mengalami pengaduan terkait masalah lingkungan dari pelanggan atau masyarakat akan ditangani Departemen Office Service Management, di bawah divisi Corporate Communications.

Selama tahun 2019 tidak ada laporan pengaduan yang diterima terkait masalah lingkungan hidup.

Sertifikasi di bidang Lingkungan yang Dimiliki

Pengelolaan Lingkungan di Astragraphia telah dilakukan sejak lama dengan mengacu pada Undang-Undang Republik Indonesia No. 32 tahun 2009 tentang Perlindungan dan Pengelolaan Lingkungan Hidup. Sistem Manajemen Lingkungan di Astragraphia telah disertifikasi berdasarkan Standardisasi ISO 14001:2015. Hal ini merupakan komitmen Astragraphia untuk memberikan nilai tambah kepada pelanggan dalam hal pengelolaan lingkungan. Sertifikasi ini berlaku juga untuk anak perusahaan Astragraphia.

Waste Management System

Astragraphia conducts waste treatment resulting from customers use of equipment. Waste such as consumables waste (*consumables/toner*), plastic packaging, broken parts and so on to be processed by the Department of Eco Facilities (EFA) for repairs, recycling, and reuse. In the case of waste that cannot be repaired, reused or recycled, Astragraphia ensures that the waste is processed by a 14001 ISO certified partner company capable in handling B3 waste. Astragraphia remain committed to continue caring and creating a better environment for future generation.

Mechanisms for Complaints for Environmental Issues

At large, Astragraphia products are environmentally friendly and do not cause pollution. Even so, Astragraphia as a distributor or trader remain open for any complaints on products sold to customers. In the event that Astragraphia receive any complaints related to environmental issues from customers or the general public, it will be handled by the Office Service Management Department, under the Corporate Communications division.

Throughout 2019, no complaints were received regarding environmental issues.

Environmental certification at hand

Astragraphia has long been referring to the Law of the Republic of Indonesia Number 32 of 2009 concerning Environmental Protection and Management. The Environmental Management System at Astragraphia has been certified based on ISO 14001: 2015 Standardization. This is Astragraphia's commitment to deliver added value to customers in environmental management. This certification also applies to Astragraphia's subsidiaries.

Public Contribution Roadmap

Public Contribution Roadmap

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LAPORAN KEBERLANJUTAN 2019 PT ASTRA GRAPHIA TBK

Pengelolaan Keselamatan dan Kesehatan Kerja

Astragraphia berkomitmen untuk mewujudkan *zero workplace accident* untuk meningkatkan keselamatan para karyawan, mencegah terjadinya kecelakaan kerja, dan sakit akibat kerja, sekaligus memberikan rasa aman pada seluruh karyawan dan semua orang di lingkungan perusahaan. Salah satunya dilakukan dalam bentuk penyuluhan antisipasi musibah kebakaran.

TANGGUNG JAWAB SOSIAL

Astragraphia turut peduli dan fokus dalam hal peningkatan kualitas sumber daya manusia Indonesia dalam menghadapi persaingan global, maupun peningkatan kesejahteraan sosial dan kemanusiaan secara umum. Niat baik ini diwujudkan menjadi beberapa program CSR yang sudah dilaksanakan secara berkesinambungan dari tahun ke tahun.

Realisasi kegiatan CSR Astragraphia mayoritas berfokus pada dua pilar utama, yaitu Pendidikan dan Lingkungan:

Workbook (Buku Aktivitas Anak)

Memasuki tahun ketiga, sebanyak 3.000 *workbook* (buku aktivitas anak) disebar di wilayah Jawa, Bogor, Denpasar, dan Flores. Pada kesempatan ini Astragraphia bekerja sama dengan SOS Children Village mengadakan pelatihan guru di Yogyakarta dan Semarang, yang diikuti total sebanyak 86 guru. Pelatihan tersebut membahas mengenai pembelajaran kreatif untuk anak usia dini (PAUD), dimana salah satu materinya adalah *workbook*. Diharapkan dengan proses pengajaran terhadap guru (*train the trainer*) ini, siswa PAUD yang terkena dampak akan semakin banyak. [413-1]

Occupational Safety and Health Management

Astragraphia is devoted to creating a Zero Workplace Accident to enhance employee safety, prevent work accidents, and work-related illness, while ensuring the safety of all employees and everyone in the company. One of which is through counseling in anticipation of a fire accident.

SOCIAL RESPONSIBILITY

Astragraphia also cares and focuses on improving the quality of human resources in facing global competition, as well as improving social welfare and humanity in general. This good intention is manifested into a number of CSR programs that have been carried out on an ongoing basis from year to year.

