



PT PERTAMINA (Persero) RU VI BALONGAN

MENGGALI POTENSI BARU, MENINGKATKAN KINERJA KEBERLANJUTAN.

Sustainability Report 2017



Menggali Potensi Baru, Meningkatkan Kinerja Keberlanjutan

Eliciting New Potentials, Amplifying Sustainability Performance



Refinery Unit VI menyadari bahwa keberadaan kami memiliki nilai strategis dalam menjaga kestabilan pasokan BBM khususnya di wilayah DKI Jakarta, Banten, dan sebagian Jawa Barat. Untuk bersaing dengan kilang lainnya, kami berupaya terus meningkatkan kinerja keberlanjutan yang tidak hanya fokus pada aspek ekonomi, namun juga pada aspek sosial dan lingkungan. Kami memiliki visi untuk menjadi Kilang Terkemuka di Asia Tahun 2025. Untuk mewujudkan hal tersebut, Refinery Unit VI telah mengembangkan produk baru yaitu avtur sebagai potensi baru di tahun 2017. Dengan adanya produk avtur maka kami berkontribusi dalam mendukung ketersediaan avtur nasional sekaligus menurunkan impor avtur.

Dalam rangka meningkatkan kinerja keberlanjutan, Refinery Unit VI juga terus memaksimalkan penggunaan teknologi modern yang telah dimiliki. Dengan adanya Unit Produksi Residu Catalytic Cracking [RCC], Kilang Langit Biru Balongan [KLBB], dan RCC Offgas to Propylene Plant [ROPP], kami dapat memproduksi produk-produk yang berkualitas. Hingga kini, unit kilang KLBB telah memproduksi bahan bakar yang ramah lingkungan bebas timbal, dan ROPP mengolah dan memanfaatkan offgas [gas yang tidak bernalih ekonomis dan dibuang] menjadi produk propylene sehingga kami berkontribusi dalam mengurangi emisi sebesar 84.900 CO₂ eq per tahunnya.

Refinery Unit VI acknowledges that our presence holds strategic value in safeguarding fuel supply especially in DKI Jakarta, Banten, and part of West Java. To view against other refinery units, we continue to strive in amplifying sustainability performance not only focus on economic aspect, but also social and environmental aspect. We have a vision to be Asia's Leading Refinery by 2025. Therefore, Refinery Unit VI established its latest product, which is avtur as 2017 new potential. By having it as a product we contribute to support national avtur as well as imported avtur.

In order to better sustainability performance, Refinery Unit VI also continues to maximize the use of existing modern technology. Having Residue Catalytic Cracking [RCC] Production Unit, Kilang Langit Biru Balongan [KLBB], and RCC Offgas to Propylene Plant [ROPP], we could produce quality products. Up to date, KLBB unit has yielded environment-friendly lead-free fuel, and ROPP has processed and utilized offgas [non-economic value and disposable gas] into propylene products so that we could contribute in reducing emissions by 84,900 CO₂ eq per year.

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Ikhtisar Kinerja Keberlanjutan

Sustainability Performance Overview

KINERJA BISNIS | BUSINESS PERFORMANCE

Keterangan Description	Satuan Unit	2017	2016	2015	2014	2013
Revenue - Price Reference basis	Million USD	3,482.23	2,816.69	3,406.94	6,118.99	6,190.50
Gross Refinery Margin [GRM]	Million USD	505.67	403.51	273.08	24.07	103.70
Net Margin	Million USD	250.56	159.25	-24.88	-181.34	-133.41
Responsibility Margin	Million USD	360.39	268.81	97.77	-87.70	-34.34
Biaya Operasional Operational Cost	Million USD	255.11	346.93	337.89	493.03	528.56
Proyek Pengembangan dan Investasi Development and Investment Project	Rp juta Million Rp	25.59	152,602	1,539	34,499	7,509
Gaji dan Manfaat yang Diterima Pekerja Salary and Benefits Received by Employees	Rp juta Million Rp	686,706	559,045	499,564	478,931	480,581
Pembayaran Pajak ke Pemerintah Pusat [PPh 21, PPh 23, PPN WAPU] Tax Payment to Central Government [PPh 21, PPh 23, PPN WAPU]	Rp Miliar Billion Rp	228.24	184.41	143.40	174.74	175.51
Pembayaran Pajak ke Pemerintah Daerah [Pajak Penerangan Jalan, PBB dan Retribusi lainnya] Tax Payment to Regional Government [Street Lighting Tax, PBB, and other Fees]	Rp Miliar Billion Rp	15.32	16.53	16.61	16.72	15.82

KINERJA K3 | K3 PERFORMANCE

Keterangan Description	2017	2016	2015	2014	2013
NOA	0.00	0.00	0.00	0.00	0.00
TRIR	0.18	0.10	0.00	0.21	0.16
Jam Kerja Aman Safe Work Hours	99,890,392*	94,200,020	84,245,046	75,448,855	70,843,820
ISRS 8	Level 7	Level 7	Level 5	Level 5	-

*Angka kumulatif dari tahun 2000 | Cumulative figures from 2000

KINERJA LINGKUNGAN | ENVIRONMENTAL PERFORMANCE

Keterangan Description	2017	2016	2015	2014	2013
Pencapaian PROPER PROPER Achievement	Emas	Emas	Emas	Hijau	Hijau
Pemakaian Energi [GJ] Energy Use [GJ]	25,453,650.14	25,291,994.27	24,405,831.92	26,049,665.76	24,672,884.20
Rasio Hasil Efisiensi Energi [%] Efficiency Energy Ratio [%]					
a. Proses produksi Production process	6.04	2.31	2.35	1.14	0.61
b. Proses produksi dan fasilitas pendukung Production process and supporting facilities	6.04	2.31	2.35	1.14	0.62
Total Emisi GRK Dihasilkan [Ton CO ₂ eq] Total GHG Emissions Produced [Ton CO ₂ eq]	1,588,227.90	1,545,350.09	1,839,146.49	1,777,439.67	1,828,484.20
Total Limbah B3 Dihasilkan [Ton] Total B3 Waste Produced [Ton]	15,986.00	6,849.96	3,631.57	2,831.21	3,556.27
Total Pemakaian Air [m ³] Total Water Use [m ³]	9,092,528	9,552,189	9,616,106	9,814,820	11,572,920

KINERJA SOSIAL | SOCIAL PERFORMANCE

Keterangan Description	2017	2016	2015	2014	2013
Total Realisasi Dana CSR [Rp juta] Total CSR Fund Realization [million Rp]	2,320	1,408	2,000	1,970	2,710
Employee Engagement [%]	88	80	86	82	73
Indeks Kepuasan HR HR Satisfaction Index	3.84	3.7	3.61	3.47	3.44

KINERJA OPERASI | OPERATING PERFORMANCE

Keterangan Description	2017	2016	2015	2014	2013
Yield Valuable Product on Total Intake [%]	67.75	68.57	69.39	62.83	62.88
Total Yield Product [%-v]	98.06	97.46	97.64	97.67	92.44
Refinery Loss [%]	1.60	1.87	-6.11	1.67	2.00
Energy Intensity Index	95.96	95.94	95.56	90.24	99.90

KINERJA GCG | GCG PERFORMANCE

Keterangan Description	2017	2016	2015	2014	2013
Pencapaian Tata Kelola Perusahaan yang Baik [%] Good Corporate Governance Achievement [%]	90.68	92.06	92.5	90.6	96.6

KINERJA LAYANAN | SERVICE PERFORMANCE

Keterangan Description	2017	2016	2015	2014	2013
Indeks Kepuasan Pelanggan Customer Satisfaction Index	4.2	4.1	4.2	4.3	4.1
SLA Performance	100	99.56	99.10	98.40	90.00

KINERJA PENDUKUNG | SUPPORTING PERFORMANCE

Keterangan Description	2017	2016	2015	2014	2013
Knowledge Sharing and Inovation [CIP] [%]	100	100	100	100	100
Follow up hasil Audit Eksternal Sistem Manajemen Terpadu [SMT] [%] Follow up to Integrated Management System External Audit results [SMT], [%]	100	100	100	100	100
Employee Engagement [Theme-O-Meter- Survey Result] [%]	88	87.6	86.3	82.07	73

Penghargaan | Awards

No.	Nama dan Ajang Penghargaan Name and Award Event	Instansi Pemberi Awarding Institution	Tanggal Diterima Receiving Date
1	Penghargaan Patra Nirbhaya Karya Utama Adinugraha IV kategori "Tanpa Kehilangan Jam Kerja Sebagai Akibat Kecelakaan" pencapaian 96.454.398 jam kerja tertinggi seluruh Perusahaan di Indonesia Patra Nirbhaya Karya Utama Adinugraha IV Award category of "Zero Loss of Work Hours as a Consequence of Accidents" achieving the highest work hours of 96,454,398 across Companies in Indonesia	Kementerian Energi dan Sumber Daya Mineral Ministry of Energy and Mineral Resources	2017
2	Penghargaan Program Penilaian Peringkat Kinerja Perusahaan dalam Pengelolaan Lingkungan Hidup – PROPER EMAS [III] Company Performance Ranking Assessment Program Award in Environmental Management – GOLD PROPER [III]	Kementerian Lingkungan Hidup dan Kehutanan Ministry of Environment and Forestry	2017
3	Penghargaan Indonesia Green Award (IGA) 2017 Kategori Pengembangan Keanakeraaman Hayati Indonesia Green Award (IGA) Award Category of Biodiversity Development	La Tofi School of CSR	1 Mei 2017
4	Dharmakrida Baraya Adikarya Anugraha, Perusahaan BUMN Pertambangan [Minyak dan Gas] Pelaksana PK-BL/CSR Pengembang UMKM Terbaik Dharmakrida Baraya Adikarya Anugraha, the Best Mining SOE Company [Oil and Gas] Executing PK-BL/CSR and MSME Developer	UNS Surakarta dan Kementerian Koperasi dan UKM UNS Surakarta and Ministry of Cooperative and SME	2017
5	8 th Nusantara CSR Awards 2017, Kategori PENINGKATAN EKONOMI MASYARAKAT Program Pemberdayaan TKW berbasis UMKM CSR Refinery Unit VI Balongan 8 th Nusantara CSR Awards 2017, Category of COMMUNITY ECONOMIC IMPROVEMENT, MSME-based TKW Empowerment Program of CSR Refinery Unit VI Balongan	La Tofi Schoole of CSR	6 September 2017
6	2017 Concerned Company / Corporation Making Safety a Way of Life Worldwide 2017 Concerned Company/Corporation Making Safety a Way of Life Worldwide	World Safety Organization (WSO), Las Vegas Nevada USA	18 September 2017
7	Penghargaan Subroto kategori Penghargaan Keselamatan Migas Subroto Award category of Oil and Gas Safety Award	Kementerian Energi dan Sumber Daya Mineral Ministry of Energy and Mineral Resources	27 September 2017
8	Pencapaian Assessment International Sustainability Rating System (ISRS8) Level 7 Achievement of Level 7 International Sustainability Rating System (ISRS8) Assessment	DNV GL	November 2017

Peristiwa Penting | Significant Events

No.	Peristiwa Event	Instansi yang Berelasi Related Institution	Tanggal Peristiwa Date of Event
1	Sertifikasi Migrasi ISO 9001 dan ISO 14001 series 2015 Migration Certification ISO 9001 and ISO 14001 of 2015 series	PT SGS Indonesia	2017
2	Global Report Independent [GRI G4 Guidelines] Refinery Unit VI Balongan has Independently assessed	DNV GL Business Assurance Services UK Ltd London	9 November 2017
3	Pencapaian Assessment International Sustainability Rating System (ISRS8) Level 7 Achievement of Level 7 International Sustainability Rating System (ISRS8) Assessment	DNV GL	November 2017
4	Sertifikasi Sistem Manajemen Keselamatan dan Kesehatan Kerja [SMK3] Health and Safety Management System [SMK3] Certification	PT Sucofindo	Desember 2017

SAMBUTAN GENERAL MANAGER

Message From General Manager

“Semangat kami untuk terus menuju ke kehidupan yang lebih baik tercermin dalam pelaksanaan bisnis yang beretika dan berwawasan lingkungan. Dengan mengoperasikan kilang melalui teknologi modern, menyediakan produk berkualitas tinggi dan ramah lingkungan. Refinery Unit VI optimis dapat menjadi kilang terkemuka di Asia pada tahun 2025.” [102-14]

“Our enthusiasm to strive forward towards a better life is reflected in our ethical and environmental business conducts. By operating refinery through modern technology, providing high-quality and environment-friendly products. Refinery Unit VI is optimistic to be Asia’s leading refinery by 2025.” [102-14]



PEMANGKU KEPENTINGAN YANG KAMI HORMATI,

Puji syukur kami panjatkan kepada Tuhan Yang Maha Esa, karena Refinery Unit [RU] VI dapat menyelesaikan tahun 2017 dan menerbitkan buku Laporan Keberlanjutan (*Sustainability Report*). Laporan ini berisi data dan informasi kinerja ekonomi, sosial, dan lingkungan, sebagai wujud komitmen Refinery Unit VI pada pencapaian keberlanjutan. Melalui penerbitan Laporan Keberlanjutan, Refinery Unit VI ingin berbagi informasi dengan segenap pemangku kepentingan, sekaligus mendukung pencapaian tujuan pembangunan berkelanjutan (*sustainable development goals / SDGs*).

OUR RESPECTED STAKEHOLDERS,

Praise to the Almighty that Refinery Unit [RU] VI managed to surpass 2017 and published its Sustainability Report. This report contains data and information on economic, social, and environmental performance as an embodiment of Refinery Unit VI commitment to sustainability achievement. Through Sustainability Report, Refinery Unit VI intends to share information with all stakeholders, also to support sustainable development goals/SDGs.

TANTANGAN KEBERLANJUTAN

Seiring berjalananya waktu, tantangan terbesar industri minyak dan gas yaitu semakin berkurangnya ketergantungan dunia pada minyak sebagai sumber energi. Keadaan ini dipengaruhi oleh peralihan pemakaian energi fosil ke energi yang lebih ramah lingkungan, serta harga minyak yang akan semakin mahal. Di samping itu, kecanggihan teknologi turut berperan dalam pengembangan kendaraan atau mobil listrik, dan elektrifikasi dari banyak sarana lainnya.

Di sisi lain, meningkatnya isu-isu keberlanjutan secara global turut menjadi perhatian Refinery Unit VI dalam menjalankan kegiatan operasionalnya. Penggunaan material, efisiensi energi, penurunan emisi, pengelolaan limbah, serta kontribusi pada pelestarian lingkungan dan kegiatan sosial kemasyarakatan menjadi topik yang hangat dan wajib dilaksanakan seiring dengan pelaksanaan kegiatan operasi perusahaan.

Refinery Unit VI menghadapi semua tantangan ini dengan sikap positif, yaitu terus melakukan inisiatif keberlanjutan, terutama yang berhubungan langsung dengan kegiatan produksi. Strategi untuk menghadapi tantangan, secara garis besar dikaitkan dengan kegiatan pengolahan di Refinery Unit VI, yakni efisiensi di semua lini dan peningkatan kapasitas kilang pengolahan.



“RU VI menghadapi tantangan keberlanjutan salah satunya dengan menerapkan teknologi ramah lingkungan, dan menjadi satu-satunya di Indonesia sebagai RU yang mampu mengolah residu menjadi produk bernilai jual tinggi.”

“One of the ways implemented by RU VI in coping with sustainability challenges was by applying eco-friendly technology, and become the sole RU in Indonesia that has the ability to process residue into a high selling product.”

SUSTAINABILITY CHALLENGES

Progressively, the most substantial challenge faced by oil and gas industry was the lessening world dependency on oil as energy resource. This situation was influenced by the shifting fossil energy use to a more environment-friendly energy, as well as the increasingly expensive oil price. Furthermore, technology sophistication also contributes in vehicles development or electrical cars, and electrification of many other facilities.

On the other hand, the uprising of global sustainability issues attracted the attention of Refinery Unit VI in carrying out its operational activities. The use of material, efficiency energy, emissions reduction, waste management, as well as contribution to environment preservation and social community activities developed into trending topics and mandatory in line with the company's operating activities.

Refinery Unit VI dealt with such challenges with positive approach that is to continuously perform sustainability initiatives, mainly those with direct connection with production activities. Strategy used to confront the challenges was broadly associated with processing activities conducted at Refinery Unit VI, efficiency in all lines and improvement in processing refinery capacity.



STRATEGI REFINERY UNIT VI

Refinery Unit VI bertekad untuk mempertahankan dan meningkatkan kelangsungan bisnis operasi pengolahan yang profitable namun tetap berkelanjutan. Untuk mencapai target, Refinery Unit VI telah mengamati dan mempertimbangkan beberapa wacana [issues] yang berdampak pada keberlangsungan bisnis operasi kilang, di antaranya:

- Tren produksi *crude domestic* yang semakin turun dan berkurangnya alokasi minyak mentah atau *crude* akibat faktor harga. Dengan kondisi ini, terdapat potensi konsumsi *sour crude import* dengan kadar sulfur tinggi yang akan semakin besar.
- Spesifikasi produk diesel dan gasoline yang semakin ketat dari parameter sulfur content, yang harus mengacu kepada EURO III dan EURO IV.
- Kebutuhan untuk meningkatkan fleksibilitas dan kapasitas kilang terkait dengan kehandalan kilang, mengingat semakin bertambahnya usia kilang.
- Kebutuhan untuk meningkatkan performa *Gross Refinery Margin*, energy intensity index [EII], Utilisasi, Refinery Losses, Reliability, dan Personnel Index.
- Tuntutan pemenuhan beyond compliances pada standar health, safety, security, and, environment [HSSE] meliputi number of accident [NOA], International Sustainability Rating System [ISRS], dan PROPER.

Dengan adanya wacana-wacana di atas, Refinery Unit VI memetakan posisi saat ini melalui analisis strength, weakness, opportunity, and threat [SWOT]. Hasil analisis menunjukkan Refinery Unit VI berada pada tingkat 2 [pivotal]. Dengan target menuju tingkat 1 [growth] pada 2025, maka disusunlah Grand Strategy Refinery Unit VI untuk periode 2018-2025 yang dibagi menjadi tiga horizon waktu, yakni *operational excellence* [2018-2020], *product excellence* [2021-2022], dan *world class refinery* [2023-2025].

Untuk mencapai *operational excellence*, Refinery Unit VI akan fokus pada penguatan kompetensi inti pengilangan melalui pengembangan sistem dan sumber daya manusia, sebelum beroperasinya unit Refinery Development Master Plan [RDMP] untuk memenuhi *gap closure*. Pembangunan infrastruktur penunjang yakni pipa bawah laut [submarine pipe line/SPL] dan fasilitas terapung [single point mooring/SPM]. Pada 2020 akan dilakukan turn around kilang eksisting, serta turn around Kilang Langit Biru Balongan [KLBB] dan pada 2023 Refinery Development Master Program berupa peningkatan kapasitas dan pemenuhan spesifikasi Euro IV.

REFINERY UNIT VI STRATEGIES

Refinery Unit VI is determined to maintain and amplify the business continuity in profitable yet sustainable processing operation. In order to achieve the target, Refinery Unit VI has observed and considered several impacting issues to the continuity of refinery operating business, among which are:

- The declining crude domestic production trend and diminishing crude oil allocation due to price factor. This condition led to a more substantial amount of potential sour crude import consumption with high level sulfur.
- Diesel and gasoline product specification that were increasingly strict from sulfur content parameter which must adhere to EURO III and EURO IV.
- The need to increase refinery flexibility and capacity related to refinery reliability considering its restricted maturity.
- The need to enhance the performance of Gross Refinery Margin, energy intensity index [EII], Utilization, Refinery Losses, Reliability, and Personnel Index.
- The demands to fulfill beyond compliances in health, safety, security, and environment [HSSE] standards, including number of accident [NOA], International Sustainability Rating System [ISRS], and PROPER.

Referring to the said topics, Refinery Unit VI mapped its current position through strength, weakness, opportunity, and threat [SWOT] analysis. The result shows Refinery Unit VI stood at level 2 [pivotal]. Aiming to reach the level 1 [growth] by 2025, Grand Strategy Refinery Unit VI was developed for 2018-2025 which divided into three time horizons, operational excellence [2018-2020], product excellence [2021-2022], and world class refinery [2023-2025].

To achieve operational excellence, Refinery Unit VI will focus on strengthening the refining core competency through system development and human resources, prior to the operation of Refinery Development Master Plan [RDMP] for gap closure. Supporting infrastructure development which are submarine pipeline [SPL] and single point mooring [SPM]. In 2020, turnaround is scheduled for existing refineries, as well as for Kilang Langit Biru Balongan [KLBB] and Refinery Development Master Program in 2023 which will be in the form of capacity enhancement and Euro IV specification fulfillment.

Dari sisi sumber daya manusia, strategi Refinery Unit VI untuk mencapai *operational excellence* di antaranya melaksanakan program peningkatan kompetensi pekerja yang didukung oleh Pertamina Corporate University [PCU] melalui program rekrutasi *fresh graduate* dan rencana perubahan struktur organisasi. Selain itu, sampai September 2017, Refinery Unit VI melakukan perpanjangan masa dinas aktif pekerja dalam bentuk Perjanjian Kerja Waktu Tertentu [PKWT] selama 2 tahun sebagai *advisor* dan *coach* untuk melakukan *transfer knowledge* dan *coaching*, sebagai upaya memenuhi *gap generation* dan meningkatkan kapabilitas pekerja melalui program pengisian *gap* kompetensi.

