

STRENGTHEN SUSTAINABLE IMPACT

Through Strategic Collaboration



2022 LAPORAN KEBERLANJUTAN
SUSTAINABILITY REPORT

PT MITRA PINASTHIKA MUSTIKA TBK

SANGGAHAN & BATASAN TANGGUNG JAWAB DISCLAIMER & BOUNDARIES

Laporan Keberlanjutan ini memuat pernyataan kondisi keuangan, hasil operasi, kebijakan, proyeksi, strategi, serta tujuan Perseroan yang digolongkan sebagai pernyataan ke depan dalam pelaksanaan perundang-undangan yang berlaku, kecuali hal-hal yang bersifat historis. Pernyataan-pernyataan tersebut memiliki prospek risiko, ketidakpastian, serta dapat mengakibatkan perkembangan aktual secara material berbeda dari yang dilaporkan. Pernyataan-pernyataan prospektif dalam Laporan Keberlanjutan ini dibuat berdasarkan berbagai asumsi mengenai kondisi terkini dan kondisi mendatang serta lingkungan bisnis di mana Perseroan menjalankan kegiatan usaha. Perseroan tidak menjamin bahwa dokumen-dokumen yang telah dipastikan keabsahannya akan membawa hasil-hasil tertentu sesuai harapan. Dalam Laporan Keberlanjutan ini memuat kata “Perseroan”, “MPMX” dan “MPM” yang didefinisikan sebagai PT Mitra Pinasthika Mustika Tbk. Selain itu, kata “kami” juga digunakan atas dasar kemudahan untuk menyebut PT Mitra Pinasthika Mustika Tbk secara umum. Kecuali tertulis lain, seluruh angka pada tabel dan grafik yang ada dalam Laporan Keberlanjutan ini menggunakan notasi Bahasa Indonesia. Dalam laporan ini kalimat yang memuat “kegiatan usaha berkelanjutan” dan “bisnis berkelanjutan” mengandung makna yang sama dengan “keberlanjutan”

This Sustainability Report contains a statement of the Company's financial condition, operating results, policies, projections, strategies, and objectives which are classified as forward-looking statements in the implementation of applicable legislation, except for historical matters. Such statements convey the prospect of risk of uncertainty and may result in actual developments materially different from those reported. Prospective statements in this Sustainability Report are made based on various assumptions regarding current conditions and future conditions and the business environment in which the Company operates its business. The Company does not guarantee that the documents that have been verified will bring certain results as expected. In this Sustainability Report, we use the words “the Company”, “MPMX” and “MPM” which refer to PT Mitra Pinasthika Mustika Tbk. In addition, the word “we” is also used to refer to PT Mitra Pinasthika Mustika Tbk in general. Unless written otherwise, all numbers in the tables and graphs in this Sustainability Report apply Indonesian notation. Also in this report, the sentences that contain words “sustainable business activities” and “sustainable business” have the same meaning as “sustainability”.



Strengthen Sustainable Impact

Through Strategic Collaboration

Perseroan memperkuat upaya proaktif untuk meminimalisir dampak negatif dan beradaptasi dalam menghadapi isu keberlanjutan, khususnya perubahan iklim. Serangkaian upaya dilakukan secara sistematis mulai dari edukasi hingga pada praktik pelaksanaannya, seperti bank sampah, *employee volunteering*, dan penanaman mangrove.

Kolaborasi dengan berbagai pemangku kepentingan juga menjadi salah satu strategi yang dijalankan oleh Perseroan dalam pelaksanaan program keberlanjutan, baik dengan karyawan internal, mitra keberlanjutan, serta instansi pendidikan maupun pemerintah untuk memperluas dampak positif.

The Company strengthens proactive efforts to minimize negative impacts and adapt in dealing with sustainability issues, especially climate change. A series of efforts were carried out systematically, from education to implementation practices, such as waste banks, employee volunteering, and mangrove planting.

Collaboration with various stakeholders is also one of the Company's strategies in implementing the sustainability program, both with internal employees, sustainability partners, as well as an educational institute and government to expand the positive impact.

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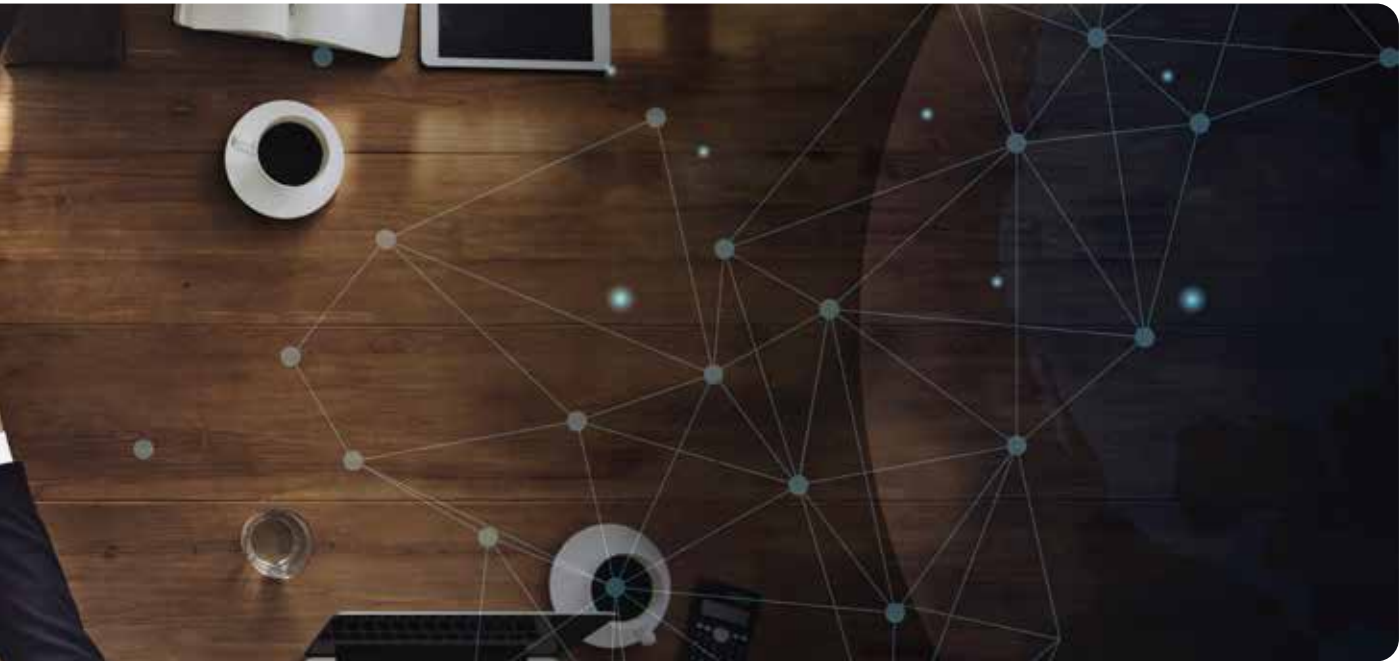
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STRATEGI KEBERLANJUTAN

SUSTAINABILITY STRATEGY

Sebagaimana terefleksi pada visi Perseroan, yakni memberikan dampak positif pada kehidupan melalui mobilitas cerdas dan integrasi sosial, keberlanjutan kami maknai untuk menciptakan, memberi, dan memaksimalkan nilai kepada seluruh pemangku kepentingan di setiap dimensi keberlanjutan, yaitu ekonomi, sosial, dan lingkungan.

As reflected in the Company's vision of positively impacting lives through smart mobility and social integration, sustainability is about creating, delivering, and maximizing value to all stakeholders across each sustainability dimension, namely economic, social, and environmental.

MEMBERIKAN DAMPAK POSITIF PADA KEHIDUPAN MELALUI MOBILITAS CERDAS DAN INTEGRASI SOSIAL

MAKE A POSITIVE IMPACT ON LIFE
THROUGH SMART MOBILITY AND SOCIAL INTEGRATION

DAMPAK POSITIF POSITIVE IMPACT

Memberikan manfaat bagi pelanggan, masyarakat sekitar seraya melindungi lingkungan yang akan memberikan nilai tambah yang berkelanjutan bagi pemegang saham.
Providing benefits to customers, the surrounding community while protecting the environment to provide sustainable added values for shareholders.

MOBILITAS CERDAS SMART MOBILITY

Menyediakan produk dan jasa yang berkualitas serta memberikan nilai tambah yang menjadi pilihan pelanggan.
Providing quality products and services and providing added values that become the customer's choice

INTEGRASI SOSIAL SOCIAL INTEGRITY

Menjalankan bisnis berkelanjutan yang memiliki tujuan untuk karyawan dengan menjadi solusi bagi kebutuhan masyarakat.
Running a sustainable business that pursue goals for employees and becoming a solution to the people's needs.



Di tahun 2021 Perseroan telah menyusun strategi keberlanjutan *#Smart&Embrace*, sejak itu kami meneguhkan perjalanan untuk terus tumbuh secara bertanggung jawab di seluruh lini bisnis Perseroan. Kami memberikan perhatian yang sama untuk lingkungan hidup, insan Perseroan, komunitas, dan bisnis, yang semua itu akan mengarah pada pertumbuhan usaha yang berkualitas.

Strategi *#Smart&Embrace* memberikan panduan yang jelas bagaimana kami meminimalkan jejak lingkungan, menyediakan produk dan layanan yang mendukung kehidupan masyarakat, menciptakan tempat kerja yang bernilai, dan meningkatkan kesejahteraan masyarakat. Seluruh aspek tersebut akan menuntun kami untuk mencapai kesuksesan pada ekosistem bisnis Perseroan seraya meningkatkan dampak positif bagi seluruh pemangku kepentingan.

Strategi *#Smart&Embrace* juga merupakan bentuk dukungan Perseroan terhadap pencapaian agenda global 2030, *Sustainable Development Goals* (SDGs). Kami telah mengidentifikasi dan memetakan tujuan serta target yang relevan dengan konteks keberlanjutan Perseroan dan memiliki peluang besar bagi kami untuk memberikan manfaat secara signifikan melalui ruang lingkup dan jangkauan kegiatan operasional Perseroan.

In 2021 the Company has developed a *#Smart&Embrace* sustainability strategy, and since then we have strengthened our journey to continue to grow responsibly across all the Company's business lines. We give equal attention to the environment, the Company's people, the community, and the business, all of which will lead to quality business growth.

The *#Smart&Embrace* strategy provides clear guidance on how we minimize our environmental footprint, provide products and services that support the community's lives, create a valuable workplace, and enhance community well-being. All of which will lead us to achieve success in Company's business ecosystem while increasing positive impact for all stakeholders.

The *#Smart&Embrace* strategy is also a form of the Company's support for the achievement of the 2030 global agenda, *Sustainable Development Goals* (SDGs). We have identified and mapped goals and targets relevant to the Company's sustainability context and have great opportunities for us to provide significant benefit through the scope and reach of the Company's operations.



Smart mobility to embrace a better environment

“MENJALANKAN KEGIATAN USAHA YANG RAMAH LINGKUNGAN DENGAN MENGELOLA DAMPAK LINGKUNGAN YANG DIAKIBKATKAN DARI OPERASIONAL DAN PRODUK SECARA LEBIH BERTANGGUNG JAWAB.”

“CARRYING OUT ENVIRONMENTAL-FRIENDLY BUSINESS ACTIVITIES BY MANAGING ENVIRONMENTAL IMPACTS RESULTING FROM OPERATIONS AND PRODUCTS MORE RESPONSIBLY.”



Upaya meminimalkan dampak aktivitas bisnis terhadap kelestarian lingkungan hidup termasuk mendukung mitigasi dampak perubahan iklim dan mengimplementasikan praktik-praktik terbaik untuk mewujudkan kelestarian.

The efforts to minimize impacts of our business activities to the environment as well as to mitigate climate change impacts and implement the best practices to sustain environmental preservation.

TUJUAN/PURPOSE



Smart mobility to embrace sustainable business

“PERSEROAN DIKENAL SEBAGAI PERUSAHAAN YANG MENJALANKAN BISNIS BERKELANJUTAN DAN MENJADI REFERENSI DALAM MEMENUHI KEBUTUHAN TRANSPORTASI YANG CERDAS BAGI MASYARAKAT DI MANA KAMI BEROPERASI.”

“THE COMPANY IS KNOWN AS A BUSINESS ENTITY THAT RUNS A SUSTAINABLE BUSINESS AND SERVES AS A REFERENCE IN FULFILLING THE SMART TRANSPORTATION NEEDS FOR THE COMMUNITIES IN WHICH WE OPERATE.”



Meningkatkan reputasi dan *branding* Perseroan sebagai perusahaan yang menjalankan usaha berkelanjutan sekaligus untuk memastikan keberlangsungan usaha seluruh Grup MPM.

Boost the corporate reputation and branding as a company that runs a sustainable business as well as to ensure business continuity of the entire MPM Group.

TUJUAN/PURPOSE



Smart mobility to embrace employee well-being

“TIDAK SEBATAS MEMBERIKAN LINGKUNGAN KERJA YANG AMAN DAN KONDUSIF TETAPI MENDORONG PENGEMBANGAN DAN AKTUALISASI DIRI DALAM PERFORMA SOSIAL DI INTERNAL MAUPUN EKSTERNAL PERUSAHAAN (PURPOSEFUL, VALUES-DRIVEN WORK ENVIRONMENT).”

“NOT LIMITED TO PROVIDING A SAFE AND VIBRANT WORKPLACE BUT ENCOURAGING THE DEVELOPMENT AND SELF-ACTUALIZATION IN SOCIAL PERFORMANCE BOTH IN THE INTERNAL AND EXTERNAL ENVIRONMENTS OF THE COMPANY (PURPOSEFUL, VALUES-DRIVEN WORK ENVIRONMENT).”

TUJUAN/PURPOSE



Menciptakan lingkungan kerja yang bernilai untuk meningkatkan rasa keterikatan karyawan terhadap perusahaan.

Establish a valuable workplace to foster engagement among employees.



Smart mobility to embrace community well-being

“MENGANGKAT STANDAR KESEJAHTERAAN BAGI RIBUAN MASYARAKAT DI MANA PERSEROAN BEROPERASI TERUTAMA DALAM 4 BIDANG UTAMA YAITU PENDIDIKAN, EKONOMI, LINGKUNGAN, DAN SOSIAL.”

“IMPROVING WELFARE STANDARDS FOR THOUSANDS OF COMMUNITIES WHERE THE COMPANY OPERATES, PARTICULARLY COVERING 4 MAIN ASPECTS, NAMELY EDUCATION, ECONOMY, ENVIRONMENT, AND SOCIAL.”

TUJUAN/PURPOSE



Meningkatkan standar kesejahteraan masyarakat.
Improve the standards of people's welfare.



Smart Mobility to Embrace Better Environment

merupakan bentuk komitmen Perseroan untuk menjalankan kegiatan usaha ramah lingkungan dengan mengelola dampak lingkungan yang diakibatkan dari kegiatan operasional dan produk secara lebih bertanggung jawab. Melalui strategi ini, kami berupaya mengimplementasikan praktik-praktik terbaik untuk menjaga kelestarian lingkungan hidup.

Perseroan memastikan adanya target yang *specific, measurable, achievable, reasonable, and timetable* (SMART) untuk setiap strategi. Namun terkait strategi *Smart Mobility to Embrace Better Environment*, kami sedang mengkaji ulang target yang ditetapkan sebelumnya, kami ingin memastikan faktor *achievable and reasonable* konsisten menjadi bahan pertimbangan dalam penetapan target.

Smart Mobility to Embrace Sustainable Business merupakan bentuk komitmen Perseroan untuk melakukan upaya optimal agar menjadi perusahaan yang menjalankan bisnis berkelanjutan dan menjadi referensi dalam memenuhi kebutuhan transportasi yang cerdas bagi masyarakat dimana kami beroperasi. Untuk mencapai tujuan tersebut, dibutuhkan pengelolaan bisnis secara komprehensif di dalam internal organisasi.

Smart Mobility to Embrace Better Environment is a form of the Company's commitment to conduct environmentally friendly business activities by more responsibly managing the environmental impacts caused by operational activities and products. Through this strategy, we strive to implement best practices to preserve the environment.

The Company ensures that there are specific, measurable, achievable, reasonable, and timetable (SMART) targets for each strategy. However, regarding the *Smart Mobility to Embrace Better Environment* strategy, we are currently reviewing the target which has been set previously, we want to make sure that achievable, and reasonable factors are taken into consideration in setting targets.

Smart Mobility to Embrace Sustainable Business is a form of the Company's commitment to making optimal efforts to become a business entity that runs a sustainable business and serves as a reference in fulfilling the smart transportation needs of the communities in which we operate. Achieving this goal requires comprehensive business management within the organization.

Melalui penerapan strategi *Smart Mobility to Embrace Sustainable Business*, di tahun 2025, kami berharap jumlah dan tingkat kepuasan pelanggan meningkat hingga 30%. Ini merupakan indikator keberhasilan yang menjadi tujuan MPM, yaitu menjadi perusahaan yang menjalankan bisnis berkelanjutan dan menjadi referensi dalam memenuhi kebutuhan transportasi yang cerdas bagi masyarakat.

Smart Mobility to Embrace Employee Well-Being merupakan bentuk komitmen Perseroan untuk menciptakan lingkungan kerja yang tidak hanya nyaman, aman dan kondusif, namun juga menekankan pada pengembangan dan aktualisasi diri dalam performa sosial di internal maupun eksternal perusahaan, *purposeful, values-driven work environment*.

Target jangka panjang kami dalam strategi *Smart Mobility to Embrace Sustainable Business*, menetapkan di tahun 2025, indeks kepuasan karyawan meningkat 15% dibandingkan dengan tahun 2022 dan tidak ada *regret loss of employee*.

Smart Mobility to Embrace Community Well-Being merupakan bentuk komitmen Perseroan untuk meningkatkan standar kesejahteraan bagi ribuan masyarakat di mana Perseroan beroperasi terutama dalam 4 bidang utama yaitu pendidikan, ekonomi, lingkungan dan sosial. Kami berupaya menerapkan program-program yang memiliki konsep menciptakan nilai bersama, bagi Perseroan dan masyarakat.

Target pencapaian jangka panjang telah ditetapkan dalam penerapan strategi *Smart Mobility to Embrace Community Well-Being*, yakni di tahun 2025 kami berharap dapat meningkatkan jumlah penerima manfaat sebesar 30% dan jangkauan wilayah penerima manfaat meningkat sebesar 20% dibandingkan tahun 2022.

By 2025, through the implementation of the Smart Mobility to Embrace Sustainable Business strategy, we expect the number and level of customer satisfaction to increase by 30%. This becomes the success indicator of the Company's goal, which is to become a business entity that runs a sustainable business and serves as a reference in fulfilling the smart transportation needs of the communities.

Smart Mobility to Embrace Employee Well-Being is a form of the Company's commitment to creating a work environment that is not only comfortable, safe, and conducive but also emphasizes development and self-actualization in social performance internally and externally, purposeful, values-driven work environment.

Our long-term target in the Smart Mobility to Embrace Sustainable Business strategy stipulates that in 2025, the employee satisfaction index will increase by 15% compared to 2022 and there will be no regretful loss of employees.

Smart Mobility to Embrace Community Well-Being is a form of the Company's commitment to improving welfare standards for thousands of communities where the Company operates, especially in 4 main areas, namely education, economy, environment, and social. We strive to implement programs that have the concept of creating shared value, for the Company and the community.

Long-term achievement targets have been set in implementing the Smart Mobility to Embrace Community Well-Being strategy, by 2025 we expect to increase the number of beneficiaries by 30% and the coverage of beneficiary areas to increase by 20% compared to 2022.

IKHTISAR KINERJA KEBERLANJUTAN

SUSTAINABILITY PERFORMANCE HIGHLIGHTS

ASPEK EKONOMI

ECONOMIC ASPECTS

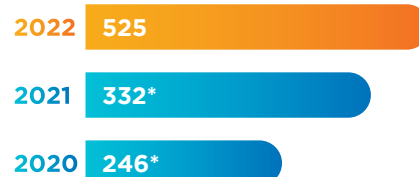
Pendapatan (dalam miliar rupiah)

Revenue (in billions rupiah)



Laba Usaha (dalam miliar rupiah)

Operating Profit (in billions rupiah)

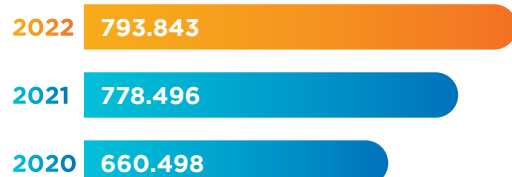


* Disajikan kembali untuk menunjukkan operasi yang dihentikan secara terpisah dari operasi yang dilanjutkan

* Re-presented to separately present the discontinued operation from the continuing operations.

Jumlah Produk yang Dijual (unit motor)

Total Product Sold (motorcycle unit)



Segmen Operasi Distribusi, Ritel, dan Aftermarket
Distribution, Retail, and Aftermarket Operation Segment

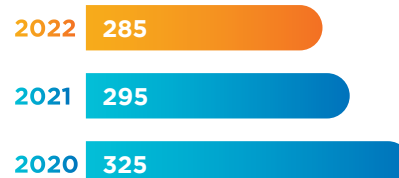


Pendapatan (dalam miliar rupiah)

Revenue (in billions rupiah)



Segmen Operasi Distribusi, Ritel,
dan Aftermarket
Distribution, Retail, and
Aftermarket Operation Segment



Segmen Operasi Asuransi
Insurance Operation Segment

* Disajikan kembali untuk menunjukkan operasi yang dihentikan secara terpisah dari operasi yang dilanjutkan

* Re-presented to separately present the discontinued operation from the continuing operations.

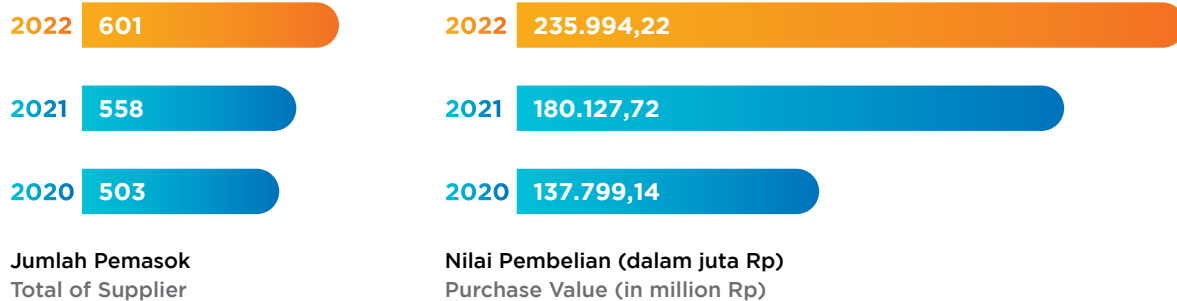


Jumlah Pemasok dan Nilai Pembelian

Total Suppliers and Purchase Value

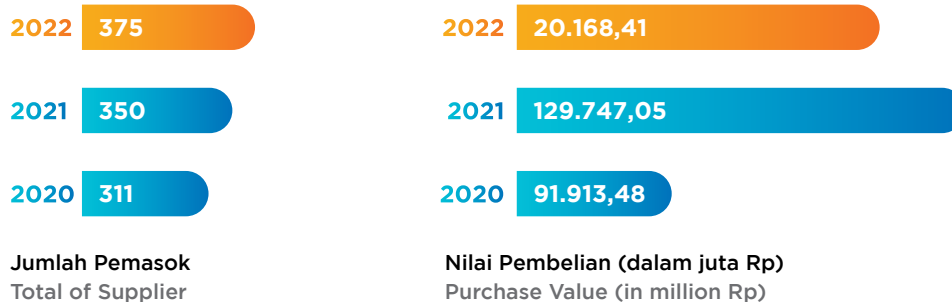
Pemasok Lokal

Local Supplier



Pemasok UMKM

MSME Supplier



Data diatas mencakup Perseroan dan Entitas Anak
All data above include the Company and Subsidiaries

ASPEK LINGKUNGAN

ENVIRONMENTAL ASPECTS

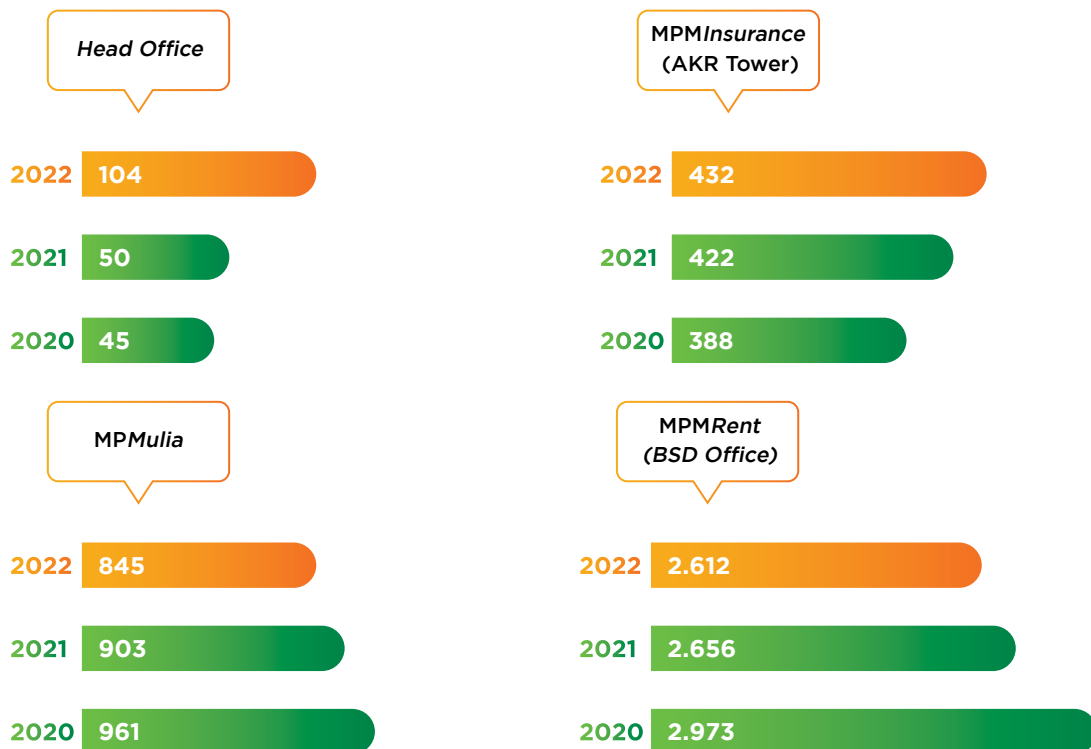
Total Biaya Lingkungan Grup MPM

MPM Group Total Environmental Cost



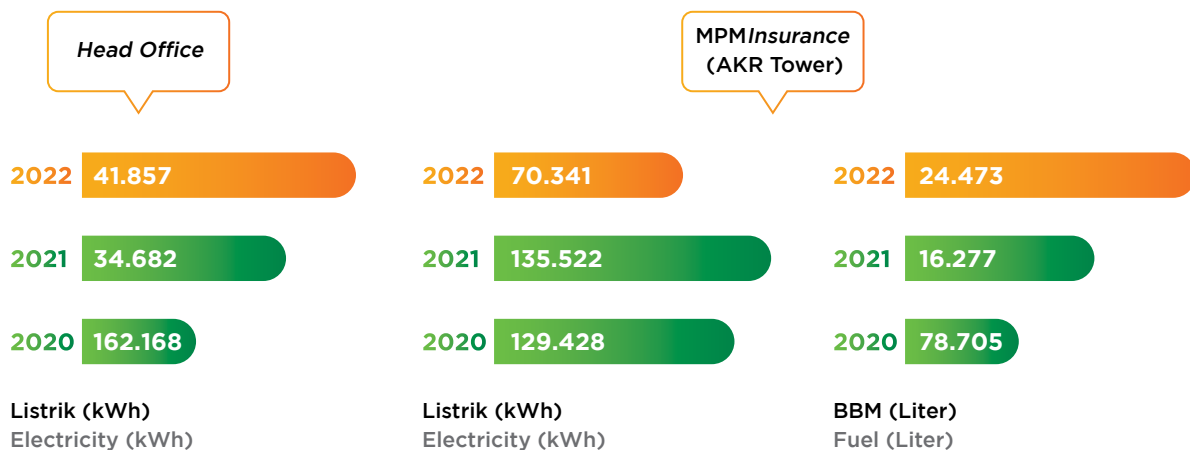
Konsumsi Kertas (rim)

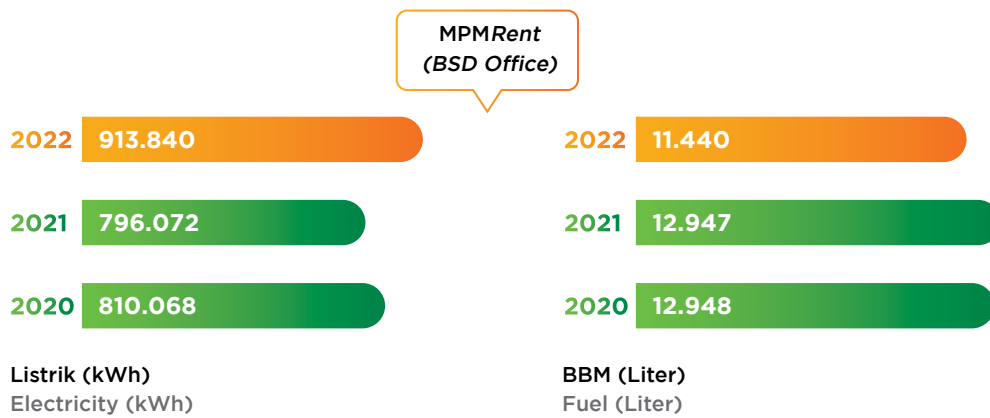
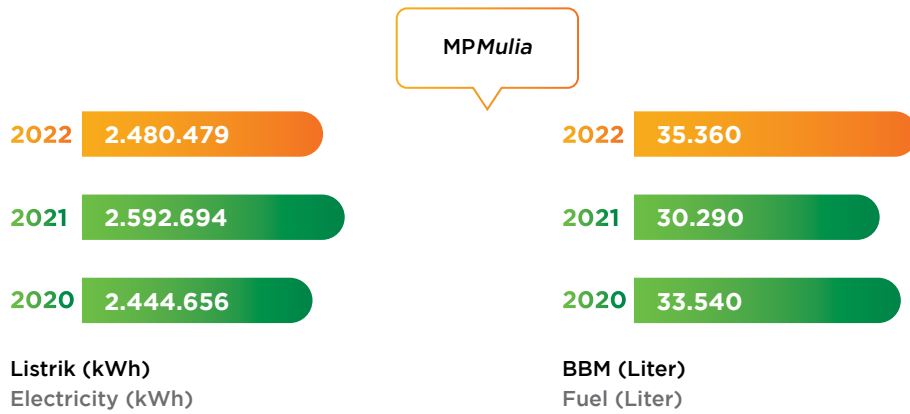
Paper Consumption (rim)



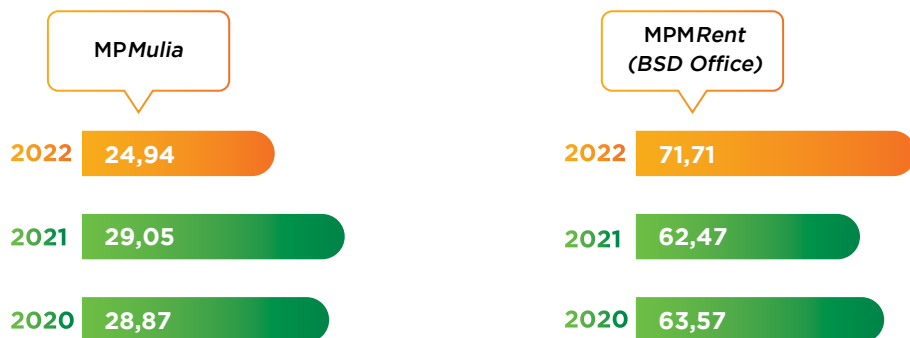
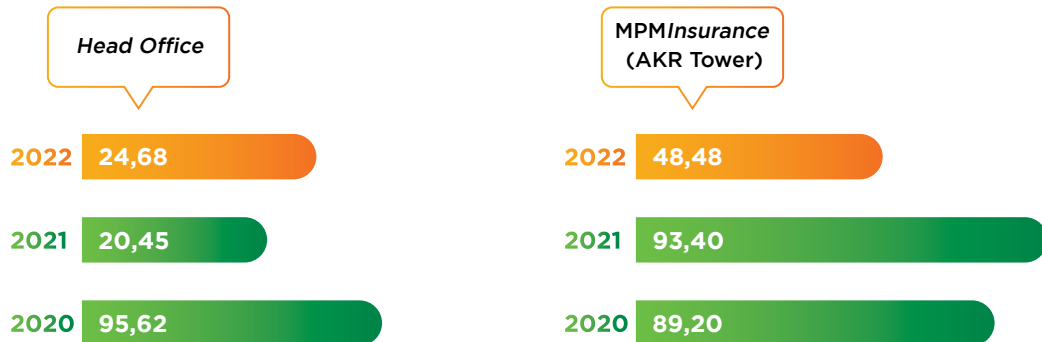
Konsumsi Energi

Energy Consumption



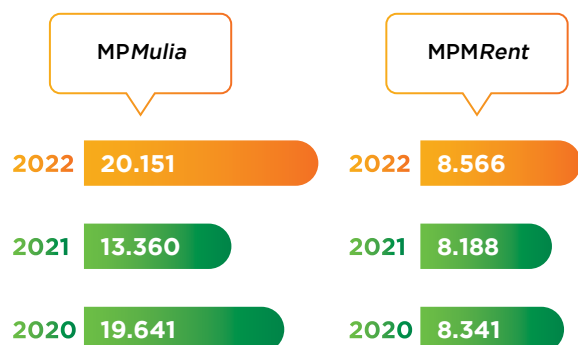
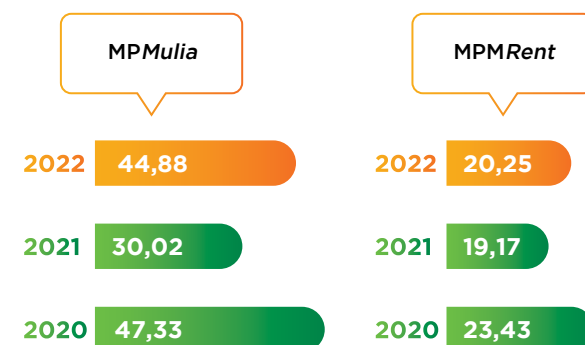


Intensitas Energi Listrik (kWh/m²)
Electricity Intensity (kWh/m²)



Emisi GRK (ton CO₂eq)**Greenhouse Gases Emissions (ton CO₂eq)**

		2022	2021	2020
Head Office	Scope 2	36,416	30,173	141,086
MPMInsurance (AKR Tower)	Scope 1	65,307	43,436	210,026
	Scope 2	61,197	117,904	112,602
MPMulia	Scope 1	94,359	75,279	89,502
	Scope 2	2.158,017	2.255,644	2.126,842
MPMRent (BSD Office)	Scope 1	30,528	34,549	34,552
	Scope 2	795,041	692,583	704,759

Konsumsi Air (m³)**Water Consumption (m³)****Intensitas Air (m³/orang)****Water Intensity (m³/person)**

10.000

bibit mangrove ditanam di Desa Golo Sepang, Manggarai Barat, Nusa Tenggara Timur

10,000 mangrove seeds were planted in Golo Sepang Village, West Manggarai, East Nusa Tenggara



100

 mobil dan

435

 sepeda motor
 berpartisipasi dalam uji emisi gratis

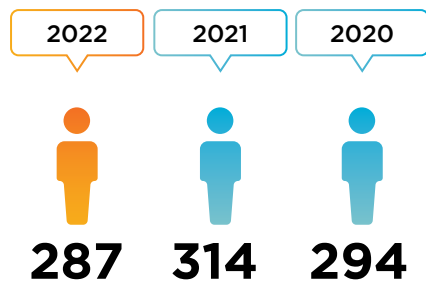
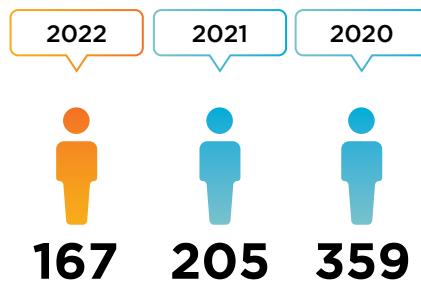
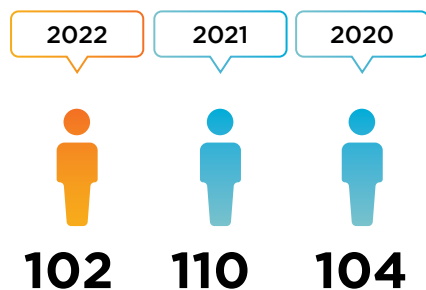
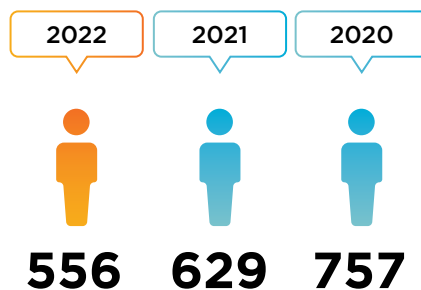
100 cars and 435 motorcycles participated in the free emission test



2.700

bibit pohon diberikan kepada pelanggan untuk turut melakukan penghijauan/peduli pada lingkungan

2.700 trees seedlings were given to customers to participate in greening/caring for the environment

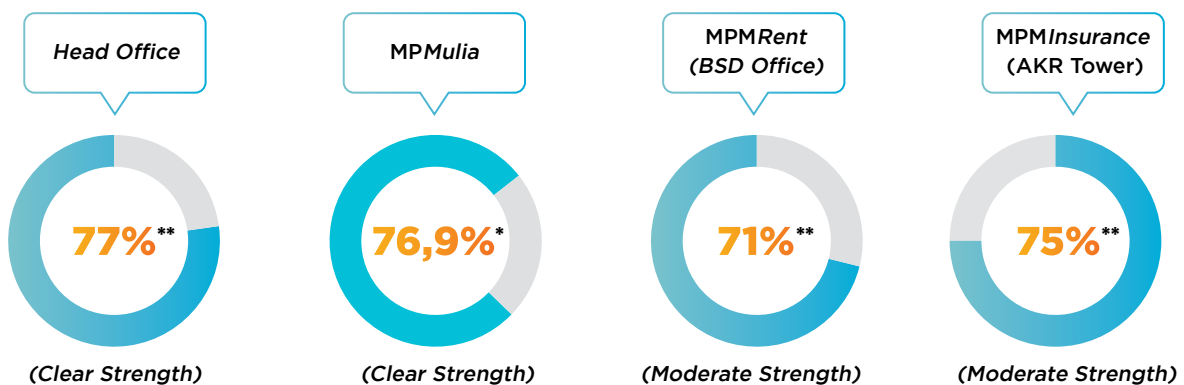
Program MILAH:**15.352,14 Kg**sampah terkumpul untuk didaur ulang
waste collected for recycling**115**orang nasabah bank sampah
Sumber Mutiara Tangerang
customers of Sumber Mutiara
Tangerang waste bank**Rp25.750.757**nilai uang dari sampah
yang terkumpul
monetary value of
waste collected**ASPEK SOSIAL****SOCIAL ASPECTS****Jumlah Tenaga Kerja Lokal (orang)****Local Employees (people)**Segmen Operasi Distribusi, Ritel,
dan Aftermarket
Distribution, Retail, and
Aftermarket Operation SegmentSegmen Operasi Transportasi
Transportation Operation SegmentSegmen Operasi Asuransi
Insurance Operation SegmentsJumlah Total per Tahun
Total per Year



Rata-rata Jam Pelatihan Karyawan Grup MPM (jam)
Average Training Hours of MPM Group Employees (hours)

	2022		2021		2020	
	👤	👤	👤	👤	👤	👤
General Manager & Vice President	26,67	31,64	21,33	16,20	27,00	16,31
Manager & Senior Manager	72,00	65,27	30,67	42,23	11,95	21,95
Supervisor & Associate Manager	22,87	31,66	42,32	31,47	12,24	13,50
Staff & Officer	13,82	16,34	25,64	21,88	7,81	18,44

Hasil pengukuran Employee Effectiveness Survey (EES)
Employee Effectiveness Survey (EES) measurement results



0 kasus kecelakaan kerja di seluruh tingkatan kecelakaan hingga tahun 2022

0 cases of work accidents at all levels by the end of 2022

Nilai investasi sosial untuk penyelenggaraan program CSR
Social investment value for CSR programs

2022 **Rp1.523.646.424**

2021 **Rp2.208.641.932**

2020 **Rp11.354.813.491**



25

Peserta Life Skill Training Centre (LSTC)

Participants in Life Skill Training Centre (LSTC)



22

Mahasiswa dan 15 anak asuh penerima manfaat Beasiswa pada program MPM Berbagi

College students and 15 foster children receive scholarships in the MPM Berbagi Program



863

Pengajar menerima manfaat dari pelatihan Teknik Bisnis Sepeda Motor

Instructors as beneficiaries in the Motorcycle Business Engineering training



1.195

Berbagai kalangan masyarakat yang menerima donasi bersama dengan Komunitas Honda

Various groups of communities received donations together with the Honda Community



255

Motor menerima servis gratis

Motorcycles received free services



27.748

Peserta pada *safety riding education*

Participants in the safety riding education

Menyediakan rumah layak huni yang dilengkapi sarana sanitasi bersih kepada 3 keluarga di Mauk, Tangerang & Desa Kesamben Kulon, Gresik melalui program program Berkah Ramadhan, Perseroan bekerja sama dengan organisasi Habitat for Humanity

Provide decent houses equipped with clean sanitation facilities for 3 families in Mauk, Tangerang & Kesamben Kulon village, Gresik, through the Berkah Ramadan program collaborated with Habitat for Humanity





Profil Perusahaan

Company Profile

SEKILAS PERSEROAN

THE COMPANY AT A GLANCE



PT Mitra Pinasthika Mustika Tbk (selanjutnya juga disebut sebagai Perseroan) adalah perusahaan konsumen otomotif terintegrasi di Indonesia. Sejak didirikan pada tahun 1987, kami terus berupaya membangun ekosistem dan menawarkan berbagai produk serta layanan yang memberikan solusi untuk kebutuhan mobilitas masyarakat.

Segmen bisnis Perseroan saat ini terdiri atas segmen-segmen usaha yang saling bersinergi, mencakup distribusi dan ritel penjualan sepeda motor dengan merek HONDA, penjualan suku cadang motor, penjualan mobil bekas, penyewaan kendaraan dan jasa pengemudi, lelang, penyediaan asuransi umum, serta pembiayaan multiguna dengan jaringan luas untuk menjangkau pelanggan di seluruh Indonesia.

Selama lebih dari 3 dekade, kami menjadi semakin kokoh untuk mencapai visi Perseroan, yaitu untuk memberikan dampak positif pada kehidupan melalui mobilitas cerdas dan integrasi sosial. Visi tersebut menggarisbawahi bagaimana kami memastikan keberlanjutan bisnis Perseroan berdampak positif bagi lingkungan dan pemangku kepentingan di seluruh rantai nilai Perseroan.

PT Mitra Pinasthika Mustika Tbk (hereinafter also referred to as the Company) is an integrated automotive consumer company in Indonesia. Since our establishment in 1987, we have continuously strived to build an ecosystem and offer various products and services that provide solutions for people's mobility needs.

The Company's current business segments are synergizing with each other, including the distribution and retail sales of HONDA motorcycle, selling motorcycle spare parts, used car sales, vehicle and driver rental, auctions, providing general insurance, and multipurpose financing with an extensive network to reach customers throughout Indonesia.

For more than 3 decades, we have strengthened ourselves to achieve the Company's vision, which is to positively impact lives through smart mobility and social integration. The vision highlights how we ensure the Company's business continuity positively impacts the environment and stakeholders across the Company value chain.

VISI, MISI, DAN NILAI KEBERLANJUTAN

VISION, MISSION, AND SUSTAINABILITY VALUES



VISI/ Vision

Memberikan dampak positif pada kehidupan melalui mobilitas yang cerdas dan integrasi sosial.

To positively impact lives through smart mobility and social integration.



MISI/ Mission

Menciptakan ekosistem untuk ide-ide terbaik (inovasi yang membawa perubahan besar) yang dihadirkan melalui produk dan layanan yang paling relevan (memahami orang dengan lebih baik) dengan cara yang paling efektif (model bisnis yang dioptimalkan dan *cross selling*) oleh orang-orang yang paling berbakat (dengan kultur untuk menampilkan kinerja terbaik) di industri kita.

To create ecosystems of the best ideas (game-changing innovation) delivered through the most relevant products and services (understanding people better) in the most effective ways (optimized business model and cross-selling), by the most talented people (high-performance culture) in our industry.

NILAI-NILAI KEBERLANJUTAN

SUSTAINABILITY VALUES

TIGA ELEMEN CREDO

THREE CREDO ELEMENTS



PROGRESSIVE THINKING

Kami percaya pada kekuatan ide. Tidak peduli dari mana pun ide tersebut berasal. Kami merangkul ide-ide dan pengetahuan baru yang membantu kami untuk maju.

We believe in the power of ideas. No matter where the ideas come from, we embrace new ideas and new knowledge to help us making progress.



ACTIVE OWNERSHIP

Kami percaya tindakan kami akan berpengaruh bagi orang lain. Penuh semangat dalam mengendalikan diri atas tindakan kami dan menjadi proaktif akan menuntun pada kesuksesan ekosistem kita.

We believe our actions will impact others. Being in full spirit to control our actions and being proactive will lead our ecosystem to succeed.



COLLABORATION

Kami percaya bahwa realisasi impian yang paling berpengaruh terjadi saat kita bekerja bersama-sama dan menghilangkan kendala untuk memberikan kekuatan kolektif masyarakat kita.

We believe that the most impactful realization of our dreams happens when we work together and remove obstacles to strengthen the collective power of our community.



Ketiga nilai tersebut ditopang oleh sepuluh *beliefs* yang berfungsi sebagai fondasi dalam realisasinya.

The three Corporate values are supported by 10 fundamental beliefs which are realized as follows:

- | | |
|---|--|
| <p>1. Kita senantiasa bersyukur atas apa yang kita miliki.</p> | <p>1. We should be grateful for what we have.</p> |
| <p>2. Para pemimpin kita harus berwibawa dan bersahaja.</p> | <p>2. Our leaders should be respectable and humble.</p> |
| <p>3. Kesuksesan dan keunggulan kita berasal dari kecerdikan, kolaborasi, dan semangat untuk berprestasi tinggi.</p> | <p>3. Our success and strengths come from our resourcefulness, collaboration, and passion for excellence.</p> |
| <p>4. Keunggulan daya saing kita didorong oleh kepemilikan yang aktif dan kemampuan untuk berpikir secara progresif.</p> | <p>4. Our competitiveness is driven by our active ownership and ability to think progressively.</p> |
| <p>5. Kami bertanggung jawab untuk membuat pelanggan senang dengan cara melampaui harapan mereka.</p> | <p>5. We are responsible to keep our customers happy by exceeding their expectations.</p> |
| <p>6. Para pemegang saham berhak mendapatkan keuntungan yang layak atas investasi mereka.</p> | <p>6. Our shareholders deserve a fair return for their investments.</p> |
| <p>7. Kepercayaan dari pemangku kepentingan hanya dapat diraih melalui integritas tanpa kompromi.</p> | <p>7. Trust from our stakeholders can only come through the highest level of integrity.</p> |
| <p>8. Kita menghargai, peduli, dan berlaku adil terhadap mitra usaha dan pemasok.</p> | <p>8. Our partners and suppliers deserve respect, care, and fairness.</p> |
| <p>9. Prestasi kerja individu maupun kelompok harus diakui dan dihargai.</p> | <p>9. Both individual and group achievements should be recognized and rewarded.</p> |
| <p>10. Keberadaan kita hendaknya memberi dampak positif bagi lingkungan</p> | <p>10. Our existence should help our community.</p> |

PROFIL

PROFILE

Nama Perusahaan Company Name	PT Mitra Pinasthika Mustika Tbk
Tanggal Pendirian Date of Establishment	2 November 1987 November 2nd, 1987
Pencatatan di Bursa Saham Listing on the Stock Exchange	29 Mei 2013 dengan kode saham MPMX May 29th, 2013 with MPMX as ticker code
Alamat Kantor Pusat Head Office Address	Lippo Kuningan Lantai 26/26th Floor Jl. H.R. Rasuna Said Kav. B-12, Karet Kuningan Jakarta 12940 - Indonesia Tel. +62 21 2971 0170 Fax. +62 21 2911 0320 www.mpmgroup.co.id
Alamat Surat Elektronik E-mail Address	- Sekretaris Perusahaan/Corporate Secretary: corsecmpm@mpm-ho.com - Hubungan Investor/Investor Relations: ir@mpm-ho.com - Komunikasi Korporat/Corporate Communication: corcomm@mpm-ho.com
Media Sosial Social Media	 mpmworld  @mpmgroup  MPM Group  MPM Group (PT Mitra Pinasthika Mustika Tbk)  @ExperienceMPM
Negara Tempat Beroperasi Country of Operation	Indonesia
Pasar yang Dilayani Market Served	Pasar Domestik Domestic Market



Sifat Kepemilikan dan Badan Hukum Ownership and Legal Basis of Establishment	Perseroan Terbatas Perusahaan Terbuka Akta Notaris Ny. Rukmasanti Hardjasatya, S.H., di Jakarta No. 2 tanggal 2 November 1987 dan diubah dengan Akta No. 6 tanggal 1 Juli 1988; akta ini disetujui berdasarkan keputusan Menteri Kehakiman No. C2-7013.HT.01.01 Th 88 tanggal 11 Agustus 1988, didaftarkan di Kepaniteraan Pengadilan Negeri Jakarta Utara dengan No. 241/Leg/1988 tanggal 29 Agustus 1988, dan diumumkan dalam Tambahan No. 1025 pada Berita Negara No. 77 tanggal 23 September 1988. Limited Company Public Company Notarial Deed of Mrs. Rukmasanti Hardjasatya, S.H., in Jakarta, No. 2 dated November 2, 1987 and amended by Deed No. 6 dated July 1, 1988; These deeds obtained approval from the Minister of Justice through a decree No. C2-7013. HT.01.01 Th 88 dated August 11, 1988, registered with the clerk of the North Jakarta District Court through a letter No. 241/Leg/1988 dated August 29, 1988, and announced in Appendix No. 1025 in State Gazette No. 77 dated September 23, 1988.
Modal Dasar Authorized Capital	Rp5.000.000.000.000
Modal Disetor Paid-Up Capital	Rp2.231.481.638.000 Nilai nominal: Rp500 per lembar saham Nominal value: Rp500 per share

SKALA USAHA

BUSINESS SCALE

JUMLAH ASET DAN JUMLAH LIABILITAS

TOTAL ASSETS AND TOTAL LIABILITIES

LAPORAN POSISI KEUANGAN KONSOLIDASIAN (DALAM MILIAR RUPIAH) CONSOLIDATED STATEMENT OF FINANCIAL POSITION (IN BILLION RUPIAH)	2022	2021	2020
Jumlah Aset Lancar Total Current Assets	3.645	3.044	2.770
Jumlah Aset Tidak Lancar Total Non-Current Assets	5.244	6.826	6.440
Jumlah Aset Total Assets	8.889	9.870	9.210
Jumlah Liabilitas Jangka Pendek Total Current Liabilities	1.936	2.107	1.798
Jumlah Liabilitas Jangka Panjang Total Non-Current Liabilities	766	1.504	1.088
Jumlah Liabilitas Total Liabilities	2.702	3.611	2.886
Jumlah Ekuitas Total Equity	6.187	6.259	6.324
Jumlah Ekuitas yang dapat Didistribusikan kepada: Total Equity Attributable to:			
Pemilik Entitas Induk Owners of the Company	6.187	6.259	6.324
Kepentingan Nonpengendali Non-Controlling Interests	0	0	0

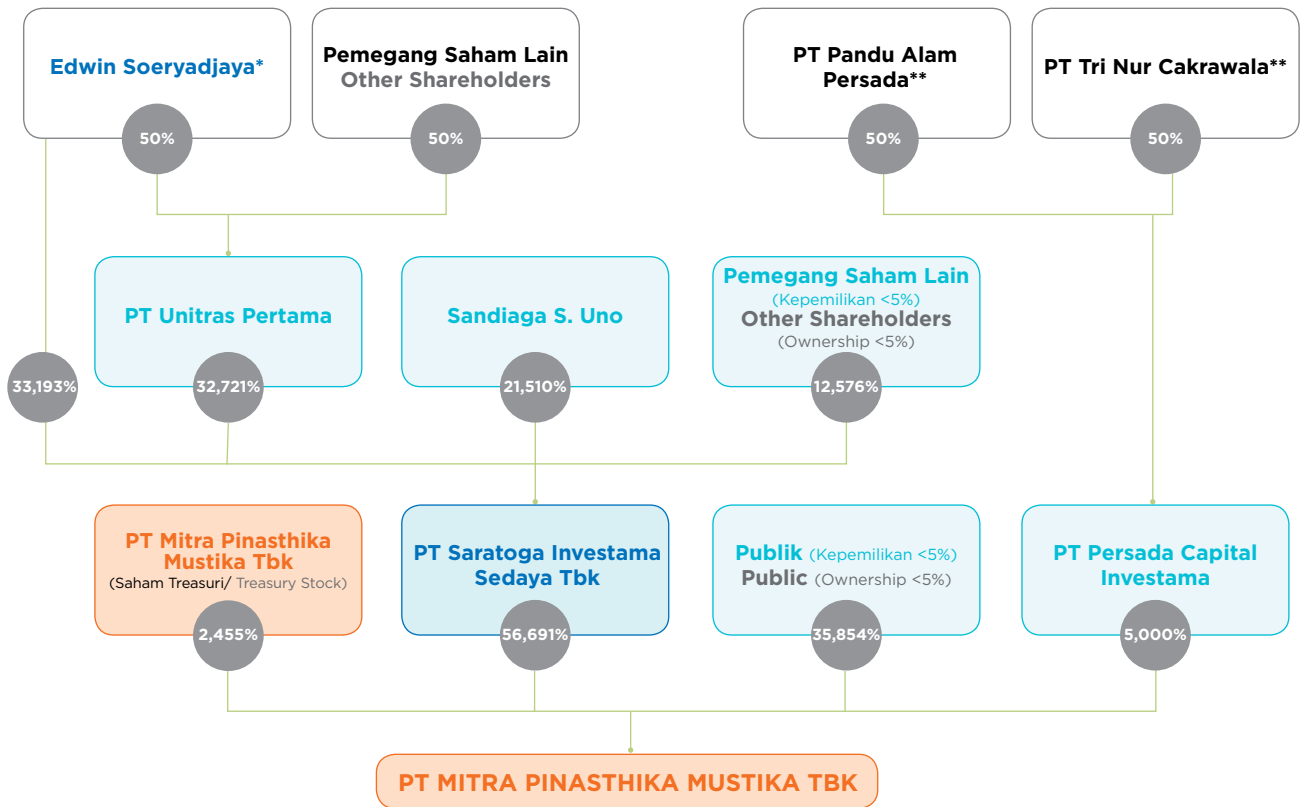
DEMOGRAFI KARYAWAN

EMPLOYEES DEMOGRAPHY

	2022		2021		2020	
	Jumlah Total	%	Jumlah Total	%	Jumlah Total	%
Berdasarkan Jenis Kelamin/ By Gender						
Laki-laki/ Male	463	29,87	662	29,75	633	29,00
Perempuan/ Female	1.087	70,13	1.563	70,25	1.550	71,00
Jumlah/ Total	1.550	100,00	2.225	100,00	2.183	100,00
Berdasarkan Jenjang Jabatan/ By Organization Level						
General Manager & Vice President	28	1,81	33	1,48	36	1,65
Manager & Senior Manager	70	4,52	101	4,54	111	5,09
Supervisor & Associate Manager	189	12,19	294	13,21	516	23,65
Staff & Officer	1.263	81,48	1.797	80,76	1.520	69,62
Jumlah/ Total	1.550	100,00	2.225	100,00	2.183	100,00
Berdasarkan Kelompok Usia/ By Age Group						
≤ 25 tahun/ years old	149	9,61	217	9,75	238	12,24
26 - 30 tahun/ years old	345	22,26	554	24,90	508	26,12
31 - 40 tahun/ years old	720	46,45	1.021	45,89	1.027	52,80
41 - 50 tahun/ years old	289	18,65	367	16,49	347	17,84
50 - 55 tahun/ years old	36	2,32	49	2,20	49	2,52
> 55 tahun/ years old	11	0,71	17	0,76	14	0,72
Jumlah/ Total	1.550	100,00	2.225	100,00	2.183	100,00
Berdasarkan Tingkat Pendidikan/ By Education Level						
Sarjana atau lebih tinggi/ Undergraduate or above	793	52,16	1.106	49,71	1.073	49,15
Diploma/ Vocational	165	10,65	282	12,67	275	12,60
Lain-lain/ Others	592	38,19	837	37,62	835	38,25
Jumlah/ Total	1.550	100,0	2.225	100,00	2.183	100,00
Berdasarkan Status Ketenagakerjaan/ By Employment Status						
Pegawai tetap/ Permanent employee	1.319	85,10	1.823	47,90	1.943	42,00
Pegawai kontrak/ Contract employee	231	14,90	1.983	52,10	2.682	58,00
Jumlah/ Total	1.550	100,00	3.806	100,00	4.625	100,00

KEPEMILIKAN SAHAM

SHARES OWNERSHIP

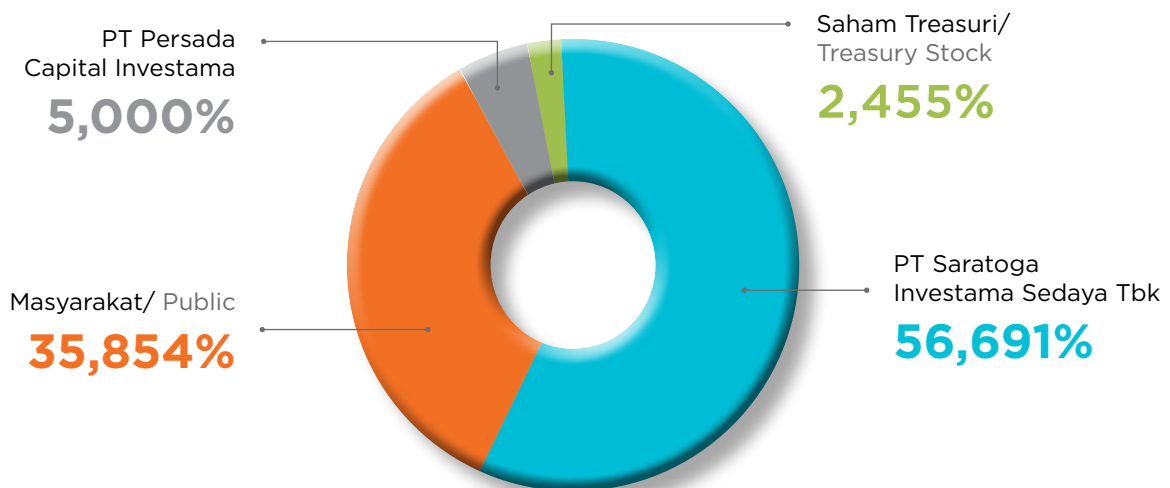


* Penerima manfaat akhir/ Final beneficiary

** Perseroan Terbatas yang tertutup/ Closed Limited Liability Company

KOMPOSISI PEMEGANG SAHAM PER 31 DESEMBER 2022

COMPOSITION OF SHAREHOLDERS AS OF DECEMBER 31ST, 2022



PRODUK, LAYANAN, DAN KEGIATAN USAHA

PRODUCTS, SERVICES, AND BUSINESS ACTIVITIES

Kegiatan usaha utama Perseroan terdiri dari:

1. Penjualan dan perdagangan besar sepeda motor baru;
2. Penjualan dan perdagangan eceran sepeda motor baru, termasuk motor sepeda atau moped;
3. Perdagangan besar dan perdagangan eceran suku cadang sepeda motor dan aksesorisnya;
4. Perdagangan mobil baru dan mobil bekas;
5. Perdagangan suku cadang dan aksesoris mobil;
6. Industri *sparepart* kendaraan bermotor;
7. Industri aksesoris kendaraan bermotor;
8. Jasa konsultasi manajemen lainnya, yang mencakup konsultasi bisnis, manajemen dan administrasi dan melakukan investasi dengan cara melakukan penyertaan pada perusahaan lain secara langsung maupun tidak langsung;
9. Jasa konsultasi keamanan informasi; dan
10. Jasa transportasi pengangkutan.