The majority of Astragraphia's CSR activities focus on two main pillars of Education and the Environment:

Workbook (Children's Activity Book)

Entering the third year, as many as 3,000 Workbooks (children's activity books) were distributed in the regions of Java, Bogor, Denpasar and Flores. On this occasion Astragraphia in collaboration with SOS Children Village held teacher training in Yogyakarta and Semarang City, which was attended by a total of 86 teachers. The training focused on creative learning for young children (PAUD), where one of the materials was workbook. It is anticipated that with teacher training (train the trainer), will benefit more PAUD students.





CAP (Competence Aid Program)

CAP Astragraphia merupakan aktivitas berbagi ilmu yang dilakukan oleh karyawan Astragraphia yang memiliki kompetensi dalam bidang solusi dokumen dan teknologi informasi. Pembekalan kompetensi ini diberikan bagi siswa siswi SMK hingga universitas, dengan tujuan agar mereka dapat lebih siap untuk terjun ke dalam dunia kerja. Selama tahun 2019, Astragraphia telah memberikan pembekalan kompetensi *digital printing* terhadap 10 orang siswa siswi SMK Grafika Desa Putera, 8 siswa SMKN 7, serta 4 guru SMKN 7.

Pada tahun 2019 Astragraphia juga berkontribusi mengajar di SMK INFOKOM Bogor khusus untuk dalam bidang teknologi mengenai jaringan dan kelengkapannya. Pada kesempatan ini pula Astragraphia memberikan beasiswa selama setahun penuh untuk 8 siswa siswi yang paling berprestasi pada saat penilaian akhir program, beasiswa tersebut diberikan selama setahun penuh. Dengan beasiswa tersebut diharapkan dapat membantu meringankan biaya pendidikan para siswa dan siswi, sekaligus dapat lebih memotivasi mereka untuk terus belajar. [413-1]

Selain itu, entitas anak yaitu AGIT juga memberikan pembekalan kompetensi di Institusi Pendidikan Tinggi Vokasi Politeknik Manufaktur (Polman) Astra mengenai *data science* dan Universitas Bina Nusantara (Binus) dengan jurusan Information System dan Computer Science yang berkaitan dengan teknologi informasi, mengenai:

- *Transaction Processing Systems*
- *Functional Area Information Systems*
- *Managing the Supply Chain*
- *Customer Relationship Management*
- *Enterprise Resource Planning overview*

CAP (Competence Aid Program)

Astragraphia's CAP is a knowledge sharing undertaking carried out by Astragraphia employees who have competence in documentation and information technology solutions. These competencies were provided for vocational to universities students, with the aim that they will be better prepared when entering the the job market. During 2019, Astragraphia has provided digital printing competency training to 10 Putera Village Graphic School students, 8 SMKN 7 students, and 4 SMKN 7 teachers.

In 2019, Astragraphia also gave lectures at Bogor INFOKOM Vocational School specialized in network Technology and equipment. On this occasion too, Astragraphia provided full-year scholarships for the 8 most outstanding students at the time of the program final assessment, the scholarship was given for the full year. The scholarship aimed to alleviate students' educational costs, while at the same time motivating them to continue learning.

In addition, a subsidiary company, AGIT, also provided training in competency at the Institute of Manufacturing Polytechnic Vocational Higher Education (Polman) for Astra data science and Bina Nusantara University (Binus) on Information Systems and Computer Science majors related to information technology, regarding:

- *Transaction Processing Systems*
- *Functional Area Information Systems*
- *Supply Chain Management*
- *Customer Relationship Management*
- *Enterprise Resource Planning overview*



Public Contribution Roadmap

Public Contribution Roadmap

Jumlah siswa yang mengikuti program sebanyak 1.200 mahasiswa dengan rincian 300 mahasiswa Polman Astra (Kampus Sunter) dan 900 mahasiswa dari Universitas Binus (Kampus Alam Sutera, Kemanggis, Bekasi), yang dilakukan dalam 4 pertemuan selama tahun 2019.

Donor Darah

Astragraphia bekerja sama dengan Palang Merah Indonesia setiap tahunnya menyelenggarakan aksi donor darah sebanyak 4 kali. Pada tahun 2019 kegiatan ini diikuti oleh 163 karyawan dan karyawan Astragraphia, dengan total perolehan 293 kantong (102,5 liter darah). [413-1]

Donasi

Astragraphia setiap bulannya secara rutin memberikan donasi berupa sejumlah dana kepada masyarakat di lingkungan sekitar untuk membantu membiayai kegiatan kemasyarakatan yang berlangsung di daerah tersebut. Selain itu, setiap tahun bertepatan dengan Hari Raya Idul Adha, Astragraphia juga turut mendonasikan hewan qurban kepada lingkungan sekitar yang membutuhkan. [413-1]

1,200 students took part in the program with the details of 300 students from Polman Astra (Sunter Campus) and 900 students from Binus University (Alam Sutera Campus, Kemanggis, Bekasi), which were conducted in 4 sessions in 2019.

