LEARN, INSPIRE, GROW

PT PERTAMINA TRAINING & CONSULTING

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2014 laporan tahunan
annual report

PTC
PERTAMINA TRAINING & CONSULTING

Laporan Tahunan
Annual Report

2014

LEARN, INSPIRE, GROW

SANGGAHAN DAN LINGKUP TANGGUNG JAWAB

DISCLAIMER

Laporan tahunan ini memuat pernyataan kondisi keuangan, hasil operasi, proyeksi, rencana, strategi, kebijakan, serta tujuan Perseroan, yang digolongkan sebagai pernyataan ke depan dalam pelaksanaan Perundang-undangan yang berlaku, kecuali hal-hal yang bersifat historis. Pernyataan-pernyataan tersebut memiliki prospek risiko, ketidakpastian, serta dapat mengakibatkan perkembangan aktual secara material berbeda dari yang dilaporkan.

Pernyataan-pernyataan prospektif dalam laporan tahunan ini dibuat berdasarkan berbagai asumsi mengenai kondisi terkini dan kondisi mendatang Perseroan serta lingkungan bisnis di mana Perseroan menjalankan kegiatan usaha. Perseroan tidak menjamin bahwa dokumen-dokumen yang telah dipastikan keabsahannya akan membawa hasil-hasil tertentu sesuai harapan.

Laporan tahunan ini memuat kata "Perseroan" dan “PTC” yang didefinisikan sebagai PT Pertamina Training and Consulting. Adakalanya kata “Perusahaan” juga digunakan atas dasar kemudahan untuk menyebut PT Pertamina Training and Consulting secara umum.

This annual report contains financial condition, operation results, projections, plans, strategies, policy, as well as the Company’s objectives, which is classified as forward-looking statements in the implementation of the applicable laws, excluding historical matters. Such forward-looking statements are subject to known and unknown risks (prospective), uncertainties, and other factors that could cause actual results to differ materially from expected results.

Prospective statements in this annual report is prepared based on numerous assumptions concerning current conditions and future events of the Company and the business environment where the Company conducts business. The Company shall have no obligation to guarantee that all the valid document presented will bring specific results as expected.

This annual report contains the word "Company" and “PTC” hereinafter referred to as PT Pertamina Training and Consulting. The word "Company" is at times used to simply refer to PT Pertamina Training and Consulting in general.

PERTAMINA
AVIATION
JET A-1
SKH-18

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01

KILAS KINERJA 2014

2014 FLASHBACK PERFORMANCE

PERISTIWA PENTING 2014

Event Highlight 2014

24
April 2014
April 24, 2014

Rapat Umum Pemegang Saham 2014 Penyelenggaraan RUPS tahunan 2014 dihadiri oleh PT Pertamina (Persero) dan PT Pertamina Dana Ventura.

General Meeting of Shareholders 2014 PT Pertamina (Persero) and PT Pertamina Dana Ventura attended the Annual General Meeting 2014.

1
Juni 2014
June 1, 2014

Penandatanganan Traktat Manajemen Resiko
Penandatanganan Traktat Manajemen Risiko yang dilakukan guna memaksimalkan kinerja Perseroan.

Signing of Risk Management Treaties
The Company signed Risk Management Treaties to further improve its performance.

15
Agustus 2014
August 15, 2014

Penyertaan Modal
PTC turut serta dalam kepemilikan saham atas PT Prima Armada Raya bersama dengan PT Patra Jasa.

Equity Capital
PTC and PT Patra Jasa owned the shares of PT Prima Armada Raya.

1
September 2014
September 1, 2014

Pergantian Direktur Keuangan
Posisi Bapak Etom Katamsi sebagai Direktur Keuangan digantikan oleh Ibu Yekti Tri Wahyuni.

The Appointment of new Director of Finance
Mrs. Yekti Tri Wahyuni was appointed as the new Director of Finance in place of Mr. Etom Katamsi.

PERISTIWA PENTING 2014
Event Highlight 2014

1 Oktober 2014
October 1, 2014

Go Live MySAP
Go Live Sistem Informasi MySAP untuk meningkatkan kualitas data keuangan perusahaan yang meliputi Financial Accounting (FI) dan Controlling (CO).

Go Live MySAP
The Go Live MySAP Information System was implemented to improve a company's financial data quality, including Financial Accounting (FI) and Controlling (CO).

9 Oktober 2014
October 9-10, 2014

Penyelenggaraan Forum Presentasi CIP
Penyelenggaraan bersama forum presentasi CIP (*Continuous Improvement Program*) antara PT Pertamina Training and Consulting dengan PT Pelita Air services.

The Holding of CIP Presentation Forum
PT Pertamina Training and Consulting held CIP (Continuous Improvement Program) presentation forum with PT Pelita Air services.

1 November 2014
November 1, 2014

Pergantian Direktur Utama
Direktur Utama yang semula dijabat oleh Bapak Djoko Prasetyo digantikan oleh Bapak Tengku Badarsyah.

The Change of President Director
Mr. Tengku Badasyah was appointed as the new President Director in place of Mr. Djoko Prasetyo.

PENGHARGAAN DAN SERTIFIKASI

Awards and Certifications

The Best Shareholder's Aspiration Achiever

The Best Shareholders's Aspiration Achiever dalam Forum Annual Pertamina Subsidiary Award (APSA) 2014 atas pencapaian target dan kinerja Perusahaan sepanjang 2013 / The Best Shareholders' Aspiration Achiever at Annual Pertamina Subsidiary Award (APSA) Forum 2014 for the achievement of targets and performance in 2013

Indonesian Green Award 2014

Penghargaan dari Kementrian Perindustrian, Lingkungan Hidup dan Kehutanan untuk Program Corporate Social Responsibility (CSR) kategori inovasi pengelolaan limbah terpadu / An award from the Ministry of Industry, Environment and Forestry for Corporate Social Responsibility (CSR) Program, environmental innovation category

Runner Up Implementation Community Involvement And Development

Runner Up Implementation Community Involvement and Development dalam Forum Annual Pertamina Subsidiary Award (APSA) 2014 atas pengelolaan program-program Corporate Social Responsibiliy (CSR) sepanjang 2013 / Runner Up for Implementation of Community Involvement and Development at Annual Pertamina Subsidary Award (APSA) Forum 2014 for the management of Corporate Social Responsibility (CSR) program in 2013

Sertifikasi Quality Management System ISO 9001:2008 (Lyod's Register) / ISO 9001:2008 Quality Management System Certification (Lyod's Register)

Sertifikasi lembaga pendidikan dan / atau pelatihan personel bandar udara oleh Dirjen Perhubungan Udara / Certification from educational institution and/or airport personnel training by Directorate General of Air Transportation

Pencapaian Score Kkep 431 (Early Improvement Pada Pertamina Quality Award 2014) / The achievement of KKep 431 Score (Early Improvement at Pertamina Quality Award 2014)

IKHTISAR DATA KEUANGAN

Financial Highlights

Laporan Laba Rugi / Profit and Loss Report

Dalam RpJuta / In RpMillion

Uraian	2014	2013	2012	Description
Pendapatan	974.942	637.893	444.628	Revenue
Laba Kotor	97.919	65.422	46.657	Gross Profit
Laba Usaha	72.634	46.417	30.902	Operating Profit
Laba Bersih	42.760	30.214	22.800	Net Profit
Laba Komprehensif	42.760	30.214	22.800	Comprehensive Profit
Aset Lancar	303.887	218.501	125.627	Current Assets
Total Aset	309.555	223.912	128.123	Total Assets
Liabilitas Jangka Pendek	175.711	121.040	55.548	Short-Term Liabilities
Liabilitas Jangka Panjang	3.641	12.407	7.764	Long-Term Liabilities
Total Liabilitas	179.353	133.448	63.312	Total Liabilities
Total Ekuitas (Tidak Termasuk Kepentingan Non Pengendali)	130.202	90.464	64.810	Total Equity (Excluding Non-Controlling Interest)

Rasio Keuangan / Financial Ratio (%)

Uraian	2014	2013	2012	Description
Rasio lancar	173	181	226	Current Ratio
Rasio Kas	19	19	28	Cash Ratio
Rasio Perputaran Aset	3.15 kali	2,85 kali	3,47 hari	Asset Turnover Ratio
Rasio Penagihan rata-rata	90 hari	95 hari	78 hari	Average Billing Ratio
Rasio kewajiban atas aset	58	60	49	Liabilities on Assets Ratio
Rasio kewajiban atas ekuitas	138	148	98	Liabilities on Equity Ratio
Rasio imbalan ekuitas	49	50	54	Equity Rewards ratio
Rasio imbalan investasi	23,55	20,87	24,33	Investment Rewards Ratio
Rasio Marjin laba atas penjualan	4,39	4,74	5,13	Profit on Sales Margin Ratio
Rasio EBITDA atas penjualan (EBIT + penyusutan aset)	7,48	7,32	7,01	EBITDA on sales Ratio (EBIT + asset depreciation)
Rasio Z-Score Model	9,02	8,68	11,91	Z-Score Model Ratio

IKHTISAR OPERASIONAL
Operational Highlights

Key Performance Indicator

Kelompok KPI/ KPI Group	Indikator Kinerja Utama / Main Performance Indicator	Target RKAP/ RKAP Target		"Realisasi Kum. s/d TW IV"/ "Realization of Kum. up to TW IV"	PERFORMANCE		WEIGHTED PERFORMANCE
		BASE	STRETCH				
Individual Performance Contract	I. Financial						
	1. Laba Bersih / Net Profit	31,119	35,787	42,760		120%	0.18
	2. Parameter Keuangan / Financial Parameter :						
	a. Operating Profit Margin	7.58	8.34	7.47		97%	0.05
	b. Efisiensi OPEX / OPEX Efficiency	90	85	93		97%	0.05
	c. Net Cashflow dari Aktivitas Operasi / Net Cashflow from Operational Activity	0.00	9,994	(14,117)		72%	0.04
	II. Operational						
	3. Training	39	45	83		120%	0.12
	4. Consulting	40	46	68		120%	0.18
	5. EO (Event Orgenazing)	119	136	152		120%	0.18
	6. MPS (manpower supply) + Jasa Pengamanan / MPS (manpower supply) + Security Service	9,446	10,863	11,053		120%	0.18
	7. Market Share Non Captive	5,180	5,957	20,875		120%	0.06
	III. Business Development / Customer Satisfaction						
	8. Customer Satisfaction	70%	80%	72%		104%	0.05
	IV. People Management						
	9. implementasi Performance Management System (PMS) / Implementation of Performance Management System (PMS)	90	95	90		100%	0.05
Bondary KPI							113%
	1. TRIR	1		0,73		100%	
	2. Number of Accidents (NoA)	0		0		100%	
	3. GCG Implementation Compliance /	85		88		100%	
	4. External Auditor Opinion	WTP		WTP		100%	
Other Operational Metric							
	1. Learning Index	90		90		100%	
	2. Tindak lanjut temuan audit internal & eksternal / Tindak lanjut temuan audit internal & eksternal / Follow-up on internal & external audit finding	90		90		100%	
	3. Knowledge & Innovation Program	80		80		100%	
	4. Pengelolaan Risiko / Risk Management	98,6		98,6		100%	
	5. Akurasi, kelengkapan LapKeu dan ketepatan waktu pengiriman / Accuracy, Financial Statement completeness and timely delivery.	98		98		100%	

Pada tahun 2014, pencapaian Key Performance Indicator PTC adalah 113 /
In 2014, the achievement of Key Performance Indicator of PTC was 113

IKHTISAR OPERASIONAL
Operational Highlights

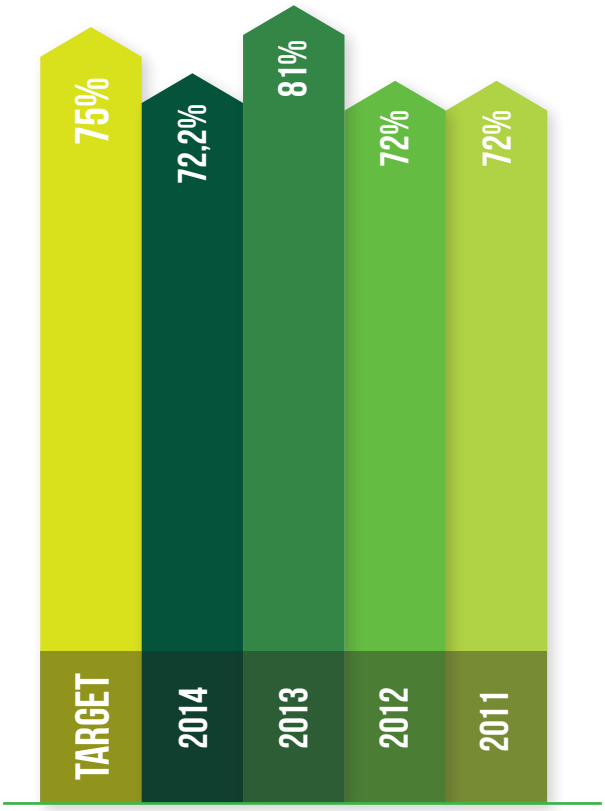
Tingkat Kesehatan Perusahaan / Health Index of the Company

Nilai Kinerja Keuangan / Financial Performance Value	Audited 2014		RKAP 2014		Audited 2013	
	NILAI / GRADE	BOBOT / WEIGHT	NILAI / GRADE	BOBOT / WEIGHT	NILAI / GRADE	BOBOT / WEIGHT
ROE (%)	49	20,00	34,67	20,00	50,00	20,00
ROI (%)	23,55	15,00	23,00	15,00	20,87	15,00
Operating Profit Margin (OPM)	7,48	2,00	7,29	2,00	7,32	2,00
Net Profit Margin (NPM)	4,39	1,50	5,34	2,00	4,74	1,50
Rasio Kas / Cash Ratio (%)	19	3,00	62,05	5,00	19,00	3,00
Rasio Lancar / Current Ratio (%)	173	5,00	417,41	5,00	181,00	5,00
Perputaran Piutang (hari) / Receivables Turnover (day)	90,00	1,50	84,00	2,00	95,00	1,50
Perputaran Total Asset / Total Asset Turnover	315,04	3,00	315,45	3,00	285,02	3,00
Total Modal Sendiri Terhadap Total Aset / Total Owner's Equity against Total Assets	42,06	7,00	65,41	4,00	40,40	7,00
Time Interest Earned Ratio (TIER)	7,27	3,00	46,00	3,00	8,15	3,00
Jumlah NKK / Total NKK		61,00	-	61,00	-	61,00
Jumlah NKK Proposional / Total Proportional NKK		63,73	-	63,73	-	63,73
Kondisi Kinerja Keuangan / Financial Performance Condition		**SEHAT**		**SEHAT**		**SEHAT**
Nilai Kinerja Pertumbuhan / Growth Performance Value						
Asset Productivity Growth (ASPG)	4	13,15	1	0,66	-	(13,38)
Sales Growth (SALG)	5	52,84	5	12,00	5,00	43,47
Net Profit Margin Growth (NPMG)	0	(7,40)	1	2,65	-	(7,63)
Sales to Total Asset Growth (STAG)	3	10,55	0	(0,29)	-	(17,91)
Net Profit Growth (NPG)	5	41,52	5	14,97	5,00	32,52
Jumlah NKO / NKO Total	17,00		12,00		10,00	
Kondisi Kinerja Pertumbuhan / Growth Performance Condition		**TUMBUH SEDANG**		**TUMBUH SEDANG**		**TUMBUH TINGGI**
Nilai Kinerja Administrasi / Administrative Performance Value						
Laporan Keuangan Bulanan (hari) / Monthly Financial Statements (day)	1	10	1	10	2	6 -12
Laporan Manajemen Bulanan (hari) / Monthly Management Report (day)	2	16	2	16	1,29	9 -28
Laporan Keuangan Audited / Audited Financial Statement	3	MARET	3	MARET	3	FEBRUARI
RKAP	3	JULI	3	JULI	3	JULI
Jumlah NKA / NKA Total	9		9		9,29	
Kondisi Kinerja Administrasi / Administrative Performance Condition		**TERTIB**		**TERTIB**		**TERTIB**
Jumlah NKK + NKP + NKA / Total NKK + NKP + NKA		**89,73**		**84,73**		**83,02**
Tingkat Kesehatan Perusahaan / Health Index of the Company		**SEHAT AA /** AA HEALTHY		**SEHAT AA /** AA HEALTHY		**SEHAT AA /** AA HEALTHY

Pada tahun 2014, PTC telah mencapai Tingkat Kesehatan Perusahaan pada kategori "SEHAT AA" /
In 2014, PTC achieved "AA HEALTHY" category for Health Index of the Company

INDEKS KEPUASAN PELANGGAN

Customer Satisfaction Index

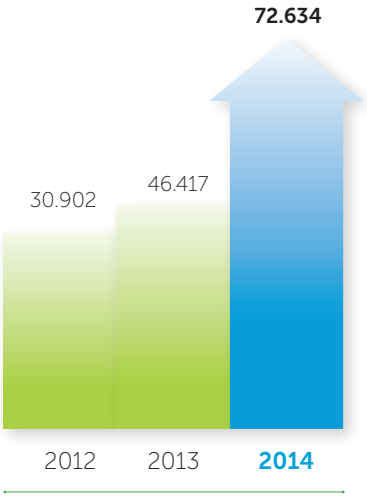


"Kepuasan konsumen adalah perasaan senang atau sebaliknya yang muncul setelah membandingkan kinerja (hasil) produk yang ditargetkan dan kinerja yang direalisasikan"

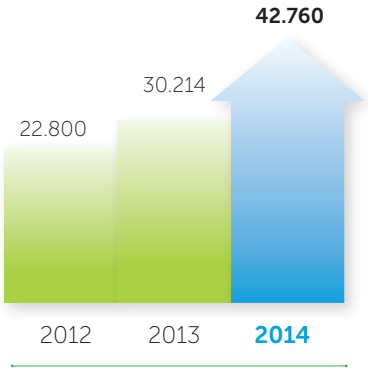
"Customer satisfaction is the satisfied feeling or its inverse generated from comparing the targeted product performance (results) and realized performance"

GRAFIK IKHTISAR DATA KEUANGAN

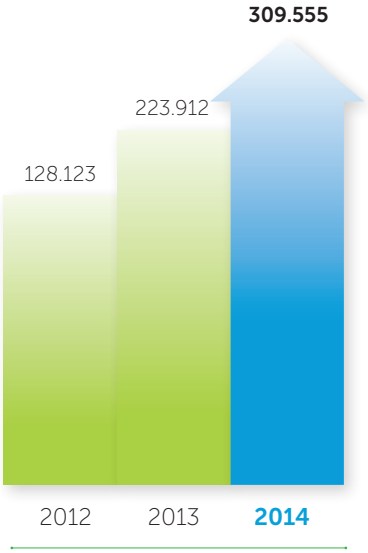
Charts of Financial Highlights



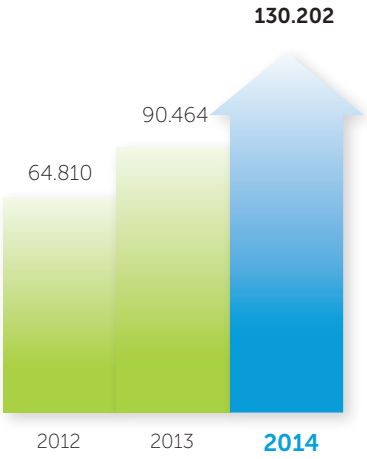
LABA USAHA/ OPERATING PROFIT
(Rp Juta) / (Rp Million)



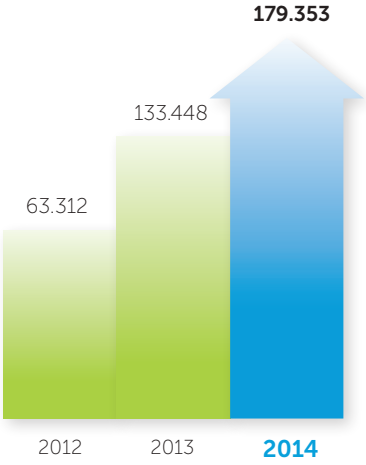
LABA BERSIH/ NET PROFIT
(Rp Juta) / (Rp Million)



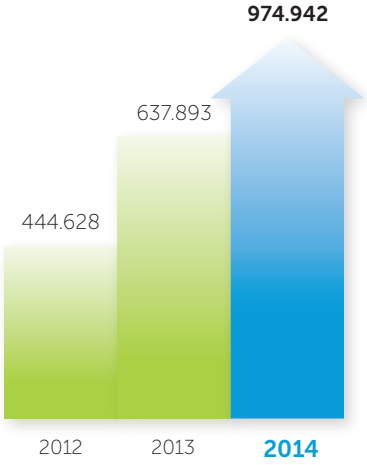
TOTAL ASET/ TOTAL ASSETS
(Rp Juta) / (Rp Million)



TOTAL EKUITAS / TOTAL EQUITIES
(Rp Juta) / (Rp Million)



TOTAL LIABILITAS / TOTAL LIABILITIES
(Rp Juta) / (Rp Million)



PENDAPATAN / REVENUES
(Rp Juta) / (Rp Million)

02

LAPORAN MANAJEMEN

MANAGEMENT REPORT

RTAMINA
HAWKEN

LAPORAN DEWAN KOMISARIS

Board of Commissioner Report

"PTC sebagai entitas anak PT Pertamina (Persero) merupakan perusahaan yang sangat berjasa dalam menentukan kinerja Pertamina Grup secara umum karena mampu memenuhi standar kemampuan dan *supply* tenaga kerja yang *capable* dan profesional"

"As a subsidiary of PT Pertamina (Persero), PTC plays significant role in determining the general performance of Pertamina Group with its capability to meet skills qualification and a supply of capable and professional Man Power"

» Suwardi Somantri

Komisaris Utama
President Commisioner

Puji syukur kehadirat Tuhan Yang Maha Esa, bahwa Pertamina Training and Consulting (PTC) pada tahun 2014 telah mampu melaluinya dengan beberapa peningkatan. Dewan Komisaris dengan bangga mempersembahkan Laporan Tahunan 2014 secara konsisten dan bertanggungjawab. Selama 13 tahun PTC melakukan kegiatan usaha untuk selalu berkontribusi bagi negara dengan meningkatkan seluruh sumber daya yang memiliki daya saing dan kompetitif.

Praise to the Almighty God that Pertamina Training and Consulting (PTC) is able to pass the year 2014 with various exhilirating development. Through a periodical and responsible manner, the Board of Commissioners proudly presents the Annual Report 2014. For the past thirteen years, PTC has performed business activities that contribute to the country in order to improve the entire competitive resources.

LAPORAN DEWAN KOMISARIS
Board of Commissioner Report

PENILAIAN ATAS KINERJA DIREKSI

Dewan Komisaris melihat Direksi telah bekerja dengan baik pada tahun 2014 meski perekonomian mengalami fluktuasi dengan diselenggarakannya Pemilihan Presiden dan Pemilu Legislatif, setelah pemerintahan baru terbentuk mulai ada optimisme industri dengan masuknya investasi. Walaupun ada ketidakpastian selama masa perubahan pemerintahan tersebut, namun kinerja Perseroan tidak terpengaruh dan terus berprestasi dengan menjalankan kegiatan usaha secara konsisten dan berkesinambungan.

Hingga saat ini, bisnis pengelolaan tenaga kerja baik di sektor bisnis Jasa pengamanan dan pengelolaan tenaga *outsourcing* umum yang dilakukan PTC di lingkungan Pertamina Group terus berkontribusi bagi pendapatan sehingga menunjang pertumbuhan kinerja PTC secara konsisten. Manajemen Perseroan berhasil menjalankan strategi usaha dengan baik dan telah menyusun strategi untuk memasuki model bisnis yang lebih dinamis dalam menghadapi iklim usaha yang semakin kompetitif di bisnis *Man Power Supply*.

Selama tahun 2014, kami senantiasa memberikan pengawasan dan pengarahan serta fokus pada kegiatan strategis yang dihadapi Perseroan agar dapat meningkatkan nilai tambah sesuai dengan keinginan pemangku kepentingan.

Pada tahun 2014 pendapatan Perseroan telah memenuhi target. Pencapaian laba bersih Perseroan di tahun 2014 naik menjadi Rp42,76 milliar dibandingkan dengan realisasi tahun 2013 sebesar Rp30,21 milliar.

PANDANGAN ATAS PROSPEK USAHA

Prospek usaha Perseroan cukup dipengaruhi oleh kondisi perekonomian nasional yang masih dalam adaptasi dari penyesuaian harga Bahan Bakar Minyak (BBM) yang berdampak pada inflasi, namun dampak tersebut bersifat sementara. Inflasi diperkirakan akan mencapai 7,5 persen pada tahun 2015, dan menurun pesat sebelum akhir tahun 2015.

ASSESSMENT ON THE BOARD OF DIRECTORS' PERFORMANCE

The Board of Commissioners acknowledges the Director's capability throughout 2014 in the midst of fluctuating economic condition due to the Presidential and Legislative Election, yet after the formation of the new government, the optimism within the industry has increased with the considerable investment flowed in. In spite of the uncertainties during the government transition period, the Company's performance was not affected. The Company managed to continue its achievements by performing consistent and continuous business activities.

As of today, the workforce management business, both in the security service sector and the general outsourcing management, performed by PTC in PT Pertamina Group has contributed to the revenue and growth of PTC's performance in a consistent manner. The Company's Management succeeded in implementing business strategy and formulated to enter into a dynamic business model while encountering the increasing competition in the Man Power Supply business.

In 2014, we consistently provide supervision and direction as well as focus on the strategic activities performed by the Company in order to raise the value added in accordance to the stakeholders' desire.

In 2014, the Company's income achieved the target as the net profit increased to IDR42.8 billion in 2014 compared to the realization in 2013, which was IDR30.2 billion.

OVERVIEW OF BUSINESS OUTLOOK

The Company's business outlook is likely to be affected by the national economic condition which is currently being adjusted to recent fuel price, although the impact from the action is temporary. The inflation is expected to reach 7.5% in 2015 and decrease rapidly before the end of 2015.

dari kiri ke kanan
left to right

Suwardi Somantri
Komisaris Utama /
President Commisioner

Ali Mundakir
Komisaris /
Commisioner

Yoopi Abimanyu
Komisaris Independen /
Commisioner Independent

LAPORAN DEWAN KOMISARIS
Board of Commissioner Report

Kami optimis bahwa prospek usaha Perseroan akan lebih baik di tahun mendatang karena strategi yang diterapkan Direksi sangat tepat dan efektif sehingga mampu mendorong kinerja Perseroan untuk meraih pertumbuhan jangka panjang sekaligus memberikan kinerja yang sangat memuaskan dari tahun ke tahun. Untuk menyikapi kenaikan biaya, manajemen mengambil langkah cermat dalam penetapan harga dan efisiensi biaya. Manajemen terus berfokus pada pengembangan pasar, percepatan penetrasi ke wilayah yang lebih luas sambil terus mendorong inovasi yang kuat agar Perseroan senantiasa berada selangkah di semua lini bisnis.

We are optimistic that the Company's business prospect will be better in the next years because the strategies implemented by the Directors are appropriate and effective to support the Company's performance to achieve long-term growth and deliver satisfactory performance from year to year. In response to the increasing cost, the management took immediate actions in pricing and cost efficiency. The Management continually focuses on the market development, penetration acceleration to wider areas, while continues to support strong innovation to consistently become the leading company in all business lines.

PANDANGAN ATAS KINERJA KOMITE-KOMITE PERSEROAN

Selama tahun 2014, kami berterimakasih yang sebesar-besarnya atas kinerja komite yang selama ini membantu memberikan masukan sehingga Dewan Komisaris dapat lebih maksimal menjalankan tugas pengawasannya atas kinerja Perseroan.

OVERVIEW OF THE COMMITTEE'S PERFORMANCE

We would like to appreciate the Committee's performance in 2014 for their advices; thus, the Board of Commissioners was able to fully perform their supervision duties on the Company's Performance.

PERUBAHAN KOMPOSISI DEWAN KOMISARIS

Atas kinerja yang berkesinambungan terhadap pengelolaan Perseroan, pemangku kepentingan masih mempercayakan susunan Dewan Komisaris yang lama. Perseroan tidak melakukan perubahan pada komposisi Dewan Komisaris pada tahun 2014.

CHANGES IN BOARD OF COMMISSIONERS COMPOSITION

For the continuous performance in the Company's management, the stakeholders still entrusted the former Board of Commissioners. The Company did not change the composition of the Board of Commissioners in 2014.

Perseroan memberikan apresiasi atas kontribusi dari seluruh pegawai dan manajemen dengan penuh loyalitas dan dedikasi tinggi terus memberikan yang terbaik bagi peningkatan kinerja Perseroan, serta kami ucapkan terima kasih juga pada pemangku kepentingan yang telah memberikan kepercayaan pada kami sehingga dapat bekerja dengan efektif.

The Company appreciated the contribution of all employees and management that have loyally and highly dedicated to constantly do their best in order to improve the Company's overall performance. We would like also to thank the stakeholders that have entrusted us, so we can work effectively.

Suwardi Somantri
Komisaris Utama
President Commissioner

LAPORAN DIREKSI

Board of Director Report

"PTC memiliki komitmen untuk membangun sumber daya manusia yang berdaya saing tinggi dan berbasiskan teknologi informasi terkini"

"PTC is committed to develop competitive and up-to-date technology-based human resources"

» **Tengku Badarsyah**
Direktur Utama
President Director

LAPORAN DIREKSI
Board of Director Report

Para Pemangku Kepentingan yang Terhormat

Dear Distinguished Stakeholders,

Tahun 2014 menjadi tahun yang berharga bagi Perseroan karena mampu memberikan nilai tambah bagi pemangku kepentingan dengan beberapa peningkatan. PT Pertamina Training and Consulting yang menjadi entitas anak PT Pertamina (Persero) merupakan perusahaan yang sangat berjasa dalam menentukan kinerja Pertamina Grup secara umum karena mampu memenuhi standar kemampuan dan *supply* tenaga kerja yang *capable* dan profesional.

The year 2014 was valuable for the Company for the capablity to provide value added to the Shareholders with some improvements. PT Pertamina Training and Consulting, which is a subsidiary of PT Pertamina (Persero), is a company that has provided substantial services that mainly affected the performance of Pertamina Holding in general because the Company can fulfill the standard necessary skills and supply of capable professionals.

KINERJA PTC

Meski terus mengembangkan diri agar mampu memenuhi permintaan pasar, PTC senantiasa memberikan kontribusi yang signifikan bagi kinerja perusahaan yang telah lama menjalin kemitraan. Mitra usaha telah memberikan peningkatan pendapatan Perseroan sebesar 152,8% menjadi Rp975 miliar dari jumlah pendapatan tahun 2013 sebesar Rp637 miliar. Sementara laba bersih Perseroan juga mengalami peningkatan sebesar 141,5% menjadi Rp42,76 miliar dari laba bersih yang diraih pada tahun 2013 sebesar Rp30,21 miliar.

PTC'S PERFORMANCE

In spite of the ongoing improvement to meet market demands, PTC has always significantly contributed to its long time business partners. Business Partners have raised the Company's income by 65.4% to Rp975 billion from the total income in 2013 amounting to Rp637 billion. Meanwhile, the Company's net profit also increased by 70.66% to Rp42.76 billion from Rp30.21 billion in 2013.

PTC memiliki komitmen untuk membangun sumber daya manusia yang berdaya saing tinggi dan berbasiskan teknologi informasi terkini sebagaimana tertulis dalam visi dan misi PTC, mengingat peran usaha PTC yang krusial dalam kinerja sebuah perusahaan. PTC memiliki kebijakan untuk senantiasa menjamin kemampuan dan kebutuhan sumber daya yang berdedikasi dalam rangka menghadapi tantangan dunia usaha yang terus berkembang.

PTC is committed to develop competitive and up-to-date technology-based human resources as referred to in PTC's vision and mission by taking into account PTC's crucial business role in the performance of a company. It is a policy for PTC to constantly assure the dedicated resources' ability and needs in coping with the developing challenges in business field.

LAPORAN DIREKSI
Board of Director Report

Selama tahun 2014, PTC cenderung tak mengalami kendala yang berarti meski terjadi perlambatan ekonomi global dan nasional mewarnai kinerja industri minyak dan gas bumi. PTC memiliki strategi agar pengelolaan sumber daya manusia tetap berdaya saing tinggi dalam industri migas. Dalam kegiatan usahanya, PTC memiliki beberapa tantangan seperti peningkatan beban biaya operasional.

In 2014, there were no significant constraints for PTC in spite of the slowdown in the global and national economy which also affected the oil and gas industry. PTC implemented some strategies to maintain the competitive human resources in the oil and gas industry. In its business, PTC faced several challenges, such as the increasing operating expenses.

PROSPEK USAHA

Pertumbuhan ekonomi Indonesia tahun 2014 mencapai 5,1%, angka tersebut masih dipengaruhi oleh pertumbuhan ekonomi dunia sehingga berdampak pada turunnya harga-harga sejumlah komoditas Indonesia, selain juga memperkecil hadirnya peluang-peluang baru. Namun estimasi pertumbuhan yang mengecil ini dapat berbalik arah, bila investasi melampaui harapan pada tahun 2015.

Seiring dengan prospek dunia usaha, khususnya industri migas yang masih terpengaruh dinamika politik nasional dan internasional, PTC optimis dapat menjalankan kegiatan usahanya dengan baik dan berkelanjutan. Peluang usaha yang dilakukan Perseroan dinilai masih terbuka lebar sejauh perekonomian masih memiliki ketergantungan terhadap energi migas, selain itu Perseroan juga masih memiliki peluang dalam memenuhi ketersediaan sumber daya manusia yang profesional di bidang industri migas.

BUSINESS OUTLOOK

The economic growth of Indonesia in 2014 reached 5.1 percent. The figure was affected by the global economic growth, which then led to the decreasing price of a number of domestic commodities and the narrowing of new opportunities. However, the estimation of declining growth can be reversed if the investment made exceeded the expectation in 2015.

In line with business outlook, particularly oil and gas industry which is influenced by the national and international political dynamics, PTC is still optimistic that the business can be performed well and continuously. The business opportunities conducted by the Company are still considered widely opened as long as the economy still depends on the oil and gas energy. Thus, the Company also has a chance in fulfilling the needs of professional human resources in the oil and gas industry.

PENERAPAN TATA KELOLA PERUSAHAAN

PTC masih menerapkan prinsip-prinsip tata kelola perusahaan yang baik dengan melakukan transparansi di setiap informasi terkait kinerja Perseroan, selain itu kegiatan Perseroan juga dikelola secara akuntabel dan bertanggung jawab, serta independen dalam proses setiap melakukan kegiatan usaha. Keadilan dan kesetaraan diberlakukan pada setiap pegawai Perseroan mulai dari tingkat bawah hingga tingkat atas. Sistem pengelolaan Perseroan selama tahun 2014 berjalan dengan baik dan akan terus dikembangkan dengan mengikuti peraturan dan perundang-undangan yang berlaku guna menjadi warga korporasi yang baik.

IMPLEMENTATION OF GOOD CORPORATE GOVERNANCE

PTC continues to implementcorporate governance principles by implementing transparency in all information related to the Company's performance. Furthermore, the Company's activities are managed in accountable and responsible manner, with all business activities being conducted independently. Fairness and equality are enforced to each of the Company's employee from the lower up to the higher level. The Company's management system in 2014 ran well and will be continuously developed according to the prevailing rules and regulations to become a decent corporate member.

LAPORAN DIREKSI
Board of Director Report

PERUBAHAN KOMPOSISI ANGGOTA DIREKSI

Pada tahun 2014, PTC melakukan perubahan komposisi guna meningkatkan kinerja dan kemampuan manajemen dalam pengelolaan Perseroan dengan komposisi awal yakni; Djoko Prasetyo sebagai Direktur Utama, Etom Katamsi sebagai Direktur Keuangan, dan Agustinus Maria Unggul Putranto sebagai Direktur Operasi dan Pemasaran kemudian menjadi Tengku Badarsyah sebagai Direktur Utama, Yekti Tri Wahyuni sebagai Direktur Keuangan dan Agustinus Maria Unggul Putranto sebagai Direktur Operasi dan Pemasaran.

CHANGES IN THE BOARD OF DIRECTORS COMPOSITION

In 2014, PTC changed its membership composition to improve the management performance and ability in administering the Company. Previously, the initial composition consisted of Djoko Prasetyo as the President Director, Etom Katamsi as the Financial Director, and Agustinus Maria Unggul Putranto as the Operating and Marketing Director. Due to the change, the composition became Tengku Badarsyah as the President Director, Yekti Tri Wahyuni as the Financial Director, and Agustinus Maria Unggul Putranto as the Operating and Marketing Director.

PENUTUP

Atas kinerja yang diraih PTC selama tahun 2014, Direksi mengucapkan terima kasih kepada Dewan Komisaris, manajemen dan seluruh insan PTC serta pemegang saham dan pemangku kepentingan yang telah mempercayakan pengelolaan Perseroan pada kami.

CLOSING

For the performance achieved by PTC in 2014, the Directors would like to extend their gratitude to the Board of Commissioners, management, and all PTC people, as well as the shareholders and stakeholders that have entrusted us to manage the Company.

Tengku Badarsyah
Direktur Utama/
President Director

dari kiri ke kanan
left to right

Yekti Tri Wahyuni
Direktur Keuangan/
Finance Director

Tengku Badarsyah
Direktur Utama/
President Director

Agustinus Maria Unggul Putranto
Direktur Operasi dan Pemasaran/
Operation and Marketing Director

SURAT PERNYATAAN ANGGOTA DEWAN KOMISARIS DAN DIREKSI TENTANG TANGGUNG JAWAB ATAS LAPORAN TAHUN 2014 PT PERTAMINA TRAINING AND CONSULTING

STATEMENT OF THE BOARD OF COMMISSIONERS AND DIRECTORS RESPONSIBILITY OF THE YEAR REPORT 2014 PT PERTAMINA TRAINING AND CONSULTING

Yang bertanda tangan di bawah ini menyatakan bahwa semua informasi dalam laporan tahunan PT Pertamina Training and Consulting tahun 2014 telah dimuat secara lengkap dan bertanggung jawab penuh atas kebenaran isi laporan tahunan Perusahaan.