Selain itu, Perseroan juga menjalankan kegiatan usaha penunjang lainnya, yang mencakup:

1. Jasa reparasi dan perawatan sepeda motor, termasuk pencucian sepeda motor, serta pemeliharaan, perawatan dan perbaikan peralatan sepeda motor;
2. Jasa pemeliharaan, perawatan dan reparasi peralatan mobil;
3. Jasa persewaan dan sewa beli kendaraan bermotor, termasuk tetapi tidak terbatas diantaranya, aktivitas penyewaan dan sewa guna usaha tanpa hak opsi alat transportasi darat bukan kendaraan bermotor roda empat atau lebih dan mobil, bus, truk, dan sejenisnya; dan jasa sewa guna usaha dengan hak opsi; dan
4. Jasa penjualan bahan bakar mobil dan motor.

Menyesuaikan dengan produk dan layanan yang disediakan, Perseroan mengelompokkan pengelolaan usaha berdasarkan segmen operasi yang dijalankan oleh Entitas Anak. Selain itu Perseroan juga memiliki Entitas Asosiasi yang juga mendukung kegiatan usaha Perseroan. Segmen operasi, produk serta layanan yang dijalankan oleh Entitas Anak dan Entitas Asosiasi adalah sebagai berikut:

The Company serves the following main business activities:

1. Trading and wholesale of new motorcycles;
2. Sales and retail trading of new motorcycles, including mopeds;
3. Wholesale and retail trading of motorcycle spare parts and accessories;
4. Trading of new and used cars;
5. Trading of cars' spare parts and accessories;
6. Motor vehicle spare parts industry;
7. Motor vehicle accessories industry;
8. Other management consultancy services including business, management, and administration consultancy and investment through direct or indirect participation in other businesses;
9. Information technology consulting services; and
10. Transportation services.

In addition, the Company also carries out other supporting business activities, namely:

1. Motorcycle repair and maintenance services, including washing motorcycles, as well as maintenance, services and repair of motorcycle equipment;
2. Car maintenance and repair services;
3. Motor vehicle rental and sales services, including but not limited to, rental and leasing business without option rights for land transportation vehicles, excluding 4 or more-wheel vehicle and cars, buses, trucks and other vehicles of similar types; and leasing with option rights; and
4. Car and motorcycle fuel sales services.

In accordance with the products and services provided, the Company classifies business management based on the operating segments run by its Subsidiaries. In addition, the Company also has Associated Entities that also support the Company's business activities. The operating segments, products, and services provided by the Subsidiaries and Associated Entities are as follows:

ENTITAS ANAK

SUBSIDIARIES

	 PT Mitra Pinasthika Mulia ("MPM _{Mulia} ")	 PT Asuransi Mitra Pelindung Mustika ("MPM _{Insurance} ")
Segmen Operasi Operating Segments	Distribusi, Ritel, dan <i>Aftermarket</i> Distribution, Retail, and Aftermarket	Asuransi Insurance
Produk/Jasa Products/Services	MPM_{Mulia} adalah distributor sepeda motor merek HONDA khusus untuk wilayah Jawa Timur dan Nusa Tenggara Timur, dan didukung dengan distribusi ritel oleh MPMMotor. MPM_{Mulia} is the sole distributor of HONDA brand motorcycles specifically for East Java and East Nusa Tenggara markets, with support from our retail distribution company, MPMMotor.	MPM_{Insurance} merupakan penyedia produk-produk asuransi kerugian (non-jiwa) seperti asuransi kendaraan bermotor, asuransi properti, asuransi pengangkutan laut, asuransi rangka kapal, dan asuransi rekayasa, dan lain-lain. MPM_{Insurance} provides loss insurance products (non-life) such as motor vehicle insurance, property insurance, sea transportation insurance, marine hull insurance, and engineering insurance, and the others.

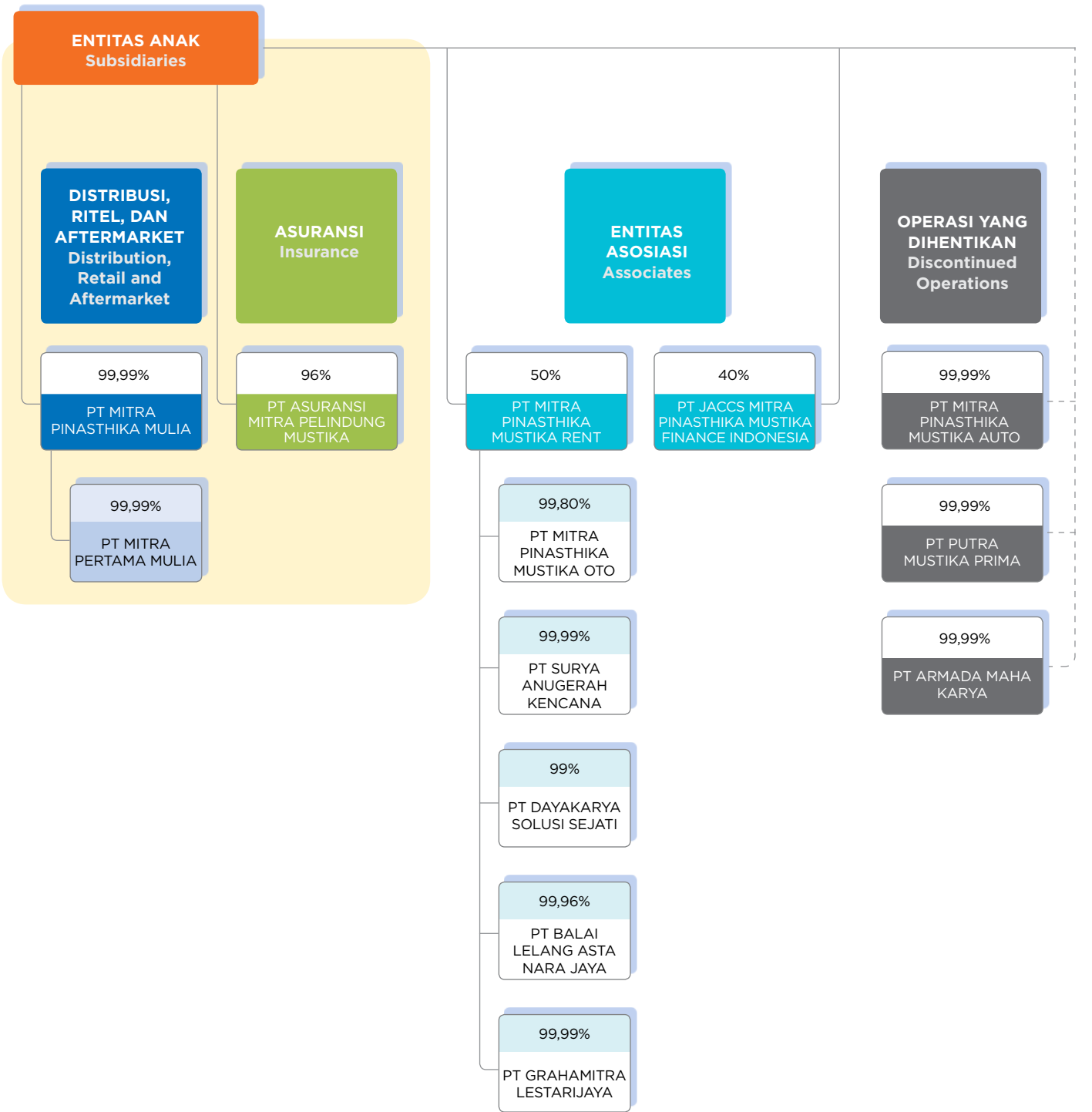
ENTITAS ASOSIASI

ASSOCIATE ENTITIES

	 PT Mitra Pinasthika Mustika Rent ("MPM _{Rent} ")	 PT JACCS Mitra Pinasthika Mustika Finance Indonesia ("JACCS MPM Finance Indonesia")
Segmen Operasi Operating Segments	Transportasi Transportation	Pembiayaan Financing
Produk/ Jasa Products/ Services	MPM_{Rent} adalah penyedia jasa sewa/ rental kendaraan bermotor untuk jangka pendek dan jangka panjang serta layanan pendukungnya, terutama bagi konsumen korporat. Segmen operasi Transportasi juga dikontribusikan oleh entitas anak dari MPM_{Rent}, yaitu PT Surya Anugerah Kencana, PT Balai Lelang Asta Nara Jaya (AUKSI), PT Mitra Pinasthika Mustika Oto, PT Grahemitra Lestarijaya dan PT Dayakarya Solusi Sejati. MPM_{Rent} provides short- and long-term transportation rental services and its supporting services, especially for the corporate segment market. The transportation segment is also contributed by MPM_{Rent}'s subsidiaries, namely PT Surya Anugerah Kencana (AUKSI), PT Balai Lelang Asta Nara Jaya, PT Mitra Pinasthika Mustika Oto, PT Grahemitra Lestarijaya and PT Dayakarya Solusi Sejati.	JACCS MPM Finance Indonesia menjalankan kegiatan usaha di bidang jasa pembiayaan, termasuk jasa keuangan di bidang asuransi, layanan konsultasi, dan perdagangan dengan menggunakan perangkat lunak serta jasa pembiayaan konsumen. JACCS MPM Finance Indonesia operates financing services, including financial services, such as insurance, consulting, and trade services using software and consumer financing services.

STRUKTUR GRUP
GROUP STRUCTURE

PT MITRA PINASTHIKA MUSTIKA TBK



WILAYAH OPERASIONAL

OPERATIONAL AREA



MPM
RENT

8

Kantor Cabang
Branch Office

16

Representative Offices
(RO) serta Service
Points (SERPO)
Representative Offices
(RO) serta Service
Points (SERPO)

MPM
INSURANCE

1

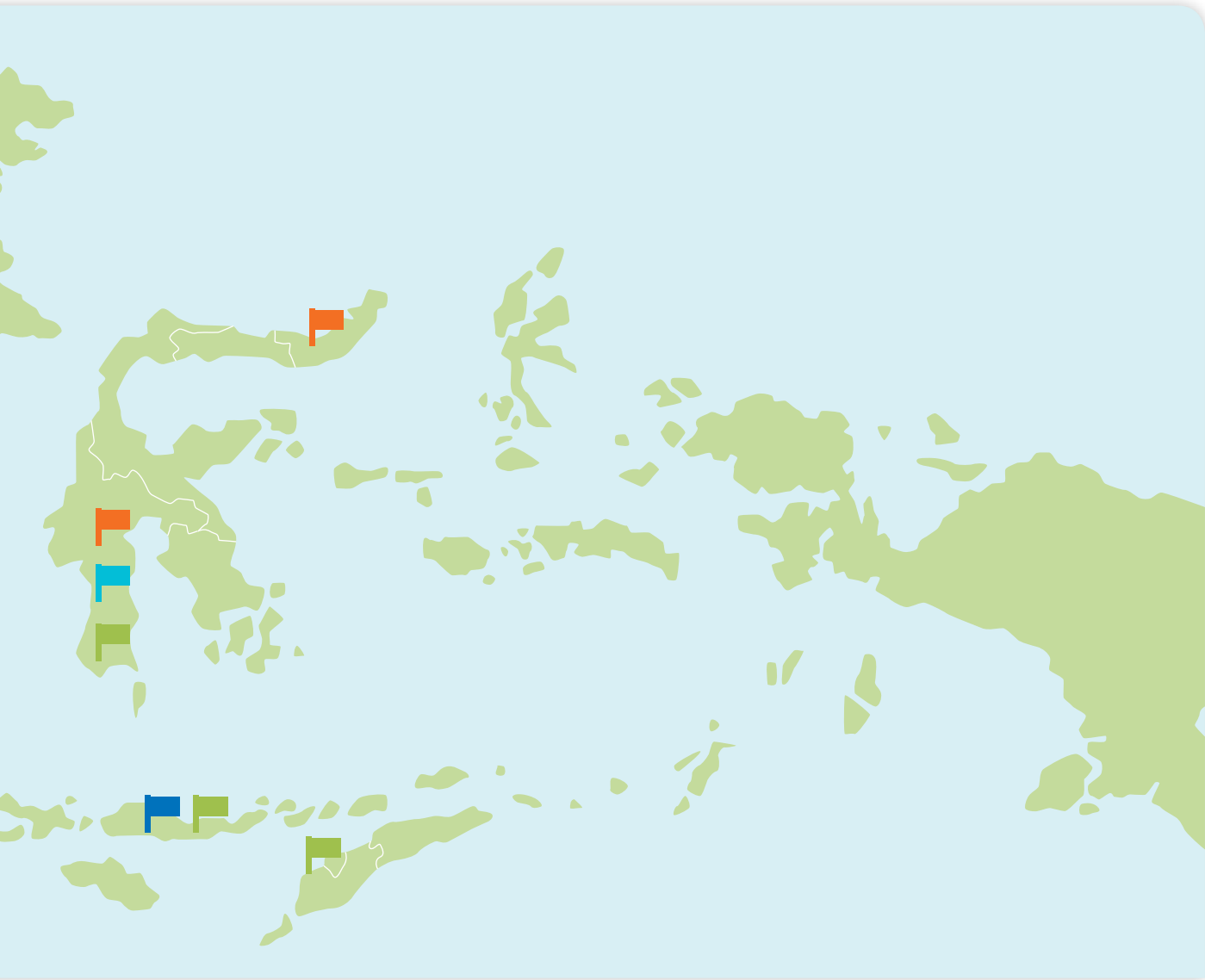
Kantor Pusat
Main Office

2

Kantor Cabang
Branch Offices

15

Kantor Perwakilan
Representative Offices



MPM
MOTOR

40
Gerei *Retail*
Retail Outlets

MPM
DISTRIBUTOR

273
Dealer
Dealers



KEANGGOTAAN PADA ASOSIASI

ASSOCIATION MEMBERSHIP

Perseroan tergabung pada beberapa asosiasi sebagai berikut:

1. Asosiasi Emiten Indonesia (AEI) sejak 30 Oktober 2013.
2. Indonesia Corporate Secretary Association (ICSA) tercatat atas nama Sekretaris Perusahaan Perseroan Nadya Victaurine sejak 2022.
3. Institute of Certified Sustainability Practitioners (ICSP) tercatat atas nama GM Corporate Communication & Sustainability, Natalia Lusnita sejak 2021.

The Company is a member of the following associations:

1. Asosiasi Emiten Indonesia (AEI) since October 30, 2023
2. Indonesia Corporate Secretary Association (ICSA), registered on behalf of the Company's Corporate Secretary, i.e., Nadya Victaurine since 2022.
3. Institute of Certified Sustainability Practitioners (ICSP), registered on behalf of GM Corporate Communication & Sustainability, i.e., Natalia Lusnita since 2021.



PERUBAHAN SIGNIFIKAN

SIGNIFICANT CHANGES

Selama periode pelaporan terdapat perubahan signifikan yang terjadi dalam kegiatan usaha Perseroan. Perubahan tersebut mencakup:

1. Sejak 31 Agustus 2022, salah satu Entitas Anak Perseroan, yaitu PT Armada Maha Karya telah dihentikan operasinya.
2. MPMRent yang sebelumnya merupakan Entitas Anak Perseroan, sejak 31 Mei 2022 telah menjadi Entitas Asosiasi Perseroan, terkait adanya perubahan kepemilikan saham.

During the reporting period there were significant changes occurred in the Company's business activities. These changes include:

1. Since 31st August 2022, one of the Company's subsidiaries, PT Armada Maha Karya, has discontinued its operations.
2. MPMRent which was previously a Subsidiary of the Company, has become an Associated Entity of the Company since 31st May 2022, due to a change in share ownership.

SUWITO MAWARWATI

Direktur Utama
President Director



LAPORAN DIREKSI

BOARD OF DIRECTORS' REPORT

Pemangku Kepentingan yang Terhormat,

PT Mitra Pinasthika Mustika Tbk ("Perseroan") kembali menyajikan Laporan Keberlanjutan 2022 sebagai bentuk komitmen kami terhadap penerapan prinsip transparansi. Laporan Keberlanjutan edisi ketiga ini, memaparkan berbagai program, inisiatif, kebijakan, serta pencapaian kinerja Perseroan sepanjang tahun 2022 dalam mengimplementasikan praktik usaha berkelanjutan (*Sustainable Business*).

KEBIJAKAN UNTUK MERESPON TANTANGAN KEBERLANJUTAN

Makna Keberlanjutan

Sesuai dengan visi Perseroan yaitu memberikan dampak positif pada kehidupan melalui mobilitas cerdas dan integrasi sosial, di mana keberadaan kami harus memberikan manfaat kepada seluruh pemangku kepentingan. Bagi Perseroan makna keberlanjutan merupakan terjemahan dari visi tersebut. Pada praktiknya, Perseroan berkomitmen memberikan manfaat bagi pelanggan dan masyarakat melalui produk dan jasa otomotif, serta praktik bisnis yang bertanggung jawab dan melindungi lingkungan.

Dalam rangka mewujudkan visi Perseroan, kami memiliki *CREDO* dan *10 beliefs*, yang merupakan nilai-nilai dan pedoman perilaku bagi setiap insan di Perseroan dalam bekerja dan berinteraksi dengan pemangku kepentingan. *CREDO* dan *10 beliefs* menjadi landasan untuk memastikan praktik bisnis dijalankan secara etis dan sesuai dengan norma-norma yang berlaku.

Melalui visi dan nilai-nilai yang dimiliki Perseroan, kami mengupayakan aspek-aspek keberlanjutan diterapkan secara holistik, tidak sebatas mencapai tujuan ekonomi namun dapat memberi nilai bagi seluruh pemangku kepentingan dengan cara yang bertanggung jawab di seluruh mata rantai bisnis Perseroan.

Dear Respected Stakeholders,

PT Mitra Pinasthika Mustika Tbk ("the Company") is pleased to once again present our 2022 Sustainability Report as part of our commitment to transparency principles. This third edition of the Sustainability Report presents the Company's various programs, initiatives, policies, and performance achievements throughout 2022 in implementing Sustainable Business practices.

POLICIES IN RESPONDING TO SUSTAINABILITY CHALLENGES

Meaning of Sustainability

In line with the Company's vision to positively impact lives through smart mobility and social integration, our presence must provide benefits to all stakeholders. For the Company, we interpret our vision through the meaning of sustainability. In practice, the Company is committed to providing benefits to customers and the community through automotive products and services, as well as responsible business practices that preserve the environment.

To realize the Company's vision, we have *CREDO* and *10 beliefs* which are the corporate's values and code of conduct for everyone in the Company in doing their work and interacting with stakeholders. *CREDO* and *10 beliefs* serve as the foundation to ensure that business practices are conducted ethically and in compliance with applicable norms.

Through the Company's vision and values, we strive for sustainability aspects to be applied holistically, not only to achieve economic goals but also to deliver values to all stakeholders in a responsible way across the Company's business chain.

Respon dan Komitmen Terhadap Isu Keberlanjutan

Perubahan iklim merupakan isu global yang mengancam bumi dan kehidupan masyarakat, membutuhkan partisipasi dan kerjasama semua pihak untuk mengatasi dampak perubahan iklim ini. Sebagai perusahaan yang bergerak di sektor transportasi, isu perubahan iklim dapat menjadi risiko bagi bisnis Perseroan, selain itu kami menyadari aktivitas usaha dan produk yang ditawarkan memiliki dampak terhadap daya dukung lingkungan.

Di tahun 2021, Perseroan telah menyusun Peta Jalan Keberlanjutan 2021-2025, yang memberikan panduan jelas mengenai apa yang hendak dilakukan dan dicapai oleh Perseroan. Keberadaan peta jalan ini merupakan wujud komitmen Perseroan dalam merespon isu, dampak, serta risiko dalam aspek-aspek keberlanjutan. Perseroan juga membentuk Tim Keberlanjutan yang beranggotakan *Sustainability Champion* yang akan memastikan bahwa aspek-aspek keberlanjutan akan diimplementasikan dalam operasional sehari-hari.

Peta jalan keberlanjutan disusun dengan mempertimbangkan isu-isu keberlanjutan yang terkait dengan bisnis kami, dampak terhadap lingkungan dan sosial yang diakibatkan oleh kegiatan operasional, serta bagaimana kami dapat mendukung pencapaian target Tujuan Pembangunan Berkelanjutan (*Sustainable Development Goals*, SDGs). Peta jalan keberlanjutan Perseroan menunjukkan kami berpeluang untuk mendukung setidaknya 12 tujuan dari 17 tujuan yang ditetapkan dalam SDGs.

Response and Commitment to Sustainability Issues

Climate change is a global issue that threatens the earth and people's lives, requiring the participation and cooperation of all parties to mitigate its effects. As a company engaged in the transportation sector, the climate change issue can possess a risk to the Company's business, in addition, we also realize that our business activities and products have an impact on the carrying capacity of the environment.

In 2021, the Company has developed a Sustainability Roadmap 2021-2025, which provides clear guidance on what the Company aims to do and achieve. The existence of this roadmap demonstrates the Company's commitment to responding to issues, impacts, and risks in sustainability aspects. The Company has also established a Sustainability Team consisting of Sustainability Champions who will ensure that sustainability aspects will be implemented in daily operations.

The sustainability roadmap was developed by taking into account the sustainability issues related to our business, the environmental and social impacts caused by our operations, and how we can support the achievement of the Sustainable Development Goals (SDGs) targets. The Company's sustainability roadmap shows we are potentially supporting at least 12 of the 17 goals set out in the SDGs.



Penyusunan peta jalan keberlanjutan ini juga merupakan bentuk dukungan dan kepatuhan Perseroan kepada Pemerintah terkait Penerapan Keuangan Berkelanjutan sebagaimana tercantum dalam ketentuan Peraturan Otoritas Jasa Keuangan (“POJK”) No. 51/POJK.03/2017 yang mendorong adanya keseimbangan antara aspek ekonomi, sosial, dan lingkungan hidup.

Strategi Keberlanjutan

Dokumen Peta Jalan Keberlanjutan 2021-2025 merumuskan strategi keberlanjutan Perseroan yang berfokus pada aspek ekonomi, lingkungan, dan sosial. Strategi keberlanjutan tersebut mencakup:

1. *Smart mobility to embrace a better environment*
2. *Smart mobility to embrace sustainable business*
3. *Smart mobility to embrace employee well-being*
4. *Smart mobility to embrace community well-being*

Strategi tersebut dirumuskan dengan memastikan bahwa program dan inisiatif keberlanjutan, diterapkan secara holistik, sejalan dengan strategi bisnis Perseroan. Pendekatan ini dilakukan dengan tujuan, bisnis Perseroan dapat terus tumbuh dan berkembang seiring dengan dampak positif yang diberikan kepada masyarakat dan lingkungan hidup.

PENERAPAN STRATEGI KEBERLANJUTAN

Tahun 2022 juga merupakan tahun perumusan dan penerapan program dan inisiatif keberlanjutan di seluruh grup Perseroan. Setelah di tahun sebelumnya kami mengidentifikasi area-area mana saja yang dapat ditapaki dan diperkuat, di tahun 2022 ini Perseroan mulai menjalankan beberapa inisiatif baru sebagai bagian dari penerapan peta jalan keberlanjutan Perseroan.

Tantangan dan Pencapaian

Penerapan strategi keberlanjutan yang dilakukan Perseroan tidak terlepas dari tantangan yang dihadapi. Secara internal, penetapan target pencapaian dari penerapan program dan inisiatif keberlanjutan yang mulai dilakukan di seluruh grup Perseroan, tidak dapat disamaratakan di setiap Entitas Anak. Hal ini disebabkan oleh karena perbedaan *nature* bisnis dari masing-masing Entitas Anak. Selain itu, Perseroan juga

The preparation of this sustainability roadmap is also a form of the Company’s support and compliance with the Government concerning the Implementation of Sustainable Finance as stated in the provisions of the Financial Services Authority Regulation (“POJK”) No. 51/POJK.03/2017 which encourages the balance between the economic, social, and environmental aspects.

Sustainability Strategy

The Sustainability Roadmap 2021-2025 formulates the Company’s sustainability strategy that focuses on economic, environmental, and social aspects. The sustainability strategy includes:

1. Smart mobility to embrace a better environment
2. Smart mobility to embrace sustainable business
3. Smart mobility to embrace employee well-being
4. Smart mobility to embrace community well-being

The strategy is formulated by ensuring that sustainability programs and initiatives are implemented holistically, in line with the Company’s business strategy. This approach is carried out with the aim that the Company’s business can continue to grow and develop along with a positive impact on society and the environment.

IMPLEMENTATION OF SUSTAINABILITY STRATEGY

The year 2022 was the year of formulating and implementing sustainability programs and initiatives across the Company’s group. After we identified which areas can be developed and strengthened in the previous year, in 2022 the Company began to carry out several new initiatives as part of the implementation of the Company’s sustainability roadmap.

Challenges and Achievements

The implementation of the Company’s sustainability strategy is inseparable from the challenges that the Company’s faced. Internally, the determination of achievement targets for the implementation of sustainability programs and initiatives that have begun to be carried out throughout the Company’s group cannot be generalized in each subsidiary. This is due to the different nature of each subsidiary’s

perlu menyesuaikan inisiatif keberlanjutan dengan *core business* dari masing-masing Entitas Anak.

Dari sisi eksternal, kinerja usaha dan keberlanjutan Perseroan pada tahun 2022 masih dibayangi oleh sejumlah tantangan terkait kondisi perekonomian global. Pelambatan ekonomi dan ancaman resesi masih berlangsung sebagai dampak jangka panjang dari pandemi COVID-19. Tantangan ini semakin meningkat dengan terus memanasnya krisis geopolitik yang dipicu oleh invasi Rusia ke Ukraina. Ketegangan politik ini telah menimbulkan gangguan rantai pasok di berbagai sektor perdagangan global. Industri kendaraan bermotor turut terdampak meski secara tidak langsung.

Meski demikian, Perseroan berhasil mengatasi tantangan tersebut dan mampu mencapai kinerja yang cukup baik. Di tahun 2022, Perseroan berhasil mencatat pertumbuhan usaha yang sangat baik dengan peningkatan pendapatan mencapai Rp12,7 triliun, naik sebesar 7% dibandingkan tahun 2021 dan Laba Bersih meningkat secara substansial sebesar 60,7% menjadi Rp662 miliar. Selain itu Perseroan tidak menerima adanya keluhan terkait dengan lingkungan maupun gangguan terhadap masyarakat, serta tidak ada kasus kecelakaan kerja yang terjadi.

Sepanjang tahun 2022, kami juga telah memperoleh sejumlah penghargaan yang menunjukkan apresiasi eksternal terhadap kinerja Perseroan pada berbagai aspek keberlanjutan. Diantaranya adalah penghargaan Anugerah CSR IDX Channel 2022 untuk kategori *Social Development Initiatives*; *Indonesia Best Companies in Creating Leaders from Within 2022*; dan *Top Corporate Awards 2022*.

Aspek Ekonomi

Di tahun 2022, Perseroan masih berfokus pada upaya memperkuat transformasi digital dan pengembangan usaha untuk memperkuat ekosistem bisnis Grup MPM. Perseroan melakukan inovasi digitalisasi yang tidak hanya bertujuan untuk mendukung proses bisnis tapi juga mendukung operasional yang modern dan aktual melalui pengembangan platform digital berbasis teknologi 4.0.

Adopsi teknologi digital oleh Perseroan telah menjadikan proses bisnis lebih sederhana dan efisien, serta pengalaman pelanggan yang lebih memuaskan. Melalui program sinergi Teknologi Informasi (TI) Grup MPM, Perseroan memperkuat transformasi digital dengan meningkatkan

business. Furthermore, the Company must adjust sustainability initiatives with the core business of each subsidiary.

Externally, the Company's business performance and sustainability in 2022 are still overshadowed by a number of challenges related to global economic conditions. The economic downturn and the threat of recession are still ongoing as a long-term impact of the COVID-19 pandemic. These challenges are further heightened by the ongoing geopolitical crisis caused by Russia's invasion of Ukraine. This political tension has led to supply chain disruptions in various global trade sectors. The motor vehicle industry was also affected, albeit indirectly.

Nevertheless, the Company managed to overcome these challenges and was able to achieve a good performance. In 2022, the company managed to record very good business growth by recording an increase in revenue reaching to Rp12.7 trillion, increased by 7% and Net Profit substantially improved by 60.7% to Rp662 billion. In addition, the Company did not receive any complaints related to the environment or community disturbance, and there were no cases of work accidents.

Throughout 2022, we have also received several awards that show external appreciation of the Company's performance in various aspects of sustainability. Among them are the IDX Channel 2022 CSR Award for the Social Development Initiatives category; Indonesia Best Companies in Creating Leaders from Within 2022; and Top Corporate Awards 2022.

Economic Aspect

In 2022, the Company is still focussing on efforts to strengthen digital transformation and business development to strengthen MPM Group's business ecosystem. The Company is innovating digitalization that not only aims to support business processes but also to support modern and up-to-date operations through the development of digital platforms based on technology 4.0.

The Company's adoption of digital technology has simplified and made business processes more efficient, as well as providing more satisfying customer experience. Through MPM Group's Information Technology (IT) synergy program, the Company strengthens its digital transformation

keamanan informasi dan daya dukung terhadap kegiatan operasional yang lebih cepat.

Pencapaian signifikan Perseroan lainnya pada tahun 2022 antara lain keberhasilan kemitraan strategis Perseroan dengan Trusty Cars Pte Ltd (CARRO) sebuah perusahaan teknologi *Unicorn* terkemuka di Singapura untuk mengembangkan ekosistem *end-to-end* bagi konsumen di Indonesia, termasuk sewa kendaraan, lelang otomotif, *online automotive marketplace*, asuransi, serta pembiayaan otomotif.

Kemitraan ini akan membuka akses pelanggan yang lebih luas dan potensi bisnis yang lebih besar pada bisnis asuransi dan pembiayaan otomotif Perseroan dengan dukungan ekosistem CARRO dan basis *marketplace* otomotif terbesar di Asia Tenggara.

Aspek Lingkungan Hidup

Sepanjang tahun 2022, Perseroan mengalokasikan dana untuk mendukung program lingkungan sebesar Rp433.399.310, jumlah ini lebih tinggi dua kali lipat dari tahun sebelumnya. Melalui strategi *#Smart mobility to embrace a better environment*, Perseroan berupaya meminimalisir dampak lingkungan dari operasional yang dilakukan dan turut berkontribusi pada upaya memitigasi dampak perubahan iklim.

Dalam meminimalisir dampak lingkungan, Perseroan aktif melakukan edukasi untuk meningkatkan kesadaran karyawan terkait dengan dampak lingkungan melalui webinar *EnvironmenTalk* yang dilakukan secara berkala, dan melakukan sosialisasi untuk mendorong perilaku lebih efisien dalam konsumsi kertas, air, dan energi dalam melakukan pekerjaan sehari-hari, termasuk meminimalisir limbah yang dihasilkan menuju ke tempat pembuangan akhir. Inisiatif seperti penggunaan lampu hemat energi dan melakukan *service* berkala serta peremajaan pada kendaraan operasional juga diterapkan secara konsisten untuk mengurangi konsumsi energi dan emisi yang dihasilkan.

Sementara, untuk mendukung upaya mitigasi perubahan iklim, pada tahun 2022 Perseroan menginisiasi program MPM *Green Action* berupa aksi penanaman 10 ribu bibit mangrove di Desa Golo Sepang, Manggarai Barat, Nusa Tenggara Timur (NTT). Untuk memastikan program ini berkelanjutan, Perseroan memberdayakan komunitas masyarakat pesisir di NTT untuk memelihara bibit Mangrove yang sudah ditanam.

by improving information security and supporting faster operational activities.

Other significant achievements of the Company in 2022 include the Company's successful strategic partnership with Trusty Cars Pte Ltd (CARRO), a leading Unicorn technology company in Singapore to develop an end-to-end ecosystem for consumers in Indonesia, including vehicle rental, automotive auctions, online automotive marketplace, insurance, and automotive financing.

This partnership will open wider customer access and greater business potential for the Company's automotive insurance and financing business with the support of CARRO's ecosystem and the largest automotive marketplace base in Southeast Asia.

Environmental Aspect

Throughout 2022, the Company allocated funds amounting to Rp433,399,310 to support environmental programs, this amount is two times higher than the previous year. Through the *#Smart mobility to embrace a better environment* strategy, the Company strives to minimize the environmental impact of its operations and contribute to efforts in mitigating the impact of climate change.

In minimizing environmental impacts, the Company actively conducts a regular *EnvironmenTalk* webinars to educate and increase employee awareness regarding environmental impacts and actively encourages more efficient behaviour in the consumption of paper, water, and energy in carrying out daily work, including minimizing generated waste to landfills. Initiatives such as the use of energy-efficient lamps and periodic service as well as refurbishment of operational vehicles are also consistently implemented to reduce energy consumption and emissions.

Meanwhile, to support climate change mitigation efforts, in 2022 the Company initiated the MPM *Green Action* program by planting 10 thousand mangrove seeds in Golo Sepang Village, West Manggarai, East Nusa Tenggara (NTT). To ensure the continuity of this program, the Company empowers coastal communities in NTT to maintain the planted mangrove seeds.

Perseroan juga terus memperkuat program pemilahan sampah Mitra Olah Sampah "MILAH" yang sudah diinisiasi sejak tahun 2021. Perseroan mendukung warga di Ciledug, Tangerang untuk mendirikan Bank Sampah Sumber Mutiara Tangerang (BSSMT). Selama setahun beroperasi, BSSMT terus aktif beroperasi dan berhasil mengumpulkan 15 ton sampah untuk didaur ulang.

Entitas Anak Perseroan, MPMulia menginisiasi program *One Sales One Seed* yaitu mendonasikan bibit tanaman/pohon untuk setiap konsumen 'Walk-in' yang membeli sepeda motor Honda. Inisiatif ini dijalankan oleh 15 cabang *dealer* dan berhasil menyumbangkan 2.700 bibit tanaman. Sementara MPMRent dan MPMMotor menginisiasi uji emisi gratis yang diikuti sebanyak 100 mobil dan 435 motor.

Aspek Sosial

Pada strategi *Smart Mobility to Embrace Employee Well-Being*, kami berkomitmen menjadikan Perseroan sebagai tempat bekerja terbaik (*Great Place to Work*). Dalam mengelola SDM, selain menawarkan lingkungan kerja yang adil dan setara, Perseroan berupaya menciptakan suasana kerja yang kondusif, menjaga kesehatan mental dan mendukung perkembangan karyawan. Sepanjang tahun 2022, Grup MPM telah menyelenggarakan 8.680 jam pelatihan yang diikuti oleh 542 karyawan dengan jumlah biaya pelatihan sebesar Rp1,7 miliar.

Pada tahun 2022, Perseroan juga menjalankan inisiatif baru bagi karyawan untuk lebih terlibat dalam aksi sosial, melalui penyelenggaraan program *employee volunteering*. Pendekatan ini merupakan bagian dari upaya Perseroan untuk menyediakan tempat kerja yang, tidak hanya kondusif, namun memiliki makna bagi setiap karyawan.

Komitmen Perseroan untuk menjadi lingkungan kerja terbaik berhasil mendapatkan pengakuan berupa penghargaan Stellar Workplace Award 2022 untuk kategori *Stellar Workplace Recognition in Employee Commitment & Employee Satisfaction* dari Majalah Kontan, lembaga konsultan independen GML Performance Consulting. Pencapaian ini mendorong kami untuk terus berupaya meningkatkan *engagement* karyawan terhadap perusahaan.

The Company also continues to strengthen the Mitra Olah Sampah "MILAH" waste sorting program that has been initiated since 2021. The Company supported the community in Ciledug, Tangerang to establish Bank Sampah Sumber Mutiara Tangerang (BSSMT). During the year of operation, BSSMT continued to actively operate and successfully collected 15 tons of waste for recycling.

The Company's subsidiary, MPMulia initiated the One Sales One Seed program which donates plant/tree seeds for every 'walk-in' customer who purchases a Honda motorcycle. This initiative was carried out by 15 dealer branches and successfully donated 2,700 plant seeds. While MPMRent and MPMMotor initiated a free emission test program which was attended by 100 cars and 435 motorcycles.

Social Aspect

In the Smart Mobility to Embrace Employee Well-Being strategy, we are committed to making the Company a Great Place to Work. In managing human resources, apart from offering a fair and equal workplace, the Company strives to create a conducive working atmosphere, maintain mental health, and support employee development. Throughout 2022, MPM Group has organized 8,680 hours of training attended by 542 employees with total training costs of Rp1.7 billion.

In 2022, the Company also carry out a new initiative for employees to be more involved in social actions, through the implementation of an employee volunteering program. This approach is part of the Company's efforts to provide a workplace that is not only conducive, but has meaning for every employee.

The Company's commitment to being the best workplace has been recognized through the achievements of the Stellar Workplace Award 2022 for the category of Stellar Workplace Recognition in Employee Commitment & Employee Satisfaction from Kontan Magazine, an independent consulting agency GML Performance Consulting. This achievement motivates us to continue improving employee engagement with the company.

Pada aspek sosial *#Smart Mobility to Embrace Community Well-Being*, Perseroan melalui program Tanggung Jawab Sosial Lingkungan (TJSL) berupaya membangun hubungan yang harmonis dengan masyarakat, seraya meningkatkan nilai Perseroan. Sepanjang tahun 2022, Perseroan telah mengalokasikan anggaran senilai Rp1.524 juta untuk mendukung penyelenggaraan program TJSL di bidang pemberdayaan ekonomi, pendidikan, kepedulian sosial, dan lingkungan.

Pelatihan *Life Skill Training Center* (LSTC), menargetkan kelompok masyarakat yang kehilangan pekerjaan akibat pandemi COVID-19 dan pekerja di sektor informal serta komunitas pengemudi non-profesional. Sebanyak 25 peserta di Kota Semarang, Jawa Timur mengikuti kegiatan pelatihan yang diselenggarakan oleh MPMRent. Mereka dilatih bagaimana menjadi pengemudi profesional sesuai standar yang ditetapkan MPMRent, teknik berkendara yang benar dan aman.

Program Edukasi *Safety Riding* yang rutin diselenggarakan setiap tahunnya, juga merupakan bentuk tanggung jawab kami atas produk yang kami tawarkan. Kegiatan ini bertujuan untuk meningkatkan wawasan berkendara dan menciptakan pemukiman yang aman sehingga mengurangi korban akibat kecelakaan. Di tahun 2022 sebanyak 393 *safety riding event* diselenggarakan dan diikuti oleh 27.748 pengendara motor roda dua.

MPMulia menyelenggarakan program Bengkel Disabilitas, berupa bantuan perlengkapan bengkel. Bantuan ini diberikan kepada lima orang difabel anggota komunitas Disabilitas Motorcycle Indonesia (DMI), untuk mendukung mereka agar tetap produktif dan bermanfaat bagi masyarakat sekitar serta dapat menyalurkan kemampuan mereka dalam bidang otomotif.

Perseroan juga peduli terhadap kondisi masyarakat terkait dengan kesulitan mereka untuk mengakses air bersih, hal ini tidak hanya mengancam kesehatan masyarakat namun juga memberikan dampak negatif terhadap lingkungan. Melalui program Berkah Ramadan, Perseroan dan karyawan, bekerja sama dengan organisasi Habitat for Humanity memberikan 3 rumah layak huni kepada 2 keluarga di Mauk, Tangerang, dan 1 keluarga di Desa Kesamben Kulon, Gresik yang dilengkapi sarana sanitasi air bersih.

In the social aspect of *#Smart Mobility to Embrace Community Well-Being*, the Company strives to build a harmonious relationship with the community, while increasing the Company's value through its Environmental Social Responsibility (CSR) program. Throughout 2022, the Company has allocated a budget of Rp1,524 million to support the implementation of CSR programs in the fields of economic empowerment, education, social care, and the environment.

Life Skill Training Centre (LSTC) training, targeting community groups who lost their jobs due to the COVID-19 pandemic and workers in the informal sector as well as the non-professional driver community. MPMRent organized training activities for a total of 25 participants in Semarang City, East Java. They were trained on how to become professional drivers according to the standards set by MPMRent, proper and safe driving techniques.

The Safety Riding Education Program, which is held every year, is also a form of responsibility for the products that we offer. This activity aims to improve driving knowledge and create safe settlements to reduce casualties due to accidents. In 2022, 393 safety riding events were organized and attended by 27,748 two-wheeled motorcyclists.

MPMulia organized the Disabled Workshop program by providing workshop equipment assistance. This assistance was given to five disabled members of the Disabled Motorcycle Indonesia (DMI) community in supporting them to remain productive and helpful to the surrounding community and to channel their abilities into the automotive sector.

The Company also cares about the condition of the community for their difficulty in accessing clean water, this not only threatens public health but also has a negative impact on the environment. Through the Berkah Ramadan program, the Company and its employees, in collaboration with Habitat for Humanity, provided 3 decent houses for 2 families in Mauk, Tangerang, and 1 family in Desa Kesamben Kulon, Gresik with clean water sanitation facilities.

TANTANGAN DAN RENCANA MASA DEPAN

Pandemi di tahun 2020 telah mengajarkan bahwa kita sekarang hidup di dunia ketidakpastian yang semakin meningkat. COVID-19 secara signifikan telah membatasi kebebasan dan aktivitas masyarakat. Kemudian di tahun 2022 Rusia menginvasi Ukraina dan secara tidak langsung telah memberikan dampak bagi bisnis.

Di sisi lain, digitalisasi menjadi semakin cepat dan secara dramatis menjadi pendorong berbagai perubahan perilaku dan nilai di masyarakat. Kemajuan dalam digitalisasi memacu inovasi dalam komunikasi dan model bisnis, dan telah menjadi tren yang tidak dapat diubah. Karenanya, di tahun-tahun mendatang kita akan dihadapkan pada iklim bisnis yang tidak dapat diprediksi dengan percepatan yang semakin tinggi.

Di tengah masa-masa perubahan dan ketidakpastian ini Perseroan memandang bahwa semakin penting bagi kita untuk perlu menganalisis perubahan dan tren di dunia dengan cermat dan bertindak secepat mungkin. Hal penting di sini bukanlah memprediksi perubahan, tetapi bersiap untuk merespons dengan cepat.

Dalam rangka mengatasi berbagai tantangan dan tekanan eksternal, kami menyadari bahwa ESG (*Environment, Social, and Governance*) menjadi lebih penting dari sebelumnya, sebuah keharusan bagi bisnis dan inti dari strategi perusahaan, sebagai upaya tanpa henti untuk menciptakan nilai bagi lingkungan, sosial, dan ekonomi khususnya dimana Perseroan berada.

Untuk memperkuat pertumbuhan yang lebih baik lagi di tahun 2023, Perseroan akan fokus kepada 5 hal utama yaitu:

- Melanjutkan *digital transformation* dengan memperkuat Ekosistem Digital;
- Menonjolkan kekuatan *Corporate Image* dalam hubungan dengan investor dan publik, melalui penerapan ESG yang terintegrasi;
- Mengembangkan portofolio bisnis baik digital dan non-digital;
- Meningkatkan *capability* dan *capacity* karyawan;
- Terus menjalankan *cost leadership* secara disiplin.

CHALLENGES AND FUTURE PLANS

The 2020 pandemic has taught us that we now live in a world of increasing uncertainty. COVID-19 has significantly restricted people's freedom and activities. Then in 2022 Russia invaded Ukraine and indirectly impacted businesses.

On the other hand, digitalization is rapidly and dramatically driving various changes in behaviour and values in society. Advances in digitalization are triggering innovations in communications and business models, and have become an irreversible trend. Therefore, in the coming years, we will be faced with an unpredictable business climate with increasing acceleration.

Amid these times of change and uncertainty, the Company understands that it is increasingly important for us to carefully analyze changes and trends in the world and act as quickly as possible. The important thing is not to predict change, but to be prepared to respond quickly.

To overcome various external challenges and pressures, we recognize that ESG (*Environment, Social, and Governance*) is more important than ever, a necessity for the business, as well as the core of the Company's strategy, as a relentless effort to create value for the environment, social, and economic, specifically where the Company is present.

To strengthen even better growth in 2023, the Company will focus on 5 main things, namely:

- Continuing digital transformation by strengthening the Digital Ecosystem;
- Highlighting the strength of Corporate Image in investor and public relations, through integrated ESG implementation;
- Developing both digital and non-digital business portfolios;
- Improve employee capability and capacity;
- Continuing to implement cost leadership in a disciplined manner.

Penutup

Keberhasilan Perseroan dalam menerapkan strategi keberlanjutan dan seluruh pencapaian positif yang berhasil diraih sepanjang tahun 2022 ini tidak akan mungkin diraih tanpa dukungan seluruh pihak. Mewakili Direksi, saya menyampaikan terima kasih kepada para pemegang saham dan Dewan Komisaris atas kepercayaan yang telah diberikan untuk mengelola Perseroan. Saya juga memberikan apresiasi kepada karyawan, mitra bisnis, dan masyarakat, atas dukungannya yang tiada henti untuk keberlanjutan Perseroan.

Kami akan terus berupaya untuk menciptakan pertumbuhan yang berkelanjutan dengan memberikan dampak positif pada kehidupan melalui mobilitas cerdas dan integrasi sosial.

Closing

The Company's success in implementing its sustainability strategy and all the positive achievements made throughout 2022 would not have been possible without the support of all parties. On behalf of the Board of Directors, I would like to extend our appreciation to all shareholders and the Board of Commissioners for their trust in us in managing the Company. I would also like to express my appreciation to our employees, business partners, and the community for their continued support for the Company's sustainability.

We will always strive to create sustainable growth by positively impacting lives through smart mobility and social integration.

Atas nama Direksi,
On behalf of the Board of Directors,



Suwito Mawarwati
Direktur Utama
President Director

PENGHARGAAN AWARDS



Saham Terbaik 2022 - MPMX
Best Stocks 2022 - MPMX

Berita Satu dan Majalah Investor
Berita Satu and Investor Magazine



**Stellar Workplace Award 2022 kategori Stellar Workplace
Recognition in Employee**

Commitment & Employee Satisfaction - MPMX
Stellar Workplace Award 2022 Stellar Workplace Recognition in
Employee Commitment & Employee Satisfaction - MPMX

Kontan dan Lembaga konsultan independen GML Performance Consulting
Kontan and independent consulting agency; GML Performance Consulting



**Top Corporate Award
2022 - MPMX**

Infobrand.id



**Indonesia TOP Digital
PR Award - MPMX**

Infobrand.id



**Top Executive Awards 2022
"Great Leader of The Year" -
Bapak Suwito Mawarwati**

Infobrand.id



**Best CEO Indonesia 2021 -
Bapak Suwito Mawarwati**

SWA Media Inc.



**Best CFO Indonesia 2022 -
Ibu Beatrice Kartika**

SWA Media Inc.



Indonesia Best Corporate Secretary Awards 2022 - MPMX

The Economics



Program Keselamatan dan Kesehatan Kerja (K3) Pencapaian 6.022.671 Jam Kerja Orang Tanpa Kecelakaan Kerja - MPMulia

Occupational Safety and Health (K3) Program Achievement of 6,022,671 work hours without occupational accidents - MPMulia

Gubernur Jawa Timur
Governor of East Java



Indonesia Best Companies in Creating Leaders from Within 2022 - MPMX

Majalah SWA & NBO Indonesia
SWA Magazine & NBO Indonesia



Anugerah CSR Awards 2022 - MPMX

IDX Channel



Safety & Services Award 2021 - MPMRent

PT HM Sampoerna Tbk



Asuransi Terbaik 2022 - MPMInsurance
Best Insurance 2022 - MPMInsurance
Kategori Asuransi Umum
beraset di atas Rp1 - 5T
In the category of general insurance
above Rp1 - 5T

SWA Media Inc.



Indonesia Best Insurance Awards 2022 - MPMInsurance
Best Insurance 2022 with Top Financial
Performance and Optimizing Comprehensive
Insurance Products and Services General
Insurance, Total Asset Rp1 - 5T

Warta Ekonomi



Tata Kelola Keberlanjutan

Sustainability Governance

MEMPERKUAT TATA KELOLA PERSEROAN

STRENGTHENING COMPANY'S GOVERNANCE

Perseroan mengupayakan pencapaian visi dan misi serta memelihara kelangsungan usaha Perseroan melalui penerapan Tata Kelola Perusahaan yang Baik atau *Good Corporate Governance* (GCG) sesuai ketentuan dan peraturan terkait tata kelola yang berlaku dengan berpedoman pada 5 prinsip tata kelola yaitu: transparansi, akuntabilitas, pertanggungjawaban, kemandirian, serta kesetaraan dan kewajaran.

Kami meyakini implementasi GCG akan memastikan operasional Perseroan berlangsung secara efisien, transparan, dan konsisten dengan peraturan perundang-undangan. Perseroan juga menempatkan GCG sebagai mekanisme mengarahkan pencapaian target bisnis Perseroan melalui pengelolaan risiko dan pengambilan keputusan yang efektif.

Untuk memperkuat implementasi GCG, pada 2021 lalu Perseroan telah menyusun Peta Arah GCG sebagai panduan tahapan penerapan GCG Perseroan. Sebagai tindak lanjut dari inisiatif ini, selama tahun 2022, Perseroan memperbaharui peta arah GCG untuk tahun 2022-2025, dan melakukan perumusan & penerapan peta jalan berkelanjutan Grup MPM.

Untuk memastikan praktik GCG yang dilakukan berjalan sesuai ketentuan, Perseroan melakukan evaluasi secara berkala. *Self-assessment* penerapan GCG dilaksanakan berdasarkan rekomendasi dari Peraturan Otoritas Jasa Keuangan No. 21/POJK.04/2015 Pedoman Tata Kelola Perusahaan Terbuka dan Surat Edaran Otoritas Jasa Keuangan No. 32/SEOJK.04/2015.

Perseroan juga menunjuk pihak ketiga, yaitu Indonesian Institute for Corporate Directorship (IICD) untuk memberikan penilaian terhadap sistem dan praktik tata kelola perusahaan secara independen, menggunakan kriteria ASEAN Corporate Governance Scorecard (ACGS) yang didasarkan pada prinsip-prinsip GCG Organization

The Company strives to achieve its vision and mission and maintain the Company's business continuity through the implementation of Good Corporate Governance (GCG) in accordance with the provisions and regulations related to applicable governance guided by 5 principles of governance namely: Transparency, Accountability, Responsibility, Independence, and Fairness and Equality.

We believe that the implementation of GCG will ensure that the Company's operations are efficient, transparent, and consistent with laws and regulations. The Company also places GCG as a mechanism to direct the achievement of the Company's business targets through effective risk management and decision-making.

To strengthen the implementation of GCG, in 2021 the Company developed a GCG Roadmap to guide the stages of the Company's GCG implementation. As a follow-up to this initiative, the Company updated the GCG roadmap for 2021-2022, and carry out the formulation & implementation of the MPM Group sustainable roadmap.

The Company conducts regular evaluations to ensure that GCG practices are carried out under the provisions. Self-assessment of GCG implementation is based on recommendations from the Financial Services Authority Regulation No. 21/POJK.04/2015 Guidelines for Public Company Governance and Financial Services Authority Circular Letter No. 32/SEOJK.04/2015.

The Company also appointed a third party, the Indonesian Institute for Corporate Directorship (IICD) to independently assess the Company's corporate governance systems and practices, using the ASEAN Corporate Governance Scorecard (ACGS) criteria based on the GCG principles; Organization for Economic Cooperation and



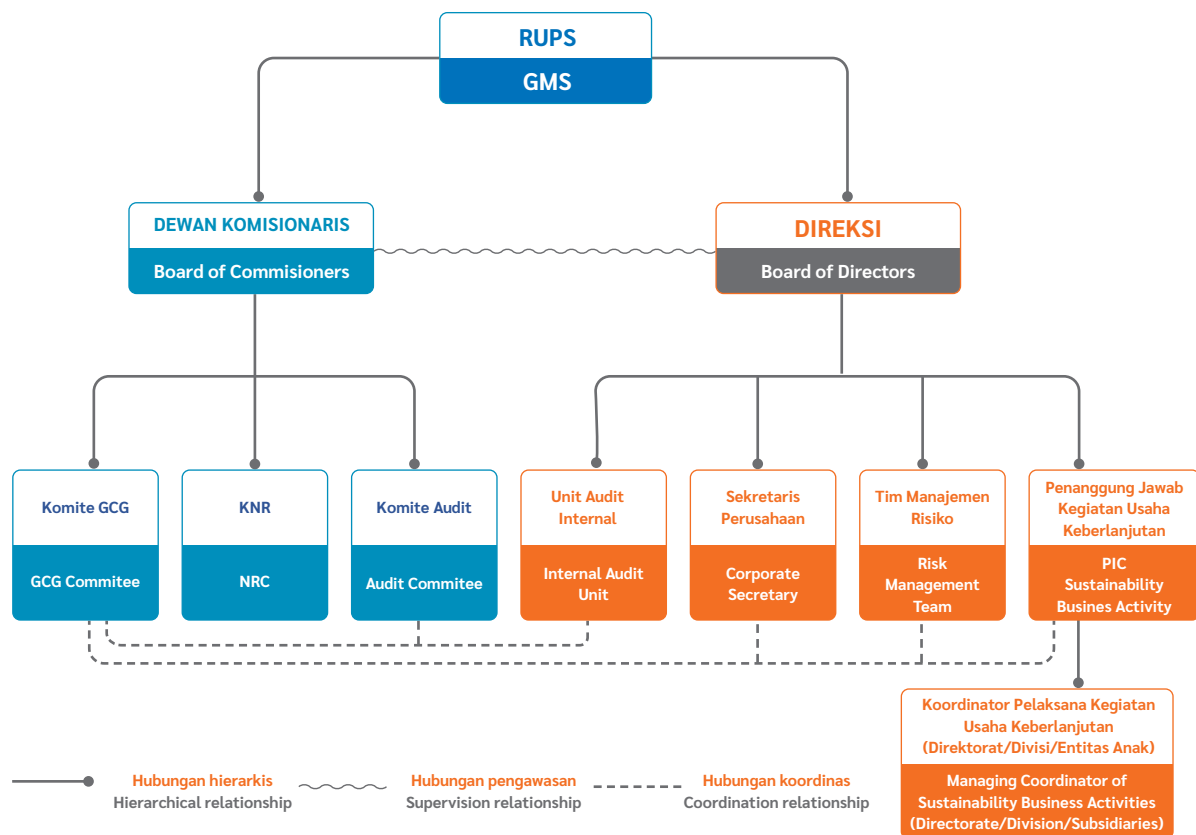
for Economic Cooperation and Development dan International Corporate Governance Network.

Hasil penilaian penerapan GCG tingkat 1 periode 2021-2022 yang dilakukan oleh IICD pada tanggal 13 Oktober 2022, menyimpulkan implementasi GCG Perseroan termasuk dalam predikat “Baik” atau level 3 (80,00-89,99). Hal ini menunjukkan bahwa penerapan GCG di Perseroan telah melampaui kepatuhan terhadap persyaratan minimal dan mengadopsi sebagian standar internasional yang disyaratkan oleh ACGS.

Development and the International Corporate Governance Network.

The results of GCG's implementation assessment level 1 for the 2021-2022 period conducted by IICD on 13 October 2022, concluded that the Company's GCG implementation received a “Good” or level 3 (80.00-89.99) predicate. This indicates that the Company's GCG implementation has exceeded compliance with the minimum requirements and adopted some of the international standards required by ACGS.

Struktur Tata Kelola Governance Structure



Rapat Umum Pemegang Saham (RUPS)

Rapat Umum Pemegang Saham (RUPS) merupakan organ tertinggi dan menjadi wadah bagi pemegang saham untuk memperoleh haknya untuk memperoleh keterangan yang berkaitan dengan Perseroan dari Direksi dan/atau Dewan Komisaris, sepanjang berhubungan dengan Mata Acara RUPS ataupun tidak bertentangan kepentingan perseroan melalui anggaran dasar.

Dewan Komisaris

Dewan Komisaris memiliki peran penting dalam mengawasi jalannya GCG pada setiap kegiatan usaha Perseroan. Selain itu dewan komisaris diamanahkan untuk memberikan saran kepada direksi terkait kepatuhan Perseroan untuk menerapkan GCG di seluruh tingkatan organisasi. Dewan Komisaris dibantu oleh organ pendukung yakni Komite Audit; Komite Nominasi dan Remunerasi (KNR); dan Komite GCG.

General Meeting of Shareholders (GMS)

The General Meeting of Shareholders (GMS) is the highest organ and a forum for shareholders to obtain their rights of information related to the Company from the Board of Directors and/or the Board of Commissioners, as long as it is related to the GMS Agenda, or it is not contrary to the interests of the Company through the Articles of Association.

Board of Commissioners

The Board of Commissioners has an important role in supervising the implementation of GCG in every business activity of the Company. In addition, the Board of Commissioners is mandated to provide advice to the Board of Directors to ensure the Company's GCG compliance was conducted at all levels of the organization. The Board of Commissioners is assisted by supporting organs, namely the Audit Committee; Nomination and Remuneration Committee (KNR); and GCG Committee.



Direksi

Organ utama Perseroan yakni Direksi memiliki tanggung jawab terhadap jalannya operasional Perseroan. Selain itu, peran Direksi dapat sebagai perwakilan Perseroan secara kolegal baik di dalam maupun di luar pengadilan dengan tetap berpedoman pada ketentuan yang diatur di dalam Anggaran Dasar Perseroan. Di bawah Direksi terdapat organ pendukung yakni Satuan Kerja Manajemen Risiko; Satuan Kerja Audit Internal; Satuan Kerja Kepatuhan; dan Penanggung Jawab Kegiatan Usaha Keberlanjutan.

Informasi lengkap terkait tugas, tanggung jawab, dan wewenang organ tata kelola Perseroan, beserta organ pendukungnya dalam menerapkan GCG, termasuk komposisi, masa jabatan, profil anggota, serta keikutsertaannya dalam kegiatan pelatihan dapat dilihat pada Laporan Tahunan bab Tata Kelola.

Board of Directors

The Company's main organ, the Board of Directors, is responsible for the Company's operations. In addition, the Board of Directors also represents the Company collegially both inside and outside of the court with respect to the provisions as stipulated in the Company's Articles of Association. Under the Board of Directors, there are supporting organs, namely the Risk Management Work Unit; Internal Audit Work Unit; Compliance Work Unit; and the Person in Charge of Sustainability Business Activities.

Complete information regarding the roles, responsibilities, and authorities of the Company's governance organs, along with their supporting organs in implementing GCG, including composition, tenure, member profiles, and their participation in training activities can be seen in the Annual Report in the Governance chapter.

