



Memupuk Kontribusi untuk Mewujudkan Pembangunan Berkelanjutan

2020

Laporan Keberlanjutan
Sustainability Report



Nurturing Contribution to Build Sustainable Development

Memupuk Kontribusi untuk Mewujudkan Pembangunan Berkelanjutan

Astragraphia terus berproses dalam memberikan kontribusi nyata untuk mewujudkan pembangunan berkelanjutan yang sejalan dengan fokus bisnis perusahaan. Astragraphia menyadari bahwa keberlanjutan bisnis hanya dapat diwujudkan melalui hubungan yang harmonis antara memberikan nilai tambah kepada pemegang saham dan seluruh pemangku kepentingan, memberikan produk dan layanan terbaik kepada pelanggan, penguatan kompetensi sumber daya manusia, serta berperan aktif dalam kontribusi sosial. Kolaborasi ini diwujudkan melalui strategi *Triple-P Roadmap* Astragraphia, yang meliputi *Portfolio*, *People*, dan *Public Contribution*.

Sepanjang tahun 2020, Astragraphia telah merespon perubahan kondisi yang ada melalui adaptasi dan mitigasi secara cepat untuk meraih peluang dan mengoptimalkan kinerja. Inisiatif strategis dilakukan di area pengembangan inovasi solusi dan layanan perusahaan, penguatan kompetensi sumber daya manusia yang dioptimalisasi melalui pemanfaatan teknologi, serta perluasan program tanggung jawab sosial perusahaan yang awalnya hanya mencakup bidang pendidikan dan lingkungan, kini berkembang ke dalam empat pilar utama, yakni Kesehatan, Pendidikan, Lingkungan, dan Kewirausahaan, termasuk aktivitas yang terkait dengan bantuan donasi untuk masyarakat terdampak pandemi COVID-19.

Melalui empat pilar program tanggung jawab sosial, Astragraphia mampu meningkatkan kontribusi dari sisi jumlah kegiatan, jenis program, serta perluasan target penerima manfaat program. Hal tersebut justru terwujud di tengah keterbatasan pergerakan serta situasi yang serba tidak pasti di tahun ini, optimalisasi teknologi digital menjadi salah satu inisiatif utama yang mendukung keberlangsungan kontribusi sosial di tahun 2020, selain adanya dukungan penuh dari manajemen Astragraphia.

Astragraphia berkomitmen untuk terus memupuk kontribusi untuk mewujudkan pembangunan berkelanjutan sebagai bentuk manifestasi dari pilar pertama budaya perusahaan, yakni Bermanfaat bagi Bangsa dan Peri Kehidupan.

Astragraphia continues to proceed to deliver a real contribution to realize sustainable development that is in line with the company's business focus. Astragraphia is aware that business sustainability can only be accomplished through a harmonious relationship between providing added value to shareholders and all stakeholders, providing the best products and services to customers, strengthening human resource competencies, as well as playing an active role in social contribution. This collaboration is realized through Astragraphia's Triple-P Roadmap strategy, which includes Portfolio, People, and Public Contribution.

Throughout 2020, Astragraphia has responded to the changing conditions through swift adaptation and mitigation to seize opportunities and optimize performance. Strategic initiatives were carried out in the areas of developing innovation in company solutions and services, strengthening of human resources competency that were optimized through the utilization of technology, and expanding corporate social responsibility programs, which initially only comprised of education and the environment, now developing into four main pillars, namely Health, Education, Environment, and Entrepreneurship, including activities related to donations for communities affected by the COVID-19 pandemic.

Through the four pillars of social responsibility programs, Astragraphia was able to increase its contribution in terms of the number of activities, types of programs, as well as expanding the beneficiaries of the program. This has actually manifested in the midst of limited mobility as well as uncertain situations this year, the optimization of digital technology has become one of the main initiatives that support the sustainability of social contributions in 2020, in addition to the full support of Astragraphia's management.

Astragraphia is committed to continue to foster contributions to accomplish sustainable development as a manifestation of the first pillar of corporate culture, namely Valuable to the Nation and Life.

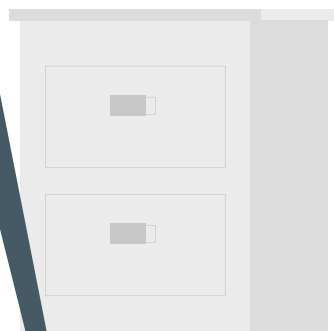
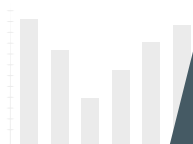


Strategi Keberlanjutan Astragraphia

Sustainability Strategy of Astragraphia

Astragraphia menjalankan bisnis yang berkelanjutan melalui inisiatif-inisiatif strategis yang telah ditetapkan perusahaan sebagai berikut:

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





Memperkuat fundamental bisnis dan kepemimpinan pasar untuk mencapai pertumbuhan bisnis yang berkelanjutan.

Perform continuous innovation and develop digital capabilities.



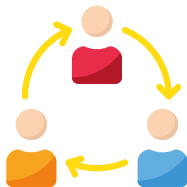
Melakukan transformasi digital yang berkesinambungan agar relevan terhadap perubahan kebutuhan pelanggan.

Perform continuous innovation and develop digital capabilities.



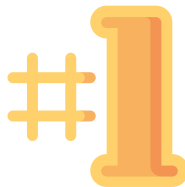
Memberikan ruang eksplorasi yang cukup bagi pertumbuhan bisnis baru.

Optimizing the reach of market penetration, introducing a variety of new innovations and services through the digital platform.



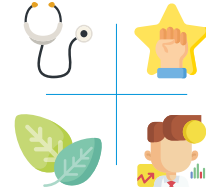
Memperkuat organisasi, mengembangkan kompetensi, serta menjadi organisasi yang *agile* untuk mendukung transformasi bisnis.

Optimizing the reach of market penetration, introducing a variety of new innovations and services through the digital platform.



Mendorong penerapan budaya perusahaan untuk menjadi mitra pilihan utama pelanggan

Encourage the application of corporate culture to become the preferred partner.



Memperkuat kontribusi sosial untuk pembangunan berkelanjutan yang berfokus pada empat pilar utama yaitu Kesehatan, Pendidikan, Lingkungan, dan Kewirausahaan.

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





Tentang Laporan Keberlanjutan

About the Sustainability Report



PT Astra Graphia Tbk ("Astragraphia") mulai menerbitkan Laporan Keberlanjutan di tahun 2019 dan disusun secara terpisah dengan Laporan Tahunan 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 Astragraphia Tahun Buku 2020 menjadi komplementer atas informasi yang diungkapkan dalam Laporan Tahunan Astragraphia Tahun Buku 2020, 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 serta kontribusi dalam pencapaian Tujuan Pembangunan Berkelanjutan (SDGs). [102-50,102- 51,102-52,102-53]

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.

PT Astra Graphia Tbk ("Astragraphia") began publishing a Sustainability Report in 2019 and is prepared separately from the Annual Report to comply with Financial Services Authority Regulation No. 51/POJK.03/2017 concerning the Implementation of Sustainable Finance for Financial Service Institutions, Issuers and Public Companies.

The 2020 Astragraphia Sustainability Report is complementary to the information disclosed in the 2020 Astragraphia Annual Report, so that there is no change in the period, cycle date, and report contact. This Sustainability Report is a form of Astragraphia's responsibility to stakeholders for communicating policies, strategies, efforts, achievements, and challenges faced by Astragraphia in running a sustainable business and contributing to the achievement of the Sustainable Development Goals (SDGs). [102-50,102- 51,102-52,102-53]

This Sustainability Report is presented in two languages, namely Bahasa Indonesia and English, using font type and size that is easy to read and is printed with good quality. This Sustainability Report can be viewed and downloaded on the official website of Astragraphia, namely www.astragraphia.co.id.





Referensi Pelaporan

Reporting Reference

Laporan Keberlanjutan ini disusun berdasarkan Peraturan Otoritas Jasa Keuangan No. 51/POJK.03/2017 tentang Penerapan Keuangan Berkelanjutan bagi Lembaga Jasa Keuangan, Emiten, dan Perusahaan Publik. Selain itu, laporan disusun menggunakan acuan Standar Global Reporting Initiative (GRI): Opsi "Inti". Rujukan pada dukungan pencapaian pembangunan berkelanjutan (*Sustainable Development Goals/SDGs*) juga disampaikan dalam laporan ini. [102-54]

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

Corporate Secretary & Communications

PT Astra Graphia Tbk

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Website: www.astragraphia.co.id

This Sustainability Report is prepared based on Financial Services Authority Regulation No. 51/POJK.03/2017 concerning the Implementation of Sustainable Finance for Financial Service Institutions, Issuers and Public Companies. In addition, reports are prepared using the Global Reporting Initiative (GRI) Standards: "Core" option. Reference to support for the achievement of sustainable development (Sustainable Development Goals/SDGs) is also provided in this report. [102-54]

For more information or to provide suggestions on this report, please contact: [102-53]

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Ruang Lingkup Pelaporan

Reporting Scope

Laporan Keberlanjutan ini merangkum periode 1 Januari hingga 31 Desember 2020, dengan cakupan informasi dan data yang berasal dari Kantor Pusat Astragraphia serta 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, pelaporan mengenai aktivitas Tanggung Jawab Sosial, Kinerja Lingkungan, Keselamatan, dan Kesehatan Kerja mencakup unit kerja di Kantor Pusat, Kantor Cabang, dan Warehouse Astragraphia di Indonesia. [102-45, 102-50]

Astragraphia belum menerapkan pemeriksaan dan verifikasi eksternal untuk laporan ini. Data keuangan yang disajikan diambil dari laporan keuangan teraudit sedangkan data lingkungan dan sosial diverifikasi oleh tim internal Astragraphia. [102-56]

This Sustainability Report summarizes the period from January 1 to December 31, 2020, with coverage of information and data originating from Astragraphia Headquarters and operational activities throughout Indonesia. The audited financial statement information is in a consolidated nature, originating from PT Astra Graphia Tbk, including its subsidiaries, namely PT Astra Graphia Information Technology and PT Astragraphia Xprins Indonesia. In addition, reporting on Social Responsibility, Environmental Performance, Occupational Safety and Health activities includes work units at the Head Office, Branch Offices and Astragraphia Warehouse in Indonesia. [102-45, 102-50]

Astragraphia has not implemented external checks and verification for this report. The financial data presented are taken from audited financial reports while the environmental and social data are verified by Astragraphia's internal team. [102-56]



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

List of Topics and Material Aspects and Their Boundaries [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/Customer
	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	• Pelanggan/Customer
	Energi/Energy	• Karyawan/Employee	
	Air/Water	• Karyawan/Employee	
	Emisi/Emission	• Karyawan/Employee	• Pelanggan/Customer
	Efluen dan Limbah/Effluent and Waste	• Karyawan/Employee	
	Masyarakat Setempat/Local Community		• Masyarakat/Community
	Dampak Ekonomi Tidak Langsung/Indirect Economic Impacts		• Masyarakat/Community

Penerapan Prinsip Laporan [102-46]

Application of Reporting Principles [102-46]

Laporan Keberlanjutan ini disajikan berdasarkan strategi keberlanjutan Astra yaitu *Strategic Triple-P Roadmap*, yang terdiri dari *Portfolio Roadmap*, *People Roadmap*, dan *Public Contribution Roadmap*. Topik-topik pada laporan mencakup aspek tata kelola, ekonomi, sosial, dan lingkungan yang material sehingga dapat digunakan untuk keberlanjutan Astragraphia maupun pemangku kepentingan. Dalam menetapkan topik material dan batasan dampak pada topik material, Astragraphia mengacu pada prinsip pelaporan dari Standar GRI, yaitu Keterlibatan Pemangku Kepentingan, Konteks Berkelanjutan, Materialitas, dan Kelengkapan. Selain itu, kualitas pelaporan memperhatikan prinsip keseimbangan, komparabilitas, akurasi, ketepatan waktu, kejelasan, dan keandalan.

This Sustainability Report is presented based on Astra's sustainability strategy, namely the Strategic Triple-P Roadmap, which consists of Portfolio Roadmap, People Roadmap, and Public Contribution Roadmap. The topics in this report cover material governance, economic, social and environmental aspects to be used for the sustainability efforts of Astragraphia and stakeholders. In determining material topics and limits of impact on material topics, Astragraphia refers to the reporting principles stipulated in the GRI Standards, namely Stakeholder Engagement, Sustainable Context, Materiality, and Completeness. In addition, the quality of reporting takes into account the principles of balance, comparability, accuracy, timeliness, clarity and reliability.



Tahap Penentuan Isi Laporan Keberlanjutan

The Sustainability Report Content Determination Stage



Identifikasi/Identification

Proses identifikasi topik keberlanjutan disesuaikan dengan karakteristik industri perdagangan dan jasa dan pengaruhnya kepada pemangku kepentingan.

The process of identifying sustainability topics is tailored to the characteristics of the trade and service industry and its influence on stakeholders.



Prioritas Topik/Topic Priority

Dalam menentukan topik keberlanjutan yang relevan dengan kondisi Perusahaan di Tahun 2020, Astragraphia menentukan prioritas atas topik berkelanjutan yang relevan melalui koordinasi untuk penentuan tema, analisis topik material, serta analisis pemangku kepentingan. [102-43]

In determining sustainability topics that are relevant to the condition of the Company in 2020, Astragraphia determines priorities for relevant sustainable topics through coordination for theme determination, material topic analysis, and stakeholder analysis. [102-43]



Validasi/Validation

Topik material yang telah diperoleh dari hasil diskusi bersama divalidasi dan disetujui oleh Direksi untuk menjadi prioritas informasi yang disampaikan dalam laporan ini. [102-32]

Material topics that have been obtained from the results of the joint discussions are validated and approved by the Board of Directors to become a priority for the information presented in this report. [102-32]



Tinjauan/Review

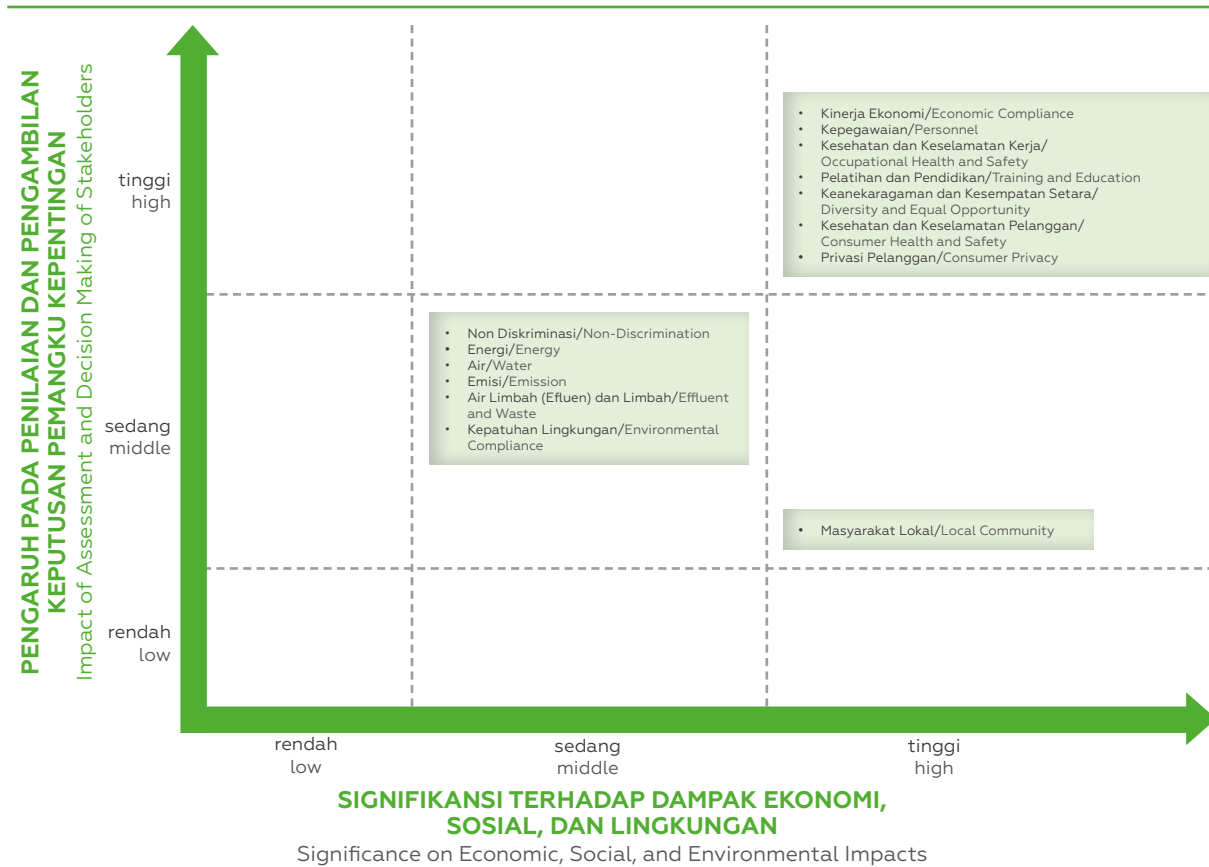
Tinjauan dilakukan dengan memerhatikan dan menerima saran dari para pemangku kepentingan, baik melalui lembar umpan balik maupun surat elektronik (surel). Saran ini akan menjadi pertimbangan untuk penyusunan laporan selanjutnya agar dapat memenuhi kebutuhan informasi para pemangku kepentingan.

Review was conducted by welcoming and taking into account suggestions from stakeholders, both through feedback sheets and electronic mail (e-mail). These suggestions will be taken into consideration for the preparation of further reports in order to meet the information needs of stakeholders.



Matriks Topik Material [102-44]

Matrix of Material Topics [102-44]





Astragraphia dan Pemangku Kepentingan

[102-40, 102-42]

Astragraphia and Stakeholders [102-40, 102-42]

Pemangku kepentingan merupakan komponen penting dari agenda keberlanjutan Astragraphia. Untuk itu perusahaan menjalin relasi yang baik dengan para pemangku kepentingan agar senantiasa memperoleh masukan tentang kinerja, mutu produk, dan juga jasa. Dalam hal ini pemangku kepentingan diantaranya adalah pelanggan, karyawan, pemegang saham, prinsipal/pemasok, dan masyarakat.

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

Stakeholders are the important component of Astragraphia's sustainability agenda. For this reason, the Company maintains good relationships with stakeholders in order to get their input on the Company's performance, product quality, and also services. In this case, the stakeholders include customers, employees, shareholders, principals/suppliers, and the community.

The following table describes Astragraphia's interactions with stakeholders, selected based on the range of influence and importance on the Company's sustainability. From the results of the approach taken, there are several issues from stakeholders that are discussed in this Sustainability Report.

Pemangku Kepentingan Stakeholders	Isu Terkait Related Issues	Metode Pelibatan Method of Engagement	Disajikan dalam Laporan Expressed in Reports
Pelanggan Customer	- Kualitas produk dan jasa - Kepuasan pelanggan - Reputasi perusahaan - Perlindungan pelanggan	- Layanan Pelanggan - Survei Kepuasan Pelanggan - Inovasi Produk dan Jasa - Kesehatan dan Keselamatan Pelanggan - Customer Service - Customer Satisfaction Survey - Product and Service Innovation - Customer Safety	Portfolio Roadmap Portfolio Roadmap
Karyawan Employee	- Praktik ketenagakerjaan - Kesejahteraan - Pengembangan kompetensi - Lapangan pekerjaan - Kesetaraan kesempatan kerja - Pengalaman bekerja yang berharga dan menyenangkan - Pemenuhan hak karyawan - Employment practices - Welfare - Competency development - Employment - Equal employment opportunities - Valuable and enjoyable work experience - Fulfillment of employment rights	- Keselamatan dan kesehatan kerja - Program apresiasi - Survei kepuasan karyawan - Pelatihan - Forum komunikasi - Penugasan kerja	People Roadmap People Roadmap
Pemegang Saham Shareholders	- 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 - Quarterly reports and annual reports - General Meeting of Shareholders - Board of Commissioners and Directors Work Guidelines - Public Expose	- Tata Kelola - Portfolio Roadmap Governance Portfolio Roadmap
Pemasok Suppliers	Hubungan bisnis berkelanjutan	- Pelaporan pencapaian bulanan - Pencapaian partnership level - Pelatihan - Monthly achievement reporting - Achievement of partnership level - Training	Portfolio Roadmap Portfolio Roadmap
Masyarakat dan Komunitas Society and Communication	- Program Pendidikan - Program Kesehatan - Program Lingkungan - Program Kewirausahaan - Education programs - Health program - Environmental program - Entrepreneurship program	- Program kehumasan - Pelaksanaan program kontribusi sosial - Penghematan energi - Upaya pengurangan limbah dan emisi - Pengelolaan limbah B3 & Non B3 - Public relations program - Implementation of the social contribution program - Energy savings - Waste and emission reduction efforts - B3 & Non B3 waste management	Public Contribution Roadmap Public Contribution Roadmap



Ringkasan Kinerja Keberlanjutan Astragraphia 2020

Astragraphia's Sustainability Performance Highlights in 2020



Portfolio Roadmap [102-15, 201-1] Portfolio Roadmap

Laba Bersih Net profit	Rp48 miliar billion
Pendapatan Income	Rp3.349 miliar billion
Pertumbuhan Pendapatan Bersih Net Income Growth	-30%
Rasio Laba Bersih terhadap Ekuitas Net Profit to Equity Ratio	3%
Entitas Anak Subsidiary	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	Rp1.079.024 miliar billion



People Roadmap [102-15, 404-2] People Roadmap

Jumlah Karyawan Number of employees	1.440 karyawan employees
Jumlah Peserta Pelatihan Number of Training Participants	1.207 peserta participant
Jumlah Pelatihan Total Training	276 pelatihan training
Jumlah Proyek Inovasi Number of Innovation Projects	1.247 proyek projects
Biaya yang Dikeluarkan Cost incurred	Rp1.9 miliar billion



Public Contribution Roadmap [102-15, 302-4] Public Contribution Roadmap

Penurunan Penggunaan Listrik Reduction of Electricity Consumption	18,85%
Penurunan Penggunaan Air Reduction of Water Consumption	31,91%
Penurunan Volume Limbah Cair Non B3 Reduction of the Volume of Non-B3 Liquid Waste	29,65%
Penurunan Volume Limbah Padat B3 Reduction of Greenhouse Gas Emissions	35,89%
Penurunan Emisi Gas Rumah Kaca Reduction of Greenhouse Gas Emissions	18,66%



Triple-P Roadmap dan Tujuan Pembangunan Berkelanjutan

Triple-P Roadmap and Sustainable Development Goals

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 1.440 karyawan dengan program pelatihan dan pengembangan kompetensi untuk pengembangan Sumber Daya Manusia (SDM) Indonesia. Astragraphia provides employment for 1,440 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 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	
Pada pilar lingkungan, Astragraphia mengkampanyekan gerakan semangat kurangi plastik sekali pakai dengan mengurangi penggunaan plastik sekali pakai secara signifikan di lingkungan kantor. On the environmental pillar, Astragraphia campaigned the spirit of reducing single-use plastics by significantly reducing the use of single-use plastics within the office.	 
Pada pilar kewirausahaan, Astragraphia fokus untuk menjadikan pelaku Usaha Mikro dan Kecil berdaya saing, go-online, dan naik kelas melalui serangkaian pelatihan dan fasilitas promosi. On the entrepreneurship pillar, Astragraphia focuses on preparing Micro and Small Businesses to be competitive, to go-online, and get to the next level through a series of training and promotional facilities.	

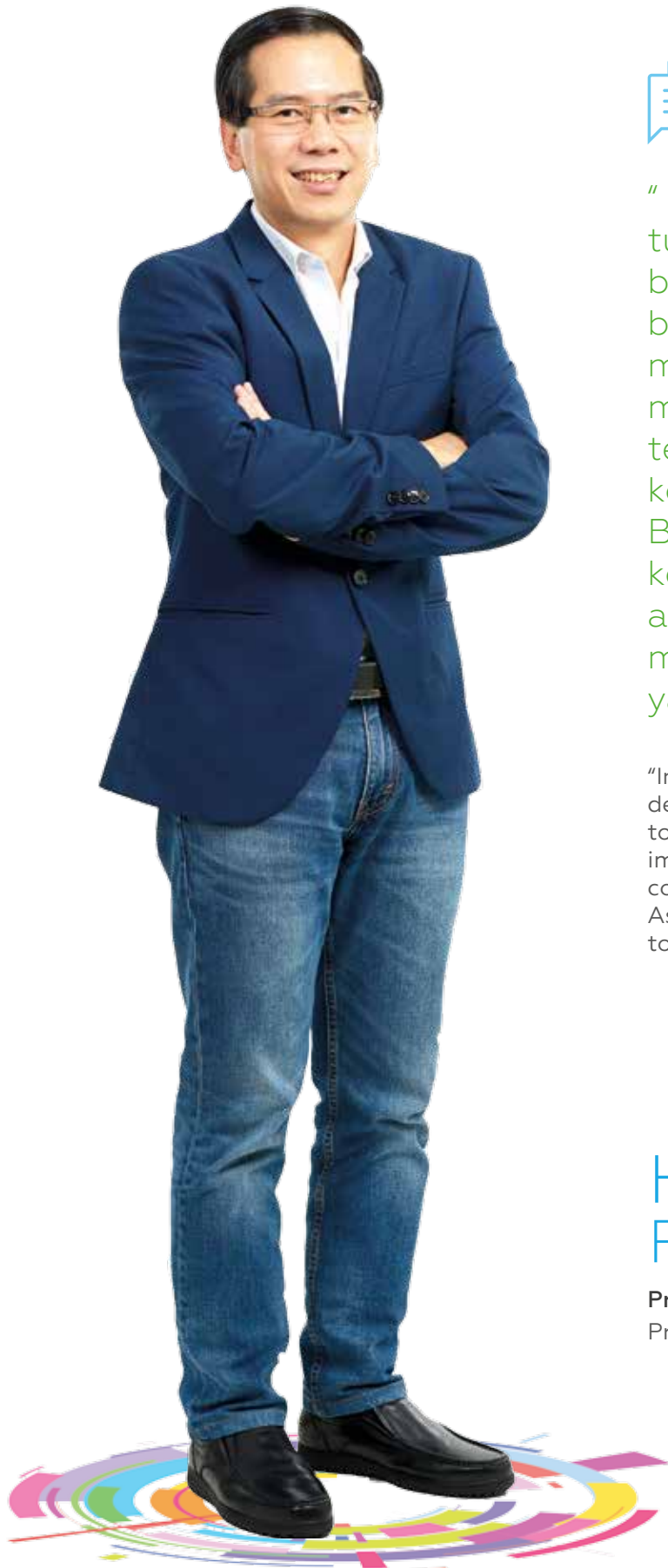


" Dalam rangka mencapai tujuan pembangunan yang berkelanjutan, Astragraphia berkembang untuk menciptakan nilai tambah melalui implementasi teknologi digital dan kompetensi yang dimiliki. Bersama pemangku kepentingan, Astragraphia akan terus bersinergi untuk mewujudkan masyarakat yang cerdas dan sejahtera."

"In order to achieve sustainable development goals, Astragraphia grows to create added value through the implementation of digital technology and its competencies. Together with stakeholders, Astragraphia will continue to work together to create a smart and prosperous society."

HENDRIX PRAMANA

Presiden Direktur
President Director





Sambutan Direksi [102-14, 102-15]

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

Para Pemangku Kepentingan yang Terhormat,

Di tengah kondisi ekonomi dan bisnis yang penuh tantangan sepanjang tahun 2020, PT Astra Graphia Tbk (Astragraphia) secara konsisten tetap menjalankan prinsip-prinsip keberlanjutan yang baik, sesuai dengan komitmen yang dituangkan pada kebijakan keberlanjutan perusahaan. Astragraphia terus melakukan evaluasi terhadap strategi bisnis jangka pendek maupun jangka panjang agar dapat mencapai target keberlanjutan perusahaan dan tetap relevan dengan perubahan kondisi bisnis dan persaingan di masa datang.

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

Astragraphia terus berproses dalam memberikan kontribusi nyata untuk mewujudkan pembangunan berkelanjutan yang sejalan dengan fokus bisnis perusahaan. Astragraphia menyadari bahwa keberlanjutan bisnis hanya dapat diwujudkan melalui hubungan yang harmonis antara memberikan nilai tambah kepada pemegang saham dan seluruh pemangku kepentingan, memberikan produk dan layanan terbaik kepada pelanggan, penguatan kompetensi sumber daya manusia, serta berperan aktif dalam kontribusi sosial. Kolaborasi ini diwujudkan melalui strategi *Triple-P Roadmap* Astragraphia, yang meliputi *Portfolio, People, dan Public Contribution*.

Sepanjang tahun 2020, Astragraphia telah merespon perubahan kondisi yang ada melalui adaptasi dan mitigasi secara cepat untuk meraih peluang dan mengoptimalkan kinerja. Inisiatif strategis dilakukan di area pengembangan inovasi solusi dan layanan perusahaan, penguatan kompetensi sumber daya manusia yang dioptimalisasi melalui pemanfaatan teknologi, serta perluasan program tanggung jawab sosial perusahaan yang awalnya hanya mencakup bidang pendidikan dan lingkungan, kini berkembang ke dalam empat pilar utama, yakni Kesehatan,

Dear Respected Stakeholders,

In the midst of challenging economic and business conditions throughout 2020, PT Astra Graphia Tbk (Astragraphia) has consistently followed the principles of good sustainability, in accordance with the commitments set forth in the Company's sustainability policy. To that end, Astragraphia continues to evaluate its short and long term business strategies in order to achieve sustainability targets and remain relevant to changes in business conditions and competition in the future.

For Astragraphia, the value of sustainability can be interpreted as real evidence of the implementation of the Corporate Culture. Sustainable business does not only mean providing innovation and the best service for customers, but also for the realization of the noble ideals to become a company that benefits the nation and life. Through continuous innovation, along with strengthening human resource competencies, Astragraphia can be competitive in the global market.

Astragraphia continues to develop in order to be able to make a real contribution to realizing sustainable development in line with its business focus. Astragraphia realizes that business sustainability can only be realized through a harmonious balance between providing added value to shareholders and all stakeholders, providing the best products and services to customers, strengthening human resource competencies, and playing an active role in social contributions. This collaboration is realized through Astragraphia's *Triple-P Roadmap* strategy, which includes *Portfolio, People, and Public Contribution*.

Throughout 2020, Astragraphia has responded to changes by adapting and mitigating rapidly to seize opportunities and optimize performance. Strategic initiatives for innovation in solutions and services, strengthening the competence of human resources that are optimized through the use of technology, and the expansion of corporate social responsibility programs, which initially only covered the fields of education and the environment, are now developing into four main pillars, namely Health, Education, Environment, and



Pendidikan, Lingkungan, dan Kewirausahaan, termasuk aktivitas yang terkait dengan bantuan donasi untuk masyarakat terdampak pandemi COVID-19.

Melalui empat pilar program tanggung jawab sosial, Astragraphia mampu meningkatkan kontribusi dari sisi jumlah kegiatan, jenis program, serta perluasan target penerima manfaat program. Hal tersebut justru terwujud di tengah keterbatasan pergerakan serta situasi yang serba tidak pasti di tahun ini, optimalisasi teknologi digital menjadi salah satu inisiatif utama yang mendukung keberlangsungan kontribusi sosial di tahun 2020, selain adanya dukungan penuh dari direksi Astragraphia. Astragraphia berkomitmen untuk terus memupuk kontribusi untuk mewujudkan pembangunan berkelanjutan sebagai bentuk manifestasi dari budaya perusahaan.

Portfolio Roadmap

Tahun 2020 memiliki tantangan tersendiri dibanding tahun-tahun sebelumnya dan pandemi COVID-19 memberikan dampak yang signifikan bagi perekonomian Indonesia. Melalui adaptasi dan inovasi yang dilakukan dalam menghadapi tantangan yang ada, Astragraphia masih mampu meraih peluang bisnis hingga pada akhirnya dapat membukukan pendapatan bersih sebesar Rp3,35 triliun. Secara konsolidasi pendapatan bersih perseroan mengalami penurunan sebesar 30% dibanding tahun 2019 dengan keuntungan bersih sebesar Rp48 miliar.

Hingga pada akhir 2020, bisnis inti Astragraphia dapat mencapai salah satu target yang dicanangkan, yakni mempertahankan posisi pemimpin pasar di segmen perangkat multifungsi berwarna A3 dan printer produksi. Entitas anak PT Astra Graphia Information Technology (AGIT), berhasil membukukan kinerja yang cukup baik melalui penyediaan solusi digital mumpuni seperti infrastruktur dan software pendukung operasional pelanggan, sebagai respon perusahaan yang cepat dan inovatif terhadap perubahan perilaku masyarakat dalam bekerja dan menjalankan aktivitas bisnis jarak jauh di masa pandemi COVID-19. Selain itu, entitas anak PT Astragraphia Xprins Indonesia (AXI) juga tetap menjadi pionir ekosistem percetakan dan menerima penghargaan "*Printing Ecosystem Pioneer*" pada acara 6th Top Printerpreneur Indonesia Award 2020 dari media PrintPack Indonesia. Bersama prinsipal utama, Astragraphia terus mendorong inovasi dan pengembangan produk ramah lingkungan melalui bahan baku yang sudah teruji ramah bagi lingkungan dan mendorong penurunan konsumsi daya dan emisi CO2 proses pencetakan secara signifikan melalui

entrepreneurship, including activities related to donations for communities affected by the COVID-19 pandemic.

Based on the four pillars of the social responsibility program, Astragraphia is able to increase its contribution through increasing activities, types of programs, and expansion of the target beneficiaries of the program. This was actually realized when social mobility restrictions were imposed and the situation was completely uncertain this year, the optimization of digital technology has become one of the main initiatives that support the continuity of social contributions in 2020, in addition to the full support of the Board of Directors of Astragraphia. Astragraphia is committed to continuing to nurture its social contribution to achieve sustainable development as a manifestation of its corporate culture.

Portfolio Roadmap

2020 has its own challenges compared to previous years and has a very significant impact on the Indonesian economy. Through adaptations and innovations made in facing existing challenges, Astragraphia was still able to seize business opportunities and in the end, it was able to book a net income of Rp3.35 trillion. On a consolidated basis, the Company's net income has decreased by 30% compared to 2019 with a net profit of Rp48 billion.