Demikian pernyataan ini dibuat dengan sebenarnya.

The undersigned hereby declare that all information in the annual report of PT Pertamina Training and Consulting in 2014 have been fully and are fully responsible for the accuracy of the content of the company's annual report.

This statement was made with truthfully

DEWAN KOMISARIS
Board Of Commissioners

Suwardi Somantri
Komisaris Utama /
President Commissioner

Ali Mundakir
Komisaris /
President Commissioner

Yoopi Abimanyu
Komisaris Independen /
Independent Commissioner

DEWAN DIREKSI
Board Of Directors

Tengku Badarsyah
Direktur Utama /
President Director

Yekti Tri Wahyuni
Direktur Keuangan /
Director of Finance

Agustinus Maria Unggul Putranto
Direktur Operasi dan Pemasaran /
Director of Operation and Marketing

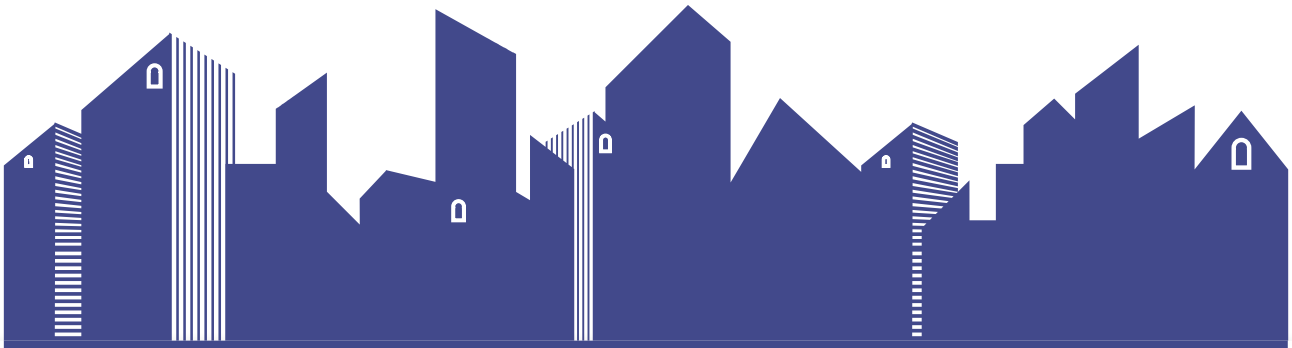
03

PROFIL PERUSAHAAN

COMPANY PROFILE

INFORMASI PERUSAHAAN

Company Information



Nama / *Name*
PT Pertamina Training And Consulting

Tanggal Pendirian / *Date of Establishment*
19 Feb 1999 / *Feb 19, 1999*

Modal Ditempatkan dan Disetor Penuh / *Issued and Fully Paid*
Rp3.000.000.000,-

Dasar Hukum Pendirian / *Basic Law of Establishment*
Akta Notaris Ny. Sulami Mustafa SH, Nomor 11 /*Akta Notaris Ny. Sulami Mustafa SH, Nomor 11*

Diumumkan dalam Berita Negara RI / *Announced*
08 Okt 2002, No. 81 tambahan No. 12260/2002 / *08 Okt 2002, No. 81 tambahan No. 12260/2002*

Bidang Usaha / *Line Business*
Jasa / *Service*

Kepemilikan / *Ownership*
PT Pertamina (Persero) 91%
PT Pertamina Dana Ventura 9%

Authorized Capital / *Modal Dasar*
Rp5.000.000.000,-

Diubah dengan Akta Tertanggal / *Changed*
25 Feb 2002 No. 10 / *Feb 25, 2002 No. 10*

Kantor Pusat / *Head Ofce*
Gedung Griya Legita Pertamina Lt. 8,
Jl. Sinabung II, Terusan Simprug
Jakarta Selatan 12220
Telp. 021-7223027
Fax. 021-7223026
Email. petece@pertamina-ptc.com
website: www.pertamina-ptc.com

REKAM JEJAK PERUSAHAAN

Company Milestones

1999

Perseroan didirikan di Jakarta dengan nama PT Patra Tridaya berdasarkan Akta Pendirian No. 11 tanggal 19 Februari 1999 jo Akta Perubahan Anggaran Dasar No. 1 tanggal 4 Juni 2003 di hadapan Notaris, yang kemudian diumumkan dalam Berita Negara Republik Indonesia No. 81, Tambahan No. 89 tanggal 4 Nopember 2008.

The Company was established in Jakarta and named PT Patra Tridaya according to the Deed of Establishment No 11 dated February 19, 1999 jo Deed of Articles of Association Amendment No 1 dated June 4, 2003 before the Notary, announced in State Gazette of The Republic of Indonesia No 81, Supplementary No 80 dated November 4, 2008.

2002

Perseroan mengawali kiprahnya sebagai pendukung perusahaan induk, yaitu PT Pertamina, terutama memberikan pelayanan jasa training dan konsultasi.

The Company started its business by supporting the holding company, which was PT Pertamina, especially in facilitating training and consulting services.

2003

Tanggal 4 Juni 2003 Perseroan berubah nama menjadi PT Pertamina Training and Consulting (PTC).

The Company changed its name to PT Pertamina Training and Consulting (PTC) on June 4, 2003.

2005

Perseroan mengembangkan Bidang usaha pada jasa *Recruitment/Man Power Supply*.

The Company expanded its business on Recruitment/Man Power Supply services.

2008

- Perseroan ditunjuk Pertamina untuk melaksanakan Training SPBU dan mendirikan Akademi SPBU pertama di Surabaya, Jawa Timur.
- Perseroan membentuk fokus usaha menjadi 5 (lima) jenis jasa usaha terdiri dari *Training, Consulting, Recruitment/Man Power Supply, Event Organizer* dan *Communication*.
- The Company was assigned by Pertamina to organize a Fuel Station Training and to establish the first Fuel Station Academy in Surabaya, East Java.
- The Company divided its business into 5 groups: Training, Consulting, Recruitment/Man Power Supply, Event Organizer, and Communication.

2010

- Sejalan perkembangan usaha dan penugasan yang akan diberikan oleh pemegang saham maka tahun 2010 Perseroan membentuk usaha jasa pengamanan dengan ijin operasional dari Bina Mitra Mabes POLRI per 11 juni 2010. Sehingga fokus bisnis PTC terdiri dari *Training, Consulting, Recruitment/Man Power Supply, Event Organizer, Communication* dan usaha Jasa Pengamanan.
- PTC memperoleh sertifikasi ISO 9001:2008 dari LRQA (Lyod's Registered Duality Assurance) untuk *Quality Management System* bagi fokus bisnis PTC: *Training, Consultancy, Man Power Supply* dan *Event Organizer* berlaku dari 27 September 2010 s/d 26 September 2013.
- In line with its business expansion and assignments given by the shareholders, the Company established security services business sector. The operational authorization was agreed by Bina Mitra Mabes POLRI in June 11, 2010 with focuses on Training, Consulting, Recruitment/Man Power Supply, Event Organizer, Communication, and Security Services business.
- PTC acquired ISO 9001:2008 certification from LRQA (Lyod's Registered Duality Assurance) for Quality Management System for several business focuses: Training, Consulting, Man Power Supply, and Event Organizer valid from September 27, 2010 to September 26, 2013.

2011

Sejalan perkembangan usaha, pada 2011 fokus bisnis Perseroan terdiri dari Training, Consulting, Recruitment/Man Power Supply, Event Organizer, Jasa Pengamanan dan Jasa lainnya.

As business increase, the Company business focuses include Training, Consulting, Recruitment/Man Power Supply, Event Organizer, Security Services, and other services.

2012

Perseroan mengembangkan bisnis *Man Power Supply* dengan menambah market pengelolaan *crew rig* dari Pertamina *Drilling Services* dan Awak Mobil Tangki dari PT Patra Niaga.

The Company expanded the market of Man Power Supply sector by managing Pertamina Drilling Services crew rig and PT Patra Niaga fuel truck crew.

2013

Perseroan melakukan perubahan pada visi dan misi perusahaan serta mengganti logo perusahaan.

The Company modified its vision and mission and changed its logo.

SEKILAS TENTANG PERUSAHAAN
Company Highlight

PT Patra Tridaya didirikan dengan Akta Pendirian No. 11 tanggal 19 Pebruari 1999 sebagai cikal bakal PTC. Perseroan beroperasi dalam rangka mendukung kegiatan usaha perusahaan induk, yaitu PT Pertamina (Persero), terutama memberikan pelayanan jasa training dan konsultasi.

Pada 4 Juni 2003 resmi menjadi PT Pertamina Training and Consulting (PTC). PTC mengembangkan Bidang usaha pada jasa *Recruitment/Man Power Supply* dengan melaksanakan kegiatan pelatihan bagi pekerja SPBU dengan mendirikan Akademi SPBU pertama di Surabaya. Seiring kebutuhan Sumber Daya Manusia Pertamina yang kompeten, fokus usaha PTC menjadi 5 jenis jasa usaha yang terdiri dari *Training, Consulting, Recruitment/Man Power Supply, Event Organizer* dan *Communication*. Pada tahun 2010 PTC membentuk usaha jasa pengamanan dengan ijin operasional dari Bina Mitra Mabes POLRI Sehingga fokus bisnis PTC bertambah menjadi 6 jenis usaha.

Profesionalitas PTC teruji dengan sertikasi ISO 9001:2008 dari LRQA (Lyod's Registered Duality Assurance) untuk *Quality Management System* untuk jenis usaha *Training, Consultancy, Man Power Supply* dan *Event Organizer.*

Hingga tahun 2011 fokus bisnis PTC berkembang lebih dengan pelayanan jasa lainnya kemudian mengembangkan bisnis *Man Power Supply* dengan memberikan pelatihan dan pengelolaan *crew rig* dari Pertamina Drilling Services dan Awak Mobil Tangki dari PT Patra Niaga.

PT Patra Tridaya was established according to Deed of Establishment No 11 dated February 19, 1999 as the foundation of PTC. The Company operates to support the holding company, which is PT Pertamina (Ltd), especially in facilitating training and consulting services.

In June 4, 2003, the Company officially changed its name to PT Pertamina Training and Consulting (PTC). PTC expanded its business on Recruitment/Man Power Supply by organized a Fuel Station Training and built the first Fuel Station Academy in Surabaya. As the need of competent Pertamina Human Resources increase, PTC divided its business service into 5 groups, which are Training, Consulting, Recruitment/Man Power Supply, Event Organizer, and Communication. In 2010, the company established security services business sector with permission agreed by Bina Mitra Mabes POLRI. Therefore, there are 6 business focus of PTC.

PTC shows its professionalism by acquiring ISO 9001:2008 certification from LRQA (Lyod/s Registered Duality Assurance) for Quality Management System for several business focuses: Training, Consulting, Man Power Supply, and Event Organizer.

Until 2011, PTC expands Man Power Supply market sector by managing Pertamina Drilling Services crew rig and PT Patra Niaga Fuel Truck Crew.

BIDANG USAHA
Business Sector

KEGIATAN USAHA

Sesuai dengan pasal 3 Anggaran Dasar Perseroan, ruang lingkup kegiatan Perseroan terutama adalah usaha dalam bidang:

- Jasa Konsultasi bidang manajemen untuk pemberdayaan sumber daya manusia dan tenaga kerja
- Jasa Konsultasi bidang manajemen, administrasi-engineering dan kesisteman
- Jasa Konsultasi bidang pengelolaan manajemen perusahaan serta kegiatan usaha terkait

BUSINESS ACTIVITY

According to article 3 of the Articles of Association, the Company's business activities include:

- Management Consulting Service for human resources and Man Power.
- Management Consulting Service, engineering administration and system.
- Management Consulting Service, company management and related business activities.

- Jasa Pelatihan dan Ketrampilan tenaga kerja serta kegiatan usaha terkait
- Jasa Pengembangan bisnis serta kegiatan usaha terkait
- Menjalankan usaha-usaha di bidang usaha jasa pada umumnya kecuali jasa dalam bidang hukum dan pajak

- Skill and Training Service and related business activities.
- Business Development Service and related business activities.
- Performing general service business except services in law and tax area.

JASA

- Training
- Konsultasi
- Jasa Pengamanan
- *Man Power Supply*
- Event Organizer & Jasa Lainnya

SERVICES

- Training
- Consulting
- Security Guard Services
- Man Power Supply
- Event Organizer & Other Services

VISI DAN MISI PERUSAHAAN

Company's Vision and Mission

Dewan Komisaris beserta Direksi telah bersama-sama membahas, menyetujui, dan menelaah visi dan misi Perusahaan guna menghadapi dinamika bisnis yang selalu berubah.

The Board of Commissioners and Board of Director discussed, approved, and studied meticulously the vision and mission of the Company to overcome the dynamics of business.

VISI PERUSAHAAN

Menjadi Perusahaan kelas dunia di bidang *human capital, consulting* dan jasa manajemen lainnya.

COMPANY VISION

Become a world-class Company in human capital, consulting, and other management service area.

MISI PERUSAHAAN

- Menjalankan usaha di bidang *human capital, consulting* dan jasa manajemen lainnya.
- Membangun kompetensi berbasis pada perkembangan teknologi informasi.
- Memberikan nilai tambah bagi *stakeholder*.

COMPANY MISSION

- Performing business activities in human capital, consulting, and other management services.
- Establishing competency based on information technology development.
- Giving added value for the stakeholder.

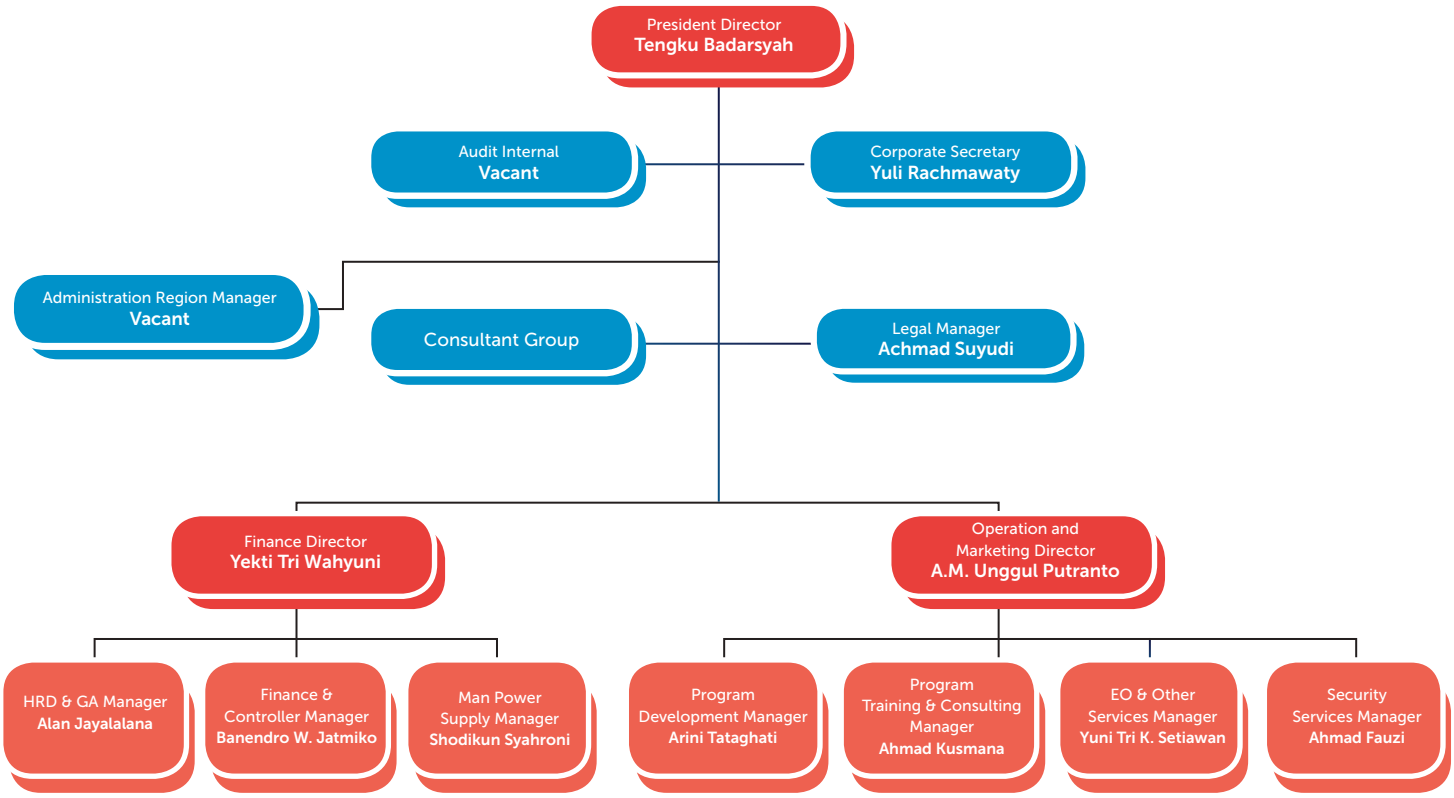
TATA NILAI PERUSAHAAN

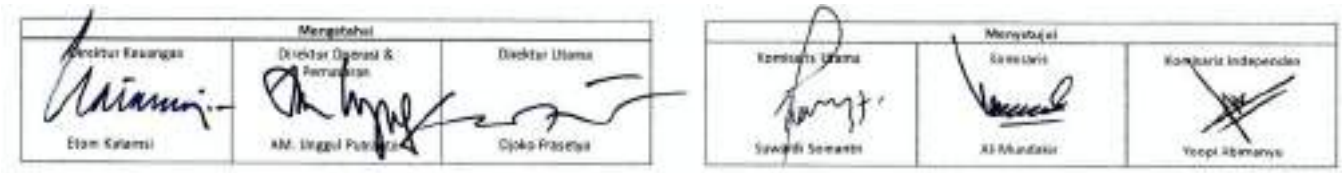
- ***Satisfaction***. Berupaya memberikan kepuasan bagi semua *stakeholder*.
- ***Maximize Profit***. Bekerja untuk memperoleh keuntungan sebesar-besarnya tanpa mengesampingkan etika bisnis loyalitas.
- ***Actual***. Berupaya menerapkan ilmu dan teknologi yang terkini.
- ***Respect.*** Bekerja didasari dengan menghargai semua *stakeholder*.
- ***Trust***. Memberikan kepercayaan bagi semua *stakeholder*.

COMPANY VALUES

- ***Satisfaction***. Attempting to give satisfaction for all stakeholders.
- ***Maximize Profit***. Working to gain maximum profit by paying attention to loyal business ethics.
- ***Actual***. Attempting to apply recent knowledge and technology.
- ***Respect.*** Working based on respecting all stakeholders.
- ***Trust***. Giving trust to all stakeholders.

STRUKTUR ORGANISASI
Organization Structure





PROFIL DEWAN KOMISARIS
Board of Commissioners Profile

Suwardi Somantri
Komisaris Utama / President Commissioner

Diangkat berdasarkan SK Pemegang Saham Sirkuler tanggal 28 April 2012 sebagai Komisaris, lahir di Bandung pada tanggal 24 Januari 1962 dan menempuh pendidikan strata 1 bidang Ekonomi di Universitas Katholik Parahyangan, Bandung pada tahun 1986. Beliau memulai karir di Pertamina sejak tahun 1983 hingga jabatan terakhir sebagai VP Strategic HR.

Achievement terbaik beliau selama berkarir di Pertamina yang patut dibanggakan adalah:

1. Membangun kembali Training Centre dalam bidang Health Safety and Environment terbesar di Indonesia, yang sudah tidak beroperasi sejak tahun 1997
2. Mendorong Maritime Training Centre Go International
3. Beliau juga berhasil meyelesaikan permasalahan antar PT Pertamina (Persero) dengan Federasi Serikat Pekerja yang sudah berlangsung selama 5 tahun dengan hasil *win-win solution* dalam kesejahteraan pekerja Pertamina.

He was assigned by the Circular Decree of Shareholders on April 28, 2012 as the Commissioner. He was born in Bandung in 1962 and took Bachelor degree in Economics at Parahyangan Catholic University, Bandung at 1986. He started his career in Pertamina in 1983 and his last position was VP of Strategic HR.

His greatest achievements in Pertamina are:

1. Rebuild the biggest Training Centre of Health, Safety, and Environment in Indonesia, which was inactive since 1997.
2. Encouraged Maritime Training Centre to Go International.
3. Proposed a win-win solution to the disagreement between PT Pertamina (Ltd) and Worker Union which happened for 5 years.

Tahun / Year	**Pelatihan** / Training
2008	Training Program Pengembangan Eksekutif Pertamina Angkatan 2 / Pertamina Executive Development Program Training Batch 2
2009	Training Transformation Leadership Engine 4 / Transformation Leadership Engine 4 Training
2009	Training Advance Leadership Program ECGL/ Advanced Leadership Program ECGL Training

PROFIL DEWAN KOMISARIS
Board of Commissioners Profile

Ali Mundakir
Komisaris / Commissioner

Lahir di Lamongan, 20 September 1969, adalah seorang Sarjana Teknik Mesin Universitas Brawijaya Malang tahun 1991. Kemudian tahun 1997 lulus Graduate Diploma in Energy Technology dari Geothermal Institute, New Zealand dan menyelesaikan Master of Engineering (MEng) in Mechanical dari University of Auckland, New Zealand tahun 2000.

Memulai karir di Pertamina sejak Mei 1993 di bidang operasi geothermal sebagai Production Engineer, Drilling Engineer dan terakhir sebagai Kepala Reservoir Area Geothermal Lahendong tahun 2001. Selanjutnya bertugas di bidang manajemen korporasi sebagai Asisten Sekretaris Dewan Direksi Pertamina (bidang Hulu, Hilir, Anak Perusahaan dan Joint Venture), Asisten Manajer BOD Support - Sekretaris Perseroan PT. Pertamina (Persero). Mulai Juni 2008, menduduki jabatan Manajer Relation & Corporate Administration PT. Pertamina Hulu Energi. Sejak Agustus 2011 menjabat sebagai Sekretaris Perseroan PT. Pertamina Drilling Services Indonesia (PDSI). Mulai Juni 2012 sampai saat ini, menjabat sebagai VP Corporate Communication PT Pertamina (Persero).

He was born in Lamongan, September 20, 1969, and graduated with Bachelor of Mechanical Engineering degree from Brawijaya University, Malang, in 1991. In 1997, he graduated with Graduate Diploma in Energy Technology degree from Geothermal Institute, New Zealand, and Master of Engineering (MEng) in Mechanical degree from University of Auckland, New Zealand, in 2000.

He began his career at Pertamina since May 1993 as Production Engineer and Drilling Engineer in geothermal operation. His last position was Head of Geothermal Reservoir Area Lahendong in 2001. He then served in the field of corporate management as Assistant Secretary of Board of Directors of Pertamina (Upstream, Downstream, Subsidiaries and Joint Venture fields), Assistant Manager of BOD Support - Corporate Secretary of PT. Pertamina (Persero). He was appointed as Manager of Relation & Corporate Administration at PT. Pertamina Hulu Energi on June 2008, Corporate Secretary at PT. Pertamina Drilling Services Indonesia (PDSI) since August 2011 and as VP of Corporate Communication at PT Pertamina (Persero) since June 2012 until 2012.

Tahun / Year	**Pelatihan** / Training
2013-2014	Pertamina Insead Global Executive Development Program / Pertamina Insead Global Executive Development Program
2014	International Crisis and Risk Communication Conference 2014, Florida, Orlando, USA / International Crisis and Risk Communication Conference 2014, Florida, Orlando, USA

PROFIL DEWAN KOMISARIS
Board of Commissioners Profile

Yoopi Abimanyu
Komisaris Independen / Independent Commissioner

Diangkat berdasarkan SK Pemegang Saham Sirkuler tanggal 12 April 2007 sebagai Komisaris. Beliau menempuh pendidikan strata 1 bidang ekonomi di Universitas Gadjah Mada, Yogyakarta pada tahun 1982 kemudian Strata 2 di Michigan University, USA pada tahun 1992 dan Doktoral di Birmingham University pada tahun 1997. Beliau memiliki pengalaman di Kementerian Keuangan dengan berbagai posisi di antaranya Asisten Deputi Urusan Kerjasama Dengan Lembaga Internasional Non Keuangan (2005), Direktur Penerimaan Negara Bukan Pajak dan Badan Layanan Umum (2006), Peneliti Madya (2012), Pengajar di beberapa Universitas di Indonesia hingga saat ini.

He was assigned by Circular Decree of Shareholders on April 12, 2007 as the Commissioner. He took Bachelor degree in Economics in Gadjah Mada University, Yogyakarta at 1982. Then he took Master degree in Michigan University at 1992 and Doctoral degree in Birmingham University at 1997. He has several experiences in The Ministry of Finance, such as Assistant of Deputy of International Non Finance Institute Cooperation Affair (2005), Director of Non Tax State Income and General Service Institution (2006), Middle Assessor (2012), and Lecturer of some Indonesia universities thus far.

Tahun / Year	Pelatihan / Training
1985	Latihan Pra Jabatan Tk. III / Pre Assignment Training Lv III
1999	Pendidikan dan Pelatihan Administrari Umum (ADUM) Badan Pendidikan dan Latihan Keuangan / General Administration (ADUM)Training and Workshop of Financial Training and Workshop Institution
2001	Pelatihan Staf dan Pimpinan Administrasi Tingkat Pertama (SPA) Badan Pendidikan dan Pelatihan Keuangan, Magelang / Administration Staff and Manager Training and Workshop First Level (SPA) of Financial Training and Workshop Institution, Magelang
2005	Pendidikan dan Pelatihan Kepemimpinan Tingkat II/Diklatpim Tk.II (SPAMEN) Lembaga Administrasi Negara, Jakarta / Leadership Training and Workshop Level II/Diklatpim Tk II (SPA-MEN) State Administration Institution, Jakarta

PROFIL DIREKSI
Board of Directors Profile

November 2014 - Sekarang
November, 2014 - Up to present

Tengku Badarsyah

Direktur Utama / President Director

Diangkat oleh Perseroan berdasarkan melalui surat pemegang saham secara sirkuler pada tanggal 26 September 2014. Lahir di Kampar pada tanggal 12 Mei 1962 dan menempuh pendidikan strata 1 bidang Ekonomi di Jakarta pada tahun 1983 kemudian melanjutkan Strata 2 di Universitas Mulawarman, Samarinda. Beliau memiliki pengalaman di Pertamina sejak tahun 1991 di berbagai posisi, antara lain Kelompok Kerja Pengembangan Pasar BBM (2006), Kepala Cabang Pemasaran Banda Aceh (2007), Sales Manager BBM Retail Sumatera Barat dan Batam (2008), serta Pejabat Pengganti Sementara (Pjs) GM Pros. BBM Retail Region III dan jabatan terakhir sebagai Manager Quality Management PT Pertamina (Persero).

He was assigned circularly by Circular Decree of Shareholders on September 26, 2014. He was born in Kampar in May 12, 1962. He took Bachelor degree in Economics in Jakarta at 1983 and continued his Master degree in Mulawarman University, Samarinda. He has several experiences in Pertamina since 1991, such as Work Group of BBM market expansion (2006), Marketing Branch Manager for Banda Aceh (2007), Retail Sales Manager for West Sumatra and Batam (2008), and Acting Official (Pjs) at GM Pros BBM Retail Region III and the latest position as Quality Management Manager at PT Pertamina (Ltd).

Tahun / Year	**Pelatihan** / Training
2009	Penyelidikan Insiden Angkatan I / Incident Examiner Batch I
2010	Training for Trainers (TOT) BBMP & JBMP Angkatan IV/2010 / Training for Trainers (TOT) BBMP & JBMP Batch IV/2010
2010	Up Skilling KDKP Dialog dan Keselamatan Kerja Pertamina / Pertamina Up Skilling KDKP Dialogue and Work Safety
2010	Program Marketing and Physical Distribution / Marketing and Physical Distribution Program
2011	Program Pengembangan Eksekutif Pertamina Angkatan V / Pertamina Executive Development Program Batch V

PROFIL DIREKSI
Board of Directors Profile

Oktober 2012 - Oktober 2014
October, 2012 - October, 2014

Djoko Prasetyo

Direktur Utama / President Director

Diangkat berdasarkan SK Direktur Utama PT Pertamina (Persero) No. Kpts P-211/C00000/2012-S8 tanggal 3 Oktober 2012 dan diberhentikan oleh Perseroan melalui surat pemegang saham secara sirkuler pada tanggal 26 September 2014. Lahir di Wonogiri pada tanggal 3 Agustus 1958 dan menempuh pendidikan strata 1 bidang Teknik di Institut Teknologi Bandung pada tahun 1983 kemudian melanjutkan Strata 2 di Institut Widya Manggala, Semarang. Beliau memiliki pengalaman di Pertamina sejak tahun 1987 di berbagai posisi antara lain Kasubdin Pengembangan Dinas PP PPDN Jakarta (2001), Kepala Batam Terminal UPPDN I Medan (2001), Manager BBM Industri Jakarta (2002), Manger Produksi Pelumas PDN Jakarta (2003) dan jabatan terakhir sebagai SVP Fuel Market & Distribution.

He was assigned by the Decree of President Director of PT Pertamina (Ltd) No Kpts P-211/C00000/2012-S8 dated October 3, 2012 and was dismissed through Circular Decree of Shareholders on September 26, 2014. He was born in Wonogiri in August 3, 1958. He received Bachelor degree in Engineering from Bandung Technology Institute at 1983 and Master degree from Widya Manggala Institute, Semarang. He has several experiences in Pertamina since 1987, such as Head of Development Sub Department PP PPDN Department Jakarta (2001), Head of Batam Terminal UPPDN I Medan (2001), Industrial BBM Manager Jakarta (2002), Production Manager PDN Lubricant Jakarta (2003), and his last position was Fuel Market and Distribution SVP.

Tahun / Year	**Pelatihan** / Training
2006	Transformational Dit. PMS & Niaga / Transformational DIT. PMS & NIAGA
2006	Penyusunan Pedoman Perilaku (Code of Conduct) / Code of Conduct Arrangement
2008	Transformation Leadership Engine / Transformation Leadership Engine
2013	Workshop Implementasi OS & PKWT / OS & PKWT Implementation Workshop
2013	Negotiation Skill

PROFIL DIREKSI
Board of Directors Profile

April 2012 - Juli 2014
April, 2012 - Juliy, 2014

Etom Katamsi

Direktur Keuangan / Finance Director

Warga Negara Indonesia, kelahiran 14 Februari 1962. Menjabat sebagai Direktur Keuangan PT Pertamina Training & Consulting melalui surat keputusan Direktur Utama PT Pertamina (Persero) No. Kpts P-042/C00000/2012-S8 tanggal 30 Maret 2012 dan diberhentikan oleh Perseroan melalui surat pemegang saham secara sirkuler pada tanggal 20 Mei 2014. Sebelum bergabung dengan PTC pada 2012, beliau mulai berkarir di PT Pertamina sebagai Staf Penggunaan Dana Divisi Pembendaharaan dan kemudian di Direktorat Keuangan. Beliau juga menjadi staf Utang Piutang di Divisi Akuntansi PT Pertamina (Persero), staf Policy Department dan Assurance Manager Divisi Controller di perusahaan yang sama. Beliau menyelesaikan program Strata 2 Magister Hukum Bisnis Universitas Pembangunan Nasional dan Magister Keuangan Negara Sekolah Tinggi Ilmu Administrasi Negara Republik Indonesia. Beliau juga aktif mengikuti berbagai pelatihan, seperti:

Indonesian citizen, born on February 14, 1962. He was assigned as Finance Director by the Decree of President Director of PT Pertamina (Ltd) No Kpts P-042/C00000/2012-S8 dated March 30, 2012 and was discharged through circular decree of shareholders on May 20, 2014. He took Master degree in Legal Business in Pembangunan Nasional University and Master degree in State Finance in Govt Administration Studies Institute of Republic of Indonesia. Before joining PTC in 2012, he started his career in Pertamina as Staff of Fund Management of Treasury Division and Financial Directorate. He was Credit Staff of Accounting Division in Pertamina and Policy Department Staff and Assurance Manager of Controller Division. He actively took several trainings, such as:

Tahun / Year	**Pelatihan** / Training
2013	Workshop Implementasi OS & PKWT / OS & PKWT Implementation Workshop
	Negotiation Skill
	Creative Thinking

PROFIL DIREKSI
Board of Directors Profile

September 2014 - Sekarang
September, 2014 - Up to present

Yekti Tri Wahyuni

Direktur Keuangan / Financial Director

Diangkat oleh Perseroan berdasarkan Keputusan Pemegang Saham Sirkuler pada tanggal 1 September 2014, sebagai Direktur Keuangan. Lahir di Solo pada tanggal 21 Februari 1961 dan menempuh pendidikan Strata 1 bidang Teknik Kimia di Universitas Diponegoro, Semarang, lulus pada tahun 1988 kemudian melanjutkan Strata 2 di Universitas Jenderal Soedirman, Purwokerto. Beliau memiliki pengalaman di Pertamina sejak tahun 1989 di berbagai posisi antara lain Manager Unit Analisa Dit. Keuangan Pertamina (Persero) (2010), Manager Refinery Finance Business Supply Dit. Keuangan Pertamina (Persero) (2011-2012), Core SJV Perform & Compl Mgt Manager Pertamina (Persero) (2012 - 2013), Upstream & Gas SJV Perform Mgt Manager Pertamina (Persero) (2013 - 2014) dan jabatan terakhir sebagai SJV Portfolio Management Manager.

She was assigned by the Company according to Circular Decree of Shareholders on September 1, 2014 as Finance Director. She was born in Solo in February 21, 1961. She took Bachelor degree in Chemical Engineering in Diponegoro University Semarang at 1988. She continued her study for Master degree in Jenderal Soedirman University, Purwokerto. She has several experiences in Pertamina since 1989, such as Pertamina (Ltd) Finance Directorate Analysis Unit Manager (2010), Pertamina (Ltd) Finance Directorate Refinery Finance Business Supply Manager (2011-2012), Manager of Pertamina (Ltd) Core SJV Perform and Compl Mgt (2013-2014) and her latest position as SJV Portfolio Management Manager.

Tahun / Year	**Pelatihan** / Training
2007	Training - Program Pengembangan Eksekutif Pertamina Angkatan I / Pertamina Executive Development Program Training Batch I
2009	Training - Certified Risk Management Professional (CRMP) Angkatan II / Certified Risk Management Professional (CRMP) Training Batch II
2011	E - Correspondence
2012	Training for Trainer Internalisasi 6C / Internalizing 6C Training for Trainer

PROFIL DIREKSI
Board of Directors Profile

Agustinus Maria Unggul Putranto
Direktur Operasi & Pemasaran /
Operation and Marketing Director

Diangkat berdasarkan SK Direktur Utama PT Pertamina (Persero) No. Kpts P-047/C00000/2012-S8 tanggal 16 April 2012 sebagai Direktur Operasi dan Pemasaran. Lahir di Yogyakarta pada tanggal 9 Maret 1965 dan menempuh pendidikan Strata 1 bidang Psikologi di Universitas Gadjah Mada, Yogyakarta pada tahun 1983 kemudian melanjutkan Strata 2 di Universitas Indonesia, Jakarta. Beliau memiliki pengalaman di Pertamina sejak tahun 1992 dengan berbagai posisi antara lain Pengawas Utama Organisasi dan Tata Laksana Semarang (1992-1997), Kepala Organisasi dan Tata Laksana Pangkalan Brandan (1997-1998), Senior Analis Organisasi (1998-2007) dan jabatan terakhir sebagai Organization Development Manager, HR Directorate (2012).

He was assigned by Decree of President Director of PT Pertamina (Ltd) No Kpts P 047/C00000/2012-S8 dated April 16, 2012 as Operational and Marketing Director. He was born in Yogyakarta in March 9, 1965. He took Bachelor degree in Psychology in Gadjah Mada University, Yogyakarta at 1983 and took his Master degree in University of Indonesia, Jakarta. He has several experiences in Pertamina since 1992, such as Main Supervisor of Organization and Management Semarang (1992-1997), Head of Pangkalan Brandan Organization and Management (1997 1998), Senior Organizational Analyst (1998-2007), and his latest position was Manager of Organization Development of HR Directorate (2012).

Tahun / Year	**Pelatihan** / Training
2013	Workshop Implementasi OS & PKWT / OS & PKWT Implementation Workshop
2013	Negotiation Skill
2013	Work Improvement
2013	Fasilitator GKM / GKM Facilitator
2013	Psikologi Terapan / Applied Psychology

SUMBER DAYA MANUSIA
Human Resources

Kualitas Sumber Daya Manusia (SDM) menjadi faktor kunci untuk menunjang pencapaian target dan kinerja optimal. Oleh karena itu, Perseroan senantiasa meningkatkan fungsi manajemen pengelolaan SDM melalui pengembangan struktur organisasi yang lebih baik, andal, dan terpadu. Hal ini untuk memastikan tercapainya capacity *fulfilment* dan *capacity enhancement* bagi seluruh SDM yang dimiliki oleh Perseroan sehingga menunjang pencapaian visi dan misi.

Human Resources (HR) is a key factor in achieving goal and optimum performance. Therefore, the Company is constantly improving the function of HR management through a better, reliable, and integrated organization structure. It is to ensure every HR of the Company attains capacity fulfillment and capacity enhancement to support the achievement of the vision and the mission.