Blood Donations

Astragraphia collaborates with the Indonesian Red Cross every year to hold 4 blood donations. In 2019 this activity was attended by 163 employees and Astragraphia employees, with a total acquisition of 293 bags (102.5 liters of blood).

Donations

Astragraphia regularly makes monthly donations to the community in the surrounding area to help finance community activities in the area. In addition, every year coinciding with the Eid al-Adha, Astragraphia also donates sacrificial animals to areas in need.





Dampak Kuantitatif Tanggung Jawab Sosial terhadap Lingkungan

Sebagai bentuk Tanggung Jawab Terhadap Lingkungan, Astragraphia memberikan program pendidikan tambahan yang diberi nama Competence Aid Program (CAP). Program ini memberikan pelatihan mengenai mesin dan desain grafis bagi lulusan SMK ataupun yang masih menempuh pendidikan SMK. Selain itu Astragraphia juga memberikan tambahan pembekalan mengenai *network* kepada siswa SMK jurusan teknologi informasi, dengan total sebanyak 58 orang. Juga *sharing* kepada siswa politeknik dan mahasiswa mengenai informasi teknologi sebanyak 1.200 orang, sehingga diharapkan informasi tersebut dapat membantu mereka kedepannya. Astragraphia juga membuka kesempatan bersaing untuk mengisi kebutuhan tenaga kerja di Astragraphia atas mahasiswa yang telah mengikuti CAP tersebut. Program CAP ini telah menciptakan simbiosis mutualisme antara perusahaan dan siswa yang mengikuti program tersebut.

Quantitative Impact of Social Responsibility on the Environment

As part of the Company's Responsibility to the environment, Astragraphia offers an additional education program called CAP (Competence Aid Program). This program provides training on machinery and graphic design for vocational graduates or those still pursuing vocational education. In addition, we also provide additional training regarding networking to vocational students majoring in information technology, with a total of 58 students. Likewise, knowledge sharing sessions with polytechnic students on information technology involving as many as 1,200 students, so hopefully the information can help them in the future. Astragraphia opens the opportunity for students of CAP program to work for Astragraphia upon graduation. This CAP program has created a symbiosis of mutualism between the company and students who take part in the program.





DATA DAN INFORMASI PENDUKUNG

Data and Supporting Information



Indeks POJK No.51/POJK.03/2017

POJK No.51/POJK.03/2017 index

No.	Laporan Keberlanjutan memuat informasi mengenai:	Halaman Page	No.	The Sustainability Report contains information about:
1	Penjelasan Strategi Keberlanjutan	15-16,20	1	Explanation of Sustainable Strategy
2	Ikhtisar Kinerja Aspek Keberlanjutan		2	Performance Overview on Sustainability Aspects
	a. aspek ekonomi	14		a. Economic aspect
	1) kuantitas produksi atau jasa yang dijual;			1) quantity of production or service offered
	2) pendapatan atau penjualan;	14		3) revenue or sales
	3) laba atau rugi bersih;	14		4) net profit or loss;
	4) produk ramah lingkungan; dan	14		5) environmental-friendly product; and
	5) pelibatan pihak lokal yang berkaitan dengan proses bisnis Keuangan Berkelanjutan.			6) Involvement of local party that relates with Sustainable-Finance business process.
	b. aspek Lingkungan Hidup	14		b. Environmental aspect
	1) penggunaan energi (antara lain listrik dan air);	14		1) energy use (including electricity and water)
	2) pengurangan emisi yang dihasilkan	14		2) reduction of emission produced
	3) pengurangan limbah dan efluen	14		3) waste and effluent reduction
	4) pelestarian keanekaragaman hayati			4) biodiversity preservation
	c. uraian mengenai dampak positif dan negatif dari penerapan Keuangan Berkelanjutan bagi masyarakat dan lingkungan	76		c. Description of the positive and negative impacts of implementing Sustainable Finance for the community and the environment.
3	Profil singkat	24	3	General profile
	a. visi, misi, dan nilai keberlanjutan	25		a. Vision, mission and sustainable values
	b. nama, alamat, nomor telepon, nomor faksimile, alamat surat elektronik (e-mail), dan situs web LJK, Emiten, dan Perusahaan Publik, serta kantor cabang dan/atau kantor perwakilan	24-37		b. Name, address, telephone number, facsimile number, e-mail address, and website of Financial Service Institutions (FSI), Issuer and Public Company, as well as branch offices and / or representative offices
	c. skala usaha	30 -37		c. Business size
	1) total aset atau kapitalisasi aset, dan total kewajiban	31		1) total assets or assets capitalization, and total liabilities
	2) jumlah karyawan	30		2) number of employees
	3) persentase kepemilikan saham	27		3) ownership percentage
	4) wilayah operasional.	32		4) operational area
	d. penjelasan singkat mengenai produk, layanan, dan kegiatan usaha yang dijalankan;	26		d. Brief explanation about product, service and business activity performed;
	e. keanggotaan pada asosiasi;	67		e. Member of an association;
	f. perubahan signifikan, antara lain terkait dengan penutupan atau pembukaan cabang, dan struktur kepemilikan.	39		f. Significant changes, among others related to the closing or opening of branches, and ownership structure.

