

Memberdayakan Sinergi Menuju Pembangunan Berkelanjutan

Empowering Synergy Towards
Sustainability

PT Astra Graphia Tbk

2021 Laporan Keberlanjutan
Sustainability Report



Memberdayakan Sinergi Menuju Pembangunan Berkelanjutan

Empowering Synergy Towards Sustainability

Menghadapi dinamika kondisi bisnis yang berlangsung selama masa pandemi COVID-19 menjadi tantangan tersendiri bagi Astragraphia. Astragraphia terus berproses untuk tetap dapat memberikan manfaat dan meraih pencapaian baru di setiap aspek keberlanjutan yang sejalan dengan fokus bisnis perusahaan. Melalui semangat kebersamaan, mengoptimalkan sinergi, serta kolaborasi, Astragraphia mampu menciptakan hubungan yang harmonis dengan seluruh pemangku kepentingan untuk bersama mewujudkan pertumbuhan bisnis yang kuat dan berkelanjutan.

Aspek Lingkungan, Sosial, dan Tata Kelola (LST) menjadi aspek penting yang masuk dalam konteks pembangunan berkelanjutan Astragraphia, di mana secara konsisten Astragraphia menjalankan operasional bisnis, tata kelola, serta tanggung jawab sosial melalui strategi keberlanjutan Astragraphia bernama *Triple-P Roadmap (Portfolio, People, and Public Contribution)* yang di dalamnya mencakup nilai Ekonomi, Lingkungan, dan Sosial yang dilandaskan pada Tata Kelola Perusahaan yang baik.

Triple-P Roadmap menjadi payung strategi keberlanjutan perusahaan untuk mewujudkan visi pembangunan berkelanjutan Astragraphia, yaitu "Bermanfaat bagi Bangsa dan Peri Kehidupan Melalui Aktivitas Bisnis yang Jujur dan Adil". Strategi ini menjadi landasan arah bagi Astragraphia untuk memberikan nilai tambah kepada seluruh pemangku kepentingan, memberikan produk dan layanan terbaik kepada pelanggan, melakukan penguatan kompetensi sumber daya manusia, serta berperan aktif dalam kontribusi sosial yang berkelanjutan.

Sepanjang tahun 2021, Astragraphia telah mengoptimalkan berbagai peluang yang ada melalui berbagai inisiatif dan langkah strategis. Hal tersebut meliputi inovasi solusi produk dan layanan kepada pelanggan, melakukan penguatan kompetensi sumber daya manusia melalui pemanfaatan teknologi, serta meningkatkan manfaat dan memberikan nilai tambah dalam pelaksanaan program kontribusi sosial perusahaan empat pilar. Adapun pilar kontribusi sosial tersebut meliputi kesehatan, pendidikan, lingkungan, dan kewirausahaan. Masing-masing pilar memiliki tujuan untuk mewujudkan generasi bangsa yang cerdas dan mampu bersaing di tingkat global, menciptakan masyarakat yang sejahtera, melestarikan lingkungan dan meminimalisir dampak perubahan iklim, serta menjadikan pelaku Usaha Mikro dan Kecil (UMK) naik kelas, *go online*, dan berdaya saing.

Astragraphia berkomitmen untuk terus memberdayakan sinergi menuju pembangunan yang berkelanjutan. Setiap komitmen, strategi, dan langkah yang Astragraphia ambil adalah bentuk manifestasi dari dharma pertama budaya perusahaan Astragraphia, yakni Bermanfaat bagi Bangsa dan Peri Kehidupan.

The dynamics business taking place during the COVID-19 pandemic lies a challenge for Astragraphia. Astragraphia continues the process to be able to consistently provide benefits and make new achievements in every aspect of sustainability, in line with the Company's business focus. Through the spirit of togetherness, optimizing synergies, and collaboration, Astragraphia is able to create harmonious relationships with all stakeholders to jointly realize strong and sustainable business growth.

Environmental, Social, and Governance (ESG) are important aspects included in the context of Astragraphia's sustainable development, in which Astragraphia consistently carries out business operations, governance, and social responsibility through Astragraphia's sustainability strategy called the *Triple-P Roadmap (Portfolio, People, and Public Contribution)* which includes Economic, Environmental, and Social values based on Good Corporate Governance.

The *Triple-P Roadmap* is the umbrella for the company's sustainability strategy to realize Astragraphia's vision of sustainable development, which is "Valuable to the Nation and Life through Honest and Fair Business". This strategy gives direction for Astragraphia to provide added values to all stakeholders, as well as produce the best products and deliver the best services to customers, strengthen the competence of human resources, and play an active role in sustainable social contributions.

Throughout 2021, Astragraphia optimized the various opportunities through various initiatives and strategic steps. This includes product and service solution innovations to customers, strengthening human resource competencies through the use of technology, as well as increasing benefits and providing added value in the implementation of the four pillars corporate social contribution program. The pillars of social contribution include health, education, environment, and entrepreneurship. Each pillar has a goal to create a generation of people who are intelligent and able to compete at the global level, create a prosperous society, preserve the environment and minimize the impact of climate change, as well as to promote MSEs, making them going online, and be competitive.

Astragraphia is committed to continuously empowering synergies towards sustainable development. Every commitment, strategy, and step taken by Astragraphia is a manifestation of the first dharma of Astragraphia's corporate culture, namely Valuable to the Nation and Life.

Strategi Keberlanjutan Astragraphia

Astragraphia's Sustainability Strategy

Astragraphia mempertahankan keberlanjutan bisnisnya melalui inisiatif strategis berikut:

Astragraphia maintains its business sustainability through the following strategic initiatives:





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

Strengthen business fundamentals and market leadership to achieve sustainable business growth.



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

Carry out continuous digital transformation to be relevant to changing customer needs.



Memberikan ruang eksplorasi yang cukup bagi pertumbuhan bisnis baru.

Provide sufficient exploration space for new business growth.



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

Strengthen the organization, develop competence, and become an agile organization to support business transformation.



Mendorong penerapan budaya perusahaan untuk menjadi mitra pilihan.

Encouraging the adoption of corporate culture to become the preferred partner.



Memperkuat kontribusi terhadap pembangunan berkelanjutan melalui tanggung jawab sosial perusahaan yang berfokus pada pilar kesehatan, pendidikan, lingkungan, dan kewirausahaan.

Strengthening the contribution to sustainable development through corporate social responsibility focusing on the pillars of health, education, environment, and entrepreneurship.

Daftar Isi

Contents



Pendahuluan

Introduction

- 1** Memberdayakan Sinergi Menuju Pembangunan Berkelanjutan Empowering Synergy Towards Sustainability
- 2** Strategi Keberlanjutan Astragraphia Astragraphia's Sustainability Strategy



Tentang Laporan Keberlanjutan Astragraphia

About the Sustainability Report of Astragraphia

- 8** Tentang Laporan Keberlanjutan Astragraphia About the Sustainability Report of Astragraphia
- 9** Referensi Pelaporan Reporting Reference
- 9** Ruang Lingkup Pelaporan Scope of Reporting
- 10** Daftar Topik dan Aspek Material serta Batasannya List of Topics and Material Aspects and Their Boundaries
- 10** Penerapan Prinsip Laporan Reporting Principles
- 11** Tahap Penentuan Isi Laporan Berkelanjutan Stage in Determining The Contents of This Sustainability Report
- 12** Matriks Topik Material Materiality Matrix
- 12** Astragraphia dan Pemangku Kepentingan Astragraphia and Stakeholders
- 14** Ringkasan Kinerja Keberlanjutan Astragraphia 2021 Astragraphia's Sustainability Performance Highlights in 2021
- 15** *Triple-P Roadmap* dan Tujuan Pembangunan Berkelanjutan Triple-P Roadmap and Sustainable Development Goals
- 18** Sambutan Direksi Messages from the Board of Directors



Profil Perusahaan

Company Profile

- 30** Informasi Umum Perusahaan Corporate Information
- 31** Sekilas Perusahaan Company Overview
- 31** Riwayat Singkat Perusahaan Company Brief History
- 32** Tonggak Sejarah Milestone
- 34** Bidang Usaha Line of Business
- 36** Nama dan Profil Entitas Anak Name and Profile of Subsidiary
- 37** Struktur Grup Perusahaan Corporate Group Structure
- 38** Struktur Organisasi Organization Structure
- 39** Visi dan Misi Perusahaan Vision and Mission
- 40** Skala Usaha Business Scale
- 42** Kapitalisasi Aset dan Kewajiban Capitalization of Assets and Liabilities
- 44** Wilayah Operasional Operational Areas
- 46** Kantor Cabang dan Titik Layanan Astragraphia Branch Offices and Service Points of Astragraphia
- 51** Keanggotaan Organisasi Membership in Organizations
- 51** Perubahan Emiten yang Bersifat Signifikan Significant Changes of The Issuer
- 52** Penghargaan dan Sertifikasi Awards and Certification
- 54** Peristiwa Penting 2021 Significant Event 2021



Tata Kelola Keberlanjutan

Sustainable Governance

- 62** Tata Kelola Keberlanjutan Sustainable Governance
- 64** Struktur Tata Kelola Keberlanjutan Sustainability Governance Structure
- 65** Mekanisme Tata Kelola Keberlanjutan Sustainability Governance Mechanism
- 66** Rapat Umum Pemegang Saham (RUPS) General Meeting of Shareholders (GMS)
- 66** Dewan Komisaris Board of Commissioners
- 66** Direksi Board of Directors
- 66** Manajemen Risiko Risk Management
- 68** Kode Etik dan Budaya Perusahaan Code Of Conduct and Corporate Culture
- 69** Kebijakan, Prosedur, serta Pelatihan Anti Korupsi Anti-Corruption Policies, Procedures, and Training
- 70** Sistem Pelaporan Pelanggaran Violation Reporting System
- 71** Pengelolaan Aspek Tanggung Jawab Sosial dan Lingkungan Management of Social and Environmental Responsibility Aspects



Portfolio Roadmap

Portfolio Roadmap

- 74** Portfolio Roadmap Portfolio Roadmap
- 75** Kinerja Bisnis Astragraphia 2021 Astragraphia Business Performance in 2021
- 77** Produk dan Pelayanan Terbaik kepada Pelanggan Best Product and Service to Customers
- 78** Perlindungan Privasi dan Informasi Pelanggan Privacy Protection and Customer Information



79	Inovasi dan Pengembangan Produk Innovation and Product Development	95	Deskripsi Pengembangan Kompetensi Karyawan Description of Employee Competency Development	109	Pengelolaan Lingkungan, Kesehatan dan Keselamatan Kerja (Lk3) Environment, Occupational Health and Safety (Lk3) Management
79	Tanggung Jawab Produk dan Layanan Product and Service Responsibility	98	Pengembangan Kompetensi Karyawan Employee Competency Development	110	Astra Green Company Astra Green Company
80	Informasi Barang dan/atau Jasa Information of Goods and/or Services	98	Pengembangan Karir Career Development	110	Penggunaan Material dan Energi Ramah Lingkungan Use of Environmentally Friendly Materials and Energy
81	Kesehatan dan Keselamatan Pelanggan Customer Health and Safety	98	Perputaran (<i>Turnover</i>) Karyawan Employee Turnover	111	Sistem Pengelolaan Limbah Waste Management System
82	LAYANAN PURNAJUAL DAN PENANGGULANGAN ATAS PENGADUAN PELANGGAN After-Sales Service and Customer Complaints Response	99	Evaluasi dan Manajemen Kinerja Performance Evaluation and Management	112	Konservasi Energi Energy Conservation
83	Sarana Penanggulangan atas Pengaduan Pelanggan dan Masyarakat Means of Complaints on Customer and Community Complaints	99	Meningkatkan <i>Engagement</i> Increase Engagement	114	Sertifikasi di Bidang Lingkungan yang Dimiliki Environmental Certification
85	Survei Kepuasan Pelanggan Customer Satisfaction Survey	100	Internalisasi Budaya Perusahaan Internalization of Corporate Culture	114	Tanggung Jawab Sosial Social Responsibility
86	Evaluasi Keamanan Produk Product Safety Evaluation	100	Hubungan Industrial Industrial relations	114	Pilar Kesehatan Pillars of Health
86	Dampak atas Kegiatan Tanggung Jawab Barang/Jasa Impact on Goods/Service Responsibility Activities	101	Kebijakan Remunerasi Remuneration Policy	116	Pilar Pendidikan Education Pillar
86	Astragraphia dan Pembangunan Astragraphia and Development	102	Pensiun Pension	120	Pilar Lingkungan Environmental Pillar
87	Mengelola Pemasok, Mengelola Keberlanjutan Managing Suppliers, Managing Sustainability	102	Komitmen Lingkungan, Kesehatan, dan Keselamatan Kerja (Lk3) Commitment on Work Environment, Occupational Health and Safety (OHS)	122	Pilar Kewirausahaan Entrepreneurship Pillar
104	Pencegahan dan Penanganan COVID-19 Prevention and Handling of COVID-19	104	Tingkat Kecelakaan Kerja Occupational Accident Rate	123	Kampung Berseri Astra (KBA) Kampung Berseri Astra (KBA)
105	Sertifikasi Kesehatan dan Keselamatan Kerja Occupational Health and Safety Certification	105	124	Pengadaan Sarana dan Prasarana Sosial Procurement of Social Facilities and Infrastructure	
105	Tingkat Kecelakaan Kerja Occupational Accident Rate	124	Bentuk Donasi Lainnya Other Forms of Donation		
108	Public Contribution Roadmap Public Contribution Roadmap	109	Dampak Kuantitatif Kegiatan Tanggung Jawab Sosial Quantitative Impact of Social Responsibility Activities		
109	Kebijakan Lingkungan dan Tanggung Jawab Sosial dan Lingkungan Environmental Policy and Social and Environmental Responsibility				



People Roadmap

People Roadmap

- 90** People Roadmap
People Roadmap
- 92** Strategi Pengembangan Sumber Daya Manusia
Human Resources Development Strategy
- 92** Komposisi Karyawan Astragraphia
Astragraphia Employee Composition
- 93** Rekrutmen
Recruitment
- 94** Pelatihan dan Pengembangan Kompetensi Karyawan
Employee Competency Training and Development



Public Contribution Roadmap

Public Contribution Roadmap

- 108** *Public Contribution Roadmap*
Public Contribution Roadmap
- 109** Kebijakan Lingkungan dan Tanggung Jawab Sosial dan Lingkungan
Environmental Policy and Social and Environmental Responsibility



Data dan Informasi Pendukung

Data and Supporting Information

- 130** Indeks POJK 51/POJK.03/2017 dan SEOJK 16/SEOJK.04/2021
POJK No.51/POJK.03/2017 and SEOJK 16/SEOJK.04/2021 index
- 134** Indeks Standar GRI "INTI"
GRI Content Index - Core
- 139** Lembar Umpam Balik
Feedback Form



02

Tentang Laporan Keberlanjutan

About the Sustainability Report of
Astragraphia



“Kinerja keberlanjutan Astragraphia dicapai melalui strategi Triple-P Roadmap (*Portfolio, People, Public Contribution Roadmap*) mencakup aspek Lingkungan, Sosial, dan Tata Kelola (LST) bagi seluruh pemangku kepentingan Astragraphia.”

Astragraphia's sustainability performance is achieved through the Triple-P Roadmap strategy (Portfolio, People, Public Contribution Roadmap) covering Environmental, Social and Governance (ESG) aspects for all Astragraphia stakeholders."

Tentang Laporan Keberlanjutan **Astragraphia**

About the Sustainability Report of Astragraphia

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 2021 menjadi pelengkap atas informasi yang diungkapkan dalam Laporan Tahunan Astragraphia Tahun Buku 2021, 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 PT Astra Graphia Tbk yaitu www.astragraphia.co.id.

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

The Astragraphia Sustainability Report for the 2021 Fiscal Year is a complementary to the information disclosed in the 2021 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 to communicate 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, Bahasa Indonesia and English using easy-to-read type and font sizes and printed with good quality. This Sustainability Report can be viewed and downloaded on the official website of PT Astra Graphia Tbk, 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 serta Surat Edaran Otoritas Jasa Keuangan Republik Indonesia Nomor 16/SEOJK.04/2021 tentang Bentuk dan Isi Laporan Tahunan Emiten atau 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

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This Sustainability Report is prepared based on the Financial Services Authority Regulation No. 51/POJK.03/2017 concerning the Implementation of Sustainable Finance for Financial Service Institutions, Issuers, and Public Companies and Circular Letter of the Financial Services Authority of the Republic of Indonesia Number 16/SEOJK.04/2021 concerning the Form and Content of the Annual Report of Issuers or Public Companies.

In addition, the report is prepared using the reference to the Global Reporting Initiative (GRI) Standard: "Core" option. References to support for achieving Sustainable Development Goals (SDGs) are also provided in this report. [\[102-54\]](#)

To obtain further information or provide suggestions on this report, please contact: [\[102-53\]](#)

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Ruang Lingkup Pelaporan

Scope of Reporting

Laporan Keberlanjutan ini merangkum periode 1 Januari hingga 31 Desember 2021, dengan cakupan informasi dan data yang berasal dari Kantor Pusat Astragraphia serta kegiatan operasional cabang 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. [\[102-45, 102-50\]](#)

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 January 1 to December 31, 2021, with covering information and data coverage from Astragraphia Head Office and branch operational activities throughout Indonesia. The audited financial statement information is consolidated statement from PT Astra Graphia Tbk, including its subsidiaries, PT Astra Graphia Information Technology and PT Astragraphia Xprins Indonesia. [\[102-45, 102-50\]](#)

Astragraphia has not implemented external inspection and verification for this report. The financial data presented is 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, 102-49]

List of Topics and Material Aspects and Their Boundaries [102-47, 102-49]

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
	Privasi Pelanggan/Customer Privacy		• Pelanggan/Customer
People Roadmap	Kepegawaian/Employment	• Karyawan/Employee	
	Pelatihan dan Pendidikan Training and Education	• Karyawan/Employee	
	Pengembangan Karir/Career Development	• Karyawan/Employee	
	Hubungan Industrial/Industrial Relations	• Karyawan/Employee	
	Keanekaragaman dan Kesempatan Setara/ Diversity and Equal Opportunity	• Karyawan/Employee	
Public Contribution Roadmap	Keselamatan dan Kesehatan Kerja/ Occupational Health and Safety	• Karyawan/Employee	
	Materai/Material	• Karyawan/Employee	• Pelanggan/Customer
	Energi/Energy	• Karyawan/Employee	
	Air/Water	• Karyawan/Employee	
	Emisi/Emissions	• Karyawan/Employee	• Pelanggan/Customer
	Air Limbah (Efluen) dan Limbah/Effluents and Waste	• Karyawan/Employee	
	Masyarakat Lokal/Local Communities		• Masyarakat/Community
	Dampak Ekonomi Tidak Langsung/Indirect Economic Impacts		• Masyarakat/Community

Penerapan Prinsip Laporan

Reporting Principles [102-46]

Laporan Keberlanjutan ini disajikan berdasarkan strategi keberlanjutan Astragraphia yaitu Strategi *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 Keberlanjutan, Materialitas, dan Kelengkapan. Selain itu, kualitas pelaporan memperhatikan prinsip keseimbangan, komparabilitas, akurasi, ketepatan waktu, kejelasan, dan keandalan.

This Sustainability Report is presented based on Astragraphia's sustainability strategy, namely the *Triple-P Roadmap Strategy*, which consists of the *Portfolio Roadmap*, *People Roadmap*, and *Public Contribution Roadmap*. The topics in the report cover material aspects of governance, economics, social and environment so that they can be used for the sustainability of Astragraphia and its stakeholders. In determining material topics and impact limits on material topics, Astragraphia refers to the reporting principles of the GRI Standards, namely Stakeholder Engagement, Sustainability Context, Materiality, and Completeness. In addition, reporting quality pays attention to the principles of balance, comparability, accuracy, timeliness, clarity, and reliability.



Tahap Penentuan Isi Laporan Berkelanjutan

Stage in Determining The Contents of This Sustainability Report

1. Identifikasi

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

2. Prioritas Topik

Prioritas atas topik berkelanjutan yang relevan dengan kondisi Perusahaan di tahun 2021, melalui koordinasi untuk penentuan tema, analisis topik material, serta analisis pemangku kepentingan. [102-43]

3. Validasi

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]

4. Tinjauan

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

1. Identification

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

2. Topic Priority

Priority on sustainable topics that are relevant to the Company's condition in 2021, through coordination for the determination of themes, analysis of material topics, as well as stakeholder analysis. [102-43]

3. Validation

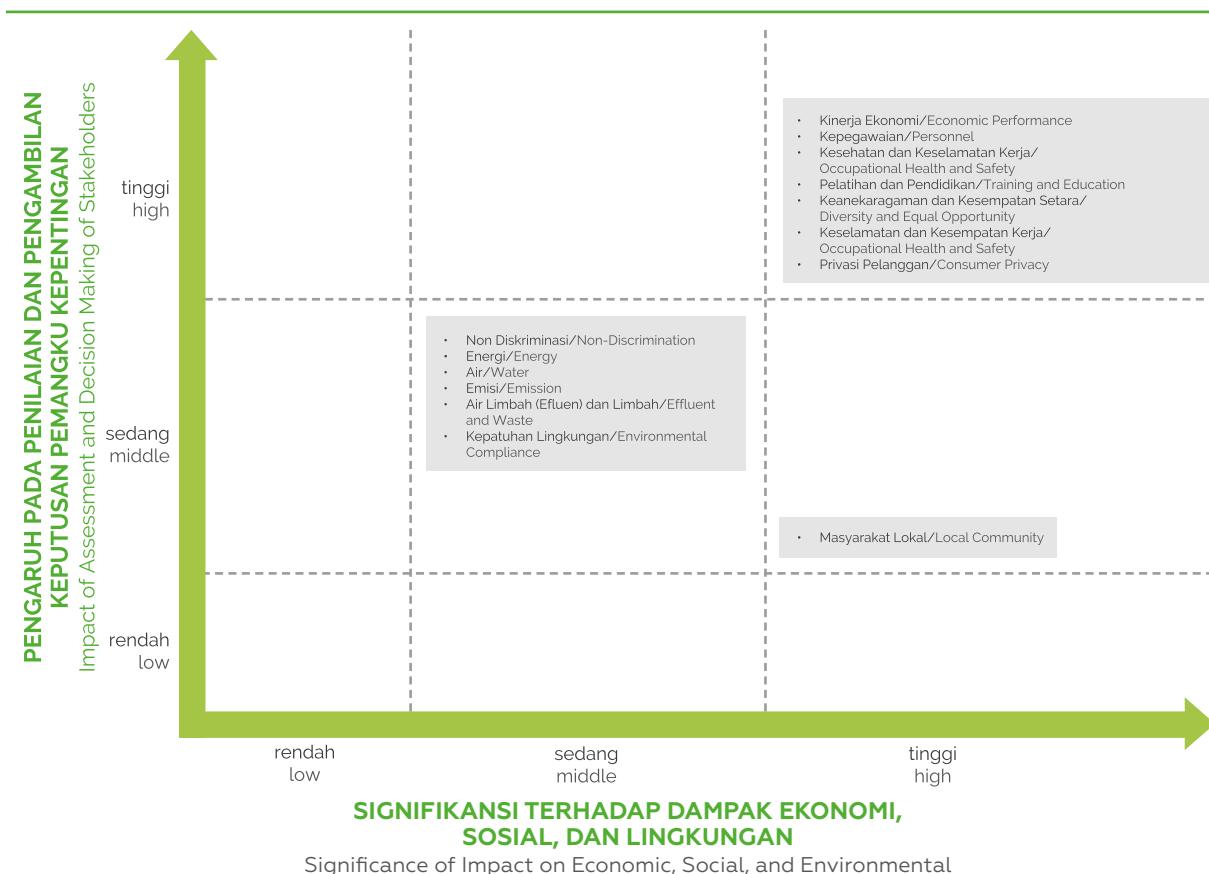
Material topics that have been obtained from the results of joint discussions are validated and approved by the Board of Directors to become priority information presented in this report. [102-32]

4. Review

The review is carried out by taking into account and receiving suggestions from stakeholders, both through feedback sheets and electronic 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]

Materiality Matrix [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. Astragraphia telah mengidentifikasi pemangku kepentingan kami, di antaranya adalah pelanggan, karyawan, pemegang saham, prinsipal/pemasok, dan masyarakat.

Stakeholders are the important component of Astragraphia's sustainability agenda. For this reason, the company maintains good relations with stakeholders so that they always get input on performance, product quality, and services. Astragraphia has identified our stakeholders, including customers, employees, shareholders, principals/suppliers, and the public.



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.

The following table describes Astragraphia's interactions with stakeholders, who were selected based on their range of influence and importance to 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	<ul style="list-style-type: none"> - Kualitas Produk dan Jasa - Kepuasan Pelanggan - Reputasi Perusahaan - Perlindungan Pelanggan - Privasi Pelanggan 	<ul style="list-style-type: none"> - Layanan Pelanggan - Layanan Purnajual - Survei Kepuasan Pelanggan - Inovasi Produk dan Jasa - Kesehatan dan Keselamatan Pelanggan - Keamanan Teknologi Informasi 	Portfolio Roadmap
Customer	<ul style="list-style-type: none"> - Quality of Products and Services - Customer Satisfaction - Company Reputation - Customer Protection - Customer Privacy 	<ul style="list-style-type: none"> - Customer Service - After-sales Service - Customer Satisfaction Survey - Product and Service Innovation - Customer Health and Safety - Information Technology Security 	Portfolio Roadmap
Karyawan	<ul style="list-style-type: none"> - Praktik Kepegawaian - Kesejahteraan - Pengembangan Kompetensi - Lapangan Pekerjaan - Kesetaraan Kesempatan Kerja - Pengalaman Bekerja yang Berharga dan Menyenangkan - Pemenuhan Hak Karyawan 	<ul style="list-style-type: none"> - Keselamatan dan Kesehatan Kerja - Program Apresiasi - Survei Kepuasan Karyawan - Pelatihan - Forum Komunikasi - Penugasan Kerja 	People Roadmap
Employee	<ul style="list-style-type: none"> - Employment Practices - Well-Being - Competency Development - Jobs - Equality of Job Opportunities - Valuable and Pleasant Work Experience - Fulfillment of Employee Rights 	<ul style="list-style-type: none"> - Occupational Health and Safety - Appreciation Program - Employee Satisfaction Survey - Training - Communication Forum - Work Assignments 	People Roadmap
Pemegang Saham	<ul style="list-style-type: none"> - Pelaksanaan Tata Kelola - Keterbukaan Informasi - Manfaat Finansial - Manajemen Risiko dan Reputasi 	<ul style="list-style-type: none"> - Laporan per Kuartal dan Laporan Tahunan - Rapat Umum Pemegang Saham - Pedoman Kerja Dewan Komisaris dan Direksi - Public Expose 	<ul style="list-style-type: none"> • Tata Kelola • Portfolio Roadmap
Shareholders	<ul style="list-style-type: none"> - Implementation of Governance - Information Disclosure - Financial Benefits - Risk and Reputation Management 	<ul style="list-style-type: none"> - Quarterly Reports and Annual Reports - General Meeting of Shareholders - Work Guidelines for the Board of Commissioners and the Board of Directors - Public Expose 	<ul style="list-style-type: none"> • Governance • Roadmap Portfolio
Pemasok	Hubungan Bisnis Berkelanjutan	<ul style="list-style-type: none"> - Pelaporan Pencapaian Bulanan - Pencapaian <i>Partnership Level</i> - Pelatihan 	Portfolio Roadmap
Vendors	Sustainable Business Relationship	<ul style="list-style-type: none"> - Monthly Achievement Reporting - Achievement of Partnership Level - Training 	Portfolio Roadmap
Masyarakat dan Komunitas	<ul style="list-style-type: none"> - Program Kesehatan - Program Pendidikan - Program Lingkungan - Program Kewirausahaan 	<ul style="list-style-type: none"> - Program Kehumasan - Pelaksanaan Program Kontribusi Sosial - Penghematan Energi - Upaya Pengurangan Limbah dan Emisi - Pengelolaan Limbah B3 & Non B3 	Public Contribution Roadmap
Society and Communication	<ul style="list-style-type: none"> - Health Program - Education Programs - Environmental Program - Entrepreneurship Program 	<ul style="list-style-type: none"> - Public Relations Program - Implementation of Social Contribution Programs - Energy Saving - Efforts to Reduce Waste and Emissions - Hazardous & Non Hazardous Waste Management 	Public Contribution Roadmap

Ringkasan Kinerja Keberlanjutan Astragraphia 2021

Astragraphia's Sustainability Performance Highlights in 2021

Portfolio Roadmap [102-15] [201-1]
[Portfolio Roadmap](#)



	2021	2020	2019
Laba Bersih Net Income	Rp87,31 miliar billion	Rp47,78 miliar billion	Rp250,99 miliar billion
Pendapatan Bersih Net Revenue	Rp3.299,11 miliar billion	Rp3.348,87 miliar billion	Rp4.771,80 miliar billion
Rasio Laba Bersih terhadap Ekuitas Return on Equity	5%	3%	15%
Entitas Anak Subsidiary	<ul style="list-style-type: none"> - PT Astra Graphia Information Technology - PT Astragraphia Xprins Indonesia 	<ul style="list-style-type: none"> - PT Astra Graphia Information Technology - PT Astragraphia Xprins Indonesia 	<ul style="list-style-type: none"> - PT Astra Graphia Information Technology - PT Astragraphia Xprins Indonesia
Produk Ramah Lingkungan Environmentally Friendly Products	<ul style="list-style-type: none"> - Apeos C7070 Series - ApeosPro C650 - ApeosWide 3030 / 6050 - Revoria Press E1 Series 	<ul style="list-style-type: none"> - ApeosPort VII C Series - DocuPrint 3205 Series 	<ul style="list-style-type: none"> - ApeosPort VII C Series - DocuPrint 3205 Series
Kapitalisasi Pasar Market Capitalization	Rp1.112,74 miliar billion	Rp1.079,02 miliar billion	Rp1.281,34 miliar billion

People Roadmap [102-15, 404-2]
[People Roadmap](#)



	2021	2020	2019
Jumlah Karyawan Number of Employees	1.325 karyawan employees	1.440 karyawan employees	1.424 karyawan employees
Jumlah Peserta Pelatihan Number of Training Participants	1.062 peserta participant	1.207 peserta participant	761 peserta participant
Jumlah Pelatihan Total Training	324 pelatihan training	276 pelatihan training	420 pelatihan training
Jumlah Proyek Inovasi Number of Innovation Projects	1.256 proyek projects	1.247 proyek projects	1.141 proyek projects

Public Contribution Roadmap [102-15, 302-4]
[Public Contribution Roadmap](#)

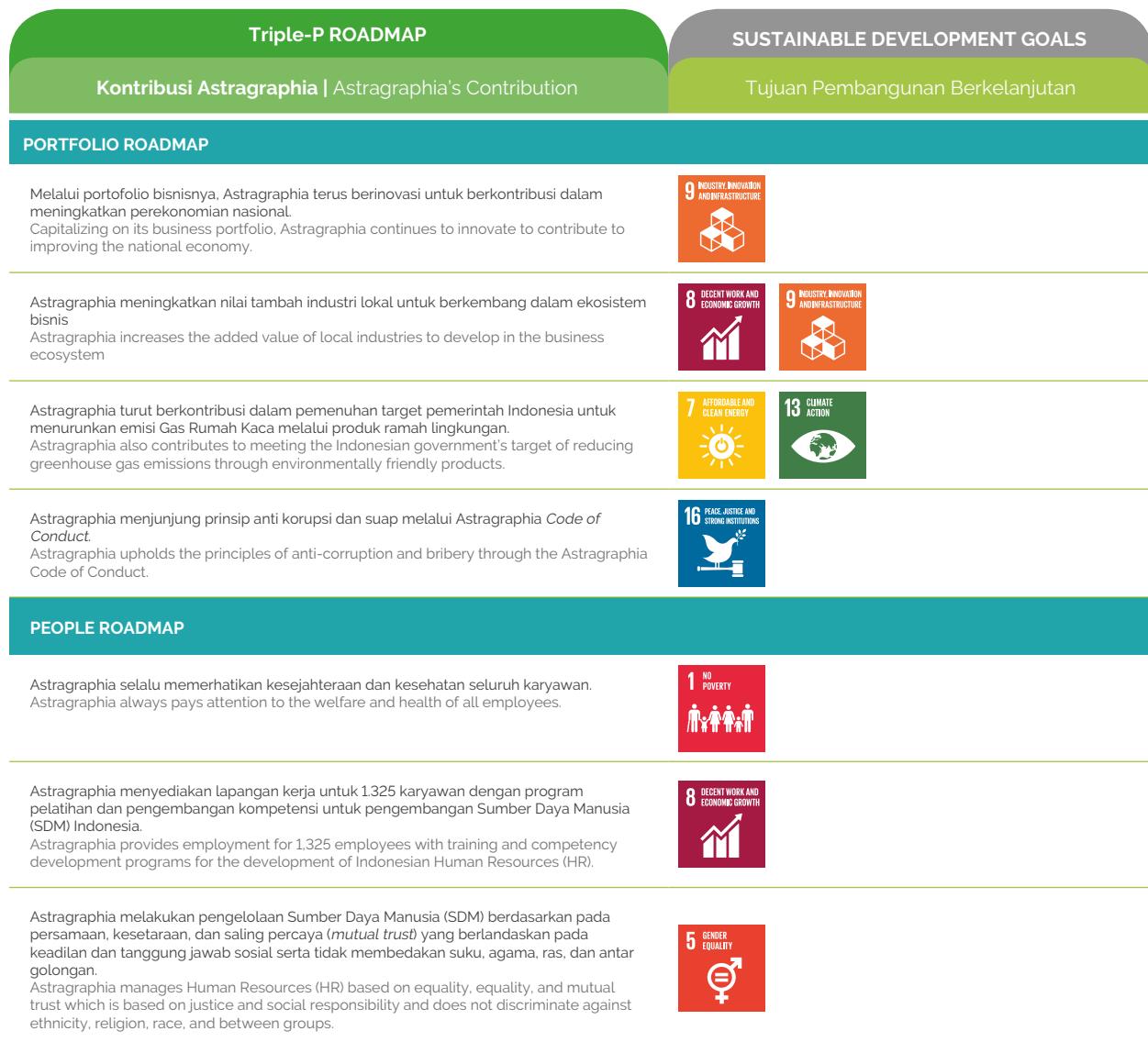


	2021	2020	2019
Penurunan Penggunaan Listrik Reduction of Electricity Consumption	4,18%	12,09%	12,24%
Penurunan Penggunaan Air Reduction of Water Consumption	21,70%	18,51%	6,38%
Penurunan Volume Limbah Cair Non B3 Reduction of the Volume of Non-B3 Liquid Waste	21,70%	18,51%	31,7%
Penurunan Volume Limbah Padat B3 Reduction of Greenhouse Gas Emissions	-31,55%	35,89%	32,16%
Penurunan Emisi Gas Rumah Kaca Reduction of Greenhouse Gas Emissions	7,04%	11,83%	35,57%



Triple-P Roadmap dan Tujuan Pembangunan Berkelanjutan

Triple-P Roadmap and Sustainable Development Goals



Triple-P ROADMAP

Kontribusi Astragraphia | Astragraphia's Contribution

PUBLIC CONTRIBUTION ROADMAP

Pilar Kesehatan Astragraphia melalui program Posyandu Binaan dan Kampung Berseri Astra berfokus pada peningkatan akses dan kualitas layanan kesehatan, serta peningkatan tingkat kesejahteraan dan taraf hidup anak-anak dan ibu. Astragraphia's Pillar of Health through the Posyandu Fostered and Kampung Berseri Astra programs focuses on improving access and quality of health services, as well as increasing the level of welfare and standard of living of children and mothers.

Pilar Pendidikan Astragraphia melalui program Workbook dan Competence Aid Program (CAP) berfokus pada peningkatan angka literasi di masyarakat serta pembinaan pendidikan di tingkat anak usia dini, menengah, dan vokasi. Astragraphia juga mendukung program *link and match* melalui pembinaan Sekolah Menengah Kejuruan (SMK) agar lulusannya memiliki kompetensi dan siap bekerja. Astragraphia's Education Pillar through the Workbook and Competence Aid Program (CAP) focuses on increasing literacy rates in the community as well as fostering education at the early, middle, and vocational levels. Astragraphia also supports the link and match program through the development of Vocational High Schools so that graduates are competent and ready to work.

Pilar Lingkungan Astragraphia melalui program Semangat Kurangi Plastik mendorong pengurangan pencemaran akibat sampah di masyarakat, juga menjadi salah satu upaya untuk mencegah pencemaran plastik laut. Kegiatan yang dilakukan antara lain melalui edukasi internal dan eksternal, keterlibatan karyawan Astragraphia secara sukarela, pengurangan sampah di internal perusahaan, serta pengelolaan dan pemanfaatan ulang sampah plastik melalui bank sampah.

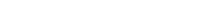
Astragraphia's Environmental Pillar through the Spirit to Reduce Plastic program encourages the reduction of pollution due to waste in the community, as well as an effort to prevent ocean plastic pollution. Activities carried out include internal and external education, voluntary involvement of Astragraphia employees, waste reduction within the company, as well as the management and reuse of plastic waste through waste banks.

Astragraphia Eco Facility melakukan pengelolaan limbah yang dihasilkan dari penggunaan mesin oleh pelanggan seperti sisa bahan habis pakai (*consumables/toner*), kemasan plastik, suku cadang yang rusak, dan lain sebagainya untuk *di-repair, reuse, and recycle*. Astragraphia Eco Facility manages waste generated from the use of machines by customers, such as leftover consumables (*consumables/toner*), plastic packaging, damaged spare parts, and so on for repair, reuse, and recycle.

Pilar Kewirausahaan Astragraphia melalui program Kelas Astragraphia untuk Industri Kreatif (Kelas ASIK) berfokus untuk menjadikan pelaku Usaha Mikro dan Kecil berdaya saing, *go-online*, dan naik kelas melalui serangkaian pelatihan dan fasilitas promosi. The Astragraphia Entrepreneurship Pillar through the Astragraphia Class for Creative Industry (Kelas ASIK) program focuses on making Micro and Small Business more competitive, go-online, and advance to class through a series of training and promotional facilities.

SUSTAINABLE DEVELOPMENT GOALS

Tujuan Pembangunan Berkelanjutan





Triple-P ROADMAP

Kontribusi Astragraphia | Astragraphia's Contribution

Astragraphia turut berkontribusi dalam pemenuhan target pemerintah Indonesia untuk menurunkan emisi Gas Rumah Kaca melalui efisiensi energi dan efisiensi sumber daya. Astragraphia has also contributed to meeting the Indonesian government's target of reducing greenhouse gas emissions through energy efficiency and resource efficiency.

Melalui kebijakan perusahaan dan implementasi Astra Green Company (AGC), Astragraphia mendorong efisiensi penggunaan sumber daya alam seperti air, serta memastikan emisi dan limbah yang dihasilkan dari operasional bisnis tidak mencemari lingkungan. Through Company policies and the implementation of Astra Green Company (AGC), Astragraphia encourages the efficient use of natural resources such as water, and ensures that emissions and waste generated from business operations do not pollute the environment.

Astragraphia berkontribusi dalam peningkatan kesejahteraan masyarakat sekitar operasional bisnis Astragraphia melalui program kontribusi sosial. Astragraphia contributes to improving the welfare of the community around Astragraphia's business operations through social contribution programs.

Astra mendukung pemerintah dalam pendapaian target-target SDGs melalui mitra dan kolaborasi bersama pihak pemerintah yang terkait. Astra supports the government in achieving the SDGs targets through partners and collaboration with relevant government parties.

SUSTAINABLE DEVELOPMENT GOALS

Tujuan Pembangunan Berkelanjutan



Sambutan Direksi

[102-14, 102-15]

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



Hendrix Pramana
Presiden Direktur
President Director



“Astragraphia percaya dengan terus memberdayakan sinergi, akan selalu mampu untuk berkontribusi, bermanfaat, dan berdampak bagi masyarakat luas, guna mewujudkan pertumbuhan bisnis yang kuat dan berkelanjutan.”

“Astragraphia believes that by continuously empowering synergies, Astragraphia will always be able to contribute, benefit, and deliver positive impact to the wider community in order to realize a strong and sustainable business growth.”

Para Pemangku Kepentingan yang Terhormat,

Puji dan syukur kami panjatkan ke hadirat Tuhan yang Maha Esa, karena atas rahmat-Nya, PT Astra Graphia Tbk (Astragraphia) mampu melewati dinamika kondisi bisnis di tahun 2021. Dalam laporan keberlanjutan ini, kami menyampaikan kinerja keberlanjutan Astragraphia melalui strategi *Triple-P Roadmap (Portfolio, People, and Public Contribution)* yang di dalamnya mencakup nilai ekonomi, lingkungan, dan sosial yang dilandaskan pada Tata Kelola Perusahaan yang baik.

Sepanjang tahun 2021, Astragraphia menjalankan operasional bisnis, tata kelola, dan terus berusaha menciptakan hubungan yang harmonis dengan seluruh pemangku kepentingan dengan tetap memperhatikan aspek Lingkungan, Sosial, dan Tata Kelola (LST). Ketiga aspek tersebut menjadi aspek penting bagi Astragraphia dalam memaknai konteks pembangunan berkelanjutan.

Secara konsisten dan berkesinambungan, Astragraphia mewujudkan budaya perusahaan pertama, yakni Bermanfaat bagi Bangsa dan Peri Kehidupan, melalui serangkaian inisiatif dan langkah strategis seperti inovasi solusi produk dan layanan kepada pelanggan, penguatan kompetensi sumber daya manusia, serta peningkatan manfaat dan pemberian nilai tambah dalam pelaksanaan program kontribusi sosial perusahaan empat pilar.

Dear Stakeholders,

Praise and gratitude be to God Almighty, because of His grace, we, PT Astra Graphia Tbk (Astragraphia) is able to overcome the challenging business conditions in 2021. In this sustainability report, we would like to report Astragraphia's sustainability performance achieved through the Triple-P Roadmap strategy (Portfolio, People, and Public Contribution) which includes economic, environmental, and social values based on good Corporate Governance.

Throughout 2021, Astragraphia carried out its business operations, governance, and continued to create harmonious relationships with all stakeholders while still paying attention to the Environmental, Social, and Governance (ESG) aspects. Those are important aspects for Astragraphia in interpreting the context of sustainable development.

In consistent and continuous manner, Astragraphia embodies the first corporate culture, namely Valuable to the Nation and Life, through series of initiatives and strategic steps, such as by developing innovative product and service solution for customers, strengthening our human resource competencies, as well as increasing benefits and providing added value in program implementation of the four-pillar corporate social contribution program.

Pemanfaatan teknologi di masa COVID-19 menjadi salah satu prioritas Astragraphia untuk terus dapat memberikan manfaat kepada seluruh pemangku kepentingan dan meraih pencapaian di setiap aspek keberlanjutan yang sejalan dengan fokus bisnis Astragraphia. Pencapaian yang Astragraphia raih sepanjang tahun ini, tentu tidak lepas dari semangat kebersamaan, mengoptimalkan sinergi, serta kolaborasi, baik dari pemangku kepentingan internal, maupun eksternal perusahaan.

Hingga akhir 2021, Astragraphia mampu mempertahankan posisi pemimpin pasar di segmen perangkat multifungsi A3 berwarna dan printer produksi. Kemudian entitas anak PT Astra Graphia Information Technology (AGIT), secara inovatif dan cepat merespons kebutuhan pelanggan melalui kolaborasi untuk menghadirkan solusi digital yang mumpuni dengan pelayanan yang prima. Serta entitas anak PT Astragraphia Xprins Indonesia (AXI) tetap menjadi pionir ekosistem percetakan dan terus mengembangkan ekosistem *online* untuk meningkatkan transaksi pada platform AXIQoe.com dan PrintQoe.com, terutama dari segmen pasar B2B, yang mencatatkan pertumbuhan pendapatan di tahun 2021.

Astragraphia senantiasa memperkuat kontribusi sosial yang berkelanjutan, berfokus pada empat pilar, yaitu kesehatan, pendidikan, lingkungan, dan kewirausahaan. Masing-masing pilar bertujuan mewujudkan generasi bangsa yang cerdas dan mampu bersaing di tingkat global, menciptakan

Utilization of technology during the COVID-19 period has become one of Astragraphia's priorities to continue providing benefits to all stakeholders and posting achievements in every aspect of sustainability, in line with Astragraphia's business focus. Astragraphia's achievements this year cannot be separated from the spirit of togetherness, optimizing synergies, and collaboration, both from internal and external stakeholders of the Company.