By the end of 2020, Astragraphia's core business managed to achieve one of its targets, namely maintaining its position as the market leader in the A3 color multifunction device and production printer segments. The subsidiary, PT Astra Graphia Information Technology (AGIT), managed to record a fairly good performance through the provision of qualified digital solutions such as infrastructure and customer operational support software, as a fast and innovative response from the Company to adopt the changes in people's behavior in working or carrying out business activities remotely during the COVID-19 pandemic. In addition, the subsidiary PT Astragraphia Xprins Indonesia (AXI) was still regarded as the pioneer of the printing ecosystem and received the "*Printing Ecosystem Pioneer*" award during the 6th Top Printerpreneur Indonesia Award 2020 from PrintPack Indonesia media. Together with the main principals, Astragraphia continues to encourage innovation and development of environmentally friendly products using proven raw materials that are environmentally friendly and encourages a significant reduction in power consumption and CO2 emissions



teknologi dan toner yang ada dalam perangkat yang dihadirkan perusahaan. Melalui fasilitas *Eco Facility* yang dimiliki perusahaan, Astragraphia mengelola limbah bahan habis pakai (*consumables*) dari mesin yang digunakan di lokasi pelanggan, dengan implementasi prosedur yang tepat atas pengolahan limbah yang dihasilkan.

Astragraphia berkomitmen untuk selalu menjadi mitra pilihan pelanggan dengan memegang prinsip *continuous improvement*. Oleh karena itu, Astragraphia senantiasa melaksanakan survei kepuasan pelanggan setiap tahunnya didukung oleh pihak ketiga yang kredibel dan independen. Hal ini Astragraphia lakukan agar perusahaan mampu untuk memberikan nilai tambah kepada pelanggan dengan terus meningkatkan kualitas produk dan memberikan pelayanan yang terbaik.

People Roadmap

Astragraphia terus berkomitmen untuk memperkuat kompetensi sumber daya manusia sebagai salah satu cara untuk mencapai tujuan pembangunan yang berkelanjutan. Tahun 2020 menjadi momen percepatan pengembangan sumber daya manusia di Astragraphia untuk menyelaraskan langkah perusahaan dan memastikan kesiapan organisasi dalam memenuhi kebutuhan bisnis yang terus bertransformasi.

Budaya inovasi menjadi roda penggerak untuk Astragraphia agar mampu bertahan dalam persaingan industri yang sarat dengan inovasi. Astragraphia secara berkelanjutan mendorong para karyawan untuk membangun budaya inovasi di semua lini bisnis melalui program *Quality Innovation*. Ajang ini memberi peluang seluas-luasnya bagi setiap karyawan untuk menjadi inovator dan Astragraphia senantiasa memberikan apresiasi untuk proyek-proyek inovasi yang unggul dan berkualitas melalui Konvensi *Quality Innovation* Astragraphia. Pengembangan karyawan melalui jalur *expert track* juga telah diimplementasikan untuk mengakselerasi percepatan peningkatan kompetensi yang spesifik guna mendukung pengembangan bisnis dan menjadi diferensiasi Astragraphia terhadap perusahaan lain.

Kondisi bisnis yang sangat dinamis juga menuntut organisasi untuk mampu merespon melalui cara-cara yang baru, cepat, dan tepat. Astragraphia telah mendorong penerapan *Organization Agility* yang dirancang untuk mendorong organisasi bergerak lincah dan beradaptasi selaras dengan dinamika bisnis dengan berpijak pada fondasi Budaya Perusahaan yang mengedepankan integritas, inovasi, profesionalisme, dan kerja sama yang sinergis. Upaya ini juga dilakukan dengan tujuan peningkatan kemampuan karyawan agar siap bertumbuh bersama perusahaan.

in the printing process through the technology and toners used in the Company's products. In its *Eco Facility*, Astragraphia processes consumable waste from machines used at the customers' sites, by implementing proper procedures for treating the waste.

Astragraphia is committed to always being the partner of choice for customers by upholding the principle of continuous improvement. Therefore, Astragraphia always carries out customer satisfaction surveys on yearly bases, supported by credible and independent third party, in order to be able to provide added value to customers by continuously improving product quality and providing the best services.

People Roadmap

Astragraphia is committed to always strengthening human resource competencies to achieve sustainable development goals. The year 2020 is a moment for the Company to accelerate human resource development at Astragraphia to align the steps and to ensure organizational readiness to meet the ever changing business needs.

A culture of innovation is the driving force for Astragraphia to be able to survive in an industrial competition that is full of innovation. Astragraphia continuously encourages employees to build a culture of innovation in all lines of business through the *Quality Innovation* program. This event provides the widest possible opportunity for every employee to become an innovator and Astragraphia always gives appreciation for superior and quality innovation projects through the Astragraphia *Quality Innovation* Convention. Employee development through the *expert track* has also been implemented to accelerate the improvement of specific competencies in order to support business development and to differentiate Astragraphia from other companies.

A very dynamic business conditions requires the organization to be able to respond in new, fast, and appropriate ways. Astragraphia encourages the implementation of *Organization Agility* designed to drive the organization to be agile and to adapt in harmony with business dynamics, based on the foundation of a Corporate Culture that promotes integrity, innovation, professionalism, and synergistic cooperation. This effort is also carried out with the aim of increasing the ability of employees to be ready to grow with the Company.



Public Contribution Roadmap

Astragraphia berkomitmen menciptakan keseimbangan antara kepentingan bisnis dengan sosial dan lingkungan dengan memperkuat kontribusi sosial untuk mendukung perwujudan pembangunan berkelanjutan berlandaskan pilar pertama budaya perusahaan yakni Bermanfaat Bagi Bangsa dan Peri Kehidupan (*Valuable to The Nation and Life*).

Tanggung jawab sosial dan lingkungan Astragraphia mencakup pengelolaan Lingkungan, Kesehatan, dan Keselamatan Kerja (LK3), tanggung jawab barang/jasa pelanggan, dan tanggung jawab sosial (CSR) perusahaan untuk masyarakat. Pelaksanaan program tanggung jawab sosial dan lingkungan perusahaan didasarkan pada tujuan untuk membangun masyarakat cerdas dan sejahtera melalui teknologi dan kompetensi yang dimiliki oleh Astragraphia.

Astragraphia mengelola kegiatan usaha yang ramah lingkungan dengan mengadopsi dan menerapkan sertifikasi Sistem Manajemen, penggunaan bahan pakai ramah lingkungan, serta pengelolaan limbah sehingga menjadi upaya berkelanjutan untuk meminimalkan dampak negatif bisnis bagi lingkungan. Sepanjang tahun 2020, manfaat kehadiran Perusahaan melalui kegiatan CSR semakin bertambah dengan menetapkan Kesehatan dan Kewirausahaan sebagai pilar baru kontribusi sosial perusahaan, melengkapi dua pilar yang telah berjalan, yaitu Pendidikan dan Lingkungan. Astragraphia telah mengembangkan program CSR yang berkelanjutan melalui empat pilar yaitu Pendidikan, Lingkungan, Kesehatan, dan Kewirausahaan.

Competence Aid Program (CAP), pemberian beasiswa, serta penyaluran *workbook* bagi anak-anak usia dini menjadi program unggulan Astragraphia dalam pilar pendidikan di tahun 2020. Pada pilar lingkungan, komitmen untuk menjaga kelestarian lingkungan perusahaan lakukan dengan mengajak masyarakat mengurangi penggunaan plastik sekali pakai melalui Kampanye Gerakan “Semangat Kurangi Plastik”. Astragraphia melakukan edukasi secara daring/luring dan meniadakan kantong plastik di lingkungan kantor. Melalui pilar kesehatan, Astragraphia secara konsisten menyelenggarakan aksi Donor Darah dan memberikan donasi rutin untuk memenuhi berbagai kebutuhan sanitasi guna menjaga kesehatan dan imunitas warga sekitar. Dari pilar kewirausahaan, Astragraphia menyelenggarakan program Kelas Astragraphia untuk Indonesia Kreatif (Kelas ASIK) yang bertujuan menjadikan produk para pelaku usaha mikro dan kecil di industri kreatif berdaya saing, *go-online*, dan

Public Contribution Roadmap

Astragraphia is committed to creating a balance between business interests and social and environmental interests by strengthening social contributions to support the realization of sustainable development based on the first pillar of corporate culture, namely Beneficial to the Nation and Life (*Valuable to The Nation and Life*).

Astragraphia's social and environmental responsibility includes the management of the Occupational Health Safety and Environment, (LK3), responsibility for customer goods/services, and corporate social responsibility (CSR) conducted for the community. The implementation of corporate social and environmental responsibility programs is based on the goal of building a smart and prosperous society through Astragraphia's technology and competencies.

Astragraphia manages environmentally friendly business activities by adopting and implementing Management System certification, the use of environmentally friendly materials, and waste management so that it becomes a sustainable effort to minimize the negative impact of business on the environment. Throughout 2020, the benefits of the Company's presence through CSR activities have increased by establishing Health and Entrepreneurship as the new pillars of corporate social contribution, complementing the two existing pillars, namely Education and the Environment. Astragraphia has developed a sustainable CSR program through four pillars, namely Education, Environment, Health and Entrepreneurship.

The Competence Aid Program (CAP), scholarships, and distributing workbooks for early childhood are Astragraphia's flagship program in the education pillar in 2020. In the environmental pillar, the Company is committed to preserving the environment by encouraging public to minimize the use of single-use plastics through Campaign for the “Reduce Plastic Use”. Astragraphia conducts online/offline education and eliminates plastic bags in office environments. Through the health pillar, Astragraphia consistently organizes Blood Donation and makes regular donations to help improving sanitation and hygiene to maintain the health and immunity of local residents. From the pillar of entrepreneurship, Astragraphia organizes the Astragraphia Class program for Creative Indonesia (ASIK Class) which aims to help micro and small entrepreneurs in the creative industry be more competitive, go-online, and upgrade themselves. ASIK Class program was run by providing training in digital printing technology and



naik kelas. Astragraphia menjalankan program Kelas ASIK melalui pemberian pelatihan teknologi digital printing dan aplikasi kreatif untuk kemasan/label produk serta penyediaan fasilitas promosi gratis bagi UMK berupa publikasi profil usaha di kanal digital Astragraphia dan cetak materi promosi usaha secara gratis.

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. Secara konsisten, Astragraphia menerapkan prinsip-prinsip dasar Tata Kelola yang berbasis terhadap prinsip keterbukaan (*transparency*), akuntabilitas (*accountability*), pertanggungjawaban (*responsibility*), kemandirian (*independency*), kesetaraan dan kewajaran (*equality and fairness*).

Optimisme Masa Depan

Astragraphia harus adaptif dan inovatif untuk mengimbangi dan berkompetisi di dalam kondisi bisnis yang dinamis. Oleh karena itu, Astragraphia akan memperkuat bisnis dengan menerapkan transformasi digital yang berkesinambungan agar relevan terhadap perubahan kebutuhan pelanggan.

Perusahaan tidak hanya harus menguntungkan, tetapi juga harus berkelanjutan. Sejalan dengan filosofi Astra dan Budaya Perusahaan Astragraphia, di mana pun Astragraphia berada harus memberikan manfaat bagi masyarakat dan lingkungan sekitarnya dengan menerapkan *Strategic Triple-P Roadmap*. Bersama pemangku kepentingan, Astragraphia akan terus bersinergi untuk mewujudkan masyarakat yang cerdas dan sejahtera.

creative applications for product packaging/labeling as well as providing free promotional facilities for MSEs in the form of publishing business profiles on Astragraphia's digital channels and printing business promotional materials for free.

Governance as the Main Necessity

Astragraphia implements good corporate governance as a fundamental of growth. The implementation of governance, environment, and social cannot be separated in order to achieve quality growth. The demands and expectations of stakeholders are getting higher with the more disclosure of information. To achieve this goal, Astragraphia implements the principles of corporate governance in accordance with laws and regulations and implements a consistent corporate culture wherever we operate. Consistently, Astragraphia applies the basic principles of Governance based on the principles of transparency, accountability, responsibility, independence, equality and fairness.

Optimism about the Future

Astragraphia must be adaptive and innovative to keep up with and compete in dynamic business conditions. Therefore, Astragraphia will strengthen its businesses by implementing continuous digital transformation to be relevant to changing customer needs.

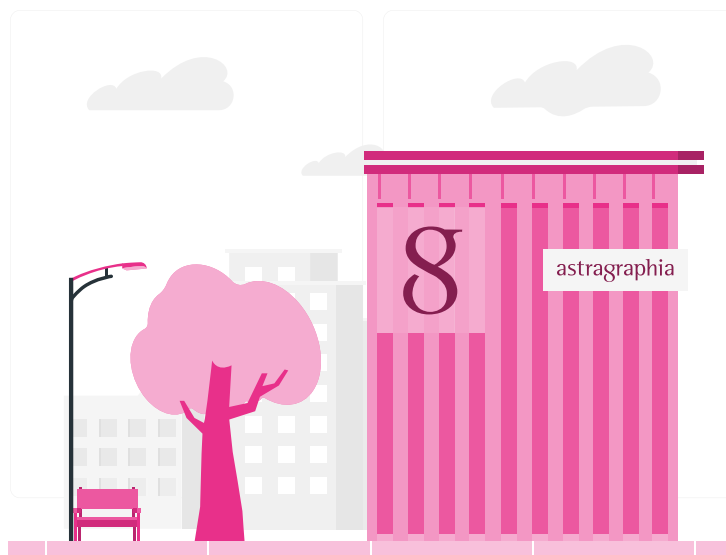
The Company must not only be profitable, but it must also be sustainable. In line with Astra's philosophy and Astragraphia's Corporate Culture, wherever Astragraphia is located, it shall provide benefits to the community and the surrounding environment by implementing the Strategic Triple-P Roadmap. Together with stakeholders, Astragraphia will continue to work together to create a smart and prosperous society.

Jakarta, Maret/March 2021

Atas nama Direksi/On behalf of the Board of Directors

Hendrix Pramana

Presiden Direktur | President Director



24	Riwayat Singkat Perusahaan Brief History of the Company
25	Visi dan Misi Vision and Mission
25	Filosofi Perusahaan Company Philosophy
25	Budaya Perusahaan Corporate Culture
26	Bidang Usaha Line of Business
28	Nama dan Profil Entitas Anak Name and Profile of Subsidiaries
29	Struktur Grup Perusahaan Company Group Structure
30	Skala Usaha Business Scale
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36	Kantor Cabang dan Titik Layanan Astragraphia Branch Offices and Service Points of Astragraphia
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PROFIL **PERUSAHAAN**

Company Profile





Riwayat Singkat Perusahaan [102-1, 102-2, 102-3, 102-7]

Brief History of the Company [102-1, 102-2, 102-3, 102-7]

astragraphia

member of **ASTRA**

PT Astra Graphia Tbk



Tanggal Pendirian
Date of Establishment

31 Oktober
1975

31 October 1975



Bidang Usaha
Line of Business

Perdagangan dan Jasa
Trade and service



Nama Merek
Merk Name

Astragraphia



Keterangan Perubahan Nama
Information on Change in Name

- 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 Oktober 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.



Jumlah Karyawan
Number of Employeee

1.440
Karyawan
Employees



Alamat E-mail dan Situs Web
E-mail Address and Situs Web

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



Nomor Telepon dan Faksimili
Phone Number and Facsimile

T : +6221 390 9190;
+6221 390 9444

F : +6221 390 9181;
+6221 390 9388



Alamat Kantor Pusat
Head Office

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



Visi dan Misi [102-16]

Vision and Mission [102-16]



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.



Filosofi Perusahaan

Company Philosophy
[102-16]

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
[102-16]

VIPS

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 Pelanggan

Preferred Partner for Customer

Kerja Sama yang Sinergis

Synergetic Teamwork



Bidang Usaha [102-2, 102-6]

Line of Business [102-2, 102-6]

Astragraphia telah menyesuaikan maksud dan tujuan serta kegiatan usaha sebagaimana tercantum dalam anggaran dasar dengan Klasifikasi Baku Lapangan Usaha Indonesia 2017 guna memenuhi Peraturan Pemerintah Republik Indonesia Nomor 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.

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

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

Kegiatan Usaha Utama

- a. Menjalankan usaha dalam bidang perdagangan:
 - i. perdagangan besar mesin fotokopi, suku cadang, dan perlengkapannya;
 - ii. perdagangan besar atas dasar balas jasa (fee) atau kontrak untuk mesin kantor dan komputer;
 - iii. perdagangan besar komputer dan perlengkapan komputer, dan piranti lunak;
 - iv. perdagangan besar piranti lunak;
 - v. perdagangan besar peralatan telekomunikasi;
 - vi. perdagangan eceran komputer dan perlengkapannya;
 - vii. perdagangan eceran piranti lunak (*software*);
 - viii. perdagangan eceran mesin kantor.
- b. Menjalankan usaha dalam bidang jasa aktivitas profesional, ilmiah, dan teknis, jasa teknologi dan informasi, jasa penyewaan, dan jasa konsultasi, yaitu:
 - i. aktivitas konsultasi manajemen lainnya;
 - ii. aktivitas pengolahan data;
 - iii. aktivitas penerbitan piranti lunak (*software*);
 - iv. aktivitas konsultasi komputer dan manajemen fasilitas komputer lainnya;

Astragraphia has adjusted its objectives and business activities as stated in the articles of association with the 2017 Indonesia Business Field Standard Classification to comply with the Government Regulation of the Republic of Indonesia No. 24 of 2018 on Integrated Electronic Business Licensing Services and Joint Announcement of the Ministry of Law and Human Rights of the Republic of Indonesia *cq Online Single Submission Institution dated 11 October 2018.

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

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

Main Business Activities

- a. Conduct business in the field of trade:
 - i. wholesale in photocopy machine, spare parts, and accessories;
 - ii. fee or contract-based trades for office equipment and computers;
 - iii. wholesale in computers and computer equipment, and software;
 - iv. wholesale of software;
 - v. wholesale of telecommunication equipment;
 - vi. retail sales of computers and accessories;
 - vii. retail sales of software;
 - viii. retail sales of office equipment.
- b. Conduct business in the field of professional, scientific, and technical activities, information and technology services, rental services, and consulting services, namely:
 - i. Other management consulting activities;
 - ii. data processing activities;
 - iii. software publishing activities;
 - iv. computer consulting activities and management of other computer facilities;



- v. aktivitas penyewaan dan sewa guna usaha tanpa hak opsi mesin fotokopi dan peralatannya tanpa operator;
- vi. aktivitas penyedia jasa khusus penunjang kantor lainnya seperti fotokopi, penyiapan dokumen, dan aktivitas khusus penunjang kantor lainnya.
- 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;
 - 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.

Produk dan/atau jasa yang dihasilkan:

Produk dan/atau jasa yang dihasilkan adalah perdagangan mesin, suku cadang, dan perlengkapannya, penyewaan mesin multifungsi, dan jasa pemeliharaan mesin.

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

- v. rental and leasing activities without copiers and equipment options without operator;
- vi. other office support service provider specific activities such as photocopying, document preparation, and other special office supporting activities.
- c. Conduct business in the field of 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.

Products and/or services produced:

The resulting products and/or services are trading in machines, spare parts and equipment, rental of multifunctional machines, and machine maintenance services.

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 [102-45]

Name and Profile of Subsidiaries [102-45]

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 Perdan : 0,01%
Bidang Usaha Business Fields	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 Operation Status	Masih beroperasi. Still in operations
Total Aset Total Assets	Rp570.854 miliar Rp570,854 billion



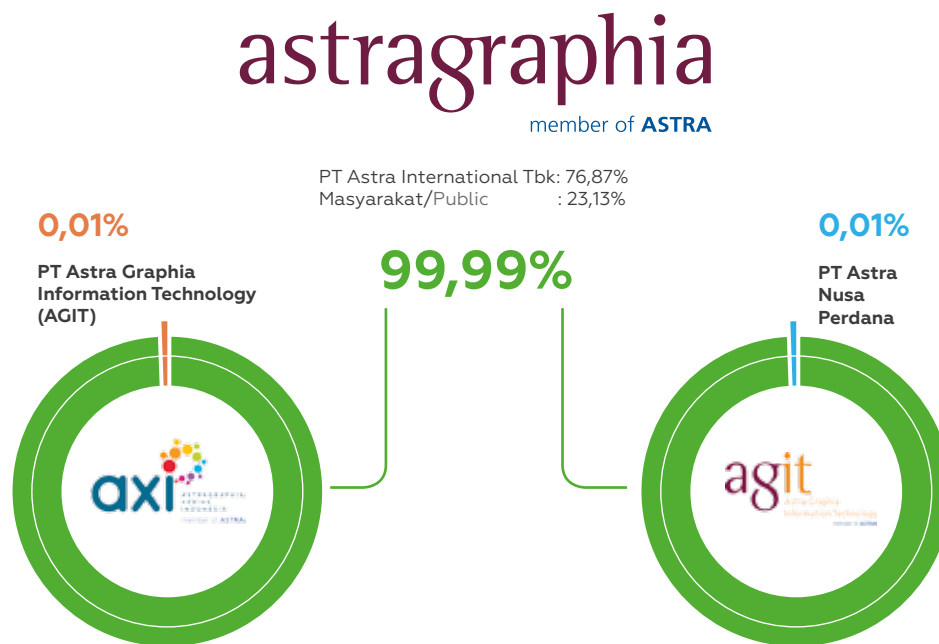
PT Astragraphia Xprins Indonesia

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 pergudangan, jasa aktivitas profesional, jasa teknologi dan informasi, jasa penyewaan dan konsultasi, dan peralatan kantor Printing, trading, shipping and warehousing, professional activity services, information and technology services, rental and consulting services, and office equipment
Status Operasi Operation Status	Masih beroperasi. Still in operations.
Total Aset Total Assets	Rp501,04 miliar Rp501.04 billion

Struktur Grup Perusahaan

Company 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 (aktivitas profesional; ilmiah dan teknis; jasa informasi dan komunikasi). Trading, industry, mining, transportation, agriculture, construction (building development and real estate), services (professional; scientific and technical activities; information and communication services)
Status Operasi Operation Status	Masih beroperasi. Still in operations.
Alamat Address	Menara Astra Jl. Jenderal Sudirman Kav. 5-6 Jakarta 10220



Skala Usaha

Business Scale

Jumlah Karyawan [102-8]

Per 31 Desember 2020, jumlah karyawan Astragraphia Group tercatat sebanyak 1.440 orang, dimana pemenuhan kebutuhan karyawan dilakukan melalui perencanaan serta evaluasi secara berkala dan mengedepankan pencapaian produktivitas karyawan yang baik di setiap lini sehingga jumlah karyawan di atas dapat mendukung operasional Astragraphia secara optimal.

Number of Employees [102-8]

As of December 31, 2020, Astragraphia Group had a number of employees of 1,440 employees. The need for employees was fulfilled through regular planning and evaluation with apriority placed on how to achieve high employee productivity in every business line to have an optimum headcount that can efficiently support Astragraphia's operations.

Jumlah Karyawan

Number of Employee

	2020	2019	2018	
Astragraphia	910	948	960	Astragraphia
AGIT	447	388	375	AGIT
AXI	83	88	86	AXI
TOTAL	1.440	1.424	1.421	TOTAL

Jumlah Karyawan berdasarkan Level Organisasi

Composition of Employee by Level of Organization

Masa Kerja	2020			2019			2018			Year of Service
	Astragraphia	AGIT	AXI	Astragraphia	AGIT	AXI	Astragraphia	AGIT	AXI	
Staf	831	403	74	865	345	78	879	333	78	Staff
Manajerial	79	44	9	83	43	10	81	42	8	Managerial
Jumlah	910	447	83	948	388	88	960	375	86	Number
Total	1.440			1.424			1.421			Total

Jumlah Karyawan berdasarkan Masa Kerja

Composition of Employee by Year of Service

Masa Kerja	2020			2019			2018			Year of Service
	Astragraphia	AGIT	AXI	Astragraphia	AGIT	AXI	Astragraphia	AGIT	AXI	
0-5 Tahun	272	234	34	330	160	46	329	148	50	0-5 Years
5-10 Tahun	213	88	25	172	109	14	172	105	12	5-10 Years
10-15 Tahun	63	49	5	57	44	5	44	42	4	10-15 Years
15-20 Tahun	45	22	4	45	26	5	48	36	3	15-20 Years
20-25 Tahun	93	30	6	141	25	6	186	22	7	20-25 Years
25-30 Tahun	199	23	8	183	24	12	158	22	10	25-30 Years
>30 Tahun	25	1	1	20	0	0	23	0	0	>30 Years
Jumlah	910	447	83	948	388	88	960	375	86	Number
Total	1.440			1.424			1.421			Total

Jumlah Karyawan berdasarkan Usia

Composition of Employee by Age

Usia	2020						Age
	Astragraphia		AGIT		AXI		
	P/M	W/F	P/M	W/F	P/M	W/F	
<18 Tahun	0	0	0	0	0	0	<18 Years old
18–25 Tahun	78	15	48	34	0	2	18–25 Years old
26–35 Tahun	295	60	127	62	19	21	26–35 Years old
36–45 Tahun	140	22	84	23	19	7	36–45 Years old
46–55 Tahun	249	51	61	8	10	5	46–55 Years old
Sub Total	762	148	320	127	48	35	Sub Total
Jumlah	910		447		83		Number
Total	1.440						Total



Usia	2019						Age
	Astragraphia		AGIT		AXI		
	P/M	W/F	P/M	W/F	P/M	W/F	
<18 Tahun	0	0	0	0	0	0	<18 Years old
18–25 Tahun	107	17	25	19	3	6	18–25 Years old
26–35 Tahun	292	63	118	48	17	18	26–35 Years old
36–45 Tahun	151	24	85	23	19	6	36–45 Years old
46–55 Tahun	244	50	61	9	13	6	46–55 Years old
Sub Total	794	154	289	99	52	36	Sub Total
Jumlah	948		388		88		Number
Total	1.424						Total

Usia	2018						Age
	Astragraphia		AGIT		AXI		
	P/M	W/F	P/M	W/F	P/M	W/F	
<18 Tahun	0	0	0	0	0	0	<18 Years old
18–25 Tahun	83	27	17	17	4	8	18–25 Years old
26–35 Tahun	307	58	113	54	18	17	26–35 Years old
36–45 Tahun	172	29	91	24	18	6	36–45 Years old
46–55 Tahun	233	51	53	6	11	4	46–55 Years old
Sub Total	795	165	274	101	51	35	Sub Total
Jumlah	960		375		86		Number
Total	1.421						Total

Jumlah Karyawan berdasarkan Pendidikan

Composition of Employee by Education

Pendidikan	2020			2019			2018			Education
	Astragraphia	AGIT	AXI	Astragraphia	AGIT	AXI	Astragraphia	AGIT	AXI	
SD–SLTP	9	0	0	10	0	0	11	0	0	Elementary to Junior High
SLTA	238	4	8	253	2	10	259	2	12	Senior High
Diploma	183	16	14	186	16	14	156	17	13	Diploma
S1	471	407	60	488	351	63	525	340	61	Bachelor's Degree
S2 & S3	9	20	1	11	19	1	9	16	0	Post Graduate Degree
Jumlah	910	447	83	948	388	88	960	375	86	Number
Total	1.440			1.424			1.421			Total

Kapitalisasi Aset dan Kewajiban [102-7]

Capitalization of Assets and Liabilities [102-7]

Aset

Per 31 Desember 2020, nilai total aset lancar Astragraphia mencapai Rp1.742,93 miliar, turun 26% dibandingkan tahun 2019. Penurunan aset lancar terutama berasal piutang usaha yang turun sebesar Rp463,48 miliar dibandingkan tahun 2019, diikuti dengan penurunan persediaan senilai Rp40,57 miliar dan penurunan aset kontrak sebesar Rp68,18 miliar dibandingkan dengan tahun 2019. Perubahan aset lancar ini sebagian besar berkontribusi oleh PT Astragraphia Xprins Indonesia.

Aset tidak lancar mengalami kenaikan pada bagian pajak penghasilan badan sebesar Rp27,73 miliar dan aset pajak tangguhan sebesar Rp7,73 miliar berkontribusi dari semua unit usaha. Sedangkan penurunan terjadi pada aset tetap dan aset tak berwujud sebesar Rp22,72 miliar.

Asset

As of December 31, 2020, the total amount of Astragraphia's current assets reached Rp1,742.93 billion, a decrease of 26% from 2019. The decrease in current assets was mainly due to a decrease of Rp463.48 billion in trade receivables compared to 2019, followed by a decrease of Rp40.57 billion in inventories, and a decrease of Rp68.18 billion in contract assets compared to 2019. The change in current assets was mostly contributed by PT Astragraphia Xprins Indonesia.

Non-current assets experienced an increase of Rp27.73 billion in the corporate income tax portion and Rp7.73 billion in deferred tax assets, contributed by all business units. Meanwhile, a decline of Rp22.72 billion was experienced in fixed assets and intangible assets.



Persediaan dan aset tetap dilindungi oleh asuransi risiko kebakaran dan risiko lainnya dengan nilai pertanggungan maksimum untuk persediaan sebesar Rp370,00 miliar dan untuk aset tetap sebesar Rp136,26 miliar. Nilai pertanggungan tersebut cukup memadai untuk menutup kemungkinan kerugian atas risiko di atas.

Inventories and fixed assets are protected with fire and other risks insurance with a maximum sum insured for inventories of Rp370.00 billion and for fixed assets Rp136.26 billion. The insurance coverage is adequate to cover possible losses when the above risks happen.

Tabel Jumlah Aset Perusahaan

Table of the Company's Total Assets

Keterangan	Nilai (Rp miliar) Value (Rp billion)		Naik/Turun Increase/Decrease		Description
	2020	2019	Nilai (Rp miliar) Value (Rp billion)	%	
Aset Lancar	1.742,93	2.351,30	(608,37)	-26%	Current Assets
Aset Tidak Lancar	545,90	545,55	0,36	0%	Non-Current Assets
Jumlah Aset	2.288,83	2.896,84	(608,01)	-21%	Total Assets

Kewajiban

Liabilitas Astragraphia per 31 Desember 2020 sebesar Rp726,05 miliar, menurun sebesar 43% atau sebesar Rp544,78 miliar dibandingkan tahun 2019. Penurunan ini terutama berasal dari penurunan hutang dagang sebesar Rp593,76 miliar dari semua unit usaha dengan kontributor terbesar PT Astragraphia Xprins Indonesia.

Liabilities

Astragraphia's liabilities as of 31 December 2020 amounted to Rp726.05 billion, a decrease of 43% or Rp544.78 billion compared to 2019. The decrease was mainly derived from a decrease in trade payables, which amounted to Rp593.76 billion from all business units, with PT Astragraphia Xprins Indonesia as the largest contributor.