Untuk mengatasi *gap* kompetensi dan membantu percepatan akselerasi bagi pekerja, Refinery Unit VI menyediakan program pembinaan dan pengembangan pekerja yang terencana, terpadu, terstruktur dan disesuaikan dengan kebutuhan kompetensi jabatan. Bagi pekerja baru yang diterima melalui program Bimbingan Profesi Sarjana Teknik [BPST] diwajibkan mengikuti *Engineer Professional Development Program* [EPDP], dimana EPDP merupakan bagian dari *Talent Development Acceleration for Entry Level* [TDAEL]. Bagi Pekerja baru yang diterima melalui program Bimbingan Teknis Ahli Teknik [BPAT] dan Bimbingan Kerja Juru Teknik [BKJT] mengikuti program Craft Professional Development Program [CPDP] dengan mekanisme coaching yang diunggah ke dalam sistem online "CPDP Report".

KILAS KINERJA TAHUN 2017

PT Pertamina [Persero] Refinery Unit VI merupakan kilang keenam dari tujuh kilang yang dimiliki oleh PT Pertamina [Persero]. Tujuan pendirian Refinery Unit VI, sesuai anggaran dasar perusahaan dimaksudkan untuk meningkatkan perolehan devisa bagi negara dan untuk memenuhi kebutuhan produk BBM di dalam negeri. Refinery Unit VI terus meningkatkan kinerja operasionalnya melalui berbagai strategi yang telah ditentukan dalam *key performance indicators* [KPI] oleh PT Pertamina [Persero].

Dari sisi ekonomi, gambaran kinerja keuangan Refinery Unit VI selama tahun 2017 meliputi total pendapatan yang sebesar USD3.482,23 juta, naik dari pendapatan tahun 2016. Total biaya operasional selama tahun 2017 tercatat sebesar USD255,11 juta atau menurun 27% dari tahun lalu, sehingga *net margin* yang dihasilkan Refinery Unit VI mencapai USD250,56 juta, naik 57% dari *net margin* tahun lalu yang sebesar USD159

In regards to human resources, strategies applied by Refinery Unit VI to reach operational excellence, among others executing employee competency development program which supported by Pertamina Corporate University [PCU] through fresh graduate recruitment and organizational structure change plan. Moreover, as of September 2017, Refinery Unit VI has extended its employees' period of service in Temporary Work Agreement [PKWT] for 2 years as advisor and coach to perform transfer knowledge and coaching as a means to meet gap generation and increase employee capability through competency gap filling program.

To address competency gap and help accelerate acceleration for employees, Refinery Unit VI provides a planned, integrated, structured employment development program custom-made to position competency needs. New employees recruited through Profession Guidance for Engineers [BPST] are required to participate Engineer Professional Development Program [EPDP], which is a part of Talent Development Acceleration for Entry Level [TDAEL]. For those accepted through Technical Guidance for Engineer Expert [BPAT] and Work Guidance for Technician [BKJT] they are obligated to participate Craft Professional Development Program [CPDP] using coaching mechanism uploaded to "CPDP Report" online system.

PERFORMANCE REVIEW 2017

PT Pertamina [Persero] Refinery Unit VI is the sixth of seven refineries owned by PT Pertamina [Persero]. The underlying purpose of Refinery Unit VI as is company article of association is aimed to boost foreign exchange earnings for the country and meet the needs of domestic fuel products. Refinery Unit VI constantly intensifies its operational performance through predetermined strategies stated in key performance indicators by PT Pertamina [Persero].

In terms of economics, financial performance outlook of Refinery Unit VI throughout 2017 encompasses total revenue of USD3,482.23 million which increased from the 2016 revenue. Total operating cost in 2017 was recorded at USD255.11 million or decreased by 27% of the previous year resulting USD250.56 million net margin for Refinery Unit VI, increasing 57% of the previous year USD159 million net margin. The progressively

juta. Pertumbuhan *net margin* Refinery Unit VI yang semakin baik didukung oleh pengelolaan kegiatan operasional yang baik pula, serta semakin tingginya perbedaan harga pasar [*price reference*] produk dengan bahan baku.

Capaian kinerja ekonomi pada tahun 2017, tidak lepas dari komitmen pelaksanaan kebijakan keselamatan dan kesehatan kerja dan lingkungan [K3L] dalam mendukung *operational excellence*. Refinery Unit VI memastikan aspek *quality, health, safety, security and environment* [QHSSE] diterapkan dalam setiap kegiatan operasi maupun kegiatan penunjang. Pada tahun 2017, Refinery Unit VI telah melakukan *full assessment* ISRS 8 dengan pencapaian Level 7.

Dalam implementasinya, kinerja K3L berhasil mencapai angka 0,18 total recordable incident rate [TRIR] dari target 1,19 yang ditetapkan. Kami juga berhasil mewujudkan kondisi zero NOA. Di tahun 2017, kami mencatat 99.890.392 jam kerja aman, dan Refinery Unit VI mendapatkan anugerah Patra Nirbhaya Karya Utama Adinugraha – Pencapaian 100 juta jam kerja aman.

Tercapainya *Key Performance Indicators* [KPI] di tahun 2017 didukung oleh segenap pekerja dan jajaran manajemen di Refinery Unit VI. Refinery Unit VI mengapresiasi komitmen dari setiap pekerja untuk mewujudkan *operational excellence*. Refinery Unit VI menyakini bahwa tingkat kepuasan dan keterikatan pekerja yang semakin tinggi akan berdampak pada meningkatnya produktivitas pekerja yang kemudian akan meningkatkan kinerja perusahaan secara umum. Berdasarkan hasil survei, diketahui bahwa Indeks Kepuasan *Human Resource* [HR] Refinery Unit VI untuk tahun 2017 sebesar 3,84 yang mengalami kenaikan dari periode sebelumnya yang memiliki skor 3,7.

growing net margin of Refinery Unit VI was supported by a sound operational activity management, coupled with the increasingly higher difference of price preference product to raw material.

Economic performance overview in 2017 was a result of health, safety, and environment [HSE] policy commitment in supporting operational excellence. Refinery Unit VI ensures the implementation of quality, health, safety, security, and environment [QHSSE] aspect in each operating activity and supporting activity. In 2017, Refinery Unit VI accomplished full assessment of ISRS 8 with Level 7 achievement.

In its implementation, HSE performance succeeded to score 0.18 for total recordable incident rate [TRIR] of the targeted 1.19. We also reached zero NOA condition. In 2017, we recorded 99,890,392 safe work hours, and Refinery Unit VI received Patra Nirbhaya Karya Utama Adinugraha award – 100 million safe work hours' achievement.

The accomplishment of Key Performance Indicators [KPI] in 2017 was supported by all employees and management in Refinery Unit VI. Refinery Unit VI appreciates commitment exhibited by each employee in achieving operational excellence. Refinery Unit VI believes the increasingly higher employee satisfaction and loyalty level will bring impact to the rising employee productivity which will amplify the company performance in general. According to the survey result, Human Resource [HR] Satisfaction Index of Refinery Unit VI in 2017 reached 3.84 which experienced an increase from the previous year scoring 3.7.



Refinery Unit VI Balongan memastikan aspek *quality, health, safety, security, dan environment* (QHSSE) diterapkan dalam setiap kegiatan operasi maupun kegiatan penunjang.

Refinery Unit VI Balongan ensures the implementation of quality, health, safety, security, and environment (QHSSE) aspect in each operating activity and supporting activity.

PENGELOLAAN LINGKUNGAN

Kami berhasil mencapai target kinerja lingkungan tahun 2017 dengan mendapatkan apresiasi PROPER Emas dari Kementerian Lingkungan Hidup dan Kehutanan [KLHK] atas pengelolaan energi, emisi, limbah bahan beracun dan berbahaya [B3] dan padat non-B3, air, beban pencemaran air, keanekaragaman hayati, dan pemberdayaan masyarakat. Pencapaian ini merupakan yang ketiga kalinya sejak tahun 2015.

Kami menyadari bahwa kegiatan usaha kami tidak dapat dipisahkan dari aspek lingkungan. Oleh karena itu, pengelolaan lingkungan menjadi salah satu perhatian Refinery Unit VI dalam menjalankan kegiatan usaha. Melalui berbagai inisiatif, Refinery Unit VI berhasil melakukan efisiensi pemakaian energi sebesar 1.037.412,99 GJ per tahun. Refinery Unit VI juga menyelenggarakan berbagai kegiatan terkait pengelolaan lingkungan antara lain pengelolaan limbah B3, *reduce, reuse, recycle* [3R] limbah padat non-B3, pemantauan kualitas lingkungan [pemantauan limbah cair dan emisi udara]. Kami juga mampu menurunkan emisi hingga mencapai 341.223,91 Ton CO₂ eq. Dari berbagai upaya pengurangan emisi gas rumah kaca [GRK], Refinery Unit VI mencatat nilai intensitas emisi GRK sebesar 0,12 Ton CO₂ eq/Ton sama dengan nilai intensitas tahun 2016.

Inisiatif keanekaragaman hayati masih fokus pada pelestarian kawasan mangrove di pesisir pantai Desa Karangsong dan Desa Pabean Udik. Kami telah melakukan penanaman mangrove sejak 2010, dan di tahun 2017 ini sebanyak 800 bibit dari 29 jenis mangrove telah ditanam. Refinery Unit VI kemudian mengembangkan inisiatif ini menjadi tempat Ekowisata Mangrove Berbasis Edupark Terintegrasi. Inisiatif ini juga menjadi bagian dari program tanggung jawab sosial perusahaan [*corporate social responsibility* /CSR].

ENVIRONMENTAL MANAGEMENT

We triumphly reached the 2017 environmental performance target by obtaining PROPER Gold from the Ministry of Environment and Forestry [KLHK] for managing energy, emissions, hazardous and toxic waste [B3] and solid non-B3, water, water contamination load, biodiversity, and community empowerment. This achievement is the third time since 2015.

We are aware that our business activities cannot be separated with environmental aspect. Therefore, environmental management becomes one of Refinery Unit VI concerns in executing the business activities. Through various initiatives, Refinery Unit VI managed to accomplish energy use efficiency at 1,037,412.99 GJ per year. Refinery Unit VI also held numerous activities related to environmental management, among which are B3 waste management, reduce, reuse, recycle [3R] solid non-B3, and environment quality control [effluent and air emissions control]. Moreover, we were capable to reduce emissions until it reached 341,223.91 Ton CO₂ eq. Of the many efforts in curbing green house gas [GHG] emissions, Refinery Unit VI recorded 0.12 Ton CO₂ eq/Ton GHG emissions intensity value which similar to the 2016 intensity value.

Biodiversity initiative still focuses on mangrove preservation in the coastal area of Karangsong Village and Pabean Udik Village. We have been planting mangrove since 2010, and in 2017 there were 800 seeds of 29 mangrove types successfully planted. Refinery Unit VI then developed this initiative into Integrated Edupark Based Mangrove Ecotourism. This particular initiative also becomes a part of corporate social responsibility [CSR].

KONTRIBUSI BAGI PEMBERDAYAAN MASYARAKAT

Dalam menjalankan usahanya, Refinery Unit VI juga memperhatikan masyarakat di sekitar wilayah operasi, dan berkomitmen untuk memberikan nilai tambah bagi mereka. Kami memiliki beberapa program unggulan CSR yang menekankan pada pemberdayaan masyarakat (*community development*). Program yang telah berjalan di tahun 2017 di antaranya Pemberdayaan Tenaga Kerja Wanita [TKW] Purna Berbasis UMKM, Produktivitas Lahan Pertanian Pengembangan Varietas Unggul Baru [VUB], Agripreneur Entog Terpadu, Program Zero Waste Mushroom Applicated, dan Pengembangan Pemuda Berbasis Forum Komunikasi Safety Indramayu [FOKSI]. Adanya kegiatan pemberdayaan tersebut telah membantu perekonomian masyarakat sekitar wilayah operasi Refinery Unit VI, berkontribusi menurunkan pengangguran dan angka kemiskinan.

PENUTUP

Refinery Unit VI percaya akan dapat melalui tahun-tahun berikutnya dengan terus menggali potensi dan meningkatkan kinerja keberlanjutan dengan lebih baik lagi. Berbekal kerja sama yang kuat dengan para pemangku kepentingan, Refinery Unit VI optimis untuk mendapat PROPER Emas berikutnya, dan terus meningkatkan level ISRS. Akhir kata, terima kasih untuk segenap para pemangku kepentingan yang telah berjalan bersama kami menghadapi tahun ini.

CONTRIBUTION FOR COMMUNITY EMPOWERMENT

In carrying out its business, Refinery Unit VI also observes community around operation area, and commits to giving added value for them. We have several outstanding CSR programs which emphasize on community empowerment. Programs which have started in 2017, among which are MSME-based Empowerment for Ex-Female Immigrant Workers [TKW], New Superior Varieties [VUB] Development Agriculture Land Productivity, Integrated Entog [Muscovy duck] Agripreneur, Zero Waste Mushroom Applicated Program, and Forum-Based Youth Development for Indramayu Safety Communication [FOKSI]. The presence of the empowerment activities has helped the economy of the community around Refinery Unit VI operation area, contributed to lowering unemployment and poverty rate.

CLOSING

Refinery Unit VI relies on the notion that we could surpass subsequent years by continuously exploring potentials and further increasing sustainability performance. Having firm cooperation with stakeholders, Refinery Unit VI is optimistic to achieve another PROPER Gold, and continues to increase ISRS level. Lastly, we would like to express our gratitude to all stakeholders who have journeyed along side us in facing this year.

Indramayu, Juli | July 2018



JOKO WIDI WIJAYANTO

General Manager Refinery Unit VI Balongan

TENTANG REFINERY UNIT VI BALONGAN

About Refinery Unit VI Balongan





Refinery Unit VI Balongan

Sekilas Perusahaan

Company at a Glance

PT Pertamina [Persero] Refinery Unit VI Balongan, adalah Refinery Unit atau kilang keenam dari tujuh kilang yang dimiliki PT Pertamina [Persero]. PT Pertamina [Persero] Refinery Unit VI Balongan selanjutnya dalam laporan ini akan disebut Refinery Unit VI dan/atau perusahaan. Secara struktural, Refinery Unit VI berada di bawah Direktorat Pengolahan PT Pertamina [Persero]. Kegiatan bisnis utama Refinery Unit VI adalah mengolah minyak mentah [*crude oil*] menjadi produk-produk bahan bakar minyak [BBM], non-BBM, dan petrokimia.

Dalam menjalankan bisnis, Refinery Unit VI terus mengembangkan potensi dan menerapkan teknologi baru serta mengembangkan produk-produk yang ramah lingkungan. Seluruh produk perusahaan telah berstandar internasional dengan sistem-sistem manajemen yang tersertifikasi. Kilang Refinery Unit VI memiliki nilai strategis bagi Indonesia, karena turut menjaga kestabilan pasokan BBM yang disalurkan ke sentra bisnis dan pemerintahan Indonesia khususnya di DKI Jakarta, Banten, dan sebagian Jawa Barat. [102-6]

PT Pertamina [Persero] Refinery Unit VI Balongan serves as a Refinery Unit or the sixth of seven refineries owned by PT Pertamina [Persero]. PT Pertamina [Persero] Refinery Unit VI Balongan hereinafter in this report will be stated as Refinery Unit VI and/or company. In terms of structure, Refinery Unit VI is under Manufacturing Directorate of PT Pertamina [Persero]. Main business activity of Refinery Unit VI is to process crude oil into fuel, non-fuel, and petrochemical products.

In conducting its business, Refinery Unit VI continues to develop potentials and implement new technologies as well as to extend eco-friendly products. All products of the company have gained international standards with certified management systems. Refinery Unit VI carries strategic value for Indonesia as it helps stabilizing fuel supply distributed to business centers and Indonesia's government especially DKI Jakarta, Banten, and a part of West Java. [102-6]

JEJAK LANGKAH REFINERY UNIT VI

Refinery Unit VI Milestones



PROFIL PERUSAHAAN | COMPANY PROFILE [102-1, 102-2, 102-3, 102-5]

Nama Name: PT Pertamina [Persero] Refinery Unit VI Balongan	Tahun Pendirian Year of Establishment: 1994
Produk yang dihasilkan Products Generated: Premium, Pertamax, Pertamax Turbo, Decant oil, high octane mogas component [HOMC], Solar, Avtur, LPG, Propylene. Premium, Pertamax, Pertamax Turbo, Decant oil, high octane mogas component [HOMC], Solar, Avtur, LPG, Propylene.	Bidang Usaha Business Sector: Mengolah minyak mentah [crude oil] menjadi produk berupa bahan bakar minyak [BBM], bahan bakar khusus [BBK], non-BBM, dan lainnya. Process crude oil into fuel, special fuel, and other products.
Status Kepemilikan Ownership Status: Unit Usaha Pengolahan milik PT Pertamina [Persero] Processing Business Unit of PT Pertamina [Persero]	Alamat Kantor Office Address: PT Pertamina [Persero] Refinery Unit VI Balongan Jl. Raya Balongan KM 9 Indramayu, Jawa Barat, Indonesia Jl. Raya Balongan KM 9 Indramayu, West Java, Indonesia Phone: +6234 5256974, Fax: +6234 428699 Email: hse.ru6@pertamina.com, Website: www.pertamina.com

2013

Ekspansi di bidang petrokimia dengan mendirikan kilang ROPP yang dapat meningkatkan produksi Propylene dengan kapasitas desain 490 MTPD.

Expansion in petrochemical sector by establishing ROPP refinery that able to increase Propylene production with 490 MTPD design capacity.

2015

Pengalihan pengelolaan Kilang LPG Mundu ke Direktorat Gas dan Energi Baru Terbarukan pada tanggal 13 Desember 2015.

Transferring Mundu LPG Refinery processing to Directorate of Gas and New Renewable Energy on 13 December 2015.

2017

- Produksi Pertamax Turbo dengan kualitas comply EURO IV [Sulphur Content <50 ppm-wt] pada Juli 2017.
- Proyek Avtur tahap II, dengan pembangunan Sarana dan Fasilitas Lifting Avtur via Jetty dan via pipeline pada Desember 2017.
- Pertamax Turbo production with comply EURO IV quality [Sulphur Content <50 ppm-wt] in July 2017.
- Avtur Project stage II, building Lifting Avtur Facilities and Infrastructure via Jetty and pipeline in December 2017.

2016

- Dilakukan pengembangan produk bahan bakar khusus [BBK] yaitu Pertalite RON 90.
- Pertamax Plus RON 95 dikembangkan menjadi produk Pertamax Turbo RON 98 dan diluncurkan pada 13 Juli 2016.
- Proyek Avtur tahap I, optimasi dan alih fungsi Unit Proses untuk menghasilkan produk
- Developed a special fuel product, namely Pertalite RON 90.
- Pertamax Plus RON 95 was advanced into Pertamax Turbo RON 98 and launched on 13 July 2016.
- Avtur Project stage I, Process Unit optimization and function transfer to produce Avtur.

WILAYAH OPERASI [102-4, 102-7]

Kilang Refinery Unit VI berlokasi di Jl. Raya Balongan-Indramayu Km 09, Kecamatan Balongan, Kabupaten Indramayu, Propinsi Jawa Barat. Wilayah operasi Refinery Unit VI memiliki luas area 250 Ha yang terdiri dari Unit Operasi, Ruang Pusat Pengendali Kilang, Area Tangki Umpan dan Produk, serta Gedung Perkantoran. Wilayah operasi Refinery Unit VI tidak ada yang berdekatan dengan daerah yang memiliki keanekaragaman hayati tinggi. Untuk mendukung kegiatan transportasi dan distribusi, Refinery Unit VI juga memiliki pelabuhan yang sesuai dengan ISPS Code. Area operasi Refinery Unit VI Balongan tidak ada yang berada di kawasan lindung atau area konservasi dan tidak berdekatan dengan "penduduk asli", sehingga tidak ada kegiatan penggusuran. [G4-OG4, G4-OG9, G4-OG10, G4-OG12] [ISRS-15.3.3.6]

OPERATION AREA [102-4, 102-7]

Refinery Unit VI is located at Jl. Raya Balongan-Indramayu Km 09, Balongan Sub-District, Indramayu Regency, West Java Province. Working areas of Refinery Unit VI covers 250 Ha area consisting of Unit Operation, Refinery Central Control Room, Feeding Tank and Product Area, and Office Building. Refinery Unit VI operation areas are not in close proximity with high level biodiversity areas. In order to support transportation and distribution activities, Refinery Unit VI also has jetties that met ISPS code. Refinery Unit VI Balongan operation areas are not within the access of protection area or conservation area, and not closely located with " indigenous people", thus there are no eviction activities. [G4-OG4, G4-OG9, G4-OG10, G4-OG12] [ISRS-15.3.3.6]

PETA WILAYAH OPERASI REFINERY UNIT VI
Operation Areas Map of Refinery Unit VI



Untuk mendukung kegiatan transportasi dan distribusi, Refinery Unit VI Balongan memiliki pelabuhan yang sesuai dengan ISPS Code.

In order to support transportation and distribution activities, Refinery Unit VI Balongan has jetties that met ISPS code.