By the end of 2021, Astragraphia is able to maintain its position as market leader in the A3 color multifunction device and production printer segment. Its subsidiary, PT Astra Graphia Information Technology (AGIT), innovatively and quickly responds to customer needs through collaboration to present qualified digital solutions with excellent service. Other subsidiary, PT Astragraphia Xprins Indonesia (AXI) remains a pioneer in the printing ecosystem and continues to develop an online ecosystem to increase transactions on the AXIQoe.com and PrintQoe.com platforms, especially from the B2B market segment, which record a revenue growth in 2021.

Astragraphia continues to strengthen sustainable social contributions, focusing on four pillars, namely health, education, environment, and entrepreneurship. Each pillar aims to help building a smart generation and able to compete in the global level, and creating prosperous society,



Keberlanjutan bisnis dapat terwujud melalui hubungan yang harmonis antara perusahaan dengan seluruh pemangku kepentingan. Oleh karena itu, Astragraphia terus berproses dalam memberikan kontribusi nyata untuk mewujudkan pembangunan berkelanjutan yang sejalan dengan fokus bisnis perusahaan.

Business sustainability can be realized by building a harmonious relationship between the Company and all its stakeholders. To that end, Astragraphia continues to make a real contribution to realizing sustainable development in line with the company's business focus.

masyarakat yang sejahtera, melestarikan lingkungan dan meminimalisir dampak perubahan iklim, serta menjadikan pelaku Usaha Mikro dan Kecil (UMK) naik kelas, *go online*, dan berdaya saing. Beberapa pencapaian dan apresiasi dari pihak eksternal dalam pengimplementasian kontribusi sosial perusahaan, juga mampu Astragraphia raih meskipun dengan berbagai tantangan bisnis yang ada di tahun ini.

Astragraphia percaya dengan terus memberdayakan sinergi, Astragraphia akan selalu mampu untuk berkontribusi, bermanfaat, dan berdampak bagi masyarakat luas, guna mewujudkan pertumbuhan bisnis yang kuat dan berkelanjutan.

preserving the environment and minimizing the impact of climate change, and encouraging Micro and Small Enterprises (MSEs) to move its class up, going online, and be competitive. Astragraphia was also able to record several achievements and receive appreciations from external parties regarding its corporate social contributions, despite the various business challenges this year.

Astragraphia believes that by continuously empowering synergies, Astragraphia will always be able to contribute, benefit, and have an impact on the wider community, in order to realize strong and sustainable business growth.



Strategi Pencapaian Target

Keberlanjutan bisnis dapat terwujud melalui hubungan yang harmonis antara perusahaan dengan seluruh pemangku kepentingan. Oleh karena itu, Astragraphia terus berproses dalam memberikan kontribusi nyata untuk mewujudkan pembangunan berkelanjutan yang sejalan dengan fokus bisnis perusahaan. Astragraphia memperhatikan aspek LST untuk mewujudkan visi pembangunan berkelanjutan perusahaan, yaitu "Bermanfaat Bagi Bangsa dan Peri Kehidupan Melalui Aktivitas Bisnis yang Jujur dan Adil". Dalam konteks berkelanjutan, Astragraphia berkomitmen menjalankan operasional bisnis dan tata kelola perusahaan yang baik, yang berkontribusi terhadap pertumbuhan berkelanjutan dengan mempertimbangkan kebutuhan ekonomi, lingkungan, dan sosial.

Ketiga aspek penting tersebut Astragraphia wujudkan melalui strategi Triple-P Roadmap, yang terdiri dari *Portfolio Roadmap*, *People Roadmap*, dan *Public Contribution Roadmap*. *Triple-P Roadmap* Astragraphia menjadi strategi keberlanjutan perusahaan untuk berikan nilai tambah kepada seluruh pemangku kepentingan, memberikan produk dan layanan terbaik kepada pelanggan, melakukan penguatan kompetensi sumber daya manusia, serta berperan aktif dalam kontribusi yang berkelanjutan.

Inisiatif-inisiatif strategis yang telah ditetapkan Perusahaan dalam menjalankan bisnis yang berkelanjutan adalah sebagai berikut:

1. Mengoptimalkan keuntungan melalui penguatan fundamental bisnis dan kepemimpinan pasar
2. Memperkuat kualitas layanan dan daya saing di area *printing* dan digital untuk menjadi mitra pilihan
3. Mendorong pertumbuhan inisiatif baru melalui produk dan layanan *printing* dan digital
4. Memperkuat kompetensi sumber daya manusia melalui peningkatan kemampuan (*upskilling*) dan pelatihan kemampuan baru (*reskilling*) untuk memenuhi kebutuhan inisiatif baru
5. Memperkuat kontribusi untuk pembangunan berkelanjutan yang berfokus pada empat pilar utama yaitu kesehatan, pendidikan, lingkungan, dan kewirausahaan.

Portfolio Roadmap

Dinamika kondisi bisnis pada masa COVID-19 adalah tantangan tersendiri bagi Astragraphia untuk tetap menghasilkan manfaat dan meraih pencapaian baru. Melalui sinergi, adaptasi, dan inovasi dalam menjalankan proses bisnis yang berkelanjutan, Astragraphia masih mampu meraih peluang bisnis hingga pada akhirnya dapat membukukan keuntungan bersih sebesar Rp87 miliar atau tumbuh sebesar 83% dibandingkan tahun 2020, dengan pendapatan bersih sebesar Rp3,299 triliun.

Target Achievement Strategy

Business sustainability can be realized through a harmonious relationship between the company and all stakeholders. Therefore, Astragraphia continues to deliver concrete contribution to realizing sustainable development in line with its business focus. Astragraphia pays attention to ESG aspects in order to realize the Company's sustainable development vision, namely "Valuable to the Nation and Life through Honest and Fair Business Activities". In the context of sustainability, Astragraphia is committed to carrying out business operations and good corporate governance, which contribute to sustainable growth by taking into account economic, environmental, and social needs.

These three important aspects are realized by Astragraphia through the Triple-P Roadmap strategy, which consists of the Portfolio Roadmap, People Roadmap, and Public Contribution Roadmap. Astragraphia's Triple-P Roadmap is the Company's sustainability strategy in providing added values to all stakeholders, delivering the best products and services to customers, strengthening human resource competencies, and playing active role in sustainable contributions.

The strategic initiatives that have been set by the Company in running a sustainable business are as follows:

1. Optimizing profits through strengthening business fundamentals and market leadership.
2. Strengthening service quality and competitiveness in the printing and digital area to become the partner of choice.
3. Encouraging the growth of new initiatives through printing and digital products and services.
4. Strengthening human resource competencies through upskilling and reskilling training to meet the needs of new initiatives.
5. Strengthening contributions to sustainable development focusing on four main pillars, namely health, education, environment, and entrepreneurship.

Portfolio Roadmap

The dynamics of business conditions during the COVID-19 pandemic presents its own challenges for Astragraphia to be able to continue to generate benefits and achieve new achievements. Through synergy, adaptation, and innovation in carrying out sustainable business processes, Astragraphia is still able to seize business opportunities. So that eventually it can book a net income of Rp87 billion or grow by 83% compared to 2020, with net revenue of Rp3.299 trillion.

Pencapaian ini tidak terlepas dari kontribusi bisnis inti perusahaan yang secara konsisten melakukan penetrasi pasar untuk seluruh produk guna mempertahankan jumlah unit terpasang dan memenangkan proyek-proyek besar di beberapa sektor, hingga pada akhir 2021 Astragraphia dapat mencapai salah satu target yang dicanangkan, yakni mempertahankan posisi pemimpin pasar di segmen perangkat multifungsi A3 berwarna dan printer produksi. Selama tahun 2021, Astragraphia juga menghadirkan teknologi dan solusi baru untuk mendorong digitalisasi proses bisnis dan alur kerja pelanggan perkantoran, usaha skala kecil hingga besar, serta pelaku bisnis di industri kreatif dengan meluncurkan rangkaian produk dan solusi perangkat multifungsi The New Apeos Series dan printer produksi Revoria Press Series dari FUJIFILM Business Innovation. Selain itu, Astragraphia juga meluncurkan aplikasi iCare dan iSense untuk memfasilitasi pelanggan dalam menyampaikan permintaan layanan dengan lebih cepat, serta *Online Service Assistance* (OSA) untuk mempermudah pelanggan mengakses informasi dan panduan seputar produk secara lengkap melalui website secara mandiri 24 jam setiap hari.

Astragraphia turut berkontribusi dengan memasarkan produk-produk yang pada beberapa bagian perangkatnya sudah menggunakan bahan baku yang sudah teruji ramah lingkungan dan kuat. Dari sisi toner, pada umumnya mesin *single printer* maupun *printer multifungsi* yang disediakan oleh Astragraphia sudah menggunakan teknologi SUPER EA-ECO Toner yang dapat mengurangi dampak kerusakan lingkungan dan menurunkan emisi CO₂ di mana hasil cetakan dapat menempel di kertas pada suhu 10% lebih rendah dari toner biasa. Selain material dan toner yang lebih ramah lingkungan, teknologi dari perangkat mesin cetak FUJIFILM Business Innovation juga sudah menggunakan "Smart Energy Management" yang memungkinkan penurunan konsumsi daya dan emisi CO₂ secara signifikan, karena teknologi ini memasok daya hanya pada penggunaan fungsi tertentu. Astragraphia melakukan pengelolaan limbah yang dihasilkan dari penggunaan mesin oleh pelanggan. Limbah seperti sisa bahan habis pakai (*consumables/toner*), kemasan, suku cadang yang rusak, dan lain sebagainya akan diproses di Eco Facility milik Astragraphia untuk *di-repair, reuse, and recycle* dengan baik.

Entitas anak PT Astra Graphia Information Technology (AGIT), berhasil membukukan kinerja yang cukup baik, terutama dalam penyediaan infrastruktur serta software pendukung operasional pelanggan. Kondisi mendorong perubahan perilaku masyarakat dalam bekerja dan menjalankan kegiatan bisnis secara jarak jauh. Akselerasi akan kebutuhan teknologi digital memberikan dampak yang baik pada bisnis teknologi informasi. AGIT secara inovatif dan cepat merespons kebutuhan pelanggan melalui kolaborasi untuk menghadirkan solusi digital yang mumpuni dengan pelayanan yang prima. Tidak berhenti di situ, AGIT juga melakukan beberapa penguatan *digital services* terutama

This achievement is inseparable from the contribution of the Company's core business which consistently penetrates the market for all products in order to maintain the number of installed units and win major projects in several sectors. Until the end of 2021, Astragraphia can achieve one of its stated targets, which is to maintain its market leader position in the A3 color multifunction device and production printer segment. During 2021, Astragraphia has also presented new technologies and solutions to encourage the digitization of business processes and workflows for office customers, small to large scale businesses, as well as business players in the creative industry by launching a series of products and solutions for The New Apeos Series multifunction devices and production printers. Revoria Press Series from FUJIFILM Business Innovation. In addition, Astragraphia also launched the iCare and iSense applications to facilitate customers in submitting service requests more quickly, as well as Online Service Assistance (OSA) to make it easier for customers to access complete product information and guidance through the website independently 24 hours a day

Astragraphia also contributes by marketing products that in some parts of the equipment used raw materials that proven to be environmentally friendly and strong. Regarding toner, in general, single printer machines and multifunction printers provided by Astragraphia already use SUPER EA-ECO Toner technology which can reduce the impact of environmental damage and reduce CO₂ emissions in which the printout result can stick to the paper at a 10% lower temperature than usual toner. In addition to environmentally friendly materials and toner, FUJIFILM Business Innovation printing machine has also used "Smart Energy Management" allowing a significant reduction in power consumption and CO₂ emissions, since it supplies power only when certain functions are used. Astragraphia manages waste generated from the use of machines by customers. Waste such as leftover consumables/toner, packaging, damaged spare parts, and so on will be processed at Astragraphia's Eco Facility to be repaired, reused, and recycled properly.

The subsidiary, PT Astra Graphia Information Technology (AGIT), managed to record a good performance, especially in providing or supplying of infrastructure and software to support customer operations. The current conditions has encouraged changes in people's behavior in the way they work and run business remotely. The acceleration of the need for digital technology has a good impact on the information technology business. AGIT innovatively and quickly responds to customer needs through collaboration to deliver high-quality digital solutions with excellent service. It did not stop there, AGIT also carried out several strengthening of digital services, especially in business development that focused



pada pengembangan bisnis yang berfokus pada empat area utama, yakni: analytics, *internet of things & automation*, *cloud*, dan *IT security*.

Entitas anak PT Astragraphia Xprins Indonesia (AXI) juga tetap menjadi pionir ekosistem percetakan dan terus mengembangkan ekosistem *online* untuk meningkatkan transaksi pada platform AXIQoe.com dan PrintQoe.com, terutama dari segmen pasar B2B, yang mencatatkan pertumbuhan pendapatan di tahun 2021.

People Roadmap

Astragraphia menjadikan tahun 2021 sebagai momen percepatan pengembangan sumber daya manusia. Hal ini diperlukan untuk menyelaraskan langkah Perusahaan dan memastikan kesiapan organisasi dalam memenuhi kebutuhan bisnis yang terus bertransformasi. Penguatan kompetensi melalui peningkatan kemampuan (*upskilling*) dan pelatihan kemampuan baru (*reskilling*) secara konsisten akan terus dilakukan guna memastikan kesiapan sumber daya manusia Astragraphia yang berkualitas.

Dalam meningkatkan kompetensi sumber daya manusia untuk mendukung transformasi bisnis lebih optimal, Astragraphia memanfaatkan teknologi dengan menggunakan *Learning Management System*, yang memungkinkan setiap karyawan untuk dapat mengakses modul pembelajaran secara fleksibel, kapan pun, dan di mana pun mereka berada.

Astragraphia melakukan pengelolaan Sumber Daya Manusia (SDM) dengan menjunjung tinggi nilai persamaan, kesetaraan, dan saling percaya (*mutual trust*) yang berlandaskan pada keadilan dan tanggung jawab sosial serta tidak membedakan jenis kelamin, suku, agama, ras, dan antar golongan. Perlakuan yang sama diterapkan mulai dari proses rekrutmen, pelatihan hingga struktur kesejahteraan karyawan. Dalam proses rekrutmen, kualifikasi yang dibutuhkan dalam posisi atau jabatan yang diisi adalah yang utama. Kebijakan kesetaraan juga berlaku dalam pemberian kesempatan pengembangan karir. Karyawan menerima promosi jabatan ketika dianggap mampu memenuhi kualifikasi jabatan sesuai kebutuhan organisasi, didukung dengan kinerja dan kompetensi yang baik selama bekerja.

Astragraphia menghargai karyawan sebagai aset utama perusahaan, oleh karena itu kesehatan dan keselamatan kerja merupakan hal yang sangat penting dan merupakan salah satu faktor utama suksesnya kegiatan operasional Perusahaan. Melalui Pengelolaan Lingkungan, Kesehatan, dan Keselamatan Kerja (LK3), Astragraphia memberikan perlindungan bagi karyawan agar mereka dapat bekerja yang nyaman dan aman untuk peningkatan produktivitas. Untuk mendukung tujuan LK3 dan pengelolaan lingkungan serta memastikan *continual improvement*, Astragraphia mengadopsi dan menerapkan sertifikasi Sistem Manajemen LK3, ISO 14001:2015 dan ISO 45001. Astragraphia juga

on four main areas, namely: analytics, internet of things & automation, cloud, and IT security.

The subsidiary PT Astragraphia Xprins Indonesia (AXI) also remains a pioneer in the printing ecosystem and continues to develop an online ecosystem to increase transactions on the AXIQoe.com and PrintQoe.com platforms, especially from the B2B market segment, which will record revenue growth in 2021.

People Roadmap

Astragraphia sees 2021 as a moment to accelerate its human resource development. This is necessary to align its steps and ensure the readiness of the organization to meet the continuously growing business needs. Competence strengthening through upskilling and new skills training (reskilling) will consistently be carried out to ensure the readiness of Astragraphia's qualified human resources.

In improving the competence of human resources to support more optimal business transformation, Astragraphia utilizes technology by using the Learning Management System, which allows every employee to access learning modules flexibly, whenever and wherever they are.

Astragraphia manages Human Resources (HR) by upholding equality and mutual trust, based on justice and social responsibility, and does not discriminate against gender, ethnicity, religion, race, and between social groups. The same treatment is given to employees starting from the recruitment process, training to employee welfare structures. In the recruitment process, the qualifications needed in the position or position being filled are the main requirements. The equality policy also applies in providing career development opportunities. Employees receive promotions when they are deemed capable of fulfilling job qualifications according to the needs of the organization, supported by good performance and competence while working.

Astragraphia values employees as its main asset, therefore occupational health and safety is very important and is one of the main factors for the success of the Company's operational activities. Through the Management of Occupational Environment, Health and Safety (OHS), Astragraphia provides protection for employees so that they can work comfortably and safely to increase productivity. To support EHS objectives and environmental management as well as ensure continual improvement, Astragraphia adopts and implements EHS Management System certifications, ISO 14001:2015 and ISO 45001. Astragraphia is also committed to achieving zero workplace accidents by approaching and providing

berkomitmen untuk 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.

Astragraphia juga terus memprioritaskan kesehatan dan keselamatan karyawan. Kami senantiasa melakukan pencegahan penyebaran COVID-19 di lingkungan kerja dan titik pelayanan pelanggan, serta memberikan edukasi dan informasi terkini terkait varian baru dan juga menerapkan protokol kesehatan. Untuk di lingkungan kerja, Astragraphia menerapkan *self-assessment* bagi karyawan yang akan bekerja dari kantor (*work from office*), mengecek suhu tubuh, dan juga *scan barcode* pada aplikasi Peduli Lindungi. Kemudian untuk layanan pelanggan, Astragraphia melakukan beberapa inisiatif seperti *multi-site Contact Center* dan penerapan *Clustering & Cell* dalam penempatan Customer Engineer. Inisiatif ini mampu mengurangi *downtime* mesin dan memastikan pemenuhan *Service Level Agreement* pada setiap pelanggan Astragraphia.

Inovatif dan adaptif juga menjadi kata kunci bagi Astragraphia untuk mampu bertahan di tengah persaingan yang semakin berat. Untuk itu, Astragraphia secara berkesinambungan mendorong para karyawan untuk membangun budaya inovasi di semua lini bisnis melalui program *Quality Innovation*.

Ajang ini memberi peluang sebesar-besarnya bagi setiap karyawan untuk menjadi inovator dan Perusahaan 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 merespons 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 VIPS yang mengedepankan integritas, inovasi, profesionalisme, dan kerja sama yang sinergis. Upaya ini juga dilakukan dengan tujuan peningkatan kemampuan karyawan agar siap bertumbuh bersama perusahaan.

Public Contribution Roadmap

Astragraphia senantiasa meningkatkan kontribusi menuju pembangunan berkelanjutan melalui pengimplementasian

guidance on safety induction to employees, through various internal communication media. This is an effort to improve the safety of employees, prevent work accidents, work-related illnesses, as well as provide a sense of security to all employees and everyone in the Company's environment.

Astragraphia also continues to prioritize employee health and safety. We always prevent the spread of COVID-19 in the work environment and customer service points, as well as provide education and the latest information regarding new variants and also implement health protocols. In the work environment, Astragraphia applies self-assessment for employees who will work from the office, checks body temperature, and also scans barcodes on the Peduli Lindungi application. Then for customer service, Astragraphia carried out several initiatives such as a multi-site Contact Center and the implementation of Clustering & Cell in the placement of Customer Engineers. This initiative is able to reduce machine downtime and ensure the fulfillment of the Service Level Agreement for every Astragraphia customer.

Innovative and adaptive are also keywords for Astragraphia to survive in the midst of increasingly tough competition. For this reason, Astragraphia continuously encourages employees to build a culture of innovation in all business lines through the Quality Innovation program.

This event provides an opportunity for every employee to become an innovator and 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 acceleration of specific competency improvements to support business development and differentiate Astragraphia from other companies.

Very dynamic business conditions also urge the organization to be able to respond in new, fast, and appropriate ways. Astragraphia has encouraged the implementation of Organization Agility, which is designed to encourage organizations to move agilely and adapt in line with business dynamics based on the foundation of the VIPS Corporate Culture that emphasizes 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 continues to increase its contribution towards sustainable development through social and environmental



program tanggung jawab sosial dan lingkungan. Pelaksanaan program Tanggung Jawab Sosial tentunya juga selaras dengan 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.

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

Untuk pengelolaan lingkungan, Astragraphia menerapkan sistem manajemen 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 terstruktur, Astragraphia dapat meningkatkan efisiensi, menurunkan biaya, dan mengurangi emisi gas rumah kaca.

Sepanjang tahun 2021, Astragraphia terus menanamkan semangat kolaborasi dan bersinergi untuk terus memberikan nilai tambah dalam setiap program tanggung jawab sosial yang ditujukan bagi masyarakat luas. Tahun ini, Astragraphia telah menetapkan 1 (satu) Kampung Berseri Astra (KBA) Binaan Astragraphia. di wilayah Pondok Ranggon, Jakarta Timur.

Secara garis besar, Astragraphia telah memiliki program tanggung jawab sosial yang dirancang untuk diimplementasikan secara berkelanjutan, yang terdapat dalam masing-masing pilar kesehatan, pendidikan, lingkungan, dan kewirausahaan.

Pilar Kesehatan

Kontribusi Astragraphia pada Pilar Kesehatan berupa pendampingan kepada tiga posyandu yang berada di Jakarta dan Denpasar. Astragraphia mengenalkan dan memberikan pendampingan kepada para kader posyandu terhadap penggunaan aplikasi iPosyandu. Melalui aplikasi tersebut, para kader dapat melakukan pendataan bayi, balita, dan ibu hamil secara terintegrasi. Astragraphia juga memberikan bantuan sarana dan prasarana bagi posyandu serta secara rutin mengadakan Pemberian Makanan Tambahan (PMT) untuk mendukung kecukupan kebutuhan gizi anak Indonesia. Selain itu, Astragraphia juga terus mendorong seluruh karyawan agar aktif mendonorkan darah secara rutin melalui PMI di lokasi masing-masing, tentunya dengan tetap mematuhi protokol kesehatan yang berlaku.

responsibility programs. The implementation of the Social Responsibility program is in line with the first pillar of the corporate culture, namely "Valuable to the Nation and Life". Wherever Astragraphia is located, Astra will bring benefits to the community and the surrounding environment.

Astragraphia carries out social and environmental responsibilities through two main subjects, namely 1) Management of the Environment, Employment, Occupational Health and Safety (EHS) within the Astragraphia group; and 2) Responsibility for goods/services and corporate social responsibility (CSR) for external stakeholders including the wider community. Astragraphia carries out CSR activities based on 4 (four) pillars of the company's social contribution, namely health, education, environment, and entrepreneurship.

For environmental management, Astragraphia applies the Astra Green Company (AGC) management system based on ISO 50001 on energy management systems. AGC encourages the implementation of energy conservation programs which include energy efficiency programs and the application of energy-saving technologies. Through structured energy conservation initiatives, Astragraphia can increase efficiency, reduce costs, and reduce greenhouse gas emissions.

Throughout 2021, Astragraphia continues to instill a spirit of collaboration and synergy to continue to provide added value in every social responsibility program aimed at the wider community. This year, Astragraphia has established 1 (one) Astragraphia-assisted Kampung Berseri Astra (KBA). in the Pondok Ranggon area, East Jakarta.

Broadly speaking, Astragraphia already has a social responsibility program designed to be implemented in a sustainable manner, which is contained in each of the pillars of health, education, environment, and entrepreneurship.

Pillars of Health

Astragraphia's contribution to the Pillar of Health took place in the form of assistance to three posyandu located in Jakarta and Denpasar. Astragraphia introduces and provides assistance to posyandu cadres on the use of the iPosyandu application. Through this application, cadres can collect data on infants, toddlers, and pregnant women in an integrated manner. Astragraphia also provides facilities and infrastructure for posyandu and regularly provides Supplementary Food Provision (PMT) to support the adequacy of the nutritional needs of Indonesian children. In addition, Astragraphia also continues to encourage all employees to actively donate blood regularly through PMI at their respective locations, of course, while still complying with the applicable health protocols.

Pilar Pendidikan

Pada Pilar Pendidikan, Astragraphia secara konsisten menjalankan Competence Aid Program (CAP) sebagai pembekalan bagi siswa/siswi sekolah menengah kejuruan dan mahasiswa, ditambah dengan adanya program SMK BISA Link & Match di mana Astragraphia melakukan pendampingan kepada sekolah menengah kejuruan unggulan di wilayah Bogor. Beasiswa Astragraphia, Buku Aktivitas Anak (*Children's Workbook*), serta Kampanye Indonesia Ayo Aman Berlalu Lintas juga menjadi bagian dari tanggung jawab sosial Astragraphia di bidang pendidikan.

Pilar Lingkungan

Pada Pilar Lingkungan, komitmen untuk menjaga kelestarian lingkungan dilakukan dengan mengajak masyarakat mengurangi penggunaan plastik sekali pakai melalui Gerakan "Semangat Kurangi Plastik" baik di kantor pusat maupun di seluruh kantor cabang. Selain menyediakan tempat sampah berkategori (plastik, kertas, sisa makanan, lainnya) dan meniadakan kantong belanja plastik di Koperasi Kantor Pusat, Astragraphia juga melakukan edukasi dan aktivasi internal melalui surat elektronik dan media sosial, hingga melakukan pemilahan, pembersihan, dan penghitungan volume sampah plastik. Astragraphia juga melakukan penanaman pohon khususnya di lingkungan kantor cabang, sebagai salah satu upaya untuk memperbaiki kualitas udara & meminimalisir perubahan iklim, yaitu dengan menyerap karbon dioksida dan melepas oksigen ke udara.

Pilar Kewirausahaan

Dari Pilar Kewirausahaan, Astragraphia menyelenggarakan program Kelas Astragraphia untuk Industri Kreatif (Kelas ASIK) yang bertujuan menjadikan produk para pelaku Usaha Mikro dan Kecil (UMK) di industri kreatif berdaya saing, *go-online*, dan naik kelas. Astragraphia menjalankan program Kelas ASIK melalui pemberian pelatihan teknologi digital printing dan aplikasi kemasan kreatif, *workshop* dan konsultasi untuk kemasan/label produk UMK, serta penyediaan fasilitas promosi bagi UMK berupa publikasi profil bisnis UMK di kanal digital Astragraphia www.ofiskita.com, uji coba cetak kemasan, label, serta materi promosi usaha secara gratis.

Kampung Berseri Astra (KBA)

Kampung Berseri Astra (KBA) adalah program pengembangan masyarakat berbasiskan komunitas yang mengintegrasikan 4 pilar program kontribusi sosial berkelanjutan, yaitu kesehatan, pendidikan, lingkungan, kewirausahaan, di dalam satu lingkungan kampung. Visi program ini adalah mewujudkan wilayah yang bersih, sehat, cerdas, dan produktif. Tahun ini, Astragraphia menetapkan satu KBA Binaan Astragraphia untuk pertama kalinya, di wilayah Pondok Ranggon, Kecamatan Cipayung, Jakarta Timur sebagai wilayah yang akan dikembangkan lebih lanjut. Astragraphia memulai pembinaan melalui dua pilar terlebih dahulu, yakni pilar kesehatan dan kewirausahaan.

Education Pillar

In the Education Pillar, Astragraphia consistently runs the Competence Aid Program (CAP) as a debriefing for vocational high school students and university students, coupled with the BISA Link & Match SMK program where Astragraphia provides assistance to superior vocational high schools in the Bogor area. Astragraphia Scholarships, Children's Workbooks, and the Indonesia Campaign for Safe Traffic are also part of Astragraphia's social responsibility in the field of education.

Environmental Pillar

In the Environmental Pillar, the commitment to preserving the environment is carried out by encouraging society to reduce the use of single-use plastics through the "Semangat Kurangi Plastik" movement both at the head office and in all branch offices. In addition to providing categorized trash cans (plastic, paper, food scraps, others) and eliminating plastic shopping bags at the Head Office Cooperative, Astragraphia also provides education and internal activation through electronic mail and social media, to sorting, cleaning, and calculating the volume of plastic waste. Astragraphia also planted trees, especially in branch offices, as an effort to improve air quality & minimize climate change, by absorbing carbon dioxide and releasing oxygen into the air.

Entrepreneurship Pillar

From the Entrepreneurship Pillar, Astragraphia organizes the Astragraphia Class for Creative Industry (Kelas ASIK) program which aims to make the products of Micro and Small Business (MSEs) players in the creative industry competitive, *go-online*, and advance to class. Astragraphia runs the Kelas ASIK program through providing training on digital printing technology and creative packaging applications, workshops and consultations for MSEs product packaging/labels, as well as providing promotional facilities for MSEs in the form of publishing MSE's business profile on Astragraphia's digital channel www.ofiskita.com, printing trials packaging, labels, and business promotional materials for free.

Kampung Berseri Astra (KBA)

Kampung Berseri Astra (KBA) is a community-based development program that integrates 4 pillars of sustainable social contribution programs, namely health, education, environment, entrepreneurship, in one village environment. The vision of this program is to create a clean, healthy, intelligent and productive area. This year, Astragraphia established a KBA fostered by Astragraphia for the first time, in the Pondok Ranggon area, Cipayung District, East Jakarta as an area to be developed further. Astragraphia started coaching through two pillars first, namely the pillars of health and entrepreneurship.



Pada pilar kesehatan, Astragraphia melakukan pendampingan kepada kader Posyandu Tunas Muda 3, dalam hal pemanfaatan aplikasi iPosyandu untuk pendataan bayi, balita, dan ibu hamil secara terintegrasi, edukasi seputar kesehatan bagi para kader, pemberian makanan tambahan untuk balita, serta pemberian sarana penunjang untuk kebutuhan pendataan tumbuh kembang bayi dan balita.

Sementara pada pilar kewirausahaan, Astragraphia fokus memberikan pendampingan kepada pelaku UMK Unit Pengolahan Hasil Peternakan Kelompok Swadaya Sentra Susu Sapi, dengan memfasilitasi kebutuhan pelatihan mengenai kemasan kreatif, konsultasi desain label kemasan produk, serta pengadaan sarana prasarana operasional usaha seperti botol kemasan, showcase, serta pendingin ruang produksi.

Donasi [203-2, 413-1]

Sepanjang tahun 2021 donasi yang Astragraphia berikan kepada masyarakat lebih difokuskan untuk kesehatan masyarakat yaitu mendukung upaya pemerintah dalam pencegahan infeksi COVID-19, serta penguatan imunitas masyarakat melalui sentra vaksin COVID-19 yang digagas oleh pemerintah. Selain memberi donasi kesehatan kepada warga yang berdomisili di sekitar Kantor Pusat, Astragraphia juga memfasilitasi dua sentra vaksin COVID-19 di Jakarta dan satu sentra vaksin COVID-19 di Semarang, dengan solusi dokumen berupa mesin multifungsi lengkap dengan toner dan kertas, yang digunakan untuk kebutuhan administrasi warga peserta vaksin dan tenaga kesehatan yang bertugas.

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 Strategi *Triple-P Roadmap*.

Bersama pemangku kepentingan, Astragraphia akan terus bersinergi untuk mewujudkan masyarakat yang cerdas dan sejahtera.

In the health pillar, Astragraphia provides assistance to Tunas Muda 3 Posyandu cadres, in terms of utilizing the iPosyandu application for integrated data collection of infants, toddlers, and pregnant women, education about health for cadres, providing additional food for toddlers, and providing supporting facilities for needs. data collection on growth and development of infants and toddlers.

Meanwhile, on the entrepreneurship pillar, Astragraphia focuses on providing assistance to MSEs actors in the Unit Pengolahan Hasil Peternakan Kelompok Swadaya Sentra Susu Sapi, by facilitating training needs on creative packaging, consulting product packaging label designs, and procuring business operational infrastructure such as packaging bottles, showcases, and coolers. production room.

Donations [203-2, 413-1]

Throughout 2021, the donations that Astragraphia gave to the community were more focused on public health, supporting the government's efforts to prevent COVID-19 infection, as well as strengthening community immunity through the COVID-19 vaccine center initiated by the government. In addition to providing health donations to residents who live around the Head Office, Astragraphia also facilitates two COVID-19 vaccine centers in Jakarta and one COVID-19 vaccine center in Semarang, with a document solution in the form of a multifunctional machine complete with toner and paper, which is used for the administrative needs of residents who participate in vaccines and health workers on duty.

Optimism Toward the Future

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

The Company must not only be profitable, they must also be sustainable. In line with Astra's philosophy and Astragraphia's Corporate Culture, wherever Astragraphia is located, it must provide benefits to the community and the surrounding environment by implementing the *Triple-P Roadmap Strategy*.

Together with stakeholders, Astragraphia will continue to synergize to create a smart and prosperous society.

Hendrix Pramana

Presiden Direktur
President Director



03

Profil Perusahaan

Company profile



“Berlandaskan Budaya Perusahaan VIPS, Astragraphia berkomitmen untuk terus memberikan nilai kepada pelanggan sehingga dapat menjadi mitra pilihan dalam layanan *printing* dan digital.”

“Based on the VIPS Corporate Culture, Astragraphia is committed to continuously providing value to customers to become the preferred partner in printing and digital services..”

Informasi Umum Perusahaan [103-5]

Corporate Information [103-5]



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

Komposisi Pemegang Saham
Shareholder

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

Dasar Hukum Pendirian
Legal Basis of Establishment

- Akta Pendirian No. 186 tanggal 31 Oktober 1975, dibuat di hadapan Notaris Kartini Muljadi, S.H.
- SK Menteri Kehakiman No. Y.A.5/33/14 tanggal 12 Februari 1976.
- Berita Negara Republik Indonesia tanggal 26 Maret 1976 No. 25, Tambahan No. 219.
- Deed of Establishment No. 186 dated 31 October 1975, drawn up before Notary Kartini Muljadi, S.H.
- Decree of the Minister of Justice No. Y.A.S/33/14 dated 12 February 1976.
- State Gazette of the Republic of Indonesia dated 26 March 1976 No. 25, Supplement No. 219.

Modal Dasar
Authorized Capital

Rp250.000.000.000,-

terdiri dari 2.500.000.000 lembar saham, dengan nominal Rp100,- per saham divided into 2,500,000,000 shares with nominal price of Rp100,- per share

Modal Ditempatkan dan Disetor
Issued and Authorized Capital

Rp134.878.050.000,-

terdiri dari 1.348.780.500 lembar saham, dengan nominal Rp100,- per saham divided into 1,348,780,500 shares with nominal price of Rp100,- per share

Bursa Efek
Stock Exchange

Mencatatkan sahamnya di PT Bursa Efek Indonesia pada tanggal 15 November 1989.
Listed its shares on PT Bursa Efek Indonesia on 15 November 1989.

Kode Saham
Ticker Code

ASGR

Kantor Pusat
Head Office

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

T : +6221 390 9190; 390 9444
F : +6221 390 9181; 390 9388
E : info@astragraphia.co.id

Jumlah Karyawan
Total Employees

1.325 Orang | Employees

per 31 Desember 2021
as 31 December 2021

Situs Web Perusahaan
Company Website

www.astragraphia.co.id



Sekilas Perusahaan

Company Overview

PT Astra Graphia Tbk (ASGR) ("Astragraphia") adalah perusahaan publik yang didirikan pada tahun 1975 dan mencatatkan sahamnya di Bursa Efek Indonesia sejak tahun 1989. Sebagai pilar bisnis Astra di bidang teknologi informasi, Astragraphia fokus pada ruang lingkup bisnis *Printing and Digital Services*. Astragraphia memiliki portofolio bisnis Solusi Dokumen dengan mitra eksklusif FUJIFILM Business Innovation (yang sebelumnya dikenal sebagai Fuji Xerox), menghadirkan produk dan layanan yang merupakan transformasi dari penyedia layanan berbasis perangkat keras (*hardware-based services*) menjadi layanan berbasis solusi (*solution-based services*) yang mencakup seluruh aspek siklus dokumen mulai dari input (*creating, scanning, merging, editing, capturing*), *digital document management* (*sharing, indexing, storing, archiving, distributing*), hingga *document output* (*printing, faxing, scanning, copying, e-mailing, web viewing*).

Astragraphia memiliki entitas anak yaitu PT Astra Graphia Information Technology (AGIT) yang melayani kebutuhan Solusi Teknologi Informasi, khususnya layanan digital terpadu, mencakup layanan *Digital Strategy, Digital ICT Foundation (Next Generation Infrastructure, Enterprise Business Application, dan Managed Operation)*, serta *Digital Platform*. Selain bekerja sama dengan mitra strategis kelas dunia, AGIT Own Solutions & Digital Services juga membangun solusi sendiri yang fokus pada area *IOT Platform, Data Integration & Analytics*, serta *Mobile & Business Application*. Portofolio bisnis Solusi Perkantoran dijalankan oleh entitas anak PT Astragraphia Xprins Indonesia (AXI) yang hadir sebagai *One Click Office Solution* melalui AXIQoe.com yaitu layanan e-commerce B2B dan B2G di Indonesia.

PT Astra Graphia Tbk (Astragraphia) is a public company that was established in 1975 and listed its shares on the Indonesia Stock Exchange in 1989. As a pillar of Astra's business in the field of information technology, Astragraphia focuses on the Printing and Digital Services line of the business. Astragraphia has a Document Solution business portfolio with FUJIFILM Business Innovation (formerly Fuji Xerox) as its exclusive partner, presenting products and services that are a transformation from hardware-based services to solution-based services that cover all aspects of the document cycle from input (creating, scanning, merging, editing, capturing), digital document management (sharing, indexing, storing, archiving, distributing), to document output (printing, faxing, scanning, copying, e-mailing, web viewing).

Astragraphia has subsidiaries PT Astra Graphia Information Technology (AGIT), serves the Company's Information Technology Solution needs, particularly integrated digital services, including Digital Strategy, Digital ICT Foundation (Next Generation Infrastructure, Enterprise Business Application, and Managed Operation) services, as well as Digital Platform. In addition to collaborating with world-class strategic partners, AGIT Own Solutions & Digital Services also builds its own solutions that focus on the IOT Platform, Data Integration & Analytics, and Mobile & Business Application areas. PT Astragraphia Xprins Indonesia (AXI), established as One Click Office Solution, provides solutions for all office needs through AXIQoe.com, the B2B and B2G e-commerce service in Indonesia.

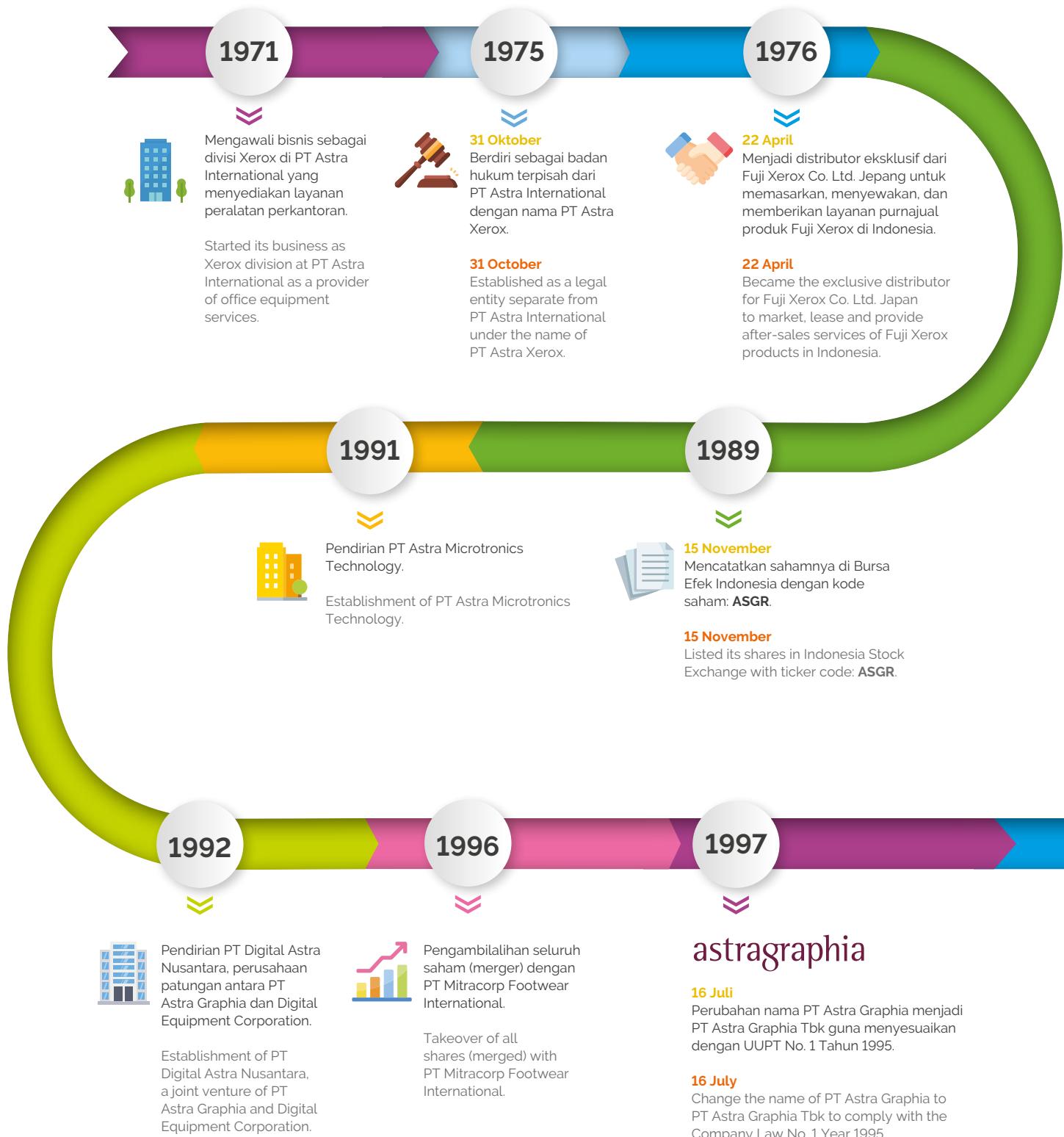
Riwayat Singkat Perusahaan [102-1, 102-2, 102-3, 102-7]

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

Nama Perusahaan Company Name	PT Astra Graphia Tbk	
Tanggal Pendirian Date of Establishment	31 Oktober 1975	31 October 1975
Riwayat Singkat dan Perubahan Nama Perusahaan Brief History and Company Name Changes	<ul style="list-style-type: none">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.	<ul style="list-style-type: none">31 October 1975: established in Jakarta under the name PT Astra Xerox.5 January 1976: changed the name to PT Astra Graphia.15 November 1989: first listed its shares on PT Bursa Efek Indonesia with the ticker code ASGR, and in relations to the share listing, the name Astragraphia was changed to PT Astra Graphia Tbk.

Tonggak Sejarah

Milestone





1 April

Perubahan nama prinsipal utama perusahaan dari Fuji Xerox Co., Ltd. menjadi FUJIFILM Business Innovation Corp., Astragraphia tetap dipercaya sebagai distributor eksklusif di Indonesia.

2021



1 April

Change in the name of the Company's main principal Fuji Xerox Co., Ltd. to FUJIFILM Business Innovation Corp., Astragraphia remained trusted as the exclusive distributor in Indonesia.

2016



Astragraphia memasuki bisnis online (e-commerce) melalui AXIQoe.com, Xerox Web Services.

Astragraphia entered online business (e-commerce) by establishing AXIQoe.com, Xerox Web Services.

2019

22 April

Astragraphia ditunjuk sebagai distributor resmi oleh PT FUJIFILM Indonesia untuk memasarkan dan memberikan layanan purnajual dari rangkaian produk mesin cetak digital offset (Jet Press) di seluruh wilayah Indonesia.

22 April

Astragraphia was appointed as an official distributor by PT FUJIFILM Indonesia to market and provide after-sales services for its range of digital offset (Jet Press) printing products in all regions of Indonesia

2014



2011



Pendirian PT AGIT Monitise Indonesia, perusahaan patungan antara PT Astra Graphia Information Technology dan Monitise Asia Pacific Ltd., Hong Kong.

Establishment of PT AGIT Monitise Indonesia, a joint venture of PT Astra Graphia Information Technology and Monitise Asia Pacific Ltd., Hong Kong.

14 Februari

- Pendirian PT Astragraphia Xprins Indonesia, yang merupakan pemisahan (*spin off*) dari divisi Xprins dan Layan Gerak Operation perusahaan.

27 Juni

- Penjualan seluruh saham PT Astra Graphia Information Technology dalam PT AGIT Monitise Indonesia kepada Monitise Plc, United Kingdom.

