

Energy for a Sustainable Journey



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Energy for a Sustainable Journey

PT Pertamina Patra Niaga senantiasa berupaya memastikan distribusi energi yang andal, efisien, dan berkelanjutan guna memenuhi kebutuhan masyarakat sekaligus mendorong pertumbuhan ekonomi nasional. Upaya ini dijalankan tanpa mengesampingkan tanggung jawab terhadap keberlanjutan sumber daya energi bagi generasi mendatang. Sepanjang tahun 2024, berbagai inovasi terus kami hadirkan untuk meningkatkan kualitas produk dan layanan. Mulai dari digitalisasi layanan dan optimalisasi rantai pasok hingga pengembangan produk energi hijau seperti Sustainable Aviation Fuel (SAF) dan Pertamax Green 95 sebagai bagian dari dukungan terhadap transisi menuju energi bersih. Selain itu, kami turut memastikan energi tersedia secara merata di seluruh wilayah, mendukung kelangsungan berbagai aktivitas masyarakat dan industri, serta memperkuat fondasi sistem energi yang tangguh dan berkelanjutan bagi Indonesia.

Pertamina Patra Niaga consistently strives to ensure reliable, efficient, and sustainable energy distribution to meet public needs while driving national economic growth. These efforts continue without overlooking our responsibility to safeguard energy resources for future generations. In 2024, we introduced various innovations to enhance the quality of our products and services. These innovations include digitalizing services, optimizing the supply chain, and developing green energy products such as Sustainable Aviation Fuel (SAF) and Pertamax Green 95, to support the transition toward clean energy. Additionally, we ensure equitable access to energy across the regions, to support the continuity of community and industrial activities, while strengthening the foundation of a resilient and sustainable energy system for Indonesia.

Pernyataan Disclaimer

PT Pertamina Patra Niaga, yang selanjutnya dalam laporan ini disebut sebagai "Perusahaan", merupakan entitas Subholding Commercial & Trading di bawah Holding Badan Usaha Milik Negara (BUMN) sektor minyak dan gas. Perusahaan menyampaikan informasi mengenai kinerja keberlanjutan yang mencakup aspek sosial, lingkungan, serta tata kelola dalam Laporan Keberlanjutan yang terintegrasi sebagai bagian dari Laporan Tahunan. Laporan ini mencakup berbagai pernyataan mengenai target, kebijakan, proyeksi, rencana, strategi, dan tujuan Perusahaan yang bersifat prospektif, sebagaimana diatur dalam ketentuan perundang-undangan yang berlaku, dengan pengecualian informasi yang bersifat historis. Pernyataan-pernyataan tersebut mengandung unsur risiko dan ketidakpastian, yang dapat menyebabkan hasil aktual berbeda dari apa yang telah diproyeksikan. Seluruh pernyataan prospektif dalam laporan ini disusun berdasarkan sejumlah asumsi mengenai kondisi saat ini, prediksi kondisi masa depan, serta dinamika lingkungan bisnis. Oleh karena itu, Perusahaan tidak dapat memberikan jaminan bahwa dokumen yang telah disusun akan menghasilkan kinerja sesuai dengan harapan.

PT Pertamina Patra Niaga, hereinafter referred to in this report as the "Company," is an entity under the Subholding Commercial & Trading of the State-Owned Oil and Gas Holding Company. The Company presents information on its sustainability performance covering social, environmental, and governance aspects in the Sustainability Report, as an integral part of the Annual Report. This report includes forward-looking statements regarding the Company's targets, policies, projections, plans, strategies, and objectives, as stipulated by applicable laws and regulations, except for historical information. Such statements contain elements of risk and uncertainty that may cause actual results to differ from those projected. All forward-looking statements in this report are prepared based on a number of assumptions regarding current conditions, future outlook, and business dynamics. Therefore, the Company cannot guarantee that actual performance results will align with those set forth in this document.

Highlight 2 02 4

[B.1, B.2, B.3]



USD1,1

miliar | billion

Laba tahun berjalan
Profit for the year

USD63,91

miliar | billion

Penjualan dan pendapatan
usaha lainnya
Total sales and other
operating revenues

5,6%

Peningkatan penjualan BBM
menjadi 105,05 juta KL
Increase in fuel sales to
105.05 million KL

12

Penghargaan
PROPER EMAS
PROPER Gold
Awards

125,9

juta jam | million hours

Jam kerja selamat
Safe man hours

187.048

jam | hours

Total jam pelatihan dan sertifikasi
pekerja dalam setahun
Total employee training and
certification hours in a year



83,13

Predikat "Baik"
"Good" Predicate

Skor GCG
GCG Score

BBB

Rating MSCI

0

Number of
Accident
(NoA)



28,60%

Bauran energi ramah lingkungan yang dijual dari total penjualan energi

Share of environmentally friendly energy sold from total energy sales



14,2%

Persentase pekerja wanita dibandingkan total keseluruhan pekerja

Female employees as a percentage of total workforce

0,05

Total Recordable Incident Rate (TRIR) lebih rendah dari batas toleransi yang ditetapkan untuk tahun 2024 yaitu 0,11

Total Recordable Incident Rate (TRIR) below the 2024 tolerance threshold of 0.11

Tingkat Kesehatan Perusahaan dinilai "aa+(idn)" dan "AAA(idn) (Stable)" dengan kategori "Sangat Sehat"

Corporate soundness ratings "aa+(idn)" and "AAA(idn) (Stable)", categorized as "Very Healthy"



507

Desa Binaan di 32 Provinsi

Fostered Villages across 32 Provinces

Pelaksanaan program pengembangan dan pelibatan masyarakat

Implementation of community development and engagement programs

>19.000

individu | **individuals**

Penerima manfaat langsung dan tidak langsung program pengembangan dan pelibatan masyarakat

Direct and indirect beneficiaries of community development and engagement program

PERTAMINA

Penghargaan

ACHIEVEMENTS

Global CSR & ESG Summit Award

1. Best Environmental Excellence
2. Best Community Programme

Pemberi Penghargaan | Award-giving Body
The Pinnacle Group International



The International CSR Excellence Award 2024

1. CSR Report
2. Climate Change
3. Waste Management
4. Initiatives
5. Community Commitment
6. Equal Opportunities

Pemberi Penghargaan | Award-giving Body
The World CSR Day



TJSL & CSR Award 2024

1. Pilar Ekonomi
2. Pilar Lingkungan
3. Pilar Sosial

Pemberi Penghargaan | Award-giving Body
BUMN Track



Patra Nirbhaya Karya Utama

Penghargaan dalam menjaga Standar Keselamatan Kerja di Sektor Minyak dan Gas

Recognition for maintaining Occupational Safety Standards in the Oil and Gas Sector

Pemberi Penghargaan | Award-giving Body

Menteri Energi dan Sumber Daya Mineral Republik Indonesia

Minister of Energy and Mineral Resources of the Republic of Indonesia



Asia Customer Experience Indonesia 2024

Excellence in Technology Implementation

Pemberi Penghargaan | Award-giving Body

Asia Symposium

PESAN DIREKSI [D.1][2-22]

MESSAGE FROM THE BOARD OF DIRECTORS

Mars Ega Legowo Putra

Direktur Utama
President Director



Pemangku kepentingan yang terhormat,

Dear Stakeholders,

Keberlanjutan bagi PT Pertamina Patra Niaga berarti menjalankan bisnis secara bertanggung jawab dengan menjaga keseimbangan antara pertumbuhan ekonomi, perlindungan lingkungan, dan pemberdayaan sosial. Oleh karena itu, Perusahaan menerapkan praktik bisnis yang ramah lingkungan, mendukung pemberdayaan masyarakat, serta memastikan transparansi dan akuntabilitas dalam pengelolaan aktivitas bisnis. Melalui inovasi dan kolaborasi, kami berperan aktif dalam mendukung transisi energi nasional dan mewujudkan masa depan yang lebih bersih dan berkelanjutan.

For PT Pertamina Patra Niaga, sustainability means conducting business responsibly by maintaining a balance between economic growth, environmental protection, and social empowerment. Accordingly, the Company implements environmentally friendly business practices, supports community empowerment, and ensures transparency and accountability in managing business activities. Through innovation and collaboration, we play an active role in supporting the national energy transition and realizing a cleaner and more sustainable future.

Strategi dan Kebijakan untuk Merespons Tantangan Keberlanjutan

Direksi menyadari bahwa tantangan keberlanjutan yang dihadapi Perusahaan menuntut pendekatan strategis yang menyeluruh. Oleh karena itu, PT Pertamina Patra Niaga mengimplementasikan kebijakan yang mengintegrasikan aspek lingkungan, sosial, dan tata kelola (LST) dalam seluruh lini bisnis. Selain itu, Perusahaan berkomitmen untuk memperkuat tata kelola yang transparan dan akuntabel sebagai fondasi keberlanjutan.

Strategy and Policies in Responding to Sustainability Challenges

The Board of Directors recognizes that the sustainability challenges faced by the Company require a comprehensive strategic approach. Therefore, PT Pertamina Patra Niaga implements policies that integrate environmental, social, and governance (ESG) aspects across all business lines. In addition, the Company is committed to strengthening transparent and accountable governance as the foundation of sustainability.

Perusahaan menghadapi berbagai tantangan sepanjang 2024, di antaranya persiapan implementasi program B40, yaitu bahan bakar solar dengan kandungan nabati 40%, yang membutuhkan peningkatan kapabilitas infrastruktur

Throughout 2024, the Company faced various challenges, including preparations for the implementation of the B40 program diesel fuel with 40% bio-based content which requires enhancement of infrastructure and operational capabilities. In addition, the Company

dan operasional. Di samping itu, Perusahaan dihadapkan oleh tantangan lain dalam menyalurkan BBM bersubsidi ke seluruh wilayah Indonesia, termasuk daerah 3T, yang seringkali terkendala oleh kondisi geografis dan cuaca ekstrem. Untuk mengatasi hal ini, Perusahaan bekerja sama dengan BMKG guna memastikan kelancaran proses distribusi.

Risiko-risiko yang berkaitan dengan LST sepanjang periode pelaporan diidentifikasi, dianalisis, dan dievaluasi serta direncanakan mitigasinya. Sistem Enterprise Risk Management (ERM) yang diterapkan juga menyesuaikan dengan dinamika perubahan lingkungan bisnis, baik dari dalam maupun luar. Risiko utama yang menjadi perhatian adalah dampak pencemaran lingkungan dan perubahan iklim akibat aktivitas operasional Perusahaan. Untuk mengurangi risiko tersebut, Perusahaan fokus pada peningkatan keunggulan operasional dan penerapan strategi dekarbonisasi guna menurunkan emisi gas rumah kaca.

Direksi secara aktif mengawasi dan mengevaluasi implementasi strategi keberlanjutan untuk menghadapi tantangan dan memitigasi risiko LST, sekaligus mengoptimalkan peluang, seperti pengembangan teknologi efisiensi, inovasi produk ramah lingkungan, dan kolaborasi dengan pemangku kepentingan. Proses pengawasan dilakukan melalui rapat internal Direksi, rapat gabungan dengan Dewan Komisaris, serta rapat bersama Direksi dan Dewan Komisaris Pertamina. Evaluasi capaian kinerja berdasarkan target Rencana Kerja dan Anggaran Perusahaan (RKAP) dilakukan secara bulanan dan triwulanan, termasuk pembahasan mitigasi risiko LST, penanganan insiden besar selama 2024, dan pelaksanaan strategi untuk mencapai target lainnya. Seluruh kinerja dan pencapaian indikator utama (KPI) secara berkala dilaporkan kepada Pertamina sebagai bagian dari tata kelola perusahaan.

Kinerja Keberlanjutan 2024

Kinerja keberlanjutan yang meliputi aspek lingkungan, sosial, dan tata kelola telah diukur secara komprehensif sepanjang 2024. Pengelolaan aspek LST juga telah dinilai oleh lembaga pemeringkat MSCI ESG Research LLC dengan nilai akhir 'BBB'. Nilai ini mencerminkan upaya PT Pertamina Patra Niaga untuk terus meningkatkan praktik keberlanjutan.

encountered challenges in distributing subsidized fuel across Indonesia, including outermost, frontier and underdeveloped regions (3T areas), which often constrained by geographical conditions and extreme weather. To address this, the Company collaborated with the Meteorology, Climatology, and Geophysics Agency (BMKG) to ensure smooth distribution processes.

Sustainability-related risks during the reporting period were identified, analyzed, evaluated, and planned for mitigation. The Enterprise Risk Management (ERM) system implemented by the Company is also adjusted in line with the dynamics of internal and external business environments. Key risks of concern include environmental pollution and climate change impacts resulting from operational activities. To mitigate these risks, the Company focuses on enhancing operational excellence and implementing decarbonization strategies to reduce greenhouse gas emissions.

The Board of Directors actively oversees and evaluates the sustainability strategy implementation to address challenges and mitigate ESG risks while optimizing opportunities such as developing efficiency technologies, innovating environmentally friendly products, and fostering stakeholder collaboration. Oversight is carried out through internal Board of Directors meetings, joint meetings with the Board of Commissioners, as well as combined meetings between the Boards of Pertamina. Performance evaluations against the Company's Work Plan and Budget (RKAP) targets are conducted on a monthly and quarterly basis, covering discussions on ESG risk mitigation, handling of major incidents during 2024, and execution of strategies to achieve other targets. All performance outcomes and key performance indicators (KPI) achievements are periodically reported to Pertamina as part of corporate governance.

2024 Sustainability Performance

The Company's sustainability performance, covering environmental, social, and governance (ESG) aspects, was comprehensively measured throughout 2024. ESG management was also assessed by MSCI ESG Research LLC, with PT Pertamina Patra Niaga receiving a final rating of 'BBB', reflecting the Company's continuous efforts to enhance sustainability practices.

Capaian Kinerja Lingkungan

Konsistensi dalam pengelolaan lingkungan tercermin dari adanya pencapaian 12 PROPER Emas, 61 PROPER Hijau, dan 37 PROPER Biru yang diberikan oleh Kementerian Lingkungan Hidup dan Kehutanan. Hasil ini menunjukkan bahwa seluruh lokasi operasional Perusahaan telah mematuhi peraturan lingkungan dan kegiatan pemberdayaan masyarakat dilakukan dengan baik.

Pada 2024, konsumsi energi total tercatat sebesar 4.115.018,60 GJ. Dari angka tersebut, kontribusi energi terbarukan dari panel surya dengan kapasitas 3,65 MWp menghasilkan energi listrik 2.956.500 kWh atau setara 10.643,40 GJ. Selain itu, upaya efisiensi energi yang dilakukan Perusahaan pada 2024 menghasilkan penghematan listrik sebesar 7.721.007 kWh dan BBM *own use* sebesar 166,39 kL, setara dengan 33.842,18 GJ. Capaian ini merupakan hasil dari berbagai upaya efisiensi, antara lain melalui implementasi PLTS di lokasi kerja dan SPBU, penerapan DGO/PADMA, inovasi dalam program PROPER, serta inisiatif pengurangan emisi cakupan 1 dan 2. Inisiatif ini berdampak pada penurunan emisi gas rumah kaca (GRK) sebesar 7.092,05 ton CO₂e. Secara keseluruhan, total emisi GRK cakupan 1 dan cakupan 2 Perusahaan pada periode pelaporan tercatat sebesar 299.083,18 ton CO₂e. Sementara itu, emisi GRK cakupan 3 mencapai 174.417.518 ton CO₂e.

Terkait pengelolaan limbah, total timbunan limbah B3 mencapai 3.880,84 ton dan limbah non-B3 sebesar 1.253,33 ton. Perusahaan juga mengelola limbah padat secara bertanggung jawab dengan menerapkan prinsip waste circulation sekaligus mengintegrasikan konsep *Reduce, Reuse, Recycle* (3R). Pada tahun pelaporan, 296,42 ton limbah non-B3 diproses 3R. Pengelolaan limbah B3 meliputi 187,86 ton yang didaur ulang sebagai alternatif material; 2.538,79 ton dimanfaatkan sebagai Alternatif *fuel* untuk bahan bakar; 720,75 ton ditangani melalui *treatment* lanjutan termasuk insinerasi; dan 309,32 ton melalui *landfill*. Melalui pendekatan ini, limbah tidak berhenti sebagai sisa buangan, melainkan diarahkan untuk kembali masuk ke dalam siklus pemanfaatan. Selain itu, pengambilan dan konsumsi air tercatat sebesar 615.196,57 m³. Perusahaan beroperasi di lokasi yang tidak termasuk wilayah dengan keanekaragaman hayati tinggi dan hingga kini tidak ada pengaduan pelanggaran lingkungan.

Environmental Performance

Consistency in environmental management was demonstrated through the achievement of 12 Gold PROPER, 61 Green PROPER, and 37 Blue PROPER awards granted by the Ministry of Environment and Forestry. These results indicate that all Company operational sites have complied with environmental regulations while effectively implementing community empowerment programs.

In 2024, total energy consumption reached 4,115,018.60 GJ. Of this, renewable energy from solar panels with an installed capacity of 3.65 MWp generated 2,956,500 kWh, equivalent to 10,643.40 GJ. In addition, the Company's energy efficiency initiatives resulted in electricity savings of 7,721,007 kWh and own-use fuel savings of 166.39 kL, equivalent to 33,842.18 GJ. This achievement is the result of various efficiency efforts, including the implementation of solar power plants at work sites and gas stations, the application of DGO/PADMA, innovations in the PROPER program, and initiatives to reduce scope 1 and 2 emissions. These initiatives contributed to a reduction of 7,092.05 tons CO₂e in greenhouse gas (GHG) emissions. Overall, the Company's total GHG emissions scope 1 and 2 during the reporting period amounted to 299,083.18 tons CO₂e. Meanwhile, scope 3 GHG emissions reached 174,417,518 ton CO₂e.

Regarding waste management, total hazardous waste (B3) generation reached 3,880.84 tons and non-hazardous waste amounted to 1,253.33 tons. The Company manages solid waste responsibly by applying waste circulation principles and integrating the Reduce, Reuse, Recycle (3R) concept. In 2024, a total of 296.42 tons of non-hazardous waste were processed through 3R. Hazardous waste management included 187.86 tons recycled into alternative materials; 2,538.79 tons utilized as Alternative fuel for fuel; 720.75 tons treated through advanced methods including incineration; and 309.32 tons disposed of to the landfill. Through this approach, waste is not regarded merely as residual waste but is directed back into utilization cycles. Furthermore, total water withdrawal and consumption reached 615,196.57 m³. The Company's does not operate in areas categorized as high-biodiversity zones, and up to the end of reporting period, there were no recorded environmental violations or complaints.

Capaian Kinerja Sosial

PT Pertamina Patra Niaga mengelola dan menerapkan Sistem Manajemen Keselamatan dan Kesehatan Kerja (SMK3) serta memastikan penerapan *contractor safety management system* (CSMS) oleh vendor. Pada 2024, Perusahaan berhasil mencapai *total recordable incident rate* (TRIR) sebesar 0,05, dengan total jam kerja selamat mencapai 125,9 juta jam dan tanpa kecelakaan fatal. Adapun manajemen integritas aset menjadi prioritas melalui pemantauan minimal 12 kali per tahun dan penerapan teknologi informasi seperti SAP Modul Preventive Maintenance untuk pengawasan *real-time*, guna meningkatkan keandalan, keselamatan, dan efisiensi operasional secara berkelanjutan.

Dari sisi sumber daya manusia, Perusahaan mendorong kesetaraan gender dan meningkatkan inklusivitas bagi pekerja disabilitas. Saat ini, pekerja perempuan mencapai 14,2% dari total tenaga kerja, dengan 40 perempuan menduduki posisi manajerial, termasuk 1 Direktur dan beberapa Vice President serta Manajer. Dalam rangka pengembangan kompetensi, Perusahaan menyelenggarakan pelatihan dan sertifikasi selama 187.048 jam yang diikuti oleh 3.757 pekerja, dengan rata-rata 68 jam pelatihan per pekerja per tahun. Kesempatan pengembangan karier juga terbuka secara luas, berdasarkan hasil penilaian kinerja yang melibatkan 100% pekerja. Pada 2024, sebanyak 1.030 karyawan menerima promosi jabatan, dengan komposisi 87% laki-laki dan 13% perempuan.

Perusahaan terus mendorong inklusivitas melalui program-program seperti Komunitas Pertiwi yang mendukung pengembangan pekerja perempuan, serta menyediakan lingkungan kerja yang aman dan layak bagi pekerja disabilitas. Hingga akhir periode pelaporan, terdapat 12 pekerja disabilitas sebagai tenaga alih daya yang aktif berkontribusi dalam operasional Perusahaan, mencerminkan keberagaman dan inklusi di tempat kerja.

Pada aspek sosial masyarakat, Perusahaan memberikan kontribusi sosial melalui berbagai program pelibatan dan pemberdayaan komunitas (CID) serta bantuan sosial. Sepanjang 2024, lebih dari 19.000 orang di 507 Desa Binaan merasakan manfaat dari inisiatif seperti perbaikan lahan konservasi flora/ penanaman pohon, peningkatan pendapatan kelompok masyarakat desa dari program pemberdayaan ekonomi dan pembinaan kepada masyarakat desa terkait pemanfaatan energi terbarukan secara mandiri dan berkelanjutan yang turut mendukung

Social Performance

PT Pertamina Patra Niaga implements and manages an Occupational Health and Safety Management System (OHSMS) and ensures the application of the Contractor Safety Management System (CSMS) by vendors. In 2024, the Company's Total Recordable Incident Rate (TRIR) reached 0.05, with a total of 125.9 million safe man-hours and zero fatal accidents. Asset integrity management remained a priority, with monitoring conducted at least 12 times per year, supported by information technology such as the SAP Preventive Maintenance Module for real-time monitoring to improve reliability, safety, and operational efficiency.

In human capital aspect, the Company promotes gender equality and inclusivity for employees with disabilities. Women currently account for 14.2% of the total workforce, with 40 women holding managerial positions, including one Director as well as several Vice Presidents and Managers. For competency development, the Company organized training and certification programs of 187,048 training hours, involving 3,757 employees, with an average of 68 training hours per employee per year. Career development opportunities are widely accessible, supported by a performance appraisal system covering 100% of employees. In 2024, a total of 1,030 employees received promotions, consisting of 87% men and 13% women.

The Company continues to foster inclusivity through programs such as Komunitas Pertiwi, which supports the advancement of female employees, while also providing a safe and decent work environment for employees with disabilities. By the end of the reporting period, there were 12 employees with disabilities serving as outsourced personnel, actively contributing to the Company's operations demonstrating diversity and inclusion in the workplace.

In the community aspect, the Company contributed through various Community Involvement and Development (CID) programs as well as social assistance initiatives. Throughout 2024, more than 19,000 people in 507 fostered villages benefited from initiatives such as flora conservation and tree planting, improvement of rural community income through economic empowerment programs, and training on the independent and sustainable use of renewable energy all of which support the achievement of the Sustainable

pencapaian Tujuan Pembangunan Berkelanjutan (TPB). Untuk memastikan dampak yang optimal, Perusahaan juga melakukan evaluasi menggunakan metode *social return on investment* (SROI) sebagai bagian dari proses monitoring dan penilaian program secara menyeluruh.

Capaian Kinerja Operasional

Perusahaan mencatat volume penjualan BBM sebesar 105 juta KL, atau 101,47% dari target RKAP, meningkat 5,6% dibandingkan tahun sebelumnya yang mencapai 99,46 juta KL. Dari total tersebut, 28,60% atau 30 juta KL merupakan produk ramah lingkungan seperti SAF, Hydrotreated Vegetable Oil (HVO), Biosolar, dan Pertamina Green 95, dengan penjualan produk ini naik 2,6% dari tahun sebelumnya dan melampaui target. Produk energi ramah lingkungan ini dirancang untuk mengurangi emisi gas buang, sehingga mendukung pencapaian *net zero emission* (NZE) pemerintah. Penjualan dan pendapatan usaha lainnya mencapai USD63,91 miliar, naik 0,05% dari USD63,88 miliar tahun sebelumnya, atau 93,28% dari target. Perusahaan juga berhasil membukukan laba bersih sebesar USD1,1 miliar, mencapai 103,16% dari target, dan EBITDA positif sebesar USD2 miliar, atau 121,14% dari target.

Strategi Pencapaian Target Kinerja Keberlanjutan

PT Pertamina Patra Niaga mengedepankan strategi yang berfokus pada peningkatan efisiensi operasional dan optimalisasi rantai pasok. Perusahaan senantiasa memperkuat sinergi antar unit bisnis, serta memperluas jaringan distribusi untuk memastikan ketersediaan produk yang andal dan tepat waktu. Selain itu, digitalisasi proses bisnis dan pemanfaatan teknologi mutakhir diimplementasikan secara bertahap guna meningkatkan produktivitas dan daya saing di pasar yang semakin dinamis.

Sejalan dengan komitmen terhadap keberlanjutan, strategi perusahaan juga menitikberatkan pada penerapan praktik bisnis yang ramah lingkungan dan bertanggung jawab sosial, dengan berpedoman pada Kebijakan Keberlanjutan. Di samping itu, penguatan monitoring dan evaluasi terhadap pengelolaan aspek LST serta pengukuran kinerja keberlanjutan terus dilakukan secara intensif.

Development Goals (SDGs). To ensure optimal impact, the Company also conducted evaluations using the Social Return on Investment (SROI) methodology as part of a comprehensive monitoring and program assessment process.

Operational Performance Achievements

The Company recorded a fuel sales volume of 105 million kl, equivalent to 101.47% of the Work Plan and Budget (RKAP) target, a 5.6% increase from 99.46 million kl in the previous year. Of this total, 28.60% or 30 million kl comprised environmentally friendly products such as Sustainable Aviation Fuel (SAF), Hydrotreated Vegetable Oil (HVO), Biodiesel, and Pertamina Green 95. Sales of these products increased by 2.6% compared to the prior year and exceeded the target. These low-emission products are designed to reduce exhaust emissions, thereby supporting the government's net zero emission (NZE) agenda. Total sales and other business revenues reached USD 63.91 billion, up 0.05% from USD 63.88 billion in the previous year, or 93.28% of the target. The Company also successfully booked a net profit of USD 1.1 billion, achieving 103.16% of the target, with a positive EBITDA of USD 2 billion, equivalent to 121.14% of the target.

Strategy to Achieve Sustainability Performance Targets

PT Pertamina Patra Niaga emphasizes strategies focused on enhancing operational efficiency and optimizing the supply chain. The Company continuously strengthens synergies among business units and expands its distribution network to ensure reliable and timely product availability. In addition, the gradual digitalization of business processes and adoption of advanced technologies are implemented to improve productivity and competitiveness in an increasingly dynamic market.

Aligned with its commitment to sustainability, the Company's strategy also prioritizes environmentally friendly and socially responsible business practices guided by the Sustainability Policy. Furthermore, monitoring and evaluation of ESG management and sustainability performance measurement are continuously intensified.

Prospek Usaha

Perusahaan memandang prospek usaha dengan optimisme berdasarkan pada adanya dukungan kebijakan nasional yang mendorong transisi energi menuju nol bersih. Kami meyakini adanya peluang dalam memperluas portofolio produk ramah lingkungan, meski saat ini diperkirakan dalam beberapa tahun mendatang permintaan migas masih tetap tinggi. Untuk itu, Perusahaan berupaya memastikan ketersediaan energi hingga ke pelosok negeri melalui infrastruktur terintegrasi sembari meningkatkan kapasitas dalam mendukung target nol bersih melalui inovasi teknologi hijau.

Di 2024, Perusahaan meluncurkan *Sustainable Aviation Fuel* (SAF) yang merupakan produk avtur ramah lingkungan tersertifikasi internasional. Di samping itu, Perusahaan memperkuat infrastruktur energi terbarukan, termasuk pengembangan Green Energy Station dan EV *Charging Station* maupun *Swapping Station*. Perusahaan juga mulai memfasilitasi pembelian kredit karbon maskapai nasional dalam rangka mendukung penerbangan netral karbon. Selain itu, peningkatan efisiensi operasional dan pengelolaan risiko yang terintegrasi menjadi fokus utama untuk menjaga daya saing di tengah dinamika pasar energi global. Melalui kolaborasi strategis dengan berbagai pemangku kepentingan dan penerapan praktik bisnis berkelanjutan, PT Pertamina Patra Niaga siap menghadapi tantangan dan memanfaatkan peluang untuk pertumbuhan jangka panjang perusahaan.

Apresiasi

Perjalanan keberlanjutan PT Pertamina Patra Niaga tidak terlepas dari dukungan seluruh pemangku kepentingan. Untuk itu, kami mengucapkan terima kasih atas dukungan dan kerja sama yang baik sehingga kinerja Perusahaan dapat berjalan optimal. Perusahaan juga menyampaikan penghargaan yang setinggi-tingginya kepada pekerja dan jajaran manajemen atas semangat dan dedikasi sepanjang 2024. Akhir kata, dengan langkah pasti, PT Pertamina Patra Niaga berharap dapat terus mendukung aktivitas berbagai sektor industri sekaligus turut membangun fondasi energi yang lebih berkelanjutan bagi Indonesia.

Business Outlook

The Company is optimistic about its business outlook, supported by national policies that promote the energy transition towards net zero. We recognize opportunities to expand the portfolio of environmentally friendly products, while acknowledging that demand for oil and gas is expected to remain high in the coming years. Accordingly, the Company strives to ensure nationwide energy availability through an integrated infrastructure while enhancing capacity to support net zero targets through green technology innovation.

In 2024, the Company launched Sustainable Aviation Fuel (SAF), an internationally certified eco-friendly aviation fuel product. In addition, the Company strengthened renewable energy infrastructure, including the development of Green Energy Stations, EV Charging Stations, and Swapping Stations. The Company also began facilitating the purchase of carbon credits by national airlines in support of carbon-neutral aviation. Furthermore, improving operational efficiency and integrated risk management remain the key focus areas to maintain competitiveness amid global energy market dynamics. Through strategic collaboration with stakeholders and the implementation of sustainable business practices, PT Pertamina Patra Niaga is prepared to face challenges and seize opportunities for the Company's long-term growth.

Appreciation

PT Pertamina Patra Niaga's sustainability journey cannot be separated from the support of all stakeholders. Therefore, we would like express our sincere gratitude for the the support and excellent cooperation that has enabled the Company to deliver optimal performance. The Company also extends the highest appreciation to employees and management for their spirit and dedication throughout 2024. Moving forward, PT Pertamina Patra Niaga wishes to continue supporting the work of various industrial sectors while building a more sustainable energy foundation for Indonesia.

Jakarta, Oktober | October 2025

Atas Nama PT Pertamina Patra Niaga | On behalf of PT Pertamina Patra Niaga



Mars Ega Legowo Putra
Direktur Utama
President Director

STRATEGI KEBERLANJUTAN

SUSTAINABILITY STRATEGY

Kebijakan dan Strategi [A.1, 2-22, 2-23, 2-24]

Policy and Strategy

PT Pertamina Patra Niaga bersama seluruh entitas anak di bawah Subholding Commercial & Trading menerapkan prinsip-prinsip keberlanjutan berdasarkan Kebijakan Keberlanjutan yang telah berlaku sejak 2023. Kebijakan ini dirancang untuk memastikan kepatuhan terhadap regulasi sekaligus memperkuat komitmen dalam menciptakan nilai jangka panjang bagi para pemangku kepentingan melalui pengembangan praktik bisnis berkelanjutan di seluruh rantai nilai. Kebijakan Keberlanjutan juga berfungsi sebagai panduan dalam mengintegrasikan aspek lingkungan, sosial, dan tata kelola (LST), serta ekonomi ke dalam strategi dan aktivitas Perusahaan guna mendukung pencapaian Tujuan Pembangunan Berkelanjutan (TPB).

PT Pertamina Patra Niaga, together with all its subsidiaries under the Subholding Commercial & Trading, implements sustainability principles based on the Sustainability Policy that has been in effect since 2023. This policy is designed to ensure regulatory compliance while strengthening the Company's commitment to creating long-term value for stakeholders through the development of sustainable business practices across the value chain. The Sustainability Policy also serves as a guideline for integrating environmental, social, governance (ESG), and economic aspects into the Company's strategies and activities in support of the Sustainable Development Goals (SDGs).



Dalam mendukung kebijakan tersebut, Perusahaan menyusun Strategi Keberlanjutan yang merujuk pada Rencana Jangka Panjang Perusahaan (RJPP) 2020–2024. Strategi ini disusun sebagai respons terhadap dinamika isu-isu ekonomi dan LST baik yang berupa tantangan maupun peluang. Seluruh kebijakan dan strategi yang diterapkan mengacu pada berbagai standar dan inisiatif global, seperti ISO 26000 Guidance on Social Responsibility, AA1000 Stakeholder Engagement, UN Guiding Principles on Business and Human Rights, serta TPB. Perusahaan juga telah mengadopsi Rencana Aksi Net Zero Emission (NZE) yang diselaraskan dengan target nasional mencapai netralitas emisi karbon pada tahun 2060. Rencana ini dikembangkan dari milik PT Pertamina (Persero), dan disesuaikan dengan karakteristik operasional PT Pertamina Patra Niaga.

To support this policy, the Company has developed a Sustainability Strategy aligned with the Corporate Long-Term Plan (RJPP) 2020–2024. This strategy was formulated in response to the challenges and opportunities of economic and ESG-related issues. All policies and strategies refer to various global standards and initiatives, including ISO 26000 Guidance on Social Responsibility, AA1000 Stakeholder Engagement, the UN Guiding Principles on Business and Human Rights, and the SDGs. The Company has also adopted a Net Zero Emission (NZE) Action Plan aligned with Indonesia's national target of achieving carbon neutrality by 2060. This plan was adopted from PT Pertamina (Persero)'s action plan and further tailored to the operational characteristics of PT Pertamina Patra Niaga.

Dukungan pada Pencapaian Tujuan Pembangunan Berkelanjutan

Supporting the Achievement of Sustainable Development Goals



TUJUAN 4.4

Pada tahun 2030, meningkatkan secara signifikan jumlah pemuda dan orang dewasa yang memiliki keterampilan yang relevan, termasuk keterampilan teknik dan kejuruan, untuk pekerjaan yang layak dan kewirausahaan.

By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.

Realisasi Target dan Kontribusi

Target Realization and Contribution

Perusahaan menjalankan program CID unggulan yang berfokus pada peningkatan keterampilan dan pemberdayaan masyarakat.

The Company implements flagship CID programs focused on skill development and community empowerment.

Rp60,55 miliar | billion

Anggaran

Budget

➤ **19.000** individu | individuals

Jumlah Penerima Manfaat

Beneficiaries



TUJUAN 7.2.1

Pada tahun 2030, meningkat secara substansial pangsa energi terbarukan dalam bauran energi global.

By 2030, substantially increase the share of renewable energy in the global energy mix.

Realisasi Target dan Kontribusi

Target Realization and Contribution

Perusahaan memanfaatkan energi terbarukan melalui pemasangan PLTS di berbagai lokasi serta menghadirkan produk ramah lingkungan yang mendukung efisiensi energi dan pengurangan emisi.

The Company promotes renewable energy utilization through the installation of solar power plants (PLTS) in various locations and provides environmentally friendly products that support energy efficiency and emission reduction.

3.649,95 kWp

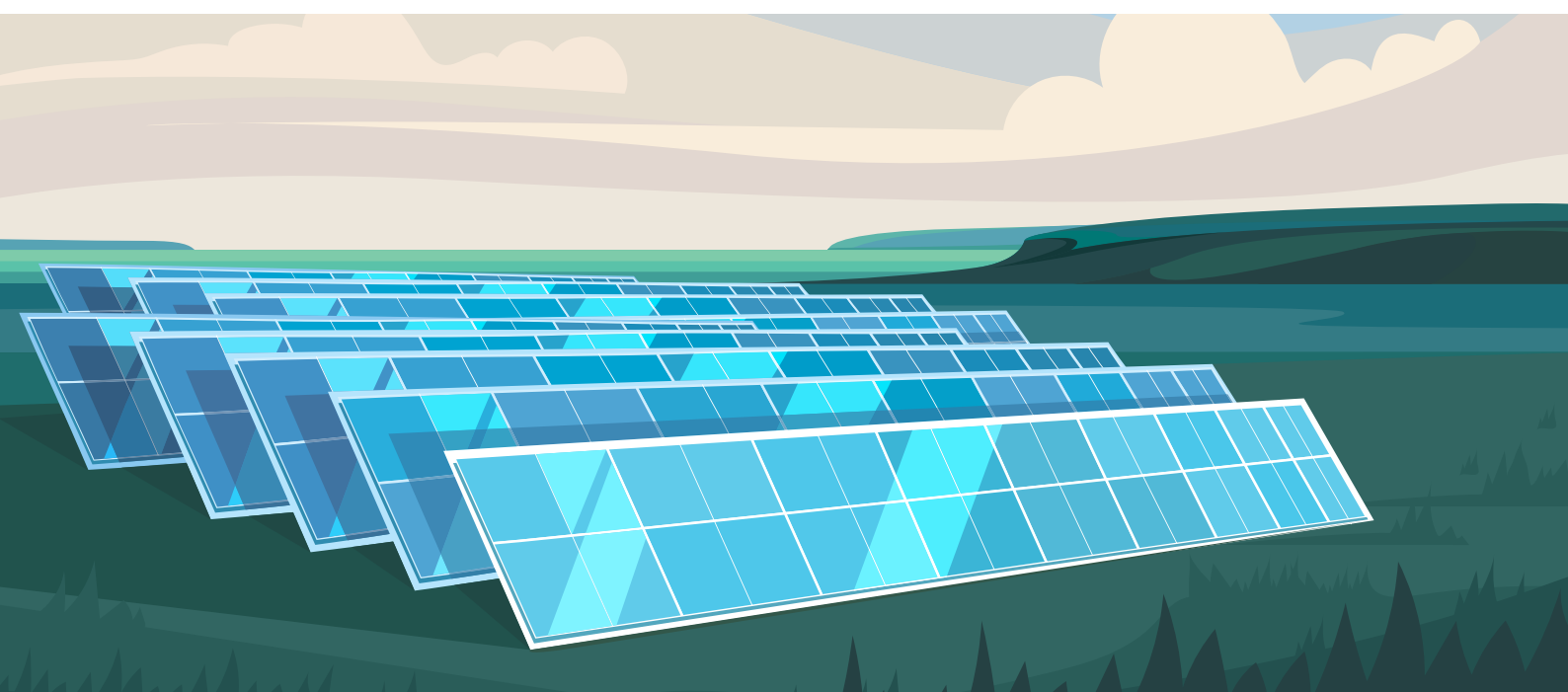
Kapasitas | Total capacity

Pemasangan sel surya di **35 lokasi kerja** dan **422 SPBU**

Solar panel installation at **35 work sites** and **422 gas stations**

Volume penjualan produk ramah lingkungan Pertamina Green 95, Sustainable Aviation Fuel (SAF), Hydrotreated Vegetable Oil (HVO), dan Biosolar mencapai **30 juta KL**

Sales volume of eco-friendly products, such as Pertamina Green 95, Sustainable Aviation Fuel (SAF), Hydrotreated Vegetable Oil/HVO, and Biosolar reached **30 million KL**





TUJUAN 8.1

Menjaga pertumbuhan ekonomi per kapita sesuai dengan kondisi nasional dan setidaknya 7% pertumbuhan produk domestik bruto per tahun di negara berkembang.

Sustain per capita economic growth in accordance with national circumstances and in particular at least 7% per annum GDP growth in the least developed countries.

Realisasi Target dan Kontribusi

Target Realization and Contribution

Perusahaan menyalurkan produk energi guna mendukung pemenuhan kebutuhan masyarakat serta menunjang pertumbuhan kegiatan perekonomian di Indonesia.

The Company distributes energy products to meet public needs and support Indonesia's economic growth.

47,69 juta million KL

Penyaluran BBM PSO
PSO fuel distribution

32,79 juta million KL

Penyaluran BBM Non-PSO
Non-PSO fuel distribution

14,68 juta million KL

Penyaluran LPG PSO
PSO fuel distribution

0,99 juta million KL

Penyaluran LPG Non-PSO
Non-PSO LPG distribution



TUJUAN 8.8

Melindungi hak-hak tenaga kerja dan mempromosikan lingkungan kerja yang aman dan terjamin bagi semua pekerja, termasuk pekerja migran, khususnya pekerja migran perempuan dan mereka yang bekerja dalam pekerjaan berbahaya. Protect labor rights and promote safe and secure working environments of all workers, including migrant workers, particularly women migrants, and those in precarious employment.

Realisasi Target dan Kontribusi

Target Realization and Contribution

Perusahaan menjaga lingkungan kerja yang aman, selamat, serta menghormati seluruh pekerja dan pemangku kepentingan.

The Company maintains a safe and secure workplace, respecting all employees and stakeholders.

0,05

TRIR

2

LTI

0

NOA



125,9

juta jam | million hours

Total jam kerja selamat

Total safe working hours



TUJUAN 12.2

Pada tahun 2030, mencapai manajemen pengelolaan berkelanjutan dan pemanfaatan sumber daya alam secara efisien.
By 2030 achieve sustainable management and efficient use of natural resources.

Realisasi Target dan Kontribusi Target Realization and Contribution

Perusahaan menjalankan berbagai program untuk pengurangan energi dan emisi GRK, di antaranya penggunaan mobil tangki berbahan bakar biosolar, pengoptimalan rute distribusi mobil tangki dan kapal, pemakaian lampu LED dengan sensor cahaya dan gerak, serta pemanfaatan cahaya matahari pada siang hari. Efisiensi juga dicapai dengan AC hemat energi yang diatur waktunya, pengoperasian pompa sesuai kebutuhan menggunakan *Variable Speed Driver* (VSD) dan *Variable Frequency Driver* (VFD), pengembangan New Gantry System, dan penguatan digitalisasi proses operasional.

The Company carries out various programs to reduce energy use and GHG emissions, including the use of biosolar-fueled tank trucks, optimization of distribution routes for tank trucks and vessels, installation of LED lights with sensors, and maximizing natural daylight. Further efficiency is achieved through energy-saving air conditioners, optimized pump operations using Variable Speed Driver (VSD) and Variable Frequency Driver (VFD), development of a New Gantry System, and operational digitalization.

2.726,65
ton | tons
limbah B3
dimanfaatkan kembali
melalui alternatif
material dan alternatif
fuel
hazardous waste
(B3) reused through
alternative materials
and alternative fuels

TUJUAN 12.5

Pada tahun 2030, secara substansial mengurangi produksi limbah melalui pencegahan, pengurangan, daur ulang dan penggunaan kembali.
By 2030, substantially reduce waste generation through prevention, reduction, recycling, and reuse.

Realisasi Target dan Kontribusi Target Realization and Contribution

Perusahaan mengelola limbah B3 melalui pihak ketiga berizin serta mengelola limbah non-B3 dengan menerapkan prinsip *reduce, reuse, recycle* (3R).

The Company manages hazardous waste (B3) through licensed third parties and applies the reduce, reuse, recycle (3R) principle in managing non-hazardous waste.



88%

Limbah B3 dimanfaatkan kembali sebagai bahan baku alternatif, bahan bakar alternatif, maupun metode pengolahan lain, sementara sisanya ditangani melalui landfill

Hazardous waste (B3) were managed by licensed third parties, with 70% reused as alternative raw materials, alternative fuels, or through other treatment methods, while the remainder was disposed of in landfills

24%

Limbah non-B3 dikelola melalui prinsip *reduce, reuse, dan recycle* (3R). Sementara sisanya diserahkan kepada pihak ketiga untuk pengelolaan lebih lanjut

Non-hazardous waste (non-B3), of which 24% was managed under 3R principles, while the rest was handed over to third parties for further processing



TUJUAN 13.2

Mengintegrasikan tindakan antisipasi perubahan iklim ke dalam kebijakan, strategi dan perencanaan nasional.
Integrate climate change measures into national policies, strategies, and planning.

Realisasi Target dan Kontribusi

Target Realization and Contribution

Perusahaan menetapkan peta jalan menuju *net zero*, menjalankan berbagai inisiatif dekarbonisasi, serta mengembangkan dan memasarkan produk ramah lingkungan.
The Company has established a net zero roadmap, carried out various decarbonization initiatives, and developed and marketed eco-friendly products.

3.649,95

kWp

Total Kapasitas

Total capacity

Pemasangan sel surya di **35 lokasi kerja** dan **422 SPBU**
Solar panel installation at **35 work sites** and **422 gas stations**

Volume penjualan produk ramah lingkungan Pertamina Green 95, Sustainable Aviation Fuel (SAF), Hydrotreated Vegetable Oil (HVO), dan Biosolar mencapai **30 juta KL**

Sales volume of eco-friendly products, such as Pertamina Green 95, Sustainable Aviation Fuel (SAF), Hydrotreated Vegetable Oil/HVO, and Biosolar reached **30 million KL**



TUJUAN 16.5

Secara substansial mengurangi korupsi dan penyuapan dalam segala bentuknya.
Substantially reduce corruption and bribery in all its forms.

Realisasi Target dan Kontribusi

Target Realization and Contribution

Perusahaan menjalankan praktik usaha yang transparan dengan menerapkan kebijakan anti-korupsi dan pencegahan penyuapan dalam kegiatan operasional.

The Company ensures transparent business practices by implementing anti-corruption and anti-bribery policies in its operations.

Penerapan Sistem Manajemen Anti Penyuapan (SMAP) yang selaras ISO 37001:2016
Implementation of Anti-Bribery Management System (SMAP) aligned with ISO 37001:2016

100% pejabat level manajerial sampai pimpinan puncak telah melaporkan Laporan Harta Kekayaan Penyelenggara Negara (LHKPN)
100% of managerial-level officials up to top leadership submitted State Officials' Wealth Reports (LHKPN)

Pelaksanaan 34 sesi sosialisasi dan pelatihan SMAP serta Fraud Awareness and Prevention Program telah dilaksanakan dengan melibatkan 1.564 pekerja dan 265 pemangku kepentingan
34 sessions of SMAP and Fraud Awareness and Prevention Program conducted, involving 1,564 employees and 265 stakeholders

Keterangan | Note:

Informasi Tujuan yang tertera pada tabel ini mengacu pada Metadata Indikator SDGs yang dikeluarkan oleh Bappenas.
The Target Information listed in this table refers to the SDG Indicator Metadata issued by Bappenas.

TENTANG LAPORAN ABOUT THE REPORT

Profil Laporan [G.1, G.3][2-2, 2-3, 2-4, 2-5]

Report Profile



Laporan Keberlanjutan PT Pertamina Patra Niaga disusun untuk menginformasikan kinerja Perusahaan, pengelolaan dampak serta risiko, dan respons strategis terhadap isu pada aspek lingkungan, sosial, tata kelola (LST), dan ekonomi. Laporan ini diterbitkan setiap tahun, dan mencakup perkembangan yang diuraikan pada laporan sebelumnya yang terbit pada 30 Agustus 2024.

Laporan ini menyajikan data kinerja selama periode 1 Januari hingga 31 Desember 2024, sesuai cakupan dan batasan yang telah ditentukan. Informasi terkait kinerja keuangan dan K3 merupakan hasil konsolidasi PT Pertamina Patra Niaga bersama delapan entitas anak: PT Pertamina Retail, PT Pertamina Lubricants, Pertamina International Marketing & Distribution, PT Patra Logistik, PT Pertamina Trading & Services, PT Pertamina Petrochemical Trading, PT Pertamina Maintenance & Construction, Pertamina International Timor SA, beserta satu entitas asosiasi dan pengaturan bersama PT Patra SK. Sementara itu, data kegiatan TJSL dan sumber daya manusia hanya mencakup

The Sustainability Report of PT Pertamina Patra Niaga is prepared to communicate the Company's performance, management of impacts and risks, and strategic responses to environmental, social, governance (ESG), and economic issues. This report is published annually and covers progress made since the previous report, which was issued in August 30th, 2024.

The report presents performance data for the period of January 1 to December 31, 2024, in accordance with the defined scope and boundaries. Financial and occupational health and safety (OHS) data are consolidated from PT Pertamina Patra Niaga and eight subsidiaries: PT Pertamina Retail, PT Pertamina Lubricants, Pertamina International Marketing & Distribution, PT Patra Logistik, PT Pertamina Trading & Services, PT Pertamina Petrochemical Trading, PT Pertamina Maintenance & Construction, and Pertamina International Timor SA, as well as one associate entities & joint venture, PT Patra SK. Data on Corporate Social Responsibility (CSR) activities

entitas induk, yakni PT Pertamina Patra Niaga. Untuk data lingkungan, informasi berasal dari PT Pertamina Patra Niaga dan PT Pertamina Lubricants. Terdapat pernyataan kembali atas aspek jumlah pekerja, nilai penjualan dan pendapatan usaha lainnya, klasifikasi entitas anak, nilai ekonomi yang dihasilkan, serta total volume penjualan. Selain itu, penyesuaian juga dilakukan pada indikator lingkungan, khususnya intensitas emisi, jumlah emisi untuk kategori 11 pada cakupan 3, serta intensitas energi. Informasi lebih jelas mengenai penyajian kembali dapat dilihat di masing-masing pengungkapan yang relevan.

Pengungkapan laporan merujuk pada Global Reporting Initiative (GRI) Standards serta GRI 11: Oil and Gas Sector Standard, Peraturan OJK No. 51/POJK.03/2017 serta Surat Edaran Otoritas Jasa Keuangan (SEOJK) No. 16/SEOJK.04/2021. Dalam menyusun laporan, Perusahaan juga memperhatikan prinsip akurasi, keseimbangan, komparabilitas, kelengkapan, konteks keberlanjutan, ketepatan waktu, dan verifikasi. Seluruh data yang dikumpulkan dari setiap divisi telah divalidasi oleh manajemen guna menjamin keandalan data tersebut. Proses penyusunan laporan turut diawasi oleh Direksi dan Dewan Komisaris, serta diverifikasi oleh pihak independen untuk meningkatkan kepercayaan terhadap keabsahan informasi yang disampaikan.

Penjaminan atau verifikasi terhadap laporan dilakukan oleh PT Sejahtera Rambah Asia (SRAI), yang ditunjuk atas persetujuan Direktur Perencanaan dan Pengembangan Bisnis. Verifikasi dilakukan berdasarkan Standar AA1000 AS (V3) dengan level moderat: Tipe I untuk keseluruhan isi laporan dan Tipe II untuk sejumlah topik material. Perusahaan memastikan proses verifikasi bebas dari konflik kepentingan dan dilakukan secara independen. [G.1]

The assurance or verification of this report is carried out by PT Sejahtera Rambah Asia (SRAI), appointed with the approval of the Director of Planning and Business Development. The verification is conducted in accordance with the AA1000 AS (V3) Standard at a moderate level: Type I for the overall report content and Type II for selected material topics. The Company ensures that the verification process is free from conflicts of interest and conducted independently. [G.1]

and human resources only cover the parent entity, PT Pertamina Patra Niaga. Environmental data are collected from PT Pertamina Patra Niaga and PT Pertamina Lubricants. There are restatements regarding the number of employees, sales value and other business income, classification of subsidiaries, economic value generated, and total sales volume. In addition, adjustments were also made to environmental indicators, particularly emission intensity, volume of emissions for category 11 in scope 3, and energy intensity. More detailed information regarding restatement can be found in the relevant section disclosures.

Disclosure of this report with reference to the Global Reporting Initiative (GRI) Standards and GRI 11: Oil and Gas Sector Standard. OJK Regulation No. 51/POJK.03/2017 and Financial Services Authority Circular Letter (SEOJK) No. 16/SEOJK.04/2021. In preparing this report, the Company also adheres to the principles of accuracy, balance, comparability, completeness, sustainability context, timeliness, and verifiability. Data from each division has been validated by management to ensure reliability. The Board of Directors and the Board of Commissioners oversee the report preparation process, with additional verification by an independent party to further enhance confidence in the validity of the disclosed information.

Kontak Laporan Contact Report

Kontak terkait Laporan Keberlanjutan
Contact regarding Sustainability Report

Robert Marchelino Verieza
Sekretaris Perusahaan
Corporate Secretary
roberth@pertamina.com

Whistleblowing System
<https://pertainiaclean.tipoffs.info/>

Topik Material [2-14, 3-1, 3-2]

Material Topics



Laporan ini memuat informasi kinerja keberlanjutan yang mencakup aspek lingkungan, sosial, tata kelola (LST), dan ekonomi yang menjadi fokus utama manajemen untuk dikelola. Penetapan topik material dilakukan melalui diskusi terarah (FGD) yang melibatkan perwakilan dari berbagai fungsi, dan juga perwakilan dari anak Perusahaan PT Pertamina Patra Niaga yang dilaksanakan pada 14 Mei 2025.

Terdapat perubahan topik material yang disampaikan pada laporan tahun 2024 berupa penambahan topik prioritas baru yaitu Etika Bisnis karena topik ini menjadi perhatian Perusahaan dan pemangku kepentingan. Sementara itu, topik Kesetaraan Gender dan Inklusivitas belum menjadi prioritas dikarenakan pengelolaannya termasuk pada *business as usual* (BAU). Untuk topik Aksesibilitas Produk Energi disesuaikan menjadi Aksesibilitas Produk Energi dan Kualitas Produk, serta Mitigasi Perubahan Iklim menjadi Jejak Lingkungan. Penyesuaian nama ini sejalan dengan isu yang menjadi sorotan di tahun berjalan. Topik-topik material prioritas yang disampaikan pada laporan keberlanjutan ini telah mendapat persetujuan dari VP Business Development & Partnership, yang ditunjuk oleh Direksi.

This report discloses information on sustainability performance covering environmental, social, governance (ESG), and economic aspects as the main focus of the Company's management. The material topics were determined through focused group discussions (FGDs) on May 14, 2025, involving representatives from various functions and subsidiaries of PT Pertamina Patra Niaga.