No.	Laporan Keberlanjutan memuat informasi mengenai:	Halaman Page	No.	The Sustainability Report contains information about:
4	Penjelasan Direksi memuat:		4	Report of the Board of Directors consists of:
	a. Kebijakan untuk merespons tantangan dalam pemenuhan strategi keberlanjutan, paling sedikit meliputi:	17-21		a. Policies to respond in meeting the sustainable strategy, at least include:
	1) penjelasan nilai keberlanjutan bagi Perusahaan;	17-21		1) an explanation about the value of sustainability for the Company;
	2) penjelasan respons Perusahaan terhadap isu terkait penerapan Keuangan Berkelanjutan;	21		2) an explanation of the Company's response to issues related to the implementation of Sustainable Finance
	3) penjelasan komitmen pimpinan LJK, Emiten, dan Perusahaan Publik dalam pencapaian penerapan Keuangan Berkelanjutan;	20		3) an explanation of the commitment of Financial Service Industry (FSI) leaders, Issuers, and Public Company's in conducting Sustainable Finance implementation
	4) pencapaian kinerja penerapan Keuangan Berkelanjutan; dan	20		4) achieving performance in the application Sustainable Finance; and
	5) tantangan pencapaian kinerja penerapan Keuangan Berkelanjutan.	21		5) Challenges in acquiring performance on Sustainable Finance
	b. Penerapan Keuangan Berkelanjutan, paling sedikit meliputi:			b. Sustainable Finance implementation, at least include:
	1) pencapaian kinerja penerapan Keuangan Berkelanjutan (ekonomi, sosial, dan Lingkungan Hidup) dibandingkan dengan target; dan	17-20		1) achievement in the performance of the implementation of Sustainable Finance (economic, social and environmental) compared to the target; and
	2) penjelasan prestasi dan tantangan termasuk peristiwa penting selama periode pelaporan (bagi LJK yang diwajibkan membuat Rencana Aksi Keuangan Berkelanjutan).	17-20, 40-50		2) explanation on achievements and challenges including important events during the reporting period (as for FSI, it is required to formulate Sustainable Finance Action Plan)
	c. Strategi pencapaian target, paling sedikit meliputi:			c. Target achievement strategies, at least include:
	1) pengelolaan risiko atas penerapan Keuangan Berkelanjutan terkait aspek ekonomi, sosial, dan Lingkungan Hidup;	17-20		1) risk management for the implementation of Sustainable Finance related to economic, social, and environmental;
	2) pemanfaatan peluang dan prospek usaha; dan	21		2) exploiting business opportunities and prospects; and
	3) penjelasan situasi eksternal ekonomi, sosial, dan Lingkungan Hidup yang berpotensi mempengaruhi keberlanjutan LJK, Emiten, dan Perusahaan Publik.	17-20		3) explanation on external economy, social and environmental condition that has the potential to affect the sustainability of FSI, Issuers and Public Companies.