Guna mewujudkan rencana pengembangan SDM yang berkualitas, Perseroan melakukan proses rekrutmen secara ketat dan selektif, pengembangan kompetensi secara intensif, dan peningkatan kualitas SDM secara berkesinambungan dengan memperhatikan aspek *quality, performance,* dan *services.*

To generate a qualified HR development plans, the Company carries out selective and strict recruitment process, intensive competency development, and continuous HR quality improvement by considering quality, performance, and services aspects.

HR juga terus meningkatkan layanan dan sistem administrasi berbasis teknologi internet untuk memberikan informasi serta analisis yang cepat dan akurat. Hal ini diharapkan semakin memudahkan akses serta monitoring karyawan sehingga menunjang proses pengambilan keputusan.

HR is also improving its service and internet-based administration system to provide quick and accurate information and analysis. This will hopefully facilitates to employees monitoring and decision making process.

Pekerja di PTC memiliki tugas dan wewenang yang berbeda. Adapun, pengelompokannya adalah:

- Kelompok pekerja yang menangani Training, Konsultasi dan Event Organizer
- Kelompok pekerja refueling unit aviasi Pertamina
- Kelompok pekerja jasa pengamanan (sekuriti) di berbagai lokasi unit Pertamina
- Kelompok pekerja awak mobil tangki
- Kelompok pekerja yang ditempatkan di unit-unit Pertamina dan AP Pertamina

Employees in PTC have different functions and authorities. These are the arrangement:

- A group of employees for Training, Consulting, and Event Organizer.
- A group of employees for Pertamina aviation refueling unit.
- A group of employees for security services at several Pertamina units.
- A group of employees for tank truck crew.
- A group of employees assigned for Pertamina and AP Pertamina units.

Selain itu, PTC juga memiliki kelompok tenaga konsultan yang bertugas membantu kegiatan seperti di atas.

Moreover, PTC has several consultants groups supporting those activities.

PROSES REKRUTMEN

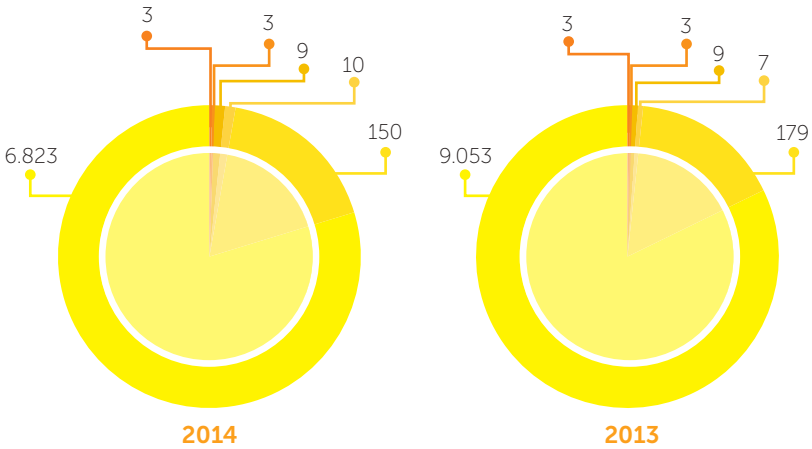
Perseroan melakukan rekrutmen dalam upaya memenuhi *capacity gap* seiring dengan perkembangan dan pertumbuhan bisnis Perseroan yang terus meningkat. Perseroan merekrut karyawan baru secara selektif guna mencari calon karyawan yang memiliki potensi dan prestasi untuk bergabung di Perseroan pada 2014. Profil SDM Perseroan hingga 31 Desember 2014 adalah sebagai berikut:

RECRUITMENT PROCESS

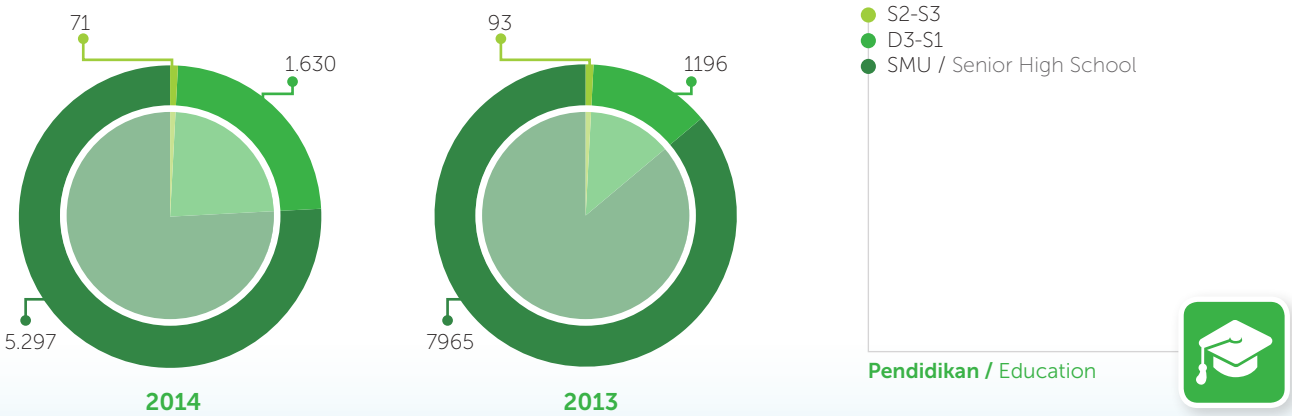
In line with the increase and the growth of the Company, it conducts recruitment to fulfill the capacity gap. The Company is selectively recruiting new employees to hire potential and excellent candidates. In 2014, the HR profile of the Company until 31 December 2014 is as following:

SUMBER DAYA MANUSIA
Human Resources

Komposisi Karyawan Perseroan berdasarkan jenjang Kepangkatan / The Company Employees Composition based on Position		
Jenjang Kepangkatan / Position	**2014**	**2013**
Komisaris / Commissioner	3	3
Direksi / Director	3	3
Manager / Manager	9	9
Assistant Manager / Assistant Manager	10	7
Staf / Staff	150	179
Pekerja Biasa (MPS & Security) / Regular Employee (MPS & Security)	6.823	9.053
Jumlah / **Total**	**6.998**	**9.254**

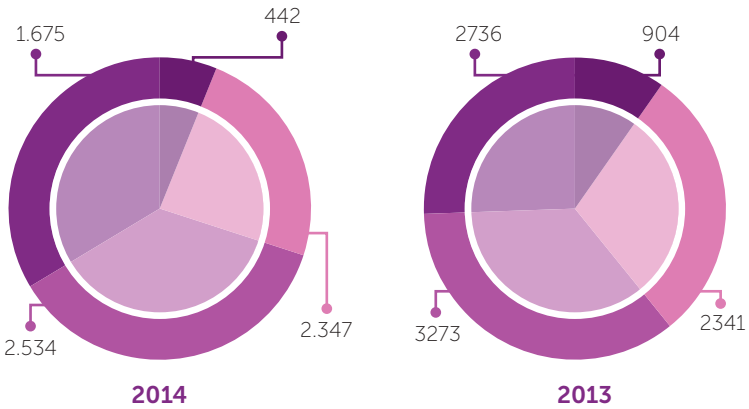


Komposisi Karyawan Perseroan berdasarkan Pendidikan / The Company Employees Composition based on Education		
Pendidikan / Education	**2014**	**2013**
S2-S3	71	93
D3-S1	1.630	1.196
SMU / Senior High School	5.297	7.965
Jumlah / **Total**	**6.998**	**9.254**



SUMBER DAYA MANUSIA
Human Resources

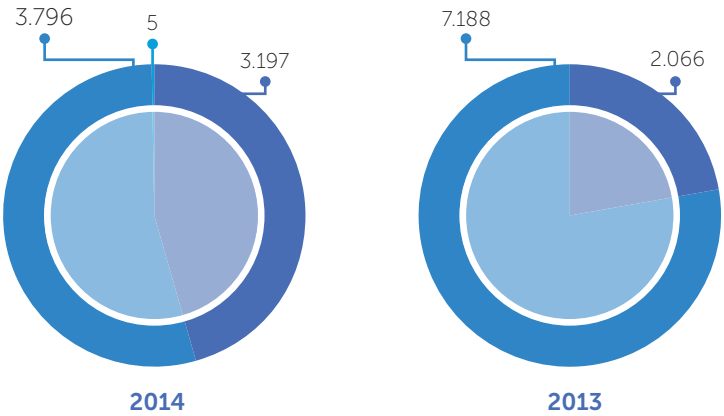
Komposisi Karyawan Perseroan berdasarkan Usia / The Company Employees Composition based on Age		
Usia / Age	**2014**	**2013**
Di atas 51 / Above 51	442	904
41-50	1.675	2.736
31-40	2.534	3.273
Di bawah 30 / Below 30	2.347	2.341
Jumlah / Total	**6.998**	**9.254**



- Di atas 51 / Above 51
- 41-50
- 31-40
- Di bawah 30 / Below 30

Usia / Age

Komposisi Karyawan Perseroan berdasarkan Status / The Company Employees Composition based on Status		
Status	**2014**	**2013**
Pekerja Waktu Tertentu / Part time	3.197	2.066
Pekerja Tetap / Full time	3.796	7.188
Konsultan / Consultant	5	-
Jumlah / Total	**6.998**	**9254**



- Pekerja Waktu Tertentu / Part time
- Pekerja Tetap / Full time
- Konsultan / Consultant

Status / Status

SUMBER DAYA MANUSIA
Human Resources

PENGEMBANGAN SDM

Untuk menjaga kualitas kinerja, perseroan berkomitmen untuk mengembangkan dan mendidik karyawan secara berkesinambungan. Pengembangan SDM dilakukan secara terstruktur dan terprogram serta memetakan kondisi dan kebutuhan SDM dengan diperkuat oleh program pelatihan dan pengembangan karyawan baik yang bersifat internal maupun eksternal. Pada 2014, Divisi SDM dan Umum Perseroan kembali menyusun dan mematangkan sistem pengembangan SDM diantaranya:

a. Menjalankan *job rotation*/mutasi karyawan untuk menambah kompetensi dan wawasan yang lebih luas serta memberikan kesempatan kepada karyawan untuk berprestasi.

HUMAN RESOURCES DEVELOPMENT

To maintain performance quality, the Company committed to develop and educate the employees continuously. HR development is well-planned conducted and programmed. It maps the condition and HR needs which is supported by internal and external training and development program. In 2014, the General and HR Division of the Company arranged and prepared HR development system, such as:

a. Carry out job rotation for employees to improve their competencies and perspectives and to give them the opportunity to record some achievements.

SUMBER DAYA MANUSIA
Human Resources

b. Pelatihan eksternal baik di dalam maupun di luar negeri diberikan kepada karyawan level *manager* untuk meningkatkan kompetensi dan *skill* sehingga turut meningkatkan kinerja organisasi serta menjawab tantangan bisnis yang terus berubah.

b. Local and abroad external trainings are given to manager level employees to improve their competencies and skills in order to improve organizational performance and coping with dynamic business challenges.

Sepanjang tahun 2014, Perseroan telah melakukan beberapa pelatihan untuk meningkatkan kompetensi karyawan Perseroan dan entitas anak diantaranya:

Throughout 2014, the Company conducted several training to improve the employees' competencies of the Company and its subsidiary, such as:

No	Pelatihan / Training	Jumlah Peserta / Attendance	Biaya per Orang / Cost per Person	Total Biaya / Total Cost	Tanggal Pelaksanaan / Date	Tempat Pelaksanaan / Place	Man Days / Man Days	Learning Days / Learning Days
1	Continuous Improvement Program	17	376,206	6,395,502	5-6 Juni 2014 / June 5-6, 2014	Gd. YPKP Lt.2 / YPKP building Fl. 2	2	4
2	Customer Service for Frontlines	24	475,292	11,407,008	27 Sept 2014 / Sept 27, 2014	Gd. YPKP Lt.2 / YPKP building Fl. 2	1	2
3	Implementasi MySAP / MySAP Implementation	26	3,417,285	88,849.410	21-22 April 2014 / April 21-22, 2014	Hotel Aston, Bogor / Aston Hotel, Bogor	2	4
4	Konvergensi IFRS III / IFRS III Convergence	24	1,154,511	27,708,264	22 February 2014 / February 22, 2014	Gd. YPKP Lt.2 / YPKP building Fl. 2	1	2
5	Konvergensi IFRS IV / IFRS IV Convergence	24	1,154,511	27,708,264	22 February 2014 / February 22, 2014	Gd. YPKP Lt.2 / YPKP building Fl. 2	1	2
6	Konvergensi IFRS V / IFRS V Convergence	21	1,319,442	27,708,282	15 Maret 2014 / March 15, 2014	Gd. YPKP Lt.2 / YPKP building Fl. 2	1	2
7	Manajemen Risiko / Risk Management	24	200,087	4,802,088	26 Agustus 2014 / August 26, 2014	Gd. YPKP Lt.2 / YPKP building Fl. 2	1	1
8	Pemahaman Pedoman KKEP / KKEP Guidance Understanding	27	185,600	5,011,200	12 Februari 2014 / February 12, 2014	Gd. YPKP Lt.2 / YPKP building Fl. 2	1	2
9	Sosialisasi Prosedur Emergency HSSE / HSSE Emergency Procedure Realization	60	47,280	2,364,000	28 Oktober 2014 / October 28, 2014	PTC Lt.9 / PTC Fl. 9	1	1
10	Healthy Talk: Good Lifestyle / Healthy Talk Good Lifestyle	41	72,646	2,978,486	21 November 2014 / November 21, 2014	Gd. YPKP Lt.2 / YPKP building Fl. 2	1	1
	Total	**278**	**Rp8,402,860**	**Rp204,932,504**				

Secara keseluruhan, total dana yang dikeluarkan untuk pelatihan dan pengembangan kompetensi karyawan adalah sebesar Rp204,9 juta.

In total, the overall fund to support employees competency development and training is Rp204.9 million.

PENILAIAN SDM

Perseroan senantiasa memastikan kualitas karyawan yang dimiliki berada di level prima sehingga selalu siap menghadapi berbagai tantangan yang ada. Perseroan melakukan sistem penilaian kinerja secara menyeluruh dengan sistem terpadu yang dijalankan di setiap lapisan serta seluruh anak perusahaan agar dapat memudahkan pemantauan kinerja seluruh karyawan yang pada akhirnya mampu mendorong produktivitas karyawan.

HR ASSESSMENT

The Company consistently ensures that the employees are in their best condition in order to cope with every challenge. The Company conducts complete performance assessment system with an integrated system which is run on every level and on the subsidiary. It aims to facilitate employees' performance monitoring which then accelerating employees' productivity.

SUMBER DAYA MANUSIA
Human Resources

Perseroan memiliki Sistem Manajemen Karir dan Perekrutan melalui iklan, seleksi administrasi, *interview*, psikotes, *interview* II, MCU, kemudian pengumuman diterima. Sistem pengelolaan SDM PTC diterapkan dengan *base competency* dan dengan penilaian kinerja berdasarkan SMK (Sistem Manajemen Kerja) yang dilaksanakan setahun sekali.

The Company has a Career Management and Recruitment System through advertisement, administration selection, interview, psychological test, interview II, MCU, and then acceptance announcement. PTC HR management system is applied with base competency and performance assessment based on SMK (Performance Assessment System) which is held annually.

HUBUNGAN INDUSTRIAL

Dalam pengelolaan hubungan industrial, Perseroan senantiasa memastikan pembinaan hubungan kerja antara Manajemen dengan karyawan terjalin dengan baik sehingga tercipta hubungan kerja yang kondusif.

INDUSTRIAL RELATIONSHIP

In maintaining industrial relationship, the Company ensures good relationship between the Management and employees to create n conducive working environment.

REMUNERASI PEKERJA

Perseroan senantiasa menaati segala peraturan, ketentuan, dan kebijakan karyawan yang berlaku sesuai dengan Undang-Undang Ketenagakerjaan yang berlaku. Semua karyawan dijamin bisa mendapatkan haknya sesuai dengan posisi dan jabatan masing-masing. Berdasarkan SK Direksi: Kpts No. 27/PTC-DU 10.000-213-S1, Perseroan menetapkan bentuk kesejahteraan pekerja seperti di bawah ini:

- Penghargaan Kenaikan Golongan
- Promosi Jabatan
- Pemberian Bonus

Perseroan akan memperbarui fasilitas kesejahteraan yang diberikan kepada karyawan sesuai kemampuan dan dengan melihat kinerja masing-masing karyawan yang dihasilkan.

Remunerasi pekerja diberikan dengan mempertimbangkan 3 hal berikut;

1. *General Increase*: Untuk Mempertahankan daya beli dan kesejahteraan pekerja yang besarnya ditentukan oleh kemampuan keuangan perusahaan
2. *Merit Increase*: diberikan dengan mempertimbangkan kinerja pekerja dan kinerja Perusahaan tahun berjalan
3. *Promotion Increase*: diberikan karena dipromosikan atas jabatan tertentu

EMPLOYEES' REMUNERATION

The Company is consistently following all regulations and policies according to the Man Power Law. Every employee is guaranteed for their rights according to their positions. In accordance with the Decree of Board of Directors: Kpts No 27/PTC-DU 10.000-213-S1, the Company determines employee benefits as below:

- Class Promotion Reward
- Position Promotion
- Bonus Awarding

The Company will update its employees benefits based on its capacity and on the performance of each employee.

Employees' remuneration is given by considering these 3 aspects:

1. General Increase: to maintain the purchasing power and the prosperity of the employees which amount is based on company's financial capacity.
2. Merit Increase: given by considering the performance of the employees and the Company in the year.
3. Promotion Increase: given because of certain position promotion.

TEKNOLOGI INFORMASI
Information Technology

PENDAHULUAN

Seiring dengan perkembangan bisnis Perseroan yang terus meningkat, maka kebutuhan akan Teknologi Informasi (TI) yang lebih andal diperlukan guna menunjang perkembangan bisnis Perseroan. Kebutuhan tersebut meliputi *Hardware, Software* dan Jaringan, baik jaringan lokal (LAN) maupun jaringan yang cakupannya lebih luas (WAN) yang dapat menghubungkan seluruh unit bisnis Perseroan. Pada tahun 2014 PTC mulai menerapkan MySAP guna mendukung kinerja pegawai.

PREFACE

In line with business expansion, a more reliable IT (Information Technology) system to support the Company's business is needed. It includes Hardware, Software, and Network, not only Local Network (LAN) but also wider ranged network (WAN) which connect all units of the Company. In 2014, PTC applied MySAP to support the employees' performance.

PENGEMBANGAN TI

Selaras dengan kemajuan bisnis Perseroan yang berkembang pesat, maka untuk mengimbanginya, rencana-rencana pengembangan TI telah disusun dengan memerhatikan dinamika di masa depan. Perseroan menyadari pentingnya TI sebagai sebuah wadah dan alat yang dapat membantu pihak manajemen dalam mengambil keputusan akurat dan cepat untuk menghadapi persaingan yang semakin ketat. Salah satu rencana yang menjadi tujuan pengembangan Perseroan di bidang TI dalam waktu dekat adalah pembuatan SPD (Surat Perjalanan Dinas). Dengan menggunakan aplikasi tersebut manajemen Perseroan dapat mengefisienkan prosedur perijinan SPD untuk menentukan rencana yang lebih baik di masa depan.

IT DEVELOPMENT

As the business of the Company rapidly increases, several plans for IT development are arranged to support the Company facing the future. The Company realizes that IT is an important medium and tool that can help the management in making quick and accurate decision to cope with harder challenges. One of the Company's IT developments in the near future is making SPD (Official Traveling Letter). By using the application, the Company's management can produce a more efficient SPD permission procedure in the future.

SISTEM INFORMASI

1. Zahir diimplementasikan untuk mengelola bidang keuangan sampai dengan 2014.
2. Untuk mendukung laporan keuangan yang sesuai dengan standard IFRS (International Financial Report System) Perusahaan mengimplementasikan ERP (Enterprise Resource Planning) sejak 1 Oktober 2014. Sistem ERP yang digunakan tersebut adalah (MySAP) yang meliputi *financial and controlling.*
3. Sistem Krishand dipergunakan untuk mengelola proses *Payroll.*

INFORMATION SYSTEM

1. Zahir was implemented to support finance management until 2014.
2. The Company implemented ERP (Enterprise Resource Planning since October 1, 2014 to produce a financial statement that obeys the IFRS Standard (International Financial Report System). The ERP system used was (MySAP) which consisted of financial and controlling.
3. Krishand system is used to manage the Payroll process.

KRONOLOGI PENCATATAN EFEK LAINNYA
Other Securities Listing Chronology

Laporan mengenai kronologis pencatatan efek lainnya tidak tersedia pada laporan PTC dikarenakan Perseroan belum mencatatkan sahamnya di pasar saham.

The report of other securities listing chronology is not available on PTC report since the Company has not register its stock in the market yet.

STRUKTUR GRUP PERUSAHAAN
Holdings Company Structure

KOMPOSISI PEMEGANG SAHAM
Shareholders Composition

	Uraian / Detail			
	Modal / Capital		**Saham** / Stock	
	Dasar / Authorized	**Disetor** / Paid-In	**Lembar** / Sheets	**Persentase** / Percentage
	Rp5.000.000.000	Rp3.000.000.000	30.000	100%
PT Pertamina (Persero)		Rp2.730.000.000	27.300	91%
PT Pertamina Dana Ventura		Rp270.000.000	2.700	9%

Nilai nominal perlembar saham Rp100.000,-

KRONOLOGI PENCATATAN SAHAM
Share Listing Chronology

Laporan mengenai kronologis pencatatan saham tidak tersedia pada laporan PTC dikarenakan Perseroan belum mencatatkan sahamnya di pasar saham.

Share listing chonology report is not available on PTC report since the Company has not register its stock in the market yet.

KERJASAMA KEMITRAAN
Partnership

KERJASAMA KEMITRAAN

Kemitraan merupakan salah satu strategi PTC di tahun 2014 dalam upaya mencapai target kinerja yang ditetapkan oleh pemegang saham. Dalam membangun jejaring kemitraan, PTC bekerjasama dengan berbagai institusi yang kompeten dan memiliki reputasi di bidangnya.
Terdapat 2 macam kemitraan yang dibangun oleh PTC.

Kemitraan dalam bentuk sinergi antara PTC dengan sesama Anak Perusahaan PT Pertamina (Persero). Sinergi dengan Anak Perusahaan Pertamina lainnya memiliki prinsip saling menguntungkan, dengan tetap memperhatikan mutu produk dan harga yang kompetitif. Bentuk sinergi PTC dengan Anak Perusahaan Pertamina yang telah dijalin dalam tahun 2014 adalah sebagai berikut:

- PT Pertamina Dana Ventura sebagai lembaga pendanaan modal kerja
- PT Pertamina Bina Medika sebagai lembaga yang melaksanakan pemeriksaan kesehatan bagi pekerja dan calon pekerja PTC
- PT Patra Jasa sebagai penyedia venue kegiatan
- PT Tugu Mandiri sebagai lembaga pengelola dana pensiun pekerja

Kemitraan dengan lembaga pemerintahan dan organisasi bisnis, baik dari dalam dan luar negeri. Bentuk kemitraan PTC dengan lembaga dalam negeri yang telah dijalin dalam tahun 2014 adalah sebagai berikut:

- Dalam Negeri:
  - Discovery Sinergy, sebagai mitra dalam pelatihan bidang hulu
  - PT DevOne Mitra Sejati, sebagai mitra dalam pelatihan bidang bisnis dan manajemen
  - PT Bintang Persada Abadi, sebagai mitra dalam penyediaan jasa *review engineering* proyek pembangunan pipa gas Belawan-KIM-KEK di Sei Mengkei, Medan milik PT Pertagas Niaga

PARTNERSHIP

Partnership is one of PTC strategies to achieve the goal given by the shareholder. In building a partnership, PTC collaborates with several institutions which have competency and reputation on their fields. There are 2 kinds of partnership built by PTC.

A partnership between PTC and subsidiaries of PT Pertamina (Ltd). The synergy with the subsidiaries of Pertamina is a mutual relationship with considering the quality product and competitive price. The partnerships between PTC and the subsidiaries of Pertamina during 2014 are as follow:

- PT Pertamina Dana Ventura is a working capital funding institute
- PT Pertamina Bina Medika is the institution which conduct medical checkup for employees and candidates of PTC
- PT Patra Jasa provides event venue
- PT Tugu Mandiri manages employees' retirement fund

Collaboration with government institution and business organizations, local and abroad. Several partnerships with local institutions made in 2014 are as follow:

- Local
  - Discovery Synergy, as a partner in upper course training
  - PT DevOne Mitra Sejati, as a partner in business and management training
  - PT Bintang Persada Abadi, as a partner in review engineering service provider for PT Pertagas Niaga Belawan-KIM-KEK gas pipe construction project in Sei Mengkei, Medan

KERJASAMA KEMITRAAN
Partnership

- PT Mercer Indonesia, sebagai mitra dalam pengembangan *assessment center*
- PT. Vidya Citra Pradhana, sebagai mitra dalam bisnis *event organizer*
- PT Pactoconvex Niagatama, sebagai mitra dalam bisnis *event organizer*
- Koperasi Karyawan Lanud Abdulrachman Saleh – Malang, sebagai mitra dalan Kerja Sama Operasi pengoperasian Depot Pengisian Pesawat Udara Abdulrachman Saleh
- PT Solusi Integrasindo, sebagai mitra dalam *pilot project* pengembangan sistem *smart-entry gate* di SPBE Pertamina
- Direktorat Keselamatan Penerbangan Kementerian Perhubungan, sebagai mitra dalam program sertifikasi operator pengisian bahan bakar pesawat udara
- Pusdik Armed Kodiklat TNI AD, sebagai mitra dalam penyelenggaraan Pelatihan Pembinaan Mental dan Fisik bagi Tenaga Pengamanan

- Luar Negeri:
  - Pearson PLC, sebagai mitra dalam sertifikasi BTEC Vocational Qualification
  - Petroskills, sebagai mitra dalam penyediaan *hard-competency assessment tools* untuk pekerja bidang hulu
  - Sanyo Engineering, sebagai mitra dalam penyediaan jasa pembuatan *Front-End Engineering Design* untuk Depot Pengisian Pesawat Udara

- PT Mercer Indonesia, as a partner in assessment centre development
- PT Vidya Citra Pradhana, as a partner in event organizer business
- PT Pactoconvex Niagatama, as a partner in event organizer business
- Employee Cooperation Abdulrachman Saleh Airport-Malang, as a partner in Operation Collaboration of Airport Refuelling Facility operation of Abdulrachman Saleh Airport
- PT Solusi Integrasindo, as a partner in the pilot project of smart-entry gate system development in SPBE Pertamina
- The Aviation Safety Directorate of the Ministry of Transportation, as a partner in refuelling operator certification program
- Pusdik Armed Kodiklat TNI AD, as a partner in conducting Mental and Physical Training and Development for Security Personnel

- Abroad
  - Pearson PLC, as a partner in BTEC Vocational Qualification BTEC
  - Petroskills, as a partner in hard-competency assessment tools provider for upstream sector employees
  - Sanyo Engineering, as a partner in Front-End Engineering Design service provider for Airport Refuelling Facility.

LEMBAGA PROFESI PENUNJANG PERUSAHAAN

Supporting Professional Institutions

Kantor Akuntan Publik

Kosasih, Nurdiyaman, Tjahyo dan Rekan
Registered: No. 630/KM.1/2009
Alamat: Cyber Tower 21 floor
Jl. Hr rasuna Said Blok X-5 Jakarta 12950, Indonesia
Phone: (021) 2125539299

Notaris

Dr. Andy A. Agus, SH
Registered: 196/PM/STTD-N/2000
Alamat: Hayam Wuruk Plaza Office Tower, Lt 5 G
Jl. Hayam Wuruk No.108 Jakarta 11160, Indonesia
Phone: (021) 98564635, 62204242
Fax : (021) 62202348

Yulkhaizar Panuh, SH.
SK MENKEH. RI, No. C 262.HT.03.02.TH 1998
Jl. Aipda K.S Tubun No. 130 B, Slipi, Jakarta Barat
Phone : (021) 5363953, 32323382
Fax : (021) 5364261

Public Accounting Firm

Kosasih, Nurdiyaman, Tjahyo dan Rekan
Registered: No. 630/KM.1/2009
Address: Cyber Tower 21 floor
Jl. Hr rasuna Said Blok X-5 Jakarta 12950, Indonesia
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Notary

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Phone : (021) 5363953, 32323382
Fax : (021) 5364261

PETA OPERASIONAL
Operational Map

Sam Ratulangi
Gorontalo
Poso
SULAWESI
Donggala
Kendari
Pare pare
Hasanuddin
Baubau
NUSA TENGGARA
Pattimura
TT. Wayame
Sorong
Manokwari
Jayapura
PAPUA
Merauke

04

ANALISIS DAN PEMBAHASAN MANAJEMEN

MANAGEMENT DISCUSSION AND ANALYSIS

TINJAUAN UMUM

Industri minyak dan gas bumi (migas) merupakan industri yang luas dan kompleks, sehingga dalam pelaksanaan kegiatannya membutuhkan human capital yang handal dan kompeten, sejak dari proses pencarian, pengeboran, proses produksi, pengolahan, penyimpanan, dan distribusi migas hingga penjualannya kepada konsumen akhir. Mengingat industri migas merupakan industri dengan risiko bisnis dan operasional yang tinggi, selain didukung human capital yang handal dan kompeten, diperlukan juga berbagai kajian dan sistem manajemen yang mutakhir untuk memastikan seluruh kegiatan bisnis dilaksanakan dengan baik.

PT Pertamina Training & Consulting (PTC) merupakan bagian dari korporasi Pertamina yang bergerak dalam bisnis penunjang (non core business) untuk mendukung kelancaran aktivitas bisnis migas PT Pertamina (Persero). Bidang usaha yang dikelola PTC mencakup penyediaan Pelatihan, Konsultasi, Pekerja Alih Daya atau Man Power Supply (MPS), Jasa Pengamanan, Event Organizer & jasa manajemen lainnya. Setiap bidang usaha yang kami jalankan dikembangkan sedemikian rupa sehingga produk jasa kami memiliki kualitas terbaik dan sesuai dengan ekspektasi pelanggan, serta mendukung kinerja ekselen Pertamina sebagai perusahaan minyak nasional yang menyokong perekonomian nasional.

GENERAL OVERVIEW

Oil and gas industry is a broad and complex industry; thus, it needs reliable and competent human capital in performing its activities, starting from the search process, drilling, production process, processing, storage, and distribution until the sales to end consumers. As oil and gas industry is a high-risk business and operation, besides reliable and competent human capital, it is necessary to conduct varieties of advanced study and management system to ensure that all business activities are performed well.

PT Pertamina Training & Consulting (PTC) is part of Pertamina corporation, which engages in non-core business to support the continuity of PT Pertamina (Persero)'s business activities in oil and gas sector. The business segments managed by PTC are: Training, Consultation, Man Power Supply (MPS), Security Service, Event Organizer, & other management services. Each segment is developed in such a way to provide the best quality service products and in accordance with the customers' expectation, as well as to support Pertamina's excellent performance as a national oil company that sustains the national economy.

TINJAUAN OPERASI PER SEGMEN USAHA

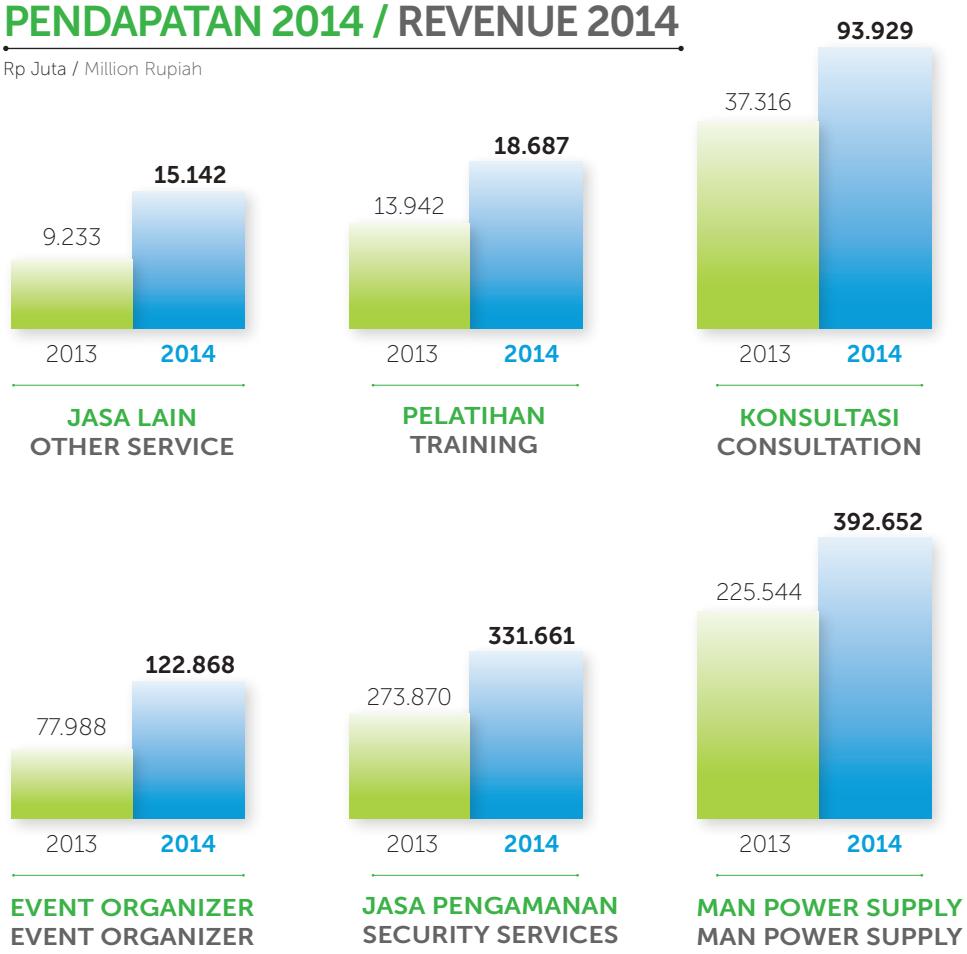
PTC senantiasa menjadi *support* di setiap lini bisnis Pertamina Holding guna menjaga kinerja industri migas tetap dinamis sehingga dapat menyokong perekonomian nasional tetap stabil. Seiring dengan perkembangan industri migas, PTC terus melakukan perbaikan-perbaikan terhadap manajemen risiko di Pertamina Holding serta meningkatkan kapasitas dan kapabilitas SDM Pertamina Holding melalui pelayanan jasa utamanya.

OPERATIONAL OVERVIEW PER BUSINESS SEGMENT

PTC has continually supported every business line of Pertamina Holding to maintain the dynamic performance, which in the end will result in stable national economy. In line with the development of oil and gas industry, PTC keeps improving the risk management in Pertamina Holding and increasing the capacity and capability of Pertamina Holding's human resources through its main service.

PENDAPATAN 2014 / REVENUE 2014

Rp Juta / Million Rupiah



Training

Bisnis *training* PTC dikembangkan sedemikian rupa untuk meningkatkan kompetensi *hard-skill* dan *soft-skill* para pesertanya, khususnya dalam mendukung kegiatan operasional PT Pertamina (Persero) dan anak-anak perusahaannya. Produk *training* yang diselenggarakan PTC pada tahun 2014 sebagian besar diselenggarakan sebagai pelatihan kelas (klasikal). Dalam penyelenggaraan *training*, selain menggunakan sumber daya dari internal perusahaan, PTC juga memiliki jaringan *associate trainer* baik perorangan maupun kerjasama antar lembaga dari dalam dan luar negeri.

Pada tahun 2014 PTC telah menyelenggarakan *training* sebanyak 83 *Project* dengan nilai total Rp18.687 juta. Nilai ini meningkat 134% dari pendapatan tahun 2013 sebesar Rp13.942 juta. Peningkatan ini terutama disebabkan oleh hal-hal berikut:

- peningkatan jumlah nilai proyek *training* di bidang *Upstream*
- peningkatan jumlah *training* yang disediakan untuk memenuhi kebutuhan Pertamina Corporate University
- peningkatan jumlah *training* publik yang diselenggarakan

Training

PTC training business is developed to enhance the hard-skill and soft skill competencies of the participants, mainly to support the operating activities of PT Pertamina (Persero) and its subsidiaries. Most of the training products performed by PTC in 2014 were held as class training (classical). In the trainings, besides using internal human resources, PTC also has trainer associate network, both individually and cooperate with domestic and abroad institutions.

In 2014, PTC held 83 training projects amounted to Rp18,687 million. The value grew by 134% from the revenue in 2013, which was Rp13,942 million. Such growth occurred primarily due to the following causes:

- Increase in the amount of training projects value in the Upstream sector
- Increase in the number of training projects provided to fulfill Pertamina Corporate University's needs
- Increase in the number of public trainings

Konsultasi

Bisnis *consulting* PTC dikembangkan untuk memberikan solusi manajemen dan teknikal bagi berbagai permasalahan yang dihadapi oleh klien, khususnya dalam mendukung peningkatan kinerja bisnis PT Pertamina (Persero) dan anak-anak perusahannya. Dalam melaksanakan kegiatan *consulting*, selain memanfaatkan sumber daya dari internal, PTC membangun jaringan *associate consultant* dengan tenaga konsultan dari dalam dan luar negeri yang kompeten di bidangnya, baik perorangan maupun kerjasama antar lembaga.