There are changes in the material topics compared to the 2024 report, including the addition of Business Ethics, as a new priority topic, which has become a key concern for both the Company and stakeholders. Meanwhile, Gender Equality and Inclusivity have not been designated as priority topics, as their management is considered business as usual (BAU). The topic of Energy Product Accessibility has been adjusted to Energy Product Accessibility and Product Quality, while Climate Change Mitigation has been changed into Environmental Footprint. These adjustments are aligned with issues that gained attention during the reporting year. The priority material topics presented in this sustainability report have been approved by the VP of Business Development & Partnership, as appointed by the Board of Directors.

Prioritas Topik Material Priority Material Topics



Manajemen Rantai Pasokan Supply Chain Management

- Efektivitas waktu dan efisiensi biaya
- Teknologi dan sistem informasi
- Investasi sarana dan prasarana fasilitas
- Time effectiveness and cost efficiency
- Technology and information systems
- Investment in facility infrastructure and equipment



Aksesibilitas Produk Energi & Kualitas Produk

Energy Product Accessibility & Product Quality

- Distribusi produk yang inklusif ke seluruh negeri
- Pelayanan yang setara dan berkualitas
- Subsidi tepat – MyPertamina
- Perluasan produk energi ramah lingkungan
- Inclusive product distribution throughout the country
- Equal and high-quality service
- Appropriate subsidies – MyPertamina
- Expansion of environmentally friendly energy products



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

- Pencapaian target K3 dan nihil kecelakaan fatal
- Perbaikan budaya K3
- Penanganan insiden berskala besar
- Achievement of OHS targets and zero fatal accidents
- Improvement of OHS culture
- Handling of large-scale incidents



Manajemen Aset Asset Management

- Keamanan aset
- Pengawasan dan perawatan aset
- Persetujuan layak operasi
- Asset security
- Asset supervision and maintenance
- Operational approval



Jejak Lingkungan Environmental Footprint

- Pengelolaan energi, emisi, air, limbah, dan efluen
- Distribusi produk energi ramah lingkungan (B35, Pertamina Green 95, Sustainable Aviation Fuel)
- Management of energy, emissions, water, waste, and effluents
- Distribution of environmentally friendly energy products (B35, Pertamina Green 95, Sustainable Aviation Fuel)



Teknologi dan Inovasi Technology and Innovation

- Pengembangan sistem IT dan keamanan siber
- Pengembangan sistem untuk pelayanan
- Sistem persetujuan
- IT system and cybersecurity development
- Service system development
- Approval system



Etika Bisnis Business Ethics

- Kepatuhan Hukum dan Persaingan Usaha Sehat
- Dukungan pada Antikorupsi
- Legal compliance and fair competition
- Anti-corruption support



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

Hubungan yang baik dengan seluruh pemangku kepentingan terus dijaga oleh Perusahaan melalui berbagai metode pelibatan yang ditujukan untuk mengidentifikasi kebutuhan, harapan, dan perhatian mereka. Sepanjang periode pelaporan, topik dan perhatian utama telah teridentifikasi, yang kemudian menjadi acuan dalam merespons serta memitigasi risiko. Adapun pengelompokan pemangku kepentingan ditetapkan berdasarkan tingkat kedekatan dan tingkat kepentingan.

The Company maintains good relationships with all stakeholders through various engagement methods aimed at identifying their needs, expectations, and concerns. During the reporting period, we identified key topics and concerns to become the basis for responding to and mitigating risks. Stakeholders were grouped based on their level of proximity and importance.



Pemegang Saham Shareholders

Metode Pelibatan dan Frekuensi

Method of Engagement and Frequency

- Rapat Umum Pemegang Saham Tahunan (RUPST) setahun sekali | Annual Meeting of Shareholder (AGMS) held once a year
- RUPS Luar Biasa sesuai kebutuhan | Extraordinary Meeting of Shareholder (EGMS) as needed

Topik Utama, Isu, & Perhatian

Main Topics, Issues, & Attention

- Realisasi target dan pencapaian penjualan | Achievement of sales targets and performance
- Realisasi kinerja HSSE | HSSE performance realization
- Hasil asesmen GCG | GCG assessment result
- Realisasi TJSL | TJSL realization



Pekerja Employees

Metode Pelibatan dan Frekuensi

Method of Engagement and Frequency

- Rapat internal | Internal meetings
- Rapat bipartit | Bipartite meetings Town hall meeting
- Serikat pekerja | Labor unions
- Perjanjian Kerja Bersama | Collective Labor Agreements (CLAs)
- Pendidikan dan pelatihan | Education and training

Topik Utama, Isu, & Perhatian

Main Topics, Issues, & Attention

- Kesejahteraan pekerja dan pemenuhan hak-hak pekerja | Workers well-being and fulfillment of workers' rights
- Implementasi keselamatan dan kesehatan kerja (K3) | Implementation of occupational health and safety (OHS)
- Penilaian kinerja, sertifikasi, dan jenjang karier | Performance assessments, certification, and career development



Konsumen/Pelanggan Consumer/Customer

Metode Pelibatan dan Frekuensi

Method of Engagement and Frequency

- Survei kepuasan pelanggan | Customer satisfaction surveys
- Saluran pengaduan bagi konsumen | Consumer complaint channels
- Contact center
- Media sosial | Social media

Topik Utama, Isu, & Perhatian

Main Topics, Issues, & Attention

- Peningkatan jasa layanan dan kualitas produk yang dapat memenuhi kebutuhan konsumen/pelanggan | Improved service and product quality that can meet consumer/customer needs
- Program Subsidi Tepat dan pengenalan aplikasi pendukung lainnya | Subsidi Tepat program and introduction of other supporting applications
- Penanganan pengaduan konsumen | Consumer complaint handling



Regulator, Legislatif, dan Lembaga Pengawas Regulators, Legislative Bodies, and Oversight Institutions

Metode Pelibatan dan Frekuensi

Method of Engagement and Frequency

- Formal *meeting*
- Laporan rutin | Regular report

Topik Utama, Isu, & Perhatian

Main Topics, Issues, & Attention

- Kepatuhan terhadap regulasi dalam proses operasional dan bisnis dalam kegiatan penyimpanan dan penyaluran migas
Compliance with regulations in operational and business processes in oil and gas storage and distribution activities



Pemerintah Government

Metode Pelibatan dan Frekuensi

Method of Engagement and Frequency

- Kepatuhan terhadap peraturan | Regulatory compliance
- Kontribusi melalui pembayaran pajak | Contribution through tax payments

Topik Utama, Isu, & Perhatian

Main Topics, Issues, & Attention

- Kontribusi ekonomi pada pemerintah (pajak dan kegiatan peningkatan ekonomi masyarakat melalui kegiatan TJSL)
| Economic contribution to the government (taxes and community economic development through CID activities)
- Kepatuhan terhadap peraturan dan perundang-undangan | Compliance with laws and regulations
- Kinerja Perusahaan | Company Performance



Masyarakat Community

Metode Pelibatan dan Frekuensi

Method of Engagement and Frequency

- Kegiatan *Community Involvement and development* (CID) | Community Involvement and Development (CID) activities
- Kegiatan Pertamina Energi Negeri | Pertamina Energy Negeri Activities

Topik Utama, Isu, & Perhatian

Main Topics, Issues, & Attention

- Kontribusi dalam meningkatkan perekonomian masyarakat melalui program pemberdayaan masyarakat secara berkelanjutan | Contribution to improving the community's economy through sustainable community empowerment programs
- Meningkatkan hubungan harmonis antara Perusahaan dengan masyarakat | Improving harmonious relationship between the Company and the community
- Mendukung pencapaian Tujuan Pembangunan Berkelanjutan (TPB) | Supporting the achievement of Sustainable Development Goals (SDGs)



Kreditur Creditors

Metode Pelibatan dan Frekuensi

Method of Engagement and Frequency

Pertemuan langsung pada saat membahas kredit
Direct meetings to discuss credit

Topik Utama, Isu, & Perhatian

Main Topics, Issues, & Attention

- Permodalan bagi perusahaan | Capital for the company
- Hubungan bisnis yang saling menguntungkan dan berkelanjutan | Mutually beneficial and sustainable business relationships



Media Massa Mass Media

Metode Pelibatan dan Frekuensi

Method of Engagement and Frequency

Media *gathering* setiap sebulan sekali

Media gathering once a month

Topik Utama, Isu, & Perhatian

Main Topics, Issues, & Attention

Memperoleh akses informasi yang luas, akurat, dan terkini melalui situs web, siaran pers, dan sosial media

Accessing comprehensive, accurate, and up-to-date information



Kontraktor dan Mitra Kerja Contractors and Business Partners

Metode Pelibatan dan Frekuensi

Method of Engagement and Frequency

- Penerapan Contractor Safety Management System (CSMS) disertai evaluasi secara berkala sesuai kebutuhan | Implementation of the Contractor Safety Management System (CSMS) along with periodic evaluations as needed
- Melakukan vendor day secara rutin tiap tahunnya | Conducting vendor day regularly every year
- *On site clinic shared services procurement* untuk percepatan update data dan registrasi vendor baru | On site clinic shared services procurement to accelerate data update and new vendor registration
- Komunikasi melalui Chatbot SPARTAN | Communication through SPARTAN Chatbot

Topik Utama, Isu, & Perhatian

Main Topics, Issues, & Attention

- Kesehatan dan keselamatan kerja | Occupational health and safety
- Pengadaan barang dan jasa yang bertanggung jawab | Responsible procurement of goods and services
- Proses pengadaan yang adil dan transparan | Fair and transparent procurement process
- Proses evaluasi yang objektif | Objective evaluation process
- Hubungan komersial yang harmonis | Harmonious commercial relationships
- Ketepatan waktu penyelesaian pekerjaan | Timeliness of work completion



Lembaga Swadaya Masyarakat Non-Governmental Organizations (NGOs)

Metode Pelibatan dan Frekuensi

Method of Engagement and Frequency

- Menyampaikan kinerja Perusahaan melalui media dan saluran informasi lainnya | Communicating the Company's performance through media and other information channels
- Melakukan komunikasi, FGD, dan kerja sama program | Conducting communication, focus group discussions (FGD), and program collaborations

Topik Utama, Isu, & Perhatian

Main Topics, Issues, & Attention

- Informasi terkait kinerja keberlanjutan | Information related to sustainability performance
- Pelaksanaan TJSL | TJSL Implementation



Lembaga Penelitian dan Perguruan Tinggi Research and Education Institutions

Metode Pelibatan dan Frekuensi

Method of Engagement and Frequency

Kerja sama riset, kegiatan, dan publikasi ilmiah

Collaborations in research, activities, and scientific publications

Topik Utama, Isu, & Perhatian

Main Topics, Issues, & Attention

- Penelitian dan pengembangan | Research and development
- Bertukar pengetahuan mengenai praktik terbaik industri | Sharing of industry best practices



TENTANG KAMI

ABOUT US

Sekilas Perusahaan [2-1]

About the Company

Nama Perusahaan

Company Name

PT Pertamina Patra Niaga

Tahun Pendirian

Date of Establishment

27 Februari | February, 27

Tahun Beroperasi Komersial

Year of Commercial Operation

1997

Bidang Usaha

Line of Business

Penyediaan jasa, perdagangan umum, dan industri

Provision of services, general trade, and industry

Alamat Perusahaan [C.2]

Company Address

Gedung Wisma Tugu II Lt.2

Jl.HR. Rasuna Said Kav. C7-9

Setiabudi, Kuningan, Jakarta Selatan

12560, Indonesia

Kepemilikan Saham

Share Ownership

0,00023%

PT Pertamina

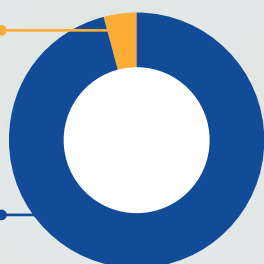
Trans

Kontinental

99,99977%

PT Pertamina

(Persero)



Visi [C.1] Vision

Menjadi Perusahaan Commercial & Trading Berkelas Dunia di Bidang Energi, Petrokimia, dan Produk Kimia Lainnya.

Becoming a World Class Commercial & Trading Company in the Field of Energy, Petrochemicals, and Other Chemical Products.

Misi [C.1] Mission

- Menjalankan bisnis Commercial & Trading di bidang energi, produk turunan minyak dan gas, petrokimia dan produk kimia lainnya di sektor retail dan sektor korporasi;
- Mendukung penyediaan dan akses energi untuk pertumbuhan ekonomi Indonesia yang berwawasan lingkungan;
- Melakukan pengembangan bisnis secara agresif di pasar domestik dan internasional;
- Mencetak sumber daya manusia yang unggul dan bertaraf global dengan mengembangkan teknologi dan digital;
- Menjadi bagian pengembangan investasi dan distribusi di industri energi, petrokimia dan produk kimia.
- Running a Commercial & Trading business in the energy, oil and gas derivative products, petrochemicals and other chemical products in the retail sector and the corporate sector;
- Support the supply and access of energy for Indonesia's environmentally sound economic growth;
- Conducting business development aggressively in domestic and international markets;
- To produce superior and global standard human resources by developing technology and digitalization;
- Be a part of investment and distribution development in energy, petrochemical and chemical products.

Nilai-Nilai Inti [C.1] Core Values

AKHLAK

PT Pertamina Patra Niaga merupakan Subholding untuk Commercial & Trading (SH C&T) Pertamina dengan bidang usaha, yakni:

- Mengelola bisnis bahan bakar minyak (BBM), LPG, Avtur, serta produk Petrokimia, baik secara business to business (B2B) maupun business to customer (B2C) secara langsung;
- Mengelola seluruh infrastruktur Integrated Terminal, Fuel Terminal, LPG Terminal, Aviation Fuel Terminal.

PT Pertamina Patra Niaga is the Subholding for Commercial & Trading (SH C&T) under Pertamina, with business activities including:

- Managing the business of fuel (BBM), LPG, Avtur, and petrochemical products, both through business-to-business (B2B) and direct business-to-customer (B2C) schemes;
- Managing the entire infrastructure of Integrated Terminals, Fuel Terminals, LPG Terminals, and Aviation Fuel Terminals.

Skala Usaha ^[C.3]

Business Scale

3.997

2024

Jumlah Pekerja
Total Workers

2023	2022
3.815*	3.756

3.815* 3.756

Orang | People

8

2024

Jumlah Entitas Anak***
Total Subsidiaries

2023	2022
8	8

8 8

Perusahaan | Company

63.907.492

2024

Penjualan dan
Pendapatan Usaha
Lainnya
Sales and Other
Operating Revenue

2023	2022
63.875.423	72.088.269**

63.875.423 72.088.269**

Ribu USD | Thousand USD

1.095.323

2024

Laba Tahun Berjalan
Profit for the Year

2023	2022
1.630.345	193.828

1.630.345 193.828

Ribu USD | Thousand USD

17.989.281

2024

Jumlah Aset
Total Assets

2023	2022
17.799.806	15.920.685

17.799.806 15.920.685

Ribu USD | Thousand USD

11.892.136

2024

Jumlah Liabilitas
Total Liabilities

2023	2022
12.081.731	11.760.518

12.081.731 11.760.518

Ribu USD | Thousand USD

6.097.145

2024

Jumlah Ekuitas
Total Equity

2023	2022
5.718.075	4.160.167

5.718.075 4.160.167

Ribu USD | Thousand USD

Keterangan | Notes:

*) Penyajian kembali karena adanya perubahan cakupan perhitungan dengan menambahkan Dewan Komisaris dan Direksi | Restatement due to changes in calculation scope by adding the Board of Commissioners and Board of Directors

**) Penyajian kembali karena adanya reklasifikasi akun | Restatement due to account reclassification

***) Penyajian kembali karena penyesuaian klasifikasi entitas | Restatement due to adjustments in entity classification

Kegiatan Usaha, Produk, dan Jasa [C.4][2-6]

Business Activities, Products, and Services



Sebagai Subholding Commercial & Trading dari PT Pertamina (Persero), PT Pertamina Patra Niaga tidak melakukan produksi langsung produk migas, melainkan fokus pada layanan distribusi, perdagangan, industri, pengadaan listrik, gas, uap air panas dan udara dingin, *treatment* air, dan air limbah. Selain itu, Perusahaan juga menjalankan aktivitas pemulihan material sampah, remediasi, konstruksi, serta pengangkutan dan pergudangan. Tidak terdapat perubahan signifikan dalam kegiatan sektor, rantai nilai, maupun hubungan bisnis di tahun 2024. Seluruh pekerja dijamin akan menerima pemberitahuan terkait setiap perubahan operasional yang bersifat insidental sebelum pelaksanaannya. [C.6]

As the Subholding for Commercial & Trading of PT Pertamina (Persero), PT Pertamina Patra Niaga does not produce oil and gas products but focuses on distribution, trading, industry, supply of electricity, gas, steam, hot water and cold air, water treatment, and wastewater management services. The Company also engages in material recovery from waste, remediation, construction, as well as transportation and warehousing activities. There were no significant changes in the business sectors, value chains, or business relationships in 2024. All employees are guaranteed to receive prior notification regarding any incidental operational changes before implementation. [C.6]

Wilayah Operasi dan Jaringan Usaha ^[2-1]

Operating Areas and Business Network

Area operasional Perusahaan berada di Indonesia. Perusahaan memiliki 1 kantor pusat, 8 kantor regional, 8 Entitas Anak, dan 1 Entitas Asosiasi dan Pengaturan Bersama.

The Company's operations are located in Indonesia, consisting of 1 head office, 8 regional offices, 8 subsidiaries, and 1 associate entities & joint venture.

Wilayah operasional dan pemasaran PT Pertamina Patra Niaga mencakup 8 regional di Indonesia, yaitu:

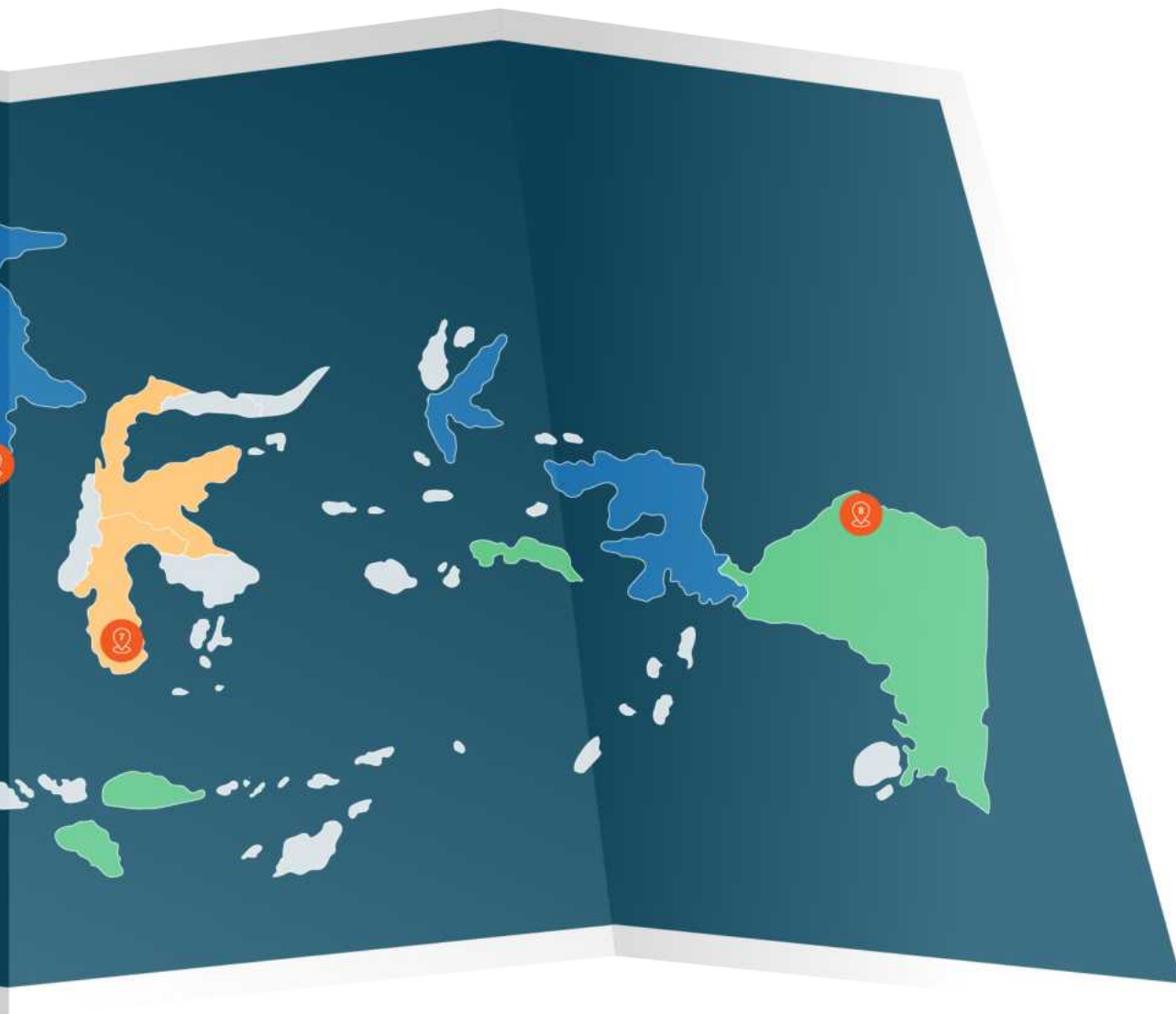
1. Regional Sumatra Bagian Utara dengan kantor operasional dan pemasaran, yang terpusat di Medan.
2. Regional Sumatra Bagian Selatan dengan kantor operasional dan pemasaran, yang terpusat di Palembang.
3. Regional Jawa Bagian Barat dengan kantor operasional dan pemasaran, yang terpusat di Jakarta Pusat.

Operational and marketing areas of PT Pertamina Patra Niaga included 8 regional areas in Indonesia, which are:

1. North Sumatra Region with operational and marketing offices headquartered in Medan.
2. South Sumatra Region with operational and marketing offices headquartered in Palembang.
3. West Java Region with operational and marketing offices headquartered in Central Jakarta.



4. Regional Jawa Bagian Tengah dengan kantor operasional dan pemasaran, yang terpusat di Semarang.
 5. Regional Jawa Timur, Bali, dan Nusa Tenggara dengan kantor operasional dan pemasaran, yang terpusat di Surabaya.
 6. Regional Kalimantan dengan kantor operasional dan pemasaran, yang terpusat di Balikpapan.
 7. Regional Sulawesi dengan kantor operasional dan pemasaran, yang terpusat di Makassar.
 8. Regional Papua Maluku dengan kantor operasional dan pemasaran, yang terpusat di Jayapura.
4. Central Java Region with operational and marketing offices headquartered in Semarang.
 5. East Java, Bali, and Nusa Tenggara Region with operational and marketing offices headquartered in Surabaya.
 6. Kalimantan Region with operational and marketing offices headquartered in Balikpapan.
 7. Sulawesi Region with operational and marketing offices headquartered in Makassar.
 8. Papua and Maluku Region with operational and marketing offices headquartered in Jayapura.



Keanggotaan pada Asosiasi [C.5][2-28]

Association Membership

PT Pertamina Patra Niaga terlibat dalam keanggotaan asosiasi serta mendukung aktivitas berbagai asosiasi yang juga diikuti oleh PT Pertamina (Persero). Informasi keanggotaan asosiasi dapat ditemukan dalam Laporan Tahunan PT Pertamina Patra Niaga 2024.

PT Pertamina Patra Niaga is actively involved in association memberships and supports various activities organized by associations also joined by PT Pertamina (Persero). Further details regarding association memberships can be found in the PT Pertamina Patra Niaga 2024 Annual Report.

Sertifikasi

Certifications

Dalam mewujudkan praktik bisnis yang bertanggung jawab, PT Pertamina Patra Niaga menerapkan sistem manajemen terintegrasi yang mengacu pada standar internasional. Sejumlah sertifikasi telah diperoleh sebagai bentuk komitmen terhadap kualitas, keamanan, dan keberlanjutan operasional, antara lain:

In its commitment to responsible business practices, PT Pertamina Patra Niaga has implemented an integrated management system that refers to international standards. The Company has obtained a number of certifications as a demonstration of its dedication to quality, safety, and operational sustainability, as follows:

ISO 22301:2019

Sistem Manajemen Kelangsungan Bisnis
Business Continuity Management Systems

ISO 14001:2015

Sistem Manajemen Lingkungan
Environmental Management Systems

ISO 37001:2016

Sistem Manajemen Anti Penyuapan
Anti-Bribery Management System

ISO 9001:2015

Sistem Manajemen Mutu
Quality Management System

ISO 55001:2014

Sistem Manajemen Aset
Asset Management System

Sistem Manajemen
Pengamanan - POLRI
Security Management System
- POLRI

ISO 50001:2018

Sistem Manajemen Energi
Energy Management Systems

ISO 17025:2017

Laboratorium Pengujian dan
Kalibrasi
Testing and Calibration Laboratories

ISO 45001:2018

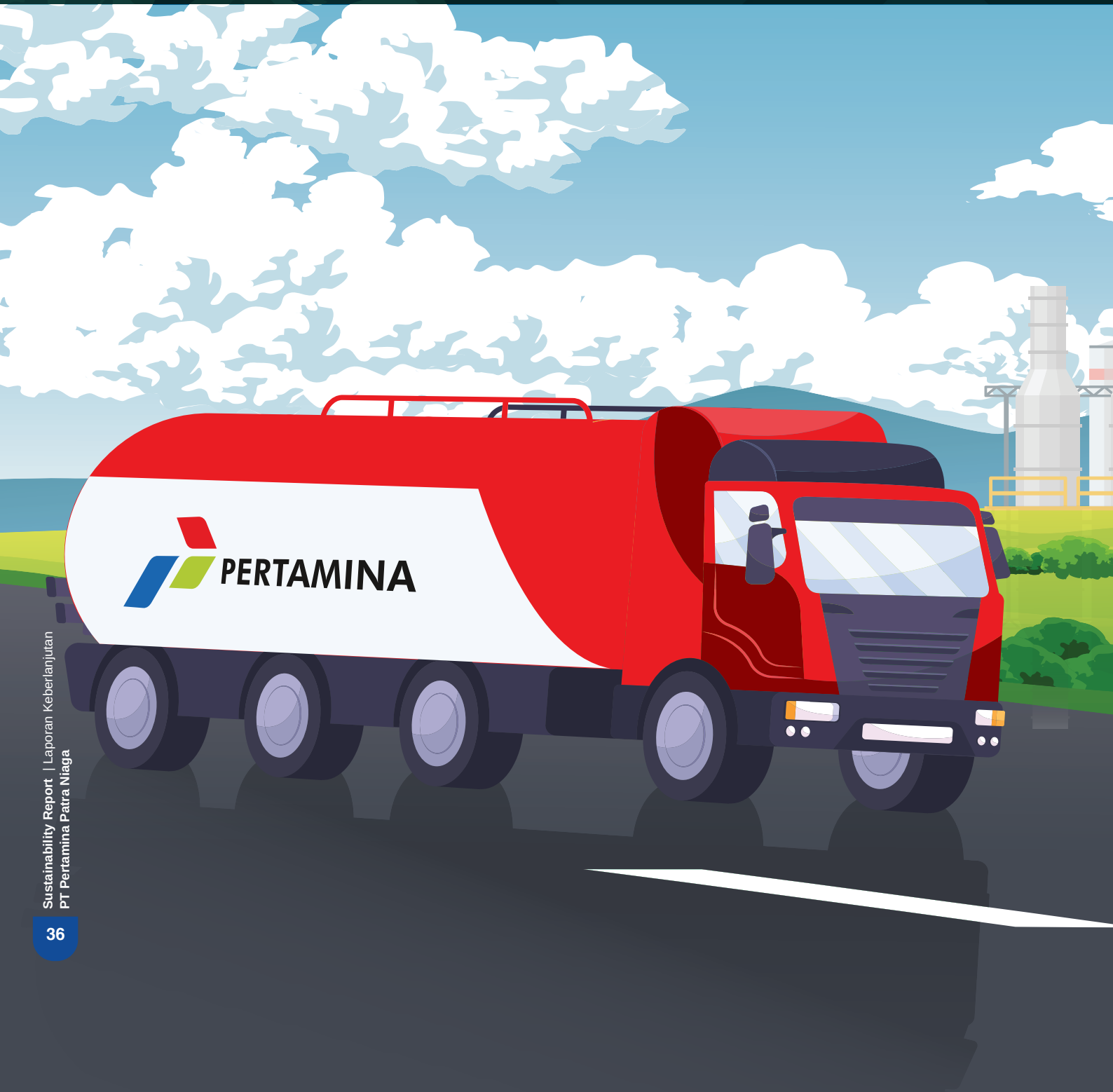
Sistem Manajemen Kesehatan dan
Keselamatan Kerja
Occupational Health and Safety
Management System

Informasi lebih lengkap mengenai ruang lingkup sertifikasi terdapat pada Laporan Tahunan PT Pertamina Patra Niaga 2024.

More detailed information on the scope of these certifications is available in the PT Pertamina Patra Niaga 2024 Annual Report.

Tata Kelola Keberlanjutan

Sustainability Governance





PT Pertamina Patra Niaga berkomitmen menerapkan prinsip tata kelola Perusahaan yang baik (GCG) dalam seluruh kegiatan operasionalnya. Di samping itu, Perusahaan juga terus memperkuat tata kelola keberlanjutan dalam pengelolaan aspek LST. Pemantauan atas dampak keberlanjutan, pengelolaan risiko LST, serta pencapaian kinerja keberlanjutan secara rutin dilaporkan kepada pemegang saham melalui Rapat Umum Pemegang Saham (RUPS). Informasi terkait implementasi GCG disampaikan secara menyeluruh melalui Laporan Tahunan PT Pertamina Patra Niaga 2024.

PT Pertamina Patra Niaga is committed to implementing the principles of Good Corporate Governance (GCG) across all of its operational activities. The Company also continues to strengthen sustainability governance in managing ESG aspects. Monitoring of sustainability impacts, ESG risk management, and performance achievements are regularly reported to shareholders through the General Meeting of Shareholders (GMS). GCG implementation information is comprehensively disclosed in the PT Pertamina Patra Niaga Annual Report 2024.

Perubahan Signifikan pada Tata Kelola

Significant Changes in Governance

Sepanjang tahun 2024–2025, Perusahaan mengalami perubahan signifikan pada susunan Dewan Komisaris dan Direksi yang telah ditetapkan melalui Rapat Umum Pemegang Saham serta disahkan berdasarkan Akta Notaris Dr. Dewi Tenty Septi Artiany, S.H., M.H., M.Kn., Nomor 14 tanggal 22 Juli 2025 beserta Penerimaan Pemberitahuan Perubahan Data Perusahaan Kementerian Hukum Republik Indonesia Nomor AHU-AH.01.09-0315810 tanggal 24 Juli 2025.

In 2024–2025, the Company made significant changes to the Board of Commissioners and Board of Directors, as approved by the General Meeting of Shareholders. These changes were formalized in Deed Number 14 by Notary Dr. Dewi Tenty Septi Artiany, S.H., M.H., M.Kn., dated July 22, 2025, and recorded in the Notification of Amendment of Company Data from the Ministry of Law and Human Rights of the Republic of Indonesia Number AHU-AH.01.09-0315810 dated July 24, 2025.

Pendelegasian Kewenangan Pengelolaan Keberlanjutan

Delegation of Authority for Sustainability Management

[E.1][2-9, 2-10, 2-11, 2-12, 2-20, 2-21, 2-24]

Perusahaan belum menetapkan pejabat atau fungsi khusus yang secara definitif bertanggung jawab atas perencanaan, pelaksanaan, dan evaluasi atas kinerja keberlanjutan. Meski demikian, pengelolaan aspek LST dilakukan secara terpadu melalui sinergi antar fungsi yang terkait dalam rantai nilai Perusahaan. Tanggung jawab atas penerapan dan pengawasan praktik keberlanjutan berada di bawah kewenangan Direksi dan Dewan Komisaris. Uraian lengkap mengenai struktur tata kelola Perusahaan, termasuk kebijakan remunerasi serta proses nominasi dan seleksi Direksi serta Dewan Komisaris, dijelaskan secara lebih lengkap dalam Laporan Tahunan PT Pertamina Patra Niaga Tahun 2024.

The Company has not assigned a dedicated officer or function responsible for planning, implementing, and evaluating sustainability performance. However, we have been implementing an integrated ESG management through synergy among relevant functions across our value chain. The Board of Directors and the Board of Commissioners are responsible for implementing and overseeing sustainability practices. Further details on our governance structure, remuneration policies, and board nomination and selection processes are available in the Annual Report 2024 of PT Pertamina Patra Niaga.

Implementasi Kebijakan Keberlanjutan [F.1][2-23, 2-24]

Sustainability Policy Implementation

PT Pertamina Patra Niaga telah menetapkan Kebijakan Keberlanjutan sebagai pedoman pelaksanaan tanggung jawab Perusahaan secara menyeluruh, yang pelaksanaannya juga berlaku bagi seluruh entitas anak di bawah Subholding Commercial & Trading. Kebijakan ini mencakup tujuh subjek inti: Tata Kelola, Praktik Ketenagakerjaan, Hak Asasi Manusia, Isu Pelanggan, Praktik Operasional yang Adil, Lingkungan, serta Pelibatan dan Pengembangan Masyarakat. Penerapan kebijakan diperkuat melalui cetak biru keberlanjutan, strategi keberlanjutan, serta pengembangan inovasi untuk menciptakan nilai bersama menuju masa depan yang berkelanjutan.

Dewan Komisaris dan Direksi berperan penting dalam memastikan penerapan tata kelola perusahaan yang sehat, termasuk penegakan etika bisnis dan pencegahan korupsi. Dalam pelaksanaannya, Fungsi Compliance bertanggung jawab atas penerapan Good Corporate Governance (GCG), pengelolaan conflict of interest, implementasi code of conduct, serta pengelolaan laporan gratifikasi. Sementara itu, Fungsi Quality Management bertanggung jawab atas pengembangan dan penerapan Sistem Manajemen Anti Penyuapan (SMAP) sesuai ketentuan yang berlaku. Adapun Fungsi Internal Audit mengelola kegiatan audit internal dan eksternal, Whistleblowing System (WBS) serta melakukan pengawasan dan investigasi terkait fraud. Dengan demikian, pengawasan atas etika bisnis dan anti-korupsi dijalankan secara transparan dan akuntabel sebagai wujud komitmen Perusahaan terhadap integritas dan keberlanjutan.

Guna menanamkan komitmen kebijakan, Perusahaan melaksanakan pelatihan bersama pemasok mengenai praktik bisnis berkelanjutan, serta pelatihan internal mengenai kebijakan keberlanjutan bagi seluruh pekerja. Selain itu, perusahaan juga melakukan penyebaran informasi secara luas melalui broadcast yang memuat poin-poin penting kebijakan keberlanjutan, sehingga seluruh pekerja memiliki pemahaman yang selaras dan mampu mengimplementasikannya dalam aktivitas sehari-hari.

PT Pertamina Patra Niaga has established a Sustainability Policy as a guideline for fulfilling its corporate responsibilities, which also applies to all subsidiaries under the Subholding Commercial & Trading. This policy encompasses seven core subjects: Governance, Labor Practices, Human Rights, Customer Issues, Fair Operating Practices, Environment, and Community Involvement and Development. Implementation of the policy is supported by a sustainability blueprint, strategy, and innovation development to create shared value toward a sustainable future.

The Board of Commissioners and Directors play an important role in ensuring the implementation of sound corporate governance, including the enforcement of business ethics and the prevention of corruption. In its implementation, the Compliance Function is responsible for the implementation of Good Corporate Governance (GCG), the management of conflicts of interest, the implementation of code of conduct, and the management of gratuity reports. Meanwhile, the Quality Management Function is responsible for developing and implementing the Anti-Bribery Management System (SMAP) in accordance with applicable regulations. The Internal Audit Function manages internal and external audit activities, the Whistleblowing System (WBS), and conducts supervision and investigations related to fraud. Thus, supervision of business ethics and anti-corruption is carried out transparently and accountably as a manifestation of the Company's commitment to integrity and sustainability.

To embed its policy commitment, the Company conducted training sessions with suppliers on sustainable business practices, as well as internal training on sustainability policies for all employees. In addition, the Company broadly disseminated information through broadcasts highlighting the key points of its sustainability policies, ensuring that all employees share a common understanding and are able to implement them in their daily activities.

Pengembangan Kompetensi terkait Keberlanjutan

Sustainability Competency Development

[E.2, F.1][2-17]

Efektivitas penerapan praktik keberlanjutan memerlukan pemahaman yang komprehensif terhadap konteks keberlanjutan yang relevan dengan kegiatan usaha Perusahaan. Oleh karena itu, PT Pertamina Patra Niaga menyediakan program pelatihan dan pengembangan kapasitas bagi seluruh karyawan dan manajemen guna memperkuat kompetensi di bidang keberlanjutan. Pertamina Patra Niaga turut mendorong kebutuhan bisnis ramah lingkungan dan bebas karbon di masa depan melalui program Sustainability Champion Academy untuk para perwira Perusahaan. Program ini bertujuan untuk menciptakan pemimpin yang paham tentang dasar dalam menjalankan bisnis kebutuhan energi bebas karbon di masa depan. Program ini disusun untuk memastikan Perusahaan menjalankan bisnis berkelanjutan yang dapat memenuhi kebutuhan pasar.

Pelatihan dalam Sustainability Champion Academy dilakukan dalam beberapa kategori, yaitu pelatihan personal serta pelatihan prioritas yang disesuaikan dengan kebutuhan bisnis. Program ini diikuti oleh PIC yang bertanggung jawab terhadap program-program sustainability, sehingga mereka memiliki kompetensi yang lebih baik dalam implementasi dan pengembangan strategi keberlanjutan perusahaan.

Pada 2024, anggota Direksi dan Dewan Komisaris juga telah mengikuti pelatihan yang mencakup sejumlah topik terkait isu keberlanjutan seperti Sustainability Transcendence Forum (STF) dan Enterprise Risk Management. Informasi lengkap mengenai pelatihan yang diikuti oleh anggota Dewan Komisaris dan Direksi tercantum dalam Laporan Tahunan PT Pertamina Patra Niaga 2024.

The effective implementation of sustainability practices requires a comprehensive understanding of sustainability contexts relevant to the Company's business activities. Accordingly, PT Pertamina Patra Niaga provides training and capacity-building programs for employees and management to strengthen sustainability-related competencies. The Company also promotes the development of future low-carbon and environmentally friendly business needs through the Sustainability Champion Academy program for its officers. This program aims to cultivate leaders who understand the fundamentals of operating in a low-carbon energy market and ensure that the Company runs a sustainable business capable of meeting future market needs.

Training in the Sustainability Champion Academy is conducted in several categories, namely personal training and priority training tailored to business needs. This program is attended by PICs who are responsible for sustainability programs, so that they have better competence in the implementation and development of corporate sustainability strategies.

In 2024, members of the Board of Directors and the Board of Commissioners also participated in training covering various sustainability-related topics such as the Sustainability Transcendence Forum (STF) and Enterprise Risk Management. Further information regarding the training attended by members of the Board of Commissioners and Board of Directors is available in the PT Pertamina Patra Niaga Annual Report 2024.

Pengawasan terhadap Pengelolaan Dampak Keberlanjutan ^[2-12]

Sustainability Impact Management Oversight

Pengelolaan risiko di Perusahaan dilakukan secara menyeluruh dan mengacu pada standar internasional ISO 31000:2018. Perusahaan melakukan mitigasi terhadap berbagai risiko yang muncul, termasuk risiko terkait aspek LST. Fungsi Manajemen Risiko secara rutin melakukan pemantauan dan evaluasi bulanan terhadap risiko-risiko yang dihadapi, yang selanjutnya dilaporkan kepada Direksi untuk dievaluasi.

Risk management at the Company is carried out comprehensively and refers to the international standard ISO 31000:2018. The Company mitigates various emerging risks, including those related to ESG aspects. The Risk Management function routinely conducts monthly monitoring and evaluation of risks, which are subsequently reported to the Board of Directors for further assessment.

Pengelolaan Risiko LST ^{[E.3, E.5][2-13, 2-14]}

ESG Risk Management

Perusahaan menerapkan Pedoman Pengelolaan Risiko No. A10-002/PNF300000/2022-S9 sebagai acuan dalam pengelolaan risiko. Proses ini mempertimbangkan strategi bisnis, dampak operasional, serta aspek kepatuhan. Pendekatan *three lines of defence* diterapkan untuk memastikan mekanisme pertahanan berlapis dalam pengelolaan risiko. Pengelolaan hal-hal kritis dan risiko LST dilakukan secara kolaboratif antar fungsi, dengan pengawasan oleh Manajemen Perusahaan dan Komite Manajemen Risiko. Setiap fungsi dan pemilik risiko (*risk owner*) bekerja sama untuk meminimalkan risiko, termasuk risiko LST.

The Company refers to Risk Management Guideline No. A10-002/PNF300000/2022-S9 as a reference in managing risks, taking into account business strategies, operational impacts, and compliance aspects. We adopt a three lines of defense approach to ensure tiered protection mechanisms in risk management. Critical matters and ESG risks are managed collaboratively across functions, under the supervision of Company Management and the Risk Management Committee. Each function and risk owner works together to minimize risks, including ESG-related risks.

Tugas, tanggung jawab, kewenangan, dan akuntabilitas dalam pengelolaan risiko telah ditetapkan di setiap tingkat manajemen sesuai fungsi masing-masing. Pemantauan risiko dilakukan secara berkala oleh para pemilik risiko, sementara Fungsi Manajemen Risiko secara rutin memantau risiko utama dan melaporkannya kepada Direksi setiap bulan.

Each management level has defined roles, responsibilities, authorities, and accountabilities in risk management according to their respective functions. Risk owners monitor risks regularly, while the Risk Management Function regularly monitors key risks and reports them to the Board of Directors on a monthly basis.

Perusahaan melaksanakan audit setiap tahun dengan menggunakan pendekatan risk-based audit yang berfokus pada top risk perusahaan. Lingkup audit mencakup proses bisnis secara keseluruhan, dengan metode pengujian menggunakan teknik sampling terhadap populasi yang ada. Perusahaan melaksanakan audit berdasarkan rencana tahunan yang disusun berbasis risiko atas proses bisnis Perusahaan yang disetujui oleh Direktur Utama dan Dewan Komisaris. Selain kegiatan audit internal, Perusahaan juga diaudit oleh auditor eksternal yang independen mencakup aspek kepatuhan, pengendalian internal, tata kelola, serta risiko terkait etika bisnis dan keberlanjutan.

The Company conducts annual audits using a risk-based audit approach that focuses on the company's top risks. The scope of the audit covers the entire business process, with testing methods using sampling techniques on the existing population based on an annual risk-based audit plan approved by the President Director and the Board of Commissioners. In addition to internal audits, the Company is also audited by independent external auditors covering compliance, internal control, governance, as well as business ethics and sustainability-related risks.

Hasil audit disampaikan secara berkala kepada Direksi dan Dewan Komisaris, serta menjadi dasar dalam penyusunan rencana tindak lanjut untuk perbaikan berkelanjutan. Melalui mekanisme di atas, Perusahaan memberikan keyakinan yang memadai bahwa standar integritas, efisiensi, dan keberlanjutan senantiasa dijaga di seluruh lini operasional.

Audit results are periodically reported to the Board of Directors and Board of Commissioners, and are used to prepare follow-up action plans for continuous improvement. These mechanisms enable the Company to ensure that integrity, efficiency, and sustainability standards are upheld across its operations.

Risiko utama yang dihadapi Perusahaan selama 2024 adalah sebagai berikut:

The main risks faced by the Company during 2024 are as follows:



ASPEK EKONOMI ECONOMIC ASPECT

Risiko | Risk

Kondisi pasar yang membuat Perusahaan terpapar risiko fluktuasi harga komoditas dan nilai tukar IDR terhadap USD
Market conditions exposing the Company to commodity price fluctuations of IDR exchange rate against USD

Potensi Dampak | Potential Impact

Penurunan profitability produk Perusahaan dan kerugian akibat selisih kurs
Decline in the Company's product profitability and losses due to exchange rate differences

Strategi dan Mitigasi | Strategy and Mitigation

- Monitoring pergerakan/fluktuasi harga komoditas dan valas
- Menyesuaikan harga jual produk dan berkoordinasi dengan pemerintah
- Menjaga keseimbangan akun aset dan liabilitas moneter
- Melakukan *hedging* valas secara rutin
- Menjalankan *cost optimization*

- Monitoring commodity and foreign exchange price movements/fluctuations
- Adjusting product selling prices and coordinating with the government
- Maintaining a balance between monetary assets and liabilities
- Conducting regular foreign exchange hedging
- Implementing cost optimization

Risiko | Risk

Risiko dalam menjalankan penugasan dari pemerintah seperti overkuota produk PSO, penggantian subsidi, penurunan kondisi likuiditas Perusahaan
Risk in executing public service obligation (PSO) assigned by the government, such as over-quota PSO products, subsidy reimbursement, and decrease in the Company's liquidity

Potensi Dampak | Potential Impact

Tidak didapatkan atau terlambatnya penggantian kompensasi atas penyaluran produk PSO
Delays or failures in receiving compensation for PSO product distribution

Strategi dan Mitigasi | Strategy and Mitigation

- Melaksanakan monitoring serta evaluasi penyaluran produk PSO secara rutin
- Menjalankan upaya penjualan produk PSO tepat sasaran
- Mengupayakan ketersediaan *working capital* & fasilitas pinjaman untuk mendukung operasional Perusahaan

- Regularly monitor and evaluate the distribution of PSO products
- Ensure targeted sales of PSO products
- Secure working capital and loan facilities to support the Company's operations

Risiko | Risk

Risiko tidak tercapainya target volume penjualan
Risk of sales volume target shortfall

Potensi Dampak | Potential Impact

Tidak tercapainya target profit Perusahaan
Failure to meet the Company's profit targets

Strategi dan Mitigasi | Strategy and Mitigation

- Menjalankan program promosi dan *reward* bagi pelanggan
- Peningkatan pelayanan kepada konsumen dalam proses penjualan
- Menjalankan pengelolaan hubungan dengan pemangku kepentingan

- Implementing promotional and reward programs for customers
- Improving customer service in the sales process
- Implementing stakeholder relationship management

Risiko | Risk

Risiko piutang tak tertagih
Risk of uncollectible accounts receivable

Potensi Dampak | Potential Impact

Tidak tercapainya target profit Perusahaan
Failure to achieve the Company's profit target

Strategi dan Mitigasi | Strategy and Mitigation

- Mengimplementasikan penjualan kredit dengan jaminan
- Menjalankan upaya penyelesaian piutang macet
- Implementing credit sales with collateral
- Carrying out efforts to settle bad debts

Risiko | Risk

Risiko tidak tercapainya target/realisasi investasi
Risk of failure to achieve investment targets/realization

Potensi Dampak | Potential Impact

Tidak tercapainya target jangka panjang Perusahaan
Failure to achieve the Company's long-term targets

Strategi dan Mitigasi | Strategy and Mitigation

- Melakukan evaluasi secara komprehensif atas rencana investasi
- Melakukan monitoring eksekusi investasi serta monitoring atas kendala di tahap eksekusi
- Conducting a comprehensive evaluation of investment plans
- Monitoring investment execution and monitoring obstacles during the execution stage



ASPEK LINGKUNGAN ENVIRONMENT ASPECT

Risiko | Risk

Risiko tidak tercapainya target HSSE Excellence terutama pada lingkungan, seperti terjadinya *oil spill*, ataupun pencemaran lingkungan
Risks of not achieving HSSE Excellence targets, especially in the environment, such as oil spills or environmental pollution

Potensi Dampak | Potential Impact

- Pencemaran lingkungan
- Sanksi lingkungan dan tuntutan hukum
- Penurunan citra Perusahaan
- Environmental pollution
- Environmental sanctions and lawsuits
- Damage to the Company's image

Strategi dan Mitigasi | Strategy and Mitigation

- Implementasi Proses Safety & Asset Integrity Management System
- Penyusunan Oil Spill Contingency Plan dan menjalankan program pelatihan tanggap darurat secara berkala
- Menjalankan program training HSSE bagi seluruh pekerja
- Monitoring pelaksanaan *assessment* dan rekomendasi *barrier mitigation* dan *emergency response*
- Implementation of the Safety & Asset Integrity Management System Process
- Preparation of Oil Spill Contingency Plan and implementation of periodic emergency response training programs
- Implementation of HSSE training programs for all employees
- Monitoring of assessment implementation and recommendations for barrier mitigation and emergency response



ASPEK SOSIAL

SOCIAL ASPECT

Risiko | Risk

Risiko tidak tercapainya target HSSE Excellence terutama pada kesehatan, keselamatan kerja, dan keamanan seperti kecelakaan transportasi, kebakaran/ledakan, *illegal tapping*, demonstrasi, dll
Risks of not achieving HSSE Excellence targets, especially in occupational health, safety, and security, such as transportation accidents, fires/explosions, illegal tapping, demonstrations, etc

Potensi Dampak | Potential Impact

- *Fatality* baik pekerja Perusahaan maupun masyarakat
- Kerugian material baik bagi Perusahaan maupun masyarakat
- Gangguan kegiatan operasional
- Fatalities among Company employees and the community
- Material losses for both the Company and the community
- Disruption of operational activities

Strategi dan Mitigasi | Strategy and Mitigation

- Implementasi Safe Work Practice, CSMS, CLSR, investigasi *incident* serta LFE, Safety & Asset Integrity Management System serta budaya HSSE
- Evaluasi dan monitoring tindak lanjut Unsafe Act, dan pelaksanaan Job Observation PATUH 4.0
- Evaluasi dan Pelaksanaan Audit SMKTD, Risk Journey Management, Pre Trip Inspection dengan Shipment, & *fatigue management*
- Menjalankan program *training* HSSE, pelatihan tanggap darurat serta MCU
- Kerja sama dengan Aparat Keamanan dan pelaksanaan Security Risk Assessment
- Implementation of Safe Work Practices, CSMS, CLSR, incident investigation and LFE, Safety & Asset Integrity Management System, and HSSE culture
- Evaluation and monitoring of Unsafe Act follow-up, and implementation of PATUH 4.0 Job Observation
- Evaluation and implementation of SMKTD audits, Risk Journey Management, Pre-Trip Inspection with Shipment, & Fatigue Management
- Implementation of HSSE training programs, emergency response training, and MCU
- Cooperation with security authorities and implementation of Security Risk Assessment

Risiko | Risk

Gagal suplai produk karena keterbatasan komoditas di pasar, kendala distribusi, dan peningkatan harga komoditas di pasar
Failure to supply products due to commodity shortages in the market, distribution constraints, and increased commodity prices in the market

Potensi Dampak | Potential Impact

Tidak tersedianya energi bagi masyarakat
Unavailability of energy for the community

Strategi dan Mitigasi | Strategy and Mitigation

- Melakukan Master Program bulanan
- Monitoring stok harian
- Adanya skema pola supply Reguler, Alternatif, dan Emergency
- Menjaga keandalan sarana dan fasilitas distribusi
- Conducting a monthly Master Program
- Monitoring daily stock
- Implementing Regular, Alternative, and Emergency supply schemes
- Maintaining the reliability of distribution facilities and infrastructure

Risiko | Risk

Terjadinya over kuota BBM jenis JBT & JBKP dan LPG PSO
Occurrence of over-quota JBT & JBKP fuel and PSO LPG

Potensi Dampak | Potential Impact

Tidak tersedianya produk PSO di masyarakat
Unavailability of PSO products to the public

Strategi dan Mitigasi | Strategy and Mitigation

- Melaksanakan monitoring serta evaluasi penyaluran JBT & JBKP secara rutin
- Menjalankan program Subsidi Tepat
- Melakukan pengajuan revisi kuota penyaluran BBM JBT & JBKP
- Conducting regular monitoring and evaluation of JBT & JBKP distribution
- Implementing Subsidi Tepat programs
- Submitting revisions to JBT & JBKP fuel distribution quotas

Risiko | Risk

Tingginya pemberitaan negatif yang tersebar di media resmi skala nasional maupun lokal/regional
High levels of negative publicity in national and local/regional media

Potensi Dampak | Potential Impact

Penurunan citra perusahaan dan penurunan kepercayaan pemangku kepentingan kepada Perusahaan
Decline in corporate image and stakeholder trust in the Company

Strategi dan Mitigasi | Strategy and Mitigation

- Melakukan *media briefing/press conference* apabila terdapat isu negatif yang berkembang
- Melakukan *media gathering*
- Conducting media briefings/press conferences when negative issues arise
- Conducting media gatherings



ASPEK TATA KELOLA GOVERNANCE ASPECT

Risiko | Risk

Kualitas & kapabilitas SDM dan organisasi belum optimal dalam mendukung *business growth* dan *operational excellence*
The quality and capabilities of people and organizations are not yet optimal in supporting business growth and operational excellence

Potensi Dampak | Potential Impact

Tidak optimalnya pencapaian target pertumbuhan Perusahaan
The Company's growth targets are not being optimally achieved

Strategi dan Mitigasi | Strategy and Mitigation

- Reviu dan evaluasi organisasi berdasarkan strategi Perusahaan dan penguatan HSSE
- Menjalankan program pengembangan kompetensi pekerja dan pemenuhan *manpower*
- Review and evaluation of the organization based on the Company's strategy and strengthening of HSSE
- Implementing employee competency development programs and fulfilling manpower requirements

Risiko | Risk

Risiko kelumpuhan sistem informasi akibat serangan siber
Risk of information system paralysis due to cyber attacks

Potensi Dampak | Potential Impact

Terkendalanya operasional bisnis dan penurunan citra Perusahaan
Business operations are constrained and the Company's image is damaged

Strategi dan Mitigasi | Strategy and Mitigation

- Melakukan *penetration test/vulnerability/assessment* terhadap aplikasi yang digunakan Perusahaan
- Pelaksanaan sosialisasi *cyber security* dan peningkatan *awareness program*
- Pelaksanaan *Phishing Campaign* secara rutin
- Conducting penetration tests/vulnerability assessments on applications used by the Company
- Implementing cyber security socialization and awareness programs
- Conducting regular phishing campaigns

Risiko | Risk

Potensi adanya tuntutan hukum dan potensi kalah dalam penanganan litigasi
Potential for lawsuits and potential for losing litigation

Potensi Dampak | Potential Impact

Kerugian finansial dan penurunan citra Perusahaan
Financial losses and decline in the Company's image

Strategi dan Mitigasi | Strategy and Mitigation

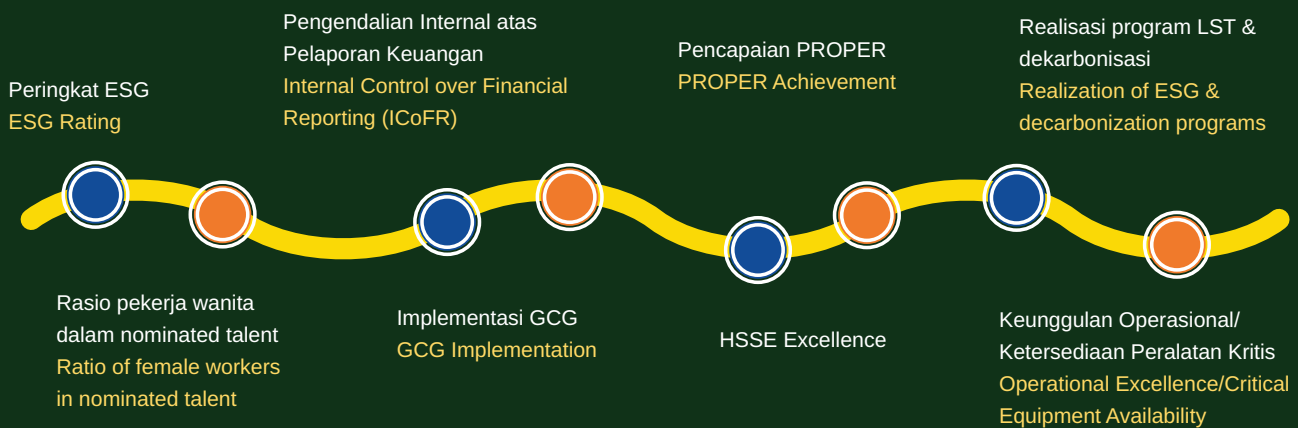
- Menjaga kepatuhan Perusahaan terhadap peraturan
- Menggunakan jasa konsultasi hukum eksternal dalam menangani perkara
- Maintaining the Company's compliance with regulations
- Using external legal consulting services in handling cases

Pemantauan dan Evaluasi Kinerja Keberlanjutan ^[2-18]

Sustainability Performance Monitoring and Evaluation

Indikator kinerja lingkungan, sosial, dan tata kelola (LST) termasuk dalam KPI Direktur Utama, dengan target yang kemudian diturunkan ke dalam Fungsi BPP, HSSE, dan Sekretaris Perusahaan. Fungsi-fungsi tersebut bertanggung jawab memantau, mengevaluasi, dan melaporkan kinerja LST secara bulanan dan triwulanan kepada Direktur Utama. Hasil evaluasi kemudian ditindaklanjuti dan didokumentasikan dalam dokumen Siapa, Apa, Mengapa, Bagaimana, Aksi Tindak Lanjut (SAMBAL). Beberapa KPI yang dimaksud meliputi:

Environmental, social, and governance (ESG) performance indicators are included in the CEO's KPIs, with targets that are cascaded down to the BPP, HSSE, and Corporate Secretary functions. These functions are responsible for monitoring, evaluating, and reporting ESG performance to the President Director on a monthly and quarterly basis. The results of the evaluation are then followed up and documented in the Who, What, Why, How, Follow-up Action (SAMBAL) document. Some of the KPIs are as follows:



Uraian lengkap mengenai evaluasi kinerja Direksi dan Dewan Komisaris dapat ditemukan dalam Laporan Tahunan PT Pertamina Patra Niaga Tahun 2024.