14 February

- Establishment of PT Astra Graphia Xprins Indonesia, a spin-off of the Xprins division and Company's Mobile Services Operation.

27 June

- Sale of all shares of PT Astra Graphia Information Technology in PT AGIT Monitise Indonesia to Monitise Plc, United Kingdom.

1998



SELL Penjualan seluruh saham perusahaan dalam PT Digital Astra Nusantara dan PT Astra Microtronics Technology.

Sale of all of the Company's shares in PT Digital Astra Nusantara and PT Astra Microtronics Technology.

2004



Pemisahan (*spin off*) divisi IT Business Solution menjadi PT SCS Astragraphia Technologies, perusahaan patungan dengan Singapore Computer System (SCS) Limited.

IT Business Solution division spin off as PT SCS Astragraphia Technologies, a joint venture with Singapore Computer Systems (SCS) Limited.

2008



Pembelian kembali (*buyback*) seluruh saham milik SCS Limited dalam PT SCS Astragraphia Technologies, dan mengubah nama PT SCS Astragraphia Technologies menjadi PT Astra Graphia Information Technology.

Buyback of all shares belonging to SCS Limited in PT SCS Astragraphia Technologies, and change of name of PT SCS Astragraphia Technologies to PT Astra Graphia Information Technology.

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 No. 24 tahun 2018 tentang Pelayanan Perizinan Berusaha Terintegrasi secara Elektronik dan Pengumuman Bersama Kementerian Hukum dan Hak Asasi Manusia Republik Indonesia *cq. Lembaga Online Single Submission tanggal 11 Oktober 2018.

Berdasarkan Pasal 3 Anggaran Dasar Astragraphia, maksud dan tujuan Astragraphia adalah:

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

Kegiatan Usaha Utama

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

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.

Pursuant to Article 3 of Astragraphia's Articles of Association, Astragraphia's main business activities include:

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

Main Business Activities

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



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

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 perusahaan.

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.

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 generated

The products and/or services generated include trading of machines, spare parts and their equipment, rental of multi-function machines, and machine maintenance services.

Nama dan Profil Entitas Anak [102-45]

Name and Profile of Subsidiary [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
Percentase Kepemilikan Percentage of Ownership	PT Astra Graphia Tbk: 99,999% PT Astra Nusa Perdana: 0,001%
Bidang Usaha Business Fields	Jasa Konsultasi dan penerapan teknologi informasi, dan sistem aplikasi serta pengoperasian sistem informasi. Consulting and application of information technology services, and application systems as well as the operation of information systems.
Status Operasi Operation Status	Masih beroperasi. Still in operations
Total Aset Total Assets	Rp715,64 miliar Rp715.64 billion



PT Astragraphia Xprins Indonesia

Jl. Kramat Raya No. 43 Jakarta 10450

Tanggal Pendirian Establishment	14 Februari 2014 14 February 2014
Percentase Kepemilikan Percentage of Ownership	PT Astra Graphia Tbk: 99,999% PT Astra Graphia Information Technology: 0,001%
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	Rp593,74 miliar Rp593.74 billion



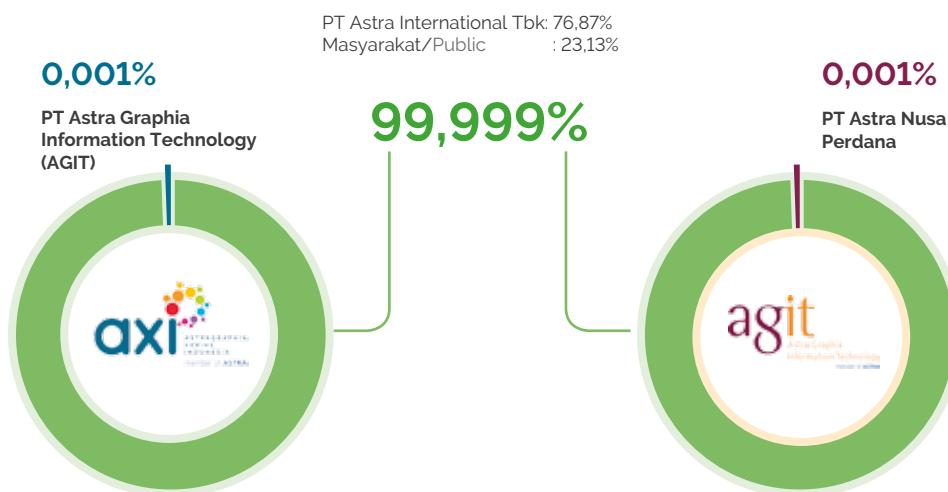


Struktur Grup Perusahaan [103-5]

Corporate Group Structure [103-5]

astragraphia

member of ASTRA



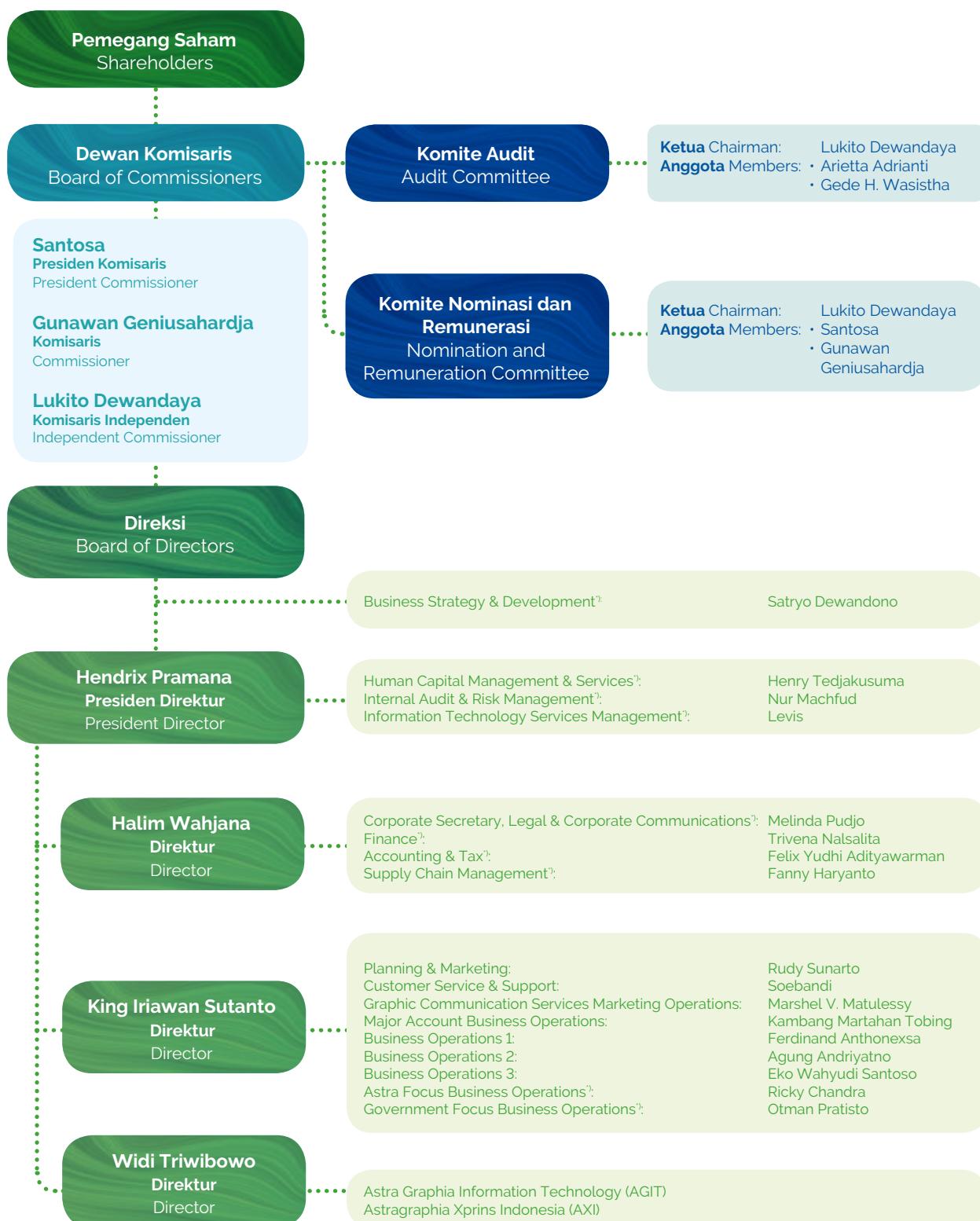
Entitas Induk Parent Entity	
Nama Name	PT Astra International Tbk
Tanggal Pendirian Establishment	20 Februari 1957 20 February 1957
Persentase Kepemilikan Percentage of Ownership	Jardine Cycle & Carriage Limited: 50,11% Masyarakat/Public: 49,89%
Bidang Usaha Business Fields	Perdagangan, industri, pertambangan, 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

Struktur Organisasi

Organization Structure

Per 31 Desember 2021

As of 31 December 2021



¹⁾ Shared Services



Visi dan **Misi Perusahaan** [102-16]

Vision and Mission [102-16]

visi vision

Menjadi Mitra Pilihan dalam Layanan Printing dan Digital

To Be Printing and Digital Services Preferred Partner



misi mission

Memberikan Nilai dalam Layanan Printing dan Digital

To Be Printing and Digital Services Preferred Partner

Filosofi Perusahaan [102-16]
Company Philosophy [102-16]

Budaya Perusahaan [102-16]
Corporate Culture [102-16]

CATUR DHARMA

Menjadi Milik yang Bermanfaat bagi Bangsa dan Negara

To be an Asset to the Nation

VIPS

Bermanfaat bagi Bangsa dan Peri Kehidupan

Valuable to the Nation and Life

Memberikan Pelayanan Terbaik kepada Pelanggan

To Provide the Best Service to Our Customers

Berinovasi dan Berkeunggulan Kelas Dunia

Innovative and World Class Excellence

Menghargai Individu dan Membina Kerja Sama

To Respect Individuals and Promote Teamwork

Menjadi Partner Pilihan Utama Pelanggan

Preferred Partner for Customer

Senantiasa Berusaha Mencapai yang Terbaik

To Continually Strive for Excellence

Kerja Sama yang Sinergis

Synergetic Teamwork

Skala Usaha

Business Scale

Jumlah Karyawan [102-8]

Per 31 Desember 2021, jumlah karyawan Astragraphia Group tercatat sebanyak 1.325 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 Employee [102-8]

As of December 31, 2021, the number of employees of the Astragraphia Group was recorded at 1,325 people, in which the fulfillment of human resource needs is carried out through periodic planning and evaluation and prioritizing the achievement of excellent productivity in every line of business so that the number of employees above can optimally support Astragraphia's operations.

Jumlah Karyawan

	2021	2020	2019	Number of Employee
Astragraphia	846	910	948	Astragraphia
AGIT	415	447	388	AGIT
AXI	66	83	88	AXI
TOTAL	1.325	1.440	1.424	TOTAL

Jumlah Karyawan Berdasarkan Level Organisasi

Level	2021			2020			2019		
	Astragraphia	AGIT	AXI	Astragraphia	AGIT	AXI	Astragraphia	AGIT	AXI
Staf Staff	778	371	59	831	403	74	865	345	78
Manajerial Managerial	68	44	7	79	44	9	83	43	10
Sub Total	846	415	66	910	447	83	948	388	88
TOTAL	1.325			1.440			1.424		

Jumlah Karyawan Berdasarkan Masa Kerja

Masa Kerja Years of Service	2021			2020			2019		
	Astragraphia	AGIT	AXI	Astragraphia	AGIT	AXI	Astragraphia	AGIT	AXI
0–5 Tahun/Years	215	211	23	272	234	34	330	160	46
5–10 Tahun/Years	212	73	24	213	88	25	172	109	14
10–15 Tahun/Years	91	51	2	63	49	5	57	44	5
15–20 Tahun/Years	35	22	4	45	22	4	45	26	5
20–25 Tahun/Years	79	30	6	93	30	6	141	25	6
25–30 Tahun/Years	175	23	4	199	23	8	183	24	12
>30 Tahun/Years	39	5	3	25	1	1	20	0	0
Sub Total	846	415	66	910	447	83	948	388	88
TOTAL	1.325			1.440			1.424		



Jumlah Karyawan Berdasarkan Usia

Usia Age	2021						2020						2019					
	Astragraphia		AGIT		AXI		Astragraphia		AGIT		AXI		Astragraphia		AGIT		AXI	
	P/M	W/F	P/M	W/F	P/M	W/F	P/M	W/F	P/M	W/F	P/M	W/F	P/M	W/F	P/M	W/F	P/M	W/F
18 Tahun/ Years	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
18–25 Tahun/ Years	64	8	28	20	0	0	78	15	48	34	0	2	107	17	25	19	3	6
26–35 Tahun/ Years	274	57	126	70	14	16	295	60	127	62	19	21	292	63	118	48	17	18
36–45 Tahun/ Years	145	23	74	22	15	8	140	22	84	23	19	7	151	24	85	23	19	6
46–55 Tahun/ Years	229	46	67	8	10	3	249	51	61	8	10	5	244	50	61	9	13	6
Sub Total	712	134	295	120	39	27	762	148	320	127	48	35	794	154	289	99	52	36
TOTAL	846		415		66		910		447		83		948		388		88	
GRAND TOTAL	1.325						1.440						1.424					

Jumlah Karyawan Berdasarkan Pendidikan

Pendidikan Education	2021			2020			2019					
	Astragraphia		AGIT	AXI	Astragraphia		AGIT	AXI	Astragraphia		AGIT	AXI
	P/M	W/F	P/M	W/F	P/M	W/F	P/M	W/F	P/M	W/F	P/M	W/F
SD-SLTP Elementary - Junior High Schools	7		0	0	9		0	0	10		0	0
SLTA High School	215		3	5	238		4	8	253		2	10
Diploma	186		17	12	183		16	14	186		16	14
S-1 Bachelor's Degree	432		377	48	471		407	60	488		351	63
S2 & S3 Postgraduate Degree	6		18	1	9		20	1	11		19	1
Sub Total	846		415	66	910		447	83	948		388	88
TOTAL	1.325			1.440			1.424					

Kapitalisasi Aset dan Kewajiban [102-7]

Capitalization of Assets and Liabilities [102-7]

Aset Lancar

Pada 31 Desember 2021, nilai aset lancar mencapai Rp2.226,98 miliar, meningkat 28% dibandingkan tahun 2020. Peningkatan terutama berasal dari kas dan setara kas yang naik sebesar Rp571,10 miliar, sebagian besar dikontribusikan karena meningkatnya arus kas operasi akibat penurunan pembayaran kepada pemasok. Peningkatan kas juga dipengaruhi oleh belanja investasi yang lebih rendah di tahun 2021 dan penurunan pembayaran dividen.

Aset Tidak Lancar

Pada 31 Desember 2021, nilai aset tidak lancar mencapai Rp428,30 miliar, turun 22% dibandingkan tahun 2020. Penurunan paling besar dikontribusikan dari aset tetap dan aset tidak berwujud sebesar Rp89,98 miliar karena nilai perolehan aset yang sudah selesai terdepresiasi dan menurunnya belanja investasi.

Persediaan dan aset tetap dilindungi oleh asuransi risiko kebakaran dan risiko lainnya dengan nilai pertanggungan maksimum untuk persediaan sebesar Rp365,00 miliar dan untuk aset tetap sebesar Rp256,46 miliar. Nilai pertanggungan tersebut cukup memadai untuk menutup kemungkinan kerugian atas risiko di atas.

Tabel Jumlah Aset Perusahaan

Keterangan Description	Nilai (Rp miliar) Value (Rp billion)		Naik/(Turun) Increase/(Decrease)	
	2021	2020	Nilai (Rp miliar) Value (Rp billion)	%
Aset Lancar Current Assets	2.226,98	1.742,93	484,05	28%
Aset Tidak Lancar Non Current Assets	428,30	545,90	(117,60)	-22%
Jumlah Aset Total Assets	2.655,28	2.288,83	366,45	16%

Current assets

As of December 31, 2021, the Company's current assets amounted to Rp2,226.98 billion, an increase of 28% compared to 2020. The increase was mainly from cash and cash equivalents which increased by Rp571.10 billion, mostly contributed by the increase in operating cash flows due to a decrease in payments to suppliers. The increase in cash was also influenced by lower investment in 2021 and a decrease in dividend payments.

Non-Current Assets

As of December 31, 2021, non-current assets reached Rp428.30 billion, a decrease of 22% compared to 2020. The largest decrease was contributed by fixed assets and intangible assets of Rp89.98 billion due to the acquisition value of assets that had already depreciated and decreased investment spending.

The insurance covers inventories and fixed assets against fire and other risks with a maximum sum insured of Rp365.00 billion for inventories and Rp256.46 billion for fixed assets. The sum insured is sufficient to cover possible losses from the above risks.

Table of Total Company Assets



Liabilitas

Pada 31 Desember 2021, liabilitas Astragraphia mencapai Rp1.027,63 miliar, naik sebesar 42% atau setara dengan Rp301,58 miliar dibandingkan tahun 2020. Peningkatan ini terutama berasal dari kenaikan utang usaha sebesar Rp185,16 miliar yang dikontribusikan dari Solusi Teknologi dan Solusi Perkantoran karena meningkatnya pendapatan di akhir periode 2021.

Liabilitas kontrak juga mengalami kenaikan sebesar Rp94,38 miliar karena kontrak di Solusi Teknologi yang lebih besar di tahun 2021 dibandingkan dengan tahun lalu.

Liability

As of December 31, 2021, Astragraphia's liabilities reached Rp1,027.63 billion, an increase of 42% or equivalent to Rp301.58 billion compared to 2020. This increase mainly came from an increase in trade payables of Rp185.16 billion contributed from Information Technology Solutions and Solutions Office due to increased revenue at the end of the 2021 period.

Contract liabilities also increased by Rp94.38 billion due to a larger contract in Information Technology Solutions in 2021 compared to last year.

Wilayah Operasional [102-4]

Operational Areas [102-4]



- Halo Astragraphia
- E-Mail
- Website

1500 345
info@astragraphia.co.id
www.astragraphia.co.id



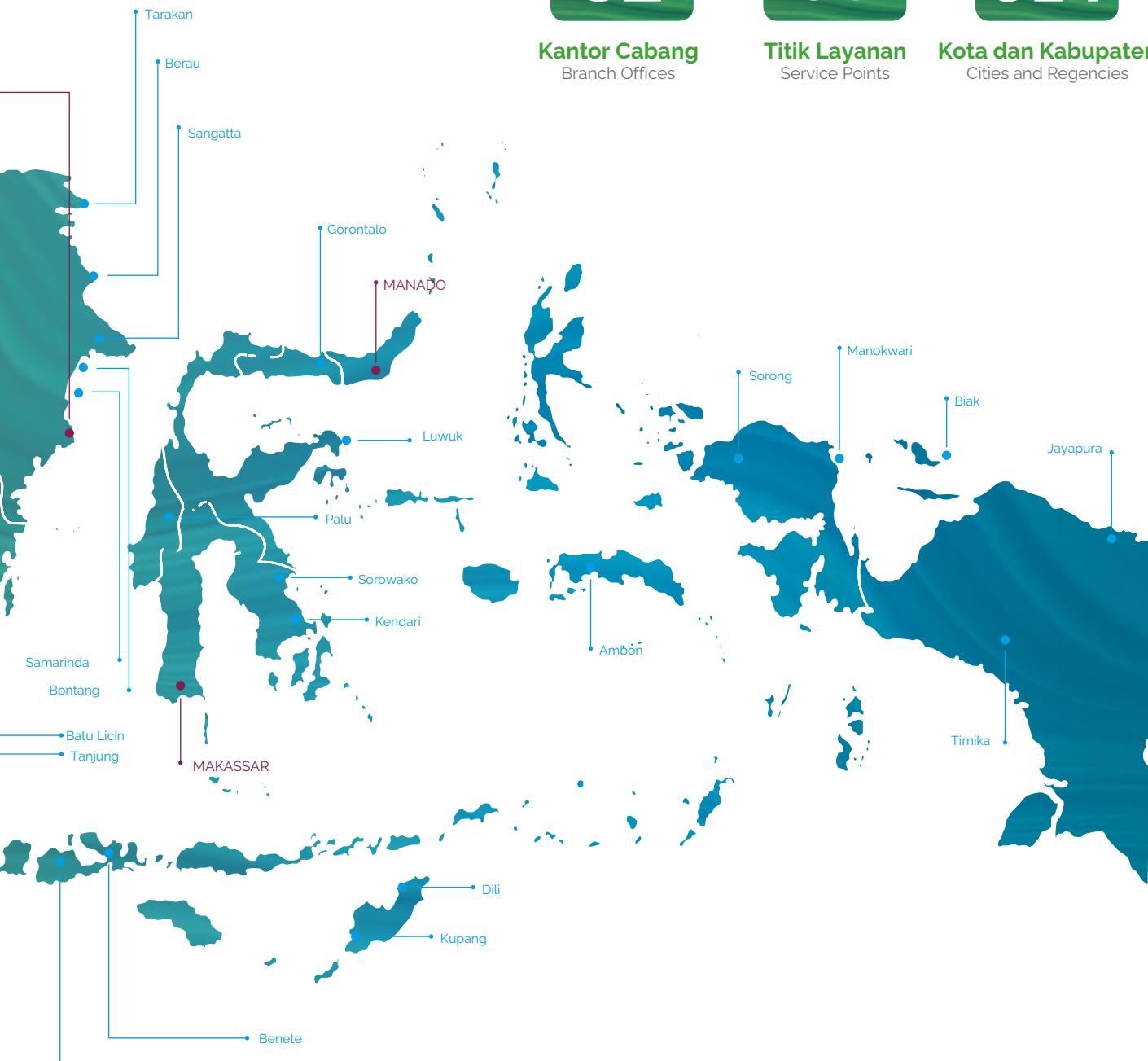
32

Kantor Cabang
Branch Offices

93

Titik Layanan
Service Points

514

Kota dan Kabupaten
Cities and Regencies

Kantor Cabang dan Titik Layanan Astragraphia

Branch Offices and Service Points of Astragraphia

Cabang/Titik Layanan Branch/Service Point	Alamat Address	Telepon Phone	Faksimili Facsimile
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
JAKARTA MAJOR ACCOUNT (MASO-1, MASO-2, MASO-3)	Jl. Kramat Raya No. 43 Jakarta Pusat 10450	(021) 392 5966	(021) 3192 7646
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
GOVERNMENT FOCUS BUSINESS OPERATIONS (GFBO-1, GFBO-2)	Jl. Kramat Raya No. 43 Jakarta Pusat 10450	(021) 390 9444; 390 9190	(021) 3006 1201
JAKARTA 1	Menara Astra lantai 12 Jl. Jendral Sudirman Kav. 5-6, Jakarta, 10220	(021) 5080 6400	(021) 5082 1971
JAKARTA 2	Menara Astra lantai 12 Jl. Jendral Sudirman Kav. 5-6, Jakarta, 10220	(021) 5082 1941	(021) - 5082 1972
JAKARTA 3	Menara Astra lantai 12 Jl. Jendral Sudirman Kav. 5-6, Jakarta, 10220	(021) 5082 1942	(021)-5082 1973
PONTIANAK	Jl. Perdana Komplek Central Perdana No. A15 Pontianak - Kalimantan Barat	0811 577 7140	(0561) 810 6377
JAKARTA 4	Graha Simatupang Tower 1D, 1 st & 10 th Jl. Letjend TB Simatupang Kav. 38 Jakarta 12540	(021) 782 9182	(021) 782 9181
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
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
JAKARTA 5	Gedung Jamsostek, Menara Utara Lt. 16 Jl. Gatot Subroto No.38 Jakarta 12710	(021) 522 0330	(021) 522 0331
JAKARTA 6	Gedung Jamsostek, Menara Utara Lt. 16 Jl. Gatot Subroto No.38 Jakarta 12710	(021) 522 0330	(021) 522 0331
JAKARTA 7	Gedung Jamsostek, Menara Utara Lt. 16 Jl. Gatot Subroto No.38 Jakarta 12710	(021) 522 0330	(021) 522 0331
TANGERANG	Jl. Siswa Dalam No. 23 - Suka Asih , Tangerang - Banten 15111	(021) 552 6818	(021) 552 6491
CILEGON	Ruko Cilegon Green Megablock, Blok E.2 No.35 Cibeber-Cilegon - Banten.	(0254) 848 4251, (0254) 383 106	(0254) 383 107
TIGARAKSA	Ruko Multiguna Biz Point Blok R 3 no.19 Cikupa Tigaraksa	(021) 5964 3842	-
KARAWANG 1	Ruko Arkadia Mataram, Jl Mataram Blok B16, Kelurahan Cibatu, Cikarang Selatan	(021) 2210 4648	(0267) 643 191
SEDANA	Ruko Sedana No.21 Jln. Sedana Golf Pintu Toll Karawang Barat Desa Wadas Teluk Jambe - Karawang 41361	(0267) 644 441	(0267) 643 093
SADANG	Jl. Sadang Raya No 242 B RT 31 RW 07 Ciwangi Bungursari Purwarkarta	(0264) 830 5329	-



Cabang/Titik Layanan Branch/Service Point	Alamat Address	Telepon Phone	Faksimili Facsimile
KARAWANG 2	Bekasi, Ruko Grand Wisata Blok AA 9/No. 70 – 71 Jl. Celebration Boulevard Tambun 17510	(021) 8261 6042	(021) 8261 6041
BANDUNG	Jl. Wastukencana, no. 25 Bandung 40117	(022) 420 1032; 420 4564 420 1033	(022) 423 7501
CIREBON	Ruko Tuparev Superblock - Blok B lantai 1 No. 3, Jl. Tuparev No. 83 - Cirebon	(0231) 226 087	0231 226 087
TASIKMALAYA	Pondok Kharisma Residance Jln Kemuning No,C11 RT002/ RW021 Panglayungan Cipedes Tasikmalaya	0853 4220 7313	-
SEMARANG	Jl. S. Parman No. 53	(024) 844 8880; 844 8881	(024) 831 6066
SOLO	Jl. Jambu no. 89 RT 004/RW 006 , Laweyan, Solo	(0271) 746 9653; 0815 7552 4051	-
YOGYAKARTA	Jl.Ngeksigondo No. 37 prenggan Kotagede Yogyakarta	(0274) 284 1328; 0815 7552 4041	-
PURWOKERTO	Jl Jendral Ahmad Yani 14, Kedungwuluh, Purwokerto Barat, Kabupaten Banyumas.	0811 2500 345	-
PEKALONGAN	Perum Bina Griya Blok BV No. 216 Medono, Pekalongan	0815 1073 6010	-
KUDUS	Jl. Perum Jember Permai blok D no. 9 Purwosari , Kudus	0856 4095 0998	-
SURABAYA 1	JL. Kombes Pol. M. Duryat, no. 22 Surabaya 60262	(031) 534 0175; 548 2682	(031) 534 1210
KEDIRI	Perum Majoroto Indah Blok A No. 40 Kediri, Jawa Timur 64112	0815 1073 6078	-
GRESIK	Pondok Permata Suci, Jl. Topaz Raya No. 16 Gresik – Jawa Timur	0815 1073 6071	-
MOJOKERTO	Perumahan Bumi Sooko Permai. Jl Kristal Blok I no 13 Sooko - Mojokerto	0815 1073 6075	-
MADIUN	Puri Soekarno-Hatta Regency C-3 Jl. Soekarno-Hatta Gg. Galuan I Kel. Demangan Kec. Taman Kota Madiun	0815 1073 6050	
SURABAYA 2	Jl. Kombes Pol. M. Duryat, no. 22 Surabaya 60262	(031) 534 0175; 548 2682	(031) 534 1210
MALANG	Jl. Borobudur Agung Barat VII No.8B, Mojolangu, KOTA MALANG	0815 1073 6039	-
JEMBER	Perum Gunung Batu Permai Blok GG - 41 Sumbersari - Jember 68121	0815 1073 6042	(0331) 333 941
PANDAAN / PASURUAN	Perum Batu Mas Candra Asri Blok E6 No 6 Pandaan Jawa Timur Kasri, Pandaan	0852 2744 1810 0815 1073 6049	-
PROBOLINGGO	Perum Asabri Blok C No. 109 RT003/RW012 Kanigaran Probolinggo	0853 5696 0439 0815 1073 6059	-
DENPASAR	Jl. Gatot Subroto Barat, no. 18 Kerobokan Denpasar 80361	(0361) 410 277; 433 709; 432 734	(0361) 436 072
MATARAM / LOMBOK	Jl. Swakarsa 3, Puri Citra Panji Tilar Blok D5 Kekalik Jaya Kec Sekarbelia Kota Mataram	(0370) 7844034	-
KUPANG	Jl. HTI IV No. 9 RT.021 RW.02 Kel. Oebobo, Kec. Oebobo - Kupang - NTT	(0380) 844 9715	-
BENETE	Jl Pasir Putih Utara RT 03 RW 01 Desa Pasir Putih Kecamatan Maluk Kabupaten Sumbawa Barat NTB	0877 7165 556	-
DILI	Gideon - Vila Verde - Vera Cruz Dili - Timor Leste	(670) 723 4726 (670) 733 9221	
MEDAN	JL.Sisingamangaraja KM 6.5 No.4 Harjosari II, Medan Amplas - Medan 20147	(061) 787 1000	(061) 788 2033

Cabang/Titik Layanan Branch/Service Point	Alamat Address	Telepon Phone	Faksimili Facsimile
BANDA ACEH	Jl. T Chik Di Pineung Raya, Perumahan Vila Citra No. 87 , Banda Aceh 23116	0812 1180 435; 0852 6025 0767	-
PEMATANG SIANTRAR	Perumahan Meranti Permai, Jl. Meranti Madu No.33 - Pematang Siantar 21137	0821 7675 2743	-
RANTAU PRAPAT	JL. AMD Purwodadi, Komp. Mutiara Residence No.40 Bakaran Batu, Rantau Selatan 21421	0812 7680 0106	-
SIBOLGA	Jl. Rasak No. 12 Kel. Pancuran Dewa, Kec. Sibolga Sambas, Kota Sibolga 22531	0813 7243 1029	-
BATAM	Bintang Industrial Park I, No. 23-B Jl. Yos Sudarso - Batu Ampar Batam 29422	(0778) 412 173; 412 363	(0778) 412 183
TANJUNG PINANG	JL. DI Panjaitan Batu 8, Perumahan Pesona Asri blok B NO. 5, Tanjung Pinang Perumahan Pesona Asri Blok B no 5 Tanjung Pinang	08127 6882 585; 0822 8537 5336	-
PEKANBARU	Jl. Sisingamangaraja, No. 149 Pekanbaru 28142	(0761) 33519; 47 756	(0761) 23 575
PANGKALAN KERINCI	Jalan Keuangan BTN BPP Blok A No 27 RT 06 RW 07 Kelurahan Pangkalan Kerinci Riau	0852 7822 8822	-
DURI	Jl. Nusantara I No 32 B, Kelurahan Air Jamban, Kota Duri	08122 7925 322	-
PADANG	Jl Gajah Mada No 7 A Kampung Olo Naggalo (Depan Kejaksaan Negri Padang)	0811 6658 551; (0751) 8971 083	-
MUARA BUNGO	Jl Sultan Thaha, Lorong Pajak No 2 Muara Bungo -Jambi 37253	0813 6772 9908	-
DUMAI	Jalan Semangka Kota Dumai Riau	0853 6467 7791	-
JAMBI	Jl. Halmahera No. 24 RT. 20 Kel. Kebun Handil Kec. Jelutung Jambi 36137	(0741) 445 382	(0741) 445 382
PERAWANG	Jalan kopkar KM9 Perawang	0853 7527 6749	-
PALEMBANG	Jl. Demang Lebar Daun No. 176 Palembang 30137	(0711) 355 100	(0711) 359 077
BANGKA BELITUNG	Jl Delima 1 no 224 RT07 RW03 kel taman Bunga Kec. Gerunggang Bukit baru Pangkal Pinang	(0717) 4318 5562; 0815 1073 5771; 0812 7436 0666	-
TANJUNG ENIM	Jl. Sidoharjo No. 924 Gereja Tengah - Talang Jawa Tanjung Enim 31716	(0734) 451552; 0815 1073 5788	-
LAMPUNG	Jl. Way Sekampung No. 64, Kel. Pahoman, Kec. Teluk Betung Utara Bandar Lampung 35213	(0721) 261 674; 0821 8046 3455	-
BENGKULU	Jl. Ciliwung 2 No. 05 RT.012 RW 004 Kel. Padang Harapan, Kec. Gading Cempaka Kotamadya Bengkulu	0815 1073 5773	-
BALIKPAPAN	Jl. Jend. Sudirman, no. 89 Balikpapan 76114	(0542) 733 307; 0821 5169 5772	(0542) 731 125
SAMARINDA	Perumahan Villa Tamara Blok P No. 07 Gunung Kelua, Samarinda Ulu. 75123	(0541) 625 2264 ; 0821 5193 0349 ; 0813 4755 7664	-



Cabang/Titik Layanan Branch/Service Point	Alamat Address	Telepon Phone	Faksimili Facsimile
TARAKAN	JL.Melati RT 26 No.1 Kelurahan Karang Anyar Tarakan	(0551) 22 108; 0813 51530223	(0551) 22 108
BERAU	Jl. Durian 3 , Gg Arjuna No 15 (77315) , Tanjung Redeb , Berau	(0554) 203 5265 ; 0812 1864 6801	-
BONTANG	Jl. Pontianak No 13 RT 26 Kel. Gunung Telihan Kec. Bontang Barat. Kota Bontang	(0548) 303 6692	-
SANGATTA	Jl. Yos Sudarso IV GG. Rejeki 5B RT. 36 RW No. 72 Teluk Lingga, Sangatta Utara	(0549) 203 3704	-
BANJARMASIN	Jl.Gatot Subroto Raya No. 4 RT. 27 RW. 02 Banjarmasin 70237	(0511) 325 2520, 325 2521	(0511) 325 2521
PALANGKARAYA	Jl. Gumarak No. 11 Kelurahan langkai, Kec. Pahandut Kota Palangkaraya, Kalimantan Tengah 73111	(0536) 323 5834	(0536) 323 5834
BATU LICIN	Jl. Inggbub RT. 09 Gg. Padi Dua Desa. Kampung Baru Kec.Simpang Empat Kab. Tanah Bumbu (BATULICIN) 72200	(0518) 303 1296	(0518) 303 1296
TANJUNG	Jl. Mabuun Raya Komplek Swadarma I Blok C No 4 RT 004 RW 02 Kelurahan Mabuun Kecamatan Murung Pudak Kabupaten Tabalong	(0526) 202 2827	(0526) 202 2827
MAKASSAR	Jl. Dr. Sam Ratulangi, No. 32 Makassar 90125	(0411) 8111 811; 854 868; 858 901	(0411) 852 252
KENDARI	JL Samaturu No 3, Kel. Bonggoeya, Kec. Wua Wuia KENDARI 93117 , Sulawesi Tenggara	0821 8883 1882	-
SOROWAKO	Jl Sulawesi , Rahmindo Residence Blok A No 8 , Palopo	0813 4061 5346	-
MANADO	Ruko Grand Kawanua City Walk Blok A38 dan A50, JL. AA Maramis Manado	(0431) 857 643, 857 638	(0431) 857 566
TIMIKA	JL. Megantara No. 31 , Kel. Dingonarama , Mimika Baru	0813 4439 1061	-
BAIK	Jl Dolog no 71, Biak	0821 9255 5542	-
MANOKWARI	Jl. Usra Waimop – Komp. Swapen Center Manokwari – Papua Barat	0812 4856 266	-
JAYAPURA	Jl. Ardipta III No.39 Polimak - Jayapura	0811 4885 388	(0967) 531 575
SORONG	Jl. Nusantara 2 KPR BPD (samping masjid Al Marif kilo 9,5) Kelurahan Sawagumu, kecamatan Sorong Utara, Sorong-Papua	0811 498 356	-
AMBON	Jl. Dr. Malaiholo No.65 Benteng - Ambon	(0911) 311 554	-
PALU	Jl. Bouraq, Perum Griya Indah Blok 9 Desa Lasoani Kec Mantikulore, Palu Sulawesi Tengah	0821 9009 9010; 0853 6417 2131	-
LUWUK	Jl. Pulau Nias No 10 Gang Depan Columbus, Luwuk Sulawesi Tengah	0812 4119 0088	-
GORONTALO	Jl. Yusuf Hasiru - Perumahan Borobudur No. A5 Kec. Sipatana - Bulotadaan Timur RT 02/RW 01 Lingkungan 2 - Gorontalo Kode Pos 96139	0823 4341 2461	-

Cabang/Titik Layanan Branch/Service Point	Alamat Address	Telepon Phone	Faksimili Facsimile
WAREHOUSE & DISTRIBUTION	Jl Pulo Lentut No. 14 Kawasan Industri Pologadung Jakarta 13260	(021) 4613 200 4615 028 4615 070	-
Eco Facility (EFA)	Jl. Pulo Lentut No. 14 Kawasan Industri Pologadung Jakarta 13260	(021) 460 0269	-
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) 837 2708	(0251) 755 8247
YOGYAKARTA SALES POINT	Jl. Ngeksigondo No. 37 prenggan Kotagede Yogyakarta	(0274) 284 1328/ 0815 7552 4041	-
MALANG SALES POINT	Jl. Borobudur Agung Bar. VII No.8b, Mojolangu, Kec. Lowokwaru, Kota Malang, Jawa Timur 65142	0815 1490 0467	-

No	Anak Usaha Subsidiary	Alamat Address	Telepon Phone	Faksimili Facsimile	Situs Website
1	PT Astra Graphia Information Technology	Jl. Kramat Raya, No. 43 Jakarta Pusat 10450	(021) 3006 1222 (021) 2924 1177	(021) 3006 1201	www.ag-it.com
2	PT Astragraphia Xprins Indonesia (AXI)	Jl. Kramat Raya, No. 43 Jakarta Pusat 10450	(021) 392 5977	(021) 3192 7601	www.axi.co.id



Keanggotaan Organisasi [102-13]

Membership in Organizations [102-13]

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

Astragraphia bergabung dalam beberapa asosiasi, antara lain:

- Asosiasi Emiten Indonesia (AEI)
- Asosiasi Industri Teknologi Informasi (AITI)
- Asosiasi Pengusaha Komputer Indonesia (Apkomindo)

- 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)
- *Indonesia Corporate Secretary Association (ICSA)*
- Kamar Dagang dan Industri (KADIN) Indonesia.

Astragraphia plays an active role in formal communication forums by being member of various business associations to foster and maintain good relations with various parties that support sustainable finance and develop networks. Together with Astragraphia, we contribute in discussing and providing input on various issues such as government policies, employment, as well as developments in economic, political, social and environmental conditions.

Astragraphia joins several associations, including:

- Association of Indonesian Issuers (AEI)
- Information Technology Industry Association (AITI)
- Indonesian Computer Entrepreneurs Association (Apkomindo)
- Indonesian Distributor, Agency and Industrial Goods Trading Company Association (ARDIN Indonesia)
- Association for the Procurement of Staff and Office Equipment Maintenance
- Association of Electrical Mechanical Engineering Companies (APTEK) DKI Indonesia Province
- Association of Indonesian Computer and Telematics Procurement Companies (ASPEKMI)
- Indonesia Corporate Secretary Association (ICSA)
- Indonesian Chamber of Commerce and Industry (KADIN).

Perubahan Emiten yang Bersifat Signifikan [102-10] [102-49]

Significant Changes of The Issuer [102-10] [102-49]

Pada tahun 2021, Astragraphia tidak melakukan merger/penggabungan perusahaan, penutupan/pembukaan pabrik/unit usaha baru. Di tahun 2021 juga tidak terdapat perubahan yang signifikan terkait dengan ukuran, struktur, kepemilikan, rantai pasokan, daftar topik material, dan batasan topik perusahaan.

In 2021, Astragraphia did not merge companies, or close/open new factories/business units. In 2021, there was no significant change in terms of size, structure, ownership, supply chain, material topic list, and company topic boundaries.

Penghargaan dan **Sertifikasi** [102-12]

Awards and Certification [102-12]

● Penghargaan

Awards

astragraphia

member of **ASTRA**



TOP CSR Awards 2021 #level star 4
dari TOP Business
TOP CSR Awards 2021 #level star 4
from TOP Business



TOP Leader on CSR Commitment 2021
dari TOP Business
TOP Leader on CSR Commitment 2021
from TOP Business



Inovasi Peningkatan Penjualan UMKM Melalui Kelas ASIK
dari GATRA Media Group
Inovasi Peningkatan Penjualan UMKM Melalui Kelas ASIK
from GATRA Media Group



Program CSV Kelas ASIK
dari Infobrand.id
Program CSV Kelas ASIK
from Infobrand.id



ESG Commitment
dari Beritasatu Media Holding
ESG Commitment
from Beritasatu Media Holding



● Sertifikasi [102-12]

Certification [102-12]



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

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

Occupational Health & Safety Management System - ISO 45001:2018
Hold Certificate No. OHS 642564



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



Occupational Health & Safety Management System - ISO 45001:2018
Hold Certificate No. OHS 587755



IT Service Management System - ISO/IEC 20000-1:2018
Hold Certificate No. ITMS 600468



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

astragraphia
member of ASTRA

agit
Astra Graphia
Information Technology
member of ASTRA

Peristiwa Penting 2021

Significant Event 2021

1 Februari
February



Kick Off Meeting

Entitas anak AXI kembali melaksanakan *Kick Off Meeting* secara *online* untuk seluruh karyawan internal dengan mengangkat tema "Elevate Towards Valuable". Dalam acara ini, seluruh karyawan AXI diberikan arahan mengenai tujuan bisnis 2021 serta mengajak untuk bekerja cerdas dan maksimal sehingga tujuan perusahaan dapat terwujud.

Kick Off Meeting

A subsidiary, AXI, organized a virtual Kick Off Meeting for all of its internal employees themed "Elevate Towards Valuable". In this event, all of AXI employees were briefed on AXI's 2021 business goals and encouraged to work smart and deliver a company's goals.

16 Februari
February



Peluncuran Mesin Digital Printing Fuji Xerox Versant 3100iPress

PT Astra Graphia Tbk (Astragraphia) melalui salah satu portofolio bisnis Document Solution meluncurkan mesin cetak digital Fuji Xerox Versant 3100iPress yang menawarkan kecanggihan teknologi penarik kertas dengan vakum udara (Air Suction Feeder) untuk mendorong produktivitas pencetakan aplikasi *graphic art* di Indonesia.

Astragraphia yakin bahwa dengan keunikan teknologi Air Suction Feeder dan kompatibilitas media cetak yang beragam dari Fuji Xerox Versant 3100iPress mampu mendukung pemain industri percetakan di Indonesia untuk selalu adaptif dan kreatif. Mesin cetak digital ini memfasilitasi para pelaku bisnis *graphic art* untuk menjawab kebutuhan cetak pelanggannya secara luas dengan lebih cepat dan variatif, baik secara individu, institusi, korporasi, UMKM, hingga pelaku industri kreatif yang ingin melakukan personalisasi dan kustomisasi kemasan produk maupun materi promosi usahanya.

The launching of Fuji Xerox Versant 3100 Press Digital Printing Machine

PT Astra Graphia Tbk (Astragraphia) through one of its Document Solution business portfolios launched the Fuji Xerox Versant 3100iPress digital printing machine, which offers advanced paper-pulling technology with an Air Suction Feeder to boost the productivity of printing graphic art applications in Indonesia.

Astragraphia is convinced that with the unique Air Suction Feeder technology and various print media compatibility, the Fuji Xerox Versant 3100iPress is able to support the printing industry players in Indonesia to always be adaptive and creative. This digital printing machine facilitates graphic art business players to respond to the printing needs of their customers, from retail, institution, corporation, MSME, to creative industry customers who want to personalize and customize product packaging and business promotional materials.

15 Februari
February



AXI Sevenversary 2021

Memperingati hari jadi ke-7, entitas anak AXI mengadakan perayaan AXI Sevenversary 2021 dengan seluruh karyawan dengan mengangkat tema "Elevate Towards Valuable".

AXI Sevenversary 2021

Commemorating its 7th Anniversary, a subsidiary, AXI, held the AXI Sevenversary 2021 celebration themed "Elevate Towards Valuable" where all of its employees were invited.