Wilayah Operasional

Operational Area



Halo Astragraphia

1500 345

E-Mail

info@astragraphia.co.id

Website

www.astragraphia.co.id



Profil Perusahaan
Company Profile



33

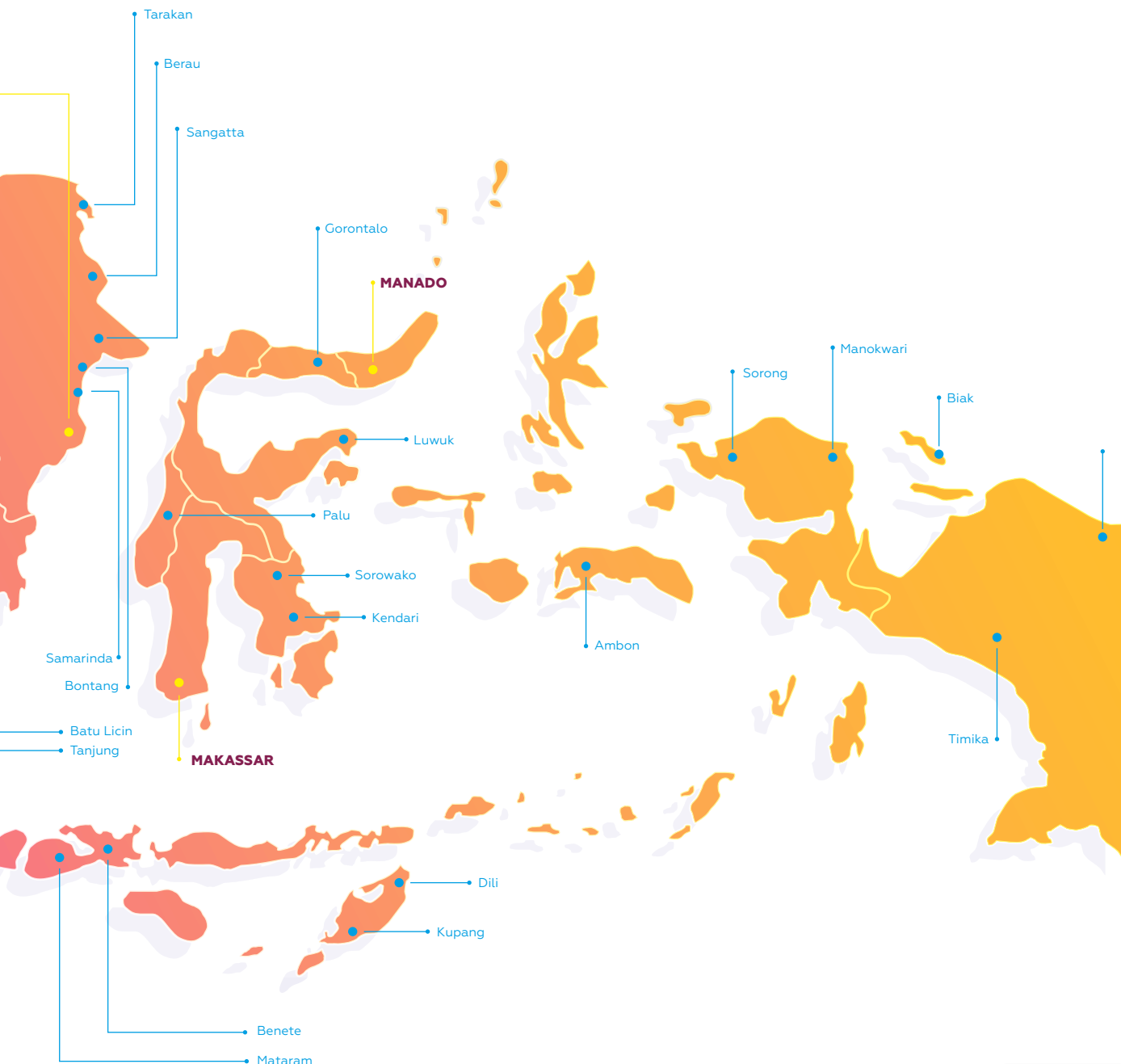
Kantor Cabang
Branch Offices

94

Titik Layanan
Service Points

514

Kota dan Kabupaten
Cities and Regencies



- Kantor Pusat
Head Office
- Kantor Cabang
Branch Offices
- Titik Layanan
Service Point



Kantor Cabang dan Titik Layanan Astragraphia

Branch Offices and Service Points of Astragraphia

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 (MASO-1, MASO-2, MASO-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) 30061201
5	Jakarta 1	Menara Astra lantai 12 Jl. Jendral Sudirman Kav. 5-6, Jakarta, 10220	(021) 50806400	(021) 50821971
6	Jakarta 2	Menara Astra lantai 12 Jl. Jendral Sudirman Kav. 5-6, Jakarta, 10220	(021) 50821941	(021) 50821972
7	Jakarta 3	Menara Astra lantai 12 Jl. Jendral Sudirman Kav. 5-6, Jakarta, 10220	(021) 50821942	(021) 50821973
8	Pontianak	Jl. Perdana Komplek Central Perdana No. A15 Pontianak - Kalimantan Barat	(0811) 5777140	(0561) 8106377
9	Jakarta 4	Graha Simatupang Tower 1D, 1 st & 10 th Jl. Letjend TB Simatupang Kav. 38 Jakarta 12540	(021) 7829182	(021) 7829181
10	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
11	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
12	Jakarta 5	Gedung Jamsostek, Menara Utara Lt. 16 Jl. Gatot Subroto No.38 Jakarta 12710	(021) 5220330 (Hunting)	(021) 5220331
13	Jakarta 6	Gedung Jamsostek, Menara Utara Lt. 16 Jl. Gatot Subroto No.38 Jakarta 12710	(021) 5220330 (Hunting)	(021) 5220331
14	Jakarta 7	Gedung Jamsostek, Menara Utara Lt. 16 Jl. Gatot Subroto No.38 Jakarta 12710	(021) 5220330 (Hunting)	(021) 5220331
15	Tangerang	Jl. Siswa Dalam No. 23 - Suka Asih , Tangerang - Banten 15111	(021) 552 6818 (Hunting)	(021) 552 6491
16	Cilegon	Ruko Cilegon Green Megablock, Blok E.2 No.35 Cibeber-Cilegon - Banten	(0254) 8484251; 383106	(0254) 383107
17	Tigaraksa	Ruko Multiguna Biz Point Blok R 3 no.19 Cikupa Tigaraksa	(021) 59643842	—
18	Karawang 1	Ruko Arkadia Mataram, Jl Mataram Blok B16, Kelurahan Cibatu, Cikarang Selatan	(021) 22104648	(0267) 643191
19	Sedana	Ruko Sedana No.21 Jln. Sedana Golf Pintu Toll Karawang Barat Desa Wadas Teluk Jambe - Karawang 41361	(0267) 644441	(0267) 643093
20	Sadang	Jl. Sadang Raya No 242 B RT 31 RW 07 Ciwangi Bungursari Purwakarta	(0264) 8305329	—
21	Karawang 2	Bekasi, Ruko Grand Wisata Blok AA 9/No. 70 – 71 Jl. Celebration Boulevard Tambun 17510	(021) 82616042	(021) 82616041
22	Bandung	Jl. Wastukencana, no. 25 Bandung 40117	(022) 420 1032; 420 4564; 420 1033 (direct)	(022) 423 7501
23	Cirebon	Ruko Tuparev Superblock - Blok B lantai 1 No. 3, Jl. Tuparev No. 83 - Cirebon	(0231) 226087	(0231) 226087
24	Tasikmalaya	Pondok Kharisma Residence Jln Kemuning No,C11 RT002/RW021 Panglayungan Cipedes Tasikmalaya	085342207313	—
25	Semarang	Jl. S. Parman No. 53	(024) 844 8880; 844 8881	(024) 831 6066



No	Cabang/Titik Layanan Branches/Service Points	Alamat Address	Telepon Phone	Faksimili Facsimile
26	Solo	Jl. Jambu No. 89 RT 004/RW 006, Laweyan, Solo	(0271) 7469653; 081575524051	—
27	Yogyakarta	Jl. Ngeksigondo No. 37 prenggan Kotagede Yogyakarta	(0274) 2841328; 0815 7552 4041	—
28	Purwokerto	Jl. Jendral Ahmad Yani 14, Kedungwuluh, Purwokerto Barat, Kabupaten Banyumas,	0811 2500345	(0281) 625 270
29	Pekalongan	Perum Bina Griya Blok BV No. 216 Medono, Pekalongan	08151073601	—
30	Kudus	Jl. Perum Jember Permai blok D no. 9 Purwosari, Kudus	085640950998	—
31	Surabaya 1	Jl. Kombes Pol. M. Duryat, No. 22 Surabaya 60262	(031) 534 0175 (Hunting); (031) 548 2682 (direct)	(031) 534 1210
32	Kediri	Perum Mojoroto Indah Blok A No. 40 Kediri, Jawa Timur 64112	081510736078	—
33	Gresik	Pondok Permata Suci Jl. Topaz Raya No. 16 Gresik - Jawa Timur	0815 1490 0388	—
34	Mojokerto	Perumahan Bumi Sooko Permai. Jl Kristal Blok I No. 13 Sooko - Mojokerto	081510736075	—
35	Madiun	Puri Soekarno-Hatta Regency C-3 Jl. Soekarno-Hatta Gg. Galuan I Kel. Demangan Kec. Taman Kota Madiun	081510736050	—
36	Surabaya 2	Jl. Kombes Pol. M. Duryat, no. 22 Surabaya 60262	(031) 534 0175 (Hunting); (031) 548 2682 (direct)	(031) 534 1210
37	Malang	Jl. Borobudur Agung Barat VII No. 8B, Mojolangu, Kota Malang	081510736039	—
38	Jember	Perum Gunung Batu Permai Blok GG - 41 Sumbersari - Jember 68121	081510736042	(0331) 333 941
39	Pandaan/Pasuruan	Perum Batu Mas Candra Asri Blok E6 No 6 Pandaan Jawa Timur Kasri, Pandaan	085227441810 081510736049	—
40	Probolinggo	Perum Asabri blok C no 109 Kanigaran Kota Probolinggo	085356960439 081510736059	—
41	Denpasar	Jl. Gatot Subroto Barat, No. 18 Kerobokan Denpasar 80361	(0361) 410277; 433709; 432734	(0361) 436 072
42	Mataram/Lombok	Jl. Danau Batur I No. 4 Bumi Pagutan Permai Mataram - NTB	(0370) 7844034	—
43	Kupang	Jl. HTI IV No. 9 Rt. 021 Rw. 02 Kel. Oebufu, Kec. Oebobo - Kupang - NTT	(0380) 8449715	—
44	Benete	d/a PT Newmont Nusa Tenggara IS Dept. Ex Larisa , Town Site Sumbawa - NTB	08123826351	—
45	Dili	Gideon - Vila Verde - Vera Cruz Dili - Timor Leste	(670) 7234726; 7339221	—
46	Medan	Jl.Sisingamangaraja KM 6.5 No.4 Harjosari II, Medan Amplas - Medan 20147	(061) 7871000	(061) 788 2033
47	Banda Aceh	Jl. T Chik Di Pineung Raya, Perumahan Vila Citra No. 87, Banda Aceh 23116	082176752743; 085260250767	—
48	Pematang Siantar	Perumahan Meranti Permai, Jl. Meranti Madu No.33 - Pematang Siantar 21137	08137405057	—
49	Rantau Prapat	Jl. AMD Purwodadi, Komp.Mutiara Residence No.40 Bakaran Batu, Rantau Selatan 21421	081276800106	—
50	Sibolga	Jl. Rasak No. 12 Kel. Pancuran Dewa, Kec. Sibolga Sambas, Kota Sibolga 22531	081266757054	—
51	Batam	Bintang Industrial Park I, No. 23-B Jl. Yos Sudarso - Batu Ampar Batam 29422	(0778) 412173; 412363	(0778) 412 183
52	Tanjung Pinang	Jl. DI Panjaitan Batu 8, Perumahan Pesona Asri Blok B No. 5, Tanjung Pinang	08127513304; 081276110608	—
53	Pekanbaru	Jl. Sisingamangaraja, No. 149 Pekanbaru 28142	(0761) 33519; 47756	(0761) 23575
54	Pangkalan Kerinci	Jl. Kenanga KO Serikat Riau Pangkalan Kerinci	085278228822	—
55	Duri	Jl. Nusantara I, Kelurahan Air Jamban, Kota Duri	081227925322	—



No	Cabang/Titik Layanan Branches/Service Points	Alamat Address	Telepon Phone	Faksimili Facsimile
56	Padang	Jl. Gajah Mada No 7 A Kampung Olo Naggalo (Depan Kejaksaan Negri Padang)	08116658551; (0751) 8971 083	—
57	Muara Bungo	Jl. Sultan Thaha, Lorong Pajak No 2 Muara Bungo -Jambi 37253	081367729908	—
58	Dumai	Jl. Paus jalan semangka Duri	085364677791	—
59	Jambi	Jl. Halmahera No. 24 RT 20 Kel. Kebun Handil Kec. Jelutung Jambi 36137	(0741) 44538	(0741) 445382
60	Perawang	Jalan Kopkar KM9 Perawang	085375276749	—
61	Palembang	Jl. Demang Lebar Daun No. 176 Palembang 30137	(0711) 355 100	(0711) 359077
62	Bangka Belitung	Jl. Delima 1 No. 224 RT07 RW03 Kel. Taman Bunga Kec. Gerunggang Bukit Baru Pangkal Pinang	(0717) 431855; 081510735771; 081274360666	—
63	Tanjung Enim	Jl. Sidoharjo No. 924 Gereja Tengah - Talang Jawa Tanjung Enim 31716	(0734) 451552; 081510735788	—
64	Lampung	Jl. Way Sekampung No. 64, Kel. Pahoman, Kec. Teluk Betung Utara, Bandar Lampung 35213	(0721) 261674; 082180463455	—
65	Bengkulu	Jl. Ciliwung 2 No. 05 RT 012 RW 004 Kel. Padang Harapan Kec. Gading Cempaka Kotamadya Bengkulu	81510735773	—
66	Balikpapan	Jl. Jend. Sudirman, No. 89 Balikpapan 76114	(0542) 733307; 0821 51695772	(0542) 731125
67	Samarinda	Perumahan Villa Tamara Blok P No. 07 Gunung Kelua, Samarinda Ulu 75123	(0541) 6252264; 0821 51930349; 081347557664	—
68	Tarakan	Jl. Melati RT 26 No. 1 Kelurahan Karang Anyar Tarakan	(0551) 22108; 0813 51530223	(0551) 22108
69	Berau	Jl. Durian 3, Gg. Arjuna No. 15 (77315), Tanjung Redeb, Berau	(0554) 2035265; 081218646801	—
70	Bontang	Jl. Pontianak No. 13 RT 26 Kel. Gunung Teliha Kec. Bontang Barat, Kota Bontang	(0548) 3036692	—
71	Sangatta	Jl. Yos Sudarso IV GG. Rejeki 5B RT 36 RW No. 72 Teluk Lingga, Sangatta Utara*	(0549) 2033704	—
72	Banjarmasin	Jl. Gatot Subroto Raya No. 4 RT 27 RW 02 Banjarmasin 70237	(0511) 3252520, 3252521	(0511) 3252521
73	Palangkaraya	Jl. Gumarak No. 11 Kelurahan langkai, Kec. Pahandut Kota Palangkaraya, Kalimantan Tengah 7311	(0536) 323 5834	(0536) 323 5834
74	Batu Licin	Jl. Inggub RT 09 Gg. Padi Dua Desa. Kampung Baru Kec. Simpang Empat Kab. Tanah Bumbu (BATULICIN) 72200	(0518) 3031296	(0518) 3031296
75	Tanjung	Jl. Mabuun Raya Komplek Swadarma I Blok C No 4 RT 004 RW 02 Kelurahan Mabuun Kecamatan Murung Puduk Kabupaten Tabalong	(0526) 2022827	(0526) 2022827
76	Makassar 1	Jl. Dr. Sam Ratulangi, No. 32 Makassar 90125	(0411) 8111 811; 854868; 858901	(0411) 852.252
77	Kendari	Jl. Samaturu No. 3, Kel. Bonggoe, Kec. Wua Wua Kendari 93117, Sulawesi Tenggara	082188831882	—
78	Sorowako	Jl. Sulawesi, Rahmindo Residence Blok A No. 8, Palopo	081340615346	—
79	Makassar 2	Jl. Dr. Sam Ratulangi, No. 32 Makassar 90125	(0411) 8111 811; 854868; 858901	(0411) 852.252
80	Timika	Jl. Megantara No. 31, Kel. Dingonarama, Mimika Baru	081344391061	—
81	Biak	Jl. Dolog No. 71, Biak	0821 9255 5542	—
82	Manokwari	Jl. Usra Waimop – Komp. Swapen Center Manokwari – Papua Barat	08124856266	—
83	Jayapura	Jl. Ardiapura III No.39 Polimak - Jayapura	0811 4885388	(0967) 531575
84	Sorong	Jl. Nusantara 2 KPR BPD (samping mesjid Al Marif Kilo 9,5) Kelurahan Sawagumu, Kecamatan Sorong Utara, Sorong-Papua	0811498356	—
85	Manado	Ruko Grand Kawanua City Walk Blok A38 dan A50, Jl. AA Maramis Manado	(0431) 857643, 857638	(0431) 857566
86	Ambon	Jl. Dr. Malaiholo No. 65 Benteng - Ambon	(0911) 311 554	—
87	Palu	Jl. Bouraq, Perum Griya Indah Blok 9 Desa Lasoani Kec. Mantikulore, Palu Sulawesi Tengah	082190099010; 085364172131	—
88	Luwuk	Jl. Pulau Nias No. 10 Gang Depan Colombus, Luwuk Sulawesi Tengah	081241190088	—
89	Gorontalo	Jl. Yusuf Hasiru - Perumahan Borobudur No. A5 Kec. Sipatana - Bulotada Timur RT 02 RW 01 Lingkungan 2 - Gorontalo Kode Pos 96139	08234341 2461	—
90	Warehouse & Distribution	Jl. Pulo Lentut No. 14 Kawasan Industri Pulogadung Jakarta 13260	(021) 4613200; 4615028; 4615070	—
91	Eco Facility (EFA)	Jl. Pulo Lentut No. 14 Kawasan Industri Pulogadung Jakarta 13260	(021) 4600269	—



No	Cabang/Titik Layanan Branches/Service Points	Alamat Address	Telepon Phone	Faksimili Facsimile
92	Bogor Sales Point	Ruko Pandu No. 15 Jl. H. Achmad Adnawijaya RT 001 RW 005 Kel. Tegal Gundil Kec. Bogor Utara Bogor - Jawa Barat	(0251) 8372708	(0251) 755 8247
93	Yogyakarta Sales Point	Jl. Ngeksigondo No. 37 Prenggan Kotagede Yogyakarta	(0274) 2841328; 081575524041	–
94	Malang Sales Point	Jl. Borobudur Agung Bar. VII No. 8B, Mojolangu, Kec. Lowokwaru, Kota Malang, Jawa Timur 65142	081514900467	–

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) 30061222 (021) 29241177	–	Informasi : info@astragraphia.co.id Service : ccc@astragraphia.co.id
2	PT Astragraphia Xprins Indonesia (AXI)	Jl. Kramat Raya, No. 43 Jakarta Pusat 10450	(021) 3925977	(021) 3192 7601	www.axi.co.id

Pada tahun 2020, Astragraphia meresmikan pembukaan kantor cabang baru di wilayah Serpong, Tangerang Selatan, sebagai wujud komitmen Astragraphia untuk menyediakan pelayanan yang semakin baik bagi pelanggan. Astragraphia mengelola jaringan layanan yang luas secara *offline* maupun *online*, hal ini menjadi salah satu bentuk strategi penetrasi pasar yang menunjang pertumbuhan berkelanjutan. Penjualan dilakukan secara langsung oleh Astragraphia dan dikombinasikan dengan penjualan tidak langsung melalui *Business Partner*, *Reseller*, dan *System Integrator* pada beberapa portfolio.

Pelanggan juga mendapatkan layanan purna jual dengan dukungan tenaga ahli yang profesional melalui kehadiran teknisi (*engineer*), *helpdesk*, serta jaminan kualitas layanan terbaik dengan rangkaian pilihan *Contract Maintenance*, *Preventive Maintenance*, dan *Operation Support* yang dilengkapi dengan garansi SLA (*Service Level Agreement*). Melalui *Customer Contact Center* (CCC), Astragraphia secara aktif menerima pengaduan dan secara proaktif melakukan penanggulangan atas keluhan konsumen, baik melalui arahan lewat telepon, maupun kunjungan teknisi ke lokasi pelanggan.

AGIT memiliki *Integrated Operation Center* (IOC), yakni fasilitas *monitoring* untuk *Customer*, *Network*, *Digital*, dan *Security*. Dengan IOC, pengawasan dilakukan melalui fasilitas *command center* secara jarak jauh dan *real time* selama 24 jam baik untuk perangkat yang berada di pelanggan ataupun yang berada di *cloud*.

AXI mengandalkan *multi channel selling* secara *offline* melalui *direct sales*, *telesales*, *indirect channel*, selain menyediakan akses digital untuk solusi layanan perkantoran secara *online*.

In 2020, Astragraphia inaugurated the opening of a new branch office in Serpong, South Tangerang, as a form of Astragraphia's commitment to always provide better service to the customers. Astragraphia manages both online and offline extensive service network as also a manifestation of its market penetration strategy to support sustainable growth. Sales are made directly by Astragraphia and through indirect sales through Business Partners, Resellers, and System Integrators in several portfolios.

Customers also get after-sales service with the support of professional experts or technicians the Company has hired (engineers), helpdesk, and best-in-class service quality assurance with a selection of Contract Maintenance, Preventive Maintenance, and Operation Support which is equipped with an SLA (Service Level Agreement). Through its well-operated Customer Contact Center (CCC), Astragraphia receives customer complaints and give quick response to the complaints through either telephone referrals or technician visits to customer premises.

AGIT has an Integrated Operation Center (IOC), which is a facility to monitor Customer, Network, Digital, and Security. With IOC, surveillance is carried out in 24/7 and in real time via a remote command center facility for both devices at customer premises or in the cloud.

AXI relies on multi-channel selling offline through direct sales, telesales, indirect channels, in addition to providing digital access to online office service solutions.



Struktur Organisasi

Organizational Structure



^{*)} Shared Services

Perubahan Signifikan [102-10, 102-49]

Significant Change [102-10, 102-49]

Tidak terdapat perubahan yang signifikan terkait dengan ukuran, struktur, kepemilikan, rantai pasokan, daftar topik material, dan batasan topik perusahaan. Tidak ada pernyataan ulang (*restatement*) atas informasi yang disajikan sebelumnya.

There were no significant changes related to the size, structure, ownership, supply chain, list of material topics, and topic boundaries of the company, nor is there restatement of the information previously presented.



Penghargaan dan Sertifikasi

Awards and Certifications

Penghargaan [102-12]

Awards [102-12]

astragraphia
member of **ASTRA**



Apresiasi Public Expose LIVE 2020
dari PT Bursa Efek Indonesia
Appreciation of Public Expose LIVE 2020
from PT Bursa Efek Indonesia

agit
Astra Graphia
Information Technology
member of **ASTRA**



Indonesia Partner Award 2020, Kategori Modern Work and Security dari Microsoft Indonesia
Indonesia Partner Award 2020, Modern Work and Security Category from Microsoft Indonesia



Top Digital Implementation 2020
dari Media IT Works
Top Digital Implementation 2020
from Media IT Works

axi
ASTRAGRAPHIA
INDONESIA
member of **ASTRA**



Top Printerpreneur Indonesia Award 2020, Kategori Printing Ecosystem Pioneer
dari Media PrintPack Indonesia
Top Printerpreneur Indonesia Award 2020, Printing Ecosystem Pioneer Category
from Media PrintPack Indonesia

Sertifikasi [102-12]

Certifications [102-12]



Environmental Management System-ISO 14001:2015
Hold Certificate
No. EMS 642562



Quality Management System-ISO 9001:2015
Hold Certificate
No. FS 642561



Occupational Health & Safety Management System
Hold certificate
No: OHS 642564



Quality Management System-ISO 9001:2015
Hold Certificate
No. FS 587753



Information Security Management System-ISO/
IEC 27001:2013
Hold Certificate
No. IS 587802



IT Service Management System-
ISO/IEC 20000-1:2011
Hold Certificate
No. ITMS 600468



Occupational Health & Safety Management System
Hold certificate
No: OHS 587755



Conformance Constructed Facilities-ANSI/TIA-
942-B:2017



Peristiwa Penting 2020

Significant Events 2020

12 Februari February



Media Workshop "Kupas Tuntas Fujifilm Jet Press 750S"

PT Astra Graphia Tbk melalui salah satu portofolio bisnis Astragraphia Document Solution mengundang rekan-rekan media *graphic art* untuk melihat dan mengulas secara langsung mesin cetak *digital offset* Fujifilm Jet Press 750S di *printing facility* Astragraphia, Jakarta. Astragraphia merupakan perusahaan tunggal yang menangani layanan purna jual mesin cetak *digital offset* Fujifilm Jet Press 750S di seluruh Indonesia. Produk ini melengkapi kebutuhan pelanggan pelaku industri *graphic art* serta pelaku industri kreatif mulai dari usaha kecil, menengah, hingga *enterprise* yang menginginkan kombinasi dari kelebihan mesin *offset* serta keunggulan mesin cetak *digital*.

Media Workshop "In-Depth Analysis of Fujifilm Jet Press 750S"

PT Astra Graphia Tbk through one of Astragraphia Document Solution's business portfolio invited its *graphic art* media peers to directly watch and review the Fujifilm Jet Press 750S *digital offset* printing machine at Astragraphia's printing facility in Jakarta. Astragraphia is the sole company that handles the after sales service of the Fujifilm Jet Press 750S *digital offset* printing machine across Indonesia. This product complements the needs of customers in the *graphic* industry as well as other creative industries ranging from small, medium, to enterprises wishing for the combination of *offset* device as well as *digital* printing machines' advantages.

30 Maret March



Donasi Peralatan Disinfektan Mandiri

Astragraphia memberikan bantuan berupa 300 paket cairan dan peralatan disinfektan mandiri, serta materi edukasi pencegahan penularan COVID-19, kepada warga sekitar kantor pusat Astragraphia di Kramat Pulo, Jakarta Pusat. Dengan adanya bantuan ini, diharapkan agar warga dapat lebih waspada dan bisa melakukan perlindungan diri dengan optimal, serta bersedia mendukung program pemerintah untuk tinggal di rumah dan bersama-sama melawan COVID-19.

Independent Disinfectant Equipment Donation

Astragraphia provided assistance in the form of 300 packages of liquid and independent disinfectant equipment, as well as educational materials on the prevention of Covid-19 transmission to residents in the vicinity of Astragraphia's head office in Kramat Pulo, Central Jakarta. With this assistance, the residents are expected to be more vigilant and be able to carry out self-protection optimally, as well as willing to support the government's programs to stay at home and fight COVID-19 collectively.

12-14 Mei May



Competence Aid Program (CAP) Astragraphia: Digital Printing, Packaging/Labelling Design, Online Promotion

Sebagai perusahaan yang mendukung industri kreatif dalam negeri dan dengan melihat besarnya kontribusi pelaku UMKM di industri kreatif, Astragraphia menyelenggarakan pelatihan secara daring kepada tiga puluh pelaku Usaha Mikro dan Kecil (UMK), yang mayoritas bergerak di bidang usaha makanan, susu segar dan olahan hasil peternakan, hingga minuman siap saji. Pelatihan diberikan oleh karyawan Astragraphia yang kompeten di bidang *digital printing* dan *promotion* dengan membawa tiga topik utama, yaitu "*Packaging Freedom*", "*Packaging & Labeling Design Workshop*", "*On Demand Services*", dan "*Online Promotion*". Astragraphia berharap, pelatihan ini dapat memberikan wawasan baru bagi para pelaku UMK terhadap pentingnya sebuah tampilan kemasan produk dalam kegiatan pemasaran yang mereka lakukan.

Competence Aid Program (CAP) Astragraphia: Digital Printing, Packaging/Labelling Design, Online Promotion

As a company that supports the domestic creative industry as well as noting the large contribution of MSMEs in the creative industry, Astragraphia held online training for thirty Micro and Small Entrepreneurs (MSEs), the majority of which are engaged in the business of food, fresh milk and processed livestock products, to ready-to-drink beverages. The training is provided by Astragraphia employees who are competent in the field of *digital printing* and *promotion* with three main topics, namely "*Packaging Freedom*", "*Packaging & Labeling Design Workshop*", "*On Demand Services*", and "*Online Promotion*". Astragraphia expects this training to be able to provide new insights for MSEs on the importance of a product packaging display in their marketing activities.

10 Juni June



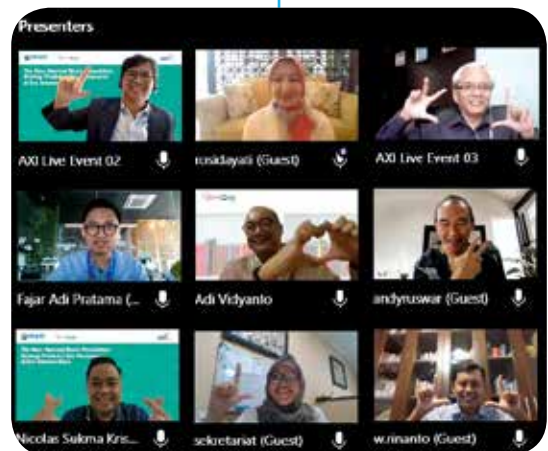
Rapat Umum Pemegang Saham Tahunan (RUPST) Astragraphia

Astragraphia melaksanakan Rapat Umum Pemegang Saham Tahunan 2020 (RUPST) di Catur Dharma Hall, Menara Astra, Jakarta. Dalam melaksanakan RUPST di masa pandemi COVID-19, Astragraphia mengikuti protokol kesehatan sesuai arahan pemerintah. Sebagai langkah pembatasan jumlah kehadiran peserta RUPST, pemegang saham Astragraphia memberikan kuasa secara elektronik melalui e-Proxy yang disediakan oleh PT Kustodian Sentral Efek Indonesia (KSEI).

Annual General Meeting of Shareholders (AGMS) of Astragraphia

Astragraphia held the 2020 Annual General Meeting of Shareholders (AGMS) at Catur Dharma Hall, Menara Astra, Jakarta. In implementing the AGMS during the COVID-19 pandemic, Astragraphia complied with the health protocols in accordance with government directives. As a measure to limit the number of attendances at the AGMS, shareholders of Astragraphia granted electronic authorization through an e-Proxy that was provided by the Indonesian Central Securities Depository (KSEI).

18 Juni June



Webinar IKAPI xPrintQoe-The New Normal Bisnis penerbitan: Strategi Produksi dan Pemasaran di Era Tatatanan Baru

IKAPI (Ikatan Penerbit Indonesia) dan PrintQoe.com mempersembahkan webinar dengan tema "The New Normal Bisnis penerbitan: Strategi Produksi dan Pemasaran di Era Tatatanan Baru". Acara webinar ini menghadirkan pelaku bisnis dari ritel toko buku terbesar beserta platform cetak online pertama di Indonesia, digital marketing expert, serta Kementerian Pariwisata dan Ekonomi Kreatif diharapkan mampu menjembatani permasalahan yang dihadapi oleh Penerbit dalam industri kreatif maupun pemasarannya.

IKAPI xPrintQoe Webinar-The New Normal of the Publishing Business: Production and Marketing Strategy in the New Order Era

IKAPI (Indonesian Publisher Association) in collaboration with PrintQoe.com presented a webinar with the theme "The New Normal of the Publishing Business: Production and Marketing Strategy in the New Order Era". The webinar event presented businesses from the largest bookstore retailers and the first online print platform in Indonesia, digital marketing experts, as well as the Ministry of Tourism and Creative Economy, which are expected to be able to resolve the obstacles faced by publishers in the creative industries and their marketing.



7-9 Juli July



Kelas Online Kreatif Bali

Kelas Online Kreatif merupakan pelatihan Astragraphia kepada Pelaku Usaha Mikro dan Kecil (UMK) yang ke-3 berkolaborasi dengan Kementerian Pariwisata dan Ekonomi Kreatif (Kemenparekraf). Kelas Online Kreatif berlangsung selama 3 (tiga) hari dengan beragam topik pelatihan untuk mendukung pelaku usaha yang terkena dampak pandemi agar kembali bangkit, go-online, berdaya saing, dan naik kelas. Kelas Online Kreatif diikuti oleh 130 pelaku usaha mikro dan kecil lokal di daerah Bali dan Astragraphia memberikan tiga topik pelatihan terkait kemasan kreatif, yaitu "Packaging on Demand", "Packaging & Labeling Design", dan "Creative Packaging & Labeling".

Kreatif Bali Online Class

The Creative Online Class is the 3rd Astragraphia training for the Micro and Small Business Entrepreneurs (MSEs) in collaboration with the Ministry of Tourism and Creative Economy (Kemenparekraf). The Creative Online Class takes place for 3 (three) days with various training topics to support businesses affected by the pandemic to get back up, go-online, have competitiveness, and promoted to the next level. The Online Creative Class was attended by 130 local micro and small entrepreneurs in Bali and Astragraphia provided three training topics related to creative packaging, namely "Packaging on Demand", "Packaging & Labeling Design", and "Creative Packaging & Labeling".

21 Juli July



Perpanjangan Distributorship Agreement Astragraphia dengan Fuji Xerox

PT Astra Graphia Tbk (Astragraphia) menandatangani perpanjangan perjanjian distributor (Distributorship Agreement) dengan Fuji Xerox Co., Ltd (Fuji Xerox) untuk periode 1 Oktober 2020 hingga 30 September 2022. Astragraphia telah dipercaya menjadi distributor eksklusif untuk seluruh portofolio Fuji Xerox di Indonesia termasuk menangani layanan purna jualnya selama 44 tahun, sejak dimulainya kerja sama kemitraan ini di tahun 1976.

Distributorship Agreement Extension between Astragraphia with Fuji Xerox

PT Astra Graphia Tbk (Astragraphia) signed a distributorship agreement extension with Fuji Xerox Co., Ltd (Fuji Xerox) for the period of 1 October 2020 to 30 September 2022. Astragraphia has been entrusted as the exclusive distributor for all Fuji Xerox portfolios in Indonesia, including handling its after-sales service for 44 years, since the start of this partnership in 1976.

26 Agustus August



Public Expose & Press Conference Live 2020

Astragraphia menyelenggarakan acara paparan publik (*public expose*) yang dilanjutkan dengan konferensi pers (*press conference*) dalam rangka penyampaian segala keputusan yang berkaitan dengan bisnis dan operasional serta pemaparan kinerja perusahaan selama semester I 2020. *Public Expose* dan *Press Conference* diadakan secara daring yang dihadiri oleh pemangku kepentingan terkait, seperti analis, investor, bankers, pemegang saham, dan media.

2020 Live Public Expose & Press Conference

Astragraphia held a public expose event which was followed by a press conference in order to convey all decisions related to business and operations as well as company performance exposure during the first semester of 2020. The Public Expose and Press Conference were held online, attended by the relevant stakeholders, such as analysts, investors, bankers, shareholders, and the media.



31 Agustus August



Pencetakan dan Pendistribusian *Children's Workbook*

Tahun 2020 merupakan tahun keempat Astragraphia mencetak buku aktivitas anak (*children's workbook*) dengan konten edukasi yang mengadaptasi nilai-nilai kearifan lokal Indonesia ke dalam sistem pembelajaran. *Children's workbook* dirancang untuk membantu perkembangan motorik serta kemampuan dasar anak Pendidikan Anak Usia Dini (PAUD)/Taman Kanak-Kanak (TK) dalam mengenal huruf dan perhitungan matematika. Dalam pendistribusian *children's workbook*, Astragraphia bekerja sama dengan Yayasan ARS86 memberikan sejumlah 1.150 buku kepada 32 TK di wilayah Boyolali, Demak & Grobogan, serta Gunung Kidul.

Printing and Distribution of the *Children's Workbook*

2020 is the fourth year that Astragraphia has printed children's workbooks with educational content that adapt the values of Indonesian local wisdom into the learning system. The children's workbook was designed to assist in developing the motor skills and basic abilities of children in Early Childhood Education (PAUD)/Kindergarten (TK) in recognizing letters and math calculations. In distributing the children's workbook, Astragraphia collaborated with the ARS86 Foundation to provide 1,150 books to 32 kindergartens in Boyolali, Demak & Grobogan, and Gunung Kidul areas.

9 September September



EXECUTIVE CORNER JAKARTA- *The Future of Strategic Procurement*

Dampak pandemi COVID-19 dirasakan oleh semua fungsi dalam perusahaan, termasuk *procurement* yang harus terus bertransformasi agar semakin meningkat dari sisi manfaat serta nilai dengan pengaplikasian berbasis teknologi baru. Oleh karena itu, AXI mengadakan webinar *Executive Corner* dengan tema "*The Future of Strategic Procurement*" yang mengundang Togap Siagian sebagai narasumber.

EXECUTIVE CORNER JAKARTA-The Future of Strategic Procurement

The impact of the COVID-19 pandemic is experienced by all functions within the company, including procurement, which must continue to transform in order to increase in terms of benefits and value by applying new technology-based applications. Therefore, AXI held an Executive Corner webinar with the theme "The Future of Strategic Procurement" by inviting Togap Siagian as the speaker.