A complete description of the performance evaluation of the Board of Directors and Board of Commissioners can be found in the 2024 Annual Report of PT Pertamina Patra Niaga.

Pencegahan Benturan Kepentingan ^[2-15]

Conflict of Interest Prevention

PT Pertamina Patra Niaga menerapkan tata kelola keberlanjutan selaras dengan prinsip tata kelola Perusahaan yang baik (GCG), yaitu transparansi, akuntabilitas, tanggung jawab, independensi, dan kewajaran. Seiring dengan implementasi GCG, dalam menjalankan kegiatan operasional Perusahaan juga secara proaktif mengelola potensi konflik kepentingan. Beberapa inisiatif keberlanjutan merujuk pada kebijakan entitas induk PT Pertamina (Persero). Namun demikian, proses pengambilan keputusan tetap dijalankan secara independen, obyektif, dan profesional, tanpa adanya benturan kepentingan atau tekanan dari pihak manapun.

PT Pertamina Patra Niaga implements sustainability governance in accordance with the principles of Good Corporate Governance (GCG), encompassing transparency, accountability, responsibility, independence, and fairness. In addition to upholding GCG principles, the Company also proactively manages potential conflicts of interest in its operations. While several sustainability initiatives are guided by the policies of the holding company, PT Pertamina (Persero), all decision-making processes are conducted independently, objectively, and professionally, without conflicts of interest or external pressure.

Insan Perusahaan konsisten menyampaikan pernyataan kepatuhan kode etik melalui *Compliance Online System* (Compols) sebagai wujud integritas. Beberapa komponen yang dilaporkan meliputi *conflict of interest*, *code of conduct*, antigratifikasi, LHKPN, maupun sosialisasi GCG. Langkah ini selaras dengan penerapan nilai-nilai AKHLAK serta Kode Etik sebagaimana tercantum dalam Pedoman Etika Usaha dan Tata Perilaku (*Code of Conduct/CoC*) No. 003/PPN000.010/A/2018. Sepanjang 2024, tidak terdapat laporan konflik kepentingan yang melibatkan anggota Direksi maupun Dewan Komisaris.

As a demonstration of integrity, the Company's personnel consistently submit declarations of compliance with the code of ethics through the Compliance Online System (Compols). The reported components include conflict of interest, code of conduct, anti-gratification, the State Officials' Wealth Report (LHKPN), as well as GCG dissemination. This initiative is aligned with the AKHLAK core values and the Code of Ethics, as stipulated in the Business Ethics and Code of Conduct (CoC) Guidelines No. 003/PPN000.010/A/2018. In 2024, no conflict of interest reports involving members of the Board of Directors or the Board of Commissioners were recorded.



Penyampaian Hal-Hal Kritis ^[2-16]

Conveying Critical Matters

Perusahaan telah memiliki mekanisme untuk menyampaikan hal-hal kritis melalui beberapa saluran utama:

Rapat Direksi dan Dewan Komisaris

Perusahaan menyelenggarakan berbagai jenis rapat, termasuk rapat internal Direksi, rapat internal Dewan Komisaris, rapat gabungan, serta rapat lintas komite atau koordinasi bila diperlukan. Dalam rapat tersebut, manajemen puncak membahas pencapaian target RKAP, pengelolaan risiko, serta isu ekonomi dan aspek LST strategis lainnya. Informasi lengkap mengenai frekuensi dan agenda rapat disampaikan dalam Laporan Tahunan PT Pertamina Patra Niaga 2024.

Management Walkthrough (MWT)

MWT menjadi sarana komunikasi langsung antara manajemen, termasuk Direksi, dan pekerja di lapangan. Melalui pendekatan ini, manajemen dapat mengakses informasi secara *real time*, memberikan dukungan, serta mengidentifikasi hambatan dan mempercepat proses perbaikan.

Whistleblowing System (WBS) ^{[2-25] [2-26]}

Sebagai bagian dari penerapan transparansi dalam GCG, Perusahaan menyediakan akses pelaporan bagi pekerja dan pemangku kepentingan atas dugaan pelanggaran terhadap prinsip-prinsip GCG dan nilai-nilai etika. Adapun keamanan pelapor dijamin melalui Kebijakan Perlindungan Pelapor Dugaan Pelanggaran Prinsip Tata Kelola Perusahaan yang Baik. Pengelolaan WBS dilakukan secara terpusat oleh Fungsi Investigation, WBS & Fraud Prevention PT Pertamina (Persero) bersama konsultan independen. Laporan pengelolaan pengaduan disampaikan setiap triwulan oleh Chief Audit Executive PT Pertamina (Persero) kepada Direktur Utama dan Komisaris Utama PT Pertamina Patra Niaga.

The Company has established mechanisms to convey critical matters through several key channels:

Meetings of the Board of Directors and Board of Commissioners

The Company holds various types of meetings, including internal meetings of the Board of Directors, internal meetings of the Board of Commissioners, joint meetings, and cross-committee or coordination meetings when necessary. These meetings serve as a forum for top management to discuss RKAP target achievements, risk management, as well as strategic economic, environmental, social, and governance (ESG) issues. Detailed information on meeting frequency and agenda is available in the 2024 Annual Report of PT Pertamina Patra Niaga.

Management Walkthrough (MWT)

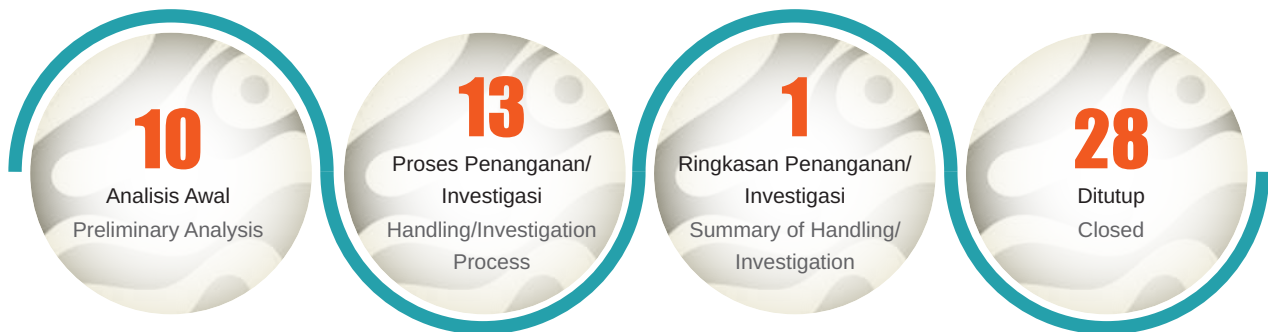
MWT serves as a direct communication channel between management, including the Board of Directors, and field workers. Through this approach, management gains real-time access to information, provides direct support, identifies obstacles, and accelerates improvement processes.

Whistleblowing System (WBS) ^{[2-25] [2-26]}

As part of transparency in GCG implementation, the Company provides reporting access for employees and stakeholders to raise allegations of violations against GCG principles and ethical values. The whistleblower's confidentiality is guaranteed under the Policy on Whistleblower Protection for Alleged Violations of Good Corporate Governance Principles. WBS management is centralized under the Investigation, WBS & Fraud Prevention Function of PT Pertamina (Persero), in collaboration with an independent consultant. Complaint management reports are submitted quarterly by the Chief Audit Executive of PT Pertamina (Persero) to the President Director and President Commissioner of PT Pertamina Patra Niaga.

Selama 2024, PT Pertamina Patra Niaga menerima 52 pengaduan melalui sistem WBS. Rincian pengaduan tersebut disajikan sebagai berikut:

In 2024, PT Pertamina Patra Niaga received 52 complaints through the WBS, with the following details:



Kebijakan Antikorupsi dan Antigratifikasi ^[205-2]

Anti-Corruption and Anti-Gratification Policy

PT Pertamina Patra Niaga melakukan pengelolaan gratifikasi berdasarkan Pedoman Pengendalian Gratifikasi No. A10-002/PNA200000/2022-S9. Pekerja dapat menyampaikan laporan gratifikasi melalui platform Compliance Online System. Perusahaan tidak hanya mengimplementasikan kebijakan antigratifikasi, tetapi juga menjalankan kebijakan antikorupsi sebagai bagian dari komitmen terhadap etika bisnis. Sebagai bentuk penguatan integritas dan pencegahan praktik suap, Perusahaan juga telah menerapkan Sistem Manajemen Anti Penyuapan (SMAP) sesuai ISO 37001:2016.

PT Pertamina Patra Niaga manages gratification in accordance with the Gratification Control Guidelines No. A10-002/PNA200000/2022-S9. Employees may submit gratification reports through the Compliance Online System platform. The Company not only implements an anti-gratification policy but also enforces an anti-corruption policy as part of its commitment to business ethics. To further strengthen integrity and prevent bribery, the Company has implemented an Anti-Bribery Management System (SMAP) in line with ISO 37001:2016.

Sebagai bagian dari upaya pencegahan korupsi, Perusahaan menerapkan kebijakan transparansi melalui kewajiban pelaporan Laporan Harta Kekayaan Penyelenggara Negara (LHKPN). Pada 2024, terdapat 894 individu yang menjabat pada level Dewan Komisaris, Direksi, Vice President/setara, Manajer/setara, Asisten Manajer/setara, dan/atau pekerja dengan jabatan setara dengan PRL 16 ke atas telah menyampaikan LHKPN melalui platform e-LHKPN milik KPK. Kepatuhan terhadap pelaporan ini tercapai sepenuhnya, dengan tingkat penyampaian tepat waktu mencapai 100%.

As part of its anti-corruption measures, the Company applies a transparency policy through the mandatory submission of the State Official Wealth Report (LHKPN). In 2024, a total of 894 individuals serving at the level of Board of Commissioners, Board of Directors, Vice Presidents/equivalent, Managers/equivalent, Assistant Managers/equivalent, and/or employees holding positions equivalent to PRL 16 and above submitted their LHKPN reports through the Corruption Eradication Commission (KPK) e-LHKPN platform. The reporting requirement was fully accomplished, with a 100% on-time submission rate.

Fungsi Legal Counsel Advocacy & Compliance bertindak sebagai Unit Pengendali Gratifikasi dan bertanggung jawab atas pengelolaan pelaporan gratifikasi oleh pekerja. Apabila suatu penerimaan dikategorikan sebagai gratifikasi sesuai dengan Pedoman No. A10-002/PNA200000/2022-S9, laporan tersebut akan diteruskan kepada Komisi Pemberantasan Korupsi (KPK). Berdasarkan penetapan KPK, objek gratifikasi dapat diserahkan kepada negara, dikelola oleh instansi, atau dinyatakan bukan sebagai gratifikasi. Untuk objek yang dikelola oleh instansi, peruntukannya dapat berupa bantuan sosial, sarana sosialisasi, operasional Perusahaan, atau sesuai ketentuan lain yang berlaku.

Pelaksanaan penugasan investigasi dilakukan oleh Fungsi Investigation, WBS & Fraud Prevention PT Pertamina (Persero) atau Fungsi Audit Executive PT Pertamina Patra Niaga berdasarkan pelimpahan dari Fungsi Internal Audit Holding untuk menindaklanjuti indikasi adanya *fraud*. Laporan-laporan insiden kasus *fraud* yang terbukti dari hasil investigasi akan ditindaklanjuti berupa proses penegakan disiplin mulai dari permintaan klarifikasi, analisa kasus dan perbuatan sampai pada pemberian sanksi kepada pekerja dan/atau pihak yang terlibat sesuai dengan prosedur hubungan industrial yang tertuang dalam PKB. Sanksi terbagi beberapa jenis sesuai tindakan yang terbukti dilakukan pekerja, antara lain teguran, surat peringatan, penurunan jenjang jabatan sampai dengan pemutusan hubungan kerja (PHK). Selama tahun 2024, Fungsi Audit Executive PT Pertamina Patra Niaga melakukan investigasi sebanyak 3 penugasan terkait dengan indikasi adanya *fraud*, namun hingga akhir tahun 2024 proses pemeriksaan masih berlangsung sehingga belum terdapat laporan investigasi atas insiden kasus *fraud* yang terbukti yang telah terbit. [205-3]

The Legal Counsel Advocacy & Compliance function acts as the Gratification Control Unit with responsibility for managing employee gratification reporting. If a receipt is classified as gratification according to Guidelines No. A10-002/PNA200000/2022-S9, the report is forwarded to the KPK. Based on KPK's determination, gratification objects may be handed over to the state, managed by the institution, or declared not to constitute gratification. For objects managed by the institution, their use may include social assistance, dissemination facilities, company operations, or other relevant purposes.

Investigations are carried out by the Investigation, WBS & Fraud Prevention Function of PT Pertamina (Persero) or by the Audit Executive Function of PT Pertamina Patra Niaga, based on delegation from the Holding Internal Audit Function, to follow up on indications of fraud. Fraud cases proven through investigation are subject to disciplinary enforcement, ranging from clarification requests, case and conduct analysis, to the imposition of sanctions on employees and/or parties involved, in accordance with industrial relations procedures stipulated in the Collective Labor Agreement (CLA). Sanctions include verbal warnings, written warnings, demotion, and termination of employment (dismissal). In 2024, the Audit Executive Function of PT Pertamina Patra Niaga carried three investigation assignments related to indications of fraud. However, as of the end of 2024, the examination process was still ongoing, and no final investigation reports on confirmed fraud cases had been issued. [205-3]

Antikorupsi dan Antigratifikasi [205-1][205-2][11.20]

PT Pertamina Patra Niaga memberlakukan kebijakan antikorupsi dan antigratifikasi secara menyeluruh kepada seluruh jajaran, mulai dari manajemen puncak, pekerja di semua tingkatan, hingga mitra kerja dan kontraktor. Kebijakan ini menegaskan komitmen Perusahaan terhadap praktik usaha yang bersih dari korupsi, kolusi, dan nepotisme (KKN). Di 2024, telah dilakukan identifikasi dan asesmen risiko *fraud* termasuk risiko korupsi. Hasil asesmen menunjukkan bahwa 100% aktivitas operasional memiliki potensi risiko korupsi, dengan tingkat risiko yang bervariasi dari rendah hingga tinggi. [205-1][11.20]

Untuk menanamkan kesadaran mengenai perilaku etis dan bebas korupsi, Perusahaan menyelenggarakan pelatihan Sistem Manajemen Anti Penyuapan (SMAP) bagi beberapa perwakilan fungsi terkait, khususnya yang memiliki risiko tinggi terhadap praktik korupsi. Selain itu, Perusahaan juga melakukan sosialisasi pencegahan korupsi kepada seluruh pekerja, termasuk entitas anak dan mitra kerja. Penyampaian materi dilakukan melalui *e-mail broadcast*, pelatihan daring dan tatap muka, serta pelatihan *fraud awareness* melalui aplikasi Traco/Learning Management System (e-learning Pertamina). Selama tahun 2024, sebanyak 34 sesi sosialisasi dan pelatihan telah dilaksanakan, melibatkan internal Perusahaan seperti Dewan Komisaris, Direksi, dan karyawan. Beberapa kegiatan yang dilaksanakan sepanjang tahun 2024 adalah sebagai berikut:

1. Program *fraud prevention* dan jasa konsultasi Internal Audit dalam memberikan nilai tambah bagi manajemen Perusahaan
2. *Sharing session* terkait pencegahan *fraud* kepada PT Tiki Jalur Nugraha Ekakurir
3. Narasumber program wawasan Fungsi Pre-Employment Training (PET) batch 2 tahun 2023 PT Pertamina Patra Niaga
4. *Sharing* terkait Internal Audit & WBS kepada BPS di Sumbagsel Regional Sumbagsel IA Sumbagsel
5. Sosialisasi *fraud awareness* dan penandatanganan komitmen antifraud di Regional Jatimbalinus

Anti-Corruption and Anti-Gratification Awareness [205-1][205-2][11.20]

PT Pertamina Patra Niaga implements a comprehensive anti-corruption and anti-gratification policy that applies to all levels of the organization, from top management and employees at every level to business partners and contractors. This policy reinforces the Company's commitment to conducting business practices free from corruption, collusion, and nepotism (KKN). In 2024, the Company carried out fraud risk identification and assessment, including corruption risks. The assessment results indicated that 100% of operational activities have potential corruption risks, with varying levels from low to high. [205-1][11.20]

To instill awareness of ethical behavior and anti-corruption principles, the Company organized Anti-Bribery Management System (SMAP) training for several representatives from relevant functions, particularly those with a high risk of corruption. In addition, the Company conducted anti-corruption awareness programs for all employees, including subsidiaries and business partners. The materials were delivered through e-mail broadcasts, online and in-person training sessions, as well as fraud awareness training via the Traco/Learning Management System (Pertamina e-learning platform). During 2024, a total of 34 dissemination and training sessions were conducted, involving the Company's internal stakeholders such as the Board of Commissioners, Board of Directors, and employees. The following activities were carried out during 2024:

1. Fraud prevention program and Internal Audit consulting services in providing added value to Company management
2. Sharing session on fraud prevention with PT Tiki Jalur Nugraha Ekakurir
3. Resource person for the Functional Insights Program in Pre-Employment Training (PET) batch 2 of 2023 at PT Pertamina Patra Niaga
4. Sharing on Internal Audit & Whistleblowing System (WBS) with BPS in the South Sumatra Region, IA South Sumatra
5. Fraud awareness socialization and signing of anti-fraud commitment in the East Java, Bali, and Nusa Tenggara (Jatimbalinus) Region

Anggota Direksi dan Dewan Komisaris menerima pemahaman mengenai pencegahan korupsi melalui proses induksi saat pengangkatan. Seluruh anggota Direksi dan Dewan Komisaris telah menandatangani Komitmen *Anti-fraud* pada tahun 2023, dan komitmen tersebut masih berlaku hingga tahun 2024. Selain itu, Perusahaan menyelenggarakan pelatihan Fraud Awareness and Prevention Program secara internal yang diikuti oleh 1.564 pekerja dan 265 pemangku kepentingan termasuk vendor, mitra kerja, kontraktor, pemasok, dan regulator. Selain itu, setiap mitra yang bekerja sama diwajibkan menandatangani pakta integritas sebagai bagian dari komitmen bersama terhadap prinsip antisuap dan antikorupsi. [205-2][11.20]

Selain itu, Perusahaan juga memberikan sosialisasi dan pelatihan kepada vendor dan mitra kerja termasuk kontraktor dan pemasok mengenai etika bisnis. Langkah ini bertujuan untuk memastikan seluruh mitra bisnis memahami standar integritas yang berlaku, mematuhi regulasi, serta berperan aktif dalam mendukung penerapan prinsip GCG di seluruh rantai pasok. Sebanyak 694 kontraktor dan supplier telah mengikuti pelatihan tersebut.

Members of the Board of Directors and Board of Commissioners underwent an induction process at the time of their appointment to have knowledge of corruption prevention. All members of the Board of Directors and the Board of Commissioners signed the Anti-Fraud Commitment in 2023, and this commitment remains in effect through 2024. In addition, the Company organized an internal Fraud Awareness and Prevention Program training, attended by 1,564 employees and 265 stakeholders, including vendors, business partners, contractors, suppliers, and regulators. Each partner is required to sign an integrity pact as part of a shared commitment to anti-bribery and anti-corruption principles. [205-2][11.20]

The Company also conducted socialization and training sessions for vendors and business partners, including contractors and suppliers, on business ethics. This initiative aims to ensure that all business partners understand the applicable integrity standards, comply with regulations, and actively support the implementation of GCG principles throughout the supply chain. A total of 694 contractors and suppliers have participated in this training.

Kepatuhan terhadap Pemeriksaan dari Pihak Berwenang [2-27]

Compliance with Examinations by Authorities

Dalam kurun waktu penyusunan Laporan Keberlanjutan sampai dengan laporan ini diterbitkan, Perusahaan menyampaikan informasi bahwa saat ini sedang berlangsung proses hukum yang melibatkan anggota Direksi Perusahaan maupun pihak-pihak dari entitas lain dalam Pertamina Grup. Sejalan dengan prinsip GCG, Perusahaan menghormati proses hukum yang dilakukan oleh Kejaksaan Agung dan aparat penegak hukum, serta berkomitmen untuk bekerja sama penuh dalam proses tersebut. Selama tahun 2024, Fungsi Audit Executive PT Pertamina Patra Niaga melakukan investigasi sebanyak 3 penugasan terkait dengan indikasi adanya *fraud*, namun hingga akhir tahun 2024 proses pemeriksaan masih berlangsung sehingga belum terdapat laporan investigasi atas insiden kasus *fraud* yang terbukti yang telah terbit. Perusahaan terus melaksanakan *improvement*, penguatan terhadap Sistem Tata Kerja dan pelaksanaannya, dengan melibatkan instansi terkait seperti Jaksa Agung Muda Bidang Perdata dan Tata Usaha Negara (Jamdatun), Komisi Pemberantasan Korupsi (KPK), dan Badan Pengawasan Keuangan dan Pembangunan (BPKP).

During the preparation of this Sustainability Report up to its publication, the Company deems it to disclose a legal process involving members of the Company's Board of Directors as well as parties from other entities within the Pertamina Group. In adherence to the GCG principles, the Company respects the legal proceedings conducted by the Attorney General's Office and law enforcement authorities, while remaining committed to fully cooperate during the entire process. During 2024, the Audit Executive Function of PT Pertamina Patra Niaga conducted three investigations related to indications of fraud. However, as of the end of 2024, the examination processes were still ongoing, and no investigation reports on confirmed fraud cases had been issued. The Company continues to implement improvements and strengthen its Work System and its execution, involving relevant institutions such as the Deputy Attorney General for Civil and Administrative Affairs (Jamdatun), the Corruption Eradication Commission (KPK), and the National Government Internal Auditor (BPKP).

Persaingan Usaha Sehat ^{[206-1][11.19]}

Fair Business Competition

PT Pertamina Patra Niaga melaksanakan penjualan produk energi sesuai dengan peraturan pemerintah yang mengatur harga jual kepada pelanggan melalui Perjanjian Jual Beli Produk BBM/Gas serta Penetapan Harga Jual Eceran untuk Bahan Bakar Minyak Tertentu, serta Jenis Bahan Bakar Minyak Khusus. Di tengah regulasi tersebut, Perusahaan tetap mempertahankan posisi terdepan dalam persaingan pasar dengan perusahaan lain. Perusahaan menghormati langkah yang diambil oleh Komisi Pengawas Persaingan Usaha (KPPU) atas penanganan dugaan praktik monopoli dalam penyediaan avtur oleh Subholding Commercial & Trading PT Pertamina Patra Niaga (PPN), sebagaimana tercantum dalam Register No. 21-89/DH/KPPU.LID.I/IX/2024 mengenai indikasi pelanggaran terhadap Undang-Undang No. 5 Tahun 1999.

Menanggapi hal tersebut, Perusahaan menegaskan bahwa seluruh kegiatan penyediaan dan pendistribusian avtur telah dilaksanakan sesuai dengan Undang-Undang No.5 Tahun 1999 serta ketentuan pelaksanaan lainnya yang berlaku, yaitu Peraturan BPH Migas Nomor 13/P/BPH Migas/IV/2008 tentang Pengaturan dan Pengawasan atas Pelaksanaan Penyediaan dan Pendistribusian Bahan Bakar Minyak Penerbangan di Bandar Udara. Selain itu, penetapan harga jual avtur juga telah mengikuti mekanisme yang ditetapkan melalui Keputusan Menteri Energi dan Sumber Daya Mineral (ESDM) Nomor 17 K/10/MEM/2019 mengenai Formula Harga Dasar dalam Perhitungan Harga Jual Eceran BBM Umum jenis Avtur.

PT Pertamina Patra Niaga sells its energy products in accordance with government regulations governing retail prices to customers through Fuel/Gas Product Sales Agreements and the Determination of Retail Selling Prices for Certain Types of Fuel as well as Special Types of Fuel. Under these regulations, the Company maintains its leading position in market competition with other companies. The Company respects the measures taken by the Business Competition Supervisory Commission (KPPU) in addressing allegations of monopolistic practices in the supply of aviation turbine fuel (avtur) by Subholding Commercial & Trading PT Pertamina Patra Niaga (PPN), as listed in Register No. 21-89/DH/KPPU.LID.I/IX/2024 concerning alleged violations of Law No. 5 of 1999.

In response, the Company affirms that all activities related to the provision and distribution of avtur have been carried out in compliance with Law No. 5 of 1999 and other applicable implementing regulations, including BPH Migas Regulation No. 13/P/BPH Migas/IV/2008 on the Regulation and Supervision of the Implementation of the Provision and Distribution of Aviation Fuel at Airports. Furthermore, the determination of avtur retail prices has adhered to the mechanism stipulated in the Decree of the Minister of Energy and Mineral Resources (MEMR) No. 17 K/10/MEM/2019 regarding the Basic Price Formula in the Calculation of Avtur Retail Prices.

Kinerja Keberlanjutan

Sustainability Performance

Menjaga Ketersediaan Energi Melalui Rantai Pasokan Terintegrasi

Ensuring Energy Availability Through an Integrated Supply Chain



Pengelolaan Topik Material: Manajemen Rantai Pasokan ^[3-3]

Material Topic Management: Supply Chain Management

PT Pertamina Patra Niaga menjalankan kegiatan komersialisasi dan perdagangan energi untuk memenuhi permintaan dan memberikan manfaat bagi masyarakat. Selain itu, Perusahaan mendukung program transisi energi yang diinisiasi oleh Holding untuk mendistribusikan energi bersih, dan aktif membangun hubungan yang baik dalam rantai pasokan terintegrasi Pertamina.

Untuk mendukung kelancaran distribusi produk energi, Perusahaan memastikan pengelolaan vendor dan praktik pengadaan dengan tujuan mengurangi risiko serta dampak negatif terhadap lingkungan, sosial, dan ekonomi. Perusahaan juga memiliki Prosedur Perencanaan Alternative Emergency (AE) Suplai & Distribusi BBM/LPG untuk mengantisipasi kejadian abnormal dalam distribusi dan memastikan ketersediaan energi di seluruh Indonesia. Kebijakan terkait manajemen rantai pasok mencakup Pedoman Pengelolaan Suplai dan Distribusi LPG & Produk Gas (No. A03-001/PNE100000/2021-S9) dan Pedoman Pengelolaan Suplai & Distribusi BBM (No. A03-001/PNE100000/2022-S9).

PT Pertamina Patra Niaga carries out energy commercialization and trading activities to meet demand and deliver value to society. In addition, the Company supports the energy transition program initiated by the Holding to distribute clean energy and actively fosters strong relationships within Pertamina's integrated supply chain.

To ensure the smooth distribution of energy products, the Company manages vendors and procurement practices to mitigate risks and minimize negative environmental, social, and economic impacts. The Company also has in place an Alternative Emergency (AE) Supply & Distribution Procedure for Fuel and LPG to anticipate abnormal events in distribution and secure energy availability across Indonesia. Supply chain management policies include the Guidelines for LPG & Gas Product Supply and Distribution Management (No. A03-001/PNE100000/2021-S9) and the Guidelines for Fuel Supply and Distribution Management (No. A03-001/PNE100000/2022-S9).

Rantai Pasokan Produk Energi

Energy Product Supply Chain

Perusahaan memiliki rantai nilai berupa pasokan energi dalam *trading operation* serta pengelolaan berbagai terminal, seperti Integrated Terminal, Fuel Terminal, LPG Terminal, dan Aviation Fuel Terminal. Pasokan energi didistribusikan menggunakan berbagai moda, termasuk kapal, mobil tangki, dan pesawat. Selain itu, Perusahaan juga menjalankan segmen bisnis lain dan mendistribusikan produk hasil pengolahan minyak dan gas, petrokimia, serta produk kimia lainnya.

The Company's value chain consists of energy supply within trading operations and the management of various terminals, including Integrated Terminals, Fuel Terminals, LPG Terminals, and Aviation Fuel Terminals. Energy supplies are distributed through multiple modes of transportation, including vessels, tank trucks, and aircraft. In addition, the Company also operates other business segments and distributes refined oil and gas products, petrochemicals, and other chemical products.

Portofolio Produk

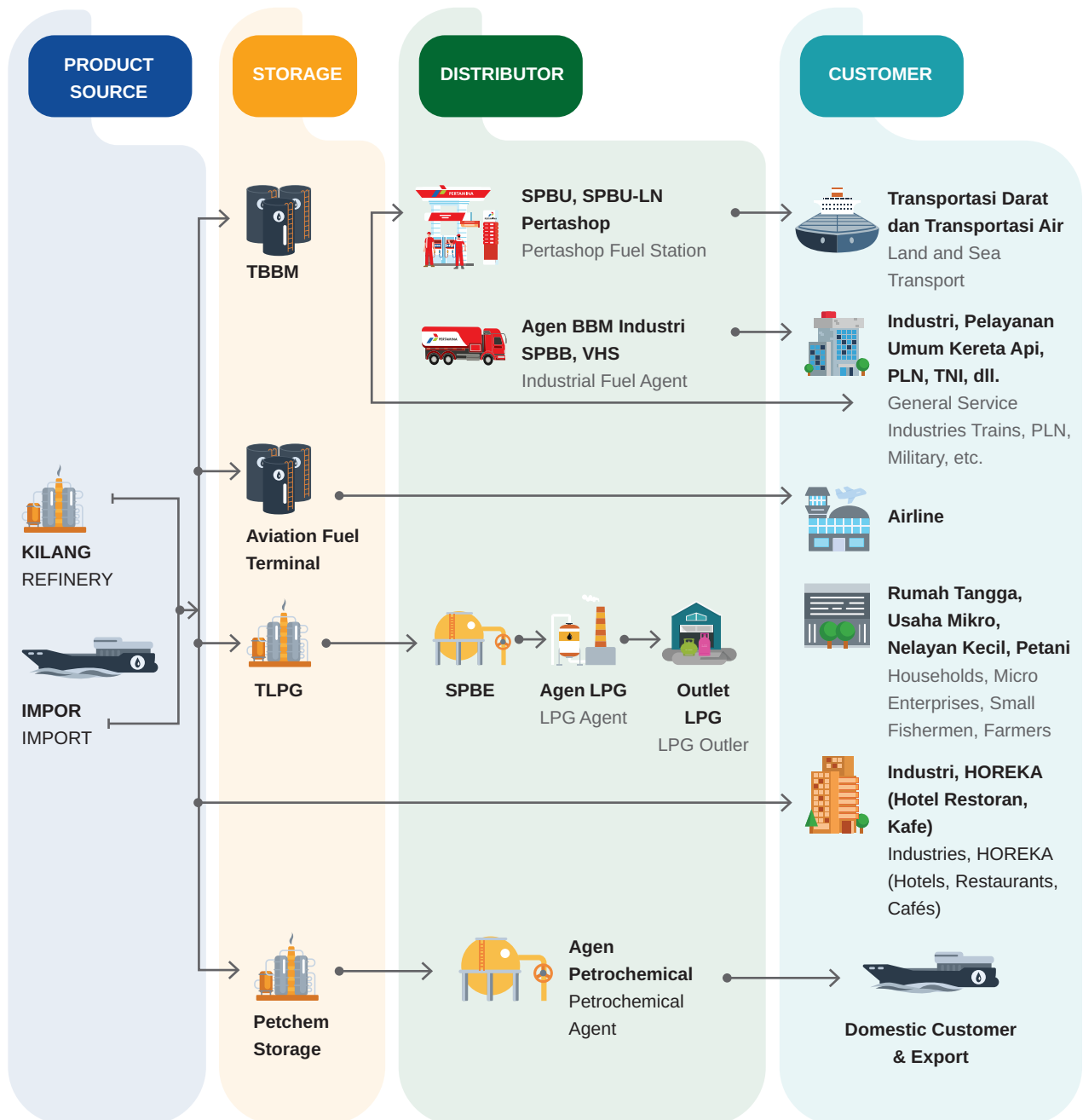
Product Portfolio

B2C	FUEL SALES	LPG SALES	LUBRICANTS	INTERNAL B2B	ENGINEERING LAND & INFRASTRUCTURE
	Product • PSO: Biosolar, Peralite • NPSO: Pertamina, Pertamina Green 95, Pertamina Turbo, Dexlite, Pertamina Dex. Customers Transport, house-hold, fisherman	Product • LPG: LPG 3 kg (PSO), LPG 12 kg, LPG 50 kg, LPG bulk, Bright Gas 5.5 kg & 220 gr (Can) • Product Gas: Vi-Gas, HAP, Musicool Customers House-hold, industries, transport	Product • Passenger Car Oils: Fastron, Mesran, PrimaXP, etc. • Motorcycles: Enduro • Heavy Duty Diesel Oils: Meditran, Salix, etc. Customers Automotive, Industries		Component • Integrated Logistic Service • Supply & Distribution • Fleet management • Others
B2B	INDUSTRIAL FUEL	PETROCHEMICAL	AVIATION	TRADING BUSINESS	
	Product • PSO: Kerosene, Solar, Premium • NPSO: Premium, Kerosene, Solar, MFO, IDO, Diesel V-10, MFO 380 Customers Marine, Industries	Product Polytam, Propylene, Benzene, Paraxylene, Asphalt, LBO, LAWS, Minarex, Minasol, Solvent, etc	Product Avtur, Sustainable Aviation Fuel, Avgas	Product Gasoline, Gasoil, LPG, Petrochemical, Intermediate, etc.	
		Customers Industries	Customers Commercial & General Aviation, Air Force, Embassy, Gov. Related, Flying School, Non-Aviation Industry	Customers Internal Customers (sourcing), Industries, Overseas	

Secara umum, pola pasokan dan layanan LPG, BBM, dan petrokimia berasal dari produk impor atau produksi kilang Pertamina dan swasta yang didistribusikan ke terminal LPG, BBM, dan *Storage Petrochemical*, yang selanjutnya didistribusikan sampai ke konsumen akhir.

In general, the supply and service patterns of LPG, fuel, and petrochemicals originate from imported products or those produced by Pertamina refineries and private entities, which are distributed to LPG, fuel, and petrochemical storage terminals, and subsequently delivered to end consumers.

Pola Layanan BBM, LPG, Aviasi, dan Petrokimia Service Patterns for Fuel, LPG, Aviation, and Petrochemicals



Dengan adanya infrastruktur penerimaan, pengiriman, dan distribusi yang luas serta tersebar di Indonesia, Pertamina menjadi salah satu perusahaan yang memiliki rantai pasok BBM *end to end* paling kompleks di dunia. Demikian juga dengan rantai suplai LPG yang dimulai dari kilang, KKKS, serta impor hingga kanal distribusi yang menjangkau seluruh Indonesia. Sementara itu, untuk distribusi bahan bakar aviasi, Perusahaan menerapkan berbagai *model supply chain (channel of delivery/COD)* yang disesuaikan dengan kondisi lokasi dan akses dari Terminal BBM ke Aviation Fuel Terminal. PT Pertamina Patra Niaga sebagai bagian dari Pertamina memiliki fokus utama pada penyediaan serta distribusi energi di seluruh wilayah Indonesia yang secara langsung menjalankan bisnis dengan rantai pasok tersebut.

Perusahaan menghadapi sejumlah tantangan dalam pasokan migas, yang dipengaruhi oleh faktor eksternal maupun internal sepanjang periode pelaporan. Secara eksternal, kondisi geopolitik global telah menyebabkan volatilitas harga minyak mentah dan produk turunannya serta memberikan tekanan pada kondisi fiskal dan keuangan Perusahaan. Selain itu, situasi tersebut juga menyebabkan berkurangnya tonase kapal *supplier* yang tersedia untuk impor produk migas yang berpotensi mengakibatkan keterlambatan pengiriman kargo, terutama untuk produk *gasoline*.

Dari sisi internal, tantangan yang dihadapi Perusahaan antara lain kapasitas fasilitas dan sarana di beberapa terminal utama yang telah mencapai titik optimal; pelaksanaan *turn around maintenance* pada beberapa *Refinery Unit* yang mempengaruhi pola pasokan yang ada, serta kendala keandalan kapal dalam pengiriman ke terminal akhir, yang kerap menyebabkan gangguan pasokan ke *Fuel Terminal*. Untuk mengatasi kondisi tersebut, Perusahaan menerapkan sejumlah strategi, antara lain:

- Melakukan *spreading* kargo secara optimal ke seluruh terminal sesuai dengan skala prioritas untuk memastikan seluruh terminal dapat terpenuhi kebutuhan stoknya.

With extensive and widespread infrastructure for receiving, shipping, and distribution across Indonesia, Pertamina has become one of the companies with the most complex end-to-end fuel supply chains in the world. The LPG supply chain follows a similar complexity, starting from refineries, KKKS (Contractors of Cooperation Contracts), and imports, extending to distribution channels that cover the entire Indonesian archipelago. Meanwhile, for aviation fuel distribution, the Company applies various supply chain models (*channels of delivery/COD*), adapted to the location conditions and accessibility from fuel terminals to aviation fuel terminals. As part of Pertamina, PT Pertamina Patra Niaga focuses primarily on ensuring the provision and distribution of energy across Indonesia, directly operating within these supply chains.

The Company faces several challenges in oil and gas supply, influenced by both external and internal factors during the reporting period. Externally, global geopolitical conditions have caused volatility in crude oil prices and their derivatives, giving pressure on the Company's fiscal and financial conditions. These dynamics also reduced the availability of supplier vessel tonnage for oil and gas imports, potentially leading to delays in cargo delivery, particularly for gasoline products.

Internally, the Company faces challenges such as capacity limitations at key terminals that have reached optimal levels, turnaround maintenance at several Refinery Units affecting existing supply patterns, and vessel reliability issues in deliveries to end terminals, often resulting in supply disruptions at fuel terminals. To address these issues, the Company has adopted several strategies, including:

- Optimizing cargo spreading across all terminals based on priority scale to ensure adequate stock levels at each terminal.

- Koordinasi intensif dengan seluruh Subholding Pertamina, fungsi terkait, dan lembaga penyalur untuk memitigasi kendala *source supply*, kendala moda transportasi, maupun kendala sarana dan fasilitas yang terjadi sehingga mitigasi yang disiapkan dapat dieksekusi dengan baik dan risiko kegagalan suplai dapat dihindari.

Perusahaan juga dihadapi dengan tantangan dalam menyalurkan BBM bersubsidi kepada masyarakat di seluruh wilayah Indonesia, termasuk wilayah 3T. Proses distribusi ini menghadapi kendala geografis dan cuaca ekstrem, yang memerlukan strategi mitigasi khusus, salah satunya melalui kerja sama dengan Badan Meteorologi, Klimatologi, dan Geofisika (BMKG) guna memastikan kelancaran penyaluran energi.

Di sisi lain, Penyaluran BBM dan produk turunannya kepada pelanggan ritel dan industri harus tetap memenuhi standar mutu sesuai regulasi pemerintah dan praktik terbaik industri. Oleh karena itu, Perusahaan secara rutin melakukan pemantauan, evaluasi, dan penegakan sanksi terhadap SPBU yang tidak memenuhi standar, baik dari segi kualitas maupun kuantitas produk.

Tantangan lainnya muncul dari kebijakan transisi energi, khususnya persiapan implementasi program B40 yang menuntut peningkatan kesiapan infrastruktur dan sistem distribusi. Sebagai respons, pada tahun 2024 Perusahaan mulai memperkuat kapabilitas operasional guna mendukung skala produk baru, yang juga membawa tantangan teknis dan logistik tersendiri.

Selain itu, Perusahaan juga dihadapkan pada kebutuhan untuk memastikan subsidi energi dapat tersalurkan secara tepat sasaran. Untuk itu, Perusahaan mengembangkan dan menerapkan sistem digital Subsidi Tepat MyPertamina yang berfungsi sebagai alat pemantauan dan pengawasan.

- Intensive coordination with all Pertamina Subholdings, relevant functions, and distribution agencies to mitigate challenges related to source supply, transportation modes, and infrastructure, ensuring effective execution of mitigation measures and minimizing supply failure risks.

The Company also encounters challenges in distributing subsidized fuel to communities across Indonesia, including outermost, frontier, and disadvantaged (3T) regions. This distribution is constrained by geographical barriers and extreme weather, requiring specific mitigation strategies, including collaboration with the Meteorology, Climatology, and Geophysics Agency (BMKG) to ensure energy distribution continuity.

Furthermore, fuel and derivative product distribution to retail and industrial customers must consistently meet quality standards in line with government regulations and industry best practices. Therefore, the Company regularly conducts monitoring, evaluations, and enforcement measures on fuel stations that fail to comply with standards, both in terms of product quality and quantity.

Additional challenges arise from the national energy transition policy, particularly the preparation for the B40 program implementation, which demands enhanced infrastructure readiness and distribution system capabilities. In response, in 2024 the Company began strengthening its operational capacity to support the scale-up of new products, which brings its own technical and logistical challenges.

Moreover, the Company must also ensure that energy subsidies are distributed accurately and effectively. To achieve this, the Company has developed and implemented *Subsidi Tepat* MyPertamina digital system as a monitoring and control tool.

Optimalisasi Efektivitas Waktu dan Efisiensi Biaya

Optimizing Time Effectiveness and Cost Efficiency

Perusahaan terus meningkatkan pengelolaan rantai nilai melalui penerapan teknologi informasi untuk menciptakan operasional yang efektif dan efisien, sekaligus meminimalkan dampak terhadap lingkungan. Di samping itu, Perusahaan juga mengoptimalkan sinergi dengan anak perusahaan Pertamina serta berbagai pemangku kepentingan lainnya.

The Company continues to enhance value chain management through the application of information technology to ensure effective and efficient operations while minimizing environmental impacts. In addition, the Company optimizes synergies with Pertamina's subsidiaries as well as other stakeholders.

Beberapa inisiatif untuk mewujudkan rantai nilai yang berkelanjutan, di antaranya:

Several initiatives to realize a sustainable value chain include:

1

Memfokuskan upaya pengiriman solusi energi yang aman dan terjangkau, yang didukung oleh inovasi dan data dengan tepat waktu, sesuai anggaran dan ruang lingkup.
Focusing efforts on delivering safe and affordable energy solutions supported by innovation and data, delivered on time, within budget, and within scope.

2

Menerapkan sistem manajemen HSSE untuk mencegah terkendalanya pasokan produk dari pemasok maupun distribusi produk kepada pelanggan.
Implementing HSSE management systems to prevent disruptions in product supply from vendors and in product distribution to customers.

3

Mengembangkan berbagai aplikasi berbasis teknologi dan sistem informasi untuk meningkatkan efektivitas kerja maupun efisiensi proses.
Developing various technology-based applications and information systems to improve work effectiveness and process efficiency.

4

Memperkuat kemampuan adaptasi dalam industri energi yang menghasilkan lebih sedikit emisi dengan mendistribusikan biofuel (biosolar, Pertamina Green, dan SAF).
Strengthening adaptive capacity in the low-emission energy industry by distributing biofuels (biosolar, Pertamina Green, and SAF).

5

Menjalankan Program Green Energy Station (GES) yaitu dengan menyediakan Stasiun Pengisian Kendaraan Listrik Umum (SPKLU) dan Stasiun Penukaran Baterai Kendaraan Listrik Umum (SPBKLU), serta penggunaan PLTS di lingkungan SPBU.
Implementing the Green Energy Station (GES) Program, including the provision of Public Electric Vehicle Charging Stations (SPKLU), Public Electric Vehicle Battery Swapping Stations (SPBKLU), and the use of solar power plants (PLTS) at fuel stations.

Pengembangan Teknologi dalam Rantai Pasokan

Technology Development in the Supply Chain

Untuk menjamin kelancaran distribusi energi, Pertamina Grup menerapkan sistem rantai pasokan terintegrasi dari hulu ke hilir. Penerapan teknologi informasi (TI) dan digitalisasi terus ditingkatkan guna mendukung efisiensi waktu, biaya, dan proses. Saat ini, sistem TI telah dimanfaatkan untuk memantau stok, mengawasi pergerakan kapal, serta sebagai media simulasi dari kilang ke ekspor maupun impor secara daring. Adapun optimasi pola suplai masih dilakukan secara manual, namun telah dimulai pengembangan aplikasi berbasis AI guna menyempurnakan proses tersebut.

Salah satu inisiatif dalam digitalisasi adalah implementasi platform INOVASI On Supply Loss (IOS), yang mendukung proses serah terima BBM dari Refinery Unit maupun sumber impor ke Fuel Terminal dan Integrated Terminal. IOS memungkinkan deteksi dini terhadap anomali atau *discrepancy* dalam volume transaksi, seperti selisih signifikan antara jumlah BBM saat *loading* dan *discharge*. Dengan sistem peringatan yang berjalan secara *near real-time*, tim operasional Pertamina dapat segera melakukan pemeriksaan ulang, investigasi, atau penyesuaian prosedur. Sejak diterapkan pada 1 Maret 2024 hingga 31 Desember 2024, penggunaan IOS telah menghasilkan efisiensi biaya senilai USD35,3 juta atau sekitar Rp580 miliar.

Selain itu, dalam rangka memperkuat pengawasan distribusi BBM bersubsidi, Pertamina Grup juga mengembangkan sistem digital berbasis *alert system* yang dipantau langsung oleh Pertamina Digital Hub. Sistem ini dirancang untuk mendeteksi transaksi tidak wajar di SPBU, seperti pengisian solar melebihi 200 liter, pengisian berulang oleh kendaraan yang sama dalam satu hari, atau transaksi tanpa pencantuman nomor polisi. Sejak diimplementasikan pada 1 Agustus 2022, sistem ini telah berperan penting dalam mencegah penyalahgunaan BBM subsidi, dengan nilai penghematan yang signifikan, yakni mencapai USD300 juta atau setara Rp4,8 triliun.

To ensure smooth energy distribution, Pertamina Group applies an integrated supply chain system from upstream to downstream. The application of information technology (IT) and digitalization continues to be strengthened to support time, cost, and process efficiency. IT systems are currently utilized to monitor stock levels, oversee vessel movements, and simulate refinery-to-export/import processes online. While supply optimization patterns are still carried out manually, the development of AI-based applications has begun to enhance these processes.

One of the Company's digitalization initiatives is the implementation of the INOVASI On Supply Loss (IOS) platform, which supports the handover process of fuel from Refinery Units or imports to Fuel Terminals and Integrated Terminals. IOS enables early detection of anomalies or discrepancies in transaction volumes, such as significant differences between the quantities of fuel at loading and discharge. With near real-time alerts, Pertamina's operations team can immediately conduct re-checks, investigations, or procedural adjustments. Since its implementation on March 1, 2024, until December 31, 2024, the use of IOS has generated cost savings of USD 35.3 million or approximately IDR 580 billion.

Furthermore, to strengthen oversight of subsidized fuel distribution, Pertamina Group developed a digital system with an alert mechanism monitored directly by the Pertamina Digital Hub. This system is designed to detect irregular transactions at fuel stations, such as diesel purchases exceeding 200 liters, repeated refueling by the same vehicle in one day, or transactions without a license plate number. Since its implementation on August 1, 2022, the system has played a critical role in preventing the misuse of subsidized fuel, achieving significant cost avoidance valued at USD 300 million or equivalent to IDR 4.8 trillion.

Investasi Sarana dan Prasarana Infrastruktur Penyimpanan dan Penyaluran

Investment in Storage and Distribution Infrastructure Facilities

PT Pertamina Patra Niaga terus berkontribusi terhadap pemerataan energi nasional melalui investasi strategis di sektor distribusi dan pemasaran. Pada 2024, USD85,49 juta dialokasikan untuk perawatan infrastruktur yang ada, dan USD152,42 juta untuk pengembangan sarana dan prasarana baru.

Pada 2024, PT Pertamina Patra Niaga meresmikan infrastruktur baru berupa *Aviation Fuel Terminal (AFT)* di Bandara Internasional Yogyakarta (YIA), yang dilengkapi dengan *fully automatic hydrant fuel system*. Pembangunan AFT ini merupakan bagian dari upaya Perusahaan dalam memastikan keandalan pasokan energi untuk sektor transportasi udara, khususnya dalam mendukung kelancaran operasional penerbangan selama periode arus mudik Lebaran 2024.

Tidak hanya fokus pada pasar domestik, Perusahaan juga memperluas cakupan global melalui kerja sama dengan Emirates National Oil Company (ENOC). Kolaborasi ini mencakup pengembangan dan distribusi bahan bakar penerbangan serta inisiatif energi berkelanjutan, seperti *Sustainable Aviation Fuel (SAF)* dan *Low Carbon Aviation Fuel (LCAF)*, sebagai bagian dari komitmen terhadap pengurangan emisi karbon di sektor transportasi udara.

Upaya lainnya juga tercermin melalui pengoperasian maskapai Pelita Air, anak perusahaan PT Pelita Air Service, yang telah menggunakan SAF sebagai bahan bakar penerbangan komersial. SAF merupakan salah satu produk ramah lingkungan yang dikembangkan oleh Pertamina, dengan potensi pengurangan emisi karbon hingga rata-rata 80% dibandingkan dengan bahan bakar pesawat konvensional. Dalam memastikan kualitas dan kelayakan produk, Pertamina Grup, melalui PT Pertamina Patra Niaga dan PT Kilang Pertamina Internasional telah memperoleh sertifikasi dari *International Sustainability and Carbon Certification (ISCC)* untuk program *Carbon Offsetting and Reduction*

PT Pertamina Patra Niaga continues to contribute to national energy equity through strategic investments in the distribution and marketing sector. In 2024, as much as USD85.49 million was allocated for maintenance of existing infrastructure, and USD152.42 million for the development of new facilities.

In 2024, the Company inaugurated a new Aviation Fuel Terminal (AFT) at Yogyakarta International Airport (YIA), equipped with a fully automatic hydrant fuel system. The establishment of this AFT reflects the Company's efforts to ensure the reliability of energy supplies for the aviation sector, particularly in supporting smooth flight operations during the 2024 Eid al-Fitr travel peak.

Beyond the domestic market, the Company also expanded its global reach through a collaboration with Emirates National Oil Company (ENOC). This partnership includes the development and distribution of aviation fuels as well as sustainable energy initiatives such as Sustainable Aviation Fuel (SAF) and Low Carbon Aviation Fuel (LCAF), reinforcing the Company's commitment to reducing carbon emissions in the aviation sector.