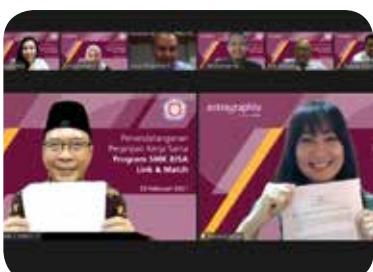
19 Februari
February



AGIT Employee Communication Meeting 2021 "Be Ready To Be Relefun"

Employee Communication Meeting (ECM) merupakan acara rutin internal tahunan yang diadakan oleh entitas anak, PT Astra Graphia Information Technology (AGIT) bagi seluruh karyawan tanpa terkecuali. Acara ini diselenggarakan secara online dengan mengusung tema Be Ready To Be Relefun. AGIT diharapkan dapat menjadi pelopor transformasi digital dengan membuat inovasi yang menginspirasi bangsa sesuai nilai-nilai budaya perusahaan, yaitu Valuable to The Nation and Life, Innovative and World Class Excellence, Preferred Partner for Customer, Synergetic Teamwork (VIPS).

23 Februari
February



Peresmian Sekolah Binaan Pertama Astragraphia untuk program SMK BISA Link & Match

Pada tahun 2021 untuk pertama kalinya Astragraphia memiliki sekolah binaan, yaitu SMK 2 Triple J yang berlokasi di Citeureup, Bogor. Pembinaan ini diberikan kepada siswa dan siswi pada Kompetensi Keahlian Multimedia meliputi penyelarasan kurikulum, pelatihan & pemberian sertifikat, kunjungan industri, hingga pemberian sarana. Kesepakatan pembinaan tertuang dalam Perjanjian Kerja Sama (PKS) ditandatangani oleh manajemen Astragraphia serta perwakilan dari pihak sekolah.

Inauguration of Astragraphia's First Fostered School under the SMK BISA Link & Match program

The year 2021 was the first year Astragraphia had a fostered school, SMK 2 Triple J which is located in Citeureup, Bogor. Coaching was given to students in Multimedia Expertise Competencies, from curriculum alignment, training & certificates, industrial visits, to providing facilities. The coaching agreement is contained under the Cooperation Agreement (PKS) signed by Astragraphia management and the school's representatives.

1 April
April



Perubahan Nama Prinsipal Utama Astragraphia, Fuji Xerox Menjadi FUJIFILM Business Innovation

Prinsipal utama Astragraphia, Fuji Xerox Co. Ltd., mengumumkan perubahan nama perusahaan menjadi FUJIFILM Business Innovation Corp. Perubahan nama tersebut bertujuan untuk memperluas cakupan area bisnis ke depan dan mewujudkan komitmen Perusahaan untuk selalu menghadirkan inovasi bisnis.

Astragraphia sebagai Distributor Eksklusif dari FUJIFILM Business Innovation Corp. di Indonesia terus berkomitmen untuk memberikan pelayanan terbaik kepada pelanggan setia melalui 32 Kantor Cabang dan 93 Titik Layanan yang melayani 514 Kota dan Kabupaten di seluruh Indonesia.

Change of Name of Main Principal of Astragraphia, Fuji Xerox to FUJIFILM Business Innovation

Astragraphia's main Principal, Fuji Xerox Co. Ltd., announced the change to its corporate name to FUJIFILM Business Innovation Corp. With the change, the Principal aims to expand the scope of its business in the future and realize the Company's commitment to always deliver business innovation.

As the Exclusive Distributor of FUJIFILM Business Innovation Corp. in Indonesia, Astragraphia continues to be committed to providing the best service to loyal customers through 32 Branch Offices and 93 Service Points serving 514 Cities and Regencies throughout Indonesia.

14 April
April**Rapat Umum Pemegang Saham Tahunan (RUPST) Astragraphia**

PT Astra Graphia Tbk (Astragraphia) melaksanakan Rapat Umum Pemegang Saham Tahunan (RUPST) di Catur Dharma Hall, Menara Astra, Jakarta. Dalam rangka mendukung penerapan kebijakan pemerintah terkait penanganan pandemi COVID-19, pemegang saham Astragraphia juga dapat memberikan kuasa secara elektronik melalui e-Proxy yang disediakan oleh PT Kustodian Sentral Efek Indonesia (KSEI).

Astragraphia's Annual General Meeting of Shareholders (AGMS)

PT Astra Graphia Tbk (Astragraphia) held its Annual General Meeting of Shareholders (AGM) at Catur Dharma Hall, Menara Astra, Jakarta. In order to support the implementation of government policies related to the handling of the COVID-19 pandemic, Astragraphia shareholders also provided power of attorney electronically through an e-Proxy facilitated by PT Kustodian Sentral Efek Indonesia (KSEI).

19 April
April**Peresmian Posyandu Binaan Pertama Astragraphia untuk Program Posyandu Digital**

Astragraphia untuk pertama kalinya memiliki posyandu binaan, yaitu Posyandu Anyelir 04 yang berlokasi di wilayah ring 1 kantor pusat Kramat Raya. Kegiatan pembinaan yang diberikan kepada kader-kader posyandu antara lain edukasi mengenai kesehatan balita dan ibu hamil untuk kader, pemberian sarana dan prasarana, hingga bantuan PMT. Periode kerja sama pembinaan ini berlangsung sejak awal hingga akhir 2021, dan setelah melalui evaluasi, kedua belah pihak sepakat untuk melanjutkan pendampingan pada tahun 2022.

Inauguration of Astragraphia's First Fostered School under the SMK BISA Link & Match program

Astragraphia had its first fostered Posyandu, namely Posyandu Anyelir 04 which is located in the ring 1 area of the Company's Kramat Raya head office. Coaching for posyandu cadres were given on education, from toddlers' health and pregnant women, provision of facilities and infrastructure, to PMT assistance. The coaching last from the beginning to the end of 2021, and based on a post-coaching evaluation, both parties agreed to continue the mentoring in 2022.

22 April
April**HUT ke-45 Astragraphia "Semangat Berkarya 45tragraphia"**

Astragraphia merayakan Hari Ulang Tahun (HUT) ke-45 bertema Semangat Berkarya 45tragraphia. Melalui tema tersebut, Astragraphia mengajak seluruh Insan Astragraphia untuk selalu optimis dalam menghadapi situasi apapun tanpa mengurangi semangat untuk selalu berkarya dan memberikan kontribusi terbaik Astragraphia.

The 45tragraphia's 45th Anniversary "The 45tragraphia's Passion for Works"

Astragraphia celebrated its 45th Anniversary with the theme 45tragraphia's Creative Passion. Through this theme, Astragraphia encourage all Astragraphia personnel to remain optimistic in facing any given situation with the same passion to always work and deliver for Astragraphia their best contribution.

14 Juni
June**AXI Live di Katalog PEPP**

Per tanggal 14 Juni 2021, PT Astragraphia Xprins Indonesia resmi terdaftar sebagai penyedia di Katalog Elektronik Nasional LKPP Etalase Peralatan Elektronik Perkantoran dan Peralatan Pendukungnya (PEPP) periode 2021 - 2025.

AXI Live at PEPP Catalogue

In June 14, 2021, PT Astragraphia Xprins Indonesia was officially registered as a provider in "Katalog Elektronik Nasional LKPP Etalase Peralatan Elektronik Perkantoran dan Peralatan Pendukungnya (PEPP)" for the period 2021 – 2025.



23 Juli
July



Children's Workbook Hari Pendidikan Nasional

Bertepatan dengan momen Hari Anak Nasional pada 23 Juli 2021, PT Astra Graphia Tbk (Astragraphia) berkolaborasi bersama entitas anak AXI melalui portofolio bisnis AXIQoe, mendistribusikan 1.242 buku aktivitas anak (Children's Workbook) kepada 42 PAUD di Wilayah Binaan 1 Kecamatan Cakung, Suku Dinas Pendidikan Kota Administrasi Jakarta Timur.

Seremoni penyerahan Workbook dilaksanakan secara daring dan dihadiri oleh perwakilan manajemen Astragraphia beserta tim. Diharapkan buku aktivitas dapat membantu anak untuk melatih motorik, kognitif serta berpikir kreatif.

Children's Workbook National Education Day

Coinciding with National Children's Day on July 23, 2021, PT Astra Graphia Tbk (Astragraphia) collaborated with AXI's subsidiary through the AXIQoe business portfolio, distributing 1,242 children's activity books (Children's Workbook) to 42 PAUD in the Targeted Area 1, Cakung District, Education Sub-dept. East Jakarta Administrative City.

The Workbook giving ceremony was held online and attended by representatives of Astragraphia management and the team. Hoping that the activity books can help train the toddlers' motoric system, cognitive and creative thinking.

7 September
September



Public Expose & Press Conference Live 2021

Astragraphia menyelenggarakan acara paparan publik (*public expose*) yang dilanjutkan dengan konferensi pers (*press conference*) dalam rangka penyampaian kinerja perusahaan dan segala keputusan yang berkaitan dengan bisnis dan operasional selama semester I 2021. *Public Expose* dan *Press Conference* diadakan secara daring yang dihadiri oleh pemangku kepentingan terkait, seperti analis, investor, bankers, pemegang saham, dan media.

Public Expose & Press Conference Live 2021

Astragraphia held a public expose and a following press conference in order to convey the company's performance and all decisions related to business and operations during the first semester of 2021. The Public Expose and Press Conference were held online which were attended by relevant stakeholders, such as analysts, investors, bankers, shareholders, and the media.

7 September
September



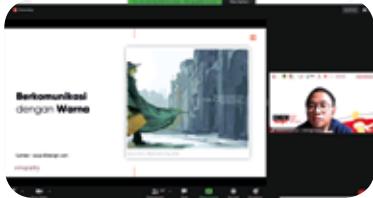
HUT AGIT ke-17

AGIT merayakan Hari Ulang Tahun (HUT) ke-17 bertema Be ReleFun and Be Confident. Pada perayaan HUT AGIT juga diresmikan olimpiade VIPS yang merupakan ajang perlombaan untuk Insan AGIT terkait internalisasi budaya perusahaan VIPS, dengan menggunakan aplikasi media sosial ataupun kompetisi lainnya yang bersifat daring.

AGIT's 17th Anniversary

AGIT celebrated its 17th Anniversary with the theme Be ReleFun and Be Confident. At the celebration of AGIT's anniversary, the VIPS Olympiad was also inaugurated, which is a tournament for AGIT Personnel where they would compete for the internalization of VIPS corporate culture, using social media applications or other online competitions.

19 Oktober
October



Kelas Astragraphia untuk Industri Kreatif (Kelas ASIK) bersama OJK Jawa Tengah

Astragraphia melalui program Kelas Astragraphia untuk Industri Kreatif (Kelas ASIK) bekerja sama dengan Otoritas Jasa Keuangan (OJK) Jawa Tengah, menyelenggarakan pelatihan daring untuk pelaku UMK yang berdomisili di wilayah Semarang. Event kali itu menghadirkan 3 orang narasumber, yang salah satunya adalah Business Application Designer PT Astra Graphia Tbk yang membawakan topik mengenai 'Kemasan dan Label Kreatif'.

Astragraphia Class for Creative Industries (Kelas ASIK), Astragraphia in collaboration with OJK Central Java

Through the Astragraphia Class for Creative Industries (ASIK Class), Astragraphia in collaboration with the Central Java Financial Services Authority (OJK) held online training for MSEs domiciled in Semarang. This event presented 3 speakers, one of whom was the Business Application Designer PT Astra Graphia Tbk who brought the topic of 'Creative Packaging and Labels'.

16 November
November



Town Hall Astragraphia "Reinvent Business towards Sustainable Growth"

Astragraphia menyelenggarakan forum komunikasi Town Hall Astragraphia, untuk menciptakan keserasian Strategi Organisasi Astragraphia di tahun 2022 serta penjelasan tentang Kinerja Astragraphia di tahun 2021

Town Hall Astragraphia "Reinvent Business towards Sustainable Growth"

Astragraphia organized the Astragraphia Town Hall communication forum, to create alignment of Astragraphia's Organizational Strategy in 2022 and deliver presentation on Astragraphia's Performance in 2021

29 November
November



Peluncuran Produk FUJIFILM Business Innovation untuk Dorong Digitalisasi Proses Bisnis dan Alur Kerja

Astragraphia melalui unit usaha Solusi Dokumen meluncurkan rangkaian produk dan solusi perangkat multifungsi The New Apeos Series dan printer produksi Revoria Press Series dari FUJIFILM Business Innovation. Peluncuran produk-produk tersebut menjadi simbol kemitraan yang semakin kuat antara Astragraphia dan FUJIFILM Business Innovation untuk berinovasi menghadirkan teknologi dan solusi untuk dorong digitalisasi proses bisnis dan alur kerja para pelanggan perkantoran, usaha skala kecil hingga besar, serta pelaku bisnis di industri kreatif.

FUJIFILM Business Innovation Product Launch to Drive Digitization of Business Processes and Workflows

Astragraphia through its Document Solutions business unit launched a series of products and solutions for The New Apeos Series multifunction devices and printers produced by Revoria Press Series of FUJIFILM Business Innovation. The launch of these products symbolized the increasingly strong partnership between Astragraphia and FUJIFILM Business Innovation to innovate and deliver technology and solutions to encourage business process and workflow digitalization for its office customers, small to large scale businesses, and businesses in the creative industry.



30 Desember
December



Peresmian Wilayah Binaan Pertama Astragraphia untuk Program Kampung Berseri Astra (KBA)

Sejalan dengan semangat Astra dalam mengoptimalkan 4 pilar (Kesehatan, Pendidikan, Lingkungan, Kewirausahaan) pada satu area tertentu, Astragraphia meresmikan Kampung Berseri Astra dengan Lurah Pondok Ranggon, Jakarta Timur. Astragraphia mengawali pengembangan di KBA Pondok Ranggon melalui dua pilar terlebih dahulu yaitu Pilar Kesehatan dan Kewirausahaan.

Pada Pilar Kewirausahaan, perusahaan fokus mengembangkan 4 (empat) Unit Pengolahan Hasil Sentra Susu Pondok Ranggon, dengan memfasilitasi kebutuhan pelatihan mengenai kemasan kreatif yang aman bagi produk konsumsi, desain label kemasan produk, pembelian botol kemasan, hingga bantuan pemasaran *offline*.

Sementara pada bidang kesehatan, Astragraphia melakukan pendampingan kepada 7 (tujuh) kader Posyandu Tunas Muda 3 dalam hal pemanfaatan aplikasi iPosyandu untuk pendataan bayi, balita, dan ibu hamil secara terintegrasi, edukasi seputar kesehatan bagi para kader, pemberian makanan tambahan untuk balita, serta pemberian sarana penunjang untuk kebutuhan pendataan tumbuh kembang bayi dan balita.

**Inauguration of Astragraphia's first target area for the program
Kampung Berseri Astra (KBA)**

In line with Astra's passion towards optimizing the 4 pillars (Health, Education, Environment, Entrepreneurship) in one particular area, Astragraphia, accompanied by the District Heard of Pondok Rangon, East Jakarta, inaugurated the Kampung Berseri Astra. Astragraphia started the development of KBA Pondok Ranggon through the first two pillars, namely the Entrepreneurship and Health Pillars.

In the Entrepreneurship Pillar, the company focused on developing 4 (four) Product Processing Units at the Pondok Ranggon Dairy Center, by facilitating training needs on creative packaging that is safe for consumption products, product packaging label design, purchases of packaging bottles, and offline marketing assistance.

In the health sector, Astragraphia provided assistance to 7 (seven) cadres of Posyandu Tunas Muda 3 in terms of using the iPosyandu application for integrated data collection of infants, toddlers, and pregnant women, education about health for cadres, providing additional food for toddlers, and providing supporting facilities for the need for data collection on the growth and development of infants and toddlers.



04

Tata Kelola Keberlanjutan

Sustainable Governance



“Penerapan Tata Kelola Keberlanjutan di Astragraphia dilakukan secara konsisten dengan berpedoman pada peraturan yang berlaku sebagai wujud komitmen Astragraphia untuk menerapkan tata kelola yang lebih baik lagi kepada pemegang saham (*shareholders*) dan pihak berkepentingan (*stakeholders*)”

“The implementation of Sustainability Governance at Astragraphia is carried out consistently by referring to the applicable regulations as a form of Astragraphia’s commitment to implementing better governance for shareholders and stakeholders.”

Tata Kelola Keberlanjutan

Sustainable Governance

“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, di antaranya melalui pernyataan komitmen penerapan tata kelola perusahaan yang baik dan sosialisasi tata nilai perusahaan.”

“One way to encourage the implementation of good corporate governance at Astragraphia is to internalize the concept to all employees from basic to managerial levels, including through a statement of commitment to implementing good corporate governance and socialization of corporate values.”

DASAR-DASAR PELAKSANAAN KEBIJAKAN TATA KELOLA KEBERLANJUTAN [103-2]

Pelaksanaan kebijakan tata kelola keberlanjutan dan Good Corporate Governance (GCG) di dalam lingkup Astragraphia dilakukan berlandaskan Peraturan OJK No. 21/POJK.04/2015 dan Surat Edaran OJK No. 32/SE.OJK.04/2015 tentang Pedoman Tata Kelola Perusahaan. Selain itu, dalam menjalankan bisnis, Astragraphia juga mengindahkan regulasi dan norma-norma bisnis yang berlaku di Indonesia, dengan mengadopsi standar GCG yang baik.

GCG memiliki 5 (lima) prinsip dasar, yang secara konsisten diterapkan oleh Astragraphia ke dalam seluruh perencanaan, pengambilan keputusan, dan kegiatan operasional bisnis. Kelima prinsip dasar GCG adalah transparansi atau keterbukaan informasi (*transparency*), akuntabilitas (*accountability*), pertanggungjawaban (*responsibility*), independensi (*independency*), kesetaraan dan kewajaran (*equality and fairness*).

IMPLEMENTATION FOUNDATION OF SUSTAINABLE GOVERNANCE POLICY [103-2]

The implementation of sustainability governance policies and Good Corporate Governance (GCG) within Astragraphia is carried out in accordance with FSA Regulation No. 21/POJK.04/2015 and FSA Circular Letter No. 32/SE.OJK.04/2015 concerning Guidelines for Corporate Governance. In addition, in running its business, Astragraphia also respects the regulations and business norms that apply in Indonesia, by adopting good GCG standards.

GCG has 5 (five) basic principles, which are consistently applied by Astragraphia in all planning, decision making, and business operational activities. The five basic principles of GCG are transparency or disclosure of information, accountability, responsibility, independency, equality and fairness.



Berikut penerapan kelima prinsip dasar GCG. [102-11, 103-2]

Following are the implementation of the five basic principles of GCG. [102-11, 103-2]

Transparansi Transparency	<ul style="list-style-type: none">Astragraphia mengungkapkan informasi secara tepat waktu, jelas, dan mudah diakses oleh seluruh pemangku kepentinganAstragraphia mengungkapkan informasi penting dimaksud sesuai dengan tata cara yang diatur dalam ketentuan pasar modal dan/atau perundang-undangan terkait.	<ul style="list-style-type: none">Astragraphia discloses information in a timely, clear, and easily accessible manner by all stakeholders.Astragraphia discloses information in accordance with the procedures regulated in the capital market and/or related legislation.
Akuntabilitas Accountability	<ul style="list-style-type: none">Anggota Direksi dan Dewan Komisaris memiliki tugas dan tanggung jawab yang jelas.Melalui Rapat Umum Pemegang Saham Tahunan, Direksi dan Dewan Komisaris mempertanggungjawabkan kinerjanyaAstragraphia menetapkan tanggung jawab yang jelas dari masing-masing organ organisasi yang selaras dengan visi, misi, sasaran, strategi, dan usaha perusahaan.	<ul style="list-style-type: none">Members of the Board of Directors and Board of Commissioners have clear duties and responsibilities.Through the Annual General Meeting of Shareholders, the Board of Directors and the Board of Commissioners are accountable for their performance.Astragraphia establishes clear responsibilities of each organ of the organization that are in line with the company's vision, mission, goals, strategies and business.
Pertanggungjawaban Responsibility	<ul style="list-style-type: none">Astragraphia selalu berpegang pada prinsip kehati-hatian dalam melaksanakan kegiatan usahanya.	<ul style="list-style-type: none">Astragraphia always adheres to prudential principle in carrying out its business activities.
Independensi Independence	<ul style="list-style-type: none">Astragraphia bertindak profesional dan obyektif dalam setiap pengambilan keputusan.	<ul style="list-style-type: none">Astragraphia acts professionally and objectively in every decision.
Kesetaraan dan Kewajaran Equality and Fairness	<ul style="list-style-type: none">Astragraphia senantiasa memperhatikan kepentingan seluruh pemangku kepentingan 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 pemangku kepentingan mempunyai akses terhadap informasi sesuai dengan prinsip keterbukaan.	<ul style="list-style-type: none">Astragraphia always pays attention to the interests of all stakeholders based on the principles of equality and fairness (<i>equal treatment</i>).Astragraphia provides an opportunity for all shareholders at the General Meeting of Shareholders to express their opinions.All stakeholders have access to information in accordance with the principle of transparency.

TUJUAN PENERAPAN TATA KELOLA KEBERLANJUTAN

Penerapan GCG pada operasional bisnis Astragraphia terus menerus ditingkatkan agar kinerja keberlanjutan Astragraphia semakin baik, serta untuk melindungi seluruh pemangku kepentingan, sebagai bagian dari pelaksanaan Catur Dharma dan VIPS yang merupakan filosofi dan budaya Perusahaan.

PENERAPAN TATA KELOLA KEBERLANJUTAN

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, di antaranya melalui pernyataan komitmen penerapan tata kelola perusahaan yang baik dan sosialisasi tata nilai perusahaan.

PURPOSE OF SUSTAINABLE GOVERNANCE IMPLEMENTATION

The implementation of GCG in Astragraphia's business operations is continuously improved so that Astragraphia's sustainability performance is enhanced, and serves to protect all stakeholders, as part of the implementation of Catur Dharma and VIPS which are the philosophy and culture of the Company.

IMPLEMENTATION OF SUSTAINABLE GOVERNANCE

One way to encourage the implementation of good corporate governance at Astragraphia is to internalize the concept to all employees from basic to managerial levels, including through a statement of commitment to implementing good corporate governance and socialization of corporate values.

STRUKTUR TATA KELOLA KEBERLANJUTAN

Struktur tata kelola perusahaan tergambar 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. Dewan Komisaris dalam menjalankan fungsi pengawasannya dibantu oleh 2 (dua) organ pendukung yaitu Komite Nominasi dan Remunerasi dan Komite Audit.
- 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. Direksi dalam menjalankan fungsi pengurusannya dibantu oleh 3 (tiga) organ pendukung yaitu Sekretaris Perusahaan, Audit Internal, dan Hubungan Investor (*Investor Relation*).

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

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

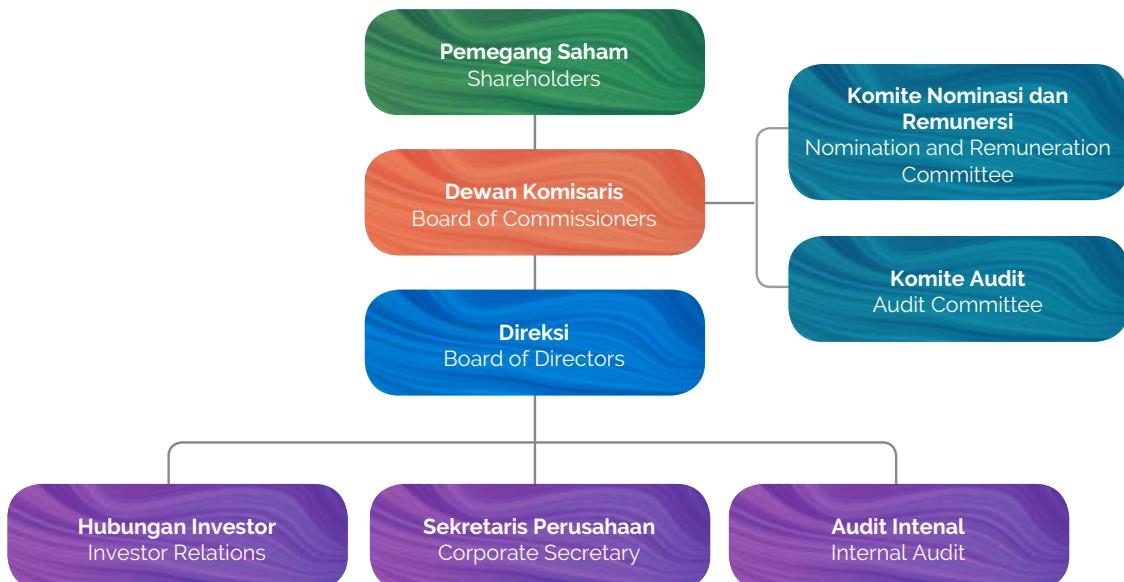
SUSTAINABILITY GOVERNANCE STRUCTURE

The corporate governance structure is reflected in the company's organs, which consist of the General Meeting of Shareholders (GMS), the Board of Commissioners, and the Board of Directors. [102-18]

- GMS is a company organ that has the sole authority that is not given to the Board of Directors or the Board of Commissioners within the limits specified in the Law and/or Articles of Association.
- The Board of Commissioners is the company's organ in charge of supervising management policies, the general course of management, both with regards to the company and its business, and providing advice to the Board of Directors. The Board of Commissioners in carrying out its supervisory function is assisted by 2 (two) supporting organs, namely the Nomination and Remuneration Committee and the Audit Committee.
- The Board of Directors is a company organ that is authorized and fully responsible for managing the company for the benefit of the company, in accordance with the goals and objectives of the Company and representing the Company, in accordance with the provisions of the Articles of Association. The Board of Directors in carrying out its management function is assisted by 3 (three) supporting organs, namely the Corporate Secretary, Internal Audit, and Investor Relations.

Apart from the main organs, Astragraphia also has supporting organs, including:

- Supporting organs of the Board of Commissioners
 - Audit Committee
 - Nomination and Remuneration Committee
- Supporting organs of the Board of Directors
 - Company secretary
 - Internal Audit
 - Investor Relations (Investor Relations)





MEKANISME TATA KELOLA KEBERLANJUTAN

Tata kelola keberlanjutan dilakukan bersama-sama seluruh Direksi dan fungsi-fungsi yang ada di Astragraphia sesuai dengan tugas dan tanggung jawab masing-masing. Tata kelola keberlanjutan dilakukan dengan merujuk pada ketentuan terkait tata kelola dan berlandaskan pada Catur Dharma dan VIPS sebagai filosofi dan budaya perusahaan.

Khusus pelaksanaan tanggung jawab sosial perusahaan (CSR), Direksi mendeklasikan kepada Department Corporate Communication (Corcom) dibawah Divisi Corporate Secretary. Corporate Communication, and Legal. Corcom menjadi representasi Astragraphia untuk menjalin kerja sama dengan pemangku kepentingan dalam pengelolaan aspek-aspek ekonomi, sosial, dan lingkungan. Corcom berkoordinasi dan berkerja sama dengan seluruh fungsi yang ada dalam melaksanakan CSR.

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.

SUSTAINABILITY GOVERNANCE MECHANISM

Sustainability governance is carried out jointly with all the Directors and functions at Astragraphia in accordance with their respective duties and responsibilities. Sustainability governance is carried out by referring to regulations related to governance and based on Catur Dharma and VIPS as corporate philosophy and culture.

The Board of Directors delegates the implementation of corporate social responsibility (CSR) to the Corporate Communications (Corcom) Department which is under the Corporate Secretary, Corporate Communication, and Legal Division. Corcom is Astragraphia's representative to collaborate with stakeholders in managing economic, social and environmental aspects. Corcom also coordinates and cooperates with all other functions in the Company in implementing CSR.

The mechanisms adopted to improve the quality of the implementation of corporate governance include:

1. Evaluating the implementation of governance, including making improvements to the resulting recommendations.
2. Monitoring the implementation of corporate governance in the company.
3. Encouraging more professional, transparent, and efficient company management.



PENGEMBANGAN KOMPETENSI TERKAIT KEUANGAN BERKELANJUTAN

Astragraphia senantiasa meningkatkan dan mengembangkan kompetensi terkait keuangan berkelanjutan. Pada tahun 2021, Astragraphia mengirimkan tim untuk mengikuti pelatihan menulis Laporan Keberlanjutan yang diselenggarakan oleh Asosiasi Emiten Indonesia (AEI) bekerja sama dengan Global Reporting Initiative (GRI).

SUSTAINABLE FINANCIAL COMPETENCY DEVELOPMENT

Astragraphia continues to improve and develop sustainable finance competencies. In 2021, Astragraphia sent a team to take part in training on writing a Sustainability Report organized by the Association of Indonesian Issuers (AEI) in collaboration with the Global Reporting Initiative (GRI).

RAPAT UMUM PEMEGANG SAHAM (RUPS)

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 14 April 2021.

DEWAN KOMISARIS

Dewan Komisaris memiliki peranan penting untuk melakukan komunikasi aktif kepada Direksi dan komite lain di bawahnya. Fungsi Dewan Komisaris antara lain adalah melakukan pengawasan terhadap pengelolaan Perusahaan 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, dan 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 pengenalan ini mencakup ulasan berbagai dokumen yang tersedia dalam bentuk *soft copy* maupun *hard copy*, termasuk di antaranya Laporan Tahunan Perusahaan, 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 2021 bagian Tata Kelola Perusahaan.

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 struktural, Unit Manajemen Risiko berada di bawah Presiden Direktur.



GENERAL MEETING OF SHAREHOLDERS (GMS)

The General Meeting of Shareholders has the decision-making function on important policies that are integrated into the business continuity and operations of the Company. The Indonesian government through Law no. 40 of 2007 concerning Limited Liability Companies stipulates and regulates a company in carrying out the GMS, and the responsibility lies with the Board of Commissioners and the Board of Directors. The Annual GMS was held on 14 April 2021.

BOARD OF COMMISSIONERS

The Board of Commissioners has an important role to carry out active communication to the Board of Directors and other committees under it. The functions of the Board of Commissioners, among others, are to supervise the management of the Company which is carried out by the Board of Directors. In the implementation of the GMS, the Board of Commissioners will provide suggestions and responses to several issues related to corporate governance.

BOARD OF DIRECTORS

The responsibility for managing, determining, and regulating 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. Upon taking office, the Board of Directors will be given full orientation on their responsibilities prepared by the Corporate Secretary in the introduction program. This introduction program includes a review of various documents available in both soft and hard copies, including the Company's Annual Report, Articles of Association, and Committee Work Guidelines, as well as related rules and regulations. Details of the implementation of the duties, authorities, and responsibilities of the governance organs can be read in the 2021 Astragraphia Annual Report for the Corporate Governance section.

RISK MANAGEMENT [102-11]

Risk Management is a unit that functions to assist the Board of Directors in identifying and assessing potential risks that exist 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, COSO Enterprise Risk Management, dan Pedoman Kerja Manajemen Risiko ISO 31000. Berdasarkan penerapan pedoman kerangka kerja di atas, diharapkan dapat memberikan kemudahan bagi manajemen dalam memitigasi risiko dan dalam proses pengambilan keputusan. Hasil identifikasi yang diperoleh memberikan gambaran potensi risiko yang ada dan sebagai bagian dari aktivitas pengendalian internal.

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, serta menjadi rujukan dalam menetapkan penyempurnaan sistem atau kebijakan yang lebih efektif dalam menjalankan kegiatan Perusahaan.

Risiko-Risiko yang Dihadapi Perusahaan dan Mitigasinya

Berdasarkan hasil identifikasi Unit Manajemen Risiko selama tahun 2021, bisnis Astragraphia menghadapi potensi risiko, yang selengkapnya dapat dibaca dalam Laporan Tahunan Astragraphia 2021 bagian Tata Kelola Perusahaan.

Business Continuity Plan (BCP)

Astragraphia telah menyusun *Business Continuity Plan* (BCP) sebagai bagian dari kerangka Manajemen Risiko, untuk menghadapi potensi risiko terkait bencana, baik yang sifatnya bencana alam maupun bencana yang disebabkan oleh perbuatan manusia. Tujuan penyusunan dan proses percobaan BCP adalah untuk menjaga kelangsungan aktivitas fungsi/bagian yang kritikal 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.

Pada BCP ini terdapat *Disaster Recovery Plan* (DRP) pada masing-masing fungsi/bagian yang kritis. DRP 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.

Implemented Risk Management System

The implementation of Risk Management in Astragraphia refers to the Astra Group Risk Management Framework, COSO Enterprise Risk Management, and the ISO 31000 Risk Management Work Guidelines. Based on the application of the framework guidelines above, it is expected that it would provide convenience for management in mitigating risks and in the decision-making process. The identification results provide an overview of the potential risks that exist and as part of internal control activities.

Evaluation of the Effectiveness of the Risk Management System

Evaluation of risk management implementation is conducted to assess the reliability level of the Company's risk management implementation, and to provide assurance to the Board of Directors regarding the effectiveness of internal control. The evaluation results of the implementation of the risk management are one of the basis for Management's evaluation of the effectiveness of the internal control system, as well as a reference in determining the improvement of systems or policies that are more effective in carrying out the Company's activities.

The Risks Encountered by the Company and Their Mitigation

Based on the results of the identification of the Risk Management Unit during 2021, Astragraphia's business faces potential risks, which can be read in full in the 2021 Astragraphia Annual Report section of Corporate Governance.

Business Continuity Plan (BCP)

Astragraphia has prepared a Business Continuity Plan (BCP) as part of the Risk Management framework, to deal with potential risks related to disasters, both natural disasters and human-made disasters. The purpose of the preparation and trial process of the BCP is to maintain the continuity of the activities of critical functions/sections so that the Company's daily business operations can continue to run at a minimum level according to the Management agreement, including ensuring the safety of employees, which is the company's priority in the event of a disaster.

In this BCP there is a Disaster Recovery Plan (DRP) for each critical function/section. The DRP explains the steps that will be taken by the company starting from the prevention process, emergency response, recovery period to the transition period when conditions return to normal after the disaster.

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 percobaan minimal 1 (satu) 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 mematuhiinya dengan baik. Etika Bisnis ini dimuat juga dalam situs web Astragraphia.

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.

One of the critical functions in the company's business operations is the IT function, because IT infrastructure and application services are one of the driving force of the company's business operations, especially in the current digital era. In dealing with disaster-related risks, Astragraphia's IT business function has an IT DRP. One of the strategic steps in dealing with disasters regulated in the IT DRP is to build a Disaster Recovery Center (DRC). With this DRC, the availability of IT infrastructure and application services can be maintained when a disaster occurs or after a disaster, so that the company's business operations processes related to IT infrastructure and application services can run immediately. IT DRC has routinely carried out a trial process at least once a year.

CODE OF CONDUCT AND CORPORATE CULTURE

Business Ethics (Code of Conduct)

Astragraphia's Code of Conduct regulates behavioral guidelines within Astragraphia's internal environment, namely the relationship between employees, the Board of Commissioners and the Board of Directors, as well as relations with external parties such as shareholders, affiliated companies, principals, investors, customers, suppliers, the Government, the community and surrounding environment. These guidelines are conveyed to employees since they are admitted as Astragraphia employees in training regarding the introduction of Astragraphia, and are socialized at every opportunity to employees so that they always remember and adhere to them properly. This Business Ethics is also published on the Astragraphia website.

Main Contents of the Code of Ethics

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

Code of Ethics Statement

This Code of Ethics applies to all Astragraphia employees. This Code of Ethics is a reference for all Astragraphia employees in carrying out their duties so that they are always within the corridor of good governance practices.



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 di antaranya:

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 2021 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 senantiasa berkomitmen dan meningkatkan implementasi tata kelola perusahaan yang baik diantaranya dengan menyusun Kebijakan Anti *Fraud* dan Anti Korupsi sebagai upaya pencegahan tindakan curang (*fraud*) dan korupsi yang merugikan Perusahaan dan/atau negara, selengkapnya dimuat dalam situs web Astragraphia.

Pelatihan Anti *Fraud* dan Anti Korupsi kepada seluruh manajemen Perusahaan dan anak usaha Perusahaan diselenggarakan pada tanggal 24 September 2021 bekerjasama dengan Kantor Hukum dan disosialisasikan kepada seluruh karyawan Perusahaan dan anak usaha Perusahaan melalui platform *virtual learning system*.

Dissemination of the Code of Ethics and Its Enforcement Efforts

This Code of Conduct is disseminated to all employees, including the Board of Directors at every opportunity, and has been published on the company's website.

Astragraphia has also implemented a number of initiatives for the implementation of the Code of Ethics including:

1. Conducting socialization to all new employees of Astragraphia regarding the Code of Ethics.
2. Add a clause in the agreement not to give gifts or commissions, or other gratuities forms to Astragraphia employees and include a clause in the event of a violation of this prohibition, it could terminate the agreement.

Types of Sanctions for Each Type of Violation Regulated in the Code of Ethics

Astragraphia will review the reports of violations and take the necessary actions.

Number of Code of Conduct Violations

During 2021 there were no violations of the code of ethics.

Corporate Culture

Astragraphia already has a corporate culture which is abbreviated as VIPS, namely:

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 has commitment and always improves the implementation of good corporate governance, including by formulating an Anti-Fraud and Anti-Corruption Policy as an effort to prevent fraud and corruption that is detrimental to the Company and/or the state. The full version of the policies is available on the Astragraphia website.

Anti-Fraud and Anti-Corruption Training for all management of the Company and its subsidiaries was held on 24 September 2021 in collaboration with the Law Firm and disseminated to all employees of the Company and its subsidiaries through a virtual learning system platform.

SISTEM PELAPORAN PELANGGARAN

[102-17]

Astragraphia menyelenggarakan mekanisme pelaporan pelanggaran untuk menerima laporan pelanggaran kode etik Perusahaan melalui unit-unit yang terlibat dalam pengawasan. Setiap laporan dugaan penyimpangan akan ditelusuri dan ditindaklanjuti untuk perbaikan dan pencegahan terulangnya insiden serupa.

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 apabila mengetahui adanya penyalahgunaan, penyimpangan atau pelanggaran terkait kode etik Astragraphia, etika bisnis, peraturan perusahaan, anggaran dasar, hukum, rahasia perusahaan atau rahasia dagang dan pelanggaran lainnya yang dapat merugikan Astragraphia maupun pemangku kepentingan. 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 2021 tidak terdapat pelaporan pelanggaran yang diterima oleh Astragraphia.

WHISTLEBLOWING SYSTEM

[102-17]

Astragraphia maintains a violation reporting mechanism to receive reports of violations of the Company's code of ethics through the units involved in supervision. Any reports of alleged irregularities will be traced and followed up for improvement and to prevent recurrence of similar incidents.

Submission of Violation Reports

Through units that are actively involved in supervision, particularly the Internal Audit Department and/or Human Capital Management & Services, Astragraphia has a working mechanism that conducts periodic audits and/or receives reports from employees or stakeholders if they know of any misuse, irregularities or related violations. Astragraphia's code of ethics, business ethics, company regulations, articles of association, the law, company or trade confidences and other violations that may harm Astragraphia and its stakeholders. Violation reports can also be submitted through the Employee Suggestion Box on the Company's intranet web portal.

Protection for Whistleblowers

Astragraphia provides protection for the whistleblower and will review the report and take the necessary actions. In addition, Astragraphia will take corrective actions that are deemed necessary to prevent the occurrence of similar violations.

Handling of Complaints

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

Whistleblowing Management

Violation reports are managed by the Human Capital Management & Services Division.

Number of Violation Reports

Throughout 2021 there were no reports of violations received by Astragraphia.



PENGELOLAAN ASPEK TANGGUNG JAWAB SOSIAL DAN LINGKUNGAN

Program tanggung jawab sosial dan lingkungan Astragraphia dikelola dan dilaksanakan oleh Human Capital Management & Services, Corporate Communications & CSR, serta Customer Service & Support yang memiliki fungsi strategis untuk menetapkan arahan dan target dalam pengimplementasian Rencana Aksi Keuangan Berkelanjutan (RAKB) melalui program tanggung jawab sosial dan lingkungan Perusahaan.

MANAGEMENT OF SOCIAL AND ENVIRONMENTAL RESPONSIBILITY ASPECTS

Astragraphia's social and environmental responsibility programs are managed and implemented by Human Capital Management & Services, Corporate Communications & CSR, as well as Customer Service & Support which have a strategic function to determine directions and targets in implementing the Sustainable Finance Action Plan (SFAP) through social responsibility programs. and the Company's environment.



05

Portfolio Roadmap

Portfolio Roadmap



“Di tengah proses pemulihan ekonomi, Astragraphia tetap mampu bersaing dan menjadi pemimpin di industri *printing* dan *digital* dalam memberikan pengalaman terbaik kepada pelanggan.”

“Amid the economic recovery process, Astragraphia is still able to compete and become a leader in the printing and digital industry in providing the best experience for customers.”

Portofolio **Roadmap**

Portofolio Roadmap

"Astragraphia optimistis menciptakan bisnis yang kuat dan berkelanjutan melalui sinergi, adaptasi, dan inovasi. Langkah tersebut menjadi wujud komitmen Astragraphia untuk selalu dapat mengoptimalkan peluang bisnis, meraih pencapaian baru, dan tetap menjadi mitra pilihan pelanggan dalam bidang printing dan digital."

"Astragraphia is optimistic about creating a strong and sustainable business through synergy, adaptation and innovation. This initiative demonstrates Astragraphia's commitment to maximizing business opportunities, achieving new milestones, and being the customer's chosen printing and digital partner."

Mempertimbangkan prediksi kondisi perekonomian dan perkembangan industri ke depannya, Astragraphia telah menetapkan tujuan jangka menengah, yaitu Memperkuat Fundamental Bisnis Menuju Pertumbuhan yang Berkelanjutan. Tujuan tersebut diikuti oleh beberapa inisiatif yang telah dilaksanakan selama tahun buku 2021. Rencana Kerja dan Anggaran Tahunan (RKAT) 2021 tetap menjadi acuan strategi utama, namun beberapa penyesuaian telah dilakukan dalam merespons perubahan kondisi yang ada.

Kompetisi bisnis diprediksi akan semakin kuat di tahun 2022, hal ini membuat Astragraphia tidak hanya dituntut untuk terus berinovasi dan beradaptasi, namun juga meningkatkan kewaspadaan dan kehati-hatian dalam menghadapi situasi yang masih sangat dinamis. Kebijakan Astragraphia dalam meningkatkan efisiensi dalam pengelolaan biaya operasional dan menetapkan prioritas belanja modal akan tetap dijalankan di tahun mendatang. Perusahaan akan menjaga ketersediaan arus kas operasional untuk mengoptimalkan kinerja bisnis dan menjaga kondisi keuangan perusahaan yang sehat. Astragraphia juga terus berupaya untuk mewujudkan *operational excellence* dalam setiap proses di seluruh lini bisnis untuk mencapai hasil yang lebih baik untuk semakin berkontribusi dalam meningkatkan perekonomian nasional. [103-1, 103-2, 103-3]

Astragraphia has set a medium-term goal, Strengthening Business Fundamentals Towards Sustainable Growth, based on predictions of future economic conditions and industrial developments. This goal was followed by a number of activities that were implemented during the fiscal year 2021. The 2021 Annual Work Plan and Budget (Annual W&B Plan) remains the primary strategic reference, but several changes have been made in response to changing circumstances.

In 2022, business competition is expected to be even more fierce, requiring Astragraphia to not only continue to innovate and adapt, but also to increase vigilance and prudence in dealing with still-evolving situations. In the forthcoming year, Astragraphia will continue to pursue its policy of increasing efficiency in managing operational expenses and setting capital expenditures priorities. To enhance business performance and maintain a healthy financial state, the company will maintain operational cash flow availability. Astragraphia also continues to strive for operational excellence in every process across all business lines to gain better results and contribute to the nation's economic growth.

[103-1, 103-2, 103-3]



KINERJA BISNIS ASTRAGRAPHIA 2021

Di tengah proses pemulihan ekonomi, Astragraphia tetap mampu bersaing dan menjadi pemimpin di industri *printing* dan digital dalam memberikan pengalaman terbaik kepada pelanggan. Melalui adaptasi dan inovasi yang dilakukan dalam menghadapi tantangan yang ada, Astragraphia mampu mengoptimalkan peluang bisnis hingga pada akhirnya dapat membukukan keuntungan bersih sebesar Rp87 miliar atau tumbuh sebesar 83% dibandingkan tahun 2020, dengan pendapatan bersih sebesar Rp3.299 triliun. [201-1]

Pencapaian ini tidak terlepas dari kontribusi bisnis inti perusahaan yang secara konsisten melakukan penetrasi pasar untuk seluruh portofolio produk guna mempertahankan jumlah unit terpasang dan memenangkan proyek-proyek besar di beberapa sektor industri, hingga pada akhir 2021 Astragraphia dapat mencapai salah satu target yang dicanangkan, yakni mempertahankan posisi pemimpin pasar di segmen perangkat multifungsi A3 berwarna dan printer produksi.