TATA KELOLA KEBERKELANJUTAN

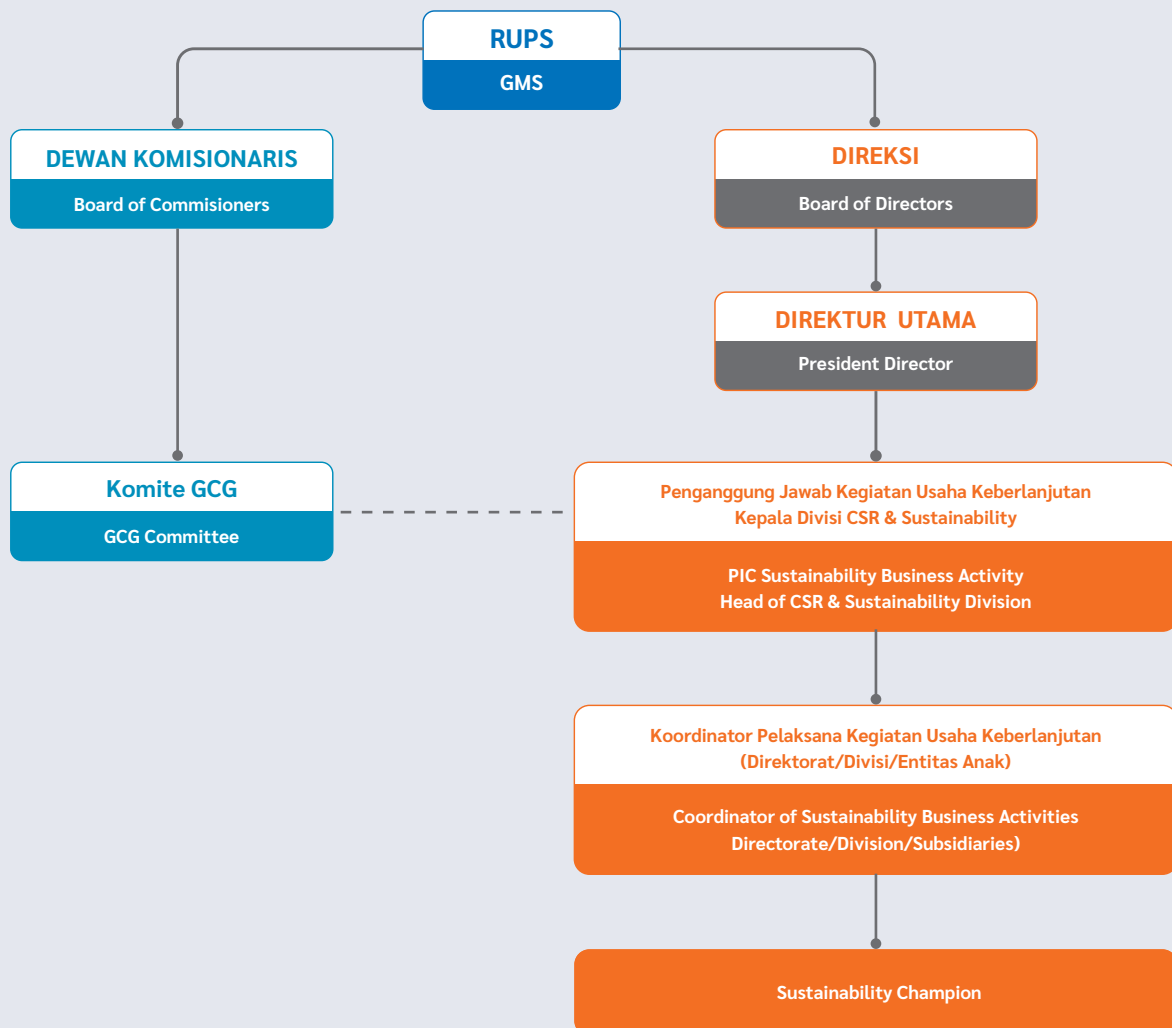
SUSTAINABILITY GOVERNANCE

Perseroan membentuk tim khusus untuk menjalankan kegiatan usaha yang berkelanjutan. Tim ini terdiri dari Ketua Tim Berkelanjutan, Koordinator Pelaksana Kegiatan Usaha Berkelanjutan, dan *Sustainability Champion*. Tim ini bertanggung jawab langsung kepada Direktur Utama.

The Company has established a special team to carry out sustainable business activities. This team consists of the Sustainability Team Leader, the Coordinator of Sustainable Business Activities, and the Sustainability Champion. This team is directly responsible to the President Director.

STRUKTUR TATA KELOLA KEBERLANJUTAN

SUSTAINABILITY GOVERNANCE STRUCTURE



Peran dan tanggung jawab dari Tim Keberlanjutan juga telah ditetapkan, untuk memastikan strategi keberlanjutan dikembangkan, diimplementasikan, diukur dan dipantau, serta dievaluasi untuk memastikan efektivitasnya.

The roles and responsibilities of the Sustainability Team have also been defined, to ensure a sustainability strategy is developed, implemented, measured and monitored, and evaluated to ensure its effectiveness.

Peran dan Tanggung Jawab Ketua Tim Keberlanjutan (Kepala Divisi *Corporate Communication & Sustainability*):

- ❶ Memimpin inisiatif keberlanjutan di seluruh ruang lingkup Perseroan.
- ❷ Memastikan penerapan inisiatif keberlanjutan secara efektif dan efisien di seluruh Perseroan, termasuk memastikan ketersediaan sumber daya, biaya, kompetensi dan hal-hal lainnya yang dianggap perlu.
- ❸ Membahas, menyetujui, dan menetapkan strategi *#Smart&Embrace* baik jangka pendek maupun jangka panjang.
- ❹ Mengevaluasi pencapaian inisiatif keberlanjutan secara periodik dan memberikan arahan pelaksanaan strategi *#Smart&Embrace*.
- ❺ Melaporkan pencapaian dan pelaksanaan strategi *#Smart&Embrace* kepada Direksi dan Dewan Komisaris.
- ❻ Mewakili Perseroan dalam hal-hal yang berkaitan dengan penyampaian informasi kepada pihak eksternal dan internal terkait strategi keberlanjutan Perseroan.

Roles and Responsibilities of the Sustainability Team Leader (Head of *Corporate Communication & Sustainability Division*):

- ❶ Lead sustainability initiatives across the Company's organization.
- ❷ Ensure the effective and efficient implementation of sustainability initiatives throughout the Company, including ensuring the availability of resources, funds, competencies, and other matters deemed necessary.
- ❸ Discuss, approve, and set the *#Smart&Embrace* strategies for both short-term and long-term.
- ❹ Evaluate the achievement of sustainability initiatives regularly and provide direction for the implementation of the *#Smart&Embrace* strategies.
- ❺ Report the achievement and implementation of the *#Smart&Embrace* strategies to the Board of Directors and Board of Commissioners.
- ❻ Represent the Company in matters regarding the submission of information to external and internal parties about the Company's sustainability strategies.

Peran dan Tanggung Jawab Koordinator Pelaksana Kegiatan Usaha Berkelanjutan (Kepala Divisi/Departmen di Anak Perusahaan):

- ❶ Memimpin inisiatif keberlanjutan di masing-masing anak usaha Perseroan.
- ❷ Memastikan penerapan inisiatif keberlanjutan secara efektif dan efisien di masing-masing anak usaha Perseroan.
- ❸ Menyusun perencanaan inisiatif *#Smart&Embrace* berdasarkan tujuan strategi perusahaan di masing-masing anak usaha.

Roles and Responsibilities of Coordinator of Sustainable Business Activity (Head of Division/Department in the Subsidiaries):

- ❶ Leading the sustainability initiatives in each of the Company's subsidiaries.
- ❷ Ensure the effective and efficient implementation of sustainability initiatives in each of the Company's subsidiaries.
- ❸ Plan *#Smart&Embrace* initiatives based on the Company's strategic objectives in each subsidiary.

- | | |
|--|--|
| <ul style="list-style-type: none"> 4 Menyusun perencanaan dan memantau budget inisiatif <i>#Smart&Embrace</i>. 5 Mengevaluasi pencapaian program secara periodik dan memberikan arahan pelaksanaan inisiatif <i>#Smart&Embrace</i> di masing-masing anak usaha Perseroan. 6 Melaporkan pencapaian dan pelaksanaan inisiatif <i>#Smart&Embrace</i> kepada Ketua Tim Keberlanjutan. | <ul style="list-style-type: none"> 4 Plan and monitor the budget of <i>#Smart&Embrace</i> initiatives. 5 Regularly evaluate the achievement of the program and provide direction for the implementation of <i>#Smart&Embrace</i> initiatives in each of the Company's subsidiaries. 6 Report the achievement and implementation of the <i>#Smart&Embrace</i> initiatives to the Sustainability Team Leader. |
|--|--|

Peran dan Tanggung Jawab *Sustainability Champion*:

- 1 Menyusun perencanaan strategi pelibatan pemangku kepentingan untuk meningkatkan dampak positif dan meminimalkan dampak negatif kegiatan Grup MPM.
- 2 Memastikan pelaksanaan program pelibatan pemangku kepentingan secara efektif dan mendokumentasikan hasilnya.
- 3 Memastikan kepentingan dan harapan pemangku kepentingan utama dikelola dalam pelibatan pemangku kepentingan dan diintegrasikan dalam program *#Smart&Embrace*.
- 4 Menyusun perencanaan inisiatif *#Smart&Embrace* berdasarkan tujuan strategi perusahaan dan masukan dari Tim Keberlanjutan.
- 5 Menyusun kebutuhan sumber daya dan budget untuk pelaksanaan inisiatif *#Smart&Embrace*.
- 6 Memastikan pelaksanaan inisiatif *#Smart&Embrace* di masing-masing anak usaha Perseroan.
- 7 Melaporkan pencapaian dan pelaksanaan inisiatif *#Smart&Embrace* secara periodik kepada Ketua Tim.
- 8 Menyediakan data, statistik dan informasi lainnya kepada Tim Keberlanjutan secara periodik di masing-masing anak usaha.
- 9 Mengumpulkan, menyusun, menganalisis, dan melaporkan informasi yang tersedia berdasarkan parameter OJK, *Global Reporting Initiative* (GRI) dan *Sustainable Development Goals* (SDGs).

Roles and Responsibilities of *Sustainability Champion*:

- 1 Develop a stakeholder engagement strategy plan to increase the positive impact and minimize the negative impact of MPM Group activities.
- 2 Ensure the effective implementation of stakeholder engagement programs and document their results.
- 3 Ensure that the interests and expectations of key stakeholders are managed in stakeholder engagement and integrated into *#Smart&Embrace* programs.
- 4 Plan *#Smart&Embrace* initiatives based on the Company's strategic objectives and input from the Sustainability Team.
- 5 Develop resources and budget needs for the implementation of *#Smart&Embrace* initiatives.
- 6 Ensure the implementation of *#Smart&Embrace* initiatives in each of the Company's subsidiaries.
- 7 Report the achievement and implementation of *#Smart&Embrace* initiatives regularly to the Team Leader.
- 8 Provide data, statistics, and other information to the Sustainability Team on a periodical basis in each subsidiary.
- 9 Collect, compile, analyze, and report available information based on the parameters of FSA, *Global Reporting Initiative* (GRI), and *Sustainable Development Goals* (SDGs).

PENGEMBANGAN KOMPETENSI TIM KEBERLANJUTAN

COMPETENCY DEVELOPMENT OF SUSTAINABILITY TEAM

Selama periode pelaporan, Tim Keberlanjutan Perseroan telah mengikuti serangkaian kegiatan pelatihan atau seminar yang dapat mendukung pengembangan kompetensi tim terkait dengan aspek-aspek keberlanjutan. Kegiatan yang diikuti antara lain:

During the reporting period, the Company's Sustainability Team has participated in a series of training activities or seminars that can support the development of team competencies related to sustainability aspects. The activities they participated in include:

TOPIK PELATIHAN/SEMINAR TRAINING/SEMINAR TOPICS	PENYELENGGARA ORGANIZER
<i>Measuring SDGs Using GRI Sustainability Report</i>	The Institute of Certified Sustainability Practitioners
<i>Techniques for Preparing Annual Report and Sustainability Report Based on SEOJK 16/2021</i>	The Institute of Certified Sustainability Practitioners
<i>Communicating Sustainability & Value of Sustainability Report in PR Crisis Management</i>	The Institute of Certified Sustainability Practitioners
<i>What is ESG? Strategic Considerations in an Era of Technological Imbalance</i>	The Institute of Certified Sustainability Practitioners
<i>International Conference of Sustainability</i>	National Center for Sustainability Reporting
<i>Understanding Greenwashing in the Time of ESG</i>	The Institute of Certified Sustainability Practitioners
<i>Green Economy Outlook 2022</i>	Bisnis Indonesia
<i>Understanding Social Business Model Plan</i>	Institute for Sustainability and Agility
<i>Mandiri Sustainability Forum 2022 "Industry for Tomorrow"</i>	Bank Mandiri
Akselerasi Aksi dan Kontribusi Sektor Swasta dalam Pencapaian Tujuan Pembangunan Berkelanjutan Acceleration and Contribution of Private Sector Action in Achieving the Sustainable Development Goals	CDP and IBCSD

ETIKA DAN INTEGRITAS

ETHICS AND INTEGRITY

Perseroan menempatkan standar tinggi atas perilaku bisnis yang etis sebagai modal dasar kesuksesan bisnis Perseroan. Reputasi Perseroan dibangun atas kepercayaan, transparansi dan kualitas layanan yang tinggi. Dalam rangka melindungi dan meningkatkan nilai reputasi dengan perilaku yang etis dari seluruh insan Perseroan, Kami telah menyusun Kode Etik Perseroan yang berfungsi sebagai pedoman perilaku bagi seluruh Insan Perseroan. Kode etik ini berlaku di internal maupun terhadap pemangku kepentingan eksternal.

Untuk memastikan *awareness* terhadap Kode Etik Perseroan, kami telah melakukan sosialisasi kepada seluruh karyawan dengan berbagai pendekatan, diantaranya adalah dengan mencantumkan kode etik perusahaan sebagai salah satu materi pelatihan yang wajib diikuti oleh seluruh karyawan baru.

ANTI KORUPSI DAN GRATIFIKASI

ANTI-CORRUPTION AND GRATIFICATION

Perseroan memformulasikan komitmen menjalankan kegiatan usahanya secara etis dan berintegritas melalui penyusunan kebijakan anti korupsi dan gratifikasi yang berlaku di Grup Perseroan. Perseroan terus menanamkan budaya anti korupsi melalui kegiatan sosialisasi kepada seluruh karyawan dan mitra bisnis.

Kegiatan sosialisasi yang dilakukan kepada seluruh karyawan dan mitra Perseroan, di antaranya sebagai berikut:

- Pelatihan mengenai anti korupsi melalui sosialisasi karyawan;
- Sarana komunikasi karyawan MPM *Speak Up* dan melalui *Whistle Blowing System-Whispli* untuk pelaporan tindakan penyimpangan, termasuk tindakan korupsi;
- Mengadakan sosialisasi melalui kegiatan MPM *Insurance* yang bertujuan memberikan edukasi mengenai kebijakan yang berlaku di Perseroan terkait pencegahan tindakan korupsi dan prosedur anti korupsi.

The Company places a high standard of ethical business behaviour as the foundation of the Company's business success. The Company's reputation is built on trust, transparency, and high service quality. In order to protect and improve the reputation value with the ethical behaviour of all Company personnel, we have developed the Company's Code of Ethics which serves as a code of conduct for all Company personnel. This code of conduct applies internally as well as to external stakeholders.

To ensure awareness of the Company's Code of Ethics, we have conducted socialization with all employees with various approaches, among others, by including the company's code of ethics as one of the mandatory training materials for all new employees.

The Company formulates a commitment to carry out its business activities ethically and with integrity through the establishment of anti-corruption and anti-gratification policies throughout the Company's Group. The Company continues to nurture an anti-corruption culture through socialization activities for all employees and business partners.

Socialization activities are conducted with all employees and partners, including as follows:

- Training on anti-corruption through employee induction program;
- MPM *Speak Up* communication facilities and *Whistle Blowing System - Whispli* to facilitate reports of fraud, including corruption acts;
- Conducting socialization through MPM *Insurance* activities aimed at providing education regarding policies applicable in the Company regarding corruption acts prevention and anti-corruption procedures.

Seluruh insan Perseroan wajib menandatangani pakta integritas “Deklarasi Kode Etik dan Kebijakan Perusahaan” yang menyatakan kesediaan mematuhi setiap peraturan dan undang-undang yang berlaku untuk menciptakan lingkungan kerja yang bebas dari konflik kepentingan, korupsi, kolusi dan nepotisme.

All the Company's employees are also obligated to sign an integrity pact called “a Declaration of Code of Ethics and the Corporate Policy”, demonstrating their willingness to comply with any applicable regulations and laws to create a work environment that is free from conflicts of interest, corruption, collusion, and nepotism acts.



SISTEM PENGADUAN WHISTLEBLOWING SYSTEM (WBS)

WHISTLEBLOWING SYSTEM (WBS)

Perseroan berkomitmen memastikan kepatuhan terhadap Kode Etik, aturan/kebijakan Perseroan, dan Peraturan Perusahaan yang berlaku di wilayah operasional Grup Perseroan maupun ketentuan perundang-undangan terkait lainnya, dapat diterapkan dengan sepenuhnya.

The Company is committed to ensuring that compliance with the Code of Ethics, Company rules/policies, and Company Regulations applicable in the operational areas of the Company's Group or other related laws and regulations can be applied effectively.



MPM

ANTI RETALIATION

Perusahaan Akan Melindungi
Setiap Pelapor Dari Tindakan
Pembalasan

**MPM
SPEAK
UP!**

Sejak tahun 2020, Perseroan telah bekerja sama dengan pihak ketiga dalam pengelolaan *Whistleblowing System* (WBS) yang diberi nama **MPM SpeakUp** dan telah memenuhi seluruh unsur-unsur suatu sistem WBS yang efektif, yaitu:

- ❶ **Leadership Effort:** Seluruh jajaran pimpinan di Perseroan harus sepenuhnya mendukung penerapan sepenuhnya WBS ini dan mereka pun harus menjadi *role model* dalam pelaksanaannya.
- ❷ **Reporting Mechanism:** WBS harus tersedia selama 24 jam sehari dan 365 hari setahun secara penuh, terbuka untuk seluruh karyawan dan juga pihak eksternal jika diperlukan, dan menyediakan fasilitas untuk pelapor anonim.
- ❸ **Response Mechanism:** Status perkembangan dari setiap laporan harus dilaporkan kembali kepada pelapor, dan tindak lanjut yang nyata harus ada jika laporan memberikan bukti yang cukup. Laporan yang diterima hanya diketahui oleh pihak-pihak tertentu yang telah ditunjuk dan tidak disampaikan kepada pihak terlapor.
- ❹ **Support for Whistleblowers:** Sistem Pelaporan Pelanggaran harus sepenuhnya menyediakan sistem *anti-retaliation policy* untuk melindungi pelapor.
- ❺ **Education & Awareness:** Sosialisasi dan komunikasi kepada seluruh karyawan mengenai sistem dilakukan secara penuh dan menyeluruh dan karyawan harus memahami mengenai Kode Etik dan Peraturan Perusahaan.

MPM SpeakUp menyediakan beberapa channel/sarana yang tersedia 24 jam sehari dan 365 hari dalam setahun. Sistem **MPM SpeakUp** memiliki fitur atau fasilitas yang memastikan keamanan dan kerahasiaan pelapor yaitu:

Since 2020, the Company has collaborated with a third party in handling the Whistleblowing System (WBS), **MPM SpeakUp**, and has fulfilled all the elements of an effective WBS system, namely:

- ❶ **Leadership Effort:** The Company's leaders must demonstrate full support for the WBS implementation and they must also serve as role models in its implementation.
- ❷ **Reporting Mechanism:** WBS must be available 24 hours a day and 365 days a year, entirely open to all employees as well as external parties if necessary, and also facilitate anonymous whistleblowers
- ❸ **Response Mechanism:** The whistleblower must be well informed of the progress status of each report, and concrete follow-ups should be in place if the report provides sufficient evidence. Incoming reports are only known by certain designated parties who must be kept confidential to the reported parties.
- ❹ **Support for Whistleblowers:** The Reporting System should include an anti-retaliation policy system to protect the whistleblowers.
- ❺ **Education & Awareness:** Socialization and communication to all employees regarding the system are carried out comprehensively and employees must understand the Code of Ethics and the Company Manual.

MPM SpeakUp provides several reporting channels available 24 hours a day and 365 days a year. The **MPM SpeakUp** system has features or facilities that ensure the safety and confidentiality of whistleblowers namely:



☎ 0812 5000 1880

✉ mpm-speakup@id.pwc.com

🌐 <https://mpm.whispli/SpeakUp>
<https://mpm.whispli/id/SpeakUp>

- ① Alamat email untuk pelaporan khusus untuk Perseroan dan pihak ketiga eksternal sehingga karyawan pun akan merasa yakin dalam melakukan pelaporan;
- ② Jika menggunakan fasilitas pelaporan melalui portal *website*, maka situs tersebut telah *customized* sesuai dengan kebutuhan *branding* Perseroan, dan pertanyaan-pertanyaan yang diajukan ke pelapor juga telah disesuaikan dengan tujuan. Setiap pelapor mendapatkan identitas laporan tersendiri yang bisa dipantau perkembangannya secara khusus untuk dan tidak tercampur dengan kasus-kasus lainnya. Pengelola sistem dapat menyusun *dashboard* sesuai dengan perkembangan dari semua kasus yang diterima;
- ③ Khusus portal *website*, sejumlah fitur yang disediakan untuk pelaporan:
 - a. Portal *website* menyediakan informasi dan tautan ke kebijakan Sistem Pelaporan Pelanggaran;
 - b. *Anonymity* pelapor sangat terjamin;
 - c. Pelaporan memiliki jenjang laporan tersendiri. Jika yang dilaporkan adalah karyawan ataupun Direksi Entitas Anak, maka laporan akan masuk ke Direktur Utama Perseroan, Direktur Grup HR Perseroan, dan Kepala Unit Audit Internal. Jika yang dilaporkan adalah salah satu Direksi Perseroan ataupun Kepala Unit Audit Internal, maka laporan akan masuk ke Dewan Komisaris dan Komite Audit Perseroan;
 - d. Portal *website* bisa diakses dari berbagai *digital devices*;
 - e. Seluruh interaksi di *website* akan dapat terus terekam; dan
 - f. Portal *website* tersedia dalam Bahasa Indonesia dan Bahasa Inggris.

Setiap laporan yang terbukti kebenarannya akan dikenakan sanksi sesuai dengan Peraturan Perusahaan dan/atau Kode Etik serta peraturan perundang-undangan lainnya yang relevan.

Pada tahun 2022, sosialisasi mengenai WBS yang dilakukan secara berkala dan bersamaan dengan sosialisasi/*refreshment* tentang Pedoman Perilaku dan nilai-nilai Budaya disampaikan oleh Divisi SDM dalam proses induksi karyawan baru dalam Grup MPM.

- ① Email address for a special report to the Company and external third parties so that employees will feel confident in reporting;
- ② If reports are made through the website portal, then the site will be customized to accommodate the Company's branding needs, and the questions submitted to the whistleblower have also been adjusted to the purpose. Each whistleblower will receive their own report identity to monitor the report's progress and to ensure their cases will not be mixed with other cases. The system manager can arrange the dashboard to demonstrate the progress of each incoming case;
- ③ For the website, some features are added to facilitate reporting:
 - a. The website provides information and links to the Whistleblowing System policy;
 - b. Anonymity of the whistleblowers is guaranteed;
 - c. Incoming reports have their levels. If the reported person is an employee or Board of Directors of a Subsidiary, then the report will be sent to the President Director of the Company, the Company's Director of the HR Group, and the Head of the Internal Audit Unit. If the reported person is one of the Company's Directors or the Head of the Internal Audit Unit, then the report will be sent to the Board of Commissioners and the Company's Audit Committee;
 - d. The website is accessible from various digital devices;
 - e. All interactions on the website will be recorded; and
 - f. The website is available in both Indonesian and English.

Any report that is proven to be true will be subject to sanctions by the Company Regulations and/or Code of Ethics and other relevant laws and regulations.

In 2022, WBS socialization was conducted regularly and in conjunction with socialization/refreshment of the Company's Code of Conduct and Cultural values delivered by the HR Division as part of an induction program for new employees of MPM Group.

Perseroan telah bekerja sama dengan pihak ketiga yakni PricewaterhouseCoopers ("PwC") untuk mengelola pengaduan pada tingkat Entitas Anak maupun Perseroan. Semua laporan yang masuk akan dikelola oleh PwC secara independen dan dilaporkan sesuai dengan jenjang laporannya. Perseroan akan membentuk komite atau satuan kerja khusus yang juga melibatkan Direksi untuk menangani pelaporan dan pengambilan keputusan untuk kasus-kasus pelanggaran Kode Etik.

The Company has collaborated with a third party, PricewaterhouseCoopers ("PwC"), to handle incoming complaints of the Company and Subsidiaries. All incoming reports will be managed by PwC independently and reported following the report level. The Company will establish a special committee or work unit involving the Board of Directors to handle reports and make decisions on cases of violations of the Code of Ethics.

Perlindungan Bagi Whistleblower

Perseroan memberikan jaminan perlindungan kepada pelapor yang beritikad baik, salah satunya dilakukan dengan menjaga kerahasiaan identitas pelapor guna meminimalisir risiko tertentu yang dapat merugikan pelapor di kemudian hari.

Protection for Whistleblowers

The Company guarantees protection to whistleblowers which make reports in good faith, such as by keeping their identities confidential to protect the whistleblowers from certain risks in the future.



MANAJEMEN RISIKO

RISK MANAGEMENT

Perseroan menempatkan manajemen risiko sebagai prioritas utama dalam mencapai keseimbangan yang optimal antara perlindungan dan penciptaan nilai. Perseroan merancang inisiatif-inisiatif strategis yang bertujuan meminimalisir potensi risiko dan tantangan yang dihadapi dalam proses mewujudkan target bisnis Perseroan yang telah ditetapkan.

Perseroan berupaya menerapkan manajemen risiko yang terstruktur, sehingga dapat melindungi seluruh pemangku kepentingan atas kemungkinan risiko, baik yang berasal dari faktor internal maupun eksternal dengan cara meningkatkan kontrol dan perencanaan mitigasi yang lebih efektif.

Pada tahun 2022, Perseroan melanjutkan proses penerapan manajemen risiko berbasis ISO 31000:2018 di Perseroan dan Entitas Anak. Kami menyadari bahwa pelaksanaan manajemen risiko terintegrasi memiliki peran penting dalam meningkatkan kepastian dalam pencapaian sasaran Perseroan yang telah ditetapkan. Oleh karena itu, Perseroan meningkatkan atau menambah kontrol dan perencanaan mitigasi yang lebih matang agar memberikan jaminan kepada seluruh pemangku kepentingan bahwa risiko-risiko utama Perseroan dapat dikelola dengan baik.

The Company places risk management as a top priority in achieving an optimal balance between protection and value creation. The Company designs strategic initiatives aimed at minimizing potential risks and challenges faced in the process of realizing the Company's set business targets.

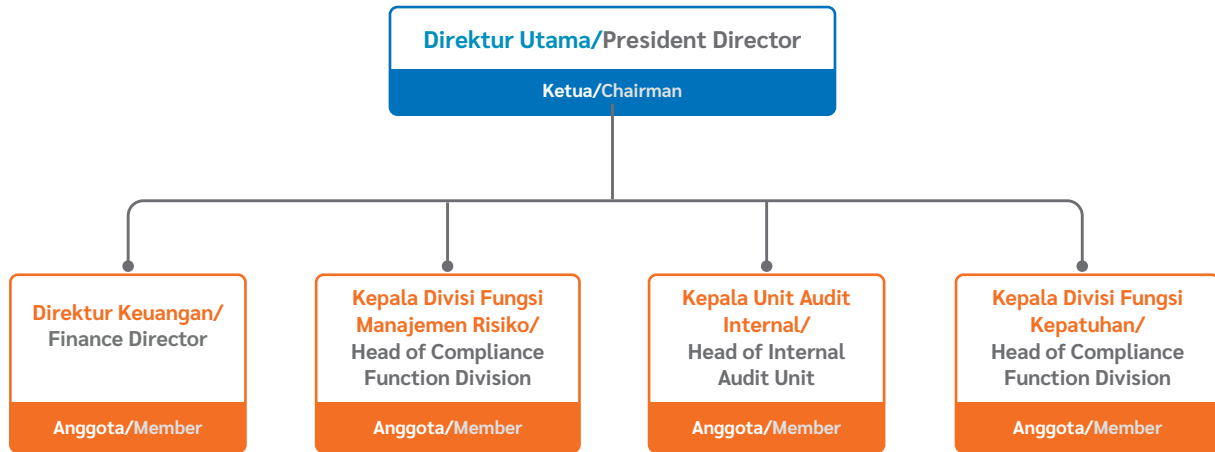
The Company strives to implement structured risk management, allowing us to protect all stakeholders from possible risks, both from internal and external factors by improving controls and more effective mitigation planning.

In 2022, the Company continues implementing risk management based on ISO 31000:2018 in the Company and its Subsidiaries. We recognize that the implementation of integrated risk management has an important role in increasing certainty in achieving the Company's objectives. Therefore, the Company improve more careful mitigation controls and planning to assure all stakeholders that the Company's main risks can be managed properly.



STRUKTUR ORGANISASI TIM MANAJEMEN RISIKO

ORGANIZATIONAL STRUCTURE OF RISK MANAGEMENT TEAM



Perseroan telah menyusun Tim Manajemen Risiko dengan tujuan untuk memastikan proses koordinasi manajemen risiko di Perseroan dapat berjalan dengan baik dan sesuai dengan *risk appetite* dan *risk philosophy* yang ditentukan oleh Dewan Komisaris. Tim Manajemen Risiko bertanggung jawab dalam memfasilitasi penyempurnaan penerapan manajemen risiko dan mendorong efektivitas pengembangan dan penerapan pengendalian risiko secara keseluruhan.

Tim Manajemen Risiko bertugas menyediakan komunikasi dan konsultasi dalam setiap tahapan manajemen risiko sesuai kerangka kerja manajemen risiko sehingga setiap unit usaha dapat mengidentifikasi risiko utama, untuk kemudian menyusun dan melaksanakan langkah-langkah pengendalian guna memitigasi risiko-risiko tersebut.

Perseroan juga telah menyusun Kerangka Kerja Manajemen Risiko yang berfungsi sebagai pedoman bagi semua unit untuk dalam mengelola risiko secara lebih efektif. Panduan ini juga digunakan dalam perencanaan strategis, pengambilan keputusan, dan pengendalian risiko di dalam aktivitas operasional.

Perseroan mengimplementasikan pendekatan asesmen risiko *Top-Down (strategic risk)* untuk melengkapi pendekatan *Bottom Up (operational risk)* yang telah dijalankan sebelumnya.

The Company has established a Risk Management Team to ensure that the risk management coordination process in the Company can run well and in accordance with the risk appetite and risk philosophy determined by the Board of Commissioners. The Risk Management Team is responsible for improving the implementation of risk management and encouraging the effectiveness of the development and implementation of overall risk control.

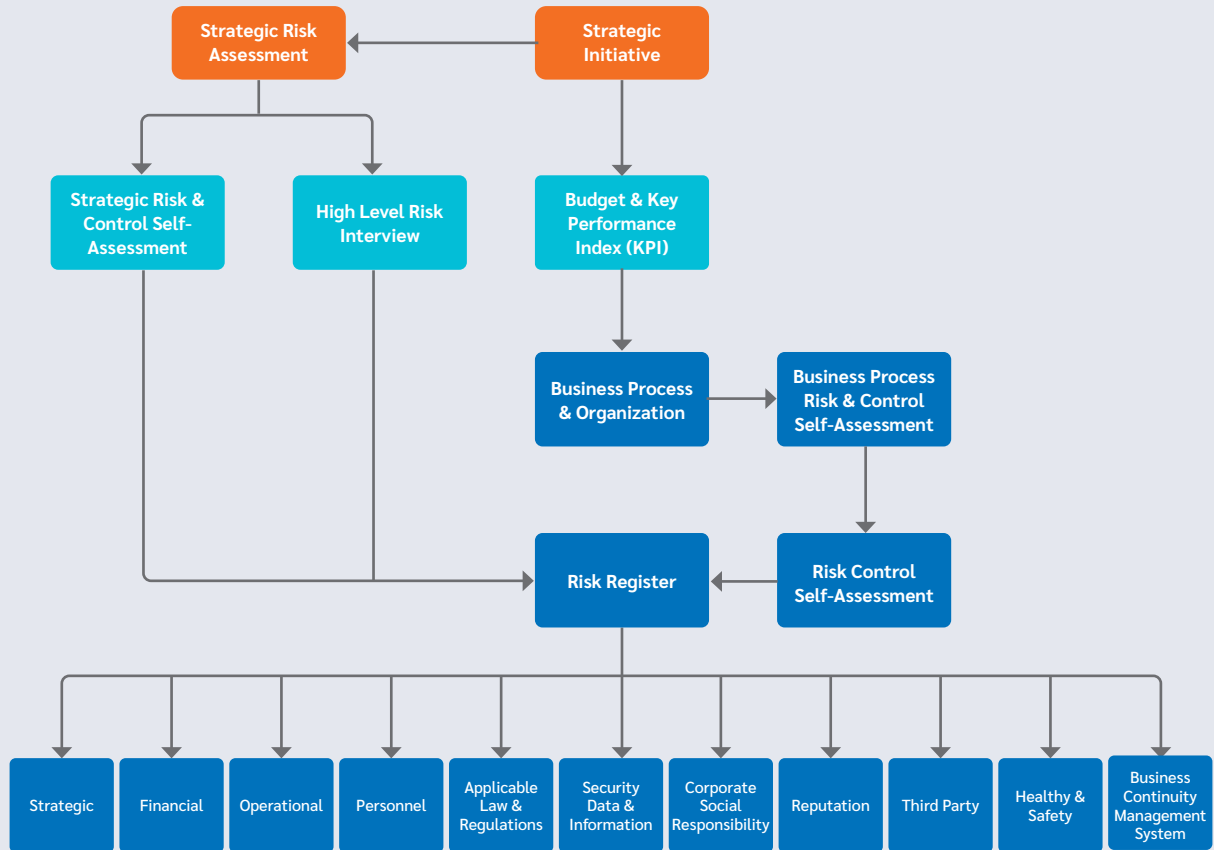
The Risk Management Team is tasked with providing communication and consultation at each stage of risk management in accordance with the risk management framework to ensure each business unit can identify the main risks and establish and implement control measures as part of risk mitigation.

The Company has also developed a Risk Management Framework that serves as a guideline for all units to manage risks more effectively. This guideline is also used in strategic planning, decision-making, and risk control in operational activities.

The Company implements a Top-Down (strategic risk) risk assessment approach that is complementary to the previous Bottom Up (operational risk) approach.

KERANGKA MANAJEMEN RISIKO PERSEROAN

COMPANY'S RISK MANAGEMENT FRAMEWORK



Perseroan juga berupaya meningkatkan kesadaran pengelolaan risiko dengan menyelenggarakan program pelatihan dan *refreshment*, forum komunikasi manajemen risiko, *benchmarking* ke Entitas Anak dan perusahaan sejenis, saling berbagi informasi mengenai praktik terbaik, serta penyebaran informasi melalui email, *SharePoint* atau *library ERM system*.

The Company also strives to increase risk management awareness by organizing training and refreshment programs, risk management communication forums, benchmarking to subsidiaries and peer companies, sharing information about best practices, and disseminating information via email, SharePoint or library ERM system.

JENIS RISIKO DAN UPAYA MITIGASI

TYPE OF RISK AND MITIGATION EFFORTS

Perseroan telah mengidentifikasi dan mengelola risiko strategis yang berasal dari inisiatif strategis Perseroan dan Entitas Anak untuk kemudian di-*register* ke dalam sistem dan secara berkala dilaporkan kepada Tim Manajemen Risiko.

Dari hasil proses identifikasi, analisis, evaluasi dan pengendalian risiko, Perseroan mengelompokkan risiko menjadi 10 jenis risiko yang relevan dengan aspek-aspek keberlanjutan, dan berpotensi mempengaruhi kinerja Perseroan, diantaranya:

The Company has identified and managed strategic risks originating from the strategic initiatives of the Company and its Subsidiaries to be registered into the system and regularly reported to the Risk Management Team.

Based on the results of risk identification, analysis, evaluation, and control process, the Company has grouped the risks into 10 types of risks that are relevant to sustainability aspects and have the potential to affect the Company's performance, including:

JENIS RISIKO TYPE OF RISKS	INDIKASI RISIKO INDICATION OF RISKS	MITIGASI RISIKO MITIGATION OF RISKS
Risiko Kepatuhan, Hukum, dan Tata Kelola	Adanya kegagalan dalam menyelesaikan permasalahan hukum serta terdapat ketidakpatuhan Perseroan terhadap kebijakan dan prosedur, serta peraturan perundang-undangan yang berlaku.	• Mengawasi pembuatan dokumen-dokumen hukum dan menyelesaikan permasalahan hukum dengan musyawarah untuk mufakat; • Melakukan pemantauan perizinan secara berkala dan kewajiban lainnya yang disyaratkan oleh peraturan perundang-undangan serta mempertahankan praktik penerapan GCG; • Mengikuti perkembangan peraturan dan perundang-undangan yang berlaku, terutama yang berkaitan dengan pelaksanaan kegiatan usaha Perseroan; • Melakukan evaluasi kepatuhan dengan selalu menjalankan rekomendasi yang diberikan Otoritas Jasa Keuangan terkait implementasi GCG di lingkungan Perseroan.
Compliance, Legal, and Governance Risks	Failure to mitigate legal issues and non-compliance with the Company's policies and procedures, as well as applicable laws and regulations.	• Supervising the preparation of legal documents and resolving legal issues by deliberation for consensus. • Monitoring the license regularly and other obligations required by laws and regulations, maintain GCG implementation practices; • Closely follows the development of applicable regulations and legislation, especially relating to the Company's business activities; • Assess regulatory compliance by always implementing the recommendations provided by Financial Service Authority regarding the GCG implementation in the Company.

JENIS RISIKO TYPE OF RISKS	INDIKASI RISIKO INDICATION OF RISKS	MITIGASI RISIKO MITIGATION OF RISKS
Risiko SDM	Adanya kekurangan jumlah SDM yang dimiliki Perseroan, baik dari sisi kompetensi atau risiko kehilangan personel kunci, serta pengembangan SDM yang tidak memadai.	- Memiliki program rekrutmen karyawan baru secara berkesinambungan melalui penyelenggaraan program <i>management trainee</i>, <i>sharing knowledge</i>, program retensi bagi karyawan yang berprestasi, program pencarian talent internal, pembaruan dan sosialisasi MPM Value, dan pelaksanaan evaluasi kinerja; dan - Menjalankan kebijakan WFH, sesuai kebutuhan, yang mengacu pada kebijakan masing-masing daerah dengan tetap melakukan pengawasan kinerja secara berkala.
HR Risk	Lack of human resources in the Company, either in terms of competence or the risk of losing key personnel, as well as inadequate human resource development.	- Introduced a new employee recruitment program continuously held through the implementation of the management trainee program, knowledge sharing, retention program for outstanding talents, internal talent search programs, updating and socialization of MPM Values, and the implementation of Key Performance Indicator. - Implement the WFH policy, as needed, referring to the policies of each region while maintaining regular performance monitoring.
Risiko Keamanan Data dan Informasi	Adanya ketidakmampuan Perseroan dalam menjaga keamanan data dan informasi yang menyebabkan tidak tercapainya tiga sasaran keamanan data/informasi yang mencakup kerahasiaan data/informasi, keutuhan dan kelengkapan data/informasi, dan ketersediaan data/informasi yang berpotensi menyebabkan terjadinya insiden keamanan informasi.	Melindungi kerahasiaan data/informasi dan mengendalikan risiko keamanan informasi melalui perbaikan dan peningkatan yang berkelanjutan yang berfokus pada tiga pilar keamanan informasi yaitu, <i>people</i>, <i>process</i>, dan <i>technology</i>. - Pilar <i>people</i> berfokus pada peningkatan kompetensi SDM melalui kegiatan sosialisasi, edukasi, survei dan penilaian keamanan informasi secara berkala untuk seluruh karyawan; - Pilar <i>process</i> berfokus pada pengembangan dan implementasi seperangkat kebijakan dan prosedur keamanan informasi serta identifikasi dan mitigasi risiko keamanan data/informasi; dan - Pilar <i>technology</i> berfokus pada optimalisasi penggunaan teknologi informasi yang terkini dalam mendukung tercapainya tiga sasaran keamanan data/informasi.

JENIS RISIKO TYPE OF RISKS	INDIKASI RISIKO INDICATION OF RISKS	MITIGASI RISIKO MITIGATION OF RISKS
Data and Information Security Risks	The Company's inability to secure its data and information, thus lead to the failure the achievement three goals relating to data/information security, namely confidentiality of data/information, the integrity and completeness of data/information, and the availability of data/information, which may trigger information security incidents.	Protect the confidentiality of data/information and control information security risk through consistent updates and improvement with a focus on the three pillars of information security, namely people, process and technology. - The people pillar focuses on improving HR competence through socialization, education, survey and information security assessment activities regularly for all employees. - The process pillar focuses on the development and implementation of a set of information security policies and procedures as well as the identification and mitigation of data/information security risks. - The technology pillar meanwhile focuses on optimizing the use of the latest information technologies to facilitate the achievement of three data/information security goals.
Risiko CSR	Adanya ketidakmampuan untuk menunjukkan kesadaran dan pemahaman mendasar terhadap lingkungan dan keberlanjutan yang berhubungan dengan kondisi operasional Perseroan dan juga menyampaikan kebutuhan masyarakat yang lebih besar.	Merancang inisiatif-inisiatif strategis yang berkesinambungan untuk menyelaraskan operasional Perseroan dengan lingkungan dan selalu memperhatikan aspek sosial kemasyarakatan, sehingga manfaat CSR menjadi wujud nyata dan dapat dirasakan oleh seluruh pemangku kepentingan bersama dengan kehadiran Perseroan di masyarakat.
CSR Risk	The inability to demonstrate awareness and fundamental understanding of the environment and sustainability relating to the Company's operations also accommodates the needs of the greater community.	Designs continuous strategic initiatives to align the Company's operations with the environment and always pay attention to the social aspect of the community so that our CSR can deliver concrete benefits to all stakeholders along with the Company's presence in the community.
Risiko Pihak Ketiga	Adanya ketidakmampuan Perseroan dalam memperluas atau menjaga hubungan baik dengan pihak ketiga, vendor, kontraktor, <i>supplier</i> , pemasok dan mitra strategis lainnya untuk memastikan perilaku dan praktik sesuai dengan nilai dan budaya etis Grup MPM.	Menjaga hubungan baik dengan pihak ketiga dengan menjalankan kerja sama yang saling menguntungkan berdasarkan perilaku dan praktik sesuai dengan nilai dan budaya etis Perseroan dan memenuhi ketentuan perundang-undangan yang berlaku.
Third Party Risk	The Company's inability to develop or maintain good relations with third parties, vendors, contractors, suppliers, and other strategic partners to ensure their conduct and practices reflect the values and ethical culture of MPM Group.	Maintain good relations with third parties by carrying out cooperation based on behavior and practices that reflect the Company's ethical values and cultures and also fulfill the applicable laws and regulations.

JENIS RISIKO TYPE OF RISKS	INDIKASI RISIKO INDICATION OF RISKS	MITIGASI RISIKO MITIGATION OF RISKS
Risiko Kesehatan dan Keselamatan Kerja	Adanya ketidakmampuan Perseroan dalam membuat suatu sistem yang baik untuk mencegah terjadinya kecelakaan dan menciptakan lingkungan kerja yang sehat, aman, dan nyaman bagi seluruh karyawan.	- Menciptakan lingkungan kerja yang sehat, aman dan nyaman dengan cara menyediakan ruangan kerja, ruang rapat, dan fasilitas lainnya dengan memperhatikan aspek kebersihan, kenyamanan dan keamanan; dan - Membentuk tim tanggap darurat dengan kapabilitas yang baik dalam menghadapi kondisi tanggap darurat bencana dan gangguan keamanan lainnya, menyediakan obat-obatan, mengeluarkan kebijakan dan prosedur tanggap darurat sesuai BCMS ISO22301:2019 serta menjalankan protokol kesehatan sesuai ketentuan pemerintah.
Occupational Health and Safety Risks	The Company's inability to create a good system to prevent accidents and create a healthy, safe, and comfortable workplace for everyone.	- Creating a healthy, safe, and comfortable working environment by providing a vibrant workplace, meeting rooms, and other facilities which promote aspects of cleanliness, comfort and safety; and - Establishing an emergency response team with good capabilities in dealing with disaster emergency response conditions and other security issues, providing medicines, releasing policies and procedures according to BCMS ISO22301:2019, and carrying out health protocols according to government regulations.

Informasi lengkap terkait risiko keuangan, risiko operasional, risiko operasional strategi dan bisnis, risiko reputasi, dan risiko pihak ketiga dapat dilihat pada Laporan Tahunan.

Detailed information on financial risk, operational risk, strategic and business risk, reputational risk, and third-party risk can be found in the Annual Report.

EVALUASI EFEKTIVITAS IMPLEMENTASI MANAJEMEN RISIKO

EVALUATION THE EFFECTIVENESS OF RISK MANAGEMENT IMPLEMENTATION

Perseroan secara berkala melakukan peninjauan ulang terhadap seluruh risiko yang telah teridentifikasi, kecukupan kontrol dan evaluasi pelaksanaan mitigasi risiko. Proses ini dilakukan melalui *Enterprise Risk Management* (ERM) system dengan pendampingan dari Unit Manajemen Risiko Perseroan dan Entitas Anak untuk mencatat dan mendokumentasikan risiko dan pengendaliannya.

The Company regularly reviews all identified risks, controls adequacy, and evaluation of risk mitigation implementation. This process is carried out through the Enterprise Risk Management (ERM) system with assistance from the Risk Management Unit of the Company and its Subsidiaries to record and document risks and their control measures.

Hasil peninjauan ulang dan pembaruan profil risiko secara berkala ini dilaporkan kepada Direksi dan/atau Dewan Komisaris, melalui Komite GCG, sebagai salah satu bahan pertimbangan atau acuan dalam menentukan rencana kerja, keputusan strategis terhadap suatu proyek dan dalam rangka evaluasi atas pelaksanaan mitigasi yang telah ditetapkan sebelumnya.

Pada periode pelaporan, hasil peninjauan ulang dan evaluasi yang dilakukan, dapat diketahui bahwa seluruh risiko yang teridentifikasi dapat diproteksi dengan penerapan kontrol yang memadai dan perencanaan mitigasi terintegrasi.

Berdasarkan hasil telaah yang dilakukan oleh Dewan Komisaris dan/atau Direksi melalui Komite GCG, pelaksanaan sistem manajemen risiko di tahun 2022 telah berjalan baik dan kecukupannya memadai. Hal tersebut berdasarkan sejumlah pencapaian, antara lain:

- ❶ Pelaksanaan sosialisasi manajemen risiko secara kontinu.
- ❷ Peningkatan kualitas proses RCSA (*Risk & Control Self-Assessment*).
- ❸ Upaya peningkatan kapabilitas dengan mengikuti beberapa training dan webinar mengenai *governance, risk & compliance* (GRC).
- ❹ Perbaikan dan peningkatan berkelanjutan terhadap fungsi dan pelaporan ERM System.
- ❺ Peningkatan proses integrasi manajemen risiko dengan *planning cycle*, Sistem manajemen Keamanan Informasi (SMKI) ISO27001:2018 dan *Business Continuity Management System* (BCMS) ISO22301:2019.

The results of the review and renewal of the risk profile are reported regularly to the Board of Directors and/or the Board of Commissioners, through the GCG Committee, as a reference in determining the work plan, strategic decisions on a project as well as evaluating the implementation of mitigation steps determined previously.

In the reporting period, the results of the review and evaluation concluded that all identified risks can be protected by the implementation of adequate control measures and integrated mitigation planning.

The review results by the Board of Directors and/or Board of Commissioners through the GCC Committee suggested that the implementation of the Risk Management System in 2022 has run well and was adequate. It was indicated by several achievements, including:

- ❶ Continuous socialization of risk management.
- ❷ Improve the quality of the RCSA (*Risk & Control Self-Assessment*) process.
- ❸ Improve capability through the implementation of webinars on Governance, Risk & Compliance (GRC).
- ❹ Continuous Improvement/Enhancement on functionality and reporting of ERM System.
- ❺ Improve risk management integration process with planning cycle, Information Security Management System (ISMS) ISO27001:2018 and Business Continuity Management System (BCMS) ISO22301:2019.



Risk Maturity Assessment

Risk Maturity Assessment bertujuan untuk mengukur tingkat kematangan dari pemahaman pengelolaan *risk officer* dan *risk owner*. Selain itu, pengukuran ini juga bertujuan untuk melihat sejauh mana Grup MPM menerapkan manajemen risiko jika dilihat dari prinsip, kerangka kerja, dan proses manajemen risiko berbasis ISO 31000:2018.

Berdasarkan peta arah manajemen risiko Grup MPM, *risk maturity assessment* dilaksanakan setiap 2 tahun sekali. *Risk maturity assessment* terakhir dilaksanakan pada tahun 2021 dengan hasil Group MPM berada pada tingkat “berulang”. Rencananya pada tahun 2023 akan diadakan *risk maturity assessment* ulang untuk mengukur hasil perbaikan yang telah dilakukan sesuai rekomendasi hasil *maturity assessment* tahun 2021.

Rencana Pengembangan Sistem Manajemen Risiko Tahun 2023

Berdasarkan peta arah manajemen risiko Perseroan, pada tahun 2023, Perseroan berencana untuk melakukan:

- 1 Melanjutkan proses *updating* serta monitoring/review terhadap risiko-risiko yang sudah teridentifikasi maupun risiko-risiko baru.
- 2 Melanjutkan implementasi *Business Continuity Management System* (BCMS) di Entitas Anak.
- 3 Melakukan *enhancement* lanjutan pada aplikasi ERM System untuk penyempurnaan fungsi dan pelaporan.
- 4 Melakukan audit manajemen risiko oleh audit eksternal guna mengetahui tingkat kesesuaian (*conformity*) dan kematangan/maturitas (*maturity*) terhadap pengelolaan risiko.
- 5 *Support enhancement Audit Management System* (AMS) dalam rangka perbaikan berkelanjutan dalam integrasi dengan ERM System.
- 6 *Risk Champions Program* untuk meningkatkan pemahaman *risk officer/owner* terhadap manajemen risiko.
- 7 *GRC Benchmarking* ke perusahaan sejenis agar dapat memperoleh *insight* tambahan mengenai implementasi GRC yang baik.
- 8 Peninjauan ulang dan pembaruan Kebijakan dan Pedoman manajemen risiko.
- 9 Menyusun peta arah implementasi manajemen risiko tahun 2023-2027.

Risk Maturity Assessment

Risk Maturity Assessment conducted to measure the maturity level among risk officers dan risk owner. In addition, this assessment also aims to see the progress of the risk management implementation of MPM Group from the perspectives of the principles, framework and risk management process based on ISO 31000:2018.

Based on MPM Group's risk management roadmap, a risk maturity assessment is conducted every 2 years. The last risk maturity assessment was carried out in 2021 with the result that MPM Group was at the “recurring” level. It is planned that in 2023 a risk maturity assessment will be held again to measure the results of improvements that have been made according to the recommendations of the 2021 maturity assessment results.

Risk Management System Development Plan 2023

Based on the roadmap of the Company's risk management implementation, the Company has set plans for 2022, namely:

- 1 To continue the process of updating and monitoring/reviewing the identified risks and new risks.
- 2 To continue the implementation of the Business Continuity Management System (BCMS) in the Company and several subsidiaries.
- 3 To conduct further enhancements to the ERM System application to improve functionality and reporting.
- 4 To conduct risk management audits by external auditors to determine the conformity and maturity levels toward risk management.
- 5 Support enhancement of Audit Management System (AMS) for continuous improvement in integration with ERM System.
- 6 Risk Champions Programme to improve risk officer/owner understanding of risk management.
- 7 GRC Benchmarking to peer companies to gain additional insight on good GRC implementation.
- 8 Review and update risk management policies and guidelines.
- 9 To develop a risk management implementation roadmap for 2023-2027.

PELIBATAN PEMANGKU KEPENTINGAN

STAKEHOLDERS ENGAGEMENT

Keberlanjutan usaha Perseroan sangat ditentukan oleh dukungan dan kepercayaan para pemangku kepentingannya. Perseroan berusaha memastikan seluruh kebutuhan dan harapan pemangku kepentingan terakomodasi. Kami menyusun langkah-langkah strategis dan membuat kebijakan yang memastikan aktivitas usaha dan operasional Perseroan dilakukan dengan penuh tanggung jawab.

Kami mengidentifikasi pemangku kepentingan dengan pendekatan pihak yang memberikan pengaruh atau dipengaruhi oleh aktivitas dan keputusan Perseroan.

The sustainability of the Company's business is largely determined by the support and trust of its stakeholders. The Company strives to ensure that all stakeholders' needs and expectations are accommodated. We develop strategic steps and make policies that ensure the Company's business activities and operations are carried out responsibly.

We identify stakeholders with the approach of parties who influence or are influenced by the Company's activities and decisions.

	Dasar Pemilihan Reasons for Their Selection	Pendekatan Keterlibatan Engagement Approach	Isu/Topik yang Dikemukakan Issues/ Topics Raised	Respons Perseroan The Company's Response
PELANGGAN	Kepuasan pelanggan menentukan pertumbuhan usaha.	Komunikasi sehari-hari di <i>showroom/counter/call centre/media sosial; customer gathering</i> .	- Akses informasi terkait produk/jasa. - Kualitas produk/jasa. - Keamanan jasa dan produk. <i>After sales service</i>. - Penanganan keluhan.	- Akses informasi melalui website. - Memberikan garansi. - Seluruh produk/jasa telah memenuhi standar kualitas. - Tersedia layanan <i>customer service</i>.
CUSTOMERS	Customer satisfaction determines business growth.	Daily communication in showroom/counter/call center/social media; Customer gathering.	- Access information related to products and services - Product/service quality. - Security. - After-sales service. - Service complaints.	- Access information via the website - Provide warranty - Products comply with standards of quality - Provide customer service
KARYAWAN	Aset Perseroan yang penting dan perlu dirawat serta dikembangkan.	- Kegiatan kerja setiap hari. - Pertemuan berkala (<i>Town Hall</i>). <i>Employee Effectiveness Survey</i> (EES). <i>Whistleblowing System</i>. - MPMAX Online <i>E-bulletin</i>.	Kesejahteraan karyawan dan jaminan Kesehatan Keselamatan Kerja (K3).	- Remunerasi dan tunjangan yang menarik serta memenuhi ketentuan yang berlaku. - Memberi asuransi kesehatan. - Melengkapi sarana dan prasarana. - Pelatihan dan pengembangan - Jenjang karier

	Dasar Pemilihan Reasons for Their Selection	Pendekatan Keterlibatan Engagement Approach	Isu/Topik yang Dikemukakan Issues/ Topics Raised	Respons Perseroan The Company's Response
EMPLOYEE	The Company's assets have a vital role and need to be retained and developed.	- Daily work activities. - Town Hall meetings. - Employee Effectiveness Survey (EES). - Whistleblowing System. - MPMAX E-bulletin.	Employee welfare and Occupational Health and Safety.	- Attractive remuneration and allowance as well as fulfilling the applying provisions - Participate in health insurance. - Completing facilities and infrastructure. - Training and development. - Career development.
MASYARAKAT	Pihak yang berpotensi terdampak atas operasional.	- Program Kehumasan (audiensi). - Sosialisasi program CSR. - Pelaksanaan kegiatan CSR.	Dampak nyata yang positif.	- Pemberdayaan masyarakat. - Pemberian bantuan dan donasi. - Kegiatan CSR lainnya.
COMMUNITY	Parties that are potentially affected by operations.	- Public Relations Program (audience). - Socialization of CSR program. - Implementation of CSR activities.	Real positive impact	- Community empowerment - Assistance and Donations. - Other CSR activities.
PEMERINTAH	Kepatuhan peraturan.	Kepatuhan peraturan.	- Kepatuhan dan perlindungan kepentingan minoritas. - Dukungan terhadap pembangunan berkelanjutan.	- Mematuhi peraturan perundang-undangan yang berlaku, termasuk tetapi tidak terbatas dengan penyampaian laporan dan keterbukaan informasi dengan tepat waktu dan sesuai dengan ketentuan. - Melalui kinerja ekonomi dan kegiatan CSR telah mendukung pembangunan berkelanjutan.

	Dasar Pemilihan Reasons for Their Selection	Pendekatan Keterlibatan Engagement Approach	Isu/Topik yang Dikemukakan Issues/ Topics Raised	Respons Perseroan The Company's Response
GOVERNMENT	Regulatory compliance	Regulatory compliance	- Compliance and protection of minority interests. - Support for sustainable development.	- Comply with applicable laws and regulations, including but not limited to the delivery of reports and disclosure of information in a timely manner and in accordance with the provisions. - Through economic performance and CSR activities, we have supported sustainability developments.
PEMEGANG SAHAM/ INVESTOR	Organ tertinggi dalam perseroan terbatas, dukungan investasi.	RUPS, <i>Public Expose</i>, dan <i>IR one on one meeting</i>.	- Penerapan Tata kelola yang baik. - Keterbukaan informasi. - Keuntungan investasi.	- Melalui pengelolaan perusahaan yang baik dapat meningkatkan kinerja keuangan. - Secara berkala menyampaikan laporan kepada pemangku kepentingan, seperti Laporan Tahunan dan Laporan Keberlanjutan.
SHAREHOLDERS/ INVESTORS	The highest organ in a limited liability company investment, support.	GMS, Public Expose, IR one-on-one meeting	- Implementation of good corporate governance. - Disclosure of Information. - Investment benefits.	- Good corporate management can improve financial performance. - Submit reports regularly to stakeholders, including Annual Report and Sustainability Report.
PEMASOK UTAMA (PRINCIPAL) & PEMASOK LAINNYA	Mitra kerja penunjang kelancaran operasional.	Proses tender; evaluasi atau review bersama.	- Kemudahan dalam bermitra. - Perlakuan yang setara terhadap semua mitra. - Kepatuhan terhadap ketentuan dan persyaratan Perseroan.	- Kemudahan dan transparansi dalam bermitra. - Perlakuan inklusif (setara) bagi semua mitra. - Memberi keterbukaan informasi.

	Dasar Pemilihan Reasons for Their Selection	Pendekatan Keterlibatan Engagement Approach	Isu/Topik yang Dikemukakan Issues/ Topics Raised	Respons Perseroan The Company's Response
MAIN SUPPLIER (PRINCIPAL) AND OTHER SUPPLIERS	Supporting partners for a smooth operation.	Tender process; join evaluation or review.	- Ease of partnership. - Fair treatment to all partners. - Compliance to the Company's provisions and requirements.	- Providing easiness and information transparency in partnering. - Inclusive treatment for all partners. - Disclosure of information.
MEDIA	Sarana komunikasi, publikasi/ keterbukaan informasi.	Website, media sosial, media visit dan <i>corporate visit</i>.	Keterbukaan informasi.	Bekerja sama melalui saluran media yang tersedia, baik karena ketentuan regulasi maupun kepentingan strategi bisnis/ pemasaran.
MEDIA	Communication media, publication/ disclosure of information.	Website, social media, media visit, and corporate visit	Disclosure of information.	Cooperate through available media due to regulations or needs for marketing/business strategies.
LEMBAGA SWADAYA MASYARAKAT (LSM)	LSM yang memiliki kepedulian, visi dan misi yang sama dengan Perseroan.	Audiensi program <i>Focus Group Discussion</i>.	- Program-program pendidikan, peningkatan kesejahteraan dan kesehatan. - Dampak sosial program kemasyarakatan. - Program-program pelestarian lingkungan.	Kerja sama dalam kegiatan CSR.
A NON-GOVERNMENTAL ORGANIZATION (NGO)	NGOs that share the same concerns, vision, and mission as the Company	Focus Group Discussion Program.	- Educational programs, welfare and health improvement. - Social impact of community programs. - Environmental preservation programs.	Collaboration in CSR activities.