FASILITAS SARANA PENERIMAAN UMPAN DAN PENYALURAN PRODUK

Feed Acceptance Facilities and Product Distribution

No.	Fasilitas Incoming Outgoing Incoming Outgoing Facilities	Fungsi Functions
1	Jetty Propylene / LPG / Avtur	Loading propylene, loading avtur and discharge LPG
2	SPM I [150,000 DWT]	Discharge crude oil and loading decant oil
3	SPM II [35,000 DWT]	Discharge naphtha
4	SPM III [17,500 DWT]	Loading HOMC, Premium, Pertamax, Pertamax Turbo

FASILITAS UTILITAS DAN FASILITAS PENDUKUNG KEGIATAN OPERASIONAL

Utility Facilities and Supporting Facilities for Operational Activities

No.	Equipment	Kapasitas Capacity	Keterangan Description
1	Water intake facility [WIF] Salamdarma	1,606 m³/H	3 Unit pompa existing 3 existing pump units 1 Unit pompa New Utilities Plant New Utilities Plant pump unit
2	Steam boiler	115 T/H X 9	6 Unit boiler existing 3 unit boiler New Utilities Plant
3	Steam turbine generator	22 MW X 5	4 Unit STG existing 1 Unit STG ex. KLBB
4	Cooling tower	33,000 m³/H 13,300 m³/H	Existing + KLBB New Utilities Plant
5	Emergency Generator	5 MW	
6	Service air dan instrument air Water service and water instrument	3,500 Nm³/H X 5 3,500 Nm³/H X 3	Existing + KLBB New Utilities Plant
7	Nitrogen Plant	700 Nm³/H X 2 2,500 Nm³/H X 2	Existing + KLBB New Utilities Plan
8	Denim Plant	230 m³/hr x 2 1x110 m³/hr	Exixting + KLBB





PRODUK YANG DIHASILKAN [102-2] [G4-0G14]

Kegiatan operasi Refinery Unit VI adalah mengolah minyak mentah dan nafta menjadi bahan bakar minyak [BBM] dan non bahan bakar minyak [NBBM]. Produk BBM yang diproduksi yaitu Premium dan Solar, sedangkan produk NBBM yakni Liquefied Petroleum Gas [LPG] dan Propylene. Pertamax, Pertamax Turbo, dan Avtur merupakan produk BBM yang dihasilkan oleh Refinery Unit VI. Refinery Unit VI Balongan tidak memiliki produk Biofuel.

Adapun Pertamax Turbo yang telah diluncurkan adalah Pertamax Turbo dengan RON 98 dan *sulphur content maximum* 50 ppm atau berstandar emisi Euro IV. Produk ini merupakan hasil racikan khusus Kilang Refinery Unit VI dengan adanya formula khusus yaitu Ignition Boost Formula, menjadikan Pertamax Turbo bahan bakar kualitas prima. Keunggulan Pertamax Turbo di antaranya mampu meningkatkan *driveability* kendaraan, membuat akselerasi menjadi lebih baik, meningkatkan tenaga mesin kendaraan, menyempurnakan pembakaran bahan bakar pada mesin, serta lebih ramah lingkungan. Pertamax Turbo telah teruji pada ajang balap Lamborghini Super Trofeo European Series oleh Lamborghini sebagai technical partner Pertamina. Saat ini Pertamax Turbo telah dipasarkan sampai ke Eropa.

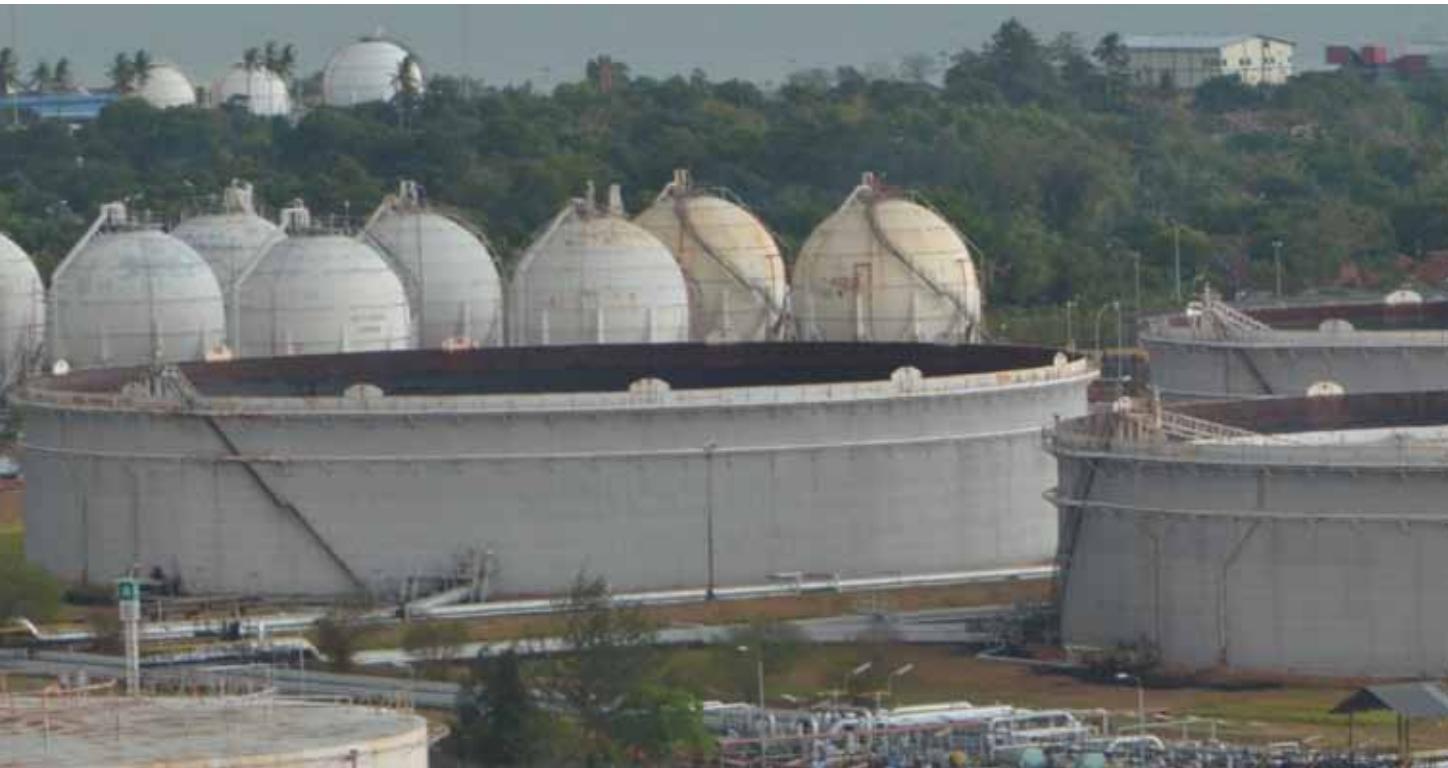
Produk NBBM terdiri dari LPG dan Propylene. Propylene diproduksi dari pemanfaatan *flare gas* [*offgas*] sebagai bahan baku dengan

PRODUCTS GENERATED [102-2] [G4-0G14]

Refinery Unit VI operations encompass processing crude oil and naphtha into fuel and non-oil fuel. The manufactured fuel products are Premium and Solar, while non-oil fuel products include Liquefied Petroleum Gas [LPG] and Propylene. Pertamax, Pertamax Turbo, and Avtur are special fuel products produced by Refinery Unit VI. Refinery Unit VI Balongan does not have Biofuel product.

Pertamax Turbo product that has been launched was Pertamax Turbo with RON 98 and maximum sulphur content of 50 ppm or Euro IV emission standard. This product is a result of special mixture of Refinery Unit VI with distinctive formula, Ignition Boost Formula, turning Pertamax Turbo into primed quality fuel. Pertamax Turbo superiority lies in its ability to increase vehicles' drive-ability, create better acceleration, increase vehicles' engine power, refine fuel combustion in engine, as well as to be Eco-friendlier. Pertamax Turbo has been proven in a race event-Lamborghini Super Trofeo European Series by Lamborghini as Pertamina technical partner. As of today, Pertamax Turbo market has reached Europe.

Non-oil fuel products consist of LPG and Propylene. Propylene is produced from flare gas [*off-gas*] utilization as raw material



olefin conversion technology [OCT]. Produk ini termasuk produk ramah lingkungan yang bernilai jual tinggi. Produk lainnya yang dihasilkan adalah Decant Oil dan High Octane Mogas Component [HOMC]. Kilang Langit Biru Balongan [KLBB] mengolah Low Octane Mogas Component [LOMC] menjadi HOMC untuk dikirimkan ke kilang lain sebagai komponen blending Mogas.

with olefin conversion technology [OCT]. This particular product is considered as an Eco-friendly product with high selling value. There is also Decant Oil and High Octane Mogas Component [HOMC]. Kilang Langit Biru Balongan [KLBB] processes Low Octane Mogas Component [LOMC] into HOMC to be distributed to other refineries as Mogas blending component.

**STRUKTUR DAN KEPEMILIKAN
PERUSAHAAN [102-5]**
Structure and Company Ownership



Refinery Unit VI merupakan salah satu unit bisnis yang dimiliki oleh PT Pertamina [Persero]. Oleh karena itu, Refinery Unit VI tidak bergabung dengan asosiasi apapun. Selama periode pelaporan, tidak terdapat perubahan signifikan di Refinery Unit VI terkait ukuran perusahaan, struktur modal, kepemilikan, lokasi operasi, fasilitas operasi, maupun struktur rantai pasokan. [102-10, 102-13]

Refinery Unit VI is one of business units owned by PT Pertamina [Persero]. Hence, Refinery Unit VI is not registered as a member in any associations. During reporting period, there was no significant changes in Refinery Unit VI related to company size, capital structure, ownership, operation location, operation facilities, and supply chain structure. [102-10, 102-13]

Visi, Misi, dan Nilai-Nilai Perusahaan^[102-16]

Vision, Mission, and Company Values

VISI Vision

Menjadi Kilang Terkemuka di Asia Tahun 2025.

To be the Leading Refinery in Asia in 2025

MISI Mission

- Mengolah *crude* dan *naphtha* untuk memproduksi BBM, BBK, residu, non-BBM, dan petkim secara tepat jumlah, mutu, waktu, dan berorientasi laba, serta berdaya saing tinggi untuk memenuhi kebutuhan pasar.
- Mengoperasikan kilang yang berteknologi maju dan terpadu secara aman, handal, efisien, dan berwawasan lingkungan.
- Mengelola aset Refinery Unit VI secara profesional yang didukung oleh sistem manajemen yang tangguh berdasarkan semangat kebersamaan, keterbukaan, dan prinsip saling menguntungkan.
- To process crude and naphtha accurately for fuel, special fuel, residue, non-fuel, and petrochemical production in volume, quality, time, and profit-oriented, as well as to have substantial competitiveness to meet market needs.
- To operate technology-advanced and integrated refineries safely, reliably, efficiently, and eco-friendly.
- To professionally manage Refinery Unit VI assets supported by a resilient management system based on the spirit of togetherness, transparency, and mutual benefit principle.

TATA NILAI 6C 6C Values

Sebagai bagian dari PT Pertamina [Persero], Refinery Unit VI menerapkan tata nilai 6C yaitu *clean*, *competitive*, *confident*, *customer focused*, *commercial*, dan *capable*. Budaya Pertamina dibangun melalui tata nilai perusahaan yang merupakan nilai-nilai penting yang dimiliki insan Pertamina. Adapun tata nilai 6C yang telah menjadi budaya perusahaan secara luas memiliki arti yaitu:

As part of PT Pertamina [Persero], Refinery Unit VI implements 6C values, which are clean, competitive, confident, customer-focused, commercial, and capable. Pertamina cultures were molded through the company values which reflect essential values owned by each Pertamina individual. Below are 6C values implemented as the company cultures extensively:

BERSIH

Clean

Dikelola secara profesional, menghindari benturan kepentingan, tidak menoleransi suap, menjunjung tinggi kepercayaan dan integritas. Berpedoman pada asas-asas tata kelola korporasi yang baik.

Professionally managed, avoiding conflict of interests, zero tolerance to bribery, upholding trust and integrity. Guided by good corporate governance principles.

KOMPETITIF

Competitive

Mampu berkompetisi dalam skala regional maupun internasional, mendorong pertumbuhan melalui investasi, membangun budaya sadar biaya, dan menghargai kinerja.

Able to compete in regional and international scale, promoting growth through investment, building cost-conscious culture, and appreciating performance.

PERCAYA DIRI

Confident

Berperan dalam pembangunan ekonomi nasional, menjadi pelopor dalam reformasi BUMN, dan membangun kebanggaan bangsa.

Participating in national economic development, pioneering in SOE reformation, and building the nation pride.

FOKUS KEPADA PELANGGAN

Customer Focus

Berorientasi pada kepentingan pelanggan, dan berkomitmen untuk memberikan pelayanan yang terbaik kepada pelanggan.

Orienting on customer satisfaction, and committing to provide the best services to customer.

KOMERSIAL

Commercial

Menciptakan nilai tambah dengan orientasi komersial, mengambil keputusan berdasarkan prinsip-prinsip bisnis yang sehat.

Creating added value with commercial orientation, making decisions based on sound business principles.

BERKEMAMPUAN

Capable

Dikelola oleh pemimpin dan pekerja yang profesional dan memiliki talenta dan penguasaan teknis tinggi, berkomitmen dalam membangun kemampuan riset dan pengembangan.

Managed by professional and talented leaders and employees who possess extensive technical skill, and commit to building research and development ability.

Manajemen Sumber Daya Manusia

Human Resources Management

PEKERJA REFINERY UNIT VI [ISRS-15.3.5.3]

Pekerja merupakan salah satu aset perusahaan yang sangat signifikan. Oleh karenanya, manajemen sumber daya manusia [SDM] senantiasa dikelola dengan baik. Proses rekrutmen di Refinery Unit VI berlangsung terbuka dan transparan, tanpa membedakan suku, agama, ras, maupun keberagaman lainnya, dan tidak ada insiden diskriminasi. Hingga akhir tahun 2017, Refinery Unit VI mempekerjakan total 1.830 orang. Para pekerja terdiri dari 1.018 pekerja waktu tidak tertentu [PWTT], 48 pekerja waktu tertentu [PWT], dan 764 *outsourcing*. Di sisi lain, selama tahun 2017, Refinery Unit VI memiliki 1 orang pekerja dengan jenis kelamin laki-laki yang masih di bawah supervisi atau peserta *On the Job Training* [OJT]. [102-7, 102-8]

REFINERY UNIT VI EMPLOYEES [ISRS-15.3.5.3]

Employee is one of the most significant assets of the company. Therefore, human resources [HR] is well-managed continuously. Recruitment process in Refinery Unit VI is held openly and transparently, without discriminating ethnicity, religion, race, as well as other diversities, and zero discrimination incidents. As of 2017, Refinery Unit VI employed 1,830 people. These employees consist of 1,018 permanent employees [PWTT], 48 temporary employees [PWT], and 764 outsourced employees. On the other hand, throughout 2017 Refinery Unit VI had 1 male employee who worked under supervision or participated in On the Job Training [OJT]. [102-7, 102-8]

JUMLAH PEKERJA BERDASARKAN GENDER DAN STATUS [102-7, 102-8]

Total Employees Based on Gender and Status

Status Kepegawaian Employment Status	2017		2016		2015	
	Pria Male	Wanita Female	Pria Male	Wanita Female	Pria Male	Wanita Female
Pekerja Waktu Tidak Tertentu [PWTT] merupakan pekerja organik Permanent Employee [PWTT] is an organic employee	980	38	993	47	1,084	47
Pekerja Waktu Tertentu [PWT] merupakan pekerja berstatus kontrak yang memiliki kontrak langsung dengan PT Pertamina [Persero] Temporary Employee [PWT] is a contract-based employee with direct agreement with PT Pertamina [Persero]	48	0	35	1	2	1
Outsourcing	684	80	732	82	851	91
Jumlah Total	1,830		1,890		2,076	

PERPUTARAN PEKERJA [ISRS 15.3.4.2]**Employee Turnover**

Keterangan Description	2017		2016		2015	
	Pria Male	Wanita Female	Pria Male	Wanita Female	Pria Male	Wanita Female
Pekerja masuk, karena: Employees were recruited due to:						
<ul style="list-style-type: none"> - Rekrutmen Recruitment process 28 2 5 1 104 5 - Mutasi Mutation 49 5 23 5 21 3 						
Pekerja keluar, karena: Employees exited due to:						
<ul style="list-style-type: none"> - Mengundurkan diri Resignation 0 1 0 0 2 0 - Pensiu Pension 35 5 56 0 23 7 - Meninggal Demise 1 0 4 0 4 0 						
Rasio perputaran Turnover Ratio	277	7	208	17	81	11
Jumlah Total	410		319		261	

Penurunan jumlah pekerja di Refinery Unit VI disebabkan oleh di tahun 2017 sudah tidak lagi diberlakukan peraturan perekrutan kembali pekerja yang sudah pensiun. Di tahun sebelumnya, pekerja yang keluar dari Refinery Unit VI karena pensiun akan dihitung karena direkrut kembali untuk menduduki suatu jabatan. Penyebab lain jumlah pekerja di tahun 2017 mengalami penurunan dari tahun lalu yaitu sedikitnya jumlah pekerja baru yang diterima bekerja di Refinery Unit VI. [102-8]

Sepanjang tahun 2017, Perusahaan menjalankan proses rekrutmen dengan adil. Namun demikian jumlah pekerja bergender pria lebih mendominasi, karena karakteristik kegiatan operasi dan bisnis Refinery Unit VI lebih diminati oleh gender pria. Hingga akhir tahun 2017, perusahaan mencatat jumlah pekerja baru sebanyak tiga puluh [30] orang, dan diikuti dengan pekerja yang meninggalkan perusahaan sebanyak 42 orang.

The decrease on employee number at Refinery Unit VI was caused by the conclusion of regulation on re-recruiting retirees in 2017. In the previous year, employees who left Refinery Unit VI for pension would be computed as it would be re-recruited to occupy a certain position. Another factor that influenced the decreasing number of employees in 2017 was the slight number of new employees accepted to work at Refinery Unit VI. [102-8]

Throughout 2017, the Company ran the recruitment process fairly. Nevertheless, number of male employees was more dominating, as Refinery Unit VI's operations and business activities characteristics were more demanded by male employees. Up to 2017, the company recorded thirty [30] new employees, and 42 employees who exited the company.

Sesuai dengan Undang-Undang Ketenagakerjaan dan Perjanjian Kerja Bersama (PKB), Refinery Unit VI menerima pekerja dengan usia minimum adalah delapan belas [18] tahun. Dengan demikian, dapat dipastikan tidak ada pekerja Refinery Unit VI yang merupakan pekerja anak. [\[ISRS 15.3.5.5\]](#)

Demikian juga, perusahaan memastikan tidak ada pekerja paksa, karena proses rekrutmen diawasi dan dilakukan oleh PT Pertamina (Persero). Selain itu, sesuai PKB yang berlaku, Refinery Unit VI telah mengatur jam kerja dan waktu istirahat. Adanya peraturan tersebut dapat menghindari risiko kerja paksa. [\[ISRS 15.3.5.6\]](#)

In accordance with Labour Law and Collective Labour Agreement (CLA), Refinery Unit VI is allowed to hire employees with eighteen [18] years old as minimum age. Hence, it can be confirmed there are no child labour at Refinery Unit VI. [\[ISRS 15.3.5.5\]](#)

Moreover, the company ascertains there were no forced labour as recruitment process is supervised and conducted by PT Pertamina (Persero). On the other hand, as per the prevailing CLA, Refinery Unit VI has regulated its work hours and time-off. With the regulation on the hand of the company, it could avoid the risk of forced labour. [\[ISRS 15.3.5.6\]](#)

KETENTUAN TENTANG JAM KERJA DALAM PKB [\[ISRS 15.3.5.6\]](#)

Regulation on Work Hours in CLA

Uraian Description	Penjelasan Remarks
Jam kerja per hari Working hours per day	8 jam kerja 8 working hours
Jam kerja per minggu Working hours per week	40 jam kerja 40 working hours
Waktu istirahat Time-off	1 jam per hari 1 hour per day
Kelebihan jam kerja (lembur) Overtime	3 Jam/hari 3 hours/day
Flexi time	Tidak ada None
Fasilitas cuti bagi pekerja jadwal rotasi Leaves for rotation-based employees	12 Hari Kerja + 2 Hari Perjalanan dan Tahun Ketiga 26 Hari Kerja + 2 Hari Perjalanan. 12 Working Days + 2 Traveling Days and Third Year 12 Working Days + 2 Traveling Days.
Fasilitas cuti bagi pekerja jadwal non-rotasi Leaves for non-rotation-based employees	12 Hari Kerja + 2 Hari Perjalanan dan Tahun Ketiga 26 Hari Kerja + 2 Hari Perjalanan dan 5 Hari Kerja setelah 90 hari TMT tanggal Mutasi ke luar tempat kedudukan. 12 Working Days + 2 Traveling Days and Third Year 12 Working Days + 2 Traveling Days and 5 Working Days after 90 days starting from Mutation date to outside the domicile.
Masa berlaku fasilitas cuti Leaves validity period	TMT tanggal Pengangkatan sampai <i>due date</i> pada tahun berikutnya. Effective after Appointment date up to due date in the subsequent year.