16 September September



Webinar "Drive Agility and Innovation with ERP in the Cloud"

ACIT bekerja sama dengan SAP Indonesia mengadakan acara virtual webinar menggunakan aplikasi Microsoft Teams, dengan tema *Drive Agility and Innovation with ERP in the Cloud*. Acara ini mengupas solusi dan update teknologi terkini untuk membuat suatu inovasi melalui sistem ERP dan menggunakan sistem yang efisien seperti *cloud*. Melalui webinar ini, diharapkan perusahaan dapat menciptakan inovasi bisnis, mengakselerasi strategi *time to market*, serta melahirkan berbagai keputusan bisnis yang tepat dan sesuai dengan kebutuhan pelanggan.

Webinar "Drive Agility and Innovation with ERP in the Cloud"

In collaboration with SAP Indonesia, ACIT organized a virtual webinar event using the Microsoft Teams application, with the theme *Drive Agility and Innovation with ERP in the Cloud*. The event discussed the latest technology solutions and updates to generate an innovation through an ERP system and use an efficient system, such as the *cloud*. Through this webinar, Astragraphia is expected to be able to create business innovations, accelerate time-to-market strategies, as well as generate various proper business decisions in accordance with customer needs.



27 Oktober October



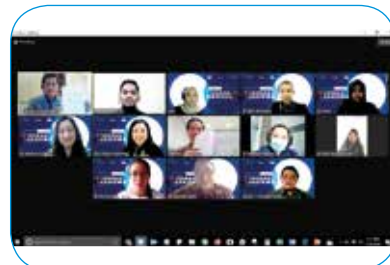
Webinar "Smart Way to Optimize Your Document Workflow"

Perubahan pola kerja saat ini dikhawatirkan menghambat alur kerja sehingga produktivitas kerja menurun. Kurangnya sumber daya ini meningkatkan risiko dimana dokumen tersebut memiliki potensi tidak tersimpan dengan baik bila terus dilakukan dengan alur kerja yang manual dan konvensional. Melalui portofolio bisnis Document Solution, Astragraphia menyelenggarakan webinar yang mengambil contoh kasus "Account Payable" yang biasanya dilakukan oleh para General Affairs, Finance dan juga IT. Perangkat Fuji Xerox dapat berintegrasi dengan portal Document Management System sehingga alur manual dapat terotomatisasi dan mengurangi kesalahan manusia (*human error*).

"Smart Way to Optimize Your Document Workflow" Webinar

It is disconcerting that changes in work patterns will inhibit work flow, ultimately decreasing work productivity. This lack of resources increases the risk that these documents may not be stored properly if conducted with manual, conventional workflows. Through its Document Solution business portfolio, Astragraphia organized a webinar that takes the case of "Account Payable", which is usually carried out by General Affairs, Finance, and IT. Fuji Xerox devices can integrate with the Document Management System portal, thus manual flow can be conducted automatically and reduce human error.

4 November November



Pemberian Beasiswa untuk Siswa/Siswi Sekolah Menengah Kejuruan (SMK)

Astragraphia bersama Yayasan Amaliah Astra menandatangani Perjanjian Kerja Sama pemberian beasiswa kepada 27 siswa/siswi sekolah menengah kejuruan di Jakarta selama kurun waktu 3 tahun ajaran (2020-2023). Dalam kerja sama ini, selain mendapatkan bantuan dana sekolah, ke-27 orang siswa/siswi juga mendapatkan pelatihan *Competence Aid Program* (CAP) dari karyawan Astragraphia yang dilaksanakan 2 (dua) kali setiap tahun ajaran.

Provision of Scholarships for Vocational School Students

In collaboration with the Amaliah Astra Foundation, Astragraphia signed a Cooperation Agreement to provide scholarships to 27 vocational high school students Jakarta for a period of 3 academic years (2020-2023). In this collaboration, in addition to receiving school funding, the 27 students also received *Competence Aid Program* (CAP) training from Astragraphia employees, which is organized 2 (two) times every school year.



16-20 November November



Webinar "AGIT Konsisten Dukong Kebijakan Pemerintah dalam Pemanfaatan Big Data dan Analytics"

PT Astra Graphia Information Technology (AGIT) bekerja sama dengan Asosiasi Cloud Computing Indonesia dan Dewan Teknologi Informasi dan Komunikasi Nasional (WANTIKNAS) menyelenggarakan acara *Government 4.0 Week* pada tanggal 16-20 November 2020 dengan tema *Toward Making Indonesia 4.0* secara virtual melalui aplikasi Microsoft Teams.

AGIT sebagai perusahaan *one stop digital solution* memberikan solusi menyeluruh (*end to end*) terutama dalam pemanfaatan *big data* dan *analytics* yang dapat mendukung dalam pengambilan keputusan dan kebijakan terutama dengan mengutamakan efisiensi dan ketepatan.

Webinar on "AGIT Consistently Support Government Policies in the Utilization of Big Data and Analytics"

PT Astra Graphia Information Technology (AGIT) in collaboration with the Indonesian Cloud Computing Association and the National Information and Communication Technology Council (WANTIKNAS) organized the *Government 4.0 Week* virtual event on 16-20 November 2020 with the theme *Toward Making Indonesia 4.0* through the Microsoft Teams application.

AGIT as a one-stop digital solution company provides end-to-end solutions, particularly in the utilization of big data and analytics that will provide support in decision making and policy making, especially by prioritizing efficiency and accuracy.

15 Desember December



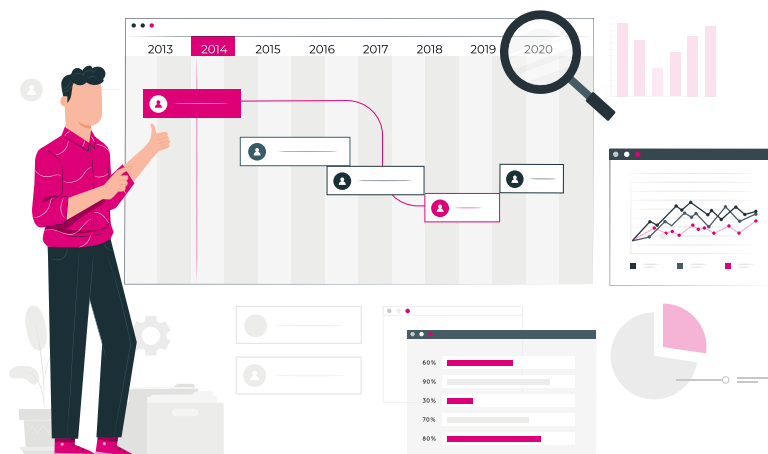
Press Conference Kontribusi Sosial Astragraphia untuk Industri Kreatif

Astragraphia memperkenalkan "Kewirausahaan" sebagai pilar baru kontribusi sosial Astragraphia di tahun 2020 kepada media secara virtual. Pada acara konferensi pers tersebut, Astragraphia menceritakan program baru Kelas ASIK (Astragraphia untuk Industri Kreatif) sebagai perwujudan program kontribusi sosial Astragraphia dari pilar kewirausahaan. Selain itu, Astragraphia juga menceritakan kegiatan kontribusi sosial di tiga pilar lainnya (pendidikan, kesehatan, dan lingkungan) di sepanjang tahun 2020.

"Social Contribution of Astragraphia for the Creative Industry" Press Conference

Astragraphia virtually introduced "Entrepreneurship" as a new pillar of Astragraphia's social contribution in 2020 to the media. At the press conference, Astragraphia described a new program, namely the ASIK Class (Astragraphia for Creative Industry) as a manifestation of Astragraphia's social contribution program from the pillar of entrepreneurship. In addition, Astragraphia also described social contribution activities in the other three pillars (education, health and environment) throughout 2020.





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TATA KELOLA **KEBERLANJUTAN**

Sustainable Governance





TATA KELOLA KEBERLANJUTAN

Sustainable Governance



Astragraphia terus meningkatkan kinerja tata kelola perusahaan yang baik (GCG) untuk melindungi seluruh pemangku kepentingan dengan berlandaskan pada Catur Dharma dan VIPS sebagai filosofi dan budaya perusahaan.

Prinsip GCG terdiri dari 5 (lima) prinsip dasar, yaitu keterbukaan informasi (*transparency*), akuntabilitas (*accountability*), pertanggungjawaban (*responsibility*), independensi (*independency*), kesetaraan dan kewajaran (*equality and fairness*). Astragraphia terus menyesuaikan bisnisnya dengan regulasi dan norma-norma bisnis yang berlaku di Indonesia dan mengadopsi standar GCG yang lebih baik.

Astragraphia continues to improve the performance of good corporate governance (GCG) to safeguard all stakeholders based on Catur Dharma and VIPS as its philosophy and corporate culture.

The GCG principles consist of 5 (five) main principles, namely disclosure of information (*transparency*), accountability, responsibility, independency, and equality and fairness. Astragraphia continues to adjust its business to the regulations and business norms that applies in Indonesia as well as adopting better GCG standards.

Astragraphia menerapkan lima prinsip GCG secara konsisten pada seluruh perencanaan bisnis, keputusan, dan kegiatan operasional bisnis melalui pendekatan sebagai berikut: [102-11, 103-2]

Astragraphia implements the five principles of GCG consistently in all business planning, decisions, and business operational activities through the following approaches: : [102-11, 103-2]

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 its <i>stakeholders</i>. - Astragraphia discloses important information in accordance with the procedures that have been established in the capital market regulations 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 the Board of Commissioners have clear duties and responsibilities. - The Board of Directors and the Board of Commissioners are accountable through the Annual General Meeting of Shareholders. - Each organ of Astragraphia has clear responsibilities that are aligned with the Company's vision, mission, goals, strategy, and business.
Pertanggungjawaban Responsibility	Astragraphia selalu berpegang pada prinsip kehati-hatian dalam melaksanakan kegiatan usahanya.	Astragraphia always adheres to the prudence principle when conducting its business activities.
Independensi Independence	Astragraphia bertindak profesional dan obyektif dalam setiap pengambilan keputusan.	Astragraphia is professional and objective in decision making.
Kesetaraan dan Kewajaran Equality and 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 takes into account the interests of all <i>stakeholders</i> based on the principle of equality and fairness (<i>equal treatment</i>). - Astragraphia provides all shareholders the opportunity to express their opinions in the General Meeting of Shareholders. - All <i>stakeholders</i> have access to information in accordance with the transparency principle.

Salah satu cara untuk mendorong terwujudnya implementasi tata kelola perusahaan yang baik di Astragraphia adalah dengan melakukan internalisasi 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.

One of the approaches to encourage the implementation of good corporate governance in Astragraphia is through internalization to all employees from staff to managerial level, among others through the statement of commitment to the implementation of good corporate governance and socialization of corporate values.

Selain itu, Astragraphia terus menyempurnakan penerapan aspek dan prinsip GCG berdasarkan Peraturan OJK No. 21/POJK.04/2015 dan Surat Edaran OJK No. 32/SE.OJK.04/2015 tentang Pedoman Tata Kelola Perusahaan.

In addition, Astragraphia continues to enhance the implementation of GCG aspects and principles based on OJK Regulation No. 21/POJK.04/2015 and OJK Circular Letter No. 32/SE.OJK.04/2015 on the Guidelines of Corporate Governance.



Astragraphia terus meningkatkan kinerja tata kelola perusahaan yang baik (GCG) untuk melindungi seluruh pemangku kepentingan dengan berlandaskan pada Catur Dharma dan VIPS sebagai filosofi dan budaya perusahaan. Astragraphia menerapkan lima prinsip GCG secara konsisten pada seluruh perencanaan bisnis, keputusan, dan kegiatan operasional bisnis.

Astragraphia continues to improve its good corporate governance (GCG) performance, aiming at protecting all stakeholders based on the values of Catur Dharma and VIPS as our corporate philosophy and culture. Astragraphia applies the five principles of GCG consistently in all business planning, decisions and business operational activities

Struktur Tata Kelola Keberlanjutan

Struktur tata kelola perusahaan menggambarkan pada organ perseroan yang terdiri dari Rapat Umum Pemegang Saham (RUPS), Dewan Komisaris, dan Direksi. [102-18]

- 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, 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.

Structure of Sustainable Governance

The structure of corporate governance is illustrated by the company's organs, consisting of the General Meeting of Shareholders (GMS), Board of Commissioners, and Board of Directors. [102-18, 102-19]

- GMS is a corporate organ that has authority not granted to the Board of Directors or the Board of Commissioners within the limits specified in Law and/or the Articles of Association.
- The Board of Commissioners is a corporate organ that supervises the management policies, the course of management in general, both regarding the company and the company's business, as well as providing advice to the Board of Directors.
- The Board of Directors is a corporate organ that is fully authorized and responsible for the management of the company in the interests of the company, in accordance with the company's purposes and objectives, as well as representing the company, in accordance with the provisions of the Articles of Association.

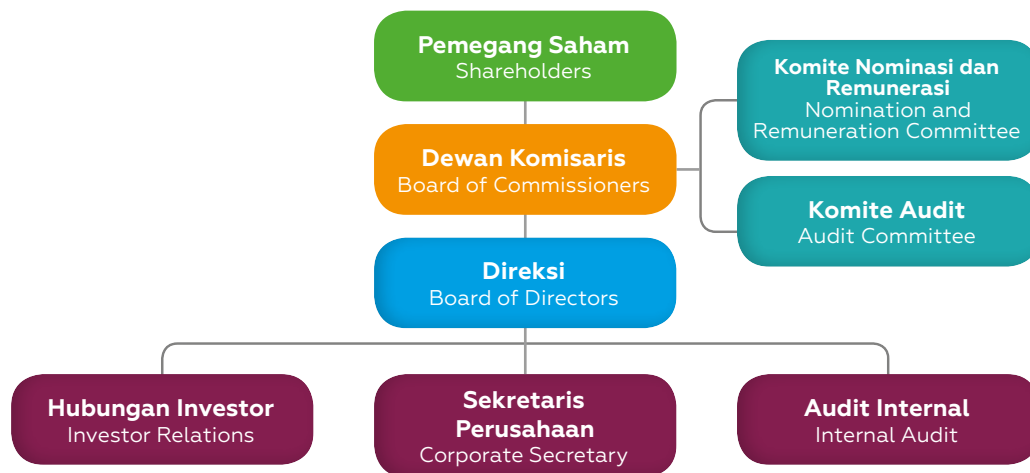


Selain organ utama, Astragraphia juga memiliki organ pendukung, antara lain:

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

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

1. Supporting organs of the Board of Commissioners
 - Audit Committee
 - Nomination and Remuneration Committee
2. Supporting organs of the Board of Directors
 - Corporate Secretary
 - Internal Audit
 - Investor Relation



Mekanisme Tata Kelola Keberlanjutan

Dalam menjalankan hubungan tata kelola, Dewan Komisaris melakukan fungsi pengawasannya dengan dibantu oleh Komite Audit dan Komite Nominasi dan Remunerasi. Direksi dalam melakukan fungsi pengelolaannya dibantu oleh Unit Audit Internal, Sekretaris Perusahaan, dan Hubungan Investor.

Mekanisme yang ditempuh dalam meningkatkan kualitas implementasi tata kelola Perusahaan antara lain:

1. Melakukan evaluasi penerapan tata kelola termasuk melakukan perbaikan atas rekomendasi yang dihasilkan.
2. Memantau pelaksanaan tata kelola di perusahaan.
3. Mendorong pengelolaan perusahaan yang semakin profesional, transparan, dan efisien.

Mechanism of Sustainable Governance

In carrying out governance, the Board of Commissioners conducts its supervisory functions with the assistance of the Audit Committee and the Nomination and Remuneration Committee. The Board of Directors in conducting its management functions is assisted by the Internal Audit Unit, the Corporate Secretary, and Investor Relation.

The mechanism undertaken to enhance the quality of Corporate governance include:

1. Evaluating the implementation of governance, including by carrying out enhancements based on recommendation results.
2. Monitoring the implementation of governance in the company.
3. Encouraging more professional, transparent, and efficient corporate management.



Rapat Umum Pemegang Saham

Rapat Umum Pemegang Saham memiliki fungsi pengambilan keputusan atas kebijakan-kebijakan penting yang terintegrasi terhadap keberlangsungan bisnis serta operasional Perusahaan. Pemerintah Indonesia melalui Undang-Undang No. 40 tahun 2007 tentang Perseroan Terbatas menetapkan dan mengatur suatu perusahaan dalam melaksanakan RUPS dan pertanggungjawabannya ada pada Dewan Komisaris dan Direksi. RUPS Tahunan diselenggarakan pada tanggal 10 Juni 2020.

Dewan Komisaris

Dewan Komisaris memiliki peranan penting dalam melakukan komunikasi aktif kepada Direksi dan komite lain di bawahnya. Fungsi Dewan Komisaris antara lain adalah melakukan pengawasan terhadap pengelolaan Perseroan yang dilakukan oleh jajaran Direksi. Dalam tatanan pelaksanaan RUPS, Dewan Komisaris akan memberikan saran maupun tanggapan terhadap beberapa masalah terkait tata kelola manajemen perusahaan.

Direksi

Tanggung jawab pengelolaan, penetapan, pengaturan arah strategis perusahaan dilakukan oleh Direksi. Direksi bertanggung jawab secara langsung kepada Dewan Komisaris. Pada saat pertama kali menjabat, Direksi diberikan orientasi penuh mengenai tanggung jawab mereka, dalam bentuk program pengenalan yang dipersiapkan oleh Sekretaris Perusahaan. Program ini mencakup ulasan berbagai dokumen yang tersedia dalam bentuk *soft copy* maupun *hard copy*, termasuk diantaranya Laporan Tahunan Perseroan, Anggaran Dasar, dan Pedoman Kerja Komite, serta aturan dan peraturan terkait. Rincian pelaksanaan tugas, wewenang, dan tanggung jawab organ tata kelola dapat dibaca dalam Laporan Tahunan Astragraphia 2020 bagian Tata Kelola Perusahaan.

General Meeting of Shareholders

The General Meeting of Shareholders has a decision-making function on important policies that are integrated into the continuity of business and operations of the Company. The Government of Indonesia through Law No. 40 of 2007 on Limited Liability Companies determines and regulates companies in implementing the GMS and the accountability rests with the Board of Commissioners and the Board of Directors. The Annual GMS was implemented on 10 June 2020.

Board of Commissioners

The Board of Commissioners has an important role in carrying out active communication to the Board of Directors and other committees under it. The functions of the Board of Commissioners include supervising the management of the Company, which is carried out by the Board of Directors. In the GMS implementation structure, the Board of Commissioners will provide suggestions and responses on several issues related to the governance of corporate management.

Board of Directors

The responsibility for managing, determining, as well as setting the strategic direction of the company is carried out by the Board of Directors. The Board of Directors is directly responsible to the Board of Commissioners. When they first take office, the Board of Directors is given a full orientation regarding its responsibilities, in the form of an introductory program prepared by the Corporate Secretary. This program includes reviews of various documents available in soft copy and hard copy, including the Company's Annual Report, Articles of Association, and Committee Work Guidelines, as well as related rules and regulations. Details on the implementation of duties, authorities and responsibilities of governance organs can be viewed in the Corporate Governance section of the 2020 Astragraphia Annual Report.



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.

Risk Management [102-11]

Risk management is a unit that serves to assist the Board of Directors in identifying and assessing existing potential risks in the company's activities. Structurally, the Risk Management Unit is under the President Director.



Sistem Manajemen Risiko yang Diterapkan

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

Implementation of Risk Management

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

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 application of the above-mentioned guidelines is expected to provide convenience for management in mitigating risks and in the decision-making process. The acquired identification results provide an overview of the potential risks, which are a part of the Company's internal control activities.

Evaluasi terhadap Efektivitas Sistem Manajemen Risiko

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 penerapan manajemen risiko 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.

Evaluation on the Effectiveness of the Risk Management System

The evaluation on the implementation of risk management is conducted to assess the maturity level of the Company's corporate risk management and reassure the Board of Directors of the effectiveness of the Company's internal control. The evaluation results of the Company's internal control system set one of the bases of the Management's evaluation on the effectiveness of the internal control system. The evaluation results are a reference point in improving the Company's systems and policies.

Risiko-Risiko yang Dihadapi Perusahaan dan Mitigasinya

Berdasarkan hasil identifikasi Unit Manajemen Risiko selama tahun 2020, bisnis Astragraphia menghadapi potensi risiko, yang selengkapnya dapat dibaca dalam Lapporan Tahunan Astragraphia 2020 bagian Tata Kelola Perusahaan.

Risks Faced by the Company and their Mitigation

Based on the identification results of the Risk Management Unit during 2020, Astragraphia's business faces potential risks, which can be viewed in full in the Corporate Governance section of the 2020 Astragraphia 2020 Annual Report.



Disaster Recovery Plan (DRP)

Sebagai bagian dari kerangka Manajemen Risiko, dalam menghadapi potensi risiko terkait bencana baik yang sifatnya bencana alam maupun bencana yang disebabkan oleh perbuatan manusia, Astragraphia telah menyusun DRP sebagai pedoman Astragraphia dalam mengantisipasi kondisi bencana tersebut. Tujuan penyusunan DRP tersebut adalah untuk menjaga kelangsungan aktivitas fungsi/ bagian yang kritis agar operasional bisnis harian perusahaan dapat tetap berjalan di tingkat minimum sesuai kesepakatan manajemen, termasuk memastikan keselamatan karyawan yang menjadi prioritas perusahaan jika terjadi bencana. DRP ini menjelaskan langkah-langkah yang akan diambil perusahaan mulai dari proses pencegahan, tanggap darurat, masa pemulihan sampai dengan masa transisi saat kondisi sudah kembali normal pasca bencana.

Salah satu fungsi kritis dalam operasional bisnis perusahaan adalah fungsi IT, karena infrastruktur IT dan layanan aplikasi menjadi salah satu roda penggerak operasional bisnis perusahaan khususnya di era digital saat ini. Dalam menghadapi risiko terkait bencana, fungsi bisnis IT Astragraphia telah memiliki DRP IT, salah satu langkah strategis dalam menghadapi bencana yang diatur dalam DRP IT adalah dengan membangun *Disaster Recovery Center* (DRC). Dengan adanya DRC ini ketersediaan infrastruktur IT dan layanan aplikasi dapat tetap terjaga pada saat bencana terjadi maupun pasca bencana, sehingga proses operasional bisnis perusahaan yang berkaitan dengan infrastruktur IT dan layanan aplikasi dapat segera berjalan. DRC IT telah secara rutin dilakukan proses *testing* minimal 1 tahun sekali.

Kode Etik dan Budaya Perusahaan

Etika Bisnis (*Code of Conduct*)

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, *principal*, 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 situs web Astragraphia

Disaster Recovery Plan (DRP)

As part of the Risk Management framework, in responding to potential risks related to disasters, both natural disasters and disasters caused by human actions, Astragraphia has compiled a DRP as Astragraphia's guideline to anticipate these disaster conditions. The purpose of formulating the DRP is to maintain the continuity of activities of critical functions/sections to ensure that the company's daily business operations will be able to continue to run at a minimum level in accordance with the management agreements, including ensuring the safety of employees, which is the company's priority in the event of a disaster. The DRP describes the steps that the company will take, starting from the process of prevention, emergency response, recovery period, to the transition period when conditions return to normal after the disaster.

One of the critical functions in business operations of a company is the IT function, because IT infrastructure and application services are one of the driving forces for business operations of a company, especially in the digital age. In addressing disaster-related risks, Astragraphia's IT business function has established the IT DRP. One of the strategic measures in dealing with disasters that is regulated in the IT DRP is by building a Disaster Recovery Center (DRC). With the DRC, the availability of IT infrastructure and application services can be maintained during a disaster or after a disaster, enabling the company's business operational processes related to IT infrastructure and application services to run immediately. The IT DRC routinely carries out a testing process at least once a year.

Code of Ethics and Corporate Culture

Code of Conduct

Astragraphia's Business Ethics (*Code of Conduct*) regulates the guidelines for conducts within Astragraphia's, namely relations between employees, the Board of Commissioners and the Board of Directors, as well as relationships with external parties, such as shareholders, affiliated companies, principals, investors, customers, suppliers, the Government, the community, and surrounding environment. The guideline is disseminated to employees as they are hired as Astragraphia's employees in training on the introduction to Astragraphia, and socialized to employees at every opportunity, to always take the code of ethics into account and properly abide by them. Business Ethics



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

Pernyataan Kode Etik

Kode Etik ini berlaku bagi seluruh karyawan Astragraphia. Kode Etik ini menjadi acuan bagi seluruh karyawan Astragraphia dalam melakukan tugasnya agar senantiasa berada dalam koridor praktik-praktik tata kelola yang baik.

Sosialisasi Kode Etik dan Upaya Penegakannya

Kode Etik ini disosialisasikan kepada seluruh karyawan, termasuk juga Direksi dalam setiap kesempatan, serta telah dipublikasikan di situs web perusahaan.

Astragraphia juga telah melaksanakan sejumlah inisiatif untuk pelaksanaan Kode Etik diantaranya:

1. Melakukan sosialisasi kepada seluruh karyawan baru Astragraphia perihal Kode Etik.
2. Menambahkan klausul dalam perjanjian untuk tidak memberikan hadiah atau komisi, atau bentuk-bentuk lainnya kepada karyawan Astragraphia dan mencantumkan klausul apabila terjadi pelanggaran terhadap larangan ini yaitu dengan mengakhiri perjanjian.

Jenis Sanksi untuk Setiap Jenis Pelanggaran yang Diatur Dalam Kode Etik

Astragraphia akan melakukan penelaahan atas laporan pelanggaran dan mengambil tindakan-tindakan yang diperlukan.

Jumlah Pelanggaran Kode Etik

Selama tahun 2020 tidak ada pelanggaran kode etik.

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. Eksternal Auditor
- IV. Conflicts of Interest Guidelines
- V. Policy Mechanism for Reporting Violations

Code of Conduct Statement

The Company's Code of Conduct applies to all Astragraphia employees. It serves as a reference point for all Astragraphia employees when it comes to carrying out their duties and remaining in the corridor of good governance practices.

Socialization of the Code of Conduct and Its Enforcement

The Code of Conduct is socialized to all of the Company's employees, including the Board of Directors, and has been published on the Company's website.

Astragraphia has also carried out a number of initiatives to implement the Code of Conduct, including:

1. Disseminating the Code of Conduct to all new Astragraphia employees.
2. Adding a clause to each agreement stipulating to not giving gifts or commission or other forms to the Astragraphia's employees and to include a clause that violation to this clause may result in the termination of the said agreement.

Types of Sanctions for Violation of the Code of Conduct

Astragraphia will conduct reviews of violation reports and takes any necessary actions.

Number of Code of Conduct Violations

Selama tahun 2020 tidak ada pelanggaran kode etik.



Budaya Perusahaan (*Corporate Culture*)

Astragraphia telah memiliki budaya perusahaan (*corporate culture*) yang disingkat dengan VIPS yaitu:

1. Bermanfaat bagi Bangsa dan Peri Kehidupan
2. Berinovasi dan Berkeunggulan Kelas Dunia
3. Menjadi Partner pilihan Pelanggan
4. Kerjasama yang Sinergis

Kebijakan, Prosedur serta Pelatihan Anti Korupsi [102-41]

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.

Astragraphia memiliki sejumlah ketentuan anti korupsi yang terdapat dalam sejumlah dokumen/kebijakan, antara lain, sebagai berikut:

- Kode Etik Karyawan;
- Sosialisasi Anti Korupsi.

Sebagai salah satu wujud komitmen Astragraphia 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*. 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.

Sistem Pelaporan Pelanggaran [102-17]

Astragraphia belum memiliki *whistleblowing system*, namun Astragraphia memiliki sistem pelaporan pelanggaran yang dikelola oleh Divisi *Human Capital Management & Services*.

Cara Penyampaian Laporan Pelanggaran

Melalui unit-unit yang aktif terlibat dalam pengawasan, khususnya Departemen Audit Internal dan/atau *Human Capital Management & Services*, 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

Corporate Culture

Astragraphia has established its corporate culture, namely VIPS, which includes:

1. Valuable to The Nation and Life
2. Innovative and World Class Excellence
3. Preferred Partner for Customer
4. Synergetic Teamwork

Anti-Corruption Policies, Procedures, and Training [102-41]

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, the company's code of conduct is also posted on the Astragraphia website, namely the commitment of Astragraphia's and its employees not to give or receive substantial rewards or gifts from customers that can impair decision making.

Astragraphia has a number of anti-corruption provisions contained in a number of documents/policies, among others, as follows:

- Employee Code of Conduct;
- Anti-Corruption Socialization.

In its commitment to implement good corporate governance practices, Astragraphia organized the Training for Trainers – “Indonesia Anti Bribery and Anti – Corruption Legislation” in collaboration with Arfidea Kadri Sahetapy – Engel Tisnadisastra (“Akset”) Law Firm. The Board of Directors, Chief and Management of Astragraphia participated in the event, which disseminated Law No. 31 of 1999 as subsequently amended by Law No. 20 of 2001 on Eradication of Corruption Criminal Activity and improving the quality of GCG implementation at the Company.

Violation Reporting System [102-17]

Astragraphia has not established a whistleblowing system, however Astragraphia has a violation reporting system, which is managed by the Human Capital Management & Services Division.

Procedure of Submitting Violation Report

Through units that are actively involved in supervision, particularly the Department of Internal Audit and/or Human Capital Management & Services, Astragraphia has established a working mechanism that conducts periodic audits and/or receives reports from employees or stakeholders in the event of misuse, irregularities or violations related to Astragraphia's code of conduct, business



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 Perseroan.

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 & Services* dan pelapor diberikan perlindungan atas pengaduan yang disampaikan.

Pengelolaan Pelaporan Pelanggaran

Pelaporan pelanggaran dikelola oleh Divisi *Human Capital Management & Services*.

Jumlah Pelaporan Pelanggaran

Sepanjang tahun 2020 tidak terdapat pelaporan pelanggaran yang diterima oleh Astragraphia.

Keterlibatan Pemangku Kepentingan [102-40, 102-42]

Pemangku kepentingan merupakan komponen penting dari agenda keberlanjutan Astragraphia, sehingga perusahaan harus menjalin relasi yang baik dan melibatkan para pemangku kepentingan agar senantiasa memperoleh masukan tentang kinerja, mutu produk, dan juga jasa. Tabel berikut ini menggambarkan interaksi Astragraphia dengan para pemangku kepentingan, yang dipilih berdasarkan rentang pengaruh dan kepentingannya terhadap keberlanjutan perusahaan.

ethics, company regulations, articles of association, law, company secrets or trade secrets, and other violations that can be detrimental to Astragraphia and its stakeholders. Violation reports can also be submitted to the Employee Suggestion Box on the Company's intranet web portal.

Protection for Violation Reporter (Whistleblower)

Astragraphia provides protection for whistleblowers. After a review of the report and imposing the necessary sanctions. In addition, Astragraphia takes corrective actions deemed necessary to prevent the occurrence of similar violations in the future.

Handling of Complaint

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

Management of Violation Reports

Violation reporting is handled by the Human Capital Management & Services Department.

Number of Violation Reports

During 2020, there were no violation reports received by Astragraphia.

Stakeholders Engagement [102-40, 102-42]

Stakeholders are an important component of Astragraphia's sustainability agenda, therefore the company must establish good relationships and involve stakeholders to ensure that they always obtain input on performance, product quality, as well as services. The following table describes Astragraphia's interactions with stakeholders, selected based on the range of influence and importance on the company's sustainability.



Pemangku Kepentingan Utama Astragraphia dan Pelibatannya

Astragraphia's Key Stakeholders and Their Engagement

Pemangku Kepentingan Stakeholders	Metode Pelibatan Method of Engagement	Isu Terkait Related Issues	Disajikan dalam Laporan Expressed in Reports
Pelanggan Customer	- Layanan Pelanggan - Survei Kepuasan Pelanggan - Inovasi Produk dan Jasa - Kesehatan dan Keselamatan Pelanggan - Customer Service - Customer Satisfaction Survey - Product and Service Innovation - Customer Safety	- Kualitas produk dan jasa - Kepuasan pelanggan - Reputasi perusahaan - Perlindungan pelanggan - Quality of product and service - Customer satisfaction - Company reputation - Customer protection	<i>Portfolio Roadmap</i> Portfolio Roadmap
Karyawan Employee	- Keselamatan dan kesehatan kerja - Program apresiasi - Survei kepuasan karyawan - Pelatihan - Forum komunikasi - Penugasan kerja - Occupational Health and Safety - Appreciation program - Employee satisfaction survey - Training - Communication forum - Work assignment	- Praktik ketenagakerjaan - Kesejahteraan - Pengembangan kompetensi - Lapangan pekerjaan - Kesetaraan kesempatan kerja - Pengalaman bekerja yang berharga dan menyenangkan - Pemenuhan hak karyawan - Employment practices - Welfare - Competency development - Employment - Equal employment opportunities - Valuable and enjoyable work experience - Fulfillment of employment rights	<i>People Roadmap</i> People Roadmap
Pemegang Saham Shareholders	- Laporan per kuartal dan laporan tahunan - Rapat umum pemegang saham - Pedoman kerja Dewan Komisaris dan Direksi - Public Expose - Update meeting - Quarterly reports and annual reports - General meeting of shareholders - Board of Commissioners and Directors Work Guidelines - Public Expose - Update meeting	- Pelaksanaan tata kelola - Keterbukaan informasi - Manfaat finansial - Manajemen risiko dan reputasi - Governance implementation - Information disclosure - Financial benefits - Risk management and reputation	- Tata Kelola - Portfolio Roadmap - Governance - Portfolio Roadmap
Pemasok Suppliers	- Pelaporan pencapaian bulanan - Pencapaian <i>partnership level</i> - Pelatihan - Monthly achievement reporting - Achievement of partnership level - Training	- Hubungan bisnis berkelanjutan - Sustainable business relationships	<i>Portfolio Roadmap</i> Portfolio Roadmap
Masyarakat dan Komunitas Society and Community	- Program kehumasan - Pelaksanaan program kontribusi sosial - Penghematan energi - Upaya pengurangan limbah dan emisi - Public relations program - Implementation of the social contribution program - Energy savings - Waste and emission reduction efforts	- Program pendidikan - Program kesehatan - Pengelolaan dampak lingkungan - Education programs - Health program - Environmental impact management	<i>Public Contribution Roadmap</i> Public Contribution Roadmap



Keanggotaan Organisasi [102-13]

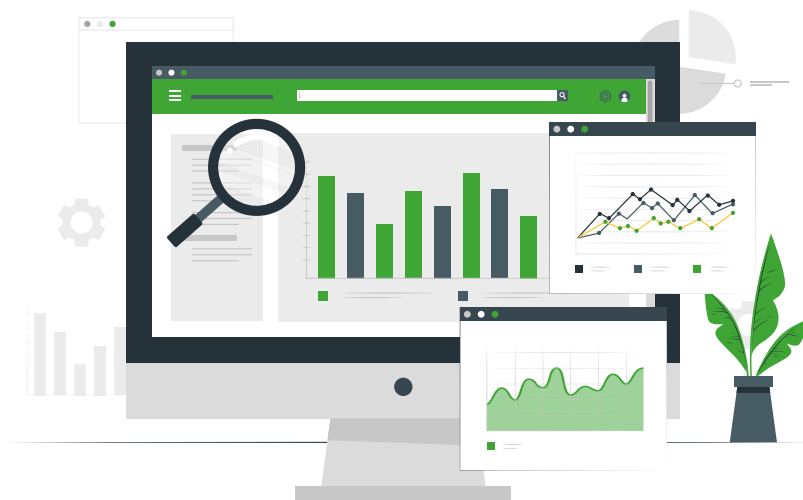
Astragraphia berperan aktif dalam forum komunikasi formal sebagai anggota di berbagai asosiasi bisnis untuk membina dan melakukan hubungan baik dengan berbagai pihak dalam rangka mengembangkan jaringan. Bersama-sama Astragraphia berkontribusi membahas dan memberikan masukan mengenai berbagai isu seperti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

- Asosiasi Distributor Resmi Mesin Fotokopi Berwarna dan Mesin Multifungsi Berwarna (ADMINKOM)
- 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).