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No.	Laporan Keberlanjutan memuat informasi mengenai:	Halaman Page	No.	The Sustainability Report contains information about:
5	Tata kelola keberlanjutan memuat:		5	Sustainable Governance consists of:
	a. Uraian mengenai tugas bagi Direksi dan Dewan Komisaris, pegawai, pejabat dan/atau unit kerja yang menjadi penanggung jawab penerapan Keuangan Berkelanjutan.	59-60		a. Job description of the Board of Directors and the Board of Commissioners, employees, officers and or work units who are responsible for implementing Sustainable Finance.
	b. Penjelasan mengenai pengembangan kompetensi yang dilaksanakan terhadap anggota Direksi, anggota Dewan Komisaris, pegawai, pejabat dan/atau unit kerja yang menjadi penanggung jawab penerapan Keuangan Berkelanjutan.	59-60		b. Explanations regarding competency development carried out for members of the Board of Directors, members of the Board of Commissioners, employees, officers and or work units who are responsible for the implementation of Sustainable Finance.
	c. Penjelasan mengenai prosedur LJK, Emiten, dan Perusahaan Publik dalam mengidentifikasi, mengukur, memantau, dan mengendalikan risiko atas penerapan Keuangan Berkelanjutan terkait aspek ekonomi, sosial, dan Lingkungan Hidup, termasuk peran Direksi dan Dewan Komisaris dalam mengelola, melakukan telaah berkala, dan meninjau efektivitas proses manajemen risiko LJK, Emiten, dan Perusahaan Publik.	54-58		c. Explanations on the procedures for FSI, Issuers and Public Companies in identifying, measuring, monitoring, and controlling risks for the implementation of Sustainable Finance related to economic, social, and environmental aspects, including the role of the Directors and Board of Commissioners in managing, conducting periodic reviews, and reviewing the effectiveness risk management processes for FSI, Issuers and Public Companies.
	d. Penjelasan mengenai pemangku kepentingan yang meliputi:			d. Explanations of stakeholders include:
	1) keterlibatan pemangku kepentingan berdasarkan hasil penilaian (assessment) manajemen, RUPS, surat keputusan atau lainnya; dan	58		1) stakeholder's involvement based on management assessment, annual general shareholders meeting, decree or other; and
	2) pendekatan yang digunakan LJK, Emiten, dan Perusahaan Publik dalam melibatkan pemangku kepentingan dalam penerapan Keuangan Berkelanjutan, antara lain dalam bentuk dialog, survei, dan seminar.	63		2) approach used by FSI, Issuers, and Public Companies in involving stakeholders in the implementation of Sustainable Finance, such as dialogue, surveys and seminars.
	e. Permasalahan yang dihadapi, perkembangan, dan pengaruh terhadap penerapan Keuangan Berkelanjutan.	61		e. Problems encountered, developments, and influences on the implementation of Sustainable Finance
6	Kinerja keberlanjutan paling sedikit memuat:		6	Sustainable performance, at least includes:
	a. Penjelasan mengenai kegiatan membangun budaya keberlanjutan di internal LJK, Emiten, dan Perusahaan Publik.	76		a. Explanation regarding the activities of building a sustainable culture in the internal FSI, Issuers, and Public Companies.
	b. Uraian mengenai kinerja ekonomi dalam 3 (tiga) tahun terakhir meliputi:			b. Analysis of economic performance for the last three years includes:
	1) perbandingan target dan kinerja produksi, portofolio, target pembiayaan, atau investasi, pendapatan dan laba rugi dalam hal Laporan Keberlanjutan disusun secara terpisah dengan Laporan Tahunan; dan	70		1) comparison of targets and performance of production, portfolio, financing targets, or investment, revenue and profit or loss in the event that the Sustainable Report is prepared separately from the Annual Report; and
	2) perbandingan target dan kinerja portofolio, target pembiayaan, atau investasi pada instrumen keuangan atau proyek yang sejalan dengan penerapan Keuangan Berkelanjutan.	70		2) comparison of target and portfolio performance, financing targets, or investments in financial instruments or projects that are aligned with the application of Sustainable Finance.
	c. Kinerja sosial dalam 3 (tiga) tahun terakhir:			c. Social performance for the last three years:
	1) Komitmen LJK, Emiten, atau Perusahaan Publik untuk memberikan layanan atas produk dan/atau jasa yang setara kepada konsumen.	70		1) commitments of FSI, Issuers, or Public Companies to provide services for products and or services that are equal to consumers.
	2) Ketenagakerjaan, paling sedikit memuat:			2) Labour, at least includes:
	a. pernyataan kesetaraan kesempatan bekerja dan ada atau tidaknya tenaga kerja paksa dan tenaga kerja anak;	89		a. statement of equality of employment opportunities and the presence or absence of forced and child labor;
	b. persentase remunerasi pegawai tetap di tingkat terendah terhadap upah minimum regional;	90		b. the percentage of permanent employee remuneration at the lowest level to the regional minimum wage;