Other efforts are demonstrated through the operation of Pelita Air, a subsidiary of PT Pelita Air Service, which has adopted SAF for commercial flights. SAF, developed by Pertamina, is an environmentally friendly aviation fuel with the potential to reduce carbon emissions by up to 80% compared to conventional jet fuel. To ensure product quality and viability, Pertamina Group, through PT Pertamina Patra Niaga and PT Kilang Pertamina Internasional, has obtained certification from the International Sustainability and Carbon Certification (ISCC) for the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA), while also complying with the European Union Renewable Energy

Scheme for International Aviation (CORSA), serta memenuhi ketentuan *Renewable Energy Directive* Uni Eropa (RED-EU). Produk SAF juga telah terdaftar sebagai *Corsia Eligible Fuel* (CEF) oleh *International Civil Aviation Organization* (ICAO), yang menunjukkan bahwa produk ini telah memenuhi standar internasional bahan bakar penerbangan.

Sebagai langkah lanjutan, pada tahun 2024 Pertamina Grup menandatangani Nota Kesepahaman (MoU) dengan Airbus untuk memetakan potensi bahan baku domestik yang sesuai dengan standar ICAO-CORSA dan EU-RED, guna mendukung pengembangan produksi SAF berbasis sumber daya lokal. PT Pertamina Patra Niaga juga memperluas distribusi SAF ke jaringan penerbangan global dan mendorong penggunaannya oleh maskapai internasional, termasuk Virgin Australia Airlines sebagai maskapai internasional pertama yang menggunakan SAF dari Pertamina, serta Sayap Garuda Indah (SGI) dan Bell Textron Inc. sebagai operator helikopter Bell 407 pertama di Indonesia yang mengadopsi bahan bakar berkelanjutan ini. Hingga akhir tahun 2024, total volume SAF hasil campuran (*blended SAF*) yang telah mendapatkan kesepakatan distribusi mencapai 3.000 kiloliter.

Directive (EU-RED). SAF has also been registered as a Corsia Eligible Fuel (CEF) by the International Civil Aviation Organization (ICAO), confirming compliance with international aviation fuel standards.

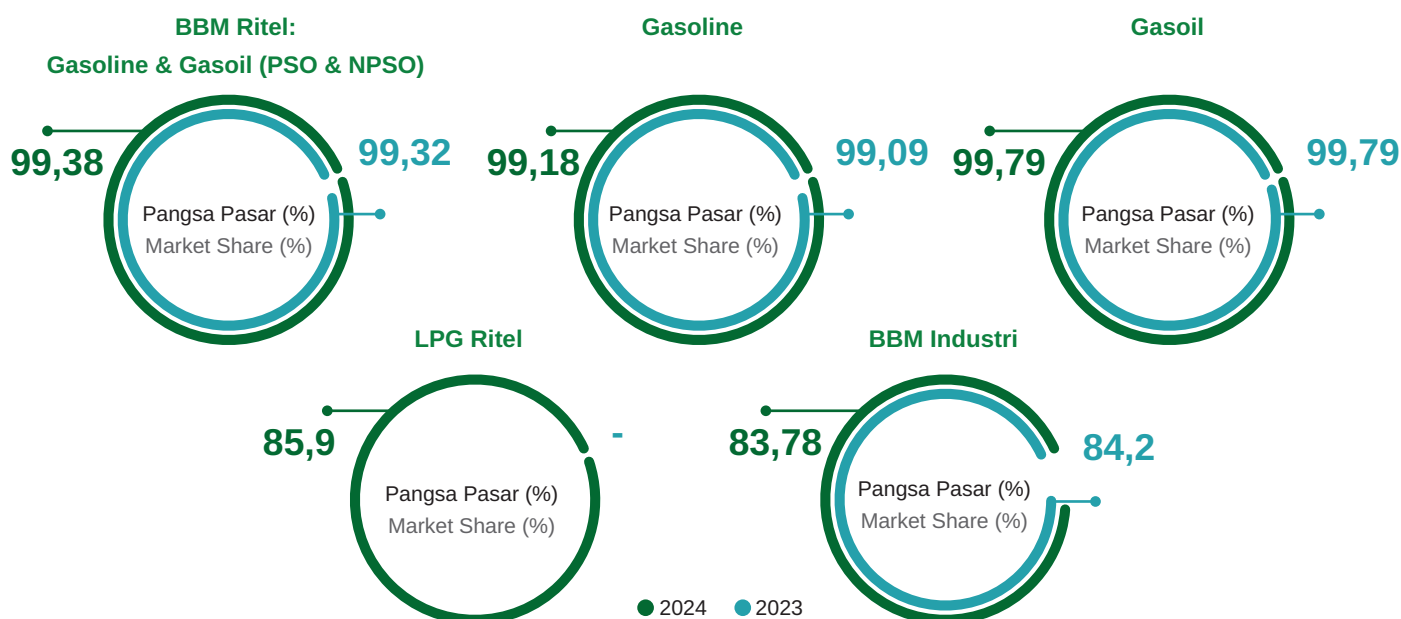
As a further step, in 2024 Pertamina Group signed a Memorandum of Understanding (MoU) with Airbus to map potential domestic feedstocks that meet ICAO-CORSA and EU-RED standards, supporting the development of SAF production based on local resources. PT Pertamina Patra Niaga also expanded SAF distribution to global aviation networks and promoted its use by international airlines, including Virgin Australia Airlines as the first international airline to use SAF from Pertamina, as well as Sayap Garuda Indah (SGI) and Bell Textron Inc., the first operators of Bell 407 helicopters in Indonesia to adopt this sustainable fuel. By the end of 2024, the total distributed volume of blended SAF under signed agreements reached 3,000 kiloliters.

Kinerja Ekonomi

Economic Performance

PT Pertamina Patra Niaga sebagai Subholding Commercial & Trading memegang peran kunci dalam memastikan kelancaran distribusi dan pemasaran energi ke seluruh lapisan masyarakat, serta memperkuat sinergi internal Pertamina Grup. Melalui jaringan layanan yang luas dan upaya berkelanjutan dalam menjaga kualitas produk serta layanan, Perusahaan berhasil mempertahankan pangsa pasar yang stabil di berbagai segmen, termasuk BBM, elpiji, dan produk turunan lainnya.

As Pertamina's Subholding Commercial & Trading, PT Pertamina Patra Niaga plays a key role in ensuring smooth energy distribution and marketing to all segments of society while strengthening internal synergies within Pertamina Group. Through its extensive service network and continuous efforts to maintain product and service quality, the Company successfully sustained a stable market share across multiple segments, including fuel, LPG, and derivative products.



Peningkatan kinerja operasional tercermin dalam volume penjualan migas sebesar 105,05 juta KL pada 2024, naik dari 99,46 juta KL di tahun sebelumnya. Hal ini turut mendorong pencapaian penjualan dan pendapatan usaha senilai USD63,91 miliar dan laba tahun berjalan sebesar USD1,09 miliar. Seluruh kinerja positif ini diperoleh tanpa adanya bantuan dana dari pemerintah, melainkan dari pengelolaan bisnis yang mandiri dan efisien. Nilai ekonomi yang dihasilkan Perusahaan memberikan kontribusi langsung bagi para pemangku kepentingan.

Operational performance improvement was reflected in oil and gas sales volume of 105.05 million kl in 2024, an increase from 99.46 million kl in the previous year. This growth contributed to total sales and operating revenues of USD 63.91 billion and a net profit of USD 1.09 billion. All of these positive achievements were attained without any financial assistance from the government, but rather through independent and efficient business management. The economic value generated by the Company provided direct contributions to stakeholders.

Nilai Ekonomi yang Dihasilkan dan Didistribusikan [F.2, F.3][201-1][11.2, 11.14, 11.21]

Economic Value Generated and Distributed

(Dalam USD Ribu) (In USD Thousands)

Deskripsi Description	2024	2023	2022*
Nilai Ekonomi yang Dihasilkan (A) Economic Value Generated (A)			
Penjualan dan Pendapatan Usaha Lainnya Sales and Other Operating Revenues	63.907.492	63.875.423	72.088.269
Sub-Total (A)	63.907.492	63.875.423	72.088.269
Nilai Ekonomi yang Didistribusikan (B) Economic Value Distributed (B)			
Beban Gaji dan Tunjangan Pekerja Employee Salaries and Benefits	380.561	330.998	327.526
Beban Operasional Operating Expenses	61.649.431	60.992.820	70.813.302
Beban Bunga Pinjaman Loan Interest Expenses	233.312	285.805	287.622
Beban Pajak Tax Expenses	395.802	662.145	231.120
Sub-Total (B)	62.659.106	62.271.768	71.659.570
Nilai Ekonomi yang Ditahan (C)= A-B Economic Value Retained (C) = A – B	1.248.386	1.603.655	428.699

Keterangan | Note:

*) Penyajian kembali karena adanya reklasifikasi akun | Restatement due to account reclassification

Pada periode pelaporan, Perusahaan menerima penggantian selisih harga dari pemerintah sebesar USD6.415.890 ribu atas penyaluran produk *Public Service Obligation* (PSO). Selain itu, penggantian subsidi LPG sebesar USD4.754.789 ribu serta jenis bahan bakar minyak (BBM) tertentu sebesar USD1.234.364 ribu.

Dalam hal perpajakan, Perusahaan menerapkan tata kelola yang transparan, bertanggung jawab, dan selaras dengan prinsip keberlanjutan (ESG), dengan menjunjung tinggi kepatuhan, etika, kehati-hatian, dan integritas. Fungsi Tax yang berada di bawah koordinasi Direktur Keuangan secara berkala melakukan pemantauan, evaluasi, dan pelaporan kepada Direksi serta Dewan Komisaris guna memastikan efektivitas pengendalian dan kepatuhan terhadap seluruh kewajiban perpajakan.

Pendekatan perpajakan Perusahaan berlandaskan pada lima pilar utama, yakni kepatuhan global dan manajemen risiko, keterbukaan dan hubungan konstruktif dengan otoritas pajak, penerapan *transfer pricing* yang bertanggung jawab, penolakan terhadap praktik penghindaran pajak agresif (BEPS), serta penguatan tata kelola dan akuntabilitas internal. Seluruh kebijakan tersebut berpedoman pada kerangka hukum nasional, termasuk UU KUP, UU PPh, UU PPN, serta perjanjian pajak internasional (P3B).

Perusahaan melibatkan pemangku kepentingan, termasuk Direktorat Jenderal Pajak (DJP) melalui kegiatan integrasi sistem perpajakan, konsultasi pelaksanaan hak dan kewajiban perpajakan, dan partisipasi aktif dalam sosialisasi regulasi perpajakan terbaru. Perusahaan tidak memiliki pajak yang dibayar di luar negeri, oleh karena itu Perusahaan tidak menyampaikan laporan pembayaran pajak per negara.

Perusahaan melarang pemberian kontribusi dana politik, sumbangan dalam bentuk apapun, serta penggunaan fasilitas Perusahaan untuk kegiatan politik. Karyawan yang mencalonkan diri sebagai anggota legislatif atau kepala daerah diwajibkan mengundurkan diri dari Perusahaan. [207-1][207-2][207-3][207-4][11.21]

During the reporting period, the Company received a price difference compensation from the Government amounting to USD 6,415,890 thousand for the distribution of Public Service Obligation (PSO) products. In addition, the Company received LPG subsidy compensation of USD 4,754,789 thousand and compensation for certain types of fuel amounting to USD 1,234,364 thousand.

In terms of taxation, the Company implements transparent and responsible tax governance aligned with sustainability (ESG) principles, upholding compliance, ethics, prudence, and integrity. The Tax Function, under the coordination of the Finance Director, conducts regular monitoring, evaluation, and reporting to the Board of Directors and Board of Commissioners to ensure effective control and full compliance with all tax obligations.

The Company's tax approach is founded on five key pillars: global compliance and risk management, transparency and constructive engagement with tax authorities, responsible transfer pricing practices, rejection of aggressive tax avoidance schemes (BEPS), and strengthened internal governance and accountability. All policies are guided by national legal frameworks, including the General Provisions and Tax Procedures Law (UU KUP), Income Tax Law (UU PPh), Value-Added Tax Law (UU PPN), and international tax treaties (P3B).

The Company actively engages with stakeholders, including the Directorate General of Taxes (DJP), through tax system integration, consultations on tax rights and obligations, and participation in the dissemination of new tax regulations. The Company does not have taxes paid abroad; therefore, no country-by-country tax payment report is presented.

The Company prohibit political funding contributions, donations of any kind, and the use of Company facilities for political activities. Employees who run for legislative or regional head positions are required to resign from the Company. [207-1][207-2][207-3][207-4][11.21]

Implikasi Finansial Perubahan Iklim [201-2] [11.2]

Financial Implications of Climate Change

Sebagai respons terhadap tantangan perubahan iklim, Perusahaan menerapkan berbagai langkah mitigasi untuk menurunkan emisi gas rumah kaca dan jejak lingkungan. Perubahan iklim global memberikan dampak signifikan terhadap Perusahaan, mencakup potensi risiko maupun peluang, antara lain:

1. Terbukanya peluang pengembangan bisnis baru, seperti *biofuel* atau bahan bakar yang lebih ramah lingkungan dengan tetap memperhatikan faktor keekonomiannya. Perusahaan resmi memasarkan produk bahan bakar *biofuel* baru, yaitu Pertamina Green sejak tahun 2023.
2. Adanya upaya transisi energi nasional pada kendaraan, dari *fossil fuel* menjadi *electric vehicle*. Saat ini, Perusahaan dalam proses melakukan kajian atas opsi-opsi untuk berinvestasi pada bisnis yang mendukung transisi energi tersebut.
3. Adanya perubahan iklim yang menyebabkan ketidakpastian cuaca berpotensi menyebabkan terganggunya kegiatan operasional Perusahaan, di antaranya peningkatan risiko keterlambatan penyaluran bahan bakar, risiko kecelakaan transportasi, hingga risiko kebakaran yang berdampak secara finansial.
4. Mekanisme *Sustainability Budget Tagging* (SBT) diterapkan sebagai alat bantu bagi pemilik anggaran dalam mengidentifikasi kegiatan, program, maupun inisiatif yang berkaitan dengan aspek keberlanjutan.

Menuju target emisi karbon nol bersih merupakan bagian dari agenda utama Pertamina, termasuk Perusahaan sebagai Subholding Commercial & Trading. Dalam upaya ini, Perusahaan mengikuti peta jalan dan strategi yang telah ditetapkan Pertamina untuk menurunkan emisi GRK secara bertahap. Dukungan terhadap kebijakan transisi energi dan dekarbonisasi dituangkan dalam Kebijakan Keberlanjutan PT Pertamina Patra Niaga.

In response to the challenges of climate change, the Company has adopted various mitigation measures to reduce greenhouse gas emissions and environmental footprint. Global climate change has significant impacts on the Company, presenting both risks and opportunities, including:

1. Opportunities for new business development, such as biofuels or more environmentally friendly fuels with consideration of economic feasibility. The Company officially launched a new biofuel product, Pertamina Green since 2023.
2. The national energy transition effort from fossil fuel-based vehicles to electric vehicles. The Company is currently assessing potential investment options to support this transition.
3. The impact of climate change causing weather uncertainties, which may disrupt the Company's operations, including increased risks of fuel distribution delays, transportation accidents, and fire hazards, all of which may have financial implications.
4. The Sustainability Budget Tagging (SBT) mechanism is applied as a tool for budget owners to identify activities, programs, and initiatives related to sustainability.

Achieving a net zero carbon emission target is part of Pertamina's key agenda, in which the Company, as the Commercial & Trading Subholding, plays an active role. In this effort, the Company follows Pertamina's roadmap and strategy for a phased reduction of GHG emissions. Support for energy transition and decarbonization policies is further reflected in the Sustainability Policy of PT Pertamina Patra Niaga.

Praktik Pengadaan Berkelanjutan

Sustainable Procurement Practices

Kegiatan usaha PT Pertamina Patra Niaga didukung oleh jaringan pemasok dan vendor yang berperan penting dalam memastikan kelancaran proses bisnis, mulai dari distribusi, pemasaran, aspek hukum, hingga operasional. Kegiatan usaha PT Pertamina Patra Niaga didukung oleh jaringan pemasok dan vendor yang berperan penting dalam memastikan kelancaran proses bisnis, mulai dari distribusi, pemasaran, aspek hukum, hingga operasional. Secara khusus, dalam kegiatan distribusi, Perusahaan juga ditunjang oleh pemasok energi yang berasal dari transaksi dengan pihak berelasi. Informasi lebih lanjut mengenai hal ini dapat dilihat pada Laporan Tahunan PT Pertamina Patra Niaga halaman 218–224. Proses seleksi vendor terbuka bagi seluruh pihak yang memenuhi kriteria, sejalan dengan ketentuan dalam Pedoman Pengadaan Barang/Jasa PT Pertamina (Persero) No. A5-001/I00100/2019-S9 yang berlaku sampai masa transisi tanggal 30 April 2024 dan Pedoman Pengadaan Barang/Jasa PT Pertamina Patra Niaga No. A03-001/PNG200000/2024-S9 tanggal 16 Januari 2024 yang diberlakukan sejak 24 Februari 2024. Perusahaan memprioritaskan penggunaan produk dan jasa dari vendor lokal untuk meningkatkan Tingkat Komponen Dalam Negeri (TKDN), sementara pemasok luar negeri hanya dipertimbangkan jika alternatif lokal tidak tersedia.

Untuk mendukung keberlanjutan rantai pasok, Perusahaan menjaga hubungan yang harmonis dengan para pemasok dan vendor sebagai pondasi kerja sama jangka panjang, di antaranya melaksanakan *vendor day* secara rutin setiap tahunnya dan melakukan komunikasi melalui *Chatbot* SPARTAN.

The business activities of PT Pertamina Patra Niaga are supported by a network of suppliers and vendors who play a crucial role in ensuring smooth business operations, covering distribution, marketing, legal, and operational aspects. Company business activities are supported by a network of suppliers and vendors that play an important role in ensuring the smooth execution of various business processes, including distribution, marketing, legal matters, and operations. Specifically, for distribution activities, the Company is also supported by energy suppliers through transactions with related parties. Further information on this matter can be found in PT Pertamina Patra Niaga's Annual Report on pages 218–224. The vendor selection process is open to all qualified parties, in line with the Procurement Guidelines of PT Pertamina (Persero) No. A5-001/I00100/2019-S9, which applied until the transition period on April 30, 2024, and the Procurement Guidelines of PT Pertamina Patra Niaga No. A03-001/PNG200000/2024-S9, issued on January 16, 2024, and effective from February 24, 2024. The Company prioritizes the use of products and services from local vendors to enhance the Domestic Component Level (TKDN), while the involvement of foreign suppliers is only considered if no local alternatives are available.

To ensure a sustainable supply chain, the Company maintains harmonious relationships with suppliers and vendors as the foundation for long-term collaboration. This includes holding annual Vendor Day events and maintaining ongoing communication through the SPARTAN Chatbot.



Komposisi Pemasok [204-1]

Supplier Composition

Uraian Description	2024		2023*		2022*	
	Nilai (dalam Rp Ribu) Value (in Thousand Rp)	%	Nilai (dalam Rp Ribu) Value (in Thousand Rp)	%	Nilai (dalam Rp Ribu) Value (in Thousand Rp)	%
Pengeluaran untuk pemasok lokal Expenditure on local suppliers	50.493.610	71	50.170.063	73	40.084.364	51
Pengeluaran untuk pemasok asing Expenditure on foreign suppliers	20.269.570	29	18.176.214	27	37.893.233	49
Jumlah Total	70.763.181	100	6.485.405.460	100	3.565.945.923	100

Keterangan | Note:

Pemasok lokal adalah pemasok yang beroperasi di Indonesia. | Local suppliers are suppliers operating in Indonesia.

Proses Praktik Pengadaan Procurement Practices

Perusahaan menjalankan proses registrasi pengadaan secara terpadu dengan memanfaatkan *platform* iVendor yang dikelola terpusat oleh Fungsi Shared Service PT Pertamina (Persero). Dalam tahap seleksi di proses pengadaan, Perusahaan melibatkan berbagai fungsi terkait seperti Legal, Finance, HSSE, LCUM (Local Content Utilization Management), dan Manajemen Risiko dalam mengevaluasi aspek administratif, penerapan TKDN dan HSSE, serta aspek teknis dan non-teknis lainnya. Proses pengadaan didukung oleh sistem *e-procurement* terpadu yaitu SMART by GEP, yang memungkinkan pengguna melakukan aktivitas pengadaan secara *end-to-end*. Tersedia berbagai opsi kegiatan yang dapat diakses mulai dari permintaan pengadaan hingga pengelolaan kontrak, termasuk *sourcing*, pelelangan, pelacakan pesanan, serta akses ke e-Catalogue.

The Company conducts an integrated procurement registration process through the iVendor platform, which is centrally managed by the Shared Service Function of PT Pertamina (Persero). During the procurement selection stage, the Company involves various related functions, including Legal, Finance, HSSE, LCUM (Local Content Utilization Management), and Risk Management, to evaluate administrative requirements, TKDN and HSSE implementation, as well as other technical and non-technical aspects. Procurement activities are supported by an integrated e-procurement system, SMART by GEP, which enables end-to-end procurement processes. This includes multiple features ranging from procurement requests to contract management, such as sourcing, bidding, order tracking, and access to the e-Catalogue.

Penilaian Aspek Sosial dan Lingkungan [308-1, 308-2, 414-1, 414-2][11.10] Assessment of Social and Environmental Aspects

Seluruh vendor baru (100%) yang diterima dalam seleksi registrasi telah melalui penilaian oleh PT Pertamina (Persero) berdasarkan Kebijakan *Green Procurement*. Penilaian ini antara lain mencakup aspek sosial dan lingkungan, antara lain proses produksi yang berorientasi pada pengurangan emisi GRK dan non-GRK, pemanfaatan sumber daya berbasis daur ulang,

All new vendors (100%) admitted through the registration process are evaluated by PT Pertamina (Persero) under the Green Procurement Policy. The assessment includes social and environmental aspects such as production processes aimed at reducing GHG and non-GHG emissions, the use of recycled-based resources, water conservation, safe chemical

konservasi air, pengelolaan bahan kimia yang aman, pelestarian keanekaragaman hayati, serta kepatuhan terhadap peraturan perundang-undangan. Setelah tahap tersebut, dilakukan proses seleksi pengadaan lebih lanjut secara internal oleh PPN guna memastikan bahwa vendor yang dipilih sesuai dengan kebutuhan operasional Perusahaan.

Pada 2024, tidak terdapat vendor masuk dalam daftar hitam (*blacklist*) atau pemutusan hubungan kemitraan yang disebabkan oleh evaluasi kinerja buruk maupun pelanggaran terkait aspek sosial dan lingkungan.

management, biodiversity preservation, and compliance with prevailing regulations. Following this stage, further internal procurement selection is carried out by PPN to ensure that the selected vendors align with the Company's operational needs.

In 2024, there were no vendors on the blacklist or whose partnerships have been terminated due to poor performance evaluations or violations related to social and environmental aspects.

Contractor Safety Management System (CSMS) [403-7, 414-1] [11.10]

Contractor Safety Management System (CSMS)

Penerapan prinsip *Health, Safety, Security, & Environment* (HSSE) merupakan strategi penting untuk menjamin kelangsungan operasi yang aman dan efisien, termasuk dalam pengelolaan rantai pasok. Seluruh mitra kerja diharapkan proaktif dalam mengidentifikasi potensi risiko bahaya dan dampak pencemaran lingkungan sebagai bagian dari tanggung jawab bersama. Perusahaan mewajibkan seluruh kontraktor, vendor, dan mitra usaha untuk melindungi tenaga kerja dalam hal penerapan K3 melalui penerapan *Contractor Safety Management System* (CSMS), sebagaimana diatur dalam Surat Keputusan No. Kpts-34/C00000/2020-SO tentang Pemberlakuan Pedoman *Contractor Safety Management System* (CSMS).

Melalui CSMS, Perusahaan memastikan hal-hal berikut:

- Memastikan pekerjaan kontrak telah mengedepankan aspek HSSE guna mendukung keberlangsungan kegiatan operasional.
- Meningkatkan produktivitas dan citra positif Perusahaan di mata pemangku kepentingan.
- Meningkatkan kemampuan dan kualifikasi penyedia barang/ jasa (terutama penyedia barang/jasa domestik) dalam menghadapi persaingan global.
- Mencegah/meminimalisasi dampak negatif dari pekerjaan yang dilaksanakan terkait aspek HSSE sebagaimana tertuang dalam kontrak.
- Meningkatkan kepedulian dan kesadaran pelaksana kontrak dalam mengelola aspek HSSE sehingga dapat mencegah terjadinya insiden saat pelaksanaan kontrak.
- Melakukan Implementasi proses bisnis khususnya pengembangan aspek HSSE.

The application of Health, Safety, Security, & Environment (HSSE) principles is a critical strategy to ensure safe and efficient operations, including within supply chain management. All business partners are expected to proactively identify potential risks and environmental impacts as part of their shared responsibility. The Company requires all contractors, vendors, and business partners to protect their workforce through the implementation of the Contractor Safety Management System (CSMS), as stipulated in Decree No. Kpts-34/C00000/2020-SO on the Enforcement of the Contractor Safety Management System (CSMS) Guidelines.

Through CSMS, the Company ensures:

- Contracted work is managed with HSSE as a priority to support operational continuity.
- Enhanced productivity and strengthened corporate reputation among stakeholders.
- Improved capabilities and qualifications of goods/ services providers (particularly domestic providers) to compete globally.
- Prevention/minimization of negative HSSE-related impacts arising from contracted work.
- Increased awareness and commitment of contractors in managing HSSE aspects to prevent incidents during contract execution.
- Effective implementation of business processes, particularly the development of HSSE practices.

Aksesibilitas Produk Energi dan Kualitas Produk

Energy Product Accessibility And Quality





Pengelolaan Topik Material: Aksesibilitas Produk Energi [3-3]

Material Topic Management: Energy Product Accessibility

Sebagai Subholding Commercial & Trading, PT Pertamina Patra Niaga memiliki peran strategis dalam menjalankan rantai bisnis hilir Pertamina Grup yang bertujuan untuk memenuhi kebutuhan energi baik di dalam negeri maupun luar negeri. Untuk mendukung hal ini, Perusahaan dilengkapi dengan infrastruktur yang memadai guna memastikan distribusi dan ketersediaan produk energi.

Dalam memastikan aksesibilitas dan keterjangkauan energi bagi seluruh lapisan masyarakat, Perusahaan menerapkan kebijakan di antaranya:

1. Pedoman Pengelolaan Suplai & Distribusi LPG & Produk Gas dengan Nomor A03-001/PNE100000/2021-S9;
2. Pedoman Pengelolaan Suplai dan Distribusi BBM dengan Nomor A03-001/PNE100000/2022-S9;
3. Subsidi Tepat BBM dan LPG yang ditetapkan pemerintah untuk didistribusikan kepada masyarakat atau disebut Public Service Obligation (PSO);
4. BBM Satu Harga.

Pemerataan energi serta penguatan kemandirian dan ketahanan energi di Indonesia menjadi fokus utama yang didukung oleh Perusahaan. Melalui Pertamina One Solution, PT Pertamina Patra Niaga menyediakan berbagai produk energi seperti BBM, pelumas, aspal, petrokimia, dan BBM *low sulfur*. Dengan pemerataan energi, Perusahaan mendukung pencapaian TPB 7 - Energi Bersih dan Terjangkau serta TPB 11 - Kota dan Masyarakat Berkelanjutan.

Pada 2024, 573 lembaga penyalur BBM Satu Harga telah beroperasi di 62 kabupaten di wilayah Terdepan, Terluar, dan Tertinggal (3T). Selain itu, Perusahaan juga telah mendistribusikan LPG subsidi 3 kg di lebih dari 266.000 pangkalan yang tersebar di seluruh Indonesia termasuk wilayah 3T.

As the Commercial & Trading Subholding, PT Pertamina Patra Niaga plays a strategic role in operating Pertamina Group's downstream business to meet energy demand both domestically and internationally. To support this role, the Company is equipped with adequate infrastructure to ensure the reliable distribution and availability of energy products.

To guarantee accessibility and affordability of energy for all segments of society, the Company has implemented several policies, including:

1. Guidelines on the Management of LPG & Gas Products Supply and Distribution (No. A03-001/PNE100000/2021-S9);
2. Guidelines on the Management of Fuel Supply and Distribution (No. A03-001/PNE100000/2022-S9);
3. Targeted Subsidy (Subsidi Tepat) Program for Fuel and LPG mandated by the Government, also referred to as Public Service Obligation (PSO);
4. BBM Satu Harga Program.

Ensuring equitable energy distribution as well as strengthening national energy independence and security are key priorities supported by the Company. Through Pertamina One Solution, PT Pertamina Patra Niaga provides a broad range of energy products such as fuel, lubricants, asphalt, petrochemicals, and low-sulfur fuel. By promoting equitable energy access, the Company contributes to the achievement of SDG 7 – Affordable and Clean Energy and SDG 11 – Sustainable Cities and Communities.

In 2024, 573 *BBM Satu Harga* distribution outlets operated across 62 districts in frontier, outermost, and disadvantaged (3T) regions. In addition, the Company distributed 3-kg subsidized LPG cylinders through more than 266,000 outlets across Indonesia, including 3T areas.

Produk Energi Menjangkau Negeri

Energy Products Reaching the Nation

Pertamina Grup telah mengembangkan infrastruktur yang memadai untuk mendukung distribusi dan pemasaran produk energi, yakni produk BBM, pelumas, LPG, aspal, dan petrokimia, baik untuk pasar domestik maupun luar negeri. Meskipun telah merambah pasar global, PT Pertamina Patra Niaga tetap berfokus pada penguatan kemandirian dan ketahanan energi nasional. Komitmen terhadap pemerataan energi diwujudkan melalui kehadiran Perusahaan hingga wilayah tertinggal, terdepan, dan terluar (3T), dengan mengedepankan prinsip *availability*, *accessibility*, *affordability*, *acceptability*, dan *sustainability*.

Pertamina Group has developed adequate infrastructure to support the distribution and marketing of energy products including fuel, lubricants, LPG, asphalt, and petrochemicals for both domestic and international markets. While expanding into global markets, PT Pertamina Patra Niaga remains focused on strengthening national energy independence and security. The Company's commitment to equitable energy distribution is demonstrated through its presence in frontier, outermost, and disadvantaged (3T) regions, guided by the principles of *availability*, *accessibility*, *affordability*, *acceptability*, and *sustainability*.



Akses Pemasaran dan Distribusi di Seluruh Wilayah di Indonesia

Market Access and Distribution Across Indonesia

PT Pertamina Patra Niaga menghadapi sejumlah tantangan dalam pemerataan energi di Indonesia, terutama dalam mendistribusikan BBM ke wilayah terpencil dan kepulauan kecil. Seluruh daerah telah dijangkau oleh Perusahaan melalui jaringan lembaga penyalur, dengan pengiriman dilakukan secara multimoda, antara lain menggunakan kapal, mobil tangki, dan pesawat. Upaya peningkatan pemerataan pemasaran energi dilakukan melalui:

1. Investasi peningkatan infrastruktur pemasaran, seperti menambahkan jalur khusus yang memudahkan konsumen BBM nonsubsidi melakukan pembelian;
2. Melaksanakan program *retail makeover* dengan cara melakukan perbaikan sarana fasilitas penunjang SPBU untuk meningkatkan kenyamanan dan *engagement*;
3. Menjalankan program Subsidi Tepat;
4. Melaksanakan program BBM Satu Harga;
5. Melakukan kerja sama dengan pemerintah pusat dan daerah untuk mempermudah distribusi;
6. Memperluas jangkauan layanan aviasi di luar negeri melalui skema Conco Delco di lebih dari 40 negara di 120 lokasi;
7. Menambah titik suplai baru untuk produk jenis Bahan Bakar Umum;
8. Mendirikan PERTASHOP sebagai lembaga penyalur BBM nonsubsidi dan ekosistem nonfuel retail.

PT Pertamina Patra Niaga faces several challenges in ensuring equitable energy distribution in Indonesia, particularly in delivering fuel to remote areas and small islands. The Company reaches all regions through its extensive distribution network, with multimodal delivery utilizing vessels, tank trucks, and aircraft. Efforts to enhance equitable energy marketing include:

1. Investing in marketing infrastructure improvements, such as adding dedicated lanes to facilitate purchases of non-subsidized fuel;
2. Implementing retail makeover programs by upgrading SPBU support facilities to enhance customer comfort and engagement;
3. Executing the *Subsidi Tepat* Program;
4. Implementing the *BBM Satu Harga* Program;
5. Collaborating with central and regional governments to streamline distribution;
6. Expanding the reach of aviation services abroad through the Conco Delco scheme in more than 40 countries across 120 locations;
7. Establishing new supply points for General Fuel products;
8. Developing PERTASHOPs as distribution outlets for non-subsidized fuel and non-fuel retail ecosystems.

573 titik | Locations
BBM Satu Harga
BBM Satu Harga
Outlets

>266 ribu | thousand
Pangkalan LPG Subsidi
3 Kg
Subsidized 3-kg LPG
Distribution Points

71 titik | Locations
Aviation Fuel Terminal
termasuk di Bandara
Perintis
Aviation Fuel Terminals,
including at Pioneer
Airports

165
Fuel & LPG Terminal
Fuel & LPG Terminal

407
SPBU Nelayan
Gas Stations for
Fisherman

55 titik | Locations
Stasiun Pengisian
Bahan Bakar Bunker
(SPBB)
Bunker Fuel Filling
Stations (SPBB)

6.360
SPBU Regular
Regular Gas Stations
(SPBU)

425 titik | Locations
Green Energy Station
(GES)
Green Energy Stations
(GES)

103 titik | Locations
Layanan Battery
Swapping Station
(Kendaraan Roda Dua)
Battery Swapping
Service Points (Two-
Wheel Vehicles)

9 titik | Locations
Layanan Charging
Station (Kendaraan
Roda Empat)
Charging Stations
(Four-Wheel Vehicles)

Selain memperluas cakupan distribusi, Perusahaan juga mendorong pemerataan akses konsumen terhadap produk energi, baik untuk segmen ritel maupun korporat. Melalui aplikasi MyPertamina, transaksi pelanggan nonsubsidi dapat dipantau secara digital, serta terdapat insentif yang diberikan melalui program poin MyPertamina. Untuk distribusi BBM bersubsidi, aplikasi Subsidi Tepat diimplementasikan sebagai bagian dari program Subsidi Tepat, dengan cakupan yang terus diperluas. Perusahaan bertanggung jawab untuk memastikan penyaluran BBM dan LPG bersubsidi tepat sasaran, sekaligus menjamin distribusi produk nonsubsidi secara optimal kepada seluruh konsumen.

Sebagai upaya untuk menjamin pemerataan akses energi di seluruh wilayah Indonesia, khususnya di daerah tertinggal, terdepan, dan terluar (3T), PT Pertamina Patra Niaga terus melanjutkan implementasi Program BBM Satu Harga. Hingga akhir tahun 2024, program ini telah menjangkau 71 kecamatan yang tersebar di berbagai provinsi, termasuk Aceh, Sumatera Barat, Kepulauan Riau, Nusa Tenggara Barat, Nusa Tenggara Timur, Kalimantan Barat, Kalimantan Tengah, Kalimantan Utara, Sulawesi Utara, Sulawesi Tenggara, Sulawesi Selatan, Sulawesi Barat, Maluku, Maluku Utara, Papua, Papua Pegunungan, dan Papua Barat. Dalam pelaksanaannya, PT Pertamina Patra Niaga bersinergi dengan Kementerian Energi dan Sumber Daya Mineral (ESDM) serta Badan Pengatur Hilir (BPH) Migas, telah membuka 71 titik sehingga total titik operasional Program BBM Satu Harga kini mencapai 573 titik, sesuai dengan target yang telah ditetapkan pemerintah. Peresmian titik-titik baru tersebut dilakukan di empat lokasi, yaitu Kabupaten Kupang (NTT), Kabupaten Lima Puluh Kota (Sumatera Barat), Kabupaten Fakfak (Papua Barat), dan Kota Ambon (Maluku).

In addition to expanding distribution coverage, the Company also promotes equitable consumer access to energy products, both for retail and corporate segments. Through the MyPertamina application, non-subsidized customer transactions can be digitally monitored, with incentives offered through the MyPertamina points program. For subsidized fuel distribution, the Subsidi Tepat application has been implemented as part of the Subsidi Tepat program, with ongoing expansion of its coverage. The Company maintains accountability for ensuring that the allocation of subsidized fuel (BBM) and LPG The Company is responsible for ensuring that the distribution of subsidized fuel (BBM) and LPG is well-targeted, while optimizing the distribution of non-subsidized products to all consumers.

To ensure equitable energy access across Indonesia, particularly in disadvantaged, frontier, and outermost regions (3T), PT Pertamina Patra Niaga continues to implement the One Price Fuel Program (BBM Satu Harga). By the end of 2024, the program had reached 71 districts in several provinces, including Aceh, West Sumatra, Riau Islands, West Nusa Tenggara, East Nusa Tenggara, West Kalimantan, Central Kalimantan, North Kalimantan, North Sulawesi, Southeast Sulawesi, South Sulawesi, West Sulawesi, Maluku, North Maluku, Papua, Central Highlands Papua, and West Papua. In its implementation, PT Pertamina Patra Niaga collaborates with the Ministry of Energy and Mineral Resources (MEMR) and the Downstream Oil and Gas Regulatory Agency (BPH Migas). During the reporting year, total operational outlets of the One Price Fuel Program has met the government's target of 573 outlets, with 71 newly established locations. The inauguration of the new outlets took place in four locations: Kupang Regency (East Nusa Tenggara), Lima Puluh Kota Regency (West Sumatra), Fakfak Regency (West Papua), and Ambon City (Maluku).

Digitalisasi untuk Mendukung Pemasaran

Digitalization to Support Marketing

Transformasi digital menjadi bagian penting dalam perjalanan menuju sistem distribusi dan pemasaran produk energi yang lebih modern dan menjangkau seluruh penjuru negeri. Integrasi teknologi dalam rantai pasok internal telah menjadi bagian tak terpisahkan dari operasi Perusahaan. Saat ini, hampir seluruh dari total SPBU telah terintegrasi dalam sistem digital, memungkinkan pemantauan stok dan penjualan secara *real-time*. Langkah ini menghasilkan efisiensi yang lebih tinggi serta mendukung pengambilan keputusan yang cepat dan berbasis data, terutama dalam merespons fluktuasi permintaan pasar di berbagai wilayah.

Sebagai bentuk pelaksanaan penugasan pemerintah, aplikasi Subsidi Tepat telah diterapkan untuk mengatur penyaluran BBM subsidi secara digital. Konsumen yang memenuhi persyaratan dapat mendaftar melalui aplikasi, dan kuota BBM akan ditentukan secara otomatis oleh sistem berdasarkan regulasi yang berlaku. Perusahaan juga memanfaatkan sejumlah *platform* digital untuk mendukung pemasaran dan distribusi, yakni Pertamina Call Center (PCC) 135, MyPertamina, Pertamina One Solution (POS), digitalisasi di lini operasi seperti Subsidi Tepat Solar dan LPG 3 kg, digitalisasi SPBU, New Gantry System (NGS) di Fuel Terminal, serta Digital Ground Operation (DGO) atau Pertamina Aviation Fuel Delivery Management (PADMA) untuk penyaluran Avtur.

Digital transformation plays a crucial role in the Company's journey toward a modern distribution and marketing system nationwide. Technology integration into the internal supply chain has become an inseparable part of the Company's operations. Currently, nearly all gas stations (SPBU) have been integrated into a digital system, enabling real-time stock and sales tracking. This initiative increases efficiency and accelerates data-driven decision-making, particularly in responding to market demand fluctuations across the regions.

As part of the government's assignment, the Subsidi Tepat application has been implemented to digitally regulate the distribution of subsidized fuel. The application allows eligible consumers to register, and their fuel quotas are automatically determined by the system based on prevailing regulations. The Company also leverages several digital platforms to support marketing and distribution, including Pertamina Call Center (PCC) 135, MyPertamina, Pertamina One Solution (POS), digitalization in operations such as Subsidi Tepat for diesel fuel and 3-kg LPG, fuel station digitalization, the New Gantry System (NGS) at Fuel Terminals, and the Digital Ground Operation (DGO) or Pertamina Aviation Fuel Delivery Management (PADMA) for aviation fuel distribution.

Akumulasi Pengguna Aplikasi
Subsidi Tepat BBM
Cumulative Users of the *Subsidi
Tepat* (BBM) Application

19,1
juta pendaftar
million registered users

11
juta pendaftar
million registered users

4,7
juta pendaftar
million registered users

Akumulasi Pengguna Aplikasi
Subsidi Tepat LPG
Cumulative Users of the *Subsidi
Tepat* (LPG) Application

>266 ribu
pangkalan LPG
thousand LPG distribution
agents

230 ribu
pangkalan LPG
thousand LPG distribution
agents

Akumulasi Downloader Aplikasi
MyPertamina
Cumulative Downloaders of the
MyPertamina Application

24,7 juta
downloader

17,1 juta
downloader

12,8 juta
downloader

2024

2023

2022

Dalam pelaksanaan program Subsidi Tepat, Perusahaan menghadapi sejumlah tantangan berupa belum tersedianya teknologi untuk mendeteksi perpindahan pengguna atau menghubungkan data antar pengguna, serta belum adanya acuan data konsumen yang berhak menerima subsidi BBM secara terverifikasi. Di sisi regulasi, proses penyesuaian acuan hukum terkait penetapan konsumen penerima subsidi masih terus berjalan. Untuk mengatasi tantangan tersebut, Perusahaan menerapkan berbagai strategi, termasuk sosialisasi internal guna meningkatkan pemahaman pekerja terhadap teknologi yang digunakan, pelaksanaan registrasi dan verifikasi data konsumen, serta integrasi dengan *database* pengguna kendaraan yang dikelola oleh Korps Lalu Lintas (Korlantas). Selain itu, koordinasi aktif dilakukan dengan para pemangku kepentingan, baik secara sistem maupun mekanisme operasional di lapangan. Perusahaan terus melakukan *improvement* sistem digitalisasi dan Subsidi Tepat agar adaptif terhadap perubahan kebijakan Pemerintah dan ketentuan pemangku kepentingan.

In implementing the Subsidi Tepat program, the Company encountered several challenges, including the limited technology for tracking user transfers or linking data between users, and lack of a verified consumer database to determine eligibility for fuel subsidies. On the regulatory aspect, the adjustment process for establishing a legal reference related to subsidy recipients are still in progress. To address these challenges, the Company has adopted various strategies, including internal dissemination to enhance employees' understanding of the technology used, consumer data registration and verification, as well as integration with the vehicle user database managed by the National Traffic Police (Korlantas). In addition, the company actively coordinates with stakeholders on system development and operational mechanisms in the field. The Company continues to improve its digitalization system and Subsidi Tepat program to remain adaptive to changes in government policies and stakeholder regulations.

Capaian Subsidi Tepat Subsidi Tepat Achievement

12,1 juta | million
Kendaraan yang Diterima
Accepted Vehicles

8,8 juta | million
Pengguna Gasoline (Pertalite)
Gasoline Users (Pertalite)

3,2 juta | million
Pengguna Gasoil (Biosolar)
Gasoil Users (Biosolar)

Edukasi Energi kepada Masyarakat

Energy Education for the Community

Perusahaan terus berupaya untuk meningkatkan pemerataan penyaluran produk energi dengan mengimplementasikan pendekatan edukasi kepada masyarakat. Selain itu, Perusahaan memastikan aksesibilitas produk digital kepada seluruh kalangan. Konsumen didorong untuk mendaftar melalui edukasi dari *frontliner* di SPBU serta informasi yang disampaikan melalui media sosial dan media massa. Operator di SPBU juga aktif dalam menyampaikan informasi mengenai aplikasi MyPertamina guna memperkuat kesadaran dan penerimaan penggunaan aplikasi tersebut.

The Company continues to strive for equitable distribution of energy products by implementing community education initiatives. In addition, the Company ensures accessibility of digital products for all segments of society. Consumers are encouraged to register through education by frontliners at gas stations, as well as through information disseminated via social media and mass media. Gas station operators also play an active role in raising awareness about the MyPertamina application to strengthen public understanding and adoption of the platform.

Di sisi lain, Perusahaan berupaya memperluas pemahaman masyarakat mengenai energi. PT Pertamina Patra Niaga terlibat dalam program yang diinisiasi oleh Pertamina untuk mengedukasi masyarakat tentang energi bersih, termasuk penggunaan solar panel, mikrohidro, dan biogas.

At the same time, the Company seeks to broaden public knowledge about energy. PT Pertamina Patra Niaga participates in programs initiated by Pertamina to educate communities on clean energy, including the use of solar panels, micro-hydro systems, and biogas.

Akses terhadap Produk Energi Ramah Lingkungan ^[F.7]

Access to Environmentally Friendly Energy Products

Pemerintah Indonesia terus memajukan kebijakan energi berkelanjutan dengan mengurangi ketergantungan pada BBM melalui pengembangan energi terbarukan dan bahan bakar alternatif. Perusahaan berkontribusi dengan menyediakan energi ramah lingkungan dan menawarkan produk serta layanan yang mendukung kebutuhan energi saat ini dan masa depan. Dalam mendukung perkembangan energi terbarukan, PT Pertamina Patra Niaga menyediakan infrastruktur hilir seperti *Green Energy Station* (GES), Charging Station/SPKLU untuk mobil listrik, dan Battery Swapping Station untuk motor listrik. Perusahaan juga memperkenalkan produk berkualitas, termasuk Pertamina Series, Dex Series, dan Pertamina Green 95 dengan komponen energi terbarukan. Pada 2024, Charging Station di 9 lokasi, *Battery Swapping Station* di 103 lokasi, GES di 425 lokasi, dan biosolar telah tersedia di seluruh Indonesia.

The Government of Indonesia is advancing sustainable energy policies by reducing reliance on fossil fuels through the development of renewable energy and alternative fuels. The Company contributes by providing environmentally friendly energy and offering products and services that support both current and future energy needs. To support the renewable energy development, PT Pertamina Patra Niaga has developed downstream infrastructure such as Green Energy Stations (GES), Charging Stations (SPKLU) for electric vehicles, and Battery Swapping Stations for electric motorcycles. The Company also introduces high-quality products, including the Pertamina Series, Dex Series, and Pertamina Green 95 with renewable energy components. As of 2024, Charging Stations are available at 9 locations, Battery Swapping Stations at 103 locations, GES at 425 locations, and biodiesel has been available nationwide.

Pada tahun 2024, realisasi penjualan Pertamina Green telah dilaksanakan di 107 Stasiun Pengisian Bahan Bakar Umum (SPBU) Pertamina Grup yang tersebar di 4 provinsi, yaitu Banten, DKI Jakarta, Jawa Barat, dan Jawa Timur. Capaian ini melampaui target awal yang ditetapkan sebesar 100 SPBU. Total penjualan Pertamina Green 95 sepanjang tahun 2024 mencapai 7.488 kiloliter (kl), menunjukkan peningkatan yang signifikan dibandingkan tahun sebelumnya yang tercatat sebesar 812,3 kl.

In 2024, sales of Pertamina Green have been realized at 107 Pertamina Group gas stations in four provinces: Banten, DKI Jakarta, West Java, and East Java. This achievement exceeded the initial target of 100 fuel stations. Total sales of Pertamina Green 95 in 2024 reached 7,488 kiloliters (kl), showing a significant increase from 812.3 kl in the previous year.



Lebih lanjut, total keseluruhan penjualan produk ramah lingkungan mengalami peningkatan sebesar 1,5% dibandingkan tahun 2023. Perusahaan menargetkan penjualan produk ramah lingkungan meningkat sebesar 14% dari *baseline* tahun 2022. Perusahaan juga berupaya memperluas pasar produk energi ramah lingkungan, termasuk Pertamina Green yang diluncurkan pada 2023, dengan uji coba yang dilakukan di 17 outlet di Surabaya dan Jakarta serta bertambah menjadi 107 *outlet* pada 2024 yang tersebar di 4 provinsi. Dengan terus mengenalkan produk ini pada konsumen, penjualan produk diharapkan dapat meningkat. Seluruh produk yang didistribusikan telah melalui review berkala dengan sistem Safety Data Sheet (SDS), sehingga dipastikan keamanannya bagi pelanggan. Selain itu, selama tahun 2024 tidak terdapat produk yang ditarik kembali setelah dipasarkan. [F.29]

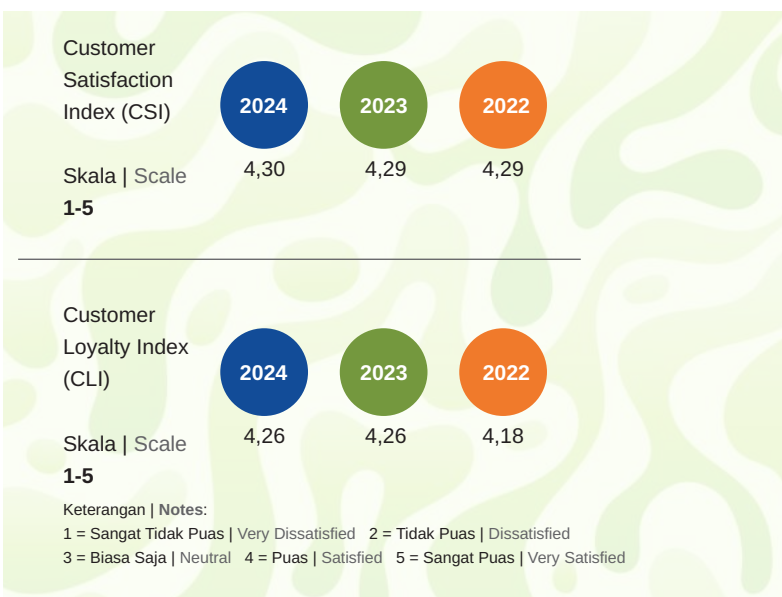
The overall sales of environmentally friendly products increased by 1.5% compared to 2023. The Company has set a target to increase sales of eco-friendly products by 14% from the 2022 baseline. Efforts are also underway to expand the market for green energy products, including Pertamina Green, which was launched in 2023 and piloted at 17 outlets in Surabaya and Jakarta, growing to 107 outlets in four provinces during 2024. By continuously promoting this product to consumers, the Company expects sales to grow. All distributed products have undergone regular reviews through the Safety Data Sheet (SDS) system to ensure their safety for customers. Furthermore, throughout 2024, there were no product recalls after being marketed. [F.29]

Survei Kepuasan Pelanggan [F.30]

Customer Satisfaction Survey

Untuk memastikan kepuasan pelanggan, Perusahaan bekerja sama dengan pihak ketiga dalam melaksanakan survei kepuasan menggunakan metode wawancara *face-to-face* (luring dan daring). Hasil survei selama tiga tahun terakhir menunjukkan tren yang positif.

To ensure customer satisfaction, the Company collaborates with third parties to conduct satisfaction surveys using face-to-face interview methods (both offline and online). The results of surveys over the past three years have shown a positive trend.





Dampak Ekonomi Tidak Langsung [F.28][203-1, 203-2]

Indirect Economic Impact

Perusahaan juga memberikan dampak ekonomi tidak langsung yang positif bagi komunitas di sekitarnya melalui berbagai program berikut:

The Company also generates positive indirect economic impacts for surrounding communities through the following programs:

BBM SATU HARGA

BBM SATU HARGA

PT Pertamina Patra Niaga sebagai Subholding C&T aktif mendukung program sebagai bagian dari upaya pemerintah dalam meningkatkan perekonomian dan memastikan pemerataan akses energi di seluruh Indonesia. Pada 2024, 573 lembaga penyalur BBM Satu Harga telah beroperasi di 62 kabupaten di wilayah Terdepan, Terluar, dan Tertinggal (3T). Program ini mendapat tanggapan positif dari BPH Migas, yang mengusulkan kelanjutannya pada periode 2025-2029.

As a Subholding of Commercial & Trading, PT Pertamina Patra Niaga actively supports this government initiative to boost economic development and ensure equitable access to energy across Indonesia. In 2024, 573 BBM Satu Harga or One Price Fuel distribution outlets were operating in 62 districts in the Frontier, Outermost, and Disadvantaged (3T) regions. The program has received positive feedback from BPH Migas, which recommended its continuation for the 2025–2029 period.

Dampak Ekonomi dari Penggunaan Produk-Produk Pertamina [F.28]

Economic Impact of Pertamina's Products

Produk energi yang disediakan oleh Perusahaan berdampak positif tidak hanya bagi konsumen, tetapi juga memberikan kontribusi ekonomi tidak langsung. Produk-produk energi tersebut digunakan sebagai bahan bakar untuk mesin, peralatan, dan transportasi yang mendukung kegiatan usaha dan kebutuhan energi harian konsumen.

The energy products offered by the Company bring positive impacts not only to consumers but also create indirect economic contributions. These energy products are used as fuel for machinery, equipment, and transportation, thereby supporting business operations and consumers' daily energy needs.

One Village One Outlet (OVOO)

One Village One Outlet (OVOO)

Program OVOO memberikan manfaat kepada masyarakat pedesaan di seluruh Indonesia, karena dapat memperoleh LPG subsidi dengan harga eceran tertinggi (HET) yang telah ditetapkan untuk masing-masing daerah. Sampai akhir periode pelaporan, program ini telah tersedia di 5.609 kecamatan dan 70.448 desa/kelurahan, mencakup 100% desa yang terkonversi ke LPG yang secara geografis terjangkau untuk pendistribusian LPG 3kg. Program ini terus dipantau oleh Ditjen Migas dan merupakan bagian dari program Subsidi Tepat LPG 3 kg yang dimulai pada 2023.

The OVOO program benefits rural communities across Indonesia by ensuring access to subsidized LPG at the maximum retail price (HET) determined for each region. By the end of the reporting period, the program was available in 5,609 districts and 70,448 villages/sub-districts, covering 100% of villages converted to LPG that are geographically accessible for the distribution of 3 kg LPG. This program is continuously monitored by the Directorate General of Oil and Gas (Ditjen Migas) and is part of the Subsidi Tepat for 3-kg LPG Program launched in 2023.

