

TRANSFORMATION PORT FOR GREENER FUTURE

Transformasi Pelabuhan untuk
Masa Depan Hijau



Laporan Keberlanjutan
Sustainability Report
2024



Pernyataan

Disclaimer

PT Pelindo Terminal Petikemas yang selanjutnya disebut sebagai “Perusahaan”, “SPTP”, dan “Kami” merupakan entitas yang bergerak di bidang jasa terminal petikemas. Melalui Laporan Keberlanjutan 2024, Perusahaan berupaya menyampaikan kinerja sosial, lingkungan, serta tata kelola. Laporan ini memuat informasi mengenai target, kebijakan, proyeksi, rencana, strategi, dan tujuan Perusahaan yang diklasifikasikan sebagai pernyataan ke depan, sebagaimana diatur dalam peraturan perundang-undangan yang berlaku, kecuali yang bersifat historis. Pernyataan ke depan tersebut mengandung risiko dan ketidakpastian yang dapat menyebabkan hasil aktual secara material berbeda dari yang diproyeksikan. Pernyataan-pernyataan ini disusun berdasarkan sejumlah asumsi terkait kondisi saat ini maupun yang akan datang, termasuk situasi bisnis dan lingkungan operasional.

Perusahaan tidak memberikan jaminan bahwa dokumen atau informasi yang telah disusun dan diverifikasi akan menghasilkan hasil sesuai dengan ekspektasi. Tabel dan grafik pada laporan ini memaparkan data numerik dengan standar penulisan mengikuti kaidah Bahasa Indonesia. Pemaparan numerik dalam teks menggunakan standar kaidah Bahasa Inggris dan Bahasa Indonesia, sesuai konteksnya.

PT Pelindo Terminal Petikemas (referred to as “the Company,” “SPTP,” or “We”) is engaged in container terminal services. In the 2024 Sustainability Report, the Company aims to clearly communicate its social, environmental, and governance performance. The report presents the Company’s targets, policies, projections, plans, strategies, and objectives as forward-looking statements, except for historical information, in accordance with applicable laws and regulations. These statements entail risks and uncertainties that may cause actual results to differ materially from those projected, as they rely on assumptions about current and future business conditions and the operating environment.

The Company does not guarantee that the prepared and verified documents or information will meet expectations. The tables and graphs in this report present numbers using Indonesian language standards. Numerical data in the text follow English and Indonesian language standards, as appropriate.



Transformation Port for Greener Future

Transformasi Pelabuhan untuk Masa Depan Hijau

Upaya mewujudkan komitmen Perusahaan menjadi pemimpin bisnis peti kemas yang berkelas dunia, diwujudkan dengan berbagai upaya transformasi menuju masa depan yang hijau. Maka dari itu, Perusahaan mulai menerapkan inovasi, transformasi terminal menuju digitalisasi, penggunaan alat yang lebih modern, dan mengintegrasikan kinerja lingkungan, sosial, serta tata kelola (LST) untuk membangun pelabuhan berkelanjutan (*sustainable port*). Upaya ini menjadi semangat baru bagi Perusahaan untuk turut mendukung Tujuan Pembangunan Berkelanjutan dan berkontribusi pada masa depan yang penuh harapan.

The Company's commitment to being a world-class container business leader is realized through transformation efforts toward a green future. The Company has begun implementing innovation, digitalizing our terminals, utilizing more modern equipment, and integrating environmental, social, and governance (ESG) aspects to build a sustainable port. These efforts reflect our new spirit to support the Sustainable Development Goals and contribute to a hopeful future.

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Ikhtisar Kinerja Keberlanjutan

Sustainability Performance Overview

Aspek Ekonomi ^[B.1] Economic Aspects

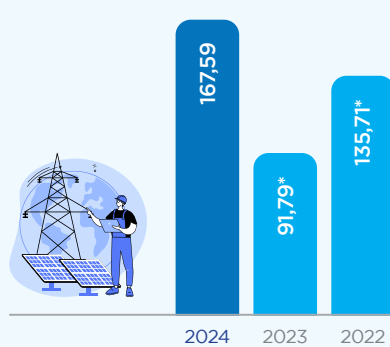
				
Total Operasi Total operations Wilayah Operasional Operational Area		2024	2023	2022
		18	15	15
				
Produk Ramah Lingkungan Environmentally friendly products Jenis Produk Types of products		2024	2023	2022
		7	0	0
				
Pendapatan Operating Income Rp Juta Rp Million		2024	2023	2022
		13.786.911	12.736.418	11.274.072
				
Labarugi Bersih Tahun Berjalan Net Profit (Loss) for the Current Year Rp Juta Rp Million		2024	2023	2022
		2.595.442	2.205.055	1.771.423
				
Pelibatan Pihak Lokal Involvement of local parties Jumlah Pemasok Lokal/Nasional Number of local/ national suppliers		2024	2023	2022
		44	39	190
				
Kuantitas Produk/Jasa yang Disediakan Quantity of products/services provided		• Stevedoring Haulage • Pelayanan Dermaga Port Services • Receiving Delivery • Jasa Penumpukan Stacking Services • Pelayanan Jasa Terkait Lainnya Other Related Services		

Aspek Lingkungan ^[B.2]

Environmental Aspects

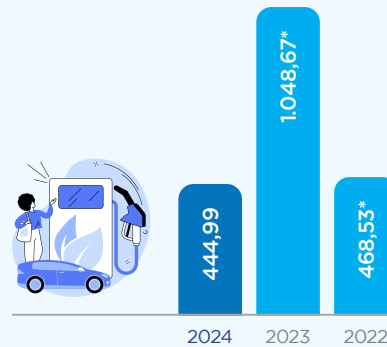
Biaya Langganan Listrik

Electricity subscription fee
Rp Miliar | Rp Billion



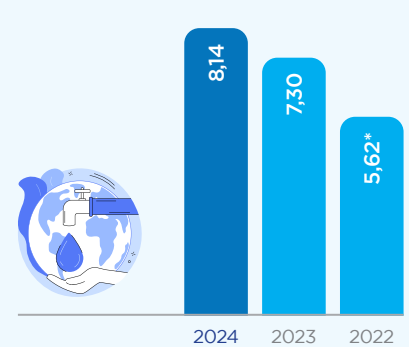
Biaya Bahan Bakar

Fuel costs
Rp Miliar | Rp Billion



Beban Langganan Air

Water Subscription Expense
Rp Miliar | Rp Billion



Penggunaan Listrik 2024

Electricity Usage 2024

72.982.228 kWh



Total Penggunaan Air 2024

Total Water Consumption 2024

5.059.598 m³

Keterangan | Notes:

*) Terdapat penyajian data ulang karena adanya penambahan cakupan perhitungan data. [2-4]

*) There is a restatement of data due to the expansion of the data calculation scope. [2-4]

Keanekaragaman Hayati | Biodiversity

Kegiatan Pro-lingkungan | Pro-environmental activities

2024

- Penanaman mangrove di Puasana dan Lalowaru Kendari sebanyak 55.000 batang seluas 10 Ha
- Konservasi Terumbu Karang di Pulau Pahawang Lampung sebanyak 632 bibit
- Seluruh terminal melakukan penanaman Pohon, seperti yang dilakukan TPK Kupang, TPK Bagendang Bumiharjo, TPK Banjarmasin sebanyak 1.185 pohon

- Mangrove planting of 55,000 seedlings on 10-hectare area in Puasana and Lalowaru Kendari
- Coral Reef Conservation of 632 seedlings on Pahawang Island, Lampung
- All terminals carried out tree planting activities, such as those conducted by TPK Kupang, TPK Bagendang Bumiharjo, and TPK Banjarmasin, with a total of 1,185 trees planted

2023

- Penanam 1.000 mangrove
- penanaman pohon di 14 terminal petikemas
- penghijauan terminal 2 New Makassar

- Planting 1,000 mangroves
- Tree planting at 14 container terminals
- Greening of Terminal 2, New Makassar

2022

- Penanaman pohon di 14 terminal petikemas
- penanaman mangrove seluas 5 Ha di Bangkalah

- Tree planting at 14 container terminals.
- Mangrove planting on 5 hectares in Bangkalah

Jumlah limbah berbahaya yang diangkut

Total hazardous waste transported

Ton



2024

376.004

2023

8.518

2022

7.460

Timbulan limbah Non-B3

Non-hazardous waste generation

Ton



2024

172.453

2023

9.978,76

2022

8.891,06

Biaya Lingkungan Hidup

Environmental Costs

Rp Juta | Rp Million



2024

8.847,15

2023

8.121,82



Emisi yang Dihasilkan 2024 | Emissions Generated 2024

38.068,08

Emisi Cakupan 1

Scope 1 Emissions

Ton CO₂eq

57.655,96

Emisi Cakupan 2

Scope 2 Emissions

Ton CO₂eq

95.463,51

Emisi Cakupan 3

Scope 3 Emissions

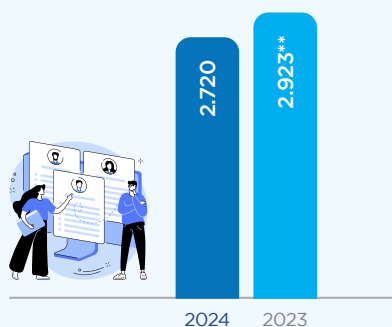
Kg CO₂eq

Aspek Sosial ^[B.3]

Social Aspects

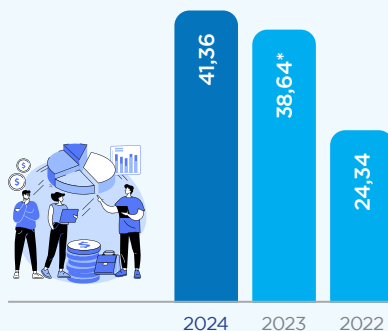
Total Pegawai

Total Employees
Orang | People



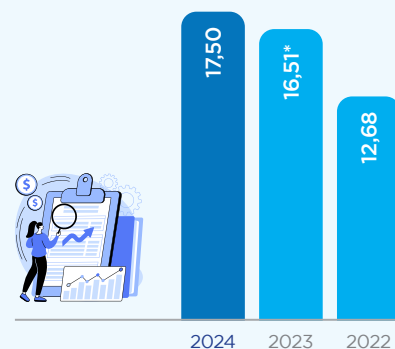
Biaya Pendidikan dan Pelatihan Pegawai

Employee Education and Training Costs
Rp Miliar | Rp Billion



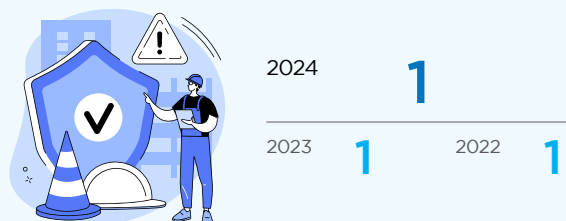
Dana Bina Lingkungan

Community Empowerment Fund
Rp Miliar | Rp Billion



Kinerja K3 (Fatality)

OHS Performance (Fatality)
Kasus | Case



Insiden Diskriminasi

Incidents of Discrimination
Kasus | Case



Keterangan | Notes: ^[2-4]

*) Terdapat penyajian informasi kembali karena adanya penyesuaian antara realisasi dan Laporan Keuangan.

**) Terdapat penyajian informasi kembali karena penyesuaian dengan cakupan perhitungan.

*) There is a restatement of information due to an adjustment between the realization and the Financial Statements.

**) There is a restatement of information due to an adjustment to the calculation scope.



Penghargaan dan Sertifikasi 2024

Awards and Certifications 2024



Penghargaan 2024

2024 Awards

No	Penghargaan Awards	Penyelenggara Organizer	Tanggal Date
1	Silver Winner PR Indonesia Awards (PRIA) 2024 Sektor Anak Usaha BUMN Kategori Owned Media Sub Kategori Video Profile PT Pelindo Terminal Petikemas Silver Winner of the 2024 PR Indonesia Awards (PRIA) in the State-Owned Enterprises Subsidiary Sector, Owned Media Category, Video Profile Sub-Category, PT Pelindo Terminal Petikemas	PR Indonesia	7 Maret March 2024
2	Dewi BUMN 2024: Rima Novianti Terminal Petikemas BUMN Goddess 2024: Rima Novianti Container Terminal	Markplus Institute	19 Mei May 2024
3	PT Pelindo Terminal Petikemas Sebagai Pemenang TOP CSR Awards 2024 # Star 4 PT Pelindo Terminal Petikemas Wins TOP CSR Awards 2024 # Star 4	Top Business	29 Mei May 2024
4	Pemenang TOP CSR Awards 2024 : Top Leader On CSR Commitment 2024 The Winner of the TOP CSR Awards 2024: Top Leader on CSR Commitment 2024	Top Business	29 Mei May 2024
5	Apresiasi kepada PT Pelindo Terminal Petikemas sebagai salah satu Wajib Pajak Kontribusi Terbesar Atas Kepatuhan, Pelaporan dan Pembayaran Pajak Terbesar Tahun 2023 Appreciation to PT Pelindo Terminal Petikemas as one of the Taxpayers with the Largest Contribution for Compliance, Reporting, and Tax Payment in 2023	Direktorat Jenderal Pajak Kantor Wilayah DJP Jawa Timur KPP Pratama Surabaya Pabean Cantikan Directorate General of Taxes, East Java Regional Office of the Directorate General of Taxes, Surabaya Pratama Tax Office, Cantikan Customs Office	11 Juli July 2024
6	Bronze Winner Indonesia DEI & ESG Awards 2024 Kategori DEI Sub Kategori Keberpihakan terhadap Disabilitas PT Pelindo Terminal Petikemas Bronze Winner of the 2024 Indonesia DEI & ESG Awards in the DEI Category, Sub-Category: Supporting People with Disabilities, PT Pelindo Terminal Petikemas	IDEAS - PR Indonesia	19 Juli July 2024
7	Bronze Winner Indonesia DEI & ESG Awards 2024 Kategori DEI Sub Kategori Tata Kelola (Governance) Transparansi & Keterbukaan PT Pelindo Terminal Petikemas Bronze Winner Indonesia DEI & ESG Awards 2024 DEI Category Sub Category Governance Transparency & Openness PT Pelindo Terminal Petikemas	IDEAS - PR Indonesia	19 Juli July 2024

No	Penghargaan Awards	Penyelenggara Organizer	Tanggal Date
8	Bronze Winner Indonesia DEI & ESG Awards 2024 Kategori DEI Sub Kategori Pemberdayaan Karyawan dengan Kemampuan Beragam PT Pelindo Terminal Petikemas Bronze Winner of the Indonesia DEI & ESG Awards 2024, DEI Category, Sub-Category: Empowering Employees with Diverse Skills, PT Pelindo Terminal Petikemas	IDEAS - PR Indonesia	19 Juli July 2024
9	Bronze Winner Indonesia DEI & ESG Awards 2024 Kategori DEI Sub Kategori Sosial (Social) Hubungan dengan Pelanggan PT Pelindo Terminal Petikemas Bronze Winner Indonesia DEI & ESG Awards 2024 DEI Category Social Sub Category Customer Relationship PT Pelindo Terminal Petikemas	IDEAS - PR Indonesia	19 Juli July 2024
11	Corporate Entrepreneurial Marketing Awards (EM) Corporate Entrepreneurial Marketing Awards (EM)	Markplus Institute	22 Agustus August 2024
12	Penghargaan dari Markplus Institute untuk kategori "Entrepreneurial Marketing: Creativity, Innovation, Entrepreneurship, and Leadership in the Corporate Landscape" Award from the Markplus Institute for the category "Entrepreneurial Marketing: Creativity, Innovation, Entrepreneurship, and Leadership in the Corporate Landscape."	Markplus Institute	28 Agustus August 2024
13	The 3rd Seminar on Economic & Business Outlook 2025 : M. Adji sebagai Pembicara The 3rd Seminar on Economic & Business Outlook 2025: M. Adji as Speaker	Supply Chain Indonesia	8-10 Oktober October 2024
14	ESG Nusantara Peringkat 87 Gold Kalimantan: PT Pelindo Terminal Petikemas ESG Nusantara Ranked 87th Gold Kalimantan: PT Pelindo Terminal Petikemas	La Tofi School of Social Responsibility	18 Oktober October 2024





Sertifikat Sistem Manajemen Mutu (ISO 9001:2015)
Quality Management System Certificate (ISO 9001:2015)

Kantor Pusat Head Office	TPK. Ambon	TPK. Banjarmasin
TPK. Semarang	TPK. New Makassar	TPK. Bitung
TPK. Sorong	TPK. Perawang	TPK. Tenau Kupang
TPK . Bagendang Bumiharjo	TPK. Ternate	TPK. Tarakan
TPK. Kendari	TPK. Jayapura	TPK. Merauke
	TPK. Pantoloan	

Keterangan: Head Office dan 15 Terminal menggunakan ISO 9001 versi 2015 dengan Nomor Sertifikat 16 00 A 23000037, berlaku dari 17 Januari 2023 - 16 Januari 2026, dan disertifikasi oleh TUV Nord Indonesia

Note: Head Office and 15 Terminals use ISO 9001:2015 with Certificate Number 16 00 A 23000037, valid from January 17, 2023 - January 16, 2026, and certified by TUV Nord Indonesia

Sertifikat Sistem Manajemen Lingkungan (ISO 14001:2015)
Environmental Management System Certificate (ISO 14001:2015)

Kantor Pusat Head Office	TPK. Ambon	TPK. Banjarmasin
TPK. Semarang	TPK. New Makassar	TPK. Bitung
TPK. Sorong	TPK. Perawang	TPK. Tenau Kupang
TPK . Bagendang Bumiharjo	TPK. Ternate	TPK. Tarakan
TPK. Kendari	TPK. Jayapura	TPK. Merauke
	TPK. Pantoloan	

Keterangan: Head Office dan 15 Terminal menggunakan ISO 14001 versi 2015 dengan Nomor Sertifikat 16 00 A 23000037, berlaku dari 17 Januari 2023 - 16 Januari 2026, dan disertifikasi oleh TUV Nord Indonesia

Note: Head Office and 15 Terminals use ISO 14001: 2015 with Certificate Number 16 00 A 23000037, valid from 17 January 2023 - 16 January 2026, and certified by TUV Nord Indonesia

Sertifikat Sistem Manajemen Anti Penyuapan ISO 37001
ISO 37001 Anti-Bribery Management System Certificate

No	Lokasi Location	No. Sertifikat Certificate Number
1.	Kantor Pusat Head Office	03 13 J 23000704
2.	TPK. Semarang	03 13 J 23000705

Keterangan: Kantor Pusat dan TPK. Semarang menggunakan ISO 37001 versi 2016 berlaku dari 31 Oktober 2023 - 30 Oktober 2026, dan disertifikasi oleh TUV Nord Indonesia

Note: Head Office and TPK Semarang use ISO 37001: 2016 valid from October 31, 2023 - October 30, 2026, and certified by TUV Nord Indonesia.

Sertifikat Sistem Manajemen Keberlangsungan Usaha ISO 22301
ISO 22301 Business Continuity Management System Certificate

Kantor Pusat Head Office	TPK. Ambon	TPK. Banjarmasin
TPK. Semarang	TPK. New Makassar	TPK. Bitung
TPK. Sorong	TPK. Perawang	TPK. Tenau Kupang
TPK . Bagendang Bumiharjo	TPK. Ternate	TPK. Tarakan
TPK. Kendari	TPK. Jayapura	TPK. Merauke
	TPK. Pantoloan	

Keterangan: Head Office dan 15 Terminal menggunakan ISO 22301 versi 2019 berlaku dari 31 Oktober 2023 - 30 Oktober 2026, dan disertifikasi oleh TUV Nord Indonesia

Note: Head Office and 15 Terminals use ISO 22301: 2019 valid from October 31, 2023 – October 30, 2026, and certified by TUV Nord Indonesia

Sertifikat SMK3
OHSMS Certificate

No	Lokasi Location	No. Sertifikat Certificate No.	Tanggal Mulai Berlaku Effective Date	Tanggal Selesai Berlaku Effective Date
1.	Kantor Pusat Head Office	REG.SMK3.2023.SMU.SK-1668		
2.	Semarang	REG.SMK3.2023.SMU.SK-1745	9 Juni 2023 9 June 2023	9 Juni 2026 9 June 2026
3.	Bitung	REG.SMK3.2023.SMU.SK-1746		
4.	New Makassar	REG.SMK3.2023.SMU.SK-1736		
5.	Banjarmasin	REG.SMK3.2024.SMU.SK-2022	6 Agustus 2024 6 August 2024	6 Agustus 2027 6 August 20247
6	Ambon	REG.SMK3.2024.SMU.SK-2076		
7.	Kendari	REG.SMK3.2024.SMU.SK-2166		
8	Pantoloan	REG.SMK3.2024.SMU.SK-2164		
9	Perawang	REG.SMK3.2024.SMU.SK-2162		
10	Sorong	REG.SMK3.2024.SMU.SK-2163		
11	Kupang	REG.SMK3.2024.SMU.SK-2161		
12	Tarakan	REG.SMK3.2024.SMU.SK-2167		
13	Jayapura	REG.SMK3.2024.SMU.SK-2105		
14	Bagendang Bumiharjo	Proses Penerbitan Sertifikat Certificate Issuance Process		
15	Ternate	Proses Penerbitan Sertifikat Certificate Issuance Process		
16	Merauke	Proses Penerbitan Sertifikat Certificate Issuance Process		

Keterangan : Head Office dan 15 Terminal menggunakan SMK3 Peraturan Pemerintah Tahun 2012, dan disertifikasi oleh Sapta Mutu Utama
Note: Head Office and 15 Terminals use OHSMS under Government Regulation 2012, and are certified by Sapta Mutu Utama

Sertifikat ISPS Code
ISPS Code Certificate

Terminal	Nomor Sertifikat Certificate Number	Masa Berlaku Validity Period
TPK. Ambon (TPAM)	002-0023-DN	28 Desember 2022 - 14 Agustus 2027 28 December 2022 - 14 August 2027
TPK. Banjarmasin (TPBJ)	AL.803/1/19/SoCPF/DL/2024	15 Februari 2024 - 22 Februari 2029 15 February 2024 - 22 February 2029
TPK. Semarang (TPSM)	AL.803/4/9/SoCPF/DL/2024	30 Juli 2024 - 16 Agustus 2029 30 July 2024 - 16 August 2029
TPK. Belawan (TPBL)	02-0436-DV	18 Januari 2021 - 21 Desember 2025 18 January 2021 - 21 December 2025
TPK. Bitung (TPBT)	02-0567-DV	27 Oktober 2021 - 21 Juni 2026 27 October 2021 - 21 June 2026
TPK. New Makassar T1	AL.803/1/14/SoCPF/DL/2025	17 Januari 2025 - 01 Juni 2030 17 January 2025 - 1 June 2030
TPK. New Makassar T2	AL.803/1/13/SoCPF/DL/2025	17 Januari 2025 - 14 Februari 2030 17 January 2025 - 14 February 2030
TPK Kendari	AL.803/5/12/SoCPF/DL/2023	11 Desember 2023 - 28 November 2028 11 December 2023 - 28 November 2028
TPK Pantoloan	AL.803/5/8/SoCPF/DL/2023	04 Desember 2023 - 27 Agustus 2027 4 December 2023 - 27 August 2027
TPK Perawang	002-0232-DN	06 Oktober 2023 - 07 September 2026 06 October 2023 - 07 September 2026
TPK Sorong	AL.803/2/23/SoCPF/DL/2023	07 Juni 2023 - 09 November 2027 07 June 2023 - 09 November 2027
TPK Kupang	AL.803/7/25/SoCPF/DL/2024	15 November 2024 - 30 Oktober 2029 15 November 2024 - 30 October 2029
TPK Tarakan	002-0239-DN	20 April 2022 - 14 Februari 2027 20 April 2022 - 14 February 2027
TPK Jayapura	AL/803/4/19/SoCPF/DL/2023	01 November 2023- 06 Agustus 2028 1 November 2023- 6 August 2028
TPK. Marauke	AL.803/9/4/SoCPF/DL/2024	9 Des 2024 - 21 Nov 2029 9 Dec 2024 - 21 Nov 2029

Keterangan: Seluruh Terminal telah diverifikasi oleh Direktorat Jenderal Perhubungan Laut
Note: The Directorate General Maritime Transportation has verified all Terminals



Strategi Keberlanjutan ^[A.1]

Sustainability Strategy

Strategi keberlanjutan yang diterapkan oleh Perusahaan mengacu pada Kebijakan Keberlanjutan PT Pelindo (Persero) yang dirancang untuk menjaga kesinambungan usaha melalui penerapan prinsip lingkungan, sosial, dan tata kelola (LST). Prinsip-prinsip tersebut diintegrasikan oleh Perusahaan ke dalam seluruh kegiatan operasional dan bisnis. Pelaksanaan strategi ini dilakukan sesuai dengan ketentuan peraturan perundang-undangan yang berlaku. Selain itu, Perusahaan juga mengembangkan berbagai inisiatif keberlanjutan yang selaras dengan arah pencapaian Tujuan Pembangunan Berkelanjutan (TPB).

The Company's sustainability strategy is based on PT Pelindo (Persero)'s Sustainability Policy, which aims to maintain business continuity by applying environmental, social, and governance (ESG) principles. These principles are integrated into all operational and business activities. We implement our strategy in accordance with applicable laws and regulations, and align our sustainability initiatives with the Sustainable Development Goals (SDGs).

Tentang Laporan

About the Report

[2-2][2-3][2-5] [2-4]

Sebagai bagian dari komitmen dalam meningkatkan transparansi dan penerapan prinsip keberlanjutan, PT Pelindo Terminal Petikemas (SPTP) secara konsisten menyelaraskan aspek ekonomi, lingkungan, dan sosial (LST) dalam operasional usahanya. Komitmen ini diwujudkan melalui penerbitan Laporan Keberlanjutan setiap tahun sebagai bagian dari Laporan Tahunan Perusahaan.

Laporan ini mencakup kebijakan, tantangan, serta capaian kinerja keberlanjutan sepanjang periode 1 Januari hingga 31 Desember 2024. Seluruh informasi, baik kinerja ekonomi maupun LST merupakan data konsolidasian, PT Pelindo Terminal Petikemas dan anak usaha. Penyusunan laporan ini juga merupakan bagian dari dukungan aktif Perusahaan terhadap pencapaian Tujuan Pembangunan Berkelanjutan (TPB). Laporan Keberlanjutan sebelumnya diterbitkan pada 5 September 2024. Seluruh informasi keuangan disajikan dalam mata uang Rupiah, kecuali dinyatakan lain. Data kuantitatif disusun berdasarkan prinsip daya banding (*comparability*) selama tiga tahun terakhir, sehingga memudahkan pemangku kepentingan dalam melakukan analisis tren kinerja keberlanjutan Perusahaan. Terdapat beberapa data yang disajikan ulang dari Laporan Keberlanjutan tahun 2023, diantaranya biaya listrik, biaya bahan bakar, biaya air, jumlah karyawan, biaya TJSL dan biaya pelatihan karyawan.

Laporan ini menggunakan aturan dan standar sebagai berikut:

1. Peraturan OJK (POJK) No. 51/POJK.03/2017 tentang Penerapan Keuangan Berkelanjutan bagi Lembaga Jasa Keuangan, Emiten, dan Perusahaan Publik;
2. Surat Edaran Otoritas Jasa Keuangan (SEOJK) No. 16/SEOJK.04/2021 tentang Bentuk dan Isi Laporan Tahunan;
3. Standar Global Reporting Initiative (GRI) 2021 dengan kesesuaian: 'with reference to the the GRI Standards'.

Laporan keberlanjutan ini sudah melalui verifikasi oleh pihak independen PT Sejahtera Rambah Asia (SRAI) menggunakan standar AA1000AS. Pihak independen yang dipilih telah mendapatkan persetujuan dari Direksi. Seluruh pengungkapan informasi pada laporan ini sudah disetujui dan diverifikasi oleh pihak internal yang bertanggung jawab, termasuk Pimpinan perusahaan, sehingga keabsahan dan akurasi data yang disajikan tetap dapat dipertanggungjawabkan. [G.1][2-5][2-14]

As part of its commitment to increasing transparency and implementing sustainability principles, PT Pelindo Terminal Petikemas (SPTP) consistently aligns economic, environmental, and social (ESG) aspects in its business operations. This commitment is demonstrated through the publication of an annual Sustainability Report as part of the Company's Annual Report.

This report covers sustainability policies, challenges, and performance achievements for the period from January 1 to December 31, 2024. All economic and ESG performance information presented in this report is consolidated data of PT Pelindo Terminal Petikemas and its subsidiaries. The Company's preparation of this report also reflects our active support for the achievement of the Sustainable Development Goals (SDGs). The previous Sustainability Report was published on September 5, 2024. All financial information is presented in Rupiah, unless otherwise stated. Quantitative data is compiled based on the principle of comparability over the past three years, enabling stakeholders to analyze the Company's sustainability performance trends. Several data points have been restated from the 2023 Sustainability Report, including electricity costs, fuel costs, water costs, number of employees, CSR program expenses, and employee training costs.

This report uses the following rules and standards:

1. OJK Regulation (POJK) No. 51/POJK.03/2017 concerning the Implementation of Sustainable Finance for Financial Services Institutions, Issuers, and Public Companies;
2. Circular Letter of the Financial Services Authority (SEOJK) No. 16/SEOJK.04/2021 concerning the Form and Content of Annual Reports;
3. Global Reporting Initiative (GRI) Standards 2021 with conformity: 'with reference to the GRI Standards'.

This sustainability report has been independently verified by PT Sejahtera Rambah Asia (SRAI) using the AA1000AS standard. The selected independent party has received approval from the Board of Directors. All information disclosed in this report has been approved and verified by responsible internal parties, including the Company's management, so the validity and accuracy of the data presented can still be accounted for. [G.1][2-5] [2-14]

Tanggapan Umpan Balik Laporan Tahun Sebelumnya ^[G.3]

Response to Feedback on Previous Year's Report

Hingga akhir 2024, Perusahaan menerima input untuk lebih meningkatkan informasi terkait kinerja lingkungan, sosial, dan tata kelola. Maka dari itu, dalam laporan periode 2024 Perusahaan berusaha menyampaikan informasi tersebut dengan lebih komprehensif.

By the end of 2024, the Company received input to disclose more information related to environmental, social, and governance performance. Therefore, the Company has presented such information more comprehensively in its 2024 report.

Penentuan Isi dan Kualitas Laporan ^[3-1]

Defining Report Content and Quality

Laporan Keberlanjutan disampaikan berdasarkan prinsip: akurasi, keseimbangan, kejelasan, perbandingan, kelengkapan, konteks keberlanjutan, ketepatan waktu, dan dapat diverifikasi. Adapun seluruh rangkaian penentuan isi dan proses penyusunan dilakukan secara internal dan telah mendapat persetujuan dari Direktur Utama yang bertanggung jawab atas seluruh kinerja keberlanjutan.

The Sustainability Report is presented based on the following principles: accuracy, balance, clarity, comparability, completeness, sustainability context, timeliness, and verifiability. The defining and preparation process of entire content is conducted internally and has received approval from the President Director, who is responsible for all sustainability performance.

Kontak Terkait Laporan Keberlanjutan ^[2-3] Sustainability Report Related Contacts



Sekretaris Perusahaan | Corporate Secretary
PT Pelindo Terminal Petikemas
Kantor Pusat | Head Office
Pelindo Place Office Tower, Jl. Perak Timur No. 478, Surabaya 60165, Indonesia.
Telepon | Phone: 08111552102
Surel | Email: info.tpk@pelindo.co.id
Web: www.pelindotpk.co.id

Pelibatan Pemangku Kepentingan [E.4][2-29]

Stakeholder Engagement

Perusahaan mengidentifikasi kelompok pemangku kepentingan yang signifikan berdasarkan tingkat komunikasi, kedekatan, dampak/pengaruh, respons, dan partisipasi.

The Company identifies significant stakeholder groups based on their level of communication, proximity, impact/influence, response, and participation.

Pemangku Kepentingan Stakeholder	Topik Utama Main Topics	Metode dan Frekuensi Pelibatan Pemangku Kepentingan Method and Frequency of Stakeholder Engagement	Respons Perusahaan Company Response
Pemegang Saham Shareholders 	- Kinerja keuangan - Pemenuhan target RKAP - Pertumbuhan aset - Kinerja keberlanjutan - Financial performance - Fulfillment of RKAP targets - Asset growth - Sustainability performance	- Pelaporan berkala kinerja operasional setiap triwulan, semester, dan tahunan - Rapat Umum Pemegang Saham (RUPS): dua kali setahun - Rapat Umum Pemegang Saham Luar Biasa (RUPSLB): apabila diperlukan - Laporan Tahunan - Laporan Keberlanjutan - Periodic reporting of operational performance every quarter, semester, and year - General Meeting of Shareholders (GMS): twice a year - Extraordinary General Meeting of Shareholders (EGMS): if necessary - Annual report - Sustainability Report	- Menyelenggarakan RUPS dan RUPSLB - Pelaporan kinerja keuangan (<i>Public Expose</i>) - Holding GMS and EGMS - Financial performance reporting (<i>Public Expose</i>)
Regulator 	Ketaatan dan kepatuhan terhadap regulasi Compliance and compliance with regulations	Penerapan peraturan Implementation of regulations	Minimal satu kali dalam setahun: - Pelaporan kinerja - Penerapan dan pelaporan program tanggung jawab sosial At least once a year: - Performance reporting - Implementation and reporting of social responsibility programs

Pemangku Kepentingan Stakeholder	Topik Utama Main Topics	Metode dan Frekuensi Pelibatan Pemangku Kepentingan Method and Frequency of Stakeholder Engagement	Respons Perusahaan Company Response
Pelanggan Customers 	Jaminan kualitas, pasokan, dan sesuai kontrak Assurance of quality, supply, and compliance with contracts	- Pertemuan berkala melalui rapat bulanan dan tahunan - Survei kepuasan pelanggan - Regular meetings through monthly and annual meetings - Customer satisfaction survey	- Kenyamanan dan penyederhanaan proses pelayanan - Ketepatan waktu pelayanan, sistem informasi yang <i>real time</i>, dan tarif yang kompetitif. - Kesiapan dan ketersediaan fasilitas dan peralatan pelabuhan yang andal. - Jaminan keberlangsungan usaha dalam jangka panjang - Convenience and simplification of the service process - Timely service, real-time information system, and competitive rates. - Readiness and availability of reliable port facilities and equipment. - Guarantee of long-term business continuity
Pegawai Employees 	- Pelatihan dan Pengembangan Kompetensi Pegawai - Kesetaraan kesempatan dalam jenjang karier - Kesehatan, keselamatan, dan keamanan kerja (K3) - Employee Competency Training and Development - Equal opportunities in career paths - Occupational health and safety (OHS)	- Pelaksanaan K3 - Kesejahteraan - Program pengembangan kompetensi - Peluang kenaikan jenjang karir - Implementation of OHS - Welfare - Program development competence - Opportunity for an increase career path	- Memberikan <i>career path system</i> sesuai dengan kompetensi - Menciptakan lingkungan kerja yang kondusif - Peningkatan kesejahteraan berdasarkan prestasi kerja pegawai - Providing a career path system according to competency - Creating a conducive work environment - Increased welfare based on employee work performance

Pemangku Kepentingan Stakeholder	Topik Utama Main Topics	Metode dan Frekuensi Pelibatan Pemangku Kepentingan Method and Frequency of Stakeholder Engagement	Respons Perusahaan Company Response
Masyarakat Community 	Peningkatan kesejahteraan masyarakat, pengelolaan dampak negatif kegiatan operasi Perusahaan, dan pemberdayaan masyarakat lokal. Improving community welfare, managing the negative impacts of the Company's operational activities, and empowering local communities.	Pelaksanaan program pemberdayaan masyarakat dan koordinasi dengan pemerintah daerah setempat dalam perencanaan dan evaluasi pelaksanaan program TJSL dilaksanakan sesuai kebutuhan. Implementing community empowerment programs and coordinating with local government in planning and evaluating the implementation of CSR programs as needed.	Meningkatkan kesejahteraan masyarakat di lingkungan terminal melalui program TJSL Improving the welfare of the community in the terminal environment through the CSR program
Mitra Kerja Business Partners 	• Pengadaan barang dan/atau jasa yang transparan • Kontrak kerja yang adil • Pembayaran tepat waktu • Hubungan kerja yang saling menguntungkan • Transparent procurement of goods and/or services • Fair work contracts • On-time payment • Mutually beneficial working relationships	• Interaksi melalui situs: setiap saat • Area yang berhubungan dengan vendor • Interaction through the site: at any time • vendor-related areas	• Transparansi dan adil dalam pelaksanaan kerja sama usaha. • Penyederhanaan proses untuk memastikan efektivitas dan efisiensi pembayaran. • Keberlangsungan kerja sama usaha dalam jangka panjang. • Transparency and fairness in implementing business cooperation. • Simplifying processes to ensure payment effectiveness and efficiency. • Long-term business cooperation.
Media 	Informasi perkembangan dan isu-isu positif tentang perusahaan meliputi namun tidak terbatas pada kinerja operasional perusahaan, kinerja finansial perusahaan, aksi korporasi dan hal terkait lainnya Information on developments and positive issues concerning the Company, including but not limited to its operational and financial performance, corporate actions, and other related matters.	• Media Port Visit • Media Gathering • Konferensi Pers • Siaran Pers • Media Port Visit • Media Gathering • Press Conference • Press Release	• Penyelenggaraan aktivitas bersama pemangku kepentingan • Publikasi media dan laporan perusahaan • Pengawasan dan evaluasi pelaksanaan kegiatan bersama media • Organizing activities with stakeholders • Media publications and company reports • Monitoring and evaluation of the implementation of activities with the media

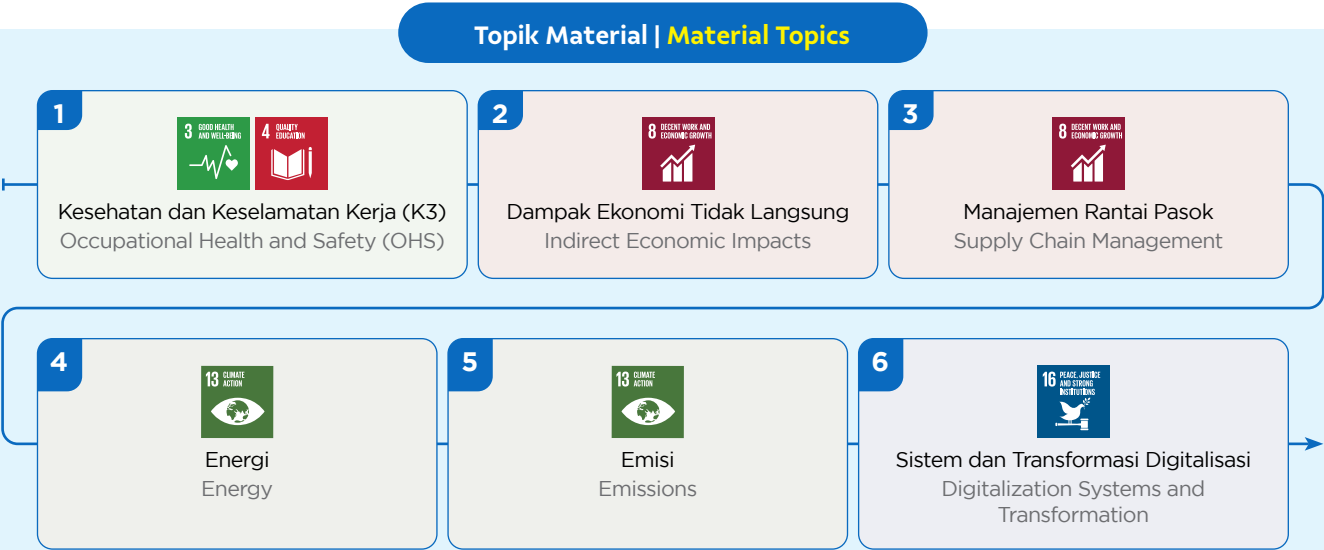
Topik Material

[3-1][3-2][3-3]

Material Topics

Perseroan telah mengidentifikasi topik material yang memiliki signifikansi dampak bagi keberlanjutan Perusahaan serta menjadi perhatian pemangku kepentingan. Penentuan topik material mempertimbangkan dampak aktual dan potensial dari kegiatan bisnis serta analisis pengaruhnya, dengan melibatkan tim ahli yang independen. Dibandingkan dengan tahun sebelumnya, terdapat penyesuaian atas topik material yang dinilai kurang relevan, serta penambahan satu topik baru yaitu manajemen rantai pasok. Penambahan topik tersebut dinilai lebih mencerminkan dinamika dan tantangan terkini bagi Perusahaan.