No.	Laporan Keberlanjutan memuat informasi mengenai:	Halaman Page	No.	The Sustainability Report contains information about:
	c. lingkungan bekerja yang layak dan aman; dan	87-88		c. a decent and safe working environment; and
	d. pelatihan dan pengembangan kemampuan pegawai.	83-86		d. employee training and capacity building.
	3) Masyarakat, paling sedikit memuat:			3) Community, at least includes:
	a. informasi kegiatan atau wilayah operasional yang menghasilkan dampak positif dan dampak negatif terhadap masyarakat sekitar termasuk literasi dan inklusi keuangan;	98-100		a. information of activities or operational areas that produce positive and negative impacts on the surrounding community including financial literacy and inclusion;
	b. mekanisme pengaduan masyarakat serta jumlah pengaduan masyarakat yang diterima dan ditindaklanjuti; dan	63-64		b. the mechanism of public complaints as well as the number of public complaints received and acted upon; and
	c. TJSL yang dapat dikaitkan dengan dukungan pada tujuan pembangunan berkelanjutan meliputi jenis dan capaian kegiatan program pemberdayaan masyarakat	15, 70		c. TJSL that can be linked to support for sustainable development goals includes the types and achievements of community empowerment program activities
	d. Kinerja Lingkungan Hidup bagi LJK, Emiten, dan Perusahaan Publik, paling sedikit memuat:			d. Environmental Performance for FSI, Issuers, and Public Companies, at least contains:
	1) biaya Lingkungan Hidup yang dikeluarkan;	95		1) environmental costs incurred;
	2) uraian mengenai penggunaan material yang ramah lingkungan, misalnya penggunaan jenis material daur ulang; dan	95		2) a description of the use of environmentally friendly materials, for example the use of recycled materials; and
	3) uraian mengenai penggunaan energi, paling sedikit memuat:			3) a description of the use of energy, at least contains:
	a. jumlah dan intensitas energi yang digunakan; dan	96		a. the amount and intensity of the energy used; and
	b. upaya dan pencapaian efisiensi energi yang dilakukan termasuk penggunaan sumber energi terbarukan;	96		b. efforts and achievement of energy efficiency including the use of renewable energy sources;
	e. Tanggung jawab pengembangan Produk dan/atau Jasa Keuangan Berkelanjutan			e. Responsibility for developing Sustainable Financial Products and or Services
	1) inovasi dan pengembangan Produk dan/atau Jasa	72		1) innovation and development of Products and or Services
	2) jumlah dan persentase produk dan jasa yang sudah dievaluasi keamanannya bagi pelanggan	75		2) the number and percentage of products and services that have been evaluated for the safety.
	3) dampak positif dan dampak negatif yang ditimbulkan dari Produk dan/atau Jasa dan proses distribusi, serta mitigasi yang dilakukan untuk menanggulangi dampak negatif	76		3) positive and negative impacts arising from Products and / or Services and distribution processes, as well as mitigation undertaken to overcome the negative impacts
	4) jumlah produk yang ditarik kembali dan alasannya			4) the number of products withdrawn and its reasons
	5) survei kepuasan pelanggan	72, 74		5) customer satisfactory survey
7	Verifikasi tertulis dari pihak independen, jika ada.		7	Written verification from independent party, if any.

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LAPORAN KEBERLANJUTAN 2019 PT ASTRA GRAPHIA TBK

PENGUNGKAPAN STANDAR UMUM

GENERAL STANDARD DISCLOSURES

		Pengungkapan	Halaman Page	Disclosures	Tidak Disajikan Omission
PROFIL ORGANISASI			ORGANIZATIONAL PROFILE		
GRI 102: Pengungkapan Umum General Disclosures 2016	102-1	Nama organisasi	24, 38	Name of the organization	
	102-2	Merek, produk, dan jasa utama	26, 38	Primary brands, products, and services	-
	102-3	Lokasi kantor pusat	27, 38	Location of headquarters	-
	102-4	Jumlah negara tempat operasi	36-37, 38	Number of countries of operation	-
	102-5	Sifat kepemilikan dan badan hukum	27, 38	Nature of ownership and legal form	-
	102-6	Pasar yang dilayani	32, 38	Markets served	-
	102-7	Skala organisasi	30, 31, 39, 71	Scale of the organization	-
	102-8	Informasi terkait karyawan dan pekerja lain	30, 39	Information on employees and other workers	-
	102-9	Rantai pasokan organisasi	77	Organization's supply chain	-
	102-10	Perubahan signifikan selama periode pelaporan	39	Significant changes during the reporting period	-
	102-11	Prinsip kehati-hatian	61	Precautionary approach or principle	-
	102-12	Inisiatif Eksternal	39	External initiatives	-
	102-13	Keanggotaan asosiasi	67	Memberships of associations	-
STRATEGI			STRATEGY		
	102-14	Pernyataan dari manajemen puncak	16	Statement from the senior decision-maker	-
	102-15	Dampak penting, risiko, dan peluang	16	Key Impact, risks, and opportunities	-
ETIK DAN INTEGRITAS			ETHIC AND INTEGRITY		
	102-16	Nilai-nilai, standar, dan norma-norma perilaku		Values, principles, standards, and norms of behavior	-
	102-17	Mekanisme permintaan nasihat dan pertimbangan terkait etik		Mechanisms for advice and concerns about ethics	-
TATA KELOLA			GOVERNANCE		
	102-18	Struktur tata kelola		Governance structure	
PELIBATAN PEMANGKU KEPENTINGAN			STAKEHOLDER ENGAGEMENT		
	102-40	Daftar kelompok pemangku kepentingan	65	List of stakeholder groups	-
	102-41	Perjanjian Kerja Bersama	30	Collective bargaining agreements	-
	102-42	Identifikasi dan pemilihan pemangku kepentingan	64	Identifying and selecting stakeholders	-
	102-43	Pendekatan untuk melakukan pelibatan pemangku kepentingan	65	Approach to stakeholder engagement	-
	102-44	Topik dan perhatian utama	65	Key topics and concerns	-