PT Astra Graphia Information Technology (AGIT), entitas anak yang 99,999% sahamnya dimiliki oleh Astragraphia berhasil membukukan kinerja yang baik, terutama dalam penyediaan infrastruktur serta *software* pendukung operasional pelanggan. Kondisi pandemi mendorong perubahan perilaku masyarakat dalam bekerja dan menjalankan kegiatan bisnis secara jarak jauh. Akselerasi akan kebutuhan teknologi digital memberikan dampak yang baik pada bisnis teknologi informasi. AGIT secara inovatif dan cepat merespons kebutuhan pelanggan melalui kolaborasi dengan prinsipal untuk menghadirkan solusi digital yang mumpuni dengan pelayanan yang prima. Sebagai salah satu parameter keberhasilannya, di tahun 2021, AGIT berhasil meraih penghargaan Indonesia TOP Growth Business Partner dan TOP Global Technology Services - Infrastructure Services, dengan kategori Business Partner dari IBM Indonesia.

Entitas anak PT Astragraphia Xprins Indonesia (AXI) juga tetap menjadi pionir ekosistem percetakan dan terus mengembangkan ekosistem *online* untuk meningkatkan transaksi pada platform AXIQoe.com dan PrintQoe.com, terutama dari segmen pasar B2B, yang mencatatkan pertumbuhan pendapatan di tahun 2021. [203-2]



ASTRAGRAPHIA BUSINESS PERFORMANCE IN 2021

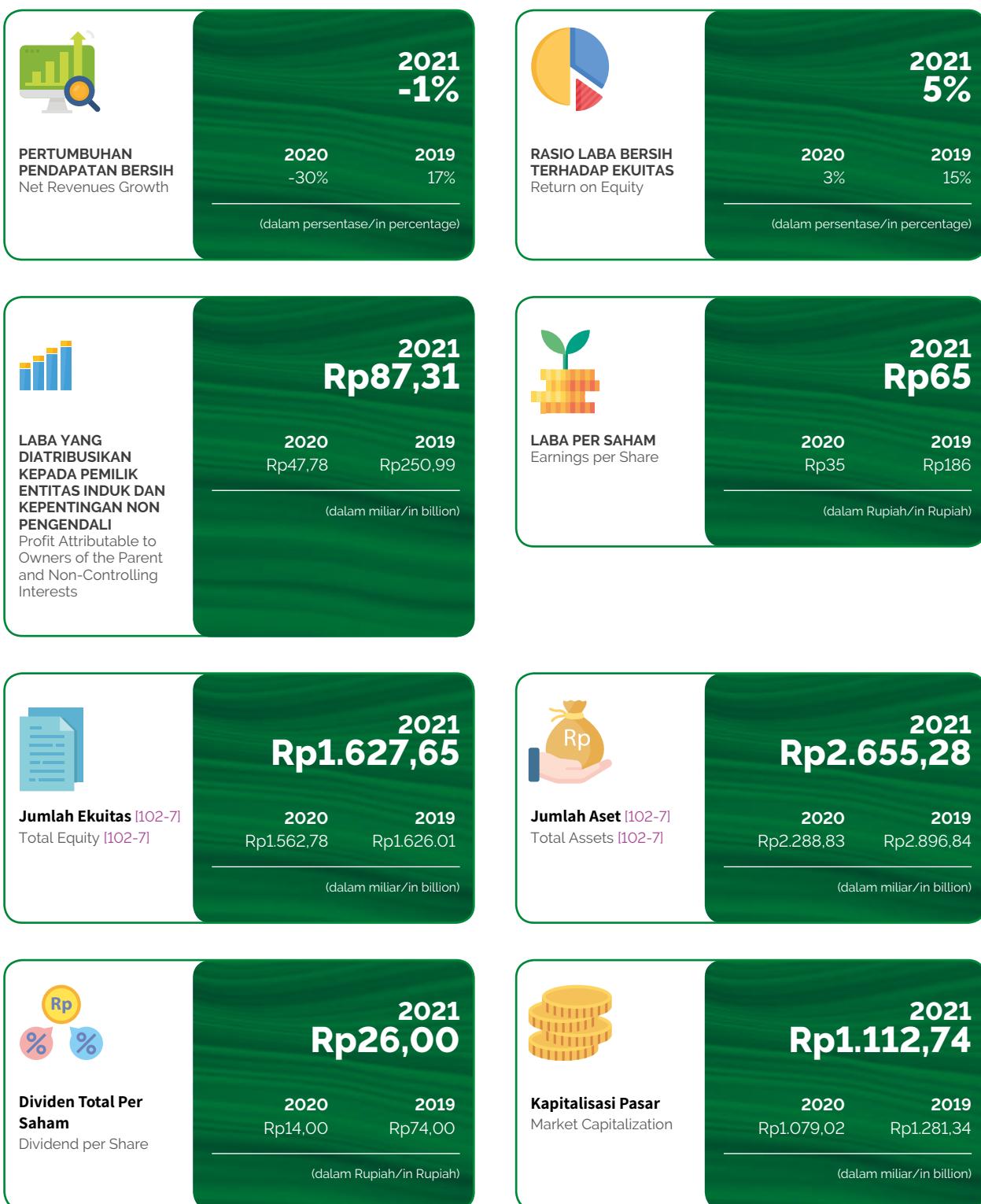
Amid the economic recovery process, Astragraphia is still able to compete and become a leader in the printing and digital industry in providing the best experience for customers. Through adaptation and innovation in facing the challenges, Astragraphia was able to optimize business opportunities so that in the end it was able to post a net income of Rp87 billion or grew by 83% compared to that of 2020, with a net revenue of Rp3,299 trillion. [201-1]

This achievement is strongly intertwined to the contribution of the company's core business, which consistently penetrates the market for the entire product portfolio in order to maintain the number of installed units and win major projects in a variety of industrial sectors, until Astragraphia can meet one of the goals set which is maintaining market leadership in the A3 color multifunction device and production printer segment by the end of 2021.

PT Astra Graphia Information Technology (AGIT), an Astragraphia subsidiary with a 99.999% ownership, had a solid year, particularly in terms of supplying infrastructure and software to support customer operations. The pandemic condition propels changes in people's behavior in working and running business activities remotely. The increased demand for digital technology has a positive impact on the information technology industry. AGIT innovates and quickly responds to customer needs by engaging with principals to deliver high-quality digital solutions with exceptional service. In 2021, as one of its success criteria. AGIT won the Indonesia TOP Growth Business Partner and TOP Global Technology Services - Infrastructure Services awards in the Business Partner category from IBM Indonesia.

The subsidiary PT Astragraphia Xprins Indonesia (AXI) also remains a pioneer in the printing ecosystem and continues to develop an online ecosystem to increase transactions on the AXIQoe.com and PrintQoe.com platforms, especially from the B2B market segment, which will post revenue growth in 2021. [203-2]





* Dividen Final 2021 | Final Dividend 2021
Jika disetujui Pemegang Saham pada RUPS Tahunan bulan April 2022
If approved by the Shareholders at the Annual GMS in April 2022



PRODUK DAN PELAYANAN TERBAIK KEPADA PELANGGAN

Situasi pandemi COVID-19 yang melanda Indonesia dan negara lainnya masih berlangsung di sepanjang tahun 2021, namun Astragraphia tetap memberikan pelayanan yang terbaik untuk pelanggan. Astragraphia bertanggung jawab memberikan pelayanan kepada pelanggan terkait produk dan solusi yang dipasarkan, sejak awal proses pembelian hingga purnajual. Komitmen Astragraphia ini dibuktikan dalam bentuk deskripsi petunjuk penggunaan dan keamanan, serta layanan purnajual 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 melalui berbagai upaya, di antaranya adalah:

- 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 purnajual 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 142.403 call selama tahun 2021. Pelanggan dapat menghubungi Customer Contact Center (CCC) melalui telepon di Halo Astragraphia 1500345 atau melalui email: ccc@astragraphia.co.id. Sebagai salah satu bentuk inovasi yang selalu mengedepankan pelanggan, Astragraphia telah meluncurkan aplikasi iCare yang dapat diakses kapan saja dan di mana saja oleh pelanggan untuk menyampaikan permintaan layanan, mempermudah eskalasi penyelesaian masalah, mempermudah proses administrasi, serta memantau progress permintaan layanan.
- Menyediakan 270 *customer engineer* yang selalu siap membantu pelanggan yang tersebar di seluruh Indonesia, melalui 32 cabang dan 93 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.

BEST PRODUCT AND SERVICE TO CUSTOMERS

The COVID-19 pandemic that has ravaged Indonesia and other nations will last until 2021, but Astragraphia will continue to deliver the best service possible to its consumers. From the beginning of the buying process to after-sales, Astragraphia is responsible for providing services to consumers on its offered products and solutions. The commitment of Astragraphia is demonstrated by usage explanations and safety instructions, as well as after-sales service in the form of periodic and incidental inspections and repairs. [103-1, 103-2, 103-3]

Astragraphia as part of the Astra group is committed to providing quality products and services for customers through various efforts, including:

- Provide continuous training to employees in each line of function
- Always strive to achieve the best by using the principle of continuous improvement in product and service development
- Provide after-sales service in the form of periodic and incidental inspections and repairs
- Receive complaints and proactively respond to consumer problems, either through telephone or technician visits to customer locations, with the support of 29 contact center staffs who handled 142,403 calls in 2021. Customers can reach out to the Customer Contact Center (CCC) by calling Halo Astragraphia 1500345 or via email: ccc@astragraphia.co.id. Astragraphia has launched the iCare application, which users may use at any time and from any location to submit service request, expedite problem solving escalation, streamline administrative operations, and track the status of service request.
- 270 customer engineers are available to assist clients through 32 branches and 93 service points in Indonesia, covering 514 cities and regencies.
- The 3 Hours Downtime Program is a way for Astragraphia to demonstrate its commitment to maintaining product performance by guaranteeing that damaged digital office machines will be back in service within 3 (three) hours after the report is received by Halo Astragraphia 1500 345. This program covered areas within a radius of 30 km from branch office (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 explanation for the types of products that have a 3 Hours Downtime guarantee can be found on the website www.documentsolution.com.

- Melakukan Survei Kepuasan Pelanggan untuk mengevaluasi kinerja produk dan layanan yang ditawarkan kepada pelanggan dari proses penjualan hingga layanan purnajual. Hasil survei tersebut digunakan sebagai landasan Astragraphia untuk terus menerus meningkatkan kualitas layanan. Survei ini dilakukan kepada 540 pelanggan Astragraphia dengan mengukur kepuasan terhadap produk, *service engineer, complaint handling, system analyst, consumable service, helpdesk service, sales force, dan payment terms*. Selain itu, survei ini dilakukan sebagai bentuk upaya Astragraphia untuk memastikan bahwa kepuasaan pelanggan tetap terjaga. Hasil Survey Kepuasan Pelanggan 2021 menunjukkan Indeks Kepuasan Pelanggan berada pada angka 85,38. Indeks ini mengalami peningkatan dibanding tahun 2020 (77,31).

AGIT berkomitmen memberikan pelayanan terbaik kepada pelanggan dengan menghadirkan produk dan solusi unggulan melalui kemitraan dengan prinsipal kelas dunia yang berpengalaman. AGIT 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 operasionalnya. AGIT juga memiliki Integrated Operation Center (IOC), sebuah fasilitas *monitoring* untuk *customer, network, digital, and IT 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 memberi pelayanan yang terbaik kepada pelanggan. AXI menyediakan saluran *Contact Centre* 1500 936 yang dapat dihubungi selama hari kerja, *live chat* di website portofolio www.axiqoe.com dan www.printqoe.com, serta e-mail cs@axi.co.id dengan total 2.868 *traffic* sepanjang tahun 2021. Untuk membantu pelanggan dalam hal klaim garansi dan servis produk multi *brand*, AXI memiliki layanan purnajual ServiceQoe. Informasi selengkapnya tertera pada website <https://serviceqoe.com/>.

PERLINDUNGAN PRIVASI DAN INFORMASI 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 2021, tidak ada keluhan yang berdampak material terkait pelanggaran kerahasiaan pelanggan yang melibatkan organisasi lain dan badan regulator. [103-2] [418-1]

- Conduct a Customer Satisfaction Survey to evaluate the performance of the products and services offered to customers from the sales process to after-sales service. Astragraphia uses the survey results on a regular basis to continuously improve service quality. This survey is conducted on 540 Astragraphia customers by measuring product satisfaction, service engineer, complaint handling, system analyst, consumable service, helpdesk service, sales force, and payment terms. In addition, this survey is carried out as a form of Astragraphia's efforts to ensure that customer satisfaction is maintained. The results of the 2021 Customer Satisfaction Survey showed the Customer Satisfaction Index was at 85.38. This index has increased compared to that of 2020 (77.31).

AGIT is committed to providing consumers the best service possible by offering excellent products and solutions through partnerships with world-class principals. AGIT constantly increases the quality of project implementation (including *operation support*) by referring to industry-standard procedures for project implementation. AGIT provides customer assistance 24 hours a day, 7 days a week to ensure that customers receive excellent support for their operational activities. AGIT also has an Integrated Operation Center (IOC), a monitoring facility for customers, network, digital, and IT Security. Monitoring is carried out remotely and in real time for 24 hours through the command center facility with IOC, for both client and cloud-based devices.

AXI provides the best service to customers. AXI provides a Contact Center channel 1500 936 that can be contacted during weekdays, live chat on the portfolio website www.axiqoe.com and www.printqoe.com, as well as e-mail cs@axi.co.id with a total of 2,868 traffic throughout 2021. To assist customers in terms of warranty claims and service for multi-brand products, AXI has after-sales service ServiceQoe. More information is listed on the website <https://serviceqoe.com/>.

PRIVACY PROTECTION AND CUSTOMER INFORMATION

Astragraphia is committed to maintaining customer privacy and information in compliance with applicable regulations. Customer information is a form of confidentiality that cannot be shared with other parties, except as regulated by applicable laws and regulations. In some way, maintaining customer information is a form of trust that will affect Astragraphia's reputation. During 2021, there were no complaints that had a material impact on breaches of customer confidentiality involving other organizations and regulatory bodies. [103-2] [418-1]



INOVASI DAN PENGEMBANGAN PRODUK

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 pada proses pencetakan secara signifikan. FUJIFILM Business Innovation (dahulu bernama 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, FUJIFILM Business Innovation 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 FUJIFILM Business Innovation. Selain Material yang lebih ramah lingkungan, teknologi dari perangkat FUJIFILM Business Innovation 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.

Beberapa produk ramah lingkungan yang dipasarkan Astragraphia tahun ini adalah ApeosPort-VII C Series, DocuPrint 3205 Series, Apeos C7070 Series, ApeosPro C650, ApeosWide 3030/6050, dan Revoria Press E1 Series. Produk ini menyediakan fitur layanan yang dapat meningkatkan efisiensi proses bisnis yang berujung pada penghematan biaya dan pemotongan emisi karbon akibat penggunaan listrik yang lebih hemat. Selain itu, ketiga produk tersebut juga didukung dengan penggunaan toner yang dikenal sebagai SUPER EA-ECO Toner yang dapat mengurangi dampak kerusakan lingkungan dan menurunkan emisi CO₂ hingga 35% dengan penerapan teknologi terbaru dimana hasil cetakan dapat menempel di kertas pada suhu 10% lebih rendah dari toner biasa. Selain itu, Astragraphia juga memasarkan produk DocuSign yang memberikan pelayanan tanda tangan elektronik, dimana hal ini mendukung konsep *paperless*. [103-1, 103-2, 301-1, 301-2, 302-5]

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. Situasi pandemi dan kondisi bisnis yang tidak menentu, bukan menjadi halangan bagi Astragraphia dalam mengutamakan kegiatan inovasi dalam menjalankan proses bisnis secara berkelanjutan. Sepanjang tahun 2021, Astragraphia telah membuat terobosan baru dalam memberikan pelayanan kepada pelanggan yaitu meluncurkan aplikasi iSense dan iCare. Kedua aplikasi tersebut dapat mempermudah permintaan layanan oleh pelanggan,

INNOVATION AND PRODUCT DEVELOPMENT

Together with the main principals, Astragraphia continues to encourage innovation and development of environmentally friendly products through raw materials that have been proven to be environmentally friendly and significantly reduce power consumption and CO₂ emissions in the printing process. FUJIFILM Business Innovation (formerly Fuji Xerox) as the main principal of Astragraphia, has products that already use environmentally friendly raw materials. Meeting the challenges of the world community such as global warming, diminishing oil and gas resources, FUJIFILM Business Innovation is involved in the research and development of new bio-cellulose based plastics. This material has been tested to be more environmentally friendly, strong and durable. This material is used in parts in FUJIFILM Business Innovation devices. In addition to materials that are more environmentally friendly, the technology from the FUJIFILM Business Innovation device already uses "Smart Energy Management" for certain power usage. Power consumption and CO₂ emissions can be significantly reduced because this technology supplies power only to the specific function used.

Several environmentally friendly products marketed by Astragraphia this year are ApeosPort-VII C Series, DocuPrint 3205 Series, Apeos C7070 Series, ApeosPro C650, ApeosWide 3030/6050, and Revoria Press E1 Series. This product provides service features that can improve the efficiency of business processes which lead to cost savings and cutting carbon emissions due to the use of more efficient electricity. In addition, these three products are also supported by the use of a toner known as SUPER EA-ECO Toner which can reduce the impact of environmental damage and reduce CO₂ emissions by up to 35% with the application of the latest technology where printouts can stick to paper at a temperature of 10% lower than regular toner. In addition, Astragraphia also markets DocuSign products that provide electronic signature services, which supports the paperless concept. [103-1, 103-2, 301-1, 301-2, 302-5]

PRODUCT AND SERVICE RESPONSIBILITY [103-2, 103-3]

In accordance with Law Number 8 of 1999 on Consumer Protection, Astragraphia always strives to provide the best products and services to customers and is responsible for the products and solutions provided. The pandemic situation and uncertain business conditions are not an obstacle for Astragraphia in prioritizing innovation activities in managing business processes in a sustainable manner. Throughout 2021, Astragraphia has made new breakthroughs in providing services to customers, namely launching the iSense and iCare applications. These two applications can facilitate customer's service requests, increase customer productivity, and support Astragraphia's after-sales service. The emergence

meningkatkan produktivitas pelanggan, dan mendukung layanan purnajual Astragraphia. Munculnya iSense dan iCare menunjukkan bahwa Astragraphia senantiasa berpegang teguh pada komitmen dalam memberikan pelayanan terbaik kepada pelanggan.

Selain itu, Astragraphia tetap berusaha untuk menjaga kualitas produk dan layanan yang diberikan kepada pelanggan. Sebagai bentuk tanggung jawab terhadap keamanan, keselamatan kerja, kondisi lingkungan dan kenyamanan pelanggan, Astragraphia:

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

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 melalui situs web, e-mail, live chat, call center Halo Astragraphia 1500 345, dan yang terbaru adalah aplikasi iCare. 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 mulai dari keluhan diterima oleh Astragraphia.

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 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.

of iSense and iCare shows that Astragraphia always adheres to its commitment to provide the best service to customers.

In addition, Astragraphia also strives to maintain the high quality of its products and services. As a form of responsibility for security, work safety, environmental conditions and customer comfort, Astragraphia:

- Ensure machine tools meet safety standards, and continue to carry out monitoring and repairs as needed during regular or incidental use of the machine,
- Provide recommendations on the customer's work environment in accordance with basic safety provisions related to room temperature and humidity, electrical power, engine layout for the user's work area and other criteria before installing machine tools (*Pre-Installation Assessment*),
- Deliver security instructions verbally and in printed documents to customers,
- Provide education related to occupational health, security and safety to technicians on an ongoing basis,
- Perform waste management of consumables after the machine is withdrawn from the customer.

In addition to being responsible for security, work safety, and environmental conditions, Astragraphia always provides professional customer service in order to improve customer comfort. Customers can submit complaints through the website, e-mail, live chat, call center Halo Astragraphia 1500 345, and the latest is the iCare application. Not only ease of access, but the guarantee of accuracy and speed of service repair is also a priority for the Company, one of which is through the 3-Hours Downtime program, which is committed to repairing office machines for a maximum of 3 hours starting from the complaint received by Astragraphia.

INFORMATION OF GOODS AND/OR SERVICES

Astragraphia markets goods equipped with instructions for use and specifications in the form of printed or electronic documents that can be accessed through the www.documentsolution.com website. Prior to the process of handing over the equipment to customers, Astragraphia provides brief training to prospective users on how to use the machine and how to do maintainance of simple machines. Moreover, customers can also contact the customer service provided by Astragraphia.



KESEHATAN DAN KESELAMATAN PELANGGAN

Astragraphia memprioritaskan kesehatan dan keselamatan pelanggan dengan 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;
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 desinfeksi 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 Pemberlakuan Pembatasan Kegiatan Masyarakat (PPKM). 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.

CUSTOMER HEALTH AND SAFETY

Astragraphia prioritizes customer health and safety by providing the following services:

1. Provide recommendations on the customer's work environment in accordance with basic safety provisions related to temperature, room humidity, electrical power, engine layout for the user's work area, and other criteria before installing machine tools (*Pre-Installation Assessment*);
2. Deliver security instructions verbally or in printed documents to customers;
3. Ensure that the machine tools meet safety standards, and continue to carry out monitoring and necessary repairs throughout the use of the machine periodically or incidentally;
4. Provide education related to occupational health, security and safety to technicians on an ongoing basis; and
5. Manage the waste of consumables on the use of machines at the customer.

During the COVID-19 pandemic, Astragraphia remains committed to providing the best service to customers while prioritizing the health and safety of customers and employees. Astragraphia has formed 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. Periodically disinfect all Astragraphia offices throughout Indonesia and maintain a clean work environment, including the showroom and customer service areas.
2. Ensure that employees who carry out customer service activities have worn the right personal protective equipment (PPE) and have passed health screenings such as body temperature checking and daily monitoring of health assessments.
3. Provide direction and education on health protocol procedures to customer engineers and Astragraphia employees on duty at customer locations.
4. Maximize the use of technology to reduce direct contact between employees or business partners and customers. In the event that offline meetings with business partners and customers must be held, employees are required to apply the applicable health protocols.

The application of technology and innovation to Astragraphia's customer service process is carried out especially during the period of the Community Activity Restrictions (PPKM) implementation. Initiatives such as the multi-site Contact Center and the application of Clustering & Cell in the placement of customer engineers can reduce machine downtime and ensure the fulfillment of the Service Level Agreement for each Astragraphia customer.

LAYANAN PURNAJUAL DAN PENANGGULANGAN ATAS PENGADUAN PELANGGAN [103-2]

Astragraphia senantiasa berkomitmen memberikan yang terbaik kepada pelanggan yang membutuhkan layanan purnajual, menyampaikan keluhan atau klaim setelah transaksi pembelian. Tanggung jawab yang diberikan oleh Astragraphia mencakup sebelum dan sesudah pembelian barang dan jasa, termasuk menyampaikan petunjuk penggunaan dan keamanan mesin. Pelanggan juga mendapatkan layanan purnajual dengan dukungan tenaga ahli 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*).

Astragraphia berkomitmen untuk memberikan layanan purnajual berupa pemeriksaan dan perbaikan mesin secara berkala maupun insidentil, 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*, aplikasi *mobile* 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.

AFTER-SALES SERVICE AND CUSTOMER COMPLAINTS RESPONSE [103-2]

Astragraphia is always committed to providing the best for customers who need after-sales service, submit complaints or claims after purchase transactions. Astragraphia's responsibilities include conveying instructions for use and machine safety both before and after the acquisition of goods and services. Customers also get professional after-sales service through the presence of technicians (engineers), *helpdesk*, and a guarantee of the best service quality with a range of *Contract Maintenance*, *Preventive Maintenance*, and *Operation Support* options that come with an SLA (*Service Level Agreement*).

Astragraphia is committed to providing after-sales services in the form of periodic or incidental inspections and repairs of machines, provision of spare parts or accessories, maintenance or periodic consultations. Through the Customer Contact Center (CCC) which has been equipped with the implementation of the best call center technology today, Astragraphia actively accepts request for machine repairs, requests for technician services and supplies, receives complaints, and handles customer complaints, either by telephone, *e-mail*, mobile applications and technician visits to customer locations.

The CCC Call Center system, supported by the implementation of the Service Territory Management Guaranteed Tracking Respond System application, enables Astragraphia to: Assign the nearest technician to carry out repairs;

1. Send a replacement technician as soon as possible if the first technician is unable to come to the customer's location;
2. Provide information on the estimated arrival time of technicians, monitor, and ensure the completion of customer machine repairs for each technician's arrival;
3. Ensure and maintain on time delivery of materials; and
4. Conduct random re-checks to ensure complete machine problem solving and customer satisfaction.

Astragraphia implements a 3 Hours Downtime (3HDT) program to ensure customer satisfaction. This program is available in metro areas throughout Indonesia (where Astragraphia has branch offices). Astragraphia has promised to solving customer machine problems in less than 3 hours from the time customer complaints are received through this program.



Selain 3HDT, Astragraphia berkomitmen untuk menciptakan pengalaman baru yang lebih luas bagi pelanggan. Salah satunya melalui konektivitas digital dalam layanan purnajual digital terbaik. Komitmen tersebut diwujudkan melalui hadirnya ketiga solusi inovasi *digital experience*. Solusi tersebut yaitu iCare, iSense, dan Online Support Assistance yang disingkat menjadi OSA. Solusi tersebut menawarkan fasilitas layanan purnajual terbaik bagi pelanggan dalam menikmati gaya hidup digital di masa kini. Ketiga aplikasi berbasis digital ini memberikan sisi fungsionalitas yang berbeda-beda sesuai dengan kebutuhan pelanggan. iCare merupakan aplikasi mobile berbasis Android untuk pelanggan menyampaikan permintaan layanan dengan lebih cepat. iSense merupakan aplikasi disajikan dengan dashboard yang membantu mencatat status mesin, bahan pakai, dan meter mesin (penggunaan klik/cetak) secara otomatis. Sedangkan OSA memberikan kemampuan pada pelanggan untuk mendapatkan informasi dan panduan seputar produk secara lengkap melalui situs web yang dapat diakses secara mandiri 24 jam.

SARANA PENANGGULANGAN ATAS PENGADUAN PELANGGAN DAN MASYARAKAT [103-2, 103-3]

Astragraphia memberikan sarana serta akses bagi pelanggan dan masyarakat umum dalam mencari informasi dan menyampaikan keluhan atau pengaduan terhadap produk, solusi, maupun layanan.

Astragraphia memiliki teknologi *call center* yang secara konsisten diperbarui untuk meningkatkan kepuasan pelanggan.

Pelanggan Astragraphia dan masyarakat umum dapat mengakses atau menghubungi Astragraphia melalui:

Telepon: 1500 345

E-mail : ccc@astragraphia.co.id; info@astragraphia.co.id

Situs : www.astragraphia.co.id;

www.documentsolution.com

Astragraphia juga memiliki aplikasi dan portal yang dapat diakses kapan saja dan dimana saja oleh pelanggan untuk menyampaikan permintaan layanan, mempermudah eskalasi penyelesaian masalah, mempermudah proses administrasi, serta memantau progres permintaan layanan:

iCare : <https://documentsolution.com/id/konten/dukungan-konsumen/icare>

iSense : <https://documentsolution.com/id/konten/dukungan-konsumen/isense>

OSA : <https://support-fb.fujifilm.com/setupSupport.do>

Entitas anak PT Astra Graphia Information Technology (AGIT) juga memiliki pusat pengaduan konsumen. Pelanggan AGIT dapat menghubungi:

Telepon : (021) 2924 1177

E-mail : csc@ag-it.com

Situs : www.ag-it.com

Besides 3HDT, Astragraphia is committed to creating a new, wider experience for customers. One of them is through digital connectivity in the best digital after-sales service. This commitment is realized through the presence of three digital experience innovation solutions. These solutions are iCare, iSense, and Online Support Assistance or "OSA". The solution offers the best after-sales service facility for customers to enjoy today's digital lifestyle. These three digital-based applications provide different functional sides according to customer needs. iCare is an Android-based mobile application for customers to submit service requests more quickly. iSense is an application presented with a dashboard that helps to automatically record the status of machines, materials, and machine meters (click/print usage). Meanwhile, OSA provides customers with extensive product information and specification through a website that is accessible 24 hours a day, 7 days a week.

MEANS OF COMPLAINTS ON CUSTOMER AND COMMUNITY COMPLAINTS [103-2, 103-3]

Astragraphia provides facilities and access for customers and the public to seek information and submit concerns or complaints about products, solutions, or services.

Astragraphia has call center technology that is consistently updated to improve customer satisfaction.

Astragraphia customers and the public can access or contact Astragraphia through:

Telephone : 1500 345

E-mail : ccc@astragraphia.co.id; info@astragraphia.co.id

Website : www.astragraphia.co.id;

www.documentsolution.com

Astragraphia also has applications and portals that can be accessed anytime and anywhere by customers to submit service requests, facilitate escalation of problem solving, simplify administrative processes, and monitor the progress of service requests:

iCare : <https://documentsolution.com/id/konten/dukungan-konsumen/icare>

iSense : <https://documentsolution.com/id/konten/dukungan-konsumen/isense>

OSA : <https://support-fb.fujifilm.com/setupSupport.do>

The subsidiary, PT Astra Graphia Information Technology (AGIT) also has a consumer complaint center. AGIT customers can contact:

Phone : (021) 2924 1177

E-mail : csc@ag-it.com

Website : www.ag-it.com

Bagi pelanggan entitas anak PT Astragraphia Xprins Indonesia (AXI), dapat menghubungi pusat pengaduan konsumen AXI berikut ini:

Telepon : 1500 936
E-mail : cs@axi.co.id
Situs : www.axi.co.id

Selama tahun 2021, tidak ada produk yang ditarik kembali dengan berbagai alasan tertentu. Astragraphia juga tidak menerima pengaduan dari masyarakat terkait produk maupun kegiatan operasional Astragraphia.

Astragraphia senantiasa melakukan perbaikan layanan didukung oleh peran 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 mampu mengidentifikasi dan melakukan penanganan dengan lebih baik antara permintaan rutin layanan dengan keluhan. Hingga akhir 2021, terdapat 126 keluhan yang bersifat teknis dan non-teknis, Astragraphia tetap mampu mempertahankan rasio penyelesaian keluhan di atas 95%.

Customers of the subsidiary PT Astragraphia Xprins Indonesia (AXI), can contact the following AXI consumer complaint centers:

Phone : 1500 936
E-mail : cs@axi.co.id
Website : www.axi.co.id

There were no recalled products for various reasons in 2021. Astragraphia also did not receive complaints from the public regarding Astragraphia's products or operational activities.

Astragraphia continues to improve services supported by the active role of Astragraphia's Customer Contact Center which involves the active participation of teams both at the front office and back office, as well as the use of the latest and integrated systems so as to identify and better handle routine service requests and complaints. Until the end of 2021, there were 126 technical and non-technical complaints, Astragraphia was still able to maintain a complaint resolution ratio of above 95%.

Tahun Year	Complaint Received	Complaint Resolved	% Ratio
2019	7.725	7.532	97,5%
2020	4.220	4.123	97,7%
2021	126	120	95,2%

* Sistem secara otomatis memilah antara keluhan dengan permintaan layanan rutin, sehingga berdampak pada penurunan angka keluhan di tahun 2021.
The system automatically sorts between complaints and routine service requests, which will result in a decrease in the number of complaints in 2021.

Pada tahun 2021 Astragraphia telah menggunakan teknologi Robotic Process Automation (RPA) untuk melakukan survei ke pelanggan setelah kunjungan perbaikan dilakukan oleh *customer engineer*, sehingga Astragraphia dapat menjaga kualitas layanan yang terbaik.

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 purnajual ServiceQoe, yaitu platform yang dapat membantu pelanggan dalam memantau status garansi, membantu pendaftaran servis dan memastikan pelanggan mendapatkan pelayanan terbaik

In 2021 Astragraphia has used Robotic Process Automation (RPA) technology to conduct surveys to customers after a repair visit is carried out by a customer engineer, so that Astragraphia can maintain the best service quality.

AGIT, the subsidiary, always maintains active communication with the principals to get updates about products and solutions being implemented on customers. This is to ensure customers get the latest updates to guarantee the performance of these products and solutions. AGIT regularly updates certifications related to management systems, including certifications in Quality Management System and Occupational Health & Safety Management System. AGIT conducts customer satisfaction surveys to obtain inputs related to product services or solutions that have been carried out.

AXI, the subsidiary, has after-sales service ServiceQoe, which is a platform that can assist customers in monitoring warranty status, assist in service registration and ensure customers get the best service from product principals. With ServiceQoe,



dari prinsipal produk. Dengan adanya SeviceQoe, pelanggan tidak perlu lagi menghubungi *service centre* setiap merek untuk mendapatkan informasi garansi dan servis. Pelanggan cukup memberikan nomor seri produk, lalu selebihnya akan dibantu oleh tim terkait. AXI Contact Centre 1500 936 dapat pelanggan hubungi selama hari kerja, begitupun dengan saluran live chat di www.axiqoe.com, www.printqoe.com serta e-mail cs@axi.co.id. Selama tahun 2021 AXI menerima total 55 keluhan yang terdiri dari 9 (sembilan) keluhan di *call center* dan 46 keluhan di *live chat* serta e-mail, yang kesemuanya telah ditangani dengan baik.

SURVEI KEPUASAN PELANGGAN

[103-3]

Kualitas pelayanan merupakan faktor dan akar penting yang akhirnya mampu memberikan kepuasan bagi setiap pelanggan Astragraphia. Kepuasan pelanggan adalah tujuan dari proses penjualan yang baik. Hal ini memberikan 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 besar dan meningkatkan tujuan kami dalam menjaga kualitas pelayanan tidak hanya untuk mempertahankan pelanggan juga menambah rasa kepercayaan untuk menciptakan pelanggan-pelanggan baru.

Survei Kepuasan Pelanggan dilakukan kepada 540 pelanggan Astragraphia dengan mengukur kepuasan terhadap produk, *service engineer*, *complaint handling*, *system analyst*, *consumable service*, *helpdesk service*, *sales force*, dan *payment terms*. Survei ini dilakukan untuk memastikan bahwa kepuasan pelanggan tetap terjaga. Hasil Survei Kepuasan Pelanggan 2021 menunjukkan Indeks Kepuasan Pelanggan berada pada angka 85,38. Indeks ini mengalami peningkatan dibanding tahun 2020 (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).

customers no longer need to contact the service center of each brand to get warranty and service information. Customer simply provides the product serial number, then the rest will be helped by the relevant team. AXI Contact Center 1500 936 can be contacted by customers during weekdays, as well as live chat channels at www.axiqoe.com, www.printqoe.com and e-mail at cs@axi.co.id. In 2021 AXI received a total of 55 complaints consisting of 9 (nine) complaints at the call center and 46 complaints in live chat and e-mail, all of which have been handled properly.

CUSTOMER SATISFACTION SURVEY

[103-3]

Service quality is an important factor and root that is finally able to provide satisfaction for every Astragraphia customer. Customer satisfaction is the goal of a good sales process. It provides metrics that companies can use to manage, plan improvements and improve business. Astragraphia conducts a survey every year to measure and ensure greater customer satisfaction and improve our goal of maintaining service quality not only to retain customers but also to increase trust in creating new customers.

The Customer Satisfaction Survey was conducted to 540 Astragraphia customers by measuring product satisfaction, service engineer, complaint handling, system analyst, consumable service, helpdesk service, sales force, and payment terms. This survey was fulfilled to ensure that customer satisfaction is maintained. The results of the 2021 Customer Satisfaction Survey showed the Customer Satisfaction Index was at 85.38. This index has increased compared to that of 2020 (77.31).

The Customer Satisfaction Survey is conducted to fulfill the following objectives:

1. Understand customer perceptions on Astragraphia's products and services starting from pre-sales, sales processes, to post-sales.
2. Ensure an increased in customer satisfaction and loyalty compared to the previous year.
3. Assess and find out the advantages of the Company and the things that the Company needs to improve for customers.
4. Obtain complete information about the business landscape of multifunction devices and production printing machines (including brand equity & customer loyalty, competitive advantage and product differentiation, and performance of business partners).

EVALUASI KEAMANAN PRODUK [416-1]

Dalam rangka menjaga kualitas dan keamanan penggunaan produk FUJIFILM Business Innovation (sebelumnya Fuji Xerox), Astragraphia dengan dukungan prinsip menyediakan informasi terkait penanganan keselamatan penggunaan produk Fujifilm dari zat atau bahan yang berbahaya, terutama kandungan zat dalam produk toner Fujifilm. 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 produk dan layanan yang bertanggung jawab, memberikan edukasi yang berkesinambungan, serta melakukan pengelolaan limbah sesuai ketentuan yang berlaku. 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 pada proses pencetakan secara signifikan. Hal ini berdampak pada pengurangan timbulnya polusi udara dan mengurangi dampak pemanasan global.

ASTRAGRAPIA DAN PEMBANGUNAN

Astragraphia senantiasa memiliki semangat untuk menjadi perusahaan yang bermanfaat bagi bangsa dan peri kehidupan melalui aktivitas bisnis yang jujur dan adil. Semangat ini diwujudkan melalui strategi keberlanjutan Astragraphia bernama *Triple-P Roadmap (Portfolio, People, and Public Contribution)* yang di dalamnya mencakup nilai ekonomi, lingkungan, dan sosial, dilandaskan pada Tata Kelola Perusahaan yang baik. Sepanjang tahun 2021, Astragraphia menjalankan operasional bisnis, tata kelola, dan terus berusaha menciptakan hubungan yang harmonis dengan seluruh pemangku kepentingan dengan tetap memperhatikan aspek Lingkungan, Sosial, dan Tata Kelola (LST). Ketiga aspek tersebut menjadi aspek penting bagi Astragraphia dalam memaknai konteks pembangunan yang berkelanjutan. [103-2, 203-1]

Astragraphia melalui unit usaha Solusi Dokumen, Solusi Teknologi Informasi, dan Solusi Perkantoran telah mengoptimalkan berbagai peluang yang ada melalui berbagai inisiatif dan langkah strategis seperti inovasi solusi produk dan layanan kepada pelanggan, melakukan penguatan kompetensi sumber daya manusia melalui pemanfaatan teknologi, serta meningkatkan manfaat dan memberikan nilai tambah dalam pelaksanaan program kontribusi sosial perusahaan empat pilar.

PRODUCT SAFETY EVALUATION [416-1]

To maintain the quality and safety of using FUJIFILM Business Innovation products (formerly Fuji Xerox), Astragraphia with the support of the principal provides information related to the safety handling of Fujifilm products from hazardous substances or materials, especially the content of substances in Fujifilm toner products. This information can be found in the Safety Data Sheets (SDS) document, where the document includes:

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

IMPACT ON GOODS/SERVICE RESPONSIBILITY ACTIVITIES

In general, Astragraphia always provides responsible products and services, offers continuous education and carries out waste management in accordance with applicable regulations. Astragraphia continues to encourage innovation and development of environmentally friendly products through raw materials that have been proven to be environmentally friendly and significantly reduce power consumption and CO₂ emissions in the printing process. This has an impact on reducing the incidence of air pollution and decreasing the impact of global warming.

ASTRAGRAPIA AND DEVELOPMENT

Astragraphia has always aspired to be a firm that serves the nation and people by conducting business in an ethical and fair manner. This spirit is embodied in Astragraphia's *Triple-P Roadmap (Portfolio, People, and Public Contribution)* sustainability strategy which incorporates economic, environmental, and social values while adhering to sound corporate governance. Throughout 2021, Astragraphia carried out corporate operations, governance, and continued to strive for harmonious relationships with all stakeholders while keeping an eye on the Environment, Social, and Governance (ESG) components. These three factors are crucial for Astragraphia when it comes to assessing the context of sustainable development. [103-2, 203-1]

Astragraphia through its Document Solutions, Information Technology Solutions, and Office Solutions business units have optimized various opportunities that exist through various strategic initiatives and measures such as product and service solutions innovation to customers, strengthening human resource competencies through the use of technology as well as increasing benefits and providing added value in the implementation of the four-pillar corporate social contribution program.



Melalui produk dan layanan yang dipasarkan, Astragraphia turut membantu percepatan kesuksesan bisnis pelanggan di era *digital workplace*. Perubahan pola kerja yang terjadi, membuat Astragraphia melakukan inisiatif strategis pada pengembangan solusi dokumen, baik dari solusi yang sudah ada sebelumnya, maupun solusi pengelolaan dokumen baru yang berbasis digital seperti *Smart Office Package* dan *Digital Document Automation* untuk memperkuat penetrasi pasar dan meningkatkan daya saing perusahaan. Selain itu, Astragraphia berkomitmen untuk mendukung industri kreatif dalam negeri dengan menghubungkan dan memberikan nilai tambah untuk pelaku *graphic art* seperti *print shop* hingga pelaku usaha mikro dan kecil (UMK) di sub sektor kriya, kuliner, dan fesyen untuk semakin naik kelas. [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 dengan menjunjung prinsip *mutual trust* dan selaras dengan nilai-nilai QCDSM (*Quality, Cost, Delivery, Safety, Morale*). [102-9]

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

Astragraphia helps customers succeed in the digital workplace by promoting products and services. To expand market penetration and increase Company's competitiveness, Astragraphia has taken significant initiatives in the development of document solutions, both from existing solutions and new digital-based document management solutions like Smart Office Packages and Digital Document Automation. Astragraphia is also committed to assisting the domestic creative industry by connecting and providing added value for graphic art artists such as print shops to MSE in the craft, culinary, and fashion sub-sectors in order to help them progress. [203-1]

MANAGING SUPPLIERS, MANAGING SUSTAINABILITY

The integration of partners such as suppliers who offer goods and services as part of the value chain, which includes influencing business sustainability, is closely related to the production of quality products. Astragraphia manages the quality of goods and services suppliers for the Company by implementing a supplier management policy that includes the Company's operational standard policies in the selection and evaluation process to protect business interests and the rights of business partners by upholding the principle of mutual trust and in accordance with QCDSM (Quality, Cost, Delivery, Safety, Morale) values. [102-9]

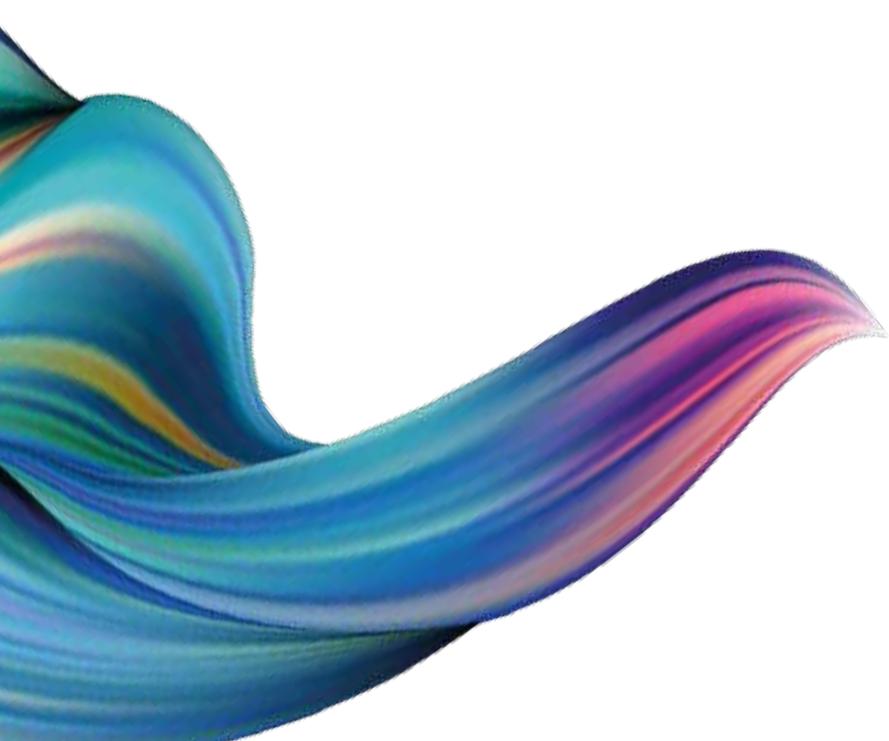
During the cooperation period, there is periodic coaching, monitoring and evaluation of partners to measure their performances. This measurement is based on indicators of quality, cost, delivery, fulfillment of human rights, management's indicators, and environmental and labor performance.



06

People **Roadmap**

People Roadmap



“Astragraphia meyakini Budaya Perusahaan VIPS merupakan fondasi kuat yang menciptakan nilai kompetitif serta menjamin keberlangsungan perusahaan.”

“Astragraphia believes that the Corporate Culture, VIPS, is a strong foundation that creates competitive value and ensures the sustainability of the Company.”