TANTANGAN DALAM PENERAPAN STRATEGI KEBERLANJUTAN

CHALLENGES TO SUSTAINABILITY IMPLEMENTATION

Penerapan strategi keberlanjutan tidak terlepas dari berbagai tantangan yang dihadapi, baik di internal maupun eksternal. Selama periode pelaporan, secara umum tidak ada tantangan yang menjadi kendala signifikan yang dialami Perseroan.

Dari sisi eksternal, invasi Rusia ke Ukraina, secara tidak langsung menyebabkan disrupsi *supply chain* pada bisnis Perseroan, seperti terjadinya kelangkaan *chip* semikonduktor yang menghambat *supply* kendaraan roda dua. Selain situasi perekonomian dan geopolitik, isu-isu lingkungan seperti pemanasan global, bencana alam, peningkatan biaya energi, perkembangan teknologi, juga turut menjadi tantangan dalam proses mewujudkan kondisi yang berkelanjutan.

Sementara tantangan serta isu utama di internal adalah penetapan target pencapaian untuk masing-masing program yang tidak dapat disamaratakan di setiap Entitas Anak dikarenakan perbedaan *nature* bisnis. Perseroan perlu menyesuaikan setiap inisiatif baru dengan *core business* dari masing-masing Entitas Anak. Proses ini membutuhkan waktu yang tidak sedikit untuk menyelesaikannya.

Kami telah menetapkan dan menerapkan tindakan yang sesuai untuk mengatasi seluruh tantangan tersebut, agar tidak menjadi hambatan yang berarti bagi Perseroan untuk mencapai tujuan dari strategi keberlanjutan. Kegiatan pemantauan dan evaluasi akan terus dilaksanakan secara dinamis terhadap penerapan strategi keberlanjutan, untuk memastikan tercapainya tujuan jangka panjang Perseroan.

The implementation of the sustainability strategy is inseparable from the various challenges, both internally and externally. During the reporting period, there were no challenges that became significant obstacles to the Company.

Externally, Russia's invasion of Ukraine indirectly caused supply chain disruptions to the Company's business, such as the scarcity of semiconductor chips that hampered the supply of two-wheeled. In addition to the economic and geopolitical situation, environmental issues such as global warming, natural disasters, increasing energy costs, and technological developments have also posed challenges in the process of realizing sustainable conditions.

While the main internal challenge and issue are determining achievement targets for each program that cannot be generalized in each Subsidiary due to differences in business nature. The Company needs to adjust each new initiative to the core business of each Subsidiary. This process takes a significant amount of time to complete.

We have determined and implemented appropriate actions to overcome all these challenges so that they do not become significant obstacles for the Company to achieve the objectives of the sustainability strategy. Monitoring and evaluation activities will continue to be carried out dynamically on the implementation of the sustainability strategy to ensure the achievement of the Company's long-term goals.



Kinerja Keberlanjutan

Sustainability Performance

KEGIATAN MEMBANGUN BUDAYA KEBERLANJUTAN

ACTIVITIES TO BUILD SUSTAINABILITY CULTURE



CREDO merupakan nilai-nilai Perseroan yang menjadi pedoman perilaku bagi setiap insan Perseroan. Melalui penerapan CREDO, Perseroan berupaya membangun budaya perusahaan yang kuat, dimana seluruh karyawan memahami makna pentingnya *progressive thinking*, *active ownership* dan *collaboration* untuk menjalankan bisnis secara berkelanjutan.

Dalam rangka memastikan CREDO senantiasa menjadi budaya yang mengakar di internal perusahaan, kami melaksanakan serangkaian kegiatan untuk mengenalkan dan mengingatkan nilai-nilai CREDO sejak awal, saat karyawan mulai bergabung di Perseroan. Kegiatan tersebut mencakup:

1. **CREDO Awareness**, antara lain berupaya menciptakan *awareness* dengan visualisasi dan bantuan virtual seperti *mural*, *wallpaper* di komputer karyawan, dan maskot (Kola, Tiki, dan Owie);
2. **CREDO Education**, antara lain melalui pelatihan dengan 103 (*10 Beliefs and 3 CREDO*) FM Credo Show, Credo Show *Special Edition* dan menggabungkan CREDO dengan berbagai aktivitas lainnya;
3. **CREDO Internalization Program**, antara lain dengan cara menghubungkan CREDO dengan proses rekrutmen dan *Performance Management System*.

CREDO is the Company's values that guide the behaviour of every employee of the company. Through CREDO implementation, the Company strives to build a strong corporate culture, where all employees understand the importance of progressive thinking, active ownership, and collaboration to run a sustainable business.

To ensure that CREDO continues to be a deeply ingrained culture within the company, we conduct a series of activities to introduce and remind CREDO values from the beginning when employees start joining in the Company. These activities include:

1. **CREDO Awareness**, among others, is done by seeking efforts to build awareness with visualization and virtual assistance, such as murals, wallpaper on employees' computers, and mascots (Kola, Tiki, and Owie);
2. **CREDO Education**, among others, is done through training with 103 (*10 Beliefs and 3 CREDO*) FM Credo Show, Credo Show *Special Edition*, and by combining CREDO with various other activities;
3. **CREDO Internalization Program**, among others, is done by linking CREDO with the recruitment process and *Performance Management System*.

KINERJA EKONOMI

ECONOMIC PERFORMANCE

Konteks Keberlanjutan Kami

Kendaraan roda dua telah menjadi sarana transportasi andalan di tanah air. Harga yang ekonomis membuat motor menjadi sarana transportasi yang terjangkau bagi banyak kalangan. Motor juga dianggap fleksibel karena dapat digunakan untuk melewati segala jenis medan jalan dan nyaman untuk mobilitas perkotaan. Pada tahun 2022, kepemilikan sepeda motor telah menguasai 81% dari total jumlah kepemilikan kendaraan secara nasional dengan populasi mencapai 123.403.912 unit.

Perseroan sebagai perusahaan konsumen otomotif berkomitmen mendukung pertumbuhan pasar kendaraan bermotor khususnya sepeda motor yang baik dan meningkatkan kualitas mobilitas penduduk yang cerdas dan berkelanjutan melalui penyediaan produk dan layanan kendaraan bermotor berkualitas di dalam negeri.

Pendekatan Kami

Rencana Aksi Keberlanjutan Perseroan 2021-2025 ditetapkan untuk memperkuat keberlangsungan usahayang berkelanjutan. Perseroan berkomitmen untuk mengembangkan usaha yang mendukung kebutuhan sistem transportasi masyarakat dengan memenuhi setiap aspek keberlanjutan yang relevan dengan layanan dan produk yang kami tawarkan melalui strategi *Smart Mobility to Embrace Sustainable Business*.

MENINGKATKAN KINERJA EKONOMI

Perseroan berkomitmen untuk mengupayakan pertumbuhan usaha yang optimal dan berkelanjutan. Perseroan tidak pernah berhenti untuk melihat berbagai peluang dan melakukan langkah-langkah adaptif juga inovatif untuk mempertahankan kelangsungan usaha dan meningkatkan daya saing Perseroan melalui pendekatan strategi yang berkelanjutan.

Perseroan menerapkan strategi yang dapat meningkatkan reputasi Perseroan dalam industri konsumen otomotif dengan kinerja usaha yang kokoh setiap tahunnya dan meningkatkan

Our Sustainability Context

Two-wheeled vehicles have become the mainstay of transport in our country. The economical price makes motorcycles an affordable means of transportation for many people. Motorcycles are also considered flexible since they can be used to pass through all types of road terrain and are convenient for urban mobility. By 2022, motorcycles ownership accounted for 81% of the total national vehicle ownership with a total of 123,403,912 units.

The Company as an automotive consumer company is committed to supporting the growth of the motor vehicle market, especially motorcycles, and improving the quality of smart and sustainable mobility of the population through the provision of quality motor vehicle products and services in the country.

Our Approach

The Company's Sustainability Action Plan 2021-2025 sets out to strengthen the continuity of the sustainable business. The Company is committed to developing a business that supports the needs of the public transport system by fulfilling every aspect of sustainability that is relevant to the services and products we offer through the Smart Mobility to Embrace Sustainable Business strategy.

IMPROVING ECONOMIC PERFORMANCE

The Company is committed to achieving optimal and sustainable business growth. The Company never stops to look at various opportunities and taking adaptive and innovative steps to maintain business continuity and improve the Company's competitiveness through a sustainable strategic approach.

The Company implements strategies that can improve the Company's reputation in the automotive consumer industry with a solid business performance each year as well as

kepemimpinan Perseroan sebagai perusahaan *smart mobility* yang modern.

TRANSFORMASI DIGITAL

Digitalisasi telah menjadi strategi grup Perseroan dalam menjaga pertumbuhan kinerja. Sejak beberapa tahun terakhir kami terus memperkuat kemampuan digital Perseroan untuk meningkatkan daya saing dan ketahanan operasional perusahaan.

Perseroan telah melakukan percepatan ekosistem digital untuk membantu merampingkan proses bisnis, membangun tempat kerja yang jauh lebih baik untuk karyawan, serta mampu meningkatkan pengalaman pelanggan yang lebih memuaskan. Transformasi digital ini sekaligus merupakan strategi Perseroan dalam merespon perubahan perilaku konsumen yang dinamis dan terus bergerak ke arah digitalisasi, sehingga Perseroan tetap relevan dengan konsumennya. Inovasi digital Perseroan dilakukan tidak hanya bersifat mendukung proses bisnis tapi juga mendukung operasional Perseroan yang modern dan aktual melalui pengembangan platform digital berbasis teknologi 4.0.

increase the Company's leadership as a modern smart mobility company.

DIGITAL TRANSFORMATION

Digitalization has become the Company group's strategy for maintaining performance growth. Over the last few years, we have continued to strengthen the Company's digital capabilities to improve the competitiveness and operational resilience company.

The Company has accelerated the digital ecosystem to help streamline business processes, build a much better workplace for employees, and be able to improve customer satisfaction.

This digital transformation is also the Company's strategy to adapt to dynamic changes in consumer behaviour and continues moving towards digitalization, allowing the Company to remain relevant to its consumers. The Company's digital innovation is carried out not only to support business processes but also to support the Company's modern and actual operations through the development of a digital platform based on technology 4.0.

SEGMENT USAHA BUSINESS SEGMENT	INOVASI INNOVATION	DESKRIPSI DESCRIPTION
	Sistem rekrutmen digital Digital recruitment system	Perseroan menerapkan sejumlah sistem rekrutmen digital untuk mendukung proses perekrutan yang cepat, efektif, dan dapat mengurangi bias. The Company implemented several digital recruitment systems to support a fast, effective, and reducing biased recruitment process.
	Online claim page & Whatsapp Business	<i>Customer service channel</i> melalui Whatsapp Business MPMInsurance dan <i>Online Claim Page</i> untuk memudahkan pelayanan terkait produk asuransi dan layanan klaim yang dapat diakses melalui <i>website</i> resmi perusahaan. Customer service channel through Whatsapp Business MPMInsurance and Online Claim Page to facilitate services related to insurance products and claim services that can be accessed through the company's official website.

SEGMENT USAHA BUSINESS SEGMENT	INOVASI INNOVATION	DESKRIPSI DESCRIPTION
	Brompit	Aplikasi berbasis android bagi konsumen sepeda motor Honda di Jawa Timur. Aplikasi Brompit memiliki beberapa layanan yang dapat mempermudah pengguna sepeda motor Honda untuk mengakses layanan antara lain Riwayat <i>Service</i>, <i>Booking Service</i>, Katalog Info Motor, Aksesoris Honda dll. Android-based application for Honda motorcycle consumers in East Java. The Brompit application has several features that can help Honda motorcycle users to access services more easily, such as Service History, Booking Service, Motorcycles Info Catalogue, Honda Accessories, etc.
	Sistem manajemen pergudangan terkomputerisasi, pengendalian stok berbasis <i>barcode</i> Computerized warehouse management system, barcode-based stock control system	MPMulia memiliki fasilitas pergudangan modern yang dikelola berdasarkan sistem komputer untuk memudahkan bongkar muat stok sepeda motor maupun <i>sparepart</i>. Sistem komputerisasi ini memanfaatkan <i>barcode</i> untuk mengendalikan stok, sehingga proses pergudangan dapat dilakukan dengan cepat dan akurat. MPMulia has modern warehousing facilities that are managed based on a computer system to facilitate the loading and unloading of motorcycles and spare parts stocks. This computerized system utilizes barcodes to control stock, allowing the warehousing process to be carried out quickly and accurately.
	QR (<i>quick response</i>) Application	Memonitor pergerakan armada kendaraan secara <i>real time</i>. Monitor motor vehicle movements in real-time.
	MRide	Sistem manajemen armada berbasis aplikasi yang menyediakan layanan sewa pengemudi & armada standar untuk pelanggan <i>carpooling</i>. App-based fleet management system that provides standardized driver & fleet rental service for carpooling customer.

TEKNOLOGI INFORMASI

Transformasi digital yang menjadi agenda strategi keberlanjutan usaha Perseroan membutuhkan dukungan pemanfaatan Teknologi Informasi (TI) yang terintegrasi dalam operasional Perseroan. Perseroan memiliki Divisi Corporate IT sebagai ujung tombak pengembangan dan adopsi Teknologi Informasi secara optimal oleh Perseroan melalui berbagai platform digital.

Divisi Corporate IT Perseroan telah berupaya melakukan Program Digitalisasi sejak beberapa tahun silam. Dari mulai proses otomasi melalui implementasi sistem ERP (*Enterprise Resource Planning*) dan CRM (*Customer Relationship Management*), *infrastructure improvement* melalui adopsi *cloud system* dan *intelligent network*, serta implementasi data management melalui *data warehouse* dan *data analytics*.

Di tahun 2022, dengan semakin meningkatnya tantangan dari aspek keamanan siber dan tuntutan terhadap dukungan operasional yang cepat dan efisien, Divisi Corporate IT mencanangkan program sinergi IT MPM Group yang lebih intensif, serta program peningkatan keamanan informasi yang lebih luas. Program ini merupakan bagian dari rencana strategis pencapaian visi jangka panjang Divisi Corporate IT di tahun 2025.

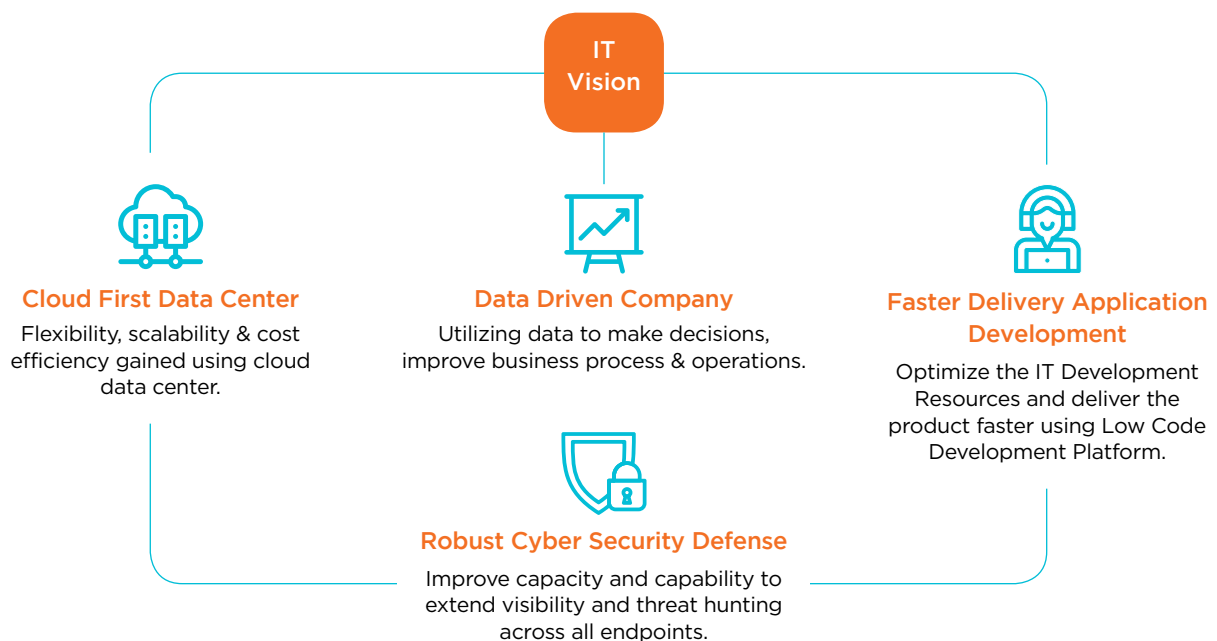
INFORMATION TECHNOLOGY

Digital transformation, which is the agenda of the Company's business sustainability strategy, requires the support of integrated Information Technology (IT) utilization in the Company's operations. The Company has a Corporate IT Division that oversees the optimal development and adoption of Information Technology by the Company through various digital platforms.

The Company's Corporate IT Division has been working on the Digitalization Program for several years. Starting with the automation process through the implementation of ERP (Enterprise Resource Planning) and CRM (Customer Relationship Management) systems, infrastructure improvement through the adoption of cloud systems and intelligent networks, as well as the implementation of data management through the data warehouse and data analytics.

In 2022, with increasing cybersecurity challenges and demands for fast and efficient operational support, the Corporate IT Division has launched a more intensive MPM Group IT synergy program, as well as a broader information security improvement program. This program is part of the strategic plan to achieve the Corporate IT Division's long-term vision in 2025.

IT VISION 2025



Berikut adalah pelaksanaan program dan kebijakan pengelolaan teknologi informasi selama tahun 2022:

- **Cyber Security Improvement (Data Loss Prevention Implementation, Patch Management, Multi-Factor Authentication, Firewall Replacement)**

Untuk mengurangi dan meminimalisir risiko serangan siber, dibutuhkan teknologi terkini untuk dapat melindungi aset informasi perusahaan. Dengan tujuan tersebut Perseroan melakukan peningkatan dan penyegaran teknologi keamanan yang sesuai dengan kebutuhan saat ini.

- **Cyber Security Assessment MPM Group Activities (CSAT – Cyber Security Assessment Tools, ISMF – Information Security Maturity Framework, VA – Vulnerability Assessment)**

Penilaian keamanan informasi dilakukan untuk mengidentifikasi dan remediasi kelemahan keamanan informasi dilihat dari teknologi, proses dan sumber daya manusia yang mengelola informasi itu sendiri. Memastikan kelemahan-kelemahan tersebut tertangani sehingga meminimalkan kelemahan tersebut dapat dieksploitasi oleh *threat actor*.

- **Information Security Management System ISO 27001 Audit Surveillance**

Fokus audit pengawasan adalah untuk memastikan organisasi terus mematuhi persyaratan pada standar yang menjadi rujukan. Perseroan telah memperoleh sertifikasi ISO 27001 untuk keamanan informasi, audit pengawasan merupakan *mandatory* untuk memastikan kendali tetap diterapkan.

- **Business Continuity Management System Implementation (BCMS)**

Perseroan mengelola risiko dengan mengembangkan strategi kelangsungan bisnis (BCMS). BCMS adalah kunci kelangsungan hidup organisasi, sebuah proses perencanaan untuk memastikan keberlangsungan bisnis ketika terjadi insiden yang mengganggu.

- **IT Infrastructure Excellence with Hybrid Infrastructure**

Mengkombinasikan infrastruktur yang ada saat ini dengan infrastruktur *cloud*, menjadikan infrastruktur yang *agile* agar dapat mendukung kebutuhan bisnis Perseroan dengan program-program digitalisasi sehingga mampu bersaing dalam kompetisi yang semakin meningkat.

The following are the implementation of information technology management programs and policies during 2022:

- **Cyber Security Improvement (Data Loss Prevention Implementation, Patch Management, Multi-Factor Authentication, Firewall Replacement)**

To reduce and minimize the risk of cyber-attacks, the latest technology is needed to protect the Company's information assets. With this objective, the Company improves and upgrades security technology the following current needs.

- **Cyber Security Assessment MPM Group Activities (CSAT – Cyber Security Assessment Tools, ISMF – Information Security Maturity Framework, VA – Vulnerability Assessment)**

An information security assessment is conducted to identify and recover information security flaws in terms of technology, processes, and human resources that manage the information itself. We ensure that these flaws are addressed, to minimize it being exploited by threat actors.

- **Information Security Management System ISO 27001 Audit Surveillance**

The focus of surveillance audits is to ensure the organization continues to comply with the requirements of the referenced standard. The Company has obtained ISO 27001 certification for information security, surveillance audit is mandatory to ensure that controls continue to be implemented.

- **Business Continuity Management System Implementation (BCMS)**

The Company manages risk by developing a business continuity management system (BCMS). BCMS is the key to organizational continuity, a planning process to ensure business continuity in the event of a disruptive incident.

- **IT Infrastructure Excellence with Hybrid Infrastructure**

Combining existing infrastructure with cloud infrastructure, allows agile infrastructure to support the Company's business needs with digitalization programs so that it can compete in an increasingly competitive environment.



- **Enhancement of Data Management through Data Integration and Automation Dashboard**

Dukungan yang diberikan oleh Data Management kepada seluruh unit kerja terkait integrasi data (baik secara harian, mingguan dan bulanan), untuk menghasilkan laporan secara otomatis yang dapat digunakan oleh unit kerja yang membutuhkan.

- **Advancement of Digital Transformation Capability - Audit Management System Replacement (MAPS)**

Aplikasi MAPS dibangun untuk menggantikan aplikasi yang sudah ada sebelumnya dengan peningkatan pada fitur, sistem yang terintegrasi memberikan manfaat *cost* yang lebih efisien. Seluruh penugasan internal audit dapat dilaksanakan secara sistematis dan terstandarisasi melalui integrasi aplikasi MAPS dengan sistem *Enterprise Risk Management* (ERM).

- **Document Management System 2.0**

Pengembangan pada aplikasi *Document Management System* (DMS 2.0) dengan menerapkan proses otomatisasi pada proses *workflow approval*, pembuatan dan penandatanganan dokumen serta *reminder* yang akan dikirimkan kepada personil terkait.

- **Enhancement of Data Management through Data Integration and Automation Dashboard**

Data Management provides support to all work units related to data integration (both on a daily, weekly, and monthly basis), to automatically generate reports that can be used by work units in need.

- **Advancement of Digital Transformation Capability - Audit Management System Replacement (MAPS)**

The MAPS application was built to replace the previous application with improved features, an integrated system that provides more efficient cost benefits. All internal audit assignments can be carried out systematically and standardized through the integration of the MAPS application with the *Enterprise Risk Management* (ERM) system.

- **Document Management System 2.0**

Development of the *Document Management System* (DMS 2.0) application by implementing an automation process in the approval workflow process, document creation, and signing as well as reminders that will be sent to relevant personnel.

IT Forum 2022 for Synergizing MPM Group Strategic Initiatives



Pada 22 dan 29 November 2022, Perseroan yang dinisiasi oleh Divisi Corporate IT melaksanakan Webinar IT Forum 2022, yang diadakan secara daring dan dihadiri lebih dari 300 karyawan. Dalam kegiatan IT Forum Day-1 pada 22 November MPM Head Office mengusung tema besar yaitu **“How Digital Transformation Evolve the Companies to Adapt in Digital Disruption”** dengan Sub-tema *“Sudah tepatkah Tranformasi Digital yang berjalan di perusahaan kita?”*

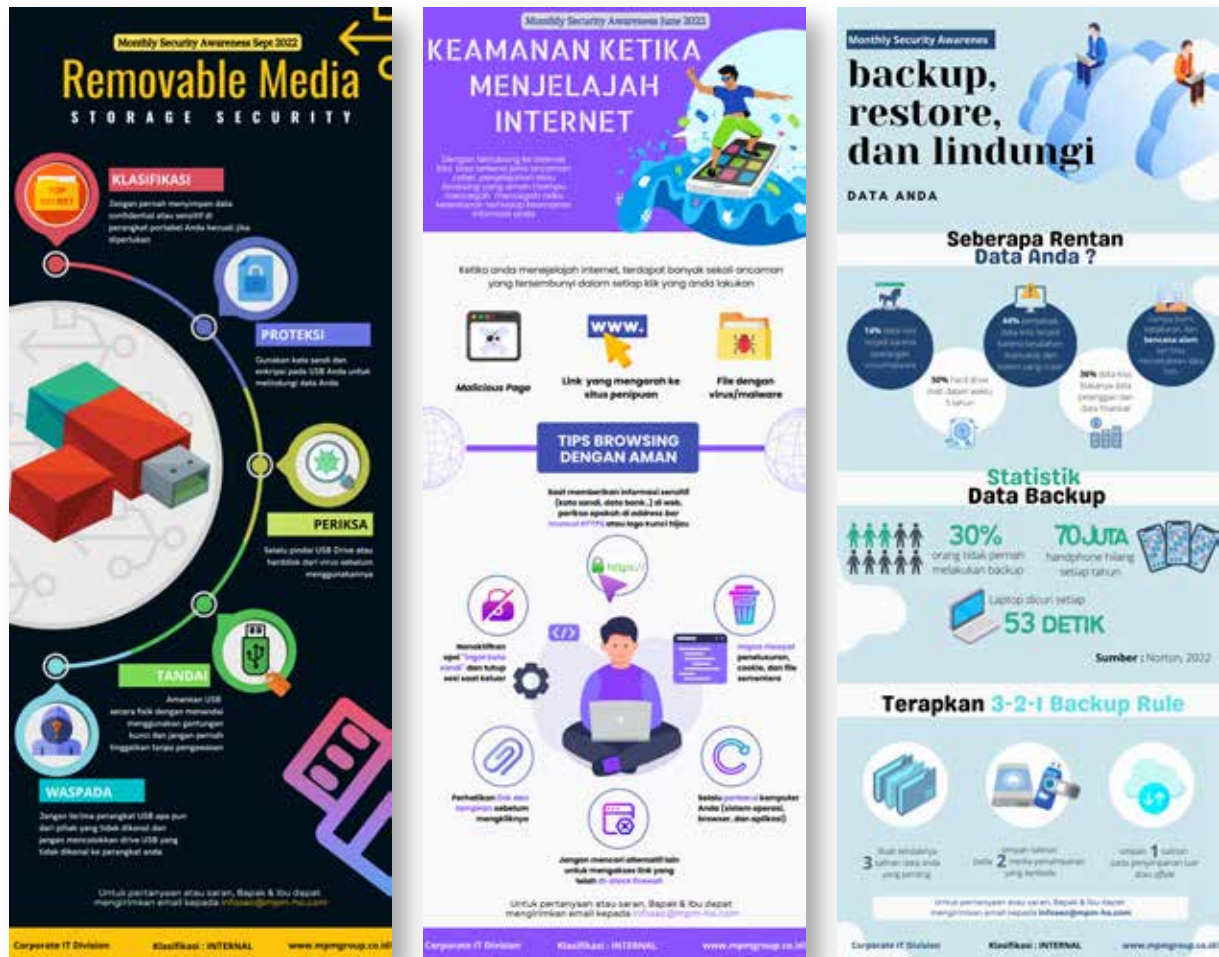
Sementara pada Day-2, 29 November 2022, kegiatan diisi dengan pemaparan *Strategic Initiatives 2023* dan Program Sinergi IT-Group MPM, serta isu-isu terkini terkait *cyber security* dan arah teknologi yang akan diadopsi oleh Perseroan. Pemaparan juga menyampaikan keberhasilan Divisi Corporate IT Perseroan dalam mengimplementasikan seluruh program strategis dan mencapai efisiensi biaya yang cukup signifikan di sepanjang tahun 2022.

On November 22nd and 29th, 2022, initiated by Corporate IT Division, the Company conducted IT Forum 2022 Webinar, which was held online and attended by more than 300 employees. In the IT Forum Day-1 activity on November 22nd, MPM Head Office carried a big theme, namely **“How Digital Transformation Evolves the Companies to Adapt in Digital Disruption”** with the sub-theme “Is the Digital Transformation running in our company appropriate?”

While on Day-2, November 29th, 2022, the activity was filled with the presentation of Strategic Initiatives 2023 and MPM’s IT-Group Synergy Program, as well as the latest issues related to cyber security and the technological direction to be adopted by the Company. The presentation also conveyed the success of the Company’s Corporate IT Division in implementing all strategic programs and achieving significant cost efficiency throughout 2022.

Publikasi IT Security Awareness Tahun 2022

IT Security Awareness Publication in 2022



Pada tahun 2023, Divisi Corporate IT Perseroan akan berfokus untuk terus mengembangkan program-program digitalisasi, *cybersecurity* dan optimalisasi kecerdasan buatan dalam bisnis melalui program strategis berikut:

- Optimalisasi infrastruktur IT berbasis *cloud*
- Adopsi IT *operation standard best practice*
- Peningkatan program perlindungan aset informasi
- Pengambilan keputusan berdasarkan data
- Penerapan teknologi *automation* dalam mendukung proses bisnis Perseroan
- IT Forum 2023

In 2023, the Company's Corporate IT Division will focus to continue developing digitalization, cybersecurity, and artificial intelligence optimization programs in the business through the following strategic programs:

- Optimization of cloud-based IT infrastructure
- Adoption of IT operation standard best practice
- Improvement of the information asset protection program
- Data-driven decision making
- Implementation of automation technology in supporting the Company's business processes
- IT Forum 2023

DIGITAL MARKETING

Seiring dengan perkembangan teknologi, kebiasaan konsumen otomotif dalam mencari informasi sudah berubah. Berdasarkan penelitian yang dilakukan oleh Google sekitar 95% pembeli kendaraan akan menggunakan media digital sebagai sumber untuk menemukan informasi-informasi yang mereka butuhkan. Selain itu, konsumen juga akan melakukan penelitian secara *online* sebelum memutuskan untuk membeli sebuah kendaraan.

Perseroan meningkatkan peran *digital marketing* untuk meningkatkan visibilitas layanannya yang diharapkan dapat lebih mudah ditemukan calon konsumen ketika mereka melakukan pencarian secara *online*. Perseroan menggunakan berbagai *platform* digital untuk memperkenalkan berbagai produk yang ditawarkan dan keunggulan operasional Perseroan.

Langkah awal yang dilakukan untuk meningkatkan *online presence* adalah dengan mengembangkan *website* perusahaan melalui laman <https://www.mpmgroup.co.id>. Selain memuat informasi mengenai layanan dan produk Perseroan, *website* ini juga memuat informasi terkini terkait pencapaian dan inisiatif Perseroan.

Perseroan juga memanfaatkan kanal *YouTube* perusahaan sebagai media *employer branding* dengan memperkenalkan *ambiance* kerja dan fungsi departemen yang mendukung keunggulan kinerja Grup MPM.

Digital presence menjadi pendekatan Perseroan dalam melakukan *public exposure*. Pengelolaan komunikasi optimal yang dilakukan oleh Divisi Corporate Communication di ruang publik telah diapresiasi, dengan diperolehnya penghargaan Indonesia TOP Digital PR Award dari Transvision Co Indonesia. Pencapaian ini memvalidasi upaya Perseroan untuk terus mendekatkan diri kepada publik dan konsumen melalui konten-konten pemberitaan positif yang dapat meningkatkan *brand awareness*.

DIGITAL MARKETING

Along with the development of technology, the habits of automotive consumers in finding information have also changed. Based on research conducted by Google, approximately 95% of vehicle buyers will use digital media as a source to find the information they need. In addition, consumers will also conduct online research before deciding to purchase a vehicle.

The Company increasing the role of digital marketing to increase the visibility of its services which are expected to be easier for potential customers to find when they search online. The Company uses various digital platforms to introduce the various products offered as well as the Company's operational excellence.

The first step to improve the Company's online presence was to develop the Company's website at <https://www.mpmgroup.co.id>. In addition to providing information about the Company's services and products, this website also provides the latest information regarding the Company's achievements and initiatives.

The Company also utilizes its YouTube channel as employer branding media by introducing the work *ambiance* and departmental functions that support MPM group's performance excellence.

Digital presence is the Company's approach to public exposure. The optimal communication management carried out by the Corporate Communication Division in public spaces has been appreciated, the Company has been awarded the Indonesia TOP Digital PR Award from Transvision Co Indonesia. This achievement validates the Company's efforts to continue to be closer to the public and consumers through positive news content that can increase brand awareness.

Platform Digital MPM Grup MPM Group Digital Platform



<https://www.mpmgroup.co.id>



mpmworld



MPM Group



<https://www.linkedin.com/company/mpmgroup/>



@mpmgroup



@ExperienceMPM

MEMPERKUAT EKOSISTEM BISNIS

Perseroan memperkuat keberlangsungan usaha dengan menciptakan ekosistem usaha di sektor transportasi yang mendukung mobilitas pintar masyarakat. Perseroan memperluas bisnis dengan melakukan transformasi dari perusahaan distributor sepeda motor menjadi sebuah korporasi besar, dengan dua entitas anak usaha dan dua entitas asosiasi. Saat ini Perseroan memfokuskan penerapan digitalisasi dalam kegiatan bisnisnya.

Melalui inovasi yang dilakukan, Perseroan berupaya mengembangkan usaha yang memenuhi aspek keberlanjutan dan melengkapi layanan yang menghadirkan berbagai solusi mobilitas cerdas untuk memenuhi kebutuhan transportasi masyarakat yang semakin dinamis.

STRENGTHENING BUSINESS ECOSYSTEM

The Company strengthened its business sustainability by establishing a business ecosystem in the transport sector that promotes people's smart mobility. The Company expanded its business by transforming from a motorcycle distributor company into a large corporation, with two subsidiaries and two associates. Currently, the Company is focusing on implementing digitalization in its business activities.

Through innovation, the Company strives to develop a business that fulfills sustainability aspects and complements services that present various smart mobility solutions to meet the increasingly dynamic transportation needs of the community.

Kolaborasi Strategis Perseroan dengan Unicorn CARRO

Perseroan memperkuat bisnis mobil bekas dengan melakukan kolaborasi strategis dengan Trusty Cars Pte Ltd (CARRO) sebuah perusahaan teknologi *Unicorn* terkemuka di Singapura.

Sejak 31 Mei 2022, CARRO resmi menjadi salah satu pemegang saham anak usaha Perseroan, yakni MPMRent setelah melakukan investasi sebanyak US\$53,8 juta atau setara dengan Rp783,8 miliar. Kesepakatan ini menjadikan CARRO sebagai pemegang 50 persen saham MPMRent.

Melalui kolaborasi strategis, Perseroan dan CARRO membangun ekosistem *end-to-end* bagi konsumen di Indonesia, termasuk sewa kendaraan, lelang otomotif, *online automotive marketplace*, asuransi, serta pembiayaan otomotif. Kombinasi kekuatan jaringan dan jangkauan Perseroan dengan keahlian teknologi milik CARRO akan memperkuat nilai bagi pelanggan.

Strategi ini akan membuka akses pelanggan yang lebih luas dan potensi bisnis yang lebih besar pada bisnis asuransi dan pembiayaan otomotif Perseroan dengan dukungan ekosistem CARRO dan basis *marketplace* otomotif terbesar di Asia Tenggara.



The Company's Strategic Collaboration with Unicorn CARRO

The Company strengthened its used car business by making a strategic collaboration with Trusty Cars Pte Ltd (CARRO), a leading Unicorn technology company in Singapore.

Since May 31st, 2022, CARRO has officially become one of the shareholders of the Company's subsidiary, MPMRent, after investing US\$53.8 million, or equivalent to Rp783.8 billion. This agreement makes CARRO a 50 percent shareholder of MPMRent.

Through strategic collaboration, the Company and CARRO build an end-to-end ecosystem for consumers in Indonesia, including vehicle rental, automotive auctions, online automotive marketplace, insurance, and automotive financing. The combination of MPMX's network strength and reach with CARRO's technological expertise will increase value for the customers.

This strategy will open wider customer access and greater business potential for the Company's automotive insurance and financing business with the support of CARRO's ecosystem and the largest automotive marketplace base in Southeast Asia.

JACCS MPM Finance Indonesia Raih Fasilitas Pinjaman Sindikasi Luar Negeri

JACCS MPM Finance Indonesia pada 1 Juli 2022 melakukan penandatanganan perjanjian fasilitas pinjaman sindikasi luar negeri (*offshore syndicated facility*) dengan 20 lembaga keuangan.

Fasilitas pinjaman sindikasi luar negeri seperti ini merupakan salah satu langkah strategis Perseroan sebagai bentuk diversifikasi sumber pendanaan disamping fasilitas pinjaman bank bilateral dari dalam dan luar negeri.

JACCS MPM Finance Indonesia juga berencana untuk melakukan penawaran umum obligasi berkelanjutan senilai Rp 600 miliar setelah berhasil memperoleh hasil pemeringkatan AA (idn) dari PT Fitch Ratings Indonesia.

Balai Lelang Mobil AUKSI Perluas Jangkauan Layanan

MPMRent memperkuat segmen transportasi dengan meluncurkan portal lelang kendaraan bermotor melalui anak usaha PT Balai Lelang Asta Nara Jaya (AUKSI). AUKSI fokus di bisnis penjualan mobil bekas melalui mekanisme lelang, baik melalui *online* maupun lelang *offline* dengan konsep cepat dan transparan, dan harga menyesuaikan keinginan pembeli.

Pada tahun 2022, AUKSI memperluas jangkauan layanannya dengan membuka *pool* baru di kota Semarang, Jawa Tengah dan Surabaya, Jawa Timur. Kedua cabang AUKSI baru ini dilengkapi dengan area kantor dan area *show unit* yang dapat menampung sebanyak 100 unit mobil untuk dilelang yang terdiri dari kendaraan penumpang (*passenger car*) dan kendaraan komersial.

Show unit ini secara khusus disediakan agar pelanggan bisa datang untuk langsung melihat dan melakukan pengecekan kondisi kendaraan secara lebih leluasa sebelum mengikuti proses lelang.

JACCS MPM Finance Indonesia Obtained Overseas Syndicated Loan Facility

JACCS MPM Finance Indonesia has signed an offshore syndicated facility agreement with 20 financial institutions on July 1, 2022.

This facility is one of the Company's strategic steps in the diversification of funding sources in addition to bilateral bank loan facilities from national and foreign countries.

JACCS MPM Finance Indonesia also plans to conduct a public offering of sustainable bonds worth IDR 600 billion after successfully receiving an AA (idn) rating from PT Fitch Ratings Indonesia.

AUKSI Car Auction Center Expands Its Service Range

MPMRent strengthened its transportation segment by launching a motor vehicle auction portal through its subsidiary PT Balai Lelang Asta Nara Jaya (AUKSI). AUKSI focuses on the business of selling used cars through auction mechanisms, both online and offline auctions with the concept of fast and transparent, and prices adjustment based on consumer preferences.

In 2022, AUKSI expanded its services by opening new pools in the cities of Semarang, Central Java, and Surabaya, East Java. The two new AUKSI branches are equipped with an office and a show unit area that can accommodate as many as 100 cars for auction, consisting of passenger cars and commercial vehicles.

This show unit is specifically provided so the customers can come to see and check the condition of the vehicle freely before participating in the auction process.

SERTIFIKASI

Reputasi positif Grup MPM di industri konsumen otomotif juga tidak lepas dari keberhasilan Perseroan menciptakan keandalan operasional melalui kepatuhan Perseroan dalam menerapkan proses bisnis secara konsisten yang sesuai dengan prosedur operasional terstandarisasi. Komitmen ini ditandai dengan keberhasilan Perseroan meraih sertifikasi nasional dan global.

CERTIFICATION

MPM Group's positive reputation in the automotive consumer industry is also inseparable from the Company's success in creating operational reliability through the Company's compliance in implementing business processes consistently by following standardized operational procedures. This commitment is marked by the Company's success in achieving national and global certifications.

NO.	JENIS SERTIFIKASI TYPE OF CERTIFICATION	BADAN PENERBIT ISSUING AGENCY	MASA BERLAKU VALIDITY PERIOD
1.	ISO 27001:2013 Sistem Manajemen Keamanan Informasi (SMKI) ISO 27001:2013 Information Security Management System (SMKI)	PT TUV Rheinland Indonesia tertanggal 29 Januari 2021 PT TUV Rheinland Indonesia dated January 29 th , 2021	29 Januari 2024 January 29 th , 2024
2.	ISO 9001:2015 Sistem Manajemen Mutu (MPMRent) ISO 9001:2015 Quality Management System	PT TUV Rheinland Indonesia tertanggal 15 Agustus 2022 PT TUV Rheinland Indonesia dated August 15 th , 2022	3 Mei 2023 May 3 rd , 2023
3.	ISO 14001:2015 Sistem Manajemen Lingkungan (MPMRent) ISO 14001:2015 Environmental Management System (MPMRent)	PT TUV Rheinland Indonesia tertanggal 15 Agustus 2022 PT TUV Rheinland Indonesia dated August 15 th , 2022	15 Agustus 2025 August 15 th , 2025
4.	ISO 45001:2018 Sistem Manajemen Kesehatan dan Keselamatan Kerja (MPMRent) ISO 45001:2018 Occupational Health and Safety Management System (MPMRent)	PT TUV Rheinland Indonesia tertanggal 15 Agustus 2022 PT TUV Rheinland Indonesia dated August 15 th , 2022	15 Agustus 2025 August 15 th , 2025
5.	ISO 9001:2015 Sistem Manajemen Mutu (DSS) ISO 9001:2015 Quality Management System (DSS)	PT TUV Rheinland Indonesia tertanggal 15 Agustus 2022 PT TUV Rheinland Indonesia dated August 15 th , 2022	13 Agustus 2025 August 13 th , 2025
6.	ISO 45001:2018 Sistem Manajemen Kesehatan dan Keselamatan Kerja (DSS) ISO 45001:2018 Occupational Health and Safety Management System (DSS)	PT TUV Rheinland Indonesia tertanggal 15 Agustus 2022 PT TUV Rheinland Indonesia dated August 15 th , 2022	13 Agustus 2025 August 13 th , 2025
7.	SMK3 (Sistem Manajemen Keselamatan Kesehatan Kerja) (MPMRent) Occupational Health and Safety Management System (MPMRent)	Kementerian Ketenagakerjaan Republik Indonesia tertanggal 17 September 2020 Ministry of Manpower of the Republic of Indonesia dated September 17 th , 2020	17 September 2020-16 September 2023 September 17 th , 2020 – September 16 th , 2023
8.	SMK3 (Sistem Manajemen Keselamatan Kesehatan Kerja) (DSS) Occupational Health and Safety Management System (DSS)	Kementerian Ketenagakerjaan Republik Indonesia tertanggal 17 September 2020 Ministry of Manpower of the Republic of Indonesia dated September 17 th , 2020	16 September 2023 September 16 th , 2023



KINERJA EKONOMI

Sepanjang tahun 2022, kinerja ekonomi Perseroan tumbuh sangat positif bahkan meningkat signifikan dibandingkan dengan pencapaian tahun sebelumnya. Perseroan berhasil mencapai kinerja di atas target yang ditetapkan di awal tahun 2021.

Kenaikan kinerja perseroan tersebut secara umumnya disebabkan karena membaiknya ekonomi masyarakat yang sebelumnya terdampak oleh pandemi COVID-19 dan pasar kendaraan bermotor khususnya sepeda motor telah pulih kembali. Dengan strategi yang telah ditetapkan, Perseroan berhasil mencatat kenaikan dan perbaikan kinerja di seluruh segmen usaha.

Perseroan menjaga komitmennya untuk mendukung kesejahteraan bagi seluruh pemangku kepentingan, diantaranya dengan mendistribusikan nilai ekonomi yang dihasilkan, yang merupakan hak pemangku kepentingan untuk dipenuhi.

ECONOMIC PERFORMANCE

Throughout 2022, the Company's economic performance grow very positively and even increased significantly compared to the previous year's achievement. The Company successfully exceeded the targets set in early 2021.

The improved performance of the company was generally in line with the improved economy of the people that were once hit by the Covid-19 pandemic and the motor vehicle market, especially motorcycles, has recovered. With the strategy that has been set, the Company successfully recorded an increase and improvement in performance in all business segments.

The Company maintains its commitment to support the wealth for all stakeholders, including by distributing the generated economic value, which is the right of stakeholders to be fulfilled.

Tahun Year	Perbandingan Target dan Realisasi Pendapatan Bersih (dalam miliar rupiah) Comparison of Target and Net Revenues Realization (in billions rupiah)		Perbandingan Target dan Realisasi Laba Bersih (dalam miliar rupiah) Comparison of Target and Net Profit Realization (in billions rupiah)	
	Target Target	Realisasi Realization	Target Target	Realisasi Realization
2022	12.473.073	12.742.854 (102,2%)	528.782	661.748 (125,1%)
2021	12.772.190	11.913.408 (93,3%)	373.729	411.749 (110,2%)

KINERJA EKONOMI ECONOMIC PERFORMANCE	2022	2021
Nilai Ekonomi yang Dihasilkan/ Generated Economic Value		
- Pendapatan bersih/ Net revenues	12.742.854	11.913.408
- Penambahan (+/-)/ Addition (+/-)		
- Pendapatan lainnya/ Other income	218.181	139.679
- Keuntungan valuta asing Gain on foreign exchange	(47.004)	(707)
- Pendapatan bunga/ Finance income	101.162	121.311
- Keuntungan saham/ Shares gain	62.922	25.494
Nilai Ekonomi yang Didistribusikan/ Distributed Economic Value		
- Biaya Operasi/ Operational Cost	12.142.453	11.400.649
- Biaya Pegawai/ Employees Cost	287.754	278.266
- Pembayaran kepada pemodal (dividen) Payment to investors (dividends)	783.610	496.308
- Pembayaran kepada Pemerintah (pajak, retribusi, dll) Payment to Government (tax, retribution, etc)	112.027	111.494
- Investasi Sosial (biaya TJSL) Social Investment (CSR cost)	1.524	2.209
Nilai Ekonomi Ditahan (=Nilai Ekonomi yang Dihasilkan – Nilai Ekonomi yang Didistribusikan) Retained Economic Value (=Generated Economic Value – Distributed Economic Value)	(249.253)	(89.741)

BERKONTRIBUSI KEPADA PEMERINTAH

Perseroan berkontribusi kepada pemerintah melalui kegiatan usaha yang dilakukan yang diwujudkan melalui pembayaran retribusi daerah dan pajak serta penyerapan tenaga kerja yang mendorong pertumbuhan ekonomi.

RANTAI PASOKAN

Keberlangsungan dan kelancaran usaha Perseroan sangat ditentukan oleh kualitas dukungan dari mitra usaha, terutama mitra pasokan. Perseroan mendorong kegiatan bisnis yang berkelanjutan. Komitmen ini diwujudkan melalui proses pengadaan yang transparan dan bebas dari praktik korupsi. Perseroan membuka kesempatan untuk menjalin kemitraan dengan seluruh pihak dengan mengacu pada kriteria dan persyaratan yang diperlukan untuk mendukung operasional yang optimal.

CONTRIBUTING TO THE GOVERNMENT

The Company contributes to the government through its business activities, which are realized through the payment of local levies and taxes, as well as employment that drive economic growth.

SUPPLY CHAIN

The continuity and smooth business operation of the Company being determined by the quality of support from business partners, especially supply partners. As the Company encourages sustainable business activities, this commitment is realized through a transparent procurement process that is free from corruption. The Company opens opportunities to establish partnerships with all parties by referring to the criteria and requirements needed to support optimal operations.

Perseroan antara lain mempertimbangkan aspek kualitas, harga, ketepatan waktu penerimaan barang atau penyelesaian pekerjaan, pengalaman, sertifikasi pendukung jika diperlukan, rekam jejak mitra yang tidak tersangkut masalah dalam aspek sosial dan lingkungan serta ketentuan lain yang diperlukan.

Perseroan memprioritaskan mitra pasokan yang memiliki rekam jejak baik. Perseroan, juga memberi nilai ekonomi bagi mitra pemasok khususnya pemasok lokal terlebih lagi yang berkategori Usaha Mikro Kecil Menengah (UMKM). Perseroan melakukan pengelolaan database rantai pasokan yang dimiliki dan secara berkala melakukan evaluasi atas kinerja dan kerja sama yang telah berjalan.

Di tahun 2022, nilai pembelian kepada UMKM di MPMulía turun secara signifikan dibandingkan tahun sebelumnya, hal ini dikarenakan MPMulía banyak menggunakan *influencer-influencer* muda dengan biaya yang jauh lebih ekonomis. Sementara di Perseroan nilai pembelian UMKM meningkat hampir dua kali dibandingkan tahun 2021.

The Company, among others, takes into account the quality, price, punctuality in handing over the goods or work completion, experience, supporting certification if needed, the track record which must not ever be involved in social and environmental issues, and other necessary provisions.

The Company prioritizes supply partners who have a good track record. The Company also provides economic value to supply partners, especially local suppliers, which are categorized as Micro Small, and Medium Enterprises (MSMEs). The Company manages its supply chain database and reviews its performance and ongoing contracts regularly.

In 2022, the purchasing value of MSMEs in MPMulía decreased significantly compared to the previous year due to MPMulía which utilized many young influencers at a much lower cost. While in the Company, the purchasing value of MSME increased almost twice compared to 2021.

DATA PEMASOK DAN PEMBELIAN PURCHASING AND SUPPLIER DATA	2022	2021	2020
MPM Head Office			
Lokal/ Local			
Jumlah Pemasok/ Number of Supplier	46	48	52
Total Pembelian/ Total Purchasing	4.129.702.839	4.797.590.982	5.684.665.163
Usaha Mikro, Kecil, dan Menengah (UMKM)/ Micro, Small and Medium Enterprises (MSME)			
Jumlah Pemasok/ Number of Supplier	17	15	16
Total Pembelian/ Total Purchasing	616.155.320	372.771.373	360.834.846
MPMulía			
Lokal/ Local			
Jumlah Pemasok/ Number of Supplier	201	187	162
Total Pembelian/ Total Purchasing	192.338.414.398	145.377.144.468	106.466.062.186
Usaha Mikro, Kecil, dan Menengah (UMKM)/ Micro, Small and Medium Enterprises (MSME)			
Jumlah Pemasok/ Number of Supplier	315	305	266
Total Pembelian/ Total Purchasing	17.661.119.656	127.946.520.491	90.642.342.512

DATA PEMASOK DAN PEMBELIAN PURCHASING AND SUPPLIER DATA	2022	2021	2020
MPMRent			
Lokal/ Local			
Jumlah Pemasok/ Number of Supplier	301	269	235
Total Pembelian/ Total Purchasing	36.046.875.612	26.319.661.381	22.369.057.118
Usaha Mikro, Kecil, dan Menengah (UMKM)/ Micro, Small and Medium Enterprises (MSME)			
	43	30	29
Total Pembelian/ Total Purchasing	1.891.136.134	1.427.757.800	910.303.179
MPMInsurance			
Lokal/ Local			
Jumlah Pemasok/ Number of Supplier	53	54	54
Total Pembelian/ Total Purchasing	3.479.226.755	3.633.325.658	3.279.356.144
Usaha Mikro, Kecil, dan Menengah (UMKM)/ Micro, Small and Medium Enterprises (MSME)			
	-	-	-

Kami sangat terbantu dan sangat dipermudah terkait dengan proses pengadaan barang dan jasa yang diberikan oleh MPM. Mulai dari proses penawaran hingga *closing* dan penagihan kami tidak menemukan kendala sama sekali, semua berjalan dengan baik.

Banyak sekali manfaat yang kami dapatkan dari hubungan kerjasama dengan Grup MPM. Dan kami sangat senang sekali bisa bekerja sama dengan Perusahaan besar seperti Grup MPM. Semoga Grup MPM semakin berjaya dan berkembang.

**-Stephanie - Head of Sales & Marketing
PT Digitalogy Kreasi Indonesia**

The procurement process of goods and services provided by MPM was very helpful and convenient for us. From the bidding process to closing and billing, we did not find any obstacles at all, everything went smoothly.

We gained so many benefits from our cooperation with MPM Group. And we are very happy to be able to work with a big company like MPM Group. Hopefully, MPM Group will become more successful and continue growing in the future.

**-Stephanie - Head of Sales & Marketing
PT Digitalogy Kreasi Indonesia**

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Proses pengadaan barang dan jasa antara PT MPM Tbk dan SOUVIA (PT Gema Mulia Semesta) cukup membuka ruang yang besar dalam mengembangkan bisnis UMKM. Sebagai perusahaan lokal penyedia produk promosi, sampai saat ini lebih dari 56 penjahit Bogor terberdayakan dan merasakan dampak positif secara langsung. Hal ini didukung salah satunya dengan adanya kerja sama MPM yang memberikan kepercayaan kepada kami untuk memenuhi kebutuhan pengadaannya.



Kerja sama ini juga tentu sangat membantu kami dalam menjalankan bisnis di tahun ekonomi yang diprediksi lumayan sulit, salah satu *case*-nya yaitu ada lumayan banyak bisnis yang melakukan PHK terhadap karyawan mereka karena menurunnya daya beli masyarakat. Dengan adanya kerja sama ini, dari SOUVIA alhamdulillah bisa membantu untuk mempertahankan karyawan lama dan membuka posisi pekerjaan baru.

~SOUVIA Indonesia - PT Gema Mulia Semesta

The procurement process of goods and services between PT MPM Tbk and SOUVIA (PT Gema Mulia Semesta) can open up a large opportunity for developing MSME businesses. As a local company providing promotional products, now more than 56 Bogor tailors have been empowered and experiencing the positive impact directly. This is supported, among others, by the cooperation of MPM which entrust us to fulfilling its procurement needs.

This cooperation is certainly very helpful for us in running a business in an economic year that is predicted to be quite difficult, one of the cases is that there are quite a lot of businesses that lay off their employees due to declining people's purchasing power. And with this cooperation, thank God, SOUVIA can help retain old employees and open new job positions.

~SOUVIA Indonesia - PT Gema Mulia Semesta

”

KINERJA LINGKUNGAN HIDUP

ENVIRONMENTAL PERFORMANCE

Konteks Keberlanjutan Kami

Peristiwa kerusakan alam yang terus meningkat beberapa waktu belakangan di berbagai belahan dunia, menunjukkan daya dukung dan kualitas lingkungan secara global terus menurun. Berbagai organisasi internasional menyerukan upaya memperkuat tindakan dan upaya kolektif dan transformatif multi-pihak dalam skala global untuk mendorong pemulihan dan perbaikan kualitas lingkungan bersama-sama.

Majelis umum Perserikatan Bangsa-Bangsa (PBB) dalam peringatan Hari Bumi 2022 menyebut saat ini planet bumi menghadapi tiga masalah utama, di antaranya Iklim yang meningkat dengan sangat cepat, hilangnya habitat dan faktor lain yang menyebabkan sekitar 1 juta spesies terancam punah serta polusi yang meracuni udara, tanah, dan air.

Kendaraan roda dua mendominasi populasi kendaraan bermotor di Indonesia dengan total jumlah sepeda motor yang terdata di seluruh Indonesia mencapai 120 juta unit lebih dan menempatkan Indonesia sebagai negara dengan pengguna sepeda motor terbesar ketiga di dunia. Sementara sektor transportasi menyumbang sekitar 5% dari total emisi nasional. Pemerintah Indonesia telah berkomitmen untuk mencapai *net zero emission* atau nol emisi karbon maksimal pada tahun 2060.

Sebagai perusahaan yang bergerak di bidang industri otomotif terintegrasi, Perseroan mengakui dampak yang diakibatkan dari kegiatan operasional, layanan serta produknya terhadap lingkungan hidup. Lebih dari itu, kami juga menyadari isu perubahan iklim telah menjadi perhatian sebagian besar masyarakat dan dapat mempengaruhi konsumen dalam pengambilan keputusan untuk membeli sebuah produk atau layanan. Kondisi ini berpotensi memberikan risiko bagi keberlanjutan bisnis kami.

Pendekatan Kami

Mengacu pada dokumen Rencana Aksi Keberlanjutan Perseroan 2021-2025, untuk merespon konteks keberlanjutan diatas, Perseroan

Our Sustainability Context

The recent increase in nature damage in various parts of the world shows that the carrying capacity and quality of the environment globally continue to decrease. Various international organizations are calling to strengthen collective and transformative multi-party actions and efforts on a global scale to drive the recovery and improvement of environmental quality.

The United Nations (UN) general assembly in commemorating Earth Day 2022 stated that the planet is currently facing three main problems, including a rapidly increasing climate, habitat loss, and other factors that have caused approximately 1 million species to be endangered, as well as pollution that contaminate the air, soil, and water.

Two-wheeled dominate the motor vehicle population in Indonesia with a total of over 120 million motorcycles recorded across the country, making Indonesia the third largest motorcycle user in the world. Meanwhile, the transport sector accounts for approximately 5% of the total national emissions. The Indonesian government has committed to achieving net zero emissions by 2060.

As a company engaged in the integrated automotive industry, the Company understands the impact caused by its operational activities, services, and products on the environment. Moreover, we also recognize that climate change issue has become a concern of most people and can influence consumers in their product or service purchasing decisions. This condition potentially poses a risk to our business continuity.

The Company's Approaches

Referring to the Company's Sustainability Action Plan 2021-2025 document, to respond to the sustainability context, the Company is committed

berkomitmen mengelola aspek lingkungan dengan lebih baik melalui strategi *Smart Mobility to Embrace Better Environment*. Penerapan strategi ini memungkinkan kami untuk memitigasi dampak lingkungan, memastikan keberlanjutan usaha dan mendukung agenda Pemerintah di tahun 2060.

Komitmen Perseroan terhadap kelestarian lingkungan diwujudkan dengan penggunaan sumber daya finansial yang terus meningkat dari tahun ke tahun, untuk membiayai program dan insiatif pengelolaan serta perlindungan lingkungan. Selama periode pelaporan, Perseroan dan entitas anak usaha tidak menerima sanksi dan denda terkait laporan pelanggaran peraturan di bidang lingkungan hidup.

to better managing environmental aspects through the Smart Mobility to Embrace Better Environment strategy. This strategy implementation enables us to mitigate environmental impacts, ensure business continuity and support the Government's 2060 agenda.

The Company's commitment to environmental sustainability is manifested by the use of financial resources which continues to increase from year to year, to finance environmental management and protection initiatives. During the reporting period, the Company and its subsidiaries did not receive any sanctions and fines related to violations of environmental regulations report.

TOTAL BIAYA LINGKUNGAN GRUP MPM MPM GROUP TOTAL ENVIRONMENT COST	2022	2021	2020
	Rp 433.399.310	Rp 179.500.000*	Rp 116.020.000

*Pernyataan ulang karena terdapat koreksi total biaya dari laporan 2021.

*Re-statement due to correction of total cost from 2021 report.

MENJAGA LINGKUNGAN HIDUP

Perseroan berupaya meminimalkan dampak lingkungan dari kegiatan operasional dengan melakukan pengelolaan aspek lingkungan berdasarkan prinsip kehati-hatian dan memenuhi peraturan serta kebijakan lingkungan yang berlaku secara nasional maupun lokal, di masing-masing wilayah operasional. Kami telah mengidentifikasi dampak negatif yang relevan dengan kegiatan operasional di grup Perseroan diantaranya seperti konsumsi energi, kertas, air, serta limbah baik B3 dan non B3.

Memperkokoh komitmen Perseroan untuk meminimalisir dampak lingkungan, MPM*Rent* telah menerapkan Sistem Manajemen Lingkungan berdasarkan standar internasional yang telah diakui secara global, yaitu ISO 14001:2015 sejak tahun 2019. Penerapan sistem ini telah dievaluasi oleh pihak independen, berdasarkan hasil audit terakhir pada bulan Juli 2022, MPM*Rent* masih berhak mempertahankan sertifikat ISO 14001:2015.

PRESERVING THE ENVIRONMENT

The Company strives to minimize the environmental impact of its operational activities by managing environmental aspects based on the precautionary principle and complying with environmental regulations and policies that apply nationally and locally in each operational area. We have identified negative impacts relevant to the Company Group's operational activities such as the consumption of energy, paper, and water, as well as hazardous (B3) and non-hazardous waste (non-B3).

To strengthen the Company's commitment to minimizing environmental impact, MPM*Rent* has implemented an Environmental Management System based on globally recognized international standards, ISO 14001:2015 since 2019. The implementation of this system has been evaluated by an independent party and based on the results of the last audit in July 2022, MPM*Rent* is still eligible to retain the ISO 14001: 2015 certificate.