PEKERJA LOKAL DAN MANAJER SENIOR LOKAL [ISRS 15.3.2.6]

Setiap pekerja mendapatkan kesempatan yang sama dan setara untuk berkarir di Refinery Unit VI. Definisi pekerja lokal adalah pekerja yang berasal dari Jawa Barat berdasarkan Kartu Tanda Penduduk [KTP]. Perusahaan telah mencatat pekerja lokal yang juga menduduki jabatan manajer senior. Dari total dua puluh [20] manajer yang bekerja di Refinery Unit VI, lima [5] di antaranya termasuk kedalam pekerja lokal.

LOCAL EMPLOYEES AND LOCAL SENIOR MANAGERS [ISRS 15.3.2.6]

Each employee receives equal and equivalent opportunities to build a career at Refinery Unit VI. Local employees are those from West Java based on Identity Card [KTP]. The Company recorded local employees who also occupy the position of senior manager. Of the twenty [20] managers working at Refinery Unit VI, five [5] of them fall into the category of local employee.

JUMLAH PWTT DAN PWT TAHUN 2017 BERDASARKAN DAERAH ASAL [ISRS 15.3.2.6, ISRS 15.3.4.1]

Total PWTT and PWT in 2017 Based on Area of Origin

Daerah Asal Area of Origin	Jumlah Total	Pria Male		Wanita Female	
		Jumlah Total	%	Jumlah Total	%
Indramayu	187	186	99	1	1
DKI Jakarta	86	82	95	4	5
Depok-Bogor-Tangerang-Bekasi	25	24	96	1	4
Jawa Barat West Java	306	298	97	8	3
Daerah Lain di luar Jawa Barat Other Areas outside West Java	293	282	96	11	4
Daerah Lain di luar Jawa Other Areas outside Java	169	156	92	13	8
Jumlah Total	1,066	1,028	96	38	4

KOMPOSISI DAN STRUKTUR MANAJEMEN PERUSAHAAN [ISRS 15.3.4.8]

Composition and Management Structure of the Company

Kelompok Jabatan Position Group	Gender		Kelompok Usia Age Group		
	Pria Male	Wanita Female	<30	31-50	>51
General Manager [PRL 22-24]	1	0	0	0	1
Manager [PRL 19-21]	20	0	0	7	13
Assistant Manager / setara [PRL 16-18]	74	2	0	44	32
Senior Supervisor / setara [PRL 14-15]	259	6	3	176	86
Supervisor / setara [PRL 12-13]	257	26	62	203	18
Operator / setara [PRL 10-11]	247	4	67	184	0
Junior Operator / setara [PRL 8-9]	170	0	139	31	0
Jumlah Total	1,028	38	271	645	150

KESEJAHTERAAN PEKERJA

Kesejahteraan pekerja Refinery Unit VI diatur dalam Perjanjian Kerja Bersama [PKB], yang diperbaharui setiap dua [2] tahun sekali. Dalam PKB, hak-hak pekerja diatur dalam Bab III tentang Pengupahan dan Bab V tentang Fasilitas dan Kesejahteraan, termasuk didalamnya mengatur upah, imbal jasa, asuransi, kesehatan / pengobatan, kesejahteraan pekerja dan keluarga, rumah dinas perusahaan serta jaminan hari tua.

EMPLOYEE WELFARE

Refinery Unit VI employees' welfare is regulated in Collective Labour Agreement [CLA], which re-new once every two [2] year. As stated in CLA, employees' rights are arranged in Chapter III on Remuneration and Chapter V on Facilities and Welfare in which it includes wage, benefits, insurance, health / treatment, employees' welfare and the family, official residence as well as retirement insurance.

FASILITAS YANG DITERIMA PEKERJA BERDASARKAN STATUS KEPEGAWAIAN

Facilities Received by Employees Based on Employment Status

Bentuk Manfaat Type of Benefit	PWTT	PWT
Gaji pokok Basic salary	Ada Available	Ada Available
Asuransi jiwa Life insurance	Ada Available	Tidak ada Unavailable
Tunjangan kesehatan [BPJS Kesehatan] Health benefit [Health BPJS]	Ada Available	Ada Available
Tunjangan hari tua [BPJS Ketenagakerjaan] Retirement benefit [Employment BPJS]	Ada Available	Ada Available
Tunjangan disabilitas dan invaliditas Disability and invalidity benefit	Ada Available	Tidak ada Unavailable
Tunjangan kelahiran Maternity leave	Ada Available	Tidak ada Unavailable
Tunjangan kecelakaan kerja Work accident benefit	Ada Available	Ada Available
Tunjangan pensiun Pension benefit	Ada Available	Tidak ada Unavailable
Tunjangan lembur Overtime benefit	Ada Available	Ada Available
Tunjangan hari raya Religious holiday allowance	Ada Available	Ada Available
Tunjangan cuti Annual leave	Ada Available	Ada Available
Rumah dinas [tergantung PRL dan prioritas Pekerja pengangkatan luar Refinery Unit VI] Official residence [depends on PRL and priority of employee appointment outside Refinery Unit VI]	Ada Available	Tidak ada Unavailable
Kendaraan dinas [tergantung Jabatan] Official vehicle [depends on Position]	Ada Available	Tidak ada Unavailable

Perusahaan memberikan jaminan kepada pekerja wanita yang selesai menjalani cuti panjang melahirkan [90 hari kalender], untuk diterima bekerja kembali dan mendapatkan haknya sebagai pekerja. Selama tahun 2017, jumlah pekerja wanita yang menjalani cuti melahirkan sebanyak tujuh [7] orang.

Perusahaan tidak membedakan remunerasi antara pekerja pria dan wanita, namun yang membedakan jumlah remunerasi adalah pertimbangan status kepegawaian, lama waktu bekerja, keahlian dan kompetensi, serta jenjang jabatan. Sesuai dengan peraturan perusahaan, Refinery Unit VI memberikan remunerasi yang kompetitif kepada para pekerja, dan memastikan semua pekerja menerima upah sesuai dengan ketentuan yang berlaku atau Upah Minimum Sektoral Kota [UMSK]. Refinery Unit VI juga turut memberikan masukan terkait penentuan Upah Minimum Sektoral Kota. [ISRS 15.3.4.9] [ISRS 15.3.6.5]

The company provides assurance for female employees who complete long maternal leave [90 calendar days] to be accepted to resume their work and acquire their rights as employee. In the period of 2017, total female employees who acquired maternal leave reached seven [7] people.

The company does not differentiate remuneration between male and female employees, but the amount of remuneration received is considered based on employment status, period of work, skills and competencies, as well as length of service. As per the company regulations, Refinery Unit VI confers competitive remuneration for employees, and ensures all employees to receive wage in accordance with the prevailing regulations or Sector-based Minimum Wage [UMSK]. Refinery Unit VI also participates in giving feedbacks concerning the Sector-based Minimum Wage determination. [ISRS 15.3.4.9] [ISRS 15.3.6.5]

PERBANDINGAN IMBAL JASA TERHADAP UPAH MINIMUM SEKTORAL KOTA [ISRS 15.3.4.9]**Comparison of Benefits to Sector-based Minimum Wage**

Wilayah Operasi Operation Area	Upah Terendah Lowest Wage	UMSK 2017	Percentase Percentage
Kabupaten Indramayu Indramayu Regency	Rp4,949,000.00	Rp2,810,058.00	56.8%>UMSK 2017

PROGRAM PENSIUN DAN PEKERJA YANG MEMASUKI MASA PURNA BAKTI [ISRS 15.3.2.3]

Bagi pekerja yang telah memasuki masa purna bakti, Refinery Unit VI memberikan Pelatihan Persiapan Menjelang Purna Karya (PMPK) dengan materi tentang wiraswasta. Di tahun 2017, perusahaan mencatat memiliki empat puluh [40] orang pekerja yang telah memasuki masa purna bakti. Untuk mengapresiasi kinerja para pekerja, baik yang belum maupun yang sudah memasuki masa purna bakti, perusahaan telah menyiapkan program pensiun. Sesuai PKB yang berlaku, usia pensiun pekerja Refinery Unit VI adalah 56 tahun.

Kebijakan program pensiun di Refinery Unit VI mengikuti ketentuan PT Pertamina (Persero) dan Perjanjian Kerja Bersama (PKB). Program jaminan hari tua mencakup tabungan pekerja dan program asuransi. Para pekerja didaftarkan dan dibayarkan iurannya sebagai peserta program dana pensiun melalui Program Pensiun Manfaat Pasti (PPMP) dan/atau Program Pensiun Iuran Pasti (PPIP) sejak diangkat menjadi PWT / PWTT. Seluruh pekerja (100%) telah diikutsertakan dalam program jaminan hari tua dan pensiun. [ISRS 15.3.2.3]

PENSION PROGRAM AND EMPLOYEES ENTERING RETIREMENT PERIOD [ISRS 15.3.2.3]

For employees who have reached retirement period, Refinery Unit VI provides Pre-Retirement Preparation (PMPK) Training with material on being an entrepreneur. In 2017, the company reported as many as forty [40] employees have entered retirement period. In order to appreciate the performance of the employees, both retiring and non-retiring employees, the company has prepared a pension program. In accordance with the prevailing CLA, pension age of Refinery Unit VI employees is 56 years old.

Pension program policy at Refinery Unit VI adheres to PT Pertamina (Persero) regulations and Collective Labour Agreement (CLA). Retirement insurance program includes employees' savings and insurance program. Employees are registered and premiums paid for as participants of pension fund program through Defined Benefit Plans (PPMP) and/or Defined Contribution Plans (PPIP) since being appointed as PWT/PWTT. All employees (100%) have been included in retirement insurance and pension program. [ISRS 15.3.2.3]



MENJUNJUNG TINGGI HAK ASASI MANUSIA [ISRS 15.3.5.1]

Selama tahun 2017, Refinery Unit VI tidak pernah melakukan perjanjian investasi yang mencakup klausul hak asasi manusia karena wewenang dalam melakukan investasi berada pada PT Pertamina [Persero]. Namun demikian, Refinery Unit VI menerapkan hubungan ketenagakerjaan dengan prinsip saling menghargai dan berkeadilan. Kami terus berupaya menciptakan tempat kerja yang sehat dan aman, serta memberikan dukungan pada nilai-nilai hak asasi manusia [HAM]. Dukungan HAM pada praktik ketenagakerjaan di antaranya:

1. Memperhatikan aspek HAM yang dimuat dalam setiap hubungan kontraktual antara perusahaan dengan penyedia tenaga kerja alih daya [*outsourcing*];
2. Melakukan pengawasan pada setiap penyedia tenaga kerja untuk meminimalkan terjadinya pelanggaran terhadap prinsip-prinsip HAM;
3. Memberikan sosialisasi dan program edukasi terkait HAM kepada seluruh pekerja termasuk pekerja alih daya melalui *E-Learning*;
4. Memasukkan klausul HAM dalam PKB dan *Code of Conduct*.

Dalam praktik pengadaan oleh pemasok dan kontraktor, Refinery Unit VI memastikan bahwa seluruh pemasok dan kontraktor [100%] telah memenuhi ketentuan ketenagakerjaan yang berlaku [UU Ketenagakerjaan]. Salah satu pendekatan yang dilakukan adalah memasukkan klausul dalam kontrak kerja bahwa pemasok dan kontraktor tidak memiliki tenaga kerja di bawah umur dan tidak menerapkan kerja paksa. [ISRS 15.3.5.2, ISRS 15.3.5.5, ISRS 15.3.5.6]

PELATIHAN BAGI PEKERJA [ISRS 15.3.4.7]

Komitmen Refinery Unit VI dalam mengembangkan kompetensi pekerja diwujudkan melalui penyelenggaraan pelatihan. Kesempatan untuk mendapatkan pelatihan berlaku bagi seluruh pekerja di semua jenjang jabatan maupun fungsi. Kebijakan terkait pengembangan kompetensi pekerja diatur dalam PKB Tahun 2017-2019 Pasal 125-132. Selama tahun 2017, Refinery Unit VI menyelenggarakan pelatihan dengan total 32.792 jam.

UPHOLDING HUMAN RIGHTS [ISRS 15.3.5.1]

In the span of 2017, Refinery Unit VI never performed investment agreements which involved a clause on human rights as the authority in performing an investment is handled by PT Pertamina [Persero]. However, Refinery Unit VI implements employment relationship based on the principle of mutual respect and fairness. We continuously put efforts in creating a healthy and safe work environment, as well as provide supports to human rights values. Supports to human rights in employment practice among which are:

1. Heeding human rights aspect stated in each contractual relationship between the company and outsourcing companies;
2. Overseeing each labour provider to lessen violations against human rights principles;
3. Providing socialization and educational program concerning human rights for all employees including outsourced employees through E-Learning;
4. Adding human rights clause in CLA and *Code of Conduct*.

In terms of procurement by suppliers and contractors, Refinery Unit VI ensures that suppliers and contractors [100%] have met the prevailing labour regulations [Labour Law]. One of the conducted approaches was adding a clause into a work contract elucidating that suppliers and contractors do not have child labour and do not implement forced labour. [ISRS 15.3.5.2] [ISRS 15.3.5.5]

TRAINING FOR EMPLOYEES [ISRS 15.3.4.7]

Refinery Unit VI commitment in developing employees' competency is manifested through training. Opportunities to receive trainings are widely available for all employees in all positions and functions. Policies related to employees' competency development are regulated in CLA of 2017-2019 Article 125-132. Throughout 2017, Refinery Unit VI conducted trainings reaching the total of 32,792 hours.

JUMLAH RATA-RATA PELATIHAN PER PEKERJA PER TAHUN [SRS 15.3.4.7]**Total Average of Training Per Employee per Year**

Keterangan Description	Satuan Unit	2017	2016	2015
Jumlah Jam Pelatihan Setahun Total Training Hours in a Year	Jam Hour	32,800	15,576	32,288
Jumlah Pekerja Peserta Pelatihan Total Employees Participating in Trainings	Orang People	653	649	679
Rerata Jam Pelatihan Per Pekerja Per Tahun Average of Training Hours Per Employee Per Year	Jam Hour	50	24	47

JUMLAH RATA-RATA PELATIHAN PER GENDER TAHUN 2017**Total Average of Trainings Per Gender of 2017**

Keterangan Description	Satuan Unit	Laki-laki Male	Perempuan Female
Jumlah Jam Pelatihan Setahun Total Training Hours in a Year	Jam Hour	31.912	888
Jumlah Pekerja Peserta Pelatihan Total Employees Participating in Trainings	Orang People	638	15
Rerata Jam Pelatihan Per Pekerja Per Tahun Average of Training Hours Per Employee Per Year	Jam Hour	50	59

JENIS PELATIHAN DAN JUMLAH PESERTA TAHUN 2017**Type of Trainings and Total Participants of 2017**

Jenis Pelatihan Type of Trainings	Pria Male	Wanita Female	Jumlah Peserta Total Participants
Mandatory HSE	128	0	128
Mandatory Leadership	74	6	80
PMPK	6	0	6
Sertifikasi Certification	279	1	280
Technical	212	12	224
Workshop / Upskilling	278	7	285

Sampai dengan akhir tahun 2017 terdapat sebanyak 345 orang pekerja di Refinery Unit VI yang telah memiliki sertifikat keahlian. Jumlah tersebut mencakup 32% dari total pekerja waktu tidak tertentu [PWTT] yang ada.

Selain melalui pelatihan, *transfer knowledge* juga dilakukan melalui forum Knowledge Management [KOMET] khususnya untuk pengetahuan operasional kilang. Forum ini bertujuan untuk meningkatkan kapabilitas perusahaan dan melestarikan aset perusahaan berupa pengetahuan, keterampilan, dan pengalaman operasional yang dimiliki individual para pimpinan dan pekerja.



Up to the end of 2017, there were 345 employees at Refinery Unit VI with certificate of expertise. Such figure encompassed 32% of the total existing PWTT.

Aside from training, transfer knowledge is also conducted through Knowledge Management [KOMET] forum especially for refinery operational knowledge. This forum aims to increase the company capability and safeguard the company assets in the form of knowledge, skills, and operational experience possessed by leaders and employees.

Saat ini Refinery Unit VI telah memiliki Operator Training Simulator [OTS] yaitu suatu perangkat yang digunakan sebagai salah satu cara untuk menguji kompetensi operator dalam mengoperasikan sebuah unit operasi di berbagai kondisi termasuk kondisi operasi yang jarang dijumpai selama melakukan tugasnya sebagai operator. Refinery Unit VI memiliki inisiatif yaitu Tempat Uji Kompetensi [TUK] guna memudahkan pelaksanaan sertifikasi bagi pekerja dan telah memiliki izin untuk Tempat Uji Kompetensi sesuai persetujuan dari LSP "PPT MIGAS" dengan ruang lingkup:

- Petugas pengukur tanki;
- Petugas pengambil contoh;
- Petugas laboratorium pengujian migas;
- Operator pesawat angkat/crane;
- Operator boiler;
- Operator scaffolding;
- Loading Master.

Today Refinery Unit VI has Operator Training Simulator [OTS], a device used as one of means to test operator competencies in operating unit operation in various conditions, including circumstances of operation rarely encountered during his duty as an operator. Refinery Unit VI has an initiative, namely Competency Test Place [TUK] to ease certification process for employees and has earned a license for Competency Test Place in line with LSP "PPT MIGAS" approval with scopes as shown below:

- Tank gauges' officer;
- Sampling officer;
- Oil and gas testing laboratory officer;
- Lift / crane aircraft operator;
- Boiler operator;
- Scaffolding operator;
- Loading Master.

EVALUASI KINERJA

Evaluasi kinerja dilakukan secara berkala berdasarkan standar yang ditetapkan oleh perusahaan. Di tahun 2017 jumlah pekerja Refinery Unit VI yang menerima evaluasi kinerja sebanyak 1.018 orang pekerja, atau 100% dari total PWTT.

PERFORMANCE EVALUATION

Performance evaluation is carried out regularly based on standards stipulated by the company. In 2017 total employees of Refinery Unit VI who received performance evaluation reached 1,018 employees, or 100% of total PWTT.

APRESIASI BAGI PEKERJA

Annual Award

Refinery Unit VI memberikan "Annual Award" untuk pekerja yang berprestasi. Proses penilaian bagi pekerja dilakukan dalam kurun waktu Januari sampai dengan Desember, dan penghargaan ini diberikan pada saat Ulang Tahun Pertamina tanggal 10 Desember.

APPRECIATION FOR EMPLOYEES

Annual Award

Refinery Unit VI presents "Annual Award" for outstanding employees. Evaluation process for employees is conducted between January and December, and this award is handed out on Pertamina Anniversary of 10 December.

PERJANJIAN KERJA BERSAMA

Dalam rangka membina hubungan yang baik dan saling menghormati antar pekerja dan perusahaan, seluruh hal-hal yang berkaitan untuk mendukung kesejahteraan dan kedisiplinan kerja tertuang dalam Perjanjian Kerja Bersama

COLLECTIVE LABOUR AGREEMENT

With regard to cultivating a good relationship and mutual respect between employees and the company, all matters relating to welfare support and work discipline are specified in Collective Labour Agreement [CLA]. Employee management by Refinery

[PKB]. Pengelolaan pekerja dilakukan Refinery Unit VI mengacu pada ketentuan dan syarat kerja yang telah diatur dalam PKB. Perjanjian Kerja Bersama ditinjau dan diperbaharui secara berkala setiap dua [2] tahun sekali.

Seluruh pekerja organik [PWTT] 100% terlindungi oleh PKB, namun tidak untuk PWT karena PWT memiliki kontrak terpisah dengan Refinery Unit VI, sedangkan pekerja *outsourcing* tidak terikat PKB. Sebagai bentuk komitmen, setiap pekerja berkewajiban untuk mengisi lembar kepatuhan yang dimuat dalam PKB, dan seluruh pekerja [100%] telah menandatangani PKB yang kemudian dikumpulkan di HR Industrial Relation and OS Management. [102-41]

Unit VI adheres to work regulations and terms of employment stated in CLA. The CLA is reviewed and updated periodically once every two [2] month.

All organic employees [PWTT] are 100% protected by CLA except PWT as PWT has a separated contract with Refinery Unit VI, whereas outsourcing employees are not bind with CLA. As a commitment, each employee is required to complete a compliance form stated in CLA, and all employees [100%] have signed CLA to which then to submitted to HR Industrial Relation and OS Management. [102-41]

SERIKAT PEKERJA [ISRS 15.3.4.3, ISRS 15.3.5.4]

Demi terjalin hubungan industrial yang baik dan sesuai dengan peraturan yang berlaku, Refinery Unit VI menghormati kebebasan pekerja untuk berserikat. Adapun Serikat Pekerja menjadi wadah komunikasi dan aspirasi bagi pekerja. Apabila terjadi perselisihan hubungan industrial, maka akan diselesaikan dengan berpedoman pada perundang-undangan yang berlaku. Refinery Unit VI senantiasa mendengarkan aspirasi pekerja, memperhatikan dan menindaklanjuti setiap pengaduan atau keluhan pekerja terkait dengan hubungan kerja, praktik kepegawaian dan pelanggaran hak asasi manusia. Sampai dengan akhir periode pelaporan, jumlah pekerja Refinery Unit VI yang menjadi anggota Serikat Pekerja sebanyak 919 orang, atau 90,3% dari total pekerja.