People **Roadmap**

People Roadmap

"Sebagai aset penting dalam perjalanan bisnis berkelanjutan, Astragraphia melakukan penguatan kompetensi Sumber Daya Manusia (SDM) melalui peningkatan kemampuan (*upskilling*) dan pelatihan kemampuan baru (*reskilling*) secara konsisten. Astragraphia memastikan kesejahteraan SDM serta senantiasa menyediakan fasilitas dan kesempatan untuk terus berkembang."

"As an important asset in a sustainable business journey, Astragraphia strengthens the competence of its Human Resources (HR) through consistent implementation on upskilling and reskilling. Astragraphia ensures the welfare of human resources and always provides facilities and opportunities to continue to grow."

Astragraphia menyadari perlunya memiliki Sumber Daya Manusia (SDM) yang berkualitas dan produktif dengan kapabilitas unggul sehingga mampu mendukung proses bisnis yang berkelanjutan. Untuk itu, memilih karyawan sesuai kualifikasi yang dibutuhkan dan melakukan pengembangan karyawan secara berkelanjutan adalah hal yang sangat penting bagi Astragraphia. Terlebih di saat-saat ini di mana perubahan bisnis, sosial, dan ekonomi berlangsung dengan sangat cepat sebagai imbas dari perkembangan teknologi yang sangat pesat dan digitalisasi yang mendapat percepatan akibat pandemi COVID-19.

Astragraphia melakukan pengelolaan sumber daya manusia mulai dari proses rekrutmen, pengembangan kompetensi, hingga kesempatan penugasan karyawan berdasarkan jenjang karir. Perusahaan juga memberi kesempatan bagi talenta-talenta muda yang menunjukkan kinerja serta memiliki kompetensi yang dibutuhkan perusahaan. Sejalan dengan hal tersebut, perusahaan mendorong terciptanya iklim dan lingkungan kerja yang kondusif sehingga karyawan terinspirasi untuk bekerja secara produktif, terus meningkatkan kapabilitas, serta memiliki rasa kecintaan bekerja di Astragraphia. [103-1, 103-2, 103-3]

Astragraphia realizes the need to have quality and productive Human Resources (HR) with superior capabilities so that they are able to support sustainable business processes. For this reason, recruiting employees according to the required qualifications and carrying out employee development in a sustainable manner is very important for Astragraphia. Especially at this time where business, social, and economic changes are taking place very quickly as a result of very rapid technological developments and digitalization which is accelerating due to the COVID-19 pandemic.

Astragraphia manages human resources starting from the recruitment process, competency development, to employee assignment opportunities based on career paths. The company also provides opportunities for young talents who demonstrate performance and have the competencies required by the company. In line with this, the company encourages the creation of a conducive working climate and environment so that employees are inspired to work productively, continue to improve capabilities, and have a sense of engagement for working at 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 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 mengikuti 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 peran para fasilitator di cabang-cabang maupun departemen. Pertumbuhan jumlah tema proyek dan jumlah karyawan yang berpartisipasi menunjukkan bahwa budaya inovasi terus berkembang di antara karyawan Astragraphia. Setiap tahun perusahaan mengadakan "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. 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 selalu berkomitmen untuk memberikan nilai tambah bagi 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 yang berlandaskan Catur Dharma dan VIPS sebagai nilai-nilai dan norma yang harus dihayati dan menjadi sumber pemikiran dan penilaian jajaran manajemen dan seluruh karyawan Astragraphia. VIPS memuat 4 (empat) nilai berikut: [\[I02-16\]](#)

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 fondasi kuat yang menciptakan nilai kompetitif serta menjamin keberlangsungan perusahaan. Sosialisasi dan internalisasi budaya perlu dijalankan secara terus menerus secara konsisten dengan harapan budaya perusahaan benar-benar menjadi cara berpikir dan bertindak seluruh karyawan.

Astragraphia focuses on strengthening business fundamentals while creating sufficient exploration space for the development of innovation in all business lines. This is in line with the company's commitment to always provide the best services and solutions for customers. To support its core business, Astragraphia also nurtures human resources with high competence and expertise in their fields. HR competency development is also accompanied by strengthening the Company's innovation culture in order to be able to keep up with the massive development of digital technology and be at the forefront.

To encourage a culture of innovation in the company, Astragraphia consistently encourages the implementation of improvement and innovation projects through the role of facilitators in branch offices and departments. The growth in the number of project themes and the number of employees participating shows that a culture of innovation continues to develop among Astragraphia employees. The company holds the annual "Astragraphia Quality Innovation Convention" which appreciates employees for superior and quality innovation projects.

With the current developments in the world of technology, business and social, Astragraphia must be able to continue to grow and keep up with current global and national developments. As an organization, Astragraphia must be agile, adapt quickly, and anticipate the future. Therefore, Astragraphia encourages the implementation of the Organization Agility framework throughout the Company.

Astragraphia is always committed to providing added value for its employees, by establishing for superior and innovative company which continues to develop pleasant working atmosphere and is appreciated according to its performance and contribution.

At the same time, Astragraphia continues to prioritize and build a Corporate Culture based on Catur Dharma and VIPS as values and norms that must be adhered to and become a source of thoughts and assessment for the management and all Astragraphia employees. VIPS contains the following 4 (four) values: [\[I02-16\]](#)

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

Astragraphia believes that the VIPS culture is a strong foundation that creates competitive value and ensures the sustainability of the company. Socialization and internalization of Corporate culture need to be carried out continuously and consistently with the expectation that corporate culture will truly become the way of thinking and behaving for all employees.

STRATEGI PENGEMBANGAN SUMBER DAYA MANUSIA

KOMPOSISI KARYAWAN ASTRAGRAPHIA [401-1]

Per 31 Desember 2021, jumlah karyawan Astragraphia Group tercatat sebanyak 1.325 orang, di mana 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.

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

Jumlah Karyawan

	2021	2020	2019	Number of Employees
Astragraphia	846	910	948	Astragraphia
AGIT	413	447	388	AGIT
AXI	66	83	88	AXI
TOTAL	1.325	1.440	1.424	TOTAL

Jumlah Karyawan Berdasarkan Level Organisasi

Level	2021			2020			2019			Number of Employees by Organizational Level
	Astragraphia	AGIT	AXI	Astragraphia	AGIT	AXI	Astragraphia	AGIT	AXI	
Staf Staff	778	371	59	831	403	74	865	345	78	
Manajerial Managerial	68	42	7	79	44	9	83	43	10	
Sub Total	846	413	66	910	447	83	948	388	88	
TOTAL	1.325			1.440			1.424			

Jumlah Karyawan Berdasarkan Masa Kerja

Masa Kerja Years of Service	2021			2020			2019			Number of Employees by Years of Service
	Astragraphia	AGIT	AXI	Astragraphia	AGIT	AXI	Astragraphia	AGIT	AXI	
0–5 Tahun/Years	215	211	23	272	234	34	330	160	46	
5–10 Tahun/Years	212	73	24	213	88	25	172	109	14	
10–15 Tahun/Years	91	51	2	63	49	5	57	44	5	
15–20 Tahun/Years	35	21	4	45	22	4	45	26	5	
20–25 Tahun/Years	79	29	6	93	30	6	141	25	6	
25–30 Tahun/Years	175	23	4	199	23	8	183	24	12	
>30 Tahun/Years	39	5	3	25	1	1	20	0	0	
Sub Total	846	413	66	910	447	83	948	388	88	
TOTAL	1.325			1.440			1.424			

HUMAN RESOURCES DEVELOPMENT STRATEGY

ASTRAGRAPHIA EMPLOYEE COMPOSITION

[401-1]

As of 31 December 2021, the number of employees of the Astragraphia Group was recorded at 1,325 people, where the fulfillment of employee needs is carried out through periodic planning and evaluation and prioritizing the achievement of good employee productivity in every line so that the number of employees above can optimally support Astragraphia's operations.

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

Number of Employees



Jumlah Karyawan Berdasarkan Usia

Usia Age	2021						2020						2019					
	Astragraphia		AGIT		AXI		Astragraphia		AGIT		AXI		Astragraphia		AGIT		AXI	
	P/M	W/F	P/M	W/F	P/M	W/F	P/M	W/F	P/M	W/F	P/M	W/F	P/M	W/F	P/M	W/F	P/M	W/F
18 Tahun/ Years old	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
18–25 Tahun/ Years old	64	8	28	20	0	0	78	15	48	34	0	2	107	17	25	19	3	6
26–35 Tahun/ Years old	274	57	126	70	14	16	295	60	127	62	19	21	292	63	118	48	17	18
36–45 Tahun/ Years old	145	23	74	22	15	8	140	22	84	23	19	7	151	24	85	23	19	6
46–55 Tahun/ Years old	229	46	65	8	10	3	249	51	61	8	10	5	244	50	61	9	13	6
Sub Total	712	134	295	120	39	27	762	148	320	127	48	35	794	154	289	99	52	36
TOTAL	846		413		66		910		447		83		948		388		88	
GRAND TOTAL	1.325						1.440						1.424					

Jumlah Karyawan Berdasarkan Pendidikan

Pendidikan Education	2021			2020			2019		
	Astragraphia	AGIT	AXI	Astragraphia	AGIT	AXI	Astragraphia	AGIT	AXI
SD-SLTP Elementary - Junior High Schools	7	0	0	9	0	0	10	0	0
SLTA High School	215	3	5	238	4	8	253	2	10
Diploma	186	17	12	183	16	14	186	16	14
S-1 Bachelor's Degree	432	375	48	471	407	60	488	351	63
S2 & S3 Postgraduate Degree	6	18	1	9	20	1	11	19	1
Sub Total	846	413	66	910	447	83	948	388	88
TOTAL	1.325			1.440			1.424		

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 dan 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 dalam mengelola kebijakan rekrutmen. Proses seleksi juga melibatkan departemen yang nantinya akan menerima karyawan dari hasil seleksi tersebut. Adapun proses rekrutmen dilaksanakan

RECRUITMENT

The implementation of recruitment and selection of prospective employees is one of the regular programs in the field of HR in order to support the Company's business development directly and in the long term, as well as to anticipate employee regeneration and turnover so that the Company's operational performance runs smoothly. The number of recruitment and fulfillment of employees is carried out based on an analysis of the HR plan according to the company's business needs. The method of employee recruitment and selection is 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 implementation of recruitment and selection of prospective employees is one of the regular programs in the field of HR in order to support the Company's business development directly and in the long term, as well as to anticipate employee regeneration and turnover so that the Company's operational performance runs smoothly.

saat ini dengan memanfaatkan kesempatan tatap muka dan secara virtual dengan mengoptimalkan sistem dan teknologi, serta bekerja sama dengan pihak eksternal, antara lain situs lowongan kerja, jasa psikolog, maupun pihak institusi 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.

Pengembangan karyawan yang dilakukan baik dari sisi peningkatan kompetensi maupun penyesuaian kemampuan sebagai akibat berubahnya tuntutan pekerjaan, menjadi inisiatif utama perusahaan terkait SDM pada periode ini. Oleh karena itu berbagai aktivitas terkait pengembangan dan pelatihan karyawan dilakukan secara masif dan mengikutsertakan karyawan di semua level dan hingga ke cabang-cabang dengan memanfaatkan berbagai metode dan kesempatan.

Tidak hanya aktivitas pelatihan, perusahaan juga mendorong pengembangan karyawan secara kolektif maupun individual melalui berbagai kesempatan dan media. *Sharing knowledge*, praktik presentasi dan demo hingga penugasan belajar mandiri merupakan beberapa inisiatif pengembangan yang diterapkan untuk meningkatkan wawasan dan mengasah keterampilan karyawan. Aktivitas *Coaching-Mentoring* serta penugasan proyek dari atasan juga merupakan hal yang sangat membantu karyawan mengembangkan diri karena secara langsung berkaitan dengan pekerjaan yang dilakukan.

Sejalan dengan kebijakan perusahaan terkait penerapan protokol kesehatan, maka pelaksanaan program pelatihan dan pengembangan karyawan juga mengalami penyesuaian, di antaranya melalui aktivitas daring seperti pemanfaatan sarana *video conference* dan platform LMS (*Learning Management System*) yaitu portal pengembangan diri secara mandiri. Untuk aktivitas pelatihan yang membutuhkan tatap muka langsung seperti praktik pada mesin, dilaksanakan secara terbatas dengan menaati protokol kesehatan, antara lain membatasi jumlah maksimal karyawan dalam ruangan, penggunaan masker, menjaga jarak antar peserta dan pengajar, serta anjuran untuk lebih sering mencuci tangan, menggunakan *hand sanitizer*, dan melakukan desinfeksi terhadap peralatan yang digunakan dalam pelatihan. Adapun program pelatihan dan pendidikan yang dilaksanakan secara internal sepanjang tahun 2021 tercantum pada tabel di bawah ini, di mana porsi terbesar didominasi oleh

The number of recruitment and fulfillment of employees is carried out based on an analysis of the HR plan according to the company's business needs. The method of employee recruitment and selection is 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.

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. The provision of training and education is tailored to the needs and developments of Astragraphia's business environment.

Employee development is carried out both aims at increasing employee competence and adapting their abilities as a result of changing job demands. These have become the company's main HR initiative for this period. Therefore, various activities related to employee development and training are carried out massively and involve employees at all levels down to the branches by utilizing various methods and opportunities.

Not only training activities, the company also encourages employee development collectively and individually through various opportunities and media. Sharing knowledge, presentation practices and demos to self-improvement assignments are some of the development initiatives implemented to increase employee knowledge and to sharpen their skills. Coaching-Mentoring activities and project assignments from direct superiors can also really help employees develop themselves because they are directly related to the work they are doing.

In line with company policies related to the implementation of health protocols, the implementation of employee training and development programs has also undergone adjustments, including through online activities such as the use of video conference facilities and the LMS (*Learning Management System*) platform, namely an independent self-development portal. For training activities that require face-to-face contact, such as practice on machines, they are carried out in a limited manner by adhering to health protocols, including limiting the maximum number of employees in the room, using masks, maintaining a distance between participants and instructors, as well as recommendations for washing hands more often, using hand sanitizer. The Company also disinfect equipment used in training. The training and education programs implemented internally throughout 2021 are listed in the table below, where the largest portion is dominated by functional training to ensure Astragraphia's human resources



pelatihan fungsional untuk memastikan SDM Astragraphia mampu menyesuaikan diri dengan perkembangan terkini serta memiliki kompetensi yang dibutuhkan untuk melayani kebutuhan pelanggan.

DESKRIPSI PENGEMBANGAN KOMPETENSI KARYAWAN [404-2]

are able to adapt to the latest developments and have the competencies needed to serve customer needs.

DESCRIPTION OF EMPLOYEE COMPETENCY DEVELOPMENT [404-2]

Jenis Program Type of Program	Tujuan Goals	Jenis Pelatihan Type of Training
Pelatihan Karyawan Baru New Employee Training	Program orientasi ini diikuti oleh pelatihan sesuai dengan fungsi kerja masing-masing. Khusus untuk Account Consultant, System Analyst, dan Customer Engineer yang berhubungan langsung dengan pelanggan, pelatihan berlangsung secara intensif dalam kelas maupun <i>On-the-Job</i> di lapangan selama beberapa waktu. Setelah mulai bekerja, karyawan tetap dibimbing dan dipantau selama kurun waktu tertentu. This orientation program is followed by training in accordance with their respective work functions. Especially for Account Consultants, System Analysts, and Customer Engineers who deal directly with customers, the training takes place intensively in class and on-the-job for some time. After their commencement at work, employees are still guided and monitored for a certain period of time.	<ul style="list-style-type: none"> 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. Applying knowledge, skills, and behavior training according to company culture to new employees. General competence of employees. Understanding of the organization, work systems, products and solutions as well as the company's business portfolio. Special training according to job function.
Program Peningkatan Kompetensi Karyawan Upgrade Program Employee Competence	Meningkatkan kemampuan dan pengetahuan karyawan secara berkesinambungan agar dapat memenuhi kebutuhan perkembangan bisnis perusahaan sesuai dengan peran dan fungsi yang dijalankan. Pelatihan meliputi penguatan kompetensi produk dan solusi, update informasi produk dan solusi baru, penerapan solusi, penguatan keahlian praktik, serta penyesuaian keahlian dengan kebutuhan kerja saat ini. Continuously improve the ability and knowledge of employees in order to meet the needs of the company's business development in accordance with their roles and functions. The training includes strengthening product and solution competencies, updating information on new products and solutions, implementing solutions, strengthening practical skills, and adjusting skills to current work needs.	<ul style="list-style-type: none"> <i>Basic, Enhancement, and Intermediate Sales Training.</i> <i>Customer Engineer Training.</i> <i>System Analyst Training.</i> <i>Data Analytics Workshop.</i> Pelatihan fungsi administratif dan petugas Call Center <i>Update informasi dan kompetensi terkait fungsi kerja lain.</i> Pelatihan kompetensi IT antara lain SAP, Microsoft, Google, HPE, IBM, Cisco, dan Oracle. <i>Basic, Enhancement, and Intermediate Sales Training.</i> <i>Customer Engineer Training.</i> <i>System Analyst Training.</i> <i>Data Analytics Workshop.</i> Training of administrative functions and Call Center officers <i>Update information and competencies related to other work functions.</i> <i>IT Competency Training such as SAP, Microsoft, Google, HPE, IBM, Cisco and Oracle.</i>
Program Sertifikasi Certification Program	Mendukung implementasi proyek-proyek Astragraphia pada pelanggan agar dapat memberikan layanan kualitas terbaik kepada pelanggan dan pengembangan bisnis. Support the implementation of Astragraphia projects for customers in order to provide the best quality service to customers and business development.	<ul style="list-style-type: none"> <i>Microsoft Certified: Dynamics 365, Microsoft Certified: Azure, Microsoft Certified: Power Platform, SAP Certified Consultant, CCNA, CCNP, AWS Cloud Practitioner, AWS Cloud Architect, GCP Cloud Architect, Scrum Master (PSM I), ITIL, PMP, Fogra Digital Print Partner.</i> <i>Microsoft Certified: Dynamics 365, Microsoft Certified: Azure, Microsoft Certified: Power Platform, SAP Certified Consultant, CCNA, CCNP, AWS Cloud Practitioner, AWS Cloud Architect, GCP Cloud Architect, Scrum Master (PSM I), ITIL, PMP, Fogra Digital Print Partner.</i>
Program Sertifikasi Internal Internal Certification Program	Memastikan karyawan mempunyai kompetensi minimal dalam produk dan solusi agar dapat melayani pelanggan dengan baik. Ensuring employees have minimal competence in products and solutions in order to serve customers well.	<ul style="list-style-type: none"> Pelatihan dan penguasaan atas produk dan solusi yang dijual. Training and mastery of the Company's products and solutions.
Program <i>Train the Trainer</i> Train the Trainer Program	Mendukung kompetensi <i>internal trainer</i> perusahaan dengan mengikutsertakan tenaga pengajar ke pusat pelatihan prinsipal maupun ke lembaga pelatihan. Supporting the competence of the company's internal trainers by sending teaching staff to join principal training center or to training institutions.	<ul style="list-style-type: none"> Pelatihan informasi produk, penerapan solusi serta teknik. Pelatihan teknik menjual. Pelatihan kompetensi umum. <i>Quality Improvement.</i> Training on product information, implementation of solutions and techniques. Sales technique training. General competency training. <i>Quality Improvement.</i>

Jenis Program Type of Program	Tujuan Goals	Jenis Pelatihan Type of Training
Program Pelatihan Manajemen	Mengembangkan dan meningkatkan kemampuan manajerial supervisor dan manajemen perusahaan untuk mendukung pertumbuhan bisnis secara berkesinambungan serta sebagai upaya penyiapan kader di masa depan.	<ul style="list-style-type: none"> • <i>Supervisory Development</i> • <i>Management Development</i> • <i>Senior Management Development</i> • <i>General Management Development</i> • <i>Executive Development</i> • <i>Supervisory Development</i> • <i>Management Development</i> • <i>Senior Management Development</i> • <i>General Management Development</i> • <i>Executive Development</i>
Management Training Program	Develop and improve managerial ability of supervisors and company management to support sustainable business growth and as an effort to prepare cadres in the future.	
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.	<ul style="list-style-type: none"> • 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</i> Program, terutama untuk karyawan baru. • Socialization of "VIPS" and "Catur Dharma" corporate culture for new employees. • Implement programs that encourage the internalization of VIPS and Catur Dharma values. • Implement the Basic Mentality Training Program, especially for new employees.
Cultural Internalization Company	Strengthening the mental attitude of employees as well as the appreciation and implementation of the corporate cultural values "VIPS" and "Chess Dharma" in the daily performance and life of the company.	
Program Perbaikan Kualitas Kerja yang Berkesinambungan	Meningkatkan kemampuan karyawan dalam melakukan perbaikan proses kerja maupun inovasi melalui metode 8 (delapan) langkah secara intensif.	<ul style="list-style-type: none"> • Konvensi <i>Quality Innovation</i> tahunan. • Pelatihan Fasilitator <i>Quality Innovation</i>. • Pelatihan Metode <i>Problem Solving</i> untuk karyawan. • Annual Quality Innovation Convention. • Quality Innovation Facilitator Training. • Training of Problem-Solving Methods for Employee.
Continuous Work Quality Improvement Program	Improving the ability of employees to make improvements to work processes and innovations through an intensive 8 (eight) step method.	
Program e-Learning karyawan	Menciptakan kesempatan pengembangan untuk karyawan seluruh level dan setiap lokasi dengan menggunakan platform "Learning Management System", yaitu portal pengembangan diri secara mandiri yang dapat diakses secara fleksibel dari mana saja dan kapan saja. Materi-materi e-learning dapat diakses oleh karyawan sesuai dengan fungsi kerjanya.	Jenis materi e-learning yang telah tersedia di <i>Learning Management System</i> : <ul style="list-style-type: none"> • NEOP (New Employee Orientation Program) • Product Knowledge • Software & Technical Knowledge • Case Studies • Leadership • Quality Innovation • Pengembangan Diri Types of e-learning materials available in the Learning Management System: <ul style="list-style-type: none"> • NEOP (New Employee Orientation Program) • Product Knowledge • Software & Technical Knowledge • Case Studies • Leadership • Quality Innovation. • Pengembangan Diri
Employee e-learning program	Creating development opportunities for employees at all levels and at each location by using the "Learning Management System" platform, which is an independent self-development portal that can be accessed flexibly from anywhere and anytime. E-learning materials can be accessed by employees according to their work functions.	



Jumlah Peserta Pelatihan Berdasarkan Gender

2021		2020		2019	
Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
880	182	984	223	650	111

Jumlah Peserta Pelatihan Berdasarkan Jabatan & Gender

Keterangan Description	2021		2020		2019	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
Staf Staff	775	169	854	210	557	101
Manajerial Managerial	105	13	130	13	93	10
Total Total	880	182	984	223	650	111

Jumlah Peserta Pelatihan Berdasarkan Jenis Pendidikan

Keterangan Description	2021		2020		2019	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
S2 & S3 Master's and PhD		13		11		8
S1 Bachelor		720		755		553
D1 - D3 Diploma		182		200		117
SMA High School		147		232		82
SD & SMP Elementary & Junior High School		0		9		1
Total Total	1.062		1.207		761	

Jumlah Jam Pelatihan

Total Training Hours		
2021		
62.996	49.582	41.558

Jumlah Jam Pelatihan Berdasarkan Jenis Pendidikan

Keterangan Description	2021		2020		2019	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
S2 & S3		2.022		1.890		740
S1		49.236		40.802		26.208
D1 - D3		6.529		3.186		7.552
SMA		5.210		3.684		7.056
SD & SMP		0		20		2
Total Total	62.996		49.582		41.558	

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 2021 tercatat sebesar Rp2,5 miliar. Sebagian besar kegiatan pelatihan tersebut dioptimalkan secara *virtual/online* dan tanpa melakukan perjalanan ke luar kota maupun ke luar negeri selama masa pandemi COVID-19.

PENGEMBANGAN KARIR

Pengembangan karir karyawan sangat dipengaruhi oleh kompetensi dan kinerja karyawan yang bersangkutan. Karyawan diberikan 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*, dan *Solutions*.

PERPUTARAN (TURNOVER) KARYAWAN [401-1]

Sepanjang tahun 2021, tingkat turnover karyawan Astragraphia cukup terkendali dengan angka sekitar 9%. Hal tersebut turut didukung oleh komitmen perusahaan yang mengedepankan pengembangan kompetensi dan kesejahteraan karyawan sehingga produktivitas SDM dapat terjaga. Selain mendukung kesejahteraan karyawan, Astragraphia membangun dan membina semangat kebersamaan karyawan melalui aktivitas rutin seni dan olahraga serta berbagai acara karyawan di perusahaan, 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 karena pandemi ini, maka banyak kegiatan dan acara dilangsungkan secara *virtual*

EMPLOYEE COMPETENCY DEVELOPMENT

In addition to conducting internal training, Astragraphia still engages employees in external training, programs from Astra and principals. The cost of implementing the competency development of Astragraphia's employees throughout 2021 was recorded at Rp2.5 billion. Most of the training activities took place in virtual/online meet and without traveling out of town or abroad during the COVID-19 pandemic.

CAREER DEVELOPMENT

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

In addition to managerial career paths, Astragraphia also develops in-depth and specific expertise needed to support Astragraphia's business. Therefore, skilled 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, there are several lines of expertise being developed, namely in the fields of Color, Program Management, and Solutions.

EMPLOYEE TURNOVER [401-1]

Throughout 2021, Astragraphia's employee turnover rate was quite manageable at around 9%. This is also supported by the company's commitment to prioritize competency development and employee welfare so that HR productivity can be maintained. In addition to supporting employee welfare, Astragraphia builds and fosters a spirit of togetherness among employees through regular arts and sports activities as well as various employee events at 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 must be carried out by superiors to their employees. It is expected that this can establish and maintain quality talents who will become cadres of leaders in the future. During crowd restrictions due to this pandemic, many activities and events are held virtually through conference technology, while physical activities that require face-to-face meetings are carried out



melalui teknologi *conference*, sedangkan kegiatan fisik yang membutuhkan tatap muka dilaksanakan secara berhati-hati. Dengan demikian diharapkan arahan, bimbingan serta kebersamaan karyawan bisa tetap terjaga.

EVALUASI DAN MANAJEMEN KINERJA

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:

- 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 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. Pencapaian perusahaan juga mempengaruhi hasil evaluasi kinerja karyawan secara kolektif.

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 dirasakan penting sebagai inisiatif pengembangan karyawan 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 kekaryawanan baik secara kolektif maupun personal, seperti penghargaan karyawan terbaik, kontes dan lomba, kegiatan ekstrakurikuler, 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.

with caution. Thus, it is hoped that the direction, guidance and togetherness of employees can be maintained.

PERFORMANCE EVALUATION AND MANAGEMENT

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

- At the beginning of the year, each employee is required to prepare an Employee Performance Plan (RKK) based on the Key Performance Indicators (KPI) for their work unit. At the end of the year, this RKK is used as the basis for performance evaluation.
- Performance evaluation is carried out by assessing aspects of the results, processes and work ethic of employees. As for employees who have subordinates, it is added with the aspect of people management, which evaluates the ability of employees to develop their subordinates. The company's achievements also affect the results of collective employee performance evaluations.

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 superiors is the main thing. One of them is through Coaching & Counseling by superiors on a regular basis to identify areas of development needed and identify employee expectations. This is considered important as an employee development initiative as well as a career opportunity for appropriate employees.

On a broader scale, the company maintains employee engagement through communication between leaders and subordinates, including directions, 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 best employee awards, contests and competitions, extracurricular activities, commemoration of certain days and so on. During the current pandemic, the above activities are carried out online and/or do not create crowds and strictly apply health protocols.

INTERNALISASI BUDAYA PERUSAHAAN

Astragraphia mengusahakan terciptanya nilai tambah bagi 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. Berlandaskan Catur Dharma Astra, budaya perusahaan VIPS memuat 4 (empat) nilai 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 fondasi kuat yang menciptakan nilai kompetitif serta menjamin keberlangsungan perusahaan. Upaya mendorong proses penerapan nilai-nilai budaya VIPS di perusahaan tidak hanya melalui sesi sosialisasi dan artefak yang menunjukkan 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 dan kontribusi sosial, aktivitas kerja sama, hari pelanggan, kontes kompetensi, penghargaan inovasi dan karyawan terbaik, serta melaksanakan *Basic Mentality Training Program*, terutama untuk karyawan baru. 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 pengelolaan SDM Astragraphia. Untuk itu Astragraphia mengusahakan kesempatan untuk terus berkembang, kesejahteraan dan fasilitas yang memadai dan sesuai dengan peraturan perundang-undangan yang berlaku bagi para karyawan.

1. Fasilitas Karyawan

Astragraphia menyediakan 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 *band music* dan fotografi. Astragraphia juga memfasilitasi lingkungan kerja yang baik dan aman bagi karyawan, termasuk dengan 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 strives to create added value for its employees, by working in superior and innovative company that continues to develop 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 adhered to and become a source of thoughts and assessment for the management and all Astragraphia employees. Based on Catur Dharma Astra, the VIPS corporate culture contains the following 4 (four) values:

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

Astragraphia believes that the VIPS culture is a strong foundation that creates competitive value and ensures the sustainability of the company. Efforts to encourage the process of implementing VIPS cultural values in the company are not only through socialization sessions and artifacts that show the VIPS culture in the company, but also through the systems and procedures implemented by the company, as well as activities that encourage cultural values, such as blood donation activities and social contributions, collaborative activities, customer days, competency contests, innovation awards and best employees prize, as well as implementing the Basic Mentality Training Program, especially for new employees. Socialization and internalization of culture need to be carried out continuously and consistently with the expectation that corporate culture will truly become the way of thinking and behaving for all employees.

INDUSTRIAL RELATIONS

Creating a safe, comfortable and productive work climate and environment is one of the important aspects in Astragraphia's HR management. For this reason, Astragraphia seeks opportunities for continuous development, decent welfare and adequate facilities in accordance with the laws and regulations that apply to employees.

1. Employee Facilities

Astragraphia provides facilities that encourage employees to carry out positive activities, among others through the Astragraphia Madani Employee cooperative initiative (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 musical band and photography. Astragraphia also 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, keduakan, 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 apresiasi sesuai dengan kriteria yang ditentukan. Setiap tahun Astragraphia memberi penghargaan utama Lingkar Prestasi Puncak kepada karyawan berprestasi yang terpilih.

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, antara lain angka inflasi yang dinyatakan oleh pemerintah. Sedangkan bonus karyawan ditentukan berdasarkan pencapaian kinerja perusahaan dan hasil evaluasi kinerja karyawan tersebut. 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:

2. Employee Welfare

In terms of general health and welfare, Astragraphia employees are entitled to various allowances which depends on their work positions, namely religious holidays, meals, transportation, health care, hospital care, maternity, bereavement, and marriage allowances as well as relocation allowances. Astragraphia also implements employee participation in all BPJS programs for corporate employees and the Astra Pension Fund.

3. Employee Development

Astragraphia organizes sustainable development programs for its employees. This is an effort to improve the competence of human resources and keep abreast of most recent technological and business developments. Through training facilities, assignments and rotations, 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 at ensuring that employees carry out their work in accordance with the established direction and performance targets. For employees who excel and make significant contributions according to their functions, Astragraphia gives appreciation according to the specified criteria. Every year Astragraphia gives the main award of Lingkar Prestasi Puncak/Highest Achievement Circle to selected outstanding employees.

REMUNERATION POLICY

Astragraphia always complies with the Minimum Wage Standards set by the Government in all cities where Astragraphia's offices operate. Wage increases are given at the beginning of each year to all employees by taking into account several aspects, including the inflation rate announced by the government. Meanwhile, employee bonuses are determined based on the achievement of the company's performance and the results of the employee's performance evaluation. The performance evaluation process includes preparation of performance plans and targets, periodic monitoring of achievements, coaching and counseling process by superiors, evaluation of achievement results and the determination of rewards and punishments as a consequence of the resulting performance. All of these activities refer to the following basic policies:

- 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. Pencapaian perusahaan juga mempengaruhi hasil evaluasi kinerja karyawan secara kolektif.

- *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.

PENSIUN

Perusahaan memberikan kesempatan kepada karyawan yang akan memasuki masa purnabakti 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.

KOMITMEN LINGKUNGAN, KESEHATAN, DAN KESELAMATAN KERJA (LK3) [103-2]

Astragraphia menyadari Kesehatan dan Keselamatan Kerja sebagai hal yang penting untuk kesejahteraan karyawan dan merupakan 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 *continual improvement*, Astragraphia mengadopsi dan menerapkan sertifikasi Sistem Manajemen LK3, ISO 14001:2015 dan ISO 45001.

- Individual Performance Planning

At the beginning of the year, each employee is required to prepare an Employee Performance Plan (RKK) based on the Key Performance Indicators (KPI) for the work unit. 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 3 aspects: results, processes and work ethic of employees. As for employees who have subordinates, it is added with the aspect of people management, which evaluates the ability of employees to develop their subordinates. The company's achievements also affect the results of collective employee performance evaluations.

- Coaching and Counseling

Coaching and counseling process is carried out regularly by superiors to their subordinates, so that they can help employees improve performance, develop themselves according to career plans, identify potential problems early, and nurture good relationships between superiors and subordinates.

In terms of general health and welfare, Astragraphia employees are entitled to allowances related to their work position, replacement/relocation index, religious holidays, meals, transportation, health care, hospital expenses, eye glasses, maternity, bereavement, and marriage.

PENSION

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

COMMITMENT ON WORK ENVIRONMENT, OCCUPATIONAL HEALTH AND SAFETY (EHS) [103-2]

Astragraphia recognizes Occupational Health and Safety as important for the welfare of employees and is one of the main factors for the success of the Company's operational activities. The objective of the management of the Occupational Health, Safety and Environment (OHS) is to provide protection for employees so that they can work comfortably and increase productivity. To support EHS objectives and environmental management and to ensure continuous improvement, Astragraphia adopts and implements EHS Management System certifications, ISO 14001:2015 and ISO 45001.



Kebijakan Kesetaraan Gender dan Kesempatan Kerja [103-2, 403-4]

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. Karyawan menerima promosi jabatan ketika dianggap mampu memenuhi kualifikasi jabatan sesuai kebutuhan organisasi, didukung dengan kinerja dan kompetensi yang baik selama bekerja. Keberadaan kebijakan kesetaraan gender merupakan bentuk perhatian Astragraphia terhadap karyawan guna menghindari adanya diskriminasi dalam lingkungan kerja.

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

Dalam hal kesehatan dan kesejahteraan umum, karyawan Astragraphia mendapatkan hak atas tunjangan yang terkait dengan jabatan, indeks penempatan daerah, tunjangan hari raya, makan, transportasi, pemeliharaan kesehatan dan perawatan rumah sakit, kacamata, pernikahan, dan keduakan. Sebagai wujud 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 ISO 45001 yang menjadi standar pelaksanaan kesehatan dan keselamatan kerja di lingkup perusahaan Astragraphia.

Pada masa pandemi ini, Astragraphia membentuk Tim Gugus Tugas COVID-19 sampai ke cabang-cabang yang berperan aktif dalam penerapan protokol kesehatan di kantor, edukasi karyawan, membantu karyawan dalam penanganan kasus COVID-19 serta memfasilitasi karyawan mengikuti vaksinasi. 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.

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.

Gender Equality and Employment Opportunity Policy [103-2, 403-4]

Astragraphia upholds the value of gender equality in providing job opportunities starting from the recruitment process, training, to the employee welfare structure. In the recruitment process, Astragraphia considers the qualifications required for the vacant position and not based on religion, race, ethnicity, class, and gender of prospective employees.

The gender equality policy also applies to providing career development opportunities. Employees receive promotions when they are deemed capable of fulfilling job qualifications according to the needs of the organization, supported by good work performance and competence. The existence of a gender equality policy is a form of Astragraphia's concern for employees in order to avoid discrimination in the work environment.

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

In terms of general health and welfare, Astragraphia employees are entitled to benefits/allowances which depend on their position, namely relocation/regional placement index, holiday allowance, meals, transportation, health care and hospital care, eye-glasses, marriage, and bereavement. As a form of Astragraphia's commitment to occupational health and safety, the Astragraphia Board of Directors has established a team of Health, Safety and Environment Development Committee to ensure that OHS is applied to the smallest work units. Astragraphia has also implemented ISO 45001 certification which is the standard for implementing occupational health and safety within the Astragraphia company.

During this pandemic, Astragraphia formed a COVID-19 Task Force Team from headquarters to branches that play an active role in implementing health protocols in the office, educating employees, assisting employees in handling COVID-19 cases and facilitating employees to take vaccinations. Astragraphia implements strict health protocols within the company environment, uses PPE (Personal Protective Equipment) including for employees who work outside the office, and complies with government regulations related to COVID-19.

Regarding work safety, Astragraphia complies with applicable regulations regarding Occupational Safety which considers that every worker has the right to protection for his safety in carrying out work for the welfare of life and increasing national production and productivity. The principles of Occupational Health and Safety are always applied by Astragraphia.

PENCEGAHAN DAN PENANGANAN COVID-19

Kesehatan dan keselamatan karyawan adalah prioritas utama perusahaan. Sejak pandemi COVID-19 berlangsung, Astragraphia melakukan langkah-langkah untuk mencegah penyebaran COVID-19 antar karyawan sesuai dengan regulasi pemerintah dan protokol kesehatan yang berlaku. Melalui pembentukan tim Gugus Tugas Pandemi COVID-19 di kantor pusat maupun di cabang-cabang, Astragraphia melakukan berbagai aktivitas pencegahan, antara lain:

- Penerapan *dedicated split team*, di mana karyawan dibagi *work from home* dan *work from office* untuk membatasi jumlah karyawan bekerja di kantor, sesuai dengan perundungan yang berlaku di setiap daerah.
- Penyesuaian jam kerja, *shift* kerja, dan sistem kerja.
- Melakukan desinfeksi di lingkungan kerja secara berkala serta menjaga kebersihan lingkungan kerja, termasuk area *showroom* dan *customer service*.
- Menyediakan sarana kebersihan seperti *hand sanitizer* dan tempat cuci tangan di depan kantor.
- Menerapkan *Self-Assessment* risiko COVID-19, 1 (satu) hari sebelum pekerja masuk kantor serta mewajibkan tamu/pengunjung untuk mengisi formulir *Self-Assessment*. Karyawan yang tidak memenuhi persyaratan kesehatan pada *Self-Assessment* tidak diperkenankan untuk bekerja di kantor atau ke pelanggan.
- Melakukan pengukuran suhu tubuh di titik masuk tempat kerja dan mewajibkan penggunaan masker.
- Memerhatikan dan menerapkan jarak minimal antar pekerja (*physical distancing*).
- Menyediakan vaksinasi COVID-19 untuk karyawan dan keluarga melalui Vaksin Gotong Royong maupun memfasilitasi karyawan mengikuti Vaksin Program Pemerintah.
- Memaksimalkan penggunaan teknologi untuk mengurangi kontak langsung antar pekerja ataupun mitra kerja dan pelanggan.
- Dalam hal pertemuan secara fisik dengan mitra kerja dan pelanggan harus dilakukan, karyawan wajib menerapkan protokol kesehatan yang berlaku.
- Melakukan pemantauan aktivitas dan kesehatan pekerja secara proaktif setiap harinya.
- Menyampaikan edukasi dan informasi terkini kepada seluruh pekerja melalui sarana prasarana dan media yang paling efektif (*e-mail*, *handbook guide*, *internal social media*, *display TV*, majalah dinding).

Astragraphia juga menetapkan protokol penanganan COVID-19 jika ditemukan kasus karyawan yang terinfeksi COVID-19 sebagai berikut:

- Segera melakukan penelusuran riwayat aktivitas dan interaksi karyawan terkonfirmasi COVID-19.
- Karyawan yang memiliki riwayat interaksi dengan karyawan terkonfirmasi COVID-19, diminta untuk isolasi mandiri dan menjalani tes pemeriksaan COVID-19

PREVENTION AND HANDLING OF COVID-19

The health and safety of employees is the company's top priority. Since the COVID-19 pandemic took place, Astragraphia has taken steps to prevent the spread of COVID-19 among employees in accordance with government regulations and applicable health protocols. Through the formation of the COVID-19 Pandemic Task Force team at the head office and in branches, Astragraphia carried out various prevention activities, including:

- Implementation of a dedicated split team, in which employees are divided to work from home and work from the office to limit the number of employees working in the office, in accordance with applicable laws in each region.
- Adjustment of working hours, work shifts, and work systems.
- Regularly disinfect the work environment and maintain a clean work environment, including the showroom and customer service areas.
- Provide cleaning facilities such as hand sanitizer and hand washing area in front of the office.
- Implementing a COVID-19 risk Self-Assessment, 1 (one) day before workers enter the office and requiring guests/visitors to fill out the Self-Assessment form. Employees who do not meet the health requirements of the Self-Assessment are not allowed to work in the office or to customers.
- Taking body temperature measurements at work entry points and requiring the use of masks.
- Observe and apply minimum physical distancing between workers.
- Providing COVID-19 vaccinations for employees and their families through the Mutual Cooperation Vaccine or facilitating employees to participate in the Government Vaccine Program.
- Maximizing the use of technology to reduce direct contact between workers or business partners and customers.
- In the event that physical meetings with business partners and customers must be carried out, employees are required to apply prevailing health protocols.
- Monitoring the activities and health of workers proactively every day.
- Deliver education and up-to-date information to all employees through the most effective infrastructure and media (*e-mail*, *handbook guide*, *internal social media*, *TV display*, *wall magazine*).

Astragraphia also establishes a protocol for handling COVID-19 if there are cases of employees infected with COVID-19 as follows:

- Immediately search the activity history and interactions of employees who are confirmed to have COVID-19.
- Employees who have a history of interaction with confirmed COVID-19 employees, are asked to self-isolate and undergo a COVID-19 screening test



- Melakukan penghentian sementara aktivitas di tempat kerja selama proses desinfeksi dan sterilisasi gedung, fasilitas, dan lingkungan kerja.
- Memberikan arahan serta pendampingan yang diperlukan untuk karyawan yang terpapar.

Seluruh kebijakan di atas kami terapkan untuk memastikan agar kondisi kesehatan seluruh karyawan tetap aman dan mencegah terjadinya penularan COVID-19 di lingkungan kerja karyawan. Walaupun demikian, Astragraphia tetap menjaga operasional perusahaan tetap berjalan dan memperhatikan produktivitas karyawan pada saat sebagian karyawan bekerja dari rumah. Berbagai penyesuaian pada proses bisnis maupun pemanfaatan teknologi dilakukan agar aktivitas di perusahaan tetap berjalan sebagaimana mestinya, antara lain digitalisasi proses kerja, *online meeting & review, training* dan pelatihan secara *online* maupun melalui platform Learning Management System, serta kegiatan dan acara melalui teknologi *video conference*.

SERTIFIKASI KESEHATAN DAN KESELAMATAN KERJA [403-4]

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. Astragraphia menyadari bahwa Kesehatan dan Keselamatan Kerja adalah hal yang penting untuk kesejahteraan karyawan dan merupakan salah satu faktor utama suksesnya kegiatan operasional Perusahaan. Untuk mendukung tujuan LK3 dan pengelolaan lingkungan serta memastikan *continual improvement*, Astragraphia mengadopsi dan menerapkan sertifikasi Sistem Manajemen LK3, ISO 14001:2015 dan ISO 45001.

TINGKAT KECELAKAAN KERJA [403-2]

Selama tahun 2021 tidak terjadi kecelakaan kerja di area kerja Astragraphia. Guna mencegah dan menanggulangi terjadinya kecelakaan di area kerja, Astragraphia rutin melakukan kegiatan pelatihan tanggap darurat di lingkungan kantor. Untuk mengurangi potensi kecelakaan kerja, berbagai rambu dan petunjuk keselamatan dipasang di tempat yang mudah terbaca di lokasi kerja untuk memandu karyawan.

Selain itu, Astragraphia memiliki standar prosedur pakaian dan perlengkapan untuk fungsi-fungsi tertentu, misalnya *Customer Engineer* yang bertugas di lapangan dilengkapi dengan tas untuk membawa perangkat yang aman dan tidak mudah jatuh. Astragraphia juga melakukan kampanye Aman Berlalu Lintas untuk mengurangi potensi kecelakaan karyawan dalam berlalu lintas.

- Temporarily suspend activities in the workplace during the process of disinfection and sterilization of buildings, facilities, and the work environment.
- Provide necessary direction and assistance for exposed employees.