Organizational Membership [102-13]

Astragraphia plays an active role in formal communication forums as members in various business associations to foster and establish good relations with various parties in to expand 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:

- Association of Authorized Distributors of Color Photocopiers and Color Multifunction Machines (ADMINKOM)
- 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)
- Association of Office and Employee Equipment Procurement and Maintenance
- Association of Mechanical Electrical Engineering Companies (APTEK) DKI Jakarta Province
- Indonesian Computer and Telematics Procurement Association (ASPEKMI).



- | | |
|----|---|
| 67 | Kinerja Bisnis Astragraphia 2020
Astragraphia Business Performance 2020 |
| 68 | Produk dan Pelayanan Terbaik kepada Pelanggan
Best Products and Services to Customers |
| 70 | Perlindungan Informasi untuk Pelanggan
Information Protection for Customers |
| 70 | Inovasi dan Pengembangan Produk
Product Innovation and Development |
| 71 | Tanggung Jawab Produk dan Layanan
Product and Service Responsibility |
| 71 | Informasi Barang dan/atau Jasa
Information on goods and/or services |
| 71 | Kesehatan dan Keselamatan Pelanggan
Customer Health and Safety |
| 72 | Layanan Purna Jual dan Penanggulangan atas Pengaduan Pelanggan
After Sales Service and Handling Customer Complaints |
| 73 | Sarana Penanggulangan atas Pengaduan Pelanggan
Handling Means for Customer Complaints |
| 75 | Evaluasi Keamanan Produk
Product Safety Evaluation |
| 76 | Dampak atas Kegiatan Tanggung Jawab Barang/Jasa
Impact on Responsible Goods/Services Activities |
| 76 | Astragraphia dan Pembangunan
Astragraphia and Development |
| 77 | Mengelola Pemasok, Mengelola Keberlanjutan
Managing Suppliers, Managing Sustainability |



PORTFOLIO **ROADMAP**

Portfolio Roadmap





Portfolio Roadmap

Portfolio Roadmap



Sebagai komitmen Perusahaan untuk menciptakan bisnis yang berkelanjutan dan menjadi mitra utama pilihan pelanggan, Astragraphia senantiasa mengedepankan inovasi pada pengembangan portofolio bisnis untuk menghadirkan nilai tambah pada produk dan layanan yang relevan terhadap kebutuhan pelanggan.

As the Company's commitment to create a sustainable business and to become the preferred partner of customers, Astragraphia always prioritizes innovation to develop its business portfolio in order to generate added value to products and services that are relevant to the needs of customer.

Dalam rangka menjaga pertumbuhan bisnis dan pangsa pasar yang baik, Direksi Astragraphia menetapkan beberapa strategi dan kebijakan untuk dijalankan selama tahun 2020. Rencana Kerja dan Anggaran Tahunan ("RKAT") tahun 2020 tetap menjadi acuan strategi utama, namun beberapa penyesuaian telah dilakukan dalam merespon perubahan kondisi yang ada. Strategi yang dijalankan di tahun 2020 antara lain sebagai berikut: memaksimalkan kontribusi pendapatan dan keuntungan dari bisnis inti melalui pendekatan layanan paket solusi serta akuisisi *competitor market*, mendorong pertumbuhan bisnis baru di area layanan *printing* dan *digital*, memperkuat kompetensi sumber daya manusia untuk mendukung transformasi bisnis, serta memperkuat kontribusi terhadap pembangunan berkelanjutan melalui program tanggung jawab sosial perusahaan, termasuk aktivitas yang terkait dengan bantuan donasi untuk masyarakat terdampak pandemi COVID-19.

Agar tetap relevan dan mampu menciptakan bisnis yang berkelanjutan, transformasi bisnis tetap menjadi agenda yang utama bagi Astragraphia. Di tengah kondisi yang sulit sulit dan menantang di tahun 2020, Astragraphia tetap memberikan ruang bagi eksplorasi dan inovasi untuk dapat terus memberikan layanan terbaik sesuai kebutuhan pelanggannya, serta berkontribusi positif kepada masyarakat dan negara. [103-1, 103-2, 103-3]

To keep strong business growth and maintain market share, Astragraphia's Board of Directors had set strategies and policies for 2020. The Company's 2020 Annual Work Plan and Budget ("RKAT") remained the main strategic reference, however adjustments were made in response to the abrupt change of situation. The strategies executed in 2020 were the following: maximizing revenue generation and profit increase from the core business through a more aggressive approach to providing solution packages and the acquisition of competitor markets; encouraging growth in the new printing and digital services new business lines; strengthening the HR competence to support business transformation; and providing more meaningful contribution to sustainable development with corporate social responsibility programs, including for the pandemic-affected communities.

To stay relevant with an ability to create a sustainable business, Astragraphia kept business transformation as its top agenda. Amidst the very hostile business landscape in 2020, Astragraphia managed to make an extra room for exploration and innovation in order to provide the best customer-driven services, and to make positive contribution to the society and the country. [103-1, 103-2, 103-3]

Kinerja Bisnis Astragraphia 2020

Di tengah kondisi ekonomi yang mengalami perlambatan, Astragraphia tetap mampu bersaing dan menjadi pemimpin di industri *printing & digital* dalam memberikan pengalaman terbaik kepada pelanggan, serta mampu menangkap dan mengeksekusi peluang bisnis yang ada. Secara konsolidasi Astragraphia membukukan pendapatan bersih sebesar Rp3,35 triliun dengan keuntungan bersih sebesar Rp48 miliar. Meski terjadi penurunan pada pencapaian pendapatan dan laba bersih perusahaan dibandingkan tahun 2019, Astragraphia telah berhasil menekan biaya operasional melalui pelaksanaan kegiatan operasional yang efektif dan efisien. [201-1]

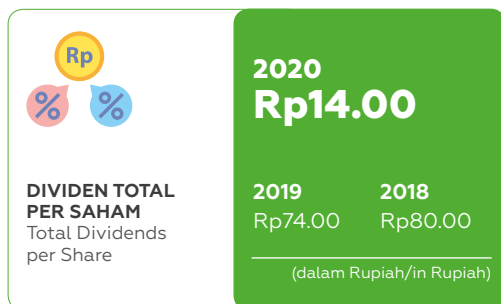
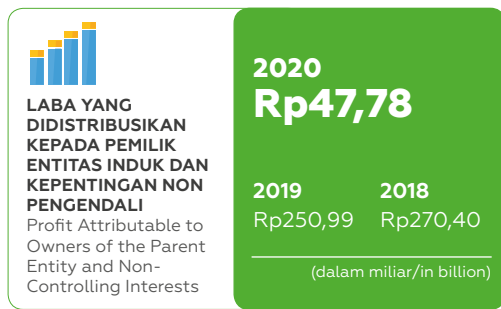
Bisnis inti solusi dokumen, secara konsisten melakukan penetrasi pasar untuk seluruh portofolio dan berhasil mempertahankan dominasi market share di Indonesia untuk segmen perangkat multifungsi berwarna A3 dan printer produksi. Sejalan dengan fokus entitas anak PT Astra Graphia Information Technology (AGIT) untuk menjadi *Digital Services Preferred Partner*, AGIT berhasil membukukan kinerja yang cukup baik, terutama dalam penyediaan infrastruktur serta perangkat lunak pendukung operasional pelanggan. Sebagai salah satu parameter keberhasilannya, di tahun 2020, AGIT berhasil meraih penghargaan Indonesia Partner Award di kategori *Modern Work and Security* dari Microsoft Indonesia, serta anugerah Top Digital Implementation Award 2020 dari IT Works. Entitas anak PT Astragraphia Xprins Indonesia (AXI) juga tetap menjadi pionir ekosistem percetakan, hingga memperoleh penghargaan "*Printing Ecosystem Pioneer*" pada acara 6th Top Printerpreneur Indonesia Award 2020 dari media PrintPack Indonesia. [203-2]

Astragraphia Business Performance 2020

Despite the drastic economic setback, Astragraphia remained capable of competing, and retaining its leading position in the printing & digital industry as the Company continued to give the best experience to the customers while capturing and executing opportunities in the existing business lines. Consolidated, Astragraphia delivered Rp3.35 trillion in net revenue and Rp48 billion in net profit. While that shows a decline in both compared to 2019, Astragraphia has relatively reduced operating costs through more effective and efficient operations. [201-1]

Astragraphia's document solutions core business consistently penetrates the market in all portfolios and has long sustained market share dominance in Indonesia for the A3 color multifunction device and production printer segments. In line with the focus of the subsidiary, PT Astra Graphia Information Technology (AGIT), to become a Digital Services Preferred Partner, AGIT is delivering strong results, especially in the provision of infrastructure and software to support customer operations. As one of the parameters of its success, in 2020, AGIT was given the Indonesia Partner Award in the Modern Work and Security category by Microsoft Indonesia, and the Top Digital Implementation Award 2020 by IT Works. PT Astragraphia Xprins Indonesia (AXI) retained its pioneering status in the printing ecosystem as this subsidiary was named the "Printing Ecosystem Pioneer" at the 6th Top Printerpreneur Indonesia Award 2020 organized by PrintPack Indonesia media. [203-2]





* Dividen Final 2020 – Jika disetujui Pemegang Saham pada RUPS Tahunan bulan April 2021.
2020 Final Dividend – Subject to approval of Shareholders at Annual GMS in April 2021.

Produk dan Pelayanan Terbaik kepada Pelanggan

Situasi pandemi di tahun 2020 yang melanda Indonesia dan negara lainnya, tidak menghalangi Astragraphia untuk memberikan pelayanan yang terbaik bagi pelanggan. Astragraphia bertanggung jawab untuk memberikan pelayanan kepada pelanggan terkait produk dan solusi yang dipasarkan sejak awal proses pembelian hingga purna jual (*after sales service*). Komitmen Astragraphia ini dibuktikan dalam bentuk pemberian deskripsi petunjuk penggunaan dan keamanan, serta layanan purna jual berupa pemeriksaan dan perbaikan secara berkala maupun insidental. [103-1, 103-2, 103-3]

Astragraphia sebagai bagian dari grup Astra berkomitmen untuk memberikan produk dan layanan berkualitas bagi pelanggan. Berbagai upaya telah dilakukan Astragraphia demi menjaga kualitas produk dan layanan, antara lain:

Best Products and Services to Customers

The pandemic that hit Indonesia and other countries in 2020, did not keep Astragraphia from providing the best service to the customers. Astragraphia bears the responsibility to provide services to customers, in terms of products and solutions marketed from the stage of purchasing to after sales service. Astragraphia's commitment is evidenced in the instructions of safety use and the after-sales services it provides through routine inspections and incidental repairs. [103-1, 103-2, 103-3]

Astragraphia as part of the Astra group is committed to providing quality products and services to the customers. Various efforts have been made by Astragraphia to maintain products and services quality, including:

- Memberikan pelatihan yang berkelanjutan kepada karyawan di masing-masing lini fungsi
- Senantiasa berusaha mencapai yang terbaik dengan menggunakan prinsip continuous improvement dalam pengembangan produk dan layanan
- Memberikan layanan purna jual berupa pemeriksaan dan perbaikan secara berkala maupun insidental
- Menerima pengaduan dan secara proaktif melakukan penanggulangan atas keluhan konsumen, baik melalui arahan via telepon, maupun kunjungan teknisi ke lokasi pelanggan yang didukung oleh 29 tenaga *contact center* yang bertanggung jawab untuk menerima 156.016 *call* selama tahun 2020. Pelanggan dapat menghubungi *Customer Contact Center* (CCC) melalui telepon di Halo Astragraphia 1500 345 atau melalui e-mail: ccc@astragraphia.co.id.
- Menyediakan 287 *customer engineer* yang selalu siap membantu pelanggan yang tersebar di seluruh Indonesia, melalui 33 cabang dan 94 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 3 (tiga) jam sejak laporan diterima Halo Astragraphia 1500 345. Program ini berlaku di wilayah dalam radius 30 km dari kantor cabang (Metro area), 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 jaminan 3-Hours Downtime dapat dilihat pada website www.documentsolution.com.
- Melakukan Survei Kepuasan Pelanggan untuk mengevaluasi kinerja produk dan layanan yang ditawarkan kepada pelanggan dari proses penjualan hingga layanan purna jual. 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*, *help desk 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.
- Providing continuous training to employees in each line of functions
- Making consistent efforts to deliver the best on the principle of continuous improvement in product and service development
- Providing after-sales services in via routine inspections and incidental repairs
- Proactively handling complaints received from consumer complaints, either through telephone referrals, or technician visits to customer locations supported by 29 contact center personnel who received a total of 156,016 calls during 2020. Customers can contact the Customer Contact Center (CCC) at Halo Astragraphia 1500 345 or by e-mail: ccc@astragraphia.co.id.
- Assigning 287 customer engineers who are always ready to help customers across Indonesia, through 33 branches and 94 service points covering 514 cities and regencies.
- Running 3-Hours Downtime Program, a form of Astragraphia's commitment to keep product quality with a promise that any damaged digital office machine will work again in a maximum of 3 (three) hours from the time Halo Astragraphia 1500 345 receives the complaint. This program applies to areas within a radius 30 km from branch offices (Metro area), including: Jakarta, Tangerang, Bekasi, Karawang, Bandung, Semarang, Yogyakarta, Surabaya, Denpasar, Medan, Batam, Pekanbaru, Palembang, Pontianak, Balikpapan, Banjarmasin, Makassar and Manado. A more detailed description of product types with a 3-Hours Downtime guarantee is available on the website www.documentsolution.com.
- Making regular Customer Satisfaction Surveys to see how the products and services work since the customers bought them after sales service. Astragraphia uses the survey results to make continuous improvements in service quality. This survey was conducted on 1,000 Astragraphia customers to measure product satisfaction, service engineer, complaint handling, system analyst, consumable service, help desk service, sales force, and payment terms. In addition, the consistency of the surveys reflect Astragraphia's efforts to comply with ISO 9001: 2015 standards and ensure customer.



AGIT berkomitmen memberikan pelayanan terbaik kepada pelanggan. AGIT bermitra dengan prinsipal kelas dunia yang berpengalaman, AGIT juga secara konsisten meningkatkan kualitas implementasi proyek (termasuk *operation support*) mengacu kepada metodologi baku yang telah secara luas dipergunakan di dunia teknologi informasi terkait implementasi proyek. AGIT menyediakan layanan pelanggan (*Customer Service*) 24 jam untuk memastikan pelanggan mendapatkan dukungan prima pada kegiatan operasional nya.

Dalam memberi pelayanan terbaik kepada pelanggan, AXI menyediakan saluran *Contact Centre* 1500 936 yang dapat dihubungi selama hari kerja, *live chat* di www.axiqoe.com serta e-mail cs@axi.co.id yang menghasilkan total 4.545 traffic sepanjang tahun 2020. Untuk membantu pelanggan dalam hal klaim garansi dan servis produk multi brand, AXI meluncurkan inisiatif bisnis baru yaitu *ServiceQoe*, yang merupakan layanan purna jual. Informasi selengkapnya tertera pada website <https://serviceqoe.com/>

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 2020, tidak ada keluhan yang berdampak material terkait pelanggaran kerahasiaan pelanggan yang melibatkan organisasi lain dan badan regulator. [103-2] [418-1]

Inovasi dan Pengembangan Produk

Dalam menghadapi tantangan masyarakat dunia seperti pemanasan global, berkurangnya sumber daya minyak bumi dan gas, Fuji Xerox sebagai prinsipal utama dari Astragraphia terlibat dalam penelitian dan pengembangan plastik berbasis bio selulosa. Berkaitan dengan hal tersebut, Astragraphia memasarkan produk-produk Fuji Xerox yang pada beberapa bagian perangkatnya sudah menggunakan bahan baku yang sudah teruji ramah bagi lingkungan dan kuat, seperti:

- Komponen plastik berbasis bio selulosa yang diperoleh dari bahan kayu (*biomass plastic*) yang digunakan sebagai material knop sebagai pengunci mesin Multifungsi Fuji Xerox.

AGIT is committed to providing the best service to customers. AGIT partners with experienced world-class principals, and makes consistent improvements in the quality of project implementation (including operation support) referring to standard methodologies that have been widely used in the world of information technology related to project implementation. AGIT provides 24/7 services to ensure customers get reliable support for their business operations.

In providing the best services to the customers, AXI operates a 1500 936 Contact Center line that can be contacted during weekdays, live chat at www.axiqoe.com and e-mail cs@axi.co.id which generated a total of 4,545 traffic throughout 2020. To help customers with warranty claims and multi-brand product services, AXI launched a new, *ServiceQoe*, which is an after-sales service. Complete information is available on the website <https://serviceqoe.com/>

Information Protection for Customers

Astragraphia is committed to keeping customer privacy and information pursuant to applicable regulations. Customer information is confidential and should not be shared with other parties, except stated otherwise by law under certain circumstances. Safeguarding customer information reflects how Astragraphia keeps customer trust, which will positively affect its reputation. In 2020, Astragraphia did not receive any complaint of material impacts about violations of customer confidentiality involving other organizations or regulatory bodies. [103-2] [418-1]

Product Innovation and Development

Facing the world challenges such as global warming, reduced oil and gas resources, Fuji Xerox as the main principal of Astragraphia has long engaged itself in research and development of bio-cellulose-based plastics. In this regard, Astragraphia markets Fuji Xerox products whose parts are made from new materials that have passed environmentally friendly test, as listed below:

- Plastic components made from bio-cellulose extracted from a certain type of wood (*biomass plastic*) to be used as raw material of knob lock of Fuji Xerox Multifunction machine, and

- Plastik daur ulang (*recycled plastic*) yang digunakan sebagai material bagian *cover body* belakang mesin multifungsi Fuji Xerox.

- Recycled plastic which is used as a raw material for the rear body cover of the Fuji Xerox multifunction machine.

Selain material yang lebih ramah lingkungan, teknologi dari perangkat Fuji Xerox juga sudah menggunakan “*Smart Energy Management*” untuk penggunaan daya tertentu. Konsumsi daya dan emisi CO2 dapat berkurang dengan signifikan karena teknologi ini memasok daya hanya pada fungsi spesifik yang digunakan. Selain itu, seluruh toner dari mesin Fuji Xerox ApeosPort/DocuCentre-VII C series, Fuji Xerox DocuPrint 3205 series, Fuji Xerox DocuPrint C315 series, dan Fuji Xerox DocuPrint 505 series sudah menggunakan SUPER EA-ECO Toner yang dapat mengurangi dampak kerusakan lingkungan dan menurunkan emisi CO2 dimana hasil cetakan dapat menempel di kertas pada suhu 10% lebih rendah dari toner biasa. [302-5, 301-1, 301-2]

In addition to the more environmentally friendly raw materials, Fuji Xerox devices also use “*Smart Energy Management*” technology in certain power usage. This new technology significantly reduces power consumption and CO2 emissions since it only supplies power to some specific functions in operations. In addition, the latest series of Fuji Xerox e.g. ApeosPort/DocuCentre-VII C, DocuPrint 3205, DocuPrint C315, and DocuPrint 505 machines already use SUPER EA-ECO Toner that can reduce the impact of environmental damage and reduce CO2 emissions since printouts will stick to papers at a 10% lower temperature than can regular toners [302-5, 301-1, 301-2]

Tanggung Jawab Produk dan Layanan

[103-2, 103-3]

Sesuai dengan peraturan Undang-Undang No. 8 Tahun 1999 tentang Perlindungan Konsumen, Astragraphia selalu berusaha memberikan produk dan layanan terbaik kepada pelanggan, serta bertanggung jawab atas produk dan solusi yang diberikan. Hal itu tercermin dalam:

Product and Service Responsibility

[103-2, 103-3]

To comply with Law No. 8 of 1999 on Consumer Protection, Astragraphia makes consistent efforts to deliver the best products and services to the customers, and gives warranties for the products and solutions delivered. This is reflected in:

Informasi Barang dan/atau Jasa

Astragraphia memasarkan barang dengan dilengkapi petunjuk penggunaan dan spesifikasi dalam bentuk dokumen tercetak maupun elektronik yang dapat diakses melalui situs web www.documentsolution.com. Sebelum proses penyerahan perangkat kepada pelanggan, Astragraphia memberikan pelatihan singkat kepada calon pengguna terkait cara pemakaian mesin dan cara perawatan mesin yang sederhana. Selain itu, pelanggan juga dapat menghubungi layanan konsumen yang disediakan oleh Astragraphia.

Information on goods and/or services

Astragraphia markets goods that come with instructions for use and specifications in the form of printed and electronic documents that can be accessed through the website www.documentsolution.com. Before a product is handed over, Astragraphia gives the prospective buyers a brief training on how to use the products and how to do simple maintenance. In addition, customers can also contact Astragraphia’s customer service for more information.

Kesehatan dan Keselamatan Pelanggan

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

1. 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*);
2. Menyampaikan petunjuk keamanan secara verbal maupun dalam dokumen tercetak kepada pelanggan;

Customer Health and Safety

The following are services provided by Astragraphia to fulfil its responsibility in terms of customer health and safety:

1. Give recommendations to customers about setting work environment in accordance with basic safety provisions in terms of room temperature, humidity level, electric power, engine layout of the user’s work area, and other criteria before the machine is installed (*Pre-Installation Assessment*);
2. Deliver verbal security instructions or give a printed copy of the instructions to the customers;



3. Memastikan perangkat mesin memenuhi standar keamanan, dan terus melakukan pemantauan serta perbaikan yang diperlukan sepanjang penggunaan mesin secara berkala maupun insidental;
4. Memberikan edukasi terkait kesehatan, keamanan, dan keselamatan kerja kepada teknisi secara berkesinambungan; dan
5. Melakukan pengelolaan limbah bahan pakai atas penggunaan mesin di pelanggan.

Selama masa pandemi COVID-19 berlangsung, Astragraphia tetap berkomitmen untuk memberikan pelayanan yang terbaik kepada pelanggan dengan tetap memprioritaskan kesehatan dan keselamatan pelanggan serta karyawan. Astragraphia telah membentuk tim Gugus Tugas Pencegahan Penyebaran dan Penanganan COVID-19 dan menerapkan berbagai protokol kesehatan terkait pelanggan sebagai berikut:

1. Melakukan disinfeksi di lingkungan kantor Astragraphia seluruh Indonesia secara berkala serta menjaga kebersihan lingkungan kerja, termasuk area *showroom* dan *customer service*.
2. Memastikan karyawan yang melakukan aktivitas pelayanan pelanggan telah mengenakan alat pelindung diri (APD) yang tepat dan lolos skrining kesehatan seperti pengecekan suhu tubuh dan *daily monitoring health assessment*.
3. Memberikan arahan dan edukasi prosedur protokol kesehatan kepada *customer engineer* dan karyawan Astragraphia yang bertugas di lokasi pelanggan.
4. Memaksimalkan penggunaan teknologi untuk mengurangi kontak langsung antar karyawan ataupun mitra kerja dan pelanggan. Dalam hal pertemuan dengan mitra kerja dan pelanggan harus dilakukan, karyawan wajib menerapkan protokol kesehatan yang berlaku.

Penerapan teknologi dan inovasi pada proses layanan pelanggan Astragraphia dilakukan terutama selama masa Pembatasan Sosial Berskala Besar (PSBB) diberlakukan. Inisiatif seperti *multi-site Contact Center* dan penerapan *Clustering & Cell* dalam penempatan *customer engineer* mampu mengurangi *downtime* mesin dan memastikan pemenuhan *Service Level Agreement* pada setiap pelanggan Astragraphia.

Layanan Purna Jual dan Penanggulangan atas Pengaduan Pelanggan [103-2]

Layanan purna jual adalah pelayanan yang diberikan oleh Astragraphia kepada Pelanggan yang memiliki keluhan atau klaim setelah transaksi pembelian.

3. Ensure the delivered machines meet safety standards, does continuous monitoring on the machines as long as the machines are operated and do incidental repairs when needed;
4. Provide an open-ended series of education about occupational health, security and safety to technicians; and
5. Run waste management of used materials produced by operating machines at customers' premises.

During the COVID-19 pandemic, Astragraphia remained committed to providing the best service to customers with a priority on the health and safety of customers and their employees. Astragraphia has established a Task Force for the Prevention of the Spread and Handling of COVID-19 and implemented various health protocols related to customers as follows:

1. Did periodic disinfection in Astragraphia offices throughout Indonesia and maintained a clean work environment, including the showroom area and customer service.
2. Ensured that employees who give customer services wear proper personal protective equipment (PPE) and pass health screening such as body temperature checks and daily health assessment monitoring.
3. Gave directives and education about health protocol procedures to customer engineers and Astragraphia employees who worked at customer premises.
4. Maximized the use of technology to reduce direct contact between employees, partners, or customers. When a physical meeting is inevitable, employees were required to apply the applicable health protocol.

Technology and innovation in Astragraphia's customer service process was applied especially when the Large-Scale Social Restrictions (PSBB) remained in effect. Initiatives such as a multi-site Contact Center and the implementation of Clustering & Cell in the placement of customer engineers proved to reduce machine downtime and ensure that the Service Level Agreement for each Astragraphia customer is met.

After Sales Service and Handling Customer Complaints [103-2]

After-sales service is a service that Astragraphia provides to a customer who has complaints or claims after purchase transaction. The services given by

Tanggung jawab yang diberikan Astragraphia mencakup sebelum dan sesudah pembelian produk dan solusi, termasuk mendeskripsikan petunjuk penggunaan dan keamanan mesin.

Astragraphia berkomitmen untuk memberikan layanan purna jual berupa pemeriksaan dan perbaikan mesin secara berkala maupun insidental, penyediaan suku cadang atau aksesoris, pemeliharaan atau konsultasi berkala. Melalui *Customer Contact Center* (CCC) yang telah dilengkapi dengan penerapan teknologi *call center* terbaik saat ini, Astragraphia secara aktif menerima permintaan perbaikan mesin, permintaan layanan teknisi maupun bahan pakai, menerima pengaduan, dan penanggulangan atas keluhan pelanggan, baik melalui telepon, e-mail, maupun kunjungan teknisi ke lokasi pelanggan.

Sistem *Call Center* CCC, didukung oleh penerapan aplikasi *Service Territory Management Guaranteed Tracking Respond System* sehingga memungkinkan Astragraphia untuk:

1. Melakukan penugasan kepada teknisi terdekat untuk melakukan perbaikan;
2. Mengirimkan teknisi pengganti secepatnya bila teknisi pertama berhalangan datang ke lokasi pelanggan;
3. Memberikan informasi estimasi waktu kedatangan teknisi, memantau, dan memastikan penyelesaian perbaikan mesin pelanggan untuk setiap kedatangan teknisi;
4. Memastikan dan menjaga ketepatan waktu pengiriman bahan pakai; dan
5. Melakukan pengecekan ulang secara acak untuk memastikan ketuntasan penyelesaian masalah mesin dan kepuasan pelanggan.

Dalam menjaga kepuasan pelanggan, Astragraphia memiliki program *3 Hours Downtime* (3HDT). Program ini berlaku di wilayah metro (tempat kantor cabang Astragraphia berada) yang tersebar di seluruh Indonesia. Melalui program ini, Astragraphia berkomitmen untuk mengatasi permasalahan mesin pelanggan dalam waktu kurang dari 3 jam, terhitung sejak waktu penerimaan pengaduan pelanggan.

Sarana Penanggulangan atas Pengaduan Pelanggan [103-2, 103-3]

Selain bertanggung jawab terhadap keamanan, keselamatan kerja, dan kondisi lingkungan, Astragraphia selalu memberikan layanan pelanggan secara profesional demi meningkatkan kenyamanan Pelanggan. Pelanggan dapat menyampaikan keluhan/permintaan layanan melalui *live chat* di situs web www.documentsolution.com, mengirimkan e-mail ke ccc@astragraphia.co.id, maupun menghubungi *call*

Astragraphia extend from before and after products and solutions are purchased, including describing the instructions for machine use and safety.

Astragraphia is committed to providing after-sales services in the form of routine inspections and incidental repairs, provision of spare parts or accessories, periodic maintenance or consultation. Through the Customer Contact Center (CCC) that has today's best technology in the area, Astragraphia remains active in accepting requests for machine repairs, requests for technicians services and for-use materials; and receiving customer complaints while giving quick response to each of the complaints, either by telephone, e-mail or technician visits to customer premises.

The CCC Call Center System, supported by the application of the Service Territory Management Guaranteed Tracking Respond System, enables Astragraphia to:

1. Assign the closest technicians for a repair work;
2. Send a substitute technician as soon as possible if the first one sent is unable to come to the customer's location;
3. Tell the customers when the technician will arrived, monitor, and ensure completion of customer machine repairs for each technician visit;
4. Ensure and maintain timely delivery of consumables; and
5. Do random rechecks to ensure complete machine problem solving and customer satisfaction.

In maintaining customer satisfaction, Astragraphia has a *3 Hours Downtime* (3HDT) program. For the time being, this program applies only in metro areas (where the Astragraphia branch office is located) across Indonesia. This program helps Astragraphia to fulfil its commitment to fix machines in less than 3 hours from the time the complaint is received.

Handling Means for Customer Complaints [103-2, 103-3]

Other than the responsibility to secure the work safety and safe environment, Astragraphia always provides professional customer services to increase customer comfort. Customers can submit complaints/ service requests via live chat on the website www.documentsolution.com, send an e-mail to ccc@astragraphia.co.id, or contact the Halo Astragraphia call center at 1500 345. Not only the channels give



center Halo Astragraphia di nomor 1500 345. Tidak hanya kemudahan akses, namun jaminan ketepatan dan kecepatan perbaikan layanan juga menjadi prioritas perusahaan, salah satunya melalui program *3-Hours Downtime*, yang berkomitmen melakukan perbaikan mesin perkantoran maksimum 3 jam sejak keluhan diterima oleh Astragraphia.

Selama tahun 2020, tercatat tidak ada produk yang ditarik kembali dengan berbagai alasan tertentu. Hingga akhir 2020, terdapat 4.220 keluhan yang bersifat teknis dan non-teknis. Jumlah ini menurun sekitar 45% jika dibandingkan tahun 2019.

Astragraphia senantiasa melakukan perbaikan layanan terus-menerus dan didukung oleh peranan aktif *Customer Contact Center* Astragraphia yang melibatkan partisipasi aktif dari tim baik di *front office* dan *back office*, serta penggunaan sistem terbaru dan terintegrasi, sehingga tingkat penanganan keluhan di tahun 2020 meningkat hingga mencapai 97,7%, dibandingkan dengan tahun-tahun sebelumnya.

Tahun Year	Complaint Received	Complaint Resolved	% Resolved Percentage
2020	4.220	4.123	97,7%
2019	7.725	7.532	97,5%
2018	8.277	7.838	94,7%

Entitas anak AGIT, senantiasa menjalin komunikasi aktif dengan para prinsipal untuk mendapatkan *update* terkait produk dan solusi yang sedang diimplementasikan di pelanggan. Hal ini untuk memastikan pelanggan mendapatkan *update* terbaru untuk menjamin kinerja dari produk dan solusi tersebut. AGIT secara berkala memperbarui sertifikasi-sertifikasi terkait *management system*, diantaranya sertifikasi di area *Quality Management System* dan *Occupational Health & Safety Management System*. AGIT melakukan survei kepuasan pelanggan untuk mendapatkan masukan terkait dengan layanan produk atau solusi yang telah dilakukan.

Entitas anak AXI, memiliki layanan purna jual *ServiceQoe*, yaitu *platform* yang dapat membantu pelanggan dalam memantau status garansi, membantu pendaftaran servis dan memastikan pelanggan mendapatkan pelayanan terbaik dari principal produk. Dengan adanya *ServiceQoe*, pelanggan tidak perlu lagi menghubungi *service centre* setiap merek untuk mendapatkan informasi garansi dan servis. Melalui *ServiceQoe* pelanggan cukup memberikan nomor seri produk, lalu selebihnya akan dibantu oleh tim terkait. AXI *Contact Centre* 1500 936 selalu siap sedia untuk dihubungi selama

easy access, but they also guarantee the accuracy and speed at which a repair work is done, which both have become a priority for Astragraphia, including the featured *3-Hours Downtime* program, where Astragraphia promises to repair office machines in 3 hours maximum after the complaint was received.

During 2020, no products nor services were recalled for whatsoever reasons. Up to year-end 2020, 4,220 complaints of technical and non-technical natures were received. This figure decreased around 45% compared to 2019.

Astragraphia makes continuous improvements in services provision and equips itself with Astragraphia *Customer Contact Center* that involves active participation of both the front office and back office teams; and uses the latest and integrated systems, allowing it to settle 97.7% of the total complaints received compared to previous years.