Peningkatan Keterampilan dan Pengetahuan Masyarakat

Community Skills and Knowledge Development

Perusahaan melaksanakan berbagai program yang melibatkan masyarakat guna mengembangkan pengetahuan dan perekonomian mereka. Dampak ekonomi tidak langsung dari program-program tersebut dapat dilihat lebih lanjut pada bab 'Pelibatan dan Pengembangan Masyarakat' dalam laporan ini.

The Company implements various programs that involve communities to develop their knowledge and improve their economic opportunities. Further details on the indirect economic impacts of these programs can be found in the Community Engagement and Development chapter of this report.

Pembangunan Sarana Prasarana untuk Menunjang Perekonomian Lokal

Development of Infrastructure to Support Local Economy

Perusahaan mewujudkan dampak ekonomi tidak langsung melalui pembangunan dan perbaikan sarana prasarana penunjang perekonomian di berbagai daerah. Di 2024, Perusahaan berkontribusi pada pembangunan 5 Badan Usaha Milik Desa (BUMDES) dan fasilitas penunjang seperti mesin produksi hingga pelatihan.

The Company generates indirect economic impacts through the development and improvement of infrastructure that supports local economies in various regions. In 2024, the Company contributed to the establishment of five Village-Owned Enterprises (BUMDes) and provided supporting facilities such as production machinery and training programs.



Optimalisasi K3 dalam Mendukung Keunggulan Operasional

Optimizing OHS to Support Operational Excellence



Kelancaran aktivitas bisnis PT Pertamina Patra Niaga didukung oleh upaya dan komitmen Perusahaan dalam menciptakan lingkungan kerja yang aman, sehat, dan nyaman bagi seluruh karyawan. Komitmen ini diwujudkan dengan penerapan Sistem Manajemen Keselamatan dan Kesehatan Kerja serta Lindungan Lingkungan (SMK3LL) yang berlandaskan standar internasional ISO 14001:2015 dan ISO 45001:2018. Selain itu, Perusahaan juga menerapkan Sistem Manajemen Keselamatan Transportasi Darat (SMKTD) mengingat karakteristik usaha yang dijalankan di sektor distribusi BBM/BBK/LPG yang menggunakan transportasi darat. Semua upaya ini sejalan dengan kebijakan QHSSE Perusahaan, yang dikenal dengan nama Kebijakan Mutu, Kesehatan, Keselamatan Kerja, Pengamanan, dan Lindungan Lingkungan (PASTI KOMITMEN).

The smooth running of PT Pertamina Patra Niaga's business activities is supported by the Company's efforts and commitment to creating a safe, healthy, and comfortable working environment for all employees. This commitment is realized by implementing the Occupational Health, Safety and Environmental Protection Management System (SMK3LL) based on the international standards ISO 14001:2015 and ISO 45001:2018. In addition, the Company also implements the Land Transportation Safety Management System (SMKTD) given the nature of its business in the distribution of fuel/BBK/LPG using land transportation. All these efforts are in line with the Company's QHSSE policy, known as the Quality, Health, Occupational Safety, Security, and Environmental Protection Policy (PASTI KOMITMEN).



Pengelolaan Topik Material : Kesehatan dan Keselamatan Kerja [3-3] Material Topic Management : Occupational Health and Safety

Kesehatan dan keselamatan kerja (K3) merupakan aspek material yang menjadi prioritas Perusahaan guna menjaga kesinambungan operasional dan perlindungan seluruh tenaga kerja. Sistem Manajemen K3 dijalankan dengan mengacu pada standar ISO 45001:2018, Sustainability Pertamina Expectations for HSSE Management Excellence (SUPREME), serta Sistem Manajemen Keselamatan Transportasi Darat (SMKTD), dan diterapkan secara menyeluruh di seluruh unit kerja, aset, serta mitra kerja dan pemangku kepentingan lainnya yang berada di lingkungan Perusahaan. Evaluasi dilaksanakan secara berkala melalui audit dan sertifikasi resmi, dengan adanya peran Direksi dan pihak terkait dalam memonitor laporan kinerja K3. Pada periode pelaporan, Perusahaan berhasil menerima 185 penghargaan di bidang HSSE dari berbagai lembaga. Di antaranya Penghargaan Kinerja Pelayanan Kesehatan Kerja di Tempat Kerja oleh Gubernur Sulawesi Selatan dan Penghargaan Kecelakaan Nihil oleh Kementerian Ketenagakerjaan RI, dan lain sebagainya.

Occupational health and safety (OHS) is a material aspect that is a priority for the Company in order to maintain operational continuity and protect all workers. The OHS Management System is implemented in accordance with ISO 45001:2018 standards, Pertamina's Sustainability Expectations for HSSE Management Excellence (SUPREME), and the Land Transportation Safety Management System (SMKTD), and is applied comprehensively across all work units, assets, partners, and other stakeholders within the Company's environment. Evaluations are conducted periodically through official audits and certifications, with the Board of Directors and related parties monitoring OHS performance reports. During the reporting period, the Company received 185 HSSE awards from various institutions. Some of the awards include the Occupational Health Service Performance Award by the Governor of South Sulawesi and the Zero Accident Award by the Indonesian Ministry of Manpower, and so on.

Penerapan Sistem Manajemen Keselamatan dan Kesehatan Kerja [F.21][403-1, 403-4, 403-8] [11.9]

Implementation of Occupational Safety and Health Management System

Untuk menerapkan sistem manajemen keselamatan dan kesehatan kerja (SMK3) yang optimal, Perusahaan berkomitmen dalam memastikan penerapannya sejalan dengan Pedoman Sistem Manajemen Health, Safety, Security & Environment No. A5-001/PNA400000/2021-S9. Penerapan SMK3 mencakup seluruh tahapan kegiatan Perusahaan, dengan melibatkan seluruh pihak terkait, mulai dari pimpinan, manajemen, pekerja, pelanggan, kontraktor, hingga pihak ketiga yang berperan dalam operasional Perusahaan.

Perusahaan juga menerapkan berbagai standar dan pedoman praktik terbaik dalam penerapan K3, antara lain:

- HSSE Golden Rules.
- Corporate Life Saving Rules (CLSR).
- Expectations for HSSE Management Excellence (SUPREME).
- Sistem Manajemen Keselamatan Proses (PS-AIM).
- Sistem Manajemen Pengamanan (SMP).
- Contractor Safety Management System (CSMS).
- Sistem Ijin Kerja Aman (SIKA).
- Pengelolaan *Housekeeping*/5R.
- *Fit to Work/Task*.

Penerapan SMK3 memiliki peran penting dalam mencegah terjadinya kecelakaan, kebakaran, penyakit akibat kerja (PAK), pencemaran lingkungan, serta gangguan keamanan dan dampak buruk terhadap masyarakat yang bisa disebabkan oleh kegagalan operasional. Perusahaan membentuk Panitia Pembina Keselamatan dan Kesehatan Kerja (P2K3) yang berfungsi sebagai wadah untuk mengembangkan kolaborasi dan mendorong partisipasi aktif dalam implementasi SMK3 di lingkungan Perusahaan. Proses evaluasi dan audit juga dilakukan secara rutin minimal satu kali dalam setahun. P2K3 di tingkat pusat dan

To implement an optimal occupational health and safety management system (OHSMS), the Company is committed to ensuring its implementation is in line with the Health, Safety, Security & Environment Management System Guidelines No. A5-001/PNA400000/2021-S9. The implementation of OHSMS covers all stages of the Company's activities, involving all relevant parties, from leaders, management, workers, customers, contractors, to third parties who play a role in the Company's operations.

The Company also implements various standards and best practices in the OHS application, including:

- HSSE Golden Rules.
- Corporate Life Saving Rules (CLSR).
- Expectations for HSSE Management Excellence (SUPREME).
- Process Safety Management System (PS-AIM).
- Security Management System (SMP).
- Contractor Safety Management System (CSMS).
- Safe Work Permit System (SIKA).
- Housekeeping/5R Management.
- Fit to Work/Task.

The implementation of OHSMS plays an important role in preventing accidents, fires, occupational diseases (PAK), environmental pollution, as well as security disturbances and adverse effects on the community that can be caused by operational failures. The Company has formed a Work Safety and Health Committee (P2K3) which serves as a forum for developing collaboration and encouraging active participation in the implementation of OHSMS within the Company. The evaluation and audit process is also carried out routinely at least once a year. P2K3 at the central and regional levels hold working meetings once a year for the Subholding level,

regional mengadakan rapat kerja sebanyak 1 kali per tahun untuk tingkat Subholding, 4 kali per tahun untuk Tingkat Regional/Unit Operasi, dan 4 kali per tahun untuk Tingkat Lokasi Kerja Operasional. Adapun topik bahasan dalam rapat di antaranya terkait kinerja aspek HSSE, tindak lanjut hasil audit, pembelajaran dari kejadian, serta isu-isu lainnya terkait aspek HSSE.

four times a year for the Regional/Operating Unit level, and four times a year for the Operational Work Location level. The topics discussed in the meetings include HSSE performance, follow-up on audit results, lessons learned from incidents, and other HSSE-related issues.

Strategi Pengendalian Risiko K3 [403-2, 403-3]

Occupational Health and Safety Risk Control Strategy

Proses mengkaji risiko atau *Hazard Identification Risk Assessment and Determining Controls* (HIRADC) dilakukan secara berkala oleh PT Pertamina Patra Niaga. Proses ini bertujuan untuk mengidentifikasi potensi bahaya di lokasi kerja, menilai tingkat risikonya, dan menetapkan pengendalian yang tepat untuk memitigasi bahaya tersebut. Penilaian risiko ini dilaksanakan di setiap unit kerja Perusahaan, baik pada kegiatan rutin, insiden tak terduga, maupun keadaan darurat.

PT Pertamina Patra Niaga periodically carries out the Hazard Identification Risk Assessment and Determining Controls (HIRADC). This process aims to identify potential hazards in the workplace, assess their level of risk, and determine appropriate controls to mitigate these hazards. This risk assessment is carried out in every work unit of the Company, whether in routine activities, unexpected incidents, or emergencies.

Setelah risiko utama terkait K3 teridentifikasi, langkah mitigasi dilakukan oleh pemilik risiko (*risk owner*). Pada 2024, sejumlah risiko utama terkait K3 telah berhasil diidentifikasi, yaitu:

1. Kebakaran ledakan
2. Kecelakaan kerja
3. Lost of Primary Containment (LOPC) BBM dan LPG
4. Kecelakaan transportasi
5. Kerusakan properti
6. Penyimpangan saat distribusi darat
7. Bencana alam
8. Morbiditas dan *Illness fatality*
9. *Illegal tapping* jalur BBM

After the OHS-related key risks have been identified, mitigation measures are carried out by the risk owner. In 2024, a number of key risks related to OHS have been successfully identified, namely:

1. Fire and explosion
2. Work accidents
3. Loss of Primary Containment (LOPC) of fuel and LPG
4. Transportation accidents
5. Property damage
6. Deviations during land distribution
7. Natural disasters
8. Morbidity and fatal illness
9. Illegal tapping of fuel lines

Prinsip-prinsip pengendalian risiko K3 diterapkan oleh Perusahaan, seperti eliminasi, substitusi, rekayasa *engineering*, pengendalian administrasi, serta penggunaan alat pelindung diri. Adapun penerapan K3 menjadi tanggung jawab seluruh perwira Perusahaan. Setiap unit kerja diwajibkan memiliki sarana dan prasarana tanggap darurat guna meminimalkan risiko dan mencegah terjadinya insiden.

The Company implements occupational health and safety risk control principles, such as elimination, substitution, engineering, administrative controls, and the use of personal protective equipment. The implementation of occupational health and safety is the responsibility of all Company officers. Each work unit is required to have emergency response facilities and infrastructure in order to minimize risks and prevent incidents.

Sejalan dengan Kebijakan Mutu, Kesehatan, Keselamatan Kerja, Pengamanan & Lindungan Lingkungan (PASTI KOMITMEN), seluruh pihak diharuskan untuk melaporkan potensi bahaya yang ditemukan kepada fungsi atau bagian yang berwenang. Perusahaan menyediakan program Pengamatan Aturan Utama HSSE (PATUH) sebagai sarana untuk observasi atau pelaporan potensi bahaya yang timbul dari perilaku kerja. Pada 2024, Perusahaan mencatat sebanyak 76.761 laporan terkait dengan program PATUH.

In line with the Quality, Health, Safety, Security & Environmental Protection Policy (PASTI KOMITMEN), all parties are required to report any potential hazards they find to the relevant function or department. The Company provides the HSSE Key Rule Observation (PATUH) program as a means of observing or reporting potential hazards arising from work behavior. In 2024, the Company recorded 76,761 reports related to the PATUH program.

Setiap kejadian yang dikategorikan sebagai insiden, mulai dari kasus perawatan medis (MTC) hingga fatalitas, akan ditindaklanjuti dengan prosedur investigasi. Proses investigasi yang dilakukan di lingkungan Perusahaan mengacu pada TKO Pelaksanaan Investigasi Insiden No. B5-006/PNA400000/2021-S9. Pada 2024, Perusahaan telah melakukan investigasi terhadap 260 insiden, dengan tingkat penyelesaian mencapai 86%. Selain itu, Perusahaan juga memantau pelaksanaan tindak lanjut dari rekomendasi yang dihasilkan dari investigasi tersebut.

Every event categorized as an incident, ranging from medical treatment cases (MTC) to fatalities, will be followed up with an investigation procedure. The investigation process carried out within the Company refers to the Incident Investigation Implementation TKO No. B5-006/PNA400000/2021-S9. In 2024, the Company investigated 260 incidents, with a completion rate of 86%. In addition, the Company also monitors the follow-up on the recommendations resulting from these investigations.

Tabel Pelaksanaan Investigasi Berdasarkan Kategori Insiden
Table of Investigation Implementation Based on Incident Category

Kategori Insiden Incident Category	Pelaksanaan Implementation	Dilaporkan Kepada Reported to
- Insignificant - PSE Tier-3	Tingkat Unit Lokasi Location Unit Level	Manajer Regional Regional Manager
- Minor - Hipo - PSE Tier-2	Tingkat Regional Regional Level	Executive General Manager di Regional, Tembusan ke Subholding Executive General Manager in Regional, Copy to Subholding
- Moderate - DAFWC - PSE Tier-1	Tingkat Subholding Subholding Level	Direktur Utama President Director

Perusahaan mewajibkan kontraktor, pemasok, vendor, dan mitra kerja untuk memastikan perlindungan yang memadai bagi pekerja mereka serta mematuhi standar SMK3 yang berlaku di lingkungan kerja Perusahaan. PT Pertamina Patra Niaga juga menerapkan HSSE *Information Management System* (HIMS) dan *Corporate Life Saving Rules* (CLSR) untuk mendukung upaya tersebut. Melalui kedua sistem ini, setiap personel yang akan memasuki area kerja Perusahaan diwajibkan memiliki HSSE *Passport*, yang mempermudah akses dan verifikasi data HSSE terkait. Dengan HIMS dan CLSR, pekerja serta pihak lain yang bekerja di unit operasional Perusahaan dapat mengakses *safety induction* dengan mudah. [403-7]

The Company requires contractors, suppliers, vendors, and business partners to ensure adequate protection for their workers and comply with OHSMS standards applicable in the Company's work environment. PT Pertamina Patra Niaga also implements the HSSE *Information Management System* (HIMS) and *Corporate Life Saving Rules* (CLSR) to support these efforts. Through these two systems, all personnel entering the Company's work areas are required to have an HSSE *Passport* for access and verification of HSSE-related data. With HIMS and CLSR, workers and other parties working in the Company's operational units can easily access safety induction. [403-7]

Upaya-upaya tersebut merupakan bagian dari komitmen Perusahaan untuk meningkatkan kesadaran mengenai HSSE di kalangan pekerja dan pihak terkait. Langkah tersebut juga mencerminkan tekad Perusahaan dalam menciptakan lingkungan kerja yang bebas dari kecelakaan. Perusahaan berharap seluruh pekerja dan pihak lain yang terlibat dalam operasional dapat tetap waspada terhadap potensi risiko dan secara konsisten mendukung implementasi SMK3.

These efforts are part of the Company's commitment to raising awareness of HSSE among workers and related parties. These measures also reflect the Company's determination to create an accident-free work environment. The Company expects all workers and other parties involved in operations to remain alert to potential risks and consistently support the implementation of OHSMS.



Membangun Budaya HSSE [403-4, 403-5] [11.18]

Building an HSSE Culture

Perusahaan berkomitmen untuk membangun budaya HSSE yang solid sebagai langkah penting dalam menciptakan lingkungan kerja yang aman, sehat, dan berkelanjutan bagi seluruh pekerja. Untuk mendukung budaya tersebut, Perusahaan menjalankan program Living HSE Culture, yang mencakup berbagai inisiatif seperti *management walkthrough* (MWT), pelatihan aspek HSSE, HSSE Passport, pengamatan aturan utama HSSE (PATUH), *safety campaign*, manajemen insiden, CSMS kontraktor, serta Sustainability Pertamina Expectations for HSSE Management Excellent (SUPREME). Sebanyak 3.783 orang mengikuti pelatihan sepanjang tahun 2024 yang meliputi topik-topik seperti Mandatory HSSE Culture Training, Gas Safety Inspector, Pengelolaan Lingkungan, Sertifikasi Pengawas utama K3 Migas, dan Pelatihan/Sertifikasi lainnya terkait aspek HSSE. Setiap pelatihan disesuaikan dengan level jabatan pekerja untuk memastikan bahwa mereka memiliki kompetensi dan pengetahuan yang cukup untuk menjalankan tugas dan tanggung jawabnya.

Perusahaan memberikan pelatihan HSSE kepada semua pihak sesuai dengan tugas dan tanggung jawab mereka. Pekerja dan tenaga alih daya mendapatkan pelatihan serta sertifikasi *Environmental Compliance* dan CSMS. Selain itu, pelatihan mengenai Keselamatan Operasi dan Pertolongan Pertama Kecelakaan juga diberikan kepada pekerja, tenaga alih daya, dan kontraktor. Masyarakat pun dilibatkan dalam pelatihan simulasi tanggap darurat dan cara aman dalam menggunakan LPG. Sebagai bagian dari upaya mendukung budaya HSSE, Perusahaan mengembangkan aplikasi HSSE yang inovatif. Aplikasi ini dilengkapi dengan modul pelatihan, video edukasi, dan kuis interaktif untuk menguji pemahaman pekerja mengenai HSSE. Di samping itu, Perusahaan aktif berpartisipasi dalam Bulan K3 Nasional, melaksanakan survei budaya HSSE, serta menerapkan program PATUH dan PATUH 4.0., serta menginisiasi HSSE Passport.

The Company is committed to building a solid HSSE culture as an important step in creating a safe, healthy, and sustainable work environment for all workers. To support this culture, the Company runs the Living HSE Culture program, which includes various initiatives such as management walkthroughs (MWT), HSSE training, HSSE Passports, observation of key HSSE rules (PATUH), safety campaigns, incident management, contractor CSMS, and Pertamina's Sustainability Expectations for HSSE Management Excellence (SUPREME). During 2024, a total of 3,783 people participated in training on topics such as Mandatory HSSE Culture Training, Gas Safety Inspector, Environmental Management, Oil and Gas OHS Main Supervisor Certification, and other HSSE-related training/certification. Each training course is tailored to the job level of the workers to ensure that they have sufficient competence and knowledge to carry out their duties and responsibilities.

The Company provides HSSE training to all parties in accordance with their duties and responsibilities. Employees and outsourced workers receive training and certification in Environmental Compliance and CSMS. In addition, training on Operational Safety and First Aid for Accidents is also provided to employees, contractors, and subcontractors. The community is also involved in emergency response simulation training and learning how to safely use LPG. As part of its efforts to support the HSSE culture, the Company has developed an innovative HSSE application. This application is equipped with training modules, educational videos, and interactive quizzes to test workers' understanding of HSSE. In addition, the Company actively participates in National K3 Month, conducts HSSE culture surveys, implements the PATUH and PATUH 4.0 programs, and initiates the HSSE Passport.

Layanan Kesehatan Pekerja [403-3, 403-6, 403-10]

Worker Health Services

PT Pertamina Patra Niaga secara konsisten menjaga kesehatan dan keselamatan seluruh pekerjanya. Dalam implementasinya, Perusahaan mengadopsi program promosi kesehatan yang selaras dengan kebijakan Pertamina Grup melalui tujuh pilar *Integrated Employee Wellness Program*. Program ini mencakup: (1) aktivitas fisik dan ergonomi; (2) nutrisi yang seimbang; (3) manajemen stres; (4) pengendalian konsumsi rokok, narkoba, alkohol, dan zat adiktif lainnya (NAPZA); (5) penguatan koneksi sosial antar pekerja; (6) istirahat yang cukup; serta (7) program intervensi kesehatan dan produktivitas berkelanjutan. Lebih lanjut, komitmen ini diwujudkan melalui penyediaan fasilitas kesehatan seperti klinik dan kotak Pertolongan Pertama pada Kecelakaan (P3K), yang tersedia bagi pekerja maupun pihak lainnya yang berada di lingkungan Perusahaan. Selain itu, berbagai program pendukung seperti *Fit to Work Assessment*, *Occupational Health & Industrial Hygiene*, dan *Medical Emergency Response Plan* juga diterapkan.

Setiap pekerja memiliki hak untuk mengikuti *medical check-up* (MCU) tahunan guna mengidentifikasi dan mencegah potensi risiko kesehatan. Pada 2024, Perusahaan berhasil memastikan partisipasi 100% pekerja dalam pelaksanaan MCU. Pemeriksaan kesehatan harian pun dilakukan untuk mendeteksi secara dini potensi penyakit yang dapat memengaruhi kinerja pekerja. Selama periode pelaporan, tidak ditemukan adanya kasus penyakit akibat kerja (PAK) di lingkungan Perusahaan.

Untuk mendukung upaya maksimal dalam menjaga kesehatan dan keselamatan seluruh pekerja, PT Pertamina Patra Niaga mengadakan kegiatan promosi kesehatan secara terstruktur dan menyeluruh, yang dikoordinasikan oleh Fungsi *Health & Medical C&T*.

PT Pertamina Patra Niaga consistently maintains the health and safety of all its employees. In its implementation, the Company adopts a health promotion program that is in line with Pertamina Group's policy through the seven pillars of the *Integrated Employee Wellness Program*. This program includes: (1) physical activity and ergonomics; (2) balanced nutrition; (3) stress management; (4) control of tobacco, narcotics, alcohol, and other addictive substances (NAPZA); (5) strengthening social connections among workers; (6) adequate rest; and (7) sustainable health and productivity intervention programs. This commitment is realized through the provision of health facilities such as clinics and first aid kits, which are available to workers and other parties within the Company's environment. In addition, various support programs such as *Fit to Work Assessment*, *Occupational Health & Industrial Hygiene*, and *Medical Emergency Response Plan* are also implemented.

Every employee has the right to undergo an annual medical check-up (MCU) to identify and prevent potential health risks. In 2024, the Company successfully ensured 100% employee participation in the MCU. Daily health checks are also conducted to detect early potential illnesses that could affect employee performance. During the reporting period, there were no cases of occupational diseases (PAK) found within the Company.

To support maximum efforts in maintaining the health and safety of all workers, PT Pertamina Patra Niaga conducts structured and comprehensive health promotion activities, coordinated by the Health & Medical C&T Function.

Kegiatan promosi kesehatan tersebut dirancang dalam sebuah inisiatif bernama Wellness Program, yang terdiri dari beberapa aktivitas berikut:

- *Fitness Management*: Program ini mencakup aktivitas olahraga rutin serta berbagai kompetisi yang secara khusus dirancang bagi pekerja, tenaga alih daya, dan keluarga mereka. Jenis kegiatan disesuaikan dengan minat peserta, antara lain senam, futsal, bulu tangkis, serta kampanye bersepeda menuju tempat kerja, dan berbagai aktivitas olahraga lainnya.
- *Weight Management*: Program ini terdiri dari berbagai kampanye yang mengangkat pentingnya pola makan bergizi seimbang, yang disampaikan melalui media seperti poster, brosur, maupun seminar. Selain itu, tersedia pula edukasi tentang pola makan sehat, gaya hidup aktif, serta layanan konseling individu. Program ini juga mencakup tantangan kesehatan dan pengelolaan berat badan. Seluruh rangkaian kegiatan telah dirancang secara terstruktur serta dievaluasi secara terukur oleh tenaga ahli gizi, instruktur olahraga, dan tim medis Perusahaan.
- *Stress Management*: Program ini mencakup berbagai aktivitas penyebaran informasi mengenai pengelolaan stres kerja melalui kampanye, *broadcast*, brosur, poster, buletin, seminar, *workshop*, hingga media sosial. Di samping itu, Perusahaan juga melaksanakan survei stres kerja guna mengidentifikasi sumber stres serta kebutuhan pekerja secara lebih akurat.
- *Smoke Cessation*: Program ini terdiri dari berbagai kampanye, edukasi, serta penyusunan kebijakan tentang penerapan lingkungan kerja bebas asap rokok. Selain itu, Perusahaan juga menyediakan dukungan kepada pekerja yang memiliki keinginan untuk berhenti merokok.

Melalui Wellness Program, Perusahaan berharap para pekerja terdorong untuk menerapkan gaya hidup aktif dan sehat, yang pada akhirnya dapat meningkatkan kualitas hidup mereka secara keseluruhan. Di samping aspek kesehatan, Perusahaan secara aktif menyediakan lingkungan kerja yang aman, nyaman, serta inklusif bagi pekerja disabilitas. Fasilitas pendukung yang disediakan meliputi jalur khusus untuk pekerja disabilitas serta penggunaan kode braille di fasilitas lift Perusahaan, guna memastikan kemudahan dan aksesibilitas bagi seluruh pekerja.

These health promotion activities are designed as part of the Wellness Program, which consists of the following activities:

- *Fitness Management*: This program includes regular sports activities and various competitions specifically designed for employees, contractors, and their families. The types of activities are tailored to participants' interests, including gymnastics, futsal, badminton, cycling campaigns to work, and various other sports activities.
- *Weight Management*: This program consists of various campaigns that highlight the importance of a balanced diet, which are conveyed through media such as posters, brochures, and seminars. In addition, there is also education on healthy eating, active lifestyles, and individual counseling services. This program also includes health challenges and weight management. The entire series of activities has been structured and evaluated by nutritionists, sports instructors, and the Company's medical team.
- *Stress Management*: This program includes various activities to disseminate information on managing work stress through campaigns, broadcasts, brochures, posters, newsletters, seminars, workshops, and social media. In addition, the Company also conducts work stress surveys to identify sources of stress and employee needs more accurately.
- *Smoke Cessation*: This program consists of various campaigns, education, and policy development on the implementation of a smoke-free work environment. In addition, the Company also provides support to employees who wish to quit smoking.

Through the Wellness Program, the Company hopes that employees will be encouraged to adopt an active and healthy lifestyle, which will ultimately improve their overall quality of life. In addition to health aspects, the Company actively provides a safe, comfortable, and inclusive work environment for employees with disabilities. Supporting facilities provided include special lanes for employees with disabilities and the use of Braille codes in the Company's elevator facilities to ensure convenience and accessibility for all employees.



Jumlah Insiden [403-9]

Number of Incidents

Perusahaan mencatat total jam kerja selamat sebesar 125,9 juta jam sepanjang periode pelaporan. Selain itu, *Total Recordable Incident Rate* (TRIR) tercatat sebesar 0,05, lebih baik dibandingkan batas maksimum yang ditetapkan oleh KPI tahun 2024, yakni 0,11. Perusahaan juga secara aktif menjalankan berbagai strategi guna mencegah insiden serta mengurangi risiko penyakit akibat kerja.

The Company recorded a total of 125.9 million safe manhours during the reporting period. In addition, the Total Recordable Incident Rate (TRIR) was recorded at 0.05, which is better than the maximum limit set at 0.11 by the 2024 KPI. The Company also actively implements various strategies to prevent incidents and reduce the risk of occupational diseases.

Tingkat Kecelakaan Kerja PT Pertamina Patra Niaga

Work Accident Rates PT Pertamina Patra Niaga

Keterangan Description	2024	2023	2022
TRIR	0,050	0,060	0,025
Fatality/NOA	0	0	0
LTI	2	1	0
<i>Restricted work case</i>	1	0	1
MTC	3	6	2
<i>First aid</i>	6	8	9
<i>Near miss</i>	335	598	925
<i>Unsafe act & condition</i>	94.281	101.816	113.518
<i>Working hour</i>	125.911.628	118.536.457	121.881.585

Keselamatan Proses dan Penanganan Insiden Berskala Besar

Process Safety and Large-Scale Incident Management

Perusahaan memiliki Pedoman Pengelolaan Keadaan Darurat, Krisis, dan Keberlangsungan Bisnis Pertamina No. A-001/CT03000/2021-S9 sebagai acuan dalam memastikan kesiapsiagaan menghadapi berbagai kondisi luar biasa. Pedoman ini sejalan dengan Pedoman Pertamina No. A7-002/S000000/2021-S9 yang menekankan pentingnya keselamatan proses serta identifikasi menyeluruh terhadap potensi insiden besar dalam setiap kegiatan operasional. Komitmen terhadap keselamatan proses dan upaya pencegahan insiden besar diwujudkan melalui berbagai inisiatif berikut:

- Mengupayakan pencegahan tumpahan minyak, baik di darat maupun laut: Upaya tersebut meliputi pembangunan infrastruktur, pelatihan personel, dan simulasi penanggulangan tumpahan minyak.
- Melibatkan pemangku kepentingan: Perusahaan mengupayakan untuk melibatkan masyarakat dan pemangku kepentingan lainnya dalam upaya pencegahan insiden besar.
- Mengevaluasi dan melaporkan secara berkala kepada pihak-pihak berwenang: Hal tersebut merupakan upaya Perusahaan untuk memastikan kepatuhan terhadap regulasi dan standar yang berlaku.
- Mengendalikan keadaan darurat: Perusahaan memberikan tanggung jawab kepada Fungsi HSSE atas pengendalian keadaan darurat melalui mekanisme *Emergency Response and Crisis Management (ERCM)*.

Sepanjang tahun 2024, Perusahaan mencatat sejumlah insiden keselamatan proses yang dikategorikan dalam Tier-1, Tier-2, dan Tier-3. *Process Safety Incident Rate/PSIR* tercatat sebesar 0,01 (Tier-1) dan 0 (Tier-2), jauh di bawah batas toleransi maksimum yang ditetapkan, yaitu Tier-1 = 0,12 dan Tier-2 = 0,28. Seluruh insiden tersebut telah ditindaklanjuti melalui langkah-langkah penanganan dan perbaikan yang sesuai prosedur. Tidak ada tumpahan yang signifikan selama tahun 2024.

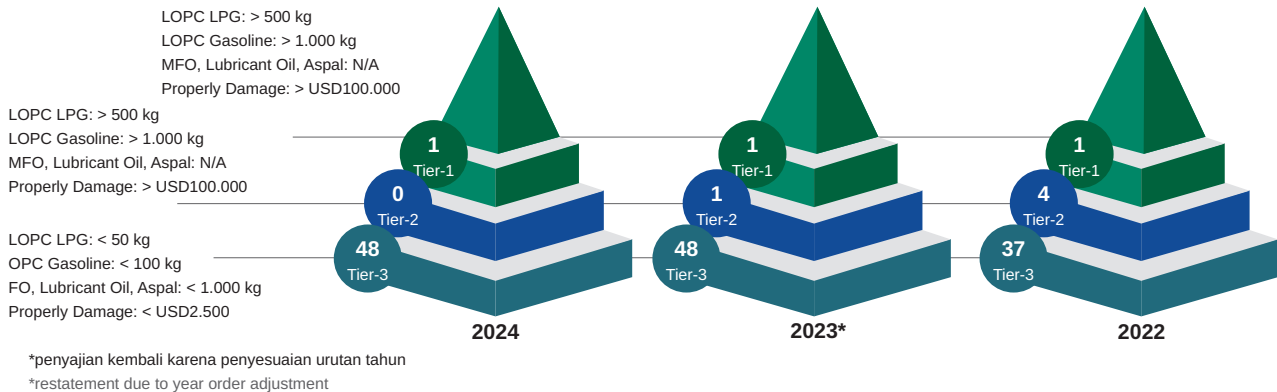
The Company has Emergency, Crisis, and Business Continuity Management Guidelines No. A-001/CT03000/2021-S9 as a reference in ensuring preparedness in facing various extraordinary conditions. These guidelines align with Pertamina Guideline No. A7-002/S000000/2021-S9, which emphasizes the importance of process safety and comprehensive identification of potential major incidents in every operational activity. The commitment to process safety and efforts to prevent major incidents are realized through the following initiatives:

- Oil spill prevention efforts, both on land and at sea: These efforts include infrastructure development, personnel training, and oil spill response simulations.
- Stakeholders engagement: The Company strives to involve the community and other stakeholders in major incident prevention efforts.
- Regular evaluation and reporting to the authorities: This is part of the Company's efforts to ensure compliance with applicable regulations and standards.
- Emergency management: The Company assigns responsibility for controlling emergencies to the HSSE Function through the Emergency Response and Crisis Management (ERCM) mechanism.

Throughout 2024, the Company recorded a number of process safety incidents categorized as Tier-1, Tier-2, and Tier-3. The Process Safety Incident Rate/PSIR was recorded at 0.01 (Tier-1) and 0 (Tier-2), well below the maximum tolerance limits set at Tier-1 = 0.12 and Tier-2 = 0.28. All incidents have been followed up with appropriate handling and corrective measures in accordance with procedures. There were no significant spills during 2024.

Piramida Process Safety Incident Tahun 2022-2024

Pyramid of Process Safety Incidents 2022-2024



Respons Cepat Penanganan Luberan BBM di Tuban

Quick Response to Fuel Spill in Tuban

Sebagai bagian dari tanggung jawab Perusahaan dalam mendistribusikan BBM yang aman, andal, dan bertanggung jawab serta bentuk komitmen terhadap penerapan K3 dan keselamatan proses, Perusahaan turut memfokuskan perhatian pada penanganan insiden luberan produk Pertamina di Terminal BBM Tuban. Berbagai langkah penanganan telah diimplementasikan, antara lain:

- Memberikan bantuan kebutuhan pokok dan pelayanan kesehatan kepada masyarakat terdampak paccsa kejadian *overfill* tangki BBM.
- Melakukan koordinasi dengan pemangku kepentingan terkait (perangkat desa, kepolisian setempat, Dinas Lingkungan Hidup) dan membuat laporan kepada BPH Migas serta KLH.
- Melakukan sampling udara, tanah, dan air tanah di area tangki yang mengalami *overfill* serta sampling tanah pada area di luar pagar FT Tuban untuk memastikan tidak ada potensi pencemaran.
- Melakukan pemodelan dispersi sebaran awan uap BBM.
- Melakukan upaya penanggulangan kedaruratan B3 pada area tank farm sesuai dengan pedoman/prosedur.
- Meningkatkan sosialisasi kepada masyarakat di wilayah sekitar FT Tuban terkait risiko operasional terminal BBM.

As part of the Company's responsibility in distributing safe, reliable, and responsible fuel, and as a form of commitment to the implementation of occupational health and safety and process safety, the Company is also focusing its attention on handling the Pertamina product spill incident at the Tuban Fuel Terminal. Various handling measures have been implemented, including:

- Provided basic necessities and healthcare assistance to communities affected by the fuel tank overfill incident.
- Coordinate with relevant stakeholders (village officials, local police, environmental services, and submit reports to the oil and Gas Authority (BPH Migas) and Ministry of Environment (MoE).
- Conducted air, soil, and groundwater sampling in the area of the overfilled tank, as well as soil sampling outside the FT Tuban facility fence to ensure there was no potential contamination.
- Performed dispersion modeling of the fuel vapor cloud.
- Carried out hazardous materials (B3) emergency response efforts in the tank farm area in accordance with established guidelines and procedures.
- Enhanced community outreach around the FT Tuban area regarding operational risks associated with the fuel terminal.

Audit SUPREME dan Survei Budaya HSSE

SUPREME Audit and HSSE Culture Survey

Evaluasi pengelolaan HSSE dilaksanakan di seluruh unit operasional melalui audit SUPREME. Audit ini dilakukan secara berkala sesuai mekanisme yang telah ditetapkan, dan pada periode pelaporan telah dilakukan di 5 lokasi regional serta 1 entitas anak perusahaan dengan hasil 1 entitas pada kategori tematik, 2 entitas pada kategori hijau muda, dan 3 entitas pada kategori kuning. Temuan dari audit ini menjadi dasar dalam merumuskan upaya perbaikan dan penguatan sistem HSSE di seluruh lini operasional.

Selain itu, penilaian terhadap pengelolaan program Fit to Work juga turut dilakukan, dengan fokus pada pelaksanaan pemeriksaan kesehatan awal (MCU) dan berkala (DCU). Evaluasi tersebut menghasilkan skor 3,46 dari skala maksimum 4. Di sisi lain, pada aspek lingkungan, Perusahaan telah berpartisipasi dalam audit Program Penilaian Peringkat Kinerja Perusahaan (PROPER) yang diselenggarakan oleh Kementerian Lingkungan Hidup dan Kehutanan (KLHK) sejak tahun 2007. Pada 2024, sebanyak 12 lokasi memperoleh peringkat PROPER Emas, 61 lokasi meraih PROPER Hijau, dan 37 lokasi lainnya mendapatkan PROPER Biru.

Untuk menilai dan meningkatkan penerapan budaya HSSE, Perusahaan melaksanakan survei budaya secara berkala. Survei ini bertujuan untuk mengevaluasi tingkat kesadaran serta komitmen pekerja dalam mendukung pengelolaan aspek HSSE di lingkungan kerja. Melalui pendekatan ini, Perusahaan berharap dapat mendorong terciptanya HSSE *Beyond Culture* menuju budaya HSSE Generatif. Hasil survei tahun 2024 menunjukkan capaian rata-rata skor sebesar 4,20 dari skala maksimum 5, yang merepresentasikan posisi Perusahaan pada level *proactive*.

HSSE management evaluations are conducted across all operational units through SUPREME audits. These audits are conducted periodically in accordance with established mechanisms, and during the reporting period, they were conducted at five regional locations and one subsidiary entity, with one entity falling into the thematic category, two entities into the light green category, and three entities into the yellow category. The findings from these audits are used to formulate efforts to improve and strengthen the HSSE system across all operational lines.

In addition, an assessment of the Fit to Work program management was also conducted, focusing on the implementation of initial (MCU) and periodic (DCU) health checks. The evaluation resulted in a score of 3.46 out of a maximum scale of 4. On the other hand, in terms of the environment, the Company has participated in the Company Performance Rating Program (PROPER) audit conducted by the Ministry of Environment and Forestry (KLHK) since 2007. In 2024, 12 locations received a Gold PROPER rating, 61 locations received a Green PROPER rating, and 37 other locations received a Blue PROPER rating.

To assess and improve the implementation of HSSE culture, the Company conducts regular culture surveys. This survey aims to evaluate the level of awareness and commitment of employees in supporting the management of HSSE aspects in the work environment. Through this approach, the Company hopes to encourage the creation of HSSE *Beyond Culture* towards a Generative HSSE culture. The 2024 survey results show an average score of 4.20 out of a maximum scale of 5, which represents the Company's position at the proactive level.



Manajemen Aset untuk Operasi yang Aman dan Efisien

Asset Management For Safe And Efficient Operations





Pengelolaan Topik Material : Manajemen Aset ^[3-3]

Material Topic Management : Asset Management

Bagi Perusahaan, keberlangsungan operasional juga bergantung pada keandalan aset serta prasarana penunjang. Oleh sebab itu, pengelolaan integritas aset tidak hanya bersifat teknis, tetapi juga menjadi bagian dari strategi jangka panjang yang esensial. Manajemen aset menjadi isu material dalam agenda keberlanjutan Perusahaan dikarenakan dampaknya terhadap kondisi keuangan, khususnya aspek likuiditas dan solvabilitas.

Kegiatan pengelolaan aset meliputi perawatan rutin, adaptasi terhadap teknologi mutakhir, serta pemanfaatan sistem digital guna memastikan kinerja aset tetap optimal. Upaya pemeliharaan dan pemantauan diterapkan secara menyeluruh di berbagai jenis fasilitas operasional, termasuk fasilitas penunjang seperti *Integrated Terminal*, *Fuel Terminal*, *Aviation Fuel Terminal*, hingga *LPG Terminal*. Seluruh aset ini telah mendapatkan izin layak operasi dan ditetapkan sebagai objek vital nasional sehingga prosedur pengamanannya dilaksanakan secara ketat dan berstandar tinggi.

Untuk memastikan keberlangsungan fungsi aset, evaluasi berkala dilakukan melalui inspeksi fisik, peninjauan perizinan, audit Sistem Manajemen HSSE dan ketersediaan sarana fasilitas menggunakan standar internasional. Proses audit turut melibatkan pihak eksternal seperti Kementerian ESDM dalam hal inspeksi peralatan dan instalasi, dan Kepolisian Negara Republik Indonesia dalam hal audit Sistem Manajemen Pengamanan. Hal ini mencerminkan komitmen Perusahaan dalam menjamin bahwa seluruh sarana operasional memenuhi standar keamanan, kelayakan, dan lingkungan. Manajemen aset dilaksanakan berdasarkan Rencana Jangka Panjang Pertamina (RJPP) dan Rencana Kerja Anggaran Perusahaan (RKAP).

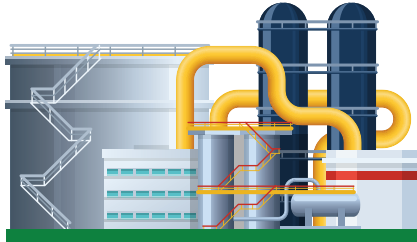
The Company considers operational continuity depends on the reliability of assets and supporting infrastructure. Therefore, asset integrity management is not only technical in nature, but also part of an essential long-term strategy. Asset management is a material issue in the Company sustainability agenda, given its impact on financial conditions, particularly liquidity and solvency.

Asset management activities include routine maintenance, adaptation to the latest technology, and the use of digital systems to ensure optimal asset performance. Maintenance and monitoring efforts are implemented comprehensively in various types of operational facilities, including supporting facilities such as the *Integrated Terminal*, *Fuel Terminal*, *Aviation Fuel Terminal*, and *LPG Terminal*. All of these assets have obtained operational permits and are designated as national critical objects, so security procedures are implemented strictly and to high standards.

To ensure the continuity of asset functions, periodic evaluations are conducted through physical inspections, licensing reviews, HSSE Management System audits, and facility availability using international standards. The audit process also involves external parties such as the Ministry of Energy and Mineral Resources in terms of equipment and installation inspections, and the Indonesian National Police in terms of Security Management System audits. This demonstrates the Company's commitment to ensuring that all operational facilities meet safety, feasibility, and environmental standards. Asset management is carried out based on Pertamina's Long-Term Plan (RJPP) and the Company's Work and Budget Plan (RKAP).

Pengelolaan Aset

Asset Management



**Jumlah Aset per 31
Desember 2024**
Total Assets as of
December 31, 2024

165

Fuel & LPG Terminal

71

Aviation Fuel Terminal

Sistem manajemen integritas aset memiliki peran krusial dalam menjamin efisiensi pemanfaatan aset serta meminimalkan risiko yang berpotensi membahayakan lingkungan, kesehatan manusia, dan fasilitas industri. Sebagai bagian dari upaya peningkatan keamanan operasional, pendekatan inovatif dalam pengelolaan integritas aset terus dikembangkan dan diimplementasikan secara bertahap.

Asset integrity management systems play a crucial role in ensuring efficient asset utilization and minimizing risks that could potentially harm the environment, human health, and industrial facilities. As part of efforts to improve operational safety, innovative approaches to asset integrity management continue to be developed and implemented in stages.

Beragam inovasi telah diterapkan di lingkungan PT Pertamina Patra Niaga sebagai bagian dari upaya menjaga keandalan serta integritas aset yang dimiliki, di antaranya:

Various innovations have been implemented at PT Pertamina Patra Niaga as part of efforts to maintain the reliability and integrity of its assets, including:

1. Digitalisasi armada mobil tangki pengangkut bahan bakar dengan penerapan SmartMT dengan total 15 unit pada tahun 2024. Selain itu, fitur SmartMT compact design sudah diterapkan ke mobil tangki di seluruh wilayah operasional Region dengan teknologi Global Positioning System (GPS) dengan tingkat akurasi <2.5m circular error problem (CEP), dan fitur Dashboard Camera (Dashcam) yang dapat memitigasi risiko perjalanan di antaranya deteksi titik buta, analisis perilaku pengemudi, dan komunikasi dua arah.
2. Pemeliharaan Tangki Timbun BBM dan LPG via *Assignment Tasklist ERP Mysap Module Plant Maintenance* (PM) yang terintegrasi dari lokasi terminal sampai dengan kantor pusat.
3. Penerapan *Overfill Prevention System Monitoring* pada penerimaan BBM di tangki timbun sesuai standar API 2350, baik kategori 2 menggunakan Automatic Tank Gauging (ATG) ataupun kategori di atasnya menggunakan *level switch* yang independen sebagai *safety equipment*.

1. Digitization of the fuel tanker fleet with the implementation of SmartMT, with a total of 15 units in 2024. In addition, the SmartMT compact design feature has been implemented in tank trucks throughout the Region's operational areas with Global Positioning System (GPS) technology with an accuracy level of <2.5m circular error problem (CEP), and a Dashboard Camera (Dashcam) feature that can mitigate travel risks, including black zone detection, driving behavior analytics, and two-way communication.
2. Maintenance of fuel and LPG storage tanks via the Assignment Tasklist ERP Mysap Module Plant Maintenance (PM), which is integrated from the terminal location to the head office.
3. Implementation of the Overfill Prevention System Monitoring for fuel receipt in storage tanks in accordance with API 2350 standards, both category 2 using Automatic Tank Gauging (ATG) and categories above it using independent level switches as safety equipment.

Pemeliharaan yang dilakukan secara tepat menjadi kunci dalam memastikan keandalan aset serta mencegah gangguan teknis maupun potensi kerugian. Untuk mendukung proses ini, Perusahaan memerlukan tenaga kerja yang kompeten dan bersertifikasi, di antaranya meliputi Inspektur Tangki Timbun, Inspektur *Risk Based Inspection*, dan Ahli K3 Umum. Adapun proses pemeliharaan yang tepat secara rutin dilakukan guna memastikan keandalan aset, mencegah gangguan teknis, serta memitigasi potensi kerugian dan dampak negatif terhadap lingkungan maupun pemangku kepentingan.

Proper maintenance is key to ensuring asset reliability and preventing technical disruptions and potential losses. To support this process, the Company requires competent and certified personnel, including Storage Tank Inspectors, Risk-Based Inspection Inspectors, and General OHS Experts. Proper maintenance is carried out regularly to ensure asset reliability, prevent technical disruptions, and mitigate potential losses and negative impacts on the environment and stakeholders.

Pengawasan atas Sistem Manajemen Integritas Aset

Oversight of the Asset Integrity Management System

Untuk memastikan integritas aset tetap terjaga, Perusahaan menerapkan berbagai metode pengawasan, salah satunya melalui inspeksi berkala yang dilakukan sesuai standar yang berlaku. Proses pemantauan atas laporan integritas aset dilakukan sedikitnya sekali setiap bulan atau total 12 kali dalam setahun. Kegiatan ini dilaksanakan baik oleh tim internal maupun pihak eksternal, yang terdiri dari personel berkompeten dan lembaga inspeksi independen.

To ensure the integrity of assets is maintained, the Company implements various monitoring methods, one of which is through periodic inspections conducted in accordance with applicable standards. The process of monitoring asset integrity reports is carried out at least once a month or a total of 12 times a year. This activity is carried out by both internal and external teams, consisting of competent personnel and independent inspection agencies.

Pengawasan terhadap implementasi delapan pilar manajemen integritas aset di lingkungan PT Pertamina Patra Niaga dilakukan melalui asesmen SUPREME. Selama tahun 2024, pengawasan terhadap pengelolaan aset berjalan tanpa hambatan berarti. Tidak terdapat gangguan atau kerusakan yang menyebabkan kecelakaan kerja. Pencapaian ini turut didukung oleh sistem pengelolaan aset terintegrasi, yaitu *Asset Integrity Management System (AIMS)*.

Supervision of the implementation of the eight pillars of asset integrity management at PT Pertamina Patra Niaga is carried out through SUPREME assessments. During 2024, supervision of asset management ran without significant obstacles. There were no disturbances or damage that caused work accidents. This achievement was supported by an integrated asset management system, namely the *Asset Integrity Management System (AIMS)*.

Selain pengawasan teknis, PT Pertamina Patra Niaga juga menerapkan Sistem Manajemen Pengamanan (SMP) berdasarkan ketentuan Peraturan Kepolisian Negara Republik Indonesia No. 7 Tahun 2019 tentang Perubahan Kedua atas Peraturan Kepala Kepolisian Negara Republik Indonesia No. 13 Tahun 2017 tentang Pemberian Bantuan Pengamanan pada Objek Vital Nasional dan Objek Tertentu. Setiap aset milik Perusahaan dijaga oleh petugas keamanan dari

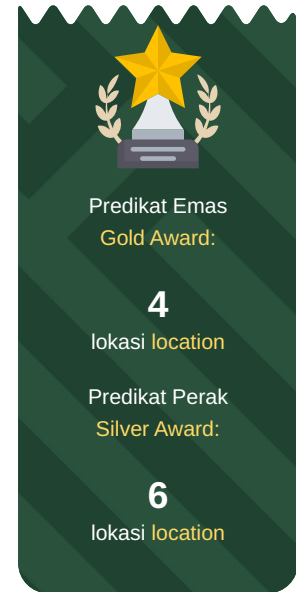
In addition to technical supervision, PT Pertamina Patra Niaga also implements a Security Management System (SMP) based on the provisions of Indonesian National Police Regulation No. 7 of 2019 concerning the Second Amendment to Indonesian National Police Chief Regulation No. 13 of 2017 concerning the Provision of Security Assistance to National Vital Objects and Certain Objects. All Company assets are guarded by external security officers all of whom (100%) have a

pihak eksternal yang seluruhnya (100%) telah memiliki sertifikasi minimal Gada Pratama dan izin resmi dari Kepolisian Negara Republik Indonesia. Sertifikasi ini memastikan bahwa seluruh aktivitas pengamanan dilaksanakan sesuai dengan ketentuan hukum yang berlaku. Selain itu, petugas keamanan juga dipastikan mematuhi prinsip-prinsip Hak Asasi Manusia dalam menjalankan tugasnya. Audit terhadap pelaksanaan Sistem Manajemen Pengamanan (SMP) di tingkat regional turut dilakukan dengan melibatkan pihak kepolisian. Hasil audit tahun 2024 menunjukkan capaian kinerja yang positif. [410-1, 11.18]

minimum certification of Gada Pratama and an official license from the Indonesian National Police. These certifications ensure that all security activities are carried out in accordance with applicable legal provisions. In addition, security officers are also required to adhere to the principles of Human Rights in carrying out their duties. Audits of the implementation of the Security Management System (SMP) at the regional level are also carried out with the involvement of the police. The 2024 audit results show positive performance. [410-1, 11.18]

Laporan hasil audit Sistem Manajemen Pengamanan (SMP) dari setiap lokasi kerja disampaikan kepada Direktur Utama serta pemangku kepentingan terkait. Seluruh langkah pengawasan terhadap integritas aset dilakukan Perusahaan sebagai bentuk pencegahan terhadap potensi dampak negatif serta sebagai upaya mitigasi risiko yang dapat merugikan lingkungan maupun pihak-pihak terkait di area operasional.

Audit reports on the Security Management System (SMP) for each work location are submitted to the President Director and relevant stakeholders. All measures to monitor asset integrity are carried out by the Company as a form of prevention against potential negative impacts and as an effort to mitigate risks that could harm the environment or relevant parties in the operational area.





Mengelola Jejak Lingkungan secara Bertanggung Jawab

Managing Environmental Footprints Responsibly





Pengelolaan Topik Material : Jejak Lingkungan ^[3-3]

Material Topic Management : Environmental Footprint

PT Pertamina Patra Niaga menilai perubahan iklim sebagai isu penting yang perlu dikelola secara proaktif. Perusahaan menyadari bahwa kegiatan operasional dan produk yang dihasilkan berkontribusi terhadap emisi gas rumah kaca (GRK). Oleh karena itu, upaya pengurangan dampak lingkungan menjadi bagian tak terpisahkan dari strategi bisnis Perusahaan. Adapun komitmen PT Pertamina Patra Niaga terhadap efisiensi energi dan reduksi emisi tercantum dalam *ESG Roadmap* dan Kebijakan Keberlanjutan.

Melalui arahan kebijakan PT Pertamina (Persero), Perusahaan menjalankan inisiatif dekarbonisasi dan menerapkan peta jalan adaptasi perubahan iklim. Fokus pengelolaan mencakup efisiensi energi, pengurangan emisi, manajemen limbah, efluen, penggunaan air, serta perlindungan terhadap keanekaragaman hayati. Beberapa fasilitas Perusahaan, seperti Integrated Terminal Balongan, Integrated Terminal Palembang, dan Fuel Terminal Luwuk, telah tercakup dalam analisis risiko iklim yang diinisiasi oleh PT Pertamina (Persero). Hasil dari kajian ini menjadi dasar bagi Perusahaan dalam merumuskan langkah mitigasi yang lebih presisi, terarah, dan berkelanjutan, guna meningkatkan ketahanan operasional terhadap dampak perubahan iklim.

PT Pertamina Patra Niaga considers climate change to be an important issue that needs to be managed proactively. The Company recognizes that its operational activities and products contribute to greenhouse gas (GHG) emissions. Therefore, efforts to reduce environmental impact are an integral part of the Company's business strategy. PT Pertamina Patra Niaga's commitment to energy efficiency and emission reduction is outlined in its *ESG Roadmap* and Sustainability Policy.