Perseroan juga mendorong penerapan budaya ramah lingkungan di seluruh segmen bisnis Perseroan, yang meliputi: pemakaian energi yang bijaksana; mengurangi emisi karbon; pemakaian air dan material; serta pengelolaan sampah dan limbah.

Material

Perseroan menggunakan material kertas untuk mendukung kegiatan operasional yang terbagi atas lingkup keperluan kantor, serta material yang dibutuhkan dalam operasional lain. Perseroan dan entitas anak telah melaksanakan berbagai program untuk mengurangi konsumsi kertas melalui berbagai langkah inisiatif seperti pemakaian kertas secara bolak-balik, pemakaian kembali kertas bekas, pengiriman dokumen melalui email, pengajuan memo secara elektronik dengan sistem *E-Memo*.

Selama periode pelaporan, konsumsi kertas di Perseroan mengalami peningkatan sebesar 50% dibandingkan dengan tahun sebelumnya, hal ini dikarenakan kebijakan *work from office* (WFO) secara total diterapkan kembali, mengingat di tahun 2022, pandemi COVID-19 mulai dapat dikendalikan.

The Company also encourages the implementation of an environmentally friendly culture in all the Company's business segments, which includes: prudent use of energy; reducing carbon emissions; water and material usage; as well as garbage and waste management.

Materials

The Company uses paper materials to support operational activities which are divided based on materials for the office needs, as well as for other operations. The Company and its subsidiaries have implemented various programs to reduce paper consumption through various initiatives such as the use of two sides of the paper, reusing the used paper, sending documents via email, and filing memos electronically with the *e-Memo* system.

During the reporting period, paper consumption in the Company increased by 50% compared to the previous year, this is due to the total re-implementation of the work from office (WFO) policy, considering that in 2022, the COVID-19 pandemic has begun to be controlled.

Konsumsi Kertas (rim)

Paper Consumption (rim)

	2022	2021	2020
Head Office	104	50	45
MPMInsurance (AKR Tower)	432	422	388*
MPMulia	845	903	961
MPMRent (BSD Office)	2.612	2.656*	2.973*

*Pernyataan ulang karena terdapat koreksi dari laporan 2021.

*Re-statement due to correction of 2021 report.

ENERGI DAN EMISI

Kegiatan operasional Perseroan memanfaatkan energi listrik yang diperoleh dari Perusahaan Listrik Negara (PLN). Untuk mendukung aktivitas usaha, Perseroan juga menggunakan sarana transportasi yang berbasis Bahan Bakar Minyak (BBM) sebagai sumber energi.

Berdasarkan konteks kegiatan operasional Perseroan, emisi gas rumah kaca (GRK) ditimbulkan dari konsumsi energi. Oleh karenanya, secara umum pendekatan kami dalam efisiensi energi berkorelasi langsung dengan upaya mengurangi emisi GRK yang ditimbulkan.

ENERGY AND EMISSIONS

The Company's operational activities utilize electrical energy obtained from the State Electricity Company (PLN). To support business activities, the Company also uses fuel-based (BBM) transport facilities as an energy source.

Based on the context of the Company's operational activities, greenhouse gas (GHG) emissions are generated from energy consumption. Therefore, our approach to energy efficiency is directly correlated with efforts to reduce GHG emissions.

INISIATIF KAMI/ OUR INITIATIVES



Di *Head Office* inisiatif efisiensi energi akan mulai diterapkan di tahun 2023, inisiatif tersebut antara lain: menyalakan lampu pada jam 8 pagi saat kantor mulai beroperasi, dan mematikan lampu serta pendingin udara pada jam istirahat.

At the MPM Head Office, energy efficiency initiatives will begin to be implemented in 2023, which include: turning on lamps at 8 am when the office hours start and turning off lamps and air conditioning during breaks.



- Memanfaatkan *design expose* untuk plafon Kantor Operasional di AKR Tower
- Penggunaan kerai jendela jenis *blackout*, untuk mengurangi konsumsi daya pendingin ruangan (AC) dan penghematan energi.
- Sebagian dinding di Kantor Operasional AKR Tower menggunakan material OSB board yang dibuat dari material daur ulang kayu palet bekas, untuk mengurangi penggunaan cat yang tidak ramah lingkungan di dinding gipsium.
- Melakukan efisiensi penggunaan listrik dengan penerapan kebijakan mematikan lampu di jam istirahat dan pembatasan waktu lembur untuk mengurangi konsumsi energi listrik.
- Melakukan *maintenance* AC kantor dengan servis rutin per 3 bulan sekali agar kondisi AC tetap terjaga dengan baik.

- Utilizing exposed design for the ceiling of the Operational Office at AKR Tower
- The use of blackout window blinds, to reduce air conditioning consumption and energy savings.
- Several walls in the AKR Tower Operational Office use OSB board material made from recycled used pallet wood to reduce the use of environmentally unfriendly paint on gypsum walls.
- Efficient use of electricity by implementing a policy of turning off lamps during breaks and limiting overtime to reduce electrical energy consumption.
- Performing maintenance of office air conditioners with routine servicing once every 3 months to ensure that the air conditioner's condition is properly maintained.

INISIATIF KAMI/ OUR INITIATIVES



- Melakukan kampanye hemat listrik dan air dengan memasang poster/stiker himbauan hemat listrik/air di area-area tertentu.
- Mengganti lampu *Fluorescent* dengan Lampu LED (*Light Emitting Diode*) yang hemat energi.
- Mengurangi pemakaian sebagian lampu kerja saat jam istirahat siang atau jika tidak digunakan.
- Pemasangan *timer* untuk AC dan listrik untuk ruang makan dan toilet.
- Pemasangan sensor gerak di toilet.
- Penggunaan *solar cell* secara bertahap untuk lampu Penerangan Jalan Umum (PJU).
- Kendaraan operasional hanya digunakan untuk keperluan yang jelas.
- Launch electricity and water saving campaigns by putting up posters/stickers in certain areas.
- Replacing fluorescent lamps with energy-efficient LED (Light Emitting Diode) lamps.
- Reducing the use of some work lamps during lunch breaks or when not in use.
- Installing timers for air conditioning and electricity in the dining rooms and toilet.
- Installation of motion sensors in toilets.
- Gradual use of solar cells for Public Street Lighting (PJU) lamps.
- Operational vehicles are only used for clear purposes.



MPMRent & Group secara bertahap telah mengganti lampu yang digunakan dengan lampu LED (*Light Emmiting Diode*) yang lebih hemat energi.

MPMRent & Group has gradually replaced current lamps with LED (Light Emmiting Diode) lamps that are more energy efficient.

Selama periode pelaporan, inisiatif yang dilakukan oleh MPMInsurance mampu mengurangi konsumsi energi listrik sebesar 48% dibandingkan dengan tahun sebelumnya, namun konsumsi BBM meningkat sebesar 50%. Sementara di Perseroan dan Entitas Anak lainnya, peningkatan konsumsi listrik juga terjadi, sekitar 14%-20%. Selain kebijakan WFO diterapkan secara total, kenaikan konsumsi energi juga dipengaruhi adanya peningkatan target penjualan, sehingga tim marketing, sales dan surveyor lebih agresif dalam bekerja yang menyebabkan peningkatan kegiatan mobilisasi.

During the reporting period, initiatives undertaken by MPMInsurance were able to reduce electrical energy consumption by 48% compared to the previous year, however, fuel consumption increased by 50%. While in the Company and other subsidiaries, an increase in electricity consumption also occurred, around 14%-20%. In addition to the total implementation of WFO policy, the increase in energy consumption was also influenced by an increase in sales targets, which caused the marketing, sales and surveyor teams to work more aggressively which led to an increase in mobilization activities.

Konsumsi Energi

Energy Consumption

UNIT USAHA/ KANTOR BUSINESS UNIT/OFFICE	JENIS ENERGI ENERGY TYPE	2022	2021	2020
Head Office	Listrik (kWh) Electricity (kWh)	41.857	34.682	162.168
	BBM (liter) Fuel (liter)	N/A	N/A	N/A
MPMInsurance (AKR Tower)	Listrik (kWh) Electricity (kWh)	70.341	135.522	129.428*
	BBM (liter) Fuel (liter)	24.473	16.277	78.705
MPMulia	Listrik (kWh) Electricity (kWh)	2.480.479	2.592.694	2.444.656
	BBM (liter) Fuel (liter)	35.360	30.290*	33.540
MPMRent (BSD Office)	Listrik (kWh) Electricity (kWh)	913.840	796.072*	810.068*
	BBM (liter) Fuel (liter)	11.440	12.947*	12.948*

*Pernyataan ulang karena terdapat koreksi dari laporan 2021.

*Re-statement due to correction of 2021 report.

Intensitas Energi

Energy Intensity

UNIT USAHA/ KANTOR BUSINESS UNIT/OFFICE	JENIS ENERGI ENERGY TYPE	2022	2021	2020
Head Office	Luas Bangunan (m ²) Building Area (m ²)	1.696	1.696	1.696
	Intensitas Energi Listrik (kWh/m ²) Electricity intensity (kWh/m ²)	24,68	20,45	95,62
MPMInsurance (AKR Tower)	Luas Bangunan (m ²) Building Area (m ²)	1.451	1.451	1.451
	Intensitas Energi Listrik (kWh/m ²) Electricity intensity (kWh/m ²)	48,48	93,40	89,20
MPMulia	Luas Bangunan (m ²) Building Area (m ²)	99.443	99.443*	89.238
	Intensitas Energi Listrik (kWh/m ²) Electricity intensity (kWh/m ²)	24,94	29,05	28,87*
MPMRent (BSD Office)	Luas Bangunan (m ²) Building Area (m ²)	12.743,25	12.743,25	12.743,25
	Intensitas Energi Listrik (kWh/m ²) Electricity intensity (kWh/m ²)	71,71	62,47*	63,57*

*Pernyataan ulang karena terdapat koreksi dari laporan 2021.

*Re-statement due to correction of 2021 report.

Gas Rumah Kaca (GRK) (ton CO₂eq)
Greenhouse Gas Emissions (ton CO₂eq)

UNIT USAHA/KANTOR BUSINESS UNIT/OFFICE	JENIS ENERGI ENERGY TYPE	2022	2021	2020
<i>Head Office</i>	Scope 1	N/A	N/A	N/A
	Scope 2	36,416	30,173*	141,086*
MPM <i>Insurance</i> (AKR Tower)	Scope 1	65,307	43,436*	210,026*
	Scope 2	61,197	117,904*	112,602*
MPM <i>Mulia</i>	Scope 1	94,359*	75,279*	89,502*
	Scope 2	2.158,017	2.255,644*	2.126,842*
MPM <i>Rent</i> (BSD Office)	Scope 1	30,528	34,549*	34,552*
	Scope 2	795,041	692,583*	704,759*

*Pernyataan ulang karena terdapat koreksi data dan perbedaan metodologi serta faktor konversi dari laporan 2021.

Catatan:

- Metodologi dan faktor konversi yang digunakan:
 - Scope 1: GRK ESDM dan IPCC Vol.2
 - Scope 2: Faktor emisi GRK Sistem interkoneksi ketenagalistrikan 2019 (ESDM)
- Jenis gas yang tercakup dalam perhitungan emisi: CO₂, CH₄, dan N₂O

*Restatement due to data correction and differences in methodology and conversion factors from 2021 report.

Notes:

- Methodology and conversion factors used:
 - Scope 1: IGRK ESDM and IPCC Vol.2
 - Scope 2: GHG emission factors electricity interconnection system 2019 (MEMR)
- Types of gases included in the emission calculation: CO₂, CH₄, and N₂O

Perseroan menyadari gas buang kendaraan bermotor berbasis Bahan Bakar Minyak (BBM) berkontribusi besar terhadap pelepasan karbon dioksida yang memicu pemanasan global. Oleh karena itu Perseroan melakukan inisiatif yang bertujuan untuk mengurangi emisi karbon dioksida dari penggunaan kendaraan bermotor dalam operasional kami.

MPM*Insurance* mewajibkan servis berkala untuk seluruh mobil operasional yang dipinjamkan ke karyawan setiap kelipatan 10.000 km atau per 6 bulan dan peremajaan kendaraan operasional setiap 5 tahun sekali. Pada periode pelaporan, MPM*Insurance* telah melakukan peremajaan terhadap 6 unit kendaraan operasional yang telah memiliki masa pakai 5 tahun.

MPM*Mulia* juga memberikan pelayanan servis berkala kepada pelanggannya untuk memastikan kendaraan senantiasa terawat dan layak jalan sekaligus telah mengurangi risiko emisi gas buang. Perseroan juga melakukan uji berkala dan pemeriksaan genset yang dimiliki sebagai bentuk upaya mengurangi emisi.

The Company recognizes that exhaust gases from fuel-based motor vehicles contribute significantly to the release of carbon dioxide that triggers global warming. Therefore, the Company undertakes initiatives aimed to reduce carbon dioxide emissions from the use of motor vehicles in our operations.

MPM*Insurance* requires regular maintenance service for all operational cars lent to employees every multiple of 10,000 km or every 6 months and refurbishment of operational vehicles every 5 years. In the reporting period, MPM*Insurance* has refurbished 6 units of operational vehicles that have 5 years of service life.

MPM*Mulia* also provides regular service to its customers to ensure vehicles are always maintained and roadworthy as well as reducing the risk of exhaust emissions. The Company also conducts regular tests and inspections of its generators as part of our effort to reduce emissions.

AIR

Aktivitas usaha Perseroan menggunakan air untuk memenuhi kebutuhan domestik. Penggunaan air di kantor maupun di gudang digunakan untuk aktivitas pencucian motor, penyediaan sanitasi serta penyiraman tanaman yang terdapat di lokasi kantor dan gudang. Air yang digunakan bersumber dari air tanah dan air bersih dari Perusahaan Daerah Air Minum (PDAM). Tidak ada lokasi operasional Perseroan yang berada di daerah berkategori *water stress*.

Perseroan dan entitas anak menerapkan sikap bijaksana dalam menggunakan air. Komitmen ini dikukuhkan melalui inisiatif:

- Penggunaan tipe keran tekan dan mengganti secara bertahap tipe lama.
- Penggunaan tipe kloset *dual flush toilet* (4.5/3 L) & *eco washer* (pembilas otomatis).
- Sejak Agustus 2021 MPMulia telah memulai Sistem Pemanfaatan Air Hujan (SPAH) di lokasi gudang *sparepart* untuk *supply* air bersih kebutuhan operasional gedung.

WATER

The Company's business activities use water to fulfill domestic needs. The use of water in offices and warehouses is used for motorcycle washing activities, sanitation, and watering plant in the office, and warehouse locations. The water is sourced from groundwater and clean water from the Regional Drinking Water Company (PDAM). None of the Company's operational areas are in *water stress* areas.

The Company and its subsidiaries apply a prudent attitude in using water. This commitment is confirmed through the following initiatives:

- The use of a touch faucets and gradually replacing the old type of faucet.
- Use of dual flush toilet (4.5/3 L) & eco washer (automatic rinsing).
- Since August 2021, MPMulia has started a Rainwater Utilization System (SPAH) at the spare parts warehouse to supply clean water for the building's operational needs.

Konsumsi Air

Water Consumption

UNIT USAHA/ KANTOR BUSINESS UNIT/OFFICE	JENIS ENERGI ENERGY TYPE	2022	2021	2020
MPM DISTRIBUTOR	Pemakaian air (m ³) Water consumption (m ³)	20.151	13.360	19.641
	Jumlah karyawan (orang) Total employees (person)	449	445	415
	Intensitas air (m ³ /orang) Water intensity (m ³ /person)	44,88	30,02	47,33
MPM RENT	Pemakaian air (m ³) Water consumption (m ³)	8.566	8.188	8.341
	Jumlah karyawan (orang) Total employees (person)	423	427	356
	Intensitas air (m ³ /orang) Water intensity (m ³ /person)	20,25*	19,17*	23,43*

* Pernyataan ulang karena terdapat perbedaan pendekatan dalam perhitungan dari laporan 2021
Catatan: untuk *head office* dan MPMInsurance belum dilakukan pengumpulan data

* Restatement due to different approach in calculation from 2021 report
Note: for head office and MPMInsurance, no data collection has been done yet.

LIMBAH DAN EFLUEN

Komitmen Perseroan untuk menjalankan kegiatan usaha ramah lingkungan juga dilakukan dengan mengelola limbah yang dihasilkan dalam kegiatan operasional perusahaan dan entitas anak usaha secara bertanggung jawab. Perseroan mengelola limbah operasional sesuai dengan karakteristik limbah yang dibedakan menjadi limbah Bahan Berbahaya dan Beracun (B3) dan non B3.

Limbah B3

Operasional Perseroan yang menghasilkan limbah B3 antara lain dihasilkan oleh unit usaha MPMulia dan MPMRent. MPMulia menghasilkan limbah B3 dari kegiatan operasional distributor kendaraan bermotor roda dua Honda. Sementara MPMRent sebagai unit usaha yang bergerak di jasa penyewaan kendaraan menghasilkan limbah B3 dari kegiatan perawatan (*maintenance*) kendaraan.

Limbah B3 padat yang dihasilkan berupa kain majun bekas, kemasan limbah B3, aki bekas, *sparepart* terkontaminasi, filter oli bekas (untuk kegiatan bengkel) dan lampu bekas, *cartridge* bekas, baterai bekas, limbah elektronik, filter oli, kemasan limbah B3 dan filter udara (untuk kegiatan *office*). Sedangkan limbah B3 cair yang dihasilkan berupa oli bekas (untuk kegiatan bengkel).

Pengelolaan limbah B3 ini dilakukan dengan menyediakan Tempat Penampungan Sementara (TPS) limbah B3 di lokasi terpisah dengan limbah domestik non B3. Di lokasi ini, limbah B3 padat dikumpulkan dan ditampung dengan memperhatikan aspek kehati-hatian untuk mencegah terjadi tumpahan atau mengkontaminasi lingkungan sekitar.

Limbah B3 padat antara lain antara lain diletakkan di dalam drum dan wadah *box container* plastik yang terpisah sesuai dengan karakteristik limbah B3-nya. Limbah B3 ini kemudian akan diserahkan ke pihak ketiga yang memiliki izin dan rekomendasi dari Kementerian Lingkungan Hidup sesuai dengan jenis limbah yang dihasilkan.

MPMRent memperkuat mekanisme pengelolaan limbah B3 dengan telah menerapkan *Standard Operational Procedure* (SOP) dan Instruksi Kerja (IK) yang terintegrasi dengan mekanisme Kesehatan dan Keselamatan Kerja (HSE) terkait penanganan bahan kimia, pengelolaan limbah B3, penanganan dan pengelolaan oleh pihak ketiga dan penanggulangan tumpahan bahan.

WASTE

The Company's commitment to conduct environmentally friendly business activities is also carried out by responsibly managing waste generated from the operational activities of the Company and its subsidiaries. The Company manages the operational waste in accordance with the waste characteristics, which are divided into Hazardous and Toxic (B3) and non-B3 waste.

Hazardous and Toxic (B3) Waste

The Company's operations that generate B3 waste are generated by MPMulia and MPMRent business units. MPMulia generates B3 waste from the distributor operational activities of the Honda two-wheeled motor vehicle. While MPMRent, as a business unit engaged in vehicle rental services, generates B3 waste from vehicle maintenance activities.

Solid B3 generated wastes are used majun, B3 waste packaging, used storage batteries, contaminated spare parts, used oil filters (for workshop activities) and used lamps, used cartridges, used batteries, electronic waste, oil filters, B3 waste packaging, and air filters (for office activities). While liquid B3 generated waste is used oil (for workshop activities).

Temporary storage (TPS) for B3 waste in a separate location from non-B3 domestic waste is provided for the management of B3 waste. In this location, solid B3 waste is collected and stored by paying attention to precautionary aspects to prevent spills or contamination of the surrounding environment.

Solid B3 waste, among others, is stored in drums and separate plastic containers according to the B3 waste characteristics. This B3 waste will then be handed over to third parties who have permits and recommendations from the Ministry of Environment by the type of waste generated.

MPMRent strengthens its B3 waste management mechanism by implementing Standard Operational Procedure (SOP) and Work Instruction (WI) that integrated with Occupational Health and Safety (OHS) mechanisms related to chemical handling, B3 waste management, third-party handling and management as well as spill countermeasures.

Limbah B3 Cair (Efluen)

Sejak tahun 2021 MPM^{Mulia} telah membangun fasilitas instalasi pengolahan air limbah untuk memproses air yang terpapar oli dan sabun yang dihasilkan dari kegiatan pencucian sepeda motor di dalam aktivitas bengkel yang berada di lokasi Simpang Dukuh. MPM^{Rent} juga telah membangun Instalasi Pengolahan Air Limbah (IPAL) yang berlokasi di kantor BSD dan telah memiliki izin dari pemerintah setempat.

Pembangunan instalasi pemrosesan air limbah ini bertujuan untuk memastikan limbah cair yang dihasilkan dalam operasional MPM^{Mulia} dan MPM^{Rent} telah memenuhi baku mutu air sebelum dilepaskan ke saluran pembuangan. Air limbah ini dikelola dengan cara dipompa menuju *oil trap* lalu diproses di kolam filtrasi, hasil dari filtrasi baru dikeluarkan ke drainase kota.

Selama periode pelaporan, hasil pemantauan air pada outlet IPAL masih berada dalam batas baku mutu yang diperbolehkan berdasarkan peraturan perundangan yang relevan, dan tidak ada kasus tumpahan air limbah yang terjadi.

Perseroan telah merencanakan pembuatan saluran instalasi pembuangan air limbah baru di dua lokasi yakni Gedangan dan Sedati. Pelaksanaan pembangunan direncanakan berjalan mulai tahun 2023 sampai dengan tahun 2024.

Limbah Non B3

Perseroan menerapkan kebijakan pengelolaan limbah Non B3 dengan pendekatan prinsip *reduce*, *reuse* dan *recycling* (3R). Limbah non B3 dihasilkan dari aktifitas perkantoran, pergudangan seperti limbah domestik berupa sisa makanan, sampah ranting dan dedaunan serta sampah kardus bekas. Di seluruh lokasi operasional, Perseroan menyediakan tempat sampah yang terbagi menjadi dua, berdasarkan karakteristiknya, yakni organik dan anorganik.

Kami juga telah membuat prosedur pengelolaan sampah dan mensosialisasikan kepada seluruh karyawan. Fasilitas infrastruktur bangunan di salah satu lokasi perusahaan disiapkan sebagai tempat pemilahan sampah organik dan anorganik. Sampah organik yang telah dipilah dimasukkan ke dalam komposter, sementara untuk sampah anorganik diserahkan kepada pihak ketiga.

Liquid Hazardous and Toxic Waste (B3) (Effluent)

Since 2021 MPM^{Mulia} has built a wastewater processing installation facility to process water contaminated by oil and soap generated from motorcycle washing activities at a workshop located at the Simpang Dukuh site. MPM^{Rent} has also built a Wastewater Treatment Installation (WWTP) located in the BSD office and has obtained a permit from the local government.

The construction of this wastewater processing installation aims to ensure that wastewater generated in the operations of MPM^{Mulia} and MPM^{Rent} meets water quality standards before being discharged to the sewer. This wastewater is managed by being pumped to the oil trap and then processed in the filtration pond, the results of the filtration are then discharged to the city drainage.

During the reporting period, the results of water monitoring at the WWTP outlet were within the quality standards allowed by the relevant laws and regulations, and no cases of wastewater spillage occurred.

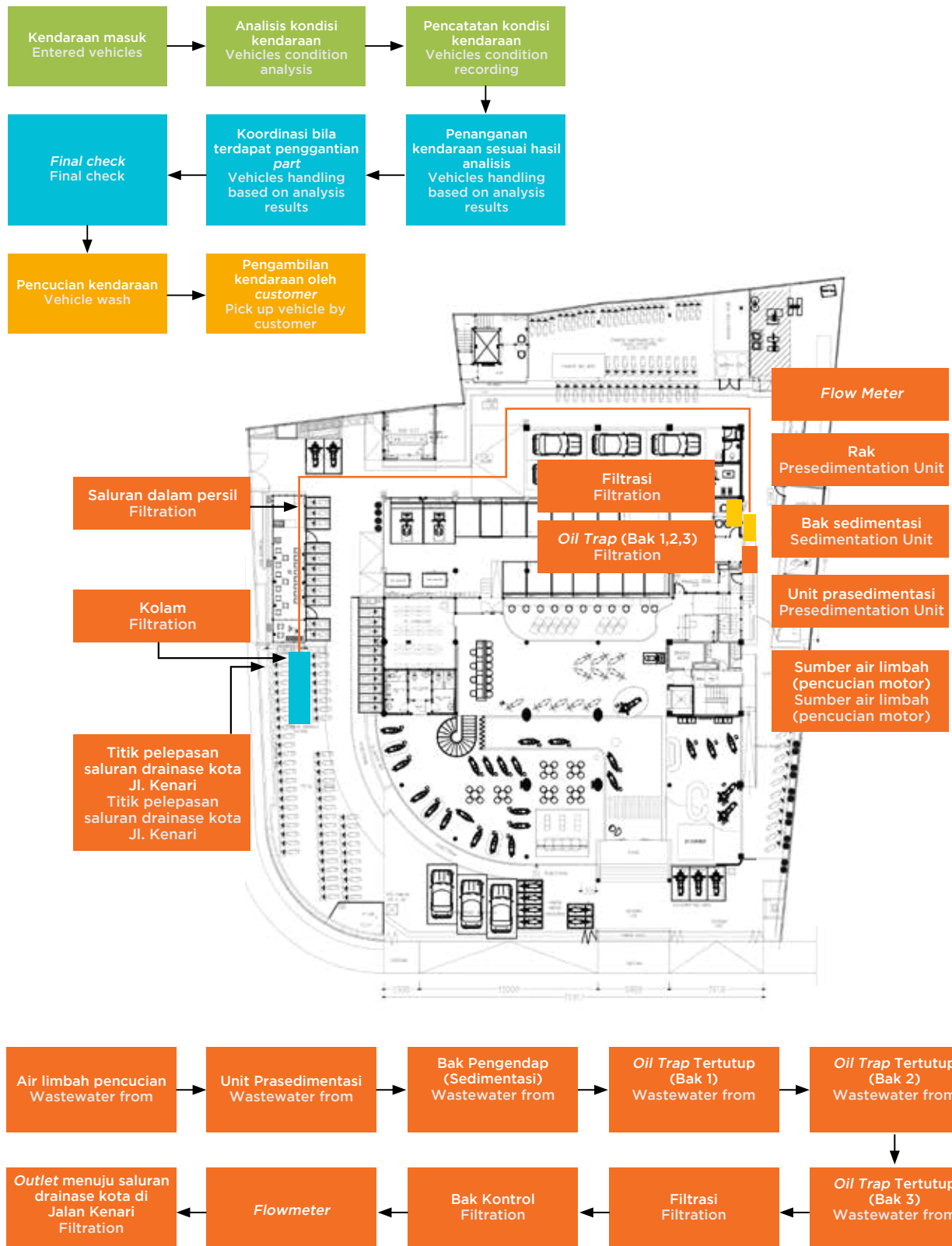
The Company has planned to build new wastewater disposal installation channels in two locations, Gedangan and Sedati. The construction is planned to start from 2023 to 2024.

Non-Hazardous and Non-Toxic (Non B3) Waste

The Company implements a non-hazardous waste (Non- B3) management policy with the reduce, reuse and recycling (3R) principle approach. Non-B3 waste is generated from office and warehouse activities, such as domestic waste that is food waste, twig, and leaf waste and used cardboard waste. In all operational areas, the Company provides waste bins that are divided into two, based on their characteristics organic and inorganic.

We have also developed waste management procedures and socialized them with all employees. Infrastructure facilities in one of the company's locations are prepared as a place for sorting organic and inorganic waste. The sorted organic waste is put into a composter, while the inorganic waste is handed over to a third party.

Pemenuhan Baku Mutu Air Limbah Fulfillment of Wastewater Quality Standards



Dalam rangka merespon permasalahan sampah plastik yang semakin mencemari planet bumi, kami mendorong karyawan untuk mengurangi penggunaan plastik sekali pakai. Inisiatif yang dilakukan antara lain mengedukasi karyawan untuk menghindari pemakaian produk dengan material plastik sekali pakai, memakai alat makan yang bisa dipakai berulang-ulang, menghindari pemakaian sedotan plastik dan mendorong pemakaian kantong belanja non-plastik untuk pembelian makan siang.

In response to the plastic waste problem that is increasingly polluting the planet, we encourage employees to minimize the use of single-use plastics. Initiatives include educating employees to avoid using products with single-use plastic materials, using reusable cutlery, avoiding the use of plastic straws, and encouraging the use of non-plastic shopping bags for lunch purchases.

Jumlah Limbah yang Dihasilkan Total Waste Generated

UNIT USAHA BUSINESS UNIT	JENIS LIMBAH WASTE TYPE	MEKANISME PENGOLAHAN PROCESSING MECHANISM	2022	2021	2020
	B3		N/A*	N/A*	N/A*
		Sampah basah yang terkumpul akan diambil/ diangkut oleh pengelola gedung. Sampah kering dan bisa didaur ulang seperti kardus, kertas, botol kemasan, dll dikumpulkan setelah dipilah dan disetorkan kepada Bank Sampah Sumber Mutiara Tangerang.			
	Non B3	The collected wet garbage will be picked up by the building management. Dry and recyclable garbage such as cardboard, paper, packaging bottles, etc., are collected after sorting and will be handed over to Sumber Mutiara Tangerang Waste Bank.	570,21 kg***	N/A**	N/A**

UNIT USAHA BUSINESS UNIT	JENIS LIMBAH WASTE TYPE	MEKANISME PENGOLAHAN PROCESSING MECHANISM	2022	2021	2020
	B3		N/A*	N/A*	N/A*
	Non B3	Sampah non B3 dikumpulkan dan diangkut oleh pengelola gedung Non-hazardous (non B3) waste is collected and transported by the building manager.	N/A****	N/A**	N/A**
	B3 (Kg)	Pihak ketiga Third party	13,561	10,364	N/A****
	Non B3		N/A****	N/A****	N/A****
	B3				
	Oli (liter) Oil (liter)	Pihak ketiga Third party	35.371	33.623	34.692
	Oli Filter dan Fuel Filter (Kg) Oil Filter and Fuel Filter (Kg)	Pihak ketiga Third party	1.714,2	5.917	6.879
	Aki bekas (piece) Used storage batteries (piece)	Pihak ketiga Third party	5.467	4.422	4.385
	Non B3				
	Organik Organic		N/A****	N/A****	N/A****
	Non Organik Non Organic		N/A****	N/A****	N/A****

Catatan:

*tidak menghasilkan limbah B3

**tidak menghasilkan limbah dikarenakan sistem *work from home*, dalam kondisi pandemi

*** sampah kering dan daur ulang yang berhasil disetorkan ke Bank Sampah

****belum melakukan pengukuran sampah yang dihasilkan

Notes:

*does not generate hazardous waste

**does not generate waste due to work from home system, in pandemic conditions

*** dry and recyclables garbage that were successfully deposited to the Waste Bank

**** has not yet measured the generated waste

Pengaduan Terkait Lingkungan Hidup

Pengelolaan dampak lingkungan yang diakibatkan oleh kegiatan operasional dilaksanakan sebagaimana terdeskripsi pada dokumen Upaya Pengelolaan Lingkungan dan Upaya Pemantauan Lingkungan yang disusun dan dilaporkan secara rutin. Selama periode pelaporan, tidak terdapat pengaduan, keluhan, sanksi dan denda yang diberikan kepada Perseroan maupun entitas anak usaha, terkait pelanggaran terhadap hukum ataupun peraturan lingkungan.

MITIGASI DAMPAK PEMANASAN GLOBAL

Fenomena pemanasan global masih terus berlangsung dan semakin meningkat eskalasinya. Terbukti dari semakin intens dan luasnya bencana alam yang dipicu oleh krisis iklim. Laporan terbaru Organisasi Meteorologi Dunia atau *World Meteorological Organization* (WMO) melaporkan konsentrasi Gas Rumah Kaca di atmosfer dari semua gas rumah kaca terutama karbon dioksida, metana, dan dinitrogen oksida telah mencapai rekor tertinggi.

Oleh karena itu, upaya mencegah laju kenaikan suhu bumi menjadi semakin penting dan mendesak untuk dilakukan, terutama dengan mengurangi pelepasan emisi karbon dioksida ke atmosfer. Perseroan berkomitmen memberikan kontribusi pada upaya kolektif nasional dan global untuk menekan laju pemanasan global yang memicu perubahan iklim.

MPM Green Action

Perseroan menginisiasi program MPM *Green Action* sebagai upaya memitigasi fenomena pemanasan global melalui kegiatan konservasi lingkungan. Program yang diselenggarakan berupa kegiatan penanaman tanaman yang dapat menyerap emisi karbon dan mengurangi efek pemanasan global. Penanaman pohon diakui secara ilmiah sebagai cara sederhana untuk menyerap emisi karbon dan mengurangi efek pemanasan global.

Program MPM *Green Action* ditujukan pada kawasan-kawasan strategis dalam wilayah operasional Perseroan. Kami memastikan lokasi dan penerima manfaat program merupakan kawasan yang rentan terdampak perubahan iklim, serta kegiatan yang diselenggarakan mampu menghadirkan manfaat yang berkelanjutan untuk mendukung ketangguhan masyarakat sekitar dalam menghadapi dampak perubahan iklim.

Environmental Complaint

The management of environmental impacts caused by operational activities is carried out as described in the Environmental Management Efforts and Environmental Monitoring Efforts documents which are prepared and reported regularly. During the reporting period, the Company or its subsidiaries received no reports, complaints, sanctions, and fines given relating to violations of environmental laws or regulations.

MITIGATING THE GLOBAL WARMING IMPACT

The phenomenon of global warming is still ongoing and escalating. It is evident from the increasingly intense and widespread natural disasters triggered by the climate crisis. A recent report by the World Meteorological Organization (WMO) stated that the concentration of Greenhouse Gases in the atmosphere of all greenhouse gases especially carbon dioxide, methane, and nitrous oxide has reached record highs.

Therefore, efforts to prevent the increasing rate of the earth's temperature have become increasingly important and urgent, especially by reducing the release of carbon dioxide emissions into the atmosphere. The Company is committed to contributing to collective national and global efforts to reduce the rate of global warming that triggers climate change.

MPM Green Action

The Company initiated the MPM *Green Action* program as an effort to mitigate the global warming phenomenon through environmental conservation activities. The program is organized by planting activities that can absorb carbon emissions and reduce the effects of global warming. Tree planting is scientifically proven as a simple way to absorb carbon emissions and reduce the effects of global warming.

MPM *Green Action* program targets strategic locations within the Company's operational areas. We ensure that the location and beneficiaries of the program are vulnerable areas affected by climate change and that the organized activities are able to bring long-term benefits to support the surrounding community's resilience in facing the climate change impacts.

MPM GREEN ACTION 2022



Penanaman
10.000
Bibit Mangrove

di Desa Golo Sepang, Manggarai Barat,
Nusa Tenggara Timur.

Planting 10,000 mangrove seedlings in
Golo Sepang Village, West Manggarai,
East Nusa Tenggara.



Total Anggaran
Total Budget

Rp200.150.000



Mitigasi Dampak Pemanasan Global, Perseroan Tanam 10 Ribu Bibit Mangrove di NTT



Provinsi Nusa Tenggara Timur (NTT) merupakan salah satu kawasan yang rentan terdampak perubahan iklim. Sebagai provinsi kepulauan, wilayah geografis NTT sangat rentan dengan bencana alam terkait iklim di perairan seperti banjir bandang, badai dan gelombang pasang.

Kerentanan ini terlihat nyata pada tahun 2021 lalu, kawasan tersebut diterjang badai siklon seroja, sebanyak 21 kabupaten dan kota di Provinsi NTT dilanda banjir bandang yang menewaskan lebih dari 181 jiwa. Cuaca ekstrem menyebabkan badai siklon yang biasa terjadi di laut kini telah menerjang daratan.

Selain itu, NTT juga merupakan wilayah operasional Perseroan, oleh karenanya, NTT menjadi sasaran Program MPM *Green Action*. Pada 27 Juli 2022, Perseroan menyelenggarakan kegiatan penanaman 10.000 bibit mangrove di lahan seluas 1 hektar di Teluk Terang yang berlokasi di Desa Golo Sepang, Kecamatan Boleng, Kabupaten Manggarai Barat, Nusa Tenggara Timur (NTT).

Sebelum dilakukan penanaman, Perseroan telah lebih dulu melakukan proses survei lokasi dan identifikasi lahan rehabilitasi mangrove (*preliminary study*). Proses ini dilanjutkan dengan pemetaan kondisi sosial dan ekonomi masyarakat di wilayah binaan (*social mapping*), sosialisasi program kepada komunitas penggiat mangrove setempat, memberikan pelatihan teknik penanaman dan perawatan mangrove yang efisien.

Untuk menciptakan dampak positif yang berkelanjutan dalam jangka panjang, Perseroan juga melakukan penguatan kelembagaan komunitas penggiat mangrove yang dikukuhkan dengan penandatanganan kesepakatan dengan kelompok penggiat untuk merawat bibit yang telah ditanam tersebut.

Mangrove menjadi perhatian Perseroan, karena sebagian besar hutan Mangrove di pulau kecil mengalami kerusakan. Hingga Desember 2014 hampir 30% dari 3,7 juta hektare Hutan *Mangrove* di Indonesia rusak dan diubah menjadi kawasan komersial serta pemukiman penduduk. Hutan mangrove juga sangat diperlukan sebagai penahan abrasi di kawasan pesisir dan menjaga kelestarian biota laut.

Penyelenggaraan kegiatan MPM *Green Action* 2022 ini merupakan langkah awal dari program rehabilitasi Mangrove di Desa Golo Sepang, NTT yang dirancang Perseroan selama 5 tahun mendatang. Perseroan telah menentukan indikator-indikator pencapaian dan kegiatan yang berbeda-beda setiap tahunnya.

Mitigating the Global Warming Impact, The Company Planted 10 Thousand Mangrove Seedlings in NTT

The East Nusa Tenggara (NTT) province is one of the most vulnerable areas affected by climate change. As an archipelago province, the geographical area of NTT is highly vulnerable to climate-related natural disasters in the waters such as floods, storms, and tidal waves.

This vulnerability was evident in 2021 when the region was hit by cyclonic storm Seroja, 21 districts and cities in NTT Province were hit by floods that killed more than 181 people. Due to extreme weather, Cyclonic storms that normally occur at sea have now touched land.

In addition, NTT is also the Company's operational area, therefore NTT became the target of the MPM Green Action Program. On 27 July 2022, the Company conducted a planting activity of 10,000 mangrove seedlings in a 1- hectare area in Teluk Terang located in Golo Sepang Village, Boleng District, West Manggarai Regency, East Nusa Tenggara (NTT).

Prior to the planting, the Company had conducted a site survey and identification process of mangrove rehabilitation land (preliminary study). This process was followed by mapping the social and economic conditions of the community in the fostered area (social mapping), socializing the program to the local mangrove activist community, and providing training on efficient mangrove planting and maintenance techniques.

To ensure a positive impact in the long term, the Company also strengthened the mangrove activist community's institution, which was confirmed by signing an agreement with the activist group to take care of the planted seedlings.

Mangroves become the Company's focus, as most of the mangrove forests on small islands are damaged. As of December 2014, almost 30% of the 3.7 million hectares of mangrove forests in Indonesia were damaged and converted into commercial and residential areas. Mangrove forests are also needed as an abrasion in coastal areas and to preserve marine life.

The implementation of MPM Green Action 2022 is the first step of the Mangrove rehabilitation program in Golo Sepang Village, NTT designed by the Company for the next 5 years. The Company has determined different achievement indicators and activities each year.



PROGRAM ONE SALES ONE SEED

MPMulia, entitas anak Perseroan, memperkuat komitmen dalam berkontribusi terhadap upaya memitigasi perubahan iklim melalui program *One Sales One Seed*. Program ini bertujuan mengajak konsumen untuk turut serta dalam mengurangi polusi dan menjaga kelestarian lingkungan dengan memberikan bibit tanaman/pohon untuk setiap konsumen 'walk-in' yang membeli sepeda motor Honda.

Pilot project di tahun 2022 ini dijalankan oleh 15 cabang *dealer* diantaranya Madiun, Basra, Pare, Tulung Agung, Nganjuk, Pasuruan dan Banyuwangi. Inisiatif ini telah berhasil menyumbangkan 2.700 bibit tanaman sesuai dengan target yang ditetapkan.

Program Penghijauan Kantor

Kegiatan konservasi lingkungan melalui penanaman pohon untuk menyerap karbon dioksida penyebab pemanasan global juga dilakukan Perseroan di lingkungan operasional. Perseroan melalui anak usahanya, MPMRent pada tahun 2022 melakukan kegiatan penghijauan di setiap lahan parkir *pool* yang meliputi area Setu, Cibitung, Pondok Cabe, dan di Lelang AUKSI.

Tanaman yang digunakan merupakan hasil pembibitan yang dilakukan Perseroan di DTC Tapos. Program penghijauan ini selain memberi kesan asri, indah dan sejuk, juga bermanfaat untuk menyerap polusi udara sehingga tercipta lingkungan kerja yang bersih dan sehat.

Hingga akhir periode 2022, di MPMRent program penghijauan kantor telah mencapai 85% dari target yang telah ditetapkan baik di *indoor* maupun *outdoor*. Sisa area terbuka yang belum dilakukan penghijauan, menjadi target program di tahun 2023.

ONE SALES ONE SEED PROGRAM

MPMulia, a subsidiary of the Company, strengthened its commitment to contributing to efforts to mitigate climate change through the One Sales One Seed program. This program aims to invite consumers to participate in reducing pollution and preserving the environment by providing plant/tree seeds for every 'Walk-in' consumer who purchases a Honda motorcycle.

This 2022 pilot project was run by 15 dealer branches including Madiun, Basra, Pare, Tulung Agung, Nganjuk, Pasuruan, and Banyuwangi. This initiative has succeeded in donating 2,700 plant seeds in accordance with the set target.

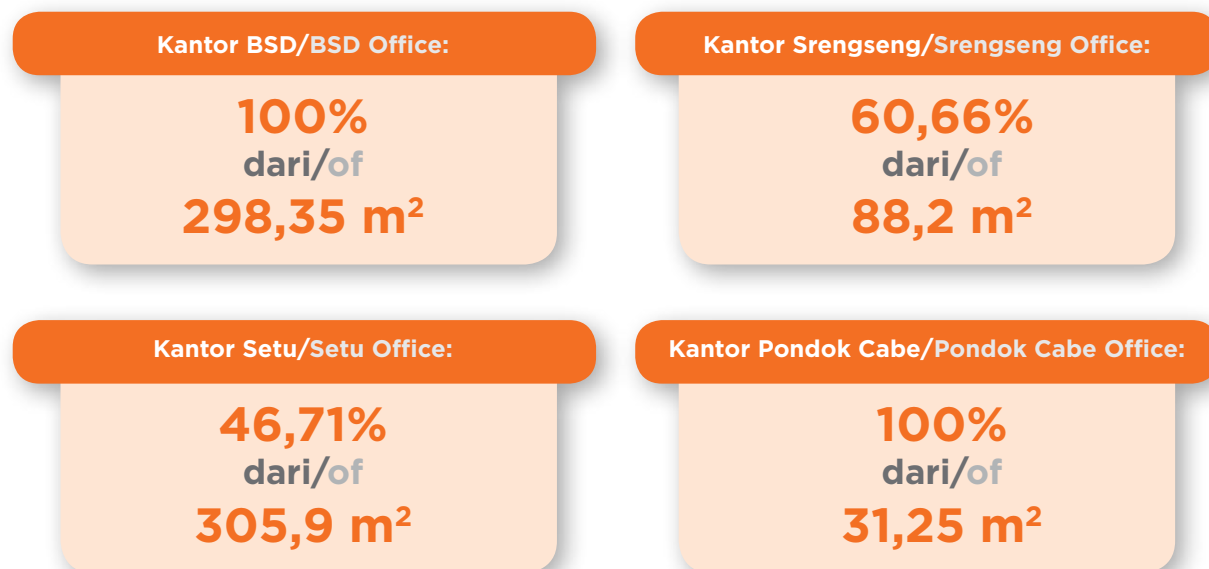
Go Green Office Program

Environmental conservation activities through tree planting to absorb carbon dioxide that causes global warming is also carried out by the Company in the operational area. The Company, through its subsidiary MPMRent, launched reforestation activities in every parking lot in Setu, Cibitung, Pondok Cabe, and AUKSI Auction areas in 2022.

The plants used are the result of the Company's nursery at DTC Tapos. The Go Green program not only gives a fresh, beautiful and cool atmosphere but can also absorb air pollution to create a clean and healthy work environment.

By the end of 2022, MPMRent's office Go Green program has reached 85% of the determined the target for both indoor and outdoor areas. The remaining open areas that have not yet been go greened, become target of the program in 2023.

Luas area ruang terbuka yang telah dilakukan penghijauan hingga akhir tahun 2022 di MPMRent
Area of open space that has been go greened by the end of 2022 in MPMRent



PROGRAM UJI EMISI GRATIS

Perseroan melalui Entitas Anak melakukan program uji emisi gratis untuk kendaraan roda empat dan roda dua. Melalui inisiatif ini, Perseroan berkontribusi untuk menekan tingkat polusi udara. Dengan melakukan uji emisi, pemilik kendaraan akan mengetahui kinerja dan kualitas efisiensi pembakaran mesin kendaraan bermotor mereka.

Jika kendaraan dalam kondisi baik dan layak digunakan maka tingkat emisi karbon yang dilepaskan ke udara dari hasil pembakaran mesin dapat ditekan. Sehingga dapat mengurangi dampak pencemaran udara dari sisa gas buang kendaraan bermotor.

Uji emisi gratis untuk kendaraan roda empat dilakukan oleh MPMRent berlokasi di kantor pusat MPMRent di BSD City, Tangerang bekerja sama dengan Dinas Perhubungan dan Dinas Lingkungan Hidup Tangerang Selatan. Sebanyak 100 mobil mengikuti uji emisi gratis. Kegiatan uji emisi gratis ini merupakan yang pertama kali dilakukan oleh Perusahaan Swasta khususnya di area Tangerang Selatan, dan sangat diapresiasi oleh Dinas Perhubungan Tangerang Selatan.

FREE EMISSION TEST PROGRAM

Through its subsidiaries, the Company conducted a free emission test program for four-wheeled and two-wheeled vehicles. Through this initiative, the Company contributes to reducing air pollution levels. By conducting emission tests, vehicle owners will know the performance and quality of the combustion efficiency of their motor vehicle engines.

If the vehicle is in good condition and suitable for use, the carbon emissions level released into the air from engine combustion can be suppressed. Thus reducing air pollution from the remaining exhaust gases of motor vehicles.

A free emission test for four-wheeled vehicles was conducted by MPMRent located at the MPMRent head office in BSD City, Tangerang in collaboration with the South Tangerang Transportation and Environment Agency. A total of 100 cars participated in the free emission test. This free emission test activity was the first to be conducted by a private company, especially in the South Tangerang area, and was highly appreciated by the South Tangerang Transportation Agency.



Sementara uji emisi gratis untuk kendaraan roda dua dilakukan oleh MPMulia. Kegiatan dilakukan di bengkel milik MPMulia di Simpang Dukuh dan diberikan kepada sepeda motor Honda yang melakukan servis di bengkel AHASS. Pelaksanaan uji emisi yang merupakan *pilot project* ini menargetkan 800 sepeda motor. Di masa mendatang, MPMulia berkomitmen untuk menyelenggarakan kegiatan uji emisi gratis dengan melibatkan lebih banyak cabang dan tentunya dengan target kendaraan roda dua Honda yang lebih banyak.

Program MILAH (Mitra Olah Sampah)

Masih dalam payung Program MPM Green Action, Perseroan juga menginisiasi Program Mitra Olah Sampah atau “MILAH” dengan mendirikan Bank Sampah Sumber Mutiara Tangerang (BSSMT) di Ciledug, Tangerang. Melalui program ini, Perseroan berkontribusi mengatasi salah satu permasalahan utama di perkotaan yakni sampah atau limbah rumah tangga, terutama sampah plastik yang semakin mencemari lingkungan.

Perseroan bekerjasama dengan Kertabumi Recycling Center melakukan edukasi dan membina warga setempat untuk mengelola secara mandiri sampah di wilayah pemukiman mereka dan mendirikan bank sampah. Dukungan diberikan melalui pemberian peralatan dan pelatihan serta monitoring, sehingga Bank Sampah dapat berjalan secara mandiri setelahnya. Perseroan antara lain menyelenggarakan *workshop* daur

While free emission tests for two-wheeled vehicles are carried out by MPMulia. The activity was held at MPMulia's workshop in Simpang Dukuh and was provided to Honda motorcycles serviced at the AHASS workshop. The emission test, which is a pilot project, targets 800 motorcycles. In the future, MPMulia is committed to organizing free emission test activities by involving more branches and targeting more of Honda's two-wheeled motor vehicles.

MILAH Program (Mitra Olah Sampah)

Still part of the MPM Green Action Program, the Company also initiated Mitra Olah Sampah or “MILAH” program by establishing Bank Sampah Sumber Mutiara Tangerang (BSSMT) in Ciledug, Tangerang. Through this program, the Company contributes to overcoming one of the main problems in urban areas: household waste, especially plastic waste which increasingly pollutes the environment.

The Company collaborates with Kertabumi Recycling Centre to educate and foster local residents to independently manage waste in their residential areas and establish waste banks. Support is given by providing equipment and training as well as monitoring so that Waste Bank can run independently in the future. The Company, among others, organizes waste recycling workshops which results can be used



ulang sampah yang hasilnya bisa dimanfaatkan oleh masyarakat atau dijual untuk meningkatkan ekonomi komunitas di sekitar bank sampah.

Pada periode pelaporan, BSSMT terus melakukan kegiatan pengolahan sampah dengan penerapan prinsip *reduce, re-use, recycle* (3R) yang cukup baik. Selama setahun beroperasi, BSSMT telah berhasil mengurangi volume sampah hingga 15 ton. Menurut penilaian Dinas Lingkungan Hidup (DLH) setempat, BSSMT binaan Perseroan berada di urutan nomor 8 untuk Bank Sampah di Kota Tangerang yang memiliki fasilitas dan kegiatan/aktivitas pengelolaan sampah yang baik.

Beberapa kegiatan BSSMT adalah penimbangan rutin setiap minggu, melakukan sosialisasi dan edukasi ke sekolah-sekolah, pelatihan daur ulang seperti pembuatan tas, asbak dan kerajinan tangan lainnya menjadi alternatif yang

by the community or to be sold to improve the community's economy around the waste bank.

In the reporting period, BSSMT continued to carry out waste processing activities with a fairly good application of the *reduce, reuse, recycle* (3R) principles. During the first year of operation, BSSMT succeeded in reducing the waste volume by 15 tons. According to the assessment of the local Environmental Agency (DLH), BSSMT is 8th ranked for Waste Banks in Tangerang City that have good waste management facilities and activities.

Some of the BSSMT's activities are weekly routine weighing, socialization and education to schools, recycling training such as making bags, ashtrays, and other handicrafts as alternatives that can generate income and help the local

bisa menghasilkan pendapatan dan membantu perekonomian warga setempat. Secara berkala BSSMT juga mengadakan festival bank sampah untuk memamerkan berbagai jenis hasil karya produk daur ulang yang dibuat oleh anggota dan komunitas masyarakat sekitar. Produk-produk daur ulang tersebut dijual melalui toko *online* milik BSSMT dan Kertabumi Recycling Center.

Perseroan juga menyelenggarakan lomba Gerakan Peduli Sampah yang diikuti oleh seluruh karyawan. Program ini bertujuan mendorong karyawan untuk mengumpulkan barang atau sampah yang dapat didaur ulang untuk disetorkan ke Bank Sampah Sumber Mutiara Tangerang (BSSMT).

Perseroan berharap Program MILAH dapat mendorong terciptanya lingkungan tempat tinggal yang lebih sehat dan mampu mencegah terjadinya pencemaran lingkungan yang lebih parah akibat pencemaran atau polusi sampah rumah tangga, terutama plastik. Di sisi lain, keberadaan bank sampah dapat meningkatkan pemahaman masyarakat bahwa sampah juga memiliki nilai ekonomi jika dikelola dengan baik.

residents' economy. Periodically, Bank Sampah Sumber Mutiara Tangerang also holds waste bank festivals to showcase various types of recycled products made by members and the surrounding community. The recycled products are sold through Bank Sampah Sumber Mutiara's online store and Kertabumi Recycling Centre.

The company also held a Garbage Care Movement competition for all employees. This program aims to encourage employees to collect goods or waste that can be recycled to be deposited at the Bank Sampah Sumber Mutiara Tangerang (BSSMT).

The Company expects that the MILAH Program can promote a healthier living environment and able to prevent more severe environmental pollution caused by household waste pollution, especially plastic. On the other hand, the presence of waste banks can increase the community's understanding that waste also has economic value if managed properly.



Testimoni Masyarakat Community Testimonial

“Saya sering mengumpulkan minyak jelantah dan mengumpulkan sampah yang dapat dipisahkan. Karena saya tinggal dekat dengan bank sampah dan ikut arisan warga. Iya biasanya sampah kita selalu buang dan membuat sampah menumpuk, jadi dengan adanya bank sampah ini berkurang. Semoga kegiatan bank sampah dapat terus berjalan dan supaya lingkungan bersih dan kita mendapatkan uang tambahan.”

~ Nenek Atih (73 tahun)

“I often collect used cooking oil and separable waste because I live near the waste bank and join the community gatherings. Yes, usually we always throw away our garbage and make it pile up, so with the existence of this waste bank, the waste reduces. Hopefully, the waste bank activities can continue so that the environment is clean and we can earn extra money.”

~ Grandma Atih (73 years old)

“Programnya bagus mau ada kegiatan apa saja dan buang sampah bisa buat apa saja yang kita tidak bisa misal dari minyak jelantah dan kulit nenas bisa dibuat sabun, pokoknya banyak yang dipelajari dari kegiatan bank sampah. Iseng-iseng ngumpul in biar dapat uang”

~ Ainun (17 tahun)

“The program is good, you can do any activity and the waste can be recycled into various things, for example, pineapple peel and used cooking oil can be recycled into soap, there is a lot to learn from waste bank activities. I do it on a whim so I can earn money”

~ Ainun (17 years old)

KINERJA SOSIAL

SOCAL PERFORMANCE

ASPEK KETENAGAKERJAAN

Konteks Keberlanjutan Kami

Selain harus mencari dan menciptakan talenta terbaik, perusahaan juga harus mampu mempertahankan SDM agar talenta-talenta terbaik yang dimilikinya tetap nyaman mengabdikan dirinya pada perusahaan. Hal ini menegaskan pentingnya peran pengelolaan talent di dalam perusahaan. Data dari 2021 People Management Report menunjukkan bahwa 60% dari 2.000 karyawan mengundurkan diri akibat pengelolaan manajemen perusahaan yang buruk dan tidak tepat.

Perkembangan ini semakin krusial dalam konteks keberlanjutan usaha di Indonesia. Karena berdasarkan hasil Sensus Penduduk 2020, BPS menunjukkan angkatan kerja Indonesia saat ini didominasi oleh angkatan kerja milenial dan generasi Z yang memiliki kebutuhan berbeda.

Merujuk pada survey pekerja milenial yang dilakukan oleh Deloitte Indonesia pada 2019 yang berjudul “*Generasi Milenial dalam Industri 4.0*” menunjukan ternyata gaji bukan faktor nomor satu dalam memilih pekerjaan. Apresiasi atas ide dan hasil kerja merupakan yang paling banyak dicari (83%), disusul suasana kantor yang menyenangkan (68%), fleksibilitas kerja (61%), komunikasi yang fleksibel dan tidak birokratis (60%), serta pelatihan dan pengembangan profesional (57%). Sementara itu, gaji atau imbalan kerja menempati urutan kedelapan (33%).

Perseroan berkomitmen untuk terus menjadi perusahaan yang memiliki reputasi baik dan menjadi tempat bekerja yang terbaik bagi karyawannya. Komitmen ini diwujudkan melalui upaya Perseroan untuk menghadirkan lingkungan kerja yang kondusif dan optimal bagi karyawan.

Pendekatan Kami

Melalui strategi *Smart Mobility to Embrace Employee Well-Being*, Perseroan berupaya menghadirkan lingkungan kerja yang bernilai dan

EMPLOYMENT ASPECT

Our Sustainability Context

Apart from having to find and create the best talent, companies must also be able to maintain human resources so that the best talents they have to remain comfortable, devoting themselves to the company. This confirms the importance of the role of talent management within the company. Data from the 2021 People Management Report shows that 60% of 2,000 employees resigned due to poor and inappropriate company management.

These days, this issue is increasingly crucial in the context of business continuity in Indonesia. Because based on the results of the 2020 Population Census, BPS shows that the Indonesian workforce is currently dominated by the millennials and generation Z workforce who have different needs.

Referring to the Millennial Worker Survey conducted by Deloitte Indonesia in 2019 entitled “*Millennials in Industry 4.0*”, shows that salary is not the first factor in choosing a job. Appreciation for ideas and work results is the most sought-after (83%), followed by a pleasant office atmosphere (68%), work flexibility (61%), flexible and non-bureaucratic communication (60%), and professional training and development (57%). Meanwhile, salary or employee benefits ranks eighth (33%).

The Company is committed to being a company with a good reputation and being the best place to work for its employees. This commitment is realized through the Company's efforts to present a conducive and optimal work environment for employees.

The Company's Approaches

Through the Smart Mobility to Embrace Employee Well-Being strategy, the Company seeks to present a valuable work environment and able



mampu meningkatkan rasa keterikatan karyawan terhadap perusahaan. Kami mengembangkan sistem dan mekanisme pengelolaan SDM yang mendorong karyawan untuk senantiasa memiliki semangat tinggi dalam bekerja karena menyadari mereka bukan hanya bagian dari Perseroan tapi juga bagian dari upaya penciptaan nilai yang penting bagi masyarakat.

Lingkungan Kerja yang Adil dan Setara

Tempat bekerja terbaik hanya akan terjadi jika sebuah lingkungan kerja mampu menghadirkan rasa dihargai dan didukung bagi seluruh SDM yang dimilikinya, terlepas dari siapa mereka atau apa yang mereka lakukan untuk bisnis, yaitu lingkungan kerja yang menghargai kesetaraan dan keberagaman.