Pada tahun 2014 PTC telah menyelenggarakan jasa konsultasi sebanyak 68 *project* dengan nilai Rp93.930 juta. Nilai ini naik 252% dari total pendapatan jasa konsultasi tahun 2013 sebesar Rp37.316 juta. Peningkatan ini disebabkan oleh hal-hal berikut:

- Meningkatnya proyek konsultasi bidang hulu migas
- Meningkatnya proyek konsultasi terkait dengan pengembangan bisnis LPG Pertamina, seperti program konsultasi LPG 3 kg (Simol 3kg) dan program konsultasi untuk LPG 12 kg
- Adanya kebutuhan proyek Desain Engineering di PT Pertagas

Man Power Supply

Bisnis Man Power Supply PTC dikembangkan untuk mendukung kebutuhan penyediaan tenaga kerja penunjang, khususnya untuk mendukung kegiatan operasional PT Pertamina (Persero) dan anak-anak Perusahaannya. Tenaga kerja yang disediakan memiliki rentang yang luas, mulai dari level tenaga administrasi, operator lapangan, hingga tenaga ahli yang profesional di bidang terkait.

Pada 31 Desember 2014, jumlah Man Power Supply PTC sebanyak 2.819 orang setelah sebelumnya mencapai target sebanyak 6.831 orang di bulan September 2014. Dengan jumlah tersebut Perseroan berhasil mencatat pendapatan sebesar Rp392.653 juta. Nilai ini naik 174% dari pendapatan tahun 2013 sebesar Rp225.544 juta. Peningkatan ini disebabkan oleh hal-hal berikut:

Consulting

PTC's consulting business is developed to provide management and technical solution to various types of issues experienced by clients, especially to improve the business performance of PT Pertamina (Persero) and its subsidiaries. In performing the consulting activities, besides utilizing internal resources, PTC also built up associate consultant network, which includes highly competent domestic and abroad consultants in the related field, both individually and cooperate with other institutions.

In 2014, PTC completed 68 consulting service projects amounting to Rp93,929 million. The value grew by 252% from the consulting service revenue in 2013, which was Rp37,316 million. Such growth occurred due to the following causes:

- Increasing numbers of consulting project in the upstream sector of oil and gas industry
- Increasing numbers of consulting project related to LPG Pertamina business, such as consultation program of LPG 3 kg (Simol 3kg) and consultation program for LPG 12 kg
- Requirement of Engineering Design project in PT Pertagas

Man Power Supply

PTC's Man Power Supply business is developed to fulfill the requirement of supporting labor force, particularly to support the operating activities of PT Pertamina (Persero) and its subsidiaries. There is a broad range of labor force needed, starting from administration personnel, field operator, until professionals in the related area.

On December 31, 2014, PTC's Man Power Supply amounted to 2,819 and reached the target of 6,831 on September 2014. With the number, the Company has successfully recorded revenue at Rp392,653 million. The value increased 174% from the revenue in 2013 which recorded at Rp225,544 million. The increase was caused by the followings:

- Peningkatan jumlah pekerjaan Man Power Supply yang dialihkan ke PTC
- Peningkatan pendapatan dari peningkatan nilai upah yang harus dibayarkan kepada tenaga kerja pendukung
- Adanya proyek-proyek Man Power Supply jangka panjang dari Pertamina dan anak-anak perusahaan, khususnya dari PT Pertamina Lubricant dan dari PT Pertagas
- Proyek penyediaan crew rig PT PDSI

- Increasing number of Man Power Supply projects which are diverted to PTC, especially from...
- Increasing revenue from the rising salary that should paid to the supporting labor force
- Long-term Man Power Supply projects from Pertamina and its subsidiaries, particularly PT Pertamina Lubricant and PT Pertagas
- Recruitment of rig crew project from PT PDSI

Jasa Pengamanan

Bisnis Jasa Pengamanan PTC dikembangkan sebagai bagian dari penugasan PT Pertamina (Persero) agar PTC mengelola kegiatan pengamanan di aset-aset penting PT Pertamina (Persero), baik dalam wilayah perkantoran maupun wilayah operasi. Sesuai perijinannya, lingkup bidang usaha Jasa Pengamanan PTC meliputi penyediaan tenaga pengamanan fisik, penyelenggaraan pelatihan, penyediaan perlengkapan pengamanan, dan konsultasi sistem pengamanan. Sampai saat ini, baru lingkup penyediaan tenaga pengamanan fisik yang sudah terlaksana secara maksimal.

Per 31 Desember 2014 PTC telah menyediakan tenaga pengamanan fisik sejumlah 4.179 personil di 24 lokasi kerja milik PT Pertamina (Persero) dan anak perusahaan dalam grup Pertamina. Untuk itu, PTC mendapatkan pendapatan sebesar Rp331.662 juta. Nilai ini naik 121% dari pendapatan jasa pengamanan tahun 2013 sebesar Rp273.870 juta. Peningkatan ini disebabkan oleh hal-hal berikut:

- Pengembangan jaringan pemasaran ke anak-anak perusahaan Pertamina, sehingga mendapatkan proyek-proyek Jasa Pengamanan di PT Pertamina EP Cepu, PT Pertamina Badak Arun Solusi, dan PT Pertagas
- Penambahan jumlah tenaga pengamanan fisik eksisting
- Penambahan pendapatan dari kenaikan nilai reimburse biaya overhead jasa pengamanan di Pertamina Grup, seperti biaya perijinan

Event Organizer

Bisnis Event Organizer PTC dikembangkan untuk melayani kebutuhan pengelolaan event di PT Pertamina (Persero) dan anak-anak perusahaannya, khususnya untuk menangani event-event yang membutuhkan kecepatan penanganan

Security Service

PTC's security service is developed as a part of PT Pertamina (Persero) assignment. Thus, PTC manages the security activities on PT Pertamina (Persero)'s important assets, both in office and operational area. In accordance with the permit, PTC's security service includes procurement of physical security force, training, procurement of security equipment, and security system consultation. As of now, PTC has only fully performed the procurement of physical security force.

In 2014, PTC appointed 4,179 personnel as physical security force in 24 working locations owned by PT Pertamina (Persero) and its subsidiaries in Pertamina Group. In return, PTC obtained revenue amounting to Rp331,661 million. The value grew by 121% from the security service revenue in 2013, which was Rp273,870 million. Such growth occurred due to the following causes:

- Development of marketing network to Pertamina's subsidiaries; thus, PTC obtained Security Service projects in PT Pertamina EP Cepu, PT Pertamina Badak Arun Solusi, and PT Pertagas
- Increasing number of the existing physical security force
- Increasing revenue from the rising reimbursement of security service's overhead cost in Pertamina Group, such as permit fee

Event Organizer

PTC's Event Organizer business is developed to serve the required event management in PT Pertamina (Persero) and its subsidiaries, especially to deal with events that need fast handling or specific events related to Pertamina's operating

atau event-event spesifik yang terkait dengan kegiatan operasional Pertamina. Dalam kegiatan operasional Event Organizer, selain menggunakan sumber daya internal, PTC juga bekerjasama dengan berbagai lembaga Event Organizer nasional.

Pada tahun 2014 PTC telah menyelenggarakan Event Organizer sebanyak 152 project dan menghasilkan pendapatan sebesar Rp122.868 juta . Nilai ini naik 158% dari total pendapatan jasa Event Organizer tahun 2013 sebesar Rp77.988 juta. Peningkatan ini disebabkan oleh hal-hal berikut:

- Peningkatan nilai proyek untuk kegiatan event yang sama dari yang tahun sebelumnya
- Adanya proyek-proyek Event Organizer yang tidak terjadwal sebelumnya (un-scheduled) dengan nilai yang signifikan, seperti EO Santunan 10.000 Anak Yatim pada Bulan Ramadhan, EO Perpisahan Direktur Utama PT Pertamina (Persero)

Jasa Lain

Bisnis Jasa Lain PTC merupakan bisnis jasa manajemen yang dikembangkan untuk mendukung kegiatan operasional PT Pertamina (Persero) dan anak-anak perusahaannya, yang tidak dapat dikategorikan ke dalam jasa training, consulting, MPS, Jasa Pengamanan, dan Event Organizer. Sampai dengan tahun 2014, PTC menyediakan jasa lain kepada kliennya dalam bentuk kerjasama operasi pengelolaan DPPU di Malang dan Lampung.

Pada tahun 2014 , PTC mendapatkan 8 kontrak untuk bisnis Jasa Lain dan menghasilkan pendapatan sebesar Rp15.142 juta. Nilai ini naik 164% dari total pendapatan jasa lain tahun 2013 sebesar Rp9.233 juta. Peningkatan ini disebabkan oleh hal-hal berikut:

- Peningkatan pendapatan dari proyek pengelolaan DPPU di Bandar Udara Abdulrahman Saleh dan Bandar Udara Radin Inten II, seiring dengan kenaikan throughput bahan bakar aviasi
- Adanya proyek baru Pilot Project Smart Entry Gate SPBE Pertamina

activities. In the operating activities of Event Organizer, besides using internal resources, PTC also cooperates with many national Event Organizers.

In 2014, the Event Organizer segment held 152 projects and generated revenue amounting to Rp122,868 million. The value grew by 158% from the total Event Organizer service revenue in 2013 amounting to Rp77,988 million. Such growth occurred due to the following causes:

- Increasing project value for the same event held in the previous year
- Unscheduled Event Organizer projects with significant value, such as EO for the Donation for 10,000 Orphans during Ramadhan, EO for the Farewell of the President Director of PT Pertamina (Persero)

Other Services

PTC's Other Service Business is management service which is developed to support the operating activities of PT Pertamina (Persero) and its subsidiaries that cannot be categorized as training, consulting, MPS, Security Service, or Event Organizer service segments. As of 2014, PTC provided other services to its clients in the form of DPPU operational cooperation in Malang and Lampung,

In 2014, PTC obtained 8 contracts for Other Services and generated revenue amounting to Rp15,142 million. The value grew by 164% from the total other services revenue in 2013 amounting to IDR9,233 million. Such growth occurred due to the following causes:

- Increasing revenue from the DPPU management project in Abdulrahman Saleh Airport and Radin Inten II Airport, in line with the increasing throughput of aviation fuel.
- New project, which is Pilot Project Smart Entry Gate SPBE Pertamina

TINJAUAN KEUANGAN

PTC mengalami peningkatan jasa di tahun 2014 seiring dengan kebutuhan Pertamina Holding untuk memenuhi standar kelas dunia yang menjadi visi Pertamina (Persero) dengan beberapa pencapaian yang di uraikan sebagai berikut:

FINANCIAL OVERVIEW

PTC provided more services in 2014 in line with Pertamina Holding's requirements to achieve world-class standard as Pertamina (Persero)'s vision. The following is PTC's financial highlights:

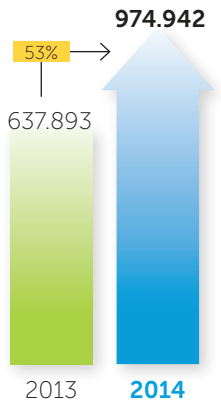
Laba Rugi
(Dalam RpJuta)

Income
(in Million Rupiah)

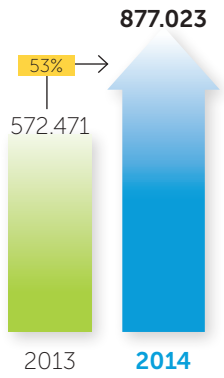
Uraian / Description	2014	2013
Pendapatan / Revenue	974.942	637.893
Beban Pokok Pendapatan / Cost of Sales	877.023	572.471
Laba Bruto / Gross Profit	72.634	46.417
Laba Sebelum Manfaat (Beban) Pajak Penghasilan / Income Before Income Tax Benefit (Expense)	19.915	40.379
Laba Neto / Net Profit	42.760	30.214
Total Laba Komprehensif / Total Comprehensive Profit	42.760	30.214

Grafik Laba Rugi
(Dalam RpJuta)

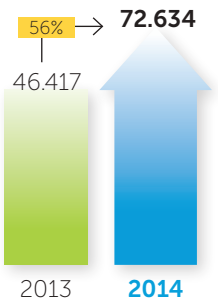
Graphic of Income
(in Million Rupiah)



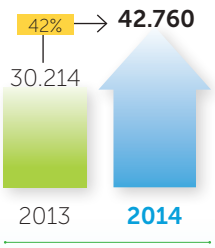
PENDAPATAN
REVENUE



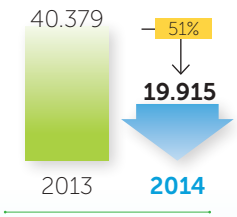
BEBAN USAHA
COST OF SALES



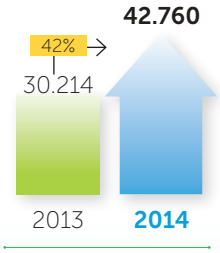
LABA USAHA
GROSS PROFIT



LABA BERSIH
NET PROFIT



BEBAN PAJAK NETTO
NET EXPENSES TAXES



TOTAL LABA KOMPREHENSIF
TOTAL COMPREHENSIVE PROFIT

Pendapatan

Target pendapatan usaha tahun 2014 berhasil dilampaui dengan realisasi sebesar Rp974.942 juta atau 188% dibandingkan dengan RKAP sebesar Rp518.877 juta dan naik sebesar 53% jika dibandingkan dengan realisasi pada tahun 2013. Realisasi pendapatan usaha tersebut terutama diperoleh dari pendapatan *Man Power Supply* sebesar Rp392.653 juta atau 272% dari RKAP sebesar Rp144.214 juta, pendapatan pengamanan sebesar Rp331.662 juta atau 119% dari RKAP sebesar Rp278.713 juta, pendapatan *Event Organizer* sebesar Rp122.868 juta atau 301% dari RKAP sebesar Rp40.865 juta, pendapatan konsultasi sebesar Rp93.930 juta atau 333% dari RKAP sebesar Rp28.180 juta, dan pendapatan jasa lainnya sebesar Rp15.142 juta atau 196% dari RKAP sebesar Rp7.740 juta. Sedangkan realisasi dari pendapatan pelatihan hanya mencapai sebesar Rp18.687 juta atau 98% dari RKAP sebesar Rp19.165 juta.

Revenue

PTC succeeded to achieve the income target in 2014 with a realization of Rp974,942 million or 188% compared to the Company Workplan and Budget (RKAP) amounted to Rp518,877 million and increased by 53% compared to the realization in 2013. The realization of revenue was mainly generated from the Man Power Supply segment amounting to Rp392,653 million or 272% from the RKAP amounting to Rp144,214, the security service income amounting to Rp331,662 million or 119% of the RKAP amounting to Rp278,713 million, the Event Organizer segment amounting to Rp122,868 million or 301% of the RKAP amounting to Rp40,865 million, consulting income amounting to Rp93,930 million or 333% of the RKAP amounting to Rp28,180 million, and other services income amounting to Rp15,142 million or 196% of the RKAP amounting to Rp7,740 million. Meanwhile, the realization of training income was only Rp18,687 million or 98% of the RKAP amounting to Rp19,165 million.

Laba bersih

Realisasi laba bersih yang diperoleh pada tahun 2014 sebesar Rp42.760 juta atau 154% dari target RKAP sebesar Rp27.721 juta, meningkat 41,52% apabila dibandingkan dengan realisasi laba kotor tahun 2013. Tercapainya anggaran laba bersih terutama disebabkan adanya kenaikan pendapatan usaha sebesar 188% jika dibandingkan dengan RKAP sehingga pencapaian laba kotor bisa meningkat signifikan sebesar 154%.

Net Profit

The realization of net profit in 2014 was RP42,760 million or 154% of the RKAP target amounting to RP27,721 million, which increased by 41.52% compared to the realization of gross profit in 2013. Such achievement was mainly caused by the rising revenue by 188% compared to the RKAP; thus, the gross profit increased significantly by 154%.

Laporan Keuangan

(Dalam Juta Rupiah)

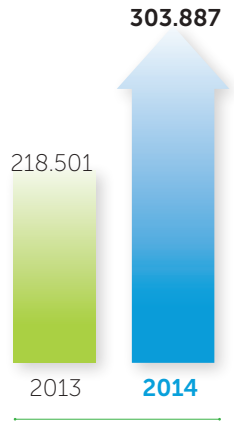
Financial Statements

(In Million Rupiah)

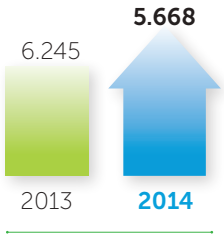
Uraian/ Description	RKAP	2014	2013
Asset Lancar / Current Assets	158.359	303.887	218.501
Asset Tidak Lancar / Non - Current Assets	6.245	5.668	5.412
Total Aset / Total Assets	164.604	309.555	223.913
Liabilitas Jangka Pendek / Short-Term Liabilities	37.930	175.831	121.040
Liabilitas Jangka Panjang / Long-Term Liabilities	18.995	3.521	12.408
Total Liabilitas/ Total Liabilities	56.933	179.353	133.448
Ekuitas / Equity	107.670	130.202	90.464
Total Liabilitas dan Ekuitas / Total Liabilities and Equity	164.604	309.554	223.912

Grafik Laporan Posisi Keuangan
(Dalam Rp juta / In Million Rupiah)

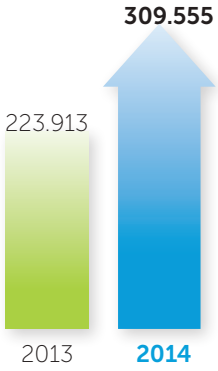
Grafik Laporan Posisi Keuangan
(Dalam Rp juta / In Million Rupiah)



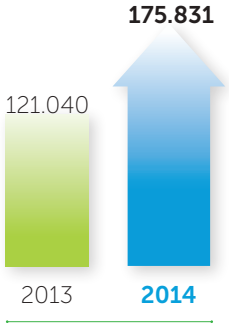
ASET LANCAR
CURRENT ASSETS



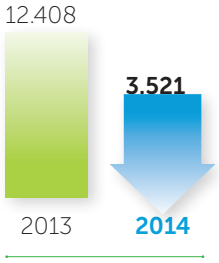
ASET TIDAK LANCAR
NON - CURRENT ASSETS



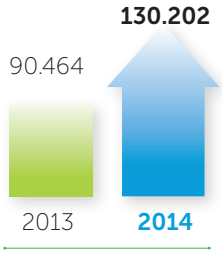
TOTAL ASET
TOTAL ASSETS



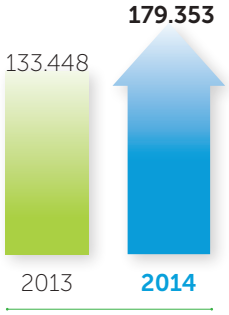
LIABILITAS JANGKA PENDEK
SHORT-TERM LIABILITIES



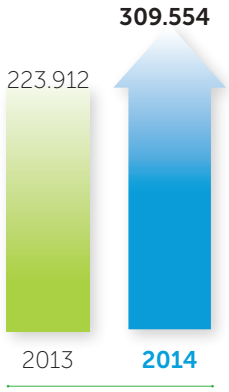
LIABILITAS JANGKA PANJANG
LONG-TERM LIABILITIES



EKUITAS
EQUITY



TOTAL LIABILITAS
TOTAL LIABILITIES



TOTAL LIABILITAS DAN EKUITAS
TOTAL LIABILITIES AND EQUITY

Aset

Jumlah aset Perseroan untuk posisi 31 Desember 2014 sebesar Rp309.555 juta atau mengalami kenaikan sebesar Rp85.643 juta atau sebesar 38,25%, jika dibandingkan

Assets

The Company's Total Assets as of December 31, 2014 amounting to Rp309,555 million or increased by Rp85,643 million or 38.25% compared to the previous year. The

dengan tahun sebelumnya. Kenaikan jumlah aset pada tahun 2014 terutama berasal dari piutang usaha hubungan istimewa sebesar Rp115.769 juta atau 209,98% yang terjadi karena adanya peningkatan pendapatan usaha Perseroan dibandingkan tahun 2013.

increase in total assets in 2014 was mainly derived from the affiliated party's trade receivables amounting to Rp115,769 or 209.98% due to the increase in the company's revenue.

Liabilitas

Jumlah liabilitas pada tanggal 31 Desember 2014 sebesar Rp179.353 juta atau meningkat sebesar Rp45.904 juta atau 34,40% jika dibandingkan dengan jumlah liabilitas pada akhir tahun 2013 sebesar Rp133.448 juta. Kenaikan jumlah liabilitas terutama berasal dari meningkatnya pinjaman jangka pendek sebesar 34% yang dipergunakan untuk pembiayaan operasional untuk menunjang peningkatan peredaran usaha.

Liabilities

The total liabilities as of December 31, 2014 amounting to Rp179,353 million or increased by Rp45,904 million or 34.40% compared to the total liabilities in the end 2013, which was Rp133,448 million. The increase in total liabilities was mainly derived from the increase in short-term loan by 34%, which was used as operational fund to support the growth of operating turnover.

Ekuitas

Pada tahun 2014 terjadi peningkatan jumlah ekuitas, yaitu menjadi sebesar Rp130.202 juta atau naik sebesar 43,93% dibandingkan dengan tahun 2013 sebesar Rp90.464 juta. Kenaikan tersebut disebabkan laba bersih yang diterima Perseroan pada tahun 2014 sebesar Rp42.760 juta.

Equities

In 2014, the total equity increased to Rp130,202 million or by 43.93% compared to 2013, which was Rp90,464 million. Such increase occurred due to the Company's net profit in 2014 amounting to Rp42,760 million.

Arus Kas (Dalam RpJuta) / **Arus Kas** (In Million Rupiah)

Uraian / Description	**2014**	**2013**
Arus Kas Dari Aktivitas Operasi / Cash Flows from Operating Activities	(14.112)	(67.098)
Arus Kas Dari Aktivitas Investasi / Cash Flows from Investing Activities	(616)	(403)
Arus Kas Dari Aktivitas Pendanaan / Cash Flows from Financing Activities	25.600	74.368
Kenaikan Neto Kas dan Bank / Net Increase of Cash and Bank	10.959	6.829
Kas dan Bank Awal Tahun / Cash and Bank in the Beginning of the Year	22.499	15.670
Kas dan Bank Akhir Tahun / Cash and Bank by the End of the Year	33.458	22.499

Pada tahun 2014 PTC mencatat beberapa peningkatan pada arus kas Perseroan, diantaranya pada arus kas dari akivitas operasi tercatat sebesar minus Rp14.112 juta turun 80% dari arus kas dari akivitas operasi tahun 2013 sebesar minus Rp67.098 juta. Hal itu disebabkan oleh adanya kenaikan atas penerimaan kas dari pelanggan sebesar 41,33% dibanding tahun 2013.

In 2014, PTC recorded improvement in the Company's cash flow, one of which was the cash flows from operating activities recorded at minus Rp14,111 million, decreasing by 80% from 2013, which was minus Rp67,098 million. Such decrease was the result of the increase in cash receipts from customers by 41.33% compared to 2013.

Arus kas dari aktivitas investasi juga mengalami kenaikan sebesar 53% menjadi Rp616 juta dari arus kas dari aktivitas investasi tahun 2013 sebesar Rp402 juta. Hal itu disebabkan oleh adanya penambahan aset.

The cash flows from investing activities also increased by 53% to Rp616,205 million from Rp402,692 million in 2013 due to the additions of assets.

Begitupun Arus kas dari aktivitas pendanaan juga mengalami penurunan sebesar 66% menjadi Rp25.600 juta dari arus kas dari aktivitas pendanaan tahun 2013 sebesar Rp74.368 juta. Hal itu disebabkan oleh adanya pembayaran atas pinjaman modal kerja.

Although the cash flow from financing activities decreased by 66% to Rp25,600 million from Rp74,368 million in 2013. Such decrease occurred due to the payment of working capital loan.

KEMAMPUAN MEMBAYAR HUTANG

Pada tahun 2014 memiliki kemampuan untuk memenuhi kewajibannya dalam jangka pendek dengan rasio lancar sebesar 173% dan rasio kas sebesar 19%, sementara kemampuan untuk memenuhi utang jangka panjangnya dapat dilihat dari rasio liabilitas terhadap ekuitas sebesar 138%.

SOLVABILITY

In 2014, PTC's ability to pay its short-term liabilities is reflected in the current ratio of 173% and cash ratio of 19%, while PTC's ability to pay its long-term liabilities is reflected in the liabilities to equity ration of 138%.

KOLEKTIBILITAS PIUTANG

Collection period mengalami kemajuan yaitu selama 90 hari apabila dibandingkan dengan tahun sebelumnya selama 95 hari. Hal ini disebabkan karena persentase kenaikan piutang per 31 Desember 2014 sebesar 44.62%. Lebih kecil jika dibandingkan persentase kenaikan pendapatan usaha per 31 Desember 2014 sebesar 52,84%.

COLLECTABILITY

The collection period was shortened to 90 days compared to the previous year, which was 95 days. This was due to the increase in the growth percentage of receivables as of December 31, 2014 at a rate of 44.62%. The figure was lower than the growth percentage of revenue as of December 31, 2014 at a rate of 52.84%.

STRUKTUR MODAL DAN KEBIJAKAN MANAJEMEN ATAS STRUKTUR MODAL

Struktur modal PTC berasal dari pemegang saham utama yakni PT Pertamina (Persero) sebagai pemegang saham mayoritas dan PT Pertamina Dana Ventura, namun kebijakan manajemen atas struktur modal dapat juga dihasilkan dari modal donasi, cadangan umum, cadangan tujuan.

CAPITAL STRUCTURE AND MANAGEMENT POLICY ON CAPITAL S TRUCTURE

PTC's capital structure came from its main shareholder, PT Pertamina (Persero), as the majority shareholder and PT Pertamina Dana Ventura, but the management policy on capital structure could be issued from general reserve, appropriated reserve, and public social reserve which had been collected in the Company's profit.

IKATAN MATERIAL UNTUK INVESTASI BARANG MODAL

Pada tahun 2014 PTC tidak memiliki ikatan material yang ditujukan bagi investasi barang modal.

MATERIAL COMMITMENT FOR GOODS CAPITAL INVESTMENT

In 2014, PTC did not have material commitment aimed for goods and capital investment.

TARGET DAN REALISASI

Pada tahun 2014 PTC mengalami kenaikan yang signifikan bagi Perseroan diantaranya:

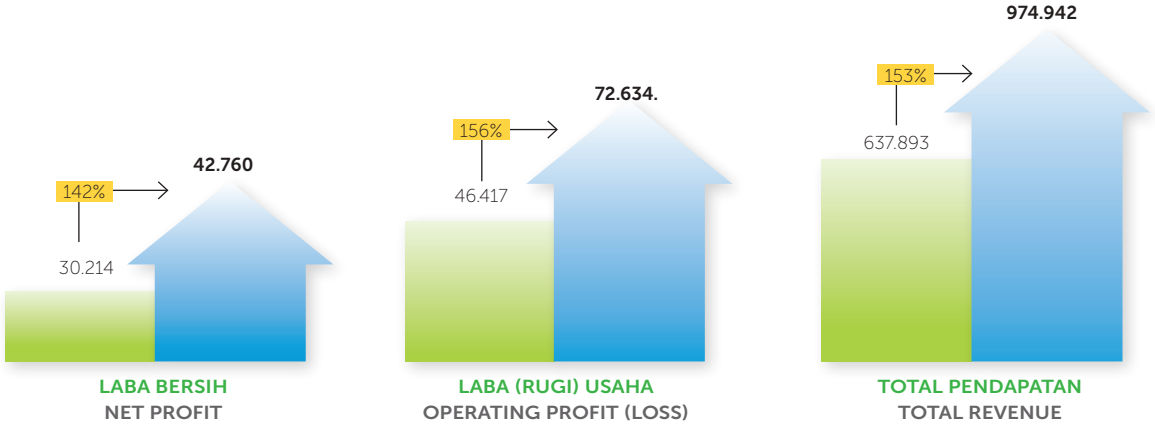
TARGET AND REALIZATION

In 2014, there were significant improvements in PTC's accounts as described in the table below:

(Dalam Rpjuta)

(In Million Rupiah)

Uraian / Description	A 2014	B RKAP 2014	C 2013	Trend	
				Realisasi / Realization (A:B)	Perbandingan / Comparison (A:C)
Total Usaha / Total Revenue	974.942	518.876	637.893	188%	153%
Laba (Rugi) Usaha / Operating Profit (Loss)	72.634	37.809	46.417	192%	156%
Laba Bersih / Net Profit	42.760	27.720	30.214	154%	142%



INFORMASI DAN FAKTA MATERIAL YANG TERJADI SETELAH LAPORAN AKUNTAN

PTC tidak memiliki fakta material yang terjadi setelah Laporan Akuntan di tahun 2014.

MATERIAL INFORMATION AND FACTS AFTER BALANCE SHEET DATE

PTC does not have material facts after Balance Sheet Date in 2014.

PROSPEK USAHA DAN ASPEK PEMASARAN

Seiring dengan optimisme para pelaku usaha di Indonesia untuk meningkatkan kinerja bisnisnya, maka prospek usaha PTC masih terbuka sangat luas di semua lini bisnis yang dijalankan oleh PTC. Hal ini didorong dengan adanya kebutuhan akan tenaga kerja yang kompeten dan profesional di bidangnya, serta kebutuhan standarisasi penerapan kegiatan usaha untuk menghasilkan produk yang ekselen, di mana kebutuhan tersebut dapat dipenuhi oleh seluruh bisnis jasa yang diselenggarakan oleh PTC.

Pada aspek pemasaran, PTC melakukan langkah strategis untuk pengembangan pasar, antara lain dengan membina kemitraan/*networking* dengan lembaga dan tenaga ahli di bidangnya, menunjuk *associate consultant* dan *associate trainer* dan meningkatkan mutu pelayanan terhadap pelanggan sesuai dengan standar ISO 9001:2008 (survey kepuasan pelanggan oleh pihak ketiga dan membuka layanan keluhan pelanggan).

Strategi pemasaran yang telah dilakukan PTC pada tahun 2014 adalah sebagai berikut:

- Melakukan *courtesy call* ke pelanggan-pelanggan potensial oleh manajemen
- Meningkatkan penetrasi pasar di PT Pertamina (Persero) dan anak-anak perusahaan
- Bekerjasama dengan associate marketing untuk

BUSINESS OUTLOOK AND MARKETING ASPECTS

In line with the business players' optimism in Indonesia to raise its business performance, PTC still has broad business prospect in all business lines performed by PTC. It is encouraged by the needs of competent professionals in the field, as well as the need of standardization in implementing the business activities to produce excellent products. PTC is able to fulfill the needs through all of its service business segments.

In the marketing aspect, PTC performs strategic steps to develop its market through networking with the institutions and expertise in the related fields, appointing associate consultant and associate trainer and improving the service quality to customers in accordance with the ISO 9001:2008 (customer satisfaction survey by a third party and opening customer services).

PTC's marketing strategies in 2014 were as follows:

- The management should perform courtesy call to potential customers
- Increasing market penetration in PT Pertamina (Persero) and its subsidiaries
- Cooperating with the associate marketing to publish

mempublikasikan pelatihan publik ke pasar *captive* dan *non-captive*
- Menyelenggarakan *half-day* seminar publik bertopik "*Talent Management*"

Sampai saat ini, pelanggan PTC didominasi oleh PT Pertamina (Persero) dan anak-anak perusahaan Pertamina, dengan persentase pendapatan dari PT Pertamina (Persero) mencapai 72,41% atau Rp706 miliar dari seluruh pendapatan PTC, dan persentase pendapatan anak-anak Perusahaan Pertamina secara total mencapai 24,90% atau Rp243 miliar dari seluruh pendapatan PTC. Mengingat jumlah anak perusahaan di Pertamina Group yang cukup banyak, serta meningkatnya kebutuhan peningkatan kinerja bisnis bagi Pertamina Group, maka prospek usaha di Pertamina Group sendiri masih sangat besar, sehingga kegiatan pemasaran PTC masih difokuskan untuk melakukan penetrasi pasar lebih dalam di Pertamina Group.

Sesuai dengan aspirasi dari pemegang saham agar PTC memperluas pemasaran ke pasar non-captive, di tahun 2014 PTC mulai lebih gencar melakukan pemasaran ke pelanggan non-captive untuk mendapatkan proyek. Namun demikian persentase pendapatan pelanggan non-captive (di luar Pertamina Group) di PTC baru sebesar Rp26 miliar atau hanya 2,67% dari keseluruhan pendapatan PTC di tahun 2014.

STRATEGI BISNIS DI MASA DEPAN

Untuk menjaga kesinambungan bisnis PTC sekaligus meningkatkan kinerja bisnis PTC di masa mendatang, PTC akan menerapkan strategi bisnis sebagai berikut:

1. Strategi Pemasaran:
   - Meningkatkan pangsa pasar dan melakukan penetrasi pasar di segmen pelanggan yang sudah dikuasai, khususnya di Pertamina Group.
   - Meningkatkan jumlah korespondensi dan kunjungan bisnis/*courtesy call* ke pelanggan dan calon pelanggan potensial.
   - Optimalisasi dan revitalisasi website PTC sebagai salah satu sarana komuniaksi PTC kepada publik.
   - Memanfaatkan teknologi informasi (SMS blast, e-mail blast) untuk meningkatkan *awareness* publik terhadap keberadaan PTC.
   - Meningkatkan *awareness* publik melalui

public training to captive and non-captive market

- Organizing a half-day public seminar on the topic of "Talent Management"

As of now, PTC's customers are dominated by PT Pertamina (Persero) and Pertamina's subsidiaries with the revenue percentage of PT Pertamina (Persero) of 72.41% or Rp706 billion of the entire PTC's revenue, and the revenue percentage of Pertamina's subsidiaries of 24.90% or Rp243 billion of the entire PTC's revenue. Given that the considerable number of Pertamina Group's subsidiaries, as well as the increasing need to improve Pertamina Group's business performance, then the business prospect in Pertamina Group is still quite significant. Thus, PTC's marketing activities still focus on market penetration to the internal of Pertamina Group.

In line with the shareholders' aspiration to expand the business to non-captive market, in 2014, PTC started to intensively perform marketing to non-captive customers to obtain more projects. However, the revenue percentage from non-captive customers (outside Pertamina Group) was only Rp26 billion or only 2.67% of the entire PTC's revenue in 2014.

FUTURE BUSINESS STRATEGIES

In order to maintain the sustainability of PTC's business as well as to improve PTC's business performance in the future, PTC will implement the following business strategies:

1. Marketing Strategies
   - Increasing the market share and performing market penetration in the controlled customer segment, particularly in Pertamina Group.
   - Increasing the number of correspondences and business visits/courtesy call to customers and potential customers.
   - Optimizing and revitalizing PTC's website as one of PTC's public communication facilities.
   - Using information technology (SMS blast, email blast) to increase public awareness to PTC's existence.
   - Increasing public awareness through advertisement

pemasangan iklan advetorial baik di media internal Pertamina maupun media massa.

- Menerapkan kebijakan seluruh insan PTC berfungsi sebagai marketer untuk memperkenalkan PTC dan produk-produknya kepada publik/calon pelanggan.
- Meningkatkan daya saing perusahaan di bisnis Training dengan memperluas akreditasi perusahaan untuk program sertifikasi kompetensi personil, seperti sertifikasi personil RDT (*Refuelling & Defuelling Truck*), sertifikasi Operator SPBU, dan sertifikasi Awak Mobil Tangki.
- Meningkatkan daya saing perusahaan di bisnis Event Organizer dengan menyiapkan perusahaan untuk memperoleh sertifikasi MICE (*Meeting*, *Incentive*, *Conference*, *Exhibition*)

2. Strategi Operasional:
   - Memperluas jaringan kemitraan dengan tenaga ahli dan/atau lembaga yang kompeten di bidangnya, baik di dalam maupun di luar negeri, dengan prinsip win-win solution
   - Melakukan kajian dan pengembangan produk-produk baru, seperti:
     - Penyelenggaraan *assessment* tenaga kerja secara konvensional dan online assessment
     - Pengembangan sistem otomasi Smart Entry Gate di SPBE
     - Meningkatkan program efisiensi biaya operasional perusahaan dan biaya penyelenggaraan proyek
     - Meningkatkan mutu pelayanan kepada pelanggan sesuai dengan standar sistem manajemen mutu ISO 9001:2008

in Pertamina's internal media and mass media.

- Implementing policies to each PTC's member as a marketer to introduce PTC and its products to public/potential customers.
- Improving the company's competitiveness in the Training business by raising the company's accreditation for the certification of personnel competency program, certification of RDT personnel (Refuelling & Defuelling Truck), certification of Gas Station (SPBU) Operator, and certification of Tank Crew.
- Improving the company's competitiveness in the Event Organizer business by preparing the company to obtain MICE certification (Meeting, Incentive, Conference, Exhibition)

2. Operational Strategies
   - Expanding the partnership network with competent expertise and/or institutions in the field, both domestic and abroad, with the "win win solution" principle.
   - Assessing and developing new products, such as:
     - Conducting an assessment on the labor force in conventional manner and online assessment
     - Developing automatic system known as Smart Entry Gate at SPBE
     - Improving the operating expenses efficiency program and project cost
     - Improving the service quality to customers in accordance with the standard system of quality management ISO 9001:2008

3. Strategi Perbaikan Internal:
   - Menerapkan Program Transformasi PTC dan menyusun kembali visi-misi PTC
   - Melakukan penataan organisasi sesuai dengan arah pengembangan bisnis PTC
   - Meningkatkan kapasitas dan kapabilitas SDM melalui pelatihan, baik yang dilakukan secara *in-house*, maupun mengirimkan tenaga kerja untuk mengikuti pelatihan yang diselenggarakan oleh pihak eksternal
   - Melakukan integrasi Sistem Tata Kerja agar sesuai dengan standar Pertamina
   - Penyempurnaan ERP dan pengembangan sistem informasi pendukung lainnya

3. Internal Improvement Strategy
   - Implementing PTC's transformation program and re-arranging PTC's vision and mission
   - Organizational structuring in reference to the direction of PTC's business development
   - Improving the human resources capacity and capability through both in-house trainings and external training
   - Implementing integrated Working Procedure System compliant with Pertamina's standard
   - Refining ERP and developing other supporting information system

KEBIJAKAN DIVIDEN

Pembagian dividen kepada para pemegang saham Perseroan diakui sebagai liabilitas dalam laporan keuangan pada periode ketika dividen tersebut disetujui oleh para pemegang saham Perseroan.