The Company has identified material topics that have a significant impact on the Company’s sustainability and are of concern to stakeholders. The determination of material topics takes into account the actual and potential impacts of business activities and an analysis of their impact, involving an independent team of experts. Compared to the previous year, there were adjustments to material topics deemed less relevant, as well as the addition of one new topic, namely, supply chain management. This additional topic is considered to reflect better the current dynamics and challenges facing the Company.



Pendekatan Manajemen pada Topik Material

Management Approach to Material Topics

Kesehatan dan Keselamatan Kerja (K3) Occupational Health and Safety (OHS)	
Signifikansi Topik Significance of the Topic	Keselamatan dan Kesehatan Kerja (K3) memiliki peran krusial bagi PT Pelindo Terminal Petikemas mengingat tingginya tingkat risiko dalam operasional terminal peti kemas, seperti aktivitas bongkar muat kontainer, pergerakan alat berat, dan kerja dalam kondisi cuaca ekstrem. Penerapan K3 secara konsisten tidak hanya melindungi keselamatan dan kesehatan pekerja sebagai aset utama perusahaan, tetapi juga menjaga kelancaran operasional, mengurangi potensi gangguan bisnis, serta memastikan kepatuhan terhadap regulasi nasional maupun standar internasional. Occupational Health and Safety (OHS) plays a crucial role for PT Pelindo Terminal Petikemas, given the high level of risk in container terminal operations, such as container loading and unloading activities, heavy equipment movements, and working in extreme weather conditions. Consistent implementation of OHS not only protects the safety and health of workers as the Company’s primary assets but also maintains smooth operations, reduces potential business disruptions, and ensures compliance with national regulations and international standards.

Kesehatan dan Keselamatan Kerja (K3) Occupational Health and Safety (OHS)

Kebijakan Policy	Kebijakan Mutu, K3, Keamanan dan Lingkungan Quality, OHS, Safety and Environmental Policy
Target Kinerja Performance Target	<i>Zero accident</i>
Pencapaian Achievement	1. Telah melaksanakan <i>Emergency Drill</i> selama dua kali dalam tahun 2024 2. Telah melaksanakan <i>safety campaign</i> sebanyak 54 kali sepanjang tahun 2024 1. Having carried out the Emergency Drill twice in 2024 2. Having carried out 54 safety campaigns throughout 2024
Evaluasi yang Dilakukan Evaluation Conducted	Setiap semester akan dilaksanakan evaluasi untuk seluruh program K3 yang dimiliki oleh Perusahaan. Sepanjang tahun 2024, Perusahaan melaksanakan evaluasi program K3 sebanyak 12 kali atau sekali dalam satu bulan. Each semester, an evaluation will be conducted for all of the Company's OHS programs. In 2024, the Company conducted 12 OHS program evaluations, or once a month.
Divisi yang Bertanggung Jawab Responsible Division	Divisi Sistem Manajemen HSSE HSSE Management System Division

Dampak Ekonomi Tidak Langsung Indirect Economic Impact

Signifikansi Topik Significance of the Topic	Dampak ekonomi tidak langsung menjadi topik material bagi Perusahaan karena operasionalnya mendorong aktivitas ekonomi di sekitar pelabuhan, seperti menciptakan lapangan kerja tidak langsung, mendukung UMKM, serta memicu pertumbuhan sektor transportasi dan jasa pendukung. Indirect economic impact is a material topic for the Company because its operations drive economic activities around the port, such as creating indirect jobs, supporting MSMEs, and boosting growth in the transportation and supporting services sectors.
Kebijakan Policy	Kebijakan perusahaan tentang program investasi terhadap infrastruktur ataupun kebijakan yang secara tidak langsung dapat membantu perekonomian masyarakat di sekitar wilayah operasional. Company policies regarding investment programs for infrastructure or policies that can indirectly help the economy of the community around the operational area
Target Kinerja Performance Target	Nilai SROI : 1:1 SROI Score: 1:1
Pencapaian Achievement	Nilai SROI Bidang Lingkungan SROI Score on Environmental: 1:3,6 Nilai SROI Bidang Pendidikan SROI Score on Education: 1:2,44 Nilai SROI Bidang Pengembangan UMK SROI Score on MSME Development : 1:10,19
Evaluasi yang Dilakukan Evaluation Conducted	Melakukan SROI untuk masing-masing program TJSL yang memiliki dampak ekonomi tidak langsung, atau melakukan pemantauan dan pencatatan atas setiap benefit yang diterima oleh penerima manfaat. Conducting SROI for each CSR program that has an indirect economic impact, or monitoring and recording each benefit received by the beneficiary.
Divisi yang Bertanggung Jawab Responsible Division	Departemen Pengendalian Keuangan dan Pelaporan Department of Financial Control and Reporting

Manajemen Rantai Pasok Supply Chain Management

Signifikansi Topik Significance of the Topic	Menjadi topik material bagi Pelindo Petikemas karena perusahaan bergantung pada jaringan pemasok dan mitra kerja untuk mendukung kelancaran operasional pelabuhan secara efisien dan berkelanjutan. Pengelolaan rantai pasok yang baik membantu memastikan kualitas layanan, meminimalkan risiko gangguan operasional, serta mendorong praktik bisnis yang etis dan ramah lingkungan di seluruh mata rantai. This is a significant topic for Pelindo Petikemas, as the Company relies on a network of suppliers and partners to support efficient and sustainable port operations. Good supply chain management helps ensure service quality, minimizes the risk of operational disruptions, and encourages ethical and environmentally friendly business practices throughout the value chain.
Kebijakan Policy	Pada Peraturan Direksi mengenai Pengadaan Barang dan Jasa, disebutkan bahwa Pengguna wajib melengkapi dokumen, antara lain sebagai berikut: 1. Dalam pengajuan dokumen HPS/OE (Harga Perkiraan Sendiri/<i>Owner Estimate</i>) khusus untuk pekerjaan konstruksi atau pekerjaan yang mensyaratkan aspek Kesehatan, Keselamatan, Keamanan, dan Lingkungan (K3L), wajib ditambahkan rincian perkiraan biaya K3L (apabila diperlukan). 2. Untuk pekerjaan dengan risiko tinggi terhadap kecelakaan kerja, kesehatan, dan lingkungan, harus dilengkapi dengan dokumen Hazard and Risk Assessment terkait K3L (apabila diperlukan). 3. RKS Teknis/TOR/KAK wajib memuat ketentuan terkait K3L, khususnya untuk pekerjaan konstruksi atau pekerjaan yang mensyaratkan penerapan K3L (apabila diperlukan) In the Board of Directors' Regulations regarding Procurement of Goods and Services, it is stated that Users are required to complete documents, including the following: 1. When submitting HPS/OE (Own Estimate) documents specifically for construction work or work that requires Health, Safety, Security, and Environment (HSSE) aspects, it is mandatory to add details of the HSSE cost estimate (if necessary). 2. For work with a high risk of work accidents, health, and the environment, it must be accompanied by a Hazard and Risk Assessment document related to HSSE (if necessary). 3. The Technical RKS/TOR/KAK must contain provisions related to HSSE, especially for construction work or work that requires the application of HSSE (if necessary).
Target Kinerja Performance Target	Nilai pengadaan untuk pemasok lokal sebesar Rp366.814 juta. The procurement value for local suppliers amounted to Rp366,814 million.
Pencapaian Achievement	Sepanjang tahun 2024, sebanyak 44 pemasok lokal menjalin kerja sama dengan Perusahaan. Throughout 2024, 44 local suppliers collaborated with the Company.
Evaluasi yang Dilakukan Evaluation Conducted	Evaluasi dilakukan terhadap penerapan standarisasi peraturan pengadaan serta standarisasi penggunaan aplikasi pengadaan barang dan jasa di seluruh lingkungan anak perusahaan, dengan tujuan memastikan keseragaman proses, kepatuhan terhadap ketentuan yang berlaku, serta peningkatan efisiensi dan transparansi dalam pengadaan Evaluations were conducted on the implementation of standardized procurement regulations and standardized use of goods and services procurement applications across all subsidiaries, to ensure process uniformity, compliance with applicable provisions, and increasing efficiency and transparency in procurement.
Divisi yang Bertanggung Jawab Responsible Division	Departemen Pengadaan Procurement Department

Energi Energy

Signifikansi Topik Significance of the Topic	Energi menjadi topik penting bagi Perusahaan karena seluruh operasional terminal, termasuk peralatan bongkar muat, penerangan, dan sistem digitalisasi, sangat bergantung pada pasokan energi yang stabil dan efisien. Pengelolaan energi yang baik tidak hanya mendukung kelancaran aktivitas logistik, tetapi juga berkontribusi pada efisiensi biaya operasional dan pengurangan emisi gas rumah kaca. Energy is a critical topic for the Company because all terminal operations, including loading and unloading equipment, lighting, and digitalization systems, heavily rely on a stable and efficient energy supply. Proper energy management not only supports smooth logistics operations but also contributes to operational cost efficiency and greenhouse gas emission reduction.
Kebijakan Policy	Kebijakan Perusahaan tentang komitmen untuk menjalankan keberlanjutan sehingga berkontribusi terhadap tujuan pembangunan berkelanjutan. Company policy on commitment to implementing sustainability to contribute to the Sustainable Development Goals.
Target Kinerja Performance Target	Implementasi <i>green technology</i> pada seluruh cabang Pelindo Petikemas. Implementation of green technology in all Pelindo Petikemas branches.
Pencapaian Achievement	Telah mengimplementasikan <i>green technology</i> pada 5 cabang pelabuhan Green technology has been implemented in 5 port branches
Evaluasi yang Dilakukan Evaluation Conducted	Secara triwulan Divisi Peralatan melakukan evaluasi untuk mengukur implementasi <i>green technology</i>. The Equipment Division conduct quarterly evaluations to measure the extent to which green technology is being implemented.
Divisi yang Bertanggung Jawab Responsible Division	Divisi Peralatan. Equipment Division.

Emisi Emission

Signifikansi Topik Significance of the Topic	Emisi menjadi topik material bagi Pelindo Petikemas karena aktivitas operasional di pelabuhan, seperti pergerakan alat berat dan kendaraan logistik, berkontribusi terhadap emisi gas rumah kaca. Pengelolaan emisi yang baik diperlukan untuk mengurangi dampak lingkungan, sejalan dengan komitmen perusahaan dalam mendukung upaya mitigasi perubahan iklim. Emissions are a significant issue for Pelindo Petikemas because port operations, such as the mobility of heavy equipment and logistics vehicles, contribute to greenhouse gas emissions. Proper emissions management is necessary to reduce environmental impacts, in line with the Company's commitment to supporting climate change mitigation efforts.
Kebijakan Policy	Kebijakan Perusahaan tentang komitmen untuk menjalankan keberlanjutan sehingga berkontribusi terhadap tujuan pembangunan berkelanjutan Company policy on commitment to implementing sustainability so as to contribute to the Sustainable Development Goals

Emisi Emission	
Evaluasi yang Dilakukan Evaluation Conducted	Secara berkala Divisi Peralatan akan melaporkan konsumsi energi bersamaan dengan efisiensi energi yang berhasil diraih dengan menerapkan green technology. Dengan adanya efisiensi energi akan menurunkan emisi yang dihasilkan. Sepanjang tahun 2024, Perusahaan berhasil menurunkan emisi yang dihasilkan. The Equipment Division will periodically report energy consumption along with energy efficiency achieved by implementing green technology. Energy efficiency will reduce emissions. Throughout 2024, the Company managed to reduce its emissions.
Divisi yang Bertanggung Jawab Responsible Division	Divisi Peralatan Equipment Division

Sistem dan Transformasi Digitalisasi Digitalization Systems and Transformation	
Signifikansi Topik Significance of the Topic	Sistem dan transformasi digitalisasi menjadi topik penting bagi Pelindo Petikemas karena mendukung efisiensi, transparansi, dan kecepatan layanan di terminal peti kemas. Melalui digitalisasi, perusahaan dapat mengintegrasikan proses operasional, meminimalkan kesalahan manual, meningkatkan akurasi data, serta mempercepat pengambilan keputusan. Inisiatif ini juga mendukung peningkatan daya saing, kemudahan pemantauan kinerja, dan pelayanan pelanggan yang lebih responsif. Transformasi digital menjadi fondasi penting dalam mewujudkan pelabuhan yang modern, andal, dan berkelanjutan di era industri 4.0. Digital systems and transformation are key topics for Pelindo Petikemas, as they support efficiency, transparency, and speed of service at container terminals. Through digitalization, the Company can integrate operational processes, minimize manual errors, improve data accuracy, and accelerate decision-making. This initiative also supports increased competitiveness, facilitates performance monitoring, and provides more responsive customer service. Digital transformation is a crucial foundation for realizing a modern, reliable, and sustainable port in the Industry 4.0 era.
Kebijakan Policy	IT Master Plan Perusahaan periode 2023-2025 yang telah ditetapkan dan disahkan sebagai Pedoman Penerapan dan Penyelenggaraan Teknologi Informasi tahun 2023-2025. The Company's IT Master Plan for the 2023-2025 period has been established and ratified as the Guidelines for the Application and Implementation of Information Technology for 2023-2025.
Target Kinerja Performance Target	Digitalisasi dan sistemisasi operasi pelabuhan petikemas 100% diterapkan 100% implementation of digitalization and systemization of container port operations

Sistem dan Transformasi Digitalisasi

Digitalization Systems and Transformation

Pencapaian Achievement	Pada 2024 Perusahaan melakukan program digitalisasi di antaranya: 1. Implementasi Single ERP SAP 2. Implementasi TOS Nusantara di TPK Bitung dan TPK Kupang 3. Implementasi PTOS PK di TPK Merauke 4. Penyusunan Disaster Recovery Plan (DRP) 5. Implementasi Terminal Booking System untuk mendukung Program Stranas PK 6. Standarisasi infrastruktur dan jaringan di seluruh Terminal Petikemas 7. Implementasi SDWAN (Software-Defined Wide Area Network) 8. Implementasi SOC (Security Operations Center) 9. Implementasi SIEM (Security Information and Event Management) 10. Implementasi Active Directory di Kantor Pusat Sub Holding Terminal Petikemas In 2024, the Company carried out digitalization programs, including: 1. Implementation of Single ERP SAP 2. Implementation of TOS Nusantara at TPK Bitung and TPK Kupang 3. Implementation of PTOS PK at TPK Merauke 4. Development of Disaster Recovery Plan (DRP) 5. Implementation of Terminal Booking System to support the National Strategy for Corruption Prevention (Stranas PK) Program 6. Standardization of infrastructure and network across all Container Terminals 7. Implementation of SD-WAN (Software-Defined Wide Area Network) 8. Implementation of SOC (Security Operations Center) 9. Implementation of SIEM (Security Information and Event Management) 10. Implementation of Active Directory at the Head Office of Subholding Container Terminal
Evaluasi yang Dilakukan Evaluation Conducted	Secara berkala Divisi Teknologi Informasi (TI) Direktorat Teknik telah melaporkan kinerjanya kepada Pelindo Holding. The Information Technology (IT) Division under the Directorate of Engineering has periodically reported its performance to Pelindo Holding.
Divisi yang Bertanggung Jawab Responsible Division	Divisi Teknologi Informasi (TI) Information Technology (IT) Division



Penjelasan Direksi [D.1] [2-22]

Board of Director's Message

Kepada Para Pemangku Kepentingan yang Terhormat,

Perubahan dinamika industri, meningkatnya kesadaran terhadap isu lingkungan, serta ketidakpastian global menuntut PT Pelindo Terminal Petikemas (SPTP) untuk terus bertransformasi, menjaga relevansi, dan memberikan nilai tambah secara berkelanjutan. Kami menyadari bahwa keberhasilan bisnis tidak hanya diukur dari kinerja finansial, tetapi juga dari kontribusi terhadap lingkungan, masyarakat, serta tata kelola perusahaan yang bertanggung jawab. Sejalan dengan prinsip Tujuan Pembangunan Berkelanjutan (TPB), kami terus memperkuat keseimbangan antara aspek ekonomi, sosial, lingkungan, dan tata kelola (LST) dalam seluruh aktivitas operasional.

Dear Esteemed Stakeholders,

The changing dynamics of the industry, rising awareness of environmental issues, and global uncertainties require PT Pelindo Terminal Petikemas (SPTP) to continuously transform, remain relevant, and deliver sustainable added value. We recognize that business success is measured not only by financial performance but also by our contributions to the environment, society, and responsible corporate governance. In line with the principles of the Sustainable Development Goals (SDGs), we continue to strengthen the balance among economic, social, environmental, and governance (ESG) aspects across all operational activities.



Strategi dan Kebijakan dalam Merespons Tantangan Keberlanjutan

Industri terminal peti kemas nasional menghadapi tantangan multi-dimensi: mulai dari ketidakseimbangan suplai dan permintaan global, disrupti geopolitik, hingga tekanan efisiensi dari para pelaku logistik. Di sisi lain, tantangan internal seperti tingginya biaya logistik nasional, keterbatasan infrastruktur, serta risiko siber yang meningkat turut mendorong perlunya penguatan ketahanan bisnis secara menyeluruh.

Menanggapi hal tersebut, SPTP telah merumuskan strategi jangka menengah-panjang berbasis tiga pilar utama:

1. Keunggulan operasional dan komersial,
2. Optimalisasi jaringan ekosistem,
3. Strategi pertumbuhan dan ekspansi, dan
4. Enablers, memuat beberapa strategi dari IT, SDM, dan Keuangan, untuk menunjang tercapainya tiga pilar utama.

Strategi ini diselaraskan dengan Rencana Strategis Kementerian BUMN 2020–2024 serta agenda transformasi Pelindo Group. Di tahun 2024, berbagai inisiatif strategis diimplementasikan, antara lain standarisasi operasi, digitalisasi proses bisnis, pengembangan infrastruktur dan peralatan pelabuhan, serta integrasi sistem layanan pelanggan melalui Key Account Management.

Penguatan kapabilitas internal juga terus dilakukan melalui kolaborasi strategis, optimalisasi konsep hub and spoke, penguatan brand korporasi, serta pengembangan SDM melalui program learning & development yang terstruktur. Untuk memperluas cakupan usaha, SPTP juga tengah mengeksplorasi potensi ekspansi regional, pengembangan terminal transshipment domestik dan internasional, serta inisiatif containerisasi di berbagai wilayah.

Penerapan dan Capaian Kinerja Keberlanjutan 2024

Kinerja Ekonomi

Sepanjang tahun 2024, SPTP mencatatkan pertumbuhan positif pada hampir seluruh indikator operasional. Total arus peti kemas tercatat sebesar 12,11 juta TEUs, meningkat 6,64% dibandingkan tahun sebelumnya. Arus barang mencapai 3,80 juta ton, atau naik 39,25% dari tahun 2023.

Strategies and Policies in Responding to Sustainability Challenges

The national container terminal industry faces multi-dimensional challenges, such as global supply and demand imbalances, geopolitical disruptions, and efficiency pressures from logistics players. Internally, the high national logistics costs, limited infrastructure, and increased cyber risks also drive the need for enhanced overall business resilience.

In response, SPTP has formulated a medium- to long-term strategy based on three main pillars:

1. Operational and commercial excellence,
2. Ecosystem network optimization,
3. Growth and expansion strategies, and
4. The Enablers encompass several strategies across IT, Human Resources, and Finance designed to support the achievement of the three key pillars.

This strategy is aligned with the Ministry of SOEs' 2020–2024 Strategic Plan and Pelindo Group's transformation agenda. In 2024, we implemented various strategic initiatives, including operations standardization, business process digitalization, port infrastructure and equipment development, and integration of customer service systems through Key Account Management.

Internal capability building has also been carried out through strategic collaborations, optimization of the hub-and-spoke concept, corporate brand enhancement, and structured learning & development programs. To expand its business scope, SPTP is also exploring regional expansion opportunities, development of domestic and international transshipment terminals, and containerization initiatives in various regions.

Sustainability Implementation and Performance of 2024 Sustainability Economic Performance

Throughout 2024, SPTP recorded positive growth across almost all operational indicators. The total container throughput reached 12.11 million TEUs, an increase of 6.64% compared to the previous year. Cargo volume reached 3.80 million tons, or a 39.25% increase from 2023.

Kinerja keuangan menunjukkan pertumbuhan yang menggembirakan, dengan pendapatan usaha, laba tahun berjalan, dan kontribusi kepada negara yang meningkat secara signifikan. Setoran kepada negara mencapai Rp1,69 triliun, meningkat dari Rp1,29 triliun di tahun sebelumnya. Hal ini mencerminkan komitmen kami terhadap kepatuhan dan peran aktif dalam mendukung pembangunan nasional.

Kinerja Lingkungan

SPTP mengimplementasikan Sistem Manajemen Lingkungan berbasis ISO 14001:2015 secara konsisten. Transformasi menuju green port terus digalakkan melalui penerapan teknologi ramah lingkungan, digitalisasi proses operasional, serta inisiatif efisiensi energi. Penerapan Integrated Planning and Control (IPC) secara bertahap di sejumlah pelabuhan utama telah meningkatkan efisiensi bongkar muat, menurunkan waktu sandar, serta berinisiatif melakukan elektrifikasi.

Kami juga terus memperkuat kontribusi terhadap konservasi lingkungan. Program penanaman 632 bibit terumbu karang di Pulau Pahawang, yang dikelola bersama Lampung Underwater Community (LUC), merupakan langkah nyata dalam mendukung TPB 14 terkait perlindungan ekosistem laut.

Kinerja Sosial

SPTP memastikan pengelolaan hubungan industrial yang harmonis, lingkungan kerja yang aman, serta peningkatan kompetensi SDM secara berkelanjutan. Tahun 2024 ditandai dengan penyelenggaraan berbagai pelatihan dengan total anggaran sebesar Rp32,17 miliar. Di sisi lain, pengakuan atas komitmen kami dalam keselamatan kerja terlihat dari sepuluh penghargaan ketenagakerjaan yang diterima, termasuk Bendera Emas dan Sertifikat Emas dari Kementerian Ketenagakerjaan Republik Indonesia.

Dalam aspek sosial, program Pelindo Teman Nelayan menjadi salah satu inisiatif unggulan, mendorong kesejahteraan nelayan melalui budidaya kepiting soka berbasis teknologi Apartemen Kepiting. Inisiatif ini juga menerapkan prinsip ekonomi sirkular melalui penggunaan sistem daur ulang air.

Prospek dan Peluang

Menghadapi masa depan, SPTP menyadari bahwa risiko merupakan bagian tak terpisahkan dari dinamika bisnis. Karena itu, manajemen risiko diterapkan secara proaktif dan terintegrasi, dengan memanfaatkan taksonomi risiko, peta risiko dinamis, serta tindakan mitigasi berbasis LST.

Financial performance also showed encouraging growth, with operating revenue, profit for the year, and contributions to the state increasing significantly. State contributions reached Rp1.69 trillion, rising from Rp1.29 trillion in the previous year. It's reflecting our commitment to compliance and active role in supporting national development.

Environmental Performance

SPTP consistently implements Environmental Management System based on ISO 14001:2015. We continuously promote the transformation towards green ports through the application of environmentally friendly technologies, digitalization of operational processes, and energy efficiency initiatives. The gradual implementation of Integrated Planning and Control (IPC) at several major ports has improved loading and unloading efficiency, reduced berth times, and initiated electrification initiatives.

We also continue to strengthen our contribution to environmental conservation. The coral reef planting of 632 coral seedlings at Pahawang Island, a collaborative program with the Lampung Underwater Community (LUC), as manifestation of our support to SDG 14 on marine ecosystem protection.

Social Performance

SPTP ensures harmonious industrial relations, a safe working environment, and continuous human capital development. In 2024, we conducted various training programs with a total budget of Rp32.17 billion. We earned recognition of our commitment to workplace safety through ten labor awards, including the Gold Flag and Gold Certificate from the Ministry of Manpower of the Republic of Indonesia.

In the social aspect, the Pelindo Teman Nelayan program has become one of the flagship initiatives, supporting fishermen's welfare through soft-shell crab cultivation using the Crab Apartment technology. This initiative also applies circular economy principles by using a water recycling system.

Prospects and Opportunities

Looking ahead, SPTP recognizes that risks are inherent in business dynamics. Therefore, we apply risk management proactively and in an integrated manner, utilizing risk taxonomy, dynamic risk mapping, and ESG-based mitigation measures.

Ke depan, prospek industri terminal peti kemas Indonesia menunjukkan tren yang menjanjikan. Dengan proyeksi pertumbuhan arus peti kemas hingga 12,99 juta TEUs hingga tahun 2024, serta peningkatan kebutuhan logistik dari sektor e-commerce dan industri nasional, SPTP melihat peluang besar untuk memperkuat daya saing melalui digitalisasi, ekspansi jaringan, dan peningkatan layanan.

Dukungan Pemerintah melalui pembangunan infrastruktur dan ekosistem logistik nasional juga menjadi katalisator penting dalam pencapaian visi kami: menjadi terminal operator petikemas terkemuka berkelas dunia.

Apresiasi

Atas capaian yang telah diraih sepanjang 2024, kami menyampaikan apresiasi setinggi-tingginya kepada seluruh karyawan, mitra kerja, pelanggan, dan seluruh pemangku kepentingan yang telah menjadi bagian dari perjalanan transformasi kami. Kami percaya bahwa keberlanjutan bukan hanya komitmen hari ini, tetapi juga warisan untuk masa depan.

Bersama, mari terus melangkah membangun masa depan logistik Indonesia yang unggul dan berdaya saing global.

The outlook for Indonesia's container terminal industry shows a promising trend. With container throughput projected to grow to 12.99 million TEUs until 2024, along with increasing logistics demand from the e-commerce sector and national industries, SPTP sees great opportunities to enhance competitiveness through digitalization, network expansion, and service improvement.

Government support through infrastructure development and the national logistics ecosystem is also a key catalyst in achieving our vision: to become a world-class container terminal operator.

Appreciation

For the achievements made throughout 2024, we extend our highest appreciation to all employees, business partners, customers, and stakeholders who have been part of our transformation journey. We believe that sustainability is not only a commitment for today but also a legacy for the future.

Together, let us continue to move forward in building a superior and globally competitive future for Indonesia's logistics sector.

Surabaya, November 2025

Atas nama Direksi | On behalf of the Board of Directors
PT Pelindo Terminal Petikemas

M. Adji

Direktur Utama | President Director

Surat Pernyataan Anggota Direksi dan Anggota Dewan Komisaris Tentang Tanggung Jawab Atas Laporan Keberlanjutan 2024 PT Pelindo Terminal Petikemas

Statement Letter of Members of the Board of Directors and Members of the Board of Commissioners Regarding Responsibility for the 2024 Sustainability Report of PT Pelindo Terminal Petikemas

Kami menyatakan bahwa seluruh informasi dalam Laporan Keberlanjutan 2024 PT Pelindo Terminal Petikemas telah disajikan secara lengkap, dan seluruh Direksi bersama dengan Dewan Komisaris bertanggung jawab penuh atas kebenaran isi Laporan ini. Penandatanganan pernyataan ini dilakukan atas nama Direksi dan Dewan Komisaris, yang diwakili oleh Direktur Utama dan Komisaris Utama.

We hereby declare that all information presented in the 2024 Sustainability Report of PT Pelindo Terminal Petikemas has been disclosed in full, and the Board of Directors together with the Board of Commissioners assume full responsibility for the accuracy of its contents. The signing of this statement is carried out on behalf of the Board of Directors and the Board of Commissioners, represented by the President Director and the President Commissioner.

Surabaya, November 2025

Moermahadi Soerja Djanegara

Komisaris Utama dan Komisaris Independen
President and Independent Commissioner

M. Adji

Direktur Utama
President Director

Profil Perusahaan

[C.2] [2-1] [C.6]

Company Profile



Nama Perusahaan

Company name

PT Pelindo Terminal Petikemas

Penyebutan Lain

Other Mentions

SPTP



Tanggal Pendirian & Beroperasi

Establishment & Operation Date

1 Oktober | October 2021



Dasar Hukum Pendirian

Legal Basis for
Establishment

Peraturan Pemerintah No. 101 Tahun 2021 tentang Penggabungan PT Pelindo I, II, III dan IV (Persero) ke dalam PT Pelabuhan Indonesia II (Persero)

Government Regulation No. 101 of 2021 concerning the Merger of PT Pelindo I, II, III, and IV (Persero) into PT Pelabuhan Indonesia II (Persero)



Modal Dasar & Disetor

Authorized & Paid-up Capital

Rp9.363.868.000.000



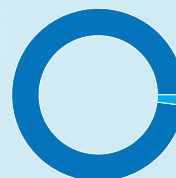
Kegiatan Usaha

Business Activities

Manajemen Terminal Peti Kemas
Management of Container Terminal

Kepemilikan Saham

Stock Ownership



99,9%
PT Pelabuhan Indonesia (Persero)

0,1%
PT Integrasi Logistik Cipta Solusi



Kantor Pusat

Head Office

Jl. Perak Timur No. 478,
Surabaya 60165, Indonesia
Situs web: www.pelindotpk.co.id
Email: info.tpk@pelindo.co.id



Status Perusahaan

Company Status

Anak Usaha PT Pelabuhan Indonesia (Persero)
Subsidiary of PT Pelabuhan Indonesia (Persero)



Jumlah Karyawan

Number of employees

2.720
orang | people



Jumlah Kantor Pelayanan

Number of Service Offices

- **1** Kantor Pusat | Head Office
- **7** Anak Perusahaan | Subsidiaries
- **18** Terminal | Terminals

Sepanjang tahun 2024, tidak ada perubahan signifikan pada Perusahaan.
Throughout 2024, there were no significant changes in the Company.

Visi, Misi, dan Tata Nilai Perusahaan [C.1]

Vision, Mission, and Corporate Values



Visi | Vision

Menjadi Pemimpin Ekosistem Maritim Terintegrasi dan Berkelas Dunia.
Becoming an Integrated and World-class Maritime Ecosystem Leader



Misi | Mission

Mewujudkan Jaringan Ekosistem Maritim Nasional Melalui Peningkatan Konektivitas Jaringan dan Integrasi Pelayanan guna Mendukung Pertumbuhan Ekonomi Indonesia.

To Establish a National Maritime Ecosystem Network by Enhancing Network Connectivity and Service Integration to Support Indonesia's Economic Growth



Tata Nilai Perusahaan | Corporate Core Values

AKHLAK

Amanah
Trustworthiness

Memegang teguh kepercayaan yang diberikan
Uphold the trust given.

Kompeten
Competent

Terus belajar dan mengembangkan kapabilitas
Continue to learn and develop capabilities.

Harmonis
Harmonious

Saling peduli dan menghargai perbedaan
Caring for each other and respecting differences

Loyal
Loyal

Berdedikasi dan mengutamakan kepentingan Bangsa dan Negara
Dedicated to prioritizing the interest of the nation and state

Adaptif
Adaptive

Terus berinovasi dan antusias menggerakkan ataupun menghadapi perubahan
Continuing to innovate and be enthusiastic in driving or facing change

Kolaboratif
Collaborative

Membangun kerja sama yang sinergis
Building synergistic collaboration

Jejak Langkah SPTP

SPTP's Milestone

20
Mei | May
2012

Pelindo I-IV

Berdasarkan gagasan Kementerian BUMN, Pelindo I, II, III, IV membentuk konsorsium untuk mendirikan PT Terminal Petikemas Indonesia (PT TPI) dan mulai aktif beroperasi pada tahun 2014.

Based on the idea of the Ministry of SOEs, Pelindo I, II, III, and IV formed a consortium to establish PT Terminal Petikemas Indonesia (PT TPI) and began active operations in 2014.

Pergerakan Integrasi | Integration Movement

Berdasarkan inisiasi Kementerian BUMN, integrasi klaster pelabuhan akan dilakukan sebagai bentuk transformasi dari Kementerian BUMN

Based on the initiation of the Ministry of SOEs, port cluster integration will be carried out as a form of transformation of the Ministry of SOEs.

29
September
2020

Integrasi | Integration Pelindo I-V

Integrasi Pelindo secara resmi dibentuk berdasarkan Peraturan Pemerintah Nomor 101 Tahun 2021 tentang Penggabungan PT Pelindo I, III, dan IV (Persero) serta telah ditandatangani pengalihan aset dari Pelindo I, III, dan IV ke Pelindo II

Pelindo Integration is officially formed based on Government Regulation Number 101 of 2021 concerning the Merger of PT Pelindo I, III, and IV (Persero), and the transfer of assets from Pelindo I, III, and IV to Pelindo II has been signed.

01
Oktober
October
2021

Perubahan Nama & Logo | Name & Logo Change

Perubahan nama dan logo PT Terminal Petikemas Indonesia menjadi PT Pelindo Terminal Petikemas sebagai salah satu dari empat sub-holding yang dibentuk Pelindo dilakukan berdasarkan Keputusan Sirkuler Pemegang saham nomor SK.03/1/10/1/ PBAS/ UTMA/TLND-21 tanggal 01 Oktober 2021.

The change of name and logo of PT Terminal Petikemas Indonesia to PT Pelindo Terminal Petikemas as one of the four sub-holdings formed by Pelindo was carried out based on the Circular Decree of Shareholders number SK.03/1/10/1/ PBAS/ UTMA/TLND-21 dated October 1, 2021.

01
Oktober
October
2021

Kegiatan Usaha dan Wilayah Operasional [C.3][C.4][2-6]

Business Activities and Operational Areas

Kegiatan Usaha Perusahaan

Berdasarkan Pasal 3 Anggaran Dasar Perusahaan, ruang lingkup kegiatan usaha SPTP adalah di bidang kegiatan pengusahaan di pelabuhan yang meliputi:

1. Penyediaan dan/atau pelayanan jasa dermaga untuk pelaksanaan kegiatan bongkar muat barang dan petikemas.
2. Penyediaan dan/atau pelayanan jasa gudang dan tempat penimbunan barang, alat bongkar muat serta peralatan pelabuhan.
3. Penyediaan dan/atau pelayanan jasa terminal petikemas.
4. Penyediaan dan/atau pelayanan jasa bongkar muat barang.
5. Penyediaan dan/atau pelayanan pusat distribusi dan konsolidasi barang.
6. Pelayanan pengisian air tawar dan minyak.

Bidang Usaha dan Layanan

Stevedoring

Kegiatan membongkar peti kemas dari kapal ke dermaga/trailer atau memuat peti kemas dari dermaga/trailer ke dalam kapal.

Haulage

Pelayanan pengangkutan peti kemas dengan menggunakan trailer/chassis dalam daerah kerja pelabuhan dari lambung kapal ke lapangan penumpukan peti kemas atau sebaliknya.

Pelayanan Dermaga

Pelayanan penanganan kapal di dermaga dengan mengatur kelancaran arus/barang di dermaga.

Receiving Delivery

Receiving merupakan kegiatan menerima peti kemas dari luar area terminal sampai tersusun di lapangan penumpukan. Delivery adalah kegiatan memindahkan peti kemas dari lapangan penumpukan dan menyerahkannya sampai tersusun di atas kendaraan.

Jasa Penumpukan

Jasa penumpukan peti kemas di lapangan penumpukan sampai dengan dikeluarkan dari lapangan penumpukan untuk dimuat atau diserahkan kepada pemilik.

Company Business Activities

In accordance with Article 3 of the Company's Articles of Association, the scope of SPTP's business activities includes:

1. Provision and/or servicing of dock services for the loading and unloading of goods and containers.
2. Provision and/or servicing of warehouse and goods storage services, as well as loading and unloading equipment and port facilities.
3. Provision and/or servicing of container terminal services.
4. Provision and/or servicing of goods loading and unloading services.
5. Provision and/or servicing of distribution and consolidation centers for goods.
6. Provosion of fresh water and fuel services.

Business Fields and Services

Stevedoring

The activity of unloading containers from vessel to docks/trailers or loading containers from docks/ trailers onto vessel.

Haulage

Container transportation services using trailers/ chassis within the port working area from the vessel's hull to the container stacking yard or vice versa.

Pelayanan Dermaga

Ship handling services at the dock by organizing the smooth flow of goods at the dock.

Receiving Delivery

Receiving is the activity of receiving containers from outside the terminal area until they are arranged in the stacking field. Delivery is the activity of moving containers from the stacking field and handing them over until they are arranged on the vehicle.

Stacking Services

Services for stacking containers in the stacking field until they are removed from the stacking field to be loaded or handed over to the owner

Pelayanan Jasa Terkait Lainnya

Pelayanan Jasa Terkait Lainnya merupakan jasa pelayanan yang menunjang kegiatan yang ada di pelabuhan yang meliputi pemeriksaan karantina, pemeriksaan bea cukai, dan lain sebagainya.

Other Related Services

Other Related Services is a service that supports activities at the port which includes quarantine inspection, customs inspection, and so on.