Through PT Pertamina (Persero) policy directives, the Company is implementing decarbonization initiatives and applying a climate change adaptation roadmap. Management focuses on energy efficiency, emissions reduction, waste management, effluent, water use, and biodiversity protection. Several facilities of the Company, such as the Balongan Integrated Terminal, Palembang Integrated Terminal, and Luwuk Fuel Terminal, have been included in the climate risk analysis initiated by PT Pertamina (Persero). The results of this study form the basis for the Company in formulating more precise, targeted, and sustainable mitigation measures to improve operational resilience to the impacts of climate change.

Mengurangi Jejak Karbon dalam Rantai Nilai ^[11.1]

Reducing Carbon Footprint in the Value Chain

Perusahaan menyadari bahwa aktivitas bisnis yang dijalankan dan produk yang dihasilkan berpotensi menimbulkan emisi gas rumah kaca maupun emisi lainnya, baik secara langsung maupun tidak langsung. Dalam rangka mengurangi dampak tersebut, PT Pertamina Patra Niaga berkomitmen menjalankan prinsip keberlanjutan melalui implementasi Kebijakan Keberlanjutan. Adapun kebijakan ini mencakup strategi pengelolaan lingkungan dan dukungan terhadap transisi energi menuju sumber energi yang lebih berkelanjutan.

Untuk mewujudkan target jangka panjang *net zero emission* (NZE), Perusahaan merancang dan melaksanakan program dekarbonisasi secara terstruktur. Pemantauan terhadap pencapaian target dilakukan setiap tahun sebagai bagian dari mekanisme evaluasi dan peningkatan kinerja. Sejumlah program prioritas telah diimplementasikan guna mendukung pencapaian target dekarbonisasi tersebut, antara lain:

The Company recognizes that its business activities and products have the potential to cause greenhouse gas emissions and other emissions, both directly and indirectly. In order to reduce this impact, PT Pertamina Patra Niaga is committed to implementing sustainability principles through its Sustainability Policy. This policy covers environmental management strategies and support for the energy transition towards more sustainable energy sources.

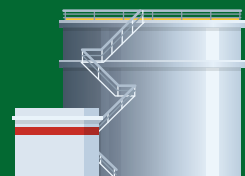
To achieve the long-term target of net zero emissions (NZE), the Company designs and implements structured decarbonization programs. Monitoring of target achievement is carried out annually as part of the performance evaluation and improvement mechanism. A number of priority programs have been implemented to support the achievement of these decarbonization targets, including:

Pengurangan Energi yang Dibutuhkan untuk Produk dan/atau Jasa Reduction in Energy Required for Products and/or Services [F.7][302-5]

- Bekerja sama dengan pihak ketiga dalam pembangunan Pembangkit Listrik Tenaga Surya (PLTS) di lokasi kerja dan SPBU (milik sendiri) dengan total kapasitas:
 - Lokasi kerja: 2.723,75 kWp
 - SPBU: 926,20 kWp
- Memiliki program terhadap mitra kerja pengusaha swasta SPBU untuk melakukan pemasangan PLTS dengan total keikutsertaan sebanyak 422 SPBU.
- Menggunakan BBM biosolar pada mobil tangki untuk proses distribusi yang dinilai lebih ramah lingkungan.
- Collaborating with third parties in the construction of Solar Power Plants (SPP) at work sites and gas stations (owned by the Company) with a total capacity of:
 - Work sites: 2,723.75 kWp
 - Gas station: 926.20 kWp
- Has a program with private gas station partners to install SSP, with a total of 422 gas stations participating.
- Uses biofuel in tanker trucks for distribution, which is considered more environmentally friendly.

Pengurangan Konsumsi Energi Energy Consumption Reduction [302-4]

- Optimalisasi rute distribusi, baik pada mobil tangki maupun kapal.
- Melakukan digitalisasi proses pemesanan/permintaan pengisian avtur melalui DGO/PADMA.
- Program efisiensi operasional, seperti pemasangan lampu LED, pemasangan *piezoelectric*, digitalisasi operasional, pemasangan VSD dan VFD, serta beberapa program lainnya yang dilaporkan melalui dokumen hijau PROPER.
- Optimization of distribution routes, both for tank trucks and ships.
- Digitalization of the jet fuel ordering/request process through DGO/PADMA.
- Operational efficiency programs, such as the installation of LED lights, piezoelectric devices, operational digitization, installation of VSDs and VFDs, as well as several other programs reported through PROPER green documents.



Dalam mendukung pengurangan emisi, Perusahaan berkolaborasi dengan PT Pertamina Power Indonesia dalam kegiatan perdagangan kredit karbon. Melalui kerja sama ini, potensi permintaan kredit karbon dari berbagai perusahaan dalam negeri terus dijangkau sebagai bagian dari pengembangan pasar. PT Pertamina Patra Niaga juga membuka peluang bisnis perdagangan karbon, salah satunya dengan memfasilitasi maskapai nasional Garuda Indonesia dalam melakukan pembelian Sertifikat Penurunan Emisi (SPE) untuk sektor penerbangan. Kredit karbon tersebut dapat dimanfaatkan oleh pelanggan untuk mengimbangi emisi karbon yang dihasilkan dari kegiatan usahanya (*carbon offsetting*), maupun sebagai instrumen yang dapat diperjualbelikan kembali di pasar karbon. Selain itu, Perusahaan juga meluncurkan program “Redeem Point Kredit Karbon” bagi pengguna MyPertamina, di mana setiap 250 poin MyPertamina dapat ditukarkan dengan voucher kredit karbon senilai 250 kg CO₂e, disertai sertifikat apresiasi atas kontribusi pengguna. Melalui inisiatif-inisiatif tersebut, Perusahaan berhasil melakukan *carbon offsetting* sebesar 3.886 ton CO₂. [F.12]

Di sisi lain, Perusahaan juga mengintegrasikan penggunaan refrigeran ramah lingkungan hasil inovasi sendiri, yakni musicool, ke dalam operasional sekaligus memasarkan produk tersebut kepada masyarakat luas. Dengan langkah ini, Perusahaan turut mendorong kontribusi eksternal terhadap pengurangan emisi zat perusak ozon (ODS). Musicool merupakan refrigeran alami berbasis hidrokarbon yang aman digunakan untuk berbagai peralatan pendingin, seperti AC *split*, *chiller*, lemari es, dan sistem penyimpanan dingin lainnya. [F.5]

Produk Musicool memiliki keunggulan dari sisi lingkungan, dengan nilai potensi pemanasan global (GWP) yang sangat rendah. Salah satu variannya, Breezon MC-32, memiliki indeks GWP sebesar 2 dan ODP sebesar 0, menjadikannya alternatif yang lebih berkelanjutan dibandingkan refrigeran konvensional. Sepanjang tahun 2024, volume penjualan Musicool dan variannya tercatat sebesar 199,11 MT, menurun 35,46% dibandingkan tahun sebelumnya yang mencapai 308,52 MT. Hal ini dikarenakan adanya pergeseran dinamika pasar serta penyesuaian strategi Perusahaan dalam mengelola portofolio produk refrigeran.

In supporting emission reduction, the Company collaborates with PT Pertamina Power Indonesia in carbon credit trading activities. Through this collaboration, the potential demand for carbon credits from various domestic companies continues to be explored as part of market development. PT Pertamina Patra Niaga also opens up carbon trading business opportunities, one of which is by facilitating the national airline Garuda Indonesia in purchasing Emission Reduction Certificates (SPE) for the aviation sector. These carbon credits can be used by customers to offset carbon emissions generated from their business activities (*carbon offsetting*), or as instruments that can be resold on the carbon market. In addition, the Company has also launched a “Redeem Carbon Credit Points” program for MyPertamina users, where every 250 MyPertamina points can be exchanged for a carbon credit voucher worth 250 kg CO₂e, accompanied by a certificate of appreciation for the user's contribution. Through these initiatives, the Company has successfully offset 3,886 tons of CO₂. [F.12]

On the other hand, the Company also integrates the use of its own innovative environmentally friendly refrigerant, Musicool, into its operations while marketing the product to the wider community. With this step, the Company is contributing externally to the reduction of ozone-depleting substances (ODS) emissions. Musicool is a natural hydrocarbon-based refrigerant that is safe for use in various cooling equipment, such as split air conditioners, chillers, refrigerators, and other cold storage systems. [F.5]

Musicool products offer environmental advantages, with a very low global warming potential (GWP) value. One of its variants, Breezon MC-32, has a GWP index of 2 and an ODP of 0, making it a more sustainable alternative to conventional refrigerants. Throughout 2024, sales volume of Musicool and its variants was recorded at 199.11 MT, a decrease of 35.46% compared to the previous year, which reached 308.52 MT. This was due to shifts in market dynamics and adjustments to the Company's strategy in managing its refrigerant product portfolio.

Pada tahun 2024, Perusahaan menetapkan target penjualan refrigeran (Breezon dan Propane MC) sebesar 500 MT. Dalam implementasinya, Breezon diposisikan sebagai salah satu produk prioritas karena dinilai lebih efisien dalam mendukung kebutuhan pasar sekaligus memperkuat daya saing Perusahaan. Fokus ini berimplikasi pada penurunan kontribusi Musicool terhadap total penjualan. Ke depan, Perusahaan akan terus meninjau efektivitas strategi produk refrigeran, termasuk upaya peningkatan efisiensi dan optimalisasi proses produksi, salah satunya melalui pengoperasian unit alkilasi. [F.5]

Pada tahun 2024, Perusahaan belum melakukan perhitungan emisi ODS. Namun, rencana perhitungan emisi tersebut telah Perusahaan siapkan untuk periode mendatang. [305-6]

Komitmen Perusahaan terhadap pelestarian lingkungan juga diwujudkan melalui integrasi target pengurangan emisi gas rumah kaca (GRK) ke dalam indikator kinerja utama (KPI). Pada tahun 2024, Perusahaan menetapkan sasaran penurunan emisi GRK sebesar 5.833 ton CO₂e dengan realisasi 7.092,05 ton CO₂e, yang diupayakan melalui implementasi PLTS di lokasi kerja dan SPBU, penerapan DGO/PADMA, berbagai inovasi dalam program PROPER, serta inisiatif reduksi emisi Cakupan 1 dan 2. Pengukuran penurunan emisi dilakukan menggunakan kWh meter dan perhitungan berdasarkan standar baku mutu yang berlaku umum. [F.12]

Perusahaan mencatat emisi GRK dari aktivitas internalnya sebagai bagian dari cakupan 1, yang terdiri atas tiga unsur utama: karbon dioksida (CO₂), metana (CH₄), dan nitrogen oksida (N₂O). Dalam operasional sehari-hari, Perusahaan tidak menghasilkan emisi jenis hidrofluorokarbon (HFCs), sulphur hexafluoride (SF₆), perfluorokarbon (PFC), maupun nitrogen trifluoride (NF₃). Emisi cakupan 2 bersumber dari penggunaan listrik yang dibeli dari pihak ketiga untuk mendukung operasional di berbagai fasilitas Perusahaan, seperti kantor dan lokasi kerja. Sementara emisi cakupan 3 berasal dari penjualan produk energi ke konsumen.

In 2024, the Company set a sales target of 500 MT for refrigerants (Breezon and Propane MC). In its implementation, Breezon is positioned as one of the priority products because it is considered more efficient in supporting market needs while strengthening the Company's competitiveness. This focus has implications for a decline in Musicool's contribution to total sales. Going forward, the Company will continue to review the effectiveness of its refrigerant product strategy, including efforts to improve efficiency and optimize production processes, one of which is through the operation of an alkylation unit. [F.5]

In 2024, the Company has not yet calculated ODS emissions. However, the Company has prepared an emission calculation plan for the upcoming period. [305-6]

The Company's commitment to environmental preservation is also manifested through the integration of greenhouse gas (GHG) emission reduction targets into key performance indicators (KPIs). In 2024, the Company set a target of reducing GHG emissions by 5,833 tons of CO₂e, with an actual reduction of 7,092.05 tons of CO₂e, which is pursued through the implementation of Solar Power Plants (PLTS) at work sites and gas stations, the application of DGO/PADMA, various innovations within the PROPER program, as well as initiatives to reduce Scope 1 and 2 emissions. The measurement of emission reductions is carried out using kWh meters and calculations based on generally accepted quality standards. [F.12]

The Company records GHG emissions from its internal activities as part of Scope 1, which consists of three main elements: carbon dioxide (CO₂), methane (CH₄), and nitrogen oxide (N₂O). In its daily operations, the Company does not produce emissions of hydrofluorocarbons (HFCs), sulfur hexafluoride (SF₆), perfluorocarbons (PFCs), or nitrogen trifluoride (NF₃). Scope 2 emissions originate from the use of electricity purchased from third parties to support operations at various Company facilities, such as offices and work sites. Meanwhile, Scope 3 emissions originate from the sale of energy products by consumers.

Proses perhitungan emisi GRK merujuk pada Peraturan Menteri Lingkungan Hidup No. 12 Tahun 2012 tentang Pedoman Perhitungan Beban Emisi Kegiatan Industri Minyak dan Gas Bumi. Perhitungan mencakup emisi cakupan 1 (dari konsumsi langsung) dan cakupan 2 (dari konsumsi energi eksternal). Sementara itu, untuk nilai global warming potential (GWP) mengacu pada The Intergovernmental Panel on Climate Change (IPCC) AR5. Perusahaan menggunakan *baseline* tahun 2020, namun *baseline* tersebut akan dikaji ulang karena belum semua Anak Perusahaan tercakup di dalamnya.

The GHG emissions calculation process refers to Minister of Environment Regulation No. 12 of 2012 concerning Guidelines for Calculating Emissions from Oil and Gas Industry Activities. The calculation covers scope 1 emissions (from direct consumption) and scope 2 emissions (from external energy consumption). Meanwhile, the global warming potential (GWP) values refer to the The Intergovernmental Panel on Climate Change (IPCC) AR5. The Company uses 2020 as the baseline year; however, this baseline will to be reviewed, as not all subsidiaries are included in it.

Emisi GRK yang Dihasilkan [F.11][305-1, 305-2, 305-4, 305-5][11.2]

GHG Emissions Produced

Emisi GRK GHG Emissions	2024	2023	2022
Emisi Cakupan 1 Scope 1 Emissions			
Karbon Dioksida (CO ₂)	192.013,97	189.021,32	274.716,96
Metana (CH ₄)	38,37	365,48	11,13
Nitrogen Oksida (N ₂ O)	61,36	7,9	2,23
Emisi Cakupan 1 (dalam Ton CO₂e) Scope 1 Emissions (in Tons of CO₂e)	209.348,74	200.511,14	275.658,21
Emisi Cakupan 2 (dalam Ton CO₂e) Scope 2 Emissions (in Tons of CO₂e)	89.734,44	60.321,05	83.916,46
Total Emisi Cakupan 1 + Cakupan 2 Total Emissions Scope 1 + Scope 2	299.083,18	260.832,19	359.574,67
Total Sales Volume (kL)	105.052.451,83	99.464.656,24*	97.778.501,80*
Pendapatan Revenue (USD)	63.907.492.000	63.875.423.000	72.088.269.000
Intensitas Emisi (dalam Ton CO₂e/kL) Emissions Intensity (in Tons of CO₂e/kL)	0,0028	0,0026*	0,0037*
Intesitas Emisi (dalam Ton CO₂e/juta USD) Emissions Intensity (in Tons of CO₂e/million USD)	4,68	4,08	4,99

*) Penyajian kembali karena adanya perubahan cakupan data
*) Restatement due to changes in data coverage

Perusahaan juga mencermati kontribusi emisi tidak langsung yang timbul akibat penggunaan produk yang dijual, namun produk non-BBM yang dikonsumsi konsumen tidak termasuk dalam cakupan ini. Emisi jenis ini dikategorikan sebagai emisi cakupan 3, dan perhitungannya mengacu pada GHG Protocol/ IPIECA *Category 11 Scope 3 – Use of Sold Products*. Untuk menjamin akurasi, Perusahaan menggunakan faktor emisi yang telah ditetapkan secara resmi oleh Kementerian ESDM, sesuai dengan karakteristik produk BBM yang dipasarkan di Indonesia.

The Company also considers indirect emissions arising from the use of products sold, but non-fuel products consumed by consumers are not included in this scope. These emissions are categorized as Scope 3 emissions, and their calculation refers to GHG Protocol/ IPIECA *Category 11 Scope 3 – Use of Sold Products*. To ensure accuracy, the Company uses emission factors that have been officially determined by the Ministry of Energy and Mineral Resources, in accordance with the characteristics of fuel products marketed in Indonesia.

Emisi GRK Cakupan 3 [F.11][305-3, 305-4]

GHG Emissions Scope 3

Emisi Cakupan 3 (Ton CO ₂ e) Scope 3 Emissions (Tons of CO ₂ e)	2024	2023	2022
Penggunaan Produk yang Dijual – Kategori 11 Use of Products Sold – Category 11	173.750.772	175.856.344*	168.019.315
Transportasi dan Distribusi - Kategori 4 Transportation and Distribution - Category 4	666.746	602.206	N/A
Total Emisi Cakupan 3 (dalam Ton CO₂e) Total Emissions Scope 3 (in tons of CO ₂ e)	174.417.518	176.458.550	168.019.315
Total Sales Volume (KL)	105.052.451,83	99.464.656,24*	97.778.501,80*
Pendapatan Revenue (USD)	63.907.492.000	63.875.423.000	72.088.269.000
Intensitas Emisi Cakupan 3 (dalam Ton CO₂e/KL) Emissions Intensity of Scope 3 (in tons of CO ₂ e/KL)	1,66	1,77*	1,71*
Intensitas Emisi Cakupan 3 (dalam Ton CO₂e/USD) Emissions Intensity of Scope 3 (in tons of CO ₂ e/USD)	0,003	0,003	0,002

*) Penyajian kembali karena adanya perubahan cakupan data

*) Restatement due to changes in data coverage

Perusahaan secara rutin memantau emisi signifikan lainnya seperti nitrogen dioksida (NO₂), sulfur dioksida (SO₂), materi partikulat (PM), dan senyawa organik volatil (VOC). Pemantauan ini dilakukan bekerja sama dengan laboratorium lingkungan yang telah terakreditasi, menggunakan metode standar sesuai ketentuan dalam Peraturan Pemerintah No. 22 Tahun 2021 dan ketentuan turunannya. Berdasarkan hasil pemantauan kualitas udara ambien sepanjang 2024, seluruh wilayah operasional Perusahaan tercatat memenuhi baku mutu yang ditetapkan. Dalam penghitungan emisi, Perusahaan mengacu pada Permen LH No. 12 Tahun 2012 tentang Pedoman Penghitungan Beban Emisi Kegiatan Industri Minyak dan Gas Bumi, serta Pedoman Pengukuran, Perhitungan, Pelaporan, dan Verifikasi Emisi Gas Rumah Kaca Pertamina No. A04-005/S00000/2022-S9 sebagai rujukan teknis utama. [305-7][11.3]

Hasil identifikasi menunjukkan bahwa emisi senyawa organik volatil (VOC) yang bersumber dari tangki timbun produk BBM dan emisi *fugitive* menjadi penyumbang utama emisi gas di lingkungan Perusahaan. Atas dasar temuan ini, emisi VOC ditetapkan sebagai prioritas utama dalam pemantauan. Sebagai bagian dari upaya menurunkan emisi VOC, Perusahaan telah melaksanakan pemasangan *Vapour Recovery Unit* (VRU) di *Integrated Terminal* Jakarta Group, serta memasang *internal floating roof* pada tangki timbun di *Fuel Terminal* (FT) Tuban.

The Company routinely monitors other significant emissions such as nitrogen dioxide (NO₂), sulfur dioxide (SO₂), particulate matter (PM), and volatile organic compounds (VOC). This monitoring is carried out in collaboration with accredited environmental laboratories, using standard methods in accordance with the provisions of Government Regulation No. 22 of 2021 and its derivative provisions. Based on the results of ambient air quality monitoring throughout 2024, all of the Company's operational areas were found to meet the established quality standards. In calculating emissions, the Company refers to Minister of Environment Regulation No. 12 of 2012 concerning Guidelines for Calculating Emission Loads from Oil and Gas Industry Activities, as well as Pertamina's Guidelines for Measuring, Calculating, Reporting, and Verifying Greenhouse Gas Emissions No. A04-005/S00000/2022-S9 as the main technical reference. [305-7][11.3]

The identification results show that volatile organic compound (VOC) emissions from fuel storage tanks and fugitive emissions are the main contributors to gas emissions in the Company's environment. Based on these findings, VOC emissions have been designated as a top priority for monitoring. As part of efforts to reduce VOC emissions, the Company has installed a Vapor Recovery Unit (VRU) at the Jakarta Group Integrated Terminal, as well as installing an internal floating roof on storage tanks at the Tuban Fuel Terminal (FT).

Emisi Non-GRK (Ton)
Non-GHG emissions (Tons)

Parameter Parameters	2024	2023	2022
SOx	614,67	44,67	538,28
NOx	8.455,32	651,72	7.436,77
PM	595,42	35.634,98	91.819,60
VOC	31.904,60	72.599,54	83.667,31

Optimalisasi Penggunaan Energi [302-4, 302-5][11.1]

Optimization of Energy Use

Dalam menjalankan aktivitas operasionalnya, Perusahaan mengandalkan berbagai sumber energi terbarukan dan tidak terbarukan untuk mendukung beragam kebutuhan, mulai dari kegiatan transportasi dan distribusi di lapangan hingga aktivitas perkantoran. Dari seluruh aktivitas, pemompaan BBM tercatat menggunakan energi listrik terbesar, sementara distribusi melalui armada transportasi menjadi penyumbang konsumsi BBM tertinggi.

In carrying out its operational activities, the Company relies on various renewable and non-renewable energy sources to support a range of needs, from transportation and distribution activities in the field to office activities. Of all activities, fuel pumping accounts for the largest use of electrical energy, while distribution via the transportation fleet contributes the highest fuel consumption.

Konsumsi Energi [F.6][302-1, 302-2, 302-3]
Energy Consumption

Konsumsi Energi Energy Consumption	2024	2023	2022
Konsumsi Listrik Electricity Consumption			
Listrik yang Dihasilkan Sendiri (Genset) (GJ) Self-Generated Electricity (Generator) (GJ)	N/A	425,42	N/A
Listrik yang Dibeli dari Sumber Tidak Terbarukan (GJ) Electricity Purchased from Non-Renewable Sources (GJ)	332.764,34	272.216,51	378.670,69
Listrik yang Berasal dari Sumber Terbarukan (GJ) Electricity from Renewable Sources (GJ)	10.643,4	4.684,49	2.741,53
Konsumsi Bahan Bakar Fuel Consumption			
BBM yang Digunakan (KL) Fuel Used (KL)	103.385,8	97.801,69	97.482,85
Konversi Energi dari BBM (GJ) Energy Conversion from Fuel (GJ)	3.771.610,86	3.567.897,22	3.556.265,71
Total Konsumsi Energi (GJ) Total Energy Consumption (GJ)	4.115.018,60	3.845.223,64	3.937.677,93
Total Sales Volume (KL)	105.052.451,83	99.464.656,24*	97.778.501,80*
Pendapatan Revenue (USD)	63.907.492.000	63.875.423.000	72.088.269.000
Intensitas Energi (dalam GJ/KL) Energy Intensity (in GJ/KL)	0,0391	0,0387*	0,040*
Intensitas Energi (dalam GJ/juta USD) Energy Intensity (in GJ/million USD)	6,42	6,02	5,46

Keterangan | Note :

- Metode perhitungan konsumsi energi mengacu pada ketentuan dari Peraturan Menteri ESDM | Energy consumption calculation method refers to the provisions of the Minister of Energy and Mineral Resources Regulation.
- *) Penyajian kembali karena adanya perubahan cakupan data | Restatement due to changes in data coverage

Untuk meningkatkan efisiensi energi, Perusahaan mengadopsi strategi pengelolaan berbasis intensitas konsumsi energi per kiloliter (KL) produk yang dijual. Pendekatan ini memungkinkan evaluasi kinerja energi secara berkala dan menjadi indikator utama dalam upaya penghematan energi. Sebagai bagian dari implementasi strategi tersebut, Perusahaan telah melakukan audit energi di 66 lokasi operasional yang tersebar di berbagai wilayah Indonesia. Komitmen ini turut diperkuat dengan pelibatan 54 pekerja dalam program sertifikasi auditor energi. Namun, hingga akhir periode pelaporan, penghitungan konsumsi energi di luar kegiatan operasional belum dilakukan.

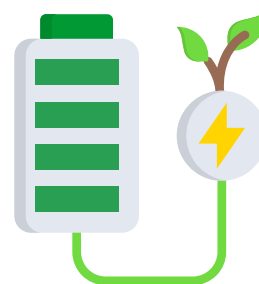
Untuk mengurangi konsumsi energi dari sumber tak terbarukan, Perusahaan secara proaktif meningkatkan pemanfaatan energi terbarukan, salah satunya melalui pemasangan panel surya di sejumlah fasilitas operasional dan kantor regional. Hingga tahun 2024, inisiatif ini telah menghasilkan total energi sebesar 2.754,37 GJ. Di sisi lain, strategi konservasi energi juga dijalankan sebagai bagian dari upaya efisiensi. Efektivitas penggunaan energi listrik dievaluasi berdasarkan tiga kriteria utama: intervensi spesifik yang telah mengurangi konsumsi energi; pengurangan tersebut harus terukur dan berkelanjutan; serta pengurangan dilaporkan untuk periode 12 bulan sejak dimulainya intervensi atau tindakan.

Berikut merupakan data reduksi energi yang berasal dari upaya dekarbonisasi. Namun demikian, sampai dengan akhir tahun 2024, Perusahaan belum menetapkan target *baseline* konsumsi energi yang dapat dijadikan sebagai acuan dasar dalam menilai efektivitas penghematan energi yang dicapai.

The following is energy reduction data derived from decarbonization efforts. However, as of the end of 2024, the Company has not set a baseline energy consumption target that can be used as a reference for assessing the effectiveness of energy savings achieved.

To improve energy efficiency, the Company has adopted a management strategy based on energy consumption intensity per kiloliter (KL) of products sold. This approach enables periodic evaluation of energy performance and serves as a key indicator in energy conservation efforts. As part of the implementation of this strategy, the Company has conducted energy audits at 66 operational locations spread across various regions in Indonesia. This commitment is further strengthened by the involvement of 54 employees in the energy auditor certification program. However, until the end of the reporting period, energy consumption outside of operational activities had not been calculated.

To reduce energy consumption from non-renewable sources, the Company is proactively increasing the use of renewable energy, one of which is through the installation of solar panels in a number of operational facilities and regional offices. By 2024, this initiative has generated a total of 2,754.37 GJ of energy. On the other hand, an energy conservation strategy is also being implemented as part of efficiency efforts. The effectiveness of electricity use is evaluated based on three main criteria: specific interventions that have reduced energy consumption; the reduction must be measurable and sustainable; and the reduction must be reported for a 12-month period from the start of the intervention or action.



Reduksi Energi Energy Reduction

(GJ) [F.7][302-4, 302-5]

33.842,18
2024

10.455,88
2023

6.837,45
2022

PT Pertamina Patra Niaga menyadari adanya tanggung jawab atas dampak lingkungan dari energi yang dijual. Untuk itu, Perusahaan menawarkan produk-produk energi ramah lingkungan yang mengandung campuran bahan nabati, seperti Pertamina Green 95, *Sustainable Aviation Fuel* (SAF), dan Biosolar. Melengkapi inisiatif ini, Perusahaan menjalin kerja sama dengan PT Vale Indonesia Tbk untuk memasok sebanyak 62 KL Hydrotreated Vegetable Oil (HVO) di sektor pertambangan dan industri pusat data. Bahan bakar rendah emisi ini mendukung efisiensi operasional, memiliki kandungan komponen dalam negeri (TKDN) lebih dari 99%, serta mampu menurunkan emisi karbon hingga 70% dan gas rumah kaca hingga 80%. PT Pertamina Patra Niaga memiliki inisiatif otomatisasi dalam proses distribusinya. Sistem ini dirancang untuk memperhitungkan faktor jarak sebagai dasar utama dalam menentukan pola distribusi. [F.5]

Sepanjang tahun 2024, produk-produk ini menyumbang 28,60% dari total penjualan. Perusahaan juga berkolaborasi dengan Pertamina dalam meningkatkan pasokan dan distribusi energi ramah lingkungan, termasuk pengembangan produk SAF bersama PT Pertamina Kilang Internasional Cilacap. Uji coba SAF dilakukan pada tahun 2023 di Bandara Internasional Soekarno Hatta dengan volume 8.262 liter dan menunjukkan performa pesawat yang stabil serta sebanding dengan bahan bakar avtur konvensional.

Pengelolaan Limbah [F.14][306-1][11.5]

Waste Management

Dalam menjalankan aktivitas operasionalnya, Perusahaan menghasilkan limbah dalam bentuk padat dan cair. Limbah ini terdiri atas jenis yang tergolong bahan berbahaya dan beracun (B3) maupun non-B3, yang dapat berdampak negatif pada lingkungan jika tidak ditangani dengan benar. Oleh karena itu, Perusahaan mengelola kedua jenis limbah tersebut secara hati-hati.

PT Pertamina Patra Niaga bekerja sama dengan pihak ketiga berizin dari Kementerian Lingkungan Hidup dan Kehutanan (KLHK) dalam mengelola limbah B3, sesuai ketentuan dalam PP No. 22 Tahun 2021 dan Permen LH No. 6 Tahun 2021. Proses yang dijalankan mencakup pengangkutan, pengumpulan, pemanfaatan, hingga pengolahan akhir. Untuk memantau proses tersebut, Perusahaan menggunakan aplikasi SIRAJA LIMBAH

PT Pertamina Patra Niaga recognizes its responsibility for the environmental impact of the energy it sells. To that end, the Company offers environmentally friendly energy products that contain a mixture of plant-based materials, such as Pertamina Green 95, *Sustainable Aviation Fuel* (SAF), and Biosolar. To complement this initiative, the Company has partnered with PT Vale Indonesia Tbk to supply 62 KL of Hydrotreated Vegetable Oil (HVO) to the mining and data center industries. This low-emission fuel supports operational efficiency, has a domestic content (TKDN) of more than 99%, and has been reduce carbon emissions by up to 70% and greenhouse gases by up to 80%. PT Pertamina Patra Niaga has an automation initiative in its distribution process. The system is designed to take into account the distance factor as the main basis in determining the distribution pattern. [F.5]

Throughout 2024, these products contributed 28.60% of total sales. The Company also collaborated with Pertamina in increasing the supply and distribution of environmentally friendly energy products, including the development of SAF products with PT Pertamina Kilang Internasional Cilacap. SAF trials were conducted in 2023 at Soekarno Hatta International Airport with a volume of 8,262 liters and showed stable aircraft performance comparable to conventional jet fuel.

In carrying out its operational activities, the Company produces solid and liquid waste. This waste consists of types classified as hazardous and toxic (B3) and non-B3, which can have a negative impact on the environment if not handled properly. Therefore, the Company manages both types of waste carefully.

PT Pertamina Patra Niaga works with third parties licensed by the Ministry of Environment and Forestry (KLHK) in managing hazardous waste, in accordance with the provisions of Government Regulation No. 22 of 2021 and Minister of Environment Regulation No. 6 of 2021. The process carried out includes transportation, collection, utilization, and final processing. To monitor this process, the Company uses the SIRAJA LIMBAH

dan sistem Manifes Elektronik (FESTRONIK). Dengan sistem ini, Perusahaan dapat menelusuri apakah limbah B3 dimanfaatkan sebagai bahan baku alternatif, sumber energi pengganti, dan/atau bahan baku atau dikirim ke *landfill* bila tidak dapat diolah kembali.

Sementara itu, pengelolaan limbah non-B3 yang terdiri dari organik dan anorganik dikelola berdasarkan prinsip 3R (*reduce, reuse, recycle*). Limbah organik dimanfaatkan kembali sebagai kompos atau makanan ternak, sedangkan limbah anorganik dikumpulkan dan disalurkan ke bank sampah. Untuk meminimalkan timbulan limbah, Perusahaan mendorong penggunaan wadah pribadi seperti tumbler dan kotak makan, serta digitalisasi dokumen. Limbah non-B3 yang tidak bisa dimanfaatkan akan diserahkan dan dikelola oleh pemerintah daerah, dimulai dari penampungan di TPS hingga akhirnya diproses di TPA.

application and the Electronic Manifest system (FESTRONIK). With this system, the Company can trace whether hazardous waste is utilized as alternative raw materials, substitute energy sources, and/or raw materials, or sent to landfill if it cannot be reprocessed.

Meanwhile, non-hazardous waste consisting of organic and inorganic materials is managed based on the 3R principle (*reduce, reuse, recycle*). Organic waste is reused as compost or animal feed, while inorganic waste is collected and sent to waste banks. To minimize waste generation, the Company encourages the use of personal containers such as tumblers and lunch boxes, as well as document digitization. Non-hazardous waste that cannot be reused will be handed over and managed by the local government, starting from storage at the temporary storage site (TPS) until it is finally processed at the landfill (TPA).

Jumlah dan Hasil Daur Ulang Limbah B3

Amount and Results of Hazardous Waste Recycling

187,86 ton | tons
Alternatif Material
Alternative Materials

2.538,79 ton | tons
Alternatif *fuel* untuk bahan bakar
Alternative fuel for fuel

720,75 ton | tons
Treatment lebih lanjut
termasuk insinerasi
Further treatment includes
incineration

309,32 ton | tons
Landfill



Jumlah Limbah Non-B3 yang Diproses 3R

Amount of Non-Hazardous Waste Processed by 3R

296,42 ton | tons
(24% dari total limbah)
(24% of total waste)

Fungsi HSSE secara struktural merupakan unit yang bertanggung jawab dalam memonitor pengelolaan limbah oleh pihak ketiga di lingkungan Perusahaan. Tugas ini juga mencakup pelaporan berkala kepada instansi yang berwenang. Pada 2024, tidak ditemukan kejadian tumpahan dalam seluruh proses transportasi limbah B3. [F.15][306-2, 306-4][11.5, 11.8]

The HSSE function is structurally a unit responsible for monitoring waste management by third parties within the Company. This task also includes periodic reporting to the relevant authorities. In 2024, there were no incidents of spillage in the entire B3 waste transportation process.

[F.15][306-2, 306-4][11.5, 11.8]

Limbah yang Dihasilkan dan Pengelolaannya [F.13][306-3]

Waste Generated and Its Management

Uraian Description	2024	2023	2022
Limbah Padat Non-B3 (Ton) Non-Hazardous Solid Waste (Tons)			
Limbah yang dihasilkan Waste produced	1.253,33	1.213,5	1.134,56
Limbah dikelola oleh pihak ketiga, di dalam dan di luar lokasi Waste is managed by third parties, both on and off site	1.253,33	1.213,5	1.134,56
Limbah Padat B3 (Ton) Hazardous Solid Waste (Tons)			
Limbah yang dihasilkan Waste produced	3.880,84	2.026,96	2.411,42
Limbah dikelola oleh pihak ketiga, di dalam dan di luar lokasi Waste is managed by third parties, both on and off site	3.880,84	2.026,96	2.411,42

Pengelolaan Air dan Efluen [F.14][303-1, 303-2, 303-3, 303-4, 303-5][11.6]

Water and Effluent Management

Secara keseluruhan, aktivitas utama Perusahaan tidak bergantung pada penggunaan air. Konsumsi air terbatas pada fungsi pendukung seperti operasional kantor, kebutuhan domestik, pemeliharaan lanskap, serta sebagai cadangan untuk keperluan pemadaman kebakaran. Sebagian besar pasokan air diperoleh melalui pembelian dari penyedia eksternal. Di beberapa area operasional yang telah ada sejak tahun 1960–1970, sumber air masih berasal dari sumur bor yang terus digunakan hingga kini. Namun, pengembangan lokasi baru sudah tidak lagi melibatkan pengeboran sumur. Untuk menilai dampak penggunaan air, sejumlah lokasi telah menjalani audit air oleh pihak ketiga yang bertujuan mengidentifikasi pola konsumsi dan potensi efisiensi air. Hingga akhir tahun pelaporan, Perusahaan telah mengidentifikasi lokasi dengan kesulitan pasokan air, yaitu wilayah operasional kami yang berada di Pulau Jawa, Bali, Nusa Tenggara Barat, Sumatra (Lampung), dan Maluku (Saumlaki).

Overall, the Company's main activities do not depend on water usage. Water consumption is limited to supporting functions such as office operations, domestic needs, landscape maintenance, and as a reserve for firefighting purposes. Most of the water supply is obtained through purchases from external providers. In some operational areas that have been in existence since 1960–1970, the water source still comes from bore wells that are still in use today. However, the development of new locations no longer involves well drilling. To assess the impact of water use, a number of locations have undergone third-party water audits aimed at identifying consumption patterns and potential water efficiencies. By the end of the reporting year, the Company had identified locations with water supply difficulties, namely our operational areas on the islands of Java, Bali, West Nusa Tenggara, Sumatra (Lampung), and Maluku (Saumlaki).

PT Pertamina Patra Niaga menempatkan prinsip tanggung jawab dalam penggunaan air sebagai prioritas utama. Berbagai langkah aktif terus diupayakan untuk meningkatkan efisiensi pemanfaatan air di seluruh kegiatan operasional. Sebagai bagian dari komitmen tersebut, Perusahaan telah memperoleh izin dari Kementerian Lingkungan Hidup (KLH) untuk melakukan pemanfaatan kembali air limbah untuk penyiraman area hijau. Selain itu, Perusahaan juga menginisiasi berbagai upaya konservasi sumber daya air guna memastikan keberlangsungan ekosistem agar tidak memberikan dampak negatif pada sumber air yang juga dimanfaatkan oleh masyarakat.

Untuk meminimalkan dampak negatif pada lingkungan, Perusahaan mengelola air limbah operasional melalui Instalasi Pengolahan Air Limbah (IPAL) sebelum limbah dialirkan kembali ke badan air. Kualitas air buangan dipantau secara ketat dengan pengujian rutin guna memastikan bahwa efluen IPAL memenuhi batas baku mutu yang ditetapkan dalam Permen LH No. 19 Tahun 2010 tentang Baku Mutu Air Limbah bagi Usaha dan/atau Kegiatan Minyak dan Gas serta Panas Bumi; dan Permen LH No. 68 Tahun 2016 tentang Baku Mutu Air Limbah Domestik. Pengujian dilakukan oleh laboratorium lingkungan yang telah terakreditasi. Seluruh hasil pengukuran dilaporkan setiap triwulan kepada instansi pengawas lingkungan hidup di tingkat daerah dan pusat melalui Sistem Informasi Pelaporan Elektronik Lingkungan Hidup (SIMPEL). Berdasarkan hasil laporan, kualitas air limbah yang dihasilkan Perusahaan dinyatakan telah sesuai standar pemerintah. Tidak ada sanksi yang dikenakan kepada Perusahaan terkait penggunaan air dan pelepasan olahan air limbah ke badan air selama periode pelaporan. Pembuangan air dilakukan ke lokasi-lokasi yang telah ditentukan oleh KLH sesuai dengan Persetujuan Teknis Pemenuhan Baku Mutu Air Limbah. Pada tahun 2024, Perusahaan belum melakukan inisiatif daur ulang air limbah.

Perusahaan melakukan penghitungan total konsumsi air yang mencakup akumulasi antara volume air yang telah digunakan dan yang masih disimpan. Namun, hingga akhir tahun 2024, Perusahaan belum memiliki pemisahan data secara spesifik terkait volume air yang masih berada dalam penyimpanan, yaitu air yang telah diambil tetapi belum digunakan.

PT Pertamina Patra Niaga places the principle of responsibility in water use as a top priority. Various active measures continue to be pursued to improve water efficiency in all operational activities. As part of this commitment, the Company has obtained permission from the Ministry of Environment (KLH) to reuse wastewater for watering green areas. In addition, the Company has also initiated various water resource conservation efforts to ensure the sustainability of the ecosystem so as not to have a negative impact on water sources that are also used by the community.

To minimize negative impacts on the environment, the Company manages operational wastewater through a Wastewater Treatment Plant (WWTP) before the wastewater is discharged back into water bodies. The quality of the effluent is strictly monitored through routine testing to ensure that the IPAL effluent meets the quality standards set out in Minister of Environment Regulation No. 19 of 2010 concerning Wastewater Quality Standards for Oil and Gas and Geothermal Businesses and/or Activities; and Minister of Environment Regulation No. 68 of 2016 concerning Domestic Wastewater Quality Standards. Testing is carried out by an accredited environmental laboratory. All measurement results are reported quarterly to environmental supervisory agencies at the regional and central levels through the Electronic Environmental Reporting Information System (SIMPEL). Based on the report results, the quality of wastewater produced by the Company was declared to be in accordance with government standards. No sanctions were imposed on the Company in relation to water use and the discharge of treated wastewater into water bodies during the reporting period. Discharge of water is carried out to locations that have been determined by MOE in accordance with the Technical Approval of Wastewater Quality Standard Compliance. In 2024, the Company has not yet implemented any wastewater recycling initiatives.

The Company calculates total water consumption, which includes the accumulated volume of water that has been used and that which is still stored. However, as of the end of 2024, the Company does not have specific data on the volume of water that is still in storage, i.e., water that has been extracted but not yet used.

Pada 2024, Perusahaan melakukan pengukuran beban pencemaran air berdasarkan parameter air limbah untuk memastikan kualitas yang dihasilkan tetap sesuai dengan ketentuan yang berlaku. Hasil pengukuran beban pencemaran tersebut disajikan berdasarkan masing-masing parameter dalam satuan ton.

In 2024, the Company measured water pollution loads based on wastewater parameters to ensure that the resulting quality complied with applicable regulations. The results of these measurements are presented by parameter in tons.

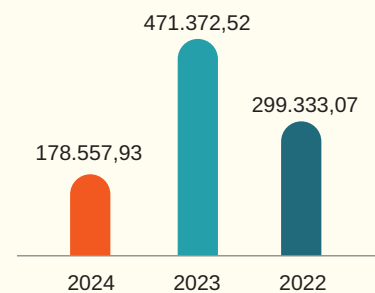
Pengambilan dan Konsumsi Air [F.8, F.13][303-3, 303-5]

Water Withdrawal and Consumption

Sumber Air (KL) Water Source (KL)	2024	2023	2022
Air yang dibeli dari pihak ketiga Water purchased from third parties	372.699,74	258.268,63	368.497
Air permukaan Surface water	4.509,61	30.175,33	N/A
Air tanah Groundwater	237.987,22	191.433,13	N/A
Air laut Seawater	0,00	1.167,80	N/A
Total volume	615.196,57	481.044,89	368.497

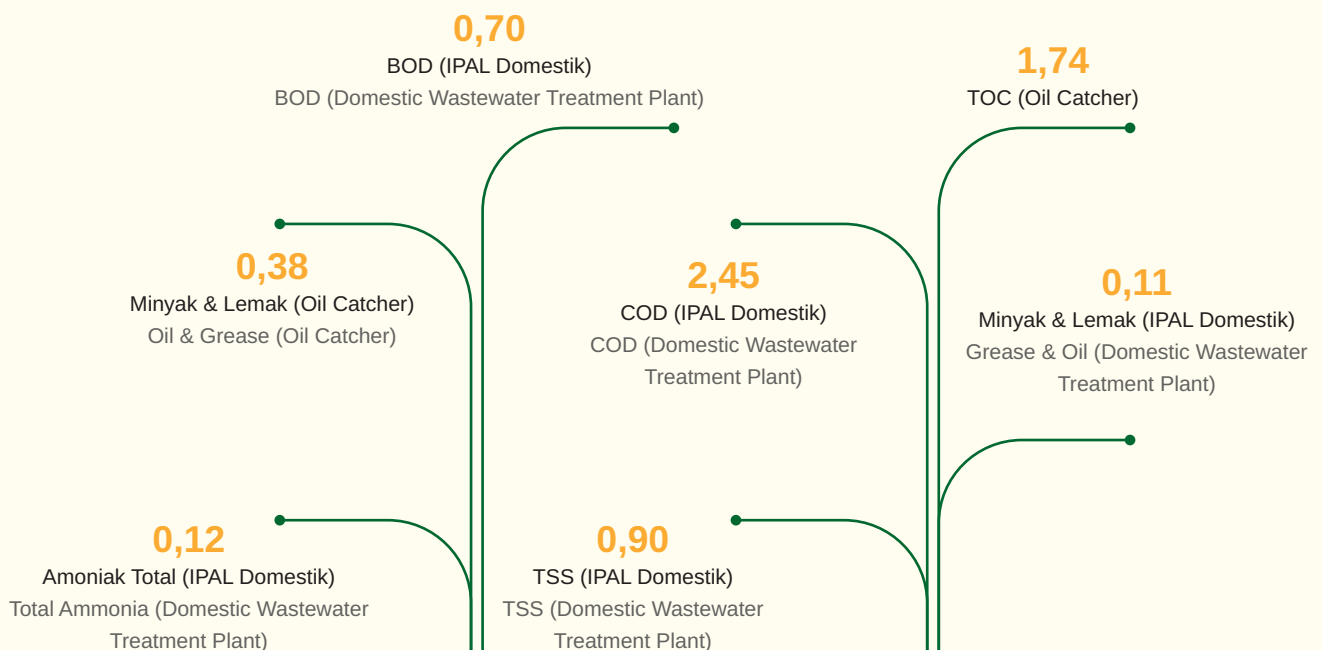
Efluen | Effluent

Total volume air yang dibuang (m³)
Total Volume of Discharged Water (m³)



Beban Pencemaran Air Berdasarkan Parameter Air Limbah (Ton)

Water Pollution Load Based on Wastewater Parameters (Tons)



Pelestarian Keanekaragaman Hayati [11.4][F.4, F.9, F.10]

Biodiversity Conservation

Secara umum, wilayah operasional Perusahaan tidak berada dalam kawasan lindung yang ditetapkan pemerintah, seperti hutan lindung atau area konservasi sejenis. Meski demikian, Perusahaan tetap aktif melaksanakan upaya pelestarian keanekaragaman hayati di sekitar wilayah kerja. Hingga kini, Perusahaan telah mengelola kawasan konservasi flora dan fauna seluas 4.580,74 ha, bekerja sama dengan Balai Konservasi Sumber Daya Alam (BKSDA), lembaga pemerintah lainnya, serta berbagai organisasi non-pemerintah (NGO), baik dari dalam negeri maupun internasional.

Generally, the Company's operational areas are not situated within government-designated protected areas, such as protected forests or similar conservation areas. However, the Company remains active in implementing biodiversity conservation efforts around its working areas. To date, the Company has managed a 4,580.74-hectare flora and fauna conservation area in collaboration with the Natural Resources Conservation Agency (BKSDA), other government agencies, and various non-governmental organizations (NGOs), both domestic and international.

Upaya Pelestarian Keanekaragaman Hayati Tahun 2024 Biodiversity Conservation Efforts in 2024

42 ekor | animals
Konservasi Burung Elang
Eagle Conservation

27.218 ekor | animals
Konservasi Penyu
Turtle Conservation

107.173 bibit | seedlings
Penanaman Mangrove
Mangrove Planting

230 ekor | animals
Konservasi Rusa Sambar
Sambar Deer Conservation

1.202 ekor | animals
Konservasi Burung
Endemik
Endemic Bird Conservation

7 ekor | animals
Konservasi Gajah Sumatra
Sumatran Elephant
Conservation

Pelestarian **57.270**
Terumbu Karang
Coral Reefs Preservation

7 ekor | animals
Burung Merak | Peacocks

9.060 bibit | seedlings
Penanaman Pohon Produktif
Productive Tree Planting

3.436 bibit | seedlings
Penanaman Pohon
Endemik
Endemic Tree Planting

Konservasi **> 20** spesies flora dan fauna yang termasuk dalam status endanger dalam IUCN Red List
Conservation of > 20 species of flora and fauna that are included in the endangered status in the IUCN Red List

Biaya Lingkungan Hidup Environmental Costs

Rp128,46
miliar | billion
2024

Rp108,1
miliar | billion
2023

Rp78,9
miliar | billion
2022



Mekanisme Pengaduan Masalah Pengelolaan Lingkungan

Mechanism for Reporting Environmental Management Issues

Sebagai bentuk transparansi dan kepedulian terhadap lingkungan, Perusahaan menyediakan saluran komunikasi melalui Pertamina *Call Center* 135, yang dapat digunakan oleh masyarakat dan pemangku kepentingan untuk menyampaikan pengaduan seputar pengelolaan lingkungan. Setiap aduan yang diterima akan dihimpun oleh Fungsi HSSE, lalu diteruskan kepada Fungsi Operasi untuk ditindaklanjuti secara tepat. Hingga akhir periode pelaporan, tidak ditemukan adanya laporan pengaduan terkait isu lingkungan yang diterima Perusahaan. [F.16]

As a form of transparency and concern for the environment, the Company provides a communication channel, Pertamina *Call Center* 135, for the public and stakeholders to submit complaints regarding environmental management. All complaints received are compiled by the HSSE Function and forwarded to the Operations Function for follow-up. Until the end of the reporting period, the Company did not receive any complaints related to environmental issues. [F.16]

Pengembangan Teknologi dan Inovasi

Technology Development and Innovation





Pengelolaan Topik Material : Teknologi dan Inovasi [3-3]

Material Topic Management : Technology and Innovation

Pemanfaatan dan pengembangan teknologi informasi merupakan salah satu aspek krusial dalam mendukung penerapan tata kelola keberlanjutan. Inovasi dan kemajuan teknologi menjadi prioritas utama bagi Perusahaan guna memastikan keberlangsungan usaha sekaligus meningkatkan daya saing di era transformasi digital yang terus berkembang pesat. Sebagai entitas Subholding, kebijakan PT Pertamina Patra Niaga dalam pengembangan dan penerapan teknologi merujuk pada kebijakan yang ditetapkan oleh PT Pertamina (Persero) mengenai Kewenangan Fungsi Corporate Information and Communication Technology (CICT).

Sebagai bagian dari upaya dalam meningkatkan efisiensi, efektivitas, serta memenuhi kebutuhan pelanggan, PT Pertamina Patra Niaga terus mengakselerasi pemanfaatan teknologi informasi dan transformasi digital. Sepanjang 2024, Perusahaan telah mengimplementasikan berbagai inovasi teknologi seperti pembangunan *data management*, pengembangan aplikasi dan infrastruktur IT, penerapan tata kelola dan keamanan siber, implementasi UU Perlindungan Data Pribadi, serta 10 Program Strategis IT. Untuk mendukung hal tersebut, Perusahaan mengalokasikan biaya operasional lebih dari USD 68 juta. Informasi lebih lengkap mengenai sistem dan aplikasi digital dapat dilihat pada Laporan Tahunan Bab Tata Kelola Teknologi Informasi.

The utilization and development of information technology is one of the crucial aspects in supporting the implementation of sustainable governance. Technological innovation and advancement are a top priority for the Company in order to ensure business continuity and increase competitiveness in this era of rapid digital transformation. As a Subholding entity, PT Pertamina Patra Niaga's policy on technology development and implementation refers to the policy established by PT Pertamina (Persero) regarding the Authority of the Corporate Information and Communication Technology (CICT) Function.

As part of the effort to improve efficiency, effectiveness, and meeting customer needs, PT Pertamina Patra Niaga continues to accelerate the use of information technology and digital transformation. Throughout 2024, the Company has implemented various technological innovations such as data management development, application and IT infrastructure development, cyber governance and security implementation, Personal Data Protection Law implementation, and 10 Strategic IT Programs. To support this, the Company has allocated more than USD 68 million for operational costs. More detailed information about digital systems and applications can be found in the Annual Report, Chapter on Information Technology Governance.

Manajemen Risiko Keamanan Siber

Cybersecurity Risk Management

Seiring dengan upaya menghadapi transformasi digital yang terus berkembang, PT Pertamina Patra Niaga secara konsisten memperkuat sistem keamanan siber. Sepanjang tahun 2024, fungsi Teknologi Informasi (TI) menjalankan berbagai program kerja yang berfokus pada tiga aspek utama, yaitu *people*, *process*, dan *technology*, yang merupakan tiga elemen yang saling berkaitan untuk mewujudkan sistem keamanan yang tangguh.

People

Pekerja menjadi garda terdepan dalam menjaga keamanan siber. Beberapa insiden siber disebabkan oleh rendahnya kesadaran dan perilaku pekerja terhadap pentingnya perlindungan data, baik di lingkungan Perusahaan maupun dalam aktivitas pribadi. Untuk meningkatkan kesadaran ini, beberapa inisiatif telah dilaksanakan sepanjang tahun:

- Penyampaian materi *Cybersecurity Awareness* melalui email internal yang dikirimkan secara rutin setiap bulan, berisi informasi dan tips seputar keamanan siber.
- *Phishing Simulation* secara berkala setiap triwulan untuk menguji kesiapsiagaan pekerja. Pada 2024 terdapat tren positif berupa penurunan tingkat keberhasilan serangan simulasi dari 2,8 % pada Triwulan I menjadi 1,2 % pada Triwulan IV.
- Penyelenggaraan *Security Forum* di tahun 2024 untuk memfasilitasi diskusi antar entitas anak perusahaan terkait program kerja keamanan siber, serta berbagi pembaruan informasi dengan melibatkan Badan Siber dan Sandi Negara (BSSN).
- *Training & Certification* bagi personel IT terus dilaksanakan secara berkala. Pada 2024, tercatat sebanyak 14 orang telah tersertifikasi di bidang keamanan informasi.

Process

Untuk memastikan keamanan siber dikelola secara efektif, PT Pertamina Patra Niaga berkomitmen untuk menjalankan pengelolaan yang sesuai dengan prosedur, kebijakan, regulasi, serta standar nasional dan internasional yang berlaku.