DIVIDEND POLICY

The dividend share between the Company's shareholders is recognized as liabilities in the financial report during the period when the dividend was approved by the Company's shareholders.

(dalam Rpjuta) (In Million Rupiah)

	2014	2013
PT Pertamina (Persero) 91,00%	12.416	11.667
PT Pertamina Dana Ventura 9,00%	682	410
Total	**13.099**	**12.077**

Berdasarkan (Rapat Umum Pemegang Saham) RUPS yang telah diaktakan No.44 Tanggal 24 April 2014 bahwa Pemegang Saham memutuskan dan menyetujui pembagian laba bersih Perseroan tahun 2013 sebagai dividen ke pemegang saham sebesar Rp3.021.384.598 yang mana 10% dari laba bersih atau Rp100.713 per lembar saham.

Based on the General Meeting of Shareholders (GMS) stated in the Notarial Deed No. 44 Dated April 24, 2014, the Shareholders decided and approved the Company's net profit share in 2013 as dividend to the shareholders amounting to Rp3,021,384,598, which was 10% of the net profit or Rp100,713 per share.

INFORMASI MATERIAL TENTANG INVESTASI, EKSPANSI, DIVESTASI, PENGGABUNGAN/ PELEBURAN USAHA, AKUISISI ATAU RESTRUKTURISASI UTANG/MODAL.

Selama 2014, tidak ada informasi material tentang investasi, ekspansi, divestasi, penggabungan/peleburan usaha, akuisisi atau restrukturisasi utang/modal.

MATERIAL INFORMATION REGARDING INVESTMENT, EXPANSION, DIVESTMENT, MERGER/CONSOLIDATION, ACQUISITION, OR DEBT/CAPITAL RESTRUCTURING.

In 2014, there was no material information regarding the investment, expansion, divestment, merger/consolidation, acquisition, or debt/capital restructuring.

INFORMASI TRANSAKSI MATERIAL YANG MENGANDUNG BENTURAN KEPENTINGAN DENGAN AFILIASI

Selama 2014, tidak ada transaksi material yang mengandung benturan kepentingan dengan afiliasi.

MATERIAL TRANSACTION INFORMATION WHICH CONTAINS CONFLICT INTEREST WITH THE AFFILIATED

In 2014, there was no material transaction which contains conflict interest with the affiliated.

PERUBAHAN PERATURAN PERUNDANG-UNDANGAN

Perubahan peraturan perundang-undangan yang terjadi tidak mempengaruhi kinerja PTC secara signifikan di tahun 2014.

CHANGES IN REGULATIONS

The changes in regulations did not significantly affect PTC's performance in 2014.

KEBIJAKAN AKUNTANSI

PTC mematuhi ketetapan pada SAK (Standar Akuntansi Keuangan) dalam melakukan laporan keuangannya dan sejak pertengahan 2013 perusahaan melakukan perubahan kebijakan dengan convergence International Financial Reporting Standard (IFRS) sebagai referensi dalam laporan keuangan.

Pada tahun 2014 IAI (Ikatan Akuntan Indonesia) telah menerbitkan revisi atas beberapa standar akuntansi yang dapat berdampak pada Laporan Keuangan. Beberapa Standar Akuntansi Keuangan yang dipakai perusahaan diantaranya adalah:

- PSAK 1 (2013) - "Penyajian Laporan Keuangan";
- PSAK 24 (2013) - "Imbalan Kerja";
- PSAK 68 - "Pengukuran Nilai Wajar";

ACCOUNTING POLICY

PTC complies with the provisions of the SAK (Financial Accounting Standards) in preparing its financial statements and had, since mid-2013, changed the policy to the convergence International Financial Reporting Standard (IFRS) as the reference of its financial report.

In 2014, the Indonesian Institute of Accountants (IAI) has published some revision on the accounting standards that may affect the financial statements. Several Financial Accounting Standards applied by the company are:

- SFAS 1 (2013) - "Presentation of Financial Statements"
- SFAS 24 (2013) - "Employee Benefits"
- SFAS 68 - "Fair Value Measurement"

05

TATA KELOLA PERUSAHAAN

GOOD CORPORATE GOVERNANCE

Prinsip GCG Tata Kelola Perusahaan merupakan sistem yang dirancang untuk mengarahkan pengelolaan perusahaan secara profesional berdasarkan prinsip-prinsip transparansi, akuntabilitas, tanggung jawab, independen, kewajaran dan kesetaraan. PTC sebagai perusahaan jasa senantiasa patuh pada nilai-nilai tata kelola perusahaan yang baik guna menghasilkan sumber daya yang *capable*.

Penerapan komitmen tata kelola perusahaan yang baik atau biasa disebut *Good Corporate Governance* (GCG) terkandung pada misi Perusahaan yang bertujuan memberikan nilai tambah bagi seluruh pemangku kepentingan.

PTC telah berhasil menerapkan pedoman, kerangka kerja serta prinsip-prinsip GCG secara efektif dan efisien dalam kegiatan operasional dan senantiasa memperbaiki praktik tata kelola di masa yang akan datang.

Manfaat dari penerapan GCG bagi PTC dapat berdampak positif bagi terciptanya akuntabilitas Perseroan, transaksi yang wajar dan independen, serta kehandalan dan peningkatan kualitas manajerial kepada mitra.

Pedoman Tata Kelola

PTC telah memiliki Pedoman Tata Kelola Perusahaan dengan nomor dokumen A-006/PTC/2013-S0. Pedoman ini berisi tentang tata cara penerapan prinsip-prinsip GCG, diawali dengan penjelasan dari Struktur *Corporate Governance*.

Struktur itu terdiri dari peran, tugas, wewenang dan haknya masing-masing organ organisasi. Kemudian penjelasan tentang Proses *Corporate Governance* yang merinci proses pengangkatan Komisaris dan Direksi, penyusunan RJPP (Rencana Jangka Panjang Perusahaan), RKAP (Rencana Kerja dan Anggaran Perusahaan), Pengelolaan SDM, penyelenggaraan RUPS, Pengelolaan kegiatan operasional Perusahaan, Manajemen risiko, Tata Kelola Teknologi Informasi, Pengelolaan Keuangan Pengadaan Barang dan Jasa, Manajemen Mutu, Sistem Audit, Keterbukaan dan Pengungkapan, Pelaksanaan CSR, Pengelolaan HSE dan Pengelolaan Aset dan diakhiri dengan Pengelolaan hubungan dengan *Stakeholder*.

Principles of Good Corporate Governance (GCG) are materialized in a system planned to direct the Company's management professionally based on transparence, accountability, independence, equity and equality. As a service company, PTC consistently walks in line with values of good corporate governance in order to produce a capable resource.

The implementation of good corporate governance (GCG) is visible in the Company's mission, which is to provide additional values for all stakeholders.

PTC has been able to implement the guidance, framework and principles of GCG effectively and efficiently in its operational activities. PTC will also continuously improve the management practice in the future.

The benefits of the implementation of GCG for PTC can have a positive impact for the creation of the Company accountability, fair and independent transaction, as well as the reliability and managerial quality improvement to partners.

Guidelines Of Good Corporate Governance

PTC has the Guidelines of Good Corporate Governance with document number A-006/PTC/2013-SO. This manual contains ways to implement GCG principles, started with an explanation of Corporate Governance structure.

Such structure consists of roles, duties, authorities and rights of each organization instruments. It is then accompanied by an explanation of Corporate Governance Process which contains details of inauguration of Commissioners and Directors, creations of RJPP (Company's Long Term Plans), RKAP (Company's Work Plan and Budget), Human Resource Management, executing GMS, Management of Company's Operational Activities, Risk Management, Information Technology Management, Financial Management of Goods and Services Procurement, Quality Management, Audit System, Openness and Disclosure, CSR Implementation, Management of HSE and ended with Management of Stakeholders' Relationship.

Pedoman ini bertujuan dapat dijadikan acuan utama bagi seluruh organ Perseroan. Dalam penerapan prinsip-prinsip GCG ini sehingga dapat meningkatkan citra dan kinerja Perseroan serta meningkatkan nilai Perseroan bagi Pemegang Saham.

This guideline is intended to be the main reference for each instrument in implementing GCG principles to enhance the Company's image and performance, as well as improving its values for the Shareholders.

Langkah awal dari implementasi GCG adalah melalui sosialisasi pedoman dan peraturan terkait GCG kepada seluruh jajaran pekerja.

The starting pace of GCG implementation is taken through dissemination of code and regulations of GCG to each employee.

Sepanjang 2014 sejumlah usaha untuk melakukan sosialisasi pedoman dan peraturan tersebut adalah sebagai berikut:

1. Distribusi dan sosialisasi buku Pedoman Tata Kelola Perusahaan 86% pekerja PTC
2. Distribusi dan sosialisasi buku *Code of conduct* kepada seluruh pekerja PTC dengan memberikan masing-masing karyawan satu buku untuk ditandatangani.
3. Presentase penandatanganan komitmen *Code of Conduct* oleh pekerja PTC adalah sebesar 88%
4. Distribusi dan sosialisasi buku *Conflict of Interest* kepada seluruh pekerja PTC dengan memberikan masing-masing karyawan satu buku untuk ditandatangani.
5. Presentase penandatanganan komitmen *Conflict of Interest* oleh pekerja PTC adalah sebesar 90%

Throughout 2014, some works have been done to conduct the aforementioned dissemination:

1. Distribution and dissemination of manuals of GCG Conduct to 85% of the employees
2. Distribution and dissemination of Code of Conduct manuals to all employees by giving one manual per employee
3. The signing percentage of Code of Conduct commitment by PTC's employees was 88%
4. Distribution and dissemination of Conflict of Interest manuals to all employees by giving each employee a copy to be signed
5. The signing percentage of Conflict of Interest commitment by PTC's employees was 90%

Assesment GCG

Assessment GCG dilakukan secara berkala tiap satu tahun sekali untuk mengukur tingkat implementasi GCG serta perbaikan rekomendasi sesuai dengan praktek-praktek terbaik (*best practices*) dan peraturan perundang-undangan yang berlaku.

GCG Assessment

GCG Assessment is conducted annually to see the rate of GCG implementation along with recommendation of improvement in line with the best practices and applied regulation.

PTC melakukan *assessment* GCG secara mandiri (*self assessment*) dengan mekanisme, metoda dan parameter penilaian yang ditetapkan oleh Sekretaris Kementerian Badan Usaha Milik Negara Nomor: S-16/S.MBU/2012 tanggal 6 Juni 2012.

PTC has conducted a self-assessment of GCG with the mechanism, method and parameter provided by Secretary of Ministry of State-Owned Enterprise Number: S-16/S. MBU/2012 dated June 6, 2012.

Berdasarkan hasil assessment tersebut, dinyatakan bahwa PT Pertamina Training and Consulting telah memiliki sistem yang baik dan implementasi yang konsisten dengan nilai 70,96% atau "cukup baik". *Assessment* dilakukan secara mandiri oleh Tim GCG yang telah mendapatkan penugasan khusus dari Direktur Utama.

Based on the assessment, it was stated that PT Pertamina Training and Consulting has owned a good system and consistent implementation, rated 70.69% or "good". The assessment was conducted independently by GCG team, which was directly appointed by President Director.

Masing-masing organ mempunyai peran Tata Kelola Perusahaan tersendiri dalam menjalankan fungsi tugas dan tanggungjawabnya.

- RUPS merupakan wadah dengan otoritas tertinggi dengan kewenangan yang tidak dapat dilimpahkan kepada Dewan Komisaris dan Direksi.
- Direksi bertanggung jawab atas pengelolaan Perusahaan sesuai tugas dan jabatannya
- Dewan Komisaris melakukan pengawasan terhadap pengelolaan yang dilakukan oleh Direksi.
- Sekretaris Perusahaan menjalankan fungsi implementasi GCG pada seluruh jajaran organisasi perusahaan
- Audit Internal dan Komite audit melakukan fungsi pengawasan dan evaluasi terhadap kinerja implementasi GCG.
- Perusahaan memisahkan fungsi tanggung jawab dan kewenangan antara Dewan Komisaris dan Direksi.

Each instrument is responsible for the specific role of Company's Corporate Governance in conducting its function and responsibility.

- GMS is a body with the highest authority, of which may not be directed to Board of Commissioners and Directors.
- Board of Directors is responsible of managing the Company in line with the duty and positions.
- Board of Commissioners is responsible for supervising the management conducted by Directors.
- Corporate Secretary is responsible for implementation of GCG in each level of Company's organization.
- The Internal Audit and Audit Committee are responsible for supervision and evaluation of GCG implementation performance.
- The Company separates the functions of responsibility and authority between the Board of Commissioners and Board of Directors.

Indikator / Indicator	**Skor** / Score	**Kategori** / Category
1. Komitmen Penerapan GCG / Commitment of GCG implementation	70,1	Cukup Baik / Quite Good
2. Pemegang Saham & RUPS / Shareholders and GMS	69,4	Cukup Baik / Quite Good
3. Dewan Komisaris / Board of Commissioners	69,3	Cukup Baik / Quite Good
4. Dewan Direksi / Board of Directors	79,3	Baik / Good
5. Pengungkapan Informasi dan transparasi / Information Disclosure and Transparence	66,7	Cukup Baik / Quite Good
RATA RATA UMUM / GENERAL AVERAGE	70,96	Cukup Baik / Quite Good

PENYELENGGARAAN RAPAT UMUM PEMEGANG SAHAM (RUPS)

A. RUPS TAHUNAN

RUPS Tahunan adalah Rapat Umum Pemegang Saham yang diadakan setiap tahun untuk mengesahkan Laporan Tahunan yang sudah disusun oleh Pemegang Saham, Dewan Komisaris dan Direksi Perseroan.

THE HOLDING OF GENERAL MEETING OF SHAREHOLDERS (GMS)

A. ANNUAL GMS

Annual GMS is a General Meeting of Shareholders held annually to authorize the Annual Report composed by Shareholders, Board of Commissioners and Board of Directors..

Agenda RUPS Tahunan / **GMS Agenda**

No	**Agenda** / Agenda	**Notaris** / Notary	**Akta** / Deed
1	1. Menetapkan dan mengesahkan Rencana Kerja dan Anggaran Perusahaan (RKAP) tahun 2014; / Defining and authorizing Company's Business and Budget Plan (RKAP) in 2014; 2. Proyeksi tingkat kesehatan; / Soundness rate projection; 3. Direksi bertanggung jawab terhadap pelaksanaan RKAP tahun 2014 dan Dewan Komisaris bertanggung jawab terhadap pengawasan pelaksanaan RKAP tahun 2014 / Board of Directors is responsible of RKAP 2014 and Board of Commissioners is responsible of supervising the implementation of RKAP 2014.	Drs. Andy A. Agus, SH	No. 04 14 April 2014 / No. 04 April 14, 2014

No	Agenda / Agenda	Notaris / Notary	Akta / Deed
2	1. Laporan tahunan tahun buku 2013; / Annual report 2013 2. Menyetujui dan mengesahkan laporan tahunan dan pengesahan laporan keuangan Perseroan tahun buku 2013; 3. Usulan penetapan penggunaan laba Perseroan tahun buku 2013; / Approving and authorizing annual report and legalizing Company's financial report of 2013; 4. Usulan penetapan penghargaan atas kinerja (Tantiem) dan remunerasi kepada Direksi dan Dewan Komisaris Perseroan Tahun 2013; / Proposing legalization of Company's 2013 profit utilization; 5. Usulan penetapan penghargaan atas kinerja (Tantiem) dan remunerasi kepada Direksi dan Dewan Komisaris Perseroan Tahun 2013;/ Proposing Legalization of award of work (Tantiem) and remuneration to the Board of Directors and Board of Commissioners in 2013; 6. Usulan penunjukkan Kantor Akuntan Publik (KAP) untuk Tahun Buku 2014. / Proposing the appointment of Public Accounting Firm for year 2014.	Yulkhaizar Panuh, SH	No. 04 24 April 2014 / No. 44 April 24, 2014
3	1. Menetapkan penghargaan atas kinerja tahunan (Tantiem) kepada Direksi dan Dewan Komisaris Perseroan; / Authorizing the award of annual performance (Tantiem) to Board of Directors and Board of Commissioners; 2. Pajak atas Tantiem ditanggung oleh penerima; / The tax of Tantiem will be subjected to the awardee; 3. Bagi anggota Direksi dan Pekerja PT Pertamina yang menjadi anggota Dewan Komisaris Perseroan pada tahun buku 2013 tidak berhak atas Tantiem. / Members of Board of Directors or Employees of PT Pertamina who were appointed as members of Board of Commissioners in 2013 may not receive Tantiem.	Drs. Andy A. Agus, SH	No. 01 03 Juli 2014 / No. 01 July 03, 2014

RUPS Tahunan untuk mengesahkan Laporan Tahunan diselenggarakan paling lambat 6 bulan setelah tahun buku berakhir dengan terlebih dahulu Direksi mengirimkan undangan penyelenggaraan RUPS Tahunan untuk mengesahkan Laporan Tahunan, yang disampaikan bersamaan dengan Laporan Tahunan.

Annual GMS to legalize the Annual Report is held at 6 months after financial year ends at the latest, preceded by Board of Directors sending an invitation of Annual GMS to legalize the Annual Report, of which is proposed at the same as the Annual Report.

Keputusan / Decision
1. Persetujuan atas Laporan Tahunan 2013 terdiri atas / Approval of Annual Report 2013 consists of: - Profil Perusahaan Komisaris dan Direksi / Profile of Board of Commissioners and Board of Directors - Analisa Pembahasan Manajemen yang mencakup Laporan keuangan Pemasan dan Opersional / Management Discussion Analysis, contains Operational and Marketing Financial Report - Pencapaian Kinerja Operasi Keuangan dan Administrasi Perusahaan 2013 / Performance Achievement of Financial Operations and Corporate Administration, 2013 - Implementasi Tata Kelola Perusahaan yang mencakup Corporate Social Responsibility, Health Safety and Environment, Risk Management / Implementation of Corporate Governance, which covers Corporate Social Responsibility, Health Safety and Environment and Risk Management - Opini Auditor, Temuan Auditor dan Kasus Hukum yang terjadi/ Auditor's Opinion, Auditor's Finding and Occurring Legal Cases
2. Laporan Tugas Pengawasan Dewan Komisaris / Supervision Report of Board of Commissioners
3. Pembebasan tanggung jawab sepenuhnya kepada Direksi dan Komisaris Perusahaan atas pengurusan dan pengawasan yang telah dijalankan selama tahun buku 2014 / Complete release of duty for Board of Directors and Board of Commissioners of the management and supervision conducted throughout financial year 2014

Keputusan / Decision
4. Penetapan penggunaan laba perseroan / Stipulation of Company's profit utilization
5. Penetapan penghargaan atas kinerja Direksi dan Komisaris Perseroan / Stipulation of performance award for Board of Directors and Board of Commissioners
6. Penetapan akuntan publik 2014 / Stipulation of public accountant for year 2014

B. RUPS SIRKULER

Rapat Umum Pemegang Saham Sirkuler dapat diadakan setiap saat jika dianggap perlu oleh Direksi dan/atau Dewan Komisaris dan/atau Pemegang Saham. Pengambilan keputusan dalam RUPS Sirkuler ini telah memberitahu secara tertulis kepada Pemegang Saham kemudian memberikan persetujuan secara tertulis dengan menandatangani persetujuan tersebut sehingga mempunyai kekuatan yang sama dengan keputusan RUPS.

B. CIRCULAR GMS

Circular General Meeting of Shareholders is held if viewed necessary by Board of Directors and/or Board of Commissioners and/or Shareholders. The decision - making process in this Circular GMS is told in letters to Shareholders for them to provide a written approval by signing the agreement hence it holds a similar position to GMS's decision.

Keputusan RUPS SIRKULER / **Decision of CIRCULAR GMS**

No	Keputusan / Decision	Notaris / Notary	Akta / Deed
1.	Penetapan dan Pengesahan RKAP 2014 / Stipulation and Ratification of RKAP 2014	Drs. Andy A. Agus, SH	No. 04 14 April 2014 / No. 04 April 14, 2014
2.	Menetapkan Penghargaan atas Kinerja Tahunan kepada Dewan Komisaris dan Direksi / Determining Awards for Annual Performance for Board of Commissioners and Board of Directors	Drs. Andy A. Agus, SH	No. 01 03 Juli 2014 / No. 01 July 14, 2014
3.	Persetujuan Pembayaran Honorarium Dewan Komisaris dan Direksi sesuai Peraturan Menteri BUMN No. PER-04/MBU/2014 terhitung mulai tanggal 1 April 2014 / Approval on Honorarium Payment for Board of Commissioners and Board of Directors in accordance with Regulation of Minister of SOE No. PER-04/MBU/2014, effective since April 1, 2014	Drs. Andy A. Agus, SH	No. 06 12 September 2014 / No. 06 September 12, 2014
4	Menyetujui KPI PTC tahun 2014 / Approval of KPI PTC 2014	Drs. Andy A. Agus, SH	No. 13 17 Oktober 2014 / No. 04 April 17, 2014
5	Memberhentikan dengan hormat Direktur Keuangan, Bapak Etom Katamsi / Honorable discharge of Mr. Etom Katamsi, Director of Finance	Yulkhaizar Panuh, SH	No. 07 11 November 2014 / No. 07 Novemeber 11, 2014
6	Pengangkatan Direktur Keuangan, Ibu Yekti Tri Wahyuni / Appointment of Mrs. Yekti Tri Wahyuni as Director of Finance	Yulkhaizar Panuh, SH	No. 08 21 November 2014 / No. 08 November 21, 2014
7	Pengangkatan Direktur Utama, Bapak Tengku Badarsyah / Appointment of Mr. Tengku Badarsyah as President Director	Yulkhaizar Panuh, SH	No. 03 8 Desember 2014 / No. 03 December 14, 2014

DEWAN KOMISARIS

Dewan Komisaris selaku pelaksana tugas pengawasan senantiasa memberikan nasehat kepada Direksi dalam mengelola perusahaan termasuk pelaksanaan Rencana Jangka Panjang Perusahaan, Rencana Kerja dan Anggaran Perusahaan, ketentuan-ketentuan Anggaran Dasar, Rapat Umum Pemegang Saham dan peraturan perundang-undangan yang berlaku.

BOARD OF COMMISSIONERS

Board of Commissioners, as the supervising body, consistently provide insights and suggestions to Board of Directors in managing the Company including the implementation of Company's Long Term Plan, Company's Business and Budget Plan, General Meeting of Shareholders and current regulation.

Dewan Komisaris adalah organ perusahaan yang diangkat dan diberhentikan melalui RUPS setelah melalui *fit and proper test* sesuai peraturan perundangan dan prinsip GCG.

Prosedur pengangkatan dan pemberhentian Dewan Komisaris dan Keberadaan Komisaris Independen telah sesuai dengan ketentuan yang ditetapkan dalam Peraturan Menteri BUMN No. PER-01/MBU/2011 tentang Penerapan Tata Kelola Perusahaan yang Baik Bagi Badan Usaha Milik Negara dan Anggaran Dasar Perseroan.

Board Manual Dewan Komisaris

Seiring dengan implementasi GCG di Perseroan yang merujuk kepada Peraturan Menteri Negara BUMN Nomor. PER-01/MBU/2011 tanggal 1 Agustus 2011 Jo. Peraturan Menteri Negara BUMN Nomor. PER-09/MBU/2012 tanggal 6 Juli 2012 tentang Penerapan Tata Kelola Perusahaan Yang Baik (Good Corporate Governance) pada Badan Usaha Milik Negara (BUMN), mempersyaratkan adanya suatu ketentuan yang mengatur hubungan kerja yang efektif antara Direksi dan Dewan Komisaris, maka Perseroan membuat pola hubungan kerja antara Direksi dengan Dewan Komisaris, yang disebut dengan Board Manual.

Board Manual ini dimaksudkan untuk menjelaskan pola hubungan kerja yang baku antara Direksi dan Dewan Komisaris dalam melaksanakan tugas, agar tercipta pengelolaan Perseroan secara profesional, transparan, efektif dan efisien dengan menjunjung tinggi integritas dan kejujuran dalam menjalankan kegiatan bisnis Perseroan. Dengan adanya Board Manual ini, maka Direksi dan Dewan Komisaris berkomitmen untuk menjalankan amanat tugas Perseroan dengan sungguh-sungguh, berdedikasi tinggi dan penuh tanggungjawab berlandaskan prinsip-prinsip tata kelola Perseroan yang baik dan benar.

Dalam kaitannya dengan fungsi Dewan Komisaris, Board Manual secara rinci mengatur hal-hal sebagai berikut:

- Fungsi Dewan Komisaris
- Persyaratan Dan Komposisi, Keanggotaan Dan Masa Jabatan Dewan Komisaris
- Program Pengenalan Dan Peningkatan Kapabilitas
- Etika Jabatan Dewan Komisaris
- Tugas Dan Kewajiban Dewan Komisaris

Board of Commissioners is the Company's instrument which is appointed and discharged through GMS after a series of fit and proper test in accordance to the current regulation and GCG principles.

The appointment and discharge procedure of Board of Commissioners and Independent Commissioners Existence is in line with the stipulated regulation in Decree of Minister of State Owned Enterprises No.PER-01/MBU/2011 regarding Implementation of a Good Corporate Governance for State Owned Enterprises and Company's Articles of Association.

Board Manual of Board of Commissioners

In line with the implementation of GCG within the Company which refers to the Regulation of State Minister of SOEs No.PER-01/MBU/2011 dated August 11, 2011 Jo. Regulation of State Minister of SOEs No. PER-09/MBU/2012 dated July 6, 2012 regarding the Implementation of Good Corporate Governance on State-Owned Enterprises, requires the existence of a provision which regulates effective work relationship between Board of Directors and Board of Commissioners, then the Company created a pattern of work relationship between Board of Directors and Board of Commissioners, known as the Board Manual.

Board Manual is intended to clarify the pattern of standard work relationship between Board of Directors and Board of Commissioners in performing their duties, in order to create a professional, transparent, effective and efficient Company management by upholding the integrity and honesty in running the Company's business activities. With this Board Manual, Board of Directors and Board of Commissioners are committed to carry out the mandate of Company duties earnestly, with high dedication and responsibility and based on the principles of appropriate and good corporate governance.

In relation to the function of Board of Commissioners, Board Manual, in detail regulates the following matters:

- Function of Board of Commissioners
- Requirements and Composition, Membership and Tenure of Board of Commissioners
- Introduction Program and Capabilities Enhancement
- Board of Commissioners Position Ethics
- Duties and Liabilities of the Board of Commissioners

- Wewenang Dewan Komisaris
- Hak Dewan Komisaris
- Rapat Dewan Komisaris
- Evaluasi Kinerja Dewan Komisaris
- Organ Pendukung
- Hubungan Kerja Antara Dewan Komisaris Dengan Direksi

Tugas dan Tanggung Jawab Dewan Komisaris

Dewan Komisaris bertugas dan bertanggung jawab atas pengawasan kinerja Perseroan serta memberikan arahan dan masukan kepada Direksi seperti:

1. Dewan Komisaris melakukan tugas, wewenang dan tanggung jawab sesuai dengan ketentuan dan Anggaran Dasar Perusahaan, Undang-Undang tentang Perseroan Terbatas yang berlaku, atau peraturan perundang-undangan
2. Dalam Anggaran Dasar dapat ditetapkan pemberian wewenang kepada Dewan Komisaris untuk memberikan persetujuan atau bantuan kepada Direksi dalam melakukan perbuatan hukum.
3. Berdasarkan Anggaran Dasar atau keputusan RUPS, Dewan Komisaris dapat melakukan tindakan pengurusan perusahaan dalam keadaan tertentu untuk jangka waktu tertentu.
4. Memberikan pendapat dan saran kepada Pemegang Saham mengenai Rencana Kerja dan Anggaran Perusahaan yang diusulkan Direksi serta ikut menandatangani RKAP termasuk kontrak manajemen antara Direksi, Dewan Komisaris dengan Pemegang Saham.
5. Mengikuti perkembangan kegiatan Perusahaan, memberikan pendapat dan saran kepada Pemegang Saham mengenai setiap masalah yang dianggap penting bagi kepengurusan perusahaan.
6. Melaporkan pelaksanaan pengawasan perusahaan kepada Pemegang Saham secara berkala.
7. Memberikan pendapat dan saran kepada Pemegang Saham mengenai laporan tahunan yang disampaikan oleh Direksi.
8. Melaporkan dengan segera kepada Pemegang Saham apabila terjadi gejala menurunnya kinerja perusahaan.
9. Memberikan nasihat kepada Direksi dalam melaksanakan pengurusan perusahaan.

- Board of Commissioners Authority
- Board of Commissioners Rights
- Board of Commissioners Meeting
- Board of Commissioners Performance Evaluation
- Supporting Organ
- Work Relationship Between Board of Commissioners and Board of Directors

Duties and Responsibilities of Board of Commissioners

Board of Commissioners is responsible for supervision of Company's performance, along with providing insights and advices to Board of Directors such as:

1. Board of Commissioners performs duties, authorities and responsibilities in accordance withe the regulations and Articles of Association, prevailing Law on Limited Liability Company or rules and regulations.
2. The Articles of Association stipulates the the granting of authorities to Board of Commissioners to give approval or support to Board of Directors in conducting legal actions.
3. Pursuant to Articles of Association or decisions from the GMS, Board of Commissioners may manage the company under certain condition and specified period.
4. Giving opinion and suggestion to the Shareholders on Company's Work Plan and Budget suggested by Board of Directors and signing RKAP, including management contract between Board of Directors, Board of Commissioners and the Shareholders.
5. Keeping up with the progress of Company's activities and giving opinions and suggestions on crucial issues in management to the Shareholders.
6. Reporting the implementation of monitoring activity in a regular manner to the Shareholders.
7. Giving opinions and suggestions to the Shareholders on annual reports submitted by Board of Directors.
8. Reporting immediately to the Shareholders if a decrease in the company's performance.
9. Giving advice to Board of Directors in managing the company.

10. Memberikan rekomendasi mengenai remunerasi Direksi sebelum diusulkan Direksi kepada Pemegang Saham untuk ditetapkan oleh RUPS.
11. Membentuk Komite Audit dan Komite lainnya sesuai kebutuhan.
12. Melakukan tugas pengawasan lain yang ditetapkan dalam Anggaran Dasar perusahaan.
13. Memberikan pertanggungjawaban pengawasan perusahaan kepada RUPS dalam RUPS Tahunan.

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Pengangkatan dan Pemberhentian Dewan Komisaris

1. Pengangkatan dan pemberhentian anggota Dewan Komisaris dilakukan oleh RUPS.
2. Pengusulan calon Komisaris Anak Perusahaan oleh Direksi Pertamina selaku Pemegang Saham harus mendapat persetujuan tertulis dari Dewan Komisaris Pertamina dan disetujui oleh RUPS Pertamina, sebelum ditetapkan dalam RUPS Anak Perusahaan.
3. Anggota Dewan Komisaris diangkat dari tenaga yang memiliki integritas, dedikasi, memahami masalah-masalah manajemen Perusahaan dan memiliki pengetahuan yang memadai di bidang usaha tersebut serta dapat menyediakan waktu yang cukup untuk melaksanakan tugasnya.
4. Jumlah anggota Dewan Komisaris disesuaikan dengan kebutuhan dimana paling sedikit 1 (satu) orang anggota Dewan Komisaris tersebut berasal dari Pertamina, dan apabila anggota Dewan Komisaris lebih dari 1 (satu) maka salah seorang anggota Dewan Komisaris diangkat sebagai Komisaris Utama atau Presiden Komisaris (mana yang relevan sesuai Anggaran Dasar masing-masing perusahaan).
5. Apabila dipandang perlu, RUPS dapat menetapkan untuk mengangkat anggota Dewan Komisaris Independen dengan pertimbangan integritas dan kompetensi.
6. Masa jabatan Dewan Komisaris adalah paling lama 3 (tiga) tahun dan selanjutnya dapat dipilih kembali 1 (satu) kali masa jabatan dengan persetujuan RUPS.
7. Dewan Komisaris berhenti karena:
8. RUPS dapat memberhentikan Dewan Komisaris sebelum habis:
   a) masa jabatannya, apabila:
   b) Tidak dapat melaksanakan tugasnya dengan baik;

10. Giving recommendation on Board of Directors' remuneration prior to its submission to the Shareholders by Board of Directors to be stipulated in the GMS.
11. Establishing Audit Committee and other Committees as demanded.
12. Conducting other monitoring duties stated in Articles of Association
13. Submitting monitoring responsibility report to the GMS during Annual General Meeting.

Appointment and Dismissal of Board of Commissioners

1. The appointment and dismissal of Board of Commissioners members are conducted in the GMS.
2. The nomination of Commissioner candidates for Subsidiaries by Pertamina Director as the Shareholder must be accompanied by written agreement from Board of Commissioners of Pertamina, ratified by Pertamina GMS, prior to being stipulated in Subsidiary GMS.
3. Board of Commissioners members are appointed from individuals with integrity, dedication, capability to understand the Company's management problems and has sufficient knowledge in their assigned field, as well as performing their duties in arranged time.
4. The number of Board of Commissioners members is adjusted based on demand, in which at least 1 (one) member of Board of Commissioners serves at Pertamina. Should there be more than 1 (one) Board of Commissioners members, one shall be appointed as President Commissioners (other relevant title should be referred to the Articles of Association of each company)
5. If necessary, the GMS may stipulate the appointment of Independent Commissioners based on integrity and competency.
6. The tenure of Board of Commissioners is 3 (three) years at maximum and may be re-elected for 1 (one) term of office by the GMS.
7. Any member of Board of Commissioners may resign due to:
8. Any member of Board of Commissioners can be dismissed by the GMS before:
   a) The end of his tenure, if:
   b) He is unable to perform his duty

c) Tidak lagi memenuhi persyaratan dan/atau melanggar ketentuan Anggaran Dasar dan/atau peraturan perundang-undangan yang berlaku;

9. Melakukan tindakan yang merugikan perusahaan dan/atau Negara, atau terlibat dalam tindakan lainnya yang merugikan perusahaan dan/atau Negara;
   a) Dinyatakan bersalah dengan putusan Pengadilan yang mempunyai kekuatan hukum tetap;
   b) Karena adanya penugasan dari Pertamina di tempat lain bagi Komisaris yang berasal dari Pertamina;
   c) Alasan lainnya yang ditetapkan oleh RUPS.

Remunerasi Dewan Komisaris

Remunerasi Dewan Komisaris Perusahaan diusulkan oleh Direksi setelah mendapat rekomendasi Dewan Komisaris untuk ditetapkan dan disetujui oleh RUPS. Ketentuan dan perhitungan remunerasi Dewan Komisaris Anak Perusahaan ditetapkan berdasarkan Pedoman yang berlaku di PT Pertamina (Persero)

Hasil Keputusan Pemegang Saham yang telah diaktakan dengan No. 44 tanggal 24 April 2014 tentang Penetapan Kenaikan Gaji Direksi dan Honorarium Dewan Komisaris telah ditetapkan Gaji Direksi dan Honorarium Komisaris PTC yang berlaku efektif mulai tanggal 1 Januari 2013.

Rumusan Komponen remunerasi bagi Komisaris adalah:

Komisaris Utama: 45 % x Gaji Direktur Utama

Anggota Komisaris: 90% x Gaji Komisaris Utama

Frekuensi Pertemuan Dewan Komisaris

c) He is not capable to meet the regulations and/or violates the Articles of Association and/or the prevailing rules and regulations

9. One of the members conducts actions which harm the company and/or the Country, or is involved in any action that harms the company and/or the Country;
   a) The individual shall be convicted based on Court sentence with binding legal force;
   b) The individual receives assignment from Pertamina in other location for any Pertamina Commissioner;
   c) Other reasons stated in the GMS.

Remuneration of Board of Commissioners

Remuneration of Board of Commissioners is proposed by Board of Directors after acquiring a recommendation of Board of Commissioners to be stipulated and approved by GMS. The terms and calculation of Board of Commissioners of Subsidiaries is stipulated based on the existing Code in PT Pertamina (Persero)

The Decision of Shareholders, stated in Deed No. 44 dated 24 April 2014 of Stipulation of Rising Salary of Board of Directors and Honorarium of Board of Commissioners, on the Rise of Salary for Board of Directors and Honorarium of Board of Commissioners of PTC is effectively in force from 1 January 2013.