LABOUR UNION [ISRS 15.3.4.3, ISRS 15.3.5.4]

For a better industrial relationship and one that is in line with the prevailing regulations, Refinery Unit VI respects the freedom holds by employees to form a union. Labour Union exists to serve as communication forum and aspiration for employees. If industrial dispute occurs, it will be settled by referring to the prevalent laws and regulations. Refinery Unit VI constantly listens to the aspiration of its employees, noticing and following up each whistle-blower and complaint of employees concerning work relationship, officialdom practice, and human rights violation. Up to the end of reporting period, total employees of Refinery Unit VI who were also members of Labour Union reached 919 people, or 90.3% of total employees.

KEANGGOTAAN SERIKAT PEKERJA [ISRS 15.3.4.3]

Membership of Labour Union

Latar Belakang Background	Jumlah Anggota Number of Members	Total Pekerja Total Employees	%
PWTT	919	1,018	90.3
PWT	0	0	0
Jumlah Total	919	1,018	90.3

PERUBAHAN ORGANISASI DAN WAKTU PEMBERITAHUAN PERUBAHAN [ISRS 15.3.4.4]

Perubahan pola operasional yang berdampak signifikan harus dikelola dengan baik. Selama tahun 2017 tidak ada perubahan organisasi di lingkungan Refinery Unit VI. Namun demikian, ada beberapa perubahan terkait operasional, di antaranya terkait dengan penempatan pekerja dan pengunduran diri. Sesuai PKB yang berlaku, Refinery Unit VI berkewajiban memberikan waktu minimal pemberitahuan kepada pekerja. Pemberitahuan tersebut tertuang dalam Perjanjian Kerja Bersama (PKB) Bab IX bagian pertama pasal 94 tentang Pemutusan Hubungan Kerja karena Pekerja Mengundurkan Diri.

CHANGES IN ORGANIZATION AND TIME NOTIFICATION OF CHANGES [ISRS 15.3.4.4]

Changes to operational pattern with significant impacts should be managed well. In the course of 2017, there were zero changes in organization surrounding Refinery Unit VI. However, there were several changes concerning operational among which are employees' placement and resignation. In accordance with the prevailing CLA, Refinery Unit VI is obligated to give a minimum time notification to employees. The said notification is specified in Collective Labour Agreement (CLA) Chapter IX first part of article ninety-four (94) on Termination of Employment Due to Employees Resignation.

WAKTU MINIMAL PEMBERITAHUAN PERUBAHAN [ISRS 15.3.4.4]

Minimum Time Notification of Changes

Bentuk Kegiatan Type of Activity	Waktu Minimal Pemberitahuan Minimum Time Notification
Pemutusan Hubungan Kerja Termination of Employment	30 Hari kalender sebelum pelaksanaan 30 Days of calendar prior to execution
Mutasi dan Rotasi Mutation and Rotation	30 Hari kalender sebelum pelaksanaan 30 Days of calendar prior to execution

Komitmen Tata Kelola Berkelanjutan

Sustainable Governance Commitment

KEBIJAKAN TATA KELOLA PERUSAHAAN

Secara struktur tata kelola, Refinery Unit VI menjadi bagian dari pengelolaan PT Pertamina (Persero). Dengan demikian, kebijakan tata kelola perusahaan yang diimplementasikan tidak terpisahkan dari kebijakan yang dikembangkan oleh PT Pertamina (Persero). Selain itu, kebijakan tata kelola perusahaan juga mengacu pada Undang-Undang Nomor 19 Tahun 2003 tentang BUMN, serta Peraturan Menteri BUMN No. PER-01/MBU/2011 tentang Penerapan Tata Kelola Perusahaan Yang Baik (*Good Corporate Governance/GCG*) pada BUMN.

Dalam pelaksanaannya, tata kelola perusahaan di Refinery Unit VI selalu memperhatikan prinsip-prinsip GCG yaitu transparansi, akuntabilitas, kemandirian, bertanggung jawab, dan kewajaran. Di samping itu, Refinery Unit VI juga telah merancang Pedoman Tata Kelola Perusahaan (*Code of Corporate Governance*) sebagai payung tertinggi kebijakan perusahaan yang diberlakukan di seluruh unit usaha dan jajaran perusahaan.

CORPORATE GOVERNANCE POLICY

On governance structure, Refinery Unit VI is part of PT Pertamina (Persero) management. As such, the corporate governance policy implemented is inseparable to policy developed by PT Pertamina (Persero). Moreover, the corporate governance policy refers to Law Number 19 of 2003 on SOE, as well as Regulation of Minister of SOE No. PER-01/MBU/2011 on Implementation of Good Corporate Governance (GCG) on SOE.

The corporate governance in Refinery Unit VI constantly takes notice of GCG principles, namely transparency, accountability, independence, liability, and fairness. Furthermore, Refinery Unit VI has outlined Code of Corporate Governance as the highest umbrella of company policies enacted across business units and company.

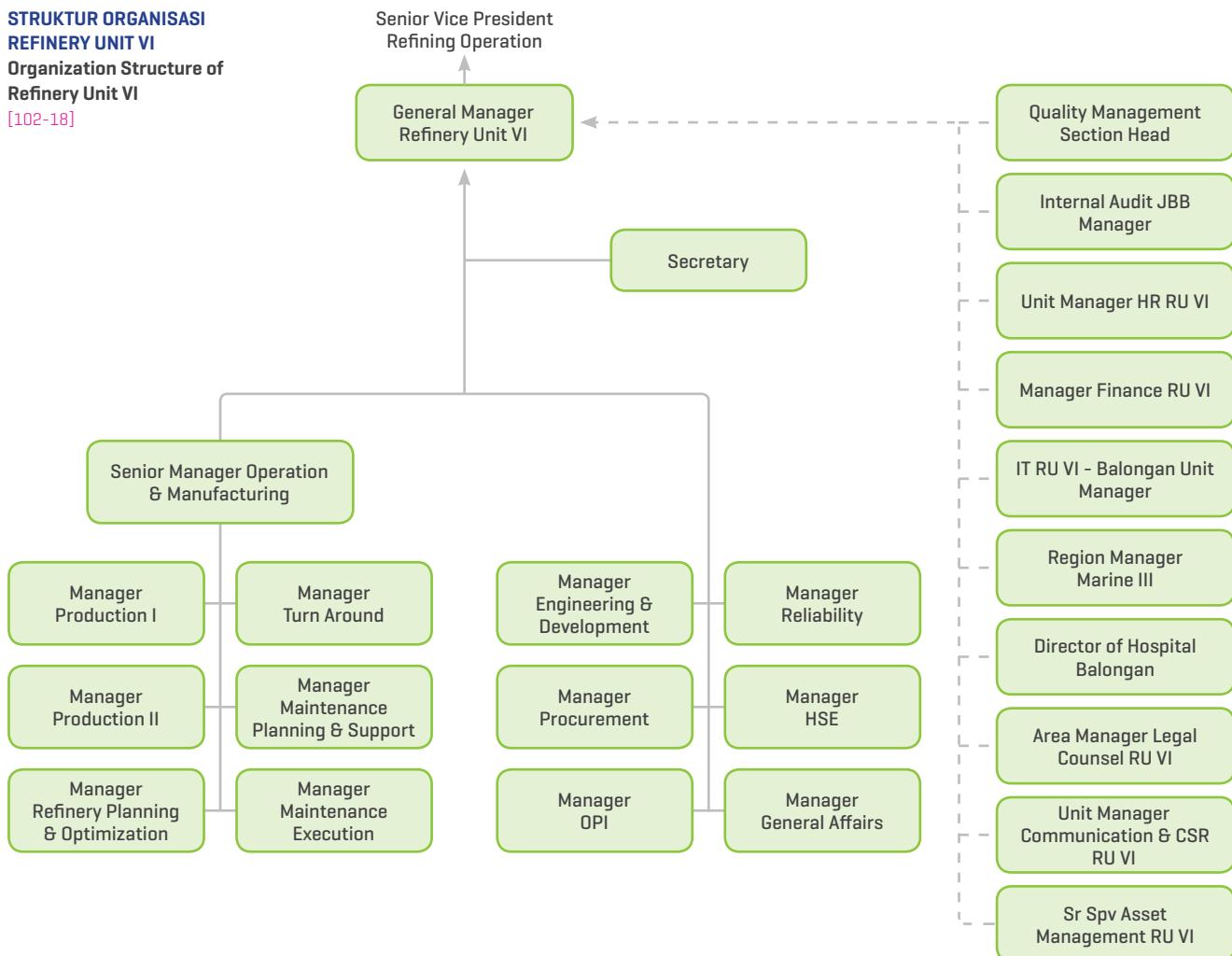
STRUKTUR TATA KELOLA PERUSAHAAN [102-18]

Refinery Unit VI Balongan dipimpin oleh General Manager yang ditetapkan oleh PT Pertamina (Persero). Kandidat pejabat General Manager dinominasikan dari internal PT Pertamina (Persero), dengan mempertimbangkan kinerja, kompetensi dan kebutuhan organisasi. General Manager bertanggung jawab secara langsung kepada Vice President Refining Operation. Pada awal menjabat, General Manager berkewajiban menandatangani Pakta Integritas dan memiliki komitmen melaksanakan tata kelola perusahaan yang baik (*Good Corporate Governance*) guna mencegah benturan kepentingan, serta tidak merangkap jabatan sebagai eksekutif maupun pejabat perusahaan di tempat lain. Keberlanjutan Refinery Unit VI Balongan merupakan tanggung jawab kolektif seluruh fungsi perusahaan yang berada dibawah wewenang langsung kepada General Manager. Selain itu terdapat fungsi Shared Service Organization (SSO) yang bertanggung jawab langsung ke PT Pertamina (Persero), namun dalam pelaksanaannya fungsi SSO juga berkoordinasi dengan General Manager.

STRUKTUR TATA KELOLA PERUSAHAAN [102-18]

Refinery Unit VI Balongan is commanded by General Manager which determined by PT Pertamina (Persero). Candidate for General Manager is nominated internally by PT Pertamina (Persero) by considering performance, competencies, and organization requirements. General Manager answers directly to Vice President Refining Operation. At the outset of term of office, General Manager is under the obligation to sign Integrity Pact and commits to performing Good Corporate Governance to avoid conflict of interests, as well as not to have dual position as executive or official at another company. Refinery Unit VI Balongan sustainability is a collective responsibility of all company functions under the immediate authority of General Manager. Additionally, there is Shared Service Organization (SSO) which directly responsible to PT Pertamina (Persero), but in its execution it also coordinates with General Manager.

STRUKTUR ORGANISASI REFINERY UNIT VI Organization Structure of Refinery Unit VI [102-18]

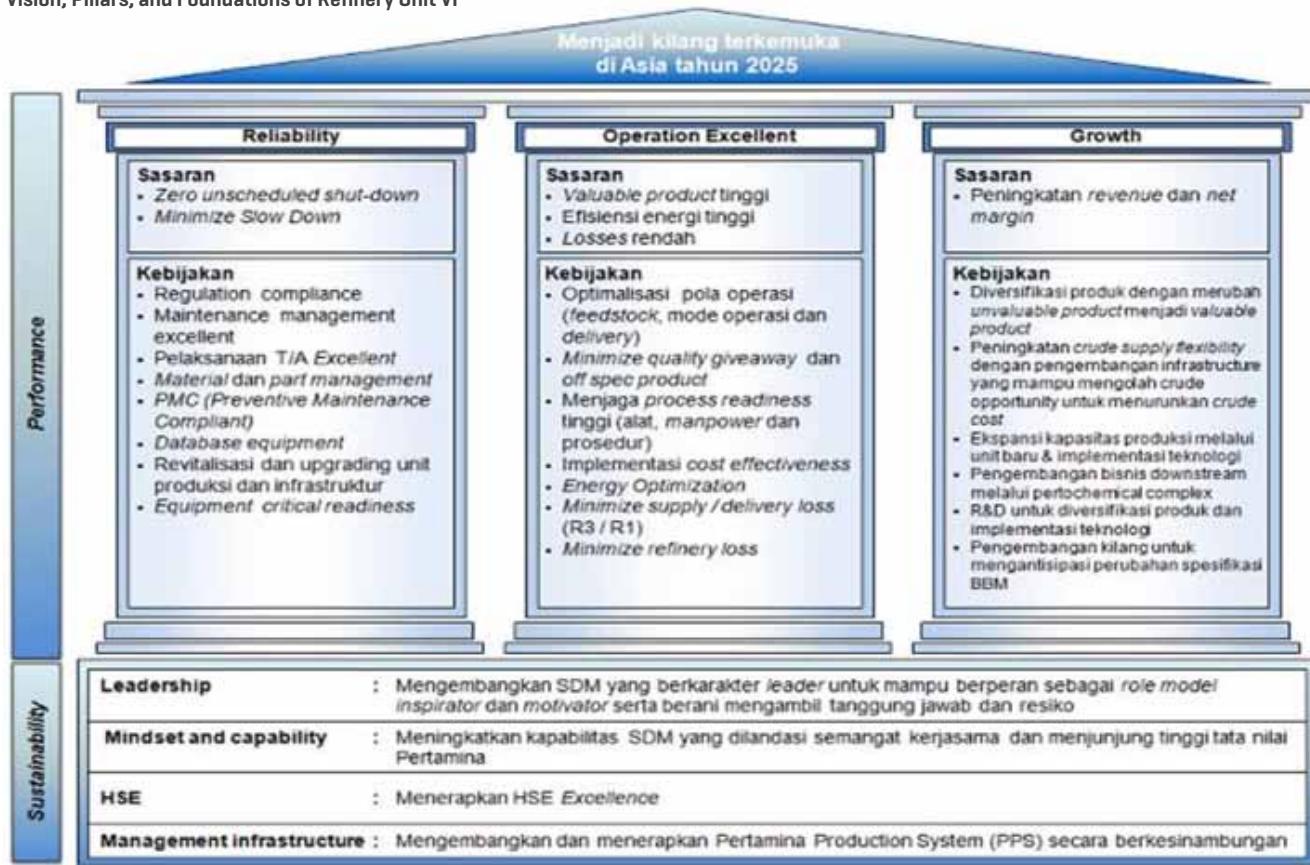


TIGA PILAR KINERJA DAN EMPAT PONDASI KEBERLANJUTAN [102-16]

Di Refinery Unit VI, telah ditetapkan Tiga Pilar *Performance* dan Empat Pondasi *Sustainability*, yang menjadi komitmen Refinery Unit VI dalam melaksanakan aktivitas operasional. Tiga pilar *performance* dan empat pondasi *sustainability* merupakan sasaran strategis yang ingin dicapai oleh Refinery Unit VI pada tahun 2025 sesuai Visi Refinery Unit VI menjadi Kilang Terkemuka di Asia.

VISI, PILAR, DAN PONDASI REFINERY UNIT VI [102-16]

Vision, Pillars, and Foundations of Refinery Unit VI



SISTEM TATA KELOLA PERUSAHAAN

Bentuk sistem dalam pelaksanaan tata kelola di Refinery Unit VI yaitu setiap Manager dan Section Head menandatangani Pakta Integritas dan Komitmen *Health, Safety, and Environment* (HSE) sesuai dengan ketentuan perusahaan. Selain itu, untuk menghindari korupsi dan mengalakkan antigratifikasi, secara sistem dilakukan dengan pengisian Gratifikasi, Laporan Pajak-pajak Pribadi (LP2P), *Conflict of Interest* (CoI), *Code of Conduct* (CoC), dan Laporan Harta Kekayaan Penyelenggara Negara

THREE PERFORMANCE PILLARS AND FOUR SUSTAINABILITY FOUNDATIONS [102-16]

Three Performance Pillars and Four Sustainability Foundations were established at Refinery Unit VI and those become the commitment of Refinery Unit VI in realizing its operational activities. These three performance pillars and four sustainability foundations are strategic objectives for Refinery Unit VI to achieve by 2025 as per Refinery Unit VI Vision in order to be the Leading Refinery in Asia.

CORPORATE GOVERNANCE SYSTEM

Governance system applied at Refinery Unit VI is for each Manager and Section Head to sign Integrity Pact and Health, Safety, and Environment (HSSE) Commitment in accordance with the Company regulation. Moreover, to avoid corruption and promote anti-gratification which systematically conducted by filling out Gratification, Personal Tax Report (LP2P), Conflict of Interest (CoI), Code of Conduct (CoC), and Public Official's Wealth Report (LHKPN) through I-AM Online, HR Online media

[LHKPN] melalui I-AM Online. Media I-AM Online dikelola oleh Fungsi Human Resource dengan mengisi *Key Performance Index [KPI]* GCG compliance. [102-11]

Realisasi skor GCG Indeks Refinery Unit VI pada tahun 2017 sebesar 91,01% lebih tinggi dari target yang ditetapkan yaitu 87%. Pencapaian tersebut didukung oleh pelaksanaan GCG di dalam menjalankan bisnis yang dipantau oleh Fungsi Refinery Internal Audit [RIA] yang dilakukan secara berkelanjutan. Selain itu, Refinery Unit VI mempertanggungjawabkan hasil kinerja dengan cara melakukan *review* atas Kinerja Refinery Unit VI setiap bulan, termasuk hasil *monitoring* implementasi GCG di lingkungan perusahaan sesuai tanggung jawab masing-masing atasan langsung, dan menyampaikan laporan secara *online* kepada Fungsi Compliance – Legal Counsel and Compliance PT Pertamina [Persero].

SISTEM PENGENDALIAN INTERNAL [102-11]

Sebagai bagian dari PT Pertamina [Persero], Refinery Unit VI juga melakukan proses penilaian terhadap kualitas sistem pengendalian internal pada setiap tingkat dan unit. Proses penilaian tersebut mengacu kepada sistem pengendalian internal PT Pertamina [Persero] yang diatur dalam pedoman Perusahaan No.A-002/R00100/2011-S0, yang disusun sebagai metode pengendalian dan pengawasan terhadap kegiatan operasional dan pelaporan keuangan. Pengendalian Internal diterapkan pada setiap individu di PT Pertamina [Persero] dengan prinsip:

1. *Preventive*, yaitu mencegah kejadian yang tidak diinginkan terjadi;
2. *Detective*, yaitu mendekripsi dan memperbaiki kelemahan yang ada;
3. *Directive*, yaitu mendorong terjadinya hal yang diinginkan.

Sistem Pengendalian Internal yang dijalankan oleh PT Pertamina [Persero] telah mengacu pada kerangka yang diakui secara internasional, yaitu COSO-ERM 31000:2009. Kerangka kerja COSO memandang pengendalian internal sebagai bagian yang utuh pada proses bisnis di perusahaan. Dalam praktiknya Refinery Unit VI memastikan sistem dan prosedur pengendalian internal yang dilakukan sudah sesuai dengan sistem dan prosedur tersebut, baik proses, pelaporan maupun evaluasinya. Manajemen bertanggung jawab untuk menerapkan dan melaksanakan Sistem Pengendalian Internal secara efektif dan konsisten sesuai dengan pedoman dan kerangka yang ditetapkan.

is managed by Human Resource Function by filling out Key Performance Index [KPI] GCG compliance. [102-11]

GCG Index Refinery score realization of Refinery Unit VI in 2017 was 91.01% higher than the targeted 87%. Such achievement was supported by GCG implementation in running the business monitored by Refinery Internal Audit [RIA] Function which was conducted sustain-ably. Refinery Unit VI also responsibles for performance result by carrying out review on Refinery Unit VI Performance every month, including monitoring result to GCG implementation within the company area in accordance with responsibility of each immediate superior, and conveying report online to Compliance – Legal Counsel and Compliance Function PT Pertamina [Persero].

INTERNAL CONTROL SYSTEM [102-11]

As part of PT Pertamina [Persero], Refinery Unit VI also performs assessment process toward internal control system quality at each level and unit. The assessment process refers to PT Pertamina [Persero] internal control system which regulated in the Company guideline No. A-002/R00100/2011-S0, composed as control and monitor method to operational activities and financial reporting. The internal control is applied on each individual at PT Pertamina [Persero] with principles as follows:

1. Preventive, namely to prevent undesirable incidents occur;
2. Detective, namely to detect and repair existing weakness;
3. Directive, namely to encourage desirable events occur;

The Internal Control System performed by PT Pertamina [Persero] has referred to an internationally claimed framework, namely COSO-ERM 31000:2009. COSO framework views internal control as a whole part in the company business process. In its practice, Refinery Unit VI ensures the implemented internal control system and procedure have met the said system and procedure, whether in process, reporting, as well as its evaluation. Management is responsible for implementing and performing Internal Control System effectively and consistently as per the determined guideline and framework.



MANAJEMEN RISIKO PERUSAHAAN [102-11]

PT Pertamina (Persero) menerapkan ISO 31000:2009 sebagai landasan kerangka kerja manajemen risiko. Secara khusus, implementasi manajemen risiko PT Pertamina (Persero) dituangkan dalam kebijakan Pedoman Manajemen Risiko No. A-002/H30000/2015-S9. Oleh karena itu, Refinery Unit VI juga turut menerapkan manajemen risiko berdasarkan kebijakan tersebut di setiap jenjang organisasi dan aktivitas operasi.

Sistem manajemen risiko PT Pertamina (Persero) menggunakan pedoman Enterprise Risk Management (ERM), yang dikembangkan dan diterapkan secara terintegrasi di tingkat korporasi dengan melibatkan masing-masing unit kerja. Refinery Unit VI sebagai unit pengolahan juga telah memiliki prosedur operasi yang komprehensif untuk mengendalikan proses risiko, termasuk tetapi tidak terbatas pada hal sebagai berikut yaitu:

1. Start-up awal untuk setiap unit proses dan seluruh fasilitas [*total power loss / blact start*];
2. Operasi proses normal;
3. Shutdown keadaan darurat dan normal untuk unit proses yang berbeda;
4. Operasi abnormal.