We implement all of the above policies to ensure that the health conditions of all employees remain safe and prevent the spread of COVID-19 in the employee's work environment. However, Astragraphia still keeps the company's operations running and pays attention to employee productivity when some employees work from home. Various adjustments to business processes and the use of technology were made to keep activities in the company running as they should, including digitizing work processes, having online meetings & reviews, conducting online training and development as well as through the Learning Management System and video conferencing technology platform

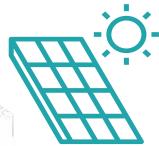
OCCUPATIONAL HEALTH AND SAFETY CERTIFICATION [403-4]

Astragraphia complies with applicable regulations regarding Occupational Safety, which considers that every worker has the right to protection for his safety in carrying out work for the welfare of life and increasing national production and productivity. Astragraphia realizes that Occupational Health and Safety is important for the welfare of employees and is one of the main factors for the success of the Company's operational activities. To support EHS objectives and environmental management and ensure continuous improvement, Astragraphia adopts and implements EHS Management System certifications, ISO 14001:2015 and ISO 45001.

OCCUPATIONAL ACCIDENT RATE [403-2]

During 2021, there were no work accidents in the Astragraphia work area. In order to prevent and manage accidents in the work area, Astragraphia routinely conducts emergency response training activities in the office environment. To reduce the potential work accidents, various safety signs and instructions are installed in an easily readable place on the work site to guide employees.

In addition, Astragraphia has standard procedures for clothing and equipment for certain functions, for example, customer engineers who are on duty in the field are equipped with bags to carry devices that are safe and do not fall easily. Astragraphia also carries out a Traffic Safety campaign to reduce the potential for employee accidents in traffic.



07

Public Contribution Roadmap

Public Contribution Roadmap



**“Astragraphia terus berproses dalam pelaksanaan
Tanggung Jawab Sosial dan Lingkungan yang profesional
untuk menciptakan hubungan harmonis dan bermanfaat
kepada seluruh pemangku kepentingan.”**

“Astragraphia continues to process the implementation of Social and Environmental Responsibility in a professional manner to create harmonious and beneficial relationships to all stakeholders.”

Public Contribution Roadmap

Public Contribution Roadmap

"Astragraphia menempatkan karyawan dan masyarakat luas sebagai subyek utama penerima manfaat dalam dalam pelaksanaan Public Contribution Roadmap melalui 4 (empat) pilar, yaitu kesehatan, pendidikan, lingkungan, dan kewirausahaan. Sepanjang tahun 2021, pengimplementasian keempat pilar ini ini sejalan dengan tujuan global yang tercantum pada Sustainable Development Goals (SDGs), yang selaras dengan budaya perusahaan VIPS."

"Astragraphia places employees and the community as the main beneficiaries in the Public Contribution Roadmap through 4 (four) pillars, namely health, education, environment, and entrepreneurship. Throughout 2021, the implementation of these four pillars is in line with the global goals stated in the Sustainable Development Goals (SDGs), which are in line with the VIPS corporate culture."

Public Contribution Roadmap merupakan pilar penting dalam strategi keberlanjutan yang diterapkan Astragraphia untuk menciptakan keseimbangan antara kepentingan bisnis dengan kondisi 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 dan Lingkungan Perusahaan 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 subjek utama, yaitu 1) Pengelolaan Lingkungan, Ketenagakerjaan, Kesehatan, dan Keselamatan Kerja (LK3) di lingkungan grup Astragraphia; dan 2) Tanggung jawab barang/jasa dan tanggung jawab sosial (*Corporate Social Responsibility/CSR*) bagi pemangku kepentingan eksternal termasuk masyarakat luas. Astragraphia menjalankan kegiatan CSR berdasarkan 4 (empat) pilar kontribusi sosial perusahaan, yaitu kesehatan, pendidikan, lingkungan, dan kewirausahaan. [103-1, 103-2]

The Public Contribution Roadmap is an important pillar in the sustainability strategy implemented by Astragraphia to create a balance between business interests and social and environmental conditions, as well as a manifestation of Astragraphia's corporate culture to become a company that is Valuable to the Nation and Life. The Public Contribution Roadmap strategy is used as a guide for the implementation of the Corporate Social and Environmental Responsibility program which is always managed professionally to generate benefits for all levels of the company's stakeholders. [103-1]

Astragraphia carries out social and environmental responsibilities through two main subjects, namely 1) Management of the Environment, Occupational Health and Safety (EHS) within the Astragraphia group; and 2) Responsibility for goods/services and corporate social responsibility (CSR) for external stakeholders including the wider community. Astragraphia carries out CSR activities based on 4 (four) pillars of the company's social contribution, namely health, education, environment, and entrepreneurship. [103-1, 103-2]



Pelaksanaan Tanggung Jawab Sosial dan Lingkungan 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 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 ISO 45001:2018 yang dimiliki Astragraphia. [103-2, 307-1]

Program tanggung jawab sosial dan lingkungan Astragraphia dikelola dan dilaksanakan oleh Human Capital Management & Services, Corporate Communications & CSR, serta Customer Service & Support yang memiliki fungsi strategis untuk menetapkan arahan dan target dalam pengimplementasian Rencana Aksi Keuangan Berkelanjutan (RAKB) melalui program tanggung jawab sosial dan lingkungan perusahaan.

KEBIJAKAN LINGKUNGAN DAN 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 kesehatan, pendidikan, lingkungan, dan kewirausahaan dalam rangka mendukung tercapainya *Sustainable Development Goals* (SDGs)
4. Menerapkan sistem manajemen 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 untuk kesejahteraan karyawan dan merupakan 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

The implementation of Astragraphia's Social and Environmental Responsibility is based on the Financial Services Authority Regulation No. 51/POJK.03/2017 concerning the Implementation of Sustainable Finance for Financial Service Institutions, Issuers, and Public Companies. Management of the Environmental Management System at Astragraphia refers to the Law of the Republic of Indonesia No. 32 of 2009 concerning Environmental Protection and Management, international standards according to the ISO 14001:2015 Environmental Management System certification, and the ISO 45001:2018 Occupational Health and Safety Management System certification owned by Astragraphia. [103-2, 307-1]

Astragraphia's social and environmental responsibility programs are managed and implemented by Human Capital Management & Services, Corporate Communications & CSR, as well as Customer Service & Support which have a strategic function to set directions and targets in implementing the Sustainable Finance Action Plan through social responsibility programs. and corporate environment.

ENVIRONMENTAL POLICY AND SOCIAL AND ENVIRONMENTAL RESPONSIBILITY

Astragraphia is committed to continuing to contribute and pay full attention to social and environmental responsibilities, which include employment practices, occupational health and safety, social and community development, the environment, and responsibility for goods and/or services. Astragraphia's social and environmental responsibilities are designed with reference to POJK 51/POJK.03/2017 concerning the Implementation of Sustainable Finance for Financial Services Institutions, Issuers, and Public Companies, which are as follows:

1. Applying the principles of occupational safety and health within the Astragraphia company
2. Consistently develop and improve employee competencies
3. Running a 4-pillar CSR program, namely the pillars of health, education, environment, and entrepreneurship in order to support the achievement of the Sustainable Development Goals (SDGs)
4. Implementing Astra Green Company (AGC) and Astra Friendly Company (AFC) management systems
5. To save energy, reduce emissions, and manage waste.

ENVIRONMENT, OCCUPATIONAL HEALTH AND SAFETY (EHS) MANAGEMENT

Astragraphia realizes the importance of Occupational Health and Safety for the welfare of employees and is one of the main factors for the success of the Company's operational activities. The objective of the management of the Occupational Health, Safety and Environment (LK3) is to provide protection for employees so that they can work comfortably and increase productivity. To support

meningkat. Untuk mendukung tujuan LK3 dan pengelolaan lingkungan serta memastikan *continual improvement*, Astragraphia mengadopsi dan menerapkan sertifikasi Sistem Manajemen LK3, ISO 14001:2015 dan ISO 45001. [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 perundungan 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, and Self-Assessment*, untuk memastikan implementasi yang sesuai dengan pedoman yang ada. Hasil asesmen AGC di tahun 2021 di kantor pusat Astragraphia adalah peringkat biru.

PENGGUNAAN MATERIAL DAN ENERGI RAMAH LINGKUNGAN

Bersama prinsipal utama FUJIFILM Business Innovation (sebelumnya bernama Fuji Xerox), 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, FUJIFILM Business Innovation 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 FUJIFILM Business Innovation. Selain Material yang lebih ramah lingkungan, teknologi dari perangkat FUJIFILM Business Innovation 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.

Beberapa produk ramah lingkungan yang dipasarkan Astragraphia tahun ini adalah ApeosPort-VII C Series, DocuPrint 3205 Series, Apeos C7070 Series, ApeosPro C650, ApeosWide 3030/6050, dan Revoria Press E1 Series. Produk ini menyediakan fitur layanan yang dapat meningkatkan

EHS objectives and environmental management as well as ensure continual improvement, Astragraphia adopts and implements EHS Management System certifications, ISO 14001:2015, and ISO 45001. [103-2]

Astragraphia is committed to realizing a zero workplace accident with an approach and direction on work safety (*safety induction*) to employees through various company internal communication media. This is the company's effort to improve the safety of employees, prevent work accidents, work-related illnesses, as well as provide a sense of security to all employees and everyone in the company environment.

ASTRA GREEN COMPANY

As part of the Astra Group, Astragraphia implements the Astra Green Company (AGC) as an EHS management system to monitor the Company's performance on ensuring compliance with various requirements for LK3 and environmental management in the workplace, including national and international laws and standards. LK3 performance measurement is carried out using the criteria for evaluating green strategy, process, product, employee, achievement of critical points, and compliance with regulations. Evaluation is carried out in stages through Corporate Assessment, Group Assessment, and Self-Assessment, to ensure implementation is in accordance with existing guidelines. The result of the AGC assessment in 2021 at Astragraphia's head office is a blue rating.

USE OF ENVIRONMENTALLY FRIENDLY MATERIALS AND ENERGY

Together with the main principal of FUJIFILM Business Innovation (previously named Fuji Xerox), Astragraphia has products that already use environmentally friendly raw materials. Facing the challenges of the world community such as global warming, diminishing oil and gas resources, FUJIFILM Business Innovation is involved in the research and development of new bio-cellulose based plastics. This material has been tested to be more environmentally friendly, strong and durable. This material is used in parts in FUJIFILM Business Innovation devices. In addition to materials that are more environmentally friendly, the technology from the FUJIFILM Business Innovation device already uses "Smart Energy Management" for certain power usage. Power consumption and CO₂ emissions can be significantly reduced because this technology supplies power only to the specific function used.

Several environmentally friendly products marketed by Astragraphia this year are ApeosPort-VII C Series, DocuPrint 3205 Series, Apeos C7070 Series, ApeosPro C650, ApeosWide 3030/6050, and Revoria Press E1 Series. This product provides service features that can improve the



efisiensi proses bisnis yang berujung pada penghematan biaya dan pemotongan emisi karbon akibat penggunaan listrik yang lebih hemat. Selain itu, ketiga produk tersebut juga didukung dengan penggunaan toner yang dikenal sebagai SUPER EA-ECO Toner yang dapat mengurangi dampak kerusakan lingkungan dan menurunkan emisi CO₂ hingga 35% dengan penerapan teknologi terbaru di mana hasil cetakan dapat menempel di kertas pada suhu 10% lebih rendah dari toner biasa. Selain itu, Astragraphia juga memasarkan produk DocuSign yang memberikan pelayanan tanda tangan elektronik, di mana hal ini mendukung konsep *paperless*. [302-5, 301-1, 301-2]

SISTEM PENGELOLAAN LIMBAH

Astragraphia melakukan pengelolaan 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 milik Astragraphia untuk *di-repair, reuse, and recycle* dengan baik. Dalam hal limbah yang tidak dapat *di-repair, reuse*, ataupun *di-recycle*, Astragraphia memastikan bahwa limbah tersebut diproses oleh perusahaan rekanan yang mampu mengelola 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]

Mekanisme dan Laporan Pengaduan Masalah Lingkungan

Secara umum produk yang dipasarkan 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 diterima dan ditangani oleh Customer Service & Support dan Corporate Communications. Selama tahun 2021 tidak ada laporan pengaduan yang diterima terkait masalah lingkungan hidup. [103-2, 403-4]

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

Penerapan kegiatan pengelolaan LK3 yang dilakukan Astragraphia memberikan dampak pada nol kecelakaan pada tahun 2021 juga penghematan penggunaan listrik dan air di dalam gedung kantor, gudang (*warehouse*), dan kantor cabang serta mulai memanfaatkan *solar cell* sebagai sumber listrik yang terbarukan. [102-15, 103-3, 403-3]

Penutupan kantor pada periode tertentu yang dilaksanakan sesuai dengan aturan pemerintah dalam penanganan COVID-19 di lingkungan kerja menyebabkan jumlah karyawan yang bekerja di kantor lebih terbatas semenjak

efficiency of business processes which lead to cost savings and cutting carbon emissions due to the use of more efficient electricity. In addition, the three products are also supported by the use of a toner known as SUPER EA-ECO Toner which can reduce the impact of environmental damage and reduce CO₂ emissions by up to 35% with the application of the latest technology where the printout can stick to the paper at a temperature of 10% lower than regular toner. In addition, Astragraphia also markets DocuSign products that provide electronic signature services, which supports the paperless concept. [302-5, 301-1, 301-2]

WASTE MANAGEMENT SYSTEM

Astragraphia manages waste generated from the use of machines by customers. Waste such as leftover consumables/toner, plastic packaging, damaged spare parts, and so on will be processed at Astragraphia's Eco Facility to be repaired, reused, and recycled properly. In terms of waste that cannot be repaired, reused, or recycled, Astragraphia ensures that the waste is processed by a partner company that is able to manage B3 waste and has received ISO 14001:2015 certification. Astragraphia always maintains its commitment to continue to care and take initiatives to minimize negative impacts on the environment. [306-4]

Environmental Complaints Mechanisms and Reports

In general, the products marketed by Astragraphia are environmentally friendly products and Astragraphia has had a comprehensive program to ensure the management of all waste resulting from the use of products by customers. Astragraphia is still preparing to receive complaints regarding the products and services provided to customers. Complaints regarding environmental issues from customers or the public will be received and handled by Customer Service & Support and Corporate Communications. During 2021 no complaints were received regarding environmental issues. [103-2, 403-4]

Quantitative Impact on Environment, Health and Safety (EHS)

The implementation of EHS management activities carried out by Astragraphia has an impact on zero accidents in 2021 as well as saving electricity and water use in office buildings, warehouses and branch offices and starting to use solar cells as a renewable source of electricity. [102-15, 103-3, 403-3]

Office closures for a certain period carried out in accordance with government regulations in handling Covid-19 in the work environment have caused a more limited number of employees working in the office since 2020. This policy also

tahun 2020. Kebijakan tersebut juga turut berdampak dalam penghematan penggunaan listrik dan air di tahun 2020 dan 2021. Secara keseluruhan Astragraphia masih dapat menurunkan intensitas pemakaian listrik hingga 4.2% dan penurunan penggunaan air sebesar 21,7% dibanding tahun sebelumnya. [102-15, 302-1]

Keterangan Information	Total Pemakaian 2021 Total Consumption in 2021	Total Pemakaian 2020 Total Consumption in 2020	Tingkat Efisiensi 2021 Efficiency in 2021
Listrik Electricity	4.605 Mwh	4.806 Mwh	4.18%
Air Water	23.952 m ³	30.588 m ³	21,70%

* Berdasarkan data akumulatif dari kantor pusat dan seluruh cabang Astragraphia
Based on accumulative data from the head office and all Astragraphia branches

KONSERVASI ENERGI

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 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 [301-1, 302-1, 303-1]

Sejalan dengan kebijakan Green Office, Astragraphia konsisten meneruskan upaya penghematan energi yang sudah dilakukan, di antaranya: memadamkan peralatan listrik yang tidak digunakan di luar jam kerja, menggunakan instalasi listrik hemat energi (jenis lampu, zoning, dan posisi lampu) dan memasang lampu solar panel. Sedangkan untuk penggunaan air, sumber air yang digunakan oleh kantor pusat dan hampir seluruh kantor cabang berasal dari air PAM. Selain itu di tahun 2021 Astragraphia juga melakukan inisiatif-inisiatif yang mendukung terjadinya lingkungan. Untuk mengurangi penggunaan air, Astragraphia membangun instalasi pengolahan air limbah agar air dapat dimanfaatkan kembali untuk keperluan yang sesuai.

Astragraphia juga melakukan sosialisasi dan kampanye, antara lain dengan menempelkan stiker di lokasi tertentu dan mendistribusikan poster gerakan penghematan energi serta pengurangan plastik. Hal tersebut dilakukan Astragraphia untuk mendukung inisiatif *sustainability* dalam bidang lingkungan.

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

	2021	2020	2019
Listrik Electricity (Mwh)	4.605	4.806	5.467
Air Water (m ³)	23.952	30.588	37.536
Bensin Gasoline (m ³)	753	864	974

* Berdasarkan data akumulatif dari kantor pusat dan seluruh cabang Astragraphia
Based on accumulative data from the head office and all Astragraphia branches

has an impact on saving electricity and water use in 2020 and 2021. Overall, Astragraphia was still able to reduce the intensity of electricity use by 4.2% and decrease water use by 21.7% compared to the previous year. [102-15, 302-1]

ENERGY CONSERVATION

Astragraphia implements the Astra Green Company (AGC) based on ISO 50001 on energy management systems. AGC encourages the implementation of energy conservation programs which include energy efficiency programs and the application of energy-saving technologies. Through structured energy conservation initiatives, Astragraphia can increase efficiency, lower costs, and reduce greenhouse gas emissions. Astragraphia also ensures the control of greenhouse gas emissions in the company's operational vehicles through routine emission tests through Astra workshops. [103-2]

Energy Consumption [301-1, 302-1, 303-1]

In line with the Green Office policy, Astragraphia consistently continues energy saving efforts. Efforts have been made, including: turning off electrical equipment that is not used outside of working hours, using energy-efficient electrical installations (type of lamp, zoning, and lamp position) and installing solar panel lights. As for water use, the water source used by the head office and almost all branch offices comes from PAM water. In addition, in 2021 Astragraphia will also carry out initiatives that support the preservation of the environment. To reduce water use, Astragraphia builds a wastewater treatment plant so that water can be reused for appropriate purposes

Astragraphia also carries out socialization and campaigns, among others by placing stickers in certain locations and distributing posters for the movement to save energy and reduce plastic. This is done by Astragraphia to support sustainability initiatives in the environmental sector.

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



Beberapa inisiatif internal pada operasional perusahaan juga dilakukan untuk mengurangi intensitas energi yang digunakan. Intensitas energi yang digunakan berkurang sebanyak 9,45% dalam satuan GJ pada tahun 2021, berasal dari energi listrik PLN yang digunakan dalam kegiatan perusahaan maupun bahan bakar yang digunakan dalam mobilitas karyawan dan distribusi barang. Total pemakaian energi listrik dihitung melalui pencatatan data pemakaian listrik di kantor pusat dan kantor cabang setiap bulan, sedangkan total pemakaian bahan bakar dihitung melalui pencatatan data pembelian bahan bakar fosil yang digunakan dalam operasional perusahaan.

Several internal initiatives in the company's operations were also carried out to reduce energy intensity. As a result, the intensity of energy consumed is reduced by 9.45% in units of GJ in 2021, coming from PLN electrical energy used in company activities as well as fuel used in employee mobility and distribution of goods. Total electricity consumption is calculated through recording data on electricity consumption at the head office and branch offices every month, while total fuel consumption is calculated through recording data on purchases of fossil fuels used in company operations.

Total Intensitas Energi

	2021	2020	2019
Intensitas Energi (GJ) Energy Intensity (GJ)	41.622	45.969	52.031

Total Intensitas Limbah [306-2]

	2021	2020	2019
Intensitas Limbah Cair Non B3 (ton) Non Hazardous Liquid Waste Intensity (tonnes)	23.952	30.588	37.536
Intensitas Limbah Padat B3 (ton) Hazardous Solid Waste Intensity (tonnes)	76,93	58,48	91,22

* Berdasarkan data akumulatif dari kantor pusat dan seluruh cabang Astragraphia
Based on accumulative data from the head office and all Astragraphia branches

Percentase Penurunan Penggunaan Energi

[302-4, 305-5]

	2021	2020	2019
Penurunan Penggunaan Listrik Reduced Electricity Consumption	4,18%	12,09%	12,24%
Penurunan Penggunaan Air Reduced Water Consumption	21,70%	18,51%	6,38%
Penurunan Volume Limbah Cair Non B3 Reduced Volume of Non Hazardous Liquid Waste	21,70%	18,51%	31,7%
Penurunan Volume Limbah Padat B3 Reduced Volume of Hazardous Solid Waste	-31,55%	35,89%	32,16%
Penurunan Emisi Gas Rumah Kaca Reduced Greenhouse Gas Emissions	7,04%	11,83%	35,57%

Percentage of Decrease in Energy Consumption

[302-4, 305-5]

Kuantitas Penurunan Gas Rumah Kaca [305-4] [305-4]

	2021	2020	2019
Listrik Electricity (tCO ₂ e)	4.006	4.181	4.756
Bensin Gasoline (tCO ₂ e)	1.793	2.058	2.320
Total Emisi GRK Total GHG Emissions (tCO ₂ e)	5.800	6.239	7.076

* Berdasarkan data akumulatif dari kantor pusat dan seluruh cabang Astragraphia
Based on accumulative data from the head office and all Astragraphia branches

Greenhouse Gas Reduction Quantity [305-4] [305-4]

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 pemangku kepentingan dalam hal pengelolaan lingkungan. [103-2]

TANGGUNG JAWAB SOSIAL

Astragraphia berkomitmen untuk terus meningkatkan kontribusi sosial menuju pembangunan berkelanjutan melalui penerapan program tanggung jawab sosial empat pilar, yakni kesehatan, pendidikan, lingkungan, dan juga kewirausahaan. Perusahaan mengimplementasikan empat pilar tanggung jawab sosial untuk membangun masyarakat yang sehat, cerdas, peduli lingkungan, dan kreatif. Seluruh program yang berjalan dalam empat pilar tersebut selaras dengan agenda pemerintah maupun global dalam mencapai *Sustainable Development Goals* (SDGs). Pelaksanaan program Tanggung Jawab Sosial tentunya juga selaras dengan pilar pertama budaya perusahaan yaitu "*Valuable to the Nation and Life*", bahwa di manapun Astragraphia berada akan membawa manfaat bagi masyarakat dan lingkungan sekitarnya.

Sepanjang tahun 2021, Astragraphia terus menanamkan semangat kolaborasi dan bersinergi untuk terus berikan nilai tambah dalam setiap program tanggung jawab sosial yang ditujukan bagi masyarakat luas. Tahun ini, Astragraphia telah menetapkan 1 (satu) Kampung Berseri Astra (KBA) Binaan Astragraphia di wilayah Pondok Ranggon, Jakarta Timur.

PILAR KESEHATAN

• Posyandu Digital [413-1]

Astragraphia turut berkontribusi dalam program Posyandu Digital merupakan bagian dari program CSR Grup Astra, dengan tujuan sentralisasi pendataan tumbuh kembang bayi, balita, dan ibu hamil yang berada di bawah naungan seluruh posyandu binaan Astra, melalui aplikasi iPosyandu. Program ini juga merupakan wujud dukungan Astragraphia terhadap pemerintah dalam upaya mencegah *stunting* pada balita.

Tim Astragraphia bersinergi dengan PIC dari Astra dalam proses awal pelaksanaan program, mengingat ini adalah kali pertama Astragraphia melakukan pendampingan kepada posyandu. Adapun beberapa ketentuan yang sudah ditetapkan menjadi pedoman bagi tim Astragraphia dalam menyeleksi posyandu yang akan dibina, diantaranya wilayah atau lokasi posyandu berada di area *ring 1* Kantor Pusat ataupun Kantor Cabang Astragraphia.

ENVIRONMENTAL CERTIFICATION

Environmental Management at Astragraphia has been carried out for a long time with reference to the Law of the Republic of Indonesia No. 32 of 2009 concerning Environmental Protection and Management. The Environmental Management System at Astragraphia has been certified according to ISO 14001:2015 Standardization. This is Astragraphia's commitment to provide added value to stakeholders in terms of environmental management. [103-2]

SOCIAL RESPONSIBILITY

Astragraphia is committed to continuously increasing social contributions towards sustainable development through the implementation of four pillars of social responsibility programs, namely health, education, environment, and entrepreneurship. The company implements the four pillars of social responsibility to build a healthy, intelligent, environmentally friendly, and creative society. All programs that run within the four pillars are in line with the government and global agendas in achieving the Sustainable Development Goals (SDGs). The implementation of the Social Responsibility program is of course also in line with the first pillar of the corporate culture, namely "Valuable to the Nation and Life", that wherever Astragraphia is located, it will bring benefits to the community and the surrounding environment.

Throughout 2021, Astragraphia will continue to instill a spirit of collaboration and synergy to continue to provide added value in every social responsibility program aimed at the wider community. This year, Astragraphia has established 1 (one) Astragraphia-assisted Kampung Berseri Astra (KBA) in the Pondok Ranggon area, East Jakarta.

PILLARS OF HEALTH

• Digital Posyandu [413-1]

Astragraphia also contributes to the Digital Posyandu program, which is part of the Astra Group's CSR program, with the aim of centralizing data on the growth and development of infants, toddlers, and pregnant women under the auspices of all posyandu fostered by Astra, through the iPosyandu application. This program is also a form of Astragraphia's support for the government in an effort to prevent stunting in children under five.

The Astragraphia team synergized with PIC from Astra in the initial process of implementing the program, considering that this was the first time Astragraphia had mentored the posyandu. There are several provisions that have been set as guidelines for the Astragraphia team in selecting the posyandu to be fostered, including the area or location of the posyandu located in the *ring 1* area of the Head Office or Astragraphia Branch Office.



Level posyandu akan ditentukan berdasarkan penilaian dari formulir yang serta komitmen dari kader untuk secara teratur memasukan dan/atau memperbarui data balita ke dalam aplikasi iPosyandu.

Hasilnya, pada tahun 2021 Astragraphia resmi mendampingi tiga posyandu balita untuk penggunaan posyandu digital dengan rincian sebagai berikut:

- Posyandu Anyelir 04, Kramat, Jakarta Pusat
- Posyandu Batu Culung, Kerobokan Kaja, Bali
- Posyandu Tunas Muda 3, Pondok Ranggon, Jakarta Timur.

The posyandu level will be determined based on an assessment of the form as well as the commitment of the cadres to regularly enter and/or update toddler data into the iPosyandu application.

As a result, in 2021 Astragraphia officially provided mentorship support for three toddler posyandu for the use of digital posyandu with the following details:

- Posyandu Anyelir 04, Kramat, Central Jakarta
- Posyandu Batu Culung, Kerobokan Kaja, Bali
- Posyandu Tunas Muda 3, Pondok Ranggon, East Jakarta.



Pendampingan yang dijalankan oleh Astragraphia berupa pemberian edukasi seputar isu kesehatan kepada kader-kader posyandu, pemberian sarana untuk kebutuhan penimbangan dan pemantauan kesehatan balita, bantuan makanan tambahan untuk balita, hingga pemberian seragam untuk seluruh kader posyandu. Para kader yang aktif mengikuti edukasi kesehatan berkesempatan untuk mendapatkan sertifikasi dan berhak untuk diundang menjadi narasumber pada ajang berbagi ilmu sesama kader pada kegiatan Grup Astra.

Mentorship support carried out by Astragraphia is in the form of providing education about health issues to posyandu cadres, providing facilities for weighing and monitoring the health needs of toddlers, providing additional food for toddlers, to providing uniforms for all posyandu cadres. Cadres who actively participate in health education have the opportunity to get certified and have the right to be invited to be resource persons in sharing knowledge among cadres in Astra Group activities.

- **Donor Darah [413-1]**

Kondisi pandemi tidak menyurutkan semangat Astragraphia untuk terus berbagi kepada sesama, terutama dalam hal pendonoran darah. Perusahaan terus menerus mendorong karyawan baik yang berkantor di Kantor Pusat maupun di seluruh cabang agar aktif dan rutin yaitu tiga bulan sekali, mendonorkan darah secara mandiri dengan mengunjungi Palang Merah Indonesia (PMI) terdekat dari kantor cabang maupun tempat tinggal masing-masing. Tercatat sebanyak 81 karyawan menjadi pendonor aktif dengan perolehan total 120 kantong darah sepanjang tahun 2021.

- **Blood Donation [413-1]**

The pandemic condition did not dampen Astragraphia's enthusiasm to continue sharing with others, especially in terms of donating blood. The company continuously encourages employees both based in the Head Office and in all branches to be active and routine, i.e. once every three months, to donate blood independently by visiting the nearest Indonesian Red Cross (PMI) from the branch office and their respective residences. As many as 81 employees became active donors with a total of 120 blood bags throughout 2021.

PILAR PENDIDIKAN

- **Competence Aid Program (CAP) [413-1]**

CAP merupakan aktivitas berbagi ilmu secara berkelanjutan, yang dilaksanakan oleh karyawan Astragraphia dengan kompetensi di bidang solusi dokumen, *digital printing*, dan teknologi informasi. Pelatihan CAP diselenggarakan untuk mempersiapkan siswa sekolah menengah kejuruan maupun mahasiswa, sebelum mereka memasuki dunia industri. Aktivitas CAP sepanjang tahun 2021 dilakukan dengan durasi maksimal 120 menit setiap sesinya, dengan topik sebagai berikut:

1. CAP untuk SMK 2 Triple J, Citeureup – Bogor
 - a. 16 siswa Kelas 10 Multimedia
 - b. 19 siswa Kelas 11 Multimedia
 - c. 20 siswa Kelas 12 Multimedia

Tema:

 - *Content & Design Creation*
 - Tren Desain dan Aplikasi Kreatif Digital Printing
 - *Trend Market Packaging and Labeling*
 - Presentasi Produk Karya Siswa.
2. CAP untuk 30 siswa Kelas X SMK penerima beasiswa Astragraphia (SMK Tanjung Barat, SMK Gunung Jati, SMK Kencana 1, SMK 26 Jakarta)

Tema:

- Meningkatkan Kemampuan Bicara & Presentasi
- *Sharing Membuat CV & Interview Kerja*
- Simulasi Wawancara Kerja.

Konsep pelatihan yang diberikan kepada siswa peserta CAP terdiri atas materi/teori dan praktik, sehingga siswa dapat langsung mengaplikasikannya ke dalam bentuk karya dan melakukan konsultasi dengan para pengajar secara langsung.

EDUCATION PILLAR

- **Competence Aid Program (CAP) [413-1]**

CAP is a knowledge sharing activity on an ongoing basis, carried out by Astragraphia employees with competencies in the fields of document solutions, digital printing, and information technology. CAP training is held to prepare vocational high school students and university students, before they enter the business world. CAP activities throughout 2021 are carried out with a maximum duration of 120 minutes per session, with the following topics:

1. CAP for SMK 2 Triple J, Citeureup – Bogor
 - a. 16 students of Multimedia 10th Grade
 - b. 19 students of Multimedia 10th Grade
 - c. 20 students of Multimedia 10th Grade

Theme:

 - Content & Design Creation
 - Design Trends and Creative Digital Printing Applications
 - Trend Market Packaging and Labeling
 - Presentation of Student Work Products.
 2. CAP for 30 Class X SMK students receiving Astragraphia scholarships (Tanjung Barat Vocational School, Gunung Jati Vocational School, Kencana 1 Vocational High School, 26 Jakarta Vocational School)
- Theme:
- Improve Speech & Presentation Skills
 - Sharing Make CV & Job Interview
 - Job Interview Simulation.

The concept of training provided to students participating in CAP consists of material/theory and practice, so that students can directly apply it in the form of work and conduct consultations with teachers directly.





Entitas anak PT Astra Graphia Information Technology (AGIT) turut berkontribusi pada pilar pendidikan melalui kegiatan mengajar, menjadi narasumber *Focus Group Discussion* (FGD) hingga menerima praktik kerja lapangan/magang. AGIT juga melanjutkan kerjasama Academic Partner Ecosystem dengan Politeknik Astra yang sudah terjalin sejak tahun 2014. AGIT bersinergi dengan Politeknik Astra dalam mengembangkan kurikulum bersama sesuai dengan kerangka "Astra Dual System" yang terdiri dari 35% *theoretical* dan 65% *practical learning* untuk mengakomodasi pembelajaran yang komprehensif dan sesuai dengan kompetensi yang dibutuhkan di industri.

AGIT juga terlibat dalam proses pengajaran sebagai tim dosen praktisi industri & fokus pada wawasan dan *trend*, studi kasus, dan *best practices* di industri. Implementasi kurikulum melalui program magang di AGIT dimana selama magang mahasiswa mengimplementasikan teknologi yang dipelajari sehingga memberikan manfaat bagi industri yang diukur dengan nilai *Net Quality Income* (NQI). AGIT juga melakukan penyerapan lulusan mahasiswa Politeknik Astra dan memberikan *feedback* terhadap *tracer study* lulusan kepada Politeknik Astra. Di tahun 2021 AGIT bertanggung jawab atas 5 mata kuliah dan perancangan materi ujian akhir semester bagi 117 mahasiswa/mahasiswi, untuk 2 (semester).

The subsidiary, PT Astra Graphia Information Technology (AGIT), also contributes to the education pillar through teaching activities, being a resource for Focus Group Discussions (FGD) and receiving field work/internship practices. AGIT also continues the collaboration between the Academic Partner Ecosystem and the Astra Polytechnic that has existed since 2014. AGIT synergizes with the Astra Polytechnic in developing a joint curriculum in accordance with the "Astra Dual System" framework which consists of 35% theoretical and 65% practical learning to accommodate comprehensive learning and in accordance with the competencies required in the industry.

AGIT is also involved in the teaching process as a team of industry practitioner lecturers & focuses on insights and trends, case studies, and best practices in the industry. Implementation of the curriculum through an internship program at AGIT where during internship students implement the technology learned so as to provide benefits to the industry as measured by the value of Net Quality Income (NQI), AGIT also absorbs graduates from Astra Polytechnic students and provides feedback on tracer studies of graduates to Astra Polytechnic. In 2021, AGIT is responsible for 5 courses and the design of final semester exam materials for 117 students, for 2 semesters.

Semester	Mata Kuliah / Subject	Jam Mengajar/ minggu Teaching Hours/week	SKS Credit	Tingkat Level	Jumlah Mahasiswa Number of Students	Portofolio Portfolio
Genap Even	Pemrograman 2 Programing 2	8	3	1	32	Development Center Services
	Pemrograman 7 Programing 7	8	3	3	32	Development Center Services
Ganjil Odd	ERP (D365)	8	3	3	32	Microsoft Consulting Services
	Programing 4	8	3	2	30	Development Center Services
	Basis Data	8	3	1	Kelas/Class A = 29 Kelas/Class B = 29 Kelas/Class C = 27	Development Center Services

Selain itu, sepanjang tahun 2020-2021 AGIT juga menerima 59 mahasiswa/mahasiswi magang dari beberapa perguruan tinggi, yang ditempatkan pada beberapa divisi.

In addition, during 2020-2021 AGIT also accepted 59 internship students from several universities, who were placed in several divisions.

Divisi Division	Jumlah Mahasiswa Magang Number of Interns	Asal Kampus University Origin
Own Solutions & Digital Services	30	BINUS University
	11	
	2	Institut Teknologi Kalimantan
Development Center Services	1	Ernst Abbe Hochschule Jena - Jerman
	1	
Digital Infrastructure Services	2	BINUS University
	2	
IT Manage Services	2	Politeknik Astra
IT Operation Services	2	Institut Teknologi Bandung
Accounting & Tax	2	YAI (D3)
Business Process Management & Data Services	2	Universitas Katolik Indonesia Atma Jaya
	2	Universitas Kristen Petra

AGIT juga menjadi narasumber pada 2 (dua) kali penyelenggaraan FGD secara virtual oleh Bina Nusantara, terkait kompetensi lulusan pendidikan tinggi yang sesuai dengan profesi. Topik FGD pertama mengenai Digital Marketing, Social Media Specialist dan UI/UX Designer yang berlangsung pada tanggal 20 April 2021. Sedangkan topik FGD kedua tanggal 29 Juni 2021 membahas mengenai Data Analytics, Business Development dan Project Management.

AGIT also became the source in 2 (two) FGDs held virtually by Bina Nusantara University, regarding the competence of higher education graduates in accordance with the profession. The first FGD topic on Digital Marketing, Social Media Specialist, and UI/UX Designer took place on April 20, 2021. While the second FGD topic on Data Analytics, Business Development, and Project Management took place on June 29, 2021.

- **SMK BISA Link and Match [413-1]**

Astragraphia memberikan pendampingan kepada SMK 2 Triple J Citeureup – Bogor dengan Kompetensi Multimedia selama periode Juli 2020 – Juni 2022, yang dikukuhkan dengan penandatanganan Perjanjian Kerja Sama (PKS) antara kedua belah pihak. Rangkaian aktivitas pendampingan dijalankan sesuai dengan kompetensi Astragraphia yaitu seputar *digital printing*.

- Memberikan masukan dalam penyelarasan kurikulum kompetensi keahlian multimedia
- Memberikan pelatihan & sertifikat pelatihan
- Menerima kunjungan industri fisik/virtual bagi siswa dan guru
- Memberi dukungan sarana belajar mengajar
- Memproduksi & memasang *signage* identitas sekolah binaan Astragraphia
- Memberikan rekomendasi jika terdapat lowongan pekerjaan di *printshop* rekanan Astragraphia.

- **SMK BISA Link and Match [413-1]**

Astragraphia provides mentoring support to SMK 2 Triple J Citeureup – Bogor regarding Multimedia Competence during July 2020 – June 2022, which was confirmed by the signing of a Cooperation Agreement (PKS) between the two parties. The series of mentoring activities are carried out in accordance with Astragraphia's competence, namely digital printing.

- Provide input in aligning the curriculum for multimedia expertise competencies
- Provide training & training certificate
- Receive physical/virtual industrial visits from students and teachers
- Provide support for educational facilities
- Producing & installing the identity signage of the Astragraphia fostered schools
- Provide recommendations if there are job vacancies in Astragraphia printshops partner.



Sesuai dengan tujuan program SMK BISA *Link and Match* yaitu penyalarasan proses pembelajaran dengan industri, Tim Astragraphia melakukan sinkronisasi antara kurikulum sekolah dengan penerapannya di lingkungan Astragraphia. Perusahaan juga memberikan pelatihan kepada siswa SMK 2 Triple J dengan tema seputar digital printing. Konsep pelatihan yang diberikan adalah satu tema terdiri atas penjelasan teori disambung dengan penugasan atau praktik, sehingga siswa memiliki kesempatan untuk menerapkan secara langsung materi yang diberikan oleh pengajar. Konsep ini dilakukan berulang pada setiap tema pelatihan berikutnya.

- **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 sederhana.

Pencetakan buku aktivitas anak dilakukan oleh Astragraphia dengan menggunakan teknologi Fujifilm untuk menghasilkan kualitas buku yang baik. Astragraphia bermitra dengan Suku Dinas Pendidikan Kota Administrasi Jakarta Timur, untuk mendistribusikan 1.242 buku kepada 42 PAUD di wilayah Cakung - Jakarta Timur. Astragraphia juga berkolaborasi dengan PT Astragraphia Xprins Indonesia (AXI) memberikan paket alat tulis untuk siswa serta guru PAUD.

- **Beasiswa [413-1]**

Program beasiswa Astragraphia merupakan wujud kepedulian perusahaan akan masa depan penerus bangsa dalam hal menuntut ilmu. Hal ini juga sejalan dengan budaya perusahaan yaitu "*Valuable to The Nation and Life*". Pada tahun ajaran kedua dalam kurun waktu 3 (tiga) tahun ajaran (2020-2023), Astragraphia

In accordance with the objectives of the SMK BISA Link and Match program, namely alignment between study and industry, the Astragraphia Team synchronizes the school curriculum and its implementation within the Astragraphia environment. The Company also provides training for students of SMK 2 Triple J with the theme of digital printing. The concept of the training provided is a theme consisting of theoretical explanations connected with assignments or practices, so that students have the opportunity to directly apply the material provided by the teacher. This concept is repeated in each subsequent training theme.

- **Children's Workbook [413-1]**

The Children's Workbook program is part of Astragraphia's CSR activities on the education pillar since 2017. This activity book adapts the values of Indonesian local wisdom into the learning system, and is designed to help develop motor skills and basic abilities of children in Early Childhood Education (PAUD)/Parks. Kindergarten (TK) in recognizing the alphabet and simple mathematical calculations.

Astragraphia prints children's work books using Fujifilm technology in order to produce high quality books. Astragraphia partnered with the East Jakarta City Administration of Education Sub-Department, to distribute 1,242 books to 42 PAUD in the Cakung - East Jakarta area. Astragraphia also collaborated with PT Astragraphia Xprins Indonesia (AXI) to provide a stationery package for PAUD students and teachers.

- **Scholarships [413-1]**

The Astragraphia scholarship program is a manifestation of the Company's concern for the future of the nation's next generation in terms of education which is also in line with Astra's corporate culture, namely "*Valuable to The Nation and Life*". In the second academic year, in the spend of 3 (three) academic years (2020-2023),

memberikan beasiswa kepada 30 siswa dan siswi dari empat sekolah menengah kejuruan di wilayah DKI Jakarta, yakni:

- SMK Tanjung Barat
- SMK Gunung Jati
- SMK Kencana 1
- SMK 26 Jakarta

Dana pendidikan ini disalurkan melalui Yayasan Amaliah Astra, dengan persyaratan bahwa siswa/siswi penerima bantuan memiliki prestasi akademik yang baik. Selain dana pendidikan, siswa/siswi penerima bantuan juga mendapatkan pembekalan untuk memasuki dunia kerja.

- **Indonesia Ayo Aman Berlalu Lintas (IAABL) [413-1]**

Astragraphia memandang penting kesadaran akan berkendara (mobil dan motor) yang aman di jalan raya, karena selain dapat berdampak pada keselamatan pribadi dan orang lain, isu keselamatan juga berpengaruh terhadap produktivitas kerja. Oleh sebab itu Astragraphia melakukan beberapa upaya, diantaranya melakukan edukasi rutin kepada karyawan dan aktivasi media sosial melalui saluran komunikasi internal, serta mendorong keterlibatan aktif karyawan sebagai Pelopor IAABL, yang bertugas untuk menyebarluaskan edukasi mengenai keselamatan berkendara di lingkungan dan/atau komunitas masing-masing.

Edukasi internal yang dilaksanakan perusahaan menjangkau total 5.394 orang penerima manfaat edukasi yang terdiri dari karyawan Astragraphia di seluruh Indonesia maupun masyarakat luas. Sebanyak 141 karyawan Astragraphia juga turut mendaftarkan diri dan berperan aktif menjadi Pelopor IAABL. Selain itu Astragraphia juga mengadakan webinar "Astragraphia Talk: Safety, Defensive, and Eco Driving" yang menggabungkan pembahasan topik berkendara yang aman dengan berkendara yang ramah lingkungan.

PILAR LINGKUNGAN

- **Gerakan Semangat Kurangi Plastik [413-1]**

Astragraphia juga melibatkan diri dalam Gerakan Semangat Kurangi Plastik yang 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, perusahaan mengajak seluruh karyawan serta masyarakat untuk mengurangi penggunaan plastik sekali pakai dalam keseharian, sehingga secara bertahap volume sampah plastik di lingkungan kantor maupun rumah semakin berkurang, hingga akhirnya secara akumulatif dapat menurunkan volume sampah plastik secara nasional.

Astragraphia provided scholarships to 30 students from four vocational high schools in the DKI Jakarta area, namely:

- SMK Tanjung Barat
- SMK Gunung Jati
- SMK Kencana 1
- SMK 26 Jakarta

This education fund is channeled through the Amaliah Astra Foundation, under the condition that the awardee student has good academic achievement. In addition to education funds, wardee students also receive training to enter the world of work.

- **Indonesia Ayo Aman Berlalu Lintas (IAABL) [413-1]**

For Astragraphia, awareness in driving (cars and motorbikes) safely on the road is important for personal and other safety, besides safety issues also affect work productivity. Therefore, Astragraphia has made several efforts, including conducting regular education to employees and activating social media through internal communication channels, as well as encouraging the active involvement of employees as IAABL Pioneers, whose task is to disseminate education about driving safety in their respective neighborhoods and/or communities.

The internal education carried out by the Company reached a total of 5,394 educational beneficiaries consisting of Astragraphia employees throughout Indonesia and the wider community. A total of 141 Astragraphia employees also registered and played an active role as IAABL Pioneers. In addition, Astragraphia also held a webinar "Astragraphia Talk: Safety, Defensive, and Eco Driving" which combines the discussion of safe driving topics with environmentally friendly driving.