The Formulation of Remuneration Components of Commissioners is:
President Commissioner: 45% of President Director's Salary
Commissioners: 90% of President Commissioner's Salary

Board Of Commissioners Meeting Frequences

Nama / Name	**Jabatan** / Position	**Frekuensi Rapat** / Meeting Frequences
Suwardi Somantri	Komisaris Utama/ President Commissioner	12/12
Ali Mundakir	Komisaris / Commissioner	7/12
Yoopi Abimanyu	Komisaris Independen/ Commissioner Independent	12/12

Risalah Rapat Dewan Komisaris dan Direksi **Board Of Commissioners and Directors Meeting Minutes**

No	Tanggal / Date	Kegiatan / Activities	Rekomendasi Komisioner / Commissioners' Recommendation
1	2 April 2014 / April 2, 2014	Laporan Kinerja Perusahaan tahun 2013 (audited) / Company's Performance Report of 2013 (audited)	Menyetujui laporan keuangan per 31 Desember 2013 (Audited) / Approving the financial report as per 31 December 2013 (Audited)
		Kajian BUJP PTC / BUJP Study of PTC	Agar dikaji oleh konsultan yang profesional sejauh mana prospek bisnis BUJP kedepannya / To be studied by professional consultant of the future business prospect of BUJP
2	28 Maret 2014 / March 28, 2014	Pra RUPS Tahunan 2013 / Pre Annual GMS 2013	Menindaklanjuti hasil RUPS Tahunan / Following up the result of Annual GMS
3	24 April 2014 / April 24, 2014	RUPS Tahunan 2013 / Annual GMS 2013	Menindaklanjuti hasil RUPS Tahunan / Following up the result of Annual GMS
4	30 April 2014 / April 30, 2014	1. Menindaklanjuti hasil RUPS Tahunan / 1st Quarter Performance Report (1 January - 31 March 2014)	Menerima kinerja Direksi / Receiving Board of Directors' performance
		2. Perubahan Struktur Organisasi / Change in organization structure	Agar penambahan struktur 2 VP diprioritaskan sesuai kebutuhan / To make the additional 2 VP structure in line with the necessary matter
		3. Kajian Spin Off BUJP PTC / Study of PTC's BUJP Spin Off	Agar di pemenuhan Modal Kerja dipertimbangkan untuk biaya operasional / For operational cost to be included in fulfillment of working capital
5	7 Mei 2014 / May 7, 2014	1. Laporan Kinerja Keuangan per 30 April 2014 / Financial Statements Report as per 30 April 2014	Menerima kinerja Direksi dengan bebrapa arahan untuk ditindaklanjuti / Accepting the Performance of Board of Directors with some points to be followed up
		2. Presentasi konsultan DevOne perihal Kajian Spin Off BUJP / Presentation of DevOne consultant related to BUJP's Spin Off Study	Perlu kajian lebih lanjut di internal PTC / Needs further internal study in PTC
6	12 Juni 2014 / June 12, 2014	1. Laporan Kinerja Perusahaan Bulan Mei 2014 / Company's Performance Report as per May 2014	Menerima kinerja Direksi dengan bebrapa arahan untuk ditindaklanjuti / Accepting the Performance of Board of Directors with some points to be followed up
		2. Pembahasan Bisnis PTC kedepan / Discussion of future PTC's Business	PTC harus bisa mencari peluang Non Captive / PTC shall be able to find a Non Captive opportunity
		3. Laporan Persiapan Pendirian Anak Perusahaan / Report of Subsidiary's Establishment Preparation	
		4. Laporan Penyertaan Saham di PT Patra Jasa Terkait pendirian PT PAR / Capital Insertion Report in PT Patra Jasa Related to PT PAR's establishment	Menyetujui penyertaan saham sebesar maksimal 9% / Approving the 9% capital insertion
7	29 Agustus 2014 / August 29, 2014	1. Laporan Kinerja Perusahaan Per 31 Juli 2014 / Company's Performance Report as per 31 July 2014	Menerima kinerja Direksi dengan bebrapa arahan untuk ditindaklanjuti / Accepting the Performance of Board of Directors with some points to be followed up
8	4 September 2014 / September 4, 2014	1. Laporan Kinerja Perusahaan Per 31 Agustus 2014 / Company's Performance Report as per 31 August 2014	Menerima kinerja Direksi dengan bebrapa arahan untuk ditindaklanjuti / Accepting the Performance of Board of Directors with some points to be followed up
		2. Usulan RKAP 2015 / Proposal of RKAP 2014	Agar Pendapatan operasi harus lebih baik dari tahun 2013 dan efisiensi biaya / Operation profit shall be better than the profit in 2013 along with cost efficiency
9	7 Oktober 2014 / October 7, 2014	Usulan RJPP PTC 2015-2014 / Proposal of RJPP PTC 2015-2014	Program program kerja direncana secara matang dan waktu pelaksanaannya / Business programs shall be planned well, along with the execution moments

No	Tanggal / Date	Kegiatan / Activities	Rekomendasi Komisioner / Commissioners' Recommendation
10	30 Oktober 2014 / October 30, 2014	1. Laporan Kinerja Perusahaan Triwulan III (1 Januari - 30 September 2014)/ Third Quarterly Report of Company (1 January – 30 September 2014) 2. Persetujuan RJPP 2015-2019 PTC / Approval of PTC's RJPP 2015-2019 3. Pembentukan dan penandatanganan SK Komite Audit dan Audit Charter / Establishment and signing upon Deed of Audit Committee and Audit Charter	Menerima kinerja Direksi dengan beberapa arahan untuk ditindaklanjuti / Board of Directors' performance report shall be received along with follow-up directions.
11	3 November 2014 / November 3, 2014	1. Laporan Kinerja Perusahaan 31 Oktober 2014 / Company's Performance Report as per 31 October 2014 2. Issue legal pengelolaan Man Power Supply / Legal issues of Man Power Supply's management	Menerima kinerja Direksi dengan beberapa arahan untuk ditindaklanjuti / Accepting the Performance of Board of Directors with some points to be followed up Agar PTC lebih hati-hati dalam membahas kontrak dengan *user* serta dapat bernegosiasi secara baik dengan pekerja maupun pihak-2 yang berkepentingan / PTC is advised to be more careful in discussing contracts with user also to negotiate better with the workers or parties of interest.
12	30 Desember 2014 / December 30, 2014	1. Laporan Kinerja Perusahaan s/d Nopember 2014 / Company's Performance Report to November 2014 2. Issue tahun 2015 yang perlu ditindaklanjuti PTC / Issues in 2015 which needs to be followed up by PTC	Agar piutang PTC dapat ditagihkan semua dan mem-*follow up* pembayarannya lebih cepat sehingga tidak bermasalah di cash flow / It is advised for PTC's to finish all their receivables and to fasten the payment in order not to disturb the cash flow

Program Pelatihan Dewan Komisaris

- Pertamina Insead Global Executive Development Program
- International Crisis and Risk Communication Conference 2014, Florida, Orlando, USA
- Negotation Skill di Jakarta

Training of Board of Commissioners Program

- Pertamina Insead Global Executive Development Program
- International Crisis and Risk Communication Conference 2014, Florida, Orlando, USA
- Negotiation Skill in Jakarta

INDEPENDENSI DEWAN KOMISARIS

Komisaris Independen wajib berasal dari luar Perseroan serta memenuhi persyaratan sebagai berikut:

a. Bukan merupakan orang yang bekerja atau mempunyai wewenang dan tanggung jawab untuk merencanakan, memimpin, mengendalikan, atau mengawasi kegiatan Perusahaan dalam waktu 6 (enam) bulan terakhir;
b. Tidak mempunyai saham baik langsung maupun tidak langsung pada Perusahaan
c. Tidak mempunyai hubungan Afiliasi dengan Perusahaan, anggota Dewan Komisaris, anggota Direksi, atau Pemegang Saham Utama
d. Tidak mempunyai hubungan usaha baik langsung maupun tidak langsung yang berkaitan dengan kegiatan usaha Perusahaan

BOARD OF COMMISSIONERS INDEPENDENCY

Independent Commissioner should come from the outside of the Company and meet the following requirements:

a. A person who does not work or have an authority and responsibility for planning, directing, controlling, or supervising the Company activities in last 6 (six) months;
b. Does not have shares both directly and indirectly to the Company
c. Does not have affiliation with the Company, members of Board of Commissioners, members of Board of Directors, or Major Shareholder
d. Does not have a business relationship, both directly and indirectly, related to the Company's business activities

e. Tidak menerima pendapatan dan/atau fasilitas lain selain penghasilan yang ditetapkan oleh RUPS yang dapat mempengaruhi independensinya.

Independensi dari Komisaris Independen berkontribusi penting dalam pengambilan keputusan Dewan Komisaris karena memiliki pandangan yang objektif dalam menilai kinerja Direksi. Komisaris Independen berasal dari luar Perseroan dan telah memenuhi kriteria tertentu antara lain bukan merupakan orang yang bekerja atau mempunyai wewenang dan tanggung jawab untuk merencanakan, memimpin, mengendalikan, atau mengawasi kegiatan Perseroan dalam waktu 6 (enam) bulan terakhir, tidak mempunyai saham pada Perseroan, tidak mempunyai hubungan afiliasi, dan tidak mempunyai hubungan usaha baik yang berkaitan dengan kegiatan usaha Perseroan.

DIREKSI

Direksi adalah organ perusahaan yang bertugas melaksanakan pengurusan usaha dengan kepentingan yang paling baik bagi Perseroan dan mewakili Perseroan baik di dalam maupun di luar pengadilan.
Direksi bertanggung jawab atas pengurusan perusahaan sesuai dengan Anggaran Dasar perusahaan, ketentuan Undang-Undang tentang Perseroan Terbatas yang berlaku, peraturan perundang undangan perusahaan, termasuk namun tidak terbatas pada:

- Menyusun strategi termasuk menyusun kebijakan operasi perusahaan dan manajemen risiko serta pelaksanaannya.
- Mengarahkan dan memonitor kinerja perusahaan dalam mencapai tujuan strategis perusahaan dan memastikan diterapkannya kebijakan perusahaan, dalam hal ini mewujudkan pelaksanaan RJPP dan RKAP, termasuk pencapaian target keuangan dan non-keuangan.
- Menghasilkan keuntungan yang optimal bagi para Pemegang Saham.
- Menjaga keseimbangan kepentingan semua pihak yang terkait dalam Perusahaan sesuai dengan nilai-nilai etika dan peraturan perundang-undangan yang berlaku.
- Menjaga perusahaan selalu mematuhi Undang-Undang dan peraturan yang mempunyai kekuatan hukum, termasuk Undang-Undang perpajakan, persaingan yang sehat, perburuhan, *health safety, security and environment* (HSSE).

e. Does not receive incomes and/or facilities other than incomes set by the GMS which may affect its independency.

Independent Commissioner independency contributes to the decision-making of Board of Commissioners since it has an objective view in assessing the Board of Directors performance. Independent Commissioner comes from the outside of the Company and have met certain criteria, among others, is a person who does not work or have the authority and responsibility for planning, directing, controlling, or supervising the Company activities in last 6 (six) months, does not have shares in the Company, does not have affiliation, and does not have a business relationship related to the Company's business activities.

BOARD OF DIRECTORS

Board of Directors is the Company's instrument which is fully responsible in managing the organization based on the Company's interest, in line with the intention and purpose of Company, as well as representing the Company, both inside and outside the court based on articles of association.

- Composing strategies, including operational and risk management policy, and their implementation.
- Supervising and monitoring the company's performance to achieve strategic performance and ensure the implementation of the policy, namely realizing RJPP and RKAP, including financial and non-financial targets.
- Generating optimum profit for the Shareholders.
- Maintaining balance of interest for all parties related with the Company pursuant to ethical values and prevailing regulations.
- Ensuring the company's compliance to the Law and regulations with binding legal force, including Law on taxation, healthy competition, Man Power, health safety, security and environment (HSSE).

- Memenuhi *Key Performance Indicators* (KPI) yang jelas, lengkap, dan berimbang, baik dari aspek keuangan maupun non-keuangan untuk menentukan pencapaian misi dan tujuan Perusahaan sesuai dengan Kontrak Kinerja.
- Membangun dan memanfaatkan teknologi informasi.
- Menindaklanjuti temuan-temuan auditor internal dan auditor eksternal serta melaporkannya kepada Dewan Komisaris.
- Melaporkan informasi-informasi yang relevan kepada Dewan Komisaris, antara lain mengenai suksesi/mutasi/promosi manajer kunci (senior), program pengembangan SDM, kegiatan tanggung jawab sosial perusahaan (*Corporate Social Responsibility* atau CSR) Perusahaan, pertanggungjawaban manajemen risiko, pelaksanaan HSSE, dan kinerja pemanfaatan teknologi informasi.
- Bersama-sama Dewan Komisaris menyiapkan dan mengajukan Laporan Tahunan dan Laporan Keuangan perusahaan untuk disahkan dalam RUPS.
- Menyelenggarakan RUPS dan membuat risalah RUPS.

Direksi juga harus melaksanakan tanggung jawab sosial (Corporate Social Responsibility atau CSR) atas nama perusahaan, sebagaimana perusahaan bertindak sebagai warga negara yang baik dimana Anak Perusahaan dan Perusahaan Patungan beroperasi dan memperhatikan kepentingan berbagai pihak yang berkepentingan (stakeholders) terhadap Anak Perusahaan dan Perusahaan Patungan.

Direksi harus membuat sistem yang formal dan transparan mengenai pengangkatan pekerja, penentuan gaji, dan pelaksanaan evaluasi secara fair terhadap kinerja pekerja (KPI) yang merupakan cascading dari KPI Direksi. Pencapaian KPI pekerja menjadi salah satu alat pertimbangan pemberian reward and *consequences* kepada pekerja yang bersangkutan. Sistem ini harus juga mencerminkan kepentingan perusahaan dan berlaku efektif setelah disetujui oleh Dewan Komisaris.

Board Manual Direksi

Seiring dengan implementasi GCG di Perusahaan yang merujuk kepada Peraturan dan Perundang-undangan yang berlaku, Penyusunan Board Manual merupakan salah satu wujud komitmen Perusahaan dalam mengimplementasikan

- Meeting Key Performance Indicators (KPI) in clear, complete and balanced manners from financial and non-financial aspects to determine the achievement of vision and mission as stated in Performance Contract.
- Building and utilizing information technology
- Conducting follow-up on findings from internal and external auditors and submitting reports to Board of Commissioners.
- Reporting relevant information to Board of Commissioners, such as on key (senior) manager succession/mutation/promotion, HR development program, Corporate Social Responsibility (CSR) activities, risk management responsibility, HSSE implementation and utilization of information technology.
- Preparing and submitting Annual Reports and Financial Statements to be ratified in the GMS.
- Holding the GMS and composing meeting minutes.

Board of Directors must perform Corporate Social Responsibility (CSR) on behalf of the company, as the company acts as good citizen. This is realized through the operation of the Subsidiaries and Joint Venture Companies that takes into account the stakeholders' interest.

Board of Directors must establish a formal and transparent employment system, salary determination and fair evaluation on the employees' performance (KPI) as a cascading element of Board of Directors' KPI. The achievement of employee KPI is one of the determining factors for the granting of reward and consequences to the employees. In addition, the system must reflects the company's interest and is effective since its approval by Board of Commissioners.

Board of Directors Board Manual

Along with the implementation of GCG within the Company which refers to the Regulation, Preparation of Board Manual is one of the Company's forms of commitments in implementing Good Corporate Governance consistently

Good Corporate Governance (GCG) secara konsisten dalam rangka pengelolaan Perusahaan untuk menjalankan misi dan mencapai visi yang telah ditetapkan.

Board Manual yang berisi pedoman praktis bagi Direksi ini adalah wujud dari implementasi komitmen dari Direksi atas penerapan GCG di Perusahaan. Board Manual ini merupakan dokumen yang bersifat dinamis sehingga harus dikaji secara berkala dan disesuaikan dengan peraturan perundang-undangan yang berlaku.

Board Manual adalah pedoman yang menjelaskan secara garis besar hal-hal yang berkenaan dengan tata kerja Direksi serta proses hubungan fungsi antara organ Perusahaan tersebut. Board Manual ini merupakan salah satu softstructure GCG, sebagai penjabaran dari pedoman tata kelola perusahaan yang mengacu pada anggaran dasar dan peraturan perundang-undangan yang berlaku.

Hal-hal terkait fungsi Direksi yang diatur dalam Board Manual adalah sebagai berikut:

a. Kebijakan Umum
b. Persyaratan Dan Komposisi, Keanggotaan Dan Masa Jabatan Direksi
c. Program Pengenalan Dan Peningkatan Kapabilitas
d. Independensi (Kemandirian) Direksi
e. Etika Jabatan Direksi
f. Susunan, Tugas Dan Wewenang Direksi
g. Rapat Direksi
h. Evaluasi Kinerja Direksi
i. Fungsi Pendukung

TUGAS DAN TANGGUNG JAWAB MASING-MASING DIREKSI

Direktur Utama

Sesuai anggaran dasar perusahaan tugas dan wewenang Direktur Utama adalah memimpin jalannya perusahaan, mengarahkan, mengkoordinir dan menetapkan kebijakan seluruh fungsi yang ada di Perseroan, meliputi Fungsi Sekretariat Perusahaan, Pengembangan Program, Penjualan dan Pemasaran, Operasi, SDM & Umum, Keuangan, Jasa Pengamanan dan Aviasi, Jasa Rig, Awak Mobil Tangki dan Jasa lainnya, Sistem Pengawasan Internal dan mengelola seluruh aset yang dimiliki baik aset fisik (aktiva tetap) maupun non fisik (*image royalty*

within the framework of Company management to carry out the missions and to achieve the vision which has been set before.

Board Manual which contains practical guidelines for Board of Directors is a form of implementation of Board of Directors commitment on the implementation of GCG within the Company. This Board Manual is a dynamic document so that it has to be reviewed periodically and adjusted with the legislation in force.

Board Manual is a guideline which explains the outline of matters related to the Board of Directors working procedure and process of function relation between Company organs. This Board Manual is one of GCG soft structures, as the elaboration from guidelines for corporate governance which refers to the article of association and legislation in force.

Matters related to the Board of Directors function that is set out in Board Manual are as follows:

a. General Policy
b. Board of Directors Requirements and Composition, Membership and Tenure.
c. Introduction Program and Capability Enhancement.
d. Board of Directors Independency
e. Board of Directors Position Ethics
f. Board of Directors Composition, Duties and Authority.
g. Board of Directors Meeting
h. Board of Directors Performance Evaluation
i. Supporting Functions

DUTIES AND RESPONSIBILITIES OF THE DIRECTORS

President Director

In accordance with articles of association, the duties and authority of President Director is to lead the Company's operation, directing, coordinating and stipulating policies for all existing functions in the Company that covers Corporate Secretarial, Program Development, Sales and Marketing, Operation, HR and General, Financial, Security Service and Aviation, Rig Service, Tank Car Crews and others, Internal Supervision System and managing all assets including fixed assets, non-physical assets (image royalty, etc.) and HR to reach the Company's goal which

dsb) serta SDM untuk mencapai tujuan Perseroan dengan meningkatkan SDM dan memberikan solusi bisnis yang lebih balk bagi Pertamina dan pelanggan lainnya serta meningkatkan nilai bagi pemegang saham yaitu Pertamina.

is to increase the HR along with providing better business solutions for Pertamina and other customers while also increasing the value for the shareholder, Pertamina.

Direktur Keuangan

Memimpin mengarahkan mengkoordinir mengendalikan dan menetapkan kebijakan fungsi keuangan dan adminsitrasi yang ada di Perseroan meliputi Fungsi Keuangan SDM – Umum Jasa Rig Awak Mobil Tangki dan Jasa lainnya serta turut mengelola seluruh aset yang dimiliki baik aset fisik (aktiva tetap) maupun non fisik (*image royalty* dsb) untuk mencapai tujuan Perseroan yaitu meningkatkan nilai tambah bagi pemegang saham dan pemangku kepentingan dan memberikan solusi bisnis serta meningkatkan kualitas SDM.

Financial Director

Leading, coordinating, controlling and stipulating policies for financial and administration function in the Company which covers HR Financial Function – General, Rig Service, Tank Car Crews and Other Services also participating in managing all assets including fixed assets, non-physical assets (image royalty, etc.) to reach the Company's goal which is to increase added value for shareholders and stakeholders, along with providing business solutions and increasing the quality of HR.

Direktur Operasi dan Pemasaran

Bertanggung jawab atas kegiatan pengelolaan alih daya yang meliputi kegiatan perencanaan, Pemasaran, Penjualan dan pengawasan *Man Power Supply* yang terdiri dari *Crew Rig*, Awak Mobil Tangki, Operator Aviasi dan *Outsource* lain termasuk perlengkapan kerjanya dan melakukan seluruh kegiatan administrasinya termasuk kelengkapan dokumen kontrak, penagihan proyek alih daya untuk menunjang kegiatan bisnis Perseroan. Menyusun dan melaporkan *Key Performance Indicator* (KPI) serta melakukan *Performance* dialog dengan Direktur Utama.

Operation and Marketing Director

The Director is responsible for managing power turnover which covers planning activity, Marketing, Sales and supervision of Man Power Supply that consists of Rig Crew, Tank Car Crews, Aviation and other Outsource Operator including the work equipment and administration activity such as contract documents necessity, turn power project follow up to support the Company's business activity. Composing and reporting Key Performance Indicator (KPI) and conducting a Performance dialog with President Director.

Frekuensi Pertemuan Direksi

Board of Director Meetings Frequences

Nama/Name	**Jabatan /** Position	**Frekuensi Rapat /** Meeting Frequences
Tengku Badarsyah	Direktur Utama / President Director	3/3
Agustinus Maria Unggul Putranto	Direktur Operasi & Pemasaran / Operation & Marketing Director	12/12
Yekti Tri Wahyuni	Direktur Keuangan / Financial Director	6/6
Djoko Prasetyo	Direktur Utama / President Director	9/9
Etom Katamsi	Direktur Keuangan / Financial Director	6/6

Frekuensi Rapat Gabungan Direksi dan Dewan Komisaris

Joint Meeting Frequency of Board of Directors and Board of Commissioners

Nama / Name	**Jabatan** / Position	**Jumlah Rapat** / Total Meeting	**Kehadiran** / Kehadiran	**Frekuensi Kehadiran** / Frekuensi Kehadiran
Suwardi Somantri	Komisaris Utama / President Commisioner	12	12	100%
Ali Mundakir	Komisaris / Commisioner	12	7	58,3%
Yoopi Abimanyu	Komisaris / Commisioner	12	12	100%
Tengku Badarsyah	Direktur Utama / President Director	3	3	100%
Agustinus Maria Unggul Putranto	Direktur Operasi & Pemasaran / Operation & Marketing Director	12	12	100%
Yekti Tri Wahyuni	Direktur Keuangan / Financial Director	6	6	100%
Djoko Prasetyo	Direktur Utama / President Director	9	9	100%
Etom Katamsi	Direktur Keuangan / Financial Director	6	6	100%

Program Pelatihan Direksi

- Workshop Implementasi OS & PKWT di Kantor Pusat
- Negotiation Skill di Jakarta
- Work Improvement di Jakarta

Board of Directors Training Program

- Workshop Implementasi OS & PKWT in Kantor Pusat
- Negotiation Skill in Jakarta
- Work Improvement in Jakarta

ASSESSMEN DEWAN KOMISARIS DAN DIREKSI

Assessment Dewan Komisaris dan Direksi dilakukan secara berkala tiap satu tahun sekali untuk mengukur tingkat kinerja serta perbaikan rekomendasi sesuai dengan praktek-praktek terbaik (best practices) dan peraturan perundang-undangan yang berlaku.

Penilaian kinerja terhadap Dewan Komisaris dan Direksi di Perusahaan didasarkan pada Peraturan Menteri BUMN No. 01 Tahun 2011 tentang penilaian kinerja Dewan Komisaris dan Direksi.

Proses penilaian dilakukan oleh pemegang saham dalam RUPS. Mekanisme dan bahan penilaian disampaikan kepada pemegang saham bersamaan dengan pengiriman bahan RUPS. Di dalamnya terdapat form checklist yang berisikan pertanyaan-pertanyaan untuk mengetahui kinerja Dewan Komisaris. Form tersebut selanjutnya diisi oleh pemegang saham dalam RUPS dan hasilnya disampaikan.

ASSESSMENT ON BOARD OF COMMISSIONERS AND DIRECTORS

Assessment on Board of Commissioners and Directors is conducted periodically once a year to measure performance level as well as recommendation enhancement in accordance with best practices and the prevailing laws and regulations.

Assessment on Board of Commissioners and Directors' performance in the Company is based on SOE Ministry Regulation No. 01 year 2011 regarding assessment on Board of Commissioners and Directors' performance.

Assessment process is conducted by shareholders in GMS. Assessment mechanism and material are reported to shareholders along with GMS materials reporting, which cover form checklist consisting of questions in order to know Board of Commissioners' performance. The form is filled by shareholders in GMS and the result is reported.

KEBIJAKAN REMUNERASI DIREKSI

Remunerasi bagi Direksi disampaikan dalam RUPS, setelah dikaji sebelumnya oleh Dewan Komisaris. Dalam RUPS tersebut rumusan remunerasi mendapatkan persetujuan dari pemegang saham.

Dasar penetapan Remunerasi Komisaris adalah Anggaran Dasar PT Pertamina Training and Consulting yang diatur dalam Pasal 11 ayat 16. Disebutkan: Anggota Direksi diberi gaji dan tunjangan lain serta fasilitas yang jumlahnya ditetapkan oleh RUPS dengan memperhatikan ketentuan peraturan perundang-undangan yang berlaku.

Hasil Keputusan Pemegang Saham Secara Sirkuler tentang Penetapan Kenaikan Gaji Direksi dan Honorarium Dewan Komisaris telah ditetapkan Gaji Direksi dan Honorarium Komisaris PT Pertamina Training and Consulting yang berlaku efektif mulai tanggal 1 Januari 2014. Besaran remunerasi ditetapkan dengan mempertimbangkan pencapaian kinerja Direksi.

Jumlah kompensasi yang diterima Dewan Komisaris dan Direksi Perseroan kurang lebih sebesar Rp3.145 juta dan Rp3.093 juta masing-masing pada tahun 2014 dan 2013.

REMUNERATION POLICY FOR BOARD OF DIRECTORS

The remuneration for Board of Directors is proposed in the GMS after prior review by Board of Commissioners to be ratified by the shareholders.

The stipulation of Remuneration for Board of Commissioners is based on Articles of Association of PT Pertamina Training and Consulting, regulated in Article 11 verse 16. It states that: The members of Board of Directors are provided salary and other allowances along with facilities whose total amount is stipulated by GMS by minding the current regulation.

The Circular Decision of Shareholders regarding Stipulation of Salary Rise for Board of Directors and Honorarium for Board of Commissioners, it has been stipulated that the salary of Board of Directors and Honorarium of Board of Commissioners of PT Pertamina Training and Consulting is effectively taking place in 1 January 2014. The amount of remuneration is stipulated by minding the performance achievement of Board of Directors.

The total compensation received by the Company's Board of Directors and Board of Commissioners is Rp3.145 millions and Rp3.093 millions, respectively in 2014 and 2013.

HUBUNGAN PEMEGANG SAHAM DAN PENGENDALI

PT Pertamina Training and Consulting merupakan anak perusahaan Pertamina (Persero) sehingga tidak memiliki hubungan dengan Pemegang Saham dan pengendali.

RELATIONS WITH SHAREHOLDERS AND CONTROLLING SHAREHOLDERS

PT Pertamina Training and Consulting is the subsidiary of Pertamina Corporation hence the Company is not involved in any relation with Shareholders and Controlling Shareholders.

HUBUNGAN AFILIASI ANTAR DEWAN KOMISARIS, DIREKSI, DAN PEMEGANG SAHAM

Independensi Dewan Komisaris dan Direksi, tidak terdapat konflik kepentingan karena tidak adanya hubungan keluarga sampai dengan derajat ketiga, baik menurut garis lurus maupun garis ke samping, juga tidak memiliki hubangan keuangan antara Direksi, Dewan Komisaris dan Pemegang Saham.

AFFILIATION BETWEEN BOARD OF COMMISSIONERS, BOARD OF DIRECTORS AND SHAREHOLDERS

The independence of Board of Commissioners and Board of Directors is proven since there is no conflict of interest. It is mainly due to the inexistence of familial relation to third degree both in linear or horizontal line, also the inexistence of financial relation amongst Board of Directors with Board of Commissioners and Shareholders,

	Hubungan Afiliasi / Affiliations		
	Pemegang saham / Shareholders	**Dewan Komisaris /** Board of Commissioners	**Direksi /** Board of Directors
Dewan Komisaris / Board of Commissioners			
Suwardi Somantri	x		v
Ali Mundakir	x		v
Yoopi Abimanyu	v		v
Direksi / Board of Directors			
Tengku Badarsyah	x	v	
Djoko Prasetyo	x	v	
Etom Katamsi	x	v	
Yekti Tri Wahyuni	x	v	
A.M. Unggul Putranto	x	v	

Keterangan:
v : Tidak ada hubungan afiliasi
x : Ada hubungan afiliasi

Descriptions:
v : No Affiliations
x : Affiliated

KOMITE AUDIT

Komite Audit bertugas membantu Komisaris dalam mengawasi pelaksanaan pengelolaan Perseroan sesuai dengan peraturan dan perundangan-undangan yang berlaku serta bertanggung jawab langsung kepada Komisaris.

Penetapan susunan keanggotaan Komite Audit PT Pertamina Training & Consulting berdasarkan Surat Keputusan Dewan Komisaris No. Kpts-04/PTC-DEKOM/2014-S1 Tanggal 09 Oktober 2014.

Berikut adalah susunan komite Audit PTC
Ketua : Yoopi Abimanyu (Komisaris Independen)
Anggota : 1. Ali Mundakir (Anggota Komisaris)
2. Tengku Umar

Penetapan Piagam (Charter) Komite Audit PT Pertamina Training & Consulting sesuai dengan Surat Keputusan Dewan Komisaris No.Kpts-05/PTC-DEKOM/2014-S1 Tanggal 10 Oktober 2014.

AUDIT COMMITTEE

Audit Committee assists Commissioner in supervising the management of Company in accordance to the current law and regulations while also responsible directly to the Commissioner.

The stipulation of member composition of Audit Committee of PT Pertamina Training & Consulting based on Deed of Board of Commissioners No.Kpts-05/PTC-DEKOM/2014-S1 dated 09 October 2014.

Below is the composition of PTC's Audit Committee
Chairman: Yoopi Abimanyu (Independent Commissioner)
Member : 1. Ali Mundakir (Member of Commissioners)
2. Tengku Umar

Stipulation of Audit Committee's Charter of PT Pertamina Training & Consulting in accordance with Decree of Board of Commissioners No.Kpts-04/PTC-DEKOM/2014-S1 dated 10 October 2014.

Kualifikasi dan Independensi Anggota Komite Audit

Persyaratan untuk dapat diangkat sebagai anggota Komite Audit sesuai lampiran Surat Keputusan Dewan Komisaris tentang piagam Charter Komite Audit No.Kpts-05/PTC-DEKOM/2014-S1 Bab IV pasal 4.2 antara lain:

a. Memiliki integritas yang tinggi, kemampuan, pengetahuan dan pengalaman yang memadai sesuai dengan latar belakang pendidikannya serta mampu berkomunikasi dengan baik.
b. Salah satu dari anggota Komite Audit memiliki latar belakang pendidikan akuntansi atau keuangan.
c. Memiliki pengetahuan yang cukup untuk membaca dan memahami laporan keuangan.
d. Memiliki pengetahuan yang memadai tentang peraturan perundangan dipasar modal dan peraturan perundang- undangan yang terkait lainnya.
e. Bukan merupakan orang dalam Kantor Akuntan Publik, Kantor Konsultan Hukum, atau pihak lain yang memberikan jasa audit, jasa non audit atau jasa konsultan lain kepada Perseroan dalam waktu 6 (enam) bulan terakhir sebelum diangkat oleh Komisaris.
f. Bukan orang mempunyai wewenang dan tanggung jawab untuk merencanakan, memimpin, atau mengendalikan kegiatan Perseroan dalam waktu 6 (enam) bulan terakhir.
g. Tidak mempunyai saham baik langsung maupun tidak langsung pada Perseroan.
h. Tidak mempunyai:
   - Hubungan keluarga karena perkawinan dan keturunan sampai derajat kedua, baik secara horisontal maupun vertikal dengan komisaris, direksi atau pemegang saham utama Perseroan, dan atau
   - Hubungan usaha baik langsung maupun tidak langsung yang berkaitan dengan kegiatan usaha Perseroan

Qualification and Independence of Audit Committee Members

The requirements to be appointed as a member of Audit Committee based on attachment of Decree of Board of Commissioners of Audit Committee's Charter No No.Kpts-05/PTC-DEKOM/2014-S1 Chapter IV Article 42 are:

a. Possessing a high integrity, ability, knowledge and experience in line with the educational background while also able to communicate well.
b. One of the members of Audit Committee possesses accounting or financial educational background.
c. Possessing an adequate knowledge to read and understand a financial report.
d. Possessing an adequate knowledge regarding regulation in capital market and other current, related regulations.
e. The member is not a member of Public Accounting Firm, Legal Consultant Firm or other parties providing auditing service, non-auditing service or other consulting service to Company in the last 6 (six) months prior to be appointed by the Commissioners.
f. The member is not a person with authority and responsibility to plan, lead or control the Company's activities in the last 6 (six) months.
g. The member does not own a share either direct or indirect in the Company.
h. The member does not have:
   - Family relationship by marriage and pedigree up to two degrees, either horizontally or vertically with the commissioners, directors or Company's major shareholders and/or
   - Business relations, either directly or indirectly related to Company's business activities

Tugas dan Tanggung Jawab Komite Audit

Tugas dan tanggung jawab Komite Audit sesuai lampiran Surat Keputusan Dewan Komisaris tentang piagam Charter Komite Audit No.Kpts-05/PTC-DEKOM/2014-S1 BAB VI pasal 6.2-6.3 antara lain:

Duties and Responsibilities of Audit Committee

Duties and responsibilities of Audit Committee is based on attachment of Decree of Board of Commissioners of Audit Committee's Charter No No.Kpts-05/PTC-DEKOM/2014-S1 CHAPTER VI article 602-6.3 such as:

a. Komite Audit bertugas untuk memberikan pendapat kepada Dewan Komisaris terhadap laporan atau hal-hal yang disampaikan oleh Direksi, mengindentifikasi hal-hal yang memerlukan perhatian Komisaris dan melaksanakan tugas-tugas lain yang berkaitan dengan tugas Dewan Komisaris antara lain meliputi:
b. Memastikan bahwa telah terdapat prosedur *review* yang memuaskan terhadap informasi yang dikeluarkan Perseroan antara lain laporan keuangan berkala, proyeksi/*forecast* dan informasi keuangan lainnya yang disampaikan kepada pemegang saham.
c. Menilai perencanaan, pelaksanaan serta hasil audit yang dilakukan oleh SPI (auditor internal) maupun auditor eksternal untuk memastikan bahwa pelaksanaan dan pelaporan audit para auditor memenuhi standar audit.
d. Memberikan rekomendasi mengenai penyempurnaan sistem pengendalian internal Perseroan serta pelaksanannya.
e. Melaksanakan tugas lain yang diberikan oleh Dewan Komisaris sepanjang masih dalam lingkup tugas dan kewajiban Komisaris.
f. Komite Audit membuat program/rencana kerja tahunan yang berisi rencana jadwal kerja dan penggunaan sumber daya yang diperlukan.
g. Komite Audit wajib menjaga kerahasiaan dokumen, data, dan informasi mengenai Perseroan yang diperoleh selama menjalankan tugas sebagai Komite Audit.

a. Audit Committee is in charge of providing suggestion to Board of Commissioners of reports or matters proposed by Directors, identifying matters in need of attention of Commissioners and conducting other duties related to Board of Commissioners' duties namel
b. Ensure that a procedure review is satisfying to information produced by Company such as periodic financial report, projection/forecast and other financial information delivered to shareholders.
c. Assessing plans, implementation and audit results conducted by SPI (internal auditors) or external auditors to ensure that the implementation and reporting of audit by the auditors meet the auditing standards.
d. Providing recommendation regarding improvement of internal control system of Company and its execution.
e. Conducting other tasks given by Board of Commissioners as long as those are still in the scope of duties and responsibilities of Commissioners.
f. Audit Committee procures an annual business plan/ program contained plans of work schedule and utilization of necessary resources.
g. Audit Committee shall keep the confidentiality of documents, data and information of Company which are acquired throughout conducting its duties as Audit Committee.

Frekuensi Pertemuan Komite Audit

Audit Committee Meetings Frequences

Nama/Name	**Jabatan /** Position	**Frekuensi Rapat /** Meeting Frequences
Yoopi Abimanyu	Ketua/ Head	3/3
Ali Mundakir	Anggota / Member	3/3
Tengku Umar	Anggota / Member	3/3

Laporan Singkat Pelaksanaan Kegiatan Komite Audit

Komite Audit telah menyampaikan laporan, saran dan catatan atas berbagai aktivitas Perseroan yang perlu mendapatkan perhatian Dewan Komisaris dalam melaksanakan tugas dan fungsi pengawasannya serta memberikan saran kepada Direksi di tahun 2014.

Brief Report of Audit Committee's Activities

Audit Committee has delivered the report, advices and notes of the Company's activities which are in need of Board of Commissioners' attention in conducting its duty and supervision also providing advices to Board of Directors in 2014.

KOMITE LAINNYA

Guna menerapkan Tata Kelola Perusahaan yang Baik, PTC berencana membentuk Komite Nominasi & Remunerasi dan Komite lainnya menurut peraturan perundang-undangan yang berlaku.

OTHER COMMITTEE

In order to implement good corporate governance, PTC plans to form a Nomination and Remuneration Committee, along with other committees in accordance with the current regulation.

SEKRETARIS PERUSAHAAN
CORPORATE SECRETARY

Perseroan mengangkat Yuli Rachmawaty sebagai Sekretaris Perusahaan melalui Surat Keputusan Direksi No. 004/PTC-Kpts/X/2008 pada tanggal 20 Oktober 2008 dan hingga saat ini posisi Sekretaris Perusahaan masih merujuk pada surat keputusan tersebut. Tugas Sekretaris Perusahaan sebagai penghubung (liasion officer) antara perusahaan dengan pihak-pihak yang berkepentingan baik eksternal maupun internal. Kegiatan-kegiatan dibawah Sekretaris Perusahaan meliputi antara lain kegiatan Public Relation, Corporate Communication, CSR, Data Information, Brand Management, Compliance, Quality & HSE sehingga terjadi kesinambungan kinerja yang efektif.