In effort to support ongoing digital transformation, PT Pertamina Patra Niaga has strengthened its cybersecurity system. In 2024, the Information Technology function implemented work programs focused on people, process, and technology, which are the key interrelated elements of a robust security system.

People

Employees are at the forefront of maintaining cybersecurity. Several cyber incidents have been caused by employees' lack of awareness and behavior regarding the importance of data protection, both within the Company and in personal activities. To raise awareness, several initiatives have been implemented throughout the year:

- Dissemination of Cybersecurity Awareness material via internal emails sent regularly every month, containing information and tips on cybersecurity.
- Phishing simulations are conducted quarterly to test employee preparedness. In 2024, there was a positive trend in the form of a decrease in the success rate of simulated attacks from 2.8% in the first quarter to 1.2% in the fourth quarter.
- Security Forum held in 2024 to facilitate discussions between subsidiaries regarding cybersecurity work programs and share updates with the National Cyber and Crypto Agency (BSSN).
- Training & Certification for IT personnel were conducted regularly. In 2024, 14 people were certified in the field of information security.

Process

To ensure cybersecurity is managed effectively, PT Pertamina Patra Niaga is committed to carrying out management in accordance with applicable procedures, policies, regulations, and national and international standards.

- **Penerapan ISO 27001**
Sebagai bagian dari inisiatif strategis Enterprise IT Holding, Pertamina menargetkan seluruh entitas Holding dan Subholding telah tersertifikasi Sistem Manajemen Keamanan Informasi (SMKI) ISO 27001 pada tahun 2025. Pada tahun 2024, Fungsi IT PT Pertamina Patra Niaga telah melakukan implementasi ISO 27001. Selanjutnya akan dilakukan tahapan assesment, internal audit, dan tinjauan manajemen pada TW 2 2025. Proses sertifikasi akan dilakukan pada bulan Agustus dan September 2025.
- **Cyber Security Maturity Assessment (CSM)**
Dalam rangka mengukur tingkat kematangan sistem keamanan siber, Fungsi IT bekerja sama dengan Badan Siber dan Sandi Negara (BSSN). Hasil asesmen menunjukkan peningkatan skor CSM dari 4,33 pada tahun 2023 menjadi 4,38 (Terkelola) di 2024.
- **Business Continuity Management System (BCMS)**
Pada 2024, dokumen BCMS disusun bersama Fungsi Enterprise Risk Management (ERM) dengan fokus pada penanganan risiko yang berkaitan dengan insiden keamanan siber sebagai salah satu skenario risiko utama.
- **Cyber Incident Response**
Untuk memperkuat respons terhadap insiden keamanan siber, PT Pertamina Patra Niaga telah membentuk Cyber Incident Response Team (CIRT). Pembentukan tim ini secara resmi ditetapkan melalui Surat Perintah Direktur SDM & Penunjang Bisnis.

Technology

Sebagai bagian dari komitmen terhadap perlindungan sistem informasi dan data perusahaan, PT Pertamina Patra Niaga melalui Fungsi IT secara aktif mengimplementasikan berbagai alat dan teknologi guna memperkuat ketahanan siber. Sepanjang tahun 2024, beberapa inisiatif utama yang telah dijalankan meliputi:

- **Application Security**
Dalam rangka memitigasi risiko ancaman siber pada aplikasi, perusahaan secara rutin melakukan pengujian keamanan, termasuk *vulnerability assessment* dan *penetration testing*, untuk memastikan aplikasi tetap terlindungi dari potensi celah keamanan.

- **Implementation of ISO 27001**
As part of the Enterprise IT Holding strategic initiative, Pertamina targets all Holding and Subholding entities to obtain ISO 27001 Information Security Management System (ISMS) certified by 2025. In 2024, the IT function of PT Pertamina Patra Niaga adopted ISO 27001. The assessment, internal audit, and management review are scheduled for the Q2 of 2025, with certification planned in August and September 2025.
- **Cyber Security Maturity Assessment (CSM)**
In order to measure the maturity level of the cyber security system, the IT Function collaborated with the National Cyber and Crypto Agency (BSSN). The assessment results showed an increase in CSM score from 4.33 in 2023 to 4.38 (Managed) in 2024.
- **Business Continuity Management System (BCMS)**
In 2024, the BCMS document was developed in conjunction with the Enterprise Risk Management (ERM) function with a focus on addressing risks related to cybersecurity incidents as one of the main risk scenarios
- **Cyber Incident Response**
To strengthen the response to cyber security incidents, PT Pertamina Patra Niaga has established a Cyber Incident Response Team (CIRT). The formation of this team is officially stipulated through an Order of the Director of HR & Business Support.

Technology

As part of its commitment to the protection of the company's information systems and data, PT Pertamina Patra Niaga IT Function actively implements various tools and technologies to strengthen cyber resilience. During 2024, some of the main initiatives that have been carried out include:

- **Application Security**
In order to mitigate the risk of cyber threats to applications, the company regularly conducts security testing, including vulnerability assessment and penetration testing, to ensure applications remain protected from potential security holes.

- *Endpoint Security*

Untuk memperkuat postur keamanan secara menyeluruh, telah diimplementasikan teknologi Extended Detection and Response (XDR). Teknologi ini memungkinkan deteksi dan respons yang lebih luas terhadap berbagai serangan siber seperti *malware*, *ransomware*, hingga *phishing*.

- *Data Security*

Fungsi IT juga menerapkan teknik perlindungan data melalui tokenisasi, yang berperan penting dalam menjaga keamanan data sensitif, khususnya yang tersimpan di dalam basis data aplikasi perusahaan.

- *Endpoint Security*

To strengthen the overall security posture, Extended Detection and Response (XDR) technology has been implemented. This technology enables broader detection and response to various cyber-attacks such as *malware*, *ransomware*, and *phishing*.

- *Data Security*

The IT function also implements data protection techniques through tokenization, which plays an important role in maintaining the security of sensitive data, especially those stored in the company's application database.

Implementasi Teknologi dan Digitalisasi di 2024

Technology Implementation and Digitalization in 2024

Pemanfaatan dan pengembangan teknologi informasi (TI) merupakan salah satu pilar penting dalam mendukung penerapan tata kelola keberlanjutan. Sejalan dengan arah kebijakan Holding, PT Pertamina Patra Niaga terus mendorong transformasi digital di sektor perniagaan produk energi. Sebagai bagian dari upaya tersebut, perusahaan telah menyusun ICT Master Plan sebagai landasan strategis dalam pengembangan sistem TI.

The utilization and development of information technology (IT) is one of the important pillars in supporting the implementation of sustainability governance. In line with the Holding's policy direction, PT Pertamina Patra Niaga continues to encourage digital transformation in the energy product trading sector. As part of this effort, the company has developed an ICT Master Plan as a strategic foundation in the development of IT systems.

Berbagai inisiatif digital telah dikembangkan untuk mendukung kebutuhan operasional bisnis, memperkuat aspek keberlanjutan, serta meningkatkan keamanan di seluruh wilayah kerja PT Pertamina Patra Niaga. Adapun beberapa inisiatif pengembangan TI yang telah dilakukan meliputi:

Various digital initiatives have been developed to support business operational needs, strengthen sustainability aspects, and improve security throughout PT Pertamina Patra Niaga's working area. Some of the IT development initiatives that have been carried out include:

1. Digital Transformation PPN pada Proses Bisnis Supply Chain;
2. Data Governance dan Quality Improvement pada Digitalisasi SPBU;
3. Digitalisasi Analytic SPBU Pertamina One;
4. Pemenuhan Digitalisasi Kesisteman pada Digitalisasi SPBU Tahap 2;
5. Pemenuhan Digitalisasi Kesisteman pada Integrasi SIMELON dan MAP;
6. Pemenuhan Digitalisasi Kesisteman pada Integrasi New MyPertamina;
7. Integrasi Contact Center;

1. Digital Transformation PPN on Supply Chain Business Process;
2. Data Governance and Quality Improvement on Gas Station Digitalization;
3. Analytic Digitalization of Pertamina One Gas Station;
4. Fulfillment of System Digitalization in Gas Station Digitalization Phase 2;
5. Fulfillment of System Digitalization on SIMELON and MAP Integration;
6. Fulfillment of System Digitalization on New MyPertamina Integration;
7. Contact Center Integration;

8. Peningkatan MyPertamina for Business;
9. Peningkatan Keandalan Arsitektur dan Infrastruktur;
10. Roll-out Digital Ground Operation PADMA sebagai ekosistem digital DPPU.

PT Pertamina Patra Niaga, melalui Fungsi IT senantiasa memastikan keamanan data milik pekerja, pelanggan, serta pemangku kepentingan lainnya yang terhubung dengan sistem dan aplikasi digital Perusahaan. Sepanjang tahun 2024, tidak terdapat insiden pelanggaran maupun kebocoran data pelanggan yang menggunakan aplikasi digital milik PT Pertamina Patra Niaga. [418-1]

8. Improvement of MyPertamina for Business;
9. Improved Architecture and Infrastructure Reliability;
10. Roll-out of Digital Ground Operation PADMA as DPPU digital ecosystem.

PT Pertamina Patra Niaga, through the IT Function, always ensures the security of data belonging to workers, customers, and other stakeholders connected to the Company's digital systems and applications. During 2024, there were no incidents of customer data breach or leakage using PT Pertamina Patra Niaga's digital applications. [418-1]



Inovasi dan Pengembangan Produk dan/atau Jasa Berkelanjutan [F.26][416-1, 416-2]

Continuous Innovation and Development of Products and/or Services

PT Pertamina Patra Niaga terus berkomitmen untuk menghadirkan berbagai inovasi guna memberikan layanan terbaik dan memberikan kepuasan pada pelanggan. Inovasi tersebut mencakup pengembangan pada aspek produk maupun pelayanan. Pada periode pelaporan, inovasi yang dikembangkan antara lain berupa peluncuran produk ramah lingkungan seperti Fastron Eco Green, Grease, dan Grisklin. Fastron Eco Green dirancang efisien, rendah volatilitas, mampu mencegah endapan maupun keausan, serta kompatibel dengan teknologi emisi modern. Seluruh produk Grease dibuat Non Lead (NL) sehingga aman bagi lingkungan, sedangkan Grisklin merupakan degreaser biodegradable yang mudah terurai di alam. Perusahaan juga meluncurkan Pertamina Diesel Exhaust Fluid (DEF), cairan berbasis urea yang melalui teknologi Selective Catalytic Reduction (SCR) mampu menurunkan emisi nitrogen oksida (NOx) menjadi air dan nitrogen.

Sementara itu, produk Pertamax Green 95 yang telah diluncurkan di tahun sebelumnya saat ini telah tersedia di 107 stasiun pengisian bahan bakar (SPBU). Perusahaan menargetkan Pertamax Green tersedia di 150 SPBU pada tahun 2025. Kehadiran Pertamax Green menjadi salah satu terobosan produk ramah lingkungan yang berkontribusi dalam pengurangan emisi gas rumah kaca (GRK) serta mendukung pencapaian target *Net Zero Emission* (NZE). Pertamax Green memiliki berbagai keunggulan, antara lain angka oktan (RON) yang tinggi untuk mendukung performa mesin secara optimal, kandungan etanol yang ramah lingkungan dan mendukung transisi energi bersih, serta harga yang kompetitif sehingga memberikan nilai ekonomis lebih bagi konsumen.

PT Pertamina Patra Niaga continues to be committed to delivering various innovations to provide the best service and provide satisfaction to customers, including product and service developments. In the reporting period, innovations developed included the launch of environmentally friendly products such as Fastron Eco Green, Grease, and Grisklin. Fastron Eco Green is designed to be efficient, low volatility, able to prevent deposits and wear, and compatible with modern emission technology. All Grease products are made Non Lead (NL) to be safe for the environment, while Grisklin is a biodegradable degreaser that easily decomposes in nature. The company also launched Pertamina Diesel Exhaust Fluid (DEF), a urea-based fluid capable of reducing nitrogen oxide (NOx) emissions into water and nitrogen through Selective Catalytic Reduction (SCR) technology.

Meanwhile, the Pertamax Green 95 product that was launched in the previous year is currently available at 107 filling stations (SPBU). The company targets Pertamax Green to be available in 150 gas stations by 2025. The presence of Pertamax Green is one of the breakthroughs in environmentally friendly products that contribute to reducing greenhouse gas (GHG) emissions and support the achievement of the Net Zero Emission (NZE) target. Pertamax Green has various advantages, including a high octane number (RON) to support optimal engine performance, ethanol content that is environmentally friendly and supports the clean energy transition, and competitive prices that provide more economic value for consumers.

Pengembangan produk rendah karbon telah diintegrasikan ke dalam kebijakan Perusahaan sejak 2022, sejalan dengan fokus keberlanjutan dan arah strategis jangka panjang. Selain itu, PT Pertamina Patra Niaga menjalin kemitraan strategis dengan beberapa badan riset serta perguruan tinggi untuk melakukan penelitian dan pengembangan teknologi dan produk rendah karbon yang bertujuan untuk mengurangi emisi dan mencapai target emisi nol bersih nasional pada 2060. Kolaborasi ini memperkuat kapasitas inovasi Perusahaan dalam menjawab tantangan dan peluang transisi energi nasional.

Perusahaan memastikan bahwa setiap produk yang dipasarkan telah memenuhi standar kualitas dan regulasi yang berlaku. Informasi terkait produk serta peringatan bahaya disampaikan secara jelas di seluruh SPBU, disertai pemutaran *public announcer* secara berkala. Dalam aspek pelayanan, inovasi yang dihadirkan Perusahaan antara lain berupa layanan khusus dan prioritas bagi pelanggan pengguna BBM nonsubsidi. Layanan ini memungkinkan pelanggan untuk mengisi bahan bakar tanpa harus mengantre bersama kendaraan pengguna BBM subsidi sehingga lebih menghemat waktu. Inisiatif ini juga merupakan bagian dari upaya Pertamina dalam mendorong masyarakat yang secara ekonomi mampu untuk beralih ke penggunaan BBM nonsubsidi, khususnya jenis Pertamax Series dan Dex Series. Perusahaan memastikan bahwa 100% produk yang didistribusikan telah melalui evaluasi keamanan secara menyeluruh, mencakup aspek keselamatan penggunaan, kandungan bahan, serta kepatuhan terhadap peraturan yang berlaku. Informasi dan pelabelan produk disampaikan secara akurat dan transparan, meliputi petunjuk penggunaan, langkah pencegahan, serta potensi risiko bagi pengguna. Selama periode pelaporan, tidak terdapat insiden ketidakpatuhan terkait aspek kesehatan dan keselamatan produk maupun jasa, termasuk dalam hal informasi, pelabelan, dan komunikasi pemasaran.

[F.26, F.27][417-1][417-2][417-3]

Low-carbon product development has been integrated into the Company's policy since 2022, in line with its sustainability focus and long-term strategic direction. In addition, PT Pertamina Patra Niaga established strategic partnerships with several research bodies and universities to conduct research and development of low-carbon technologies and products aimed at reducing emissions and achieving the national net-zero emissions target by 2060. This collaboration strengthens the Company's innovation capacity in responding to the challenges and opportunities of the national energy transition.

The Company ensures that all products meet quality standards and comply with applicable regulations. Product details and hazard warnings are displayed at gas stations and communicated through regular public announcements. The Company also made an innovation in service aspect by offering special services and priority lines for non-subsidized fuel customers, which separate their queue from customers purchasing subsidized fuel to save time. This initiative is also part of Pertamina's efforts to direct economically advantaged individuals toward non-subsidized fuel options such as the Pertamax and Dex Series. The Company ensures that 100% of the products distributed have undergone a comprehensive safety evaluation, covering aspects of usage safety, material content, and compliance with applicable regulations. Product information and labeling are provided accurately and transparently, including instructions for use, precautionary measures, and potential risks to users. During the reporting period, there were no incidents of non-compliance related to product or service health and safety aspects, including information, labeling, or marketing communications. [F.26, F.27][417-1][417-2][417-3]

Pengelolaan Sumber Daya Manusia dan Kontribusi terhadap Masyarakat

Human Resource Management and Contribution to Communities





Perusahaan meyakini bahwa keberhasilan jangka panjang tidak terlepas dari kualitas pengelolaan sumber daya manusia. Oleh karena itu, penguatan sistem SDM dilakukan secara menyeluruh, mulai dari proses rekrutmen hingga pengembangan talenta, dengan berlandaskan pada nilai kesetaraan, inklusivitas, dan penghormatan terhadap martabat setiap individu. Prinsip kesetaraan dan nondiskriminasi diterapkan sejak tahap awal perekrutan, sebagai wujud komitmen terhadap lingkungan kerja yang adil dan terbuka bagi semua. Melalui serangkaian program pelatihan, pengembangan karier, dan pendampingan, Perusahaan mendorong setiap insan untuk mencapai potensi terbaiknya. Selain itu, perhatian juga diberikan pada penciptaan tempat kerja yang aman, sehat, dan mendukung produktivitas secara berkelanjutan.

The Company believes that long-term success is closely linked to the quality of human resource management. Accordingly, comprehensive efforts are undertaken to strengthen the HR system, from the recruitment process to talent development, based on the values of equality, inclusiveness, and respect for individual dignity. The Company upholds non-discrimination and equal opportunity from the early stages of recruitment, as a form of commitment to a fair and open work environment for all employees. Through a series of training, career development, and mentoring programs, the Company encourages each employee to reach their full potential. Furthermore, emphasis is placed on maintaining a safe and healthy work environment conducive to sustainable productivity.

Profil Pekerja [2-7, 405-1]

Employee Profile



Pekerja PT Pertamina Patra Niaga terdiri atas Pekerja Waktu Tidak Tertentu (PWTT) dan Pekerja Waktu Tertentu (PWT). Kedua kategori ini dapat berasal dari proses rekrutmen internal Perusahaan maupun penugasan dari Pertamina. Seluruh tenaga kerja Perusahaan merupakan Warga Negara Indonesia.

Pengelolaan sumber daya manusia (SDM) dilakukan secara terstruktur dan sistematis, dimulai dari tahap perekrutan hingga pengembangan karier. Dalam setiap tahapannya, Perusahaan menerapkan mekanisme *manpower planning* (MPP) guna memastikan bahwa kebutuhan tenaga kerja sejalan dengan strategi bisnis secara keseluruhan. Mekanisme ini dijalankan dengan mengacu pada kebijakan dan sistem yang berlaku di Pertamina.

Total pekerja Perusahaan tercatat sebanyak 3.997 orang hingga akhir Desember 2024, termasuk anggota 7 Dewan Komisaris, 8 perangkat Dewan Komisaris, dan 8 Direksi. Berdasarkan persentase demografi yang terlampir pada tabel Pekerja berdasarkan Wilayah Kerja, Status Kepegawaian, dan Gender, sebanyak 85,8% merupakan laki-laki dan 14,2% perempuan. Informasi lebih lengkap mengenai profil pekerja, termasuk distribusi berdasarkan jenis kelamin, jenjang organisasi, status kepegawaian, tingkat pendidikan, kelompok usia, dan masa kerja, dapat dilihat pada Laporan Tahunan PT Pertamina Patra Niaga 2024. [2-7, 401-1] [11.10]

PT Pertamina Patra Niaga's employees consist Permanent Workers (PWTT) and Non-permanent Workers (PWT). Both categories originate from the Company's internal recruitment process as well as assignments from Pertamina. All of the Company's workforce are Indonesian citizens.

The management of human resources (HR) is structured and systematic, from the recruitment to career development. At each stage, the Company implements a manpower planning (MPP) mechanism to ensure that labor needs are in line with the overall business strategy. This mechanism follows the policies and systems that apply in Pertamina.

The Company's total workforce was recorded at 3,997 people by the end of December 2024, including members of the 7 Board of Commissioners, 8 Board of Commissioners apparatus, and 8 Directors. Based on the demographic percentages attached to the Workers by Working Area, Employment Status, and Gender table, 85.8% are male and 14.2% are female. Further information on employee profiles, including distribution by gender, organizational level, employment status, education level, age group, and length of service, can be found in PT Pertamina Patra Niaga 2024 Annual Report. [2-7, 401-1] [11.10]

Pekerja berdasarkan Wilayah Kerja, Status Kepegawaian dan Gender

Employees by Work Area, Employment Status, and Gender

Uraian Description	PWTT		PWT	
	Jumlah Total	%	Jumlah Total	%
Gender				
Laki-Laki Male	3.190	80,3	220	5,5
Perempuan Female	559	14,1	5	0,1
Jumlah Total	3.749	94,4	225	5,6
Wilayah Kerja Work Area				
Kantor Pusat Head Office	905	22,8	7	0,2
Regional Jatimbalinus Jatimbalinus Regional	519	13,1	38	1,0
Regional Jawa Barat West Java Regional	465	11,7	28	0,7
Regional Jawa Tengah Central Java Regional	286	7,2	31	0,8
Regional Kalimantan Kalimantan Regional	306	7,7	14	0,4
Regional Papua-Maluku Papua-Maluku Regional	269	6,8	32	0,8
Regional Sulawesi Sulawesi Regional	302	7,6	26	0,7
Regional Sumatra Selatan South Sulawesi Regional	267	6,7	18	0,5
Regional Sumatra Utara North Sulawesi Regional	430	10,8	31	0,8
Jumlah Total	3.749	94,3	225	5,7

Keterangan: Jumlah pekerja di luar dari jumlah Dewan Komisaris dan Direksi
Description: Number of employees excluding the number of Board of Commissioners and Directors.

Selain tenaga kerja internal, Perusahaan juga mempekerjakan tenaga kerja alih daya yang disebut sebagai mitra kerja atau tenaga kerja jasa penunjang (TKJP). Hubungan kerja antara Perusahaan dan penyedia tenaga alih daya diatur melalui perjanjian kerja sama yang disepakati kedua belah pihak. Pada 2024, jumlah tenaga alih daya yang bekerja di lingkungan Perusahaan mencapai 7.959 orang, dengan sebagian besar ditempatkan di unit operasional. [2-8]

In addition to the internal workforce, the Company also employs outsourced workers referred to as work partners or supporting service workers (TKJP). The working relationship between the Company and outsourcing providers is regulated through a cooperation agreement between both parties. In 2024, the number of outsourced personnel working within the Company reached 7,959 people, with most of them placed in operational units. [2-8]



Jumlah Tenaga Alih Daya
Number of Outsourced Personnel

7.959
2024

7.500
2023

8.269
2022

Keterangan | Description:

Penurunan yang signifikan pada tahun 2023 terjadi karena
A significant decrease in 2023 was due to :

- Tenaga alih daya berkurang karena pensiun, dan kemudian tidak digantikan dengan tenaga alih daya yang baru.
Reduction in outsourced workers due to retirement, and no replacement.
- Peralihan tenaga alih daya checker dari jenis kontrak mandays menjadi kontrak volume.
The shift of outsourcing checkers from mandays to volume contracts.

Perusahaan senantiasa mematuhi ketentuan peraturan ketenagakerjaan, termasuk terkait batas usia minimum pekerja. Dalam proses rekrutmen, Perusahaan menetapkan persyaratan usia minimum 22 tahun, sebagaimana diatur dalam Tata Kerja Operasional (TKO) Pengelolaan Rekrutmen No. B07-002/PNG100000/2021-S9.

The Company always complies with labor regulations, including those related to the minimum age limit of workers. In the recruitment process, the Company sets a minimum age requirement of 22 years old, as stipulated in the Operational Work Procedure (TKO) for Recruitment Management No. B07-002/PNG100000/2021-S9.

Rekrutmen, Retensi, dan Tingkat Perputaran Pekerja

Recruitment, Retention, and Employee Turnover Rate [F.18][401-1]

Perusahaan merekrut sebanyak 293 pekerja baru, yang terdiri atas 223 laki-laki dan 70 perempuan di tahun 2024. Dari total tersebut, sebanyak 149 pekerja atau 49% berasal dari masyarakat lokal. Adapun perubahan jumlah tenaga kerja pada akhir periode pelaporan dipengaruhi oleh dua faktor utama, yaitu proses perekrutan dan keluarnya pekerja dari Perusahaan. Sepanjang 2024, tercatat 73 pekerja meninggalkan Perusahaan dengan berbagai alasan, antara lain pengunduran diri (4 orang), pensiun dan akhir kontrak (48 orang), meninggal dunia (11 orang), serta pemutusan hubungan kerja (10 orang). Tingkat perputaran pekerja (*labour turnover/LTO*) tercatat sebesar 0,02%, menurun dibandingkan tahun sebelumnya yang mencapai 1,82%.

The Company recruited 293 new workers, consisting of 223 men and 70 women in 2024. Of this total, 149 workers or 49% came from the local community. The change in the number of workers at the end of the reporting period was caused by two main factor: the recruitment process and the exit of workers from the Company. Throughout 2024, 73 workers left the Company for various reasons, including resignation (4 people), retirement and end of contract (48 people), death (11 people), and termination of employment (10 people). The labor turnover (LTO) rate was recorded at 0.02%, a decrease compared to the previous year which reached 1.82%.

Data Rekrutmen Berdasarkan Kelompok Umur, Wilayah, dan Gender
Recruitment Data by Age Group, Region, and Gender

Kelompok Umur Age Group	Wilayah Region									
	Jatimbalinus	Jawa Barat West Java	Jawa Tengah Central Java	Kalimantan	Kantor Pusat SH C&T SH C&T Head Office	Maluku & Papua	Sulawesi	Sumatera Selatan South Sumatera	Sumatera Utara North Sumatera	Total
≤25										
Perempuan Female	4	4	5	6	7	1	11	4	7	49
Laki-Laki Male	17	16	10	6	5	28	13	17	12	124
26-35										
Perempuan Female	0	6	0	2	4	4	1	1	2	20
Laki-Laki Male	7	5	1	4	6	8	10	7	2	50

Kelompok Umur Age Group	Wilayah Region									
	Jatimbalinus	Jawa Barat West Java	Jawa Tengah Central Java	Kalimantan	Kantor Pusat SH C&T SH C&T Head Office	Maluku & Papua	Sulawesi	Sumatera Selatan South Sumatera	Sumatera Utara North Sumatera	Total
36-45										
Perempuan Female	0	0	0	0	1	0	0	0	0	1
Laki-Laki Male	5	2	5	1	7	4	2	3	2	31
46-55										
Perempuan Female	0	0	0	0	0	0	0	0	0	0
Laki-Laki Male	2	4	1	2	3	2	2	2	0	18
Total	35	37	22	21	33	47	39	34	26	293

Jumlah Pekerja yang Meninggalkan Perusahaan Berdasarkan Kelompok Umur, Wilayah, dan Gender
Number of Workers Leaving the Company by Age Group, Region, and Gender

Kelompok Umur Age Group	Wilayah Region									
	Jatimbalinus	Jawa Barat West Java	Jawa Tengah Central Java	Kalimantan	Kantor Pusat SH C&T SH C&T Head Office	Maluku & Papua	Sulawesi	Sumatera Selatan South Sumatera	Sumatera Utara North Sumatera	Total
26-35										
Perempuan Female	0	1	0	0	0	0	0	0	0	1
Laki-Laki Male	0	1	0	0	4	0	1	1	0	7
36-45										
Perempuan Female	0	0	0	0	1	0	0	1	0	2
Laki-Laki Male	0	1	0	1	6	0	1	3	0	12
46-56										
Perempuan Female	0	1	0	0	5	0	1	0	0	7
Laki-Laki Male	6	8	2	3	16	3	3	0	3	44
Total	6	12	2	4	32	3	6	5	3	73

Inklusivitas dan Kesetaraan Kesempatan [F.18]

Inclusiveness and Equal Opportunity

PT Pertamina Patra Niaga menjunjung tinggi hak asasi manusia (HAM) dan berupaya menciptakan lingkungan kerja yang inklusif dengan memberikan kesempatan yang setara bagi seluruh pekerja. Setiap individu memperoleh hak dan peluang yang sama tanpa memandang perbedaan agama, suku, ras, status sosial, warna kulit, gender, maupun kondisi fisik lainnya. Perusahaan juga menegaskan komitmennya untuk menciptakan lingkungan kerja yang bebas dari diskriminasi dalam bentuk apa pun.

Pada 2024, jumlah pekerja perempuan mencapai 564 orang atau setara dengan 14,2%, meningkat dibandingkan tahun sebelumnya yang tercatat sebanyak 500 orang atau 13,2%. Lebih lanjut, sebanyak 40 perempuan telah menempati posisi manajerial. Capaian ini menjadi catatan positif atas komitmen Perusahaan dalam memperluas peran dan kontribusi perempuan di berbagai jenjang pekerjaan.

Peningkatan jumlah pekerja perempuan ini dapat dikaitkan dengan beberapa faktor, antara lain:

- **Meningkatnya Kesadaran akan Kesetaraan Gender:** Dalam beberapa tahun terakhir, kesadaran masyarakat terhadap pentingnya kesetaraan gender terus tumbuh. Hal ini mendorong lebih banyak perempuan untuk berkarier di sektor-sektor yang selama ini didominasi oleh laki-laki, termasuk industri minyak dan gas.
- **Kebijakan Progresif Perusahaan:** Perusahaan secara konsisten menerapkan kebijakan yang mendukung kesetaraan gender. Salah satunya adalah penerapan Kebijakan Respectful Workplace yang tertuang dalam Respectful Workplace Handbook serta Perjanjian Kerja Bersama (PKB), yang secara umum memperkuat prinsip-prinsip keadilan dan kesetaraan di tempat kerja.
- **Komunitas PERTIWI:** Perusahaan juga membentuk Komunitas PERTIWI sebagai wadah bagi para pekerja perempuan untuk saling mendukung, memberdayakan, dan mengembangkan potensi diri. Komunitas ini menjadi ruang aman bagi perempuan untuk tumbuh dan berkarya secara optimal.

PT Pertamina Patra Niaga upholds human rights and strives to create an inclusive work environment by providing equal opportunities for all workers. Every individual has the same rights and opportunities regardless of differences in religion, ethnicity, race, social status, skin color, gender, or other physical conditions. The company also affirms its commitment to creating a work environment that is free from discrimination in any form.

In 2024, the number of female workers reached 564 people or equivalent to 14.2%, an increase compared to the previous year which recorded 500 people or 13.2%. Furthermore, as many as 40 women have occupied managerial positions. This achievement is a positive record of the Company's commitment to expanding the role and contribution of women at various levels of employment.

The increase in the number of female workers can be attributed to several factors, among others:

- **Rising Awareness of Gender Equality:** In recent years, there has been growing public awareness of the importance of gender equality. This has encouraged more women to pursue careers in sectors that have traditionally been dominated by men, including the oil and gas industry.
- **Progressive Company Policies:** The Company consistently implements policies that support gender equality. One of them is the implementation of the Respectful Workplace Policy contained in the Respectful Workplace Handbook and Collective Labor Agreement (CLA), which generally strengthens the principles of justice and equality in the workplace.
- **PERTIWI Community:** The Company also established the PERTIWI Community as a forum for female workers to support each other, empower each other, and develop their potential. This community is a safe space for women to grow and work optimally.

Sebagai bentuk nyata dari keseriusan dalam mengutamakan kesetaraan gender, salah satu anggota Direksi dilibatkan secara langsung sebagai pengurus dalam Komunitas PERTIWI. Keterlibatan tersebut diatur dalam Surat Keputusan Direktur Utama PT Pertamina (Persero) No. Prin-12/PNA000000/2024-S0 tentang Kepengurusan Komunitas Keberagaman dan Inklusi Perempuan Pertamina Tangguh Inspiratif Wibawa dan Integritas (PERTIWI) PT Pertamina Patra Niaga Subholding Commercial & Trading.

Perusahaan juga berkomitmen untuk menyediakan kesempatan yang setara bagi para penyandang disabilitas. Komitmen ini tidak hanya mencerminkan kepedulian sosial, tetapi juga menjadi langkah strategis dalam menciptakan lingkungan kerja yang lebih dinamis, beragam, dan inovatif. Pada 2024, tercatat sebanyak 12 orang penyandang disabilitas bekerja sebagai tenaga alih daya di lingkungan Perusahaan.

As a tangible form of the Company's resolve in prioritizing gender equality, one of the members of the Board of Directors is directly involved as a board member in the PERTIWI Community. This involvement is regulated in the Decree of the President Director of PT Pertamina (Persero) No. Prin-12/PNA000000/2024-S0 concerning the Diversity and Inclusion Management of the Pertamina Inspiring, Resilient, Dignified Women with Integrity (PERTIWI) Community of PT Pertamina Patra Niaga Subholding Commercial & Trading.

The Company is also committed to providing equal opportunities for people with disabilities. This commitment not only reflects social awareness, but is also a strategic step in creating a more dynamic, diverse and innovative work environment. In 2024, the Company hired 12 people with disabilities as outsourced personnel.

Pengembangan Kompetensi Pekerja [F.22][404-1][11.10, 11.11]

Worker Competency Development

PT Pertamina Patra Niaga meyakini bahwa peningkatan kapasitas sumber daya manusia merupakan landasan penting dalam mendukung kinerja unggul dan pertumbuhan usaha jangka panjang. Berbagai program pelatihan dan pengembangan diselenggarakan secara konsisten dan menyeluruh bagi seluruh insan Perusahaan. Perusahaan memastikan bahwa seluruh program kepatuhan, termasuk pelatihan etika bisnis, antikorupsi, serta kebijakan kesehatan, keselamatan, dan lingkungan, berlaku bagi seluruh karyawan tanpa terkecuali, baik PWTT, PWT, maupun tenaga kontrak. Perusahaan juga mewajibkan mitra kerja dan kontraktor untuk mematuhi standar integritas serta kode etik perusahaan melalui perjanjian kerja sama dan sosialisasi rutin. Dalam pelaksanaannya, Perusahaan memanfaatkan berbagai fasilitas internal seperti Pertamina Corporate University (PCU), Maritime Training Center (MTC), dan HSE Training Center (HSETC), serta menjalin kerja sama dengan lembaga pelatihan dan sertifikasi eksternal guna memastikan peningkatan kompetensi yang berkelanjutan dan relevan dengan kebutuhan bisnis.

PT Pertamina Patra Niaga believes that building the capacity of human resources is an important foundation in supporting performance excellence and long-term business growth. Various training and development programs are held consistently and thoroughly for all Company personnel. The Company ensures that all compliance programs, including training on business ethics, anti-corruption, as well as health, safety, and environmental policies, apply to all employees without exception, both PWTT and PWT, as well as contract workers. The Company also requires partners and contractors to comply with the Company's integrity standards and code of conduct through cooperation agreements and regular dissemination. In its implementation, the Company utilizes various internal facilities such as Pertamina Corporate University (PCU), Maritime Training Center (MTC), and HSE Training Center (HSETC), as well as partnering with external training and certification institutions to ensure continuous competency improvement relevant to business needs.



187.048

jam | hours

Total jam pelatihan setahun

Total training hours a year

51,22

jam/tahun | hours/year

Rerata jam pelatihan pekerja laki-laki per tahun

Average male worker training hours per year

41,61

jam/tahun | hours/year

Rerata jam pelatihan pekerja perempuan per tahun

Average training hours per year for female workers

Total Jam Pelatihan Berdasarkan Level Jabatan

Total Training Hours by Position Level

Level Jabatan Position Level	Perempuan Female		Laki-laki Male		Total	
	Orang People	Jam Hours	Orang People	Jam Hours	Orang People	Jam Hours
Direksi Board of Directors	1	20	7	220	8	240
VP & EGM	8	320	29	960	37	1.280
Manager	37	1.324	142	3.936	179	5.260
Assistant Manager	126	4.472	545	20.848	668	25.320
Staf Staff	311	12.676	2.021	108.636	2.332	121.312
Junior Staf Junior Staff	77	4.492	456	29.144	533	33.636
Total	560	23.304	3.197	163.744	3.757	187.048

Data Training Direksi dan Pekerja Patra Niaga Tahun 2024
Patra Niaga Directors and Employees Training Data Year 2024



Dalam upaya memperkuat kapabilitas dan meningkatkan kemampuan pekerja, Perusahaan menerapkan berbagai metode pengembangan kompetensi yang komprehensif. Beragam pendekatan digunakan, mulai dari pembinaan tatap muka, seminar, lokakarya, *webinar*, pembelajaran daring, pelatihan, *mentoring*, hingga penugasan khusus. Pemanfaatan kemajuan teknologi dan digitalisasi turut mendorong efisiensi pelaksanaan program, baik dari segi waktu maupun cakupan sehingga memungkinkan pekerja untuk meningkatkan kompetensinya secara lebih mudah dan fleksibel.

Sebagai bagian dari strategi pengembangan talenta, Perusahaan menjalankan program *Development for Excellent Talent* (DEX) yang dirancang untuk membekali pekerja dengan kompetensi dan wawasan yang diperlukan dalam mengelola tantangan menjadi peluang bisnis, sejalan dengan visi menjadi *Global Energy Champion*. Melalui program ini, Perusahaan juga mendorong peningkatan kesiapan talenta dalam merespons dinamika masa depan. DEX dilaksanakan secara bertahap dan berkelanjutan, dengan fokus pada sejumlah aspek utama, antara lain:

- Development for Excellent Talent (DEX) Technical: Program pengembangan pekerja untuk memenuhi kebutuhan *Technical Competencies* melalui program pelatihan dan sertifikasi yang bertujuan mewujudkan *Operational Excellence*.
- Development for Excellent Talent (DEX) Leadership: Pengembangan dan pengayaan kompetensi kepemimpinan yang terdiri dari 2 *block* besar yaitu DEX – Leadership dan DEX – Leadership Enrichment.
- Development for Excellent Talent (DEX) Fundamental (PNOC): Program pengembangan bagi seluruh pekerja melalui pemenuhan kompetensi fundamental, yang bertujuan untuk mempersiapkan pekerja untuk menjalankan karier secara lintas fungsi di lingkungan Perusahaan.
- DEX Women: Program pengembangan khusus perempuan untuk dapat menduduki jabatan strategis di Perusahaan, melalui program pelatihan, mentoring, pembinaan, dan *inspiring sharing session*.

In an effort to strengthen capabilities and improve the ability of workers, the Company implements a comprehensive range of competency development methods. Various approaches are used, ranging from face-to-face training, seminars, workshops, webinars, online learning, mentoring, to special assignments. The utilization of technological advancements and digitalization has contributed to the efficiency of program implementation, both in terms of time and scope, allowing workers to improve their competencies more easily and flexibly.

As part of its talent development strategy, the Company runs the Development for Excellent Talent (DEX) program to equip employees with the competencies and insights needed to manage challenges into business opportunities, in line with the vision of becoming a *Global Energy Champion*. Through this program, the Company also encourages increased talent readiness in responding to future dynamics. DEX is implemented gradually and sustainably, focusing on a number of key aspects, among others:

- Development for Excellent Talent (DEX) Technical: Employee development program to meet the needs of Technical Competencies through training and certification programs aimed at realizing Operational Excellence.
- Development for Excellent Talent (DEX) Leadership: Development and enrichment of leadership competencies consisting of 2 major blocks namely DEX - Leadership and DEX - Leadership Enrichment.
- Development for Excellent Talent (DEX) Fundamental (PNOC): A development program for all employees through the fulfillment of fundamental competencies, which aims to prepare employees to carry out cross-functional careers within the Company.
- DEX Women: A special development program for women to be able to occupy strategic positions in the Company, through coaching, mentoring, training, and inspiring sharing session programs.

Hubungan Industrial dan Perjanjian Kerja Bersama (PKB) [2-30, 407-1] [11.13]

Industrial Relations and Collective Labor Agreement (CLA)

Perusahaan secara konsisten membangun hubungan kerja yang adil dan transparan dengan seluruh pekerja. Upaya ini diwujudkan melalui komunikasi yang konstruktif dan terbuka, serta dengan menjunjung tinggi HAM, termasuk kebebasan berpendapat dan berserikat. Sebagai bentuk komitmen terhadap prinsip-prinsip tersebut, Perusahaan memfasilitasi pembentukan Serikat Pekerja sebagai wadah bagi pekerja untuk menyampaikan aspirasi dan pendapat kepada manajemen. Seluruh pekerja dengan status Perjanjian Waktu Tidak Tertentu (PWTT) telah tercakup dalam Perjanjian Kerja Bersama (PKB). Sementara itu, bagi pekerja dengan status Perjanjian Waktu Tertentu (PWT), perusahaan memastikan mereka tercakup melalui perjanjian kerja waktu tertentu sesuai ketentuan yang berlaku.

PKB 2023–2024 disusun melalui kolaborasi antara manajemen dan Serikat Pekerja. Dokumen ini tidak hanya merangkum hak dan kewajiban masing-masing pihak sesuai ketentuan hukum, tetapi juga mencantumkan kesepakatan tambahan terkait syarat-syarat kerja yang disusun berdasarkan semangat saling pengertian dan kepentingan bersama.

Guna memaksimalkan hubungan industrial dengan para pekerja, Perusahaan menerapkan beberapa langkah strategis sebagai berikut:

- Melaksanakan Pelatihan Industrial Relation (IR) Preventive Program for Leaders untuk meningkatkan kompetensi teknis, memahami peran dan fungsi hubungan industrial dalam perusahaan, memahami peran manajer/leader dalam hubungan industrial, memahami pokok-pokok hukum ketenagakerjaan, dan mengelola hubungan industrial agar diperoleh hasil *win-win solution*.
- Melaksanakan LKS Bipartit sebagai forum komunikasi antara Perusahaan dengan pekerja yang diwakili oleh Serikat Pekerja.
- Memfasilitasi dan turut serta dalam advokasi kebijakan yang terencana dan sistematis untuk memperbaiki kebijakan publik yang berdampak bagi Pertamina.

The Company consistently builds fair and transparent working relationships with all employees. This effort is realized through constructive and open communication, and by upholding human rights, including freedom of expression and association. As a form of commitment to these principles, the Company facilitates the formation of Labor Unions as a forum for workers to convey their aspirations and opinions to management. All permanent workers (PWTT) are covered by the CLA. Meanwhile, for non-permanent (PWT) workers, the company ensures that they are covered by fixed-term employment agreements in accordance with applicable regulations.

The 2023-2024 CLA was developed through collaboration between management and the Labor Unions. This document not only summarizes the rights and obligations of each party in accordance with legal provisions, but also includes additional agreements related to working conditions that are prepared based on the spirit of mutual understanding and common interests.

In order to maximize industrial relations with workers, the Company implemented several strategic steps as follows:

- Implementing Industrial Relations (IR) Preventive Program for Leaders to improve technical competence, understand the role and function of industrial relations in the company, understand the role of managers/leaders in industrial relations, understand the main points of labor law, and manage industrial relations to obtain a win-win solution.
- Establish the Bipartite LKS as a communication forum between the Company and workers represented by the Labor Union.
- Facilitate and participate in planned and systematic policy advocacy to improve public policies that impact Pertamina.

- Melaksanakan audit Pertamina Industrial Peace Level (PIPL) di lingkungan Anak Perusahaan Subholding Commercial & Trading sebagai harmonisasi kebijakan dari PT Pertamina (Persero).

Perusahaan telah membangun hubungan industrial yang positif dengan seluruh pekerja, yang tercermin dari peningkatan Indeks Keterikatan Pekerja yang mencapai 80,36% pada tahun 2024. Sepanjang periode pelaporan, Perusahaan bersama seluruh Entitas Anak senantiasa mematuhi seluruh peraturan perundang-undangan yang berlaku di bidang ketenagakerjaan. Tidak hanya itu, Perusahaan juga secara aktif mendukung dan menerapkan nilai-nilai serta prinsip-prinsip yang ditetapkan oleh International Labour Organization (ILO) dalam menjalankan kewajiban dan tanggung jawab terhadap pekerja.

Selain itu, Pada tahun 2024, Perusahaan melaksanakan Survei *User Satisfaction Index* (USI) sebagai upaya untuk mengevaluasi kualitas layanan dan jaminan mutu yang diberikan oleh setiap fungsi di dalam organisasi. Survei ini juga bertujuan untuk mengidentifikasi perilaku pengguna terkait penyampaian keluhan, sehingga dapat digunakan sebagai dasar dalam menentukan prioritas perbaikan serta pengembangan pendekatan *service recovery* yang lebih tepat sasaran. Pelaksanaan survei mengacu pada praktik terbaik dalam *Customer Satisfaction & Loyalty Survey* (CSLS) serta mengikuti standar dan Tata Kelola Organisasi (TKO) yang berlaku di lingkungan Perusahaan. Berdasarkan hasil survei, diperoleh skor kepuasan sebesar 4,33 dari skala 5, yang dikategorikan dalam tingkat "Puas".

Konsistensi dalam menjaga hubungan industrial yang sehat, transparan, dan berkeadilan, serta kepatuhan terhadap regulasi, turut berkontribusi pada minimnya potensi pelanggaran HAM maupun ketentuan ketenagakerjaan. Perusahaan memastikan untuk mencegah dan melarang segala bentuk praktik kerja paksa maupun pekerja anak dengan mematuhi peraturan ketenagakerjaan yang berlaku. Selain itu, Perusahaan juga memastikan mitra kerja dan pemasok mematuhi standar ketenagakerjaan yang sama melalui mekanisme evaluasi dan seleksi pemasok. Sepanjang tahun 2024, tidak terdapat insiden atau kasus yang dikategorikan sebagai pelanggaran HAM atas hak masyarakat adat maupun pelanggaran aspek ketenagakerjaan di lingkungan Perusahaan. [F.19][408-1, 409-1, 411-1][11.17]

- Carry out Pertamina Industrial Peace Level (PIPL) audits within Subholding Commercial & Trading subsidiaries as a harmonization of policies from PT Pertamina (Persero).

The Company has maintain positive industrial relations with all employees, which is reflected in the increase in the Employee Engagement Index which reached 80.36% in 2024. Throughout the reporting period, the Company and all Subsidiaries have always complied with all applicable laws and regulations in the labor sector. Not only that, the Company also actively supports and implements the values and principles set forth by the International Labor Organization (ILO) in carrying out obligations and responsibilities towards workers.

In 2024, the Company conducted a User Satisfaction Index (USI) Survey to evaluate the service quality and quality assurance by each function within the organization. This survey also aims to identify user behavior related to complaint behavior, to be used as a basis for determining improvement priorities and developing a more targeted service recovery approach. The survey implementation refers to the best practices in Customer Satisfaction & Loyalty Survey (CSLS) and follows the standards and Organizational Governance (TKO) applicable within the Company. The survey results showed a satisfaction score of 4.33 on a scale of 5, which is in the "Satisfied" level category.

Consistency in maintaining healthy, transparent, and equitable industrial relations, as well as compliance with regulations, contributed to the minimal potential for violations of human rights and labor provisions. The Company ensures to prevent and prohibit all forms of forced labor and child labor by complying with applicable labor regulations. In addition, the Company also ensures that its partners and suppliers comply with the same labor standards through supplier evaluation and selection mechanisms. Throughout 2024, there were no incidents or cases categorized as human rights violations against indigenous peoples' rights or labor violations within the Company. [F.19][408-1, 409-1, 411-1][11.17]

Kesejahteraan Pekerja

Workers' Welfare

Sebagai bentuk komitmen terhadap kesejahteraan tenaga kerja, Perusahaan menetapkan berbagai kebijakan guna mendukung kinerja karyawan sehingga dapat terus produktif dan berkontribusi terhadap Perusahaan. Upaya ini diwujudkan melalui pemberian remunerasi, pengelolaan waktu kerja dan istirahat secara proporsional, penyediaan fasilitas kerja sesuai standar keselamatan, serta perencanaan masa pensiun.

As a form of commitment to the worker welfare, the Company issues various policies to support employee performance so that they can continue to be productive and contribute to the Company. This effort is realized through the provision of remuneration, proportional management of working hours and rest, provision of work facilities according to safety standards, and retirement planning.

Tata Waktu dan Kebijakan Cuti

[401-3] [11.10, 11.11, 11.12]

Timing and Leave Policy

Aspek-aspek kesejahteraan karyawan diatur dalam Perjanjian Kerja Bersama (PKB), termasuk mengenai jam kerja dan jam istirahat, yang disusun untuk memastikan bahwa tidak terdapat praktik kerja paksa. Kebijakan lembur hanya diperbolehkan atas persetujuan atasan dan tanpa paksaan. Selain itu, pekerja yang melakukan lembur diwajibkan untuk melaporkan aktivitas tersebut kepada Fungsi Human Capital.

Aspects of employee welfare are regulated in the Collective Labor Agreement (CLA), including working hours and rest periods, which are structured to ensure that there are no forced labor practices. Working overtime is only allowed with the approval of superiors and without coercion. In addition, employees who work overtime are required to report the activity to the Human Capital Function.

PKB juga mengatur secara jelas hak cuti bagi pekerja, yaitu selama 17 hari kerja ditambah 2 hari untuk kalender perjalanan. Bagi pekerja yang melaksanakan ibadah haji, Perusahaan memberikan izin cuti sesuai dengan durasi aktual perjalanan haji, ditambah 2 hari kalender sebelum keberangkatan dan 2 hari kalender setelah kepulangan. Selain itu, pekerja juga memperoleh tambahan cuti selama 3 hari kalender untuk mengikuti manasik haji. Seluruh cuti haji ini diberikan di luar dari hak cuti tahunan.

The CLA also clearly regulates the leave entitlement for workers, which is 17 working days plus 2 calendar days for travel. For workers who perform the Hajj pilgrimage, the Company grants leave in accordance with the actual duration of the Hajj journey, plus 2 calendar days before departure and 2 calendar days after return. In addition, employees also receive additional leave for 3 calendar days to participate in Hajj preparations. These leaves are separate from annual leave entitlements.

Perusahaan menerapkan kebijakan cuti orang tua bagi pekerja perempuan dan laki-laki. Pekerja perempuan berhak atas cuti melahirkan selama tiga bulan, serta cuti selama satu setengah bulan apabila mengalami keguguran yang tidak disengaja (*abortus provocatus*) berdasarkan pertimbangan medis. Di sisi lain, pekerja laki-laki diberikan hak cuti selama lima hari kalender untuk mendampingi pasangan saat melahirkan atau mengalami keguguran. Sepanjang tahun 2024, sebanyak 26 pekerja perempuan dan 221 pekerja laki-laki telah memanfaatkan hak cuti ini. Dari total 247 pekerja yang mengambil cuti, 100% telah kembali aktif bekerja.

The Company implements a parental leave policy for both female and male workers. Female workers are entitled to three months of maternity leave, as well as one and a half months of leave if they experience an accidental miscarriage (*abortus provocatus*) based on medical considerations. Meanwhile, male workers are entitled to five calendar days of leave to accompany their spouse during childbirth or miscarriage. Throughout 2024, 26 female workers and 221 male workers have taken advantage of this leave. Of the total 247 workers who took leave, 100% have returned to work.



Remunerasi dan Manfaat Lainnya [F.20][2-19, 2-20, 2-21, 202-1, 401-2, 405-2][11.10, 11.11]

Remuneration and Other Benefits

Perusahaan berkomitmen untuk memberikan imbal jasa yang kompetitif bagi seluruh pekerja, dengan tetap mengacu pada ketentuan undang-undang yang berlaku, mempertimbangkan kondisi keuangan Perusahaan, serta memperhatikan *competitiveness* posisi upah di *market*. Selain itu, pekerja juga mendapatkan insentif yang disesuaikan dengan kinerja/kontribusi individu dan penilaian dari pimpinan (VP) untuk memastikan objektivitas.

Penetapan imbal jasa dilakukan secara objektif berdasarkan sejumlah parameter, antara lain status kepegawaian (PWTT atau PWT), level jabatan, lokasi kerja, serta masa kerja masing-masing pekerja. Sebagai bagian dari komitmen terhadap prinsip kesetaraan, Perusahaan memastikan bahwa penetapan imbal jasa tidak didasarkan pada perbedaan gender. Hal ini tercermin dalam rasio imbal jasa bagi pekerja baru di level awal yaitu 1:1 untuk pekerja baru perempuan dan laki-laki.

The Company is committed to providing competitive remuneration for all workers, while still adhering to the provisions of the applicable laws, considering the Company's financial condition, and taking into account the competitiveness of the wage position in the market. In addition, workers also receive incentives that are adjusted to individual performance/contribution and assessment from the leadership (VP) to ensure objectivity.

The determination of remuneration is carried out objectively based on a number of parameters, including employment status (PWTT or PWT), position level, work location, and length of service of each worker. As part of its commitment to the principle of equality, the Company ensures that the remuneration is determined regardless of gender differences. This is reflected in the pay ratio for new workers at entry level, which is 1:1 for female and male new workers.

Rasio Persentase Kenaikan Gaji Tahun 2024

Salary Increase Percentage Ratio by 2024

3,25 : 1
Rasio
Ratio

Rasio total gaji pekerja dengan level tertinggi terhadap total gaji tahunan rata-rata untuk semua pekerja
Ratio of total salary of highest level workers to total average annual salary for all workers

3,54 : 1
Rasio
Ratio

Rasio persentase kenaikan total gaji tahunan untuk pekerja dengan level tertinggi terhadap rasio peningkatan persentase median total gaji untuk semua pekerja
Ratio of percentage increase in total annual salary for highest level workers to ratio of percentage increase in median total salary for all workers

PT Pertamina Patra Niaga juga memastikan bahwa seluruh imbal jasa yang diberikan kepada pekerja berada di atas ketentuan upah minimum yang ditetapkan oleh pemerintah daerah di seluruh wilayah operasional. Di samping itu, Perusahaan turut menyediakan berbagai manfaat lainnya yang dirancang untuk mendukung kesejahteraan pekerja secara menyeluruh. Seluruh manfaat tersebut telah memenuhi dan bahkan melampaui kewajiban minimum yang diatur dalam peraturan perundang-undangan ketenagakerjaan yang berlaku.

PT Pertamina Patra Niaga also ensures that all remuneration for workers is above the minimum wage established by the local government in all operational areas. In addition, the Company also provides various other benefits designed to support the overall welfare of workers. All of these benefits have met and even exceeded the minimum obligations stipulated in the prevailing labor laws and regulations.