A subsidiary, AGIT, always keeps an effective communication with the principals to get updates on products operated and solutions applied by customers. This is to ensure customers get the latest updates about how the products and solutions are working. AGIT also makes periodic updates in management system-related certifications, in the areas of *Quality Management System* and *Occupational Health & Safety Management System*. AGIT conducts customer satisfaction surveys to get more inputs about products delivered, services given to customers, or solutions applied.

AXI, a subsidiary, has *ServiceQoe* after-sales service, which is a platform it uses to help customers monitor warranty status, assist service registration and ensure customers get the best service from product principals. With *ServiceQoe*, customers no longer need to contact the service center of each brand to get warranty and service information. Through *ServiceQoe*, customers only need to tell the product serial number, which will be further process by the relevant teams. The AXI *Contact Centre* 1500 936 can be contacted any time in weekdays, as can the live chat channel at www.axiqoe.com and e-mail cs@

hari kerja, begitupun dengan saluran *live chat* di www.axiqoe.com serta e-mail cs@axi.co.id. Selama tahun 2020 AXI menerima 139 keluhan yang semuanya telah ditangani dengan baik.

Survei Kepuasan Pelanggan [103-3]

Kualitas pelayanan merupakan faktor penting yang pada akhirnya mampu memberikan kepuasan bagi setiap pelanggan Astragraphia. Kepuasan pelanggan adalah tujuan dari proses penjualan yang baik. Hal ini menjadi metrik yang dapat perusahaan gunakan untuk mengelola, melakukan rencana perbaikan, dan meningkatkan bisnis. Astragraphia melakukan survei setiap tahun, untuk mengukur serta memastikan kepuasan pelanggan yang lebih baik, meningkatkan tujuan perusahaan dalam menjaga kualitas pelayanan, untuk mempertahankan pelanggan, dan juga untuk meningkatkan rasa kepercayaan dalam merangkul pelanggan-pelanggan baru. Survei dilakukan kepada 1.000 pelanggan Astragraphia dengan mengukur kepuasan terhadap produk, *engineer service*, *complaint handling*, *system analyst*, *consumable service*, *help desk service*, *sales force*, dan *payment terms*. Hasil survei kepuasan pelanggan tahun 2020 menunjukkan Indeks Kepuasan Pelanggan yang lebih baik dibandingkan tahun 2019, yakni berada pada angka 77,31.

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).
5. Memenuhi standar ISO 9001:2015 dan memastikan bahwa Astragraphia terus melakukan inovasi dan perbaikan kualitas layanan agar kepuasan pelanggan tetap terjaga.

Evaluasi Keamanan Produk [416-1]

Dalam rangka menjaga kualitas dan keamanan penggunaan produk Fuji Xerox, Astragraphia dengan dukungan Fuji Xerox sebagai prinsipal utama menyediakan informasi terkait penanganan

axi.co.id. During 2020 AXI received 139 complaints and had left none of the complaints unsettled by year end.

Customer Satisfaction Survey [103-3]

Service quality is an important factor which will eventually enable us to provide satisfaction for each of Astragraphia customers. Customer satisfaction is a common objective of a well-run sales process. This is a metric that most companies use to manage, plan for improvement, and grow their business. Astragraphia conducts a survey every year, to measure and ensure better customer satisfaction, improve the company's goal of maintaining service quality, to retain customers, and also to earn the trust of prospective customers. The survey normally engages 1,000 Astragraphia customers to measure product satisfaction, service engineer, complaint handling, system analyst, consumable service, help desk service, sales force, and payment terms. The results of the 2020 customer satisfaction survey showed a higher Customer Satisfaction Index of 77.31, higher than the level reached in 2019.

Customer Satisfaction Survey is conducted to meet the following objectives:

1. Understand customer perceptions of Astragraphia's products and services from pre-sales, sales, to post-sales processes.
2. Ensure higher customer satisfaction and loyalty is achieved compared to the previous year.
3. Assess and know internal strengths and areas that need improvements to meet customer needs.
4. Have all the information about the business landscape of multi-function devices and production printing machines segments (brand equity & customer loyalty, competitive product advantages and differentiation, and business partner performance).
5. Meet ISO 9001: 2015 standards and ensure that Astragraphia continues to innovate and improve service quality to keep customer satisfaction.

Product Safety Evaluation [416-1]

To maintain the quality and safety of the use of Fuji Xerox products, Astragraphia with the support of Fuji Xerox as the main principal provides information about keeping Fuji Xerox products safely handled



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 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 memiliki semangat untuk menjadi perusahaan kebanggaan bangsa, yang berperan serta dalam upaya untuk meningkatkan kesejahteraan masyarakat Indonesia. Semangat ini diwujudkan melalui bisnis Astragraphia dan kontribusi sosial berupa program-program kontribusi sosial di bidang pendidikan, lingkungan, kesehatan, serta kewirausahaan. Melalui *Public Contribution Roadmap*, Astragraphia bersinergi untuk mencerdaskan bangsa, meningkatkan kualitas kesehatan masyarakat, menjaga ekosistem lingkungan hidup, dan mewujudkan UMK naik kelas demi mendukung pembangunan yang berkelanjutan.

[103-2, 203-1]

Berlandaskan budaya perusahaan '*Valuable to the Nation and Life*,' Astragraphia melalui portofolio bisnis Document Solution, Digital Services, dan Office Services di tahun 2020 berkomitmen untuk meningkatkan nilai tambah industri lokal termasuk *print shop*, *graphic art* hingga pelaku usaha mikro dan kecil (UMK) untuk berkembang dalam ekosistem bisnis. Selain itu lewat produk dan solusi yang dipasarkan, Astragraphia juga turut membantu percepatan bisnis pelanggan agar menjadi lebih efektif, efisien, dan menjawab tantangan di masa transformasi digital.

and from hazardous substances or materials, especially the content of substances in Fuji Xerox toner products. This information is available in the Safety Data Sheets (SDS) document, which includes:

- The name of the substance in a product
- The chemicals contained
- Chemical and physical properties of chemicals
- Health hazard information
- Guidelines for safe handling and use

Impact on Responsible Goods/Services Activities

In general, Astragraphia always provides responsible services, provides continuous education, both to customers and its own employees, and manages waste properly in accordance with applicable regulations. These series of initiatives have effectively mitigated the risk of work accidents, increased productivity and user safety, and improved the quality of the work environment at the customer's business premises.

Astragraphia and Development

Astragraphia always has the passion to become a company that is the pride of the nation, which takes part in efforts to improve the welfare of the Indonesian people. This spirit is manifested through Astragraphia's business and social contributions e.g. social contribution programs in education, environment, health, and entrepreneurship. Through the Public Contribution Roadmap, Astragraphia synergizes to educate the nation, improve the public health, protect the ecosystem, and enhance MSEs performances to support sustainable development.

[103-2, 203-1]

Based on its corporate culture where the linchpin is being '*Valuable to the Nation and Life*,' Astragraphia through its Document Solution, Digital Services and Office Services business portfolio in 2020 remained committed to adding more values to the local industries e.g. printing vendors, graphic art to micro and small businesses (MSEs) so they can grow their business. Through its marketed products and solutions, Astragraphia helps its customers' business become more effective, efficient, and able to answer the challenges of the digital transformation era.

Perubahan pola kerja yang terjadi akibat isu kesehatan global, Astragraphia Document Solution memberikan ragam pilihan solusi yang dapat mempermudah pelanggan dalam menjalankan cara bekerja yang baru tersebut sehingga produktivitas tetap terjaga. Konsep “New Work Style” merupakan serangkaian solusi dokumen yang diperkenalkan pada tahun 2020 antara lain Solusi *Paperless Fax*, *DocuSign E-Signature*, *DocuWorks E-Signature*, *Custom Scan*, dan *Touchless Printing*. Solusi tanda tangan elektronik dengan nama *DocuSign E-Signature* dan *DocuWork E-Signature* merupakan cara yang aman agar tanda tangan yang sifatnya *confidential*, tidak diduplikasi. [203-1]

Dalam bisnis *Digital Services*, anak perusahaan AGIT juga terus meningkatkan kemampuan karyawannya dan terus menjadi partner dari prinsipal-prinsipal kelas dunia melalui portofolio bisnis *Digital Strategy*, *Digital ICT Foundation*, *Digital Platform*, dan *Digital Services*. Begitu pula halnya dengan solusi *Office Services* yang terus diperkuat oleh anak perusahaan AXI lewat *digital platform* *Axiqoe.com*, *Printqoe.com*, dan *Courierqoe.com* dengan percepatan adaptasi terhadap kebutuhan perkantoran dan juga transformasi digital yang ada. [203-1]

Mengelola Pemasok, Mengelola Keberlanjutan

Untuk menghasilkan produk yang berkualitas tidak terlepas dari integrasi para mitra kerja seperti pemasok yang menyediakan barang dan jasa yang dibutuhkan sebagai bagian dari value chain yang termasuk mempengaruhi keberlanjutan bisnis. Dalam kebijakan pembelian barang dan jasa, 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.

A change in work patterns due to global health issue, Astragraphia Document Solution provides a variety of solutions that can help the customers to adapt to a new method of working to maintain productivity. The “New Work Style” concept is a series of document solutions introduced in 2020, including *Paperless Fax Solution*, *DocuSign E-Signature*, *DocuWorks E-Signature*, *Custom Scan*, and *Touchless Printing*. The electronic signature solution introduced recently as *DocuSign E-Signature* and *DocuWork E-Signature* are both a safe way to prevent confidential signature from being duplicated. [203-1]

In the *Digital Services* business, AGIT, a subsidiary, also makes continuous improvements in employee competence and remained trusted as partners of world-class principals in the *Digital Strategy*, *Digital ICT Foundation*, *Digital Platform* and *Digital Services* business portfolios. Similarly, the *Office Services* solutions are continuously strengthened by AXI, a subsidiary, through the digital platforms *Axiqoe.com*, *Printqoe.com*, and *Courierqoe.com* to expedite adaptation to existing office needs and digital transformation. [203-1]

Managing Suppliers, Managing Sustainability

Delivering quality products is an inherent part of integrating partners such as suppliers, or vendors that provide goods and services needed in the value chain, which will contribute partially to business sustainability. In its purchasing policy, Astragraphia manages the quality of its suppliers by executing a strict supplier management policy which includes standard operating policy for the vendor selection and evaluation process to protect business interests and collectively safeguard the rights of the partners. [102-9]

Over the period of cooperation, Astragraphia gives periodic coaching, monitoring and evaluation on partners to see how they are doing with their respective business. A measure of this type is based on various indicators e.g. quality, cost, delivery, human rights, management, and environmental and employment.



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91	Kebijakan Kesenjangan Gender dan Kesempatan Kerja Gender and Employment Equality Policy
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PEOPLE **ROADMAP**

People Roadmap





People Roadmap

People Roadmap



Pengembangan Sumber Daya Manusia merupakan faktor penting untuk memastikan keberlanjutan bisnis Astragraphia dalam jangka panjang. Astragraphia melakukan peningkatan kemampuan (*upskilling*) dan pelatihan kemampuan baru (*reskilling*) kepada seluruh karyawan sebagai kunci untuk memperkuat kompetensi insan Astragraphia di era digital.

Human Capital Development is a crucial factor to ensure the long-term sustainability of Astragraphia's business. Astragraphia conducts upskilling and reskilling training for all employees as the key to strengthening the competence of Astragraphia's personnel in the digital age.

Pengembangan Sumber Daya Manusia (SDM) merupakan faktor penting dalam memastikan keberlanjutan jangka panjang perusahaan. Sesuai dengan visi Astragraphia untuk menjadi mitra pilihan utama pelanggan dalam layanan *printing* dan digital, Astragraphia menyadari perlunya memiliki sumber daya manusia yang berkualitas dengan kapabilitas unggul sehingga mampu mendukung perkembangan bisnis Astragraphia. Untuk itu Astragraphia telah menjalankan pengelolaan talenta mulai dari rekrutmen karyawan sesuai dengan kualifikasi, serta melakukan pengembangan karyawan secara berkelanjutan berdasarkan penugasan dan jenjang karir.

Selain untuk mendukung kinerja bisnis, perusahaan juga menyadari bahwa sumber daya manusia berperan penting dalam menemukan solusi yang tepat dari tantangan yang sedang dihadapi. Astragraphia senantiasa mendorong terciptanya iklim dan lingkungan kerja yang kondusif sehingga karyawan terinspirasi untuk bekerja secara produktif, terus meningkatkan diri, serta memiliki kebanggaan menyandang status sebagai karyawan Astragraphia. [103-1, 103-2, 103-3]

Astragraphia fokus pada penguatan fundamental bisnis sekaligus menciptakan ruang eksplorasi yang cukup bagi pengembangan inovasi di seluruh lini bisnis. Hal ini sejalan dengan komitmen Perusahaan

Human Capital (HC) development is the important factor in ensuring the Company's long-term sustainability. In accordance with Astragraphia's vision of becoming the partner of choice for customers in printing and digital services, Astragraphia is aware of the need to have quality human resources with excellent capabilities so that they are able to support Astragraphia's business development. For this reason, Astragraphia carries out talent management starting from recruiting employees according to qualifications to carrying out continuous employee development based on assignments and career paths.

In addition to supporting business performance, the Company also realizes that human resources has the important role in finding the right solution to the challenges faced by the Company. Therefore, Astragraphia encourages the creation of a conducive working climate and environment so that employees are inspired to work productively, continuously improve themselves, and have the pride of holding the status of Astragraphia employees. [103-1, 103-2, 103-3]

Astragraphia focuses on strengthening business fundamentals while creating sufficient exploration space for innovation development in all business lines. This is in line with the Company's commitment

untuk selalu menghadirkan layanan dan solusi terbaik bagi pelanggan. Untuk mendukung bisnis inti, Astragraphia juga membina sumber daya manusia dengan kompetensi dan keahlian yang mendalam dalam bidangnya. Pengembangan kompetensi SDM juga 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 24% 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.

Dengan perkembangan dunia teknologi, bisnis dan sosial saat ini, Astragraphia harus mampu untuk terus bertumbuh dan mengikuti perkembangan global maupun nasional yang terjadi. Untuk itu sebagai organisasi, Astragraphia harus lincah, cepat menyesuaikan diri dan mengantisipasi masa depan. Oleh karena itu Astragraphia mendorong implementasi kerangka *Organization Agility* di seluruh perusahaan.

Astragraphia mengusahakan terciptanya nilai tambah yang dirasakan para karyawannya, dengan bekerja di suatu perusahaan yang unggul dan inovatif, terus berkembang dalam suasana kerja yang menyenangkan serta diapresiasi sesuai kinerja dan kontribusinya. Bersamaan dengan itu, Astragraphia tetap mengedepankan dan membangun Budaya Perusahaan VIPS sebagai nilai-nilai dan norma yang harus dihayati dan menjadi sumber pemikiran dan penilaian jajaran manajemen dan seluruh karyawan Astragraphia. Budaya Perusahaan VIPS yang berlandaskan pada Catur Dharma Astra adalah sebagai berikut: [102-16]

- Bermanfaat bagi Bangsa dan Peri Kehidupan
- Berinovasi dan Berkeunggulan Kelas Dunia
- Menjadi Partner Pilihan Utama Pelanggan
- Kerja Sama yang Sinergis

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

to always provide the best services and solutions for customers. To support its core business, Astragraphia also develops human resources with strong competences and expertise in their fields. Human resource competency development is also accompanied by strengthening the Company's culture of innovation to be able to outperform massive digital technology developments and be at the forefront.

To encourage a culture of innovation in the company, Astragraphia also consistently encourages the implementation of improvement and innovation projects through facilitators in branches and departments. The number of project themes which has increased by an average of 24% per year over the past five years indicates that a culture of innovation continues to develop among Astragraphia employees. Every year the Quality Innovation Astragraphia Convention is held which gives appreciation to employees for superior and quality innovation projects.

With today development of the world of technology, business and social, Astragraphia must be able to continue to grow and keep up with global and national developments that occur. For this reason, as an organization, Astragraphia must be agile, able to adapt quickly and anticipate the future. Therefore Astragraphia encourages the implementation of the Organization Agility framework throughout the company.

Astragraphia strives to create added value that can be felt by its employees, by working in a company that is superior and innovative, continues to develop in a pleasant working atmosphere and is appreciated according to its performance and contribution. At the same time, Astragraphia continues to prioritize and build the VIPS Corporate Culture as values and norms that must be lived up to and become a source of thought and assessment for the management and all Astragraphia employees. The VIPS corporate culture which is based on Catur Dharma Astra is as follows: [102-16]

- Valuable to the Nation and Life
- Innovative and World Class Excellence
- Preferred Partner for Customer
- Synergetic Teamwork

Being an employee who continues to develop in a pleasant working atmosphere in a superior and innovative company, and is appreciated according to the best performance, is the advantage of working at Astragraphia.



Strategi Pengembangan Sumber Daya Manusia

Komposisi Karyawan Astragraphia [401-1]

Per 31 Desember 2020, jumlah karyawan Astragraphia Group tercatat sebanyak 1.440 orang.

Astragraphia mengedepankan produktivitas karyawan yang baik di setiap lini untuk memastikan jumlah karyawan yang tepat untuk dapat mendukung operasional perusahaan 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:

Jumlah Karyawan

	2020	2019	2018	
Astragraphia	910	948	960	Astragraphia
AGIT	447	388	375	AGIT
AXI	83	88	86	AXI
TOTAL	1.440	1.424	1.421	TOTAL

Jumlah Karyawan berdasarkan Level Organisasi

Masa Kerja	2020			2019			2018			Year of Service
	Astragraphia	AGIT	AXI	Astragraphia	AGIT	AXI	Astragraphia	AGIT	AXI	
Staf	831	403	74	865	345	78	879	333	78	Staff
Manajerial	79	44	9	83	43	10	81	42	8	Managerial
Jumlah	910	447	83	948	388	88	960	375	86	Number
Total	1.440			1.424			1.421			Total

Jumlah Karyawan berdasarkan Masa Kerja

Masa Kerja	2020			2019			2018			Year of Service
	Astragraphia	AGIT	AXI	Astragraphia	AGIT	AXI	Astragraphia	AGIT	AXI	
0–5 Tahun	272	234	34	330	160	46	329	148	50	0–5 Years
5–10 Tahun	213	88	25	172	109	14	172	105	12	5–10 Years
10–15 Tahun	63	49	5	57	44	5	44	42	4	10–15 Years
15–20 Tahun	45	22	4	45	26	5	48	36	3	15–20 Years
20–25 Tahun	93	30	6	141	25	6	186	22	7	20–25 Years
25–30 Tahun	199	23	8	183	24	12	158	22	10	25–30 Years
>30 Tahun	25	1	1	20	0	0	23	0	0	>30 Years
Jumlah	910	447	83	948	388	88	960	375	86	Number
Total	1.440			1.424			1.421			Total

Jumlah Karyawan berdasarkan Usia

Usia	2020						Age
	Astragraphia		AGIT		AXI		
	P/M	W/F	P/M	W/F	P/M	W/F	
<18 Tahun	0	0	0	0	0	0	<18 Years old
18–25 Tahun	78	15	48	34	0	2	18–25 Years old
26–35 Tahun	295	60	127	62	19	21	26–35 Years old
36–45 Tahun	140	22	84	23	19	7	36–45 Years old
46–55 Tahun	249	51	61	8	10	5	46–55 Years old
Sub Total	762	148	320	127	48	35	Sub Total
Jumlah	910		447		83		Number
Total	1.440						Total

Human Capital Development Strategy

Composition of Astragraphia Employees [401-1]

As of December 31, 2020, the number of Astragraphia Group employees was 1,440 employees.

Astragraphia put in front high productivity in every line to ensure the right number of employees to be able to support the company's operations optimally.

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

Number of Employee

Composition of Employee by Level of Organization

Composition of Employee by Year of Service

Composition of Employee by Age

Usia	2019						Age
	Astragraphia		AGIT		AXI		
	P/M	W/F	P/M	W/F	P/M	W/F	
<18 Tahun	0	0	0	0	0	0	<18 Years old
18–25 Tahun	107	17	25	19	3	6	18–25 Years old
26–35 Tahun	292	63	118	48	17	18	26–35 Years old
36–45 Tahun	151	24	85	23	19	6	36–45 Years old
46–55 Tahun	244	50	61	9	13	6	46–55 Years old
Sub Total	794	154	289	99	52	36	Sub Total
Jumlah	948		388		88		Number
Total	1.424						Total

Usia	2018						Age
	Astragraphia		AGIT		AXI		
	P/M	W/F	P/M	W/F	P/M	W/F	
<18 Tahun	0	0	0	0	0	0	<18 Years old
18–25 Tahun	83	27	17	17	4	8	18–25 Years old
26–35 Tahun	307	58	113	54	18	17	26–35 Years old
36–45 Tahun	172	29	91	24	18	6	36–45 Years old
46–55 Tahun	233	51	53	6	11	4	46–55 Years old
Sub Total	795	165	274	101	51	35	Sub Total
Jumlah	960		375		86		Number
Total	1.421						Total

Jumlah Karyawan berdasarkan Pendidikan

Composition of Employee by Education

Pendidikan	2020			2019			2018			Education
	Astragraphia	AGIT	AXI	Astragraphia	AGIT	AXI	Astragraphia	AGIT	AXI	
SD–SLTP	9	0	0	10	0	0	11	0	0	Elementary to Junior High
SLTA	238	4	8	253	2	10	259	2	12	Senior High
Diploma	183	16	14	186	16	14	156	17	13	Diploma
S1	471	407	60	488	351	63	525	340	61	Bachelor's Degree
S2 & S3	9	20	1	11	19	1	9	16	0	Post Graduate Degree
Jumlah	910	447	83	948	388	88	960	375	86	Number
Total	1.440			1.424			1.421			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 & Services*) sebagai pihak yang bertanggung jawab

Recruitment

The recruitment and selection of prospective employees is one of the routine HC programs in an effort to support the company's business development at that time and for the long term, and to anticipate employee regeneration and turnover so that the Company's operational performance runs smoothly. The number of employee recruitments and fulfillments is based on an analysis of the HC plan according to the Company's business needs. Employee recruitment and selection methods are adjusted to the function and position to be filled by considering the qualifications and potential of the prospective employee with the criteria needed to occupy the position.

The recruitment process is led by the Human Capital Management & Services Division as the party responsible for managing recruitment policies to



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 dan secara virtual, mengoptimalkan 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 [404-2]

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.

Sejalan dengan kebijakan perusahaan terkait penerapan protokol kesehatan, pelaksanaan program pelatihan dan pendidikan mengalami penyesuaian, diantaranya melalui aktivitas daring seperti pemanfaatan sarana *video conference* dan utilisasi platform LMS (*Learning Management System*) sebagai portal pengembangan diri secara mandiri. Untuk aktivitas pelatihan yang membutuhkan tatap muka langsung seperti praktik pada mesin, dilaksanakan dengan menaati protokol kesehatan, seperti membatasi jumlah maksimal karyawan dalam ruangan, penggunaan masker, menjaga jarak antar peserta dan pengajar, serta anjuran untuk lebih sering mencuci tangan dan menggunakan *hand sanitizer*, serta desinfeksi terhadap peralatan yang digunakan dalam pelatihan.

Semua karyawan telah mendapatkan pelatihan sesuai dengan fungsi dan tugasnya, khususnya untuk *Account Consultant*, *Customer Engineer*, dan *System Analyst* yang melayani pelanggan Astragraphia, semuanya sudah harus melalui pelatihan standar yang ditentukan dan secara berkala memperoleh pemutakhiran pengetahuan dan keahlian. Pelatihan dan pengembangan juga diberikan kepada fungsi pendukung lainnya, seperti fungsi *Call Center*, *Finance*, *Tax & Accounting*, *Marketing*, *Audit*, serta *Risk*, dan sebagainya. Demikian juga di level manajerial, karyawan di level tersebut setiap tahun dikembangkan kemampuan kepemimpinan dan wawasannya sesuai dengan *Astra Leadership Competency*.

orientation and provision of new employees. The selection process also involves departments that will accept employees from the results of the selection.

The recruitment process is carried out internally by taking advantage of face-to-face and virtual opportunities, optimizing systems and technology, as well as working with external parties, including job vacancy sites, psychologist services, and educational institutions that are the source of recruitment candidates.

Employee Competency Training and Development [404-2]

As a form of commitment to employee competency development, Astragraphia always provides training and education for employees, both internally and externally in accordance with their respective fields of work. Provision of training and education program are tailored to the needs and developments of Astragraphia's business environment.

In line with the Company policies regarding the implementation of health protocols, the implementation of training and education programs has undergone adjustments, including through online activities such as the use of video conferencing facilities and LMS (*Learning Management System*) platform as a self-development portal. For training activities that require face to face meeting, such as practice on machines, carried out in accordance with health protocols, such as limiting the maximum number of employees in the room, using masks, maintaining distance between participants and instructors, as well as advice to wash hands more often and use hand sanitizers, and disinfection of equipment used in training.

All employees have received training in accordance with their functions and duties, especially for *Account Consultants*, *Customer Engineers*, and *System Analysts* who serve Astragraphia's customers, all of whom have to go through prescribed standard training and periodically receive updates on their knowledge and expertise. Training and development are also provided for other supporting functions, such as *Call Center*, *Finance*, *Tax & Accounting*, *Marketing*, *Audit*, and *Risk* functions, and so on. Likewise, at the managerial level, employees at that level have their leadership skills and insights developed every year in accordance with the *Astra Leadership Competency*.

Adapun program pelatihan dan pendidikan yang dilaksanakan secara internal oleh Departemen *Learning Development & Quality Innovation* sepanjang tahun 2020 tercantum pada tabel di bawah ini, di mana porsi terbesar didominasi oleh pelatihan fungsional untuk memastikan SDM Astragraphia mampu menyesuaikan diri dengan kondisi yang baru serta tetap memiliki kompetensi yang dibutuhkan untuk melayani kebutuhan pelanggan.

The training and education programs carried out internally by the Learning Development & Quality Innovation Department throughout 2020 are listed in the table below, where the largest portion is dominated by functional training to ensure Astragraphia's human resources are able to adapt to new conditions and still have competent competencies. needed to serve customer needs.

Deskripsi Pengembangan Kompetensi Karyawan Astragraphia [404-2]

Description on Astragraphia Employee Competency Development [404-2]

Jenis Program Program Type	Tujuan Objective	Jenis Pelatihan Training Type
Pelatihan Karyawan Baru Training for New Employees	Program orientasi ini diikuti oleh pelatihan sesuai dengan fungsi kerja masing-masing. Khusus untuk <i>Account Consultant</i>, <i>System Analyst</i>, dan <i>Customer Engineer</i> 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 dipantau selama kurun waktu tertentu. 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 the job, the employees are continuously coached and monitored for a certain period of time.	• 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. • To implement training on knowledge, skill, and good behavior to new • 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 Certification Program	Mendukung implementasi proyek-proyek Astragraphia yang diaplikasikan kepada pelanggan agar dapat memberikan layanan kualitas terbaik kepada pelanggan dan pengembangan bisnis. Supports the implementation of Astragraphia's projects for customers in order to provide the best quality services to customers and develop the business.	SAP Certified Consultant, MCSE, CCIE, MCSA, MCSD, CCNP, MCSD, CCNA, CISA, CISP, Azure Solution Architect, Google Professional, ITIL, Project Management Professional, Scrum Master, FOGRA Digital Print Partner
Program Sertifikasi Internal Internal Certification Program	Mendorong karyawan secara kontinu mengembangkan kompetensi dengan menguasai produk dan solusi terbaru yang dijual perusahaan. To encourage employees to continuously develop competencies by mastering the latest products and solutions offered by the company.	• Pelatihan dan pemberian penjelasan produk dan solusi baru. • Training and provision of description on the new products and solutions
Program Train the Trainer Train the Trainer Program	Mendukung kompetensi <i>internal trainer</i> perusahaan dengan mengikutsertakan tenaga pengajar ke pusat pelatihan prinsipal maupun ke lembaga pelatihan. To support the company's internal trainer competencies by sending the trainers to the principal's training center or training institution	• Quality Improvement. • Pelatihan informasi produk dan teknik. • Pelatihan teknik menjual. • Pelatihan Knowledge Management. • Quality Improvement. • Product Training and technical training • Sales Training • Knowledge Management Training
Program Pelatihan Manajemen Management Training Program	Mengembangkan dan meningkatkan kemampuan manajerial supervisor dan manager perusahaan terkait kebutuhan perusahaan untuk melakukan kaderisasi dan bertumbuh secara berkesinambungan. To develop and improve managerial capabilities of company's supervisors and managers to fulfill company's requirements for regeneration and sustainable growth	• Supervisory Development • Management Development • Senior Management Development • General Management Development • Executive Development • Supervisory Development • Management Development • Senior Management Development • General Management Development • Executive 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, Enhancement, and Intermediate Sales Training. • Customer Engineer Training. • System Analyst Training. • Data Analytics Workshop. • Pelatihan fungsi lain, antara lain Telesales dan Petugas Call Center. • Pelatihan kompetensi IT antara lain SAP, Microsoft, Google, HPE, 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, Enhancement, and Intermediate Sales Training. • Customer Engineer Training. • System Analyst Training. • Data Analytics Workshop. • Training of other functions, among others, Telesales and Call Center Officers. • IT competency training, among others, SAP, Microsoft, Google, HPE, IBM, Cisco, and Oracle.
Internalisasi Budaya Perusahaan	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 <i>Basic Mentality Training Program</i>, terutama untuk karyawan baru.
Internalisasi Budaya Perusahaan	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 • Conduct Basic Mentality Training Program for new employees.
Program Perbaikan Kualitas Kerja yang Berkesinambungan	Meningkatkan kemampuan karyawan dalam melakukan perbaikan proses kerja maupun inovasi melalui metode 8 langkah secara intensif.	• Konvensi <i>Quality Innovation</i> tahunan. • Pelatihan <i>Facilitator Quality Innovation</i> • Pelatihan Metode <i>Problem Solving</i> untuk karyawan
Continuous Quality Improvement Program	To increase the ability of employees to create improvements on work processes and innovation through the 8-step method intensively.	• Annual Quality Innovation Convention • Quality Innovation Facilitator Training • Problem Solving Method Training for employees.
Program e-Learning karyawan	Menciptakan kesempatan pengembangan untuk karyawan seluruh level dan setiap lokasi dengan menggunakan <i>platform Learning Management System</i> , yaitu portal pengembangan diri secara mandiri yang dapat diakses secara fleksibel dari mana saja dan kapan saja. Materi-materi <i>e-Learning</i> dapat diakses oleh karyawan sesuai dengan fungsi kerjanya.	Jenis Materi <i>e-Learning</i> yang telah tersedia di <i>Learning Management System</i>: • NEOP (<i>New Employee Orientation Program</i>) • <i>Product Knowledge</i> • <i>Software & Technical Knowledge</i> • <i>Case Studies</i> • <i>Leadership</i> • <i>Quality Innovation</i>.
Employee Program e-Learning	To create development opportunities for employees at all levels and in every location by Learning Management System platform, a self-development portal that can be accessed flexibly from anywhere and anytime. E-Learning materials can be accessed by employees according to their job function.	Types of e-Learning materials available at Learning Management System: • NEOP (<i>New Employee Orientation Program</i>) • <i>Product Knowledge</i> • <i>Software & Technical Knowledge</i> • <i>Case Studies</i> • <i>Leadership</i> • <i>Quality Innovation</i>.



Jumlah Peserta Pelatihan
Number of Participants

2020	2019	2018
1.207	761	638



Jumlah Pelatihan
Number of Training

2020	2019	2018
276	420	269



Jumlah Proyek Inovasi
Number of Innovation Project

2020	2019	2018
1.247	1.141	982

Pengembangan Kompetensi Karyawan

Selain melakukan pelatihan internal tersebut, Astragraphia masih mengikutsertakan karyawan dalam pelatihan eksternal, program dari Astra maupun prinsipal. Biaya penyelenggaraan pengembangan kompetensi karyawan Astragraphia sepanjang tahun 2020 tercatat sebesar Rp1,9 miliar. Hampir keseluruhan kegiatan pelatihan tersebut dioptimalkan secara virtual dan *online*, tanpa melakukan perjalanan ke luar kota/luar negeri atau sesi tatap muka selama masa pandemi ini.

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. Hal ini bertujuan untuk pengembangan karir karyawan, 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.

Selain jenjang karir manajerial, Astragraphia juga mengembangkan keahlian (*expertise*) yang mendalam dan spesifik yang diperlukan untuk mendukung bisnis Astragraphia. Oleh karena itu, karyawan yang ahli (*expert*) juga dapat berkontribusi, mendukung bisnis, dan mengembangkan diri dengan jenjang karir tersendiri yang sesuai dengan keahlian spesifik yang dibutuhkan oleh Perusahaan. Pada saat ini ada beberapa jalur keahlian yang dibangun, yaitu dalam bidang *Color Program Management*, *R&D Solution*, dan *Industry*.

Perputaran (*turnover*) karyawan [401-1]

Sepanjang tahun 2020, tingkat turnover karyawan Astragraphia cukup terkendali untuk industri sejenis, dengan angka di bawah angka 5%. Hal tersebut turut didukung oleh komitmen perusahaan yang mengedepankan pengembangan kompetensi dan kesejahteraan karyawan sehingga produktivitas SDM dapat terjaga.

Employee Competency Development

Apart from conducting these internal trainings, Astragraphia still includes employees in external training, programs from Astra and principals. The cost of implementing Astragraphia employee competency development throughout 2020 was recorded at Rp1.9 billion. Almost all of these training activities are optimized virtually and online, without traveling outside the city/abroad or face-to-face sessions during this pandemic.

Career Development

Employee career development is strongly influenced by the competence and performance of the employee concerned. Employees receive new assignments according to company needs based on predetermined career paths. This is intended for employee career development, as well as an opportunity to develop employees with more complete competencies. Talents for future leadership were identified based on assessment of Astra's leadership competence and good and consistent performance.

In addition to managerial career paths, Astragraphia also develops deep and specific expertise needed to support Astragraphia's business. Therefore, expert employees can also contribute, support the business, and develop themselves with their own career paths in accordance with the specific skills required by the Company. Currently, several lines of expertise are being developed, namely in the fields of *Color Program Management*, *R&D Solution*, and *Industry*.

Employee turnover [401-1]

Throughout 2020, Astragraphia's employee turnover rate was quite controlled for similar industries, with a figure below 5%. This is also supported by the company's commitment to prioritizing competency development and employee welfare so that HC productivity can be maintained.