The Company has appointed Yuli Rachmawaty as the Corporate Secretary through Decree of Board of Directors No. 004/PTC-Kpts/X/2008 in 20 October 2008 and up to present time, the position of Corporate Secretary is being referred to the Decree. Corporate Secretary acts as a liaison officer between the Company and other party of interests both external and internal. The activities conducted under Corporate Secretary are namely Public Relation works, Corporate Communication, CSR, Data Information, Brand Management, Complaint, Quality & HSE to create an effective synergy.

Profil Sekretaris Perusahaan

Yuli Rachmawaty lahir pada 17 Juli 1974 dan meraih gelar Sarjana Manajemen Keuangan & Perbankan di STIE Perbanas pada tahun 2000. Ia mulai bergabung dengan Perseroan pada tahun 2002 sebagai Assisten Direktur Bidang Keuangan dan Administrasi PTC kemudian Manajer Administrasi dan Keuangan PTC tahun 2004 dan sejak tahun 20 Oktober 2008 menjabat sebagai Sekretaris Perusahaan hingga sekarang ,dan rangkap jabatan sebagai Manajer Divisi Jasa Pengamanan tahun 2010 - 2013.

Profile of Corporate Secretary

Yuli Rachmawaty was born in 17 July 1974 and acquired her Bachelor of Financial & Banking Management from STIE Perbanas in 2000. She joined the Company in 2002 as Assistant Director of Finance and Administration of PTC, then as Manager of Administration and Finance in 2004 and since 20 October 2008, she has taken the position of Corporate Secretary in concurrent with serving as security service manager from 2010 - 2013.

Pelaksanaan Tugas Sekretaris Perusahaan

Sesuai Peran dan Tugasnya, Sepanjang tahun 2014 Sekretaris Perusahaan telah melaksanakan tugasnya meliputi:

1. Memberikan pertimbangan kepada Direksi dan Dewan Komisaris agar mematuhi ketentuan-ketentuan Undang-Undang tentang Perseroan Terbatas, Anggaran Dasar dan ketentuan lainnya termasuk mengingatkan Direksi tentang tanggungjawab untuk melaksanakan GCG.
2. Menghadiri rapat-rapat Direksi dan Dewan Komisaris.
3. Bertindak sebagai pengelola dokumen Perusahaan, termasuk tetapi tidak terbatas pada daftar Pemegang Saham, daftar khusus, risalah Rapat Direksi, risalah rapat Dewan Komisaris, risalah RUPS.
4. Sekretaris Perseroan dan/atau Notaris membuat Risalah RUPS dalam setiap pelaksanaan RUPS dan mendistribusikan risalah-risalah rapat tersebut. Penandatanganan Risalah RUPS tidak diperlukan apabila risalah tersebut dibuat dengan Berita Acara Notaris.
5. Memberikan informasi yang relevan, akurat dan tepat waktu kepada stakeholders termasuk Pemegang Saham
6. Mengelola informasi yang akan diberikan kepada pihak-pihak di luar Perusahaan berdasarkan ketentuan yang telah ditetapkan oleh Direksi.
7. Memberikan informasi yang berkaitan dengan tugasnya kepada Direksi secara berkala dan kepada Dewan Komisaris
8. Mengkoordinir Perencanaan Strategy Perusahaaan.
9. Melaksanakan kegiatan kehumasan.
10. Menyusun dan mengelola program CSR.
11. Menyelenggarakan dan mengelola kegiatan Quality & HSE.

Implementation of Corporate Secretary's Duties

In accordance with the Role and Duties, Corporate Secretary had conducted these works throughout 2014:

1. Providing consideration to Board of Directors and Commissioners to follow the Law and Regulations regarding Limited Company, Articles of Association and other regulations including reminding Directors of their duties in implementing GCG.
2. Attending meetings of Directors and Board of Commissioners.
3. Managing the documents of Company, including but not limited to, list of Shareholders, particular list, minutes of Director's meeting, minutes of Board of Commissioners' meeting and minutes of GMS.
4. Corporate Secretary and/or Notary make GMS minutes in each GMS and distribute the minutes. Signing of the GMS minutes is unnecessary if the minutes are made with Deed of Notary.
5. Providing relevant, exact and on period information to stakeholders including Shareholders.
6. Managing the information to be shared to parties outside the Company based on the conditions stipulated by Directors.
7. Providing information related to its duties to Board of Directors periodically and to Board of Commissioners.
8. Coordinating Planning of Company's Strategies.
9. Conducting PR activities.
10. Composing, managing CSR programs.
11. Holding and managing Quality & HSE activities.

UNIT AUDIT INTERNAL

Unit Audit Internal memiliki tugas pokok untuk melakukan pengawasan terhadap pelaksanaan tugas semua divisi dalam perusahaan baik struktural fungsional non struktural tim penugasan khusus dan sebagainya agar dapat berjalan sesuai dengan rencana kebijakan manajemen dan peraturan perundangan yang berlaku.

INTERNAL AUDIT UNIT

Internal Audit Unit's main responsibility is to supervise the duties' implementation of all divisions in the Company both functional structural, non-structural, specially appointed team and others to be able to function in line with the management's policy plan and current regulation.

Unit Audit Internal dipimpin oleh seorang Kepala Auditor yang bertanggung jawab langsung kepada Direktur Utama. Kepala Audit Internal diangkat dan diberhentikan oleh Direktur Utama dengan persetujuan dari Dewan Komisaris. Pada tahun 2014 Kepala Unit Audit Internal dijabat oleh Etom Katamsi sampai Juli 2014.

Internal Audit Unit is led by a Head Auditor who is directly responsible to President Director. Internal audit chairman is appointed and released by President Director with a direct approval from Board of Commissioners. At 2014, Etom Katamsi has filled the position of Internal Audit Unit Chairman.

Nama / Name	**Jabatan** / Position
Etom Katamsi*	Kepala Audit Internal / Internal Audit Chairman
Ahmad Syauki	Auditor Internal / Internal Auditor

*Menjabat dari April 2012 - Juli 2014, setelah itu jabatan tersebut vacant

*Served from April 2012 - July 2014, prior to vacating the position.

Unit Audit Internal PTC memiliki Kualifikasi atau sertifikasi sebagai profesi audit internal berikut:

1. Training Internal Audit
2. Training audit keuangan
3. Training audit pengadaan barang / Jasa
4. Training kepatuhan pemeriksa keuangan
5. Workshop Fraud
6. Workshop Internal Control
7. Training verifikasi yang handal

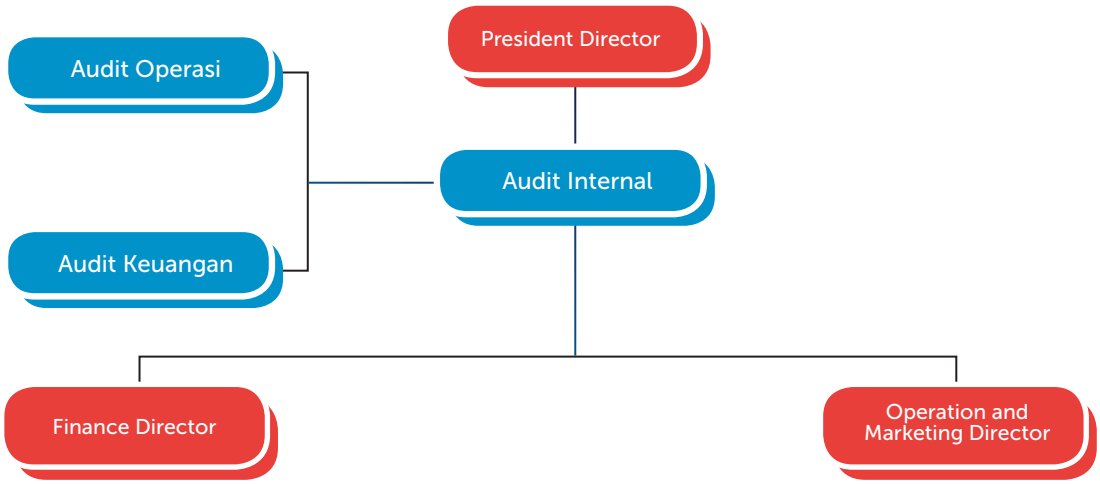
Internal Audit Unit of PTC is qualified or certified as internal audit profession based on the lists below:

1. Internal Audit Training
2. Financial Audit Training
3. Goods / Services Procurement Audit Training
4. Financial Checker Conformity Training
5. Fraud Workshop
6. Internal Control Workshop
7. A reliable verification Training

Temuan Internal Audit per Desember 2014 | **Internal Audit Findings As per December 2014**

Divisi / Division	Total Temuan / Total Temuan	Close	Open	Pending Meter
EO & Other Services	27	25	2	2
HR & GA	18	16	2	2
Security Services	12	0	12	12
Man Power Supply	3	0	3	3
Training & Consulting	4	0	4	4
Corporate Secretary	0	0	0	0
Program Development	0	0	0	0
Legal	0	0	0	0

Kedudukan Audit Internal | **Internal Audit Position**



KANTOR AKUNTAN PUBLIK

Berdasarkan RUPS tanggal 24 April 2014 PTC menunjuk Kantor Akuntan Publik Kosasih, Nurdiyaman, Tjahyo dan Rekan untuk mengaudit kinerja keuangan Perseroan untuk periode 2014.

Pada tahun 2014 Akuntan Publik Kosasih, Nurdiyaman, Tjahyo dan Rekan telah melakukan jasa audit sebagai berikut;

1. Laporan Keuangan Dan Laporan Auditor Independen tahun yang berakhir pada tanggal 31 Desember 2014, 2013, dan 2012
2. Laporan Evaluasi Kinerja untuk tahun yang berakhir 31 Desember 2014 dan Laporan Akuntan Independen

PUBLIC ACCOUNTING FIRM

Based on GMS on April 24, 2014, PTC appointed the Public Accountant of Kosasih, Nurdiyaman, Tjahyo, and Partners to audit the Company's financial performance during the period 2014.

In 2014, the Public Accountant of Kosasih, Nurdiyaman, Tjahyo, and Partners has performed the following audit services:

1 Financial Statements and Independent Auditor Report for year ended December 31, 2014, 2013, and 2012

2 Performance Evaluation Report for year ended December 31, 2014 and Independent Auditor Report

3. Laporan Kepatuhan terhadap Peraturan Perundang-undangan dan Terhadap Peraturan Pengendalian Intern tahun 2013.

Untuk melakukan jasa audit tersebut, PTC membayarkan biaya sebesar Rp180.000.000.

SISTEM MANAJEMEN RISIKO

Perkembangan dan perubahan dalam bisnis *Human Capital* saat ini berjalan seiring dengan peningkatan risiko bisnis. Banyak faktor yang mempengaruhi jenis risiko dan besarnya risiko yang dihadapi PTC, termasuk di antaranya adalah faktor perubahan lingkungan makro (misalnya perubahan kebijakan pemerintah, perubahan bunga bank, perubahan nilai kurs terhadap US Dollar) serta ketersediaan sistem dan infrastruktur di PTC yang berpengaruh terhadap biaya operasional. Faktor-faktor risiko tersebut akan berdampak pada kelancaran kegiatan operasional, kepuasan pelanggan, kepuasan pekerja, dan keselamatan kerja di dalam lingkup bisnis PTC.

Untuk mengelola berbagai faktor risiko tersebut, manajemen PTC memberlakukan Sistem Manajemen Risiko sebagai bagian tak terpisahkan dari penerapan GCG di PTC. Dengan menerapkan Sistem Manajemen Risiko, manajemen PTC dapat mengidentifikasi, melakukan asesmen, membuat prioritas penanganan terhadap risiko yang ada, dan membuat rencana pencegahan, penanganan, dan pengendalian risiko. Berdasarkan hasil identifikasi tersebut, manajemen PTC dapat menerapkan tindakan untuk mencegah, meminimalkan, memonitor, dan mengendalikan berbagai kemungkinan dan akibat dari kejadian yang tak diinginkan secara cepat dan tepat.

Sistem Manajemen Risiko yang berlaku di PTC mengacu pada ketentuan yang berlaku di PT Pertamina (Persero) yaitu SK No.Kpts-52/C00000/2011-S0 tentang Sistem Tata Kerja (STK) Enterprise Risk Management. Penerapan Sistem Manajemen Risiko di PTC dilakukan dengan mengidentifikasikan risiko yang terjadi pada masing-masing Divisi, memperhitungkan dampak terhadap risiko yang terjadi, kemudian dilakukan analisa penyebab munculnya risiko dan cara mitigasinya. Hasil identifikasi risiko yang mungkin terjadi, penyebab risiko, potensi dampak kuantitatif (finansial) dan dampak kualitatif yang ditimbulkan apabila risiko tersebut terjadi, serta rencana mitigasinya kemudian dituangkan dalam dokumen *Risk*

3 Report of Compliance to the Statutory Regulations and Internal Control Regulations in 2013

For the audit services performed, PTC paid IDR180,000,000.

RISK MANAGEMENT SYSTEM

Currently the development and changes in the Human Capital business is in line with the increase in business risk. There were many factors that affect the type and level of risks assumed by PTC, including the macro environmental changes factor (such as amendment to government policies, interest rate fluctuation, fluctuation of USD exchange rate) and the availability of system and infrastructure of PTC that affected the operating expenses. The risk factors will have an impact on the operational activities, customers satisfactory, employees satisfactory, and work safety in PTC's business scope.

To manage the above risk factors, PTC's management applied a Risk Management System as an integrated part of the GCG implementation in PTC. By putting GCG into practice, PTC's Management is able to identify, assess, determine the priority in managing the existing risks, and prepare a plan on the risk prevention, management, and control. Based on the identification result, PTC's management will be able to take a fast and proper action to prevent, mitigate, monitor, and control various possibilities and effects of unexpected events.

The prevailing risk management system in PTC refers to the applicable provisions in PT Pertamina (Persero), which is SK No. Kpts-52/C00000/2011/S0 regarding the Standard Operating Procedure (SOP) of Enterprise Risk Management. The implementation of Risk Management System in PTC shall be done by identifying the risk of each division, measuring the impact of the risk, then analyzing the causes of the risk and how to mitigate it. The risk identification result, causes of risk, potential quantitative impact (financial) and qualitative impact, which may occur if the above risk takes place, and the mitigation plan will be elaborated in the Risk Register documents. The monitoring on the implementation of the risk mitigation plan in PTC

Register. Monitoring pelaksanaan rencana mitigasi risiko di PTC dilakukan setiap triwulan, dan hasilnya dilaporkan kepada Fungsi Enterprise Risk Management PT Pertamina (Persero).

shall be done quarterly and the result will be reported to the Enterprise Risk Management Function of PT Pertamina (Persero).

Risiko yang Dihadapi Perusahaan dan Mitigasinya

Identifikasi risiko dilakukan setiap akhir tahun dengan cara mengidentifikasikan Risiko-Risiko yang mungkin terjadi pada tahun berikutnya. Salah satu referensi yang digunakan untuk mengidentifikasi risiko yang dihadapi PTC adalah dengan berdasarkan proses bisnis dan KPI Perusahaan. Hasil analisa risiko berupa penyebab, dampak, serta rencana mitigasinya kemudian didaftarkan dalam Risk Register. Dari Risk Register tersebut, dipilih Risiko dengan nilai tertinggi (Top Risk) untuk dimonitor mitigasinya secara intensif. Penentuan Top Risk dapat dilakukan berdasarkan potensi dampak kuantitatif yang ditimbulkan, atau berdasarkan justifikasi dari manajemen. Top Risk PTC pada tahun 2014 dapat dilihat pada Tabel 1.

Risks Assumed by the Company and How to Mitigate It

Identification of risk is performed every end of the year by identifying the risks that may occur in the next year. One of the references to identify PTC's risk is based on the Company's business process and KPI. The risk analysis result, which covers the causes, impact, and mitigation plan, will be included in the Risk Register. Based on the risk register, the mitigation of the risk with the highest point (Top risk) will be monitored intensively. Top risk is selected based on the potential quantitative effect that may occur or the management's justification. PTC's Top Risk in 2014 can be seen on Table 1.

Tabel 1: Top Risk PTC 2014

Table 1: PTC Top Risk 2014

Kategori Risiko/ Category of Risks	**Jenis Risiko /** Type of Risks	**Penyebab Risiko /** Causes of Risks	**Dampak Risiko /** Impact of Risks	**Rencana Mitigasi /** Mitigation Plan
Finansial / Financial	Target pendapatan tidak tercapai / The revenue target is not achieved	• Frekuensi permintaan jasa menurun / The frequency of service demand is decreasing • Tingginya biaya untuk mendanai proyek baru / High cost of financing new projects • Support dokumen penagihan belum disiapkan / The supporting billing documents have not been prepared	• Tidak ada penambahan cashflow dari peningkatan volume bisnis / There is no additional cashflow from the increasing business volume • Kehilangan potensi penawaran proyek / Potential project offering is missed • Invoice tidak bisa diproses / The invoices cannot be processed	• Mengembangkan pangsa pasar / Developing the market share • Menambah modal usaha / Adding working capital • Membuat list pekerjaan yang sudah ada kontraknya / Making a list of projects whose contracts are available

Kategori Risiko/ Category of Risks	Jenis Risiko / Type of Risks	Penyebab Risiko / Causes of Risks	Dampak Risiko / Impact of Risks	Rencana Mitigasi / Mitigation Plan
Finansial / Financial	Target pendapatan MPS tidak tercapai / The MPS revenue target is not achieved	• Tenaga kerja yang tidak sesuai dengan permintaan klien / The labor force does not fulfill the client's demand • Kontrak pekerjaan yang belum selesai / Unfinished working contract	• Komplain dari *user* / Complaints from the users • Mengganggu *cashflow* perusahaan / Interfering the company's cashflow	• Melakukan monitoring proses seleksi yang lebih selektif / Strictly monitoring the selection process • Menyelesaikan kontrak untuk pekerjaan yang sudah berjalan / Completing the contract of the running project • Rekrutmen staf legal tambahan / Recruiting additional legal staffs
Finansial / Financial	Target pendapatan EO tidak tercapai / The EO target revenue is not achieved	• Tingginya biaya untuk mendanai proyek baru / High cost of financing new projects • Kurangnya tenaga pelaksana / Lack of executor staff	• Kehilangan potensi penawaran proyek / Potential project offering is missed • Hilangnya potensi pendapatan / Potential revenue is missed	• Menambah modal kerja / Adding working capital • Rekrutmen staf EO tambahan / Recruiting additional EO staffs
Finansial / Financial	Biaya pengelolaan MPS melebihi target / The management cost of MPS exceeds the target	• Permintaan proyek meningkat / The project demand is increasing • Potensi demo karyawan outsourcing / Potential protests from the outsourcing employees • Terjadi kecelakaan kerja yang tidak tercover asuransi / The occurrence of work accident which is not covered by the insurance	• Mengganggu cashflow perusahaan / Interfering the company's cashflow • Mengganggu operasional / Interfering the operational activities • Mengurangi profit / Decreasing the company's profit	• Membuat anggaran untuk pengembangan project / Preparing a budget for the project development • Membuat kesepakatan kerja yang lebih matang dengan calon pekerja / Make a clear working contract with the candidates of employee • Memberikan pembinaan akan kesadaran keselamatan kerja / Providing training regarding work safety

Kategori Risiko/ Category of Risks	Jenis Risiko / Type of Risks	Penyebab Risiko / Causes of Risks	Dampak Risiko / Impact of Risks	Rencana Mitigasi / Mitigation Plan
Finansial / Financial	Biaya pengelolaan JP melebihi target / The management cost of JP exceeds the target	• Kenaikan upah dan penambahan personil / Increasing salary and additional personnel • Biaya koordinasi dengan instansi terkait / Coordinating cost with the related institutions • Biaya operasional di luar anggaran / Unexpected operating expenses • Kasus indisipliner / Indisciplinary cases	• Mengganggu cashflow perusahaan / Interfering the Company's cashflow • Mengurangi profit / Decreasing the company's profit	• Mengadakan rapat koordinasi dengan user / Holding a coordination meeting with the users • Menganggarkan biaya terkait hubungan industrial JP dalam kontrak pekerjaan / Allocating the costs related to JP industrial relation in the working contract • Evaluasi dan pelatihan staf operasional / Evaluating and training the operational staffs • Pembinaan dan sosialisasi mengenai tugas, hak, dan kewajiban / Developing and socializing the duties, rights, and obligations

Pencapaian Pengelolaan Risiko dan *Review* Atas Efektifitas Sistem Manajemen Risiko Perusahaan

Pemantauan pelaksanaan mitigasi risiko dilaksanakan setiap triwulan, dan hasilnya dilaporkan kepada Fungsi Enterprise Risk Management PT Pertamina (Persero). Dalam pemantauan pelaksanaan rencana mitigasi risiko di PTC pada tahun 2014, seluruh rencana mitigasi terlaksana dengan baik.

Pengelolaan risiko di PTC merupakan bagian dari pengelolaan risiko PT Pertamina (Persero) secara keseluruhan, sehingga penilaian implementasi pengelolaan risiko di PTC dilaksanakan sesuai standar yang diberikan oleh Fungsi Enterprise Risk Management PT Pertamina (Persero). Penilaian mencakup penyusunan Risk Register, penyusunan rencana mitigasi, serta pemantauan pelaksanaan mitigasi risiko. Target dan pencapaian hasil mitigasi Risiko dapat dilihat pada Tabel 2, di mana pencapaian KPI pengelolaan risiko PTC pada tahun 2014 sebesar 98,6%, dibandingkan terhadap target 98,6%.

Achievements of the Risk Management and Review on the Company's Risk Management System Effectiveness

The supervision of the implementation of risk mitigation is performed quarterly and the result is reported to the Enterprise Risk Management Function of PT Pertamina (Persero). Based on the supervision of the implementation of risk mitigation plan in PTC, in 2014, the entire mitigation plan was performed well.

The risk management in PTC is a part of the overall risk management of PT Pertamina (Persero), so the evaluation of the risk management implementation in PTC was conducted in reference to the standards provided by the Enterprise Risk Management Function of PT Pertamina (Persero). The evaluation included the Risk Register preparation, the mitigation plan preparation, and the supervision of risk mitigation plan. The targets and achievements of the risk mitigation can be seen on Table 2. The KPI achievement of PTC's risk management in 2014 was 99.5% compared to the target, 98.6%.

Walaupun telah berupaya mengimplementasikan Sistem Manajemen Risiko secara maksimal, namun PTC menyadari bahwa selaku Anak Perusahaan Pertamina yang baru mengimplementasikan Sistem Manajemen Risiko pada tahun 2014, masih banyak hal yang harus diperbaiki.

Although PTC had put its best effort to fully implement the Risk Management System, PTC realized that as Pertamina's Subsidiary which has just implemented the Risk Management System in 2014, there were lots of points that needed to be improved.

Tabel 2 Target dan Pencapaian Pengelolaan Risiko PTC Tahun 2014

Table 2: The Target and Achievements of PTC's Risk Management in 2014

Indikator / Indicator	**Target /** Target	**Pencapaian /** Achievement
Pengelolaan Risiko / Risk Management	98,6%	98,6%

Komitmen Manajemen Terhadap Sistem Manajemen Risiko

Sebagai wujud dukungan Manajemen PTC terhadap implementasi manajemen risiko, maka pada tanggal 26 Agustus 2014 di Gedung YPKP Lantai 2 Komp Pertamina Corporate University, Simprug telah dilakukan penandatangan Traktat Manajemen Risiko PTC oleh Direksi dan Manajer dengan disaksikan oleh VP Enterprise Risk Management Bapak Ludi Sugianto selaku perwakilan dari PT Pertamina (Persero). Untuk pengelolaan Sistem Manajemen Risiko, Manajemen PTC telah menugaskan Divisi Program Development sebagai penanggungjawab.

The Management's Commitment on Risk Management System

As a form of PTC's management support to the implementation of risk management, on August 26, 2014 at Gedung YPKP 2nd Floor, Komp. Pertamina Corporate University, Simprug, a Risk Management Treaty was made by the Directors and Managers as witnessed by the VP of Enterprise Risk Management, Mr. Ludi Sugianto as the representative of PT Pertamina (Persero). To manage the Risk Management System, PTC's Management has appointed the Development Program Division as the in-charge.

Hubungan Kerja dengan Pemantau Risiko

Sebagai bagian dari korporasi Pertamina, pengelolaan risiko di PTC merupakan bagian terintegrasi dari pengelolaan risiko PT Pertamina (Persero). Untuk itu dalam kegiatan pemantauan dan pelaporan risiko, PTC selalu berkoordinasi dengan Fungsi Enterprise Risk Management (ERM) Direktorat PIMR PT Pertamina (Persero) sebagai koordinator pemantauan risiko di Pertamina Group. Pola komunikasi yang dilakukan antara Fungsi ERM Pertamina dengan PTC dilaksanakan melalui:

- *Sharing Knowledge* via ERM Forum
- Pengisian dan *updating Risk* Register via *Coaching clinic*
- Rapat kerja dengan tim PT Pertamina (Persero) dan anak-anak perusahaan yang lain
- Surat elektronik

Komunikasi tersebut digagas oleh kedua belah pihak, dengan jangka waktu rutin per triwulan atau insidental.

Work Relation with the Risk Monitoring Coordinator

As a part of Pertamina corporation, the risk management in PTC is an integrated part of PT Pertamina (Persero)'s risk management. Thus, PTC always coordinates all risk monitoring and reporting activities with the Enterprise Risk Management (ERM) Function of PIMR Directorate of PT Pertamina (Persero) as the coordinator of risk monitoring in Pertamina Group. The communication pattern between Pertamina's ERM Function and PTC is conducted through:

- Sharing knowledge via ERM Forum
- Completing and updating Risk Register via Coaching Clinic
- Work meeting with the team of PT Pertamina (Persero) and other subsidiaries
- Electronic mails

The above communication means were initiated by both parties and shall be done every quarter or incidentally.

Sosialisasi Manajemen Risiko

Sebagai awalan dalam internalisasi manajemen risiko kepada pekerja PTC, maka pada tanggal 26 Agustus 2014 di Gedung YPKP Lantai 2 Komp Pertamina Corporate University telah dilakukan *workshop* berisi pemahaman umum manajemen risiko dan pengenalan risk register. Workshop diikuti oleh jajaran manajemen dan staf terkait PTC. Hadir sebagai narasumber dalam *workshop* tersebut adalah *Strategic Planning Risk Management Manager* PT Pertamina (Persero) beserta jajarannya.

Sebagai tindak lanjut *workshop* tersebut, dalam proses penyusunan Risk Register PTC 2015, Divisi-Divisi terkait di PTC telah dilibatkan lebih intens untuk mengidentifikasikan jenis risiko (*Risk Event*), dampak yang ditimbulkan, dan rencana mitigasinya. Dengan demikian, diharapkan *Risk Register* PTC tahun 2015 telah dapat memberikan profil risiko PTC yang lebih *solid* sesuai dengan tantangan bisnis yang dihadapi oleh PTC.

SISTEM PENGENDALIAN INTERNAL

Peraturan Pemerintah No 60 tahun 2008 menganjurkan penerapan tentang Sistem Pengendalian Intern kemudian diimplementasikan untuk mengarahkan proses bisnis agar bergerak sesuai dengan tujuan dan program Perseroan.
Tujuan implemantasi sistem pengendalian intern di PTC adalah:

1. Menjaga kekayaan perusahaan.
2. Mendorong upaya efisiensi.
3. Menjamin Kepatuhan terhadap kebijakan manajemen dan perundangan yang berlaku.

Sistem pengendalian internal perusahaan mencakup:

1. Sistem Pengendalian Keuangan
   Sistem pengendalian keuangan dilaksanakan oleh internal Auditor yang bertanggung jawab secara langsung kepada Direktur Utama sedangkan tim manajemen resiko melakukan penilaian terhadap resiko-resiko keuangan dan mitigasinya.

2. Sistem pengendalian Operasi dan Administrasi
   Pengendalian Operasi dan Administrasi dibuat untuk

Risk Management Socialization

As the beginning of the risk management socialization to PTC's employees, on August 26, 2014 at Gedung YPKP 2nd Floor Komp Pertamina Corporate University, PTC held a workshop that provided general understanding about the risk management and introduction of risk register. The participants were the management personnel and the related PTC's staffs. Meanwhile, the Strategic Planning Risk Management Manager of PT Pertamina (Persero) and its personnel attended as the speakers in the workshop.

Then, as a follow-up of the workshop, the related PTC's divisions have been involved intensively in the preparation of PTC's Risk Register 2015 to identify the type of risks (risk event), impacts that may occur, and the mitigation plan. Thus, PTC's risk register in 2015 is expected to give solid profile of PTC's risks in the business challenges experienced by PTC.

INTERNAL CONTROL SYSTEM

The Government Regulation Number 60 Year 2008 suggested the implementation of Internal Control System to direct the business process in line with the Company's goals and programs. The objectives of the internal control system in PTC are as follows:

1. To maintain the company's assets.
2. To support the efficiency.
3. To ensure the company's compliance with the management policy and the prevailing laws.

The Company's internal control system includes:

1. Financial Control System
   The financial control system is performed by an internal Auditor, which is directly responsible to the President Director, while the risk management system team will evaluate the financial risks and its mitigation.

2. Operational and Administration Control System
   Operational and administration control is made

mendorong efisiensi dan mendorong dipatuhinya kebijakan manajemen maupun sistem perundang-undangan yang berlaku. Tanggung jawab implementasi dilaksanakan oleh Manajemen *Representative*, fungsi *compliance* dan tim manajemen resiko.

3. Manajemen Risiko
   Manajemen *representative* adalah seseorang yang ditunjuk sebagai penanggung jawab implementasi sistem manajemen mutu. Fungsi *compliance* melakukan pengawasan kepatuhan terhadap implementasi prinsip-prinsip GCG, sedangkan tim manajemen resiko melakukan identifikasi evaluasi dan pengendalian risiko bisnis yang dapat mengancam kelangsungan usaha atau aktivitas perusahaan.

Evaluasi Efektivitas Sistem Pengendalian Internal

Tinjauan terhadap efektivitas implementasi sistem pengendalian internal dilakukan dengan:

1. Audit kepatuhan terhadap perundang undangan yang dilaksanakan oleh Kantor Akuntan Publik Kosasih, Nurdiyaman, Tjahyo dan Rekan.
2. Evaluasi terhadap performance manajemen sistem atau pencapaian target perusahaan yang dilakukan oleh PT Pertamina (persero) dan Auditor keuangan independen (Kantor Akuntan Publik Kosasih, Nurdiyaman, Tjahyo dan Rekan) setiap tahun sekali.
3. *Assessment* yang dilakukan setahun sekali untuk menilai tingkat kepatuhan terhadap prinsip-prinsip GCG dan perundangan yang berlaku.
4. Evaluasi terhadap hasil Audit keuangan rutin bulanan oleh internal Auditor untuk memonitor tindak lanjut temuan.
5. Audit terhadap temuan - temuan khusus yang merupakan prioritas utama pencapaian target kinerja perusahaan.
6. Audit Sistem Penjaminan Mutu ISO 9001:2008 oleh: PT. Lloyd's Register Indonesia. Pemeriksaan atas keteraturan pelaksanaan sistem manajemen mutu 2 kali setahun.

to support efficiency and compliance with the management policy and the prevailing laws. The implementation shall be done by a Representative management, Compliance Function, and Risk Management team.

3. Manajemen Risiko
   Representative management is a person who is appointed as an in-charge of the quality management system implementation. The compliance function shall supervise the company's compliance with the GCG principles, while the risk management system shall identify the evaluation and control the business risk that may threaten the sustainability of the company's business or activities.

Evaluation of the Effectiveness of Internal Control System

The review of the internal control system effectiveness shall be conducted in the following manners:

1. Audit of compliance with law is performed by the Public Accountant of Kosasih, Nurdiyaman, Tjahyo, and Partners.
2. The evaluation of system management performance or the company's target achievement is performed annually by PT Pertamina (Persero) and the Public Accountant of Kosasih, Nurdiyaman, Thahyo, and Partners.
3. Assessment is performed once in a year to examine the company's compliance with GCG principles and the prevailing laws.
4. Evaluation on the Financial Audit result is performed regularly by an internal Auditor to monitor the findings follow up.
5. Audit on special findings, which is the main priority of the company's target achievement.
6. Audit on the Quality Warranty System ISO 9001:2008 by PT Llyod's Register Indonesia. The assessment of the implementation of quality management system is performed twice a year.

QUALITY, HEALTH, SAFETY & ENVIRONMENT (QHSE) / KUALITAS, KESELAMATAN DAN KESEHATAN KERJA

QHSE / Kualitas Keselamatan dan Kesehatan Kerja di PTC merupakan *mandatory standar* dalam setiap pekerjaan yang dilakukan PTC, sehingga pelanggan akan terpenuhi dengan baik harapannya begitu juga *stakeholder* yang terkait, termasuk aspek HSE pekerja dan mitra kerja. Untuk Kualitas PTC telah menerapkan Sistem Manajermen Mutu kelas dunia, sesuai ISO 9001 pada semua Divisinya, dari sejak bulan Mei tahun 2004 dengan ISO 9001:2000, hingga saat ini dengan ISO 9001:2008 yang di Audit oleh Badan Sertifikasi Inggris LRQA (*Lloyd Register Quality Assurance*).

Untuk HSE implementasi Sistem Manajemennya mengacu ke OHSAS 18001:2007 (non sertifikasi) dan Sistem Manajemen HSSE Pertamina Korporat, dan telah di Audit oleh HSSE Pertamina Marketing & Trading sebagai rekanan dari PT Pertamina (PERSERO) dengan hasil sertifikasi berupa sertifikat CSMS (*Contractor Safety Management System*), skor 75 (Tujuh Puluh Lima), Katagori High risk / Resiko tinggi.

Ukuran kinerja HSE PTC pada tahun 2014 mununjukkan tren yang cukup baik dengan nilai TRIR (*Total Recordalble Incident Rate*) dan NOA (*Number of Major Accident*) sebagai berikut:

QUALITY, HEALTH, SAFETY & ENVIRONMENT (QHSE)

QHSE in PTC is a mandatory standard in every job; as a result we can fulfill customers' expectation as well as related stakeholder, and the HSE of the employees and the partners. For its quality, PTC has applied a world-class Quality Management System based on ISO 9001 to all division since May 2004 with ISO 9001:2000. It applies ISO 9001:2008 until now which is audited by British Certification Institute LRQA (Lloyd Register Quality Assurance).

The HSE implementation System refers to OHSAS 18001:2007 (non certified) and Pertamina Corporation HSSE Management System, and it has been audited by HSSE Pertamina Marketing & Trading as a partner of PT Pertamina (Ltd) which results a CSMS (Contractor Safety Management System), score 75 (seventy five), High risk category.

The performance of PTC HSE in 2014 presents good trend compared with the previous year as shown by the score of TRIR (Total Recordable Incident Rate) and NOA (Number of Major Accident) as follow:

OCCUPATIONAL				PROPERTY DAMAGE	VEHICLE INCIDENT	FATALITY (CASE)	LOST WORK DAYS	TRIR	SEVERITY RATE
FAC	LWC	MTC	RWC						
0	8	0	3	0	0	0	0	0.73	0

FAC : First Aid Case
LWC : Lost Workday Case
MTC : Medical Treatment Case
RWC : Restricted Workday Case
TRIR : (LWC+MTC+RWC) x 1.000.000 / man hours

FAC : First Aid Case
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TRIR : (LWC+MTC+RWC) x 1.000.000 / man hours

PERKARA PENTING

Pokok Perkara Dan Status Penyelesaian

Perusahaan digugat

1. **KASUS AMT (AWAK MOBIL TANKI)**
   NO. PERKARA: 246 / PHI.G/ 2013/ PN.JKT.PST

   Pihak yang digugat:
   1. PT Pertamina Training & Consulting
   2. PT Pertamina Patra Niaga
   3. PT. Cahaya Andika Tamara
   4. PT Pertamina (PERSERO)

   Permasalahan:
   Perselisihan hak mengenai upah lembur

   Didaftarkan pada Pengadilan Hubungan Industrial, tanggal 12 Desember 2013, dan menghasilkan putusan akhir pengadilan pada tanggal 20 Februari 2014, berisi:
   1. Mengabulkan eksepsi tergugat
   2. Menyatakan pengadilan hubungan industrial tidak berwenang memeriksa dan mengadili.
   3. Menghukum pihak penggugat untuk membayar biaya perkara keseluruhan Rp622.000 (enam ratus dua puluh dua ribu rupiah)

   Penggugat melakukan kasasi, di mana berdasarkan No. 351 K PDT.SUS-PHI/2014 tanggal 07 Agustus 2014 dimana putusan menyatakan bahwa menolak kasasi penggugat.

2. **KASUS AVIASI**
   NO. PERKARA:19 / PHI.G / 2014 / PN.JKT.PST

   Pihak yang digugat:
   PT Pertamina Training & Consulting.

   Permasalahan:
   Salah satu gugatan mengenai kesetaraan gaji pegawai AVIASI seperti gaji pegawai PERTAMINA sebesar Rp15.000.000,- (Lima Belas Juta Rupiah)

LEGAL CASES

Principal Issue And Completion Status

The Company as Defendant

1. **AMT (TANKER VEHICLE CREW) Case**
   CASE NUMBER: 246/PHI.G/2013/PN.JKT.PST

   Defendants:
   1. PT Pertamina Training & Consulting
   2. PT Pertamina Patra Niaga
   3. PT. Cahaya Andika Tamara
   4. PT Pertamina (PERSERO)

   Issue:
   Dispute of rights related to overtime salary

   The lawsuit was registered in the Industrial Relation Court on December 12, 2013 and the final court decision on February 20, 2014 stated that:
   1. The Court granted the defendants' exception
   2. The industrial relation court did not have the authority to examine and adjudicate
   3. Penalize the plaintiff to pay the overall court fees amounting to IDR622,000 (six hundred and twenty two thousand rupiah)

   The Plaintiff filed an appeal to the Supreme Court. Based on the verdict No. 351 K PDT.SUS-PHI/2014 dated August 7, 2014, the court rejected the plaintiff's request.