Program Persiapan Pensiun

Retirement Preparation Program

[201-3, 404-2][11.10]

Perusahaan menetapkan usia pensiun pekerja pada usia 56 tahun. Sebagai bentuk kepedulian terhadap transisi pekerja pensiun menuju masa purna karya, Perusahaan menyediakan Program Pelatihan Pembekalan Masa Purna Karya (PMPK). Program ini dirancang untuk membekali peserta dengan berbagai pengetahuan dan keterampilan, mencakup pengelolaan keuangan, kesehatan, psikologis, hingga wawasan *business insight*. Keikutsertaan dalam program ini bersifat sukarela. Pada 2024, dari total 40 pekerja yang memasuki masa pensiun, sebanyak 29 orang telah mengikuti program PMPK.

The Company sets the retirement age at 56 years old. To support employees transitioning into retirement, the Company provides the retiring workers with a Retirement Preparation Training Program (PMPK). This program is designed to equip participants with various knowledge and skills, including financial management, health, psychological, and business insight. Participation in this program is voluntary. In 2024, out of a total of 40 retiring workers, 29 have participated in the PMPK program.

Untuk memastikan kesejahteraan pekerja setelah memasuki masa pensiun, Perusahaan telah mendaftarkan seluruh Pekerja Waktu Tidak Tertentu (PWTT) ke dalam program BPJS Ketenagakerjaan, yang mencakup manfaat Jaminan Hari Tua (JHT) dan Jaminan Pensiun (JP) sesuai ketentuan perundang-undangan yang berlaku. Selain itu, seluruh PWTT juga terdaftar sebagai peserta Program Pensiun Iuran

To ensure the welfare of employees after retirement, the Company has registered all Non-Term Employees (PWTT) in the BPJS Employment program, including Old Age Security (JHT) and Pension Security (JP) benefits in accordance with applicable laws and regulations. In addition, all PWTT are also registered as participants in the Defined Contribution Pension Program (PPIP) registered with the Financial Institution Pension Fund

Pasti (PPIP) yang didaftarkan kepada Dana Pensiun Lembaga Keuangan (DPLK) yang sudah bekerja sama dengan perusahaan. Dalam skema ini, Perusahaan menanggung iuran sebesar 22,5% dari upah tetap pensiun per bulan, sedangkan pekerja berkontribusi sebesar 7,5%. Besaran iuran tersebut dapat disesuaikan sewaktu-waktu sesuai dengan kebijakan yang berlaku di Perusahaan.

(DPLK) that has collaborated with the company. Under this scheme, the Company bears 22.5% of the fixed monthly pension wage, while employees contribute 7.5%. The amount of contributions may be adjusted at any time in accordance with the Company's applicable policies.

Sistem Penilaian Kinerja ^[404-3]

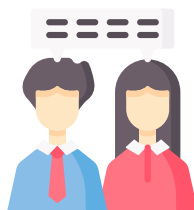
Performance Appraisal System

Selaras dengan kebijakan Pertamina, Perusahaan mengadopsi sistem penilaian kinerja berbasis *key performance indicator* (KPI), *individual goal setting* (IGS), dan AKHLAK *behaviour survey* (ABS). Seluruh proses penilaian kinerja melibatkan tinjauan dari HC Business Partner untuk menjamin objektivitas dan akurasi penilaian. Monitoring dan evaluasi kinerja dilakukan secara berkala, yaitu pada pertengahan tahun dan di akhir tahun. Sepanjang tahun 2024, seluruh pekerja (100%) telah menjalani proses penilaian kinerja. Hasil evaluasi digunakan sebagai dasar dalam pengambilan keputusan strategis terkait pengembangan karier, peningkatan kompetensi, dan penentuan remunerasi. Perusahaan menjamin bahwa seluruh proses dilakukan secara adil, transparan, dan bebas diskriminasi.

In line with Pertamina's policy, the Company adopts a performance appraisal system based on key performance indicator (KPI), individual goal setting (IGS), and AKHLAK behavior survey (ABS). The entire performance appraisal process involves a review from the HC Business Partner to ensure objectivity and accuracy of the assessment. Performance monitoring and evaluation is conducted periodically, in the middle of the year and at the end of the year. Throughout 2024, all employees (100%) have undergone the performance appraisal process. The evaluation results are used as the basis for strategic decision-making related to career development, competency improvement, and remuneration determination. The Company ensures that the entire process is conducted in a fair and transparent manner, as well as free from discrimination.

Jumlah Pekerja yang Mendapatkan Promosi Jabatan Berdasarkan Gender

Number of Employees Promoted by Gender



Gender	2024	2023	2022
Laki-Laki Male	895	716	678
Perempuan Female	135	108	225
Jumlah	1.030	824	903

Jumlah Pekerja yang Mendapatkan Promosi Jabatan Berdasarkan Jabatan

Number of Employees Promoted by Position



Jabatan	2024	2023	2022
Executive	12	6	4
Junior Executive	66	41	28
Senior Staff	263	142	114
Staff	625	358	381
Junior Staff	64	277	376
Jumlah	1.030	824	903

Kebijakan HAM dan Uji Tuntas HAM

Human Rights Policy and Human Rights Due Diligence



Penghormatan terhadap Hak Asasi Manusia merupakan prinsip dasar yang diintegrasikan dalam seluruh aspek operasional Perusahaan. Perlindungan terhadap pekerja, masyarakat, lingkungan, dan pemangku kepentingan telah ditegaskan dalam *Human Rights Policy*: Kebijakan yang Menjamin Hak Asasi Manusia dalam Bisnis Perusahaan. Dokumen ini telah memperoleh legitimasi formal melalui pengesahan oleh Direktur SDM dan Penunjang Bisnis.

Sebagai wujud implementasi kebijakan tersebut, Perusahaan telah melakukan berbagai inisiatif untuk memastikan penghormatan dan perlindungan HAM secara konsisten di seluruh lini operasional. Upaya-upaya tersebut antara lain meliputi:

1. Mencegah aktivitas yang menimbulkan dampak negatif terhadap HAM.
2. Menyediakan sarana untuk penyampaian keluhan terkait pelanggaran tata kelola perusahaan, termasuk prinsip-prinsip HAM.
3. Melakukan uji tuntas HAM secara berkelanjutan dalam kegiatan bisnis Perusahaan.
4. Melakukan uji tuntas HAM dalam menjalin hubungan bisnis dan pada rantai pasok Perusahaan.
5. Menumbuhkan budaya menghormati HAM di antara Perwira Perusahaan.

Respect for human rights is a fundamental principle that is integrated in all aspects of the Company's operations. Protection of workers, communities, the environment, and stakeholders has been affirmed in the Human Rights Policy: A Policy that Guarantees Human Rights in the Company's Business. This document has obtained formal legitimacy through endorsement by the Director of Human Resources and Business Support.

As a form of implementation of the policy, the Company has consistently undertaken various initiatives to ensure respect and protection of human rights in all lines of operations. These efforts include:

1. Preventing activities that have a negative impact on human rights.
2. Providing facilities for the submission of complaints related to violations of corporate governance, including human rights principles.
3. Continuously conducting human rights due diligence in the Company's business activities.
4. Conducting human rights due diligence in establishing business relationships and in the Company's supply chain.
5. Fostering a culture of respect for human rights among Company Officers.

6. Menolak segala jenis diskriminasi terhadap pelanggan dan pengguna produk dan layanan Perusahaan.
7. Menghormati HAM masyarakat adat terutama yang berada di wilayah yang terpengaruhi oleh kegiatan operasional dan aset Perusahaan.
8. Menjamin hak pekerja, tanpa perbedaan apapun.

Dalam mewujudkan lingkungan kerja yang menjunjung tinggi nilai-nilai HAM, Perusahaan secara konsisten membangun budaya yang menolak segala bentuk diskriminasi, kekerasan, konflik, dan pelecehan sesuai dengan Kebijakan HAM dan Kebijakan Respectful Workplace yang kami miliki. Seluruh pihak yang berada di lingkungan kerja didorong untuk melaporkan setiap dugaan pelanggaran melalui berbagai jalur, termasuk sistem *whistleblowing*, email respect@pertamina.com, atau melalui atasan dan fungsi Human Capital. Identitas pelapor dijamin kerahasiaannya, dan setiap laporan akan ditindak secara tegas berdasarkan ketentuan dalam PKB, termasuk sanksi administratif maupun pemutusan hubungan kerja.

Perusahaan telah menetapkan proses pemantauan yang terstruktur untuk memastikan efektivitas kebijakan HAM. Pemantauan dilakukan melalui Uji Tuntas HAM secara berkala, meliputi identifikasi risiko HAM, evaluasi kepatuhan, serta tindak lanjut atas temuan di internal maupun rantai pasok. Uji tuntas HAM dilakukan menggunakan Pertamina Industrial Peace Level (PIPL), yang berfungsi untuk mengaudit implementasi empat klaster aspek ketenagakerjaan sekaligus mengevaluasi pelaksanaan kebijakan terkait HAM dan ketenagakerjaan. Pada tahun 2022, Perusahaan telah melakukan uji tuntas HAM yang memperoleh nilai di atas standar mutual dan dikategorikan dalam tingkat "Advance".

Perusahaan memiliki kebijakan kode etik yang telah disosialisasikan dan diimplementasikan oleh seluruh karyawan, baik itu karyawan tetap, kontrak, maupun tenaga kerja alihdaya. Dalam hal ini, Perusahaan memastikan bahwa seluruh tenaga keamanan tunduk pada kebijakan tersebut yang mengutamakan etika, hukum, maupun penghormatan terhadap HAM. Untuk memastikan pelaksanaan berjalan secara efektif, dilakukan pengawasan secara internal oleh manajemen melalui evaluasi berkala serta pelaporan dari unit terkait.

6. Rejecting any kind of discrimination against customers and users of the Company's products and services.
7. Respecting the human rights of indigenous peoples, especially those in areas affected by the Company's operations and assets.
8. Ensuring rights of workers without discrimination.

In realizing a work environment that upholds human rights values, the Company consistently builds a culture with zero tolerance towards all forms of discrimination, violence, conflict, and harassment, in accordance with our Human Rights Policy and Respectful workplace Policy. All parties in the work environment are encouraged to report any suspected violations through various channels, including the whistleblowing system, email respect@pertamina.com, or through supervisors and the Human Capital function. The identity of the whistleblower is guaranteed confidentiality, and any report will be dealt with strictly based on the provisions in the CLA, including administrative sanctions or termination of employment.

The Company has established a structured monitoring process to ensure the effectiveness of the Human Rights policy. Monitoring is carried out through periodic Human Rights Due Diligence, including identification of human rights risks, evaluation of compliance, and follow-up on findings in the internal and supply chain. Human Rights Due Diligence is conducted using the Pertamina Industrial Peace Level (PIPL), which serves to audit the implementation of four clusters of labor aspects while evaluating the implementation of policies related to human rights and labor. In 2022, the Company has conducted human rights due diligence that obtained a score above the mutual standard and categorized in the "Advance" level.

The Company has a code of conduct policy that has been socialized and implemented by all employees, including permanent, contract, and outsourced employees. In this case, the Company ensures that all security personnel comply with the policy which prioritizes ethics, law, and respect for human rights. To ensure effective implementation, internal supervision is carried out by management through periodic evaluations and reports from related units.

Pengelolaan Dampak Operasi terhadap Masyarakat

Managing the Impact of Operations on Communities

[F.23,F.28][413-1, 413-2][11.15, 11.18]

Pertamina Patra Niaga menerapkan prinsip Free, Prior and Informed Consent (FPIC) dalam setiap kegiatan yang berpotensi berdampak pada masyarakat, khususnya komunitas lokal dan masyarakat adat. Prinsip ini diwujudkan melalui konsultasi sejak tahap perencanaan, penyampaian informasi yang transparan, serta persetujuan sukarela tanpa tekanan, sehingga tercipta hubungan yang harmonis dan saling menguntungkan antara perusahaan dan masyarakat.

Perusahaan menyadari bahwa setiap kegiatan operasional memiliki potensi menimbulkan dampak, baik positif maupun negatif. Di satu sisi, aktivitas bisnis Perusahaan berkontribusi nyata dalam menyediakan energi yang terjangkau dan andal, menjaga ketahanan pasokan energi nasional, serta mendorong peningkatan kualitas hidup masyarakat. Namun demikian, Perusahaan juga mengakui adanya risiko dan dampak negatif yang dapat terjadi, seperti insiden luberan tangki BBM di Terminal Bahan Bakar Minyak (TBBM) Tuban. Sebagai bentuk tanggung jawab, jajaran Direksi bersama seluruh Perwira PT Pertamina Patra Niaga menyampaikan permohonan maaf yang sebesar-besarnya atas insiden tersebut. Perusahaan segera melakukan investigasi untuk menelusuri penyebab kejadian tersebut dan mengerahkan *vacuum truck* serta *oil-absorbent* untuk menyedot sisa BBM yang meluber. Area terdampak juga diamankan dengan dinding isolasi guna mencegah penyebaran lebih lanjut. Demi menjaga keselamatan, ribuan warga juga dievakuasi ke lokasi yang lebih aman. Kejadian ini juga menjadi titik evaluasi penting bagi Perusahaan untuk melakukan refleksi menyeluruh demi mencegah terulangnya kejadian serupa di masa. Selain itu, sebagai upaya pencegahan bencana kebakaran di masyarakat, PPN mengadakan sosialisasi penanganan kebakaran ke masyarakat setempat yang meliputi penanganan evakuasi maupun pemadaman api.

Selain penanganan insiden, Perusahaan secara berkala melakukan pemetaan sosial dan penilaian dampak operasional untuk mengidentifikasi potensi risiko yang dapat timbul di masyarakat sekitar. Melalui diskusi kelompok terarah (*focus group discussion*), Perusahaan menyusun rencana mitigasi secara proaktif

Pertamina Patra Niaga applies the principle of Free, Prior and Informed Consent (FPIC) in every activity that has the potential to impact the community, especially local communities and indigenous peoples. This principle is realized through consultation since the planning stage, transparent information delivery, and voluntary consent without pressure, so as to create a harmonious and mutually beneficial relationship between the company and the community.

The Company recognizes that every operational activity has both positive and negative potential impacts. On the one hand, the Company's business activities contribute significantly to providing affordable and reliable energy, maintaining the resilience of national energy supplies, and encouraging improvements in the community's quality of life. However, the Company also recognizes the risks and negative impacts that can occur, such as the fuel tank overflow incident at the Tuban Fuel Oil Terminal (TBBM). As a form of responsibility, the Board of Directors and all PT Pertamina Patra Niaga Officers sincerely apologized for the incident. The Company immediately conducted an investigation to trace the cause of the incident and deployed a vacuum truck and oil-absorbent to suck up the remaining overflowing fuel. The affected area was also secured with an isolation wall to prevent further spread. In order to maintain safety, thousands of residents were also evacuated to safer locations. This incident is a crucial point of evaluation for the Company to reflect thoroughly to prevent the recurrence of similar incidents in the future. In addition, as part of efforts to prevent fires in the community, PPN conducts fire management awareness campaigns for local communities, covering evacuation and firefighting procedures.

In addition to incident management, the Company regularly conducts social mapping and operational impact assessments to identify potential risks that may arise in the surrounding communities. Through focus group discussions, the Company proactively develops mitigation plans to minimize negative impacts and

guna meminimalkan dampak negatif dan memastikan program Tanggung Jawab Sosial dan Lingkungan (TJSL) selaras dengan kebutuhan masyarakat serta kondisi lingkungan. Dalam perencanaan tersebut, Perusahaan turut melibatkan tokoh masyarakat, pemerintah, dan institusi lain, baik dari sektor publik maupun swasta untuk memastikan pendekatan yang kolaboratif dan berkelanjutan.

ensure that the Social and Environmental Responsibility (CSR) program is in line with community needs and environmental conditions. In the planning, the Company involves community leaders, government, and other institutions from both the public and private sectors to ensure a collaborative and sustainable approach

Perencanaan, Biaya, Monitoring, dan Evaluasi [F.24][413-1]

Planning, Costing, Monitoring, and Evaluation

Hasil pemetaan sosial yang dilakukan oleh Perusahaan menjadi dasar dalam penyusunan Rencana Strategis (Renstra) dan Rencana Kerja (Renja) program TJSL di setiap unit operasional. Proses perencanaan ini dilakukan secara berjenjang, dimulai dari unit lokasi ke manajemen regional kemudian diajukan ke tingkat Perusahaan guna memperoleh persetujuan.

The results of social mapping conducted by the Company form the basis for the preparation of the Strategic Plan (Renstra) and Work Plan (Renja) of the TJSL program in each operational unit. This planning process is carried out in stages, starting from the location unit to regional management and then submitted to the Company level for approval.

Seluruh pelaksanaan program TJSL mengacu pada prinsip-prinsip dasar yang telah ditetapkan oleh Pertamina, dan selaras dengan pilar-pilar ESG.

The entire implementation of the CSR program refers to the basic principles set by Pertamina, and is in line with the ESG pillars.

PERTAMINA CERDAS:

Meningkatkan akses pendidikan untuk membangun SDM yang berkualitas.
Improving access to education to build quality human resources.

PERTAMINA HIJAU:

Melestarikan lingkungan, terutama untuk mengurangi dampak negatif terhadap lingkungan dan menjalankan praktik ramah lingkungan.
Preserving the environment, especially to reduce negative impacts on the environment and carry out environmentally friendly practices.



PERTAMINA SEHAT:

Memenuhi hak dasar atas kesehatan untuk mencetak generasi yang sehat dan mendorong kesejahteraan.
Fulfilling the basic right to health to create a healthy generation and encourage prosperity.

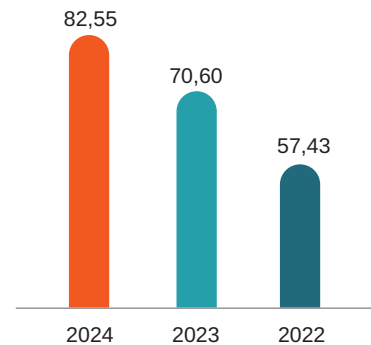
PERTAMINA BERDIKARI:

Mendukung penguatan kelompok masyarakat dalam peningkatan dan kemandirian ekonomi masyarakat.
Supporting the strengthening of community groups in the improvement and economic independence of the community.

Pendanaan program TJSL Perusahaan bersumber dari laba bersih yang dialokasikan dalam dokumen Rencana Kerja dan Anggaran Perusahaan (RKAP). Anggaran tersebut digunakan untuk melaksanakan program TJSL di 507 desa binaan di 32 provinsi. Sebanyak lebih dari 19 ribu orang menerima manfaat secara langsung, sementara dampak tidak langsung diperkirakan menjangkau lebih dari 929 ribu penerima.

Funding for the Company's CSR program is sourced from net profit which is specifically allocated and included in the Company's Work Plan and Budget (RKAP) document. The budget was utilized for the implementation of CSR programs in 507 assisted villages in 32 provinces. More than 19 thousand people received direct benefits, while indirect impacts were estimated to reach more than 929 thousand beneficiaries.

Realisasi Anggaran TJSL (Rp miliar)
Realization of the CSR budget
(Rp billion)



Perusahaan melaksanakan kegiatan monitoring dan evaluasi secara berkala setiap tiga bulan sekali. Proses ini menjadi tanggung jawab Fungsi Corporate Social Responsibility & Small Medium Enterprise Partnership Program (CSR & SMEPP). Laporan hasil monitoring dan evaluasi digunakan sebagai alat ukur untuk memantau perkembangan program, mengidentifikasi tantangan yang dihadapi, serta menggali peluang pengembangan dan inovasi program. Selain itu, Perusahaan juga menerapkan metode Social Return on Investment (SROI) untuk mengukur dampak sosial dari program-program TJSL yang dijalankan. Pada tahun 2024, penilaian SROI dilakukan terhadap 42 program. Hasilnya menunjukkan bahwa rata-rata nilai SROI berada pada angka 2,2, yang berarti setiap investasi dalam program TJSL telah memberikan dampak sosial yang lebih besar dari nilai investasi yang dikeluarkan.

The Company conducts regular monitoring and evaluation activities every three months. This process is the responsibility of the Corporate Social Responsibility & Small Medium Enterprise Partnership Program (CSR & SMEPP) function. The monitoring and evaluation report is used as a measuring tool to monitor program progress, identify challenges faced, and explore opportunities for program development and innovation. In addition, the Company also applies the Social Return on Investment (SROI) method to measure the social impact of its CSR programs. In 2024, an SROI assessment was conducted on 42 programs. The results show that the average SROI value is 2.2, which means that each investment in the TJSL program has provided a social impact that is greater than the investment value spent.

Perusahaan terus berupaya meningkatkan dampak positif program TJSL melalui pendekatan yang inovatif dan partisipatif bersama masyarakat. Dalam pelaksanaannya, Perusahaan juga membuka ruang dialog dengan menyediakan kanal pengaduan agar masyarakat dapat menyampaikan masukan atau keluhan terkait pelaksanaan program. Perusahaan menyediakan dua mekanisme bagi masyarakat untuk menyampaikan pengaduan atau konsultasi terkait program TJSL.

The Company continues to strive to increase the positive impact of CSR programs through innovative and participatory approaches with the community. In its implementation, the Company also opens a space for dialogue by providing a complaint channel so that the community can submit input or complaints related to program implementation. The Company provides two mechanisms for the community to submit complaints or consultations related to the CSR program.

- Masyarakat yang berada di wilayah ring 1 dapat menyampaikan pengaduan secara langsung kepada unit lokasi terkait, seperti *integrated terminal*, *fuel terminal*, *LPG terminal*, maupun *aviation fuel terminal*. Pengaduan juga dapat disampaikan

- People in the ring 1 area can submit complaints directly to the relevant location units, such as integrated terminals, fuel terminals, LPG terminals, and aviation fuel terminals. Complaints can also be submitted through the relevant Community



melalui Community Development Officer (CDO) terkait. Setiap pengaduan yang diterima akan ditindaklanjuti melalui diskusi bersama pemerintah daerah dan masyarakat setempat. Selain itu juga terdapat diskusi kelompok terarah dengan masyarakat setempat untuk membahas keluhan yang disampaikan.

- Pengaduan juga dapat disampaikan melalui Pertamina Call Center 135. Setiap laporan yang masuk akan diteruskan ke unit terkait di tingkat regional maupun holding, dan ditindaklanjuti oleh Fungsi Corporate Secretary.

Sepanjang periode pelaporan, Pertamina Call Center 135 mencatat sebanyak 1.255 interaksi terkait TJSL dari masyarakat. Interaksi tersebut diklasifikasikan ke dalam 3 kategori utama, yaitu permohonan, permintaan informasi, serta pengaduan atau keluhan. Sebagian besar interaksi berisi permohonan bantuan, seperti dukungan program, pembangunan, pendidikan, dan beasiswa. Tidak terdapat keluhan atau pengaduan yang disampaikan terkait pelaksanaan program TJSL yang sedang maupun telah berjalan di lapangan. Dalam menindaklanjuti setiap permohonan, Perusahaan melakukan koordinasi dengan unit atau regional setempat untuk melaksanakan survei lapangan. Apabila hasil survei menunjukkan kelayakan, permohonan akan diproses lebih lanjut dan diberikan bantuan sesuai dengan kebijakan Perusahaan. Sebaliknya, apabila permohonan dinilai belum memenuhi kriteria, maka Perusahaan akan menyampaikan penolakan secara tertulis kepada pihak pemohon.

Development Officer (CDO). Every complaint received will be followed up through discussions with local governments and local communities. In addition, there is also a focus group discussion with the local community to discuss the complaints submitted.

- Complaints can also be submitted through Pertamina Call Center 135. Each incoming report will be forwarded to the relevant units at the regional and holding levels, and followed up by the Corporate Secretary Function.

During the reporting period, Pertamina Call Center 135 recorded 1,255 interactions related to CSR from the community. The interactions were classified into 3 main categories, namely requests, information requests, and complaints. Most of the interactions contained requests for assistance, such as support programs, development, education, and scholarships. There are no complaints or grievances submitted regarding the implementation of CSR programs that are currently or have been running in the field. In following up on each request, the Company coordinates with the local unit or region to conduct a field survey. If deemed feasible, these requests will proceed to receive assistance according to Company policy. On the contrary, if the request do not meet the criteria, the Company will sent a written rejection to the applicant.

Pelibatan dan Pengembangan Masyarakat [F.25][413-1]

Community Involvement and Development



Sebanyak 395 program TJSL telah direalisasikan di berbagai wilayah Indonesia sepanjang tahun 2024. Program-program tersebut memberikan dampak positif secara langsung kepada lebih dari 19 ribu individu, serta manfaat tidak langsung yang dirasakan oleh lebih dari 929 ribu orang lainnya.

A total of 395 CSR programs have been realized in various parts of Indonesia throughout 2024. These programs provided direct positive impacts to more than 19 thousand individuals, as well as indirect benefits felt by more than 929 thousand other people.

PT Pertamina Patra Niaga menginisiasi program Green Movement Used Cooking Oil (UCO) untuk mengumpulkan minyak jelantah di SPBU serta rumah sakit milik Indonesia Health Corporation (IHC) Pertamina yang berlokasi di wilayah Jabodetabek dan Bandung. Minyak jelantah yang terkumpul akan didaur ulang menjadi bahan baku biofuel. Skema pelaksanaan dilakukan melalui kerja sama dengan mitra. PT Pertamina Patra Niaga menyediakan lokasi, platform digital, serta kegiatan edukasi, sementara mitra kerja membeli UCO dari masyarakat dan memberikan kompensasi. Program yang resmi berjalan pada 22 Desember 2024 ini telah diterapkan di 7 titik awal (4 SPBU, 2 RS IHC, dan 1 kantor Pertamina) dengan dukungan aplikasi MyPertamina dan UCollect untuk memudahkan setoran dan pencatatan digital.

PT Pertamina Patra Niaga initiated the Green Movement Used Cooking Oil (UCO) program to collect used cooking oil at gas stations and hospitals owned by Pertamina's Indonesia Health Corporation (IHC) located in the Greater Jakarta (Jabodetabek) and Bandung areas. The used cooking oil collected will be recycled into biofuel feedstock. The program is conducted under cooperation scheme with partners. PT Pertamina Patra Niaga provides locations, digital platforms, and educational activities, while partners buy UCO from the community and give compensation. The program, which officially rolled out on December 22, 2024, has been implemented at 7 starting points (4 gas stations, 2 IHC hospitals, and 1 Pertamina office) with the support of MyPertamina and UCollect applications to facilitate digital deposits and records.

Perusahaan membagikan rekam jejak berbagai program CID yang telah memberikan dampak positif serta menjadi rujukan untuk direplikasi di wilayah lain. Beberapa di antaranya meliputi:

ECO-RISA - Aviation Fuel Terminal (AFT) Supadio

Program ECO-RISA yang diinisiasi oleh Aviation Fuel Terminal (AFT) Supadio hadir sebagai respons terhadap permasalahan sampah pembalut sekali pakai yang berdampak signifikan pada lingkungan. Melalui inovasi sosial, program ini memanfaatkan limbah daun nanas yang sebelumnya dibakar dan berkontribusi pada emisi GRK sebagai bahan baku pembalut ramah lingkungan (eco-pad). Inisiatif ini berhasil menekan limbah pembalut hingga 5,184 ton, mengurangi emisi sebesar 0,759 ton CO₂eq dari pembakaran limbah daun nanas dan sabut kelapa, serta menurunkan volume limbah daun nanas hingga 12 ton per tahun, program ini juga menciptakan nilai ekonomi bagi masyarakat lokal dengan mendorong usaha mikro, pelatihan keterampilan, serta pendapatan kelompok penerima manfaat sebesar Rp132,5 juta. Dengan melibatkan perempuan dan komunitas pesantren, serta mendukung praktik inklusif dalam pengelolaan sabut kelapa dan limbah daun nanas, program ini berkontribusi terhadap perbaikan kondisi sosial dan lingkungan secara menyeluruh.

Uma Palak Lestari-Aviation Fuel Terminal Ngurah Rai

Uma Palak Lestari yang dijalankan di Aviation Fuel Terminal Ngurah Rai merupakan inovasi sosial berbasis teknologi pertanian berkelanjutan yang bertujuan mendorong ketahanan pangan dan memperkuat inklusi sosial, dengan melibatkan kelompok rentan seperti lansia dan penyandang disabilitas. Program ini memadukan penggunaan pembangkit microhydro, panel surya, sistem irigasi berbasis IoT, dan pengolahan limbah organik. Dampaknya antara lain penurunan emisi karbon sebesar 40,3662 kg/kWh per bulan, pemanfaatan energi terbarukan di lahan sawah seluas 10,26 hektar, dan penggunaan pupuk organik di 5 hektar lahan. Dari sisi ekonomi, program ini meningkatkan pendapatan dari penjualan padi kering sebesar Rp300.000 per are (70 kg), mengoptimalkan biaya pestisida sebesar Rp4.500.000 per tahun, serta menumbuhkan enam usaha mikro di sekitar jalur usaha

The company shared the track record of various CID programs that have had a positive impact and become a reference for replication in other areas. Some of them include:

ECO-RISA - Aviation Fuel Terminal (AFT) Supadio

The ECO-RISA program initiated by Aviation Fuel Terminal (AFT) Supadio comes as a response to the problem of disposable sanitary napkin waste that has a significant impact on the environment. Through social innovation, this program utilizes pineapple leaf waste that was previously burned and contributed to GHG emissions as raw material for eco-pads. This initiative has successfully reduced sanitary napkin waste by 5.184 tons, reducing emissions by 0.759 tons CO₂eq from burning pineapple leaf waste and coconut husk, and reducing the volume of pineapple leaf waste by 12 tons per year, the program also creates economic value for local communities by encouraging micro-enterprises, skills training, and beneficiary group income of Rp132.5 million. By involving women and the pesantren community, and supporting inclusive practices in coir and pineapple leaf waste management, the program contributes to the overall improvement of social and environmental conditions.

Uma Palak Lestari-Aviation Fuel Terminal Ngurah Rai

Uma Palak Lestari, run at Ngurah Rai Aviation Fuel Terminal, is a social innovation based on sustainable agriculture technology that aims to promote food security and strengthen social inclusion, by involving underserved groups such as the elderly and people with disabilities. The program combines the use of microhydro plants, solar panels, IoT-based irrigation systems, and organic waste processing. The impacts include a reduction in carbon emissions by 40.3662 kg/kWh per month, the use of renewable energy on 10.26 hectares of paddy fields, and the use of organic fertilizer on 5 hectares of land. In economic aspect, the program increased income from the sale of dry rice by Rp300,000 per acre (70 kg), reduced pesticide costs by Rp4,500,000 per year, and built six micro-enterprises around the farming line. In addition, the program improved the community's quality of life through the

tani. Selain itu, program turut memperbaiki kualitas hidup masyarakat lewat penyediaan ruang terbuka hijau, pengembangan wisata tani, dan eksposur hingga tingkat forum internasional, sehingga menjadi praktik inklusif yang patut dicontoh.

PUANMAKARI – Integrated Terminal Makassar

Program PUANMAKARI adalah inovasi sosial yang menyeluruh dengan fokus pada pemberdayaan perempuan dan perlindungan anak, khususnya bagi korban kekerasan dalam rumah tangga. Program ini juga menyediakan *shelter* sebagai pusat edukasi, pelatihan, dan pendampingan melalui kelas *parenting*, kewirausahaan, sekolah anak percaya diri, serta layanan pendampingan hukum dan psikologis. Selain itu, pengembangan platform Jaga-Kita.com memungkinkan jangkauan perlindungan lebih luas untuk perempuan dan anak di seluruh Kota Makassar. Berkat program ini, sebanyak 230 anak mendapatkan pendampingan melalui kurikulum Sekolah Anak Percaya Diri (SAPD), dan 24 perempuan serta anak dewasa SAPD memperoleh akses kesempatan kerja.

Gema Sehati-Aviation Fuel Terminal Bandara Internasional Lombok

Program Gema Sehati dirancang untuk mengatasi tingginya angka anak stunting, kurangnya pengelolaan limbah organik, serta memberdayakan purna tenaga kerja wanita dengan kondisi ekonomi rendah. Melalui pengolahan sampah organik, aktivitas pertanian, peternakan, serta penerapan *Smart Watering System* yang mampu menghemat penggunaan air hingga 27%, program ini berkontribusi pada perbaikan lingkungan sekaligus menciptakan ekonomi sirkular yang meningkatkan kesejahteraan masyarakat. Program ini juga berhasil menyerap emisi gas rumah kaca sebesar 1,49 ton CO₂eq per tahun dari pengolahan sampah organik dan mengelola 6.800 kg sampah organik selama Januari–Agustus 2024. Dari sisi ekonomi, pendapatan unit kegiatan meningkat hingga Rp56,4 juta, sekaligus memberdayakan 25 anggota kelompok AI-Haqiqi yang terdiri dari PMI Purna dan lansia.

provision of green open spaces, development of farm tourism, and exposure to international forums, making it an exemplary inclusive practice.

PUANMAKARI - Integrated Terminal Makassar

The PUANMAKARI program is a comprehensive social innovation with a focus on women's empowerment and child protection, particularly for victims of domestic violence. The program also provides shelter as a center for education, training, and mentoring through parenting classes, entrepreneurship, confident children's school, as well as legal and psychological assistance services. In addition, the development of the Jaga-Kita.com platform enables a wider range of protection for women and children throughout Makassar City. This program managed to provide assistance to 230 children through the Sekolah Anak Percaya Diri (SAPD) curriculum, and 24 SAPD women and adults gained access to employment opportunities.

Gema Sehati-Aviation Fuel Terminal Lombok International Airport

The Gema Sehati program is designed to address the high number of stunted children, lack of organic waste management, and empower ex-women migrant workers with low income. Through organic waste processing, agricultural activities, animal husbandry, and the implementation of a Smart Watering System that can save water usage by 27%, this program contributes to environmental improvement while creating a circular economy that improves community welfare. The program also managed to absorb greenhouse gas emissions of 1.49 tons CO₂eq per year from organic waste processing and managed 6,800 kg of organic waste during January-August 2024. From the economic aspect, the income of the activity unit increased to Rp56.4 million, while empowering 25 members of the AI-Haqiqi group consisting of former migrant workers (PMI Purna) and the elderly.

Darling Paparisa - Aviation Fuel Terminal Pattimura

Program WasteWise Initiative: Darling Paparisa merupakan inovasi sosial unggulan dari AFT Pattimura yang menanggapi persoalan sampah plastik bernilai rendah serta rendahnya kesadaran lingkungan di masyarakat Negeri Laha. Program ini menggabungkan edukasi lingkungan melalui kurikulum PAUD berbasis ecobrick, penerapan sistem SPP Berbayar Sampah, dan pemberdayaan kelompok rentan seperti ibu rumah tangga, lansia, serta penyandang disabilitas dalam kegiatan pengelolaan sampah dan produksi ecobrick. Dari sisi ekonomi, 78 ibu rumah tangga, 35 lansia, dan 15 penyandang disabilitas memperoleh peningkatan pendapatan kelompok hingga Rp450.000 per bulan, sementara nasabah terbaik Bank Sampah mampu mendapatkan penghasilan hingga Rp1,5 juta per bulan. Sementara dari sisi lingkungan, lebih dari 1.300 kg plastik bernilai rendah telah berhasil diolah menjadi produk bermanfaat seperti sofa ramah lingkungan, sekaligus menekan penumpukan sampah di wilayah pesisir wisata.

SOHIB - Aviation Fuel Terminal Adi Soemarmo

SOHIB berfokus pada pelestarian Waduk Cengklik dan pemberdayaan ekonomi masyarakat Desa Sobokerto dengan mengolah 2.500 kg gulma enceng gondok menjadi biogas untuk listrik penerangan jalan, mengurangi emisi 0,77 ton CO₂eq dan menghemat biaya listrik Rp1,2 juta per bulan. Program ini juga berhasil merehabilitasi ekosistem waduk dan memberikan dampak lingkungan positif senilai Rp90 juta melalui pengurangan sedimentasi dan revitalisasi fungsi waduk.

Kampung Tue Berdaye - Aviation Fuel Terminal Hang Nadim

Program ini memberdayakan 12 kelompok rentan, seperti nelayan, buruh, lansia, dan janda, melalui budidaya perikanan dan pertanian dengan pemanfaatan limbah organik menjadi produk seperti Banana Bio Fish, Maggi Fish, dan Ecoenzyme. Program ini menggunakan panel surya untuk mendukung kegiatan perikanan serta berhasil menyerap 7,24 ton CO₂eq per tahun dari rehabilitasi mangrove. Pendapatan nelayan meningkat hingga Rp4,8 juta per bulan, ditambah Rp750 ribu dari UMKM dan penjualan ecoenzyme.

Darling Paparisa - Aviation Fuel Terminal Pattimura

The WasteWise Initiative: Darling Paparisa program is AFT Pattimura's flagship social innovation that responds to the issue of low-value plastic waste and low environmental awareness in the Negeri Laha community. The program combines environmental education through an ecobrick-based early childhood education curriculum, the implementation of a SPP Berbayar Sampah system which use waste to pay tuition, and the empowerment of vulnerable groups such as housewives, the elderly, and people with disabilities in waste management and ecobrick production activities. In the economic aspect, 78 housewives, 35 elderly and 15 people with disabilities have seen their group income increase by up to Rp450,000 per month, while the Waste Bank's best customers have been able to earn up to Rp1.5 million per month. In the environmental side, more than 1,300 kg of low-value plastic has been successfully processed into useful products such as eco-friendly sofas, while reducing the accumulation of waste in coastal tourism areas.

SOHIB - Adi Soemarmo Aviation Fuel Terminal

SOHIB focuses on preserving the Cengklik Reservoir and empowering the economy of the Sobokerto Village community by processing 2,500 kg of water hyacinth weeds into biogas for street lighting electricity, reducing emissions of 0.77 tons CO₂eq and saving Rp1.2 million per month in electricity costs. The program also successfully rehabilitated the reservoir ecosystem and provided a positive environmental impact of Rp90 million through sedimentation reduction and revitalization of reservoir functions.

Kampung Tue Berdaye - Aviation Fuel Terminal Hang Nadim

This program empowers 12 vulnerable groups, such as fishermen, laborers, elderly, and widows, through aquaculture and agriculture by utilizing organic waste into products such as Banana Bio Fish, Maggi Fish, and Ecoenzyme. The program uses solar panels to support fisheries activities and managed to absorb 7.24 tons of CO₂eq per year from mangrove rehabilitation. Fishermen's income increased to Rp4.8 million per month, plus Rp750 thousand from MSMEs and ecoenzyme sales.

Waste to Value - Integrated Terminal Balikpapan

Waste to Value memberdayakan kelompok rentan melalui *urban farming*, pengelolaan sampah, produk Enzymatic Mikroorganisme (EMO), dan *rainwater harvesting*, serta penggunaan *oil catcher* sebagai biopestisida. Program ini berhasil mengelola 1,2 ton sampah organik per tahun, mengurangi emisi GRK sebesar 115,97 ton CO₂eq, dan menghemat biaya air serta pupuk lebih dari Rp340 juta per tahun. Secara ekonomi, program meningkatkan omzet UMKM pertanian sebesar Rp108,8 juta per tahun dan pendapatan kelompok hingga 26,68%.

Bengkel EduPreneur - Integrated Terminal Semarang

Program ini mengintegrasikan pemberdayaan ekonomi, peningkatan keterampilan, dan konservasi lingkungan melalui *learning center* otomotif, *ecocleaning kit* dari limbah mangrove, filtrasi air *aqua cycle*, dan knalpot perahu tanpa suara. Program ini berhasil mengentaskan 19 individu dari kemiskinan, membentuk dua kelompok usaha resmi, serta meningkatkan pendapatan anggota hingga Rp1.638.000 per bulan untuk Bengkel EduPreneur dan Rp687.000 per bulan untuk kelompok Mina Mangun Sari.

Mapalili 4.0 - Fuel Terminal Pare-pare

Program ini mengembangkan pertanian dan peternakan berkelanjutan dengan sistem irigasi tetes hemat air, pengolahan *slurry* biogas menjadi pupuk cair organik, dan pengelolaan limbah pertanian. Program ini menghemat air 1.200 m³/ha/tahun, menyerap 302,78ton CO₂eq per tahun, serta meningkatkan pendapatan pertanian hingga Rp1.815.385 tiap orang per bulan dan Rp54 juta dari penjualan pupuk cair per tahun. Selain itu, program menyelesaikan konflik lahan, membentuk empat kelembagaan baru, dan meningkatkan kesejahteraan 38 penerima manfaat langsung serta 145 penerima manfaat tidak langsung.

Waste to Value - Balikpapan Integrated Terminal

Waste to Value empowers vulnerable groups through urban farming, waste management, Enzymatic Microorganism (EMO) products, and rainwater harvesting, as well as the use of oil catchers as biopesticides. The program managed 1.2 tons of organic waste per year, reduced GHG emissions by 115.97 tons CO₂eq, and saved more than Rp340 million per year in water and fertilizer costs. Economically, the program increased the turnover of agricultural MSMEs by IDR108.8 million per year and group income by 26.68%.

EduPreneur Workshop - Integrated Terminal Semarang

This program integrates economic empowerment, skills enhancement, and environmental conservation through automotive learning center, ecocleaning kit from mangrove waste, aqua cycle water filtration, and silent boat exhaust. The program successfully lifted 19 individuals out of poverty, formed two official business groups, and increased member income to Rp1,638,000 per month for the EduPreneur Workshop and Rp687,000 per month for the Mina Mangun Sari group.

Mapalili 4.0 - Fuel Terminal Pare-pare

This program develops sustainable agriculture and livestock with a water-saving drip irrigation system, processing biogas slurry into organic liquid fertilizer, and agricultural waste management. The program saves 1,200 m³/ha/year of water, absorbs 302.78 tons CO₂eq per year, and increases farm income to Rp1,815,385 per person per month and Rp54 million from liquid fertilizer sales per year. In addition, the program resolved land conflicts, established four new institutions, and improved the welfare of 38 direct beneficiaries and 145 indirect beneficiaries.

Primata Bekantan - Integrated Terminal Banjarmasin

Primata Bekantan menggabungkan budidaya lele dan maggot, *urban farming*, pemilahan sampah, serta penguatan kapasitas Barisan Pemadam Kebakaran (BPK) berbasis komunitas. Program ini berhasil menurunkan emisi karbon sebesar 209,05 ton CO₂eq per tahun, mengurangi sampah organik 105 kg per bulan, serta menciptakan pendapatan baru dan lapangan kerja bagi 15 orang. Selain itu, program menghemat biaya lingkungan Rp16,28 juta per tahun dan memperkuat kohesi sosial melalui pembentukan tiga kelembagaan komunitas.

Kalanganyar Sentris Berseri - Aviation Fuel Terminal Juanda

Program ini mengelola 311.040 liter limbah cair dan 0,66 ton limbah padat per tahun melalui *eco-innovation* seperti IPAL Komunal dan biodigester, serta menghasilkan produk bernilai tambah seperti kerupuk sisik dan pakan ikan. Program ini mengurangi emisi gas rumah kaca sebesar 231,43 ton CO₂eq per tahun, meningkatkan akses air bersih untuk 353 kepala keluarga, dan mengentaskan 5 keluarga pra-sejahtera. Selain itu, program menghemat energi senilai Rp68 juta per tahun dan menjadikan Desa Kalanganyar sebagai percontohan desa *zero waste* di Jawa Timur. Perusahaan juga memperoleh sejumlah penghargaan lain yang berkaitan dengan upaya keberlanjutan. Adapun penghargaan lain di luar isu keberlanjutan, yang rincian lebih lengkapnya dapat dilihat pada Laporan Tahunan PT Pertamina Patra Niaga Tahun 2024.

Proboscis Monkey - Banjarmasin Integrated Terminal

Primata Bekantan combines catfish and maggot cultivation, urban farming, waste sorting, and capacity building for the community-based Fire Brigade (BPK). The program succeeded in reducing carbon emissions by 209.05 tons CO₂eq per year, reducing organic waste by 105 kg per month, and creating new income and jobs for 15 people. In addition, the program saved Rp16.28 million per year in environmental costs and strengthened social cohesion through the establishment of three community institutions.

Kalanganyar Sentris Berseri - Juanda Aviation Fuel Terminal

The program manages 311,040 liters of liquid waste and 0.66 tons of solid waste per year through eco-innovation such as Communal WWTP and biodigester, producing value-added products such as scale crackers and fish feed. The program reduces greenhouse gas emissions by 231.43 tons CO₂eq per year, improves access to clean water for 353 households, and alleviates 5 underprivileged families. In addition, the program saves energy worth Rp68 million per year and makes Kalanganyar Village a pilot zero waste village in East Java. The company also received a number of other awards related to sustainability efforts. There are other awards outside of sustainability issues, the full details of which can be seen in the Annual Report of PT Pertamina Patra Niaga Year 2024.

Verifikasi Tertulis Pihak Independen ^[G.1]

Independent Assurance Statement



Independent Assurance Statement

The 2024 Sustainability Report of PT Pertamina Patra Niaga

Number	: 20/000-758/11/2025/SRAI
Assurance Type	: Type 1 and Type 2 for the specific topic of Supply Chain Management, Energy Product Accessibility, and Occupational Health and Safety.
Assurance Level	: Moderate
Reporting Standards	: GRI Universal Standard 2021 Consolidated and GRI 11 Oil and Gas Sector Supplement.
Reporting Regulation	: Otoritas Jasa Keuangan Regulation (POJK) Number 51/POJK.03/2017 and SEOJK No. 16/SEOJK.04/2021

Dear stakeholders,

PT Sejahtera Rambah Asia or “SRAI” is issuing an **Independent Assurance Statement** (“the Statement”) of the **2024 Sustainability Report** (“the Report”) of **PT Pertamina Patra Niaga** (“the Company”). The Company is a commercial and trading subholding company under the State-Owned Enterprise. The Report presents the commitment and efforts of the Company in managing its sustainability performance for the reporting period of **January 1st to December 31st, 2024**. As agreed with Management, SRAI’s responsibility is to make an assessment based on the data and content of the Report for the year.

Intended User and Purpose

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

Responsibilities

Our obligations to the Management involve assessing the Report’s content, generating findings, and recommendations, and issuing a Statement. Additionally, we are tasked with establishing conclusions and recommendations according to agreed-upon standards, methods, and approaches. Consequently, SRAI’s evaluation is solely based on the most recent editorial and data received as of November 20th, 2025, regarding the final draft. SRAI’s responsibility lies solely in providing assurance work, distinct from an audit, in accordance with the Non-Disclosure Agreement, the Assurance Engagement Agreement, Representation Letter, and Subsequent Event Testing. Management bears the sole responsibility for presenting data, information, and disclosures within the Report. Therefore, any parties relying on the Report and Statement must assume and manage their own risk.

Independence, Impartiality, and Competency

SRAI confirms NO relationships between the assessor team and the clients that can influence their independence and impartiality to conduct the assessment and generate the Statements. The assessor team is mandated to follow a particular assurance protocol and professional ethical code of conduct to ensure their objectivity and integrity. We carried out a pre-engagement assessment before the assurance work was taken to verify the risks of engagement as well as the independence and impartiality of the team. The assessor team members have knowledge of ISO 26000, AA1000



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AccountAbility standards and principles, and also have experience in sustainability report assessment based on various reporting regulations.

Type and Level of Assurance Service

1. **Type 1 assurance** on the Report content.
2. **Type 2 on Supply Chain Management, Energy Product Accessibility, and Occupational Health and Safety.**
3. **A moderate level of assurance** to the procedure on the Report content and evidence, where the risks of information and conclusions of the Report being error is reduced, but not to very low, but not zero.

Scope and Limitation of Assurance Service

1. Data and information in the Report for the period of **January 1st to December 31st, 2024.**
2. Material topics presented in the Report: **Supply Chain Management, Energy Product Accessibility and Product Quality, Occupational Health and Safety, Asset Management, Environmental Footprint, Technology and Innovation, and Business Ethics.**
3. Evaluation of publicly disclosed information, system, and process of the Company to ensure adherence of the Report content to the reporting principles.
4. SRAI does NOT include financial data, information, and figures in the Report content. We assumed that the Company, independent parties, or other parties associated with the Company have verified and/or audited financial statements, data, and information.
5. Adherence to the following reporting principles, standards, and regulations:
 - a) Regulation of Otoritas Jasa Keuangan (OJK) No.51/POJK.03/2017 regarding the Implementation of Sustainable Finance for Financial Service Institution, Listed, and Public Companies (POJK 51) with reference to OJK Circular Letter (SEOJK) 2022 No.16/SEOJK.04/2021.
 - b) Consolidated set of GRI Sustainability Reporting Standards 2021 (GRI Universal Standards).
 - c) GRI 11 Oil and Gas Sector issued by the Global Reporting Initiative.

Exclusion

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

Methodology and Source Disclosure

1. Form an Assuror Team whose members are capable in sustainability report development and assurance.
2. Perform the pre-engagement phase to ensure the independence and impartiality of the Assuror Team.
3. Hold a kick-off meeting and initial analysis of the Report draft based on the SRAI Protocol on Assurance Analysis refers to the standards, principles, and indicators of AA1000AS v3, AA1000APS (2018), and standards/regulations used in the Report.
4. Discuss online the results of the analysis with the Management and data contributors.
5. Verify evidence and trace data and information as covered in the Report.

SRAI Independent Assurance Statement, version 2025, page 2 of 4



Type 2 Assurance – The Company ensures strong operational performance and sustainability through integrated governance across supply chain management, green product accessibility, and occupational health and safety. Supply chain processes ranging from procurement to nationwide energy distribution are managed through cross-functional coordination, digital systems, systematic risk management, and strict supplier assessments, with supplier mapping revealed findings on active/inactive claims, assessed across legal, operational, financial, and HSSE aspects. To support sustainability, the Company promotes biofuel utilization, operational efficiency, infrastructure development, and employee competency enhancement through training and knowledge sharing. Green product accessibility is supported by KPI-based oversight, digitalized distribution systems, multi-stage quality control, and the development of low-carbon energy, alongside an internal review of the 2025 fuel stock collaboration policy. Occupational health and safety is maintained through a robust HSSE management system, regular audits and forums, digital incident reporting, and comprehensive training and contractor safety controls, ensuring the protection of all stakeholders within the Company’s operational areas.

Recommendation

1. The involvement of external stakeholders is required by the Company in discussions to determine material topics.
2. The Company is advised to publicly disclose in its Sustainability Report the progress of internal procedures related to the government policy on fuel stock collaboration with private companies.
3. The Company is encouraged to strengthen its sustainable supply chain by adopting an ESG-based policy, expanding supplier sustainability training, and integrating emission-reduction targets through efficient transportation, fuel monitoring, and increased biofuel utilization.
4. In addressing the critical issues, the Company needs to explain in detail the prevention and mitigation measures as well as the details of how the case is being handled.

The assurance provider,

Jakarta, November 20th 2025



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PT Sejahtera Rambah Asia
(SRAI)



Indeks POJK No. 51/POJK.03/2017 ^[G.4]

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

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

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FEEDBACK FORM

PT Pertamina Patra Niaga menerbitkan Laporan Keberlanjutan untuk memberikan gambaran atas kinerja keberlanjutan kepada pemangku kepentingan. Kami mengharapkan masukan, kritik dan saran dari Bapak/Ibu/Saudara setelah membaca Laporan Keberlanjutan ini dengan mengirim email atau mengirim formulir ini melalui pos.

PT Pertamina Patra Niaga publishes the Sustainability Report to provide stakeholders with an overview of our sustainability performance. We welcome feedback, critiques, and suggestions from all readers after reviewing this Sustainability Report. Please feel free to reach out via email or send this form through the postal service.

PROFIL ANDA | YOUR PROFILE

Nama (bila berkenan) | Name (if preferred) :
 Institusi/Perseroan | Institute/Company :
 Surat Elektronik | Email :
 Telp./Ponsel | Phone/Mobile :

KELOMPOK PEMANGKU KEPENTINGAN | STAKEHOLDER GROUP

- | | | | | | |
|--|--|---|---|--|---|
| ☐ Pemegang Saham
Shareholders | ☐ Konsumen/ Pelanggan
Consumer/ Customers | ☐ Pekerja
Employees | ☐ Pemerintah
Government | ☐ Masyarakat
Community | ☐ Regulator, Legislatif, dan Lembaga Pengawas
Regulators, Legislative Bodies, and Oversight Institutions |
| ☐ Kreditur
Creditors | ☐ Media Massa
Mass Media | ☐ Kontraktor dan Mitra Kerja
Contractors and Business Partners | ☐ Lembaga Swadaya Masyarakat
Non-Governmental Organizations (NGOs) | ☐ Lembaga Penelitian dan Perguruan Tinggi
Research and Education Institutions | ☐ Lainnya
Others |

Mohon pilih jawaban berikut yang paling sesuai dengan pertanyaan di bawah.

Please select the most suitable answer below.

	Ya Yes	Tidak No
1 Laporan ini mudah dimengerti. This Report is easy to understand.	()	()
2 Laporan ini mengungkapkan informasi positif dan negatif pada aspek keberlanjutan secara seimbang. This Report discloses both positive and negative information on sustainability in a balanced manner.	()	()
3 Topik material apa yang paling penting bagi Anda: (nilai 1= paling prioritas s/d 6 = paling kurang prioritas) Material topic(s) which is(are) the most important to you: (score 1= most priority, 6=least priority)	()	()
Manajemen Rantai Pasokan Supply Chain Management	()	()
Aksesibilitas Produk Energi & Kualitas Produk Energy Product Accessibility & Product Quality	()	()
Keselamatan dan Kesehatan Kerja (K3) Occupational Health and Safety (OHS)	()	()
Manajemen Aset Asset Management	()	()
Jejak Lingkungan Environmental Footprint	()	()
Teknologi dan Inovasi Technology and Innovation	()	()
Etika Bisnis Business Ethics	()	()

- 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 the address below:

- Gedung Wisma Tugu II Lt.2
- Jl.HR. Rasuna Said Kav. C7-9
- Setiabudi, Kuningan, Jakarta Selatan 12560, Indonesia



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