Selain mendukung kesejahteraan karyawan, Astragraphia membangun dan membina semangat kebersamaan karyawan melalui aktivitas rutin seni dan olahraga serta berbagai acara karyawan di perusahaan, dimana 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. Pada saat pembatasan kerumunan seperti saat ini, kegiatan-kegiatan tersebut dilangsungkan secara virtual melalui teknologi *conference*, sehingga arahan, bimbingan serta kebersamaan karyawan bisa tetap terjaga.

Evaluasi dan Manajemen Kinerja

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

Meningkatkan Engagement

Astragraphia memperhatikan serta mengusahakan keterlibatan karyawan sebagai bagian penting untuk menjaga produktivitas, kinerja dan kebahagiaan karyawan. Dalam hal ini peran dan kepemimpinan atasan adalah hal yang utama. Salah satunya melalui *Coaching & Counseling* oleh atasan secara berkala untuk mengetahui area pengembangan yang diperlukan serta mengidentifikasi harapan karyawan. Hal ini sangat penting untuk memberikan pengembangan diri maupun kesempatan karir kepada karyawan yang sesuai.

Dalam skala yang lebih luas, perusahaan menjaga keterlibatan karyawan melalui komunikasi antara pimpinan dan bawahan, termasuk arahan, strategi serta informasi pencapaian perusahaan secara berkala. Perusahaan juga terus melakukan kegiatan-kegiatan ke karyawan baik secara kolektif maupun personal, seperti penghargaan karyawan terbaik, kontes dan lomba, aktivitas di luar kantor, peringatan hari-hari tertentu dan sebagainya.

Pada masa pandemi saat ini, kegiatan-kegiatan di atas dilangsungkan secara daring atau tidak menimbulkan kerumunan dan dengan memperhatikan protokol kesehatan secara ketat.

In addition to supporting employee welfare, Astragraphia builds and fosters the spirit of employee togetherness through routine arts and sports activities as well as various employee events in the company, where leaders, superiors and employees are involved together. Astragraphia realizes that the role of leaders and 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 superiors must do towards their employees. Hoped that this can form and maintain quality talents who will become cadres of leaders in the future. At a time when crowd restrictions are like today, these activities are conducted virtually via conference technology, so that employee direction, guidance and togetherness can be maintained.

Performance Evaluation and Management

Performance evaluation is carried out by assessing aspects of the results, processes and work ethic of employees. Whereas for employees who have subordinates, added with the people management aspect, which evaluates the ability of employees in fostering their subordinates.

Increase Engagement

Astragraphia pays attention to and strives for employee involvement as an important part of maintaining employee productivity, performance and happiness. In this case, the role and leadership of the boss is the main thing. One of them is through regular *Coaching & Counseling* by superiors to find out the areas of development needed and to identify employee expectations. This is very important to provide self-development and career opportunities to appropriate employees.

On a broader scale, the company maintains employee engagement through communication between leaders and subordinates, including direction, strategies and information on company achievements on a regular basis. The company also continues to carry out employee activities both collectively and personally, such as awards for the best employees, contests and competitions, activities outside the office, commemoration of certain days and so on.

During the current pandemic, the above activities are carried out online or do not generate crowds and with strict adherence to health protocols.

Internalisasi Budaya Perusahaan

Astragraphia mengedepankan dan membangun Budaya Perusahaan VIPS sebagai nilai-nilai dan norma yang harus dihayati dan menjadi sumber pemikiran dan penilaian jajaran manajemen dan seluruh karyawan Astragraphia. Budaya Perusahaan VIPS yang berlandaskan pada Catur Dharma Astra adalah sebagai berikut:

1. Bermanfaat bagi Bangsa dan Peri Kehidupan
2. Berinovasi dan Berkeunggulan Kelas Dunia
3. Menjadi Partner Pilihan Pelanggan
4. Kerja Sama yang Sinergis

Astragraphia meyakini budaya VIPS merupakan pondasi kuat untuk kesuksesan perusahaan. Upaya mendorong proses penerapan nilai-nilai budaya VIPS di perusahaan tidak hanya melalui sesi kelas dan artefak yang mensosialisasikan budaya VIPS di perusahaan, namun juga melalui sistem dan prosedur yang diterapkan perusahaan, serta kegiatan-kegiatan yang mendorong nilai-nilai budaya, seperti kegiatan donor darah, aktivitas kerjasama, hari pelanggan, kontes kompetensi serta penghargaan inovasi dan karyawan terbaik. Sosialisasi dan internalisasi budaya perlu dijalankan secara terus menerus secara konsisten dengan harapan budaya perusahaan benar-benar menjadi cara berpikir dan bertindak seluruh karyawan.

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 menyediakan fasilitas ruang laktasi untuk memenuhi kebutuhan para ibu bekerja.

Internalization of Corporate Culture

Astragraphia promotes and builds the VIPS Corporate Culture as values and norms that must be lived up to and becomes a source of thought and assessment for the management and all Astragraphia employees. The VIPS corporate culture which is based on Catur Dharma Astra is as follows:

1. Beneficial to the Nation and Elves of Life
2. Innovating and World Class Excellence
3. Become a Partner of Customer Choice
4. Synergistic Cooperation

Astragraphia believes the VIPS culture is a strong foundation for the company's success. Efforts to encourage the process of implementing VIPS cultural values in the company not only through class sessions and artifacts that socialize the VIPS culture in the company, but also through the systems and procedures implemented by the company, as well as activities that promote cultural values, such as blood donation activities, cooperation activities, customer days, competency contests and awards for innovation and best employees. Cultural socialization and internalization need to be carried out continuously and consistently with the expectation that the company culture will truly become the way of thinking and acting of all employees.

Industrial Relations

Creating a working climate and environment that is safe, comfortable and productive is one of the important aspects in managing Astragraphia's human resources. For this reason, Astragraphia strives for adequate welfare and facilities in accordance with the applicable laws and regulations for employees, as well as opportunities to continue to develop.

1. Employee Facilities
Astragraphia provides facilities that encourage employees to carry out positive activities, including through the initiative of the Astragraphia Madani Employee cooperative ("Kopkarmitra") whose current business scope includes Savings and Loans and Shops, as well as fitness and creativity programs by the Sports and Arts Development Agency (BAPOR Seni) through 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 a special first aid room for employees who are sick and need to rest. The company also provides lactation room facilities to meet the needs of working mothers.



2. Kesejahteraan Karyawan

Dalam hal kesehatan dan kesejahteraan umum, karyawan Astragraphia mendapatkan hak atas berbagai tunjangan, yang terkait dengan jabatan, hari raya keagamaan, makan, transportasi, pemeliharaan kesehatan, perawatan rumah sakit, bersalin, kedukaan, dan pernikahan hingga tunjangan dan 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 enam 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 get the right to various benefits, related to position, religious holidays, meals, transportation, health care, hospital care, maternity, grief, and marriage to benefits and placement index in the regions. Astragraphia also implements employee participation in all BPJS programs for corporate employees and Astra Pension Funds.

3. Employee Development

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

4. Employee Appreciation

Performance management is implemented with the aim of ensuring that employees carry out their work in accordance with the direction and performance targets set. For employees who have outstanding achievements and make significant contributions according to their functions, Astragraphia provides equal awards according to the specified criteria. Every year Astragraphia gives appreciation as the Winner of the Top Achievement Circle to selected outstanding employees.

Pension

The company provides opportunities for employees who are about to enter their retirement period to prepare themselves for the previous six months. Employees who retire will receive their rights in accordance with the regulations of the Astra Pension Fund and the Employment Social Security Administration (BPJS).

Komitmen Lingkungan, Kesehatan, dan Keselamatan Kerja (LK3) Astragraphia

Kebijakan Kesetaraan Gender dan Kesempatan Kerja [103-2]

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

Astragraphia's Commitment to Environment, Health and Safety (LK3)

Gender and Employment Equality Policy [103-2]

Astragraphia upholds the value of gender equality in providing job opportunities starting from the recruitment process, training to employee welfare structures. In the recruitment process, Astragraphia considers the qualifications needed in the position or position that is filled and is not based on the religion, race, ethnicity, class and gender of the prospective employee.

The gender equality policy also applies to providing career development opportunities. Promotion of position is given when employees show good performance and competency appraisals and are able to meet the qualifications of the position to be filled. The existence of a gender equality policy is a form of company concern for employees in order to avoid discrimination in the work environment.



Sarana dan Keselamatan Kerja [103-2, 403-4]

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) untuk memastikan K3 diterapkan hingga ke unit kerja terkecil. Astragraphia juga telah mengimplementasikan sertifikasi OHSAS

Work Facilities and Safety [103-2, 403-4]

In terms of general health and welfare, all Astragraphia employees are entitled to benefits related to position, regional placement index, marriage, maternity, religious holidays, meals, transportation, health care, hospital fees, glasses, and grief. As Astragraphia's commitment to occupational health and safety, the Board of Directors of Astragraphia has formed a team of the Committee for Health, Safety and Environment (P2K3L Team) to ensure that K3 is implemented down to the smallest work unit. Astragraphia has also implemented OHSAS certification which is the standard for implementing occupational health and safety within the Astragraphia company. During this



yang menjadi standar pelaksanaan kesehatan dan keselamatan kerja di lingkup perusahaan Astragraphia. Pada masa pandemi ini, Astragraphia juga membentuk Tim Gugus Tugas COVID-19 sampai ke cabang-cabang yang berperan aktif dalam penerapan protokol kesehatan di kantor, edukasi karyawan, dan membantu karyawan dalam penanganan kasus COVID-19. Astragraphia menerapkan protokol kesehatan yang ketat di lingkungan perusahaan, penggunaan APD (Alat Pelindung Diri) termasuk untuk karyawan yang bekerja di luar kantor, serta mematuhi aturan-aturan pemerintah terkait COVID-19.

Sertifikasi Kesehatan dan Keselamatan Kerja [403-4]

Mengenai keselamatan kerja, Astragraphia mematuhi regulasi yang berlaku 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 tersebut selalu diterapkan Astragraphia.

Tingkat Kecelakaan Kerja [403-2]

Selama tahun 2020 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 *customer engineer* 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 selalu memenuhi aturan Standar Upah Minimum yang telah ditetapkan oleh Pemerintah di semua kota di mana kantor Astragraphia beroperasi. Kenaikan upah diberikan setiap awal tahun kepada seluruh karyawan dengan mempertimbangkan beberapa aspek, termasuk angka inflasi yang dinyatakan oleh pemerintah, sedangkan bonus karyawan ditentukan berdasarkan pencapaian kinerja perusahaan dan hasil evaluasi kinerja karyawan tersebut.

pandemic, Astragraphia also formed a COVID-19 Task Force Team to branches that played an active role in implementing health protocols in offices, educating employees, and assisting employees in handling COVID-19 cases. Astragraphia implements strict health protocols in company environments, uses PPE (Personal Protective Equipment) including for employees who work outside the office, and complies with government regulations related to COVID-19.

Occupational Health and Safety Certification [403-4]

Regarding work safety, Astragraphia complies with the applicable regulations on Work Safety which consider that every workforce has the right to receive protection for their safety in carrying out work for the welfare of life and to increase national production and productivity. The Principles of Occupational Safety and Health are always applied by Astragraphia.

Occupational Accident Rate [403-2]

During 2020, there were no work accidents in the Astragraphia work area. In order to prevent and overcome accidents in the work area, Astragraphia routinely conducts emergency response training activities for every employee. Astragraphia has a standard dress code procedure for certain functions, including customer engineers on duty in the field, including bags to carry devices that are safe and do not fall easily. Astragraphia also installed signs and safety instructions at work sites in several easily readable places to guide so that potential work accidents do not occur.

Remuneration Policy

Astragraphia always meets the Minimum Wage Standards set by the Government in all cities where Astragraphia offices operate. Wage increases are given at the beginning of each year to all employees by considering several aspects, including the inflation rate stated by the government, while employee bonuses are determined based on the company's performance achievements and the results of the employee's performance evaluation.

Proses evaluasi kinerja meliputi penyusunan rencana kinerja dan target, *monitoring* pencapaian secara berkala, proses *coaching and counseling* 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 Karyawan (RKK) berdasarkan *Key Performance Indicator* (KPI) bagi unit kerja yang bersangkutan. Pada akhir tahun, RKK ini digunakan sebagai dasar bagi evaluasi kinerja.
- **Evaluasi Kinerja**
Evaluasi Kinerja dilaksanakan dengan menilai aspek hasil, proses dan etos kerja karyawan. Sedangkan bagi karyawan yang memiliki bawahan, ditambah dengan aspek *people management*, yang mengevaluasi kemampuan karyawan dalam membina bawahannya.
- ***Coaching and Counseling***
Proses *coaching and counseling* 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.

Dalam hal kesehatan dan kesejahteraan umum, karyawan Astragraphia mendapatkan hak atas tunjangan yang terkait dengan jabatan, indeks penempatan, hari raya keagamaan, makan, transportasi, pemeliharaan kesehatan, biaya rumah sakit, kacamata, bersalin, kedukaan, dan pernikahan.

The performance evaluation process includes the preparation of performance plans and targets, periodic monitoring of achievement, the process of coaching and counseling by superiors, evaluation of achievement results and determination of rewards and punishments as a consequence of the resulting performance. All of these activities are subject to the following basic policies:

- **Individual Performance Planning**
At the beginning of the year, each employee is required to prepare an Employee Performance Plan (RKK) based on Key Performance Days (KPI) for the work unit concerned. At the end of the year, this RKK is used as the basis for performance evaluation.
- **Performance Evaluation**
Performance Evaluation is carried out by assessing aspects of the results, processes and work ethic of employees. Whereas for employees who have subordinates, it is added with the people management aspect, which evaluates the ability of employees in fostering their subordinates.
- **Coaching and Counseling**
The process of coaching and counseling is carried out regularly by superiors to their subordinates, so that it can help employees improve performance, develop themselves according to career plans, detect potential problems early, and foster good relationships between superiors and subordinates.

In terms of general health and welfare, Astragraphia employees are entitled to benefits related to position, placement index, religious holidays, meals, transportation, health care, hospital fees, glasses, maternity, grief, and marriage.



Kesehatan
Health



Pendidikan
Education



Lingkungan
Environment



Kewirausahaan
Entrepreneurship

96	Kebijakan Lingkungan dan Tanggung Jawab Sosial Environmental Policy and Social Responsibility
97	Pengelolaan LK3 di Tempat Kerja Workplace EHS Management
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98	Penggunaan Material dan Energi Ramah Lingkungan Use of Environmentally Friendly Materials and Energy
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PUBLIC CONTRIBUTION **ROADMAP**

Public Contribution Roadmap





Public Contribution Roadmap

Public Contribution Roadmap



Astragraphia menerapkan strategi Public Contribution Roadmap melalui 4 (empat) pilar yaitu pendidikan, lingkungan, kesehatan, dan kewirausahaan. Keempat pilar ini sesuai dengan misi dari Sustainable Development Goals (SDGs) yang selaras dengan budaya perusahaan, VIPS.

Astragraphia implements the Public Contribution Roadmap strategy through 4 (four) pillars, namely education, environment, health, and entrepreneurship. These four pillars are in accordance with the mission of the Sustainable Development Goals (SDGs), which are in line with the corporate culture, namely VIPS.

Public Contribution Roadmap merupakan pilar penting yang diterapkan Astragraphia untuk menciptakan keseimbangan antara kepentingan bisnis dengan sosial dan lingkungan, juga sebagai perwujudan budaya perusahaan Astragraphia untuk menjadi perusahaan yang Bermanfaat Bagi Bangsa dan Peri Kehidupan (*Valuable to The Nation and Life*). Strategi *Public Contribution Roadmap* digunakan sebagai panduan pelaksanaan program Tanggung Jawab Sosial Perusahaan (*Corporate Social Responsibility/CSR*) yang selalu dikelola secara profesional untuk menghasilkan manfaat bagi seluruh jajaran pemangku kepentingan perusahaan. [103-1]

Astragraphia melaksanakan tanggung jawab sosial dan lingkungan melalui dua subyek utama, yaitu 1) pengelolaan Lingkungan, Kesehatan, dan Keselamatan Kerja (LK3) di lingkungan grup Astragraphia; dan 2) tanggung jawab barang/jasa dan CSR bagi pemangku kepentingan eksternal termasuk masyarakat luas. Astragraphia menjalankan kegiatan CSR berdasarkan 4 (empat) pilar kontribusi sosial perusahaan, yaitu pendidikan, lingkungan, kesehatan, dan kewirausahaan. [103-1, 103-2]

Pelaksanaan Tanggung Jawab Sosial Astragraphia berlandaskan pada Peraturan Otoritas Jasa Keuangan No. 51/POJK.03/2017 tentang Penerapan Keuangan Berkelanjutan bagi Lembaga Jasa Keuangan, Emiten, dan Perusahaan Publik. Pengelolaan Sistem Manajemen Lingkungan di Astragraphia mengacu pada Undang-Undang Republik Indonesia No. 32

The Public Contribution Roadmap is a key pillar on which Astragraphia consistently seeks to reach a balance between securing business interests and addressing environmental issues, as a clear manifestation of how the Company is realizing its corporate culture where being Valuable to the Nation and Life is the linchpin. The Public Contribution Roadmap strategy serves as a guideline for the Company's professionally managed Corporate Social Responsibility (CSR) programs with an eventual goal of giving lasting benefits to the different groups of the Company's stakeholders. [103-1]

Astragraphia fulfils its social and environmental responsibilities in two main areas, 1) Environmental and Occupational Health and Safety (EOHS) management in Astragraphia group; and 2) the responsibility on goods/services and CSR towards external stakeholders including the wider community. Astragraphia runs its CSR programs based on 4 (four) pillars of corporate social contribution, which are education, environment, health, and entrepreneurship. [103-1, 103-2]

Astragraphia bases the fulfilment of its Social Responsibility on the Financial Services Authority Regulation No.51/POJK.03/2017 on the Implementation of Sustainable Finance for Financial Service Institutions, Issuers and Public Companies. At Astragraphia, Environmental Management System Management has been referred to the Law

tahun 2009 tentang Perlindungan dan Pengelolaan Lingkungan Hidup, standar internasional sesuai sertifikasi Sistem Manajemen Lingkungan ISO 14001:2015, dan sertifikasi Sistem Manajemen Kesehatan dan Keselamatan Kerja OHSAS 18001 yang dimiliki Astragraphia.^[103-2, 307-1]

Program tanggung jawab sosial dan lingkungan Astragraphia dikelola dan dilaksanakan oleh Departemen Office Services Management dan Departemen *Corporate Communications & CSR* yang memiliki fungsi strategis untuk menetapkan arahan dan target strategis dalam program LK3 dan CSR perusahaan. ^[103-2]

Kebijakan Tanggung Jawab Sosial dan Lingkungan

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

1. Menerapkan prinsip keselamatan dan kesehatan kerja di lingkup perusahaan Astragraphia.
2. Melakukan pengembangan dan peningkatan kompetensi karyawan secara konsisten
3. Menjalankan program CSR 4 pilar, yaitu pilar pendidikan, lingkungan, kesehatan, dan kewirausahaan dalam rangka mendukung tercapainya *Sustainable Development Goals* (SDGs).
4. Menerapkan *Astra Green Company* (AGC) dan *Astra Friendly Company* (AFC).
5. Melakukan penghematan energi, pengurangan emisi, dan pengelolaan limbah.

Pengelolaan Lingkungan, Kesehatan dan Keselamatan Kerja (LK3)

Astragraphia menyadari Kesehatan dan Keselamatan Kerja sebagai hal yang penting dan salah satu faktor utama suksesnya kegiatan operasional Perusahaan. Tujuan pengelolaan Lingkungan, Keselamatan, dan Kesehatan Kerja (LK3) adalah memberikan perlindungan bagi karyawan agar mereka dapat bekerja yang nyaman dan produktivitas dapat meningkat. Untuk mendukung tujuan LK3 dan pengelolaan lingkungan serta memastikan adanya

of the Republic of Indonesia No. 32 of 2009 on Environmental Preservation and Management with an Internal Standard ISO 14001: 2015 certification on Environmental Management System, and Astragraphia's OHSAS 18001 Occupational Health and Safety Management System certification. ^[103-2, 307-1]

The management of Astragraphia's social and environmental responsibility programs and implementation is under its Services Management Department and the Corporate Communications & CSR Department, which both have strategic functions to set strategic directions and targets in EHS and CSR programs. ^[103-2]

Social and Environmental Responsibility Policy

Astragraphia is committing itself to consistent contribution and attention towards its social and environmental responsibilities e.g. in labor practice, occupational health and safety, social and community development, the environment, and the wide range of goods and/or services it offers. Astragraphia's social and environmental responsibility is designed based on POJK 51/POJK.03/2017 on the Implementation of Sustainable Finance for Financial Service Institutions, Issuers and Public Companies, where it:

1. Applies the principles of occupational health and safety within Astragraphia premises.
2. Develops and makes consistent improvements in employee competence
3. Runs the 4 pillars of CSR program, namely education, environment, health, and entrepreneurship as an effort to help achieve Sustainable Development Goals (SDGs).
4. Implements the signature *Astra Green Company* (AGC) and *Astra Friendly Company* (AFC).
5. Saves energy, reduces emissions, and manages waste.

Environmental Management, Occupational Health and Safety (LK3)

Astragraphia realizes that Occupational Health and Safety is important as one of the Company's success factor in running business operations. The objective Environmental, Occupational Health and Safety (EOHS) management is to give protection so the employees can work with comfort to improve productivity. To support the objectives and environmental management while ensuring continuous improvement, Astragraphia has adopted



continuous improvement, Astragraphia mengadopsi dan menerapkan sertifikasi Sistem Manajemen LK3, ISO 14001: 2015, dan OHSAS 18001. [103-2]

Astragraphia berkomitmen mewujudkan *zero workplace accident* dengan melakukan pendekatan dan pengarahan tentang keselamatan kerja (*safety induction*) kepada karyawan melalui berbagai media komunikasi internal perusahaan. Hal ini merupakan upaya perusahaan untuk meningkatkan keselamatan para karyawan, mencegah terjadinya kecelakaan kerja, sakit akibat kerja, sekaligus memberikan rasa aman pada seluruh karyawan dan semua orang di lingkungan perusahaan.

Astra Green Company

Sebagai bagian dari Grup Astra, Astragraphia menerapkan *Astra Green Company* (AGC) sebagai sistem manajemen LK3 untuk memantau pencapaian kinerja perusahaan terhadap pemenuhan berbagai persyaratan pengelolaan LK3 dan lingkungan di tempat kerja, termasuk peraturan perundangan dan standar nasional maupun internasional.

Pengukuran kinerja LK3 dilakukan menggunakan kriteria penilaian *green strategy, process, product, employee*, pencapaian *critical points*, dan pemenuhan peraturan. Evaluasi dilakukan secara berjenjang melalui *Corporate Assessment, Group Assessment*, dan *Self-Assessment*, untuk memastikan implementasi yang sesuai dengan pedoman yang ada. Hasil asesmen AGC di kantor pusat Astragraphia adalah Peringkat Biru.

Penggunaan Material dan Energi Ramah Lingkungan

Fuji Xerox sebagai prinsipal utama Astragraphia, memiliki produk-produk yang sudah menggunakan bahan baku yang ramah bagi lingkungan. Menghadapi tantangan masyarakat dunia seperti pemanasan global, berkurangnya sumber daya minyak bumi dan gas, Fuji Xerox terlibat dalam penelitian dan pengembangan plastik berbasis bio selulosa yang baru. Bahan ini sudah teruji lebih ramah lingkungan, kuat dan tahan lama. Material ini digunakan pada bagian-bagian dalam perangkat Fuji Xerox.

Astragraphia memasarkan produk-produk Fuji Xerox yang pada beberapa bagian perangkatnya sudah menggunakan bahan baru yang sudah teruji ramah bagi lingkungan dan kuat, seperti:

- Komponen plastik berbasis bio selulosa yang diperoleh dari bahan kayu (*biomass plastic*) yang digunakan sebagai material knop sebagai pengunci mesin Multifungsi Fuji Xerox, dan

and implemented EOHS Management System certification, the ISO 14001: 2015, and OHSAS 18001. [103-2]

Astragraphia is committed to realizing its zero workplace accident goal with an extensive approach to providing directives on safety induction toward employees through various internal communication media. This initiative demonstrates the Company's effort to improve employee safety, prevent work accidents, work-related illnesses, while providing a sense of security to all employees and everyone who has activities in the Company's promises.

Astra Green Company

A part of Astra Group, Astragraphia applies Astra Green Company (AGC) concept in its EOHS management system to monitor how the Company is meeting the many EOHS requirements and environmental management in the workplace, including compliant with all applicable laws and national and international standards.

EOHS is measured with evaluation criteria for green strategy, process, product, employee, achievement of critical points, and whether it has complied with all prevailing regulations. EOHS is evaluated in phases through Corporate, Group, and Self-Assessments, to ensure the system runs in adherence to the prevailing guidelines. Based on the latest assessment, Astragraphia's head office scored a Blue Rating.

Use of Environmentally Friendly Materials and Energy

Fuji Xerox as Astragraphia's main principal, has green products that use environmentally friendly raw materials in the production process. Facing the recent global challenges such as global warming, decreasing oil and gas resources, Fuji Xerox engages in research and development of new bio-cellulose-based plastics. This green type of plastic has been tested and proven to be stronger, more durable and more environmentally friendly. This substance is used in the inner part of all Fuji Xerox devices.

Astragraphia markets Fuji Xerox products whose parts are made from new materials that have passed environmentally friendly test, as listed below:

- Plastic components made from bio-cellulose extracted from a certain type of wood (*biomass plastic*) to be used as raw material of knob lock of Fuji Xerox Multifunction machine, and

- Plastik daur ulang (*recycled plastic*) yang digunakan sebagai material bagian *cover body* belakang mesin multifungsi Fuji Xerox.

- Recycled plastic which is used as a raw material for the rear body cover of the Fuji Xerox multifunction machine.

Selain material yang lebih ramah lingkungan, teknologi dari perangkat Fuji Xerox juga sudah menggunakan “Smart Energy Management” untuk penggunaan daya tertentu. Konsumsi daya dan emisi CO2 dapat berkurang dengan signifikan karena teknologi ini memasok daya hanya pada fungsi spesifik yang digunakan. Selain itu, seluruh toner dari mesin Fuji Xerox ApeosPort/DocuCentre-VII C series, Fuji Xerox DocuPrint 3205 series, Fuji Xerox DocuPrint C315 series, dan Fuji Xerox DocuPrint 505 series sudah menggunakan SUPER EA-ECO Toner yang dapat mengurangi dampak kerusakan lingkungan dan menurunkan emisi CO2 dimana hasil cetakan dapat menempel di kertas pada suhu 10% lebih rendah dari toner biasa. [302-5, 301-1, 301-2]

In addition to the more environmentally friendly raw materials, Fuji Xerox devices also use “Smart Energy Management” technology in certain power usage. This new technology significantly reduces power consumption and CO2 emissions since it only supplies power to some specific functions in operations. In addition, the latest series of Fuji Xerox e.g. ApeosPort/DocuCentre-VII C, DocuPrint 3205, DocuPrint C315, and DocuPrint 505 machines already use SUPER EA-ECO Toner that can reduce the impact of environmental damage and reduce CO2 emissions since printouts will stick to papers at a 10% lower temperature than can regular toners. [302-5, 301-1, 301-2]

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 di *Eco Facility* (EFA) milik Astragraphia untuk di-*repair*, *reuse*, dan *recycle* dengan baik. Dalam hal limbah yang tidak dapat di-*repair*, *reuse*, ataupun di-*recycle*, Astragraphia akan memastikan bahwa limbah tersebut diproses oleh perusahaan rekanan yang mampu mengolah limbah B3 dan sudah mendapatkan sertifikasi ISO 14001:2015. Astragraphia selalu menjaga komitmen untuk terus peduli dan melakukan inisiatif-inisiatif untuk meminimalisir dampak negatif yang diakibatkan bagi lingkungan. [306-4]

Sewage Treatment System

Astragraphia treats waste produced by the machines operated by the customers. Waste like consumables/toners, plastic packaging, damaged spare parts, and some other types of waste will be processed at Astragraphia’s *Eco Facility* (EFA) where the waste is either repaired, reused or recycled. When the technology to do such process for a certain type of waste is still not available, we will ensure the waste is processed by our reputable partner that has the technology as proven by an ISO 14001: 2015 certification. Astragraphia always embraces its commitment to care and take initiatives to minimize the negative impacts it may have caused to the environment. [306-4]

Mekanisme dan Laporan Pengaduan Masalah Lingkungan

Secara umum produk yang dipasarkan oleh Astragraphia merupakan produk yang ramah lingkungan dan Astragraphia telah memiliki program yang komprehensif untuk memastikan pengelolaan seluruh limbah yang diakibatkan dari penggunaan produk oleh pelanggan. Astragraphia tetap mempersiapkan diri menerima pengaduan atas produk dan layanan yang diberikan kepada pelanggan. Pengaduan terkait masalah lingkungan dari pelanggan atau masyarakat akan ditangani diterima dan ditangani oleh Departemen *Corporate Communications* dan Divisi *Customer Service & Support*. Selama tahun 2020 tidak ada laporan pengaduan yang diterima terkait masalah lingkungan hidup. [103-2, 403-4]

Mechanisms and Complaints on Environmental Issues

In general, products marketed by Astragraphia are environmentally friendly; Astragraphia has a comprehensive program to ensure that all waste produced by each of the products operated by its customers are properly managed. Astragraphia is increasingly prepared for all the thinkable complaints about the products and services it has delivered to the customers. Environmental issues voiced by the customers or even the public are always welcome and will be handled properly by the Corporate Communications Department and the Customer Service & Support Division. For the entire 2020, the Company did not receive any complaint on environmental issues. [103-2, 403-4]



Dampak Kuantitatif terhadap Lingkungan, Kesehatan dan Keselamatan Kerja (LK3)

Pelaksanaan kegiatan pengelolaan LK3 yang rutin dilakukan Astragraphia berdampak pada nol kecelakaan kerja pada tahun 2020. Selain itu, dengan menerapkan kebijakan dan program penghematan penggunaan plastik, listrik, dan air, Astragraphia mampu menurunkan pemakaian listrik, air, dan plastik di lingkungan perusahaan dengan angka yang cukup signifikan dibanding dengan tahun sebelumnya. [102-15, 103-3, 403-3]

Berkomitmen untuk menjalankan operasional bisnis yang peduli lingkungan, Astragraphia menerapkan kebijakan dan serangkaian program untuk menghemat penggunaan listrik dan air di dalam gedung kantor, gudang (warehouse), dan kantor cabang. Selain itu di tahun 2020, perusahaan mematuhi peraturan pemerintah dan melakukan pengaturan jadwal kerja untuk mencegah penyebaran COVID-19 di lingkungan kerja sehingga jumlah karyawan yang bekerja di kantor lebih terbatas. Kebijakan tersebut turut memberikan kontribusi dalam penghematan penggunaan listrik dan air dimana secara keseluruhan, Astragraphia mampu menurunkan intensitas pemakaian listrik hingga 18,85% dan penurunan penggunaan air sebesar 31,91% dibanding tahun sebelumnya. [102-15, 302-1]

Keterangan Information	Total Pemakaian 2020 Total Consumption 2020	Total Pemakaian 2019 Total Consumption 2019	Tingkat Efisiensi 2020 Efficiency Level 2020
Listrik Electricity	2.033.312 kwh	2.505.635 kwh	18,85%
Air Water	9.679 m ³	14.214 m ³	31,91%

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. [103-2]

Konservasi Energi [103-3]

Astragraphia menerapkan Astra Green Company (AGC) berdasarkan ISO 50001 tentang sistem manajemen energi. AGC mendorong implementasi program konservasi energi yang meliputi program efisiensi energi dan penerapan teknologi hemat energi. Melalui inisiatif konservasi energi yang

Quantitative Impacts on the Environment, and Occupational Health and Safety (LK3)

The consistently run EOHS management by Astragraphia delivered positive result, where zero work accident was recorded in 2020. In addition, through the strict implementation of policies and programs for more efficient use of plastic, electricity and water, Astragraphia has significantly reduced company-wide consumption of each compared to the previous year. [102-15, 103-3, 403-3]

With a commitment to run environmentally concerned business operations, Astragraphia implements policies and a series of programs to be more efficient in electricity and water consumption in office buildings, warehouses and branches. In addition, in 2020, the Company complied with government regulations and made special arrangement in work schedules to help isolate the spread of COVID-19 in the work environment, with a limited number of employees coming to work at offices. In overall, this policy contributed a great deal to electricity and water saving, as the use of electricity and water was respectively 18.85% and 29.64% lower than to the previous year. [102-15, 302-1]

Owned Environmental Certification

Astragraphia has long run an Environmental Management, having it always referred to Law No. 32 of 2009 on Environmental Protection and Management. Astragraphia has its Environmental Management System certified with ISO 14001: 2015 Standardization. This demonstrates Astragraphia's commitment to give added values to the customers in terms of environmental management. Astragraphia has made it mandatory for its subsidiaries to apply the standards. [103-2]

Energy Conservation [103-3]

Astragraphia applies Astra Green Company (AGC) concept based on ISO 50001 on energy management systems. With AGC, everyone is encouraged to implement energy conservation programs that include energy efficiency programs and the application of energy-saving technologies.

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. [103-2]

Penggunaan Energi

Sejalan dengan kebijakan *Green Office*, Astragraphia konsisten meneruskan upaya penghematan energi yang sudah dilakukan, diantaranya: memadamkan peralatan listrik yang tidak digunakan di luar jam kerja, menggunakan instalasi listrik hemat energi (jenis lampu, *zoning*, dan posisi lampu).

Selain itu di tahun 2020 Astragraphia juga melakukan inisiatif-inisiatif yang mendukung terjaganya lingkungan, antara lain dengan pengelolaan air limbah secara sederhana dan kampanye pengurangan penggunaan plastik di lingkungan kantor.

Untuk mendukung semua inisiatif di atas, Astragraphia juga melakukan sosialisasi dan kampanye, antara lain dengan menempelkan stiker di lokasi tertentu dan mendistribusikan poster gerakan penghematan energi serta pengurangan plastik.