Wilayah Operasional Operational Area



Wilayah kegiatan operasional Perusahaan tersebar di 18 wilayah di seluruh Indonesia, yaitu:

1. Sumatera Utara, Medan, Batu Bara
2. Riau, Siak
3. Kalimantan Selatan, Banjarmasin
4. Kalimantan Timur, Balikpapan, Tarakan
5. Kalimantan Tengah
6. DKI Jakarta, Jakarta Utara
7. Jawa Tengah, Semarang
8. Jawa Timur
9. Sulawesi Tengah
10. Sulawesi Tenggara
11. Sulawesi Selatan
12. Sulawesi Utara
13. Maluku
14. Maluku Utara
15. Nusa Tenggara Timur
16. Papua
17. Papua Barat
18. Papua Selatan

The Company's operational activities are spread across 18 regions throughout Indonesia, namely:

1. North Sumatra (Medan, Batu Bara)
2. Riau (Siak)
3. South Kalimantan (Banjarmasin)
4. East Kalimantan (Balikpapan, Tarakan)
5. Central Kalimantan
6. DKI Jakarta (North Jakarta)
7. Central Java (Semarang)
8. East Java
9. Central Sulawesi
10. Southeast Sulawesi
11. South Sulawesi
12. North Sulawesi
13. Maluku
14. North Maluku
15. East Nusa Tenggara
16. Papua
17. West Papua
18. South Papua

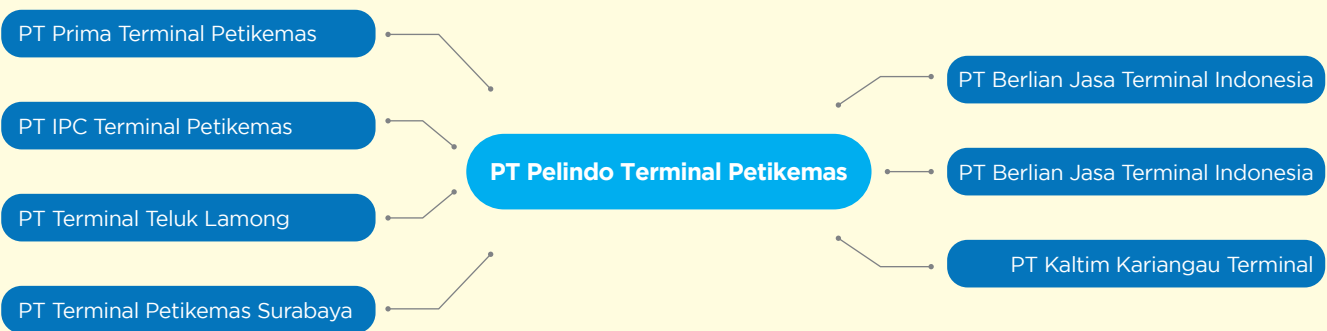
Skala Usaha ^[C.3]

Company Scale

Deskripsi Description	Satuan Unit	2024	2023
Jumlah Pegawai Number of Employees	Orang People	2.720	2.923
Jumlah Operasi Operational Locations	Wilayah Operasional Operational Areas	18	15
Jumlah Pendapatan Operasi Operating Revenue	Rp Triliun Rp Trillion	13,79	12,74
Jumlah Liabilitas Total Liabilities	Rp Triliun Rp Trillion	6,30	4,99
Jumlah Ekuitas Total Equity		15,84	13,67
Jumlah Aset Total Assets		22,14	18,66
Jumlah Produk/Jasa yang Disediakan Number of Products/ Services Provided	Unit Layanan Service Units	• Stevedoring • Haulage • Pelayanan Dermaga Port Services • Receiving Delivery • Jasa Penumpukan Stacking Services • Pelayanan Jasa Terkait Lainnya Other Related Services	

Grup Usaha

Business Group



Keanggotaan Asosiasi ^{[C.5][2-28]}

Membership in Associations

Secara berkala SPTP aktif dalam mensukseskan berbagai program yang diinisiasi oleh pemerintah, namun demikian hingga akhir 2024 SPTP belum tergabung dalam asosiasi apapun.

SPTP regularly participates in and contributes to the success of various programs initiated by the government. However, as of the end of 2024, SPTP has not yet joined any associations.

Kinerja Lingkungan

Environmental Performance

Perbaikan kualitas lingkungan merupakan tanggung jawab bersama yang memerlukan partisipasi aktif dari seluruh pemangku kepentingan. Maka dari itu, SPTP berupaya untuk memberikan kontribusi melalui penerapan prinsip-prinsip keberlanjutan dalam aspek lingkungan yang terintegrasi dalam operasional Perusahaan. Perusahaan berupaya mengurangi dampak lingkungan, khususnya melalui peningkatan efisiensi energi, pengendalian emisi, serta pengelolaan limbah yang bertanggung jawab. Selain itu, Perusahaan juga telah mengadopsi teknologi ramah lingkungan secara lebih luas, sebagai bagian dari upaya jangka panjang dalam menciptakan sistem operasional yang berwawasan ramah terhadap lingkungan dan mendukung keberlanjutan jangka panjang.

Improving environmental quality is a shared responsibility that requires the active participation of all stakeholders. Therefore, SPTP has making its contribution by integrating sustainability principles in environmental aspect of the Company's operations. The Company seeks to reduce its environmental impact, particularly by increasing energy efficiency, emission control, and responsible waste management. Additionally, the Company has also adopted environmentally friendly technologies more extensively, as part of a long-term effort to create an environmentally friendly operational system that supports long-term sustainability.



Pengelolaan Dampak Operasi terhadap Lingkungan

Managing the Impact of Operations on the Environment

Sebagai upaya Perusahaan terhadap perlindungan lingkungan dan pelaksanaan praktik bisnis berkelanjutan, berbagai kebijakan internal telah disusun untuk memperkuat daya dukung lingkungan di seluruh wilayah operasional. Salah satu langkah strategis yang dilakukan adalah kepatuhan terhadap dokumen lingkungan seperti Analisis Mengenai Dampak Lingkungan (AMDAL) serta pelaksanaan Upaya Pengelolaan Lingkungan dan Upaya Pemantauan Lingkungan (UKL-UPL) sesuai ketentuan yang berlaku.

Setiap aktivitas usaha dijalankan dengan memperhatikan prinsip ramah lingkungan dan berorientasi pada pemenuhan baku mutu lingkungan. Untuk mendukung hal tersebut, sistem manajemen lingkungan diadopsi berdasarkan standar internasional ISO 14001:2015, yang juga telah diselaraskan dengan SNI 19-14001-2005 melalui penetapan Badan Standardisasi Nasional (BSN) No. 54/KEP/BSN/05/2002 dan No. 282/KEP/BSN/12/2015. Hingga akhir 2024, sistem ini telah diterapkan di tujuh cabang terminal serta Kantor Pusat.

As part of the Company's efforts to protect the environment and implement sustainable business practices, we have drafted various internal policies to strengthen environmental carrying capacity across all operational areas. One strategic step taken is compliance with requirement to submit environmental documents such as the Environmental Impact Analysis (AMDAL) and the implementation of Environmental Management and Monitoring Efforts (UKL-UPL) in accordance with applicable regulations.

Every business activity is carried out with due regard for environmentally friendly principles and is oriented towards meeting environmental quality standards. To support this, we have adopted an environmental management system based on the international standard ISO 14001:2015, which has also been aligned with SNI 19-14001-2005 through the Decree of the National Standardization Agency (BSN) No. 54/KEP/BSN/05/2002 and No. 282/KEP/BSN/12/2015. By the end of 2024, this system has been implemented in seven terminal branches and the Head Office.

Optimalisasi Pemanfaatan Energi [F.6][302-1][302-3][302-4][302-5]

Optimizing Energy Utilization

Energi merupakan elemen mendasar dalam mendukung kelancaran operasional dan pelayanan terminal petikemas. Dua sumber energi utama yang dimanfaatkan adalah listrik dan bahan bakar minyak (BBM), yang seluruhnya diperoleh dari pihak ketiga. Listrik digunakan tidak hanya untuk penerangan dan kebutuhan perkantoran, tetapi juga sebagai sumber daya utama dalam mendukung elektrifikasi peralatan bongkar muat. Sementara itu, BBM digunakan sebagai bahan bakar untuk alat berat dan kendaraan operasional.

Hingga akhir 2024, tercatat biaya penggunaan listrik sebesar Rp167,59 miliar atau meningkat sekitar 82,6% dibandingkan tahun sebelumnya sebesar Rp91,79 miliar. Di sisi lain, Beban konsumsi BBM mengalami penurunan sebesar 57,5% menjadi Rp444,99 miliar yang pada tahun sebelumnya mencapai Rp1,05 triliun.

Energy is a fundamental element in supporting the smooth operation and service of container terminals. The two primary energy sources utilized are electricity and fuel oil (BBM), all of which are sourced from third parties. Electricity is used not only for lighting and office needs, but also as a primary resource for electrifying loading and unloading equipment. Meanwhile, fuel oil is used for heavy equipment and operational vehicles.

By the end of 2024, electricity expenses amounted to Rp167.59 billion, an increase of approximately 82.6% compared to the previous year's Rp91.79 billion. On the other hand, fuel consumption expenses decreased by 57.5% to Rp444.99 billion, down from Rp1.05 trillion in the previous year.

Konsumsi dan Intensitas Energi
Energy Consumption and Intensity

Tahun	Penggunaan Listrik* Electricity Usage	Penggunaan BBM ** Fuel usage	Total Energi (Gj) Total Energy (GJ)	Pendapatan Usaha (Rp Juta) Operating revenues (Rp Million)	Intensitas Energi (Gj/Rp Juta) Energy Intensity (Gj/Rp Million)
2024	72.982.228 Kwh 262.736,02Gj	22.514.835 Liter 770.007,36 Gj	1.032.743,38	13.786.911	0,075

Keterangan | Note:
1) Konversi liter ke Gigajoules | Convert liters to Gigajoules: <https://hextobinary.com>
*) Data listrik tidak mencakup terminal Ambon, New Makassar T1, PT Terminal Petikemas Surabaya, PT Prima Multi Terminal Kuala Tanjung dan PT Prima Terminal Petikemas | Electricity data does not include Ambon Terminal, New Makassar T1, PT Terminal Petikemas Surabaya, PT Prima Multi Terminal Kuala Tanjung, and PT Prima Terminal Petikemas
**) Data BBM tidak mencakup New Makassar T1, Terminal Kupang, Terminal Bagendang Bumiharjo, Terminal Kendari, Terminal Tarakan, Terminal Merauke, PT Terminal Petikemas Surabaya, PT Multiterminal Kuala Tanjung dan PT Prima Terminal Petikemas | Gasoline data does not include New Makassar T1, Kupang Terminal, Bagendang Bumiharjo Terminal, Kendari Terminal, Tarakan Terminal, Merauke Terminal, PT Terminal Petikemas Surabaya, PT Multi Terminal Kuala Tanjung, and PT Prima Terminal Petikemas

Data Perjalanan Dinas Dewan Komisaris dan Direksi
Business Travel Data of the Board of Commissioners and Board of Directors

Tahun Year	Total Jarak (Km) Total Distance (Km)
2024	678.851,66

Emisi GRK dan Emisi Lainnya [F.11][305-1][305-2][305-3][305-4]
GHG Emissions and Other Emissions

Pengelolaan emisi GRK Perusahaan diidentifikasi dan dihitung berdasarkan pedoman kalkulator emisi dari International Civil Aviation Organization (ICAO). Dalam mengidentifikasi dan menghitung emisi Gas Rumah Kaca (GRK) untuk Cakupan 1 dan Cakupan 2, Perusahaan menggunakan pedoman yang dikeluarkan oleh Kementerian Energi dan Sumber Daya Mineral (ESDM) Republik Indonesia serta UK Defra. Pedoman tersebut dijadikan acuan utama dalam memastikan metode perhitungan yang konsisten, terukur, dan sesuai dengan standar nasional, sehingga hasil inventarisasi emisi dapat dipertanggungjawabkan serta mendukung upaya pengendalian perubahan iklim.

Emisi Cakupan 1 mencakup emisi langsung yang berasal dari konsumsi bahan bakar fosil untuk mendukung operasional fasilitas dan kendaraan milik Perusahaan. Sementara itu, Emisi Cakupan 2 meliputi emisi tidak langsung dari konsumsi listrik yang dibeli dari pihak ketiga untuk menunjang kegiatan operasional di kantor pusat, terminal, dan fasilitas lainnya. Untuk Emisi Cakupan 3, Perusahaan menghitung emisi tidak langsung lainnya yang bersumber dari aktivitas perjalanan dinas menggunakan moda transportasi udara, baik oleh Dewan Komisaris maupun Direksi. Data perjalanan dinas dihimpun dan dikonversi ke dalam

The Company's GHG emissions management is identified and calculated based on the emission calculator guidelines issued by the International Civil Aviation Organization (ICAO). The Company identifies and calculates Greenhouse Gas (GHG) emissions for Scope 1 and Scope 2 using the guidelines issued by the Ministry of Energy and Mineral Resources (ESDM) of the Republic of Indonesia, and also UK Defra. These guidelines serve as the primary reference to ensure that the calculation methods are consistent, measurable, and aligned with national standards, thereby ensuring accountable emission inventories and supporting climate change mitigation efforts.

Scope 1 emissions include direct emissions from fossil fuel consumption to support the operation of Company-owned facilities and vehicles. Meanwhile, Scope 2 emissions include indirect emissions from electricity consumption purchased from third parties to support operational activities at the head office, terminals, and other facilities. For Scope 3 emissions, the Company calculates other indirect emissions originating from business travel activities using air transportation, both by the Board of Commissioners and the Board of Directors. Business travel data is collected and converted into CO₂ equivalent (CO₂e) emission units using the ICAO

satuan emisi CO₂ ekuivalen (CO₂e) menggunakan kalkulator emisi ICAO yang mempertimbangkan faktor jarak, jenis penerbangan, dan rute.

Gas rumah kaca yang diperhitungkan mencakup karbon dioksida (CO₂), metana (CH₄), dinitrogen oksida (N₂O), hidrofluorokarbon (HFC), perfluorokarbon (PFC), dan sulfur heksafluorida (SF₆).

Pada tahun 2024, total emisi Gas Rumah Kaca (GRK) Cakupan 1 dan 2 Perusahaan tercatat sebesar 95.724,04 ton CO₂e, dengan intensitas emisi sebesar 0,0069 ton CO₂e. Sementara itu, emisi Cakupan 3 yang dihasilkan sepanjang tahun 2024 adalah sebesar 95,46 ton CO₂e.

emissions calculator that takes into account distance, flight type, and route factors.

The calculated greenhouse gases include carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), and sulfur hexafluoride (SF₆).

In 2024, the Company's total Greenhouse Gas (GHG) emissions for Scope 1 and Scope 2 amounted to 95.724,04 tons CO₂e, with an emission intensity of 0,0069 tons CO₂e. Meanwhile, Scope 3 emissions generated throughout 2024 reached 95.46 tons CO₂e.

Emisi GRK yang Dihasilkan

GHG Emission Generated

Jenis Emisi Types of Emissions	Satuan Unit	2024
Cakupan 1 Scope 1		
Pemakaian BBM Fuel consumption	Ton CO ₂ eq	38.068,08
Cakupan 2 Scope 2		
Penggunaan Listrik dari PLN Electricity Usage from PLN	Ton CO ₂ eq	57.655,96
Total Emisi Total Emissions	Ton CO ₂ eq	95.724,04

Keterangan | Notes:

- 1) Bahan bakar yang digunakan adalah solar B40.
- 2) Faktor emisi penggunaan listrik dari PLN adalah 0,79.
- 1) The fuel used is B40 diesel.
- 2) The emission factor for electricity consumption from PLN is 0.79.

Jenis Emisi Types of Emissions	Satuan Unit	2024
Pendapatan Usaha Operating revenues	Rp Juta Rp Million	13.786.911
Intensitas Emisi* Emission Intensity*	Ton CO ₂ eq/Rp Juta Ton CO ₂ eq/Rp Million	0,0069

Keterangan | Notes:

- *) Intensitas emisi hanya mencakup emisi cakupan 1 dan cakupan 2
- *) Emission intensity only covers Scope 1 and Scope 2 emissions

Jenis Emisi Types of Emissions	Satuan Unit	2024
Cakupan 3 Scope 3		
Perjalanan Bisnis Dewan Komisaris dan Dewan Direksi Business travel by the Board of Commissioners and Board of Directors	Ton CO ₂ eq	95,46

Upaya Efisiensi Energi dan Pengendalian Emisi

[F.7][F.12][302-4][305-5]

Energy Efficiency and Emission Control Efforts

Sebagai entitas yang bergerak di bidang jasa pelayanan dermaga untuk kegiatan bongkar muat barang dan peti kemas, konsumsi energi sangat bergantung pada volume aktivitas operasional. Ketika volume bongkar muat meningkat, konsumsi energi juga cenderung naik, dan sebaliknya. Meskipun belum diterapkan kebijakan efisiensi secara spesifik, Perusahaan tetap melakukan berbagai upaya efisiensi energi sebagai bagian dari upaya terhadap pengelolaan energi serta kontribusi dalam menekan emisi gas rumah kaca.

Lebih lanjut, selama 2024 Perusahaan baru pertama kali melakukan perhitungan jumlah energi yang digunakan dan emisi yang dihasilkan. Sehingga Perusahaan belum dapat melakukan perbandingan data energi dan emisi dengan tahun sebelumnya. Namun demikian Perusahaan telah melakukan efisiensi dilaksanakan melalui Program Penghematan Penggunaan Energi (PPE), di antaranya dengan mengganti lampu penerangan jalan dan dermaga dari jenis konvensional ke lampu LED yang lebih hemat energi. Selain itu, pelaksanaan rapat virtual tetap diterapkan untuk mengurangi kebutuhan perjalanan dinas, sehingga berkontribusi terhadap efisiensi konsumsi bahan bakar. Inisiatif lain yang dilakukan meliputi elektrifikasi peralatan bongkar muat yang sebelumnya berbahan bakar minyak, serta penyediaan sambungan listrik darat (*shore plug connection*) untuk kapal yang sedang bersandar. Fasilitas ini memungkinkan kapal mematikan mesin bantu (*auxiliary engine*) selama berada di pelabuhan, sehingga penggunaan BBM dapat dikurangi secara signifikan. Selain itu, Perusahaan juga melakukan upaya perluasan ruang terbuka hijau dan penanaman pohon di sekitar area operasional.

As an entity engaged in dock services for loading and unloading goods and containers, energy consumption highly depends on operational volume. As loading and unloading volumes increase, energy consumption tends to rise, and vice versa. Although no specific efficiency policies have been implemented, the Company continues to implement various energy efficiency measures as part of its energy management efforts and its contribution to reducing greenhouse gas emissions.

Furthermore, in 2024, the Company first calculated the amount of energy used and emissions produced. Therefore, the Company cannot yet compare energy and emission data with the previous year. However, the Company has measures are implemented through the Energy Saving Program (PPE), including replacing conventional street and dock lighting with more energy-efficient LED lights. In addition, we still hold virtual meetings to reduce the need for business travel, thus contributing to fuel efficiency. Other initiatives include electrifying previously oil-fueled loading and unloading equipment and providing shore plug connections for berthed vessels. This facility allows ships to turn off auxiliary engines while in port, so that fuel consumption can be reduced significantly. Furthermore, the Company is expanding green open spaces and planting trees around its operational areas.

Pengelolaan Air

[F.8][303-1][303-2][303-3][303-5]

Water Management

Air digunakan dalam berbagai aktivitas pendukung operasional, termasuk untuk kebutuhan sanitasi, perkantoran, dan fasilitas umum. Upaya efisiensi diterapkan melalui penyuluhan internal tentang pentingnya penggunaan air secara bijak, disertai dengan pemeliharaan rutin terhadap jaringan distribusi, seperti

Water is used in various operational support activities, including sanitation, office use, and public facilities. Efficiency efforts are implemented through internal outreach on the importance of wise water use, along with routine maintenance of distribution networks, such as pipes, faucets, and water valves, so that leaks can

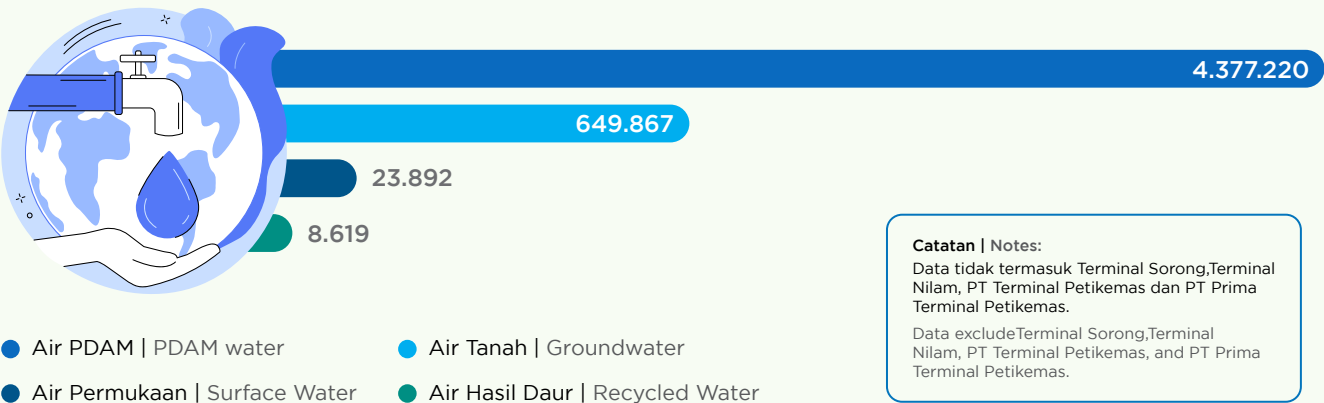
pipa, keran, dan katup air, agar kebocoran dapat segera dideteksi dan diperbaiki. Perusahaan meyakini seluruh air yang diambil dan digunakan tidak berasal dari daerah air yang mengalami langka air (*water stress*).

Selama tahun 2024, beban biaya air Perusahaan dan Anak Perusahaan tercatat sebesar Rp8,14 miliar, mengalami kenaikan sebesar 12% dibandingkan tahun sebelumnya yang mencapai Rp7,30 miliar. Air yang digunakan bersumber dari air tanah dan layanan penyedia eksternal.

be immediately detected and repaired. The Company believes that all water taken and used does not come from areas experiencing water stress.

During 2024, The Company and the Entity water costs were recorded at Rp8.14 billion, a 12% increase compared to the previous year's Rp7.30 billion. The water used comes from groundwater and external service providers.

Penggunaan Air (m³) Tahun 2024
Water Use (m³) in 2024



Untuk memastikan kualitas lingkungan tetap terjaga, pengelolaan air limbah dilakukan melalui Instalasi Pengolahan Air Limbah (IPAL) sebelum dilepaskan ke badan air, seperti saluran pembuangan umum. Seluruh limbah cair dipastikan telah memenuhi baku mutu sesuai ketentuan yang berlaku. Selama periode pelaporan, tidak terdapat laporan pengaduan masyarakat terkait pencemaran badan air akibat aktivitas operasional, mencerminkan efektivitas pengelolaan air yang telah dilakukan.

To ensure environmental quality is maintained, wastewater is managed through a Wastewater Treatment Plant (WWTP) before being released into water bodies, such as public sewers. All liquid waste is guaranteed to meet quality standards in accordance with applicable regulations. During the reporting period, there were no public complaints regarding water pollution due to operational activities, reflecting the effectiveness of the water management system.

Pengelolaan Limbah

Waste Management

[F:13][F:14][F:15][306-1][306-2][306-3][306-5]

Dalam menjalankan aktivitasnya, Perusahaan menghasilkan limbah padat dan cair yang terdiri atas limbah Bahan Berbahaya dan Beracun (B3) maupun non-B3. Seluruh jenis limbah dikelola secara bertanggung jawab sesuai regulasi yang berlaku dan klasifikasi limbah yang dihasilkan. Limbah yang dihasilkan dikelola oleh pihak ketiga yang memiliki izin resmi dari Kementerian Lingkungan Hidup dan Kehutanan. Berikut adalah rincian jumlah limbah yang dikelola:

In carrying out its activities, the Company generates solid and liquid waste consisting of hazardous and non-hazardous waste. All types of waste are managed responsibly in accordance with applicable regulations and the classification of the waste produced. A third party with an official permit from the Ministry of Environment and Forestry manages the waste generated. The following is a breakdown of the amount of waste managed:

Limbah yang Ditimbulkan (Kg)
Waste Generated (Kg)

Jenis Limbah Types of Waste	2024	2023	2022
B3 Hazardous	385.892	8.518,10	7.460,25
Non-B3 Non-hazardous	172.453	9.978,76	8.891,06
Jumlah Total	558.345	18.496,86	16.351,31

Limbah yang Dikirim Kepada Pihak Ketiga (Kg)
Waste Sent to Third Parties (Kg)

Jenis Limbah Types of Waste	2024	2023	2022
B3 Hazardous	376.004	8.500,56	6.339,56
Non-B3 Non-hazardous	84.411	10.027,81	8.945,10
Jumlah Total	460.415	18.528,37	15.284,66

Keterangan | Note:
Adanya perbedaan antara jumlah limbah yang ditimbulkan dengan limbah yang dikirimkan kepada pihak ke 3 dikarenakan serah terima terminal dilakukan secara bertahap
There was a difference between the amount of waste generated and the waste sent to third parties because the terminal handover was carried out in stages.

Selama tahun pelaporan 2024, tidak ditemukan insiden tumpahan limbah maupun kebocoran zat berbahaya seperti bahan kimia, oli bekas, atau bahan bakar yang dapat mencemari lingkungan. Perusahaan juga tidak mencatat adanya tumpahan maupun kebocoran minyak yang signifikan di wilayah operasional.

During the 2024 reporting year, there were no incidents of waste spills or leaks of hazardous substances such as chemicals, used oil, or fuel that could pollute the environment. The Company also did not record any significant oil spills or leaks in its operational areas.

Melindungi Keanekaragaman Hayati [F.9][F.10][304-1][304-2]

Protecting Biodiversity

Seluruh lokasi operasional tidak berada di dalam maupun berdekatan langsung dengan kawasan lindung atau area yang memiliki nilai keanekaragaman hayati tinggi, termasuk habitat spesies yang tercantum dalam Daftar Merah IUCN atau yang dilindungi oleh regulasi nasional. Meskipun demikian, kesadaran akan potensi dampak kegiatan operasional terhadap keseimbangan ekosistem tetap menjadi perhatian utama dalam pengelolaan lingkungan.

None of our operational sites are located within or directly adjacent to protected areas or areas of high biodiversity value, including habitats of species listed on the IUCN Red List or protected by national regulations. Nevertheless, awareness of the potential impacts of operational activities on ecosystem balance remains a primary concern in environmental management.

Pemanfaatan ruang darat dan laut untuk pembangunan infrastruktur pelabuhan, kegiatan bongkar muat, serta mobilitas kapal memiliki kemungkinan menimbulkan tekanan ekologis apabila tidak dikelola. Oleh karena itu, setiap aktivitas yang dapat berdampak terhadap keanekaragaman hayati dilaksanakan dengan memperhatikan prinsip kehati-hatian dan mematuhi seluruh ketentuan lingkungan yang berlaku.

Di luar kepatuhan terhadap regulasi, sejumlah inisiatif proaktif turut dilaksanakan untuk mendukung konservasi keanekaragaman hayati. Salah satunya adalah upaya perluasan ruang terbuka hijau di lingkungan operasional serta penanaman sejumlah 55.000 pohon mangrove di wilayah di Puasana dan Lalowaru Kendari pada tahun 2024.

The use of land and sea space for port infrastructure development, loading and unloading activities, and ship mobility has the potential to cause ecological pressure if not managed properly. Therefore, any activity that could impact biodiversity must be carried out with due regard for the precautionary principle and in compliance with all applicable environmental regulations.

Aside from regulatory compliance, several proactive initiatives are being implemented to support biodiversity conservation. These included expanding green open spaces within the operational area and planting 55,000 mangrove trees in the Puasana and Lalowaru areas of Kendari in 2024.



Biaya Lingkungan Hidup (Rp Juta) [F.4]
Environmental Costs (Rp Million)

8.847,15*

8.121,82

2024

2023

Keterangan | Note:

*) Data tidak mencakup area TPK Kupang, TPK Nilam, IPC Panjang, IPC Jambi, IPC ATS dan PTP.

*) The data does not include the areas of TPK Kupang, TPK Nilam, IPC Panjang, IPC Jambi, IPC ATS, and PTP.

Mekanisme Pengaduan Masalah Lingkungan [F.16][2-25][2-27]

Environmental Complaint Mechanism

Melalui kepatuhan terhadap peraturan lingkungan, potensi dampak negatif terhadap lingkungan diupayakan untuk dicegah atau diminimalkan. Sebagai bentuk tanggung jawab dan keterbukaan, Perusahaan menyediakan saluran pengaduan yang dapat digunakan apabila mengalami atau menemukan dampak lingkungan yang diduga berasal dari kegiatan operasional. Setiap pengaduan yang diterima akan diproses sesuai dengan prosedur yang berlaku. Pengaduan dapat disampaikan melalui:

Compliance with environmental regulations can prevent or minimize potential negative impacts on the environment. As a form of responsibility and transparency, the Company provides a complaint channel that can be used if an environmental impact is experienced or found that is suspected to be caused by operational activities. Every complaint received will be processed in accordance with applicable procedures. Complaints can be submitted to:



Divisi HSSE

Email: info.tpk@pelindo.co.id

Telepon: 08111552102

Setiap pengaduan yang diterima akan diproses sesuai dengan prosedur yang berlaku. Pengelolaan pengaduan dilakukan oleh Divisi Humas dengan tahapan berikut:

Every incoming complaint will be processed according to established procedures. The Public Relations Division manages complaints with the following mechanism:



Hingga akhir 2024, Perusahaan tidak menerima pengaduan lingkungan. Perusahaan juga tidak menerima denda atau sanksi terkait ketidakpatuhan dan pengaduan mengenai regulasi lingkungan.

As of the end of 2024, the Company had not received any environmental complaints. It had also not received any fines or sanctions related to non-compliance and complain by about environmental regulations.



Kinerja Ekonomi

Economic Performance

Kinerja ekonomi terus diarahkan untuk mendukung pertumbuhan berkelanjutan melalui efisiensi biaya, peningkatan efektivitas operasional, dan optimalisasi produktivitas di berbagai lini bisnis. Pelaksanaan rencana kerja dan inisiatif strategis secara konsisten diawasi dan dievaluasi untuk memastikan pencapaian target yang telah ditetapkan, serta memungkinkan pengambilan keputusan yang tepat ketika ditemukan adanya kendala.

Economic performance remains focused on supporting sustainable growth through cost efficiency, enhanced operational effectiveness, and productivity optimization across various business lines. The implementation of work plans and strategic initiatives is consistently monitored and evaluated to ensure the achievement of established targets and to enable informed decision-making when challenges arise.

Target dan Realisasi Kinerja Ekonomi [F.2]

Targets and Realization of Economic Performance

Pendapatan utama Perusahaan berasal dari kegiatan pengelolaan terminal peti kemas. Pada tahun 2024, pendapatan usaha tercatat sebesar Rp13.786.911 juta, atau setara dengan 106,45% dari target, yang menunjukkan kenaikan dibandingkan tahun sebelumnya yang mencapai Rp12.736.418 juta. Hal tersebut dipengaruhi oleh Tercapainya trafik petikemas sebesar 103,18% dari target. Di sisi lain, laba (Rugi) tahun berjalan tercatat sebesar Rp2.595.442 juta atau 124,87% dari target, hal tersebut disebabkan oleh Tercapainya pendapatan sebesar 106,45% dari target dibandingkan beban yg hanya tercapai 104,41% dari target. Total aset tercatat sebesar Rp22.143.253 juta, dengan liabilitas sebesar Rp6.304.467 juta dan ekuitas sebesar Rp15.838.786 juta. Kinerja operasional turut tercermin dalam peningkatan arus peti kemas dan barang, yang mendukung pertumbuhan pendapatan. Informasi lebih lanjut mengenai rincian kinerja ekonomi disampaikan dalam tabel berikut serta dalam Laporan Tahunan Perusahaan Tahun 2024.

The Company's main revenue is derived from container terminal management activities. In 2024, operating revenue was recorded at Rp13,786,911 million, equivalent to 106.45% of the target, representing an increase compared to the previous year's Rp 12,736,418 million. This performance was influenced by the achievement of container traffic, which reached 103.18% of the target. On the other hand, profit (loss) for the year was recorded at Rp2,595,442 million or 124.87% of the target, mainly driven by revenue achievement of 106.45% of the target compared to expenses, which only reached 104.41% of the target. Total assets were recorded at Rp22,143,253 million, with liabilities of Rp6,304,467 million and equity of Rp15,838,786 million. Operational performance was also reflected in the increase of container and cargo throughput, which supported revenue growth. Further details on economic performance are presented in the following table as well as in the Company's 2024 Annual Report.

Target dan Realisasi Kinerja Ekonomi Economic Performance Targets and Realization

Uraian Description	Satuan Unit	2024			2023			2022		
		Target	Realisasi Realization	%	Target	Realisasi Realization	%	Target	Realisasi Realization	%
Trafik Traffic										
Arus Barang Goods Flow	Ton	3.681.287	3.797.513	104	4.671.934	2.727.097	58	3.382.665	2.497.556	73
	M³	-	83.727	-	-	294.535	-	-	44.087	-
	MMBTU	-	-	-	-	-	-	-	-	-
Arus Petikemas Container Flow	Boks	9.706.449	9.865.232	102	9.460.652	9.250.846	97,78	8.568.588	8.212.579	95
	Teu's	12.105.112	12.489.927	103	11.709.201	11.530.293	98,47	10.656.169	10.249.213	96
Posisi Keuangan Financial Position										
Aset Assets	Rp Juta Rp Million	20.618.115	22.143.253	107,40	18.985.884	18.658.563	98,28	14.017.189	14.986.840	106,97
Liabilitas Liabilities		5.568.557	6.304.467	113,22	6.048.546	4.988.202	82,47	6.167.678	6.810.326	110,42
Ekuitas Equity		15.049.557	15.838.786	105,24	12.284.821	13.670.361	111,28	7.849.511	8.176.513	104,17

Uraian Description	Satuan Unit	2024			2023			2022		
		Target	Realisasi Realization	%	Target	Realisasi Realization	%	Target	Realisasi Realization	%
Perhitungan Laba (Rugi) Profit and Loss Calculation										
Pendapatan Usaha Operating Income	Rp Juta Rp Million	12.951.046	13.786.911	106,45	13.213.594	12.736.418	96,39	11.717.475	11.274.072	96,22
Beban Usaha Operating Expenses		(10.570.147)	(11.036.066)	104,41	(10.481.675)	(10.313.504)	98,40	(9.085.673)	(8.969.783)	98,72
Lab a (Rugi) Tahun Berjalan Profit (Loss) for the Year		2.078.531	2.595.442	124,87	2.080.719	2.205.055	105,98	1.770.817	1.771.423	88,79

Investasi dan Pembiayaan Sejalan dengan Prinsip Keberlanjutan ^[F.3]

Investment and Financing in Line with Sustainability Principles

Perusahaan mengimplementasikan inisiatif investasi keuangan berkelanjutan salah satunya melalui program Implementasi Green Technology, yaitu elektrifikasi peralatan operasional yang sebelumnya menggunakan bahan bakar minyak (BBM). Hingga akhir tahun 2024, realisasi *key performance indicator* (KPI) program ini telah mencapai 100%, dengan pelaksanaan di beberapa area pengelola terminal. Capaian tersebut mencakup elektrifikasi sebanyak 4 unit RTG di TPK Banjarmasin, yang telah mencapai progres fisik sebesar 90,35% per 31 Desember 2024. Upaya ini akan terus dilanjutkan sebagai bagian dari upaya Perusahaan dalam penerapan teknologi ramah lingkungan.

The Company implements sustainable financial investment initiatives, one of which is through the Green Technology Implementation program, namely the electrification of operational equipment that previously used fuel oil (BBM). By the end of 2024, the realization of the key performance indicator (KPI) of this program has reached 100%, with implementation in area teminal management. This achievement includes the electrification of 4 RTG units at TPK Banjarmasin, which had reached 90.35% physical progress as of December 31, 2024. This effort will continue as part of the Company's efforts to implement environmentally friendly technologies.





Nilai Ekonomi Langsung yang Dihasilkan dan Didistribusikan ^[201-1]

Direct Economic Value Generated and Distributed

Pada 2024, Perusahaan mencatat nilai ekonomi yang dihasilkan sebesar Rp15.043.187 juta, mengalami kenaikan dibandingkan dengan tahun sebelumnya. Sementara itu, nilai ekonomi yang didistribusikan mencapai Rp12.447.746 juta, yang menunjukkan kenaikan dibandingkan tahun sebelumnya, seiring dengan kenaikan beban perusahaan. Berdasarkan selisih antara nilai ekonomi yang dihasilkan dan yang didistribusikan, nilai ekonomi yang ditahan pada tahun 2024 tercatat sebesar Rp2.595.442 juta. Informasi lebih lengkap mengenai kinerja keuangan Perusahaan disampaikan pada Laporan Keuangan Perusahaan yang telah diaudit oleh Kantor Akuntan Publik.

In 2024, the Company recorded an economic value generated of Rp15,043,187 million, representing an increase compared to the previous year. Meanwhile, the economic value distributed amounted to Rp12,447,746 million, reflecting an increase from the previous year in line with higher company expenses. Based on the difference between the economic value generated and distributed, the retained economic value in 2024 was recorded at Rp2,595,442 million. Further details on the Company’s financial performance are presented in the Financial Statements, which have been audited by a Public Accounting Firm.

Nilai Ekonomi Langsung yang Dihasilkan dan Didistribusikan (Rp Juta)
Direct Economic Value Generated and Distributed (Rp Million)

Deskripsi Description	2024	2023	2022
Nilai Ekonomi yang Dihasilkan Generated Economic Value			
Pendapatan Usaha Operating Revenue	13.786.911	12.736.418	11.189.964
Pendapatan di Luar Usaha Non-Operating Income	904.218	346.304	184.600

Deskripsi Description	2024	2023	2022
Bagian Laba Entitas Asosiasi, Neto Share of profit from associate entities, net	352.059	326.624	244.266
Jumlah Nilai Ekonomi yang Dihasilkan Total Economic Value Generated	15.043.187	13.409.346	11.618.830
Nilai Ekonomi yang Didistribusikan Distributed Economic Value			
Beban Usaha Operating Expenses	11.036.066	10.313.504	8.821.274
Beban di Luar Usaha Non-Operating Expenses	758.552	187.568	238.455
Beban Bunga Interest Expense	136.295	245.135	261.902
Manfaat (Beban) Pajak Penghasilan Badan: Corporate income tax (expenses) benefits			
Kini Current	532.321	544.040	537.126
Tangguhan Deferred	- 6.489	- 85.956	-11.351
Jumlah Nilai Ekonomi yang Didistribusikan Total Distributed Economic Value	12.447.746	11.204.290	9.847.406
Nilai Ekonomi yang Ditahan Retained Economic Value	2.595.442	2.205.055	1.771.423

Kebijakan Pajak dan Pembayaran kepada Pemerintah [201-4][207-1][207-2][207-3][207-4]

Tax Policy and Payments to Government

Perusahaan telah mematuhi seluruh regulasi perpajakan dan memenuhi semua kewajiban pembayaran pajak. Kebijakan dan pengelolaan perpajakan Perusahaan berada di bawah pengawasan Divisi Pengelolaan Keuangan dan Perpajakan, yang secara berkala memastikan kesesuaian pelaporan dan pembayaran pajak dengan ketentuan yang berlaku. SPTP hanya beroperasi di wilayah Indonesia dan tidak memiliki cabang atau entitas usaha di luar negeri, sehingga

The Company has complied with all tax regulations and fulfilled all tax payment obligations. The Company's tax policies and management are under the supervision of the Financial Management and Taxation Division, which regularly ensures compliance with applicable regulations. SPTP operates only in Indonesia and does not have any branches or business entities abroad; therefore, all tax obligations and reporting are limited to Indonesian jurisdiction. Communication with the

seluruh kewajiban perpajakan dan pelaporannya terbatas pada yurisdiksi Indonesia. Komunikasi dengan otoritas perpajakan dilakukan secara terbuka apabila diperlukan. Hingga akhir tahun 2024, Perusahaan tidak menerima bantuan finansial dari pemerintah baik dalam bentuk pembebasan atau pengurangan pajak, kredit pajak, subsidi, hibah investasi, maupun bentuk dukungan finansial lainnya.