COMPANY RISK MANAGEMENT [102-11]

PT Pertamina (Persero) applies ISO 31000:2009 as the base of risk management framework. PT Pertamina (Persero) risk management implementation is specifically stated in Risk Management Guideline No. A-002/H30000/2015-S9. Hence, Refinery Unit VI also applies the risk management based on the policy at each organization level and operation activity.

PT Pertamina (Persero) risk management system uses Enterprise Risk Management (ERM) guideline which developed and applied in an integrated manner at corporation level by involving each work unit. Refinery Unit VI as processing unit also has a comprehensive operation procedure to control process risk, including but not limited to as follows:

1. Initial start-up for each process unit and all facilities [*total power loss / blact start*];
2. Normal operation process;
3. Emergency and normal shutdown for different process unit;
4. Abnormal operation.

Semua prosedur operasi dikelola melalui sistem *online* oleh Quality Management. Namun demikian, *hard copy* prosedur keadaan darurat juga tersedia di dekat panel kontrol di Refinery Central Control Room.

Refinery Unit VI Balongan melakukan *risk assessment* setahun sekali, yang melibatkan seluruh fungsi. Untuk mengidentifikasi risiko-risiko utama, perusahaan menggunakan metode Failure Mode and Effect Analysis [FMEA] untuk mendapatkan Risk Priority Number [RPN]. Risiko utama dalam bisnis Refinery Unit VI didefinisikan mengacu pada *top risk* Direktorat Pengolahan. Guna meminimalkan risiko sekaligus sebagai bentuk mitigasi *top ten risk*, maka Refinery Unit VI menyusun program kerja beserta rencana kerja dan alokasi sumber daya yang ditandatangani oleh General Manager.

KODE ETIK

Kode etik yang berlaku di Refinery Unit VI adalah Buku Pedoman Perilaku dan Etika Bisnis [*Code of Conduct*] yang ditandatangani oleh seluruh anggota Dewan Komisaris dan Direksi PT Pertamina [Persero], yang menjadi acuan bagi insan Pertamina dalam berperilaku maupun dalam berhubungan dengan para pemangku kepentingan perusahaan. Dalam pelaksanaannya, Refinery Unit VI berkomitmen untuk menegakkan Pedoman Perilaku dan Etika Bisnis di lingkungan perusahaan secara konsisten dan senantiasa patuh terhadap ketentuan-ketentuan yang diatur dalam pedoman tersebut. Selain itu, segenap jajaran di lingkungan Refinery Unit VI melakukan pengisian kepatuhan terhadap Pedoman Perilaku dan Etika Bisnis yang dilakukan melalui media yang disediakan yaitu mengakses ke <http://intra-iam.pertamina.com>.

Sosialisasi pengimplementasian Pedoman Perilaku dan Etika Bisnis secara *online* dilakukan melalui media *e-learning*. Refinery Unit VI memastikan seluruh pekerja telah memahami pedoman tersebut. Lebih lanjut, pekerja dapat mengakses ke <http://elearning.pertamina.com/gcg> dan memilih modul Pedoman Perilaku. Penegakan terhadap Pedoman Perilaku dan Etika Bisnis dilakukan dengan upaya pemantauan secara berkala dan menyediakan fasilitas pengaduan terhadap pelanggaran Pedoman Perilaku dan Etika Bisnis.

All operation procedures are managed through online system by Quality Management. Nevertheless, hard copy emergency procedure is also available near control panel at Refinery Central Control Room.

Refinery Unit VI Balongan runs risk assessment once a year involving all functions. In order to identify main risks, the company employs Failure Mode and Effect Analysis [FMEA] to obtain Risk Priority Number [RPN]. The main risk defined in Refinery Unit VI business refers to top risk Processing Directorate. To minimize risks all at once as a form of top ten risk mitigation, Refinery Unit VI composes work program along with work-plan as well as resources allocation which signed by General Manager.

CODE OF CONDUCT

The prevalent code of conduct at Refinery Unit VI is Code of Conduct which signed by all members of Board of Commissioners and Directors of PT Pertamina [Persero], and serves as a reference to Pertamina employees in behaving and in associating with the company stakeholder. In its conduct, Refinery Unit VI commits to upholding Code of Conduct in the company area consistently and compliantly toward provisions stipulated in the guideline. Moreover, all ranks level at Refinery Unit VI are to complete compliance on Code of Conduct which conducted through media provided, by accessing <http://intra-iam.pertamina.com>.

Socialization of Code of Conduct online implementation is performed through e-learning media. Refinery Unit VI ensures all employees that they have understood the guideline. Moreover, employees could access <http://elearning.pertamina.com/gcg> and choose Code of Conduct module. Upholding Code of Conduct is carried out by regular monitoring and providing facilities for complaint against violation of Code of Conduct.

ANTIKORUPSI [103-2, 103-3]

Refinery Unit VI Balongan menjalankan bisnis dengan profesional, berintegritas, menghindari benturan kepentingan, serta menghindari segala bentuk kecurangan, suap, termasuk korupsi, kolusi, dan nepotisme [KKN]. Kebijakan terkait antikorupsi tercermin dari salah satu dari enam [6] tata nilai yang berlaku di perusahaan, yakni CLEAN.

Wujud dari komitmen Refinery Unit VI untuk memerangi korupsi di antaranya dengan melakukan inisiasi sertifikasi ISO 37001:2016 yang saat ini dalam proses *awareness* dan identifikasi risiko, membentuk Unit Pengendalian Gratifikasi, dan menerapkan *Whistle Blowing System* [WBS]. Penanggungjawab pengelolaan gratifikasi di Refinery Unit VI dibantu oleh Fungsi Legal Counsel, di bawah pengawasan Fungsi Compliance bagian Compliance Ethics Fraud Management, dan Legal Counsel and Compliance PT Pertamina [Persero]. [\[ISRS 15.3.6.4\]](#)

Dalam pakta integritas yang telah ditandatangai oleh setiap insan perusahaan, terdapat prinsip-prinsip bahwa perusahaan tidak menoleransi suap dan korupsi. Komitmen Refinery Unit VI pada pencegahan tindakan *fraud* juga ditegaskan dalam kode etik [*code of conduct* atau CoC], yang secara tegas melarang segala bentuk kecurangan. Penerapan CoC tidak hanya meliputi unit bisnis dan karyawan perusahaan, tetapi juga bagi para mitra kerja. [\[ISRS 15.3.6.4\]](#)

Dalam upaya memerangi korupsi, mulai dari November 2017 Refinery Unit VI juga telah membentuk Champion Good Corporate Governance [GCG], yang merupakan perpanjangan tangan dari Fungsi Compliance Perusahaan. Champion GCG memiliki tugas dan tanggung jawab sebagai berikut: [\[ISRS 15.3.6.4\]](#)

- Memantau dan mendorong pencapaian Boundary KPI GCG di Refinery Unit VI Balongan agar memenuhi target;
- Memberikan sosialisasi dan internalisasi kepada unit kerjanya terkait *Code of Conduct, Conflict of Interest, Gratifikasi, LHKPN, Whistle Blowing System* [WBS] dan *Fraud Awareness*;
- Mengikuti pelatihan-pelatihan yang diselenggarakan oleh Fungsi Compliance – Legal Counsel dan Compliance untuk meningkatkan *skill* sebagai narasumber sosialisasi dan internalisasi;
- Berkoordinasi dengan Legal Counsel Refinery Unit VI Balongan dalam *monitoring Boundary KPI GCG* dan penyelenggaraan Sosialisasi GCG.

ANTI-CORRUPTION [103-2, 103-3]

Refinery Unit VI Balongan operates its business by being professional, having integrity, avoiding conflict of interest, as well as circumventing any form of fraud, bribe, including corruption, collusion, and nepotism [KKN]. Policy on anti-corruption is reflected by one of its six [6] prevalent values in the company, namely CLEAN.

The form of Refinery Unit VI commitment to fight corruption, among which by initiating ISO 37001:2016 certification which currently in awareness process and risk identification, establishing Gratification Control Unit, and implementing Whistle-blowing System [WBS]. The responsible party for gratification management at Refinery Unit VI is helped by Legal Counsel Function, under the supervision of Compliance Function of Compliance Ethics Fraud Management, and Legal Counsel and Compliance of PT Pertamina [Persero]. [\[ISRS 15.3.6.4\]](#)

In the integrity pact signed by every person in the company, there are principles stating the company refuses to tolerate bribe and corruption. Refinery Unit VI commitment on fraud prevention is also confirmed in code of conduct or CoC which explicitly prohibits any forms of fraud. The implementation of CoC does not only include business unit and company employee, but also for work partner. [\[ISRS 15.3.6.4\]](#)

In its endeavors combating corruption, starting from November 2017 Refinery Unit VI has also established Champion Good Corporate Governance [GCG] which functions as an extension of the Company Compliance Function. The Champion GCG has duties and responsibilities as follows: [\[ISRS 15.3.6.4\]](#)

- Monitor and encourage Boundary of KPI GCG achievement at Refinery Unit VI Balongan to meet the target;
- Provide socialization and internalization for its work unit concerning Code of Conduct, Conflict of Interest, Gratification, LHKPN, Whistle-blowing [WBS], and Fraud Awareness;
- Complete trainings held by Compliance – Legal Counsel and Compliance to amplify skill as socialization and internalization interviewee;
- Coordinate with Refinery Unit VI Balongan Legal Counsel in monitoring Boundary KPI GCG and GCG Socialization.

Champion GCG juga memberikan sosialisasi dan internalisasi kepada unit kerja-unit kerja yang terdapat di Refinery Unit VI terkait *Code of Conduct, Conflict of Interest, Gratifikasi, LHKPN, Whistle Blowing System [WBS]* dan *Fraud Awareness*.

Kebijakan antikorupsi senantiasa disosialisasikan bagi para pekerja di lingkungan Refinery Unit VI. PT Pertamina [Persero] juga menyediakan *e-learning*, yang salah satunya berisi modul yang terkait dengan kebijakan gratifikasi, yang dapat diakses secara *online* melalui <http://elearning.pertamina.com/gcg>. Selain itu, juga disediakan media pelaporan gratifikasi *online* dengan melakukan akses laman <http://intra-iam.pertamina.com>, dan dimonitor setiap bulan. [ISRS 15.3.6.3]

Di tahun 2017, Refinery Unit VI sudah mengadakan pelatihan terkait antikorupsi yaitu dengan menyediakan *e-learning* yang salah satunya berisi modul kebijakan gratifikasi. Refinery Unit VI memastikan seluruh pekerja [100%] telah membaca dan diimbau untuk mematuhi kebijakan antikorupsi, serta menerapkannya dalam pelaksanaan tugas sehari-hari. Setiap bulannya, Refinery Unit VI mewajibkan PWTT untuk mengisi laporan gratifikasi sebagai bentuk mitigasi korupsi. Keberhasilan Refinery Unit VI dalam memerangi korupsi terbukti bahwa di tahun 2017 tidak ada pekerja yang terlibat kasus korupsi. [205-2, 205-3] [ISRS 15.3.6.2, ISRS 15.3.6.3]

KEPATUHAN

Dalam melaksanakan kegiatan usahanya, Refinery Unit VI senantiasa mematuhi ketentuan dari regulator untuk mencegah terjadinya kerusakan lingkungan hidup. Dalam pelaksanaan pemenuhan persyaratan legal dan peraturan terkait lingkungan, Refinery Unit VI telah melakukan kerja sama mulai dari tingkat daerah yaitu Dinas Lingkungan Hidup [DLH] Indramayu dan Dinas Lingkungan Hidup [DLH] Provinsi Jawa Barat, sampai dengan Kementerian Lingkungan Hidup dan Kehutanan [KLHK]. Kerja sama yang terjalin antara lain dalam bentuk *workshop* maupun konsultasi langsung yang dilakukan sebanyak tiga [3] kali selama tahun 2017 yang kemudian ditindaklanjuti dengan pelaksanaan program kerja [*Sustainability* Sertifikasi ISO 14001, pemenuhan Baku Mutu Limbah Cair, Emisi, dan Pengelolaan Limbah B3, usaha penghematan dan konservasi Sumber Daya Alam, serta menjalankan program pemberdayaan masyarakat secara berkelanjutan sesuai dengan ketentuan yang berlaku].

Champion GCG also delivers socialization and internalization to work units located at Refinery Unit VI related to Code of Conduct, Conflict of Interest, Gratification, LHKPN, Whistle-blowing System [WBS] and Fraud Awareness.

The anti-corruption policy is constantly socialized for employees at Refinery Unit VI area. PT Pertamina [Persero] also provides e-learning, supplied with module on gratification policy that can be accessed online through <http://elearning.pertamina.com/gcg>. Furthermore, online gratification reporting media is made available by accessing this website <http://intra-iam.pertamina.com>. [ISRS 15.3.6.3]

In 2017, Refinery Unit VI held training on anti-corruption by providing e-learning which one of them contained gratification policy module. Refinery Unit VI ensures all employees [100%] have read and been encouraged to comply with anti-corruption policy, as well as to implement it in daily duties. Every month Refinery Unit VI obliges PWTT to complete gratification report as a form of mitigating corruption. The success of Refinery Unit VI in fighting against corruption proves there were zero employees tangled in corruption cases in 2017. [205-2, 205-3] [ISRS 15.3.6.2] [ISRS 15.3.6.3]

COMPLIANCE

In carrying out its business activities, Refinery Unit VI continuously complies to regulations stipulated by regulator in order to circumvent environmental damage. As for legal requirements and environmental regulation compliance, Refinery Unit VI has established a cooperation from regional level, Indramayu Environmental Office [DLH] and West Java Province Environmental Office up to Ministry of Environment and Forestry [KLHK]. The established cooperations, among which are workshop and direct consultation which were conducted three [3] times throughout 2017, and then followed up with work program [Sustainability ISO Certification 14001, Effluent Quality Standard compliance, Emissions, and B3 Waste Management, Natural Resources saving and conservation efforts, as well as continuous community empowerment program in accordance with prevalent provisions].

Refinery Unit VI memastikan telah mematuhi peraturan perundang-undangan, termasuk dalam hal pemenuhan tanggung jawab sosial perusahaan (*corporate social responsibility / CSR*). Kesungguhan tersebut menjadikan Refinery Unit VI tidak mendapatkan denda finansial ataupun sanksi hukum lainnya di sepanjang tahun 2017. [ISRS 15.3.6.6]

Dalam melaksanakan program kerja dan inisiatif, Refinery Unit VI juga memperhitungkan aspek, dampak produk dan operasi terhadap masyarakat, serta tindakan proaktif untuk mengantisipasi kekhawatiran masyarakat pada saat ini dan yang akan datang dengan cara sebagai berikut:

- Penaatan terhadap peraturan perundang-undangan yang berlaku, seperti melaksanakan pemantauan kualitas lingkungan secara berkala (UKL dan UPL); [ISRS 15.3.3.15]
- Melakukan sosialisasi dan informasi kegiatan kilang pada masyarakat sekitar;
- Merespon dan mengevaluasi masukan / keluhan masyarakat.

Identifikasi aspek dan dampak setiap kemungkinan negatif dilakukan sesuai dengan Tata Kerja Organisasi: TKO Identifikasi Aspek Dampak Risiko Pengamanan B-006/E16730/2013-S9, TKO Pelaksanaan Identifikasi Aspek Dampak Lingkungan, Tujuan, Sasaran dan Program Managemen Lingkungan B-007/E16510/2013-S9. [102-11] [ISRS 15.3.3.15]

Refinery Unit VI berkomitmen untuk menjalankan bisnis yang sehat dan berwawasan lingkungan. Atas konsistensi Refinery Unit VI dalam melaksanakan pemantauan kualitas lingkungan secara berkala, maka di sepanjang tahun 2017 Refinery Unit VI tidak mendapat denda maupun sanksi atas ketidakpatuhan terhadap hukum dan peraturan lingkungan. Demikian juga, Refinery Unit VI telah melaksanakan bisnis sesuai dengan ketentuan hukum dan peraturan yang berlaku, sehingga terhindar dari denda dan sanksi untuk ketidakpatuhan terhadap hukum, peraturan terkait dengan produk dan jasa serta tidak dihadapkan oleh kasus pengklaiman kembali produk. Hingga tahun 2017, Refinery Unit VI juga belum melakukan studi siklus hidup terhadap produk yang dihasilkan. [ISRS 15.3.3.17, ISRS 15.3.7.4, ISRS 15.3.3.16, 15.3.7.1]

Refinery Unit VI confirms to have complied to laws and regulations, including corporate social responsibility (CSR) compliance. The seriousness shown has made Refinery Unit VI not subjected to financial fine or other legal sanctions over the course of 2017. [ISRS 15.3.6.6]

In performing the work program and initiatives, Refinery Unit VI also considers aspect, product and operation impact to the community, as well as proactive measures to anticipate current and future concerns among society with ways as follows:

- Restructuring toward prevalent laws and regulations, such as regularly performing environment quality monitoring (UKL and UPL); [ISRS 15.3.3.15]
- Conducting socialization and information on refinery activity to the surrounding community;
- Responding and evaluating feedback/complaint submitted by public.

Aspect and impact identification of each negative possibility is run in accordance with Organization Work Procedure: TKO on Aspect Identification of Security Risk Impact B-006/E16730/2013-S9, TKO on the Implementation of Aspect Identification on Environmental Impact, Purpose, Objectives, and Environmental Management Program B-007/E16510/2013-S9. [102-11] [ISRS 15.3.3.15]

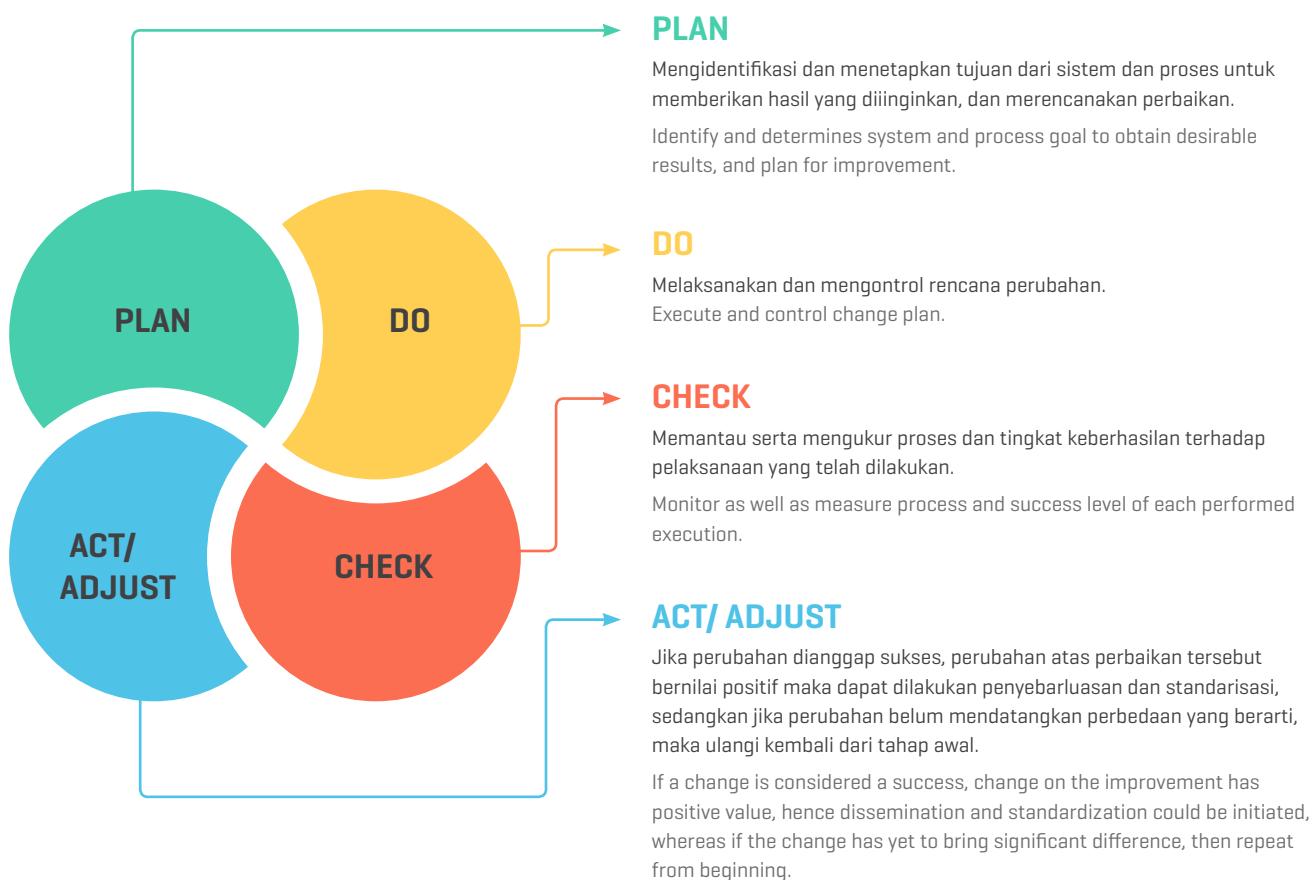
Refinery Unit VI commits to perform a healthy and environmentally sound business. For being consistent in regularly monitoring environment quality, thus throughout 2017 Refinery Unit VI did not receive any fines or sanctions for its noncompliance to environmental law and regulation. Likewise, Refinery Unit VI has performed its business in accordance with prevalent laws and regulation, avoiding the company from fines and sanctions due to noncompliance against law, regulation on products and services, as well as not confronted by reclaiming product. Up to 2017, Refinery Unit VI has yet to execute life cycle study on product generated. [ISRS 15.3.3.17, ISRS 15.3.7.4, ISRS 15.3.3.16, 15.3.7.1]

Continuous Improvement Program (CIP)

Continuous Improvement Program (CIP)

Continuous Improvement Program atau program peningkatan secara terus menerus adalah kegiatan memperbaiki atau peningkatan ke arah yang lebih baik yang bersifat kesinambungan. Dalam CIP terdapat empat langkah yang dilakukan yaitu Siklus Deming atau Siklus Shewhart yang terdiri dari PDCA [Plan-Do-Check-Act].