2. **CASE OF AVIASI**
   Case Number: 19 / Phi.G/2014/Pn/Jkt.Pst

   Defendant:
   PT Pertamina Training & Consulting

   Issue:
   One of the charges was the equality of the salary of AVIASI's and PERTAMINA's salary amounting to IDR15,000,000 (fifteen million rupiah)

Didaftarkan pada pengadilan Hubungan Industrial pada tanggal 07 Juli 2014 yang berisi:
Menolak gugatan pihak gugatan.

Kemudian pihak PT Pertamina Training & Consulting menjawab melalui Kontra Memori Kasasi tanggal 05 September 2014 dimana masih dalam proses di Pengadilan Hubungan Industrial.

3. KASUS PERBUATAN MELAWAN HUKUM PANGGILAN SIDANG PENGADILAN NEGRI KARAWANG NO. 67 / PDT – G / 2014 / PN. KRW

Penggugat:
1. Sayuti
2. Fitri Nurwanti

Kuasa Hukum: Robin Siboro, SH DKK

Tergugat:
1. Pemerintah Republik Indonesia CQ Menteri Negara Badan Usaha Milik Negara
2. Pemerintah Republik Indonesia CQ Menteri Negara Badan Usaha Milik Negara CQ PT Pertamina (PERSERO)
3. Pemerintah Republik Indonesia CQ Menteri Negara Badan Usaha Milik Negara CQ PT Pertamina Patra Niaga
4. Pemerintah Republik Indonesia CQ Menteri Negara Badan Usaha Milik Negara CQ PT Pertamina Training & Consulting
5. Anwar. Supir Truk milik PT Pertamina Training & Consulting

Permasalahan:
Perbuatan Melawan Hukum (Ganti Rugi)

Sidang dimulai sejak tanggal 3 Januari 2015 dengan agenda mediasi

Perusahaan menggugat
Berikut rincian kronologis atas gugatan PT Pertamina Training & Consulting terhadap Dinas Tenaga Kerja Kabupaten Bantul.

The lawsuit was registered in the Industrial Relation Court on July 07, 2014 and the decision stated that the court rejected the plaintiff's charge.

Then, PT Pertamina Training & Consulting answered through the Counter Memorandum of Appeal to the Supreme Court dated September 5, 2014, which is still in the process of the Industrial Relation Court.

3. TORT CASES HEARING SUMMONS FROM THE DISTRICT COURT OF KARAWANG No. 67 / PDT-G / 2014 / PN. KRW

Plaintiff:
1. Sayuti
2. Fitri Nurwanti

Attorney: Robin Siboro, SH DKK

Defendants:
1. The Government of Republic of Indonesia CQ State Minister for State-Owned Enterprise Development
2. The Government of Republic of Indonesia CQ State Minister for State-Owned Enterprise Development CQ PT PERTAMINA (PERSERO)
3. The Government of Republic of Indonesia CQ State Minister for State-Owned Enterprise Development CQ PT Pertamina Patra Niaga
4. The Government of Republic of Indonesia CQ State Minister for State-Owned Enterprise Development CQ PT Pertamina Training & Consulting
5. Anwar, a truck driver of PT Pertamina Training & Consulting

Issue:
Tort (Compensation)

The hearing process has been started on January 3, 2015 with the agenda of mediation

The Company as Plaintiff
The following is the chronological order of PT Pertamina Training & Consulting's lawsuit against Man Power Service Office of Kabupaten Bantul.

4. KASUS PENETAPAN DINAS TENAGA KERJA KABUPATEN BANTUL
NO. PERKARA: 8 / G / 2014 / PTUN.YK
PENGADILAN TATA USAHA NEGARA DIY YOGYAKARTA

Pihak yang digugat:

1. Dinas Tenaga Kerja Kabupaten Bantul, Yogyakarta.
2. Awak Mobil Tangki berjumlah 145 orang (Pihak Intervensi/Turut Serta).

Permasalahan:

Tuntutan pembatalan Penetapan yang dikeluarkan oleh Dinas Tenaga Kerja Dan Transmigrasi Kabupaten Bantul, Yogyakarta No. 568 / 660 tertanggal 25 Maret 2014 Perihal:

Penetapan upah lembur Awak Mobil Tangki (AMT) 1 yaitu sopir dan Awak Mobil Tangki (AMT) 2 yaitu kernet karyawan PT Pertamina Training & Consulting.

Pembatalan tuntutan tersebut sejumlah Rp2.734.835.338,- (Dua miliyar tujuh ratus tiga puluh empat juta delapan ratus tiga puluh lima ribu tiga ratus tiga puluh delapan rupiah), meliputi:

- Tuntutan upah lembur dari Awak mobil tangki sebagai karyawan PT Pertamina Training & Consulting sebanyak: 145 orang, tuntutan minta diperhitungkan sejak tanggal 1 September 2012 sampai dengan 31 Juli 2013.

Pertimbangan pembatalan tersebut berdasarkan Undang-Undang Peradilan Tata Usaha Negara No. 9 tahun 2004 pasal 1 angka 3 menjadi dasar keberatan terhadap penetapan yang dibuat oleh Dinas Tenaga Kerja Bantul Yogyakarta No. 568 / 660 tertanggal 25 Maret 2014, padahal kesepakatan perjanjian kerja antara PT.Pertamina Training & Consulting dengan Pekerja AMT 1 dan AMT 2 tidak mengatur tentang upah lembur, melainkan tunjangan yang diberikan adalah tunjangan performansi (Hasil kinerja yang dicapai).

Proses:

Perkara tersebut telah diputus tanggal 8 Oktober 2014 di Pengadilan Tata Usaha Negara Yogyakarta dinyatakan bahwa yang berwenang menangani kasus seperti ini adalah PHI (Pengadilan Hubungan Industrial).

4. THE DECISION OF THE Man Power SERVICE OFFICE OF KABUPATEN BANTUL CASE
CASE NUMBER: 8/G/2014/PTUN.YK
STATE ADMINISTRATIVE COURT OF DIY YOGYAKARTA

Defendants:

1. Man Power Service Office of Kabupaten Bantul, Yogyakarta
2. 145 AMT crews (Intervener/participating parties)

Issues:

Cancellation of the decision issued by the Man Power and Transmigration Service Office of Kabupaten Bantul, Yogyakarta No. 568/660 dated March 25, 2014 regarding:

The Stipulation of Overtime Salary of AMT Crews, which was 1 driver and 2 conductors, of PT Pertamina Training & Consulting.

The cancellation of charges amounted to IDR2,734,835,338 (two billion seven hundred thirty four million and eight hundred thirty five thousand and three hundred thirty eight), included:

- Claim for the overtime salary of 145 AWT crews as the employees of PT Pertamina Training & Consulting since September 1, 2012 until July 31, 2013.

The consideration of the cancellation based on the State Administration Judicature Law No. 9 Year 2004 article 1 paragraph 3 was the basis of the objection of the Man Power Service Office of Bantul Yogyakarta Number 568/660 dated March 25, 2014. In fact, the working contract between PT. Pertamina Training & Consulting and the crew of AMT 1 and AMT 2 did not regulate the overtime salary, yet the allowance that was provided was performance allowance (working performance).

Process:

The decision of the case was issued on October 8, 2014 by the State Administration Judicature of Yogyakarta and it was stated that the authorized officials for this case was the Industrial Relation Court.

Selanjutnya PT. Pertamina Training & Consulting sedang melakukan upaya hukum banding ke Pengadilan Tinggi Peradilan Tata Usaha Negara Surabaya tanggal 11 Nopember 2014. Saat ini masih dalam tahap pemeriksaan dan belum ada putusannya.

PENGARUH TERHADAP KONDISI PERUSAHAAN

1. Gugatan litigasi berpengaruh terhadap operasional perusahaan, karenanya perusahaan sejak dini harus mempersiapkan biaya operasional pengacara, dan alat-alat bukti (legalisasi surat).
2. Mengurangi profit kontrak yang diberikan oleh pihak bohir.
3. Menyita waktu panjang karena ada salah satu pihak banding ataupun kasasi.

AKSES INFORMASI

Gedung Griya Legita Pertamina Lt. 8,
Jalan Sinabung II Terusan Simprug
Jakarta Selatan 12220
Telp. 021-7223027
website: www.pertamina-ptc.com

KODE ETIK

Code of Conduct atau Kode Etik Perusahaan yang disusun pada tanggal 8 Mei 2013 ini menjadi acuan perilaku bagi Komisaris, Direksi dan pekerja PTC dalam mengelola Perseroan guna mencapai visi, misi dan tujuan Perseroan dengan tata nilai sebagai landasannya.

Tujuan dari implementasi *code of conduct* ini adalah:

1. Mengidentifikasi nilai-nilai dan *standard* etika selaras dengan visi dan misi perusahaan
2. Menjabarkan tata nilai sebagai landasan etika
3 Menjadi acuan perilaku pekerja PTC dalam melaksanakan tugas dan tanggung jawab masing-masing.

SISTEM PELAPORAN PELANGGARAN

Pengelolaan Perseroan senantiasa mengedepankan prinsip-prinsip *Good Corporate Governance* (GCG) yang dapat menjadi sarana untuk mencapai visi, misi, dan tujuan Perseroan secara lebih baik. Penerapan GCG secara konsisten merupakan suatu kebutuhan yang

Then, PT.Pertamina Training & Consulting filed an appeal to the High Court of the State Administration Judicature Surabaya on November 11, 2014. Currently, the case is still in the investigation process and no decision has been issued on this case.

IMPACT ON THE COMPANY'S CONDITION

1. The litigation charges have affected the company's operational activities. Thus, the company should allocate the legal fees and evidences (legalized letter) as soon as possible.
2. The profit of the contract provided by the financier is decreasing.
3. The process takes time because there is one of the parties that file an appeal to the higher court and Supreme Court.

INFORMATION ACCESS

Gedung Griya Legita Pertamina 8th Floor,
Jalan Sinabung II Terusan Simprug
Jakarta Selatan 12220
Phone 021-7223027
Website : www.pertamina-ptc.com

CODE OF CONDUCT

The Company's Code of Conduct which was published on May 8, 2013 will be the reference for all PTC's Commissioners, Directors, and Employees in managing the Company in order to achieve the Company's vision, mission, and objectives, with the value system as the basis.

The objectives of the code of conduct implementation are:

1. Identifying the values and ethical standards that are in line with the Company's vision and mission
2. Elaborating the value system as the ethical basis.
3. Being the reference behavior of PTC workers in carrying out the duties and responsibilities of each.

WHISTLE BLOWING SYSTEM

The Company's Management is continuously committed to Good Corporate Governance (GCG) principles as a mean to achieve the Company's vision, mission, and objectives. The GCG should be implemented consistently in order to continuously grow in quality. One of the examples of

harus dilaksanakan oleh Perseroan untuk mencapai pertumbuhan yang berkualitas dan berkesinambungan. Salah satu contoh penerapan GCG yang harus didukung adalah sistem pelaporan pelanggaran atau yang lebih dikenal dengan *whistleblowing system* (WBS).

GCG implementation that should be supported is the whistleblowing system (WBS).

Whistleblowing system merupakan salah satu bentuk dari perkembangan implementasi GCG. Peran *whistleblowing system* cukup besar bagi Perseroan guna memberantas praktik-praktik korupsi, perilaku yang melawan hukum, maupun praktik yang tidak etis di Perseroan. Sehingga, Perseroan turut serta dalam menciptakan tata kelola perusahaan yang lebih baik serta menjadi warga korporasi yang baik pula.

Whistleblowing system is a form of the development of GCG implementation. The role of whistleblowing system is quite significant for the Company, particularly to eradicate the corruption practices, torts, and unethical practices in the Company. Thus, the Company should participate in creating a better management and becoming a decent corporation.

Pedoman Sistem Pelaporan Pelanggaran

Dalam rangka meningkatkan kualitas transparansi, akuntabilitas dan *fairness* dalam praktik tata kelola yang baik, Perseroan telah mensosialisasikan dan menerapkan pedoman sistem pelaporan pelanggaran yang dapat menampung segala keluhan, pengaduan dan laporan dari pihak internal maupun eksternal. WBS ini diharapkan dapat efektif dalam mendorong partisipasi masyarakat dan karyawan perusahaan untuk lebih berani bertindak mencegah terjadinya kecurangan dan korupsi dengan melaporkannya ke pihak yang dapat menanganinya.

Guidelines of Whistleblowing System

In order to raise the transparency, accountability, and fairness quality in a good management practice, the Company has socialized and implemented the guidelines of whistleblowing system, which is able to accommodate all complaints, cases, and reports from both internal and external parties. WBS is expected to effectively encourage the public and the Company's employeesto courageously taking an action in preventing any kinds of fraud or corruption by reporting it to the authorized party.

Tujuan dari penerapan WBS Perseroan, diantaranya:

- Memberikan wadah dan panduan bagi pelapor untuk menyampaikan dugaan adanya penyimpangan atau pelanggaran terhadap kebijakan dan ketentuan Perseroan serta peraturan perundang-undangan.
- Membangun sistem penanganan pengaduan yang tanggap, transparan, aman dan bertanggung jawab.
- Merupakan bagian dari pengendalian internal.
- Salah satu cara paling efektif untuk mencegah dan memerangi praktik yang bertentangan dengan praktik *Good Governance* adalah melalui mekanisme pelaporan pelanggaran (*whistleblowing system*).

The objectives of the Company's WBS Implementation are:

- Providing a place and guidelines for the whistleblowers, so that they can report allegations of any irregularities or violations to the Company's policies and provisions and statutory regulations.
- Developing a perceptive, transparent, safe, and responsible whistleblowing system.
- Becoming a part of internal control
- One of the most effective mean to prevent and fight against any practices that are against the GCG principles is the whistleblowing system

Dengan adanya pedoman sistem pelaporan pelanggaran tersebut, diharapkan dapat menciptakan iklim kondusif dan mendorong pelaporan pelanggaran yang dapat menimbulkan kerugian finansial maupun non finansial yang dapat merusak citra Perseroan; mengurangi

The WBS is expected to create a favorable condition and encourage people to report any violations that may incur both financial and non-financial losses as well as damage the Company's image. Such system should also be able to reduce the losses that incurred due to violation as the

kerugian yang terjadi akibat pelanggaran melalui deteksi dini; dan mencegah kemungkinan terjadinya masalah akibat terjadinya suatu pelanggaran termasuk dapat meningkatkan reputasi perseroan.

Pengelolaan

Perseroan menyediakan media pelaporan, menetapkan prosedur pelaporan termasuk kejelasan jenis-jenis perbuatan yang dapat dilaporkan diantaranya korupsi; kecurangan; ketidakjujuran; perbuatan melanggar hukum; pelanggaran peraturan perundang-undangan yang berlaku; pelanggaran pedoman etika perusahaan atau pelanggaran norma-norma kesopanan pada umumnya; pelanggaran prosedur dan perbuatan yang dapat menimbulkan kerugian finansial atau non finansial terhadap Perseroan.

Perseroan menjamin kerahasiaan identitas pelapor, kecuali apabila pengungkapan tersebut diperlukan dalam kaitan dengan laporan atau penyidikan yang dilakukan oleh pihak berwajib. Perseroan bahkan memberikan penghargaan yang sesuai untuk laporan yang terbukti kebenarannya dan manakala pelapor tidak terlibat didalamnya.

Perlindungan Pelapor

Perseroan senantiasa berkomitmen untuk melindungi pelapor pelanggaran yang beritikad baik dan Perseroan akan patuh terhadap segala peraturan perundangan yang terkait serta best practices yang berlaku dalam penyelenggaraan sistem pelaporan pelanggaran.

Karyawan yang menjadi pelapor yang beritikad baik akan dilindungi dari tindakan pemecatan, penurunan jabatan atau pangkat' pelecehan atau diskriminasi dalam segala bentuk dan catatan yang merugikan dalam *file* data pribadinya. Penyampaian laporan secara anonim tetap akan diterima oleh petugas yang diberi kewenangan untuk menerima laporan tersebut dan laporan tersebut akan ditindaklanjuti sesuai dengan prosedur yang ada. Dalam komunikasi ini pelapor akan memperoleh informasi mengenai penanganan kasus yang dilaporkannya

irregularities can be detected earlier. Furthermore, the application of WBS will be able to prevent problem that may arises from a violation and in the end, it can increase the Company's reputation.

Management

The Company provides a reporting media and determines the reporting procedures, including the explanation of types of actions that can be reported, such as corruption, fraud, dishonesty, tort, violations of the prevailing laws, violations of the Company's code of conduct or general decency norms, procedural violations, and any behavior that may incur financial or non-financial losses to the Company.

The Company ensures the confidentiality of the whistleblower's identity, unless disclosure is necessary in relation with a report or investigation process by the authorities. The Company will give an award accordingly for any report that has been proven as true and as long as the whistleblower is not involved in the case.

Protection for Whistleblower

The Company is continuously committed to protect the whistleblower that shows goodwill and the Company will obey the entire related law and regulations and the applicable best practices in a whistleblowing system.

The employee that becomes a whistleblower with goodwill will be protected from any dismissal, demotion, harassment, or discrimination in any disadvantaged form and notes in their personal data. An anonymous report will be received by the authorized officials and the report shall be followed up should it has been in accordance with the predetermine procedures. In this system, the whistleblower will receive information regarding the process of the reported case.

TANGGUNG JAWAB SOSIAL PERUSAHAAN

Corporate Social Responsibility

Sebagai upaya untuk menciptakan harmonisasi hubungan antara perusahaan dan *stakeholder* maka kami melakukan kegiatan Tanggung Jawab Sosial yang terprogram. Kami menyadari bahwa keberlanjutan jangka panjang sebuah perusahaan tidak hanya diukur dari pencapaian kinerja keuangan dan operasi saja, melainkan juga dari dampak sosial dan lingkungan yang ditimbulkan. Kami berkomitmen untuk merealisasikan berbagai macam program-program kegiatan sosial tersebut dengan konsep yang senantiasa memberikan kontribusi positif pada lingkungan (Planet), Manusia (*People*) dan berorientasi pada laba (*Profit*).

As an effort to create harmonious relationship between the company and the stakeholders, we performed some Corporate Social Responsibility programs. We realized that the long-term continuality of a company is not merely measured from the achievements of financial and operating performance, but also the social and environmental impact created. We are committed to realize various social programs that always positively contribute to the planet and people as well as profit-oriented.

TANGGUNG JAWAB SOSIAL PERUSAHAAN
Corporate Social Responsibility

Landasan Hukum

Landasan hukum pelaksanaan kegiatan Tanggung Jawab Sosial perusahaan adalah:

1. UU Perseroan Terbatas Nomor 40 Tahun 2007 Tentang Perseroan Terbatas Pasal 74.
2. UU No.25 tahun 2007 tentang Penanaman Modal
3. PP No 47 tahun 2012 Tentang Tanggung Jawab Sosial Perseroan Terbatas

Legal Basis

The legal basis of the Corporate Social Responsibility implementation consists of:

1. Limited Liability Company Law Number 40 Year 2007 regarding Limited Liability Company Article 74
2. Law Number 25 Year 2007 regarding Capital Investment
3. Government Regulation Number 47 Year 2012 regarding Corporate Social Responsibility of Limited Liability Company

Kebijakan

Manajemen merencanakan pengelolaan Tanggung Jawab Sosial yang diwujudkan dalam bentuk keputusan sbb:

1. Penetapan Visi dan Misi Tanggung Jawab Sosial.
2. Penetapan Tata Kerja Organisasi untuk mengatur mekanisme aliran dana
3. Pembentukan fungsi CSR Perusahaan dan tim lintas fungsi CSR
4. Anggaran kegiatan Tanggung Jawab Sosial perusahaan
5. *Monitoring* kinerja Tanggung Jawab Sosial dalam *Key Performance Indicator.*

Policy

The Management plans the Corporate Social Responsibility which is then embodied in the following resolutions:

1. Stipulation of the Corporate Social Responsibility Vision and Mission.
2. Stipulation of Organizational Procedures to organize
3. Establishment of the Company's CSR functions and CSR cross-functional teams
4. Budget of the Corporate Social Responsibility activities
5. Monitoring the performance of Corporate Social Responsibility Key Performance Indicator.

Visi Misi Corporate Social Responsibility PTC

Visi CSR PTC

Menjadi perusahaan yang mampu memberdayakan dan memandirikan masyarakat

Misi CSR PTC

- Meningkatkan kualitas hidup melalui pembangunan di bidang Pendidikan dan Sosial Kemasyarakatan
- Membantu masyarakat menemukan potensi diri
- Mendidik masyarakat untuk mandiri
- Meningkatan kualitas hidup

Vision And Mission Of Corporate Social Responsibility

PTC'S CSR Vision

Becoming a company that is able to empower the society as well as lead them to be an independent one.

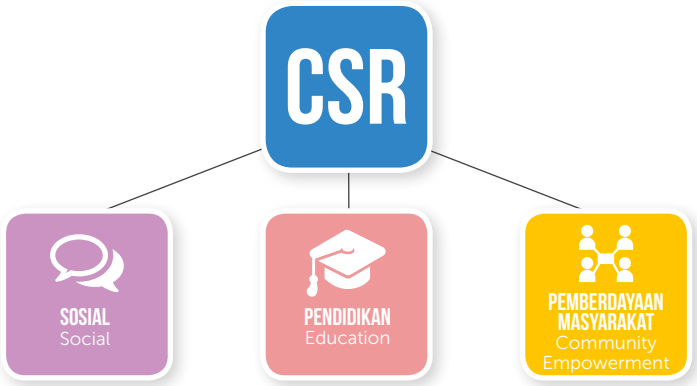
PTC'S CSR Mission

- Increasing life quality through the development in the public education and social.
- Assisting the society in finding their potencies.
- Educating the society to be independent.
- Increasing welfare quality.

TANGGUNG JAWAB SOSIAL PERUSAHAAN
Corporate Social Responsibility

Fokus Kegiatan
Fokus Kegiatan CSR

Focus of Activities
Focus of CSR activities includes



Penghargaan
Penghargaan yang diraih pada tahun 2014 adalah:

1. Indonesia Green Award 2014
   Untuk Kategori Pengembangan Pengolahan Sampah Terpadu
2. *Runner Up* pada Forum Annual Pertamina Subsidiary Award 2014

Achievements
The awards received in 2014 included:

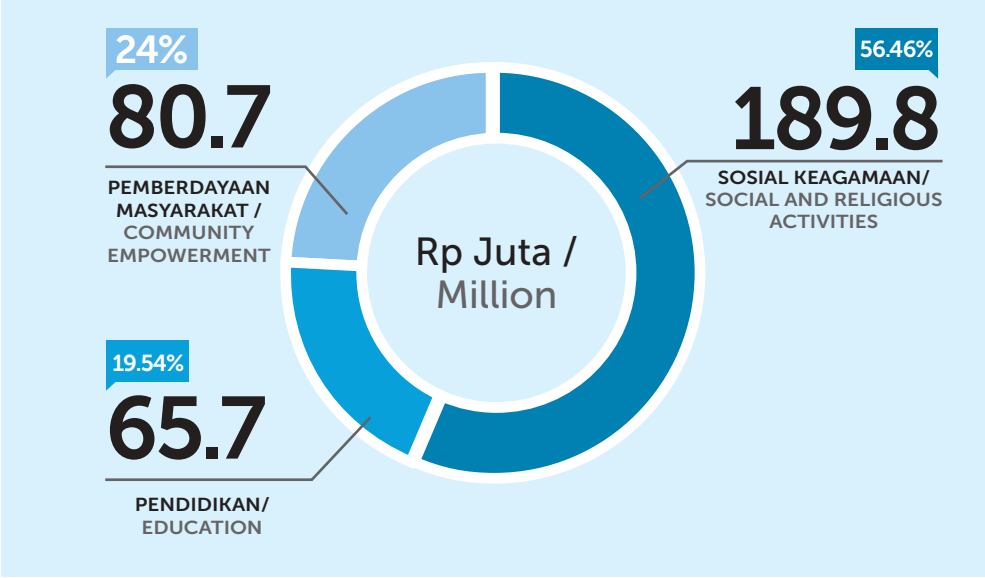
1. Indonesia Green Award 2014
   For the Category of Development of Integrated Waste Management
2. Forum Annual Pertamina Subsidiary Award 2014

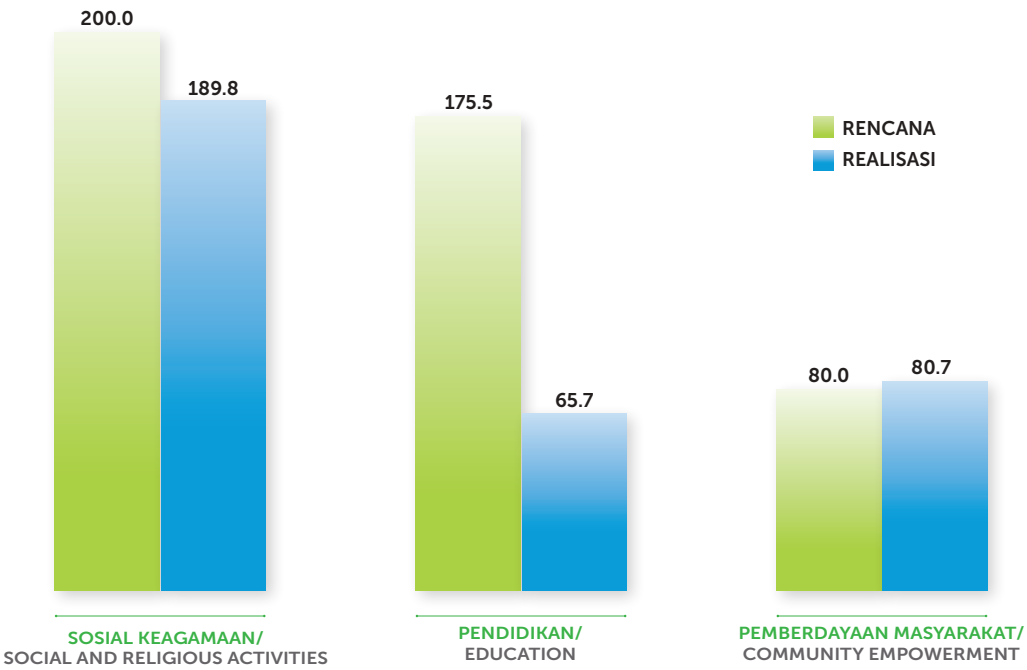
PT Pertamina Training and Consulting melaksanakan kegiatan Tanggung Jawab Sosial & lingkungan mengacu pada UU Perseroan No. 40/2007 pasal 74. Meskipun kontribusinya belum besar namun kepedulian terhadap tanggung jawab sosial ditingkatkan dari tahun sebelumnya disekitar wilayah kerja Perseroan. Dana untuk Kegiatan CSR yang sudah dikeluarkan perusahaan tahun 2014 sebesar Rp336 juta juta naik 189 % dari tahun 2013 (Rp.177,5 juta), yang dialokasikan dalam kegiatan sebagai berikut:

PT Pertamina Training and Consulting held Corporate Social & Environmental Responsibility activities pursuant to the Company Law No. 40/2007 article 74. Despite the small amount of contribution, the awareness on social responsibility in the Company's work area increased. The cost for CSR Activities in 2014 was Rp336 million, an increase of 189% from 2013 (Rp.177.5 million), and was allocated for the following activities:

TANGGUNG JAWAB SOSIAL PERUSAHAAN
Corporate Social Responsibility

No	Kegiatan / Activities	Jumlah / Total
1	Pendidikan / Education	3 kegiatan / Activities
2	Sosial Keagamaan / Social and Religious Activities	6 kegiatan / Activities
3	Pemberdayaan Masyarakat / Community Empowerment	2 kegiatan / Activities





REALISASI ANGGARAN CSR 2014 / PTC REALIZATION OF CSR FUND IN 2014
(Rp Juta/Million)

Realisasi anggaran CSR PTC tidak sesuai target disebabkan karena adanya kebijakan efisiensi Perusahaan / The realization of CSR funding of PTC was far from the determined target due to the implementation of Company's efficiency policy

TANGGUNG JAWAB SOSIAL PERUSAHAAN
Corporate Social Responsibility

TANGGUNG JAWAB BIDANG SOSIAL DAN PEMBERDAYAAN MASYARAKAT

Perusahaan senantiasa selalu berusaha mewujudkan keharmonisan hubungan dengan masyarakat sekitar wilayah operasionalnya melalui program – program CSR berbasis kemasyarakatan.

Kebijakan

Sesuai misi CSR PTC yaitu Meningkatkan kualitas hidup melalui pembangunan di bidang Pendidikan dan kemasyarakatan.

Pelaksanaan Bidang sosial Keagamaan

Yang telah kami lakukan antara lain Bantuan pembangunan masjid, rumah yatim piatu, bantuan acara keagamaan, sumbangan kepada warga sekitar. Lokasi dari kegiatan ini adalah disekitar wilayah kantor pusat perusahaan di Jakarta. Biaya yang telah dikeluarkan selama 2014 untuk bidang ini adalah sebesar Rp189.846.300.

Pelaksanaan Bidang Pemberdayaan Masyarakat:

Pelatihan dan pendampingan usaha pembuatan cocomesh dari limbah sabut kelapa untuk masyarakat Kulon Progo dan depok. Kegiatan ini merupakan kelanjutan dari program serupa yang telah dimulai sejak 2011. Biaya yang telah dikeluarkan selama 2014 untuk bidang ini adalah sebesar Rp80,75 juta.

RESPONSIBILITIES IN THE SOCIAL AND COMMUNITY EMPOWERMENT

The Company puts its best effort at all times to realize harmonious relationship with the people live in its surrounding operational location through community-based CSR programs.

Policy

It should be in accordance with PTC's CSR mission, which is to increase life quality through the development in education and social.

Social Area Implementation

In this area, we have provided aids for the construction of mosques, orphanages, religious, support in religious events, and donation for local people. The location of these activities is around the head office in Jakarta.

Public Empowerment Area Implementation:

Business training and mentoring in producing cocomesh from the coco fiber waste for the people in Kulon Progo and Depok. This activity is the continuance of similar program, which has been started since 2011. The total cost spent in 2014 for this area was Rp189,846,300.

TANGGUNG JAWAB SOSIAL PERUSAHAAN
Corporate Social Responsibility

TANGGUNG JAWAB BIDANG PENDIDIKAN

RESPONSIBILITIES IN THE EDUCATION AREA

Sebagai perusahaan dengan core bisnis pengembangan sumber daya manusia maka sudah sewajarnya bila PTC memberikan porsi utama kegiatan tanggung jawab sosial pada sektor pendidikan atau pelatihan dalam upaya meningkatkan kualitas masyarakat.

Kebijakan

Secara yuridis negara telah memberikan garansi terpenuhinya hak-hak setiap warga untuk memperoleh pendidkan yang bermutu serta meningkatkan pendidikannya sepanjang hayat melalui pasal 5 UU no 20 tahun 2003 dan pasal 30 UUD45.

Kebijakan mengenai komitmen pada pengembangan bidang pendidikan ditetapkan melalui misi Perseroan yaitu "Membangun kompetensi berbasis pada perkembangan ilmu teknologi".

As a company whose core business is in the human resources development, it is natural for the education sector to take up the main portion of PTC's corporate social responsibility activities in order to increase the quality of the society.

Policy

In legal, the country has assured the fulfillment of the rights of each citizen to receive high quality education and pursue higher education throughout their life as referred to in Article 5 of Law Number 20 Year 2003 and Article 30 of the 1945 Constitution.

The policy regarding commitment in the development of education is determined in the Company's mission, which is "developing competencies based on the development of technology."

TANGGUNG JAWAB SOSIAL PERUSAHAAN
Corporate Social Responsibility

Pelaksanaan

Bentuk dari kegiatan ini disepanjang tahun 2013 adalah sbb:

1. Program magang untuk siswa Universitas telah dilaksanakan sejak tahun 2011. Bekerjasama dengan berbagai institusi pendidikan seperti Universitas Islam Negri Jakarta Universitas Indonesia Universitas Ibn Khaldun Bina Nusantara dan SMK Grafika telah dihasilkan berbagai karya untuk mendukung kegiatan Perseroan maupun bagi pendidikan masyarakat umum.
2. Program pelatihan teknik Drilling dan HSE untuk siswa SMK di sekitar wilayah Indramayu ini telah dimulai sejak. Total sebanyak 50 siswa SMK telah mendapatkan pelatihan ini.
3. Keterlibatan Siswa CSR dalam kompetisi *Continuous Improvement Program* yang diselenggarakan oleh Quality Manajemen PT Pertamina (Persero) telah membawa Peringkat Silver pada salah satu Gugus Kendali Mutu.

Implementation

During 2013, this activity came in the form of:

1. Internship program for University students has been performed since 2011. In this program, the Company cooperated with several educational institutions, including within are Universitas Islam Negri Jakarta, Universitas Indonesia, Universitas Ibn Khaldun Bina Nusantara, and SMK Grafika. There are several works produced to support the Company's activities and public education.
2. Drilling techniques and HSE training program for students of SMK in the surrounding areas of Indramayu. The total training participants are 50 students.
3. Involvement CSR students participating in the Continuous Improvement Program held by the Quality Management of PT Pertamina (Persero) have won Silver medal in one of the Quality Control Groups.

Biaya

Biaya yang telah dikeluarkan selama 2014 untuk bidang ini adalah sebesar Rp65.713.000.

Cost

The cost spent in 2014 for this area was Rp65,713,058.

TANGGUNG JAWAB SOSIAL PERUSAHAAN TERHADAP KONSUMEN

Bentuk tanggung jawab kepada pelanggan antara lain dengan memperhatikan hak – hak konsumen diantaranya adalah Hak untuk memperoleh produk yang aman dan hak atas kepuasan pelayanan.

CORPORATE SOCIAL RESPONSIBILITY TO THE CUSTOMERS

As our responsibility to the customers, we pay attention to the customers' rights, such as the right to receive safe products and satisfactory service.

Kebijakan

Kepuasan konsumen menjadi hal utama yang kami perhatikan. Bentuk keperdulian kepada kepuasan konsumen tercermin dari Tata Nilai Perusahaan yaitu

1. *Satisfaction*: dimana setiap pekerja PTC wajib memenuhi hak - hak konsumen.
2. *Trust*: Membangun kepercayaan *stakeholder* termasuk pelanggan melalui pelayanan yang baik.

Policy

The customer satisfaction is our main interest. Our concern on the customer satisfaction is reflected in the Company's Values proposition, which are:

1. Satisfaction: where every PTC's employee shall fulfill the customers' rights.
2. Trust: build up the trust of the stakeholders, including customers through excellent service.

TANGGUNG JAWAB SOSIAL PERUSAHAAN
Corporate Social Responsibility

Pelaksanaan

Kami melakukan beberapa hal untuk menjaga kepuasan konsumen yaitu:

1. Melakukan survey kepuasan konsumen setiap tahun sekali dimana *score* dari survey kepuasan pelanggan tahun 2014 adalah 72,2%.
2. Mendengarkan keluhan pelanggan secara langsung melalui *form* feed back

Biaya

Biaya yang dialokasikan untuk melakukan Survey Kepuasan Pelanggan adalah sebesar Rp15.000.000.

KETERLIBATAN PEMANGKU KEPENTINGAN

Strategi kegiatan CSR perusahaan dilakukan dengan melibatkan semua pemangku kepentingan dalam usaha untuk memenuhi kebutuhan pemangku kepentingan yang disesuaikan dengan kemampuan perusahaan. Kegiatan tersebut adalah dengan memberikan manfaat kepada para pemangku kepentingan.

Pemangku kepentingan yang dilibatkan dalam kegiatan CSR tersebut antara lain:

1. Pekerja : Memantau kepuasan pekerja, melibatkan pekerja dalam melaksanakan kegiatan CSR.
2. Pemerintah : Bekerjasama dengan pemerintah setempat dalam melaksanakan kegiatan-kegiatan Perseroan.
3. Masyarakat : Memberikan dampak positif bagi masyarakat.
4. Pelanggan : Memperhatikan kepuasan pelanggan dengan selalu menyelenggarakan survey kepuasan pelanggan setiap tahun.
5. Lingkungan : Memperhatikan kelestarian lingkungan dalam melaksanakan kegiatan operasional Perseroan.
6. Shareholder : Membangun pencitraan perusahaan untuk mendukung keberlanjutan Perseroan.

Dengan memperhatikan kebutuhan dari semua pihak tersebut perusahaan mampu untuk menjaga keberlanjutannya.

Implementation

We took some actions to keep the customer satisfaction as follows:

1. Conducting a survey on the customer satisfaction once in a year. In 2014, the score was 70%.
2. Hearing the customers' complaints directly through the feedback from.

Cost

The cost allocated for the Customer Satisfaction Survey was Rp15,000,000.

STAKEHOLDERS' INVOLVEMENT

The Company's strategies for the CSR activities were implemented by involving all stakeholders in order to fulfill the stakeholders' interest which is adjusted to the Company's ability. The activities were performed to provide benefits to the stakeholders.

The stakeholders involved in the Company's CSR activities include:

1. Employee : monitoring the employee satisfaction, involving the employees in performing the CSR activities.
2. Government : cooperating with the local government in performing daily Company's activities.
3. Society : creating positive impact to the society.
4. Customers : considering the customer satisfaction by conducting the customer satisfaction survey annually.
5. Environment : being aware of the environment preservation in the Company's operational activities.
6. Shareholder : molding the Company's image to support its sustainability.

By taking all of the parties' interest into consideration, the Company will be able to maintain its sustainability.

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