ENVIRONMENTAL PILLAR

- **Semangat Kurangi Plastik [413-1]**

Astragraphia is also involved in the Movement to Reduce Plastic Spirit, which is part of the Astra Group's CSR program. Through the environmental pillar, Astragraphia adapts this movement to be implemented in the internal space of the head office. This movement is based on the fact that plastic is a substance that is difficult to decompose naturally and can harm all living things on earth. Therefore, the Company invites all employees and the public to reduce the use of single-use plastics in their daily lives, so that gradually the volume of plastic waste in the office and home environment decreases, until finally accumulatively reducing the volume of plastic waste nationally.



Dalam upaya meningkatkan kesadaran akan bahaya pencemaran lingkungan yang diakibatkan oleh sampah plastik, serta menumbuhkan kepedulian untuk menciptakan lingkungan yang lebih sehat, Corporate Communications & CSR dengan Human Capital Management & Services berkolaborasi dalam penerapan gerakan Semangat Kurangi Plastik ini ke dalam lingkungan internal perusahaan melalui metode daring dan luring, antara lain dengan:

- Melakukan edukasi secara teratur melalui kanal surat elektronik dan media sosial internal
- Meniadakan kantong plastik belanja di Koperasi Kantor Pusat Astragraphia
- Menyediakan tempat sampah berkategori 'Kotak Semangat Astra' di kantor pusat
- Mendorong setiap kantor cabang untuk menyediakan tempat sampah berkategori
- Memproduksi & mengirim stiker kategori sampah ke kantor cabang seluruh Indonesia
- Pembersihan, penimbangan & penghitungan volume sampah plastik di lingkungan internal
- Mendorong partisipasi karyawan untuk mengikuti aktivasi di media sosial, misalnya dengan menuliskan dan/atau memposting foto aksi nyata menggunakan tas belanja dari bahan kain, untuk menggantikan kantong plastik sekali pakai.
- Melakukan pengelolaan sampah plastik melalui bank sampah.

Astragraphia juga melakukan penanaman pohon khususnya di lingkungan kantor cabang serta pada lanskap kampus baru Politeknik Astra, sebagai salah satu upaya untuk memperbaiki kualitas udara dan meminimalisir perubahan iklim, yaitu dengan menyerap karbon dioksida dan melepas oksigen ke udara.

- **Pengelolaan Limbah Terintegrasi**

Astragraphia melakukan pengelolaan 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 milik Astragraphia untuk *di-repair, reuse*, dan *recycle* dengan baik. Dalam hal limbah yang tidak dapat *di-repair, reuse*, ataupun *di-recycle*, Astragraphia memastikan bahwa limbah tersebut diproses oleh perusahaan rekanan yang mampu mengelola 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.

In an effort to increase awareness of the dangers of environmental pollution caused by plastic waste, as well as to raise awareness to create a healthier environment, Corporate Communications & CSR with Human Capital Management & Services collaborated in implementing the Spirit to Reduce Plastic movement into the company's internal environment through online methods. and offline, among others by:

- Conduct regular education through electronic mail channels and internal social media
- Eliminate shopping plastic bags at the Astragraphia Headquarters Cooperative
- Provide a trash can with the category of 'Astra Spirit Box' at the head office
- Encourage each branch office to provide categorized trash bins
- Produce & send trash category stickers to branch offices throughout Indonesia
- Cleaning, weighing & calculating the volume of plastic waste in the internal environment
- Encouraging employee participation to participate in activation on social media, for example by writing and/or posting photos of real actions using cloth shopping bags, to replace single-use plastic bags.
- Managing plastic waste through a waste bank.

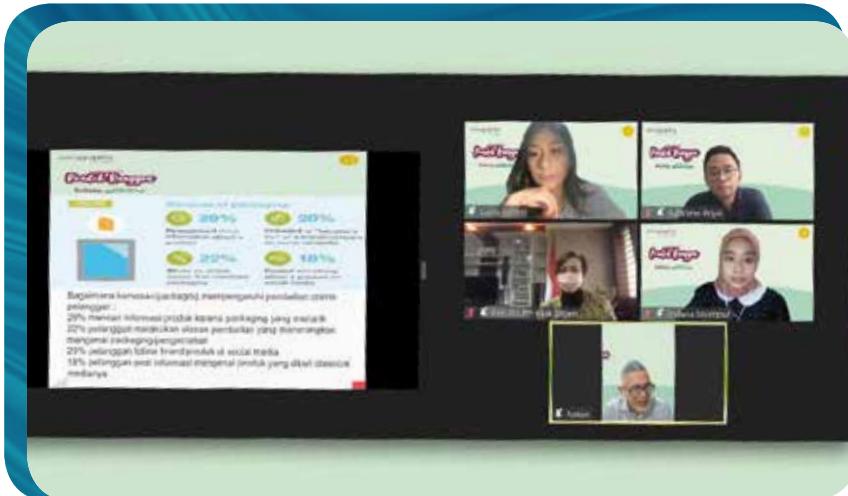
Astragraphia also planted trees, especially in branch offices, as well as in the landscape of the Astra Polytechnic campus, as an effort to improve air quality and minimize climate change, by absorbing carbon dioxide and releasing oxygen into the air.

- **Integrated Waste Management**

Astragraphia manages waste from the use of machines by customers, such as leftover consumables (toner), plastic packaging, damaged spare parts, and so on, to be processed at Astragraphia's Eco Facility for repair, reuse, and recycling. For waste that cannot be repaired, reused, or recycled, Astragraphia ensures that the waste is processed by a partner company that is able to manage B3 waste and has received ISO 14001:2015 certification. Astragraphia always maintains its commitment to continue to care and take initiatives to minimize the negative impacts caused to the environment.

PILAR KEWIRASAHAAN

ENTREPRENEURSHIP PILLAR



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

Astragraphia mendukung program pemerintah khususnya untuk mendorong industri kreatif, dengan melakukan pemberdayaan pelaku Usaha Mikro dan Kecil (UMK) yang berdomisili di wilayah operasional Astragraphia di Indonesia. Pemberdayaan dilakukan oleh perusahaan melalui program Kelas ASIK yang merupakan program pelatihan berkelanjutan untuk menjadikan produk para pelaku Usaha Mikro dan Kecil (UMK) di industri kreatif berdaya saing, go-online, dan naik kelas.

Sepanjang tahun 2021, pelaksanaan aktivitas secara fisik memang masih terbatas. Namun, hal ini tidak menghalangi Astragraphia untuk tetap menyelenggarakan rangkaian program Kelas ASIK kepada 446 pelaku UMK yang bergerak di bidang fesyen, kuliner, dan kriya dalam bentuk pelatihan daring mengenai teknologi *digital printing*, aplikasi kreatif untuk kemasan/label produk, dan juga *online promotion*. Astragraphia mengedepankan kolaborasi dalam setiap pelaksanaan Kelas ASIK, di mana tahun ini Astragraphia telah berkolaborasi dengan instansi pemerintah seperti Kementerian Pertanian dan Otoritas jasa Keuangan Jawa Tengah, maupun organisasi dan komunitas seperti Business and Export Development Organization (BEDO) serta Inaproduct. Berikut adalah nama dan waktu pelaksanaan Kelas ASIK selama tahun 2021.

- Kelas ASIK Pondok Ranggon, 4 Mei 2021, diikuti oleh 4 UMK
- Kelas ASIK Purbalingga, 5 Mei 2021, diikuti oleh 8 UMK
- Kelas ASIK (BEDO – Bali), 21 Mei 2021, diikuti oleh 30 UMK
- Kelas ASIK (inacourse), 17 September, 2021 diikuti oleh 72 UMK
- Kelas ASIK (OJK Jateng), 19 Oktober 2021, diikuti oleh 332 UMK.

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

Astragraphia supports government programs in particular to encourage the creative industry, by empowering Micro and Small Enterprises (MSEs) players who are domiciled in Astragraphia's operational areas in Indonesia. Empowerment is carried out by the Company through the ASIK Class program which is a continuous training program to make the products of Micro and Small Enterprises (MSEs) in the creative industry competitive, go-online, and advance to class.

Throughout 2021, the implementation of physical activity is still limited. However, this does not prevent Astragraphia from continuing to organize a series of ASIK Class programs for 446 MSEs engaged in fashion, culinary, and craft in the form of online training on digital printing technology, creative applications for product packaging/ labels, as well as online promotion. Astragraphia prioritizes collaboration in every Kelas ASIK implementation, where this year Astragraphia has collaborated with government agencies such as the Ministry of Agriculture and the Central Java Financial Services Authority, as well as organizations and communities such as the Business and Export Development Organization (BEDO) and Inaproduct. The following is the name and time of the ASIK Class during 2021.

- ASIK class at Pondok Ranggon, 4 May 2021, attended by 4 UMK
- ASIK class at Purbalingga, 5 May 2021, attended by 8 UMK
- ASIK class (BEDO – Bali), 21 May 2021, attended by 30 UMK
- ASIK class (inacourse), 17 September 2021 attended by 72 UMK
- ASIK class (OJK Central Java), October 19, 2021, attended by 332 MSEs.



Selain pelatihan, dalam program berkelanjutan Kelas ASIK, Astragraphia juga memberikan fasilitas promosi kepada pelaku UMK berupa publikasi profil bisnis secara gratis melalui media komunikasi Astragraphia yaitu www.ofiskita.com dan fasilitas cetak materi promosi UMK melalui *platform online printing* entitas anak AXI [printqoe.com](http://www.printqoe.com) maupun dengan menggandeng *print shop* mitra Astragraphia yang berada di sekitar kantor cabang pada pulau Sumatera, Jawa, dan Bali.

In addition to training, in the ongoing ASIK Class program, Astragraphia also provides promotional facilities to MSEs in the form of free business profile publications through Astragraphia's communication media, namely www.ofiskita.com and printing facilities for MSEs promotional materials through the online printing platform of AXI's subsidiary, www.printqoe.com or by cooperating with print shops with Astragraphia partners located around branch offices on the islands of Sumatra, Java and Bali.



KAMPUNG BERSERI ASTRA (KBA) [413-1]

Kampung Berseri Astra adalah program pengembangan masyarakat berbasiskan komunitas yang mengintegrasikan 4 pilar program kontribusi sosial berkelanjutan, yaitu kesehatan, pendidikan, lingkungan, kewirausahaan, di dalam satu lingkungan kampung. Visi program ini adalah mewujudkan wilayah yang bersih, sehat, cerdas, dan produktif. Tahun ini, Astragraphia menetapkan satu KBA Binaan Astragraphia untuk pertama kalinya, di wilayah Pondok Ranggon, Kecamatan Cipayung, Jakarta Timur sebagai wilayah yang akan dikembangkan lebih lanjut. Astragraphia memulai pembinaan melalui dua pilar terlebih dahulu, yakni Pilar Kesehatan dan Kewirausahaan.

Pada Pilar Kesehatan, Astragraphia melakukan pendampingan kepada kader Posyandu Tunas Muda 3 (tiga) dalam hal pemanfaatan aplikasi iPosyandu untuk pendataan bayi, balita, dan ibu hamil secara terintegrasi, edukasi seputar kesehatan bagi para kader, pemberian makanan tambahan untuk balita, serta pemberian sarana penunjang untuk kebutuhan pendataan tumbuh kembang bayi dan balita.

Sementara pada Pilar Kewirausahaan, perusahaan fokus memberikan pendampingan kepada pelaku UMK Unit Pengolahan Hasil Peternakan Kelompok Swadaya Sentra Susu Sapi, dengan memfasilitasi kebutuhan pelatihan mengenai kemasan kreatif, konsultasi desain label kemasan produk, serta pengadaan sarana prasarana operasional usaha seperti botol kemasan, showcase, serta pendingin ruang produksi.

KAMPUNG BERSERI ASTRA (KBA) [413-1]

Kampung Berseri Astra is a community-based community development program that integrates 4 pillars of sustainable social contribution programs, namely health, education, environment, entrepreneurship, in one village environment. The vision of this program is to create a clean, healthy, intelligent and productive area. This year, Astragraphia established a KBA fostered by Astragraphia for the first time, in the Pondok Ranggon area, Cipayung District, East Jakarta as an area to be developed further. Astragraphia started its development through two pillars, namely the Entrepreneurship and Health Pillars.

On the health pillar, Astragraphia provides mentoring support to Tunas Muda 3 (three) Posyandu cadres in terms of using the iPosyandu application for integrated data collection of infants, toddlers, and pregnant women, education about health for cadres, providing additional food for toddlers, and providing facilities support for data collection needs for growth and development of infants and toddlers.

In the Entrepreneurship Pillar, the Company focuses on providing assistance to Micro and Small Enterprises (MSEs) Livestock Product Processing Units for the Cow Milk Center, by facilitating training needs on creative packaging, consulting product packaging label designs, as well as procuring business operational infrastructure such as packaging bottles, showcases, and production room coolers.

PENGADAAN SARANA DAN PRASARANA SOSIAL

Sepanjang tahun 2021 Astragraphia memberikan sejumlah sarana dan prasarana kepada binaan maupun masyarakat sekitar berupa:

- Peralatan penunjang kegiatan posyandu berupa alat timbang digital, alat ukur suhu tubuh, alat ukur tinggi badan, alat tulis, hingga seragam kader
- Kuota internet untuk kader posyandu & siswa SMK peserta pelatihan daring
- *Signage* dan *banner* untuk posyandu dan sekolah binaan
- Stiker sampah berkategori (Plastik - Kertas - Sisa Makanan - Lainnya)

BENTUK DONASI LAINNYA [203-2, 413-1]

Sepanjang tahun 2021 Astragraphia memberikan donasi yang berfokus kepada kesehatan masyarakat untuk mendukung upaya pemerintah dalam pencegahan penyebaran COVID-19, serta penguatan imunitas masyarakat melalui sentra vaksin yang digagas oleh pemerintah. Selain memberi donasi kesehatan kepada warga yang berdomisili di sekitar Kantor Pusat, Astragraphia juga memfasilitasi dua sentra vaksin di Jakarta dan satu sentra vaksin di Semarang, dengan penyediaan mesin multifungsi lengkap beserta *toner* dan kertas, yang digunakan untuk memenuhi kebutuhan administrasi peserta vaksin dan tenaga kesehatan yang bertugas.

Selain itu, program donasi rutin seperti pemberian hewan kurban bagi warga sekitar juga tetap dilakukan oleh Astragraphia pada tahun 2021.

DAMPAK KUANTITATIF KEGIATAN TANGGUNG JAWAB SOSIAL [103-3]

Melalui pelaksanaan kegiatan kontribusi sosial yang dilaksanakan perusahaan sepanjang tahun 2021, Astragraphia mampu memberikan manfaat kepada masyarakat di berbagai lapisan melalui empat pilar program kontribusi sosial yaitu pendidikan, kesehatan, lingkungan, dan kewirausahaan. Seluruh kegiatan tanggung jawab sosial yang telah terlaksana diharapkan mampu menciptakan masyarakat yang sehat, cerdas, kreatif, dan sejahtera.

Sepanjang tahun 2021, Astragraphia melalui keempat pilar kontribusi sosialnya memberi manfaat secara langsung kepada masyarakat dan lingkungan sekitar. Pada Pilar Kesehatan Astragraphia berhasil meresmikan pendampingan kepada tiga posyandu yaitu: Posyandu Anyelir O4, Posyandu Baru Culung, dan Posyandu Tunas Muda 3. Astragraphia juga secara konsisten memotivasi seluruh karyawan untuk secara rutin mendonorkan darah 4 (empat) kali dalam satu tahun. Aksi donor darah mandiri yang berlangsung selama 2021 ini menghasilkan 120 kantong darah cadangan untuk PMI, dari 81 karyawan pendonor aktif Astragraphia.

PROCUREMENT OF SOCIAL FACILITIES AND INFRASTRUCTURE

Throughout 2021 Astragraphia provided a number of facilities and infrastructure to the fostered and surrounding communities in the form of:

- Supporting equipment for posyandu activities in the form of digital weighing devices, body temperature measuring devices, height measuring instruments, writing instruments, to cadre uniforms
- Internet quota for posyandu cadres & vocational students participating in online training
- Signage and banners for posyandu and target schools
- Categorized trash stickers (Plastic - Paper - Food Leftovers - Other)

OTHER FORMS OF DONATION [203-2, 413-1]

Throughout 2021, Astragraphia made donations for public health as a form of support for the government's efforts to prevent the spread of Covid-19, as well as strengthening community immunity through vaccine centers initiated by the government. In addition to providing health donations to residents who live around the Head Office, Astragraphia also facilitates two vaccine centers in Jakarta and one vaccine center in Semarang, by providing a complete multifunctional machine along with toner and paper, which are used to meet the administrative needs of vaccine participants and health workers who on duty.

In addition, Astragraphia still continues carrying out routine donation programs such as donating sacrificial animals for local residents in 2021.

QUANTITATIVE IMPACT OF SOCIAL RESPONSIBILITY ACTIVITIES [103-3]

Through the implementation of social contribution activities carried out throughout 2021, Astragraphia is able to provide benefits to the community at various levels through the four pillars of the social contribution program, namely education, health, environment, and entrepreneurship. All social responsibility activities that have been carried out are expected to be able to create a healthy, intelligent, creative, and prosperous society.

Throughout 2021, through its four pillars of social contribution, Astragraphia provides direct benefits to the community and the surrounding environment. In the Pillar of Health, Astragraphia successfully inaugurated a mentoring support program for three posyandu, namely: Posyandu Anyelir O4, Posyandu Baru Culung, and Posyandu Tunas Muda 3. Astragraphia also consistently motivates all employees to regularly donate blood 4 (four) times a year. This independent blood donor action which will take place during 2021 has produced 120 spare blood bags for PMI, from 81 employees who are active donors of Astragraphia.



Kontribusi Astragraphia pada Pilar Pendidikan diwujudkan melalui beberapa program berkelanjutan. Program CAP diberikan kepada 55 siswa/siswi SMK 2 Triple J, 30 siswa sekolah menengah kejuruan penerima beasiswa Astragraphia, 117 mahasiswa Politeknik Astra, dan 59 mahasiswa magang dari beberapa kampus. Beasiswa Astragraphia sendiri merupakan kemitraan antara Astragraphia dengan Yayasan Amaliah Astra yang berlangsung selama tiga tahun ajaran (2020-2023). Sebanyak 30 siswa dan siswi dari SMK Tanjung Barat, SMK Gunung Jati, SMK Kencana 1, dan SMK 26 Jakarta menerima bantuan dana pendidikan serta pembekalan *soft skill* melalui CAP yang bermanfaat sebagai bekal siswa memasuki dunia kerja.

Masih dalam lingkup Pilar Pendidikan, Astragraphia melakukan pendampingan selama dua tahun ajaran, kepada sekolah keunggulan SMK 2 Triple J dengan Kompetensi Keahlian Multimedia. Pendampingan ini merupakan implementasi atas program pemerintah untuk melakukan sinkronisasi pembelajaran di sekolah dengan industri. Aktivitas pendampingan yang dijalankan antara lain berupa penyelarasan kurikulum dengan dunia industri (dalam hal ini Astragraphia), melakukan pelatihan, hingga pemberian sarana pendukung.

Selain menyasar kepada siswa sekolah menengah kejuruan, Astragraphia juga menaruh perhatian kepada pendidikan untuk anak usia dini, yaitu dengan mencetak 1.242 Children's Workbook, dan mendistribusikannya kepada 42 PAUD di wilayah Cakung - Jakarta Timur, berkoordinasi dengan Suku Dinas Pendidikan Kota Administrasi Jakarta Timur. Dalam hal edukasi berkendara yang aman, Astragraphia juga berpartisipasi dalam kampanye Indonesia Ayo Aman Berlalu Lintas yang diinisiasi oleh Astra. Edukasi internal yang dilaksanakan perusahaan menjangkau total 5.394 orang penerima manfaat edukasi yang terdiri dari karyawan Astragraphia di seluruh Indonesia maupun masyarakat luas. Sebanyak 141 karyawan Astragraphia juga turut mendaftarkan diri dan berperan aktif menjadi Pelopor IAABL. Selain itu Astragraphia juga mengadakan webinar "Astragraphia Talk: Safety, Defensive, and Eco Driving" yang menggabungkan pembahasan topik berkendara yang aman dengan berkendara yang ramah lingkungan.

Pada Pilar Lingkungan, Astragraphia konsisten mengedukasi lingkungan internal mengenai gerakan Semangat Kurangi Plastik. Ragam konten edukasi mengenai dampak buruk plastik bagi bumi hingga tips penerapannya dalam keseharian dikemas dengan ringan dan disebarluaskan kepada seluruh karyawan melalui surat elektronik dan media sosial internal. Peniadaan kantong belanja plastik di Koperasi Kantor Pusat, pengiriman stiker tempat sampah berkategori ke seluruh Kantor Cabang Astragraphia, hingga pembersihan, penimbangan dan penghitungan volume sampah plastik dilakukan untuk mencapai tujuan menurunnya volume plastik sekali pakai secara umum.

Astragraphia's contribution to the Education Pillar is realized through several sustainable programs. The CAP program was awarded to 55 students of SMK 2 Triple J, 30 students from vocational high schools who received Astragraphia scholarships, 117 students from Astra Polytechnic, and 59 internship students from various campuses. The Astragraphia Scholarship itself is a partnership between Astragraphia and the Amaliah Astra Foundation which lasts for three academic years (2020-2023). A total of 30 students from Tanjung Barat Vocational School, Gunung Jati Vocational School, Kencana 1 Vocational School, and 26 Jakarta Vocational School received educational funding assistance and provision of soft skills through CAP which is useful as a provision for students to enter the world of work.

Still within the scope of the Education Pillar, Astragraphia provides mentoring support for Multimedia Skills Competence for two academic years, for excellence schools SMK 2 Triple J. This mentoring support is the implementation of government programs in synchronizing studies in schools with industry. Mentoring activities carried out include aligning the curriculum with the industrial world (in this case Astragraphia), conducting training, and providing supporting facilities.

Apart from targeting vocational high school students, Astragraphia also pays attention to education for early childhood, by printing 1,242 Children's Workbooks, and distributing them to 42 PAUD in the Cakung area - East Jakarta, in coordination with the East Jakarta Administration City Education Sub-Department. In terms of safe driving education, Astragraphia also participates in the Indonesia Come Safe Traffic campaign initiated by Astra. The internal education carried out by the company reached a total of 5,394 educational beneficiaries consisting of Astragraphia employees throughout Indonesia and the wider community. A total of 141 Astragraphia employees also registered and played an active role as IAABL Pioneers. In addition, Astragraphia also held a webinar "Astragraphia Talk: Safety, Defensive, and Eco Driving" which combines the discussion of safe driving topics with environmentally friendly driving.

In the Environmental Pillar, Astragraphia consistently educates the internal environment about the Spirit to Reduce Plastics movement. Various educational content regarding the bad impact of plastic on the earth to tips on its application in daily life are lightly packaged and distributed to all employees via electronic mail and internal social media. Elimination of plastic shopping bags at the Cooperative Headquarters, sending categorized trash can stickers to all Astragraphia Branch Offices, as well as cleaning, weighing, and calculating the volume of plastic waste are carried out to achieve the goal of reducing the volume of single-use plastics in general.

Masih dalam tema lingkungan, Astragraphia melalui Eco Facility (EFA) mengelola limbah yang dihasilkan dari penggunaan mesin oleh pelanggan. Sampah seperti bahan habis pakai (*toner*), kemasan plastik, suku cadang yang rusak, dan lain-lain diolah dengan baik, untuk diperbaiki, digunakan kembali, dan didaur ulang. Sedangkan untuk limbah yang tidak dapat diperbaiki, digunakan kembali, atau didaur ulang, maka akan diproses oleh perusahaan mitra yang memiliki kapasitas untuk mengelola limbah bahan berbahaya dan beracun (B3) dan perusahaan yang bersertifikasi standar ISO 14001:2015. [103-3]

Kelas ASIK merupakan program di Pilar Kewirausahaan yang baru memasuki tahun keduanya di 2021. Pelatihan berkelanjutan Kelas ASIK menjangkau 446 pelaku UMK yang bergerak di bidang fesyen, kuliner, dan kriya mendapatkan pelatihan daring mengenai teknologi *digital printing*, aplikasi kreatif untuk kemasan/label produk, dan juga *online promotion*. Secara akumulatif, Kelas ASIK telah menjangkau 861 UMK sebagai penerima manfaat.

Astragraphia juga telah menetapkan 1 (satu) wilayah KBA di Pondok Ranggon untuk dikembangkan secara berkelanjutan. Tahun ini, perusahaan mengawali pendampingan melalui dua pilar terlebih dahulu yaitu Pilar Kesehatan dan Kewirausahaan. Pada Pilar Kesehatan, perusahaan memberi pendampingan kepada kader Posyandu Tunas Muda 3, berupa edukasi kesehatan dan penggunaan aplikasi iPosyandu, Pemberian Makanan Tambahan (PMT) hingga bantuan sarana prasarana.

Still on the environmental theme, Astragraphia through the Eco Facility (EFA) manages waste generated from the use of machines by customers. Waste such as consumables (*toner*), plastic packaging, damaged spare parts, and others are properly processed, to be repaired, reused, and recycled. Meanwhile, the non-recoverable, recovered, reused, or recycled waste will be processed by partner companies that have the capacity to manage hazardous and toxic waste and companies certified to the ISO 14001:2015 standard. [103-3]

The ASIK class is a program in the Entrepreneurship Pillar which is just entering its second year in 2021. Ongoing training The ASIK class reaches 446 MSEs engaged in fashion, culinary, and craft receiving online training on digital printing technology, creative applications for product packaging/labels, and also online promotion. Cumulatively, the ASIK class has reached 861 MSEs as beneficiaries.

Astragraphia has also determined 1 (one) KBA area in Pondok Ranggon to be developed sustainably. This year, the company started mentoring through two pillars, namely the Entrepreneurship and Health Pillars. In the Health Pillar, the Company provides mentoring support to Tunas Muda 3 Posyandu cadres, in the form of health education and the use of the iPosyandu application, Supplementary Food Provision (PMT) to infrastructure assistance.



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08

Data dan Informasi Pendukung

Data and Supporting Information



Indeks POJK 51/POJK.03/2017 dan SEOJK 16/SEOJK.04/2021

POJK No.51/POJK.03/2017 and SEOJK 16/SEOJK.04/2021 index

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	Iktisar Kinerja Aspek Keberlanjutan		2	Performance Overview on Sustainability Aspects
a.	Aspek ekonomi		a.	Economic aspect
1)	kuantitas produksi atau jasa yang dijual;	14, 75,76	1)	quantity of production or service offered
2)	pendapatan atau penjualan;	14, 75,76	3)	revenue or sales
3)	laba atau rugi bersih;	14, 75,76	4)	net income or loss;
4)	produk ramah lingkungan; dan	14, 79, 86, 110	5)	environmental-friendly product; and
5)	pelibatan pihak lokal yang berkaitan dengan proses bisnis Keuangan Berkelanjutan.	86	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, 112, 113	1)	energy use (including electricity and water)
2)	pengurangan emisi yang dihasilkan	113	2)	reduction of emission produced
3)	pengurangan limbah dan efluen	113	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	86-87	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	39	a.	Vision, mission, and sustainable values
b.	Nama, alamat, nomor telepon, nomor faksimili, alamat surat elektronik (<i>e-mail</i>), dan situs web LJK, Emiten, dan Perusahaan Publik, serta kantor cabang dan/atau kantor perwakilan	30-37, 44-50	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	42-43	1)	total assets or assets capitalization, and total liabilities
2)	jumlah karyawan	40-41	2)	number of employees
3)	persentase kepemilikan saham	30	3)	ownership percentage
4)	wilayah operasional.	44-50	4)	operational area
d.	Penjelasan singkat mengenai produk, layanan, dan kegiatan usaha yang dijalankan;	34-35	d.	Brief explanation about product, service and business activity performed;
e.	Keanggotaan pada asosiasi;	51	e.	Member of an association;
f.	Perubahan signifikan, antara lain terkait dengan penutupan atau pembukaan cabang, dan struktur kepemilikan.	51	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;	18		1) an explanation about the value of sustainability for the Company;
	2) penjelasan respons Perusahaan terhadap isu terkait penerapan Keuangan Berkelanjutan;	27		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;	19-27		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	21-27		4) achieving performance in the application Sustainable Finance; and
	5) tantangan pencapaian kinerja penerapan Keuangan Berkelanjutan.	27		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	21-27		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).	21-27, 54-59		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;	21-27		1) risk management for the implementation of Sustainable Finance related to economic, social, and environmental;
	2) pemanfaatan peluang dan prospek usaha; dan	27		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.	19-27		3) explanation on external economy, social and environmental condition that has the potential to affect the sustainability of FSI, Issuers and Public Companies.

No.	Laporan Keberlanjutan memuat informasi mengenai:	Halaman Page	No.	The Sustainability Report contains information about:
5	Tata Kelola Keberlanjutan memuat: a. Uraian mengenai tugas bagi Direksi dan Dewan Komisaris, pegawai, pejabat dan/atau unit kerja yang menjadi penanggung jawab penerapan Keuangan Berkelanjutan. 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. 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. d. Penjelasan mengenai pemangku kepentingan yang meliputi: 1) keterlibatan pemangku kepentingan berdasarkan hasil penilaian (assessment) manajemen, RUPS, surat keputusan atau lainnya; dan 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. e. Permasalahan yang dihadapi, perkembangan, dan pengaruh terhadap penerapan Keuangan Berkelanjutan.	64-66 65-66 60-71 12-13 12-13 12-13	5	Sustainable Governance consists of: 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. 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. 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. Explanations of stakeholders include: 1) stakeholder's involvement based on management assessment, annual general shareholders meeting, decree or other; and 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. Problems encountered, developments, and influences on the implementation of Sustainable Finance
6	Kinerja keberlanjutan paling sedikit memuat: a. Penjelasan mengenai kegiatan membangun budaya keberlanjutan di internal LJK, Emiten, dan Perusahaan Publik. b. Uraian mengenai kinerja ekonomi dalam 3 (tiga) tahun terakhir meliputi: 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 2) perbandingan target dan kinerja portofolio, target pembiayaan, atau investasi pada instrumen keuangan atau proyek yang sejalan dengan penerapan Keuangan Berkelanjutan. c. Kinerja sosial dalam 3 (tiga) tahun terakhir: 1) Komitmen LJK, Emiten, atau Perusahaan Publik untuk memberikan layanan atas produk dan/atau jasa yang setara kepada konsumen. 2) Ketenagakerjaan, paling sedikit memuat: a. pernyataan kesetaraan kesempatan bekerja dan ada atau tidaknya tenaga kerja paksa dan tenaga kerja anak; b. persentase remunerasi pegawai tetap di tingkat terendah terhadap upah minimum regional; c. lingkungan bekerja yang layak dan aman; dan d. pelatihan dan pengembangan kemampuan pegawai. 3) Masyarakat, paling sedikit memuat: a. informasi kegiatan atau wilayah operasional yang menghasilkan dampak positif dan dampak negatif terhadap masyarakat sekitar termasuk literasi dan inklusi keuangan;	86-87 75-76 76 77-87 103 102-102 24, 81, 103-104 94-96 114-126	6	Sustainable performance, at least includes: a. Explanation regarding the activities of building a sustainable culture in the internal FSI, Issuers, and Public Companies. b. Analysis of economic performance for the last three years includes: 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) 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. Social performance for the last three years: 1) commitments of FSI, Issuers, or Public Companies to provide services for products and or services that are equal to consumers. 2) Labour, at least includes: a. statement of equality of employment opportunities and the presence or absence of forced and child labor; b. the percentage of permanent employee remuneration at the lowest level to the regional minimum wage; c. a decent and safe working environment; and d. employee training and capacity building. 3) Community, at least includes: a. information of activities or operational areas that produce positive and negative impacts on the surrounding community including financial literacy and inclusion;



No.	Laporan Keberlanjutan memuat informasi mengenai:	Halaman Page	No.	The Sustainability Report contains information about:
	b. mekanisme pengaduan masyarakat serta jumlah pengaduan masyarakat yang diterima dan ditindaklanjuti; dan	70, 111		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	15-17, 114-126		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	22, 79, 86, 110,		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	112-113		a. the amount and intensity of the energy used; and
	b. upaya dan pencapaian efisiensi energi yang dilakukan termasuk penggunaan sumber energi terbarukan;	111		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	79-80		1) innovation and development of Products and or Services
	2) jumlah dan persentase produk dan jasa yang sudah dievaluasi keamanannya bagi pelanggan	85-87		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	66-67, 86		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	84		4) the number of products withdrawn and its reasons
	5) survei kepuasan pelanggan	N/A		5) customer satisfactory survey
7	Verifikasi tertulis dari pihak independen, jika ada.		7	Written verification from independent party, if any.

Indeks Standar GRI “INTI” [102-55]

GRI Content Index - Core [102-55]

PENGUNGKAPAN STANDAR UMUM

	Pengungkapan	Halaman Page	Disclosures	Tidak Disajikan Omission
PROFIL ORGANISASI		GENERAL STANDARD DISCLOSURES		
GRI 102: Pengungkapan Umum General Disclosures 2016	102-1 Nama organisasi 102-2 Merek, produk, dan jasa utama 102-3 Lokasi kantor pusat 102-4 Jumlah negara tempat operasi 102-5 Sifat kepemilikan dan badan hukum 102-6 Pasar yang dilayani 102-7 Skala organisasi 102-8 Informasi terkait karyawan dan pekerja lain 102-9 Rantai pasokan organisasi 102-10 Perubahan signifikan selama periode pelaporan 102-11 Prinsip kehati-hatian 102-12 Inisiatif Eksternal 102-13 Keanggotaan organisasi	31 31,34 31 44,45 31, 37 34 31, 42, 76 40 87 51 63, 66 52, 53 51	Name of the organization Primary brands, products, and services Location of headquarters Number of countries of operation Nature of ownership and legal form Markets served Scale of the organization Information on employees and other workers Organization's supply chain Significant changes during the reporting period Precautionary approach or principle External initiatives Memberships of organizations	- - - - - - - - - - - - - -
STRATEGI		STRATEGY		
	102-14 Pernyataan dari manajemen puncak 102-15 Dampak penting, risiko, dan peluang	18 14, 18, 111, 112	Statement from the senior decision-maker Key Impact, risks, and opportunities	- -
ETIK DAN INTEGRITAS		ETHIC AND INTEGRITY		
	102-16 Nilai-nilai, standar, dan norma-norma perilaku 102-17 Mekanisme permintaan nasihat dan pertimbangan terkait etik	39, 91 70	Values, principles, standards, and norms of behavior Mechanisms for advice and concerns about ethics	- -
TATA KELOLA		GOVERNANCE		
	102-18 Struktur tata kelola 103-2 Pendekatan Manajemen dan Komponennya	64 62	Governance structure The management approach and its components	- -
PELIBATAN PEMANGKU KEPENTINGAN		STAKEHOLDER ENGAGEMENT		
	102-40 Daftar kelompok pemangku kepentingan 102-41 Perjanjian Kerja Bersama 102-42 Identifikasi dan pemilihan pemangku kepentingan 102-43 Pendekatan untuk melakukan pelibatan pemangku kepentingan 102-44 Topik dan perhatian utama	12 69 12 11 12	List of stakeholder groups Collective bargaining agreements Identifying and selecting stakeholders Approach to stakeholder engagement Key topics and concerns	- - - - -



PENGUNGKAPAN STANDAR UMUM

GENERAL STANDARD DISCLOSURES

Pengungkapan	Halaman Page	Disclosures	Tidak Disajikan Omission
PRAKTIK PELAPORAN			REPORTING PRACTICES
102-45 Entitas yang dicakup dalam laporan keuangan konsolidasian	9, 36	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	-
102-49 Perubahan dalam pelaporan	51	Changes in Reporting	-
102-50 Periode pelaporan	8, 9	Reporting period	-
102-51 Tanggal laporan paling terakhir	8	Date of most recent previous report	-
102-52 Siklus pelaporan	8	Reporting cycle	-
102-53 Poin Kontak atas pertanyaan terkait laporan ini	9	Contact point for questions regarding the report	-
102-54 Klaim pelaporan yang 'kesesuaian dengan' Standar GRI	9	Claims of reporting In accordance with the GRI Standards	-
102-55 Indeks isi GRI	134-138	GRI Content Index	-

PENGUNGKAPAN STANDAR KHUSUS

		SPECIFIC STANDARD DISCLOSURES			
		Pengungkapan	Halaman Page	Disclosures	Tidak Disajikan Omission
KINERJA EKONOMI		ECONOMIC PERFORMANCE			
GRI 103: Pendekatan Manajemen Management Approach 2016	103-1	Penjelasan Topik Material dan Batasannya	74, 77, 79	Explanation of the material topic and its Boundary	-
	103-2	Pendekatan Manajemen dan Komponennya	74, 77, 78, 79	The management approach and its components	-
	103-3	Evaluasi Pendekatan Manajemen	74, 77, 79, 83, 85	Evaluation of the management approach	-
GRI 201 Kinerja Ekonomi Economic Performance 2016	201-1	Nilai ekonomi yang dihasilkan dan didistribusikan	14, 75	Direct economic value generated and distributed	-
DAMPAK EKONOMI TIDAK LANGSUNG		INDIRECT ECONOMIC IMPACT			
GRI 103: Pendekatan Manajemen Management Approach 2016	103-1	Penjelasan Topik Material dan Batasannya	74,77	Explanation of the material topic and its Boundary	-
	103-2	Pendekatan Manajemen dan Komponennya	74, 77, 78, 79, 83	The management approach and its components	-
	103-3	Evaluasi Pendekatan Manajemen	74, 77, 79, 83, 85	Evaluation of the management approach	-
GRI 203: Dampak Ekonomi Tidak Langsung Indirect Economic Impact 2016	203-2	Investasi Infrastruktur dan Dukungan Layanan	124	Infrastructure Investation and Services Support	-
MATERIAL		MATERIAL			
GRI 103: Pendekatan Manajemen Management Approach 2016	103-1	Penjelasan Topik Material dan Batasannya	79, 108	Explanation of the material topic and its Boundary	-
	103-2	Pendekatan Manajemen dan Komponennya	79, 108, 126	The management approach and its components	-
	103-3	Evaluasi Pendekatan Manajemen	111, 126	Evaluation of the management approach	-
GRI 301: Material Materials	301-1	Material yang digunakan berdasarkan berat atau volume	79, 111	Material used based on weight or volume	-
	301-2	Material input dari daur ulang	79, 111	Recycled input material used	-
ENERGI		ENERGY			
GRI 103: Pendekatan Manajemen Management Approach 2016	103-1	Penjelasan Topik Material dan Batasannya	74, 108	Explanation of the material topic and its Boundary	-
	103-2	Pendekatan Manajemen dan Komponennya	112	The management approach and its components	-
	103-3	Evaluasi Pendekatan Manajemen	111	Evaluation of the management approach	-
GRI 302: Energi Energy 2016	302-1	Konsumsi energi di dalam organisasi	112	Energy consumption within the organization	-
	302-4	Pengurangan konsumsi energi	14, 113	Reduction of energy consumption	-
AIR		WATER			
GRI 103: Pendekatan Manajemen Management Approach 2016	103-1	Penjelasan Topik Material dan Batasannya	74, 108	Explanation of the material topic and its Boundary	-
	103-2	Pendekatan Manajemen dan Komponennya	112	The management approach and its components	-
	103-3	Evaluasi Pendekatan Manajemen	111	Evaluation of the management approach	-
GRI 303: Air Water 2016	303-1	Pengambilan air berdasarkan sumber	112	Water withdrawal by source	-



PENGUNGKAPAN STANDAR KHUSUS

SPECIFIC STANDARD DISCLOSURES

	Pengungkapan	Halaman Page	Disclosures	Tidak Disajikan Omission
EMISI		EMISSION		
GRI 103: Pendekatan Manajemen Management Approach 2016	103-1 Penjelasan Topik Material dan Batasannya 103-2 Pendekatan Manajemen dan Komponennya 103-3 Evaluasi Pendekatan Manajemen	74, 108 112 111	Explanation of the material topic and its Boundary The management approach and its components Evaluation of the management approach	- - -
GRI 305: Emisi Emission 2016	305-5 Emisi GRK Langsung (Cakupan 1)	113	Direct GHG Emission (Scope 1)	-
AIR LIMBAH (EFLUEN) DAN LIMBAH		EFFLUENT AND WASTE		
GRI 103: Pendekatan Manajemen Management Approach 2016	103-1 Penjelasan Topik Material dan Batasannya 103-2 Pendekatan Manajemen dan Komponennya 103-3 Evaluasi Pendekatan Manajemen	74, 108 112 111	Explanation of the material topic and its Boundary The management approach and its components Evaluation of the management approach	- - -
GRI 306: Effluent dan Limbah Effluent and Waste 2016	306-2 Jumlah Limbah dan Efluen yang Dihasilkan	113	Total Generated Waste and Effluent	-
KEPATUHAN LINGKUNGAN		ENVIRONMENTAL COMPLIANCE		
GRI 103: Pendekatan Manajemen Management Approach 2016	103-1 Penjelasan Topik Material dan Batasannya 103-2 Pendekatan Manajemen dan Komponennya 103-3 Evaluasi Pendekatan Manajemen	108 102, 112 111	Explanation of the material topic and its Boundary The management approach and its components Evaluation of the management approach	- - -
GRI 307 Kepatuhan Lingkungan Environmental Compliance 2016	307-1 Ketidakpatuhan terhadap UU dan peraturan lingkungan hidup	109	Non-compliance with environmental laws and regulations	-
KESEHATAN DAN KESELAMATAN KERJA		OCCUPATIONAL HEALTH AND SAFETY		
GRI 103: Pendekatan Manajemen Management Approach 2016	103-1 Penjelasan Topik Material dan Batasannya 103-2 Pendekatan Manajemen dan Komponennya 103-3 Evaluasi Pendekatan Manajemen	90, 108 90, 103, 108, 109 110, 111 111	Explanation of the material topic and its Boundary The management approach and its components Evaluation of the management approach	- - -
GRI 403: Kesehatan dan Keselamatan Kerja Occupational Health and Safety 2016	403-3 Tingkat Kecelakaan Kerja 403-4 Sertifikasi Kesehatan dan Keselamatan Kerja	111 103, 105, 111	Work Accident Rate Occupational Health and Safety Certification	- -
KEPEGAWAIAN		EMPLOYMENT		
GRI 103: Pendekatan Manajemen Management Approach 2016	103-1 Penjelasan Topik Material dan Batasannya 103-2 Pendekatan Manajemen dan Komponennya 103-3 Evaluasi Pendekatan Manajemen	90 90, 103, 108, 109, 110 90, 11	Explanation of the material topic and its Boundary The management approach and its components Evaluation of the management approach	- - -

PENGUNGKAPAN STANDAR KHUSUS

SPECIFIC STANDARD DISCLOSURES

	Pengungkapan	Halaman Page	Disclosures	Tidak Disajikan Omission
PELATIHAN DAN PENDIDIKAN		TRAINING AND EDUCATION		
GRI 103: Pendekatan Manajemen Management Approach 2016	103-1 Penjelasan Topik Material dan Batasannya	90, 108	Explanation of the material topic and its Boundary	-
	103-2 Pendekatan Manajemen dan Komponennya	90, 108, 110	The management approach and its components	-
	103-3 Evaluasi Pendekatan Manajemen	90, 124	Evaluation of the management approach	-
GRI 404: Pelatihan dan Pendidikan Training and Education 2016	404-2 Program untuk pengelolaan keterampilan dan pembelajaran seumur hidup	14, 94, 95	Programs for skills Management and lifelong learning	-
KINERJA SOSIAL		SOCIAL PERFORMANCE		
GRI 103: Pendekatan Manajemen Management Approach 2016	103-1 Penjelasan Topik Material dan Batasannya	108	Explanation of the material topic and its Boundary	-
	103-2 Pendekatan Manajemen dan Komponennya	77, 78, 79, 82, 83, 108, 109	The management approach and its components	-
	103-3 Evaluasi Pendekatan Manajemen	79, 83, 85, 124	Evaluation of the management approach	-
GRI 413: Masyarakat Lokal Local Community 2016	413-1 Pelibatan masyarakat lokal	27, 114, 115, 116, 118-120, 122-124	Local community engagement	-
GRI 418: Masyarakat Lokal Local Community 2016	418-1 Pelibatan masyarakat lokal	78	Local community engagement	-



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3	Laporan ini mudah dimengerti This Report is easy to understand						
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Memberdayakan Sinergi Menuju Pembangunan Berkelanjutan

Empowering Synergy Towards
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