Pada dasarnya ketentuan perpajakan berpedoman pada peraturan pemerintah yang berlaku. Adapun dalam penerapannya, Kantor Pusat Pelindo mengeluarkan surat/ketentuan tertulis sebagai turunan atas pemberlakuan aturan tersebut untuk seluruh Pelindo Grup. Mengenai pembaharuan data pegawai Departemen perpajakan akan berkoordinasi dengan SDM. Selain itu, mengenai teknis penyetoran dan pelaporan perpajakan Departemen Perpajakan membuat kertas kerja/rekap perhitungan yang hasilnya dilaporkan ke Pimpinan (Direksi) yang dituangkan dalam Nota Dinas untuk mendapatkan persetujuan. Jika terdapat aturan/ketentuan perpajakan terbaru akan dilakukan evaluasi terhadap implementasinya dan berkoordinasi dengan pihak eksternal baik KPP maupun konsultan pajak. Lebih lanjut seluruh perhitungan perpajakan dilakukan pemeriksaan pajak yang dilakukan oleh KPP dan dilakukan SP2DK. Seluruh pengaduan melalui PIC pajak yang akan diproses oleh Perusahaan melalui email pajak SPTP pajak.ptp@pelindo.co.id.

tax authorities is conducted openly when necessary. Until the end of 2024, the Company did not receive any financial assistance from the government, either in the form of tax exemptions or reductions, tax credits, subsidies, investment grants, or other forms of financial support.

Basically, tax provisions are guided by applicable government regulations. In its implementation, Pelindo Head Office issues a written letter/provision as a derivative of the implementation of these rules for the entire Pelindo Group. Regarding employee data updates, the Taxation Department will coordinate with HR. In addition, regarding the technicalities of tax payments and reporting, the Taxation Department creates a working paper/calculation summary whose results are reported to the Leadership (Board of Directors) which is stated in an Official Memo for approval. If there are new tax rules/provisions, an evaluation will be carried out on their implementation and coordination with external parties, both KPP and tax consultants. Furthermore, all tax calculations are subject to tax audits carried out by KPP and SP2DK is carried out. All complaints through the tax PIC will be processed by the Company via the tax email SPTP pajak.ptp@pelindo.co.id.

Kontribusi Pajak (Rp)
Tax Contribution (Rp)

Deskripsi Description	2024
PPh Pasal 21 Income Tax Article 21	317.811.865.331
PPh Pasal 22 Income Tax Article 212	1.616.159.439
PPh Pasal 23 Income Tax Article 23	81.873.437.682
PPh Pasal 4(2) Income Tax Article 4(2)	181.047.846.836
PPh Pasal 26 Income Tax Article 26	3.375.244.451
PPh Pasal 25 / 29 Income Tax Article 25/29	406.552.572.161
PBB Land and Building Tax	64.137.804.846
PPN WAPU VAT Collector	79.410.325.678
PPN VAT	561.839.358.394
Total	1.697.664.614.818



Implikasi Finansial Serta Risiko dan Peluang Lain Akibat dari Perubahan Iklim [201-2]

Financial Implications and Other Risks and Opportunities Due to Climate Change

Perubahan iklim berpotensi menimbulkan risiko dan peluang yang dapat mempengaruhi keberlanjutan usaha. Beberapa risiko yang mungkin timbul antara lain gangguan operasional akibat cuaca ekstrem, peningkatan biaya energi, serta penyesuaian terhadap regulasi lingkungan yang semakin ketat. Di sisi lain, peluang juga dapat muncul melalui efisiensi energi, penggunaan teknologi yang lebih ramah lingkungan, dan pengembangan program berbasis keberlanjutan. Saat ini, Perusahaan belum melakukan perhitungan khusus terhadap dampak finansial yang ditimbulkan oleh risiko dan peluang terkait perubahan iklim. Meskipun demikian, hal ini menjadi perhatian dan akan menjadi bagian dari rencana penguatan strategi keberlanjutan dan manajemen risiko di masa mendatang.

Climate change has the potential to create risks and opportunities that could impact business sustainability. Potential risks include operational disruptions due to extreme weather, increased energy costs, and adjustments to increasingly stringent environmental regulations. Opportunities also arise through energy efficiency, the use of more environmentally friendly technologies, and the development of sustainability-based programs. Currently, the Company has not specifically calculated the financial impact of climate change-related risks and opportunities. However, this is a concern and will be part of its plans to strengthen its sustainability strategy and risk management in the future.

Manajemen Rantai Pasok [2-6][204-1][308-1][308-2][414-1][414-2]

Supply Chain Management

Proses pengadaan barang dan/atau jasa berdasarkan Peraturan Direksi PT Pelindo Terminal Petikemas Nomor PD.01/31/12/2/PGDA/DRTU/PLTP-24 tanggal 31 Desember 2024, yang telah diselaraskan dengan Peraturan Menteri Badan Usaha Milik Negara Republik Indonesia Nomor PER-2/MBU/03/2023 tentang Pedoman Tata Kelola dan Kegiatan Korporasi Signifikan. Dalam pelaksanaannya, diterapkan prinsip-prinsip pengadaan yang mencakup efisiensi, efektivitas,

The procurement process for goods and/or services is based on the Regulation of the Board of Directors of PT Pelindo Terminal Petikemas Number PD.01/31/12/2/PGDA/DRTU/PLTP-24 dated 31 December, 2024, which has been harmonized with the Regulation of the Minister of State-Owned Enterprises of the Republic of Indonesia Number PER-2/MBU/03/2023 concerning Guidelines for Governance and Significant Corporate Activities. In its implementation, procurement principles are applied,

kompetitif, transparan, adil, terbuka, akuntabel, dan kehati-hatian. Manajemen rantai pasokan difokuskan pada pemenuhan kebutuhan infrastruktur serta jasa pemeliharaan dan perbaikan operasional kepelabuhanan melalui kemitraan dengan penyedia barang dan jasa yang tersebar di berbagai wilayah. Mitra kerja/pemasok meliputi penyedia jasa di seluruh bidang usaha, antara lain general cargo, bag cargo, kapal penumpang, peti kemas, curah kering, curah cair, dan unitized. Departemen Pengadaan memiliki peran strategis dalam mengelola rantai pasok secara menyeluruh, mulai dari perencanaan kebutuhan, proses pengadaan barang dan/atau jasa, hingga evaluasi pelaksanaan kerja sama dengan mitra pemasok.

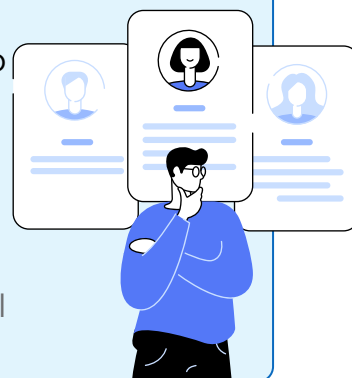
Seluruh proses pengadaan dijalankan melalui sistem rantai pasok terintegrasi berbasis teknologi digital yang bertujuan meningkatkan efisiensi, mengurangi kontak fisik, serta memastikan transparansi dan akuntabilitas transaksi. Perusahaan memiliki sistem E-procurement yang bagian dari implementasi single eproc di lingkungan Pelindo Grup. Sistem ini menyediakan proses pengadaan yang terbuka, terdokumentasi, dan memberikan peluang yang setara bagi seluruh penyedia yang memenuhi persyaratan. Hingga akhir tahun 2024, pengadaan melalui Sistem e-procurement berhasil melakukan efisiensi biaya mencapai 6,32% atau setara dengan Rp162,87 miliar. Evaluasi pengadaan dilakukan secara berkala setiap bulan dengan memperhatikan aspek lingkungan dan sosial. Sepanjang tahun pelaporan, tidak ditemukan indikasi dampak lingkungan maupun sosial yang merugikan dari aktivitas mitra kerja/pemasok, dan seluruh pekerjaan telah dilaksanakan sesuai ketentuan kontrak yang berlaku. Proses pengadaan barang dan jasa dilaksanakan melalui beberapa metode, yaitu Tender Umum, Tender Terbatas, Penunjukan Langsung, dan Pengadaan Langsung.

which include efficiency, effectiveness, competitiveness, transparency, fairness, openness, accountability, and prudence. Supply chain management is focused on meeting infrastructure needs as well as port operational maintenance and repair services through partnerships with goods and service providers spread across various regions. Partners/suppliers include service providers in all business fields, including general cargo, bag cargo, passenger ships, containers, dry bulk, liquid bulk, and unitized. The Procurement Department has a strategic role in managing the supply chain as a whole, starting from needs planning, the procurement process for goods and/or services, to evaluating the implementation of cooperation with supplier partners.

The entire procurement process is carried out through an integrated digital supply chain system to increase efficiency, reduce physical contact, and ensure transparency and accountability of transactions. The Company has an e-procurement system that forms part of the implementation of the single e-procurement platform within the Pelindo Group. This system provides an open, documented procurement process and offers equal opportunities for all qualified providers. By the end of 2024, procurement by the e-procurement system was achieved cost efficiencies of 6.32%, equivalent to Rp162.87 billion. Procurement evaluations are conducted periodically every month with attention to environmental and social aspects. Throughout the reporting year, there were no indications of adverse environmental or social impacts from the activities of work partners/suppliers, and all work has been carried out in accordance with applicable contract provisions. The procurement process for goods and services is carried out through several methods, namely Public Tender, Limited Tender, Direct Appointment, and Direct Procurement.

Seleksi awal bagi seluruh pemasok baru dilakukan oleh Pelindo Group melalui aplikasi Shared Service Center (SSC). Adapun evaluasi kinerja yang diberikan kepada seluruh pemasok juga dilakukan oleh Pelindo Group. Selama 2024, Perusahaan meyakini tidak terdapat pemasok yang memiliki dampak signifikan terhadap aspek sosial dan lingkungan. [414-1] [414-2]

Initial selection for all new suppliers is conducted by Pelindo Group through the Shared Service Center (SSC) application. Performance evaluations for all suppliers are also conducted by Pelindo Group. During 2024, the Company believes that there are no suppliers that have a significant impact on social and environmental aspects. [414-1] [414-2]



Pelibatan Pemasok Lokal

[203-2][204-1]

Local Supplier Involvement

Dalam pelaksanaan pengadaan barang dan/atau jasa, prioritas utama diberikan kepada pemberdayaan pemasok nasional, yaitu entitas usaha yang secara geografis berlokasi di Indonesia. Kelompok ini mencakup Badan Usaha Milik Negara (BUMN), anak perusahaan BUMN, perusahaan swasta nasional, serta pelaku Usaha Mikro, Kecil, dan Menengah (UMKM). Langkah ini tidak hanya mendukung penguatan kapasitas dan daya saing pemasok dalam negeri, tetapi juga berkontribusi pada pertumbuhan ekonomi nasional. Di samping itu, peluang kerja sama juga terbuka bagi pemasok internasional, yakni yang berdomisili di luar wilayah Indonesia, sepanjang barang dan/atau jasa yang dibutuhkan tidak tersedia di dalam negeri atau berdasarkan pertimbangan teknis dan strategis tertentu. Upaya untuk mengutamakan pemasok nasional sekaligus menjadi wujud dukungan terhadap kebijakan pemerintah, khususnya dalam mendorong peningkatan Tingkat Komponen Dalam Negeri (TKDN).

The Company prioritizes empowerment of national suppliers, namely business entities geographically located in Indonesia, in the procurement of goods and services. This group includes State-Owned Enterprises (SOEs), SOE subsidiaries, national private companies, and Micro, Small, and Medium Enterprises (MSMEs). This move not only supports strengthening the capacity and competitiveness of domestic suppliers but also contributes to national economic growth. In addition, cooperation opportunities are also open to international suppliers who domiciled outside of Indonesia, as long as the required goods and/or services are not available domestically or based on certain technical and strategic considerations. Efforts to prioritize national suppliers also demonstrate our support for government policies, particularly in encouraging an increase in the Local Content Requirement (LCR).

Jumlah Pemasok barang dan Jasa

Number of Suppliers of goods and services

Deskripsi Description	Jumlah Pemasok Barang dan Jasa Number of Supplier of goods and Services			Nilai Kontrak Pekerjaan (Rp Miliar) Value of Work Contract (Rp Billion)		
	2024	2023	2022	2024	2023	2022
Nasional National	44	39	190	366,81	260,81	439,85
Internasional International	4	3	1	2.047	15,83	1,23
Jumlah Total	48	42	191	2.413	276,63	441,08



Kinerja Tata Kelola

Governance Performance

Perusahaan meyakini dengan menerapkan Tata Kelola Perusahaan yang Baik (*Good Corporate Governance/GCG*) menjadi landasan utama dalam pengelolaan usaha. Prinsip-prinsip GCG diterapkan secara konsisten di seluruh lini organisasi untuk memastikan operasional berjalan efektif dan transparan. Penerapan GCG juga terus disesuaikan dengan perkembangan regulasi dan praktik terbaik, dengan mengacu pada Undang-Undang terkait Perseroan Terbatas, Pedoman KNKG, serta ketentuan dari Kementerian BUMN. Dukungan pemegang saham dan pemangku kepentingan menjadi elemen penting dalam menjaga relevansi dan efektivitas GCG, sehingga mendorong peningkatan kinerja dan keberlanjutan usaha Perusahaan.

The Company believes that implementing Good Corporate Governance (GCG) is the main foundation in business management. GCG principles are consistently applied across the organization to ensure effective and transparent operations. GCG implementation is also continuously adjusted to regulatory developments and best practices, with reference to the Law on Limited Liability Companies, the KNKG Guidelines, and provisions issued by the Ministry of State-Owned Enterprises. Support from shareholders and stakeholders is a crucial element in maintaining the relevance and effectiveness of GCG to improve performance and achieve business sustainability.



Struktur Tata Kelola Perusahaan

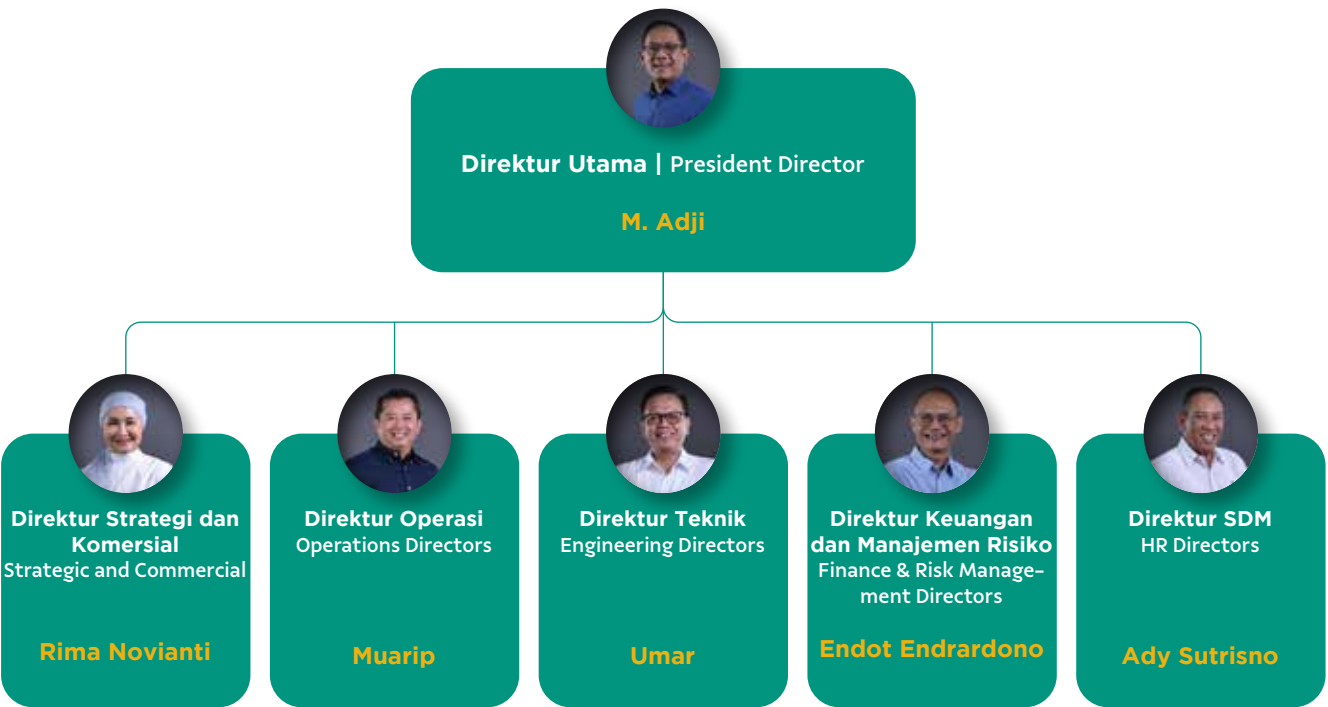
[E.1][2-9][2-10][2-11][2-12][2-13]

Corporate Governance Structure

Struktur tata kelola Perusahaan disusun berdasarkan Undang-Undang Republik Indonesia Nomor 40 Tahun 2007 tentang Perseroan Terbatas. Mengacu pada ketentuan tersebut, Perusahaan mengadopsi sistem dua badan (two-tier system) yang terdiri dari tiga organ utama, yaitu Rapat Umum Pemegang Saham (RUPS), Dewan Komisaris, dan Direksi. Masing-masing organ memiliki kewenangan dan tanggung jawab yang jelas sebagaimana diatur dalam Anggaran Dasar serta peraturan perundang-undangan yang berlaku. Adapun Perusahaan telah melakukan perencanaan pembentukan departemen khusus untuk keberlanjutan pada tahun 2025. Informasi lebih lanjut mengenai RUPS, Dewan Komisaris dan Direksi, disampaikan pada Laporan Tahunan Perusahaan Tahun 2024.

The Company's governance structure is based on Law of the Republic of Indonesia Number 40 of 2007 concerning Limited Liability Companies. In accordance with this provision, the Company adopts a two-tier system consisting of three main organs: the General Meeting of Shareholders (GMS), the Board of Commissioners, and the Board of Directors. Each organ has clear authority and responsibilities as stipulated in the Articles of Association and applicable laws and regulations. The Company has planned the establishment of a dedicated sustainability department in 2025. Further information regarding the GMS, the Board of Commissioners, and the Board of Directors is available in the Company's 2024 Annual Report.

Direksi | Board of Directors



SPTP belum memiliki divisi khusus yang bertanggung jawab dalam mengelola aspek keberlanjutan. Namun demikian, pengelolaan aspek-aspek keberlanjutan merupakan tanggung jawab bersama bagi setiap Divisi dalam Perusahaan, dengan Sekretaris Perusahaan sebagai penanggungjawab aktivitas yang berkaitan dengan keberlanjutan. Pengambilan keputusan strategis terkait dampak ekonomi, lingkungan, dan sosial tetap berada di bawah kewenangan Direksi.

Direksi, sebagai eksekutif senior yang diangkat oleh pemegang saham, memegang tanggung jawab utama atas pengelolaan kegiatan usaha secara menyeluruh. Dalam pelaksanaannya, Direksi didukung oleh Sekretaris Perusahaan, Satuan Pengawasan Internal (SPI), serta unit kerja terkait lainnya. Sementara itu, Dewan Komisaris menjalankan fungsi pengawasan dengan dukungan dari Sekretaris Dewan Komisaris dan Komite Audit, guna memastikan penerapan prinsip tata kelola dan keberlanjutan berjalan secara optimal di seluruh tingkatan organisasi.

SPTP does not yet have a dedicated division responsible for managing sustainability aspects. However, it is considered a shared responsibility for every division within the Company, with the Corporate Secretary serving as the person in charge of sustainability-related activities. Strategic decision-making regarding economic, environmental, and social impacts remains under the authority of the Board of Directors.

The Board of Directors, as senior executives appointed by shareholders, holds primary responsibility for the overall management of business activities. In carrying out its duties, the Board of Directors is supported by the Corporate Secretary, the Internal Audit Unit (SPI), and other relevant work units. Meanwhile, the Board of Commissioners carries out its oversight function with the support of the Secretary to the Board of Commissioners and the Audit Committee, to ensure the optimal implementation of governance and sustainability principles at all levels of the organization.

Pengelolaan Benturan Kepentingan ^[2-15]

Conflict of Interest Management

Merujuk Pedoman Kode Etik Bisnis, seluruh Insan SPTP diharapkan menjalankan perilaku etis yang mendukung kepentingan Perusahaan. Dalam praktiknya, SPTP menekankan pentingnya menghindari hubungan, aktivitas, atau afiliasi yang dapat mempengaruhi objektivitas dan independensi pegawai dalam menjalankan tugas dan tanggung jawabnya. Setiap keputusan bisnis diharapkan bersifat netral, bebas dari benturan kepentingan, serta didasarkan pada ketentuan internal Perusahaan dan praktik bisnis yang berlaku umum. Detail mengenai pengelolaan benturan kepentingan terdapat di Laporan Tahunan SPTP 2024.

Aktivitas di luar lingkungan kerja dapat dianggap sebagai benturan kepentingan apabila:

1. Merusak reputasi Perusahaan.
2. Memberikan dampak negatif terhadap Perusahaan.
3. Mempengaruhi pengambilan keputusan kerja secara profesional.

In accordance with the Code of Business Ethics Guidelines, all SPTP personnel are expected to conduct themselves ethically and in the best interest of the Company. In practice, SPTP emphasizes the importance of avoiding relationships, activities, or affiliations that could affect an employee's objectivity and independence in carrying out their duties and responsibilities. All business decisions are expected to be neutral, free from conflicts of interest, and based on the Company's internal regulations and generally accepted business practices. Details regarding conflict of interest management can be found in the 2024 SPTP Annual Report.

Activities outside the work environment may be considered a conflict of interest if::

1. Damaging the Company's reputation.
2. Having a negative impact on the Company.
3. Influence professional work decision making.

Untuk itu, Insan SPTP tidak diperkenankan:

1. Menggunakan status, posisi, dan/atau reputasi sebagai pegawai Perusahaan untuk kepentingan pribadi, keluarga, dan/atau pihak lain yang memiliki hubungan pribadi.
2. Memanfaatkan aset atau sumber daya Perusahaan untuk kepentingan non-bisnis Perusahaan.

Penerapan prinsip ini sejalan dengan nilai integritas yang diharapkan dapat tercermin dalam perilaku kerja sehari-hari di lingkungan Perusahaan.

For this reason, SPTP personnel are not permitted to:

1. Abusing status, position, and/or reputation as a Company employee for personal, family, and/or other parties' interests with those whom they have a personal relationship.
2. Utilizing Company assets or resources for non-business interests of the Company.

The application of this principle aligns with the integrity values which are expected to be reflected in daily work conduct within the Company.

Evaluasi Kinerja Badan Tata Kelola ^[2-18]

Evaluation of Governance Body Performance

Evaluasi terhadap kinerja badan tata kelola tertinggi dilakukan secara berkala, baik secara kolektif maupun individual, oleh Dewan Komisaris dan pemegang saham melalui mekanisme RUPS. Penilaian kinerja didasarkan pada pencapaian Key Performance Indicators (KPI) yang mencakup aspek ekonomi, sosial, lingkungan, dan tata kelola. Pendekatan ini diterapkan untuk memastikan keselarasan kepemimpinan Perusahaan dengan arah strategis dan tujuan jangka panjang. Informasi lebih lanjut mengenai evaluasi kinerja badan tata kelola tertinggi disampaikan dalam Laporan Tahunan Perusahaan Tahun 2024.

The performance of the highest governance body is evaluated periodically, both collectively and individually, by the Board of Commissioners and shareholders through the GMS. Performance assessments are based on the achievement of Key Performance Indicators (KPIs), in the economic, social, environmental, and governance aspects. This approach is implemented to ensure the Company's leadership aligns with its strategic direction and long-term goals. Further information regarding the performance evaluation of the highest governance body is provided in the Company's 2024 Annual Report.

Pengembangan Kompetensi Keberlanjutan ^{[E.2][2-17]}

Sustainability Competency Development

Perusahaan memfasilitasi pengembangan kapasitas Dewan Komisaris dan Direksi melalui berbagai program peningkatan kompetensi yang relevan dengan bidang usaha Perusahaan, termasuk aspek keuangan berkelanjutan. Bentuk kegiatan meliputi pelatihan, seminar, workshop, konferensi, dan bentuk pembelajaran lainnya. Partisipasi aktif dalam program ini tidak hanya memperluas pemahaman terhadap isu-isu terkini, tetapi juga memperkuat kapabilitas dalam menyusun kebijakan serta merespons tantangan bisnis secara lebih adaptif. Informasi lebih lanjut mengenai kegiatan pengembangan kompetensi yang telah diikuti oleh Dewan Komisaris dan Direksi selama tahun pelaporan disajikan dalam Laporan Tahunan 2024. Adapun rincian kegiatan pengembangan kompetensi terkait keuangan berkelanjutan selama tahun 2024 adalah sebagai berikut:

The Company facilitates the capacity building of the Board of Commissioners and Board of Directors through various competency development programs relevant to the Company's business areas, including sustainable finance. These activities include training, seminars, workshops, conferences, and other forms of learning. Active participation in these programs not only broadens understanding of current issues but also strengthens capabilities in formulating policies and responding more adaptively to business challenges. Further information regarding the competency development activities that the Board of Commissioners and Board of Directors participated in during the reporting year is presented in the 2024 Annual Report. The details of competency development activities related to sustainable finance during 2024 are as follows:

Nama dan Jabatan Name and Position	Nama Pelatihan Training Name	Tempat/Tanggal Place/Date	Penyelenggara Organizer
Dewan Komisaris Board of Commissioners			
Bahaduri Wijayanta	CAFG	Bali & Jakarta, 12-14 Desember & 16 Desember 2024 Bali & Jakarta, 12, 13,14 & 16 December 2024	GRC Management
Montty Girianna	M&A and Corporate Development Strategies	Daring, 11 Juli 2024 Online, 11 July 2024	Wharton Executive Education
	ESG Master Class: Navigating Environmental, Social and Governances Challenges in Port Industry	Amsterdam-Belanda, 6 s.d 7 November 2024 Amsterdam, Netherlands, 6-7 November 2024	PWC
Nurrachman	M&A and Corporate Development Strategies	Daring, 11 Juli 2024 Online, 11 July 2024	Wharton Executive Education
	ESG Master Class: Navigating Environmental, Social and Governances Challenges in Port Industry	Amsterdam-Belanda, 6 s.d 7 November 2024 Amsterdam-Netherlands, 6-7 November 2024	PWC
Yoke Candra Katon	ESG Master Class: Navigating Environmental, Social and Governances Challenges in Port Industry	Amsterdam-Belanda, 6 s.d 7 November 2024 Amsterdam-Netherlands, 6-7 November 2024	PWC
Direksi Board of Directors			
M. Adji	CRGP	Daring dan Jakarta, 21 dan 26 November 2024 Online and Jakarta, November 21 and 26, 2024	PT Media Hati
Muarip	ESG Master Class: Navigating Environmental, Social and Governances Challenges in Port Industry	Amsterdam-Belanda, 6 s.d 7 November 2024 Amsterdam-Netherlands, 6-7 November 2024	PWC
	CRGP	Daring dan Jakarta, 21 dan 26 November 2024 Online and Jakarta, November 21 and 26, 2024	PT Media Hati

Nama dan Jabatan Name and Position	Nama Pelatihan Training Name	Tempat/Tanggal Place/Date	Penyelenggara Organizer
Umar	ESG Master Class: Navigating Environmental, Social and Governances Challenges in Port Industry	Amsterdam-Belanda, 6 s.d 7 November 2024 Amsterdam, Netherlands, 6-7 November 2024	PWC
	CRGP	Daring dan Jakarta, 21 dan 26 November 2024 Online and Jakarta, November 21 and 26, 2024	PT Media Hati
Ady Sustrisno	CRGP		PT Media Hati
Endot Endrardono	CRGP		PT Media Hati
	Program CFO School Tahun 2024	Daring dan Jakarta Online and Jakarta	INSEAD Business School Singapore I dan Kementerian BUMN
Rima Novianti	CRGP	Daring dan Jakarta, 21 dan 26 November 2024 Online and Jakarta, November 21 and 26, 2024	PT Media Hati
	Port Business Analysis Development and Marketing	Daring dan Belanda	A P E C - A n t w e r p / Flanders Port Training Center

Kebijakan Remunerasi [2-19][2-20][2-21]

Remuneration Policy

Penetapan remunerasi bagi Dewan Komisaris dan Direksi dilakukan melalui persetujuan RUPS, dengan mengacu pada Peraturan Direksi PT Pelabuhan Indonesia (Persero) Nomor HK.01/16/2/2/SPAP/UTMA/PLND-24 tanggal 16 Februari 2024 tentang Pedoman Penetapan Penghasilan Direksi/Dewan Pengurus dan Dewan Komisaris/Dewan Pengawas di Lingkungan Grup Bisnis Perusahaan. Struktur dan besaran remunerasi masing-masing anggota Dewan Komisaris dan Direksi disampaikan secara rinci dalam Laporan Tahunan Perusahaan Tahun 2024.

Lebih lanjut, seluruh remunerasi karyawan Perusahaan ditetapkan dan dilakukan oleh Komite Remunerasi di Pelindo Group, sehingga Perusahaan hanya menerima hasil akhirnya saja. Namun demikian, untuk remunerasi karyawan organik dan anak Perusahaan, Perusahaan melakukan kerja sama dengan konsultan remunerasi. Hal ini dilakukan guna menyelaraskan jumlah remunerasi setiap jabatan di setiap anak perusahaan. [2-20] [2-21]

The remuneration for the Board of Commissioners and the Board of Directors is determined through the approval of the General Meeting of Shareholders (GMS), in accordance with the Regulation of the Board of Directors of PT Pelabuhan Indonesia (Persero) No. HK.01/16/2/2/SPAP/UTMA/PLND-24 dated 16 February 2024 concerning Guidelines for Determining the Income of the Board of Directors and the Board of Commissioners within the Company Group. In the 2024 Annual Report, SPTP disclosed performance-based remuneration for the Board of Commissioners and the Board of Directors along with the ratio of their total compensation to the total compensation of all employees.

Furthermore, all remuneration for the Company's employees is determined and implemented by the Remuneration Committee at Pelindo Group, so the Company only receives the final results. However, for the remuneration of organic employees and subsidiaries, the Company collaborates with a remuneration consultant. This is done to align the remuneration amount for each position in each subsidiary. [2-20] [2-21]

Pengelolaan Risiko

[E.3]

Risk Management

Dalam pelaksanaan kegiatan operasional bisnis, terdapat berbagai risiko yang berpotensi mempengaruhi pencapaian target dan kinerja sesuai Rencana Kerja dan Anggaran Perusahaan (RKAP). Guna mengurangi dampak risiko tersebut, manajemen risiko diterapkan secara konsisten melalui proses identifikasi, pengukuran, pemantauan, dan pengendalian risiko yang berkaitan dengan keberlanjutan usaha dengan memperhatikan aspek ekonomi, lingkungan, sosial, dan tata kelola.

Pengelolaan risiko signifikan dilakukan dengan pemantauan berdasarkan taksonomi risiko, pelaksanaan tindak lanjut mitigasi, serta penyusunan peta risiko yang mencakup ringkasan perubahan risiko, termasuk tingkat risiko inheren dan residual, hingga 31 Desember 2024. Detail mengenai pengelolaan risiko terdapat di laporan tahunan SPTP 2024. Gambaran monitoring pengelolaan risiko signifikan sepanjang tahun 2024 adalah sebagai berikut:

In conducting its business operations, the Company faces various risks that may potentially affect the achievement of targets and performance as outlined in the Company’s Work Plan and Budget (RKAP). To mitigate the impact of these risks, we consistently implement risk management through the processes of identification, assessment, monitoring, and control of risks related to business sustainability, taking into account economic, environmental, social, and governance aspects.

The significant risks are managed by monitoring based on a risk taxonomy, implementing mitigation follow-up actions, and preparing a risk map that includes a summary of risk changes, both inherent and residual risk levels, up to 31 December 2024. Detail about risk management can be found in SPTP annual report 2024. The overview of significant risk management monitoring throughout 2024 is presented as follows:

Peta Risiko Signifikan 2024

Significant Risk Mapping 2024

Risiko Inheren Januari 2024

Inherent Risk January 2024

Likelihood	Hampir Pasti Terjadi Highly Likely	E	Low to Moderate 7	Moderate 12	Moderate to High 17	High 22	High 25
	Sangat Mungkin Terjadi Very Likely	D	Low 4	Low to Moderate 9	Moderate 14	Moderate to High 19	High 24
	Bisa Terjadi May Occur	C	Low 3	Low to Moderate 8	Moderate 13	Moderate to High 18	High 23
	Jarang Terjadi Unlikely	B	Low 2	Low to Moderate 8	Low to Moderate 11	Moderate to High 16	High 21
	Sangat Jarang Terjadi Improbable	A	Low 1	Low 5	Low to Moderate 11	Moderate 15	High 20
			1 Sangat Rendah Very Low	2 Rendah Low	3 Moderat Moderate	4 Tinggi High	5 Sangat Tinggi Very High
			Tingkat Dampak				

Target Risiko Residual Triwulan 4

Target Residual Risk Quarter 4

Likelihood	Hampir Pasti Terjadi Highly Likely	E	Low to Moderate 7	Moderate 12	Moderate to High 17	High 22	High 25
	Sangat Mungkin Terjadi Very Likely	D	Low 4	Low to Moderate 9	Moderate 14	Moderate to High 19	High 24
	Bisa Terjadi May Occur	C	Low 3	Low to Moderate 8	Moderate 13	Moderate to High 18	High 23
	Jarang Terjadi Unlikely	B	Low 2	Low to Moderate 7, 8, 11, 17	Moderate 11	Moderate to High 16	High 21
	Sangat Jarang Terjadi Improbable	A	Low 1	Low 13, 14, 15, 16, 5	Low to Moderate 11	Moderate 15	High 20
			1 Sangat Rendah Very Low	2 Rendah Low	3 Moderat Moderate	4 Tinggi High	5 Sangat Tinggi Very High

Tingkat Dampak

Realisasi Risiko Residual Desember 2024

Realization of Residual Risk December 2024

Likelihood	Hampir Pasti Terjadi Highly Likely	E	Low to Moderate 7	Moderate 12	Moderate to High 17	High 22	High 25
	Sangat Mungkin Terjadi Very Likely	D	Low 4	Low to Moderate 9	Moderate 14	Moderate to High 19	High 24
	Bisa Terjadi May Occur	C	Low 3	Low to Moderate 8	Moderate 13	Moderate to High 18	High 23
	Jarang Terjadi Unlikely	B	Low 2	Low to Moderate 1, 7, 12, 3, 8, 8, 5, 10	Low to Moderate 11	Moderate to High 16	High 21
	Sangat Jarang Terjadi Improbable	A	Low 14, 16, 15, 17	Low 2, 13, 11, 5	Low to Moderate 11	Moderate 15	High 20
			1 Sangat Rendah Very Low	2 Rendah Low	3 Moderat Moderate	4 Tinggi High	5 Sangat Tinggi Very High

Tingkat Dampak

Penurunan Skala Risiko Dibanding Inheren (17 Risiko)

Reduction in Risk Scale Compared to Inherent (17 Risks)

- 1 Pengembangan Bisnis Baru | New Business Development (18 -> 6)
- 2 Penetapan Tarif | Tariff Setting (18 -> 6)
- 3 Pergerakan Komoditas - throughput | Commodity Movement - throughput (23 -> 6)
- 4 Pergerakan Komoditas - pangsa pasar | Commodity Movement - market share (23 -> 11)
- 5 Peningkatan Biaya | Cost Increase (21 -> 6)
- 6 Pelaksanaan Investasi | Investment Execution (23 -> 13)
- 7 Infra & Suprastruktur - Adat/Pendukung | Infra & Suprastructure - Custom/Supporting (18 -> 6)
- 8 Infra & Suprastruktur - Sistem Layanan | Infra & Suprastructure - Service System (18 -> 6)
- 9 Keselamatan & Kesehatan Kerja | Occupational Health & Safety (23 -> 13)
- 10 Sales & Marketing | Sales & Marketing (18 -> 6)
- 11 Disrupsi Bisnis | Business Disruption (18 -> 5)
- 12 Keamanan Jaringan | Network Security (23 -> 6)
- 13 Pengelolaan AnPer & Afiliasi | AnPer & Affiliates Management (8 -> 5)
- 14 Kepatuhan | Compliance (16 -> 6)
- 15 Pelanggaran Kode Etik (Fraud, suap, korupsi, dll) | Code of Ethics Violation (Fraud, bribery, corruption, etc.) (16 -> 1)
- 16 Budaya & Kesejahteraan | Culture & Welfare (13 -> 1)
- 17 Ketersediaan Tenaga Terampil | Availability of Skilled Manpower (13 -> 1)

Perubahan Eksposur Risiko Dibanding Target Triwulan 4 (17 Risiko) dalam Miliar

Change in Risk Exposure Compared to Quarter 4 Target (17 Risks) in Billions

- 1 0,6 -> 0,6
- 2 0,6 -> 0,5
- 3 25,9 -> 19,2
- 4 25,9 -> 24,8
- 5 19,6 -> 18,9
- 6 38,7 -> 36,4
- 7 0,6 -> 0,6
- 8 0,6 -> 0,5
- 9 0,9 -> 1,8
- 10 30 -> 19,8
- 11 0,6 -> 0,6
- 12 12 -> 0,9
- 13 13 -> 5,5
- 14 0,3 -> 0,1
- 15 0,3 -> 0,1
- 16 0,6 -> 0,2
- 17 0,3 -> 0,2

No	Tipe dan Peristiwa Risiko Type and Risk Event	Deskripsi Risiko Risk Description	Rencana Perlakuan Risiko (Mitigasi) Risk Treatment Plan (Mitigation)	Level dan Nilai Risiko Risk Level and Risk Value	
				Awal Tahun Start of the Year	Akhir Tahun End of the Year
1	Stagnansi Pertumbuhan Bisnis Stagnation in business growth	Kesulitan mengembangkan inovasi dalam bisnis yang disertai dengan kondisi permintaan pasar yang menurun Difficulty in developing business innovation amid declining market demand	1. Penyiapan rencana Kerjasama dengan Mitra Strategis untuk CT2, CT3 dan MNP 2. Monitoring Pasca Kerjasama Pengoperasian dan Pengembangan Terminal Petikemas dengan Mitra Strategis di Belawan 3. Monitoring Perubahan Skema Kerjasama IPC TPK 4. Evaluasi Perjanjian/ Kerja Sama di Lingkungan SPTP 1. Preparation of the Cooperation Plan with Strategic Partners for CT2, CT3, and MNP 2. Post-Cooperation Monitoring of Container Terminal Operation and Development with Strategic Partners in Belawan 3. Monitoring of Changes in the IPC TPK Cooperation Scheme 4. Evaluation of Agreements/ Cooperation in the SPTP Environment	Moderate to High 18	Low to moderate 6
2	Tidak disetujuinya penyesuaian tarif/ gagal penyesuaian tarif No approval on tariff adjustment/failure to adjust tariffs	Kementerian Perhubungan tidak memberikan rekomendasi atas penyesuaian tarif jasa kepelabuhanan The Ministry of Transportation did not issue a recommendation for the adjustment of port service tariffs	1. Mapping Tarif/ identifikasi dan analisis penyesuaian tarif 2. Koordinasi dengan Asosiasi dan Stakeholder 3. Pengelolaan Kesepakatan dengan Asosiasi 4. Penyampaian usulan penyesuaian tarif ke Induk beserta data pendukung dan follow up 1. Tariff Mapping/ Identification and Analysis of Tariff Adjustments 2. Coordination with Associations and Stakeholders 3. Management of Agreements with Associations 4. Submission of proposed tariff adjustments to the Parent Company (or Head Office) along with supporting data and follow-up	Moderate to High 18	Low 5
3	Penurunan throughput petikemas/ perlambatan pertumbuhan arus petikemas Decline in container throughput/slowdown in container traffic growth	Penurunan aktivitas industri dan volume perdagangan Decline in industrial activity and trade volume	1. Implementasi Program Kontainerisasi 2. Serah Terima Operasi Terminal 3. Customer Retention Program 4. Customer Relationship Program 5. Pengelolaan Business Performance Review di lingkungan SPTP 6. Pengelolaan dan Pengembangan Ide Inovasi 1. Implementation of the Containerization Program 2. Terminal Operations Handover 3. Customer Retention Program 4. Customer Relationship Program 5. Management of Business Performance Review within the SPTP environment 6. Management and Development of Innovation Ideas	High 23	Low to moderate 6