Continuous Improvement Program is an activity of improving or improvement toward a better sustainable future. In CIP there are four steps performed, namely Deming Cycle or Shewhart Cycle consisting of PDCA [Plan-Do-Check-Act].



TENTANG LAPORAN KEBERLANJUTAN

About Sustainability Report





Prinsip Pembuatan Laporan Keberlanjutan

Sustainability Report Development Principles

PROFIL LAPORAN KEBERLANJUTAN REFINERY UNIT VI

Di tahun 2018 ini, Refinery Unit VI menerbitkan Laporan Keberlanjutan tahun buku 2017. Laporan keberlanjutan berisi kinerja perusahaan selama kurun waktu satu [1] tahun dari 1 Januari hingga 31 Desember 2017 terkait aspek ekonomi, sosial, dan lingkungan. Laporan ini merupakan laporan ketiga Refinery Unit VI sebagai kesinambungan dari laporan keberlanjutan tahun sebelumnya. [102-50, 102-51, 102-52] [ISRS 15.3.1]

Laporan keberlanjutan Refinery Unit VI, disusun mengacu pada pedoman dari Global Reporting Initiative (GRI) Standard sesuai dengan opsi ‘core’. Pedoman laporan ini juga mengacu pada suplemen sektor minyak dan gas (OGSS) dari GRI versi 4 (G4). Selain itu, untuk memenuhi International Sustainability Rating System (ISRS), laporan ini juga menyertakan kinerja perusahaan dengan mengacu pada kriteria-kriteria ISRS 8th bagian 15.3 tentang Pelaporan kepada Pihak-Pihak yang Berkepentingan. [102-54]

Guna meningkatkan kualitas laporan, maka Refinery Unit VI menunjuk pihak independen yaitu Social Responsibility Asia (SR Asia) untuk melakukan proses penjaminan (*assurance*) atas laporan keberlanjutan ini. Proses *assurance* mencakup pemeriksaan kesesuaian isi laporan dengan standar pedoman yang digunakan dan relevansinya dengan peraturan. Evaluasi tingkat kepatuhan pada laporan dilakukan mengacu pada prinsip AA1000 yang mencakup *inclusiveness*, *materiality*, dan *responsiveness*. Proses *assurance* dilakukan di kantor PT Pertamina (Persero) Refinery Unit VI Balongan, pada tanggal 18-19 September 2018, dan diketahui serta disetujui oleh General Manager. [102-56] [ISRS 15.3.8]

Di akhir laporan ini disertakan lembar umpan balik, sebagai mekanisme untuk menghimpun masukan dari para pemangku kepentingan atas laporan keberlanjutan Refinery Unit VI. Masukan yang diterima selanjutnya akan digunakan sebagai pertimbangan bagi peningkatan laporan periode berikutnya. Akses bagi para pemangku kepentingan untuk mendapatkan informasi lain terkait laporan ini dapat dilakukan dengan menghubungi divisi yang telah ditentukan. [ISRS 15.3.9]

SUSTAINABILITY REPORT OF REFINERY UNIT VI PROFILE

In this 2018, Refinery Unit VI publishes Sustainability Report of the fiscal year 2017. The sustainability report consists of the company performance within one [1] year period from 1 January to 31 December 2017 related to economic, social, and environmental aspect. This report is the third report of Refinery Unit VI as a continuation to the previous sustainability report. [102-50, 102-51, 102-52] [ISRS 15.3.1]

Sustainability Report of Refinery Unit VI is composed based on the guideline of Global Reporting Initiative (GRI) Standard in accordance with ‘core’ option. The guideline of this report also refers to oil and gas sector supplement (OGSS) of GRI version 4 (G4). Moreover, to fulfill International Sustainability Rating System (ISRS), this report also encloses the company performance by adhering to ISRS 8th criteria section 15.3 on Reporting to the Concerned Parties. [102-54]

In order to increase report quality, Refinery Unit VI appointed an independent party, namely Social Responsibility Asia (SR Asia) to perform assurance process on this sustainability report. The assurance process includes examining the appropriateness of report content with the applied guideline standard and its relevance to regulation. The evaluation of compliance level on the report is based on AA1000 which covers inclusiveness, materiality, and responsiveness. The assurance process was held at PT Pertamina (Persero) Refinery Unit VI Balongan office on 18-19 September 2018, and it was acknowledged and approved by General Manager. [102-56] [ISRS 15.3.8]

A feedback sheet is enclosed at the end of the report serves as a mechanism to collect feedback from stakeholder regarding the sustainability report of Refinery Unit VI. The received feedback will then be used as consideration for the improvement of the next period report. Access for stakeholder to obtain other information concerning this report could be performed by contacting the determined division. [ISRS 15.3.9]

KONTAK TERKAIT LAPORAN: [102-53]

Divisi Health, Safety dan Environment
 PT Pertamina [Persero] Refinery Unit VI Balongan
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 Email: hse.ru6@pertamina.com
 Telp: +6234 5256974
 Faks: +6234 428699

CONTACT ON REPORT: [102-53]

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 Phone: +6234 5256974
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ISI LAPORAN KEBERLANJUTAN [102-45, 102-51,102-50]

Laporan keberlanjutan Refinery Unit VI tahun 2016 telah dipublikasikan pada Agustus 2017. Laporan keberlanjutan Refinery Unit VI menyajikan data dan informasi kualitatif dan kuantitatif selama tahun 2017, mulai dari 1 Januari-31 Desember 2017. Isi laporan, baik berupa narasi maupun data numerik disajikan dalam bahasa Indonesia dan bahasa Inggris sesuai dengan konteksnya, sedangkan data numerik dalam tabel dituliskan mengikuti kaidah bahasa Inggris. Seluruh data dan informasi berasal dari Refinery Unit VI. Tidak ada laporan keuangan konsolidasian, karena Refinery Unit VI merupakan unit di bawah Divisi Pengelolaan PT Pertamina [Persero], sehingga informasi keuangan yang disajikan dalam laporan ini hanya berasal dari Laporan Net Refining Margin Refinery Unit VI.

PROSES PENENTUAN ISI LAPORAN [102-46]

Pembuatan Laporan Keberlanjutan Refinery Unit VI tahun 2017, diawali dengan kegiatan diskusi antara pihak internal (diwakili oleh tim HSE RU VI Balongan) dan pihak eksternal (diwakili oleh akademisi dan pengamat laporan keberlanjutan) untuk mengidentifikasi topik-topik material. Selanjutnya, Refinery Unit VI mengumpulkan hasil survei penentuan topik material dari pemangku kepentingan internal dan eksternal.

Dalam penyusunan laporan keberlanjutan, perusahaan memperhatikan prinsip-prinsip penentuan isi laporan yang mencakup materialitas, konteks keberlanjutan, keterlibatan pemangku kepentingan, dan kelengkapan. Di samping itu, prinsip kualitas laporan mempertimbangkan aspek keseimbangan, komparabilitas, akurasi, ketepatan waktu, kejelasan, dan keandalan.

SUSTAINABILITY REPORT CONTENT [102-45, 102-51,102-50]

The sustainability report of Refinery Unit VI 2016 was published on August 2017. The sustainability report of Refinery Unit VI presents qualitative and quantitative data and information throughout 2017 from 1 January - 31 December 2017. The report narrative and numerical content are detailed in Bahasa Indonesia and English following the context, while numerical data in table is written based on English convention. All data and information derive from Refinery Unit VI. There is no consolidated financial report as Refinery Unit VI is a unit under Management Division of PT Pertamina [Persero] that the financial information presented-in this report merely derived from Net Refining Margin Report of Refinery Unit VI.

DETERMINATION PROCESS OF CONTENT REPORT [102-46]

The development of Sustainability Report of Refinery Unit VI 2017 was started with discussion between internal party (represented by HSE RU VI Balongan) and external party (represented by academics and sustainability report observer to identify material topics. Then, Refinery Unit VI gathered survey results on material topic determination from internal and external stakeholder.

In preparing the sustainability report, the company considers determination of report content principles which cover materiality, sustainability context, stakeholder involvement, and completeness. Additionally, the principles of report quality consider balance, comparability, accuracy, promptness, clarity, and reliability.

TAHAPAN PELAPORAN | REPORTING STAGE:**1**

Melakukan identifikasi terhadap isu-isu keberlanjutan dan topik penting yang relevan dengan karakteristik bisnis perminyakan, berdasarkan prinsip *stakeholders inclusiveness*, kemudian menentukan dampak dari setiap topik material.

Identified sustainability issues and important topic relevant with oil business characteristic based on stakeholder inclusiveness principle, and determined impact of each material topic.

2

Membuat prioritas atas topik material yang akan dilaporkan. Prioritas ditentukan dengan pengumpulan pendapat pada saat diskusi internal yang dilaksanakan bersamaan dengan *kick off meeting* pada tanggal 14 Mei 2018, serta hasil dari survei penentuan topik material kepada pemangku kepentingan Refinery Unit VI.

Established priority over the future material topic. Such priority was agreed on by collecting opinion during internal discussion which conducted simultaneously with kickoff meeting on 14 May 2018, as well as material topic determination survey to Refinery Unit VI stakeholder.

3

Melakukan validasi dan persetujuan pengungkapan informasi yang disajikan sesuai dengan topik material yang telah ditentukan.

Performed information disclosure validation and approval which were presented as per the determined material topic.

4

Melakukan kajian *sustainability context* dan *stakeholder engagement*, serta memeriksa kembali topik material tahun sebelumnya dengan memperhatikan saran dari pemangku kepentingan, baik internal maupun eksternal.

Completed sustainability context and stakeholder engagement study, as well as reviewed material topic of the previous year by considering suggestions from internal and external stakeholder.

Proses Penentuan Isi Laporan | Determination Process of Content ReportTOPIK
TopicASPEK
Aspec**PENGUNGKAPAN PADA PENDEKATAN MANAJEMEN + INDIKATOR**

Disclosure on management approach and indicator

**TAHAP 1 STAGE
Identifikasi**
IdentificationKonteks Keberlanjutan
Sustainability context**TAHAP 2 STAGE
Prioritas**
PriorityMaterialitas
Materiality**TAHAP 3 STAGE
Validasi**
ValidationKelengkapan Informasi
Information comprehensiveness**Perlibatan Pemangku Kepentingan | Stakeholder engagement****TAHAP 4 STAGE
Telaah**
ReviewKonteks Keberlanjutan
Sustainability contextPerlibatan Pemangku Kepentingan
Stakeholder engagement

TOPIK MATERIAL

Dari diskusi antara pihak internal dan eksternal, serta masukan pemangku kepentingan dari survei yang telah didistribusikan, maka dihasilkanlah tujuh [7] topik material untuk dilaporkan pada Laporan Keberlanjutan tahun 2017. Topik material tersebut meliputi, Keselamatan dan Kesehatan Kerja [K3], Limbah, Energi, Emisi, Komunitas Lokal, Keanekagaraman Hayati, dan Antikorupsi.

MATERIAL TOPIC

Of the discussion between internal and external party, as well as stakeholder feedback from the distributed survey, it yielded seven [7] material topics to be reported in Sustainability Report 2017. The material topics include Health and Safety [K3], Waste, Energy, Emissions, Local Community, Biodiversity, and Anti-Corruption.

IDENTIFIKASI TOPIK MATERIAL [102-46, 102-47, 103-1]

Material Topic Identification

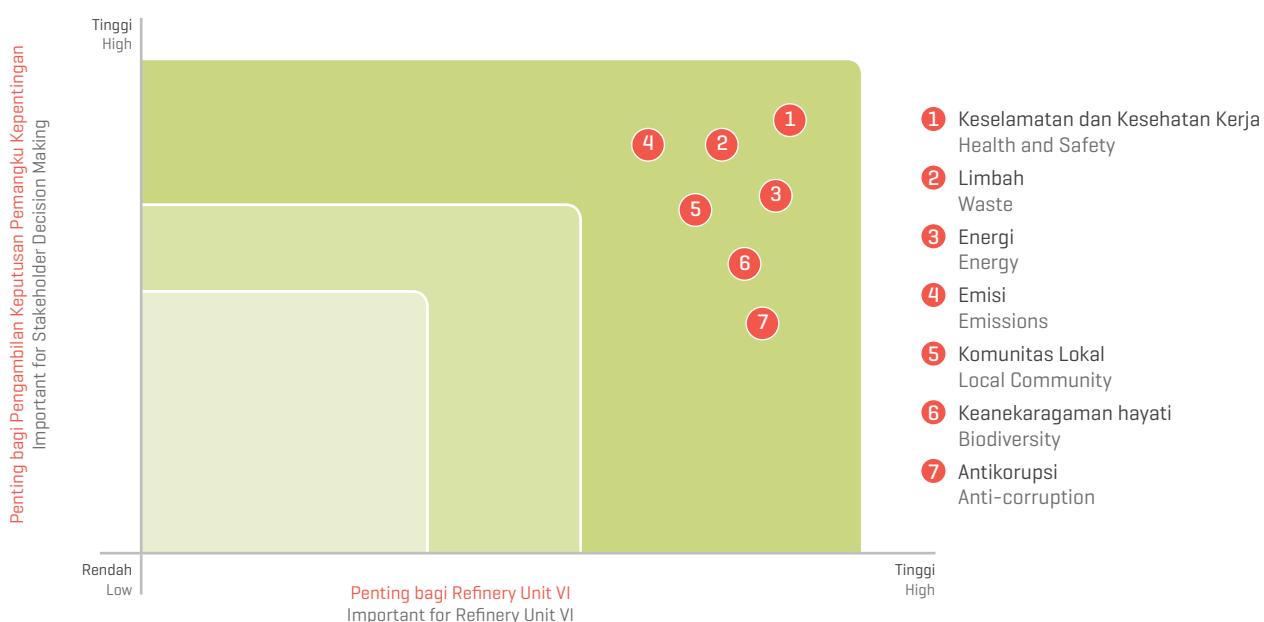
Topik Material Material Topic	Alasan Topik Tersebut Material Reason for the Topic is Material	Batasan Boundary	
		Identifikasi Potensi Dampak Potential Impact Identification	Keterlibatan Refinery Unit VI atas Potensi Dampak Refinery Unit VI Involvement on Potential Impact
Keselamatan dan Kesehatan Kerja	Proses bisnis di kilang mengandung risiko yang cukup tinggi. Oleh karena itu keselamatan dan kesehatan pekerja selalu menjadi prioritas utama Refinery Unit VI, demi kelancaran kegiatan operasional, serta terwujudnya visi dan misi perusahaan.	<ul style="list-style-type: none"> 1. Implementasi Kesehatan dan keselamatan kerja [K3] di kantor dan kilang demi terciptanya lingkungan kerja yang aman dan sehat. 2. Potensi terjadinya kecelakaan kerja berdampak pada kinerja perusahaan. 	<ul style="list-style-type: none"> 1. Kebijakan Sistem Manajemen yang memprioritaskan aspek Keselamatan dan Kesehatan kerja dengan menjalankan hierarki pengendalian bahaya 2. Penyediaan peralatan dan fasilitas keselamatan dan kesehatan untuk mendukung kegiatan operasional 3. Memberlakukan peraturan keselamatan dan kesehatan kerja sebagai kontrol pencegahan kecelakaan 4. Melakukan Audit Internal dan Eksternal terkait Sistem Manajemen Keselamatan dan Kesehatan Kerja. 5. Mengadakan pelatihan dan mengembangkan Budaya K3.
Health and Safety	Business process at refinery has relatively high risks. Hence, worker health and safety continuously becomes the main priority of Refinery Unit VI for operational activities continuity, as well as the realization of company vision and mission.	<ul style="list-style-type: none"> 1. Health and Safety [K3] implementation at office and refinery for a safe and sound work environment. 2. Potential work accidents has impacts on the company performance. 	<ul style="list-style-type: none"> 1. Management System policy which prioritizes Health and Safety aspect by performing hazard control hierarchy. 2. Provision of health and safety equipment and facilities to support operational activities. 3. Health and safety regulation enactment as accident prevention control. 4. Internal and External Audit concerning Health and Safety Management System. 5. Trainings and K3 Culture development.
Limbah	Proses bisnis dalam kilang berpotensi menghasilkan limbah yang akan berdampak pada lingkungan. Sejalan dengan komitmen perusahaan untuk memperhatikan lingkungan hidup maka hal ini penting untuk dikelola.	<ul style="list-style-type: none"> 1. Potensi zat karsinogenik yang membahayakan tubuh pekerja maupun pihak lain yang berada di sekitar lokasi pengelolaan limbah. 2. Pengelolaan limbah berkontribusi pada pelestarian lingkungan hidup. 	<ul style="list-style-type: none"> 1. Menerapkan ISO 14001:2004. 2. Melaksanakan pengelolaan limbah B3 seperti penyediaan TPS limbah B3 dan program pengurangan limbah B3. 3. Melaksanakan pengelolaan limbah non-B3 secara 3R, ikut serta dalam pengelolaan Bank Sampah serta program-program pemanfaatan sampah lainnya.
Waste	Business process in refinery has potentials of producing waste which would have impacts to environment. Aligned with the company commitment to pay attention to environment, hence it is important to be managed.	<ul style="list-style-type: none"> 1. Potential carcinogenic substance that could endanger worker body and other parties residing around location. 2. Waste management contributes to environment preservation. 	<ul style="list-style-type: none"> 1. ISO 14001:2004 implementation. 2. B3 waste management, such as procuring TPS for B3 waste and B3 waste reduction program. 3. 3R-based non-B3 waste management by participating in Waste Bank management as well as other waste utilization programs.

IDENTIFIKASI TOPIK MATERIAL [102-46, 102-47, 103-1]
Material Topic Identification

Topik Material Material Topic	Alasan Topik Tersebut Material Reason for the Topic is Material	Batasan Boundary	
		Identifikasi Potensi Dampak Potential Impact Identification	Keterlibatan Refinery Unit VI atas Potensi Dampak Refinery Unit VI Involvement on Potential Impact
Energi	Sejalan dengan komitmen Refinery Unit VI Balongan, penurunan intensitas energi merupakan salah satu prioritas perusahaan.	<ol style="list-style-type: none"> Pengelolaan energi di dalam kantor dan di lokasi yang efektif dan efisien berkontribusi pada penghematan biaya. Dampak positif bagi pelanggan dan pengguna akhir berupa tersedianya bahan bakar minyak (BBM), bahan bakar khusus, non-BBM, dan produk lainnya. 	<ol style="list-style-type: none"> Melakukan audit energi setiap dua tahun sekali. Melakukan program efisiensi energi.
Energy	Having aligned with Refinery Unit VI Balongan commitment, energy intensity decline is one of the company priorities.	<ol style="list-style-type: none"> Energy management inside office and at location which effectively contributes to cost efficiency. Positive impact for customers and end users in the form of fuel, special fuel, non-fuel, and other products. 	<ol style="list-style-type: none"> Perform energy audit once every two years. Conduct energy efficiency program.
Emisi	Proses bisnis dalam kilang berpotensi menghasilkan emisi yang akan berdampak pada lingkungan. Kontribusi terhadap penurunan emisi akan memberikan dampak positif pada kelestarian lingkungan dan keberlanjutan perusahaan.	<ol style="list-style-type: none"> Pengurangan emisi berkontribusi pada pelestarian lingkungan dan meminimalkan polusi udara. Suhu udara di lingkungan menjadi panas. 	<ol style="list-style-type: none"> Mengembangkan program-program pengurangan emisi. Melakukan program konservasi energi dan pemilihan teknologi terbaik untuk pengelolaan lingkungan. Berkontribusi dalam pencegahan perubahan iklim melalui program pengendalian emisi GRK.
Emissions	Business process in refinery has potentials of generating emissions which will bring positive impact to environment preservation and the company sustainability.	<ol style="list-style-type: none"> Emissions reduction contributes to preserving environment and minimizing air pollution. Air temperature in environment turns hot. 	<ol style="list-style-type: none"> Emissions reduction programs development. Energy conservation program and the best technology selection for environmental management. Contribution to climate change prevention through GHG emissions control program.
Komunitas Lokal	Pengembangan masyarakat terutama komunitas lokal di sekitar wilayah operasi Refinery Unit VI menjadi agenda dalam program-program CSR. Selain itu, Refinery Unit VI terdorong untuk memberikan nilai manfaat bagi komunitas lokal.	<ol style="list-style-type: none"> Kesejahteraan masyarakat meningkat seiring dengan bertambahnya wawasan dan keterampilan yang diperoleh dari program CSR berbasis pemberdayaan masyarakat yang diikuti. Dampak negatif yang dirasakan oleh komunitas lokal seperti adanya limbah, bau, polusi udara, dan polusi suara. 	<ol style="list-style-type: none"> Refinery Unit VI memberdayakan masyarakat di sekitar wilayah operasional perusahaan melalui pelatihan peningkatan kapasitas terhadap pemuda berupa pelatihan welding, scaffolding dan safetyman dengan melibatkan komunitas lokal. Selain menyalurkan kalangan pemuda, CSR juga menyentuh kelompok rentan, salah satunya Tenaga Kerja Wanita purna dengan memberikan pendampingan, pelatihan dan akses pemasaran untuk meningkatkan usaha.
Local Community	Community development, primarily local community around operation areas of Refinery Unit VI becomes an agenda in CSR programs. Aside from that, Refinery Unit VI is encouraged to give benefit value for local community.	<ol style="list-style-type: none"> Community welfare increases along with the expanding knowledge and skills acquired from the community empowerment based CSR participated. Negative impact experienced by local community, such as waste, bad odor, air pollution, and noise pollution. 	<ol style="list-style-type: none"> Refinery Unit VI empowers community around the company operational area through capacity building training designed for youth generation in the form of welding, scaffolding by involving local community. Aside from targeting youth generation, CSR also reaches out to susceptible groups, one of which is Ex-Female Immigrant Workers by providing assistance, training, and marketing access to increase business.