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GENERAL STANDARD DISCLOSURES

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	PRAKTIK PELAPORAN		REPORTING PRACTICES	
102-45	Entitas yang dicakup dalam laporan keuangan konsolidasian	10	Entities included in the organization's consolidated financial statements	-
102-46	Proses untuk menetapkan isi laporan dan Batasan topik	10, 12, 26	Defining the report content and topics boundaries	-
102-47	Daftar topik material	11	List of material topics	-
102-50	Periode pelaporan	1, 8	Reporting period	-
102-51	Tanggal laporan paling terakhir	1, 8	Date of most recent previous report	-
102-52	Siklus pelaporan	1, 8	Reporting cycle	-
102-53	Poin Kontak atas pertanyaan terkait laporan ini	1, 8, 9	Contact point for questions regarding the report	-
102-54	Klaim pelaporan yang 'kesesuaian dengan' Standar GRI	9	Claims of reporting In accordance with the GRI Standards	-
102-55	Indeks isi GRI	108	GRI Content Index	-

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GRI 103: Pendekatan Manajemen Management Approach 2016	103-1	Penjelasan Topik Material dan Batasannya	15, 70, 73	Explanation of the material topic and its Boundary	-
	103-2	Pendekatan Manajemen dan Komponennya	15, 70, 73, 76	The management approach and its components	-
	103-3	Evaluasi Pendekatan Manajemen	15, 70, 73	Evaluation of the management approach	-
GRI 201 Kinerja Ekonomi Economic Performance 2016	201-1	Nilai ekonomi yang dihasilkan dan didistribusikan	70	Direct economic value generated and distributed	-
DAMPAK EKONOMI TIDAK LANGSUNG			INDIRECT ECONOMIC IMPACT		
GRI 103: Pendekatan Manajemen Management Approach 2016	103-1	Penjelasan Topik Material dan Batasannya	15, 70, 73	Explanation of the material topic and its Boundary	-
	103-2	Pendekatan Manajemen dan Komponennya	15, 70, 73	The management approach and its components	-
	103-3	Evaluasi Pendekatan Manajemen	15, 70, 73	Evaluation of the management approach	-
GRI 203: Dampak Ekonomi Tidak Langsung Indirect Economic Impact 2016	203-2	Investasi Infrastruktur dan Dukungan Layanan	76	Infrastructure Investation and Services Support	-
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GRI 103: Pendekatan Manajemen Management Approach 2016	103-1	Penjelasan Topik Material dan Batasannya	15	Explanation of the material topic and its Boundary	-
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	103-3	Evaluasi Pendekatan Manajemen	74	Evaluation of the management approach	-
GRI 301: Material Materials	301-1	Material yang digunakan berdasarkan berat atau volume	76	Material used based on weight or volume	-
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GRI 103: Pendekatan Manajemen Management Approach 2016	103-1	Penjelasan Topik Material dan Batasannya	15, 94	Explanation of the material topic and its Boundary	-
	103-2	Pendekatan Manajemen dan Komponennya	15, 94	The management approach and its components	-
	103-3	Evaluasi Pendekatan Manajemen	15, 94	Evaluation of the management approach	-
GRI 302: Energi Energy 2016	302-1	Konsumsi energi di dalam organisasi	95	Energy consumption within the organization	-
	302-4	Pengurangan konsumsi energi	96	Reduction of energy consumption	-
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GRI 103: Pendekatan Manajemen Management Approach 2016	103-1	Penjelasan Topik Material dan Batasannya	15, 94	Explanation of the material topic and its Boundary	-
	103-2	Pendekatan Manajemen dan Komponennya	15, 94	The management approach and its components	-
	103-3	Evaluasi Pendekatan Manajemen	15, 94	Evaluation of the management approach	-
GRI 303: Air Water 2016	303-1	Pengambilan air berdasarkan sumber	95	Water withdrawal by source	-