No	Tipe dan Peristiwa Risiko Type and Risk Event	Deskripsi Risiko Risk Description	Rencana Perlakuan Risiko (Mitigasi) Risk Treatment Plan (Mitigation)	Level dan Nilai Risiko Risk Level and Risk Value	
				Awal Tahun Start of the Year	Akhir Tahun End of the Year
4	Kegagalan mempertahankan pangsa pasar eksisting Failure to maintain existing market share	Persaingan dengan moda transportasi/ jasa non petikemas lainnya, perubahan preferensi pelanggan, atau ketidakcukupan infra – suprastruktur Competition with other modes of transportation/ non-containerized services, changes in customer preferences, or inadequate infrastructure and superstructure	1. Kajian Penyiapan Integrasi Hub Internasional dengan Spoke Domestik untuk Angkutan Internasional di Indonesia 2. Penyiapan perencanaan Optimalisasi Aset Berdasarkan Standarisasi Operasi di lingkungan PT Pelindo Terminal Petikemas 3. Peningkatan Througput di TPK Kuala Tanjung melalui Optimalisasi KAM 1. Study on the Preparation of International Hub Integration with Domestic Spokes for International Transport in Indonesia 2. Preparation of Asset Optimization Planning Based on Operational Standardization within PT Pelindo Terminal Petikemas 3. Increasing Throughput at Kuala Tanjung Container Terminal (TPK) through Key Account Management (KAM) Optimization	High 23	Low to Moderate 11
5	Peningkatan beban usaha perusahaan/ inefisiensi biaya Increased Operating Expenses / Cost Inefficiency	Munculnya biaya tidak terduga yang kurang diantisipasi dan kenaikan harga seperti BBM untuk alat yang masih konvensional The emergence of unexpected costs that were not anticipated, and price hikes such as fuel for conventional equipment.	1. Implementasi energi terbarukan dan elektrifikasi peralatan 2. Integrasi dan Implementasi Dashboard Realisasi Anggaran Pemeliharaan di Lingkungan SPTP (Terminal) 3. Pengelolaan pelaksanaan RKAP Pemeliharaan 2024 4. Pengadaan bersama/ terpusat 5. Roll-out sistem/ aplikasi pengadaan ke anak perusahaan pada masing-masing subholding & non-kluster 6. Penyusunan Gap Analisis Sistem Manajemen Energi ISO 50001:2018 PT Pelindo Terminal Petikemas 7. Pemantauan batas penggunaan anggaran 1. Implementation of renewable energy and equipment electrification 2. Integration and Implementation of the Maintenance Budget Realization Dashboard within the SPTP Environment (Terminal) 3. Management of the execution of the 2024 Maintenance RKAP 4. Joint/Centralized Procurement 5. Roll-out of the procurement system/application to subsidiaries in each subholding & non-cluster 6. Preparation of the Gap Analysis for Energy Management System ISO 50001:2018 for PT Pelindo Terminal Petikemas 7. Monitoring of budget utilization limits	High 21	Low to moderate 6

No	Tipe dan Peristiwa Risiko Type and Risk Event	Deskripsi Risiko Risk Description	Rencana Perlakuan Risiko (Mitigasi) Risk Treatment Plan (Mitigation)	Level dan Nilai Risiko Risk Level and Risk Value	
				Awal Tahun Start of the Year	Akhir Tahun End of the Year
6	Keterlambatan penyelesaian/ pelaksanaan investasi Delay in Completion/ Execution of Investment Projects	Tidak tepat dalam menjalankan prosedur dan pengendalian manajemen proyek Failure to properly implement project management procedures and controls	1. Monitoring dan pelaporan realisasi RKAP Investasi 2024 2. Standarisasi Penyusunan Format Dokumen Teknik Pekerjaan Investasi 3. Pengelolaan desain Pekerjaan Investasi Suprastruktur/ Infrastruktur di Terminal SPTP 4. Pembaruan Peraturan Direksi tentang Komite GRC dan Investasi 5. Pengelolaan Usulan Program Investasi Perusahaan	High 23	Moderate 13
7	Ketidaksiapan/ kerusakan alat bongkar muat/ infrastruktur pendukung Unpreparedness/malfunction of cargo handling equipment/supporting infrastructure	Ketersediaan sparepart Availability of spare parts	1. Implementasi relokasi alat 2. Assessment Alat B/M 3. Pengadaan/ peralatan pelabuhan 4. Perencanaan dan pengelolaan critical part bersama vendor terkait 5. Assessment infrastruktur pelabuhan di Terminal (1 Terminal) 6. Fotogrametry Tahap IV (5 Terminal)	Moderate to High 18	Low to moderate 6

No	Tipe dan Peristiwa Risiko Type and Risk Event	Deskripsi Risiko Risk Description	Rencana Perlakuan Risiko (Mitigasi) Risk Treatment Plan (Mitigation)	Level dan Nilai Risiko Risk Level and Risk Value	
				Awal Tahun Start of the Year	Akhir Tahun End of the Year
8	Belum optimalnya sistem pelayanan operasional bongkar muat/ Kualitas pelayanan Suboptimal operational service system for cargo handling /service quality	Belum terstandarisasinya dan terdigitalisasinya kegiatan operasional bongkar muat di beberapa area tertentu Lack of standardization and digitization in loading and unloading operations in certain areas	1. Standardisasi Pola Operasi Petikemas 2. Digitalisasi dan Sistemisasi Pelayanan Operasi Petikemas 3. Asesmen Kinerja berbasis Planning and Control 4. Operation Performance Review 5. Monitoring dan Evaluasi Pelaksanaan Standarisasi Operasi Terminal 6. Monitoring dan Evaluasi Implementasi TOS Nusantara 7. Monitoring dan Reporting Penataan Ruang Planning & Control 1. Standardization of Container Operation Patterns 2. Digitalization and Systematization of Container Operation Services 3. Performance Assessment based on Planning and Control 4. Operation Performance Review 5. Monitoring and Evaluation of Terminal Operation Standardization Implementation 6. Monitoring and Evaluation of TOS (Terminal Operating System) Nusantara Implementation 7. Monitoring and Reporting on Planning & Control Area Arrangement (or Layout)	Moderate to High 18	Low to moderate 6
9	Kecelakaan kerja Work accident	Bekerja tidak sesuai dengan prosedur dan kelalaian yang mempengaruhi malfungsi alat/fasilitas pendukung Non-compliance with procedures and negligence leading to equipment/supporting facility malfunction	1. Standarisasi HSSE Terminal (Kendari dan Banjarmasin) 2. Peningkatan Sarana dan Prasarana K3 3. Internalisasi budaya K3 4. Pelatihan bidang K3 5. Pelaksanaan program K3 secara konsisten seperti shift briefing, safety induction, simulasi tanggap darurat, MWT, inspeksi, dll 6. Monitoring dan evaluasi atas penerapan program K3 1. HSSE Terminal Standardization (Kendari and Banjarmasin) 2. Improvement of Occupational Health and Safety (K3/OHS) Facilities and Infrastructure 3. Internalization of the OHS/K3 culture 4. Training in the field of OHS/K3 5. Consistent implementation of OHS/K3 programs such as shift briefing, safety induction, emergency response simulation, MWT (Management Walk Through/specific program), inspections, etc 6. Monitoring dan evaluasi atas penerapan program K3. \$\rightarrow\$ Monitoring and evaluation of OHS/K3 program implementation	High 23	Moderate 13

No	Tipe dan Peristiwa Risiko Type and Risk Event	Deskripsi Risiko Risk Description	Rencana Perlakuan Risiko (Mitigasi) Risk Treatment Plan (Mitigation)	Level dan Nilai Risiko Risk Level and Risk Value	
				Awal Tahun Start of the Year	Akhir Tahun End of the Year
10	Kegagalan meraih market baru Failure to penetrate new markets	Strategi pemasaran yang tidak efektif, perubahan tren konsumen, atau persaingan yang kuat dengan moda transportasi/ pelayanan non petikemas lainnya Ineffective marketing strategy, shifting consumer trends, or strong competition from other transport modes/ non-containerized services	1. Pembukaan rute baru internasional dan Domestik 2. Kerjasama Pengoperasian dan Pengembangan TUKS 3. Kegiatan Transshipment Petikemas Domestik dan Internasional 1. Opening of new international and domestic routes 2. Cooperation for the Operation and Development of TUKS 3. Domestic and International Container Transshipment Activities	Moderate to High 18	Low to moderate 6
11	Gangguan Layanan/ Kegagalan dalam implementasi Business Continuity Management (BCM) Service Disruption / Failure in Business Continuity Management (BCM) Implementation	Bencana alam ekstrim atau insiden ekstrim melibatkan kapal/QCC, atau kurangnya kesiapan menghadapi disrupsi Extreme natural disasters or major incidents involving vessels/QCC, or lack of preparedness for disruptions	1. Reviu kebijakan/ pedoman terkait manajemen kelangsungan usaha memperhatikan kebijakan induk; 2. Persiapan pelaksanaan dan pengembangan kebijakan dan pedoman manajemen kelangsungan usaha; 3. Pengembangan dokumentasi SMKU; 4. Pengujian rencana pemulihan; 5. Pelaporan kegiatan; 6. Pembangunan, implementasi dan sertifikasi sistem manajemen kelangsungan bisnis ISO 22301:2019 PT Pelindo Terminal Petikemas 1. Review of policies/guidelines related to business continuity management, taking into account the parent company's policy 2. Preparation for the implementation and development of business continuity management policies and guidelines 3. Development of BCMS (Business Continuity Management System) documentation 4. Testing of the recovery plan 5. Activity reporting 6. Development, implementation, and certification of the Business Continuity Management System ISO 22301:2019 for PT Pelindo Terminal Petikemas	Moderate to High 18	Low 5
12	Cyber attack sistem informasi Cyber attack on information systems	Perangkat dan kapasitas infrastruktur IT masih rendah di Area/Terminal tertentu dan belum terstandar Low IT infrastructure capacity and lack of standardization in certain areas/terminals	1. Peningkatan kapabilitas keamanan infrastruktur termasuk jaringan di lingkungan SPTP Grup 2. Pelaksanaan standarisasi infrastruktur/ jaringan TI 3. Pelaksanaan kegiatan penyusunan DRP 1. Improvement of infrastructure security capability, including the network, within the SPTP Group environment 2. Implementation of IT infrastructure/network standardization 3. Execution of DRP (Disaster Recovery Plan) preparation activities	High 23	Low to moderate 6

No	Tipe dan Peristiwa Risiko Type and Risk Event	Deskripsi Risiko Risk Description	Rencana Perlakuan Risiko (Mitigasi) Risk Treatment Plan (Mitigation)	Level dan Nilai Risiko Risk Level and Risk Value	
				Awal Tahun Start of the Year	Akhir Tahun End of the Year
13	Kerugian di Anak Perusahaan Losses in subsidiaries	Strategi bisnis yang tidak efektif yang disertai dengan kondisi pasar yang tidak stabil Ineffective business strategy accompanied by unstable market conditions	1. Evaluasi RJPP yang dikaitkan dengan keselarasan dengan Induk maupun dengan Anak Perusahaan SPTP 2. Pengelolaan Key Performance Indicator (KPI) Perusahaan 3. Pengelolaan Rencana Kerja Manajemen (RKM) 1. Evaluation of the RJPP (Rencana Jangka Panjang Perusahaan - Corporate Long-Term Plan), linked to alignment with the Parent Company and with SPTP Subsidiaries 2. Management of Corporate Key Performance Indicators (KPI) 3. Management of the Management Work Plan (RKM)	Low to Moderate 8	Low 5
14	Pelanggaran hukum/ Kealpaan pemenuhan regulasi Legal violations / non-compliance with regulations	Kelalaian dalam monitor kesesuaian hukum/regulasi Negligence in monitoring legal/regulatory compliance	1. Pendampingan Hukum proses kerjasama 2. Pembuatan Formulir Pemeriksaan Kepatuhan Peraturan Perusahaan 3. Penyesuaian peraturan/kebijakan internal 4. Sosialisasi peraturan yang berlaku 5. Penerapan Pedoman Penggunaan Produk Dalam Negeri (P3DN) dalam Proses Pengadaan Barang / Jasa 1. Legal assistance/support for the cooperation process 2. Creation of the Corporate Regulation Compliance Examination Form 3. Adjustment of internal regulations/policies 4. Socialization of applicable regulations 5. Implementation of the Guidelines for the Use of Domestic Products (P3DN) in the Procurement of Goods/Services Process	Moderate to High 16	Low 1



No	Tipe dan Peristiwa Risiko Type and Risk Event	Deskripsi Risiko Risk Description	Rencana Perlakuan Risiko (Mitigasi) Risk Treatment Plan (Mitigation)	Level dan Nilai Risiko Risk Level and Risk Value	
				Awal Tahun Start of the Year	Akhir Tahun End of the Year
15	Pelanggaran kode etik, termasuk penyuapan dalam aktivitas di terminal maupun di back office Violation of code of ethics, including bribery in terminal and back office activities	Kurang kesadaran pekerja terhadap Governance Risk Compliance (GRC) Lack of employee awareness regarding Governance, Risk, and Compliance (GRC)	- Implementasi SAP sebagai Single and Integrated Enterprise Resources Planning (ERP) System - Pelaksanaan program IT untuk mendukung Program Stranas PK - Melakukan awareness atau sosialisasi kepada insan perusahaan dan stakeholder terkait - Pemeliharaan sertifikasi sistem manajemen anti penyuapan - Standarisasi Pelayanan Tamu, kendaraan dinas di wilayah Terminal SPTP - Assessment good corporate governance - Optimalisasi implementasi tata kelola - Penerapan, monitoring, sosialisasi dan evaluasi atas pelaksanaan pengelolaan whistleblowing system, gratifikasi, benturan kepentingan dan anti fraud	Moderate to High 16	Low 1
16	Penurunan Kinerja Pekerja/ Demotivasi Pekerja Decline in Employee Performance / Employee Demotivation	Belum adanya kebijakan terkait kesejahteraan/ grading jabatan pasca -merger dan terjadinya kesepakatan dengan perwakilan pekerja Absence of a policy on post-merger employee welfare/job grading and pending agreement with employee representatives	- Integrasi Budaya Perusahaan - Ratifikasi penyusunan peraturan/ kebijakan Induk terkait pengelolaan SDM - Sosialisasi kepada SDM di lingkungan perusahaan	Moderate 13	Low 1

No	Tipe dan Peristiwa Risiko Type and Risk Event	Deskripsi Risiko Risk Description	Rencana Perlakuan Risiko (Mitigasi) Risk Treatment Plan (Mitigation)	Level dan Nilai Risiko Risk Level and Risk Value	
				Awal Tahun Start of the Year	Akhir Tahun End of the Year
17	Tidak tercapainya pemenuhan penguatan fundamental SDM dan kebutuhan pegawai yang sesuai dengan kompetensinya/ Kurangnya Kompetensi Pekerja Inadequate Fulfillment of Human Capital Development and Competency-Based Workforce Needs / Lack of Employee Competence	Kekurangan SDM yang dibutuhkan sesuai dengan kompetensinya untuk penguatan fundamental Shortage of human resources with the required competencies for strengthening organizational fundamentals	1. Standarisasi Kompetensi Pekerja 2. Talent Development Program 3. Optimalisasi implementasi program knowledge management 4. Implementasi Supporting Academies Development Program (secara berkelanjutan) 1. Standardization of Employee Competency 2. Talent Development Program 3. Optimization of knowledge management program implementation 4. Implementation of the Supporting Academies Development Program (on an ongoing basis)	Moderate 13	Low 1

Selama tahun pelaporan, tidak terdapat tantangan yang bersifat signifikan dalam penerapan prinsip keuangan berkelanjutan, yang mencakup pengelolaan aspek ekonomi, sosial, dan lingkungan secara menyeluruh dalam kegiatan operasional. Selama periode berjalan telah diadakan identifikasi potensi resiko yg terjadi dan dikelola dengan baik dengan tidak ada pengaruh ke tujuan Perusahaan. Sehingga upaya mitigasi risiko berjalan efektif. Informasi lebih lengkap terkait manajemen risiko dapat dilihat pada Laporan Tahunan Perusahaan. [\[E.5\]](#)

During the reporting year, there were no significant challenges in implementing sustainable finance principles, which encompass the comprehensive management of economic, social, and environmental aspects in operations. During the current period, potential risks were identified and managed effectively, with no impact on the Company's objectives. So that risk mitigation efforts run effectively. Further information regarding risk management can be found in the Company's Annual Report. [\[E.5\]](#)



Kode Etik

[2-23][2-24]

Code of Ethics

Penerapan prinsip GCG Perusahaan diperkuat melalui implementasi Pedoman Kode Etik Bisnis secara konsisten. Pedoman ini menjadi landasan perilaku etis seluruh Insan SPTP dalam menjalankan aktivitas bisnis dan operasional, khususnya dalam menghadapi berbagai isu etika maupun dilema profesional yang mungkin timbul dalam lingkungan kerja.

Disusun selaras dengan visi dan misi Perusahaan, Pedoman Kode Etik Bisnis berfungsi sebagai acuan nilai-nilai budaya kerja dan prinsip tata kelola yang sehat di lingkungan Perusahaan. Penerapan pedoman ini berlaku secara menyeluruh bagi seluruh jajaran pegawai, manajemen, dan juga vendor. Selama periode pelaporan, pedoman yang digunakan adalah Pedoman Kode Etik Bisnis Tahun 2024, sebagaimana ditetapkan melalui Peraturan Direksi PT Pelindo Terminal Petikemas Nomor: SK.01.01/5/2/2/TKHI/DRTU/PLTP-24. Secara berkala, Perusahaan telah melakukan sosialisasi kode etik melalui daring dan luring.

Sebagai bentuk adaptasi terhadap dinamika peraturan dan kebutuhan organisasi, Pedoman Kode Etik Bisnis ditinjau secara berkala setiap tiga tahun, atau sewaktu-waktu apabila terjadi perubahan terhadap Anggaran Dasar dan/atau peraturan perundang-undangan yang berdampak pada isi maupun penerapannya.

Dalam upaya memperkuat budaya Perusahaan, sosialisasi dan internalisasi nilai-nilai dalam Pedoman Kode Etik Bisnis dilakukan secara konsisten. Kegiatan ini dilaksanakan secara berkala melalui berbagai saluran komunikasi, antara lain email blasting, pemanfaatan media sosial internal, serta penggunaan aplikasi P-Good yang juga dimanfaatkan untuk proses penandatanganan Pakta Integritas oleh seluruh pegawai.

Pelaksanaan Pedoman Kode Etik Bisnis merupakan bagian dari tanggung jawab kolektif seluruh Insan SPTP. Dalam hal terdapat dugaan pelanggaran terhadap ketentuan yang berlaku, setiap pegawai diwajibkan untuk melaporkan melalui salah satu jalur pelaporan berikut:

1. Sistem Pelaporan Pelanggaran (Whistleblowing System).
2. Pimpinan unit kerja di tingkat regional, subholding, cabang, atau anak perusahaan.
3. Atasan langsung (satu tingkat di atas pelapor).

The implementation of the Company's Good Corporate Governance (GCG) principles is strengthened through the consistent application of the Business Code of Ethics Guidelines. These guidelines serve as the foundation for ethical conduct among all SPTP personnel in carrying out business and operational activities, particularly in addressing various ethical issues and professional dilemmas that may arise in the workplace.

The Business Code of Ethics Guidelines are drafted in alignment with the Company's vision and mission, as a reference for the Company's work culture values and sound governance principles. These guidelines apply comprehensively to all employees, management levels also vendor. During the reporting period, the applicable guidelines were the 2024 Business Code of Ethics Guidelines, as stipulated in the Board of Directors' Regulation of PT Pelindo Terminal Petikemas Number: SK.01.01/5/2/2/TKHI/DRTU/PLTP-24. Periodically, the Company has conducted socialization of the code of ethics by online and offline.

As part of the Company's adaptation to regulatory dynamics and organizational needs, the Business Code of Ethics Guidelines are reviewed periodically every three years, or as needed when there are changes to the Articles of Association and/or applicable laws and regulations that may affect its content or implementation.

In an effort to strengthen the Company's culture, the dissemination and internalization of the values outlined in the Business Code of Ethics Guidelines are carried out consistently. These activities are conducted regularly through various communication channels, including email blasting, the use of internal social media platforms, and the P-Good application, which is also used by all employees to sign the Integrity Pact.

The implementation of the Business Code of Ethics Guidelines is a collective responsibility of all SPTP personnel. In the event of suspected violations of the applicable provisions, every employee is required to report through one of the following reporting channels:

1. Whistleblowing System
2. Heads of work units at the regional, subholding, branch, or subsidiary level
3. Immediate superior (one level above the whistleblower)

4. Atasan tidak langsung (dua tingkat di atas pelapor).
5. Pimpinan unit pengelola SDM di wilayah kerja masing-masing.

Terkait penegakan disiplin dan pemberian sanksi atas pelanggaran terhadap Pedoman Kode Etik Bisnis, SPTP telah menetapkan mekanisme sebagai berikut:

- Setiap pelanggaran akan ditindaklanjuti melalui proses indisipliner sesuai ketentuan yang berlaku di Perusahaan.
- Sanksi terhadap pelanggar ditetapkan oleh Direksi berdasarkan rekomendasi Tim Indisipliner.
- Dewan Komisaris dan/atau Direksi berwenang memutuskan bentuk pembinaan, sanksi, dan tindakan korektif yang diperlukan, serta memastikan pelaksanaannya di masing-masing unit kerja. Untuk anggota Direksi dan Dewan Komisaris, keputusan atas pelanggaran diambil oleh Pemegang Saham.
- Jika pelanggaran dilakukan oleh mitra usaha atau pemangku kepentingan eksternal, tindakan akan disesuaikan dengan ketentuan kontrak kerja sama dan peraturan yang berlaku. Dalam hal dugaan tindak pidana, kasus dapat diteruskan kepada aparat penegak hukum.

Hingga akhir tahun 2024, terdapat pelanggaran kode etik sebanyak 11 kasus, dengan rincian kasus dan tindak lanjut sebagaimana ditampilkan dalam tabel berikut.

4. Indirect superior (two levels above the whistleblower)
5. Head of the HR management unit in their respective work area

In enforcing discipline and imposing sanctions for violations of the Business Code of Ethics Guidelines, SPTP has established the following mechanism:

- Every violation will be followed up through a disciplinary process in accordance with the applicable regulations within the Company.
- Sanctions for violators are determined by the Board of Directors based on recommendations from the Disciplinary Team.
- The Board of Commissioners and/or the Board of Directors have the authority to decide the appropriate coaching, sanctions, and corrective actions, and to ensure their implementation in each work unit. In the case of violations committed by members of the Board of Directors or Board of Commissioners, decisions are made by the Shareholders.
- If the violation is committed by a business partner or an external stakeholder, actions will be taken in accordance with the provisions in the cooperation contract and applicable regulations. In cases of suspected criminal offenses, the case may be referred to law enforcement authorities.

As of the end of 2024, there were 11 cases of code of ethics violations, with the details of the cases and follow-up actions presented in the table below.



Jenis Pelanggaran Kode Etik dan Status Penyelesaiannya
Types of Code of Ethics Violations and Their Resolution Status

No	Jenis Pelanggaran Types of Violations	2024
		Selesai Completed
1	PHK Termination of Employment	1
2	Disiplin Ringan Minor Disciplinary Action	1
3	Disiplin Sedang Moderate Disciplinary Action	4
4	Disiplin Berat Major Disciplinary Action	5

Keterangan: Seluruh jenis pelanggaran telah diselesaikan dengan baik
Note: All types of violations have been resolved well



Pedoman kode Etik Perusahaan dapat diakses melalui
The Company's Code of Ethics guidelines can be accessed by
<https://www.pelindotpk.co.id/hukum-tata-kelola>

Kebijakan Antigratifikasi dan Antikorupsi
Anti-Gratification and Anti-Corruption Policy

SPTP menetapkan kebijakan antigratifikasi dan antikorupsi melalui Surat Keputusan Direksi No. SK.01.01/22/12/7/TKHI/DRTU/PLTP-23 tanggal 22 Desember 2023 tentang Pedoman Pengendalian Gratifikasi PT Pelindo Terminal Petikemas. Kebijakan ini merupakan panduan bagi seluruh insan Perusahaan untuk mengidentifikasi, mencegah, dan menghindari praktik gratifikasi yang dapat mengarah pada tindak korupsi. Sebagai implementasi dari kebijakan tersebut, Perusahaan membentuk Unit Pengendalian Gratifikasi berdasarkan Keputusan Direksi No. SK.01.01/17/10/3/TKHI/SEKT/PLTP-24 yang bertugas mengelola, memantau, dan menindaklanjuti laporan gratifikasi.

SPTP has established an anti-gratification and anti-corruption policy through Board of Directors Decree No. SK.01.01/22/12/7/TKHI/DRTU/PLTP-23 dated 22 December 2023, which serves as a guideline for all personnel to identify, prevent, and avoid gratification practices that may lead to corruption. To implement this policy, the Company formed a Gratification Control Unit responsible for managing, monitoring, and following up on gratification reports based on Board of Directors Decree No. SK.01.01/17/10/3/TKHI/SEKT/PLTP-24,.

Masyarakat dan insan Perusahaan dapat menyampaikan laporan dugaan gratifikasi melalui berbagai saluran pelaporan sebagai berikut:

The public and the Company's personnel may report suspected acts of gratification through the following reporting channels::



Website: <https://pelindobersih.pelindo.co.id/>
Telepon : +62 21 2782 2345
Fax : +62 21 2782 3456
Email: pelindobersih@whistleblowing.link
WA: +62 21 0811 933 2345/+62 21 811 9511 665
Pelindo Bersih. PO Box 1074. JKS 12010

Pada tahun pelaporan, tidak terdapat laporan gratifikasi yang diterima oleh Unit Pengendalian Gratifikasi. [205-3]
During the reporting year, no reports of gratuities were received by the Gratification Control Unit. [205-3]

Perusahaan melalui Unit Pengendali Gratifikasi telah melakukan identifikasi dan pemetaan terhadap semua proses bisnis. Area tersebut antara lain mencakup proses pengadaan barang dan jasa, pengelolaan sumber daya manusia, operasional serta keuangan. Sebagai langkah mitigasi, Perusahaan secara rutin melaksanakan sosialisasi kebijakan antigratifikasi dan antikorupsi serta menyelenggarakan webinar dan program edukasi bertema integritas dan pencegahan korupsi kepada seluruh elemen organisasi. [205-1]

Dalam upaya membangun budaya antigratifikasi dan antikorupsi secara menyeluruh, Perusahaan telah melaksanakan kegiatan sosialisasi kebijakan terkait kepada berbagai pemangku kepentingan, termasuk Dewan Komisaris, Direksi, pegawai, dan mitra kerja. Sosialisasi dilakukan melalui berbagai platform, seperti aplikasi P-Good, media internal, serta pengenalan kebijakan kepada anggota badan tata kelola saat pertama kali menjabat. Hingga akhir tahun 2024, kegiatan sosialisasi telah mencakup 7 (100%) anggota Dewan Komisaris, 6 (100%) anggota Direksi, 1.558 (100%) Pegawai, dan 200 (100%) Mitra Kerja. [205-2]

The company, through the Gratification Control Unit, has identified and mapped all business processes. These areas include, among others, procurement of goods and services, human resource management, operations, and finance. As a mitigation measure, the Company routinely disseminates information on anti-gratification and anti-corruption policies and holds webinars and educational programs on integrity and corruption prevention for all elements of the organization. [205-1]

In an effort to foster a comprehensive anti-gratification and anti-corruption culture, the Company has disseminated the related policies to various stakeholders, including the Board of Commissioners, Board of Directors, employees, and business partners. The dissemination activities were carried out through multiple platforms such as the P-Good application, internal media, and policy introduction to members of the governance bodies upon their appointment. By the end of 2024, socialization activities had covered 7 (100%) members of the Board of Commissioners, 6 (100%) members of the Board of Directors, 1,558 (100%) employees, and 200 (100%) business partners. [205-2]

Pelatihan dan Sosialisasi Antikorupsi Tahun 2024
 Anti-Corruption Training and Dissemination in 2024

No	Pelatihan Training	Waktu Time	Peserta Participants
1	Sosialisasi Whistleblowing System & Hakordia 2024 Whistleblowing System Socialization & 2024 International Anti-Corruption Day (Hakordia) Activities	24 November 2024	200 orang dan Online 200 people
2	Bulan GCG 2024 GCG Month of 2024	Juli s.d September 2024 July until September 2024	Pelindo dan Anak Perusahaan Pelindo and Subsidiary
3	Survey Efektifitas Whistleblowing System Whistleblowing System Effectiveness Survey	18 September 2024	Pelindo dan Anak Perusahaan Pelindo and Subsidiary
4	Pemenuhan Pelaksanaan Pengisian Survey Pemahaman GCG dan Penandatanganan Pakta Integritas tahun 2024 Completion of the 2024 GCG Awareness Survey and Integrity Pact Signing	Maret 2024 2024 March	Pelindo dan Anak Perusahaan Pelindo and Subsidiary
5	Sosialisasi Gratifikasi Gratification Dissemination	Lebaran, Natal dan Tahun Baru	SPTP dan Anak Perusahaan SPTP and Subsidiary

Sistem Pelaporan Pelanggaran [2-26]

Whistleblowing System (WBS)

Sebagai bagian dari upaya penguatan tata kelola perusahaan yang baik, telah diterapkan Sistem Pengaduan Pelanggaran atau Whistleblowing System (WBS) yang berfungsi untuk memfasilitasi pelaporan atas tindakan yang menyimpang dari hukum, norma etika, maupun kebijakan internal secara rahasia, anonim, dan mandiri. Sistem ini mendorong partisipasi aktif seluruh insan Perusahaan maupun pihak eksternal dalam mengungkap dugaan pelanggaran yang terjadi di lingkungan kerja.

Perusahaan telah menetapkan Pedoman Sistem Pengaduan Pelanggaran melalui Surat Keputusan Direksi Nomor: SK.01.01/5/2/2/TKHI/DRTU/PLTP-24. Pedoman tersebut memuat ketentuan mengenai prinsip, tujuan, mekanisme pelaporan dan penanganan pengaduan, serta jaminan perlindungan bagi pelapor. Pengaduan dapat disampaikan melalui berbagai saluran yang telah disediakan, yakni:

As part of efforts to strengthen good corporate governance, the Company has implemented a Whistleblowing System (WBS) to facilitate confidential, anonymous, and independent reporting of actions that violate laws, ethical norms, or internal policies. This system encourages the active participation of all employees and external parties in disclosing suspected violations within the workplace.

The Company has established a Whistleblowing System Guideline through Board of Directors Decree Number: SK.01.01/5/2/2/TKHI/DRTU/PLTP-24. The guideline outlines the principles, objectives, reporting and complaint handling mechanisms, as well as protection guarantees for whistleblowers. Complaints can be submitted through various available channels, namely:



Website: <https://pelindobersih.pelindo.co.id/>



Telepon : +62 21 2782 2345



Fax : +62 21 2782 3456



Email: pelindobersih@whistleblowing.link



WA: +62 21 0811 933 2345/+62 21 811 9511 665



Pelindo Bersih. PO Box 1074. JKS 12010

Guna memperkuat efektivitas sistem ini, sosialisasi WBS dilakukan dan terintegrasi dengan kegiatan sosialisasi GCG lainnya, baik melalui intranet, media sosial internal, maupun kegiatan pelatihan. Selain itu, Perusahaan juga melakukan evaluasi dan penyempurnaan sistem secara berkala guna memastikan kesesuaiannya dengan dinamika bisnis dan regulasi terkini. Sepanjang tahun pelaporan, tidak terdapat laporan pengaduan yang diterima melalui saluran WBS.

To enhance the effectiveness of this system, WBS dissemination is conducted and integrated with other GCG-related awareness activities, through the intranet, internal social media, as well as training programs. In addition, the Company regularly evaluates and improves the system to ensure its alignment with business dynamics and the latest regulations. Throughout the reporting year, no whistleblowing reports were received through the WBS channels.

Prosedur Pelaporan dan Penanganan Isu Kritis ^[2-16]

Procedure for Reporting and Handling Critical Issues

Isu-isu penting atau bersifat kritis disampaikan melalui mekanisme komunikasi yang telah ditetapkan, baik secara langsung melalui forum koordinasi internal maupun melalui sistem pelaporan yang berlaku. Setiap laporan yang dianggap berdampak signifikan terhadap keberlangsungan usaha akan dievaluasi dan dibahas secara menyeluruh oleh badan tata kelola tertinggi, yaitu Dewan Komisaris dan Direksi, dalam forum resmi seperti rapat Direksi, rapat Dewan Komisaris, maupun rapat gabungan keduanya. Hingga akhir tahun 2024, tidak terdapat isu kritis yang teridentifikasi baik secara potensial maupun aktual yang berisiko mengganggu keberlanjutan operasional.

Critical issues are communicated through established communication mechanisms, either directly via internal coordination forums or through applicable reporting systems. Any report deemed to have a significant impact on business continuity will be thoroughly evaluated and discussed by the highest governance bodies, namely the Board of Commissioners and the Board of Directors, in formal forums such as Board of Directors meetings, Board of Commissioners meetings, or joint meetings of both. As of the end of 2024, no critical issues—either potential or actual—were identified that posed a risk to operational sustainability.

Membangun Budaya Keberlanjutan ^[F.1]

Fostering a Culture of Sustainability

Sosialisasi budaya keberlanjutan dilakukan secara menyeluruh melalui berbagai saluran komunikasi, baik digital maupun tatap muka, seperti situs web, media sosial, forum internal perusahaan, serta pertemuan dengan mitra kerja, masyarakat, dan pemangku kepentingan eksternal lainnya.

Komitmen ini juga diwujudkan melalui pelaksanaan program Tanggung Jawab Sosial dan Lingkungan (TJSL) yang terintegrasi dengan strategi keberlanjutan Perusahaan. Selain itu, Penerapan budaya keberlanjutan juga tercermin dalam operasional Perusahaan yang mengedepankan prinsip ramah lingkungan. Hal ini dilaksanakan melalui program efisiensi energi (listrik, bahan bakar, dan air) serta pengelolaan emisi dan limbah. Upaya tersebut turut diperkuat dengan penciptaan lingkungan kerja yang aman dan sehat berdasarkan prinsip-prinsip Kesehatan dan Keselamatan Kerja (K3), dengan tujuan untuk meminimalkan potensi kecelakaan kerja dan penyakit akibat kerja, serta mendukung produktivitas dan kesejahteraan seluruh insan Perusahaan.

Sustainability culture dissemination is carried out comprehensively through various communication channels, both digital and face-to-face, such as the company website, social media, internal forums, as well as meetings with business partners, communities, and other external stakeholders.

This commitment is also realized through the implementation of Social and Environmental Responsibility (CSR) programs that are integrated with the Company's sustainability strategy. The application of a sustainability culture is reflected in the Company's operations, which prioritize environmentally friendly principles. This is carried out through energy efficiency programs (electricity, fuel, and water), as well as emissions and waste management. These efforts are further strengthened by the creation of a safe and healthy work environment based on Occupational Health and Safety (OHS) principles, aimed at minimizing the risk of work-related accidents and illnesses, while supporting productivity and the well-being of all Company personnel.

Kinerja Sosial

Social Performance

Berbagai inisiatif telah dijalankan oleh Perseroan untuk menciptakan lingkungan kerja yang inklusif, adil, dan aman. Pengelolaan isu ketenagakerjaan, pengembangan kompetensi, perlindungan hak asasi manusia, serta kontribusi sosial kemasyarakatan dilakukan Perseroan secara terintegrasi dengan kebijakan dan praktik bisnis. Pendekatan ini diharapkan mampu mendorong pertumbuhan Perseroan yang memberikan nilai tambah bagi seluruh pihak yang terdampak oleh kegiatan operasional.

The Company has undertaken various initiatives to create an inclusive, fair, and safe work environment. The management of employment issues, competency development, human rights protection, and social contributions is integrated into the Company's policies and business practices. This approach is expected to drive the Company's growth while delivering added value to all parties affected by its operations.



Pengelolaan Dampak Operasional terhadap Sosial

Management of Operational Social Impacts

Keberlanjutan operasional Perusahaan tidak terlepas dari kemampuannya dalam memenuhi tanggung jawab sosial kepada seluruh pemangku kepentingan, baik internal maupun eksternal. Ragam pemangku kepentingan ini mendorong perlunya pendekatan sosial yang komprehensif. Tanggung jawab yang dijalankan mencakup isu-isu ketenagakerjaan, keselamatan dan kesehatan kerja (K3), perlindungan hak asasi manusia (HAM), tanggung jawab terhadap layanan, inovasi, pelibatan masyarakat, serta pengelolaan dampak sosial dari kegiatan operasional. Pemetaan yang tepat serta pelibatan yang sesuai dengan karakteristik dan harapan masing-masing pihak menjadi kunci dalam membangun hubungan yang saling menguntungkan.

Pelibatan pemangku kepentingan dipandang menjadi dasar penting dalam membangun komunikasi yang terbuka. Hubungan yang dijaga secara positif turut memperkuat keberadaan Perusahaan dan mendukung kesinambungan pertumbuhan usaha jangka panjang. Sebagai tindak lanjut, berbagai kebijakan internal telah disusun untuk memastikan kepatuhan terhadap ketentuan yang berlaku, baik nasional maupun internasional. Kebijakan tersebut mencakup aspek ketenagakerjaan, lingkungan kerja yang aman dan sehat, serta penerapan prinsip keberlanjutan dalam aktivitas operasional harian. Pendekatan ini diharapkan dapat mendukung pencapaian kinerja sosial yang berimbang dan berdaya guna bagi seluruh pihak yang terlibat.

The sustainability of the Company's operations is closely linked to its ability to fulfill its social responsibilities to all stakeholders, both internal and external. The diverse stakeholders requires a comprehensive social approach. The Company's responsibilities encompass labor issues, occupational health and safety (OHS), human rights protection, service responsibility, innovation, community engagement, and the management of social impacts arising from operational activities. Accurate stakeholder mapping and engagement tailored to the characteristics and expectations of each party are key to building mutually beneficial relationships.

Stakeholder engagement is regarded as a fundamental basis for fostering open communication. Maintaining positive relationships strengthens the Company's presence and supports the long-term continuity of its business growth. As a follow-up, various internal policies have been established to ensure compliance with applicable national and international regulations. These policies cover aspects such as employment, a safe and healthy work environment, and the integration of sustainability principles into daily operational activities. This approach is expected to support the achievement of balanced and impactful social performance for all involved parties.