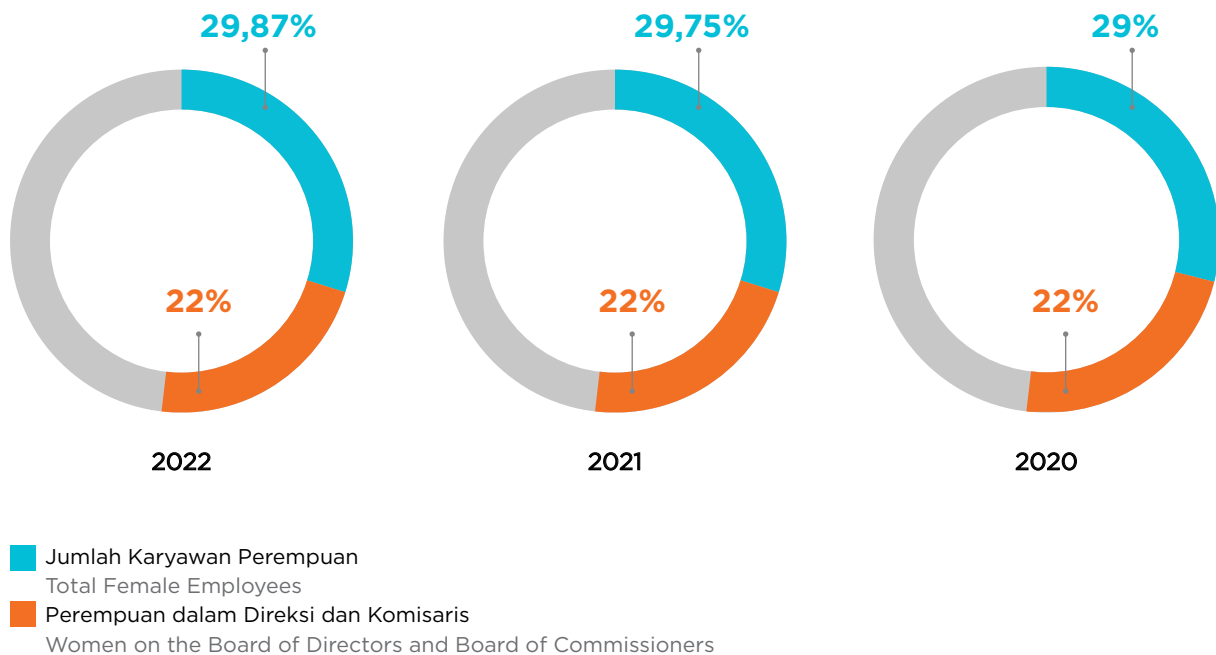
Perseroan mematuhi ketentuan dan peraturan ketenagakerjaan yang berlaku dengan menjunjung tinggi prinsip kesetaraan. Perseroan berkomitmen menerapkan praktek ketenagakerjaan yang adil, setara, dan tidak membedakan etnis, suku,

to increase employees' sense of attachment to the company. We have developed a human resource management system and a mechanism that encourages employees to always have high enthusiasm at work because they realize that they are not only part of the Company but also part of efforts to create important values for society.

Fair and Equal Working Environment

The best place to work will only exist if a workplace is able to provide a sense of value and support to all its employees, regardless of who they are or what they do for the business, i.e. a workplace that values equality and diversity.

The Company complies with applicable labor laws and regulations by upholding the principle of equality. The Company is committed to implementing employment practices that are fair, equal, and without being discriminative about



agama, jenis kelamin, pendidikan, dan budaya dalam hal pendelegasian tugas, kewenangan dan kesempatan.

Penghormatan terhadap prinsip kesetaraan berlaku pada program rekrutmen, pengembangan dan pelatihan serta pemberian remunerasi dan fasilitas, maupun jenjang karier. Dalam setiap pengambilan keputusan, Perseroan mendasarkan pertimbangannya murni pada kinerja, kompetensi dan profesionalitas karyawan maupun calon karyawan. Perseroan memberikan kesempatan yang sama terhadap karyawan perempuan untuk mengisi posisi tinggi dan penting dalam Perseroan.

Perekrutan Karyawan

Perseroan menghormati dan menjunjung tinggi HAM yang diwujudkan dengan kebijakan tidak mempekerjakan anak di bawah umur serta tidak melakukan praktik tenaga kerja paksa di seluruh wilayah operasional. Setiap karyawan yang kami rekrut akan terlindungi dalam surat perjanjian kerja yang sah secara hukum yang telah disepakati dan menetapkan batas usia minimal karyawan untuk mencegah perekrutan anak dibawah umur.

ethnicity, tribe, religion, gender, education, and culture in terms of delegation of duties, authority and opportunities.

Respect for the principle of equality applies to recruitment, development and training programs, and the provision of remuneration and facilities, as well as career paths. In every decision making, the Company bases its consideration purely on the performance, competence, and professionalism of employees and employees candidate. The Company provides equal opportunities for female employees to fill high and important positions in the Company.

Employee Recruitment

The Company respects and upholds human rights, which we demonstrate through the issuance of the policy of not hiring child labor and not practicing forced labor throughout the operational areas. Every employee we recruit is protected by a legally binding employment agreement and sets a minimum age limit to prevent recruiting minors.

Perseroan mengembangkan strategi pengelolaan SDM yang dapat memudahkan proses perekrutan karyawan yang efektif dan efisien. Kami mengoptimalkan proses perekrutan dengan mengadaptasi tren perekrutan SDM pada industri 4.0 untuk menjaring calon karyawan dengan kompetensi dan potensi terbaik untuk mendukung kemajuan usaha Perseroan.

Sistem Rekrutmen Digital

Perseroan mengembangkan Sistem Rekrutmen Digital untuk mendukung proses perekrutan yang cepat, efektif, dan dapat mengurangi bias. Metode perekrutan digital yang dilakukan sebagai berikut:

1. Ujian berbasis permainan

Perseroan merupakan perusahaan Indonesia pertama yang melakukan metode ujian berbasis permainan sebagai salah satu proses rekrutmen. Berkolaborasi dengan pengembang asal Inggris, ujian berbasis permainan mampu mengidentifikasi profil kandidat sehingga sangat efektif diterapkan pada kandidat muda, yang memiliki keterkaitan penting dengan strategi *employer branding*.

2. Tes intelegensi secara daring dan *mobile friendly*

Perseroan mengembangkan tes intelegensi yang dilakukan secara daring sehingga mampu memberikan hasil yang cepat sehingga mendukung para rekruter dalam pengambilan keputusan. Tes ini terbukti efektif karena dapat mengurangi keterlibatan tenaga kerja serta mampu menghemat jumlah pemakaian kertas.

3. Tes kecocokan budaya

Tes yang dilakukan secara daring ini bertujuan untuk mengetahui apakah kandidat memiliki nilai-nilai yang sesuai dengan CREDO perusahaan.

4. *Virtual interview* berbasis video

Sejak pertengahan tahun 2020 seluruh perusahaan yang tergabung dalam Perseroan mulai mengaplikasikan teknologi baru yaitu aplikasi JOBMA untuk perekrutan pegawai. Dengan adanya JOBMA, perusahaan perekrutan dapat melakukan wawancara lewat video dengan pencari kerja baik secara langsung atau direkam secara khusus dengan pertanyaan khusus yang telah disiapkan sebelumnya. Penggunaan JOBMA memberikan beberapa keuntungan sebagai berikut:

- Hemat waktu - aplikasi JOBMA mampu mengurangi durasi wawancara dari kisaran waktu 2 hingga 4 jam menjadi hanya 30

The Company develops HR management strategies that facilitate an effective and efficient employee recruitment process. We optimize the recruitment process by adapting HR recruitment trends in industry 4.0 to attract prospective employees with the best competence and potential to support the Company's business growth.

Digital Recruitment System

The Company developed a Digital Recruitment System to support a fast, effective, and bias-reducing recruitment process. The digital recruitment method is as follows:

1. Game-based Test

The Company is the first Indonesian company to conduct a game-based test as one of the recruitment methods. Collaborating with a UK developer, a game-based test helps us to identify candidate profiles, thus it is effective to be applied to young candidates, as it strongly relates to employer branding strategies.

2. Online and mobile- friendly intelligence test

The Company develops an online intelligence test to provide us with quick results and ease the recruiters in making a decision. This test is believed effective because it can reduce labor involvement and can save the amount of paper used.

3. Cultural fit test

This online test aims to find out whether a candidate possesses relevant values with the company's CREDO or not.

4. Video-based virtual interview

Since mid-2020, all companies under The Company have begun applying new technology, namely JOBMA, namely an employee recruitment application. With JOBMA, the recruiting companies can conduct video interviews with job seekers, either directly or recorded specifically with specific questions prepared in advance. The use of JOBMA provides several advantages, namely:

- Time efficiency - JOBMA app can reduce the interview duration from 2 to 4 hours to just 30 minutes. Thus, the time efficiency rate is

menit. Dengan demikian, tingkat efisiensi waktunya lebih tinggi dibandingkan dengan wawancara konvensional tanpa menggunakan JOBMA.

- Fleksibilitas waktu/sumber daya - Aplikasi JOBMA berdampak positif para efisiensi proses perekrutan karena memungkinkan kandidat merekam jawaban atas pertanyaan yang telah ditetapkan kapan saja di waktu yang paling nyaman bagi mereka. Begitu juga sebaliknya, pengguna/SDM dapat meninjau video yang direkam di waktu luang mereka.
- Daya tarik yang lebih besar - Perseroan melalui JOBMA berusaha keras untuk memenuhi preferensi pencari kerja Milenial dan Gen Z yang lebih berminat untuk bekerja di perusahaan yang memanfaatkan teknologi, terutama berbasis video, dalam melakukan proses rekrutmen.
- Mengurangi bias - melalui aplikasi JOBMA setiap kandidat (untuk posisi yang sama) akan menerima pertanyaan yang sama dalam proses wawancara. Sehingga bisa mencegah bias, karena evaluasi keseluruhan akan difokuskan pada respons dari kandidat bukan pada faktor lain yang tidak terkait.
- Berkurangnya interaksi tatap muka, metode ini sangat berguna selama pandemi COVID-19 belum tertangani dengan baik karena proses wawancara dilakukan secara *online* tanpa tatap muka.

higher compared to conventional interviews without using JOBMA.

- Flexibility in time/resource - JOBMA app has a positive impact on the efficiency of the hiring process as it allows candidates to record their answers to predetermined questions at any time that is most convenient for them. Vice versa, users/HR can review the recorded videos in their spare time.
- Greater Appeal - The Company through JOBMA strives to meet the preferences of job seekers of Millennial and Gen Z generations who are more interested in working in companies that utilize technology, especially video-based, in their recruitment processes.
- Reducing bias - through the JOBMA app every applicant (who applies for the same position) will receive the same questions in the interview process. Thus, preventing bias, as the overall evaluation will be focused on the applicant's responses and not on other unrelated factors.
- With less face-to-face interaction, this method is particularly useful during the COVID-19 pandemic as the interview process is conducted online without face-to-face contact.

Young Talent Program

Perseroan menginisiasi program *Young Talent Program*, yakni program yang memberikan kesempatan kepada lulusan baru (*fresh graduate*) dari institusi terbaik, baik lokal maupun internasional, menjalani program *management trainee* (MT) secara intensif selama 12 bulan.

Program ini meliputi sesi tatap muka dalam kelas, pengajaran, *on-the-job training* di Perseroan atau Entitas Anak di mana para kandidat dapat membangun wawasan, mengembangkan pengetahuan teknis dan non-teknis, dan serta meningkatkan kemampuan dalam berinteraksi dengan berbagai grup.

Pada tahun 2022, penyelenggaraan *Youth Talent Program* sudah mencapai angkatan ke-VII. Sebanyak 7 kandidat *Fresh Graduate* mengikuti program ini.

Young Talent Program

The Company initiated the *Young Talent Program*, which provides opportunities for fresh graduates from the best institutions, both locally and internationally, to undergo an intensive management trainee (MT) program for 12 months.

This program included face-to-face sessions in the classroom, lectures, and on-the-job training in the Company or its subsidiaries where candidates could build insights, develop technical and non-technical knowledge, and improve their ability to interact with various groups.

In 2022, the *Youth Talent Program* has reached its VII batches. A total of 7 *Fresh Graduate* candidates participated in this program.

Penggunaan Tenaga Kerja Lokal

Perseroan berkomitmen mendukung peningkatan kesejahteraan masyarakat di wilayah operasional dengan memberikan kesempatan kerja kepada warga lokal. Kami berupaya menjembatani antara kebutuhan SDM dan bidang *expertise* bisnis perusahaan dengan isu sosial yang ada di masyarakat.

Perseroan mengembangkan program pelatihan kompetensi kepada warga lokal untuk menjadi tenaga mekanik profesional baik roda dua maupun roda empat. Pembekalan kompetensi ini diharapkan dapat memberi peluang kerja di jaringan bengkel resmi perusahaan atau menumbuhkan jiwa *entrepreneurship* dengan mendirikan usaha bengkel sendiri.

MPMRent dan Grup bekerja sama dengan Balai Latihan Kerja/ Pusat Pelatihan Kerja Daerah (PPKD) Jakarta Barat untuk menggunakan tenaga kerja dari masyarakat sekitar untuk posisi Mekanik dengan kualifikasi dan persyaratan yang telah ditentukan oleh MPMRent.

The Utilization of Local Labor

The Company is committed to supporting the improvement of community welfare in operational areas by providing job opportunities to the local community. We strive to bridge the gap between human resource needs and the company's business expertise with social issues in the community.

The Company developed a competency training program for the local community to become professional mechanics for both two-wheeled and four-wheeled vehicles. This competency training is expected to provide job opportunities in the company's authorized workshop network or foster an entrepreneurial spirit by establishing their workshop.

MPMRent and its Group collaborate with the West Jakarta Vocational Training Center (PPKD) to utilize labor from the surrounding community for Mechanic positions with qualifications and requirements determined by MPMRent.

Jumlah Tenaga Kerja Lokal yang Direkrut (Permanen dan Kontrak) Total Local Workers Recruited (Permanent and Contract)

	2022	2021	2020
MPM ^{Mulia}	287	314	294
MPM ^{Insurance}	102	110	104
MPMRent/Group	167	205	359

Employer Branding

Perseroan menyadari pasar tenaga kerja saat ini didominasi oleh generasi milenial dan generasi Z. Kedua angkatan kerja ini dikenal sebagai *boundaryless generation*, yaitu generasi yang mampu memanfaatkan dan menggunakan teknologi dan media sosial dalam setiap aktivitas mereka.

Oleh karena itu, untuk dapat menjangkau angkatan kerja ini, Perseroan secara konsisten melakukan *Employer Branding* melalui media sosial berbasis video untuk mendukung proses rekrutmen. Kegiatan *Employer Branding* yang dilakukan bertujuan untuk meningkatkan *awareness* dan

Employer Branding

The Company realizes that the current labor market is dominated by the millennial generation and generation Z. These two workforces are known as the boundary-less generation that is capable of utilizing and using technology and social media in every activity.

Therefore, to reach this workforce, the Company consistently conducts Employer Branding through video-based social media to support the recruitment process. Employer Branding activities aim to build awareness and image of the Company's Group. During the reporting period,

image Grup Perseroan. Selama periode pelaporan inisiatif ini banyak memanfaatkan akun-akun media sosial milik Grup MPM di platform TikTok, Instagram, YouTube, dan LinkedIn.

Work-life Balance

Perseroan memberikan perhatian yang besar terkait kesehatan karyawan. Tidak hanya kesehatan fisik tapi juga kesehatan mental. Oleh karena itu, Perseroan mengembangkan budaya kerja yang mendorong para karyawan memiliki keseimbangan dalam bekerja agar mereka terhindar dari rasa bosan dan stres. Kami giat mempromosikan pentingnya kepedulian terhadap kesehatan mental melalui *sharing article blast* melalui saluran komunikasi karyawan internal.

Perseroan mengembangkan program yang berfokus pada kesehatan mental karyawan untuk menghindari karyawan mengalami depresi, dan gangguan kecemasan akibat tekanan kerja yang dapat mengganggu produktivitas dan pada akhirnya akan mengarah kepada kerugian perusahaan.

Perseroan secara rutin menyelenggarakan *Wellness Program* berupa kegiatan edukasi seputar kesehatan mental bagi karyawan. Perseroan memfasilitasi karyawan untuk mengikuti berbagai kegiatan secara daring dan luring seperti seminar atau *webinar* dengan menghadirkan pembicara kompeten mengenai pengelolaan kesehatan mental yang meliputi spektrum fisik, spiritual, finansial, intelektual, emosional, dan lingkungan.

MPMulia menyediakan pilihan jam kerja yang dapat disesuaikan dengan kebutuhan individu karyawan dan sesuai peraturan perusahaan. Selain itu, terdapat mekanisme lokasi bekerja yang fleksibel (*flexible workplace*) bagi karyawan dengan jabatan tertentu dapat memilih lokasi tempat bekerja di seluruh lokasi perusahaan. Kebijakan lingkungan kerja yang positif dilaksanakan dengan membangun aplikasi khusus untuk karyawan perusahaan yakni MYTOK.

this initiative heavily utilized MPM Group's social media accounts on TikTok, Instagram, YouTube, and LinkedIn platforms.

Work-life Balance

The Company pays great attention to employee health. Not only physical health but also mental health. Therefore, the Company develops a work culture that encourages employees to have a balance at work to avoid boredom and stress. We actively promote the importance of mental health care by sharing article blasts through internal employee communication channels.

The Company develops programs that focus on employee mental health to avoid employees experiencing depression and anxiety due to work pressure that can interfere with productivity and ultimately lead to company losses.

The Company regularly organizes Wellness Program for employees through educational activities on mental health. The Company facilitates employees to participate in various online and offline activities such as seminars or webinars by inviting competent speakers on mental health management which covers the spectrum of physical, spiritual, financial, intellectual, emotional, and environmental.

MPMulia offers a choice of working hours that can be adjusted to the individual needs of employees while complying with company regulations. In addition, there is a flexible workplace mechanism for employees with certain positions to choose a work location in all company locations. A positive workplace policy is implemented by building a special application for company employees, MYTOK.

FISIK PHYSICAL	• <i>Event Medical Check Up</i> Medical Check Up Event • <i>Seminar Health Talk</i> Health Talk Seminar • <i>Weekly Yoga Class</i> • MPM Badminton Club • MPM Basketball Club
SPIRITUAL SPIRITUAL	Perayaan hari besar keagamaan Celebration of religious holidays
FINANSIAL FINANCIAL	Seminar investasi dan keuangan Investment and finance seminar
INTELEKTUAL INTELLECTUALS	• <i>Seminar topik Intoleransi, Radikalisme, Terorisme (IRT)</i> Seminar on the topic of Intolerance, Radicalism, Terrorism (IRT) • <i>Seminar seputar hobby, skills dan competency</i> Seminars on hobbies, skills and competencies
EMOSIONAL EMOTIONAL	• <i>Seminar women empowerment, pets</i> Seminar on women empowerment, pets • <i>Event townhall</i> Townhall event
LINGKUNGAN ENVIRONMENT	• <i>Webinar Pengelolaan Sampah yang Efektif di Rumah dan Kantor</i> Effective Waste Management at Home and Office Webinar • <i>Webinar Memahami Jejak Karbon, Dampak, dan Cara Penanggulangannya</i> Webinar on Understanding Carbon Footprint, Impacts, and How to Mitigate It • <i>Webinar Zero Waste, Mindfulness Shopping “Upaya Kurangi Sampah Belanja Online”.</i> Zero Waste, Mindfulness Shopping Webinar “Upaya Kurangi Sampah Belanja Online”.

Area Kerja yang Modern

Komitmen Perseroan menghadirkan lingkungan kerja yang seimbang juga diwujudkan dengan merancang area kerja yang nyaman bagi karyawan. Area kerja didesain agar memberikan kesan yang luas dan modern berupa satu area terbuka yang besar tanpa ada penyekat. Di dalam area tersebut juga tersedia mesin kopi yang dilengkapi dengan kursi bar serta area umum untuk bersantai dan melakukan permainan-permainan sederhana, serta mural untuk melakukan *selfie*.

Kesejahteraan Karyawan

Perseroan memperhatikan kesejahteraan karyawan guna mendukung kinerja Perseroan dengan baik. Perseroan menetapkan kebijakan remunerasi yang optimal untuk meningkatkan moral karyawan dan memberi daya tarik tersendiri bagi pencari kerja atau calon karyawan.

Remunerasi

Remunerasi yang ditetapkan tidak didasarkan atau dibedakan oleh faktor seperti jenis kelamin, etnis, agama atau apapun yang bersifat diskriminatif. Perseroan juga memperhatikan ketentuan dan peraturan yang berlaku terkait besaran upah. Di bawah ini adalah rasio upah karyawan golongan terendah dibandingkan dengan ketentuan Upah Minimal Provinsi (UMP) yang ditetapkan Pemerintah.

Modern Work Area

The Company's commitment to promoting a balanced work environment is also realized by designing a comfortable work area for employees. The work area is designed in such a way that it becomes a large-open area without any barriers. Inside the area there is also a coffee machine equipped with bar stools, and a public area to relax and do simple games, as well as murals for taking selfies.

Employee Welfare

The Company pays attention to employee welfare to well support the Company's performance. The Company establishes an optimal remuneration policy to promote the high morality of our employees and attractive aspect of the Company among job seekers or employee candidates.

Remuneration

The remuneration is not determined or differentiated based on factors, such as gender, ethnicity, religion, or other discriminative acts. The Company also pays attention to the applicable provisions and regulations related to wages. Below is the ratio of remuneration applied to the lowest grade employees in comparison to the Government's Provincial Minimum Wage (UMP) Standard.

Perbandingan rata-rata upah karyawan baru tingkat terendah vs UMP 2022 Comparison of average wages of lowest grade new employees vs UMP 2022

	Wilayah Operasional Operational Area	Rasio (%) gaji gol terendah / UMP x 100% Ratio (%) lowest goal salary / UMP x 100%
PT Mitra Pinasthika Mustika (HO)	DKI Jakarta	120%
PT Mitra Pinasthika Mulia	Surabaya	212%
PT Mitra Pinasthika Mustika (MSO)	Surabaya	212%
PT Mitra Pinasthika Mustika Rent	Kota Tangerang Selatan	171%
PT Asuransi Mitra Pelindung Mustika	DKI Jakarta	100%

Catatan/Notes:

- UMP DKI Jakarta: Rp4.641.854
- UMP Surabaya: Rp4.375.479
- UMP Kota Tangerang: Rp4.285.798,9

Kompensasi dan Benefit

Perusahaan memperhatikan kesejahteraan karyawan dengan memberikan kompensasi dan *benefit* yang kompetitif. *Employee Benefit* yang diberikan perusahaan kepada karyawan antara lain Fasilitas untuk rawat jalan dan rawat inap yang untuk karyawan beserta keluarganya, fasilitas kepemilikan kendaraan, fasilitas makan siang karyawan dan fasilitas transportasi. Seluruh fasilitas ini disesuaikan dengan *Grade* karyawan.

Perusahaan juga menghargai produktivitas karyawan dengan memberikan insentif ataupun bonus sesuai dengan penilaian kinerja. Karyawan yang masuk dalam peta *Talent Top*, akan mendapatkan kompensasi khusus dan bonus khusus.

Car Ownership Program (COP)

Perseroan menyediakan fasilitas kepemilikan kendaraan sebagai mekanisme *compensation & benefits* bagi karyawan dengan level tertentu. Program ini memberikan kebebasan kepada karyawan yang memenuhi kriteria untuk memperoleh mobil, menyewa mobil, atau tidak mengambil mobil, namun bisa ditukarkan dengan uang tunai dengan nilai yang sama.

Hubungan Industrial

Perseroan dan Entitas Anak tidak memiliki Serikat Pekerja. Hubungan industrial antara karyawan dengan Perseroan dikelola berdasarkan hukum otonom Perseroan yang berpedoman kepada Peraturan Perusahaan dan aturan turunannya (SOP, SKEP, *Policy and Working Instruction*).

Dalam mengelola penyelesaian sengketa ketenagakerjaan, Perseroan menggunakan pendekatan berdasarkan tata cara berikut:

1. Cara Penyelesaian dengan berkomunikasi kepada atasan yang dibagi menjadi tiga tingkat:
 - Tingkat Pertama
Pekerja dapat mengajukan keluhannya secara lisan maupun secara tertulis kepada atasan langsung dari Pekerja tersebut dalam kaitannya dengan Perusahaan. Selama tahap ini, semua masalah diharapkan dapat diselesaikan secara musyawarah. Atasan

Compensation and Benefits

The company pays attention to employee welfare by providing competitive compensation and benefits. Employee benefits provided by the company to employees include Facilities for outpatient and inpatient care for employees and their families, vehicle ownership facilities, employee lunch facilities and transportation facilities. All of these facilities are adjusted to the employee's Grade.

The company also rewards employee productivity by providing incentives or bonuses according to performance appraisals. Employees who are included in the Top Talent map will get special compensation and special bonuses.

Car Ownership Program (COP)

The Company provides vehicle ownership facilities as a compensation & benefits mechanism for employees with certain levels. This program gives freedom to employees who meet the criteria to buy a car, rent a car, or not take a car, but can be exchanged for cash of the same value.

Industrial Relations

The Company and its Subsidiaries do not have a Labor Union. Industrial relations between employees and the Company are managed based on the Company's autonomous law which is guided by the Company Regulations and its derivative (SOP, SKEP, Policy, and Working Instruction).

In managing labor dispute settlement, the Company uses an approach based on the following procedures:

1. Settlement by communicating with superiors who are divided into three levels:
 - First Level
The Employee can submit his/her complaints verbally or in writing to the employee's direct supervisor in the Company. During this stage, all issues are expected to be resolved amicably. The direct superior shall respond to the worker's complaints in writing within

langsung wajib memberikan tanggapan terhadap keluhan Pekerja secara tertulis dalam jangka waktu 3 (tiga) hari kerja terhitung sejak diterimanya pengaduan tertulis oleh atasan langsung.

- **Tingkat Kedua**

Apabila penyelesaian apapun tidak dapat dicapai antara Pekerja dan atasan langsung dari Pekerja tersebut, Pekerja harus dalam waktu 4 (empat) hari kerja terhitung sejak diterimanya tanggapan dari atasan langsung, mengajukan keluhannya secara tertulis kepada atasan dari atasan langsung dari Pekerja tersebut, dengan tembusan disampaikan kepada *Human Resource Department* Perusahaan dan atasan langsung dari Pekerja tersebut.

- **Tingkat Ketiga**

Apabila penyelesaian apapun tidak dapat dicapai antara Pekerja dan atasan dari atasan langsung Pekerja tersebut, Pekerja wajib dalam waktu 4 (empat) hari kerja terhitung sejak diterimanya tanggapan dari atasan dari atasan langsung Pekerja tersebut menyampaikan keluhannya secara tertulis kepada Direksi, dengan tembusan disampaikan kepada atasan dari atasan langsung Pekerja tersebut dan *Human Resource Department* Perusahaan. Direksi dengan bantuan dari *Human Resource Department* harus memberikan respon tertulis terhadap Pekerja tersebut dalam waktu 4 (empat) hari kerja terhitung sejak diterimanya keluhan, yang akan dianggap menjadi penyelesaian perdamaian bagi Pekerja tersebut dari Perusahaan.

2. Pekerja dapat menyampaikan keluhannya secara langsung atau dengan media lain seperti *e-mail* dengan menjelaskan identitas melalui sistem *whistleblower*.

Sementara di *MPMRent*, hubungan industrial dikelola dengan pendekatan sebagai berikut:

- Adanya Ketentuan Tata Cara penyelesaian Keluh Kesah Karyawan yang diatur di dalam Peraturan Perusahaan.
- Proses bipartit antara Perusahaan dan Karyawan dan proses penyelesaian secara musyawarah mufakat.
- Pemberian sanksi kepada Karyawan atas tindakan atau perilaku yang bertentangan dengan Peraturan Perusahaan.

3 (three) working days since the direct supervisor received the written complaint.

- **Second Level**

If no settlement can be reached between the Employee and the Employee's direct supervisor, within 4 (four) working days of receiving a response from their direct supervisor, the Employee must submit his/her complaints in writing to the supervisor of the Employee's direct supervisor, with a copy submitted to the Human Resource Department of the Company and the Employee's direct supervisor.

- **Third Level**

If no settlement can be reached between the Employee and the supervisor of the Employee's direct supervisor, within 4 (four) working days of receiving a response from the supervisor of the Employee's direct supervisor, the Employee must submit his/her complaints in writing to the Board of Directors, with a copy submitted to the supervisor of the Employee's direct supervisor and the Company's Human Resource Department. The Board of Directors with the assistance of the Human Resource Department shall provide a written response to the Employee within 4 (four) working days since the complaints were received, which will be considered a peace settlement for the Employee from the Company.

2. Workers can submit their complaints directly or through other media such as e-mail by explaining their identity through the whistleblower system.

While at *MPMRent*, industrial relations are managed with the following approach:

- Procedures for resolving Employee Complaints are regulated in the Company Regulations.
- The bipartite process between the Company and Employees and the settlement process through a deliberation for consensus.
- Sanctioning Employees for actions or behaviors that conflict with Company Regulations.

Lingkungan Bekerja yang Layak dan Aman

Perseroan menempatkan karyawan sebagai aset penting yang harus dilindungi. Oleh karena itu, dalam menjalankan operasional sehari-hari, Perseroan menempatkan Kesehatan dan Keselamatan Kerja (K3) sebagai salah satu prioritas. Hal itu tak lepas dari keyakinan Perseroan bahwa kepatuhan terhadap prinsip K3 akan menciptakan suasana kerja yang aman dan nyaman sehingga setiap karyawan bisa bekerja secara optimal.

Undang-undang nomor 1 tahun 1970 tentang keselamatan kerja beserta peraturan kementerian tenaga kerja dan peraturan pelaksanaannya, menjadi acuan dalam penerapan sistem manajemen K3 di Perseroan. Komitmen Perseroan terhadap kepatuhan K3 dilakukan melalui pendekatan:

1. Menjamin K3 yang aman dan nyaman bagi seluruh karyawan dan kontraktor, pengunjung, rekanan yang berada di lingkungan Perseroan.
2. Memenuhi peraturan perundang-undangan pemerintah yang berlaku dan persyaratan lainnya yang terkait dengan penerapan K3.
3. Melakukan perbaikan berkelanjutan terhadap kinerja K3 guna meningkatkan budaya K3 yang baik di lingkungan Perseroan.

Kami memastikan setiap unit kerja dalam Perseroan melakukan identifikasi potensi bahaya, menilai tingkat risiko, menetapkan upaya pengendaliannya dengan pendekatan hirarki mitigasi risiko, dan melaksanakan program yang telah disusun. Secara periodik, Perusahaan juga melakukan evaluasi terhadap penerapan program. Berdasarkan hasil identifikasi, risiko tertinggi Perseroan adalah adanya potensi kebakaran di area gudang *parts* dan gudang unit serta aktifitas perbengkelan, termasuk risiko terpapar COVID-19.

Melengkapi kebijakan K3 Perseroan, MPMRent telah melengkapi hasil identifikasi risiko bahaya yang telah dilakukan dengan sejumlah prosedur yang memberikan panduan bagi pekerja untuk melakukan pekerjaan dengan aman. Sebagai upaya memastikan kesiapan dalam kondisi darurat, MPMRent juga melakukan *fire drill* sekali dalam setahun, bekerjasama dengan Damkar Kota Tangerang Selatan dan Kabupaten Bekasi.

Decent and Safe Working Environment

The Company places employees as important assets that must be protected. Therefore, in carrying out daily operations, MPM places Occupational Health and Safety (OHS) as one of its priorities. This cannot be separated from the Company's belief that compliance with OHS principles will create a safe and comfortable workplace thus every employee can work optimally.

Law No. 1 of 1970 on occupational safety along with Ministry of Manpower regulations and its implementing regulations, serve as guidelines in the implementation of the OHS management system in the Company. The Company's commitment to OHS compliance is carried out through the following approaches:

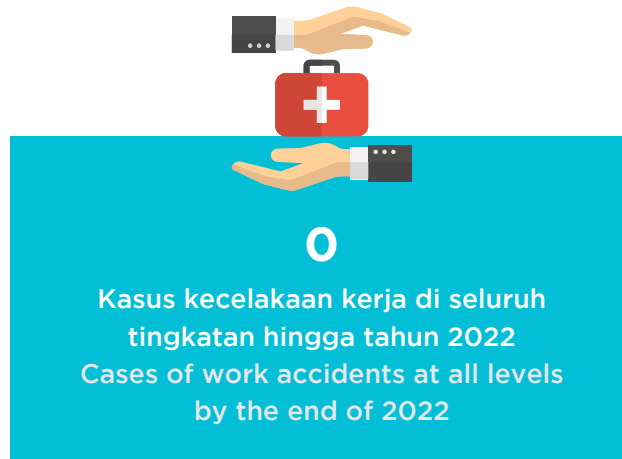
1. Ensuring a safe and comfortable OHS for employees and contractors, visitors, and partners, who are in the Company's business area.
2. Complying with applicable government laws and regulations and other requirements related to the implementation of OHS.
3. Making continuous improvements to OHS performance to strengthen OHS culture implementation within the Company.

We ensure that each work unit in the Company identifies potential hazards, assesses the level of risk, determines control efforts using the risk mitigation hierarchy approach, and implements the program that has been prepared. Regularly, the Company also evaluates the implementation of the program. Based on the identification results, the Company's highest risk is the potential of fire in the parts warehouse and unit warehouse areas as well as workshop activities, including the risk of exposure to COVID-19.

Complementing the Company's OHS policy, MPMRent has complemented the results of the hazard risk identification that has been carried out with several procedures that provide guidance for workers to work safely. In an effort to ensure readiness in emergency conditions, MPMRent also conducts fire drills once a year, in collaboration with the Fire Department of South Tangerang City and Bekasi Regency.

Hingga akhir periode pelaporan, Perseroan berhasil mencapai angka kecelakaan kerja nihil atau *zero accidents*.

Until the end of the reporting period, the Company managed to achieve zero accidents.



Program K3

Kami telah menyelenggarakan berbagai program untuk menjaga keselamatan dan kesehatan kerja, program yang dijalankan mencakup:

- *Medical Check-Up* (MCU) dilakukan secara periodik untuk seluruh karyawan;
- Menyediakan alat-alat pemeriksaan kesehatan seperti alat ukur tekanan darah, alat ukur gula darah, asam urat dan kolesterol di beberapa lokasi;
- Menyediakan sarana dan prasarana tanggap darurat, seperti tandu, alat pacu jantung, kotak P3K, *neck collar*, bidai, APAR, *hydrant*;
- Menyediakan fasilitas alat-alat olahraga dan menyelenggarakan *event* olahraga yang meliputi *Badminton*, *Futsal*, *Muay Thai*;
- Menjaga kebersihan lingkungan kerja dengan cara melakukan *housekeeping* secara berkala, sosialisasi 5K2S kepada seluruh karyawan melalui surat edaran;
- Pengukuran lingkungan kerja meliputi kebisingan, iklim kerja, kualitas udara dalam ruangan, pencahayaan, ergonomi kerja di beberapa lokasi perusahaan secara berkala;
- Menyediakan Alat Pelindung Diri (APD);
- Menyediakan *security* 24 jam dan CCTV;
- Menjalani relasi dengan petugas keamanan lingkungan sekitar Perseroan, seperti Babinsa dan Kamtibmas.

OHS Program

We have organized various programs to maintain occupational health and safety which include:

- Medical Check-Up (MCU) is conducted regularly for all employees;
- Provides health check-up equipment such as blood pressure meters, blood sugar, uric acid, and cholesterol meters in several locations;
- Provide emergency response facilities and infrastructure, such as stretchers, pacemakers, first aid kits, neck collars, splints, fire extinguishers, and hydrants;
- Provides sports equipment facilities and organizes sports events which include Badminton, Futsal, Muay Thai;
- Maintain the cleanliness of the workplace by conducting housekeeping regularly, socializing 5K2S to all employees through circular letters;
- Measure the workplace conditions including noise, work climate, indoor air quality, lighting, work ergonomics at several company locations periodically;
- Provide Personal Protective Equipment (PPE);
- Provides 24-hour security and CCTV;
- Establish relationships with the Company's neighborhood security officers, such as Babinsa and Kamtibmas.

Di tahun 2022, Perseroan menyelenggarakan kegiatan promosi kesehatan melalui:

- Webinar dengan topik hipertensi dan komplikasinya, *managing mental health, pandemic to endemic*;
- Mengadakan kelas *bodyweight workout* dan *Zumba*;
- Sosialisasi kesehatan melalui *podcast* dengan mengundang dokter atau tenaga ahli di bidang kesehatan;
- Menyebarkan HSE Bulletin tentang kesehatan yang diemail ke seluruh karyawan dan dipasang di *mading*.

In 2022, the Company organized health promotion activities through:

- Webinars on hypertension and its complications, managing mental health, pandemic to endemic;
- Organized bodyweight workouts and Zumba classes;
- Health socialization through podcasts by inviting doctors or experts in the health field;
- Publish HSE Bulletin on health that is emailed to all employees and posted on the *mading* (wall magazine).

Pemerintah meminta masyarakat tetap waspada dan mematuhi protokol kesehatan (*prokes*) seperti yang selama ini dilakukan. Terlebih lagi kasus varian baru COVID-19 terus bermunculan meski efek dan gejalanya di masyarakat rendah. Perseroan selama tahun 2022, tetap mematuhi panduan protokol kesehatan (*prokes*) yang diterbitkan pemerintah untuk mengantisipasi dan memutus penularan rantai COVID-19. Perseroan antara lain menyiagakan *Emergency Response Team* dan tetap memberlakukan kewajiban mengenakan masker kepada karyawan di lingkungan operasional.

The government asks the public to remain vigilant and comply with health protocols as has been done so far. Moreover, cases of new variants of COVID-19 continue to emerge even though the effects and symptoms in the community are low. During 2022, the Company continued to comply with the health protocol guidelines issued by the government to anticipate and break the transmission chain of COVID-19. The Company, among others, alerted the Emergency Response Team and enforced the obligation to wear masks to employees in the operational area.

Pelatihan K3

Dalam rangka meningkatkan kemampuan karyawan untuk mengelola keselamatan dan kesehatan kerja, MPMulia telah menyelenggarakan kegiatan pelatihan sebagai berikut:

OHS Training

In order to improve employees' ability to manage occupational health and safety, MPMulia has organized the following training activities:

Topik Pelatihan Training Topics	Jumlah Peserta Number of Participants
Pelatihan Damkar untuk tim <i>Security</i> Firefighting training for Security team	30 orang/persons
Pelatihan Kesiapan Tanggap Darurat untuk Tim Tanggap Darurat Jombang, Sedati, dan Simpang Emergency Response Readiness Training for Jombang, Sedati, and Simpang Emergency Response Teams	90 orang/persons
Pelatihan (Sertifikasi) Damkar kelas D Class D Firefighting Training (Certification)	3 orang/persons
Pelatihan (Sertifikasi) P3K First Aid Training (Certification)	2 orang/persons

Sementara di MPMRent, pelatihan K3 diberikan kepada karyawan secara *offline* dan *online* untuk semua area MPMRent. Topik pelatihan yang diberikan mencakup: *Basic Safety*, *Basic First Aid*, *Basic Fire Fighting*, dan *fire drill*.

Pengembangan Karyawan

Sumber Daya Manusia (SDM) adalah aset utama dalam pencapaian keunggulan bersaing serta berperan penting sebagai pendorong pertumbuhan bisnis. Perseroan mengerahkan seluruh kapabilitas sumber daya yang dimiliki untuk merespons tantangan yang akan dihadapi sehingga Perseroan semakin adaptif dan kompetitif. Sebagai aset, kami memperhatikan kebutuhan karyawan dan mengembangkan kapasitasnya guna mencapai kesejahteraan bersama dalam jangka panjang.

Perseroan berupaya mendorong motivasi karyawan melalui beberapa hal seperti pemberian *Key Performance Indicators* (KPIs) secara jelas kepada karyawan. Kami juga menyelenggarakan program pengembangan karyawan melalui berbagai bentuk pelatihan untuk karyawan, pemberian apresiasi terhadap kinerja karyawan melalui pemberian kompensasi berupa kenaikan gaji, bonus serta promosi karyawan.

Perseroan sangat memperhatikan pengembangan diri dan karir karyawan melalui mekanisme *talent management* yang meliputi:

- **Pengukuran kompetensi.** Perusahaan melakukan pengukuran kompetensi setiap karyawan secara periodik, kemudian disusun program pengembangan individu karyawan yang proses pelaksanaannya senantiasa diperhatikan dan dievaluasi oleh perusahaan.
- **Development Program** merupakan program pengembangan individu karyawan yang meliputi pelatihan, *project*, *coaching* dan *mentoring*.
- **Performance Management.** Penilaian kinerja karyawan dilakukan dua kali dalam satu tahun berdasarkan dari KPI sudah ditentukan di awal tahun dan senantiasa dimonitor secara periodik.
- **Talent Mapping.** Hasil dari *Performance Management* beserta Pengukuran Kompetensi akan dipetakan ke dalam kategori *Top*, *Strong*, *Solid*, *Border* dan *Bottom*. Individu karyawan yang memiliki performa kerja yang baik dan kompetensi yang memadai untuk dikembangkan akan masuk dalam kategori

While at MPMRent, OHS training is provided to employees via offline and online for all MPMRent areas. Training topics provided include Basic Safety, Basic First Aid, Basic Fire Fighting, and fire drills.

Employee Development

Human Resources (HR) is the key asset to achieving competitive advantage and has a significant role as the catalyst of our business growth. The Company deploys the capabilities of resources owned to respond to future challenges so that the Company can be more adaptive and competitive. As an asset, we pay attention to the needs of employees and develop their capacity to achieve mutual prosperity in the long run.

The Company strives to encourage employee motivation through several things such as providing clear Key Performance Indicators (KPIs) to employees. We also organize employee development programs through various training for employees, giving appreciation for employee performance through compensation in the form of salary increases, bonuses, and employee promotions.

The Company pays close attention to the personal and career development of employees through talent management mechanisms which include:

- **Competency measurement.** The company periodically measures the competence of each employee, then prepares an individual employee development program in which the implementation process is always observed and evaluated by the company.
- **Development Program** is an individual employee development program that includes training, projects, coaching, and mentoring.
- **Performance Management.** Employee performance appraisals are conducted twice a year based on KPI determined at the beginning of the year and monitored periodically.
- **Talent Mapping.** The results of Performance Management along with Competency Measurement are mapped into Top, Strong, Solid, Border, and Bottom categories. Individual employees who have good work performance and sufficient competencies to be developed will be included in the Top or Strong category

Top atau *Strong* dan dicalonkan ke program *succession planning*.

- *Succession Planning*. Program perencanaan dan pengembangan individu karyawan yang akan menjadi *next future leader* di level manajer ke atas. Program ini disusun dan dievaluasi setiap tahunnya.

Pada bulan September tahun 2022, Perseroan melakukan sosialisasi kepada seluruh karyawan mengenai kesempatan individu karyawan dalam pengembangan karir dengan tema “*Career Talks*” di perusahaan.

Kaderisasi Talent (Management Trainee)

Perseroan memastikan tersedianya SDM secara berkesinambungan untuk mendukung operasional Perseroan yang optimal. Oleh karena itu Perseroan setiap tahun melakukan program kaderisasi talent melalui metode *Management Trainee* (MT).

Program pelatihan manajemen ini bertujuan untuk mendapatkan kandidat tepat yang memiliki kualitas baik, serta memiliki potensi untuk menempati posisi manajerial. *Management Trainee* juga bisa disebut sebagai salah satu perekrutan karyawan baru di suatu perusahaan.

Program *Management Trainee* ini direalisasikan melalui program *Youth Talent Program* yakni perekrutan lulusan baru Strata-1 (*Fresh Graduate*) dari berbagai universitas yang berhasil lolos dalam program seleksi ketat untuk mengikuti pelatihan manajerial selama 12 bulan.

Manajemen Karir

Perseroan membuka kesempatan untuk promosi karir sebanyak 2 kali, yaitu di bulan Maret dan September dalam setahun. Perseroan memberikan kebebasan kepada masing-masing Entitas Anak dalam proses pengelolaan promosi secara individual, terkecuali untuk posisi *General Manager* ke atas, promosi dikelola secara langsung oleh Perseroan.

Perseroan telah menetapkan sejumlah kriteria karyawan yang layak menerima promosi, yakni:

1. Menunjukkan kinerja terbaik serta konsisten;
2. Tidak pernah bertindak indisipliner selama 1 tahun terakhir;

and nominated to the succession planning program.

- *Succession Planning*. Individual planning and development program for employees who will become the next future leader at the manager level and above. This program is prepared and evaluated annually.

In September 2022, the company conducted socialization with all employees regarding individual employee opportunities in career development with the theme “*Career Talks*” at the company.

Talent Regeneration (Management Trainee)

The Company ensures the availability of human resources continues to support the Company's optimal operations. Therefore, the Company annually conducts a talent regeneration program through the *Management Trainee* (MT) method.

This management training program aims to get the appropriate candidates who have good quality and have the potential to occupy managerial positions. *Management Trainee* can also be referred to as one of the recruitment processes of new employees in a company.

This *Management Trainee* program is realized through the *Youth Talent Program*, which is the recruitment of fresh graduates from various universities who have passed a rigorous selection program to take part in managerial training for 12 months.

Career Management

The Company offers opportunities for career promotions twice a year, in March and September. The Company gives freedom to each Subsidiary in the process of managing promotions individually, except for the position of *General Manager* and above, the promotions are managed directly by the Company.

The Company has determined several criteria for employees who are eligible for promotion, namely:

1. Demonstrate their best and consistent performance;
2. Never conduct non-disciplinary acts within the last one year;

3. Menerima pandangan serta umpan balik positif dari para pemangku kepentingan terkait sikap dan perilakunya selama masa kerja; dan
4. Kompetensi yang dimiliki karyawan, dengan mengacu kepada kamus Kompetensi Kepemimpinan Grup MPM yang merupakan turunan dari CREDO Perseroan.

Pada tahun 2022, persentase jumlah karyawan Grup MPM yang dipromosikan tercatat sebanyak 86 orang atau sekitar 5,55% dari karyawan tetap.

Program E-Learning

Perseroan berusaha memfasilitasi pelatihan yang tepat dan sesuai dengan kebutuhan para karyawan dengan tujuan agar karyawan mampu mempertahankan konsistensi kinerja serta meningkatkan kualitas kinerja menjadi lebih baik.

Sejak diluncurkan tahun 2020, dengan nilai investasi sebesar Rp265 juta, Perseroan telah mengembangkan program *E-Learning* bernama *Moodle*. Aplikasi ini mampu mentransformasikan modul pelatihan dan pengembangan menjadi pengalaman belajar secara daring. Selain itu, modul *E-learning (Moodle)* yang berbeda dari setiap Entitas Anak juga dapat diintegrasikan sehingga menciptakan satu ekosistem besar untuk berbagai bentuk pelajaran.

Implementasi aplikasi *Moodle* terbukti berdampak positif dalam meningkatkan jumlah partisipasi SDM dalam kegiatan pelatihan yang diselenggarakan, sehingga lebih efektif dan pada akhirnya dapat meningkatkan jumlah kelulusan.

3. Receive positive feedback and good perception from stakeholders for his/her behavior and attitudes during his/her service; and
4. Competence of the employees, referring to MPM Group's Directorship Competence dictionary, which is a derivative of the Company's CREDO.

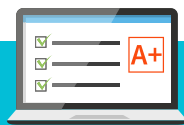
In 2022, the percentage of MPM Group employees who were promoted were 86 persons, or approximately 5,55% of permanent employees.

Program E-Learning

The Company strives to facilitate the appropriate training that adheres to the business needs in order to help employees in maintaining their performance consistency and improve performance quality.

Since being launched in 2020 with Rp265 million of investment value, the Company has developed an E-Learning program called Moodle. This application enables the transformation of training and development modules into an online learning experience. In addition, e-Learning (Moodle) modules that are different from each Subsidiary can also be integrated to create a big learning ecosystem.

The Moodle application implementation has proven to have a positive impact in increasing the number of HR participation in organized training activities, making it to be more effective and ultimately increasing the number of graduates.



65

Total modul *e-learning*
Total e-learning
modules



29

Modul *e-learning* baru
di tahun 2022
New e-learning modules
in 2022

Pengembangan Modul Baru di Tahun 2022

New Modules Development in 2022

Perseroan The Company	MPM Distributor, MPM Motor, ERRO Partshop	
• New Employee Onboarding Program (2022 Version) • MPMX Digital Passport – Bronze Level • MPMX Digital Passport – Silver Level • Safety & Security @ MPM HO • Introduction to MPM CREDO	• MPM Credo • MPM Credo 2 • Microsoft Excel Basic • GPK E-Learning For Internal • PTNM For Internal • SharePoint Electronic Doc. Control Enhancement • Sosialisasi Proses Bisnis Penjualan Unit H1 • Sosialisasi Prosedur SOP Transfer Wallet Incentive FLP jaringan • MPM Business Management Program • MPM E-Learning • MPM Mustika Probation Class • Employee Working Facility & COC • MPM Mulia Probation Class • MPM Credo • MPM Credo 2 • Microsoft Excel Basic • GPK E-Learning For Internal • PTNM For Internal • SharePoint Electronic Doc. Control Enhancement • Socialization of H1 Unit Sales Business Process • Socialization of FLP network Wallet Incentive Transfer SOP Procedure • MPM Business Management Program • MPM E-Learning • MPM Mustika Probation Class • Employee Working Facility & COC • MPM Mulia Probation Class	• Canva Training • Salestalk Beat 2020 • Pelatihan Teknik Non Mekanik • Fun & Fubulous Follow Up H1 • Fun & Fubulous Follow Up H2 • General Product Knowledge Module For FLP • Training NOS: Frontdesk Officer • Refreshment NOS WSP • Training NOS: Sales People • Basic Orientation Training • AHASS Academy: Company Profile & AHASS Business Process • Canva Training • Salestalk Beat 2020 • Non-Mechanical Engineering Training • Fun & Fubulous Follow Up H1 • Fun & Fubulous Follow Up H2 • General Product Knowledge Module for FLP • NOS Training: Frontdesk Attendant • Refreshment NOS WSP • NOS Training: Sales people • Basic Orientation Training • AHASS Academy: Company Profile & AHASS Business Process

Gamifikasi dalam Pembelajaran

Selain *Moodle*, Perseroan juga memiliki metode gamifikasi dalam pembelajaran (*Gamified Learning*) melalui aplikasi KOLA (*Kolaboratif Online Learning App*). Aplikasi ini berbentuk permainan ular tangga yang dapat diakses oleh beragam pengguna untuk tujuan yang bervariasi.

Sistem yang dibangun dengan nilai investasi sebesar Rp100 juta ini menjadi perangkat alternatif digital yang baru untuk proses pembelajaran yang memiliki fleksibilitas dalam kreasi dan pengelolaan konten.

Pelatihan Eksternal

Pelatihan dan pengembangan karyawan di Perseroan tidak hanya diberikan secara internal saja, tetapi Perseroan juga menghimbau para karyawan untuk mengembangkan kompetensinya dengan mengikuti pelatihan eksternal dengan tetap mempertimbangkan efisiensi biaya serta mengutamakan pelatihan yang dilaksanakan secara daring.

Sepanjang tahun 2022, Perseroan telah menyelenggarakan 8.680 jam untuk pelatihan dan pengembangan kompetensi karyawan seluruh perusahaan yang tergabung dalam Grup MPM dan diikuti oleh 542 karyawan dengan jumlah biaya pelatihan sebesar Rp1,7 miliar.

Gamification in Learning

In addition to Moodle, the Company also has Gamified Learning methods using KOLA (Kolaboratif Online Learning App). This application takes the form of a snake ladder game that can be accessed by a variety of users for varied purposes.

The system, which was built with an investment value of Rp100 million, is a new digital alternative device for the learning process that offers flexibility in content creation and management.

External Training

Training and development of employees in the Company are not only provided internally, but the Company also encourages employees to develop their competencies by participating in external training while taking into account cost efficiency and prioritizing online training.

Throughout 2022, the Company has organized 8.680 hours of training and competency development for employees of all companies in the MPM Group and was attended by 542 employees with total training costs of Rp1,7 billion.

Rata-rata Jam Pelatihan Karyawan Grup MPM (Jam)

Average Training Hours of MPM Group Employees (Hours)

	2022		2021		2020	
	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male
General Manager & Vice President	26,67	31,64	21,33	16,20	27,00	16,31
Manager & Senior Manager	72,00	65,27	30,67	42,23	11,95	21,95
Supervisor & Associate Manager	22,87	31,66	42,32	31,47	12,24	13,50
Staff & Officer	13,82	16,34	25,64	21,88	7,81	18,44

Pelatihan Karyawan 2022

Employee Training 2022

PERSEROAN/ THE COMPANY				
Peserta berdasarkan level jabatan Participants based on position level	Nama Pelatihan/Seminar / Workshop Training/Seminar/Workshop Name	Tujuan Pelatihan Training Purpose	Penyelenggara Organizer	Tanggal Pelatihan Date of Training
SPV	Sosialisasi Pengembangan Sistem Pelaporan Keuangan Berbasis <i>eXtensible Business Reporting Language</i> ("XBRL") Socialization of Financial Reporting System Development Based on eXtensible Business Reporting Language ("XBRL")	<i>Technical</i>	IDX	18 Jan 22
SPV	Dengar Pendapat Konsep Peraturan Nomor I-N tentang Penghapusan Pencatatan (<i>Delisting</i>) Efek Bersifat Ekuitas, Efek Bersifat Utang, dan Sukuk dan Pencatatan Kembali (<i>Relisting</i>) Saham di Bursa Hearing on the Concept of Regulation Number I-N concerning Delisting of Equity Stock, Debt Stock, and Sukuk and Relisting of Shares on the Stock Exchange.	<i>Technical</i>	IDX	19 Jan 22
SPV	Seminar Pencapaian Pasar Modal 2021 secara virtual dengan tema "Implementasi POJK mengenai Saham dengan Hak Suara Multipel (SHSM) dan Perubahan Peraturan Pencatatan Saham BEI No. I-A" Virtual Capital Market Achievement 2021 Seminar with the theme "Implementasi POJK mengenai Saham dengan Hak Suara Multipel (SHSM) dan Perubahan Peraturan Pencatatan Saham BEI No. I-A"	<i>Technical</i>	IDX	19 Jan 22
SPV	<i>Building Organizational Resilience and Innovation Through Initial Public Offerings of Subsidiaries</i>	<i>Technical</i>	IDX	31 Jan 22
SPV, SM	Sosialisasi Penerapan SA 701: Pengkomunikasian Hal Audit Utama dalam Laporan Auditor Independen Socialization of SA 701: Communication of Key Audit Matters in the Independent Auditor's Report	<i>Technical</i>	IDX	08 Feb 22

Peserta berdasarkan level jabatan Participants based on position level	Nama Pelatihan/Seminar / Workshop Training/Seminar/Workshop Name	Tujuan Pelatihan Training Purpose	Penyelenggara Organizer	Tanggal Pelatihan Date of Training
SPV, SM	Pendalaman Peraturan Otoritas Jasa Keuangan Nomor 17 Tahun 2020 tentang Transaksi Material dan Perubahan Kegiatan Usaha Understanding of Financial Services Authority Regulation Number 17 of 2020 concerning Material Transactions and Changes of Business Activities	Technical	ICSA	24 Feb 22
SPV, SM	SDG 16 Business Framework and Reporting - Inspiring Transformational Governance	Technical	IDX	01 Mar 22
SM	SDG 16 Business Framework and Reporting - Consultation Classes: Business and Human Rights, Women Rights, Child Rights	Technical	IDX	08 Mar 22
SM	Ring the Bell for Gender Equality (RTBFGE) 2022	Technical	IDX	09 Mar 22
SM	SDG 16 Business Framework and Reporting - Consultation Classes: Corruption, Bribery, Illicit Financial Flow, Transparency	Technical	IDX	15 Mar 22
SPV	2022 Human Capital Virtual Masterclass: Reward Series	Technical	Willis Towers Watson	16 Mar 22
AM	Pembahasan Praktis dan Strategi Merger dan Akuisisi (M&A) di Indonesia Practical Discussion and Strategy of Mergers and Acquisitions (M&A) in Indonesia	Technical	Hukum Online	17 Mar 22
SM	SDG 16 Business Framework and Reporting - Consultation Classes: Accountable, Effective Transparent Institutions	Technical	IDX	22 Mar 22
OVC	Cisco Certified Network Associate	Technical	PT NetSolution	29 Mar 22
SPV, SM	Sosialisasi EASY dan AKSES-Emiten Socialization of EASY and ACCESS-Emiten	Technical	KSEI	21 Apr 22
SPV, SM	Master Class: "Reporting Gender Equality and Employment Practices for Sustainability and Annual Report"	Technical	IDX	31 May 22

Peserta berdasarkan level jabatan Participants based on position level	Nama Pelatihan/Seminar / Workshop Training/Seminar/Workshop Name	Tujuan Pelatihan Training Purpose	Penyelenggara Organizer	Tanggal Pelatihan Date of Training
SPV	Cyber Security atas Data Pribadi pada Ruang Digital dan Pengaturanya di Indonesia Cyber Security of Personal Data in Digital Space and its Regulation in Indonesia	Technical	Hukum Online	31 May 22
SPV, SM	IDX-IIF <i>Sharing Session</i> dengan tema Penerapan ESG di Pasar Modal Indonesia IDX-IIF Sharing Session with the theme of ESG Implementation in the Indonesia Capital Market	Technical	IDX	08 Jun 22
SPV, SM	"Pemanfaatan Pedoman Umum Governansi Korporat Indonesia (PUGKI) 2021 Dalam Penciptaan Nilai yang Berkelanjutan."	Technical	AEI	08 Jun 22
OFC, SPV, AM, M, SM, GM	ISO 27001:2013 "Utilization of the Indonesian General Guidelines for Corporate Governance (PUGKI) 2021 in Sustainable Value Creation." ISO 27001:2013	Technical	IQA Indonesia	08-09 Jun 22
SM	Dengar Pendapat dalam rangka <i>Rule Making Rule</i> Konsep Peraturan Bursa Nomor I-Y tentang Pencatatan Saham dan Efek Bersifat Ekuitas Selain Saham di Papan Ekonomi Baru yang Diterbitkan oleh Perusahaan Tercatat Hearing in the context of Rule Making Rule Concept of Exchange Regulation Number I-Y concerning the Listing of Shares and Equity Stock Except Shares on the New Economic Board Issued by Listed Companies	Technical	IDX	09 Jun 22
GM	PPL IKPI: TP <i>Intermediate Series #5: Hard to value Intangible</i> Antar Anggota Group PPL IKPI: TP <i>Intermediate Series #5: Hard to value Intangible</i> Among Group Members	Technical	IKPI	16 Jun 22
SM	Pendalaman POJK16/POJK.04/2020 tentang Pelaksanaan Rapat Umum Pemegang Saham Elektronik Understanding POJK16/POJK.04/2020 concerning the Implementation of the Electronic General Meeting of Shareholders	Technical	ICSA	16 Jun 22

Peserta berdasarkan level jabatan Participants based on position level	Nama Pelatihan/Seminar / Workshop Training/Seminar/Workshop Name	Tujuan Pelatihan Training Purpose	Penyelenggara Organizer	Tanggal Pelatihan Date of Training
SPV	Sosialisasi Perubahan Informasi Format Laporan E009 – Laporan Bulanan Registrasi Pemegang Efek/Perubahan Struktur Pemegang Saham Socialization of Changes in Information Report Format E009 – Registration Monthly Report Stocks Holder/Change in Shareholder Structure	Technical	IDX	24 Jun 22
SM	Perubahan Informasi Format Laporan E009 - Laporan Bulanan Registrasi Pemegang Efek/Perubahan Struktur Pemegang Saham Changes in Information Report Format E009 – Registration Monthly Report Stocks Holder/Change in Shareholder Structure	Technical	ICSA	24 Jun 22
SM	“ASEAN Corporate Governance Scorecard (ACGS) – Journey to ASEAN Asset Class”	Technical	IDX/RSM	28 Jun 22
SPV	Data Analysis for Internal Auditors	Technical	IIA	29 - 30 Jun 22
M, SM	MPM Leadership Executive Development Program Stage 3	Leadership	MDI	01 Jul - 30 Oct 2022
SM	Focus Group Discussion: Penerapan Multiple Voting Shares (MVS) di Indonesia Focus Group Discussion: Multiple Voting Shares (MVS) Implementation in Indonesia	Technical	ICSA	05 Jul 22
SPV	Data Analytics: Teknik, Implementasi, dan Machine Learning Data Analytics: Techniques, Implementation, dan Machine Learning	Technical	IAIB	06 - 07 Jul 22
OFC, SPV	Agile Project Management	Technical	Multimatics	07 - 08 Jul 22
SPV	Tools & Techniques 3: Audit Manager	Technical	IIA	11 - 14 Jul 22
SF	Finance for Non Finance	Technical	Prasmul ELI	12 - 13 Jul 22
SPV	Motion Graphic Level 2	Technical	Hello Motion Academy	16 Jul - 13 Aug 22
SPV	Pendidikan Dasar 1 Standar Profesi Sekretaris Perusahaan Basic Education 1 Corporate Secretary Professional Standard	Technical	ICSA	23 Jul - 06 Aug 22
M	Auditing The Cybersecurity	Technical	IIA	27 -28 Jul 22