Through structured energy conservation initiatives, Astragraphia can increase efficiency, reduce costs and reduce greenhouse gas emissions. Control of greenhouse gas emissions is also ensured for operational vehicles through routine emission tests at Astra's workshops. [103-2]

Energy Use

In line with its *Green Office* policy, Astragraphia makes consistent energy saving efforts, with a policy e.g. to keep unused electrical equipment turned off during non-office hours, use energy-efficient electrical installations (types of lamps, zoning, and position).

In addition, in 2020 Astragraphia undertook other initiatives that help preserve the environment, including simple waste water management and run a campaign to reduce the use of plastic at offices.

To support all of the above initiatives, Astragraphia also ran a series of socialization and campaigns, by placing reminding signs in certain locations and distributing energy saving posters and plastic reduction movements.

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

	2020	2019	2018
Listrik (kwh) Electricity (kwh)	2.033.312	2.505.635	1.952.000
Air (m ³) Water (m ³)	9.679	14.214	15.337
Bensin (Liter) Gasoline (Liter)	25.089	27.582	16.186

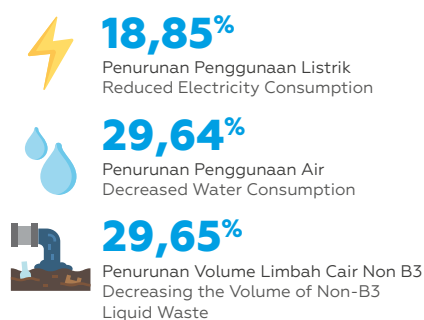
Total Energy Consumption [302-1, 303-1]

Intensitas Limbah [306-2]

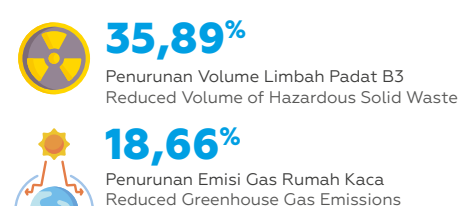
	2020	2019	2018
Intensitas Limbah Cair Non-hazardous	13.019	18.506	15.337
Intensitas Limbah Padat B3 (ton) Hazardous Solid Waste Intensity (tonnes)	58.484	91.222	9.600
Intensitas Limbah Padat Non B3 (ton) Non-hazardous Solid Waste Intensity (tonnes)	78.411	111.470	Data tidak tersedia Data not available

Waste Intensity [306-2]

Persentase Penurunan Penggunaan Energi [302-4, 305-5]



Percentage of Reduced Energy Consumption [302-4, 305-5]





Kuantitas Penurunan Gas Rumah Kaca [305-4]

Quantity of Reduction in Greenhouse Gases [305-4]

	2020	2019	2018
Listrik (CO ₂) Electricity (CO ₂)	1.472,00	1.814,00	1.413,25
Bensin (CO ₂) Gasoline (CO ₂)	93,00	110,00	35,61
Total Emisi GRK (CO₂) Total GHG Emissions (CO₂)	1.565,00	1.924,00	1.448,86

Tanggung Jawab Sosial

Astragraphia berkomitmen untuk turut serta berkontribusi menuju pembangunan berkelanjutan dalam masyarakat dengan berlandaskan pada penerapan pilar pertama budaya perusahaan yaitu *"Valuable to the Nation and Life"*, bahwa di mana pun Astragraphia berada akan membawa manfaat bagi masyarakat dan lingkungan sekitarnya.

Strategi penerapan tanggung jawab sosial dilakukan berdasarkan *Public Contribution Roadmap*, melalui 4 (empat) pilar yaitu pendidikan, lingkungan, kesehatan, dan kewirausahaan untuk membangun masyarakat yang sehat, cerdas, peduli lingkungan dan kreatif. Keempat pilar ini sesuai dengan misi dari *Sustainable Development Goals* (SDGs) yang selaras dengan budaya perusahaan, VIPS.

Sepanjang tahun 2020, Astragraphia menempatkan *"Kesehatan"* dan *"Kewirausahaan"* menjadi pilar baru kontribusi sosial Astragraphia, melengkapi dua pilar yang telah berjalan, yaitu *"Pendidikan"* dan *"Lingkungan"*.

Pilar Pendidikan

Buku Aktivitas Anak (*Children's Workbook*) [413-1]

Program children's workbook merupakan bagian dari kegiatan CSR Astragraphia pada pilar pendidikan sejak tahun 2017. Buku aktivitas ini mengadaptasi nilai-nilai kearifan lokal Indonesia ke dalam sistem pembelajaran, serta dirancang untuk membantu perkembangan motorik serta kemampuan dasar anak Pendidikan Anak Usia Dini (PAUD)/Taman Kanak-Kanak (TK) dalam mengenal huruf dan perhitungan matematika.

Setiap buku aktivitas dicetak dengan menggunakan perangkat Fuji Xerox untuk menghasilkan kualitas buku yang baik, sedangkan untuk pendistribusian, tahun ini Astragraphia bermitra dengan organisasi sosial ARS86. Pada tahun keempat ini Astragraphia sudah membagikan sejumlah 1.150 buku aktivitas anak ke 31 TK di empat wilayah yaitu: Boyolali, Demak, Grobogan, dan Gunung Kidul.

Social Responsibility

Astragraphia has a commitment to make meaningful contribution to sustainable development in the society based on the first pillar of its corporate culture, *"Valuable to the Nation and Life"*, that Astragraphia will benefit wherever communities and environment it becomes a part of.

The strategy to implement social responsibility is executed based on the Public Contribution Roadmap, through 4 (four) pillars; education, environment, health, and entrepreneurship to build healthy, smart, and creative communities that are environmentally conscious. These four pillars are consistent with Sustainable Development Goals (SDGs) mission which are in line with corporate culture, VIPS.

Throughout 2020, Astragraphia introduced *"Health"* and *"Entrepreneurship"* new pillars of Astragraphia's social contribution, complementing the two existing pillars, *"Education"* and *"Environment"*.

Education Pillar

Children's Workbook [413-1]

The children's workbook program has been part of Astragraphia's CSR programs on the pillar of education since 2017. With a simple workbook, this program adapts the values of Indonesian local wisdom into a learning system, and is designed to help develop children's motor skills and basic abilities in Early Childhood Education (PAUD)/kinder gardens, to teach them the alphabets and very basic math calculations.

Each activity book is printed using Fuji Xerox machine to books of very excellent quality, while for distribution, this year Astragraphia partnered with the ARS86 social organizations. In this fourth year, Astragraphia distributed 1,150 children's activity books to 31 kindergartens in four regions, namely: Boyolali, Demak, Grobogan, and Gunung Kidul.

Sehingga secara total, program berkelanjutan ini telah berkontribusi dalam penyediaan dan pendistribusian 11.150 buku aktivitas kepada anak-anak Indonesia. [413-1]

Competence Aid Program (CAP) [413-1]

CAP merupakan program pelatihan kompetensi di pilar pendidikan. CAP merupakan aktivitas berbagi ilmu yang dilakukan oleh karyawan Astragraphia yang memiliki kompetensi dalam bidang solusi dokumen dan teknologi informasi. CAP menjadi ajang pembekalan kompetensi yang ditujukan bagi siswa dan mahasiswa pada level sekolah menengah kejuruan dan pendidikan tinggi, dengan tujuan untuk mempersiapkan mereka untuk terjun ke dalam dunia kerja. Dengan mengadaptasi metode pembelajaran jarak jauh, CAP pada tahun 2020 diselenggarakan secara daring dengan rincian sebagai berikut:

- Webinar Bimtek *Series Sarana & Prasarana* yang diikuti oleh 500 guru dan kepala sekolah menengah kejuruan se-Indonesia.
- “Bedah Buku Layout 2020” yang diikuti oleh 100 mahasiswa Yayasan Universitas Indonesia (YAI).
- Pembinaan untuk 27 siswa/siswi penerima beasiswa Astragraphia, binaan Yayasan Amaliah Astra.

Selain pembekalan dalam webinar, Astragraphia bersama entitas anak PT Astra Graphia Information Technology (AGIT) menerima total 58 orang mahasiswa dari Universitas Bina Nusantara, Politeknik Negeri Surabaya, Tarakanita, dan Yarsi untuk kerja praktek selama periode Februari hingga Maret 2020 di beberapa divisi. Berikut divisi yang menerima mahasiswa magang:

- *Own Solution & Digital Services*
- *Enterprise Application Solution & Services*
- *Human Capital Management*
- *Finance*
- *Enterprise Project Management*
- *Digital Consulting Services*
- *AGIT Development Center & Oracle Solution*
- *Accounting & Tax*

Beasiswa [413-1]

Program beasiswa Astragraphia merupakan wujud kepedulian perusahaan akan masa depan penerus bangsa, yang juga sejalan dengan budaya perusahaan yaitu “Valuable to The Nation and Life.” Untuk itu, Astragraphia memberikan bantuan dana pendidikan kepada 27 siswa dan siswi dari 4 sekolah menengah kejuruan di wilayah DKI Jakarta, selama kurun waktu 3 (tiga) tahun ajaran (2020-2023). Dana pendidikan ini disalurkan melalui Yayasan Amaliah

In total, this sustainable program has made very meaningful contribution with the distribution of 11,150 activity books to Indonesian children. [413-1]

Competence Aid Program (CAP) [413-1]

CAP is a competency training program in the education pillar. CAP is a knowledge-sharing activity with the help of Astragraphia’s employees who have competencies in document solutions and information technology do. CAP is a means of providing competency for vocational school and college students, with the aim of preparing them for real job experience. By adapting the distant learning method, CAP in 2020 was held online with the following details:

- Webinar Bimtek Series Facilities & Infrastructure participated by 500 teachers and principals of vocational high schools throughout Indonesia.
- “2020 Layout Book Review” attended by 100 students of the Universitas Indonesia (YAI) Foundation.
- Coaching for 27 students who receive the Astragraphia scholarship, assisted by the Amaliah Astra Foundation.

In addition to the knowledge given in the webinar, Astragraphia and its subsidiary PT Astra Graphia Information Technology (AGIT) received a total of 58 students from Bina Nusantara University, Surabaya State Polytechnic, Tarakanita, and Yarsi for internship from February to March 2020 in some of its divisions. The following divisions accept internship students:

- *Own Solution & Digital Services*
- *Enterprise Application Solution & Services*
- *Human Capital Management*
- *Finance*
- *Enterprise Project Management*
- *Digital Consulting Services*
- *AGIT Development Center & Oracle Solution*
- *Accounting & Tax*

Scholarship [413-1]

The Astragraphia scholarship program is a manifestation of the company’s concern towards the future of the nation, which is also in line its corporate culture, “Valuable to The Nation and Life.” To run the program, Astragraphia donated educational fund to a total of 27 male and female students from 4 vocational schools in Jakarta, for a period of 3 (three) academic years (2020-2023). The fund was channeled through the Amaliah Astra Foundation,



Astra, dengan persyaratan bahwa siswa/siswi penerima bantuan memiliki prestasi akademik yang baik. Selain dana pendidikan, siswa/siswi penerima bantuan juga mendapatkan pembekalan secara daring selama periode kerja sama berlangsung, mengenai wawasan untuk memasuki dunia kerja.

Pengadaan Sarana dan Prasarana Sosial [413-1]

Astragraphia turut mendukung pemerintah dalam mensukseskan Pembelajaran Jarak Jauh (PJJ) sebagai wujud komitmen Astragraphia untuk dunia pendidikan, yaitu dengan pemberian sarana prasarana seperti perangkat tablet kepada siswa-siswi di daerah Flores, Nusa Tenggara Barat.

Pilar Lingkungan

Gerakan Semangat Kurangi Plastik [413-1]

Gerakan Semangat Kurangi Plastik merupakan bagian dari program CSR Grup Astra. Melalui pilar lingkungan, Astragraphia kemudian mengadaptasi gerakan ini untuk diterapkan di ruang lingkup internal kantor pusat. Gerakan ini didasari pada fakta bahwa sampah plastik sulit terurai secara alami dan membahayakan seluruh makhluk hidup yang ada di muka bumi. Oleh karena itu, manajemen Astragraphia mengajak seluruh karyawan serta masyarakat untuk mengurangi penggunaan plastik sekali pakai dalam keseharian sehingga volume sampah plastik di Indonesia bisa menurun. Selain itu, gerakan Semangat Kurangi Plastik juga berkontribusi dalam peningkatan kesadaran akan bahaya pencemaran sampah plastik, serta menumbuhkan kepedulian untuk menciptakan lingkungan yang lebih sehat.

Astragraphia sebagai anak perusahaan Astra mengadaptasi gerakan Semangat Kurangi Plastik ini ke dalam lingkungan internal melalui metode daring dan luring, seperti:

- Memberi imbauan/edukasi melalui surat elektronik internal kepada karyawan kantor pusat Astragraphia
- Mendorong partisipasi karyawan dengan mengirimkan foto pada aktivasi media sosial internal
- Menumbuhkan kesadaran karyawan melalui webinar internal dengan judul "Astragraphia Inspiring Talk: Lebih Baik, Lebih Asik, Kurangi Plastik"
- Penempatan Kotak Semangat Astra dan tempat sampah berkategori, di seluruh lingkungan kantor pusat Astragraphia
- Peniadaan kantong plastik belanja di Koperasi Astragraphia, dan

with a prerequisite that only academically outstanding students are eligible. In addition to educational fund, the beneficiary students were given debriefed g online during the collaboration period about whatever they needed to know before they land their first jobs.

Procurement of Social Facilities and Infrastructure [413-1]

Astragraphia also supports the government in bringing to success the Distance Learning (PJJ) as a form of its commitment to the world of education, by providing learning aides such as tablets for students in Flores, West Nusa Tenggara.

Environment Pillar

Movement of the Spirit of Reducing Plastic [413-1]

The Spirit of Reducing Plastic Movement is part of Astra Group's CSR program. Through its pillar of environment, Astragraphia has adapted this movement for internal application at the head office. This movement is based on the fact that it is more difficult for the nature to the decompose plastic, and that fact endangers all living things on earth. Therefore, Astragraphia's management invites all employees and the public to reduce their daily use of single-use plastics to reduce the volume of plastic waste in Indonesia can decrease. In addition, the Spirit of Reducing Plastic movement also contributes to increasing awareness of the hazards of plastic waste pollution, as well as raising awareness to create a healthier environment.

Astragraphia as a subsidiary of Astra has adapted the Spirit of Reducing Plastic movement to the internal environment through online and offline methods, by:

- Giving advices/education via internal electronic mail to Astragraphia head office employees
- Encouraging employee participation by sending relevant photos to internal social media activations
- Raising employee awareness through an internal webinar entitled "Astragraphia Inspiring Talk: Better, Better, Less Plastic"
- Placing Astra Spirit Boxes and categorized trash bins throughout Astragraphia's head office
- No longer using shopping plastic bags at the Astragraphia Cooperatives, and

- Sosialisasi kepada pihak eksternal bekerja sama dengan event Kelas Astragraphia untuk Industri Kreatif (Kelas ASIK) dari pilar Kewirausahaan. [413-1]

Pilar Kesehatan

Donor darah [413-1]

Astragraphia sudah sejak lama mendorong karyawan untuk mendonorkan darah, baik untuk tujuan kesehatan maupun untuk menolong sesama. Untuk itu, kantor pusat Astragraphia bekerja sama dengan Palang Merah Indonesia (PMI), menyelenggarakan aksi donor darah setiap 3 bulan sekali. Pada tahun-tahun sebelumnya, kegiatan donor darah dilaksanakan bertempat di ruang serbaguna Astragraphia. Namun dengan merebaknya pandemi COVID-19, aksi donor darah pada tahun 2020 dilaksanakan secara mandiri oleh karyawan dengan mendatangi langsung cabang-cabang PMI terdekat dari tempat tinggal mereka.

Sosialisasi mengenai perubahan tata cara pendonoran darah ini dilakukan secara berkala melalui jaringan surat elektronik internal perusahaan. Dari laporan yang diterima oleh manajemen, tercatat sebanyak 147 orang karyawan mendonorkan darahnya secara rutin sepanjang tahun 2020. [413-1]

Pilar Kewirausahaan

Kelas Astragraphia untuk Industri Kreatif (Kelas ASIK) [413-1]

Dalam mendukung pemerintah untuk mendorong industri kreatif, Astragraphia melakukan pemberdayaan masyarakat khususnya bagi pelaku usaha mikro dan kecil (UMK) yang berdomisili di wilayah operasional Astragraphia di Indonesia. Sejalan dengan pilar kewirausahaan sebagai pilar baru kontribusi sosial perusahaan, Astragraphia memperkenalkan program Kelas Astragraphia untuk Industri Kreatif (Kelas ASIK) yang merupakan perwujudan semangat Astragraphia dalam mendukung UMK di industri kreatif untuk berdaya saing, *go-online*, dan naik kelas melalui kemasan produk yang kreatif.

Keterbatasan dalam melakukan aktivitas luring di masa pandemi tidak menghalangi Astragraphia untuk tetap dapat melaksanakan kegiatan CSR. Secara cepat dan kreatif, melalui implementasi teknologi digital, Astragraphia menjalankan rangkaian program Kelas ASIK kepada 415 pelaku UMK yang bergerak di bidang fesyen, kuliner, dan kriya dalam bentuk pelatihan daring mengenai teknologi

- Outreaching to external parties in collaboration with the Astragraphia Class for Creative Industries (ASIK Class) event from the Entrepreneurship pillar. [413-1]

Health Pillar

Blood Donor [413-1]

Astragraphia has long encouraged its employees to give blood donor, for employees own health while helping others. For this reason, Astragraphia's head office in collaboration with the Indonesian Red Cross (PMI), organizes one blood donor event in every 3 months. In the previous years, blood donor events were usually held at the Company's multipurpose hall. However, as the COVID-19 outbreak was developing in 2020, the employees gave blood donor individually at Indonesian Red Cross offices that each preferred depending on the distance from their respective residences.

Changes to the blood donor procedure was socialized periodically through the company's internal electronic mail network. From the reports received by management, as many as 147 employees regularly gave blood donor throughout 2020. [413-1]

Entrepreneurship Pillars

Astragraphia Class for Creative Industries (ASIK Class) [413-1]

In supporting the government to encourage the creative industry, Astragraphia runs community empowerment programs especially for the micro and small businesses (UMK) operating near Astragraphia's premises across the country. In line with its new entrepreneurship pillar of corporate social contribution, Astragraphia introduced the Astragraphia Class for Creative Industries (ASIK Class) program that manifested from its strong passion in supporting MSEs in the creative industry so they can become more competitive, go online, and advance through creative product packaging.

The imposed restrictions on offline activities during the pandemic did not keep Astragraphia from running its CSR programs. In a responsive and creative manner, through digital technology, Astragraphia ran a series of ASIK Class programs for 415 MSEs engaged in fashion, culinary, and crafting sectors via online trainings on digital printing technology, creativity in product packaging/labeling, and how



digital printing, aplikasi kreatif untuk kemasan/label produk, dan juga *online promotion*. Selain itu, Astragraphia memberikan fasilitas promosi kepada pelaku UMK berupa publikasi profil bisnis secara gratis melalui media komunikasi Astragraphia www.ofiskita.com dan fasilitas cetak materi promosi UMK melalui *platform online printing* entitas anak AXI www.printqoe.com maupun dengan menggandeng print shop mitra Astragraphia yang berada di sekitar kantor cabang di pulau Sumatera, Jawa, dan Bali.

Pada tahun pertama ini, Kelas ASIK telah dilaksanakan sebanyak 5 (lima) kali, yaitu:

- CAP UMKM yang diikuti oleh 26 pelaku UMK
- Ngobrol Pinter yang diikuti oleh 141 pelaku UMK
- Kelas Online Kreatif yang diikuti oleh 130 pelaku UMK
- Kelas ASIK Jogja yang diikuti oleh 48 pelaku UMK
- Kelas ASIK Sumsel Babel yang diikuti oleh 70 pelaku UMK.

Bentuk Donasi Lainnya [203-2, 413-1]

Astragraphia memberikan donasi kepada masyarakat sekitar yang terdampak bencana alam seperti banjir dan bencana nasional COVID-19. Astragraphia memberikan bantuan berupa makanan siap santap bagi korban banjir, perlengkapan disinfektan, Alat Pelindung Diri (APD), sembako, serta vitamin bagi warga sekitar. Program donasi rutin seperti pemberian hewan qurban bagi warga sekitar juga tetap dilakukan oleh Astragraphia pada tahun 2020.

Dampak Kuantitatif Kegiatan Tanggung Jawab Sosial [103-3]

Melalui pelaksanaan kegiatan CSR yang dilaksanakan perusahaan sepanjang tahun 2020, Astragraphia mampu memberikan manfaat kepada masyarakat di berbagai lapisan melalui empat pilar program kontribusi sosial. Seluruh kegiatan tanggung jawab sosial yang telah terlaksana diharapkan mampu menciptakan masyarakat yang cerdas, bersih, sehat, kreatif, dan sejahtera.

Sepanjang tahun 2020, Astragraphia melalui keempat pilar CSR-nya memberi manfaat secara langsung kepada masyarakat dan lingkungan sekitar, diantaranya pilar Pendidikan melalui program workbook yang mendistribusikan 1.150 buku aktivitas untuk 4 (empat) TK di wilayah Jawa Tengah, menyelenggarakan pelatihan CAP dan menerima 58 orang mahasiswa untuk kerja praktik (magang), menjadi pemateri dalam beberapa kesempatan pembekalan bagi guru dan pimpinan sekolah menengah kejuruan, serta menjadi donatur beasiswa bagi 27 siswa dan siswi sekolah menengah kejuruan di area DKI Jakarta. Astragraphia juga berkontribusi

to do online promotions. In addition, Astragraphia provided promotional facilities to MSEs e.g. free business profile publications via Astragraphia www.ofiskita.com and UMK promotional material printing facilities through the online printing platform of the AXI subsidiary www.printqoe.com and by collaborating with Astragraphia's partner print shop located near branch offices in Sumatera, Java and Bali.

In this first year, 5 (five) ASIK Class sessions were held, namely:

- CAP UMKM participated by 26 SME
- Smart Chat participated by 141 SME
- Creative Online Classes participated by 130 SME
- ASIK Jogja class participated by 48 SME
- ASIK Sumsel Babel classes participated by 70 ME.

Other Forms of Donation [203-2, 413-1]

Astragraphia made donations to the surrounding communities that were affected by natural disasters such as floods and the COVID-19 pandemic. Astragraphia gave assistance in the form of fast food for the flood victims, disinfectant equipment, personal protective equipment (PPE), groceries, and vitamins for the local residents. Astragraphia did not discontinue the routine donation programs i.e. giving qurban animals to the local residents in 2020.

Quantitative Impacts of Social Responsibility Activities [103-3]

Through its year-long CSR implementation in 2020, Astragraphia gave benefits to the community at various levels through the four pillars of the social contribution program. The hope from the carried out social responsibility activities is to create smart, clean, healthy, and creative communities that live a prosperous life.

Throughout 2020, Astragraphia through its four CSR pillars gave direct benefits to the community and the surrounding environment, including the Education pillar as the Company distributed 1,150 activity books for 4 (four) kindergartens in Central Java, organized CAP training and placed 58 students for apprenticeship, sending competence employees as lecturers in several briefing opportunities for teachers and vocational high school leaders, and donated scholarships for 27 students and vocational high school students in Jakarta. Another key contribution was when Astragraphia gave new insights to vocational school teachers on the digitization of SMK

dalam memberikan wawasan baru bagi pengajar SMK terhadap digitalisasi sarana dan prasarana SMK khususnya mengenai sistem manajemen dokumen.

Kepedulian Astragraphia terhadap lingkungan juga ditunjukkan dengan gerakan Semangat Kurangi Plastik di dalam lingkungan kantor pusat perusahaan. Astragraphia mampu mengurangi jumlah konsumsi plastik sekali pakai, di mana penumpukan sampah plastik berdampak pada pemanasan global dan kerusakan lingkungan. Edukasi dalam bentuk penyebaran informasi melalui surat elektronik, media sosial, dan webinar juga dilakukan dan menjangkau 1.440 orang karyawan Astragraphia di kantor pusat dan cabang seluruh Indonesia.

Pada pilar Kesehatan, Astragraphia terus konsisten memotivasi seluruh karyawan -khususnya yang bertugas di kantor pusat- untuk secara rutin mendonorkan darah 4 (empat) kali dalam satu tahun. Dengan tetap menjalankan kegiatan Donor Darah, Astragraphia memberikan tambahan cadangan kantong darah di PMI untuk masyarakat secara luas yang membutuhkan kantong darah di saat berkurangnya stok kantong darah dalam masa pandemi COVID-19. Meski situasi tahun 2020 kurang mendukung, sebanyak 147 kantong darah didapatkan dari karyawan yang menjadi pendonor. Isu kesehatan yang timbul bersamaan dengan kebutuhan akan sanitasi, pangan, hingga pemenuhan sarana belajar jarak jauh juga diakomodir oleh perusahaan melalui 12 jenis donasi yang diberikan kepada masyarakat yang membutuhkan.

Selain itu, di masa pandemi COVID-19, di mana aktivitas bisnis pelaku UMKM sangat terdampak, Astragraphia membantu memberikan pelatihan sesuai kompetensi dan kapabilitas Astragraphia agar pelaku UMKM khususnya Usaha Mikro dan Kecil yang bergerak di industri kreatif mampu bertahan, bangkit, dan berdaya saing melewati pandemi COVID-19. Pilar Kewirausahaan pada kontribusi sosial Astragraphia di tahun 2020 menghasilkan 5 (lima) program Kelas ASIK. Sebanyak 415 pelaku usaha mikro dan kecil di Pulau Jawa, Bali, Kalimantan, Sumatera, dan Bangka Belitung beromzet 2 juta – 40 juta rupiah per bulannya, dijangkau oleh perusahaan untuk diberikan pelatihan dan pemberian fasilitas cetak serta promosi agar kualitas produk mereka meningkat dan lebih berdaya saing.

facilities and infrastructure, especially in document management system.

Astragraphia's concern towards the environment was also demonstrated by the Spirit of Reducing Plastic movement at its head office. Astragraphia reduced single-use plastic consumption to address since accumulated plastic waste has had an impact on global warming and caused environmental damage. Education in the form of information dissemination through electronic mail, social media and webinars was also given to 1,440 Astragraphia employees at the head office and branches throughout Indonesia.

In the Health pillar, Astragraphia consistently motivates all employees - especially those stationed at the head office - to give blood donor 4 (four) times a year. With consistent Blood Donor, Astragraphia provided the needed extra blood bags to PMI for the wider community who were in dire need for blood bags when the blood stock decreased during the COVID-19 pandemic. Just when 2020 was not a conducive year, our participating employees donated a total of 147 blood bags. The Company also accommodated the emerging health issues e.g. the dire need for sanitation, food, and distance learning facilities through 12 types of donations to eligible beneficiaries.

During the COVID-19 pandemic, where MSME businesses were severely affected, Astragraphia helped them with trainings that were given according to its competencies and capabilities, keeping the businesses, especially Micro and Small Enterprises engaged in the creative industry, afloat with more competitive edges as the pandemic persisted. The Entrepreneurship Pillar in Astragraphia's social contribution in 2020 produced 5 (five) ASIK Class programs. Astragraphia reached 415 micro and small business actors in Java, Bali, Kalimantan, Sumatra, and Bangka Belitung with turnover of Rp2 million - 40 million per month with trainings and printing and promotion facilities to improve their product quality and make the products more competitive.



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DATA DAN INFORMASI **PENDUKUNG**

Data and Supporting Information





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No.	Laporan Keberlanjutan memuat informasi mengenai:	Halaman Page	No.	The Sustainability Report contains information about:
1	Penjelasan Strategi Keberlanjutan	2-3	1	Explanation of Sustainable Strategy
2	Ikhtisar Kinerja Aspek Keberlanjutan		2	Performance Overview on Sustainability Aspects
	a. aspek ekonomi			a. Economic aspect
	1) kuantitas produksi atau jasa yang dijual;	14, 67		1) quantity of production or service offered
	2) pendapatan atau penjualan;	14, 67		3) revenue or sales
	3) laba atau rugi bersih;	14, 67		4) net profit or loss;
	4) produk ramah lingkungan; dan	14, 70-71		5) environmental-friendly product; and
	5) pelibatan pihak lokal yang berkaitan dengan proses bisnis Keuangan Berkelanjutan.	76		6) Involvement of local party that relates with Sustainable-Finance business process.
	b. aspek Lingkungan Hidup			b. Environmental aspect
	1) penggunaan energi (antara lain listrik dan air);	14, 100, 101		1) energy use (including electricity and water)
	2) pengurangan emisi yang dihasilkan	101-102		2) reduction of emission produced
	3) pengurangan limbah dan efluen	101-102		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	76-77		c. Description of the positive and negative impacts of implementing Sustainable Finance for the community and the environment.
3	Profil singkat		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, 34-39		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			c. Business size
	1) total aset atau kapitalisasi aset, dan total kewajiban	31-32		1) total assets or assets capitalization, and total liabilities
	2) jumlah karyawan	30-31		2) number of employees
	3) persentase kepemilikan saham	27		3) ownership percentage
	4) wilayah operasional.	34-35		4) operational area
	d. penjelasan singkat mengenai produk, layanan, dan kegiatan usaha yang dijalankan;	26-27		d. Brief explanation about product, service and business activity performed;
	e. keanggotaan pada asosiasi;	63		e. Member of an association;
	f. perubahan signifikan, antara lain terkait dengan penutupan atau pembukaan cabang, dan struktur kepemilikan.	41		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:			a. Policies to respond in meeting the sustainable strategy, at least include:
	1) penjelasan nilai keberlanjutan bagi Perusahaan;	17		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;	17-21		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	18-20		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	18-20		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).	18-20, 44-48		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;	18-20		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.	17-21		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.	55-56		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.	55-56		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.	52-63		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	62		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.	62		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.	62		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	67		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.	68		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.	68-75		1) commitments of FSI, Issuers, or Public Companies to provide services for products and or services that are equal to consumers.



No.	Laporan Keberlanjutan memuat informasi mengenai:	Halaman Page	No.	The Sustainability Report contains information about:
	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;	91		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;	92		b. the percentage of permanent employee remuneration at the lowest level to the regional minimum wage;
	c. lingkungan bekerja yang layak dan aman; dan	72, 80, 89		c. a decent and safe working environment; and
	d. pelatihan dan pengembangan kemampuan pegawai.	84-86		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;	102-107		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	61, 99		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, 102-107		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;	N/A		1) environmental costs incurred;
	2) uraian mengenai penggunaan material yang ramah lingkungan, misalnya penggunaan jenis material daur ulang; dan	71, 98		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	101-102		a. the amount and intensity of the energy used; and
	b. upaya dan pencapaian efisiensi energi yang dilakukan termasuk penggunaan sumber energi terbarukan;	100-102		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	70-71		1) innovation and development of Products and or Services
	2) jumlah dan persentase produk dan jasa yang sudah dievaluasi keamanannya bagi pelanggan	75-77		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	57, 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	74		4) the number of products withdrawn and its reasons
	5) survei kepuasan pelanggan	75		5) customer satisfactory survey
7	Verifikasi tertulis dari pihak independen, jika ada.	N/A	7	Written verification from independent party, if any.



Indeks Standar GRI “INTI” [102-55]

GRI Content Index - Core [102-55]

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	Name of the organization	
	102-2	Merek, produk, dan jasa utama	24, 26	Primary brands, products, and services	–
	102-3	Lokasi kantor pusat	24	Location of headquarters	–
	102-4	Jumlah negara tempat operasi	34-35	Number of countries of operation	–
	102-5	Sifat kepemilikan dan badan hukum	102-5	Nature of ownership and legal form	–
	102-6	Pasar yang dilayani	26	Markets served	–
	102-7	Skala organisasi	24, 31, 68	Scale of the organization	–
	102-8	Informasi terkait karyawan dan pekerja lain	30	Information on employees and other workers	–
	102-9	Rantai pasokan organisasi	77	Organization's supply chain	–
	102-10	Perubahan signifikan selama periode pelaporan	41	Significant changes during the reporting period	–
	102-11	Prinsip kehati-hatian	53, 57	Precautionary approach or principle	–
	102-12	Inisiatif Eksternal	42-43	External initiatives	–
	102-13	Keanggotaan asosiasi	63	Memberships of associations	–
STRATEGI			STRATEGY		
102-14	Pernyataan dari manajemen puncak	17-21	Statement from the senior decision-maker	–	
102-15	Dampak penting, risiko, dan peluang	17-21	Key Impact, risks, and opportunities	–	
ETIK DAN INTEGRITAS			ETHIC AND INTEGRITY		
102-16	Nilai-nilai, standar, dan norma-norma perilaku	25, 81	Values, principles, standards, and norms of behavior	–	
102-17	Mekanisme permintaan nasihat dan pertimbangan terkait etik	60	Mechanisms for advice and concerns about ethics	–	
TATA KELOLA			GOVERNANCE		
102-18	Struktur tata kelola	54	Governance structure		
PELIBATAN PEMANGKU KEPENTINGAN			STAKEHOLDER ENGAGEMENT		
102-40	Daftar kelompok pemangku kepentingan	13, 61-62	List of stakeholder groups	–	



PENGUNGKAPAN STANDAR UMUM

GENERAL STANDARD DISCLOSURES

	Pengungkapan	Halaman Page	Disclosures	Tidak Disajikan Omission
	102-41 Perjanjian Kerja Bersama	60	Collective bargaining agreements	—
	102-42 Identifikasi dan pemilihan pemangku kepentingan	13, 61-62	Identifying and selecting stakeholders	—
	102-43 Pendekatan untuk melakukan pelibatan pemangku kepentingan	13, 61-62	Approach to stakeholder engagement	—
	102-44 Topik dan perhatian utama	12	Key topics and concerns	—
	PRAKTIK PELAPORAN		REPORTING PRACTICES	
	102-45 Entitas yang dicakup dalam laporan keuangan konsolidasian	9, 28	Entities included in the organization's consolidated financial statements	—
	102-46 Proses untuk menetapkan isi laporan dan Batasan topik	10	Defining the report content and topics boundaries	—
	102-47 Daftar topik material	10	List of material topics	—
	102-50 Periode pelaporan	8, 9	Reporting period	—
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Lembar Umpan Balik

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

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

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