Kesehatan dan Keselamatan Kerja (K3)

[F21][403-1][403-8]

Occupational Health and Safety (OHS)

SPTP senantiasa menciptakan lingkungan kerja yang layak, sehat, dan aman dengan mematuhi seluruh ketentuan peraturan perundang-undangan terkait K3. Penerapan prinsip K3 dilakukan melalui pencegahan kecelakaan kerja dan pengendalian risiko, dengan mengedepankan "Zero Tolerance for Accident". Komitmen ini diperkuat melalui penerapan kebijakan internal yang tercantum dalam Peraturan Direksi Nomor PER.0036/SM.04/PLTP-2021 tentang Kebijakan Mutu, Keselamatan dan Kesehatan Kerja, Keamanan, dan Lingkungan. Kebijakan ini menjadi pedoman bagi seluruh unit kerja dalam menerapkan standar K3. Melalui keputusan tersebut, Perusahaan berkomitmen untuk:

SPTP consistently fosters a decent, healthy, and safe work environment by adhering to all laws and regulations related to occupational health and safety (OHS). The OHS principles are applied through accident prevention and risk control, with a strong emphasis on "Zero Tolerance for Accidents." This commitment is reinforced through the implementation of internal policies outlined in the Board of Directors Regulation No. PER.0036/SM.04/PLTP-2021 concerning Quality, Occupational Health and Safety, Security, and Environmental Policies. This policy serves as a guideline for all work units in applying OHS standards. Through this regulation, the Company is committed to:

1. Membangun Sistem Manajemen Kesehatan dan Keselamatan Kerja (SMK3) sebagai landasan kepatuhan sejalan dengan hukum dan peraturan K3.
2. Menetapkan dan mengkaji sasaran, melakukan penilaian dan pelaporan kinerja SMK3.
3. Memberikan dukungan penuh terhadap penerapan SMK3 di lingkungan Perusahaan dalam upaya memberikan perlindungan optimal kepada pegawai dari gangguan dan hal-hal yang dapat mengancam keselamatan.
4. Memastikan pemahaman yang lebih baik oleh pekerja dan mitra kerja mengenai masalah-masalah kesehatan dan keselamatan kerja terkait dengan aktivitas Perusahaan.
5. Mengupayakan perbaikan berkelanjutan atas berbagai aspek yang berkaitan dengan SMK3.
6. Menempatkan SMK3 sebagai bagian yang tidak terpisahkan dari RKAP dan laporan tahunan.
7. Menyertakan partisipasi pegawai sebagai bagian dari upaya peningkatan pelaksanaan SMK3.

Penerapan SMK3 di Perusahaan dilakukan secara menyeluruh sesuai ketentuan dalam peraturan pemerintah dan regulasi Kementerian Ketenagakerjaan Republik Indonesia, dengan cakupan 100% terhadap seluruh karyawan. Penerapan ini bertujuan untuk meningkatkan efektivitas perlindungan K3, mencegah serta mengurangi risiko kecelakaan dan penyakit akibat kerja, serta sekaligus mendukung terciptanya lingkungan kerja yang aman, nyaman, dan produktif. Hingga akhir tahun 2024, penerapan SMK3 telah dilakukan di 14 terminal dan satu unit Kantor Pusat.

1. Establishing an Occupational Health and Safety Management System (OHSMS) as a foundation for compliance with OHS laws and regulations.
2. Setting and reviewing objectives, as well as assessing and reporting OHSMS performance.
3. Providing full support for the implementation of OHSMS within the Company to ensure optimal protection for employees against disturbances and threats to safety.
4. Ensuring better understanding among employees and business partners regarding occupational health and safety issues related to Company activities.
5. Pursuing continuous improvement across all aspects related to OHSMS.
6. Integrating OHSMS into the Company's Work Plan and Budget (RKAP) and annual reporting.
7. Encouraging employee participation as part of efforts to improve the implementation of OHSMS.

The OHSMS within the Company is implemented comprehensively, in accordance with government regulations and the Ministry of Manpower of the Republic of Indonesia. It covers 100% of all employees. This implementation aims to enhance the effectiveness of OHS protection, prevent and reduce the risks of workplace accidents and occupational diseases, and support the creation of a safe, comfortable, and productive work environment. As of the end of 2024, OHSMS has been implemented in 14 terminals and one Head Office unit.

Sertifikat SMK3 OHSMS Certificate

No	Cabang Terminal Terminal Branch	Auditor	Nomor Sertifikat Number of Certificate	Masa Berlaku Validity Period
1	Kantor Pusat Head Office	PT. Sapta Mutu Utama	REG.SMK3.2023.SMU. SK-1668	Juni 2026 June 2026
2	TPK Nilam	PT. Sapta Mutu Utama	REG.SMK3.2023.SMU. SK-1744	Juni 2026 June 2026
3	TPK Semarang	PT. Sapta Mutu Utama	REG.SMK3.2023.SMU. SK-1745	Juni 2026 June 2026
4	TPK Banjarmasin	PT. Sapta Mutu Utama	SKA Nomor 5/827/ AS.01.03/V/2023	Juni 2026 June 2026
5	TPK Belawan	PT. Sapta Mutu Utama	SKA Nomor 5/244/ AS.01.03/II/2023	Juni 2026 June 2026
6	TPK Makassar	PT. Sapta Mutu Utama	REG.SMK3.2023.SMU. SK-1736	Juni 2026 June 2026

No	Cabang Terminal Terminal Branch	Auditor	Nomor Sertifikat Number of Certificate	Masa Berlaku Validity Period
7	TPK Ambon	PT. Sapta Mutu Utama	SKA Nomor 5/257/ AS.01.03/II/2023	Juni 2026 June 2026
8	TPK Bitung	PT. Sapta Mutu Utama	REG.SMK3.2023.SMU. SK-1746	Juni 2026 June 2026
9	TPK Kendari	PT. Sapta Mutu Utama	SKA Nomor 5/234/ AS.01.03/II/2024	Juni 2027 June 2027
10	TPK Pantoloan	PT. Sapta Mutu Utama	SKA Nomor 5/233/ AS.01.03/II/2024	Juni 2027 June 2027
11	TPK Perawang	PT. Sapta Mutu Utama	SKA Nomor 5/232/ AS.01.03/II/2024	Juni 2027 June 2027
12	TPK Kupang	PT. Sapta Mutu Utama	SKA Nomor 5/231/ AS.01.03/II/2024	Juni 2027 June 2027
13	TPK Tarakan	PT. Sapta Mutu Utama	SKA Nomor 5/235/ AS/01/03/II/2024	Juni 2027 June 2027
14	TPK Jayapura	PT. Sapta Mutu Utama	SKA Nomor 5/240/ AS.01.03/II/2024	Juni 2027 June 2027
15	TPK Sorong	PT. Sapta Mutu Utama	SKA Nomor 5/631/ AS.01.03/III/2024	Juni 2027 June 2027

Hingga 31 Desember 2024, SPTP telah mengalokasikan dana sebesar Rp15.647 juta untuk mendukung pelaksanaan berbagai program terkait K3. Alokasi ini mencakup pembiayaan kegiatan preventif, pelatihan, serta peningkatan fasilitas dan sistem pendukung.

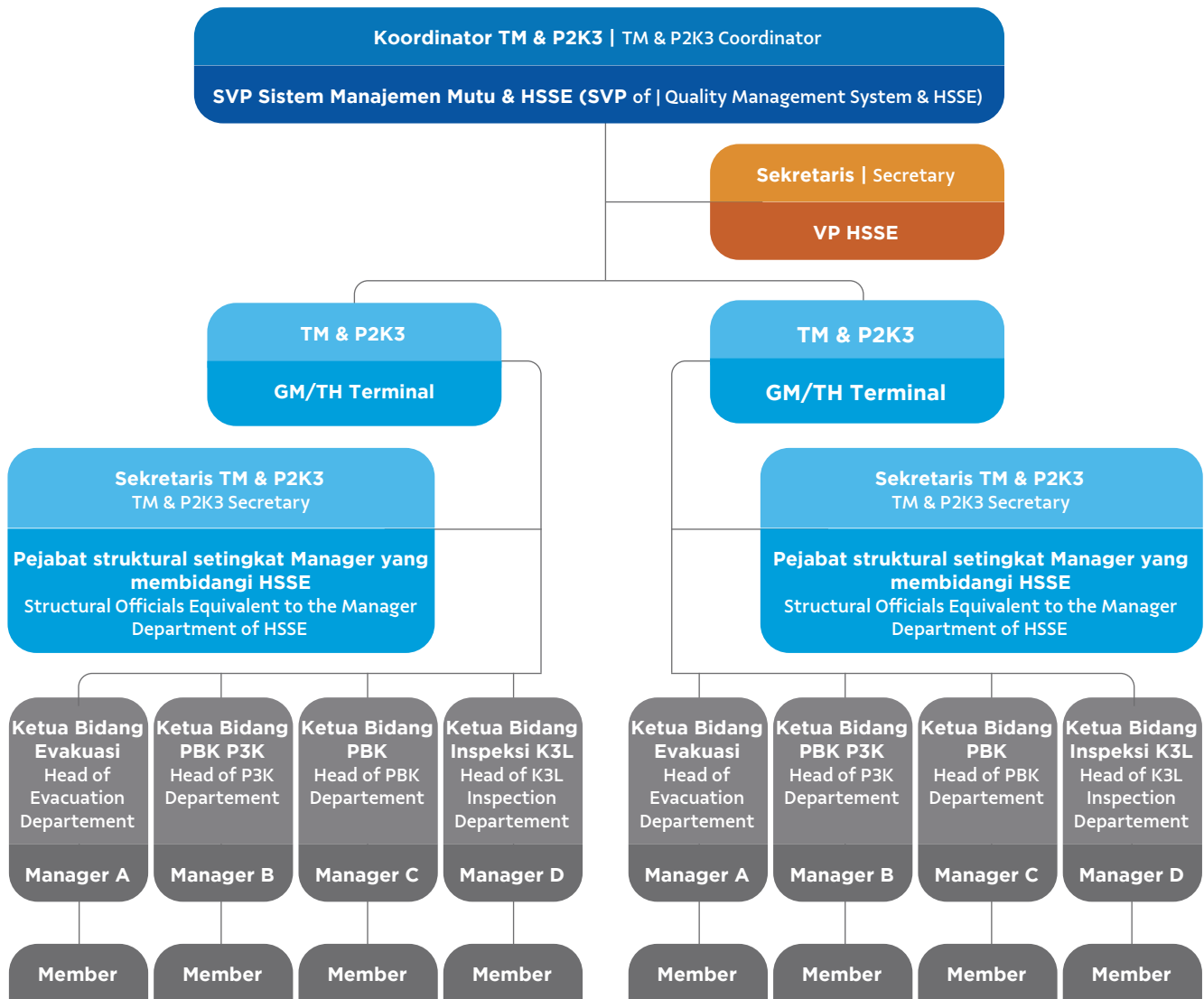
As of 31 December 2024, SPTP has allocated a total of Rp15,647 million for the implementation of various OHS programs. This allocation includes funding for preventive measures, training activities, as well as the improvement of facilities and supporting systems.

Partisipasi, Konsultasi, dan Komunikasi Terkait K3 [403-4]

Participation, Consultation, and Communication on OHS

Sebagai bagian dari penerapan SMK3, SPTP membentuk Panitia Pembina Keselamatan dan Kesehatan Kerja (P2K3) sebagai forum kerja sama antara Perusahaan dan karyawan dalam mendukung implementasi K3. Tanggung jawab utama pelaksanaan SMK3 berada pada pimpinan tertinggi, yakni Direktur Utama untuk Kantor Pusat dan General Manager atau Terminal Head untuk setiap unit terminal. P2K3 berperan memberikan masukan dan pertimbangan terkait isu K3 kepada manajemen. Selain itu, untuk memperkuat integrasi sistem, SPTP menerapkan Sistem Manajemen Mutu, K3, Keamanan, dan Lingkungan (MK4L) secara menyeluruh, yang penanggung jawabannya dilaksanakan oleh struktur manajemen puncak dan P2K3 (TM dan P2K3) di masing-masing unit kerja, dengan koordinasi dari Divisi Sistem Manajemen Mutu dan HSSE.

As part of the OHSMS implementation, SPTP established an Occupational Health and Safety Committee (P2K3) as a collaborative forum between the Company and employees to support OHS practices. The responsibility for OHSMS implementation lies with the highest level of leadership, namely the President Director at the Head Office and the General Manager or Terminal Head at each terminal unit. P2K3 provides input and recommendations to management on OHS-related matters. To further strengthen system integration, SPTP implements the Integrated Management System for Quality, Occupational Health and Safety, Security, and Environment (QHSSE) across all operations, with accountability shared between top management and P2K3 at each work unit, under the coordination of the Quality Management System and HSSE Division.



Perusahaan turut menyediakan berbagai saluran komunikasi yang dapat dimanfaatkan oleh karyawan maupun pemangku kepentingan lainnya untuk menyampaikan pengaduan, masukan, atau kekhawatiran terkait K3. Pengaduan dapat disampaikan melalui beberapa kanal seperti kotak saran internal, email khusus pengaduan K3, hotline SDM, forum dialog karyawan secara berkala, serta kegiatan seperti Management Walk Through. Setiap pengaduan yang masuk akan ditangani melalui mekanisme penanganan keluhan yang telah ditetapkan, termasuk proses verifikasi, analisis akar masalah, dan tindak lanjut perbaikan yang dilakukan oleh unit terkait. Sebagai pelengkap dari mekanisme tersebut, Perusahaan juga menerapkan sistem penghargaan dan sanksi yang bertujuan untuk mendorong kepatuhan terhadap standar keselamatan dan kesehatan kerja, sekaligus membangun budaya kerja yang bertanggung jawab.

The Company provides various communication channels that employees and other stakeholders can use to submit complaints, feedback, or concerns related to OHS. Complaints can be submitted through several platforms such as internal suggestion boxes, a dedicated OHS complaint email, HR hotline, regular employee dialogue forums, and initiatives like Management Walk Through. All submitted complaints are managed through an established grievance mechanism, including verification, root cause analysis, and corrective actions by the relevant unit. To complement this process, the Company also implements a reward and penalty system to encourage compliance with OHS standards and foster a culture of accountability in the workplace.

Pemetaan Risiko dan Mitigasi terhadap Kecelakaan Kerja [403-2]

Risk Mapping and Mitigation of Workplace Accidents

SPTP melakukan pemetaan risiko kerja sebagai upaya untuk mengetahui tingkat risiko terjadinya kecelakaan kerja di lingkungan Perusahaan. Dalam hal ini, sekecil apapun risiko terjadinya kecelakaan kerja harus diantisipasi. Selain menimbulkan kerugian secara langsung bagi korban, kecelakaan kerja juga berpotensi menimbulkan dampak yang jauh lebih besar, seperti menurunnya reputasi Perusahaan, hilangnya jam dan hari kerja, dan menimbulkan tuntutan hukum. Berdasarkan pemetaan risiko, Perusahaan menyusun perencanaan program K3 yang sesuai sehingga kecelakaan kerja bisa dihindari.

Risiko utama terkait K3 yang telah teridentifikasi akan ditindaklanjuti dan dimitigasi oleh risk owner. Pada tahun 2024, terdapat risiko utama terkait K3 yang teridentifikasi, yaitu:

1. Kecelakaan akibat alat berat
2. Kelelahan akibat kerja atau tekanan kerja
3. Kebakaran dan ledakan
4. Tumpahan/ceceraan limbah B3
5. Unfit sebelum bekerja

Sepanjang tahun 2024, berbagai langkah mitigasi diterapkan untuk meminimalkan risiko terkait K3. Upaya tersebut mencakup identifikasi potensi bahaya secara berkala, evaluasi risiko di seluruh unit kerja, serta penerapan prosedur kerja aman yang mengacu pada standar K3. Langkah-langkah tersebut didukung oleh kegiatan sosialisasi dan pelatihan K3 kepada seluruh karyawan dan mitra kerja, pemeriksaan dan pemeliharaan peralatan secara rutin, serta penanganan insiden secara cepat dan tepat. Penguatan budaya K3 juga terus didorong melalui partisipasi aktif seluruh pihak melalui berbagai program preventif, promotif, dan implementatif guna menciptakan lingkungan kerja yang aman, sehat, dan bebas dari kecelakaan. Selain itu, Perusahaan juga melakukan simulasi keadaan darurat seperti kebakaran, gempa bumi, dan tumpahan limbah B3 secara berkala.

SPTP conducts occupational risk mapping as an effort to assess the level of risk of workplace accidents within the Company. In this regard, even the smallest potential risks must be anticipated. Aside from causing direct harm to victims, workplace accidents may also lead to broader impacts such as damage to the Company's reputation, loss of working hours and days, and potential legal claims. Based on the risk mapping results, the Company develops appropriate OHS program plans to prevent workplace accidents from occurring.

The key OHS-related risks that have been identified will be followed up and mitigated by the designated risk owner. In 2024, the identified key OHS-related risks include:

1. Accidents caused by heavy equipment
2. Fatigue due to work or work pressure
3. Fire and explosion
4. Hazardous waste (B3) spills/leakage
5. Unfit for work before starting duties

Throughout 2024, various mitigation measures were implemented to minimize OHS-related risks. These efforts included regular identification of potential hazards, risk evaluations across all work units, and the application of safe work procedures based on OHS standards. These actions were supported by OHS dissemination and training for all employees and business partners, routine inspection and maintenance of equipment, as well as prompt and appropriate incident response. The Company also continuously encouraged the strengthening of OHS culture through the active participation of all parties in preventive, promotive, and implementative programs aimed at creating a safe, healthy, and accident-free work environment. In addition, the Company regularly conducted emergency drills, including simulations for fire, earthquakes, and hazardous waste spills.

Kinerja K3

[403-9][403-10]

OHS Performance

Sepanjang tahun 2024, Perusahaan belum melakukan perhitungan atas total jam kerja aman yang tercatat di lingkungan kerja. Namun demikian, sebagai bagian dari pengelolaan keselamatan dan kesehatan kerja, Perusahaan secara konsisten mengedepankan upaya preventif untuk meminimalkan potensi insiden serta risiko timbulnya penyakit akibat kerja (PAK). Hingga akhir periode pelaporan, tidak terdapat laporan mengenai kasus PAK yang dialami oleh karyawan.

Sebagai bentuk komitmen terhadap aspek keberlanjutan dan keselamatan kerja, perusahaan senantiasa berupaya mengurangi tingkat kecelakaan kerja melalui pemantauan rutin terhadap kesehatan tenaga kerja sebelum menjalankan aktivitas di lapangan. Langkah ini dilakukan sebagai bagian dari upaya pencegahan risiko sejak dini, memastikan bahwa setiap pekerja dalam kondisi prima dan layak untuk bekerja di lingkungan operasional yang memiliki potensi bahaya. Pemantauan ini juga sejalan dengan penerapan budaya K3 secara menyeluruh guna menciptakan tempat kerja yang aman, sehat, dan berkelanjutan bagi seluruh insan perusahaan.

In 2024, the Company has not yet conducted a calculation of the total safe man-hours recorded within the workplace. Nevertheless, as part of its occupational health and safety management, the Company consistently prioritizes preventive measures to minimize potential incidents and the risk of occupational diseases (ODs). By the end of the reporting period, no cases of occupational diseases were reported among employees.

As a form of commitment to sustainability and workplace safety, the Company consistently strives to reduce the incidence of workplace accidents through routine health monitoring of workers prior to conducting field activities. This measure is part of early risk prevention efforts, ensuring that each worker is in optimal condition and fit to operate in potentially hazardous environments. This monitoring initiative also aligns with the comprehensive implementation of an OHS culture, aimed at creating a safe, healthy, and sustainable workplace for all Company personnel.

Tingkat Kecelakaan Kerja

Workplace Accident Rate

Kategori Category	2024	2023	2022
Kerusakan Properti Property Damage	18	19	65
Cedera Ringan Minor Injury	12	17	5
Cedera Sedang Moderate Injury	10	5	4
Cedera Berat Severe Injury	3	1	4
Fatality	1	1	1

Insiden K3 pada Cabang Terminal
OHS-Related Incidents in Terminal Branches

Terminal	2024			2023			2022		
	Fatality	Injury	PD	Fatality	Injury	PD	Fatality	Injury	PD
TPK Nilam	0	0	1	0	0	0	0	0	2
TPK Semarang	0	0	0	0	2	1	0	1	4
TPK Banjarmasin	0	1	0	0	0	1	0	0	3
TPK Belawan	0	0	0	0	0	0	0	1	2
TPK Ambon	0	1	0	0	0	1	0	1	0
TPK New Makassar	0	1	2	0	2	1	0	1	6
TPK Bitung	0	0	2	0	0	0	0	0	1
TPK Perawang	0	1	0	0	0	1	0	0	0
TPK Pantoloan	0	1	0	0	0	1	0	1	0
TPK Kendari	0	0	1	0	0	0	0	0	0
TPK Sorong	0	0	0	0	0	0	0	1	0
TPK Kupang	0	1	0	0	0	1	0	0	0
TPK Jayapura	0	1	0	0	0	0	0	0	1
TPK Tarakan	0	0	0	0	1	1	0	0	0
TPK Bagendang	0	0	1	0	0	0	0	0	0
TPK Bumiharjo	0	2	1	0	0	0	0	0	0
TPK Ternate	0	0	0	0	0	0	0	0	0
TPK Merauke	0	1	0	0	0	0	0	0	0
TPS	0	3	0	0	12	2	0	2	6
TTL	0	5	4	0	3	3	0	2	10
BJTI	0	2	1	0	1	2	1	3	12
IPC TPK	0	2	0	0	1	0	0	0	7
KKT	0	3	3	0	1	3	0	0	4
PTP	0	1	1	0	0	1	0	0	7
Prima Multi Terminal	0	0	1	0	0	1	0	0	0
	0	26	18	0	23	20	1	13	65
TOTAL		44			43			79	



Audit SMK3

OHSMS Audit

Sebagian dari upaya kepatuhan terhadap Peraturan Menteri Ketenagakerjaan Republik Indonesia Nomor 26 Tahun 2014 tentang Penyelenggaraan Penilaian Penerapan Sistem Manajemen Keselamatan dan Kesehatan Kerja (SMK3), Perusahaan telah menjalani proses audit penerapan SMK3. Audit ini dilaksanakan guna mengevaluasi kesesuaian antara perencanaan dan pelaksanaan kegiatan K3 di lingkungan Perusahaan. Berdasarkan hasil audit, diperoleh sejumlah temuan yang telah ditindaklanjuti oleh SPTP melalui perbaikan dan penyesuaian sesuai dengan kriteria yang ditetapkan serta dalam jangka waktu yang sesuai dengan ketentuan yang berlaku.

As part of its compliance with the Regulation of the Minister of Manpower of the Republic of Indonesia Number 26 of 2014 concerning the Implementation of the Occupational Health and Safety Management System (OHSMS) Assessment, the Company has undergone an OHSMS audit. This audit was conducted to evaluate the alignment between the planning and implementation of OHS activities within the Company. Based on the audit results, several findings were identified and subsequently addressed by SPTP through corrective actions and adjustments in accordance with the established criteria and within the timeframe required by applicable regulations.

Peningkatan Keselamatan Kerja [403-5][403-7]

Improving Workplace Safety

Fasilitas kerja di kantor maupun terminal dilengkapi dengan berbagai sarana pendukung K3, yang fungsi dan kelengkapannya diperiksa secara berkala. Fasilitas K3 yang dimiliki Perusahaan meliputi instalasi pemanfaatan tenaga listrik tegangan rendah, pesawat angkat dan angkut gondola, elevator, eskalator, instalasi penyalur petir, instalasi tenaga pembangkit listrik, alat pelindung diri (APD), perlengkapan penanganan darurat seperti kotak Pertolongan Pertama pada Kecelakaan (P3K), emergency box, Alat Pemadam Api Ringan (APAR), hydrant, rambu, dan peralatan pendukung lainnya. Lebih lanjut, sebagai bagian dari kesiapsiagaan menghadapi situasi darurat, secara berkala diselenggarakan berbagai kegiatan preventif, promotif, dan implementatif sebagai berikut.

a) Kegiatan yang bersifat preventif, antara lain:

- Pencanangan budaya K3 di lingkungan kerja
- Pemberian penghargaan K3
- Konvensi/Seminar/Lokakarya/Semiloka
- Pembentukan tim investigasi kecelakaan kerja
- Kegiatan Bulan K3 dengan tema yang sudah ditentukan oleh pemerintah setiap tahunnya
- Peningkatan kompetensi bidang K3 dan lingkungan kepada pekerja

Work facilities at both the office and terminal sites are equipped with various OHS support systems, whose functions and completeness are inspected regularly. The Company's OHS facilities include low-voltage electrical installations, gondola lifting and transporting equipment, elevators, escalators, lightning protection systems, power generation installations, personal protective equipment (PPE), and emergency response equipment such as first aid kits, emergency boxes, fire extinguishers (APAR), hydrants, signage, and other supporting tools. Furthermore, as part of emergency preparedness, the Company regularly conducts various preventive, promotive, and implementative activities, as outlined below.

a) Preventive activities include:

- Promotion of OHS culture in the workplace
- Provision of OHS awards
- Organization of conventions, seminars, workshops, or symposiums
- Formation of workplace accident investigation teams
- Implementation of OHS Month activities, in line with the annual government-designated theme
- Enhancement of employee competencies in OHS and environmental management

- b) Kegiatan yang bersifat promotif, antara lain:
- Pemasangan bendera, spanduk, umbul-umbul, dan baliho K3
 - Pameran K3
 - Sosialisasi dan publikasi K3
 - Aksi sosial K3
 - Cerdas cermat K3

- c) Kegiatan yang bersifat implementatif, antara lain:
- Penilaian penghargaan K3
 - Pembinaan dan pengujian lisensi
 - Pemeriksaan dan/atau pengujian objek K3

- Penanganan kasus-kasus kecelakaan kerja
- Pemeriksaan kesehatan tenaga kerja
- Pengukuran dan pengujian lingkungan kerja
- Operasi tertib di bidang K3

Selain itu, sepanjang tahun 2024, TM dan P2K3 telah merancang dan menjalankan berbagai program untuk memperkuat penerapan K3. Program tersebut mencakup:

- b) Promotive activities include:
- Installation of OHS flags, banners, pennants, and billboards
 - OHS exhibitions
 - OHS awareness campaigns and publications
 - OHS-related social actions
 - OHS quizzes or knowledge competitions

- c) Implementative activities include:
- Evaluation for OHS award eligibility
 - Training and license testing
 - Inspection and/or testing of OHS-related equipment and objects
 - Handling of workplace accident cases
 - Health check-ups for workers
 - Measurement and testing of the work environment
 - OHS compliance enforcement operations

In addition, throughout 2024, the Management Team (TM) and the Occupational Health and Safety Committee (P2K3) have designed and implemented various programs to strengthen the OHS implementation. These programs include:

Program Kerja K3

OHS Work Programs

Program Kerja Work Programs	Target/Tujuan Target/Goals	Realisasi Realization	
		Waktu Time	Cakupan Peserta Scope of Participants
Safety Induction	Memberikan pemahaman K3 seluruh kepada pekerja sebelum memulai kegiatan di Terminal Providing OHS awareness to all workers before commencing activities at the Terminal	Januari – Desember	Pekerja baru Pekerja mitra kerja Pekerja vendor Tamu New Employee Contractors Vendors Visitors
Shift Briefing	Memberikan pemahaman K3 untuk kegiatan berikutnya serta meningkatkan komunikasi antar pekerja Conducted at the beginning of each shift to provide OHS awareness for upcoming activities and enhance communication among workers	Setiap awal shift At the beginning of each shift	Seluruh Pekerja All Employees

Program Kerja Work Programs	Target/Tujuan Target/Goals	Realisasi Realization			
		Waktu Time	Cakupan Peserta Scope of Participants		
Management Walkthrough	Manajemen memantau dan mengevaluasi pelaksanaan operasional, proyek, atau proses bisnis, serta memastikan kesesuaiannya dengan standar dan tujuan yang ditetapkan Management actively monitors and evaluates the implementation of operations, projects, and business processes to ensure alignment with established standards and objectives.	Satu kali dalam sebulan Once a month	Terminal manager Terminal manager	Head Head	dan and
COP Safety	Memberikan pengetahuan tentang K3 dengan narasumber SME K3 Provide knowledge on Occupational Health and Safety (OHS) through sessions delivered by OHS Subject Matter Experts (SMEs)	Satu kali dalam sebulan Once a month	Safety Champion SME		
Minimum Requirement for Safety	Pemenuhan sarana dan prasarana Safety untuk mencegah terjadinya kecelakaan kerja Ensuring the availability of safety facilities and infrastructure to prevent workplace accidents	Januari – Desember	Seluruh Terminal All terminals		
Program Fit to Work	Memastikan pekerja sehat sebelum bekerja Ensuring workers are in good health before starting work	Setiap awal shift At the beginning of each shift	Seluruh pekerja All employees		

Peningkatan Kesehatan Kerja [403-3][403-6]

Occupational Health Improvement

Seluruh karyawan juga dilindungi melalui keikutsertaan dalam program jaminan sosial nasional, yaitu BPJS Kesehatan dan BPJS Ketenagakerjaan, sebagai bentuk perlindungan menyeluruh selama masa kerja. Apabila terdapat indikasi bahwa penyakit yang dialami karyawan berkaitan langsung dengan aktivitas kerja, maka penanganan akan dilakukan sesuai dengan ketentuan yang berlaku. Sebagai bagian dari pendekatan preventif dan promotif, SPTP juga menjalankan berbagai inisiatif untuk meningkatkan kualitas kesehatan dan kesejahteraan karyawan, antara lain:

- Melaksanakan *medical check-up* secara berkala
- Melakukan *health risk assessment* di masing-masing unit kerja sesuai potensi bahayanya terhadap kesehatan
- Memastikan ketersediaan dan penggunaan alat pelindung diri yang benar dan sesuai standar

All employees are covered by participation in the national social security programs, namely BPJS Kesehatan (Health Insurance) and BPJS Ketenagakerjaan (Employment Social Security), as a form of comprehensive protection throughout their employment period. If there is an indication that an employee's illness is directly related to work activities, appropriate treatment will be provided in accordance with applicable regulations.

As part of a preventive and promotive approach, SPTP also implements various initiatives to improve employee health and well-being, including:

- Conducting periodic medical check-ups
- Performing health risk assessments in each work unit based on their potential health hazards
- Ensuring the availability and proper use of personal protective equipment (PPE) in accordance with standards

- Memantau dan mengukur kondisi lingkungan kerja
- Melakukan sertifikasi hygiene lokasi kerja dan pendukung
- Memberikan sosialisasi/penyuluhan kesehatan kerja
- Memfasilitasi dan menyediakan fasilitas olahraga
- Monitoring and measuring workplace environmental conditions
- Certifying workplace and supporting area hygiene
- Providing occupational health education and awareness programs
- Facilitating and providing sports and fitness facilities

Insan SPTP

[2-7][2-8][405-1]

SPTP People

Hingga akhir periode pelaporan, jumlah karyawan Perusahaan tercatat sebanyak 2.720 orang, turun sebesar 6,94% dibandingkan tahun sebelumnya yang berjumlah 2.078 orang dikarenakan tidak adanya perekrutan karyawan baru. Selain itu, Perusahaan juga mempekerjakan 4.353 tenaga alih daya, yang menjalankan fungsi operasional maupun pendukung operasional.

By the end of the reporting period, the number of the Company's employees was recorded at 2,720 people, a decrease of 6.94% compared to the previous year, which totaled 2,078 people, due to the absence of new employee recruitment. In addition, the Company also employs 4,353 outsourced personnel, who carry out both operational and operational support functions.

Jumlah Karyawan berdasarkan Status Kepegawaian dan Jenis Kelamin

Total Employee by Employment Status and Gender

Status Pegawai Employment Status	2024		2023	
	Pria Male	Wanita Female	Pria Male	Wanita Female
Tetap Permanent	2.297	357	2.507	373
Kontrak Contract	62	4	38	5
Jumlah Total	2.720		2.923	

Jumlah Karyawan berdasarkan Usia dan Jenis Kelamin

Total Employee by Age and Gender

Usia Age	2024		2023	
	Pria Male	Wanita Female	Pria Male	Wanita Female
>26 tahun years old	8	-	7	-
26-36 tahun years old	546	137	619	140
36-46 tahun years old	1.074	158	1.102	163
46-51 tahun years old	430	35	453	36
51-55 tahun years old	249	25	256	28
>55 tahun years old	52	6	108	11
Jumlah Total	2.720		2.923	

Jumlah karyawan berdasarkan Tingkat Pendidikan
 Total Employee by Education Level

Tingkat Pendidikan Education Level	2024		2023	
	Pria Male	Wanita Female	Pria Male	Wanita Female
S3	777	1	1	1
S2	214	51	155	56
S1	1.137	234	1.224	242
D3	135	51	233	53
SMA Senior High School	-	24	932	26
SLTP Junior High School	-	-	-	-
Jumlah Total	2.720		2.923	

Jumlah karyawan berdasarkan Wilayah Penempatan
 Total Employee by Area Placement

Wilayah Areas	2024		2023	
	Organik Organic	PKWT	Organik Organic	PKWT
Terminal				
Kantor Pusat Head Office	222	5	214	5
Belawan	-	-	162	-
Nilam	-	-	53	-
Semarang	140	1	140	1
Banjarmasin	85	-	90	-
Makassar	125	-	136	-
Ambon	38	-	37	-
Bitung	72	-	78	-
Perawang	39	-	41	-
Sorong	17	-	17	-
Pantoloan	23	-	19	-
Kendari	25	-	14	-
Tenau Kupang	21	-	21	-
Jayapura	17	-	21	-
Tarakan	18	-	16	-
Bagendang	15	-	14	-
Bumiharjo	6	-	5	-
Merauke	15	-	15	-
Ternate	15	-	16	-
Total Kompilasi Total Compilation	899		1.115	

Wilayah Areas	2024		2023	
	Organik Organic	PKWT	Organik Organic	PKWT
Anak Perusahaan Subsidiary				
PT PTP	4	-	23	18
PT IPC TPK	418	-	438	-
PT TPS	382	10	394	10
PT KKT	88	-	86	-
PT PMT	166	-	167	-
PT BJTI	387	49	397	8
PT TTL	316	1	266	1
Total Konsolidasi Total Consolidation	2.720		2.923	

Jumlah Karyawan Bukan Pekerja Langsung [2-8]

Total of Employee of Third Party Employees

Tenaga Ahli Daya Third Party Employees	2024		2023		2022	
	Pria Male	Wanita Female	Pria Male	Wanita Female	Pria Male	Wanita Female
	4.147	206	4.486	207	72	111
	4.353		4.693		183	

Rekrutmen dan Tingkat Pengembangan Karir Karyawan [F.18][401-1]

Recruitment and Employee Career Development

Proses rekrutmen di Perusahaan pada dasarnya dilakukan secara terbuka dan transparan dengan memberikan kesempatan yang setara bagi seluruh individu yang memenuhi kualifikasi, tanpa membedakan latar belakang suku, agama, ras, maupun identitas lainnya. Namun, sepanjang tahun 2024, Perusahaan tidak melakukan rekrutmen karyawan baru untuk karyawan tetap/organik.

Sebagai bagian dari kontribusi terhadap masyarakat, rekrutmen juga membuka peluang bagi tenaga kerja lokal yang memenuhi kriteria, dengan tetap mengutamakan profesionalisme dan kesesuaian kompetensi. Sebagian besar tenaga kerja merupakan Warga Negara Indonesia, dengan 21% menempati posisi manajerial. Selain itu, Keberagaman karyawan dan badan tata kelola terlihat

In principle, the Company conducts its recruitment process in an open and transparent manner, providing equal opportunities for all individuals who meet the required qualifications, regardless of ethnicity, religion, race, or other identities. However, throughout 2024, the Company did not conduct any recruitment of new permanent (organic) employees.

As part of the Company's contribution to society, the recruitment process also provides opportunities for local workers who meet the required qualifications, while still prioritizing professionalism and competence. The majority of the workforce consists of Indonesian nationals, 21% holding managerial positions. Furthermore, employee and governance body diversity

dari representasi perempuan di posisi strategis, termasuk dua direktur perempuan dalam jajaran manajemen. Demografi karyawan mencerminkan keberagaman dari sisi jenis kelamin, kelompok usia, hingga tingkat pendidikan. [202-2]

Perusahaan secara tegas mendukung pengembangan karier berkelanjutan bagi seluruh karyawan, termasuk wanita dan pria, dengan menjamin kesetaraan kesempatan bagi semua gender untuk mencapai potensi maksimal. Salah satu inisiatif kunci dalam pengembangan kompetensi ini adalah memfasilitasi mutasi internal ke entitas lain dalam lingkup Pelindo Group, yang memberikan kesempatan bagi karyawan untuk mendapatkan paparan industri yang lebih luas, mempelajari fungsi bisnis yang beragam, dan memperluas jaringan profesional, sehingga memastikan setiap individu memiliki jalur yang jelas untuk kemajuan karier yang signifikan.

Komposisi Pekerja Mutasi Keluar dan Mutasi Masuk 2024
Composition of Employee Outbound and Inbound Transfers 2024

Jenis Mutasi Transfer Categories	2024							
	SPTP	BJTI	IPC TPK	KKT	PMT	PTP	PTP	TTL
Promosi Promotion	21	1	8	-	1	-	5	3
Mutasi Transfer	35	-	-	-	-	-	-	-
Mutasi Keluar Outbound Transfer	255	1	12	7	2	8	4	8
Mutasi Masuk Inbond Transfer	69	4	10	7	2	-	5	15
Rotasi Rotation	50	-	196	3	-	-	23	31
Penyesuaian Jabatan Position Adjustment	147	-	-	-	-	-	-	-
Jumlah Total	577	6	226	17	5	8	37	57

is reflected in the representation of women in strategic positions, including two female directors in the management team. The employee demographics also reflect diversity in terms of gender, age groups, and educational backgrounds. [202-2]

The Company firmly supports continuous career development for all employees, including women and men, by ensuring equal opportunities for all genders to achieve their maximum potential. One of the key initiatives in this competency development is facilitating internal transfers to other entities within the Pelindo Group, which provides employees with the chance to gain broader industry exposure, learn diverse business functions, and expand their professional network, thereby ensuring every individual has a clear pathway for significant career advancement.

Menghormati Kesetaraan dan HAM [F.18][F.19][2-27]

Respect for Equality and Human Rights

Kesetaraan dalam akses kerja dan pengembangan karier diterapkan secara menyeluruh tanpa membedakan latar belakang seperti jenis kelamin, usia, suku, agama, ras, atau status sosial lainnya. Guna mendukung pengelolaan karier yang adil dan transparan, imbal jasa, serta jenjang jabatan diatur melalui ketentuan internal yang menetapkan kualifikasi, syarat promosi, serta prosedur mutasi yang disesuaikan dengan latar belakang pendidikan dan keahlian masing-masing karyawan. Penerapan prinsip kesetaraan Perusahaan telah diselaraskan dengan berbagai regulasi nasional dan internasional, di antaranya Pasal 28I ayat (2) UUD 1945, UU No. 7 Tahun 1984, Instruksi Presiden Republik Indonesia No. 9 Tahun 2000, serta Konvensi ILO No. 111 dan Deklarasi Universal Hak Asasi Manusia.

SPTP juga sepenuhnya memperhatikan isu pelarangan tenaga kerja anak dan praktik tenaga kerja paksa karena keduanya merupakan pelanggaran hak asasi manusia. Batas usia minimum pekerja ditetapkan pada 18 tahun, sesuai dengan peraturan nasional dan Konvensi ILO. Waktu kerja diatur selama 8 jam per hari dan maksimal 40 jam per minggu (Senin-Jumat), dengan ketentuan lembur dan istirahat yang memperhatikan kesejahteraan karyawan. Sistem kerja bergilir diterapkan di unit tertentu sesuai kebutuhan operasional.