Peserta berdasarkan level jabatan Participants based on position level	Nama Pelatihan/Seminar / Workshop Training/Seminar/Workshop Name	Tujuan Pelatihan Training Purpose	Penyelenggara Organizer	Tanggal Pelatihan Date of Training
AM	How to Prevent and Detect Fraud in Your Procurement Department	<i>Technical</i>	ACFE	27 Jul 22
SPV, SM	Yuk, Bagusin <i>Sustainability Report</i> Let's Improve Sustainability Report	<i>Technical</i>	AEI	03 Aug 22
SPV, SM	Dengar Pendapat Konsep Perubahan Peraturan Nomor I-V tentang Ketentuan Khusus Pencatatan Saham dan Efek Bersifat Ekuitas Selain Saham di Papan Akselerasi yang Diterbitkan oleh Perusahaan Terdaftar Hearing on the Concept of Amendment to Regulation Number I-V concerning Special Provisions for the Listing of Shares and Equity Stock Except Shares on the Accelerated Board Issued by Listed Companies	<i>Technical</i>	IDX	04 Aug 22
GM	PPL IKPI: Tax Transparency (Japan-China-Korea)	<i>Technical</i>	IKPI	05 Aug 22
GM	PPL IKPI: Interpretasi P3B SE 52/2021 PPL IKPI: Interpretation of P3B SE 52/2021	<i>Technical</i>	IKPI	06 Aug 22
AM	USKP B	<i>Technical</i>	KP3SKP (IKPI)	07 - 14 Aug 22
GM	Certified Internal Auditor (CIA) Review Course	<i>Technical</i>	IIA	08 -24 Aug 22
SM	Kolaborasi Internal Auditor dan Sekretaris Perusahaan untuk meningkatkan ERM Collaboration of Internal Auditor and Corporate Secretary to improve ERM	<i>Technical</i>	IDX	16 Aug 22
OFC, SPV, AM, M, SM, GM	Microsoft Power Apps & Power Automate for End User	<i>Technical</i>	INTIKOM	23 Aug 22
AM	FRAUD 101: Praktik Pencegahan dan Penanganan Fraud Dalam Bisnis FRAUD 101: Practice of Fraud Prevention and Management in Business	<i>Technical</i>	PERSA	26 Aug - 09 Sep 22
SPV	Strategi Meningkatkan Pelaporan ESG Strategies to Improve ESG Reporting	<i>Technical</i>	IDX & PWC	31 Aug 22
SPV	ERM Fundamentals	<i>Technical</i>	CRMS	06 - 09 Sep 22
OFC, AM	Palo Alto (Firewall) Administration	<i>Technical</i>	Dinamika Solusi	15 Sep 22
OFC, SPV, AM, M, SM, GM	Low Code Application Development Platform	<i>Technical</i>	Mendix	19 Sep 22
OFC, SPV, AM, M, SM, GM	Google Machine Learning	<i>Technical</i>	Google Indonesia	20 Sep 22
SM	ICSA CG Officer Workshop Series Batch 8	<i>Technical</i>	ICSA	20 - 22 Sep 22

Peserta berdasarkan level jabatan Participants based on position level	Nama Pelatihan/Seminar / Workshop Training/Seminar/Workshop Name	Tujuan Pelatihan Training Purpose	Penyelenggara Organizer	Tanggal Pelatihan Date of Training
OFC	Cash Flow and Treasury Management	<i>Technical</i>	IAI	20-22 Sep 22
SPV	Serba Serbi SP2DK, Strategi dan Optimalisasi Tanggapan Wajib Pajak All Things SP2DK, Strategy and Optimization of Taxpayer Response	<i>Technical</i>	Ortax	21 Sep 22
SPV, SM	Sosialisasi POJK 14/POJK.04/2022 dan POJK 15/POJK.04/2022 Socialization of POJK 14/POJK.04/2022 and POJK 15/POJK.04/2022	<i>Technical</i>	OJK	22 Sep 22
SPV	Professional Information Technology Auditor Training Certification	<i>Technical</i>	Revolution Mind Indonesia	24 - 25 Sep 22
SPV	Audit Reporting Writing	<i>Technical</i>	IIA	05 - 06 Oct 22
AM	Pendidikan Khusus Profesi Advokat (PKPA) Special Education for Advocates (PKPA)	<i>Technical</i>	PJB Education Center, PERADI, Binus University	08 - 20 Oct 22
GM	ISO/IEC 27001 ISMS Lead Implementer (Certification by CQI/IRCA)	<i>Technical</i>	PT Urentus Media Digital (BSI - British Standard Institution)	10 - 14 Oct 22
SPV	Sosialisasi Perubahan Peraturan Nomor I-E tentang Kewajiban Penyampaian Informasi Socialization of Amendments to Regulation Number I-E concerning Obligation of Information Submission	<i>Technical</i>	OJK	11 Oct 22
AM	Laporan Keuangan Konsolidasi Consolidated Financial Statements	<i>Technical</i>	IAI	11 - 12 Oct 22
AM, M, GM	IIA National Conference 2022	<i>Technical</i>	IIA	12 - 13 Oct 22
AM	Negotiation Skill for Professionals	<i>Technical</i>	Foster & Bridge Indonesia	17 - 18 Oct 22
SPV, SM	CG Officer Workshop Series Intermediate Competency 1 : Corporate Legal and Corporate Action Batch 3	<i>Technical</i>	ICSA	25 - 27 Oct 22
SM, GM	Implementing GRC	<i>Technical</i>	CRMS	25 - 28 Oct 22
SPV	Project Procurement and Risk Management	<i>Technical</i>	PPM Manajemen	
OFC	Accounting for Consolidation Reporting	<i>Technical</i>	Pusat Pengembangan Akuntansi - UI Accounting Development Centre - UI	26 - 27 Oct 22

Peserta berdasarkan level jabatan Participants based on position level	Nama Pelatihan/Seminar / Workshop Training/Seminar/Workshop Name	Tujuan Pelatihan Training Purpose	Penyelenggara Organizer	Tanggal Pelatihan Date of Training
OFC, SPV, AM, M, SM, GM	Google Data Analytic	<i>Technical</i>	Google Indonesia	07 Nov 22
OFC, AM	Trend Micro Vision and Apex One	<i>Technical</i>	Trend Micro Indonesia	
OFC, AM	Endpoint Central	<i>Technical</i>	Prodata Sistem Teknologi	09 Nov 22
M	Merger & Akuisisi	<i>Technical</i>	Adiata Prestasindo	14 - 15 Nov 22
AM	PPL IKPI: Upaya Hukum atas Produk Hukum Pembetulan, Keberatan, Pengurangan, Pembatalan, Banding, dan Gugatan serta Imbalan Bunga PPL IKPI: Legal Remedies for Correction, Objection, Reduction, Cancellation, Appeal, and Lawsuit and Interest Charges	<i>Technical</i>	IKPI	17 Nov 22
SM	Enterprise Risk Management (ERM) & Audit Integration	<i>Technical</i>	CRMS Indonesia	24 - 25 Nov 22
GM	PPL IKPI: Manajemen Pelaporan SPT dalam memitigasi Risiko SP2DK dan Pemeriksaan Pajak PPL IKPI: SPT Reporting Management in mitigating SP2DK and Tax Audit Risks	<i>Technical</i>	IKPI	07 Dec 22
SM	Public Speaking Training	<i>Technical</i>	TYPSS	10 -11 Dec 22
SM	International Seminar and IAI Congress - 2023 "Sustainable Governance: A Strategic Perspective to Maintain Trust and Enhance Performance"	<i>Technical</i>	IAI	13 - 15 Dec 22
OFC	Outward Bound Adversity Mastery	Leadership	Outward Bound Indonesia	12- 16 Dec 22
SPV, AM, M, SM	Structured Thinking & Communication Training	<i>Technical</i>	Asep Tamar	15 - 16 Dec 22
AM	Project Management Professional Certification Program (PMP)	<i>Technical</i>	Multimatics	19 - 23 Dec 22
AM	CCNA 200 -301 Enterprise	<i>Technical</i>	ID-Networkers	19 - 22 Dec 22
OFC, SPV, AM, M, SM	Training Communication & Presentation Skills with Ivy Batuta	<i>Technical</i>	MCM Ivy Batuta	20 Dec 22
SF, OFC, SPV, AM,M	Melukis DataViz / Data Story Painting the DataViz / Data Story	<i>Technical</i>	Artistik Salindia Lima by Andy Sukma Lubis	22 Dec 22

MPMulia – MPM Motor – ERRO Partshop

Nama Pelatihan Training Name	Tujuan Pelatihan Training Purpose
TFT PART MANAGEMENT KNOWLEDGE 2022	Technical
MACRO EXCEL	Technical
TFT CUSTOMER EXPERIENCE FOR FLP BATCH 2	Technical
JAGOAN SOSMED	Technical
TRAINING NEW PRODUCT 2022	Technical
MMDP	Leadership
7 STRATEGIC TOOLS IN STRATEGY FORMULATION	Managerial
PROCUREMENT & PURCHASING MANAGEMENT	Technical
INNOVATION TRAINING “ACCELERATE CREATIVE COLLABORATION FOR INCREASE COMPETITIVE ADVANTAGE AND MARKET LEADERSHIP THROUGH INTEGRATED DIGITALIZATION”	Others
MS. EXCEL BASIC	Technical
MS. EXCEL: BASIC	Technical
COMPLAINT HANDLING	Technical
MS EXCEL ADVANCE	Technical
TFT SALESMANSHIP 2 BATCH 3 TH 2022	Technical
TRAINING NEW GENIO	Technical
LEADING SALES TEAM EFFECTIVELY	Leadership
TFT SALESMANSHIP 3	Technical
STRATEGIC BRAND MANAGEMENT	Technical
TECHNICAL TRAINING LEVEL 1	Technical
MAIN DEALER LEADERSHIP PROGRAM (MDLP)	Managerial
CAREER PATH & SUCCESSION PLANNING	Technical
BUSINESS PROCES MAPPING & ANALYSIS	Technical
GROWTH MINDSET	Others
SALESMANSHIP 3	Technical
BIG BIKE CBR RR - R 2020	Technical
CERTIFIED PROFESSIONAL TALENT MANAGEMENT	Technical
COACHING	Technical
FRAUD AUDITING	Technical
IT SERVICE MANAGEMENT	Technical
PARTS MANAGEMENT KNOWLEDGE TRAINING	Technical
Sertifikasi ERMCP (<i>Enterprise Risk Management Certified Professional</i>) ERMCP Certification (Enterprise Risk Management Certified Professional)	Technical
SERTIFIKASI SUPERVISOR, KEPALA BAGIAN BERBASIS SKKNI SKKNI-BASED SUPERVISOR, SECTION HEAD CERTIFICATION	Technical

Nama Pelatihan Training Name	Tujuan Pelatihan Training Purpose
TRAINING INTEGRATED MARKETING COMMUNICATIONS	Technical
TRAINING NEW MODEL TAHUN 2022 NEW MODEL 2022 TRAINING	Technical
ASIA WORKS - BASIC	Others
EXCEL BASIC FOR WAREHOUSE	Technical
SAFETY RIDING INSTRUCTOR TRAINING LEVEL 3 AHM (Big Bike & Off Road)	Technical
MAIN DEALER JUNIOR INSTRUCTOR CERTIFIED	Technical
MARKETING DIRECTOR COURSE	Others
MS EXCELL ADVANCE	Technical
POWER POINT	Technical
POWERFULL PRESENTATION	Technical
PRESENTATION SKILL	Technical
QIA	Technical
TFT SA SELLING SKILL	Technical
THE POWER OF DATA TO CREATE POWERFULL CHANGE (DATA ANALYTIC)	Technical
BASIC SUPERVISORY SKILLS	Leadership
BMP	Managerial
NEW MODEL TRAINING	Technical
SALESMANSHIP II	Technical
SUPPLY CHAIN MANAGEMENT	Technical
WORKSHOP EVALUASI TRAINING & NEW MODEL TRAINING WORKSHOP EVALUATION TRAINING & NEW MODEL TRAINING	
ASSDP (Area Sales Supervisor Development Program) - Level Advanced	Technical
IMPACTFUL INTERNAL AUDIT IN A CHANGING WORLD	Technical
INVENTORY MANAGEMENT	Technical
LEAD 3	Managerial
MAXIMIXING PROFIT	Technical
NEGOTIATION SKILL	Technical
NetDev Development Program (NNDP) - Level Advanced	Technical
SOSMED ENGAGEMENT SOCMED ENGAGEMENT	Technical
STRATEGIC MANAGEMENT ACCELERATION PROGRAM (SMAP- LEVEL BASIC)	Technical
TFT SERVICE ADVISOR TRAINING - NEW CURRICULUM	Technical
SFMDP (Sales Force Management Development Program) - Level Advanced	Technical
ASIA WORKS - ADVANCE	Others



Nama Pelatihan Training Name	Tujuan Pelatihan Training Purpose
MARKETING STRATEGY	Technical
CALIBRATION TRAINER CX FLP FOR OMNI TRAINING BATCH 1	Technical
COMMUNICATION & PRESENTATION SKILLS	Technical
MELUKIS DATA VISUAL/ PAINTING VISUAL DATA	Technical

MPMINSURANCE	
Nama Pelatihan Training Name	Tujuan Pelatihan Training Purpose
ANZIIF 2022	Membership
Sosialisasi: Aplikasi APOLO Modul <i>Self Assessment</i> Perusahaan Asuransi & Reasuransi Socialization: APOLO Application Self Assessment Module of Insurance & Reinsurance Companies	Others
Sosialisasi: Pengembangan SIGAP 2021 bagi PJK Socialization: Development of SIGAP 2021 for PJK	Others
A70: Teori Risiko & Pemodelan di Industri Asuransi A70: Risk Theory & Modelling in Insurance Industry	Technical
Webinar: Peluang, Tantangan, dan Dampak Pemanfaatan Teknologi Baru untuk Penguatan Rezim APU PPT Webinar: Opportunities, Challenges, and Impacts of Utilizing New Technologies to Strengthen APU PPT Regime	Technical
Webinar: Aligning Sustainability And Risk Management	Managerial
Sharing Session: Corcomm 101	Others
Webinar: Skill Sharing Big Data & Machine Learning	Technical
Mental Health Talk : Managing Mental Health In The Workplace	Others
Member GIRMA	Membership
Webinar: Cara Mudah Menentukan Tingkat Pencadangan Risiko Bagi Perusahaan Webinar: How to Easily Determine Risk Backup Levels for Companies	Technical
KPI Sharing Session	Others
Induction Program	Others
Perpanjangan Sertifikasi CRGP/ CRGP Certification Renewal	Membership
CRMP	Membership
Webinar: A Closer Look at Risk Assessment Techniques ISO 31010 : Providing Intuitive Information for Decision Making Process	Managerial
Training: Risk Management	Managerial
Sertifikasi CRMO CRMO Certification	Membership
Webinar: Conducting Effective Due Diligence For Third Party Risk	Managerial
Crisis Communication Management The Series	Managerial
Skill Sharing: Leading In The Disruptive Era	Leadership
UNSCR 1373 Sanctions Webinar for Public Private Sector Engagement	Technical
Anti Bribery Management System: Experience Through Integrity	Technical
Delivering Trusted Data To the Organization	Technical
Excel for Leaders	Technical
Office 365	Technical
Surety Bond & Kontra Bank Garansi	Technical
LEAD 3 : BLOCK 1 : Leadership Excellence	Leadership

Nama Pelatihan Training Name	Tujuan Pelatihan Training Purpose
Bedah Polis Fire Fire Policy Examination	Technical
Webinar Digital Leadership Untuk Memperkuat Transformasi Digital Digital Leadership Webinar to Strengthen Digital Transformation	Leadership
Prinsip Dasar & Alur Proses Klaim Kendaraan Bermotor Basic Principles & Process Flow of Motor Vehicle Claims	Technical
Webinar: How To Measure Successful Digital Financial Services/ Return on Digital Investment	Technical
Prinsip Dasar Asuransi Kendaraan Bermotor Basic Principles of Motor Vehicle Insurance	Technical
Webinar: Aktuaria Dalam Pengelolaan Bisnis Asuransi Menghadapi IFRS 17 Webinar: Actuarial in Insurance Business Management Facing IFRS 17	Technical
Webinar: Managing Reputational Risk In Time Of Crisis	Managerial
Pelatihan Lanjutan Implementasi IFRS 17-PSAK Tentang Kontrak Asuransi (Tahap Design & Methodology) Advanced Training on the Implementation of IFRS 17-PSAK on Insurance Contracts (Design & Methodology Stage)	Technical
LEAD 3: Block 2 (Strategic Decision Making & Influencing Skill)	Leadership
Webinar Best Practices: Penanganan Insiden Keamanan Siber di Sektor Jasa Keuangan Best Practices Webinar: Handling Cyber Security Incidents in the Financial Services Sector	Technical
Implementasi IFRS 17-PSAK 74 Tentang Kontrak Asuransi (Tahap Design & Methodology) Implementation of IFRS 17-PSAK 74 on Insurance Contracts (Design & Methodology Stage)	Technical
Webinar: Integrated GRC In Digital Era Challenge And Opportunities	Managerial
Webinar: Pengembangan Pengelolaan Risiko Kebencanaan Aset Negara Webinar: Development of Disaster Risk Management of State Assets	Technical
LEAD 3 : Block 3 (Developing)	Leadership
OSS: Perhitungan Outstanding Loan Balance untuk Klaim AKM - I OSS: Outstanding Loan Balance Calculation for AKM Claim - I	Technical
Perpanjangan Sertifikasi QRGP QRGP Certification Renewal	Membership
Webinar: Perlindungan Konsumen di Era Digital Webinar: Consumer Protection in the Digital Age	Technical
OSS: Perhitungan Outstanding Loan Balance untuk Klaim AKM - II OSS: Outstanding Loan Balance Calculation for AKM Claim - II	Technical
Sosialisasi: Brand DNA Socialization: Brand DNA	Others
CGI 002	Membership
CGI 001	Membership
LEAD 3 : Block 4 (Digital Mindset & Facilitating Change)	Leadership
Toward Sustainable Future and Inclusive Growth	Managerial

Nama Pelatihan Training Name	Tujuan Pelatihan Training Purpose
Webinar: Peran OJK Dalam Mendukung Ekosistem Kendaraan Bermotor Listrik Berbasis (KBLBB) Webinar: OJK's Role in Supporting the Electric Vehicle-Based Ecosystem (KBLBB)	Technical
Perpanjangan Sertifikasi CRMP CRMP Certification Renewal	Membership
Webinar : Peran Industri Jasa Keuangan dalam Mendukung Inklusi dan Digitalisasi UMKM Webinar: The Role of the Financial Services Industry in Supporting Inclusion and Digitalization of MSMEs	Technical
Webinar: Economic Outlook 2023: Optimizing Opportunity Through Uncertainty	Managerial
Konferensi Nasional Profesional Manajemen Risiko VII Th 2022: ESG (Environmental Social Governance) Investing and Risk Mitigation National Conference of Risk Management Professionals VII of 2022: ESG (Environmental Social Governance) Investing and Risk Mitigation	Managerial
Webinar: Membangun Personal Branding: Kunci Sukses dalam Berkarir dan Berkinerja Webinar: Building Personal Branding: The Key to Success in Career and Performance	Leadership
Webinar: Penyusunan RKAP Berbasis Risiko Implementasi Per 5 Sep 22 & S-683 Okt 2022 Webinar: Preparation of Risk Implementation-Based RKAP Per 5 Sep 22 & S-683 Oct 2022	Technical
Webinar Hakordia OJK: Proaktif dan Kolaboratif Dalam Mencegah Korupsi di Indonesia OJK Hakordia Webinar: Proactive and Collaborative in Preventing Corruption in Indonesia	Technical
Training: Communication & Presentation Skills	Others
Training: Melukis Dataviz/Data Story Training: Painting Dataviz/Data Story	Technical
SOP Penanganan Klaim Kendaraan Bermotor SOP for Motor Vehicle Claims Handling	Technical

Employee Engagement

Komitmen Perseroan untuk menjadi *Great Place to Work* juga diwujudkan dalam upaya membangun keterikatan karyawan (*employee engagement*) yang baik. Kami berupaya agar seluruh SDM mempunyai rasa kepemilikan yang tinggi terhadap Perseroan, sehingga mampu menjalankan budaya *active ownership* yang tercermin dalam sikap yang senantiasa memiliki semangat tinggi dalam bekerja dan mampu menghasilkan inisiatif dan inovasi yang meningkatkan daya saing Perseroan.

Pendekatan yang dilakukan Perseroan untuk menumbuhkan rasa keterikatan karyawan antara lain dengan menyelenggarakan:

- **Engagement event**, yakni kumpulan aktivitas yang bertujuan untuk meningkatkan produktivitas dan moral karyawan baik yang bersifat keagamaan, sosial maupun pengembangan karyawan secara internal dan eksternal seperti pelaksanaan *employee volunteering*.
- **Innovation Management**, Perseroan menghargai ide-ide kreatif dan inovasi karyawan. Untuk itu Perusahaan menyediakan wadah dan memberikan penghargaan kepada kelompok karyawan yang telah menghasilkan dan menerapkan ide-ide terbaik mereka agar dapat bekerja lebih produktif. Wadah tersebut diberi nama MPM *Innovation Center*.

Sepanjang tahun 2022, Perseroan menjalankan sejumlah program *employee engagement* berbasis nilai yang konsisten, relevan, dan inklusif, seperti:

- MPM Employee Volunteering**, Perseroan menyelenggarakan program *employee volunteering* yang melibatkan karyawan Grup MPM untuk meningkatkan kepedulian terhadap kondisi sosial di masyarakat sekaligus menciptakan lingkungan kerja yang bermakna atau *meaningfull*. Program *employee volunteering* dilaksanakan bersamaan dengan program kegiatan MPM *Green Action*, *Berkah Ramadhan* dan MPM *Berbagi Beasiswa*.
- MPM Innovation Day**, merupakan ajang kompetisi yang melibatkan karyawan dari seluruh Grup MPM untuk memperlombakan ide-ide digitalisasi kreatif yang dihasilkan oleh suatu divisi atau fungsi tertentu, demi mempermudah, mempercepat, maupun menyempurnakan kegiatan operasional yang berjalan di Grup MPM.

Employee Engagement

The Company's commitment to becoming a *Great Place to Work* is also realized in efforts to build good employee engagement. We strive for all human resources to have a strong sense of ownership of the Company so that they can implement a culture of active ownership which is reflected in an attitude that is always enthusiastic about work and can provide initiatives and innovations that increase the Company's competitiveness.

The approach taken by the Company to promote a sense of employee engagement is by organizing:

- **Engagement events**, which are a collection of activities aimed at increasing employee productivity and morale, both religious and social, as well as internal and external employee development such as employee volunteering.
- **Innovation Management**, the Company values employees' creative ideas and innovations. For this reason, the Company provides a platform and rewards employees who have provided and implemented their best ideas to work more productively. The name of the platform is MPM *Innovation Center*.

Throughout 2021, the Company ran numerous consistent, relevant, and inclusive value-based employee engagement programs, such as:

- MPM Employee Volunteering**, the Company organizes an employee volunteering program involving MPM Group employees to increase awareness of social conditions in the community while also creating a meaningful workplace. The employee volunteering program is carried out along with the MPM *Green Action*, *Berkah Ramadhan*, and MPM *Berbagi Beasiswa*.
- MPM Innovation Day** is a competition that involves employees of all MPM Groups in providing the opportunity to a particular division or function to compete with creative digitization ideas to facilitate, accelerate, and improve operational activities within MPM Group.

Acara ini bertujuan untuk meningkatkan semangat persaingan positif antar karyawan dan semangat agar selalu inovatif dalam melakukan pekerjaan. Pada tahun 2022, terdapat 32 (tiga puluh dua) ide dan inovasi yang telah dihasilkan dan berkompetisi dalam ajang *Innovation day* yang dilaksanakan pada Februari 2022.

c. MPM E-Lympics, event yang diselenggarakan MPM setiap tahun untuk memperingati HUT Grup MPM. Perseroan mengadakan kompetisi *e-sports* khusus karyawan Grup MPM yang meliputi *Chess*, *Ludo*, dan *Mobile Legend*.

Employee Effectiveness Survey (EES)

Perseroan melakukan pengukuran *Employee Effectiveness Survey* (EES) secara periodik sebagai upaya untuk mengetahui tingkat kepuasan karyawan, di *MPM^{Mulia}* pengukuran dilakukan setiap dua hingga tiga tahun sekali, sementara di *MPM^{Rent}* dan *MPM^{Insurance}* dilakukan setiap tahunnya.

Metode pengukuran:

- Menggunakan kuesioner yang berisi 61 pertanyaan yang berbentuk pilihan ganda dan esai, meliputi :
 - *Employee Engagement* dengan 6 dimensi
 - *Employee Enablement* dengan 6 dimensi.
- Kuesioner disebarkan ke seluruh karyawan perusahaan melalui *web-based system*.
- Proses Pengumpulan, analisa dan pembuatan laporan hasil pengukuran membutuhkan waktu tiga bulan.
- Dari Hasil indeks per dimensi yang sudah dianalisa dibandingkan dengan norma Indonesia di seluruh industri, norma Grup MPM beserta pencapaian indeks perusahaan di survei sebelumnya.
- Hasil berupa indeks dalam bentuk persentase, dimana semakin tinggi nilai berarti semakin baik:
 - > 75%: *Clear Strength*
 - 65% s.d. 75%: *Moderate Strength*
 - 50% - <65%: *Warning Sign*
 - < 50%: *Red Flag*

This event aimed to raise the sportive spirit among employees and the spirit to always be innovative in doing the work. In 2022, there were 32 (thirty-two) ideas and innovations that have been provided and competed in the *Innovation day* event held in February 2022.

c. MPM E-Lympics is an annual event organized by MPM to commemorate the anniversary of MPM Group. The Company held an e-sports competition specifically for MPM Group employees which includes *Chess*, *Ludo*, and *Mobile Legend*.

Employee Effectiveness Survey (EES)

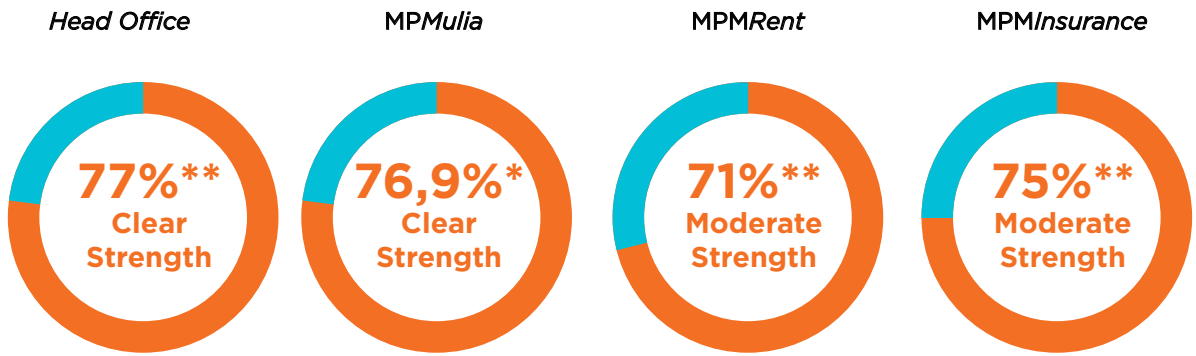
The Company conducts regular *Employee Effectiveness Survey* (EES) measurements as an effort to determine employee satisfaction level, in *MPM^{Mulia}* the measurement is carried out every two to three years, while in *MPM^{Rent}* and *MPM^{Insurance}* it is carried out annually.

Measurement method:

- Using a questionnaire containing 61 multiple-choice and essay questions, including:
 - *Employee Engagement* with 6 dimensions
 - *Employee Enablement* with 6 dimensions.
- The questionnaire was distributed to all employees of the company through a web-based system.
- The process of collecting, analyzing, and reporting the measurement results took three months.
- The results of the index per dimension that has been analyzed are compared with Indonesian norms throughout the industry, MPM Group norms, as well as the company's index achievements in previous surveys.
- The result is a percentage index, where the higher the value, the better:
 - >75%: *Clear Strength*
 - 65% to 75%: *Moderate Strength*
 - 50% - <65%: *Warning Sign*
 - < 50%: *Red Flag*

Hasil Pengukuran EES

EES Measurement Results



*Pengukuran terakhir dilakukan di tahun 2021
*The last measurement was conducted in 2021

**Pengukuran terakhir dilakukan di tahun 2022
**Last measurement conducted in 2022

Turnover Karyawan

Selama periode pelaporan tercatat jumlah karyawan Grup MPM yang mengundurkan diri sebanyak 196 orang. Secara berkala Perseroan terus melakukan evaluasi mengenai penyebab *turnover* yang terjadi di organisasi kami melalui mekanisme *exit interview*.

Employee Turnover

During the reporting period, there were 196 employees of MPM Group who resigned. Regularly, the Company continues to evaluate the reasons for turnover that occur in our organization through the exit interview mechanism.

Perputaran Karyawan 2022

Employee Turnover 2022

	USIA/ AGE		
	<30	30-50	>50
Karyawan Masuk (orang) Incoming Employee (person)	51	31	0
Karyawan Mengundurkan Diri (orang) Resigning Employee (person)	81	97	18

ASPEK MASYARAKAT

Konteks Keberlanjutan Kami

Perseroan menempatkan masyarakat sebagai pemangku kepentingan yang strategis bagi keberlangsungan usaha. Masyarakat dan sektor usaha memiliki saling ketergantungan satu sama lain untuk dapat mencapai tujuan jangka panjang. Oleh karenanya, Perseroan memandang penting menjaga relasi positif dengan masyarakat serta mendukung kesejahteraannya melalui inisiatif yang dapat menumbuhkan kemampuan dan kemandirian masyarakat agar tetap dapat produktif dan berdaya secara ekonomi dan sosial.

Pendekatan Kami

Rencana Aksi Keberlanjutan Perseroan 2021-2025 menetapkan untuk memperkuat upaya mendukung kesejahteraan masyarakat melalui strategi *Smart Mobility to Embrace Community Well-Being*. Langkah ini memungkinkan kami untuk membangun hubungan yang harmonis dengan masyarakat, seraya meningkatkan nilai Perseroan.

Dampak Operasi Terhadap Masyarakat Sekitar

Kami menyadari kehadiran Perseroan di tengah-tengah masyarakat berpotensi memberikan dampak negatif, seperti jejak lingkungan kegiatan operasional dan keselamatan konsumen. Dimana keseluruhan dampak tersebut kami mitigasi melalui pengelolaan lingkungan dan melakukan sosialisasi serta pelatihan *safety riding* bagi masyarakat.

Namun aktivitas usaha perseroan di wilayah operasional juga telah menghadirkan dampak positif terhadap pertumbuhan ekonomi dan peningkatan kesejahteraan masyarakat sekitar. Hal ini diwujudkan melalui penyerapan tenaga kerja yang berasal dari masyarakat setempat dan dengan memberikan peluang bagi pelaku usaha mikro, kecil dan menengah (UMKM) untuk menjadi bagian dari rantai pasok Perseroan.

Pengaduan Masyarakat

Perseroan memberikan peluang kepada masyarakat untuk dapat melaporkan atau menyampaikan pengaduan atas hal-hal yang bertentangan dengan etika, integritas, norma-norma dan dugaan pelanggaran peraturan atau tindakan yang mengganggu masyarakat. Pengaduan dapat disampaikan melalui

COMMUNITY ASPECT

Our Sustainability Context

The Company places the community as a strategic stakeholder for business continuity. Communities and the business sector are interdependent on each other to achieve long-term goals.

Therefore, the Company considers it important to maintain positive relations with the community and support their welfare through initiatives that can foster the ability and self-reliance of the community so that they can remain productive and empowered economically and socially.

Our Approach

The Company's Sustainability Action Plan 2021-2025 stipulates strengthening efforts to support community welfare through the Smart Mobility to Embrace Community Well-Being strategy. This step allows us to build harmonious relationships with the community while increasing the value of the Company.

Impact of Operations on Surrounding Communities

We understand that the Company's presence in the community has the potential for negative impacts, such as the environmental footprint of operational activities and consumer safety. We mitigate these impacts through environmental management and conducting socialization as well as safe riding training for the community.

However, the Company's business activities in the operational area have also had a positive impact on economic growth and improving the surrounding community's welfare. This is realized through the absorption of labor from the local community and by providing opportunities for micro, small, and medium enterprises (MSMEs) to become part of the Company's supply chain.

Community Complaints

The Company provides opportunities for the public to report or submit complaints on matters that are contrary to ethics, integrity, norms, and alleged violations of regulations or actions that disturb the community. Complaints can be submitted through the whistleblowing system mechanism, as has been comprehensively



mekanisme *whistleblowing system*, sebagaimana telah disampaikan secara komprehensif pada bab Tata Kelola.

Selama periode pelaporan, Perseroan tidak menerima pengaduan dari masyarakat.

presented in the Governance chapter.

During the reporting period, the Company did not receive any complaints from the public.

Kegiatan Tanggung Jawab Sosial Lingkungan

Penyelenggaraan kegiatan Tanggung Jawab Sosial Lingkungan (TJSL) atau *Corporate Social Responsibility* (CSR) merupakan bentuk kepatuhan terhadap Undang-undang Nomor 40 Tahun 2007 tentang Perseroan Terbatas yang tercantum pada pasal 74 terkait Tanggung Jawab Sosial dan Lingkungan serta Peraturan Pemerintah No.47 Tahun 2012 tentang Tanggung Jawab Sosial dan Lingkungan Perusahaan.

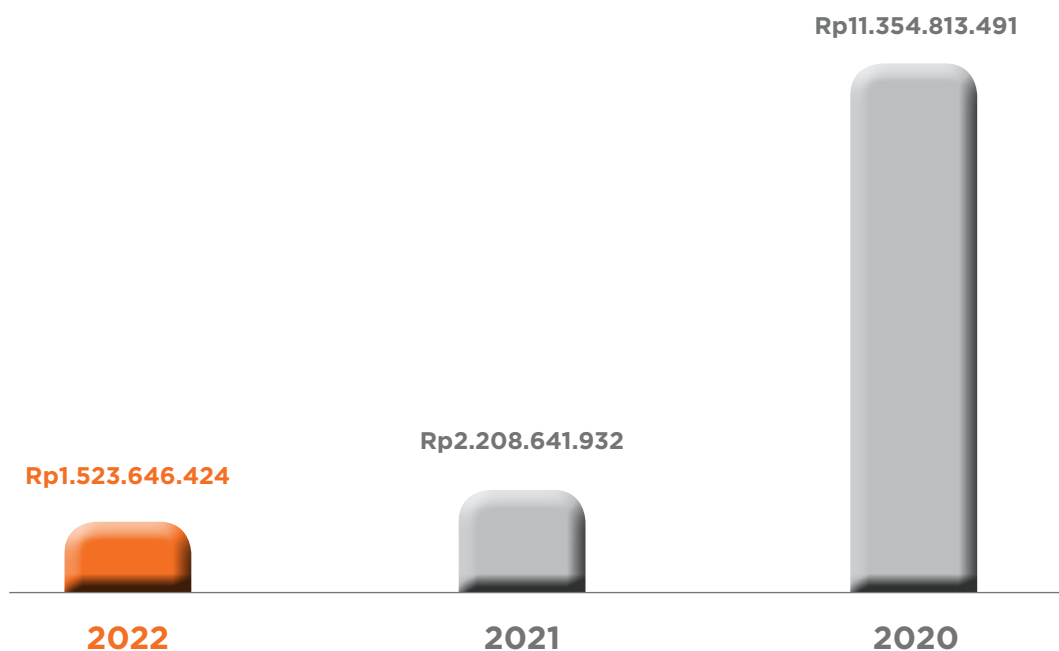
Bagi Perseroan kegiatan CSR lebih dari sekedar kepatuhan. Kegiatan CSR telah terintegrasi ke dalam strategi keberlanjutan, dimana kami telah merancang berbagai program agar Perseroan dan masyarakat dapat tumbuh bersama. Kegiatan CSR Perseroan fokus pada bidang pemberdayaan ekonomi, pendidikan, kepedulian sosial, dan lingkungan. Seluruh kegiatan yang dijalankan juga merupakan bentuk dukungan terhadap Tujuan Pembangunan Berkelanjutan (*Sustainable Development Goals*, SDGs).

Environmental and Social Responsibility Activities

The implementation of Corporate Social Responsibility (CSR) activities is a form of compliance with Law No. 40 of 2007 concerning Limited Liability Companies as stated in Article 74 related to Social and Environmental Responsibility and Government Regulation No. 47 of 2012 on Corporate Social and Environmental Responsibility.

For the Company, CSR activities are more than just compliance. CSR activities have been integrated into our sustainability strategy, we also have designed various programs that allow the Company and the community to grow together. The Company's CSR activities focus on the empowerment of the economic, education, social care, and the environment. All activities are also a form of support for the Sustainable Development Goals (SDGs).

Nilai Investasi Sosial untuk Penyelenggaraan Program CSR Social Investment Value for CSR Programs



Pemberdayaan Ekonomi

Perseroan berkomitmen mengambil peran dalam mendukung upaya-upaya untuk mengembangkan potensi ekonomi masyarakat yang dapat meningkatkan produktivitas dan kemandirian ekonomi sebagai kunci peningkatan kesejahteraan di masyarakat. Perseroan menyadari dukungan seperti ini semakin diperlukan masyarakat di tengah lesunya perekonomian akibat pandemi COVID-19.

Melalui kapasitas dan kegiatan usaha yang dimilikinya, Perseroan menginisiasi program yang bertujuan memberi bekal pengetahuan dan keterampilan bagi masyarakat khususnya di bidang otomotif.

Economic Empowerment

The Company is committed to taking a role in supporting efforts to develop the economic potential of the community that can increase productivity and economic independence as the key to improving the community's welfare. The Company understands that this kind of support is increasingly needed by the community amid the economic downturn due to the COVID-19 pandemic.

Through its capacity and business activities, the Company initiated programs aimed at providing knowledge and skills for the community, particularly in the automotive sector.



4 PENDIDIKAN BERKUALITAS



1 TANPA KEMISKINAN



LIFE SKILL TRAINING CENTRE (LSTC)



Life Skill Training Centre (LSTC) adalah salah satu program CSR unggulan Perseroan yang berfokus kepada *creating shared value*, dimana Perseroan berupaya menciptakan manfaat jangka panjang bagi masyarakat melalui kontribusi yang diberikan dengan menjembatani antara kebutuhan dan bidang *expertise* bisnis perusahaan dengan isu sosial yang ada di masyarakat.

Perseroan telah menyelenggarakan Program LSTC sejak tahun 2015 melalui anak-anak usahanya dalam bentuk kegiatan pelatihan tenaga mekanik profesional baik roda dua maupun roda empat. Sejak tahun 2021, bersama dengan entitas anak, MPMRent, program pelatihan LSTC difokuskan pada kelompok masyarakat yang kehilangan pekerjaan akibat pandemi COVID-19, pekerja sektor informal, juga komunitas pengemudi non-profesional yang selama ini belum pernah mendapatkan pelatihan teknik berkendara yang benar dan aman.

Pada tahun 2022, program LSTC dilakukan di wilayah kantor cabang Entitas Anak MPMRent Semarang, mengikuti kebutuhan akan mitra

Life Skill Training Centre (LSTC) is one of the Company's key CSR programs that focuses on creating shared value, where the Company strives to create long-term benefits for the community through the Company's contributions of bridging the needs and expertise of the company's business with social issues in the community.

The Company has been conducting the LSTC Program since 2015 through its subsidiaries through professional mechanic training activities for both two-wheeled and four-wheeled. Since 2021, together with our subsidiary, MPMRent, LSTC's training programs targeted community groups that lose their jobs due to the COVID-19 pandemic, informal workers, as well as the non-professional drivers community that have never joined in any training about the safe and good driving techniques.

In 2022, following the demand for more driver partners in Semarang area, the LSTC program was conducted in MPMRent's branch office area

driver yang semakin banyak di wilayah Semarang. Seperti sebelum-sebelumnya kegiatan ini menyasar masyarakat dan komunitas pemuda, *driver online* dengan memberikan pelatihan mengemudi secara profesional yang difasilitasi oleh instruktur dari MPMRent.

Peserta LSTC 2022 diberikan materi mengenai bagaimana menjadi pengemudi profesional sesuai standar yang ditetapkan MPMRent yang berpengalaman memberikan jasa penyewaan kendaraan ke berbagai konsumen baik pribadi maupun perusahaan. Materi yang diberikan mencakup *soft skill* dan juga *hard skill* mengemudi profesional.

Materi *soft skill* terdiri dari *personality development*, *service excellence* sesuai standar MPMRent, etika dan keamanan mengemudi, dan tips mengemudi saat mengalami situasi darurat. Sedangkan untuk materi *hard skill*, para peserta diajak untuk mempelajari pengenalan kendaraan dan penguasaan kemudi, pola berkendara yang baik, serta materi *defensive driving*.

Para peserta juga mendapatkan pengajaran mengenai Pertolongan Pertama Pada Kecelakaan (P3K) yaitu misalnya bagaimana penanganan jika menemukan korban kecelakaan yang patah tulang atau korban yang tidak sadarkan diri, termasuk juga pengetahuan mengenai teknik dan proses CPR.

in Semarang. As before, this activity targets the community and youth community, as well as online drivers by providing professional driving training facilitated by instructors from MPMRent.

LSTC 2022 participants were given the material on how to become a professional drivers in accordance with the standards set by MPMRent, which has expertise in providing vehicle rental services to various consumers, both private and corporate. The material provided includes soft skills and hard skills of professional driving.

Soft skill materials consist of personality development, service excellence in accordance with MPMRent standards, driving ethics and safety, and driving tips when experiencing emergency situations. As for the hard skill material, the participants were invited to learn vehicle introduction and mastery of steering, good driving patterns, and defensive driving material.

The participants were also taught about First Aid Response in Accidents (P3K), such as how to handle an accident victim with broken bones or an unconscious victim, as well as knowledge about CPR techniques and processes.



25
peserta/participants

Total Penerima Manfaat
Total Beneficiaries



Rp184.510.204

Total Biaya Program
Total Program Cost



PROGRAM BENGKEL DISABILITAS DISABILITY WORKSHOP PROGRAM

Melalui program MPM Berbagi, MPM*Mulia* Jawa Timur menginisiasi program “Bengkel Disabilitas”. Program ini berupa bantuan perlengkapan bengkel seperti plang usaha, oli, kunci *shock*, serta alat tes listrik untuk keberlangsungan usaha bengkel yang dijalankan oleh penerima manfaat. Sebanyak 460 pcs alat perlengkapan bengkel yang didonasikan senilai Rp27.500.000.

Pada program “Bengkel Disabilitas” penerima manfaat dikhususkan kepada penyandang disabilitas cacat fisik dengan tujuan agar mereka tetap dapat produktif dan bermanfaat bagi masyarakat sekitar serta dapat menyalurkan kemampuan mereka dalam bidang otomotif.

Dalam menyelenggarakan kegiatan ini, MPM*Mulia* bekerjasama dengan lembaga Inisiatif Zakat Indonesia (IZI) yang menyalurkan bantuan kepada lima orang difabel di wilayah Ngawi, Madiun, Kediri, dan Pamekasan yang merupakan anggota komunitas Disabilitas Motorcycle Indonesia (DMI). Selain program Bengkel Disabilitas, MPM*Mulia* juga melakukan kegiatan pelatihan ke beberapa bengkel binaan. Mereka mendapat kesempatan pelatihan mengenai manajemen bengkel, pengelolaan *spare part* dan administrasi keuangan untuk perkembangan usaha bengkel.

Pendidikan

Perseroan dan Entitas Anak menyadari pendidikan adalah aspek yang sangat penting bagi kemajuan suatu bangsa. Oleh karena itu sektor ini menjadi salah satu fokus pilar program CSR yang diselenggarakan Perseroan. Grup MPM menginisiasi program-program yang bertujuan mendukung kemajuan dan peningkatan kualitas pendidikan di Indonesia baik secara formal maupun informal.

Through the MPM Berbagi program, MPM*Mulia* East Java initiated the “Disability Workshop” program. This program provides workshop equipment assistance such as business signs, oil, shock keys, and electrical test equipment for the continuity of the workshop business run by the beneficiaries. A total of 460 pcs of workshop equipment worth Rp27,500,000 were donated.

In the “Disability Workshop” program, beneficiaries are devoted to people with physical disabilities with the aim that they can still be productive and helpful for the surrounding community and can channel their abilities into the automotive sector.

In organizing this activity, MPM*Mulia* collaborated with the Indonesian Zakat Initiative (IZI) which distributed assistance to five persons with disabilities in the Ngawi, Madiun, Kediri, and Pamekasan areas who are members of the Disabled Motorcycle Indonesia (DMI) community. In addition to the Disability Workshop program, MPM*Mulia* also conducts training activities for several fostered workshops. They received training opportunities on workshop management, spare part management, and financial administration for workshop business development.

Education

The Company and its subsidiaries aware that education is a very important aspect of the development of a nation. Therefore, this sector is one of the focus pillars of the Company’s CSR program. MPM Group initiates programs that help advance and improve the quality of education in Indonesia both formally and informally.



PROGRAM BEASISWA SCHOLARSHIP PROGRAM

Perseroan dan anak usahanya memiliki sejumlah program beasiswa yang ditujukan bagi kalangan pelajar tingkat menengah hingga perguruan tinggi.

The Company and its subsidiaries have several scholarship programs for high school and university students.

PROGRAM BEASISWA SCHOLARSHIP PROGRAM	DESKRIPSI PROGRAM PROGRAM DESCRIPTION	2022	2021
MPM Berbagi Beasiswa MPM Berbagi Scholarship	Beasiswa untuk mahasiswa D3, D4, dan S1 yang berprestasi dan berjiwa <i>entrepreneur</i> yang berasal dari keluarga dengan kondisi ekonomi yang kurang mampu. Penerima beasiswa juga mendapatkan 'One Day Coaching' yaitu mengikuti webinar satu hari dari karyawan Perseroan yang <i>volunteer</i> seperti <i>Basic Accounting for Small Business</i>, <i>Hukum Perusahaan</i>, <i>Branding & Sales Digital</i>, <i>Social Media Ads</i>, <i>Financial Health Check-up</i> yang diharapkan dapat membantu mereka menjalankan usahanya. Scholarships for outstanding and entrepreneurial D3, D4, and S1 university students who come from underprivileged families. Scholarship beneficiaries also receive 'One Day Coaching', where they participate in a one-day webinar from the Company's employee volunteers such as Basic Accounting for Small Business, Corporate Law, Digital Branding & Sales, Social Media Ads, Financial Health Check-up which is expected to help them run their business.	22 Mahasiswa 20 Universitas Total beasiswa: Rp165.000.000 20 University Students 20 Universities Total scholarship: IDR165,000,000	20 Mahasiswa 17 Universitas Total beasiswa Rp150.000.000 20 University Students 17 Universities Total scholarship IDR150,000,000

PROGRAM BEASISWA SCHOLARSHIP PROGRAM	DESKRIPSI PROGRAM PROGRAM DESCRIPTION	2022	2021
Beasiswa MRUF ENVOY MRUF ENVOY Scholarship	Hibah dana untuk Program beasiswa Mien R. Uno Foundation (MRUF) melalui program <i>Beasiswa Entrepreneur Development Scholarship for Youth</i> (ENVOY). Funding for scholarship program Mien R. Uno Foundation (MRUF) through the Entrepreneur Development Scholarship for Youth (ENVOY) program.	Total hibah beasiswa Rp50.000.000 untuk MRUF ENVOY Angkatan 14 Total scholarship funding of IDR 50,000,000 for MRUF ENVOY 14 th Batch	Total hibah beasiswa Rp50.000.000 untuk MRUF ENVOY Angkatan 13 Total scholarship funding of IDR 50,000,000 for MRUF ENVOY 13 th Batch
Beasiswa Anak Asuh MPMulia MPMulia Foster Child Scholarship	Bantuan beasiswa MPMulia kepada anak berprestasi yang kurang mampu di lingkungan operasional wilayah Malang. MPMulia scholarship assistance to underprivileged children in its operation area in Malang.	15 anak asuh di kota Malang dengan total bantuan beasiswa sebesar Rp 7.000.000. 15 foster children in Malang city with a total scholarship assistance of IDR 7,000,000.	30 anak asuh di tahun 2021 adalah sebesar Rp15.000.000 30 foster children in 2021 of IDR 15,000,000



PELATIHAN TRAINING

Perseroan menyelenggarakan kelas pelatihan untuk meningkatkan kualitas kompetensi siswa dan pengajar. Kegiatan yang dilakukan pada 2022 meliputi:

- **Pelatihan Instruktur Matematika**

Perseroan turut mendukung Gerakan Nasional Pemberantasan Buta Matematika (Gernas Tastaka) dengan memberikan bantuan dana sebesar Rp50.000.000 kepada Konsorsium Kalam Maheswari Indonesia (KMI) dan Yayasan Penggerak Indonesia Cerdas (PENGINCER) dalam memberikan pelatihan untuk 200 para pengajar Matematika jenjang SD/MI di wilayah Jawa Timur.

MPM organizes training classes to improve the quality of student and teacher competencies. Activities conducted in 2022 include:

- **Math Instructor Training**

The Company supported the National Movement for the Eradication of Mathematics Illiteracy (Gernas Tastaka) by providing financial assistance of Rp50,000,000 to the Consortium Kalam Maheswari Indonesia (KMI) and Yayasan Penggerak Indonesia Cerdas (PENGINCER) in providing training for 200 Mathematics teachers at the SD/MI level in the East Java region.



- **Pelatihan Sekolah Menengah Kejuruan Teknik Bisnis Sepeda Motor (SMK TBSM)**

Perseroan bekerjasama dengan PT Astra Honda Motor, menyelenggarakan pelatihan Teknik Bisnis Sepeda Motor (TBSM). Perseroan memberikan Pelatihan Teknis Standar Honda dan Bisnis kewirausahaan kepada guru-guru SMK yang terdaftar bekerja sama dengan Perseroan di wilayah Jatim & NTT. Pelatihan diselenggarakan secara *hybrid*, berupa pembekalan secara *online* dan praktik dengan tujuan:

1. Meningkatkan kompetensi guru dalam memberikan edukasi kepada siswa-siswa SMK dengan standar Honda;
2. Mempermudah guru pada saat mengajar ke siswa dan materi nya sesuai dengan kurikulum Honda;
3. Membantu lulusan-lulusan SMK TBSM untuk dapat bergabung di AHASS yang membutuhkan;
4. Waktu training untuk lulusan SMK TBSM yang bergabung di AHASS membutuhkan waktu satu hari saja untuk sertifikasi sehingga proses lebih cepat dan mudah.

- **Pelatihan Materi Standar Technical Training Level (TTL) 1 & 2**

MPM^{Mulia} memberikan pelatihan mengenai teknologi Honda kepada dua instruktur Balai Latihan Kerja (BLK) Don Bosco Budi Daya, Waitabula, Sumba Barat, NTT pada bulan November dan Desember 2022. Pelatihan dilakukan di MPM Learning Center Sedati,

- **Training for Motorcycle Business Engineering Vocational High School of (SMK TBSM)**

The Company, in collaboration with PT Astra Honda Motor, organized Motorcycle Business Techniques (TBSM) training. The Company provides Honda Standard Technical Training and Business Entrepreneurship to Vocational High School Teachers who are in collaboration with the Company in the East Java & NTT regions. The training is organized in a hybrid format through online briefing and practice with the aim of:

1. Improve teacher competence in providing education to vocational high school students with Honda Standards
2. Make it easier for teachers in teaching students and the material is in accordance with the Honda curriculum.
3. Assist SMK TBSM graduates to join AHASS that are in need.
4. Training time for SMK TBSM graduates who join AHASS takes only one day for certification, making the process faster and easier

- **Standard Training Materials for Technical Training Level (TTL) 1 & 2**

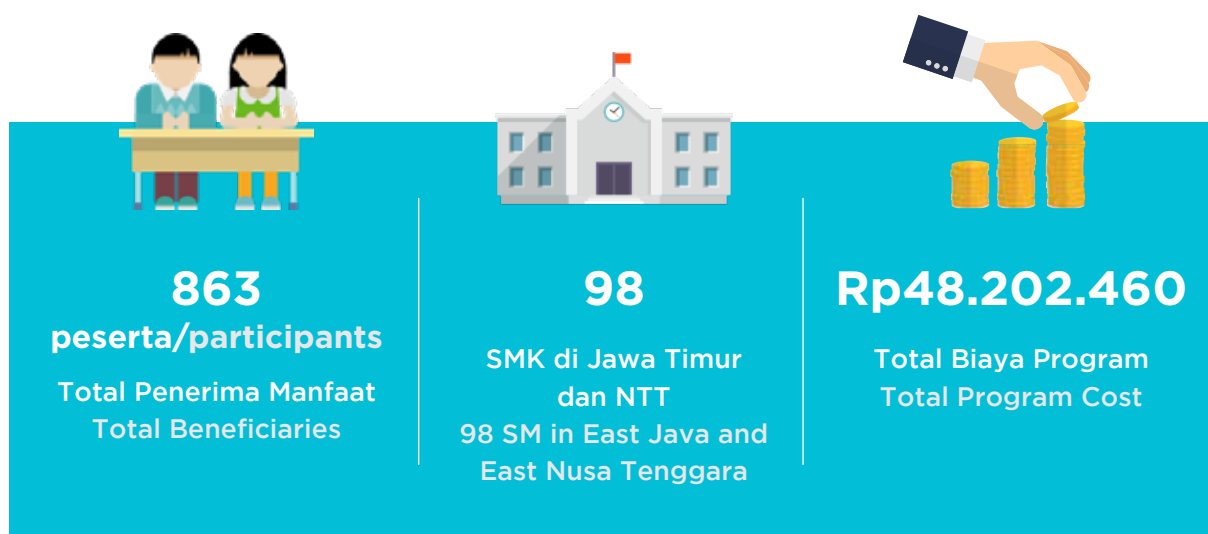
MPM^{Mulia} provided training on Honda technology for two instructors at the Don Bosco Budi Daya Vocational Training Center (VTC), Waitabula, West Sumba, NTT in November and December 2022. The training was conducted at the MPM Learning Center Sedati, Sidoarjo. All

Sidoarjo dan seluruh akomodasi, konsumsi dan biaya pelatihan ditanggung oleh MPMulia.

Kemitraan antara MPMulia dan BLK Don Bosco Budi Daya NTT telah terjalin sejak 2011 dan berbagai bantuan telah diberikan seperti bantuan sepeda motor, peralatan bengkel, termasuk pengajaran jurusan otomotif roda dua dengan kurikulum Honda.

accommodation, consumption, and training costs were financed by MPMulia.

The partnership between MPMulia and Don Bosco Budi Daya VTC has been established since 2011 and various assistance has been provided such as motorcycle assistance, equipment repair shops, including teaching the two-wheeled automotive major with the Honda curriculum.



EDUKASI SAFETY RIDING SAFETY RIDING EDUCATION

Edukasi *safety riding* adalah kegiatan regular yang dilaksanakan oleh departemen *safety riding* Perseroan untuk mengedukasi masyarakat dari berbagai kalangan yang bertujuan meningkatkan wawasan berkendara dan menciptakan pemukiman yang aman sehingga mengurangi korban akibat kecelakaan.

Kegiatan ini merupakan bentuk kepedulian Perseroan sebagai distributor motor Honda melalui penyelenggaraan pelatihan yang memberikan panduan cara berkendara secara aman sehingga diharapkan dapat mengurangi tingkat kecelakaan lalu lintas. Setiap tahun pelatihan *Safety Riding* mengusung tema yang ditetapkan oleh *Principal* yakni PT Astra Honda Motors (AHM). Kegiatan

Safety riding education is a regular activity carried out by MPM's safety riding department to educate people from various backgrounds to improve driving knowledge and create a safe environment to reduce casualties due to accidents.

This activity represents the Company's care as Honda motor's distributor through training implementation that serves as guidance on safety riding, by which we expect to help reduce the traffic accident rate. Every year the Safety Riding training carries a theme set by the Principal, PT Astra Honda Motors (AHM). Training activities are held virtually and also conducted with field



pelatihan diselenggarakan secara virtual dan juga dilakukan dengan praktik lapangan.

Pada tahun 2022, tema kampanye yang diusung *principal* adalah #Cari_Aman dengan fokus wilayah pelaksanaan di Kota Surabaya, Jawa Timur. Perseroan bekerjasama dengan berbagai instansi, salah satunya adalah Kepolisian Resort Kota Besar (Polrestabes) Surabaya melalui Satuan Lalu Lintas (Satlantas) dengan program Layanan SIM Cak Babin.

Perseroan memberikan dukungan pelatihan keselamatan berkendara berupa pemberian materi dan praktik bagi para pemohon Surat Ijin Mengemudi (SIM) yang telah mendaftar dan lulus ujian teori melalui *roadshow* di beberapa Kecamatan yang tersebar di Surabaya mulai bulan Agustus 2022 hingga Desember 2022.

practice.

In 2022, the principal's campaign theme is #Cari_Aman with the focus of the implementation area in Surabaya City, East Java. The Company collaborates with various agencies, one of which is the Surabaya City Police Resort (Polrestabes) through the Traffic Unit (Satlantas) with the Cak Babin SIM Service program.

The Company provides driving safety training support by providing materials and practices for applicants of driving licenses (SIM) who have registered and passed the theory test through roadshows in several sub-districts in Surabaya from August 2022 to December 2022.



393

Total acara *Safety Riding*
Total Safety Riding
events



27.748
orang/persons

Total Penerima Manfaat
Total Beneficiaries



Rp92.225.000

Total Biaya
Total Cost



FESTIVAL VOKASI SATU HATI ONE HEART VOCATIONAL FESTIVAL

Perseroan bersinergi dengan dunia pendidikan untuk mencetak SDM unggul dan siap terjun di dunia kerja dengan menyelenggarakan kegiatan kompetisi antar Sekolah Menengah Kejuruan (SMK). Kompetisi yang diselenggarakan ditujukan untuk menguji kompetensi dan kreativitas pendidik dan siswa.

Bagi pendidik diselenggarakan kontes Kreativitas Pembelajaran Guru, para peserta kontes diminta melakukan praktek teknis yang dilakukan secara *online* dengan waktu 10 menit dan membawakan materi ajar sesuai dengan kurikulum SMK yang mengimplementasikan Kurikulum Teknik dan Bisnis Sepeda Motor (TBSM) Astra Honda. Sementara untuk para siswa diselenggarakan kontes *Vocational Video Challenge* yakni kompetisi pembuatan video mengenai video belajar sepeda motor Honda berdurasi minimal 10 menit.

Pada tahun 2022, kegiatan Festival Vokasi Satu Hati diselenggarakan oleh MPM Honda Jawa timur, diikuti oleh 96 SMK mitra binaan. Pemenang dari kedua kontes nantinya akan mewakili MPM^{Mulia} pada kompetisi tingkat nasional dan bersaing dengan para guru dan siswa dari seluruh Indonesia.

Kompetisi AHM Best Student Regional Event

Kompetisi AHM *Best Student Regional* merupakan program pencarian dan pemberian penghargaan bagi siswa berprestasi di tanah air yang diselenggarakan oleh PT Astra Honda Motor (AHM) dengan diler resmi di kawasan regional.

Program kompetisi ini telah diselenggarakan sejak dua dekade lalu ini bagian dari upaya perseroan untuk mengembangkan potensi manusia unggul sejak dini melalui kontestasi yang inspiratif dan apresiasi yang membanggakan untuk berkontribusi dalam pengembangan berbagai bidang seperti lingkungan, kesehatan, ekonomi dan pendidikan.

The Company synergizes with the educational world to produce excellent human resources who are ready to enter the world of work by organizing competitions between Vocational High Schools (SMK). The organized competition is intended to test the competition and creativity of educators and students.