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GRI 103: Pendekatan Manajemen Management Approach 2016	103-1	Penjelasan Topik Material dan Batasannya	15, 94	Explanation of the material topic and its Boundary	–
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GRI 305: Emisi Emission 2016	305-5	Emisi GRK langsung (Cakupan 1)	96	Direct GHG Emission (Scope 1)	–
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GRI 103: Pendekatan Manajemen Management Approach 2016	103-1	Penjelasan Topik Material dan Batasannya	15, 94	Explanation of the material topic and its Boundary	–
	103-2	Pendekatan Manajemen dan Komponennya	15, 94	The management approach and its components	–
	103-3	Evaluasi Pendekatan Manajemen	15, 94	Evaluation of the management approach	–
GRI 306: Effluen dan Limbah Effluent and Waste 2016	306-2	Jumlah Limbah dan Efluen yang Dihasilkan	96	Total Generated Waste and Effluent	–
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GRI 103: Pendekatan Manajemen Management Approach 2016	103-1	Penjelasan Topik Material dan Batasannya	15, 94	Explanation of the material topic and its Boundary	–
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	103-3	Evaluasi Pendekatan Manajemen	15, 94	Evaluation of the management approach	–
GRI 307 Kepatuhan Lingkungan Environmental Compliance 2016	307-1	Ketidakpatuhan terhadap UU dan peraturan lingkungan hidup	89	Non-compliance with environmental laws and regulations	–
KESEHATAN DAN KESELAMATAN KERJA				OCCUPATIONAL HEALTH AND SAFETY	
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	103-2	Pendekatan Manajemen dan Komponennya	80, 94	The management approach and its components	–
	103-3	Evaluasi Pendekatan Manajemen	80, 94	Evaluation of the management approach	–
GRI 403: Kesehatan dan Keselamatan Kerja Occupational Health and Safety 2016	403-3	Tingkat Kecelakaan Kerja	90	Work Accident Rate	–
	403-4	Sertifikasi Kesehatan dan Keselamatan Kerja	89	Occupational Health and Safety Certification	–
KETENAGAKERJAAN				EMPLOYMENT	
GRI 103: Pendekatan Manajemen Management Approach 2016	103-1	Penjelasan Topik Material dan Batasannya	15, 80, 94	Explanation of the material topic and its Boundary	–
	103-2	Pendekatan Manajemen dan Komponennya	80, 94	The management approach and its components	–
	103-3	Evaluasi Pendekatan Manajemen	80, 94	Evaluation of the management approach	–
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GRI 404: Pelatihan dan Pendidikan Training and Education 2016	404-1	Rata-rata jam pelatihan	85	Average hours of training	-
	404-2	Program untuk pengelolaan keterampilan dan pembelajaran seumur hidup	83	Programs for skills Management and lifelong learning	-
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	103-2	Pendekatan Manajemen dan Komponennya	15, 94	The management approach and its components	-
	103-3	Evaluasi Pendekatan Manajemen	15, 94	Evaluation of the management approach	-
GRI 413: Masyarakat Lokal Local Community 2016	413-1	Pelibatan masyarakat lokal	98, 99, 100	Local community engagement	-

Lembar Umpan Balik

Feedback Form

Terima kasih atas perhatian dan apresiasi Bapak/Ibu terhadap Laporan Keberlanjutan kami ini.

Untuk meningkatkan pelayanan kami dalam mengembangkan laporan yang akan datang, maka kami mohon Bapak/Ibu untuk mengisi kuesioner berikut dan dapat mengirimkannya kembali kepada kami. Kami sangat mengharapkan pemikiran, saran, dan kritik dari Bapak/Ibu.

Thank you for your attention and appreciation on our Sustainability Report.

To improve our next report, please let us know what you think about the report by filling in the questionnaire below, and return this feedback form to us. Your views, and critics are very much welcomed and appreciated.

No.	Pernyataan/Statements	SS/SA	S/A	RR/SD	TS/D	STS/SD	Alasan/Comment
1	Laporan ini berisi/mengandung informasi yang bermanfaat mengenai komitmen Astragraphia dan kebijakannya This Report contains useful information on Astragraphia commitment and its policy						
2	Laporan ini menyediakan suatu gambaran/summary mengenai kinerja Astragraphia yang sejalan dengan usaha pencapaian <i>sustainable development</i> This Report provides a good overview on Astragraphia performance in its pursuit to reach sustainable development						
3	Laporan ini mudah dimengerti This Report is easy to understand						
4	Informasi pada Laporan ini cukup lengkap (detail) The Report provides enough detail of information						
5	Laporan ini layak/dapat dipertanggungjawabkan This Report has sufficient accountability						

SS : Sangat Setuju **S** : Setuju **RR** : Ragu-ragu **T S** : Tidak Setuju **STS** : Sangat Tidak Setuju
SA : Strongly Agree **A** : Agree **SD** : Somewhat Disagree **D** : Disagree **SD** : Strongly Disagree

Informasi yang menarik adalah Most interested information is (are)	Informasi yang kurang menarik adalah Least interested information is (are)
a.	
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Saran dan/atau kritik mengenai isi, desain, layout dan lain-lain Comments on content, design, layout, etc.	Informasi yang dapat ditambahkan Any additional comments
a.	
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Continuing Support towards Sustainable Development

Dukungan Berkesinambungan
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