Seluruh pengaturan ini merujuk pada UU No. 13 Tahun 2003 tentang Ketenagakerjaan, serta UU Republik Indonesia No. 20 Tahun 1999 tentang Pengesahan ILO Convention, termasuk Konvensi No. 138 (usia minimum), No. 182 (penghapusan bentuk-bentuk pekerjaan terburuk untuk anak), dan No. 105 (penghapusan kerja paksa). Sepanjang periode pelaporan, tidak terdapat laporan pelanggaran HAM, termasuk diskriminasi, praktik pekerja anak maupun kerja paksa, serta tidak ditemukan sanksi atau denda atas ketidakpatuhan ketenagakerjaan. [406-1]

Equality in access to employment and career development is implemented comprehensively, regardless of gender, age, ethnicity, religion, race, or social status. To ensure fair and transparent career management, remuneration and career paths are governed by internal policies that outline qualifications, promotion requirements, and transfer procedures, taking into account each employee's educational background and expertise. The Company's commitment to equality aligns with national and international regulations. These include Article 28I paragraph (2) of the 1945 Constitution of the Republic of Indonesia, Law No. 7 of 1984, Presidential Instruction No. 9 of 2000, ILO Convention No. 111, and the Universal Declaration of Human Rights.

SPTP also fully observes the prohibition of child labor and forced labor practices, as both constitute violations of human rights. The minimum employment age is set at 18 years, in accordance with national regulations and ILO Conventions. Working hours are regulated at 8 hours per day and a maximum of 40 hours per week (Monday to Friday), with provisions for overtime and rest periods that take employee welfare into account. A shift work system is implemented in certain units based on operational needs.

All of these arrangements refer to Law No. 13 of 2003 on Manpower, as well as Law No. 20 of 1999 concerning the Ratification of ILO Conventions, including Convention No. 138 (Minimum Age), No. 182 (Elimination of the Worst Forms of Child Labor), and No. 105 (Abolition of Forced Labor). Throughout the reporting period, there were no reports on human rights violations, including discrimination, child labor, or forced labor practices, nor were there any sanctions or fines related to labor non-compliance. [406-1]

Hubungan Industrial [2-30][407-1]

Industrial Relations

Kebebasan berserikat dan berkumpul merupakan bagian dari hak dasar tenaga kerja yang dijamin pelaksanaannya sesuai ketentuan peraturan perundang-undangan. Setiap karyawan memiliki hak untuk membentuk, bergabung, dan berpartisipasi dalam kegiatan Serikat Pekerja sebagai bagian dari upaya membangun hubungan industrial yang adil dan konstruktif. Ketentuan ini mengacu pada Undang-Undang No. 21 Tahun 2000 tentang Serikat Pekerja/Serikat Buruh serta Konvensi ILO No. 87 tentang Kebebasan Berserikat dan Perlindungan Hak untuk Berorganisasi.

Dalam pelaksanaannya, karyawan diberikan ruang yang leluasa untuk menjalankan fungsi keorganisasian. Ruang dialog antara manajemen dan karyawan terbuka melalui mekanisme yang telah difasilitasi, salah satunya melalui keberadaan Perjanjian Kerja Bersama (PKB) yang mencakup 100% tenaga kerja tetap. PKB bersifat mengikat dan melindungi karyawan SPTP. Dokumen ini tidak hanya menjadi landasan dalam menyampaikan aspirasi dan informasi terkait kebijakan maupun perubahan operasional Perusahaan, namun juga berfungsi sebagai acuan dalam penyelesaian perselisihan hubungan industrial secara adil dan sesuai dengan ketentuan hukum yang berlaku.

Hingga akhir tahun 2024, tidak terdapat laporan mengenai praktik atau kebijakan yang membatasi kebebasan berserikat atau menghambat kebebasan menyampaikan pendapat. Selama periode pelaporan, interaksi antara manajemen dan Serikat Pekerja berlangsung baik melalui forum komunikasi yang terstruktur dan partisipatif.

Kesejahteraan Karyawan [401-2]

Employee Welfare

Tenaga kerja SPTP diklasifikasikan ke dalam tiga kategori utama, yakni karyawan dengan Perjanjian Kerja Waktu Tidak Tertentu (PKWTT), karyawan dengan Perjanjian Kerja Waktu Tertentu (PKWT), serta tenaga kerja alih daya. Masing-masing kategori memiliki cakupan tersendiri dalam hal masa kerja, tanggung jawab, serta pengaturan hak dan fasilitas kerja. Perbedaan tersebut secara langsung berpengaruh terhadap komponen tunjangan yang diterima, yang disesuaikan dengan ketentuan ketenagakerjaan yang berlaku serta kesepakatan yang tertuang dalam kontrak kerja masing-masing.

Freedom of association and assembly is a fundamental labor right guaranteed under applicable laws and regulations. Every employee has the right to form, join, and participate in trade union activities as part of efforts to build fair and constructive industrial relations. This provision refers to Law No. 21 of 2000 on Trade Unions and ILO Convention No. 87 concerning Freedom of Association and Protection of the Right to Organize.

In its implementation, employees are given ample space to carry out organizational functions. Dialogue between management and employees is facilitated through established mechanisms, one of which is the Collective Labor Agreement (CLA) that covers 100% of permanent workers. The CLA is binding and serves to protect SPTP employees. This document not only forms the basis for communicating aspirations and information on company policies or operational changes, but also serves as a reference for resolving industrial relations disputes fairly and in accordance with applicable laws and regulations.

By the end of 2024, there were no reports on practices or policies that restricted freedom of association or hindered freedom of expression. Throughout the reporting period, interactions between management and the Labor Union were conducted positively through structured and participatory communication forums.

SPTP's workforce is classified into three main categories: employees with Indefinite-Term Employment Agreements (PKWTT), employees with Fixed-Term Employment Agreements (PKWT), and outsourced workers. Each category has distinct coverage in terms of employment duration, responsibilities, and the regulation of rights and work-related benefits. These differences directly affect the types and amounts of benefits received, which are adjusted according to applicable labor regulations and the agreements outlined in each employment contract.

Manfaat yang Diterima Benefits Received	Karyawan Tetap Permanent Employees	Karyawan Kontrak Contract Employees
BPJS Kesehatan Health Insurance	✓	✓
BPJS Ketenagakerjaan Employment Insurance	✓	✓
Dukungan Perlengkapan Kerja (Laptop dan Seragam) Work Equipment (Laptops and Uniforms)	✓	✓
Penghasilan Income	✓	✓
Cuti Melahirkan Parental Leave	✓	✓

Remunerasi [F.20][202-1][405-2]

Remunerasi merupakan salah satu hak dasar yang diberikan secara adil kepada seluruh karyawan. Penetapan jumlah dan komponen remunerasi didasarkan pada pengalaman, kompetensi, tanggung jawab, serta pencapaian kinerja individu. Sistem ini dirancang untuk mendorong produktivitas dan memberikan penghargaan atas kontribusi nyata yang diberikan oleh setiap karyawan.

Penerapan prinsip kesetaraan remunerasi telah patuh terhadap ketentuan perundang-undangan ketenagakerjaan serta Konvensi ILO No. 100 Tahun 1951 tentang Pengupahan yang Sama untuk Pekerjaan dengan Nilai yang Setara. Dalam praktiknya, tidak terdapat perbedaan gaji pokok antara karyawan pria dan wanita yang berada dalam posisi yang sama, dengan rasio pengupahan pokok 1:1. Perusahaan juga memastikan, tingkat upah bagi karyawan tetap di level terendah telah mengacu dan disesuaikan dengan ketentuan Upah Minimum Provinsi (UMP) di lokasi operasional masing-masing. Ketentuan ini merujuk pada Keputusan Menteri Tenaga Kerja dan Transmigrasi No. 226 Tahun 2000 serta Permenaker No. 18 Tahun 2022.

Hak Cuti [401-3]

Kebijakan hak cuti dirancang untuk mendukung keseimbangan antara tanggung jawab profesional dan kehidupan pribadi bagi seluruh karyawan. Fasilitas cuti tahunan diberikan sesuai dengan peraturan ketenagakerjaan yang berlaku, termasuk cuti melahirkan bagi karyawan wanita selama 3 bulan. Sedangkan dalam situasi keguguran (*abortus provocatus*) yang dibuktikan secara medis, karyawan wanita berhak atas cuti selama

Remuneration [F.20][202-1][405-2]

Remuneration is a fundamental right granted fairly to all employees. The amount and components of remuneration are determined based on individual experience, competencies, responsibilities, and performance achievements. This system is designed to encourage productivity and reward tangible contributions made by each employee.

The implementation of equal pay principles complies with labor regulations as well as ILO Convention No. 100 of 1951 concerning Equal Remuneration for Work of Equal Value. In practice, there is no difference in base salary between male and female employees in the same position, with a base pay ratio of 1:1. The Company also ensures that the minimum wage for permanent employees at the lowest level refers to and adjusted to the applicable Provincial Minimum Wage (UMP) at each operational site. These provisions are in accordance with Minister of Manpower and Transmigration Decree No. 226 of 2000 and Minister of Manpower Regulation No. 18 of 2022.

Leave Entitlement [401-3]

Leave policies are designed to support a healthy balance between professional responsibilities and personal life for all employees. Annual leave is provided in accordance with applicable labor regulations, including a 3-month maternity leave for female employees. In the event of a medically certified miscarriage (*abortus provocatus*), female employees are entitled to 1.5 months of leave. Meanwhile, male employees are granted 3 days of

1,5 bulan. Sementara itu, pekerja pria mendapatkan hak cuti selama 3 hari untuk mendampingi proses persalinan atau dalam kasus keguguran yang dialami pasangannya. Sepanjang tahun 2024, sebanyak 4 karyawan wanita dan 11 karyawan pria memanfaatkan hak cuti tersebut. Seluruh pekerja yang mengambil cuti melahirkan tercatat kembali bekerja pada posisi semula, mencerminkan tingkat retensi karyawan pasca-cuti sebesar 100%.

leave to accompany their spouse during childbirth or miscarriage. Throughout 2024, a total of 4 female employees and 11 male employees exercised these leave entitlements. All employees who took maternity leave returned to their original positions, reflecting a 100% post-leave retention rate.

Karyawan yang Kembali Bekerja dan Tingkat Retensi Setelah Cuti Melahirkan [401-2]
 Employees Returning to Work and Retention Rate After Maternity Leave

Uraian Description	2024	
	Perempuan Female	Laki-Laki Male
Jumlah Karyawan yang Mengambil Cuti Melahirkan Number of Employees Who Took Maternity Leave	4	11
Jumlah Total	15	
Jumlah Karyawan yang Kembali Bekerja Setelah Melahirkan dan Jumlah Karyawan yang Masih Bekerja 12 Bulan Setelah Kembali Bekerja Employees Returning and Retained 12 Months After Maternity Leave	4	11
Jumlah Total	15	
Tingkat Retensi Setelah Melahirkan Retention Rate After Maternity Leave	100%	

Program Pensiun [201-3][404-2]

Sebagai bentuk perlindungan jangka panjang, Perusahaan menyelenggarakan program pensiun dengan skema iuran pasti kepada seluruh karyawan tetap yang telah mencapai umur 56 tahun dan memenuhi syarat berdasarkan ketentuan dalam Kebijakan Kepegawaian dan Benefit (KKB) yang berlaku. Jika terdapat selisih antara manfaat pensiun berdasarkan KKB dan manfaat aktual dari program pensiun, maka kekurangan tersebut akan dicadangkan dan dihitung setiap tahun oleh aktuaris independen menggunakan metode projected-unit-credit. Metode ini juga digunakan untuk menghitung kewajiban imbalan kerja jangka panjang lainnya, seperti penghargaan masa kerja dan manfaat kesehatan pascakerja.

Pension Program [201-3][404-2]

As a form of long-term protection, the Company administers a defined contribution pension program for all permanent employees who have reached the age of 56 years and meet the requirements based on the provisions in the applicable Personnel and Benefit Policy (KKB). If there is a shortfall between the pension benefits stipulated in the KKB and the actual benefits from the pension program, the shortfall will be provisioned and calculated annually by an independent actuary using the projected unit credit method. This method is also used to calculate other long-term employee benefit obligations, such as service awards and post-employment health benefits.

Selain pensiun, manfaat jangka panjang lainnya mencakup tunjangan kesehatan, cuti besar, serta uang penghargaan yang diberikan kepada karyawan yang mencapai masa kerja atau usia pensiun tertentu. Estimasi beban atas manfaat tersebut diakui secara bertahap selama masa kerja karyawan, dengan pengukuran yang dilakukan minimal satu kali dalam setahun. Beban aktual yang melebihi ambang batas tertentu diakui secara bertahap sesuai dengan sisa masa kerja rata-rata karyawan. Pada akhir 2024, total beban imbalan pascakerja tercatat sebesar Rp80 miliar, menurun dibanding tahun sebelumnya sebesar Rp136,23 miliar.

Sebagai bagian dari persiapan transisi menuju masa pensiun, Perusahaan turut menyelenggarakan pelatihan purnabakti yang meliputi pelatihan kewirausahaan, manajemen keuangan pribadi, serta pembekalan mental dan motivasi. Selama tahun 2024, sebanyak 23 karyawan yang memasuki usia pensiun telah mengikuti pelatihan ini untuk mendukung kesiapan menghadapi masa pasca-kerja secara berdaya dan mandiri.

Seluruh karyawan, juga terdaftar dalam program Jaminan Hari Tua (JHT) dan Jaminan Pensiun (JP) yang diselenggarakan oleh BPJS Ketenagakerjaan. Skema pembiayaan dilakukan bersama antara perusahaan dan pekerja, sesuai dengan peraturan pemerintah. Iuran JHT terdiri dari 3,7% dari perusahaan dan 2% dari pekerja, sedangkan untuk JP sebesar 2% dari perusahaan dan 1% dari pekerja.

In addition to pensions, other long-term benefits include health benefits, sabbatical leave, and service awards granted to employees who reach a certain length of service or retirement age. The estimated liabilities for these benefits are recognized gradually over the employee's period of service, with measurements conducted at least once a year. Actual expenses that exceed a certain threshold are recognized gradually over the average remaining service period of the employees. As of the end of 2024, the total post-employment benefit expense was recorded at Rp80 billion, a decrease, an decrease compared to the previous year's amount of Rp136.23 billion.

As part of the transition preparation for retirement, the Company also organizes pre-retirement training programs covering entrepreneurship, personal financial management, as well as mental preparedness and motivational sessions. In 2024, a total of 23 employees who reached retirement age participated in this training to prepare them in facing post-employment life independently and confidently.

All employees are also enrolled in the Old Age Security (JHT) and Pension Security (JP) programs managed by BPJS Ketenagakerjaan. The contribution scheme is shared between the Company and employees in accordance with government regulations. JHT contributions consist of 3.7% from the Company and 2% from employees, while JP contributions are 2% from the Company and 1% from employees.

Pengembangan Kompetensi Karyawan [F.22][404-1][404-2]

Employee Competency Development

Pengembangan kompetensi karyawan dijalankan sebagai bagian dari strategi untuk memperkuat kinerja dan mendukung pertumbuhan bisnis berkelanjutan. Sepanjang tahun 2024, berbagai program pelatihan diselenggarakan guna meningkatkan keterampilan teknis, manajerial, dan perilaku kerja seluruh karyawan. Pelatihan dilaksanakan melalui berbagai metode, termasuk kelas tatap muka, seminar, workshop, hingga pembelajaran daring, dengan materi yang disesuaikan menurut tingkat jabatan, fungsi, dan kebutuhan organisasi. Jenis pelatihan yang diberikan terbagi ke dalam tiga kategori utama, yakni:

Employee competency development is carried out as part of the strategy to strengthen performance and support sustainable business growth. Throughout 2024, various training programs were implemented to enhance employees' technical, managerial, and behavioral skills. The training was delivered through various methods, including in-person classes, seminars, workshops, and online learning, with materials tailored to job levels, functions, and organizational needs. The types of training provided are categorized into three main groups, namely:

1. Pelatihan Wajib (*Mandatory Training*) Dirancang untuk memenuhi ketentuan regulasi dan mendukung kompetensi teknis dasar yang harus dimiliki pekerja, seperti sertifikasi SIO Alat Angkat & Angkut dan pelatihan serta refreshment Ahli K3 Umum.
2. Pelatihan Manajerial, Diperuntukkan bagi karyawan yang menempati atau akan menempati jabatan struktural tertentu, dengan tujuan membekali kepemimpinan strategis. Contohnya diklat manajerial tingkat BOD, BOD -1, BOD -2, dan BOD -3, Executive Director Course, pelatihan dan sertifikasi Human Capital Level Manager, serta Accelerated Leadership Program for Pelabuhan Indonesia (ALPI).
3. Diklat Substansial, yang mencakup:
 - Pelatihan Keterampilan Teknis, seperti pelatihan pada program standardisasi dan digitalisasi terminal, pelatihan aplikasi BPC RKAP, Training Soft Skill Series Batch I, Pelatihan Dasar-Dasar Audit, serta pelatihan audit SMK3.
 - Pelatihan Kepemimpinan, seperti Executive Director Course dan Accelerated Leadership Program for Pelabuhan Indonesia (ALPI) BOD-2.
 - Pelatihan Soft Skill, termasuk pelatihan komunikasi dan manajemen relasi pelanggan bagi Key Account Management.
 - Pelatihan Strategi Pengembangan Bisnis, seperti pelatihan tentang tata kelola, manajemen risiko, dan risk control di lingkungan kerja.

Untuk mendukung pelaksanaan seluruh program tersebut, sepanjang tahun 2024 telah diselenggarakan sebanyak pelatihan dengan partisipasi 3.870 pekerja. Cakupan partisipasi pelatihan mencapai 54,91% dari total pekerja, mendekati target yang ditetapkan sebesar 2.380 orang. Biaya yang dialokasikan untuk pelatihan mencapai Rp41,36 miliar. Total jam pelatihan karyawan tercatat sebesar 1.672,96 jam, dengan rata-rata 70 jam/tahun.

1. Mandatory training designed to comply with regulatory requirements and support the basic technical competencies that employees must possess, such as certification for Operator's License for Lifting & Transport Equipment (SIO) and training or refresher courses for General Occupational Safety and Health Experts (Ahli K3 Umum).
2. Managerial training, for employees who currently hold or will assume specific structural positions, to equip them with strategic leadership capabilities, such as managerial training for BOD, BOD-1, BOD-2, and BOD-3 levels; the Executive Director Course; training and certification for Human Capital Manager Level; and the Accelerated Leadership Program for Pelabuhan Indonesia (ALPI).

Substantial Training, which includes:

- Technical Skills Training, such as training on terminal standardization and digitalization programs, BPC RKAP application training, Soft Skill Series Training Batch I, Basic Audit Training, and OHSMS audit training.
- Leadership Training, such as the Executive Director Course and the Accelerated Leadership Program for Pelabuhan Indonesia (ALPI) BOD-2.
- Soft Skills Training, including communication training and customer relationship management for Key Account Management.
- Business Development Strategy Training, such as training on governance, risk management, and risk control in the workplace.

To support the implementation of all these programs, a total of training sessions were conducted throughout 2024 with the participation of 3,870 employees. Training participation coverage reached 54.91% of the total workforce, approaching the established target of 2,380 employees. The total cost allocated for training amounted to Rp41.36 billion. The total employee training hours recorded were 1,672.96 hours, with an average of 70 hours per year.

Rata-rata Jam Pelatihan

Average Training Hours

Kategori Jabatan Peserta	2024		2023		2022	
	Jumlah Peserta	Rata-rata Jam Pelatihan	Jumlah Peserta	Rata-rata Jam Pelatihan	Jumlah Peserta	Rata-rata Jam Pelatihan
BOC	3	24,00	8	48,00	1	456,00
BOD	17	16,94	23	51,48	5	78,40
BOD-1	86	39,07	156	44,26	82	26,83
BOD-2	416	34,02	606	30,06	327	22,34

Kategori Jabatan Peserta	2024		2023		2022	
	Jumlah Peserta	Rata-rata Jam Pelatihan	Jumlah Peserta	Rata-rata Jam Pelatihan	Jumlah Peserta	Rata-rata Jam Pelatihan
BOD-3	253	25,52	474	34,70	299	27,05
Pelaksana	3.166	36,73	2.761	30,14	2.838	20,99
Total Keseluruhan	3.941	35,68	4.028	31,37	3.552	21,96

Evaluasi Kinerja Karyawan ^[404-3]

Employee Performance Evaluation

Sistem evaluasi kinerja karyawan dilaksanakan secara terstruktur dan berbasis indikator yang terukur untuk menjamin objektivitas serta akuntabilitas dalam pengelolaan sumber daya manusia. Proses ini menggunakan *Key Performance Indicators* (KPI) sebagai tolok ukur utama, dan mengacu pada Pedoman Pengelolaan Kinerja Individu yang berlaku di seluruh lingkungan Pelindo Grup, termasuk penyesuaian dengan ketentuan internal terbaru. Pengelolaan Kinerja Individu dilakukan secara digital melalui platform resmi di aplikasi Portaverse dengan tahapan :

1. Performance Planning bulan Januari – Maret tahun berjalan;
2. Performance Monitoring bulan April, Juli, Oktober tahun berjalan dan Januari tahun berikutnya;
3. Performance Evaluation dan kalibrasi Januari – Februari tahun berikutnya;
4. Performance Rewording.

Proses ini dikoordinasikan oleh Departemen Pengelolaan & Pembelajaran SDM untuk memastikan keselarasan antara hasil penilaian dengan kebijakan pengembangan sumber daya manusia.

Sepanjang tahun 2024, seluruh pekerja organik telah mengikuti proses penilaian kinerja. Hasil evaluasi dimanfaatkan sebagai salah satu dasar dalam berbagai pengambilan keputusan, termasuk pengembangan kompetensi, rotasi dan promosi jabatan, serta penentuan remunerasi. Penerapan sistem ini mendukung terbangunnya budaya kerja berbasis kinerja dan memberikan ruang pengakuan secara setara kepada seluruh karyawan tanpa membedakan latar belakang, termasuk gender. Sebagai hasilnya, sepanjang periode pelaporan, promosi jabatan diberikan kepada 21 karyawan, yang terdiri dari 19 pria dan 2 wanita, sebagai bentuk apresiasi atas kontribusi dan capaian kinerja yang telah ditunjukkan.

The employee performance evaluation system is carried out in a structured manner and based on measurable indicators to ensure objectivity and accountability in human resource management. This process uses Key Performance Indicators (KPIs) as the main benchmarks and refers to the Individual Performance Management Guidelines applicable throughout the Pelindo Group, including alignment with the latest internal regulations. Individual Performance Management is implemented digitally through the official Portaverse application platform, with the following stages:

1. Performance Planning: January – March of the current year;
2. Performance Monitoring: April, July, October of the current year, and January of the following year;
3. Performance Evaluation and Calibration: January – February of the following year;
4. Performance Rewarding.

This process is coordinated by the Human Resources Management & Learning Department to ensure alignment between the evaluation results and the Company's human resource development policies.

Throughout 2024, all organic employees participated in the performance appraisal process. The evaluation results were utilized as one of the bases for various decision-making processes, including competency development, job rotation and promotion, as well as remuneration determination. The implementation of this system supports the establishment of a performance-based work culture and provides equal recognition to all employees regardless of background, including gender. As a result, during the reporting period, job promotions were granted to 21 employees, consisting of 19 men and 2 women, as an appreciation for their contributions and demonstrated performance achievements.

Langkah Bersama Membangun Manfaat

Collective Steps to Create Value

Pelaksanaan kegiatan usaha dijalankan dengan kepatuhan terhadap seluruh ketentuan yang berlaku, mencakup aspek ekonomi, lingkungan, dan sosial. Pendekatan ini diambil sebagai langkah untuk meminimalkan potensi dampak negatif terhadap masyarakat sekaligus memperkuat kontribusi positif terhadap lingkungan sekitar. Kehadiran Perusahaan diharapkan tidak hanya memberikan nilai ekonomi, tetapi juga menciptakan manfaat sosial yang nyata. Selain membuka peluang kerja dan memberdayakan masyarakat melalui keterlibatan sebagai mitra lokal dalam rantai pasok, beragam inisiatif Tanggung Jawab Sosial dan Lingkungan (TJSL) juga diselenggarakan sebagai bentuk kontribusi nyata. Kegiatan TJSL disusun berdasarkan kebutuhan aktual masyarakat serta mempertimbangkan potensi pengembangan wilayah sekitar secara berkelanjutan.

Implementation of business operations fully complies with applicable regulations, in economic, environmental, and social aspects. This approach aims to minimize potential negative impacts on communities while enhancing positive contributions to the surrounding environment. The Company's presence is expected not only to generate economic value but also to deliver tangible social benefits. In addition to creating job opportunities and empowering communities through engagement as local partners in the supply chain, various Corporate Social and Environmental Responsibility (CSR) initiatives are also implemented as a form of concrete contribution. These CSR activities are designed based on the actual needs of the communities and take into account the potential for sustainable regional development.

Dampak Operasi Perusahaan terhadap Masyarakat [413-1][413-2]

Impacts of Company Operations on Communities

Berdasarkan hasil evaluasi internal, kegiatan usaha yang dijalankan memiliki potensi untuk memberikan dampak, baik positif maupun negatif, terhadap lingkungan sosial di sekitar wilayah operasional. Di satu sisi, keberadaan Perusahaan memberikan kontribusi nyata bagi masyarakat, antara lain melalui penciptaan lapangan kerja, terbukanya peluang kemitraan dalam penyediaan barang dan jasa, serta pelaksanaan berbagai inisiatif sosial melalui program Tanggung Jawab Sosial dan Lingkungan (TJSL).

Namun demikian, diakui bahwa setiap aktivitas operasional tetap memiliki potensi risiko sosial, seperti terganggunya kenyamanan masyarakat, tekanan terhadap infrastruktur lokal, maupun pergeseran dinamika sosial-ekonomi. Oleh karena itu, berbagai upaya terus dilakukan untuk memaksimalkan dampak positif sekaligus meminimalkan potensi dampak negatif yang mungkin timbul. Penyesuaian strategi sosial, peningkatan komunikasi dengan masyarakat, serta penguatan pelibatan pemangku kepentingan menjadi bagian dari pendekatan yang dijalankan agar kehadiran operasional dapat terus selaras dengan kebutuhan dan harapan komunitas sekitar.

Based on internal evaluations, the Company's business activities have the potential to create both positive and negative impacts on the social environment surrounding its operational areas. On the one hand, the Company's presence contributes significantly to local communities through job creation, opportunities for partnerships in the provision of goods and services, as well as the implementation of various social initiatives through Corporate Social and Environmental Responsibility (CSR) programs.

Nevertheless, it is acknowledged that every operational activity carries potential social risks, such as disruption to community comfort, pressure on local infrastructure, and shifts in socio-economic dynamics. Therefore, various efforts are continuously undertaken to maximize positive impacts while minimizing potential negative effects. Adjustments to social strategies, intensified communication with communities, and strengthened stakeholder engagement are part of the Company's approach to ensure that its operations remain aligned with the needs and expectations of the surrounding communities.

Mekanisme Pengelolaan Suara Pelanggan

Customer Voice Management Mechanism

Perusahaan menyediakan mekanisme layanan pengelolaan suara pelanggan yang terintegrasi melalui aplikasi pendukungnya di <https://care.pelindotpk.co.id/>.

Dalam pelaksanaannya suara pelanggan yang masuk akan dicatat dalam logbook online dan didistribusikan ke masing-masing Terminal untuk selanjutnya dilakukan tindak lanjut penyelesaian sesuai dengan kewenangan yang telah ditetapkan.

Suara pelanggan berupa keluhan dan non keluhan yang disampaikan oleh pelanggan terkait pelayanan jasa kepelabuhanan dan jasa terkait lainnya yang disampaikan melalui media komunikasi yang diatur sesuai dengan peraturan perusahaan.

Manfaat pengelolaan suara pelanggan secara terpusat adalah :

1. Suara pelanggan terdokumentasi dan tercatat secara sistem
2. Kemudahan pelanggan dalam penyampaian keluhan
3. Suara pelanggan dapat dikelompokkan berdasarkan kategori yang ditetapkan untuk kemudahan evaluasi dan perbaikan layanan oleh Perusahaan.

The Company provides an integrated customer voice management service mechanism through its supporting application at <https://care.pelindotpk.co.id/>.

In its implementation, the incoming customer voices are recorded in an online logbook and distributed to the respective Terminals for follow-up and resolution in accordance with the established authority.

Customer voice, which includes complaints and non-complaint feedback, is submitted by customers regarding port services and other related services through communication media regulated in accordance with company regulations.

The benefits of centralized customer voice management are:

1. Customer voices are documented and systematically recorded.
2. Ease for customers in submitting complaints.
3. Customer voices can be grouped based on established categories for easier evaluation and service improvement by the Company.



Alur Pengelolaan Suara Pelanggan

Customer Voice Management Flow



Informasi yang harus disiapkan Information that must be prepared

- Objek keluhan atau pertanyaan | Object of complaint or inquiry
- Data Pendukung | Supporting Data:
 1. Nama, No HP | Name, Mobile Number
 2. Email
 3. Keluhan tau pertanyaan | Complaint or inquiry
 4. Bukti Pendukung | Supporting Evidence



Pencatatan Logbook care.pelindotpk.co.id Logbook Recording care.pelindotpk.co.id

CS pada masing-masing terminal mencatat komplain melalui aplikasi layanan pengelolaan suara pelanggan perusahaan.

CS at each respective terminal records complaints through the company's customer voice management service application.



1

Jalur Pengaduan | Complaint Channel

Customer menghubungi CS di masing-masing Terminal Petikemas

Customer contacts Customer Service (CS) at the respective Container Terminal.

0800 1199 999

2



24/7

3

Waktu Penanganan | Handling Time

- Telepon/Email akan direspon maksimal 1x24 jam
Telephone/Email will be responded to within a maximum of 1x24 hours.
- Feedback maksimal diberikan 14x24 jam setelah informasi diterima
Feedback will be provided within a maximum of 14x24 hours after the information is received.

4



Pengelolaan suara pelanggan di SPTP menggunakan web access yaitu care.pelindotpk.co.id dimana dalam pengelolaannya selama tahun 2024 terdapat **3.151** dengan status penyelesaian adalah **100% (closed)**.

Ruang lingkup pengelolaan suara pelanggan terbatas hanya untuk layanan jasa kepelabuhanan segmen jasa petikemas di lingkungan PT Pelindo Terminal Petikemas.

Customer voice management at SPTP utilizes web access, namely care.pelindotpk.co.id, where during 2024, **3,151** voices were managed with a **100% completion status (closed)**.

The scope of customer voice management is limited only to port service segment services for container handling within the scope of PT Pelindo Terminal Petikemas.

Dasar Pelaksanaan Kegiatan Pemberdayaan Masyarakat

Basis for Implementing Community Empowerment Activities

Keberadaan Perusahaan senantiasa dipengaruhi oleh kondisi di sekitarnya sekaligus memberikan dampak bagi masyarakat dan lingkungan. Oleh karena itu, orientasi usaha diarahkan tidak hanya pada pencapaian kinerja finansial, tetapi juga pada kontribusi nyata yang dapat dirasakan oleh masyarakat sekitar. Kesadaran terhadap tanggung jawab sosial tersebut diwujudkan melalui pelaksanaan program Tanggung Jawab Sosial dan Lingkungan (TJSL). Setiap tahun, alokasi dana TJSL disiapkan guna mendukung pemberdayaan masyarakat dan pelestarian lingkungan sebagai bagian dari strategi jangka panjang yang sejalan dengan keberlanjutan bisnis. Program yang dirancang mengacu pada kebutuhan masyarakat dan bertujuan menciptakan nilai bersama antara Perusahaan dan para pemangku kepentingan.

The Company's presence is both influenced by and has an impact on the surrounding community and environment. Therefore, the business orientation is directed not only toward achieving financial performance, but also toward delivering tangible contributions to nearby communities. This awareness of social responsibility is embodied through the implementation of Social and Environmental Responsibility (TJSL) programs. Each year, TJSL funds are allocated to support community empowerment and environmental preservation as part of a long-term strategy aligned with business sustainability. The programs are designed based on the actual needs of the community and aim to create shared value between the Company and its stakeholders.



Visi TJSL
CSR Vision

"Mewujudkan tanggung jawab lingkungan dan sosial berkelanjutan"
"Realizing sustainable environmental and social responsibility"



Misi TJSL
CSR Mission

- Menjalin hubungan yang harmonis dengan para pemangku kepentingan dalam upaya meningkatkan citra dan reputasi perusahaan yang peduli lingkungan;
Fostering harmonious relationships with stakeholders to enhance the company's environmentally conscious image and reputation;
- Membangun kemandirian ekonomi dan kesejahteraan masyarakat melalui program pemberdayaan masyarakat;
Promoting economic self-reliance and community welfare through community empowerment programs;
- Mendorong pemanfaatan teknologi dalam proses pemberdayaan masyarakat melalui proses bisnis perusahaan yang terintegrasi serta keterlibatan karyawan dalam aktivitas TJSL;
Encouraging the use of technology in community empowerment through integrated business processes and employee involvement in CSR activities;
- Berperan aktif dalam melestarikan lingkungan dengan kearifan lokal.
Actively contributing to environmental preservation by embracing local wisdom.

TJSL dijalankan sebagai bagian dari pendekatan bisnis yang bertanggung jawab, tidak hanya berlandaskan pada prinsip sosial dan lingkungan, tetapi juga memperhatikan aspek tata kelola dan hukum. Program ini merujuk pada amanat Undang-Undang No. 40 Tahun 2007 tentang Perseroan Terbatas dan Peraturan Pemerintah No. 47 Tahun 2012. Beragam kegiatan telah dilaksanakan, seperti pelatihan keterampilan, penyediaan sarana dan prasarana publik, bantuan sosial dan keagamaan, penghijauan, hingga perbaikan infrastruktur lokal. Program disalurkan melalui dua jalur utama, yaitu:

- Corporate Social Responsibility (CSR) yang fokus pada pembangunan kapasitas masyarakat, mendorong ekonomi kerakyatan, menciptakan lapangan kerja, dan memperbaiki kualitas lingkungan.
- *Sponsorship*, yang dimanfaatkan untuk membangun citra positif perusahaan dan memperkuat hubungan dengan komunitas.

Sebagai Badan Usaha Milik Negara (BUMN), tujuan bisnis juga dilandasi oleh semangat untuk ikut serta dalam mendukung pelaku usaha skala kecil, koperasi, dan komunitas lokal. Upaya ini dipertegas melalui implementasi program TJSL yang memberdayakan Usaha Mikro, Kecil, dan Menengah (UMKM), sejalan dengan Peraturan Menteri BUMN No. PER-1/MBU/03/2023 tentang Penugasan Khusus dan Program TJSL.

Koordinasi pelaksanaan TJSL dilakukan secara terpusat melalui Kantor Pusat Pelindo Terminal Petikemas, bersama Unit TJSL di Kantor Pusat Pelindo. Struktur organisasi TJSL merujuk pada Peraturan Direksi No. HK.01/1/8/1/PSOR/SDMN/PLTP-22 tentang Susunan Organisasi dan Tata Kelola Kantor Pusat, di mana unit TJSL berada di bawah koordinasi Sekretaris Perusahaan dan bertanggung jawab langsung kepada Direktur Utama dengan pembinaan oleh Direktur SDM. Per 31 Desember 2024, pelaksana TJSL pusat terdiri dari:

- Direktur SDM | HR Director: Ady Sutrisno
- Senior Vice President (SVP) Sekretaris Perusahaan | Senior Vice President (SVP) Corporate Secretary: Raden Mas Kumara Anindhita
- Vice President (VP) TJSL | Vice President (VP) CSR: Annang Cahyadi
- Staf | Staff: Eka youwerisa Cahyani, Kharis Fauzi, marinda Firmawati, dan | and Andri Hadi Winarto

CSR is implemented as part of a responsible business approach, grounded not only in social and environmental principles but also in governance and legal aspects. The program refers to the mandate of Law No. 40 of 2007 on Limited Liability Companies and Government Regulation No. 47 of 2012. Various activities have been carried out, such as skills training, provision of public facilities and infrastructure, social and religious assistance, reforestation, and improvement of local infrastructure. The program is delivered through two main channels, namely:

- Corporate Social Responsibility (CSR) focusing on community capacity building, promoting the people's economy, creating job opportunities, and improving environmental quality.
- Sponsorship, which is utilized to build a positive corporate image and strengthen relationships with the community.

As a State-Owned Enterprise (SOE), the Company's business objectives are also driven by a commitment to support small-scale businesses, cooperatives, and local communities. This effort is reinforced through the implementation of CSR programs that empower Micro, Small, and Medium Enterprises (MSMEs), in alignment with Minister of SOEs Regulation No. PER-1/MBU/03/2023 on Special Assignments and CSR Programs.

The implementation of CSR programs is coordinated centrally through the Head Office of Pelindo Terminal Petikemas, in collaboration with the CSR Unit at the Pelindo Head Office. The organizational structure of the CSR Unit refers to Board of Directors Regulation No. HK.01/1/8/1/PSOR/SDMN/PLTP-22 concerning the Organizational Structure and Governance of the Head Office, in which the CSR Unit operates under the coordination of the Corporate Secretary and reports directly to the President Director, with oversight from the Director of Human Resources. As of 31 December 2024, the central CSR implementation team consists of:

Penyaluran program TJSL mengutamakan wilayah sekitar terminal dan area operasional lainnya, dengan harapan dapat membangun kepercayaan, memperkuat hubungan jangka panjang, dan mendorong partisipasi aktif masyarakat dalam menciptakan lingkungan yang lebih berkelanjutan.

The distribution of the CSR programs prioritizes areas surrounding the terminals and other operational zones, with the aim of building trust, strengthening long-term relationships, and encouraging active community participation in creating a more sustainable environment.

Program Pemberdayaan Unggulan [F.23, F.25][203-1]

Flagship Empowerment Program

Pelaksanaan program TJSL menjadi wujud kepedulian terhadap perkembangan sosial masyarakat di sekitar wilayah operasional. Rangkaian kegiatan TJSL dilaksanakan mengacu pada empat pilar utama, yang sejalan dengan tujuan pembangunan berkelanjutan, yakni:

- **Pilar Sosial:** Mendukung pemenuhan hak dasar manusia yang adil dan setara, untuk meningkatkan kesejahteraan masyarakat secara inklusif.
- **Pilar Lingkungan:** Mendorong pengelolaan sumber daya alam dan lingkungan yang berkelanjutan sebagai bagian dari upaya menjaga keseimbangan ekosistem hidup.
- **Pilar Ekonomi:** Memperluas akses terhadap peluang kerja dan usaha yang berkelanjutan, serta mendukung pertumbuhan ekonomi melalui inovasi, kemitraan, dan penyediaan infrastruktur yang layak.
- **Pilar Hukum dan Tata Kelola:** Mewujudkan sistem hukum yang transparan dan tata kelola yang akuntabel guna menciptakan stabilitas sosial dan lingkungan usaha yang aman.

Pelaksanaan program TJSL mengacu pada Peraturan Presiden Republik Indonesia Nomor 111 Tahun 2022 tentang Pelaksanaan Pencapaian Tujuan Pembangunan Berkelanjutan (TPB). Seluruh program TJSL Perusahaan bersifat probono. Pemetaan kontribusi terhadap TPB secara rinci ditampilkan dalam tabel berikut:

The implementation of CSR programs reflects the Company's commitment to supporting social development in the areas surrounding its operations. These CSR initiatives are carried out based on four main pillars aligned with the Sustainable Development Goals (SDGs):

- **Social Pillar:** Supporting the fulfillment of basic human rights in a fair and equitable manner to enhance inclusive community welfare.
- **Environmental Pillar:** Promoting sustainable natural resource and environmental management as part of efforts to maintain ecological balance.
- **Economic Pillar:** Expanding access to sustainable employment and business opportunities, and supporting economic growth through innovation, partnerships, and adequate infrastructure.
- **Legal and Governance Pillar:** Establishing a transparent legal system and accountable governance to create social stability and a secure business environment.