For educators, the Teacher Learning Creativity contest was held, the contestants were asked to perform technical practices via online format for 10 minutes and present teaching material in accordance with the vocational high school curriculum that implements the Astra Honda Motorcycle Engineering and Business Curriculum (TBSM). While for students, the Vocational Video Challenge contest, a video-making competition about Honda motorcycle learning videos with a minimum duration of 10 minutes, was held.

In 2022, the One Heart Vocational Festival was organized by MPM Honda East Java, attended by 96 partner vocational high schools. The winners of both contests will later represent MPM^{Mulia} at the national level competition and compete with teachers and students from all over Indonesia.

AHM Best Student Regional Event Competition

The AHM Best Student Regional Competition is a search and award program for outstanding students in the country organized by PT Astra Honda Motor (AHM) with authorized dealers in the region.

This competition program has been held since two decades ago as part of the company's efforts to develop excellent human potential from an early age through inspiring contestation and proud appreciation for contributing to the development of various fields such as environment, health, economy and education.

Perseroan bersinergi dengan *stakeholder* terkait seperti dinas pendidikan dan kebudayaan, sekolah, akademisi hingga praktisi dan para pakar untuk menyaring potensi pelajar SMA melalui beragam tema kompetisi yang disuguhkan setiap tahunnya.

The Company synergizes with relevant stakeholders such as education and cultural offices, schools, academics, practitioners, and experts to screen the potential of high school students through various competition themes presented annually.

MPM Selenggarakan Lomba AHM Best Student 2022 Regional Jatim dan NTT



PT Astra Honda Motor (AHM) bersama dengan PT Mitra Pinasthika Mulia (MPM Honda Jatim) menantang generasi muda kreatif dan inovatif dalam membangun bangsa melalui gagasan dan inovasi melalui seleksi Astra Honda Motor *Best Students* (AHM *Best Student*) 2022 dengan tema “Berkreasi Menebar Inspirasi”. Kegiatan seleksi AHM *Best Student* 2022 regional Jawa Timur & NTT berlangsung pada Agustus 2022 dan diikuti sebanyak 13 peserta yang berasal dari 12 sekolah di Jawa Timur dan NTT.

Setelah melalui proses seleksi yang ketat, MPM Honda Jatim menetapkan 2 pemenang untuk kategori ide proposal yaitu Dania Wijayanti dari MAN 2 Malang dengan alatnya COROS untuk membantu masyarakat yang daerahnya kekurangan air dan Moch Yanuar Anam, SMK Turen dengan idenya memanfaatkan limbah udang menjadi makanan yang bergizi.

2 pemenang untuk kategori inovasi yaitu Sekar Ayu dari SMA Negeri 8 Malang dengan inovasinya “*Solar Automatic Coffee Dryer*” yakni mesin pengering kopi dengan memanfaatkan Panel Surya sebagai Inovasi Mesin Pengering Kopi Otomatis dan Netanya Kay Atira dari SMA Negeri 1 Malang dengan inovasinya pemanfaatan bunga kecombrang sebagai antibakteri untuk produk kesehatan gigi dan mulut.

MPM Organizes AHM Best Student 2022 Competition for East Java & NTT Region

Through the selection of Astra Honda Motor Best Students (AHM Best Student) 2022 with the theme “Berkreasi Menebar Inspirasi,” PT Astra Honda Motor (AHM) and PT Mitra Pinasthika Mulia (MPM Honda East Java) challenge the creative and innovative young generation in building the nation through ideas and innovations. The AHM Best Student 2022 selection activity for East Java & NTT region took place in August 2022 and was attended by 13 participants from 12 schools in East Java and NTT.

After going through a rigorous selection process, MPM Honda East Java selected 2 winners for the proposal idea category, namely Dania Wijayanti from MAN 2 Malang with her COROS tool to help people whose areas lack of water and Moch Yanuar Anam, SMK Turen with his idea to utilize shrimp waste into nutritious food.

2 winners for the innovation category are Sekar Ayu from SMA Negeri 8 Malang with her innovation “*Solar Automatic Coffee Dryer*” which is a coffee drying machine by utilizing Solar Panel as an Innovation of Automatic Coffee Dryer Machine and Netanya Kay Atira from SMA Negeri 1 Malang with her innovation of utilizing kecombrang flower as antibacterial for dental and oral health products.



EDUKASI LITERASI LITERACY EDUCATION

Untuk menumbuhkan kesadaran akan pentingnya berasuransi kepada masyarakat luas sekaligus mendukung program literasi keuangan dari OJK sesuai dengan anjuran melalui POJK No. 76/POJK.07/2016 dalam hal kewajiban memberikan edukasi kepada masyarakat.

Pada periode pelaporan, MPMInsurance mengadakan 2 serial kegiatan Edukasi Literasi yang diselenggarakan secara *online*. Edukasi Literasi pertama membahas *Money Personality* yakni karakter seseorang dalam mengelola keuangan berdasarkan prioritas dan sikap masing-masing dengan menghadirkan pembicara Penasihat Keuangan Prita Hapsari Ghozie, CEO Zapfinance.

Edukasi Literasi kedua diselenggarakan pada 17 Juni 2022 dengan tajuk 'Lindungi Diri, Lindungi Harta Benda'. Kegiatan ini diikuti oleh partisipan yang berasal dari komunitas bank sampah binaan Perseroan yakni Bank Sampah Sumber Mutiara Tangerang dan komunitas warga pemilik UMKM. Kegiatan ini membahas seputar informasi dasar mengenai asuransi seperti bagaimana cara asuransi bekerja, tujuan asuransi, produk, hingga apa yang didapatkan oleh nasabah dari asuransi.

To foster awareness of the importance of insurance to the wider community and as a support for OJK's financial literacy program outlined through POJK No. 76/POJK.07/ 2016 in terms of obligation to give education to the community,

In the reporting period, MPMInsurance held 2 series of Literacy Education activities online. The first Literacy Education discussed Money Personality, which is a person's character in managing finances based on their respective priorities and attitudes by inviting Financial Advisor speaker Prita Hapsari Ghozie, CEO of Zapfinance.

The second Literacy Education was held on June 17th, 2022 with the title 'Protect Yourself, Protect Your Property'. This activity was attended by participants from the MPM-assisted waste bank community, namely Bank Sampah Sumber Mutiara Tangerang and the community who own MSMEs. This activity discusses basic information about insurance such as how insurance works, the purpose of insurance, insurance products, and what customers get from insurance.



KEPEDULIAN SOSIAL SOCIAL CARE

Dalam rangka meningkatkan hubungan positif dan kepercayaan publik, Perseroan mengembangkan program kepedulian sosial yang bersifat filantropi maupun pemberian pelayanan. Perseroan juga berupaya menumbuhkan kepedulian sosial di kalangan karyawan dengan mempromosikan kegiatan kesukarelaan kepada karyawan untuk menumbuhkan budaya dan karakter filantropis dengan terlibat dalam kegiatan sosial yang diselenggarakan.

Donasi

Perseroan memiliki beberapa program yang bersifat filantropi atau donasi untuk merespon berbagai peristiwa atau kondisi sosial di masyarakat yang memerlukan dukungan dan kepedulian dari masyarakat luas seperti bencana alam dan lain-lain. Program yang bersifat donasi ini diselenggarakan secara mandiri oleh Perseroan atau unit usaha di wilayah operasional maupun dengan berkolaborasi dengan organisasi sektor ketiga di masyarakat.

To improve positive relations and public trust, the Company develops social awareness programs that are philanthropic and service delivery. The Company also strives to foster social awareness among employees by promoting volunteer activities for employees to foster a philanthropic culture and character by engaging in organized social activities.

Donation

The Company has several philanthropic or donation programs to respond to various events or social conditions in the community that require assistance and care from the wider community such as natural disasters and others. These donation programs are organized independently by the Company or business units in operational areas or by collaborating with third sector organizations in the community.



Perseroan merespon peristiwa bencana alam yang terjadi di tanah air dengan memberikan bantuan bagi korban terdampak.

The Company responds to natural disasters that occur in the country by providing assistance to affected victims.



DONASI BENCANA ALAM NATURAL DISASTER DONATION

Pelaksana
Organizer



1. Donasi Bencana Gempa Cianjur

MPMRent pada akhir tahun 2022 memberikan donasi sebesar Rp16.433.000,- yang diserahkan melalui Badan Amil Zakat Nasional (BAZNAS) Kab. Cianjur, Jawa Barat untuk didistribusikan kepada masyarakat Cianjur yang terdampak bencana gempa berkekuatan 5,6 magnitudo. Gempa yang dipicu oleh pergeseran sesar baru 'Patahan Cugenang' ini menelan korban jiwa sebanyak 638 orang dan ratusan rumah warga serta merusak akses jalan menuju pemukiman warga sehingga sulit untuk melakukan evakuasi.

Cianjur Earthquake Disaster Donation

At the end of 2022, MPMRent donated Rp16,433,000, - which was handed over through the National Amil Zakat Agency (BAZNAS) Kab. Cianjur, West Java to be distributed to the Cianjur community affected by the 5.6 magnitude earthquake disaster. The earthquake, which was triggered by the shift of the new fault 'Cugenang Fault', claimed the lives of 638 people, destroyed hundreds of houses, and damaged road access to residential areas making it difficult to evacuate.

2. Donasi Bencana Banjir Malang

MPMulia menyalurkan bantuan kepada korban banjir di daerah kabupaten Malang, Kabupaten Trenggalek, Kabupaten Tulungagung, dan Kabupaten Blitar dengan total bantuan senilai Rp50 juta.

MPMulia telah menyiapkan bantuan berupa beras, minyak goreng, ikan kaleng, gula, telur, dan mie instan yang diharapkan dapat membantu memenuhi persediaan makanan bagi korban terdampak banjir.

Malang Flood Disaster Donation

MPMulia distributed assistance to flood victims in the Malang regency, Trenggalek regency, Tulungagung regency, and Blitar regency with a total assistance of IDR 50 million.

MPMulia has prepared assistance in the form of rice, cooking oil, canned fish, sugar, eggs, and instant noodles which are expected to help fulfill food supplies for flood victims.





DONASI HEWAN KURBAN SACRIFICIAL ANIMAL DONATION

**Pelaksana
Organizer**



Dalam rangka memperingati Hari Raya Idul Adha MPM^{Mulia} memberikan donasi hewan Qurban di Surabaya, Malang, Gedangan, Sidoarjo, Madiun, Jombang, Probolinggo.

In commemoration of Eid al-Adha MPM^{Mulia} donated Qurban animals in Surabaya, Malang, Gedangan, Sidoarjo, Madiun, Jombang, Probolinggo.

**Total Donasi
Total Donation**

Rp99.000.000,-



DONASI PANTI ASUHAN DONATION FOR ORPHANAGE

**Pelaksana
Organizer**



1. Donasi Panti Asuhan dan Veteran di Surabaya, Jawa Timur

MPM^{Mulia} pada tahun 2022 melakukan kegiatan donasi Panti Asuhan melalui program MPMBerbagi dengan menggelar kegiatan pengecekan kesehatan gratis yang diperuntukkan untuk 50 anak Yatim dan 50 orang veteran di daerah Surabaya.

Donation for Orphanages and Veterans in Surabaya, East Java In 2022, MPM^{Mulia} carried out orphanage donation activities through the MPMBerbagi program by holding free health checks for 50 orphans and 50 veterans in the Surabaya area.

2. Donasi Panti Asuhan oleh MPM^{Insurance}, Jakarta

MPM^{Insurance} menyalurkan donasi ke Panti Yatim Assurur Jakarta Barat dan Yayasan Bina Bangsa Berdikasi Tangsel berupa paket peralatan ibadah, 100 paket makanan berbuka puasa, wakaf 6 buah Al Qur'an, Sembako untuk kebutuhan anak panti. Total biaya Rp5.000.000

Donation for Orphanages by MPM^{Insurance}, Jakarta

MPM^{Insurance} distributed donations to Assurur Orphanage West Jakarta and Bina Bangsa Berdikasi Foundation Tangsel by donating worship equipment packages, 100 iftar food packages, 6 Waqaf Al Qur'an, primary need packages for the orphanage children's needs. Total cost Rp5,000,000

2 TANPA
KELAPARAN

DONASI SEMBAKO NATURAL PRIMARY NEEDS PACKAGES

Pelaksana
Organizer

MPM
RENT

1. Donasi sembako di Balikpapan, Kalimantan Timur

MPMRent membagikan 125 Sembako kepada warga Kota Balikpapan, Kalimantan Timur. dalam rangka memperingati HUT Kota Balikpapan ke-125. Sembako yang dibagikan, disalurkan oleh kelurahan kepada masyarakat dengan ekonomi lemah yang terdaftar dalam Data Terpadu Kementerian Sosial (DTKS), khususnya bagi mereka yang belum mendapatkan bantuan atau dijangkau oleh pemerintah setempat. Program ini juga dilaksanakan dalam rangka membantu pemerintah dalam menjangkau warga agar proses pemberian bantuan kepada masyarakat dapat lebih menyeluruh.

Donation of primary need package in Balikpapan, East Kalimantan

MPMRent distributed 125 primary need packages to residents of Balikpapan City, East Kalimantan, in commemoration of the 125th Anniversary of Balikpapan City. The primary need packages were distributed by the Sub-District Office to underprivileged residents registered in the Integrated Data of the Ministry of Social Affairs (DTKS), especially those who have not received assistance or have not been reached by the local government. This program is also implemented to assist the government in reaching out to residents so that the process of providing assistance to the community can be more extensive.

2. Donasi Sembako & Perawatan Kesehatan

Sepanjang tahun 2022 MPMulia beserta komunitas Honda melakukan 43 kegiatan untuk menunjukkan kepedulian kepada masyarakat sekitar, baik dalam bentuk pemberian donasi berupa sembako maupun memberikan layanan pemeriksaan dan pengobatan gratis kepada masyarakat yang membutuhkan. Kegiatan ini dilakukan di berbagai lokasi seperti Banyuwangi, Kupang, Sampang, Kediri, Sidoarjo, Pacitan, dll. Total donasi yang diberikan dalam kegiatan ini Rp211.731.960

Donation of Primary Need Package & Health Care

Throughout 2022, MPMulia and the Honda community carried out 43 activities to show concern for the surrounding community, both by providing donations of primary need packages and providing free medical examination and treatment services to people in need. This activity was carried out in various locations such as Banyuwangi, Kupang, Sampang, Kediri, Sidoarjo, Pacitan, etc. The total donation for this activity was Rp211,731,960.

MPM
DISTRIBUTOR

1 TANPA
KEMISKINAN

BERKAH RAMADAN

Program Berkah Ramadan mulai diinisiasi sejak tahun 2019, sebagai komitmen untuk meningkatkan ketakwaan kepada Allah SWT dan dalam melaksanakan misi pengabdian kepada masyarakat. Program ini juga menjadi salah satu program *Employee Volunteering* sebagai sarana memfasilitasi karyawan untuk secara nyata membuat perbedaan secara sosial dan lingkungan.

Pelaksana
Organizer

Di tahun 2022, Berkah Ramadan berkolaborasi dengan Habitat for Humanity dalam program Bedah Rumah untuk 2 keluarga di wilayah Mauk, Tangerang dan 1 keluarga di Kesamben Kulon, Gresik. Program bantuan infrastruktur telah selesai dibangun dan diserahkan kepada kedua keluarga.

Berkah Ramadan Program was kicked off in 2019, to show our commitment to increasing the obedience to Allah SWT and fulfilling the community service mission. This program is also one of the Employee Volunteering programs as a means of facilitating employees to make real social and environmental changes.

In 2022, Berkah Ramadan collaborated with Habitat for Humanity in a House Repair program for 2 families in Mauk, Tangerang and 1 family in Kesamben Kulon, Gresik. The infrastructure assistance program has been completed and handed over to both families.

Total Donasi
Total Donation

Rp161.000.000,-

4 PENDIDIKAN
BERKUALITASDONASI GAWAI
DEVICE DONATIONPelaksana
Organizer

MPMInsurance memberikan donasi laptop dan modem *wifi* masing-masing sebanyak 3 buah senilai Rp7.500.000 untuk membantu Pendidikan di salah satu SD Onitua di Kupang Barat, Nusa Tenggara Timur.

MPMInsurance donated 3 laptops and 3 wifi modems worth Rp7,500,000 to help education in one of Onitua Elementary Schools in West Kupang, East Nusa Tenggara.



AHASS SERVICE GRATIS AHASS FREE SERVICE

MPMulia menyediakan layanan *service* dan ganti oli gratis bagi penyandang disabilitas di 3 daerah sekaligus yakni, Malang, Magetan, dan Surabaya. Kegiatan ini dilaksanakan bertepatan dengan peringatan Hari Disabilitas Internasional. AHASS *Service* gratis ini dihadiri oleh 150 orang yang terdiri dari anggota komunitas Disabilitas Motorcycle Indonesia (DMI) dan konsumen disabilitas di luar komunitas DMI.

Selain itu, dalam rangka menyambut Hari Pelanggan Nasional, MPMulia memanjakan konsumen sepeda motor Honda dengan berbagai kegiatan. Layanan khusus juga diberikan untuk konsumen disabilitas pengguna sepeda motor Honda dalam bentuk layanan *service* kunjung kepada 5 konsumen difabel pengguna sepeda motor Honda di wilayah Surabaya, Malang, Ngawi, dan Madiun. Biaya servis gratis untuk 255 motor sebesar Rp27.360.000.

MPMulia provides free service and oil changes for persons with disabilities in 3 areas, namely Malang, Magetan, and Surabaya. This activity was held along with the commemoration of the International Day of Disabled Persons. This free AHASS *Service* was attended by 150 people consisting of members of the Siabaled Motorcycle Indonesia (DMI) community and consumers with disabilities outside the DMI community.

In addition, to celebrate National Customer Day, MPMulia spoiled Honda motorcycle consumers with various activities. Special services are also provided for consumers with disabilities who use Honda motorcycles through service visits to 5 Honda motorcycle users with disabilities in the Surabaya, Malang, Ngawi, and Madiun areas. The free service fee for 255 motorcycles amounted to Rp27,360,000.





AIR BERSIH DAN SANITASI LAYAK CLEAN WATER AND DECENT SANITATION

Krisis air bersih merupakan permasalahan lingkungan yang dialami oleh banyak negara, termasuk Indonesia. Indonesia Water Institute mengatakan sejak tahun 2000 telah terjadi kelangkaan atau krisis air bersih di wilayah yang padat penduduk, utamanya Pulau Jawa.

Kesulitan akses air bersih juga memicu persoalan sanitasi lingkungan. Ketiadaan air bersih membuat orang tidak bisa melakukan kegiatan higienis seperti membersihkan tubuh, makanan, dan pakaian. Perseroan berupaya merespon persoalan lingkungan yang turut masuk dalam target Tujuan Pembangunan Berkelanjutan atau *Sustainable Development Goals* (SDGs) atau negara-negara di dunia ini dengan mendukung upaya penyediaan akses air bersih dan sanitasi layak bagi masyarakat.

Pada tahun 2022, Perseroan memfokuskan inisiatif pada persoalan sosial dimana masih banyak keluarga di Indonesia yang tidak memiliki sarana sanitasi yang baik termasuk jamban yang sehat.

Melalui program Berkah Ramadan, Perseroan bekerja sama dengan organisasi Habitat for Humanity memberikan rumah layak huni kepada 2 keluarga di Mauk, Tangerang yang dilengkapi sarana sanitasi bersih. Keluarga tersebut selama bertahun-tahun tinggal di bangunan rumah yang tidak memadai, sehingga untuk memenuhi kebutuhan mendasar seperti buang air besar mereka masih menumpang di rumah tetangga ataupun melakukannya di kali/sungai yang jaraknya cukup jauh.

Program Berkah Ramadan diselenggarakan sejak tahun 2019. Dalam program ini, Perseroan dan karyawan melakukan kegiatan pengumpulan dana selama masa bulan Ramadan. Program ini sebagai sarana memfasilitasi karyawan untuk secara nyata membuat perbedaan secara sosial dan lingkungan.

The clean water crisis is an environmental issue that many countries, including Indonesia, are dealing with. The Indonesia Water Institute stated that since 2000 there has been a scarcity or clean water crisis in densely populated areas, especially Java Island.

Difficulty in accessing clean water also triggers environmental sanitation issues. The lack of clean water prevents people to do hygienic activities such as cleansing their bodies, food, and clothing. The Company strives to respond to environmental issues that are also included in the targets of the Sustainable Development Goals (SDGs) or countries in the world by supporting efforts to provide access to clean water and decent sanitation for the community.

In 2022, the Company focuses its initiatives on the social issue where there are still many families in Indonesia who do not have good sanitation facilities including healthy toilets.

Through the Berkah Ramadan program, the Company collaborated with Habitat for Humanity to provide 2 families in Mauk, Tangerang with decent houses equipped with clean sanitation facilities. The family has been living in an inadequate house for years, so to meet basic needs such as hygienic activities, they still need to do it in a neighbour's house or do it in the river that is quite far away.

The Berkah Ramadan program has been held since 2019. In this program, the Company and its employees conduct fundraising activities during the month of Ramadan. This program facilitates employees to make a real difference socially and environmentally.

12 KONSUMSI DAN PRODUKSI YANG BERTANGGUNG JAWAB



13 PENANGANAN PERUBAHAN IKLIM



LINGKUNGAN ENVIRONMENT

Program Perseroan di bidang lingkungan merupakan upaya yang kami lakukan untuk mitigasi dan adaptasi dampak perubahan iklim. Program yang dijalankan mencakup MPM *Green Action*, program penghijauan kantor, program uji emisi gratis, dan program MILAH (Mitra Olah Sampah). Informasi lengkap mengenai program-program tersebut sebagaimana disajikan pada sub bab Kinerja Lingkungan Hidup Laporan Keberlanjutan ini.

The Company's environmental program is an effort to mitigate and adapt to the impacts of climate change. The programs include MPM *Green Action*, the Go Green office program, the free emission test program, and MILAH (Mitra Olah Sampah) program. Comprehensive information on these programmes is presented in the Environmental Performance sub chapter of this Sustainability Report.



TANGGUNG JAWAB PENGEMBANGAN PRODUK/JASA BERKELANJUTAN

SUSTAINABLE PRODUCTS /SERVICES DEVELOPMENT RESPONSIBILITY

Konteks Keberlanjutan Kami

Akses terhadap sistem transportasi yang aman, terjangkau, mudah diakses dan berkelanjutan untuk semua, menjadi salah satu target pada Tujuan Pembangunan Berkelanjutan (*Sustainable Development Goals*, SDGs) 11, yaitu Menjadikan Kota dan Permukiman Inklusif, Aman, Tangguh dan Berkelanjutan. Tujuan 11 juga menekankan perlunya memberi perhatian khusus pada kualitas udara, dimana hal ini merupakan salah satu dampak yang diakibatkan dari transportasi.

Elektrifikasi kendaraan bermotor merupakan strategi nasional Indonesia untuk mengurangi polusi udara dan menekan emisi karbon. Program elektrifikasi transportasi dikukuhkan melalui penerbitan Peraturan Presiden No. 55 Tahun 2019 tentang Percepatan Program Kendaraan Bermotor Listrik Berbasis Baterai (*Battery Electric Vehicle*) untuk Transportasi Jalan. Pemerintah telah menargetkan akan memproduksi 2 juta sepeda motor listrik pada 2024.

Sebagai perusahaan konsumen otomotif yang terintegrasi, Perseroan berkomitmen untuk mendukung penyediaan transportasi yang aman, terjangkau dan mudah diakses untuk semua. Selain itu melalui Entitas Anak, Perseroan juga mendukung kebijakan elektrifikasi kendaraan bermotor.

Pendekatan Kami

Tanggung jawab atas produk dan jasa yang disediakan oleh Perseroan, merupakan bagian dari strategi *Smart Mobility to Embrace Sustainable Business*. Kami yakin dengan menyediakan produk yang berkualitas, sesuai dengan kebutuhan masyarakat, memiliki dampak secara langsung terhadap keberlanjutan bisnis.

Our Sustainability Context

Access to safe, affordable, easily accessible and sustainable transport systems for all is one of the targets of Sustainable Development Goal 11, Making Cities and Human Settlements Inclusive, Safe, Resilient, and Sustainable. Goal 11 also emphasizes the need of paying special attention to air quality, which is one of the impacts of transportation.

The electric motor vehicle is Indonesia's national strategy to reduce air pollution and minimize carbon emissions. The electric transportation program was confirmed through the issuance of Presidential Regulation No. 55 of 2019 on the Acceleration of the Battery Electric Vehicle Program for Road Transportation. The government has targeted to produce 2 million electric motorcycles by 2024.

As an integrated automotive consumer company, the Company is committed to supporting the provision of safe, affordable, and easily accessible transportation for all. In addition, through its subsidiaries, the Company also supports the electrification of motorized vehicles.

Our Approach

Responsibility for the products and services provided by the Company is part of the Smart Mobility to Embrace Sustainable Business strategy. We believe that providing quality products, according to the needs of the community, has a direct impact on business sustainability.

Keandalan Produk dan Layanan

Kami berkomitmen mewujudkan visi misi Perseroan dengan menghadirkan produk dan layanan yang terbaik dan relevan untuk mendukung kebutuhan mobilitas dan transportasi masyarakat yang cerdas. Oleh karena itu Perseroan tidak hanya mengutamakan kualitas produk dan layanan tapi juga berorientasi menghadirkan pengalaman terbaik bagi pelanggan dalam transaksi dan interaksi dengan Perseroan.

Dalam rangka mewujudkan komitmen ini, Perseroan terus berbenah dan meningkatkan daya saing melalui inovasi. Perseroan merespon perubahan perilaku konsumen yang dinamis dan bergerak ke arah digitalisasi dengan terus meningkatkan inovasi digital baik untuk penyempurnaan proses bisnis maupun diversifikasi produk. Selain itu, Perseroan juga berkomitmen meningkatkan kualitas relasi yang baik dengan konsumen melalui jaminan rasa aman dan nyaman.

Komitmen Memberikan Layanan atas Produk dan Jasa yang Setara Kepada Konsumen

Perseroan berkomitmen memberikan pelayanan yang terbaik dan setara kepada seluruh pelanggan. Setiap produk dan jasa dikembangkan dengan mempertimbangkan kebutuhan pelanggan. Kami menyediakan berbagai tipe produk kendaraan bermotor roda dua untuk menyesuaikan kebutuhan setiap segmen pelanggan. MPM Insurance juga menyediakan produk *microinsurance* bagi pelanggan yang membutuhkan. Hal ini merupakan upaya Perseroan untuk memberikan layanan yang inklusif untuk seluruh pelanggannya.

Inovasi dan Pengembangan Produk

Inovasi dan pengembangan produk merupakan suatu pendekatan untuk memastikan produk dan layanan yang disediakan Perseroan mampu memenuhi kebutuhan dan harapan konsumen di saat ini dan masa mendatang. Selama periode pelaporan, Perseroan dan Entitas Anak telah melakukan sejumlah inovasi dan pengembangan produk dan layanan, sebagai berikut:

Services and Products Realibility

We are committed to realizing the Company's vision and mission by providing the best and most relevant products and services to support the mobility and transportation needs of a smart community. Therefore, the Company not only prioritizes the quality of products and services but is also oriented to provide the best experience for customers in transactions and interactions with the Company.

To realize this commitment, the Company continues to improve and increase competitiveness through innovation. The Company responds to dynamic changes in consumer behaviour and moves towards digitalization by increasing digital innovation for business process improvement and product diversification. Moreover, the Company is also committed to improving good relations with consumers through the assurance of a sense of security and comfort.

Commitment to Providing Equal Products and Services to Consumers

The Company is committed to providing the best and equal service to all customers. Each product and service are developed with the customer's needs in mind. We provide various types of two-wheeled motor vehicle products to meet the needs of each customer segment. MPM Insurance also provides microinsurance products for customers in need. This is the Company's effort to provide inclusive services to all its customers.

Product Innovation and Development

Product innovation and development is an approach to ensure that the products and services provided by the Company are can fulfill the consumers' current and future needs and expectations. During the reporting period, the Company and its Subsidiaries have made several product and service innovations and developments, as follows:

SEGMENT USAHA BUSINESS SEGMENT	INISIATIF INITIATIVES	PROCESS OWNER	KATEGORI INISIATIF INITIATIVES CATEGORY
MPMInsurance	Digitalisasi Polis Product MV Polis untuk JMFI <i>Digitalization of Policy Product, MV Policy for JMFI</i>	Marketing	Product
	Digitalisasi Customer Relationship Management <i>Digitalization of Customer Relationship Management</i>	Marketing	Process
	Pengembangan eTravel Insurance <i>eTravel Insurance Development</i>	Marketing	Product
	Implementasi <i>Employee Self Service</i> melalui OrangeHR <i>Employee Self Service Implementation through OrangeHR</i>	HR	Process
	Implementasi OneMPM Dashboard <i>OneMPM Dashboard Implementation</i>	Digital / IT	Process
	Digitalisasi Product Ebond <i>Digitalization of Ebond Product</i>	Marketing	Product
MPMRent	Car Subscription		Product
MPMulia	Memperkenalkan 5 sepeda motor dan 1 kemasan AHM oli yang dikeluarkan oleh <i>Principal</i> <i>Introduced 5 motorcycles and 1 AHM oil pack launched by Principal</i>		Product

Produk Ramah Lingkungan

Perseroan juga telah merespon kebijakan elektrifikasi sepeda motor yang merupakan salah satu program strategis pemerintah. MPMulia mendukung *principal*, yakni PT Astra Honda Motor yang mengeluarkan produk sepeda motor listrik dan siap memasarkannya. Sementara, MPMRent, sejak 2021 juga telah menjajaki peluang memperkuat armada penyewaan kendaraannya dengan kendaraan roda empat berbasis listrik yang lebih ramah lingkungan.

MPMInsurance menyediakan layanan asuransi dengan orientasi perlindungan terhadap lingkungan hidup. Polis asuransi disediakan tidak dalam bentuk *hard copy*, namun berupa *e-policy* untuk layanan asuransi *business to business* (B2B), atau penggunaan *QR code* untuk *wording* polis kendaraan bermotor yang dapat di akses di *website* MPMInsurance. Pendekatan ini juga memberikan *awareness* kepada nasabah dengan menambahkan kalimat “dengan penerbitan *soft copy* polis maka Anda telah berpartisipasi dalam menyelamatkan bumi” pada *footer e-policy*.

Environmentally Friendly Product

The Company has also responded to the motorcycle electrification policy which is one of the government's strategic programs. MPMulia supports the principal, namely PT Astra Honda Motor, which releases electric motorcycle products and is ready to market them. Meanwhile, MPMRent, since 2021, has also explored opportunities to strengthen its vehicle rental fleet with more environmentally friendly electric-based four-wheeled vehicles.

MPMInsurance provides insurance services with an orientation towards environmental conservation. Insurance policies are in the form of an *e-policy* rather than a *hard copy* for business to business (B2B) insurance services, or the use of *QR codes* for motor vehicle policy *wording* that can be accessed on the MPMInsurance website. This approach also provides awareness to customers by adding the phrase by issuing a *soft copy* policy, you have participated in preserving the earth to the *e-policy* footer.

Produk dan Jasa yang Dievaluasi Keamanannya

Komitmen Perseroan memberikan produk yang berkualitas tinggi dengan memperhatikan keselamatan pelanggan melalui tahapan kendali mutu atau *Quality Control* (QC) yang ketat dengan memenuhi ketentuan dan standar nasional serta internasional, seperti ISO 9001 dan Standar Nasional Indonesia (SNI).

Standar Sistem Manajemen Mutu ISO 9001 mempersyaratkan adanya pengendalian terhadap produk/jasa sebelum dilepaskan ke pelanggan. Tindakan ini kami lakukan untuk memastikan kesesuaian produk/jasa dengan persyaratan pelanggan termasuk aspek keselamatan dan keamanan yang diatur dalam regulasi relevan. Seluruh produk/layanan (100%) telah dilakukan evaluasi dan memenuhi standar atau regulasi relevan yang dipersyaratkan.

Menjaga Kerahasiaan Pelanggan

Keandalan Perseroan dalam melindungi data dan informasi pelanggan merupakan aspek penting dalam membangun kepercayaan konsumen. Pengelolaan sistem informasi dan jaminan terhadap keamanan data juga menjadi tolok ukur kredibilitas dan kepatuhan tata kelola Perseroan.

Menyadari pentingnya hal tersebut, Perseroan melakukan berbagai langkah inovatif dan secara konsisten melakukan perbaikan dalam menerapkan manajemen keamanan informasi. Sejak Januari 2021, Perseroan telah berhasil memperoleh sertifikat ISO 27001 dan sertifikasi ini masih dapat dipertahankan selama tahun 2022. ISO 27001 merupakan standar internasional mengenai *Information Security Management Systems* (ISMS). Perusahaan yang telah bersertifikasi ISO 27001 berarti telah melakukan langkah-langkah untuk mencegah pelanggaran data dan melindungi perusahaan dari berbagai ancaman penyalahgunaan data.

Perseroan juga secara berkesinambungan meningkatkan kemampuan dalam mengendalikan risiko keamanan informasi yang berfokus pada tiga pilar keamanan informasi yaitu *people*, *process* dan *technology*.

Evaluated Products and Services for Safety

The Company is committed to providing high-quality products by taking into account customer safety through strict Quality Control (QC) stages by fulfilling national and international provisions and standards, such as ISO 9001 and Indonesian National Standards (SNI).

The ISO 9001 Quality Management System standard requires the control of products/services before they are released to customers. This action is to ensure the conformity of products/services with customer requirements, including safety and security aspects regulated in relevant regulations. All products/services (100%) have been evaluated and meet the required relevant standards or regulations.

Protecting Customers' Privacy

The Company's reliability in protecting customers' data and information is an important aspect of building consumer trust. Information system management and data security assurance are also a measure of the Company's credibility and governance compliance.

Recognizing the importance of this matter, the Company takes various innovative steps and consistently makes improvements in implementing information security management. Since January 2021, the Company has succeeded in obtaining the ISO 27001 certificate and this certification can still be maintained in 2022. Companies that are ISO 27001 certified mean they have taken steps to prevent data breaches and protect the company from various threats of data misuse.

The Company also continuously improves its ability to control information security risks that focus on the three pillars of information security, namely people, process and technology.

PEOPLE	PROCESS	TECHNOLOGY
Peningkatan kompetensi SDM terkait keamanan data dan informasi. Perseroan melakukan kegiatan sosialisasi, edukasi, survei dan asesmen keamanan informasi secara berkala untuk seluruh karyawan. Improving HR competence related to data and information security. The Company conducts regular socialization, education, surveys, and information security assessments for all employees.	Pengembangan dan implementasi seperangkat kebijakan dan prosedur keamanan informasi serta identifikasi dan mitigasi risiko keamanan data/informasi. Development and implementation of a set of information security policies and procedures as well as identification and mitigation of data/information security risks.	Optimalisasi penggunaan teknologi informasi yang terkini dalam mendukung tercapainya tiga sasaran keamanan data/informasi. Optimizing the use of the latest information technology to facilitate the achievement of the three data/information security objectives.

Dampak Produk dan Jasa

Seluruh Grup MPM telah melakukan serangkaian inisiatif dalam mengevaluasi keamanan produk dan jasa yang disediakan untuk memastikan keamanannya. Seluruh produk dan jasa yang dipasarkan telah disertai informasi penting yang perlu diketahui pelanggan seperti tata cara penggunaan atau pemakaian yang aman, tata cara klaim (*online* dan *offline*), informasi harga (simulasi premi) serta informasi lainnya dapat dilihat melalui saluran komunikasi ataupun di situs web yang disediakan:

Products and Services Impact

The entire MPM Group has carried out a series of initiatives in evaluating the safety of the products and services provided to ensure their safety. All services and products we put on the market have been equipped with important information that customers need to know, such as procedures for safe usage, claim procedures (online and offline), price information (premium simulation) and other information, which are made available through communication channels or on the website:

 mpm-rent.com	 mpmhondajatim.com	 mpm-insurance.com
 1500068	 0811 1588 676	 1500676
 MPM Rent	 mpmhondajatim	 MPM Insurance
 @mpm.rent	 @mpmhondajatim	 @mpminsurance
 pt-mitra-pinasthika-mustika-rent-mpm-rent	 mpmhondajatim	 mpm-insurance
 0813 8150 0068	 mpmhondajatim	 mpminsurance_id
 contact@mpm-rent.com	 mpmhondajatim	 MPM Insurance
		 MPMI Easy Link Access



Selain itu, Perseroan juga menerapkan sistem manajemen keamanan informasi sebagai upaya untuk memitigasi dampak penyalahgunaan informasi pelanggan. Rangkaian program kampanye *safety riding* yang diselenggarakan Perseroan, juga merupakan upaya mitigasi dari dampak produk yang disediakan oleh Perseroan.

Jumlah Produk yang Ditarik Kembali

Kebijakan dan inisiatif Perseroan untuk memastikan produk dan jasa telah sesuai dengan persyaratan perundangan yang berlaku, termasuk menjaga keamanan data dan informasi pelanggan, telah memungkinkan Perseroan tidak memiliki catatan penarikan ataupun insiden keamanan pelanggan terkait produk/jasa yang disediakan, serta tidak ada keluhan, pengaduan atau sanksi terkait penyalahgunaan data pelanggan.

Keluhan dan Kepuasan Pelanggan

Perseroan berkomitmen untuk membangun hubungan komunikasi secara positif dengan pelanggan. Untuk itu kami menyediakan saluran komunikasi yang memudahkan pelanggan untuk menyampaikan aspirasi, keluhan atau hendak mencari informasi terkait produk dan layanan yang diberikan Perseroan. Masing-masing segmen usaha dalam Grup MPM mengembangkan mekanisme penanganan pengaduan konsumen secara mandiri.

In addition, the Company also implements an information security management system in an effort to mitigate the impact of misuse of customer information. The series of safety riding campaign programs held by the Company is also an effort to mitigate the impact of the Company's products.

Number of Recalled Products

The Company's policies and initiatives to ensure that its products and services comply with applicable laws and regulations, including maintaining the security of customer data and information, have enabled the Company to have no record of recalls or customer security incidents related to the products/services provided, and no reports, complaints or sanctions related to misuse of customer data were received.

Customer Satisfaction and Complaints

The Company is committed to building positive communication relationships with customers. For this reason, we provide communication channels that make it easy for customers to convey their aspirations, and complaints or to seek information related to products and services provided by the Company. Each business segment within the MPM Group develops its own consumer complaint-handling mechanism.



1500-676



0811-1588-676

TikyBot/TikyBot: Via situs MPMInsurance

Pengelola/Management: Departemen Claim/Claim Department**Mekanisme:**

1. Pelanggan bisa melakukan pelaporan keluhan melalui berbagai *channel* yang kami siapkan
2. Keluhan akan dimasukan/di-input ke *ticketing system* untuk melacak sejauh mana keluhan diatasi dan dapat melihat *Service Level Agreement* (SLA) pengerjaan masing-masing.
3. Sistem akan langsung mendistribusikan keluhan sesuai dengan divisi terkait. Kemudian *customer* yang melakukan keluhan akan diinformasikan melalui *email* otomatis terpisah bahwa keluhan sudah ditangani.
4. Apabila keluhan sudah diselesaikan maka tim terkait dapat melakukan penutupan tiket pada sistem yang sama lalu *email* otomatis berisi notifikasi bahwa pengerjaan telah selesai beserta solusinya, akan dikirimkan ke *customer* terkait. Pada *email* yang sama juga akan tertera *link* untuk seluruh media sosial MPMInsurance beserta *link* untuk mengukur kepuasan pelanggan terkait pelayanan MPMInsurance.

Kinerja 2022:

Keluhan diterima: 0

Keluhan diselesaikan: 0

Mechanism:

1. Customers can report complaints through various available channels.
2. Complaints will be entered into the ticketing system to track the extent to which the complaint is resolved and can see the Service Level Agreement (SLA) of each work.
3. The system will directly distribute the reports to the relevant divisions. The customers who make complaints will also be updated via a separate automatic email that the report is handled.
4. If the complaint has been resolved, the relevant team can close the ticket on the same system and then a notification email will be automatically sent to notify that the work has been completed and the solution will be sent to the related customer. In the same email, links to all MPMInsurance social media accounts will be inserted along with a link to review customer satisfaction with MPMInsurance services.

2022 Performance:

Complaints received: 0

Complaints handled: 0

**ASTRA HONDA MOTOR**

Hotline Honda Care Center: 1500-989



customercare@astra-honda.com



SMSCare: 0811-9-500-989

MPMulia

0-800-11-46632



Hotline: 0-800-11-46632



care@mpm-motor.com

Pengelola/Management:

1. Divisi Honda *Customer Care Center* (kebijakan prinsipal Astra Honda Motor)
Honda Customer Care Centre Division (policy of principal Astra Honda Motor)
2. *Sub Department Customer Assistant MPMulia*

Struktur:

Sub Departemen *Customer Assistant MPMulia* terdiri dari:

- **Customer Assistant Officer**, bertugas menerima keluhan dan pertanyaan dari konsumen melalui telepon, surat, datang langsung, *email*, sms, media massa *online* maupun surat kabar, mencatat dalam sistem kemudian mendistribusikan komplain atau pertanyaan ke *taskforce*.
- **Customer Assistant Supervisor**, bertugas melakukan koordinasi dengan *Customer Relation Officer* dan menganalisis data-data terkait dengan keluhan konsumen.
- **Tim taskforce**, bertugas melayani dan menyelesaikan secara teknis atas aduan/keluhan konsumen. Terdiri dari *Person in Charge (PIC) Marketing, Technical Service, Sparepart, Legal* dan *Company Communication*.

Structure:

MPMulia Sub Department of Customer Assistant consists of:

- **Customer Assistant Officer**, who is in charge of receiving complaints and inquiries from consumers by phone, letter, walk-in, email, SMS, online mass media and newspapers, notes in the system.
- **Customer Assistant Supervisor**, who is in charge of coordinating with customer relation officers and analyzing data related to consumer complaints.
- **Taskforce team**, which is tasked for serving and providing technical settlements to consumer complaints/reports. Consist of Persons in Charge (PICs) for Marketing, Technical Service, Sparepart, Legal and Company Communication.

Mekanisme/Mechanism:**1. Customer Complaint Handling :**

- *Quick Response to Customer 1 x 12 Hours.*
- *Quick Response to Customer Big Bike 1 x 1 Hour.*
- *Quick Response to Customer You Tube 1 x 1 Hour.*
- *Problem Solving lead time 2 x 24 Hours.*

2. Customer Prospect

- *Follow up with Very Important Customers and Motorcycle (Big Bike) 1 x 1 Hour.*
- *Follow up Regular Customer and Motorcycle 1 x 12 Hours.*

3. Layanan Honda Care/Honda Care Services

- Hari Operasional : Senin - Sabtu
Operating Day: Monday – Saturday
- Jam Operasional : 08.00 - 16.00
Operating Hours: 08.00 - 16.00
- Layanan: Motor Mati, Rem Bermasalah, V Belt Putus, Oli Bocor
Services: Motor Off, Brakes Issue, Broken V Belt, Oil Leakage

Kinerja 2022:

Jumlah keluhan yang diterima MPMulia pada tahun 2022 meningkat hampir dua kali lipat dari tahun sebelumnya. Hal ini disebabkan pertanyaan seputar waktu pemenuhan inden sepeda motor.

Keluhan diterima : 7.569
Keluhan ditindaklanjuti: 7.500

2022 Performance:

The number of complaints received by MPMulia in 2022 almost doubled from the previous year. This was due to inquiries about motorcycle indent fulfillment times.

Complaints received: 7,569
Complaints followed up: 7,500



1500068



0813 81500068



contact@mpm-rent.com

Pengelola/Management:

Departemen Customer Care Management/Customer Care Management Department

Struktur:

1. **Analyst**, menganalisis data-data terkait dengan keluhan konsumen.
2. **Technical Support Officer**, petugas yang menangani secara langsung atas aduan/keluhan yang bersifat teknis dari konsumen.
3. **Agent**, menerima semua keluhan dari customer melalui layanan pelanggan *Customer Service* yaitu: *Call Centre*, *SMS Centre*, *Live Chat*, ataupun melalui alamat surat elektronik yang beroperasi selama 24 jam.
4. **Responder**, menerima semua keluhan *customer* yang telah dicatat oleh *Agent* melalui sistem pencatatan untuk selanjutnya ditindaklanjuti dalam pemberian solusi penanganan.

Mekanisme:

1. Pelanggan bisa melakukan pelaporan keluhan melalui berbagai *channel* yang kami siapkan.
2. Keluhan akan diterima *Agent Contact Center* yang akan melakukan penggalan kebutuhan dan melakukan pencatatan/pendokumentasian ke *ticketing system*.
3. Sistem akan langsung mendistribusikan keluhan ke *Responder/PIC Responsible* yang akan menghubungi *customer* untuk solusi atas kebutuhan *customer* dan hasilnya akan diinput kembali ke *ticketing system* terkait solusi & informasi penanganan yang telah dilakukan.

Structure

1. **Analyst**, analyzing data of consumer complaints.
2. **Technical Support Officer**, officers who directly handle customer complaints of technical issues.
3. **Agent**, receiving all customer complaints through Customer Service namely: Call Centre, SMS Centre, Live Chat, or by email address that operates for 24 hours.
4. **Responder**, receiving all customer complaints that have been recorded by the Agent through the recording system to be further followed up by giving solutions.

Mechanism:

1. Customers can report complaints through various available channels.
2. Complaints will be received by Contact Centre Agents who will be taking inquiries and documenting them to the ticketing system.
3. The system will directly distribute the complaint to the Responder/PIC Responsible who will contact the customer to give a solution to the customer's inquiries and the results will be inputted back into the Ticketing System regarding the solution & information of the handling process which has been taken.

4. *Agent Contact Center* akan menarik data dari sistem untuk *ticket status complete* untuk dilakukan konfirmasi kepada *customer* dan menanyakan *satisfaction rating* (skala 1 s.d. 5).
5. *Agent Contact Center* akan mendokumentasikan *satisfaction rating* pada *ticketing system* dan mengubah status tiket.

Kinerja 2022:

Jumlah keluhan yang diterima MPM*Rent* pada tahun ini menurun signifikan dibandingkan tahun sebelumnya.

Keluhan diterima: 184

Keluhan ditindaklanjuti: 184

4. Contact Centre Agent will withdraw the data from the system to update the ticket status complete and then confirm it to the customer while asking for their satisfaction rating (scale of 1 to 5).
5. Agent Contact Centre will document the satisfaction rating on the ticketing system and update the ticket status.

2022 Performance:

The number of complaints received by MPM*Rent* this year decreased significantly compared to the previous year.

Complaints received: 184

Complaints acted upon: 184

SURVEI KEPUASAN PELANGGAN

Grup MPM berkomitmen untuk senantiasa memberikan pelayanan terbaik kepada pelanggan. Perseroan senantiasa melakukan inisiatif dan inovasi untuk meningkatkan kualitas pelayanan yang diberikan. Dalam rangka memastikan inisiatif dan inovasi yang dilakukan sesuai dengan harapan dan menjawab kebutuhan pelanggan, Perseroan secara berkala melakukan pengukuran dan evaluasi kepuasan pelanggan.

Pengukuran dan evaluasi kepuasan pelanggan ini dilakukan oleh masing-masing segmen usaha dengan mekanisme dan metode yang ditetapkan sesuai dengan proses bisnis mereka.

CUSTOMER SATISFACTION SURVEY

MPM Group is committed to always providing the best service to customers. The Company constantly conducts initiatives and innovations to improve the quality of services provided. To ensure that the initiatives and innovations are in line with customer expectations and address customer needs, the Company regularly conducts customer satisfaction measurements and evaluations.

The measurement and evaluation of customer satisfaction are carried out by each business segment with determined mechanisms and methods following their business processes.

MPM*Insurance*

MPM*Insurance* melakukan pengukuran kepuasan pelanggan dengan menggunakan *Net Promoter Score Level (NPS)*, yakni metrik yang digunakan untuk mengukur loyalitas pelanggan terhadap sebuah perusahaan. Metode ini telah digunakan MPM*Insurance* sejak 2020.

MPM*Insurance*

MPM*Insurance* measures customer satisfaction using the Net Promoter Score Level (NPS), a metric used to measure customer loyalty to a company. This method has been used by MPM*Insurance* since 2020.

	2022	2021	2020
Net Promotor Score	11.45%	11.54%	-20.00%
Customer Satisfaction Index	4.25	4.17	N/A
Customer loyalty Index	N/A	N/A	N/A

MPMulia

MPMulia melakukan pengukuran kepuasan konsumen menggunakan metode survey kepuasan pelanggan atau *Customer Satisfaction Level* (CSL) yang dikembangkan untuk mengukur kepuasan konsumen terhadap layanan jaringan Honda. CSR dibagi menjadi tiga, yakni layanan Penjualan sepeda motor, layanan jasa bengkel, dan layanan penjualan suku cadang.

Survey yang dilakukan MPMulia dilaksanakan di dua wilayah yakni wilayah Jawa Timur (di luar kota Malang, Kab Malang & Blitar) beserta NTT atau yang disebut dengan M2Z dan Wilayah Kota Malang, Kab Malang dan Blitar atau yang disebut dengan M3Z.

1. Wilayah Jawa Timur (di luar kota Malang, Kab Malang & Blitar) beserta NTT atau yang disebut dengan M2Z

	2022	2021	2020
Net Promotor Score	83.04%	N/A	N/A
Customer Satisfaction Index	91.00%	88.50%	88.70%
Customer loyalty Index	86.96% *	N/A	N/A

* *Customer loyalty index meliputi M2Z dan M3Z*
Customer loyalty index covers M2Z dan M3Z

	2022	2021	2020
CSL Total	90.25%	89.08%	88.13%
CSL Layanan Penjualan Sepeda Motor CSL Motorcycle Sales Service	91.10%	89.95%	89.00%
CSL Fungsi layanan jasa bengkel CSL Workshop Service Function	89.55%	88.40%	87.30%
CSL layanan penjualan suku cadang CSL Parts Sales Service	90.10%	88.90%	88.10%

2. Wilayah Kota Malang, Kab Malang dan Blitar atau yang disebut dengan M3Z

	2022	2021	2020
Net Promotor Score	82.46%		
Customer Satisfaction Index	88.70%	88.60%	88.60%
Customer loyalty Index			

MPMulia

MPMulia measures customer satisfaction using the Customer Satisfaction Level (CSL) method which was developed to measure customer satisfaction with Honda network services. CSR is divided into three, namely motorcycles sales services, workshop services, and spare parts sales services.

The survey was conducted by MPMulia in two regions, namely the East Java region (exclude Malang City, Malang Regency & Blitar) and NTT or what is called as M2Z and the Malang City, Malang Regency and Blitar Region or what is called M3Z.

1. East Java region (exclude Malang City, Malang Regency & Blitar) and NTT or what is called M2Z

1. Malang City, Malang Regency and Blitar region, known as M3Z

	2022	2021	2020
CSL Total	89.37%	88.55%	87.88%
CSL Layanan Penjualan Sepeda Motor CSL Motorcycle Sales Service	90.55%	89.75%	89.20%
CSL Fungsi layanan jasa bengkel CSL Workshop Service Function	88.85%	88.30%	87.65%
CSL layanan penjualan suku cadang CSL Parts Sales Service	88.70%	87.60%	86.80%

MPMRent

MPMRent melakukan pengukuran kepuasan pelanggan dengan menggunakan *Net Promotor Score Level (NPS)*, yakni metrik yang digunakan untuk mengukur loyalitas pelanggan terhadap sebuah perusahaan.

MPMRent

MPMRent measures customer satisfaction using the Net Promoter Score Level (NPS), a metric used to measure customer loyalty to a company.

	2022	2021	2020
Net Promotor Score	23	6.8	8
Customer Satisfaction Index	87.43	81.70	82.47
Customer loyalty Index	78.12	78.59	80.63



Informasi Pendukung

Supporting Information

TENTANG LAPORAN

ABOUT THIS REPORT

Laporan ini merupakan Laporan Keberlanjutan Perseroan yang ketiga, yang menunjukkan komitmen kami terhadap transparansi kepada pemangku kepentingan. Laporan ini mengungkapkan bagaimana pendekatan kami terhadap aspek-aspek keberlanjutan, yaitu: ekonomi, lingkungan, dan sosial. Laporan ini juga menyampaikan kemajuan kinerja kami menuju target ambisius yang telah ditetapkan pada strategi keberlanjutan MPM. Laporan ini disusun dengan merujuk pada POJK 51/2017 dan GRI Standards 2021.

Fokus utama dari laporan ini adalah kegiatan operasional Perseroan, termasuk entitas anak. Laporan keberlanjutan ini memuat informasi pada periode 1 Januari 2022 hingga Desember 2022. Kami berkomitmen akan menerbitkan laporan keberlanjutan setiap tahunnya.

Verifikasi Tertulis dari Pihak Independen

Perseroan tidak menggunakan jasa penjamin eksternal independen dalam penyusunan Laporan Keberlanjutan ini. Meski demikian, kami dapat memastikan bahwa laporan ini dibuat dengan memenuhi prinsip-prinsip penyusunan Laporan Keberlanjutan. Isi laporan telah ditinjau dan diverifikasi oleh tim internal guna memastikan kesesuaian dan kebenaran atas data yang disampaikan.

Topik Material

Perseroan mengidentifikasi topik material dengan mempertimbangkan dampak yang diakibatkan oleh kegiatan operasional, produk serta layanan kami, harapan dari pemangku kepentingan, dan pada aspek dimana kami dapat memberikan perubahan positif.

Pemilihan topik material Perseroan, dilakukan dengan cara *focus group discussions* (FGDs) yang melibatkan perwakilan dari seluruh departemen-departemen terkait. FGD dilakukan pertama kali pada tahun 2021, yang merupakan langkah

This report is the third Sustainability Report for the Company, demonstrating our commitment to transparency to our stakeholders. This report discloses how we approach the sustainability aspects, namely: economic, environmental, and social. It also conveys our performance progress towards the ambitious targets set in MPM's sustainability strategy. This report is prepared by referring to POJK 51/2017 and GRI Standards 2021.

The main focus of this report is the Company's operational activities, including its subsidiaries. This sustainability report contains information on the period from January 1st, 2022 to December 2022. We are committed to publishing a sustainability report every year.

Written Verification from Independent Party

The Company did not employ the services of an independent external guarantor in the preparation of this Sustainability Report. However, we can ensure that this report has been prepared in accordance with the principles of sustainability report preparation. The contents of the report have been reviewed and verified by an internal team to ensure the suitability and accuracy of the data submitted.

Material Topics

The Company identifies material topics by taking into account the impact caused by our operations, products, and services, the expectations of stakeholders, and the aspects where we can make a positive change.

The Company's material topics are selected through focus group discussions (FGDs) involving representatives from all relevant departments. The FGD was conducted for the first time in 2021, which was the Company's first step in formulating



awal Perseroan dalam menyusun *Sustainability Roadmap*. Selain itu kami juga mempertimbangkan topik-topik yang wajib diungkapkan berdasarkan POJK no 51/2017.

Seluruh topik material kami tinjau kembali, dan berdasarkan hasil tinjauan, tidak ada perubahan aspek material dari tahun sebelumnya.

Tanggapan Terhadap Umpan Balik Laporan Tahun Sebelumnya

Selama periode pelaporan, tidak ada tanggapan yang Perseroan terima dari pemangku kepentingan terkait laporan keberlanjutan periode tahun sebelumnya.

the Sustainability Roadmap. In addition, we also consider topics that must be disclosed based on POJK no 51/2017.

All material topics were reviewed, and based on the results, there were no changes in material aspects from the previous year.

Responses to Feedback on Previous Year's Report

During the reporting period, the Company received no responses from stakeholders regarding the sustainability report of the previous year.

TOPIK MATERIAL PERSEROAN: THE COMPANY MATERIAL TOPICS:

Praktik Bisnis Business Practices	Lingkungan Environmental	Sosial Social
<i>Great place to work</i>	Pemanasan global Global Warming	Pemberdayaan ekonomi Economic Empowerment
Tata Kelola Governance	Menjaga lingkungan hidup Preserving the environment	Kualitas Pendidikan Education Quality
Manajemen risiko Risk Management	Air bersih dan sanitasi layak Clean water and decent sanitation	Kontribusi sosial Social Contribution

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Pernyataan Penggunaan Statement of use

PT Mitra Pinasthika Mustika Tbk. telah melaporkan informasi yang dikutip dalam indeks konten GRI ini untuk periode 1 Januari – 31 Desember 2022 dengan mengacu pada Standar GRI.

PT Mitra Pinasthika Mustika Tbk. has reported the information cited in this GRI content index for January 1st – December 31st 2022 with reference to the GRI Standards.

GRI 1 yang digunakan GRI 1 used

GRI 1: Pondasi 2021
GRI 1: Foundation 2021

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LEMBAR UMPAN BALIK

FEEDBACK FORM

Kami mengucapkan terima kasih saudara telah membaca laporan keberlanjutan ini. Untuk meningkatkan kualitas dan memenuhi harapan kedepannya kami berharap bisa mendapatkan masukan. Respons saudara sangat berarti bagi kami, oleh karenanya izinkan kami menanyakan beberapa hal terkait laporan ini.

We would like to thank you for reading this Sustainability Report. To improve our report quality and fulfill future expectations, kindly please give input about it. As your opinion matters, allow us to ask you a few questions regarding this report.

No.	Pertanyaan/Question	Ya/Yes	Tidak/No
1.	Laporan ini memberi informasi yang bermanfaat./This report contains useful information.	()	()
2.	Laporan ini mudah dimengerti./This report is easily understood.	()	()
3.	Laporan ini telah mendorong saudara untuk berkontribusi dalam keberlanjutan. This report inspires you to make contribution within the sustainability aspect.	()	()
Seberapa penting/menarik kinerja di bawah ini:/How important/interesting the following performance:		(Skala/Scale 1-10)	
4.	Kinerja Ekonomi/Economic Performance		
5.	Kinerja Sosial/Social Performance		
6.	Kinerja Lingkungan/Environment Performance		
7.	Materi apa yang dirasa perlu ditambahkan/What other kind of information should be included in next report?		
8.	Kontribusi apa yang dirasa perlu ditingkatkan Perseroan/What kind of contribution does the Company need to improve?		
9.	Saran dan masukan lain:/Any other input or advice:		

Profil Pemangku Kepentingan/Stakeholder Profile

- | | | | | |
|---|----------------------------|----------------------------|-------------------------------|--------------------------------|
| () Pemegang Saham/Investor
Shareholder/Investor | () Karyawan
Employee | () Konsumen
Consumer | () Masyarakat
Community | () Pemerintah
Government |
| () Mitra Bisnis
Business Partner | () Media
Media | () LSM
NGOs | () Lain-lain
Others | |

Jenis Kelamin/Gender : _____
 Usia/Age : _____
 Pekerjaan/Job : _____
 Pendidikan Akhir/Latest Education : _____

Terima kasih atas partisipasi Anda. Mohon agar lembar umpan balik ini dikirimkan kembali ke alamat:
 Thank you for your participation. Please return this feedback form to:

PT Mitra Pinasthika Mustika Tbk
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 Jl. H.R. Rasuna Said Kav. B-12, Karet Kuningan
 Jakarta 12940, Indonesia
 Phone: +62 21 2971 0170
 Fax : +62 21 2911 0320
 Email: corsecmpm@mpm-ho.com
 Sekretaris Perusahaan/Corporate Secretary
 ir@mpm-ho.com
 Hubungan Investor/Investor Relations
 corcomm@mpm-ho.com
 Komunikasi Korporat/Corporate Communication
 Website: www.mpmgroup.co.id

MPM juga menyediakan informasi melalui akun media sosial berikut ini:
 MPM also releases information through the following social media accounts:

- | | |
|---|--|
|  | mpmworld |
|  | @mpmgroup |
|  | MPM Group |
|  | MPM Group
(PT Mitra Pinasthika Mustika Tbk) |
|  | @ExperienceMPM |