The implementation of CSR programs refers to Presidential Regulation of the Republic of Indonesia Number 111 of 2022 concerning the Implementation of the Achievement of Sustainable Development Goals (SDGs). All of the Company's CSR programs are provided on a pro bono basis. The detailed mapping of contributions to the SDGs is presented in the following table:

No	Deskripsi Description	RKA 2024 (Rp) WBP of 2024	Realisasi 2024 (Rp) Realization of 2024	%
A Pilar Sosial Social Pillar				
1	TPB 1: Tanpa Kemiskinan SDG 1: No Poverty	390.000.000,00	1.175.855.400,00	301,50%
2	TPB 2: Tanpa Kelaparan SDG 2: Zero Hunger	3.885.000.000,00	2.617.799.275,00	67,38%
3	TPB 3 : Kehidupan Sehat dan Sejahtera SDG 3: Good Health and Well-being	200.000.000,00	396.276.325,00	198,14%

No	Deskripsi Description	RKA 2024 (Rp) WBP of 2024	Realisasi 2024 (Rp) Realization of 2024	%
4	TPB 4: Pendidikan Berkualitas SDG 4: Quality Education	1.860.000.000,00	1.232.175.000,00	66,25%
5	TPB 5: Kesenjangan Gender SDG 5: Gender Equality	-	-	-
B Pilar Ekonomi Economic Pillar				
1	TPB 7: Energi Bersih dan Terjangkau SDG 7: Affordable and Clean Energy	100.000.000,00	-	0,00%
2	TPB 8: Pekerjaan Layak dan Pertumbuhan Ekonomi SDG 8: Decent Work and Economic Growth	780.000.000,00	858.734.981,00	110,09%
3	TPB 9: Industri, Inovasi dan Infrastruktur SDG 9: Industry, Innovation, and Infrastructure	30.000.000,00	1.311.473.650,00*	4371,58%
4	TPB 10: Berkurangnya kesenjangan SDG 10: Reduced Inequalities	1.600.000.000,00	1.351.777.082,00	84,49%
5	TPB 17: Kemitraan untuk mencapai Tujuan SDG 17: Partnerships for the Goals	2.000.000.000,00	5.737.162.413,00	286,86%
C Pilar Lingkungan Environmental Pillar				
1	TPB 6: Air Bersih dan Sanitasi Layak SDG 6: Clean Water and Sanitation	250.000.000,00	198.000.000,00	79,20%
2	TPB 11: Kota dan Pemukiman yang Berkelanjutan SDG 11: Sustainable Cities and Communities	1.350.000.000,00	-	0,00%
3	TPB 12: Konsumsi & Produksi yang Bertanggungjawab SDG 12: Responsible Consumption and Production	325.000.000,00	-	0,00%
4	TPB 13: Penanganan Perubahan Iklim SDG 13: Climate Action	200.000.000,00	30.800.000,00	15,40%
5	TPB 14: Ekosistem Lautan SDG 14: Life Below Water	550.000.000,00	895.860.000,00	162,88%
6	TPB 15: Ekosistem Daratan SDG 15: Life on Land	480.000.000,00	152.271.570,00	31,72%
D Pilar Hukum dan Tata Kelola Legal and Governance Pillar				
1	TPB 16: Perdamaian, Keadilan dan Kelembagaan yang Tangguh SDG 16: Peace, Justice and Strong Institutions	-	-	-

Keterangan | Notes:

*) Terdapat perbedaan angka yang signifikan karena adanya serah terima terminal secara bertahap.

*) There was a significant difference in the figures due to the gradual handover of terminals.

No	Bidang Focus Area	Program	Detail Kegiatan Detail of Event	Waktu Time	Jenis Bantuan Type of Assistance	Nominal (Rp) Amount (Rp)	Hasil Pemantauan Selama 1 Tahun Monitoring Results Over One Year (Rp)
1	Prioritas Lingkungan Environmental Priority	Pengelolaan Sampah Terpadu Integrated Waste Management	Program Bank Sampah RW 03 Perak Barat, Kelurahan Perak Barat, Kecamatan Krembangan, Surabaya Waste Bank Program RW 03 Perak Barat, Surabaya	29 November 2024	Bank Sampah Digital (SIKELAPA) Aplikasi Kelola Sampah, Gudang Bank Sampah, Alat pencacah/mesin Press Digital Waste Bank (SIKELAPA): Waste Management App, Warehouse, Waste Bank Equipment, Shredder/Press Machine	152.271.570	217.530.815 (sharing with TPS)
2	Prioritas Lingkungan Digital Environmental Priority	Program Carbon Village Carbon Village Program	Konservasi Terumbu Karang di Pulau Pahawang, Provinsi Lampung Coral Reef Conservation in Pahawang Island, Lampung	15 Agustus 2024 August 15, 2024	Penanaman 632 bibit terumbu karang dan perawatan 202 terumbu karang Planting 632 coral seedlings and maintenance of 202 coral reefs	75.000.000	112.590.000 (sharing with IPC TPK)
3	Prioritas Lingkungan Environmental Priority	Program Pelindo Lestari Pelindo Lestari Program	Penanaman mangrove di Puasana, Moramo Utara, Konawe Selatan, Sulawesi Tenggara dan Lalowaru, Moramo Utara, Konawe Selatan, Sulawesi Tenggara Mangrove planting in Puasana & Lalowaru, Southeast Sulawesi	23 September 2024	Penanaman 55.000 mangrove seluas 10 Ha dan perawatan sebanyak 15.000 mangrove Planting 55,000 mangroves (10 Ha) and maintaining 15,000 mangroves	400.000.000	400.000.000
4	Prioritas Pendidikan Education Priority	Program Pelindo Prestasi Pelindo Lestari Program	Vokasi, Pelatihan Memasak untuk masyarakat ring 1 Pelabuhan Pontianak Cooking Vocational Training for Pontianak Port Community	1 Agustus 2024 August 1, 2024	Pelatihan memasak untuk masyarakat ring 1 Pelabuhan Pontianak dengan peserta sebanyak 30 orang Cooking training for 30 participants from Ring 1 of Pontianak Port	35.000.000	56.674.400 (sharing with IPC TPK)
5	Prioritas Pendidikan/Kesehatan Education/Health Priority	Program Safety and Environment	Bantuan APD TKBM TPK Merauke, TPK Ternate, TPK Bagendang, TPK Bumiharjo PPE assistance for TPK Merauke, TPK Ternate, TPK Bagendang, TPK Bumiharjo	29 Juli 2024 July 29, 2024	Bantuan APD TKBM TPK Merauke, TPK Ternate, TPK Bagendang, TPK Bumiharjo masing-masing terminal berupa 120 helm safety dan rompi safety PPE assistance for each terminal: 120 safety helmets and safety vests	136.800.000	136.800.000

No	Bidang Focus Area	Program	Detail Kegiatan Detail of Event	Waktu Time	Jenis Bantuan Type of Assistance	Nominal (Rp) Amount (Rp)	Hasil Pemantauan Selama 1 Tahun Monitoring Results Over One Year (Rp)
6	Prioritas Ekonomi dan UMK Economic and MSME Priority	Pemberdayaan UMK- MaritimePreneur MSME Empowerment - MaritimePreneur	Pelatihan dan Pembinaan Kelompok Pengolah dan Pemasar Ikan Payus Training and Coaching for Payus Fish Processing and Marketing Groups	19 dan 24 September 2024	Pelatihan dan Pembinaan Kelompok Pengolah dan Pemasar Ikan Payus sebanyak 20 UMK Training and coaching for 20 MSEs (Micro Small Enterprises)	125.990.000	125.990.000 (<i>sharing with TTL</i>)
7	Prioritas Ekonomi dan UMK Economic and MSME Priority	UMK Accelerator	Program TJSL Kolaborasi Pengembangan UMK Binaan Pelindo di Pelindo Tower CSR Program: Collaboration in Developing Pelindo's Fostered MSMEs at Pelindo Tower	3 tahun (2024- 2026) 3 Years (2024- 2026)	Kolaborasi dengan 14 entitas Pelindo Group dengan jangka waktu selama 3 tahun Collaboration with 14 Pelindo Group entities over 3 years	57.518.909	57.518.909
8	Prioritas Ekonomi dan UMK Economic and MSME Priority	Desa Binaan Tematik	Kampung Kuliner Binaan Marina Berseri Marina Berseri Fostered Culinary Village	12 November 2024	Pengembangan Kampung Kuliner Marina Berseri berupa pelatihan kewirausahaan UMK, pelatihan pertanian organik dan pembuatan pakan mandiri, perijinan UMK, booth photo, ruang display produk UMK, gapura branding Development including MSME entrepreneurship training, organic farming training, independent feed production, licensing, photo booth, display room, branding gate	250.000.000	250.000.000
9	Prioritas Ekonomi dan UMK Economic and MSME Priority	Program Sahabat Inspiratif Pelindo- Difablepreneur Pelindo Inspiring Friends - Difablepreneur	Program UMKM Disabilitas Mandiri bekerjasama dengan IKADI Jatim The Independent MSME Program for People with Disabilities in collaboration with IKADI East Java	7 Februari 2024 February 7, 2024	Pelatihan digital marketing bekerjasama dengan Aster Mice dengan peserta 50 orang dan pemberian bantuan sarana prasarana home industri Digital marketing training with Aster Mice for 50 participants and assistance with home industry facilities	89.665.000	• 42.165.000 (<i>for sapras</i>) • 47.500.000 (<i>digital marketing training</i>)

No	Bidang Focus Area	Program	Detail Kegiatan Detail of Event	Waktu Time	Jenis Bantuan Type of Assistance	Nominal (Rp) Amount (Rp)	Hasil Pemantauan Selama 1 Tahun Monitoring Results Over One Year (Rp)
10	Prioritas Ekonomi dan UMK Economic and MSME Priority	Program Teman Nelayan	Program Apartemen Kepiting Crab Apartment Program	10 September 2024	Bantuan Apartemen Kepiting bekerjasama dengan ITS dan Regional 3 Crab Apartment support in collaboration with ITS and Regional 3	190.698.000	190.698.000 (sharing with Regional 3)
11	Prioritas Sosial Kemasyarakatan Social Community Priority	Program Pelita (Pelindo Lingkungan Tanpa Anak Stunting) Pelita Program (Pelindo Environment Without Stunting)	Program Penanganan Stunting Stunting Handling Program	4 September 2024	Program penanganan stunting melalui pemberian susu bekerjasama dengan PHC dan TPS Stunting handling through milk distribution in collaboration with PHC and TPS	148.685.600	212.408.000 (sharing with TPS)

Inovasi dan Pengembangan Jasa [F.26]

Innovation and Service Development

Seiring dengan dinamika kebutuhan dan ekspektasi yang terus berkembang, berbagai langkah adaptif dan responsif terus diupayakan agar layanan yang diberikan tetap relevan, bernilai tambah, dan berdampak positif. Inovasi serta pengembangan layanan tidak hanya difokuskan pada peningkatan kualitas operasional, tetapi juga diarahkan untuk menciptakan kemudahan, efisiensi, serta pengalaman yang lebih optimal bagi pengguna jasa.

In line with the dynamic and evolving needs and expectations, the Company has continuously pursued various adaptive and responsive efforts to ensure that the services provided remain relevant with value-added, and positive impact. Innovation and service development do not only focus on improving operational quality but are also aimed at creating convenience, efficiency, and optimal user experience.



Sepanjang tahun 2024, Perusahaan mendorong berbagai inovasi dan pengembangan jasa guna meningkatkan efisiensi, keselamatan, serta mendukung penerapan aspek keberlanjutan. Inisiatif tersebut meliputi pengembangan Energy Monitoring Crane System (EMCS) berbasis kecerdasan buatan untuk efisiensi energi dan ESG, implementasi VE-PORT sebagai aplikasi daring pelaporan dan persetujuan aktivitas kapal, serta Improvement Vehicle Detector pada Block ARTG berbasis radar microwave untuk meminimalkan risiko operasional. Selain itu, diterapkan inverter berbasis baterai pada RTG guna menekan konsumsi bahan bakar, pengembangan Delivery Empty Best Pick Import System untuk efisiensi biaya logistik, serta aplikasi MARCO (Maintenance Relationship Customer Application) untuk monitoring produksi dan menjaga hubungan dengan pelanggan. Transformasi digital juga didukung melalui EASY (E-learning & E-Assessment System) bagi peningkatan kompetensi karyawan, sementara aspek keselamatan diperkuat melalui program P-SAFE (One Commitment Zero Fatality) sebagai wujud komitmen menuju nihil kecelakaan kerja.

Throughout 2024, the Company has driven various innovations and service developments to enhance efficiency, safety, and support the implementation of sustainability aspects. These initiatives include the development of the Energy Monitoring Crane System (EMCS) powered by artificial intelligence to improve energy efficiency and ESG performance, the implementation of VE-PORT as an online application for vessel activity reporting and approvals, as well as the Improvement Vehicle Detector on Block ARTG using radar microwave technology to minimize operational risks. In addition, the Company applied a battery-based inverter on RTG to reduce fuel consumption, developed the Delivery Empty Best Pick Import System to improve logistics cost efficiency, and launched the MARCO (Maintenance Relationship Customer Application) as a tool for production monitoring and maintaining customer relationships. Digital transformation was further strengthened through EASY (E-learning & E-Assessment System) to enhance employee competence, while safety aspects were reinforced with the P-SAFE (One Commitment Zero Fatality) program as a shared commitment toward zero workplace accidents.

Keamanan Produk dan Keselamatan Pelanggan

[F.17][F.27][F.28][F.29][416-1][416-2]

Product Safety and Customer Protection

Perusahaan berupaya memberikan pelayanan yang adil dan setara. Prinsip ini dijalankan sesuai Undang-Undang Perlindungan Konsumen yang mengatur perlakuan yang jujur dan tidak diskriminatif terhadap pelanggan.

The Company strives to provide fair and equal service. This principle is implemented in accordance with the Consumer Protection Law, which governs honest and non-discriminatory treatment of customers.

Layanan terminal peti kemas memegang peranan strategis dalam memperlancar arus barang di wilayah kepulauan Indonesia. Dengan terus bertambahnya pelabuhan di berbagai daerah, layanan pengelolaan terminal diharapkan semakin mendorong pertumbuhan ekonomi nasional. Namun, dalam proses operasional dan pembangunan, tetap diperhatikan potensi dampak sosial dan lingkungan yang mungkin terjadi. Berdasarkan pemetaan yang dilakukan Perusahaan, dampak dan risiko operasional manajemen terminal peti kemas adalah sebagai berikut:

Container terminal services play a strategic role in ensuring the seamless flow of goods across the Indonesian archipelago. With the increasing number of ports in various regions, terminal management services are expected to further support national economic growth. However, during operational and development activities, potential social and environmental impacts continue to be taken into account. The results of mapping conducted by the Company, identified the following operational impacts and risks of container terminal management:

Potensi Dampak dan Risiko Potential Impacts and Risks	Tindakan Penanggulangan Mitigation Measures
Pencemaran Udara Air Pollution	• Pengendalian operasi dan Pengendalian baku mutu emisi. • Pemantauan emisi gas buang secara periodic • Operational control and emission quality standard control • Periodic monitoring of exhaust gas emissions
Pencemaran Air Water Pollution	• Pengendalian operasi dan pengelolaan limbah cair. • Pemantauan secara rutin baku mutu limbah cair. • Operational control and management of liquid waste. • Routine monitoring of liquid waste quality standards.
Pencemaran Limbah B3 Hazardous Waste Pollution	• Pengelolaan limbah B3 sesuai dengan syarat dan ketentuan di dalam izin maupun sesuai dengan peraturan yang berlaku. • Upaya 3R limbah B3 dengan mengajukan izin pemanfaatan limbah B3 • Management of hazardous waste in accordance with the terms and conditions stated in the permits as well as applicable regulations. • 3R (Reduce, Reuse, Recycle) efforts for hazardous waste by applying for a utilization permit.
Keanekaragaman Hayati Biodiversity	Program konservasi dan restorasi berkelanjutan bekerjasama dengan Dinas Lingkungan Hidup atau instansi setempat. Sustainable conservation and restoration programs in collaboration with the Environmental Agency or relevant local authorities

Sebagai upaya menjaga standar keselamatan dan keamanan, penerapan Sistem Manajemen Keselamatan dan Kesehatan Kerja (SMK3) yang mengacu pada ISO 45001:2018 dilaksanakan secara konsisten. Selain itu, standar International Ship and Port Facility Security (ISPS) Code juga dijalankan untuk mengidentifikasi potensi ancaman keamanan dan menetapkan langkah-langkah pencegahan. Ketentuan ini merujuk pada Amandemen SOLAS 1974 serta Keputusan Menteri Perhubungan No. KM.33 Tahun 2002, yang telah berlaku di Indonesia sejak 1 Juli 2004. Implementasi ISPS Code dijalankan dengan mengacu pada standar International Maritime Organization (IMO), di mana Indonesia menjadi negara anggota.

Seluruh layanan yang ditawarkan dirancang dengan mempertimbangkan kepentingan berbagai pemangku kepentingan. Hal ini menjadi bagian dari tanggung jawab untuk memastikan mutu dan kepatuhan terhadap regulasi. Sepanjang tahun pelaporan, tidak terdapat layanan yang ditarik dari pasar maupun insiden ketidakpatuhan terkait aspek kesehatan dan keselamatan layanan.

As part of efforts to maintain safety and security standards, the implementation of the Occupational Health and Safety Management System (OHSMS), based on ISO 45001:2018, is carried out consistently. In addition, the International Ship and Port Facility Security (ISPS) Code is also enforced to identify potential security threats and establish preventive measures. These provisions refer to the SOLAS 1974 Amendment and the Decree of the Minister of Transportation No. KM.33 of 2002, which has been in effect in Indonesia since 1 July 2004. The implementation of the ISPS Code follows the standards of the International Maritime Organization (IMO), of which Indonesia is a member state.

All services offered are designed with the interests of various stakeholders in mind. This reflects the Company's responsibility to ensure quality and compliance with applicable regulations. Throughout the reporting year, there were no services withdrawn from the market, nor were there any incidents of non-compliance related to the health and safety aspects of the services.

Survei Kepuasan Pelanggan [F.30]

Customer Satisfaction Survey

Meningkatnya kompetisi menuntut perusahaan tidak hanya untuk memperbaiki aspek operasional tetapi juga untuk fokus pada kepuasan pelanggan. Kepuasan pelanggan adalah kunci dalam menciptakan loyalitas dan keterikatan, yang sangat penting bagi pertumbuhan jangka panjang perusahaan. Oleh karena itu, penting bagi Perusahaan untuk memahami kebutuhan dan harapan pelanggan secara mendalam. Dalam hal pelaksanaannya, salah satu metode efektif untuk mengukur kepuasan pelanggan adalah melalui survei. Survei kepuasan pelanggan dapat memberikan wawasan mengenai persepsi pelanggan terhadap berbagai aspek layanan yang ditawarkan. Melalui survei ini, perusahaan dapat mengidentifikasi area yang perlu diperbaiki dan mengembangkan strategi yang lebih baik untuk memenuhi ekspektasi pelanggan. Selain itu, hasil survei juga dapat digunakan untuk membandingkan kinerja layanan dengan pesaing, sehingga perusahaan dapat mengetahui posisi mereka di pasar. Indeks kepuasan pelanggan subholding PT Pelindo Terminal Petikemas tahun 2024 adalah sebesar 4,21 (kategori puas).

Increased competition demands that the Company not only improves operational aspects but also focuses on customer satisfaction. Customer satisfaction is key in creating loyalty and engagement, which are essential for the Company's long-term growth. Therefore, it is important for the Company to deeply understand customer needs and expectations. In terms of implementation, one effective method for measuring customer satisfaction is through surveys. Customer satisfaction surveys can provide insights into customer perceptions of various aspects of the services offered. Through these surveys, the Company can identify areas that need improvement and develop better strategies to meet customer expectations. Furthermore, the survey results can also be used to compare service performance with competitors, allowing the Company to determine its market position. The customer satisfaction index for the subholding PT Pelindo Terminal Petikemas in 2024 was 4.21 (satisfied category).

Evaluasi Mitra Kerja [408-1][409-1][308-1][308-2][414-1][414-2]

Partner Evaluation

Evaluasi terhadap kepatuhan mitra kerja dilakukan secara berkala, dengan mengacu pada peraturan perundang-undangan yang berlaku, termasuk standar ketenagakerjaan nasional serta prinsip-prinsip Hak Asasi Manusia (HAM). Fokus evaluasi mencakup aspek sosial dan lingkungan seperti kepatuhan terhadap pelarangan praktik pekerja anak dan kerja paksa, penerapan jam kerja yang wajar, penyediaan fasilitas kerja yang layak, serta peninjauan umum terhadap kesesuaian praktik mitra dengan standar lingkungan yang relevan. Sejak awal kemitraan, pihak mitra diminta menyatakan kesanggupan untuk mematuhi seluruh ketentuan tersebut. Hingga akhir 2024, tidak terdapat laporan insiden dari mitra kerja terkait pelanggaran sosial maupun lingkungan.

Periodic evaluations of partner compliance refers to applicable laws and regulations, including national labor standards and human rights principles. The evaluation focuses on social and environmental aspects such as compliance with the prohibition of child labor and forced labor practices, the implementation of reasonable working hours, provision of proper workplace facilities, and a general review of partners' compliance with relevant environmental standards. From the outset of the partnership, partners are required to declare their commitment to comply with all these provisions. As of the end of 2024, there were no reported incidents from partners regarding social or environmental violations.

Hingga akhir 2024, total keseluruhan jumlah pemasok SPTP adalah 48 pemasok, dengan 44 pemasok nasional dan 4 pemasok internasional. Perusahaan belum melakukan perhitungan untuk pemasok baru sepanjang tahun berjalan, namun Perusahaan dapat memastikan sebelum kontrak disetujui setiap pemasok selalu dievaluasi.

As of the end of 2024, the total number of SPTP suppliers was 48 suppliers, consisting of 44 national suppliers and 4 international suppliers. The Company has not yet finalized the calculation for new suppliers throughout the current year, however, the Company ensures that every supplier is always evaluated before the contract is approved.

Sistem dan Transformasi Digital [3-3]

Digital Systems and Transformation

Pengelolaan teknologi informasi di lingkungan PT Pelindo Terminal Petikemas mengacu pada Peraturan Direksi Nomor: HK.01/24/1/2/PPTI/DRTU/PLTP-25 tentang Kebijakan Strategis dan Operasional Tata Kelola Teknologi Informasi di Lingkungan PT Pelindo Terminal Petikemas. Pelaksanaan layanan TI dan pengelolaan keamanan informasi diterapkan sesuai kerangka kerja COBIT serta standar ISO 27001 dan ISO 20000, guna memastikan sistem berjalan secara efektif, terukur, dan sesuai standar. Pendekatan ini juga bertujuan menjaga integritas, kerahasiaan, serta keberlanjutan data secara jangka panjang.

Sebagai bagian dari transformasi digital di sektor logistik dan pelabuhan, Perusahaan mengembangkan dan mengimplementasikan terminal operating system (TOS), yang terdiri dari TOS Nusantara (TOSNUS) dan Pelindo TOS Petikemas (PTOS-PK). Sistem ini dirancang untuk meningkatkan transparansi dan efisiensi layanan terminal peti kemas, sekaligus mempercepat waktu layanan dan mengurangi penggunaan kertas melalui praktik paperless operation. Lebih dari itu, inisiatif ini juga mendukung pengurangan jejak lingkungan.

Transformasi digital turut diperkuat melalui penerapan Pelindo E-Office, yaitu sistem digitalisasi dokumen yang menggantikan proses administrasi manual. Langkah ini mendorong efisiensi operasional, memperbaiki akuntabilitas tata kelola dokumen, serta mengurangi konsumsi kertas dan limbah administrasi.

Seluruh inisiatif tersebut diharapkan mampu mendukung TPB Tujuan 9 (Industri, Inovasi, dan Infrastruktur), Tujuan 13 (Penanganan Perubahan Iklim), SDG 12 (Konsumsi dan Produksi yang Bertanggung Jawab) dan SDG 16 (Perdamaian, Keadilan, dan Institusi yang Tangguh).

Penguatan aspek keamanan digital dilakukan melalui evaluasi berkala atas kinerja sistem. Selain itu, dilakukan *vulnerability assessment* dan *penetration testing* (VAPT) secara rutin sebagai bagian dari mitigasi risiko keamanan siber. Pengelolaan risiko ini dilengkapi dengan implementasi Security Operations Center (SOC) dan sistem Security Information and Event Management (SIEM) untuk memastikan deteksi dini terhadap potensi ancaman siber.

Seluruh upaya tersebut diarahkan untuk menjaga keandalan infrastruktur digital sekaligus membangun kepercayaan para pemangku kepentingan atas pengelolaan informasi yang aman, transparan, dan bertanggung jawab.

Information technology management within PT Pelindo Terminal Petikemas adheres to Board of Directors Regulation Number: HK.01/24/1/2/PPTI/DRTU/PLTP-25 concerning Strategic and Operational Policies for Information Technology Governance within PT Pelindo Terminal Petikemas. IT services and information security management are implemented in accordance with the COBIT framework and ISO 27001 and ISO 20000 standards, ensuring the system operates effectively, measurably, and meets standards. This approach also aims to maintain data integrity, confidentiality, and long-term sustainability.

As part of digital transformation in the logistics and port sector, the Company has developed implemented a Terminal Operating System (TOS), which consists of TOS Nusantara (TOSNUS) and Pelindo TOS Petikemas (PTOS-PK). These systems are designed to enhance transparency and efficiency in container terminal services, while also accelerating service time and reducing paper use through paperless operations. Furthermore, this initiative supports the reduction of environmental footprints.

Digital transformation is further strengthened through the implementation of Pelindo E-Office, a document digitization system that replaces manual administration processes. This initiative promotes operational efficiency, enhances accountability in document governance, and reduces paper consumption and administrative waste.

All of these initiatives are expected to support SDGs, particularly Goal 9 (Industry, Innovation, and Infrastructure), Goal 13 (Climate Action), Goal 12 (Responsible Consumption and Production), and Goal 16 (Peace, Justice, and Strong Institutions).

The digital security aspects is strengthened through regular evaluations of system performance. In addition, vulnerability assessment and penetration testing (VAPT) are regularly conducted as part of cybersecurity risk mitigation. This risk management is further reinforced by the implementation of a Security Operations Center (SOC) and a Security Information and Event Management (SIEM) system to ensure early detection of potential cyber threats.

All of these efforts are aimed at maintaining the reliability of digital infrastructure while building stakeholder trust in the secure, transparent, and responsible management of information.

Peraturan Otoritas Jasa Keuangan (POJK) Nomor 51/POJK.03/2017 dan Surat Edaran Otoritas Jasa Keuangan (SEOJK) Nomor 16/SEOJK.04/2021 ^[G.4]

Financial Services Authority Regulation (POJK) Number 51/POJK.03/2017 and Financial Services Authority Circular Letter (SEOJK) Number 16/SEOJK.04/2021

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Pernyataan penggunaan: Statement of use:	PT Pelindo Terminal Petikemas (SPTP) telah melaporkan dengan kesesuaian "merujuk pada Standar GRI" untuk periode 1 Januari 2024 – 31 Desember 2024. PT Pelindo Terminal Petikemas (SPTP) has reported "with reference to the GRI Standards" for the period 1 January 2023 - 31 December 2024.
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	2-3 Periode pelaporan, frekuensi dan titik kontak Reporting period, frequency and contact point	16
	2-4 Pernyataan ulang informasi Restatements of information	16, 7, 9, 16
	2-5 Assurance oleh pihak eksternal External assurance	16
	2-6 Aktivitas, rantai nilai dan hubungan bisnis lainnya Activities, value chain and other business relationships	32, 35, 53-54
	2-7 Karyawan Employees	89-91
	2-8 Pekerja yang bukan karyawan Workers who are not employees	91
	2-9 Struktur tata kelola dan komposisi Governance structure and composition	57-58
	2-10 Nominasi dan seleksi untuk badan tata kelola tertinggi Nomination and selection of the highest governance body	57-58
	2-11 Ketua badan tata kelola tertinggi Chair of the highest governance body	57-58
	2-12 Peran badan tata kelola tertinggi dalam mengawasi pengelolaan dampak Role of the highest governance body in overseeing the management of impacts	57-58
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	2-26	Mekanisme untuk mencari nasihat dan menyampaikan kekhawatiran Mechanisms for seeking advice and raising concerns	76
	2-27	Kepatuhan terhadap hukum dan peraturan Compliance with laws and regulations	45-46
	2-28	Keanggotaan asosiasi Membership associations	37
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GRI 3: Topik Material 2021 GRI 3: Material Topics 2021	3-1	Proses untuk menentukan topik material Process to determine material topics	17, 21-26
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	201-2	Implikasi finansial akibat perubahan iklim Financial implications due to climate change	53
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GRI 413 : Masyarakat Setempat 2016 GRI 413: Local Communities 2016	413-1	Operasi dengan keterlibatan masyarakat lokal, penilaian dampak, dan program pengembangan Operations with local community engagement, impact assessments, and development programs	100
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Independent Assurance Statement



Independent Assurance Statement

The 2024 Sustainability Report of PT Pelindo Terminal Petikemas

Number : 23/000-758/XII/2025/SRAI

Assurance Type : Type 1

Assurance Level : Moderate

Reporting Standards : GRI Universal Standard 2021 Consolidated,

Reporting Regulation : Otoritas Jasa Keuangan Regulation (POJK) Number 51/POJK.03/2017 and SEOJK No. 16/SEOJK.04/2021

Dear stakeholders,

PT Sejahtera Rambah Asia or “SRAI” is issuing an **Independent Assurance Statement** (“the Statement”) of the **2024 Sustainability Report** (“the Report”) of **PT Pelindo Terminal Petikemas** (“the Company”). The Company is stevedoring, haulage, port services, receiving and delivery, and stacking services. The Report presents the commitment and efforts of the Company in managing its sustainability performance for the reporting period of **January 1st to December 31st, 2024**. As agreed with Management, SRAI’s responsibility is to make an assessment based on the data and content of the Report for the year.

Intended User and Purpose

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

Responsibilities

Our obligations to the Management involve assessing the Report’s content, generating findings, and recommendations, and issuing a Statement. Additionally, we are tasked with establishing conclusions and recommendations according to agreed-upon standards, methods, and approaches. Consequently, SRAI’s evaluation is solely based on the most recent editorial and data received as of December 9th, 2025, regarding the final draft. SRAI’s responsibility lies solely in providing assurance work, distinct from an audit, in accordance with the Non-Disclosure Agreement, the Assurance Engagement Agreement, Representation Letter, and Subsequent Event Testing. Management bears the sole responsibility for presenting data, information, and disclosures within the Report. Therefore, any parties relying on the Report and Statement must assume and manage their own risk.

Independence, Impartiality, and Competency

SRAI confirms NO relationships between the assurator team and the clients that can influence their independence and impartiality to conduct the assessment and generate the Statements. The assurator team is mandated to follow a particular assurance protocol and professional ethical code of conduct to ensure their objectivity and integrity. We carried out a pre-engagement assessment before the assurance work was taken to verify the risks of engagement as well as the independence and impartiality of the team. The assurator team members have knowledge of ISO 26000, AA1000 Accountability standards and principles, and also have experience in sustainability report assessment based on various reporting regulations such as Regulation of Otoritas Jasa Keuangan No.51/POJK.03/2017 on Sustainable Finance, GRI Universal Standard.

SRAI Independent Assurance Statement, version 2025, page 1 of 4

Independent Assurance Statement



Type and Level of Assurance Service

1. **Type 1 assurance** on the Report content.
2. **A moderate level of assurance** to the procedure on the Report content and evidence, where the risks of information and conclusions of the Report being error is reduced, but not to very low, but not zero.

Scope and Limitation of Assurance Service

1. Data and information in the Report for the period of **January 1st to December 31st, 2024**.
2. Material topics presented in the Report: **Occupational Health and Safety (OHS), Indirect Economic Impacts, Supply Chain Management, Energy, Emissions, Digitalization Systems and Transformation**.
3. Evaluation of publicly disclosed information, system, and process of the Company to ensure adherence of the Report content to the reporting principles.
4. SRAI does NOT include financial data, information, and figures in the Report content. We assumed that the Company, independent parties, or other parties associated with the Company have verified and/or audited financial statements, data, and information.
5. Adherence to the following reporting principles, standards, and regulations:
 - a) Regulation of Otoritas Jasa Keuangan (OJK) No.51/POJK.03/2017 regarding the Implementation of Sustainable Finance for Financial Service Institution, Listed, and Public Companies (POJK 51) with reference to OJK Circular Letter (SEOJK) 2022 No.16/SEOJK.04/2021.
 - b) Consolidated set of GRI Sustainability Reporting Standards 2021 (GRI Universal Standards).

Exclusion

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

Methodology and Source Disclosure

1. Form an Assuror Team whose members are capable in sustainability report development and assurance.
2. Perform the pre-engagement phase to ensure the independence and impartiality of the Assuror Team.
3. Hold a kick-off meeting and initial analysis of the Report draft based on the SRAI Protocol on Assurance Analysis refers to the standards, principles, and indicators of AA1000AS v3, AA1000APS (2018), and standards/regulations used in the Report.
4. Discuss online the results of the analysis with the Management and data contributors.
5. Verify evidence and trace data and information as covered in the Report.
6. The Company incorporated our recommendations in the draft Report and release the final Report content.
7. Prepare the Statement and send it to AA1000 AccountAbility for review to get approval before submitting it to the Company.

Independent Assurance Statement



8. Prepare a Management Letter detailing all aspects seen, recorded, and observed during the assurance work to the Management of the Company for further improvement of sustainability processes.

Adherence to AA1000AP (2018) and GRI Universal Standards

Inclusivity – The Company incorporates the input from both internal and external parties in its Stakeholder engagement process, also maintaining open communication through dialogue and feedback questionnaires. By communicating regularly, the Company remains responsive to changing needs and focuses on the important issues to its stakeholders. This approach helps the Company stay aligned with its stakeholders' concerns and expectations.

Materiality – The Company's material topics adequately reflect the economic, environmental, and social aspects of its operations, ensuring a balanced representation of sustainability practices. The identification process is carried out to support the determination of material topics, taking into account the concerns of internal and external stakeholders, by reviewing the selected material topics. However, the Company needs to conduct Focus Group Discussions (FGDs) as one of the processes for determining material topics, to see what topics are significant to stakeholders.

Responsiveness – The Company has established communication channels through various means, such as a customer portal for external stakeholders and an employee dialogue forum for internal stakeholders, allowing customers or stakeholders to submit complaints or expressions of gratitude. Moreover, the Company implemented a Whistleblowing System to provide secure and accessible channels. Reports are escalated through a mechanism that reflects a structured response for addressing misconduct.

Impact – The Company has implemented a Green Technology Program in several of its branches to electrify operational equipment, but the Company needs to monitor and measure the impact of this program. In the social aspect, the Company has allocated resources to support social investment programs, highlighting its ongoing commitment to communities around its operations. As a form of commitment to sustainability and workplace safety, the Company consistently strives to reduce the incidence of workplace accidents through routine health monitoring of workers prior to conducting field activities. Employee welfare was also managed properly. Employee competency development is carried out as part of the strategy to strengthen performance and support sustainable business growth. Throughout 2024, various training programs were implemented to enhance employees' technical, managerial, and behavioral skills.

Statement of Use: "with Reference to the GRI Standards" – Our experts evaluated the Report content against the GRI Universal Standards principles, disclosures, and requirements for reporting. We believe the Report has fulfilled the requirements of its statement of use; publish a GRI Content Index, provide a statement of use, and notify GRI.

GRI Standards Principles – As the assurance work was taken, the report content sufficiently indicates its adherence to the Reporting principles (accuracy, balance, clarity, comparability, completeness, sustainability context, timeliness, and verifiability). The Management provided sufficient support during the assurance work by submitting evidence/documents as requested.

Independent Assurance Statement



Recommendation

1. To identify and support the process undertaken determination of material topics, taking into account the concerns of both internal and external stakeholders through Focus Group Discussions (FGDs) to engage stakeholders and facilitate the identification and prioritization of topics considered significant, based on the outcomes of the materiality assessment.
2. To provide quantifiable metrics showing the result of energy-efficiency and carbon-emissions reductions achieved by each initiative.
3. To conduct a review to assess whether each material topic remains aligned with evolving stakeholder priorities and emerging risks.

The assurance provider,

Jakarta, December 9th 2025

Lim Hendra
Assurance Director
PT Sejahtera Rambah Asia
(SRAI)



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Lembar Umpan Balik [G.2]

Feedback Form

Laporan Keberlanjutan 2024 PT Pelindo Terminal Petikemas mengungkapkan kinerja keberlanjutan yang mencakup aspek ekonomi, sosial, dan lingkungan. Kami mengharapkan masukan, kritik dan saran dari Bapak/Ibu/Saudara sekalian terhadap laporan keberlanjutan ini.

The PT Pelindo Terminal Petikemas Sustainability Report 2024 discloses its sustainability performance which includes economic, social, and environmental aspects. We look forward to receiving inputs, critiques and suggestions from you regarding this report.

Profil Anda | Your Profile

Nama | Name :
Institusi/Perseroan | Institution/Company :
Email :
Telp/Hp :

Golongan Pemangku Kepentingan | Stakeholder Group:

- Pemegang Saham | Shareholders
- Pelanggan | Customers
- Masyarakat | Community
- Media
- Regulator
- Pegawai | Employees
- Mitra Kerja | Business Partners
- Lainnya | Others

1. Laporan ini mudah dimengerti | This report is easy to understand.

☐ tidak setuju | disagree ☐ netral | neutral ☐ setuju | agree

2. Laporan ini sudah menggambarkan informasi aspek material Perseroan, baik dari sisi positif dan negatif.

This report has described the material aspects of the Company, both from the positive and negative sides.

☐ tidak setuju | disagree ☐ netral | neutral ☐ setuju | agree

3. Mohon berikan penilaian topik material yang paling penting menurut anda (nilai 1 = paling tidak penting s/d 6 = paling penting)

Please score material topics most important to you (1 = least important to 6 = most important)

- | | | | |
|---|---------|--|---------|
| • Kesehatan dan Keselamatan Kerja (K3)
Occupational Health and Safety (K3) | [.....] | • Energi
Energy | [.....] |
| • Dampak Ekonomi Tidak Langsung
Indirect Economic Impacts | [.....] | • Emisi
Emissions | [.....] |
| • Manajemen Rantai Pasok
Supply Chain Management | [.....] | • Sistem dan Transformasi Digitalisasi
Digitalization System and Transformation | [.....] |

4. Mohon dapat memberikan saran/usul/komentar anda atas laporan ini

Please provide your suggestions/comments on this report

.....
.....

Mohon lembar umpan balik ini dapat dikirimkan kembali kepada:

Please send this feedback sheet back to:

Sekretaris Perusahaan | Company Secretary

PT Pelindo Terminal Petikemas

Jl. Perak Timur No. 478,

Surabaya 60165, Indonesia

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