IDENTIFIKASI TOPIK MATERIAL [102-46, 102-47, 103-1]**Material Topic Identification**

Topik Material Material Topic	Alasan Topik Tersebut Material Reason for the Topic is Material	Batasan Boundary	
		Identifikasi Potensi Dampak Potential Impact Identification	Keterlibatan Refinery Unit VI atas Potensi Dampak Refinery Unit VI Involvement on Potential Impact
Keanekaragaman Hayati Biodiversity	Keanekaragaman hayati berperan sebagai penyeimbang ekosistem. Dengan menjaga keanekaragaman hayati disekitar perusahaan maka akan berdampak positif pada keberlanjutan bisnis perusahaan. Biodiversity holds the role of balancing ecosystem. By maintaining biodiversity around the company will bring positive impacts to the company business continuity.	1. Lingkungan lebih tertata dan terlindungi. 2. Memperbaiki ekosistem Pantai Utara Indramayu.	1. Melakukan pengukuran Indeks Keanekaragaman Hayati setiap tahun. 2. Melakukan inventarisasi keanekaragaman hayati di kawasan konservasi. 3. Melakukan <i>monitoring</i> dan evaluasi keanekaragaman hayati [Monev Kehati].
		1. Environment is more organized and protected. 2. North Beach of Indramayu ecosystem is improved.	1. Annual measurement of Biodiversity Index. 2. Biodiversity inventory in conservation area. 3. Biodiversity monitoring and evaluation [Monev Kehati].
Antikorupsi Anti-Corruption	Korupsi merupakan kebiasaan dan perilaku yang merugikan perusahaan, dan penting untuk memerangi korupsi, dan membudayakan antikorupsi. Corruption is a harmful habit and behavior for the company, and it is essential to fight against corruption, and develop anti-corruption behavior.	1. Kebijakan antikorupsi [sosialisasi, sanksi, dan denda] dapat mengurangi angka korupsi di lingkungan perusahaan. 2. Kondisi yang bebas dari korupsi berdampak pada realisasi anggaran perusahaan akan lebih tepat sasaran. 1. Anti-corruption policy [socialization, sanction, and penalty] could reduce corruption rate in the company area. 2. Corruption free circumstances causing the company budget realization to be more on target.	1. Pembentukan Champion Good Corporate Governance [GCG]. 2. Mendukung pelaksanaan implementasi Compliance System [<i>Code of Conduct, Conflict of Interest, Gratification, LHKPN, Whistle Blowing System (WBS)</i>] dan <i>Fraud Awareness</i> . 1. Champion Good Corporate Governance [GCG] establishment. 2. Compliance System [<i>Code of Conduct, Conflict of Interest, Gratification, LHKPN, Whistle-blown system (WBS)</i> , and <i>Fraud Awareness</i>] implementation support.

MATRIKS TOPIK MATERIAL [102-47]**Material Topic Matrix**

PERNYATAAN ULANG DAN PERUBAHAN PADA LAPORAN [102-48, 102-49]

Pada Laporan Keberlanjutan Refinery Unit VI tahun 2017 tidak ada perubahan periode pelaporan. Terdapat perubahan topik material yang dibahas pada laporan ini. Dengan demikian juga terdapat penyesuaian pada cakupan dan batasan topik material. Perubahan topik material yang disampaikan, yaitu yang sebelumnya terdapat 31 topik material yang disampaikan, pada laporan tahun ini terdapat tujuh (7) topik material. Topik material yang terpilih untuk disampaikan di laporan keberlanjutan ini telah mempertimbangkan kepentingan internal perusahaan dan kebutuhan pemangku kepentingan.

Selain perubahan pada pengungkapan topik material, terdapat pernyataan ulang terkait data penggunaan air, data pada pemantauan dan pengendalian emisi, data pada pengelolaan limbah dan efluen dan data kontribusi pada pengendalian alam. Selebihnya, tidak ada perubahan informasi terkait struktur perusahaan, perubahan dasar tahun pelaporan, maupun jenis usaha.

RESTATEMENT AND CHANGES IN REPORT [102-48, 102-49]

In Sustainability Report of Refinery Unit VI 2017 there are no changes of reporting period. Changes of material topic are discussed in this report. As such, there is also adjustment to scope and boundary of material topic. Previously, there were [31] material topics conveyed, but this year report only stated seven (7) of material topics. The selected material topics to be conveyed in this sustainability report have considered the company internal interest and stakeholder needs.

Aside from changes to material topic disclosure, there is a restatement regarding water use data, emissions monitoring and controlling data, waste and effluent management data, and contribution data on natural control. Moreover, there are no information changes related to company structure, change of reporting base year, and type of business.

Keterlibatan Pemangku Kepentingan Stakeholder Involvement

PEMANGKU KEPENTINGAN UTAMA [102-40, 102-42]

Aspirasi dari pemangku kepentingan turut berperan dalam pengambilan keputusan perusahaan. Refinery Unit VI telah memetakan pemangku kepentingan utama berdasarkan tingkat keterlibatan dan relasi yang telah terbangun. Fungsi Communication dan Relation menjadi fungsi penghubung antara Refinery Unit VI dengan pemangku kepentingan. Adapun kelompok pemangku kepentingan utama Refinery Unit VI meliputi:

1. PT Pertamina (Persero): merupakan pemangku kepentingan utama yang memiliki kendali atas Refinery Unit VI;
2. Pemerintah: terdiri atas Pemerintah Pusat, Pemerintah Provinsi, dan Daerah sebagai regulator yang mengawasi terlaksananya kepatuhan Refinery Unit VI terhadap peraturan yang berlaku;
3. Pekerja: mencakup PWTT dan PWT yang bekerja untuk keberlangsungan bisnis perusahaan;
4. Ditjen Migas: merupakan badan pengawas dan regulator pada pelaku bisnis minyak dan gas;

KEY STAKEHOLDER [102-40, 102-42]

Aspiration from stakeholders also has an important role in the company's decision making. Refinery Unit VI has mapped key stakeholders based on level of engagement and established relation. Communication and Relation Function becomes the linking function between Refinery Unit VI with stakeholders. Refinery Unit VI group of key stakeholders include:

1. PT Pertamina (Persero): is key stakeholder with control over Refinery Unit VI;
2. Government: consists of Central Government, Provincial Government, and Regional Government as regulators which oversee Refinery Unit VI compliance to prevalent regulations;
3. Employee: includes PWTT and PWT who work for the company business continuity;
4. Directorate General of Oil and Gas: is a supervisory board and regulator on oil and gas business players;

5. Pelanggan: mencakup pelanggan internal dan eksternal yang membeli dan menggunakan produk-produk Refinery Unit VI;
6. Masyarakat: mencakup masyarakat yang berada di lokasi Ring 1 dan Ring 2;
7. Mitra Kerja: mencakup pemasok, kontraktor, dan mitra lainnya yang bekerja sama dalam rangka memperlancar proses bisnis Refinery Unit VI.

KEBUTUHAN PEMANGKU KEPENTINGAN [102-40, 102-44]

Melalui proses pendekatan yang dilakukan, Refinery Unit VI dapat menggali informasi yang menjadi topik kunci dan hal-hal yang menjadi kebutuhan pemangku kepentingan. Berikut ini identifikasi kebutuhan dan pendekatan pemangku kepentingan.

5. Customer: covers internal and external customer who purchases and uses Refinery Unit VI products;
6. Community: covers community which resides in Ring 1 and Ring 2 location;
7. Partner worker: covers supplier, contractor, and other partners cooperating in order to expedite Refinery Unit VI business process.

STAKEHOLDER NEEDS [102-40, 102-44]

Through approach process performed, Refinery Unit VI could further explore information which become key topics and matters that turn into stakeholder needs. Below are identification of stakeholder needs and approach.

IDENTIFIKASI PEMANGKU KEPENTINGAN UTAMA [102-40, 102-43, 102-44]

Identification of Key Stakeholder

Pemangku Kepentingan Stakeholder	Metode Pendekatan dan Frekuensi Approach Method and Frequency	Topik Kunci dan Kebutuhan Pemangku Kepentingan Key Topic and Stakeholder Needs	Respon dan Tindak Lanjut Perusahaan Response and Company Follow-Up
PT Pertamina (Persero)	<ul style="list-style-type: none"> 1. Teleconference [setiap bulan] 2. Rapat bisnis dan operasi [setiap bulan] 3. Monthly report [setiap bulan] 4. Rapat RKSP [satu tahun sekali] 1. Teleconference [every month] 2. Business meeting and operation [every month] 3. Monthly report [every month] 4. RKSP meeting [once every year] 	<ul style="list-style-type: none"> 1. Informasi seputar isu terkait peningkatan profit 2. Kualitas dan kapasitas produksi 3. Tata kelola perusahaan 1. Information on issues related to profit increase 2. Production quality and capacity 3. Corporate governance 	<ul style="list-style-type: none"> 1. Membuat Laporan Net Refining Margin 2. Membuat laporan evaluasi bulanan [keuangan dan operasional] 3. Membuat laporan tahunan 1. Develop Net Refining Margin Report 2. Develop monthly evaluation report [financial and operational] 3. Develop annual report
Pemerintah	<ul style="list-style-type: none"> 1. Rapat dengar pendapat dengan Pemerintah Pusat [minimal 1 kali dalam setahun] 2. Forum Komunikasi [satu tahun sekali] 	<ul style="list-style-type: none"> 1. Perkembangan terkait pasokan dan distribusi 2. Pemenuhan regulasi 3. Ketaatan pajak 4. Penerapan persyaratan <i>health, safety, security, and environment</i> [HSSE] 5. Produk ramah lingkungan 	<ul style="list-style-type: none"> 1. Praktik pengadaan barang dan jasa yang baik, pelaksanaan sistem distribusi yang aman 2. Monitoring dan evaluasi kinerja di seluruh aspek dan memastikannya telah memenuhi regulasi 3. Membayar dan melaporkan pajak 4. Mengelola dan melaporkan kinerja HSSE dalam Dokumen Kinerja Ekselen (DKE), Dokumen Ringkasan Kinerja Pengelolaan Lingkungan (DRKPL), dan Laporan Keberlanjutan 5. Mengembangkan produk ramah lingkungan
Government	<ul style="list-style-type: none"> 1. Hearing session with Central Government [once a year at minimum] 2. Communication Forum [once a year] 	<ul style="list-style-type: none"> 1. Developments on supply and distribution 2. Regulation compliance 3. Tax compliance 4. Health, safety, security, and environment [HSSE] requirements implementation 5. Eco-friendly product 	<ul style="list-style-type: none"> 1. Good practice of goods and services procurement, safe distribution system 2. Performance monitoring and evaluation in all aspects and ensures for regulation compliance 3. Tax settlement and report 4. Manage HSSE performance and report it in Performance Excellence Document (DKE), Environmental Management Performance Summary Document (DRKPL), and Sustainability Report 5. Develop eco-friendly product

IDENTIFIKASI PEMANGKU KEPENTINGAN UTAMA [102-40, 102-43, 102-44]**Identification of Key Stakeholder**

Pemangku Kepentingan Stakeholder	Metode Pendekatan dan Frekuensi Approach Method and Frequency	Topik Kunci dan Kebutuhan Pemangku Kepentingan Key Topic and Stakeholder Needs	Respon dan Tindak Lanjut Perusahaan Response and Company Follow-Up
Pekerja	1. Town Hall Meeting [sesuai jadwal kegiatan sepanjang tahun] 2. Employee Gathering [sesuai jadwal kegiatan sepanjang tahun] 3. Sosialisasi kebijakan [sesuai jadwal kegiatan sepanjang tahun] 4. Pelatihan [sesuai jadwal kegiatan sepanjang tahun]	1. Pemenuhan hak-hak pekerja [remunerasi, tunjangan lainnya] 2. Jaminan kesehatan dan keselamatan kerja [K3] 3. Kebebasan berserikat 4. Pegembangan kompetensi 5. Pengkajian ulang kebijakan terkait remunerasi	1. Pembayaran gaji, tunjangan, dan hak lainnya. 2. Menyediakan alat perlindungan diri [APD], medical check up bagi pekerja dan penerapan standar K3 di kantor maupun kilang 3. Dukungan pada Serikat Pekerja 4. Mengadakan kegiatan pendidikan dan pelatihan bagi pekerja
Employee	1. Town Hall meeting [as per activity schedule throughout the year] 2. Employee Gathering as per activity schedule throughout the year] 3. Policy socialization as per activity schedule throughout the year] 4. Training as per activity schedule throughout the year]	1. Worker fulfillment of rights [remuneration and other benefits] 2. Health and safety [K3] insurance 3. Freedom of association 4. Competency development 5. Policy review on remuneration	1. Arranging payment of salary, benefit, and other rights. 2. Providing personal protective equipment [PPE], medical check-up for workers and K3 standard implementation at office and refinery 3. Supporting Labour Union 4. Holding education and training for workers
Ditjen Migas	Rapat konsultasi [minimal 1 kali dalam setahun]	1. Kepatuhan perijinan 2. Memenuhi deadline kesepakatan perjanjian baru	1. Kelengkapan dokumen perijinan 2. Ketepatan waktu kesepakatan perjanjian baru
Directorate General of Oil and Gas	Consultation meeting [minimum once in a year]	1. Permit compliance 2. New agreement deadline fulfillment	1. Permit document comprehensiveness 2. New agreement promptness
Pelanggan	Sosialisasi kebijakan [minimal 1 kali dalam setahun atau sesuai kebutuhan]	1. Ketepatan waktu distribusi produk 2. Penanganan keluhan 3. Produk ramah lingkungan	1. Membangun sistem distribusi 2. Menyediakan wadah untuk menampung keluhan pelanggan, dan melakukan tindak lanjut pada keluhan yang masuk 3. Mengembangkan produk ramah lingkungan
Customer	Policy socialization [minimum once a year or as per necessity]	1. Product distribution promptness 2. Complaint handling 3. Eco-friendly product	1. Build distribution system 2. Provide forum for customer complaint handling and follow up on incoming complaint 3. Develop eco-friendly product
Masyarakat	1. Pelaksanaan program kemasyarakatan [minimal 1 kali dalam setahun] 2. Forum FGD [minimal 1 kali dalam setahun / sesuai kebutuhan]	1. Kesempatan kerja sebagai tenaga kerja lokal 2. Peningkatakan kesejahteraan melalui CSR yang mengarah pada pemberdayaan masyarakat 3. Program CSR yang sesuai dengan kebutuhan masyarakat 4. Lingkungan yang sehat, bebas limbah dan polusi	1. Memberikan pelatihan, <i>safetyman</i> dan kesempatan kerja sebagai <i>safetyman</i> 2. Pelaksanaan program-program CSR yang terarah 3. Pemetaan sosial dan melibatkan masyarakat dalam perencanaan program 4. Pengelolaan lingkungan sesuai dengan regulasi, pelaksanaan program CSR berbasis lingkungan
Community	1. Community program [minimum once in a year] 2. FGD [minimum once a year/ as per necessity]	1. Work opportunity as local workforce 2. Welfare increase through CSR orienting on community empowerment 3. CSR program that meets the needs of community 4. Healthy environment, free of waste and pollution	1. Provide training, safety-man, and work opportunity as safety-man 2. Directed CSR programs 3. Social mapping and to involve community in program planning 4. Environmental management as per regulation, environment-based CSR program

IDENTIFIKASI PEMANGKU KEPENTINGAN UTAMA [102-40, 102-43, 102-44]**Identification of Key Stakeholder**

Pemangku Kepentingan Stakeholder	Metode Pendekatan dan Frekuensi Approach Method and Frequency	Topik Kunci dan Kebutuhan Pemangku Kepentingan Key Topic and Stakeholder Needs	Respon dan Tindak Lanjut Perusahaan Response and Company Follow-Up
Mitra Kerja	<ul style="list-style-type: none"> 1. <i>Vendor gathering</i> [minimal 1 kali dalam setahun/sesuai kebutuhan] 2. <i>Proses Bidding</i> [sesuai jadwal kegiatan] 3. <i>Sosialisasi kebijakan</i> [minimal 1 kali dalam setahun/sesuai kebutuhan] 4. <i>Vendor day</i> [minimal 1 kali dalam setahun/sesuai kebutuhan] 	<ul style="list-style-type: none"> 1. Kontrak yang adil 2. Pembayaran tepat waktu 3. Peningkatan kesejahteraan, kesehatan dan keselamatan pekerja mitra 	<ul style="list-style-type: none"> 1. Transparansi mekanisme proses pengadaan 2. Pembayaran tepat waktu 3. Peninjauan dan penyesuaian imbal jasa bagi mitra kerja maupun kontraktor, penerapan CSMS, pelatihan bagi pekerja mitra
Business Partner	<ul style="list-style-type: none"> 1. <i>Vendor gathering</i> [minimum once in a year/ as per necessity] 2. <i>Bidding process</i> [as per activity schedule] 3. <i>Policy schedule</i> [minimum once in a year/as per necessity] 4. <i>Vendor day</i> [minimum once in a year/ as per necessity] 	<ul style="list-style-type: none"> 1. Fair contract 2. Punctual payment 3. Increase of welfare, health and safety on business partner 	<ul style="list-style-type: none"> 1. Transparency in procurement process mechanism 2. Punctual payment 3. Rewards review and adjustment for business partner and contractor, CSMS implementation, training for partner worker



Independent Assurance Statement [102-56] [ISRS 15.3.8]

Independent Assurance Statement



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Independent Assurance Statement

The 2017 Sustainability Report of PT Pertamina (Persero) RU VI Balongan

Number : 010/000-174/X/2018/SR-Asia/Indonesia

Type : 1

Level : Moderate

PT Pertamina (Persero) RU VI Balongan ("the Reporting Organization" or "the Company") has engaged Social Responsibility Asia ("SR Asia") to assure and provide an independent assurance statement on its **2017 Sustainability Report** ("the Report"). The Reporting Organization is a refinery unit located in Indramayu, West Java Province, and its main activities are to process crude oil and natural gas into marketable derivative products. The Company is one of business units of PT Pertamina (Persero), the Indonesia's national oil company (NOC).

In the Report, the Company presents its sustainability performance data and information referring to certain reporting guidelines or standards: (a) Sustainability Reporting Standards of the Global Reporting Initiative ("the GRI standards") and its Oil and Gas Sector Supplement (OGSS); and (b) DNV-GL International Sustainability Rating System (ISRS) 8th edition.

As agreed by the Management¹, SR Asia's responsibility is to perform assurance procedures and come up with recommendations and an independent assurance statement on the Report. The presentation and substance of the Report is the sole responsibility of the Management. An independent assurance statement does not indicate the overall sustainability performance of a reporting organization except for the areas included in the scope of assurance work. In conducting assurance, SR Asia does not accept or assume any responsibility for any other purpose or to any other person or organisation. For that reason, any dependence that third party has placed on the Report is entirely on its own risk.

Scope of Assurance Service and Limitation

SR Asia's assurance procedures cover the following:

1. Sustainability performance data and information of the Company from the period of 1st of January up to 31st of December 2017.
2. Seven material topics that have been identified by the Management; occupational health and safety, energy, emissions, waste and effluents, biodiversity, anti-corruption, and local community.
3. Review sustainability data, information, and disclosures as presented in the report content.
4. Visit the head office in Indramayu to identify and trace back supporting documents and evidence.
5. Field visit to observe the Company's business practices, community engagement, and social environmental initiatives.

Exclusion

Assurance on the Report excludes:

¹ "The Management" refers to the management of the Reporting Organization



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1. The statements, claims, and expression of opinion, belief, expectation, advertisement, and future planning of the Reporting Organisation, as specified in the Report.
2. Data and information from the Company's documents other than those mentioned in the Report, or in the public domain but not included in the Report, or not covered in the reporting period.
3. Topics not included and not prioritized in materiality identification and defining report content.
4. Use of principles, standards, and indicators to analyze the report content, other than those mentioned under the methodology section.
5. Stakeholders' engagement, which may be involved in developing the Report, except for the engagement to identify material topics as discussed in the Report.

Type and Level of Assurance

SR Asia has performed:

1. A type 1 of assurance service on the report content based on the AA1000AS (2008) Assurance Standard and AA1000AP (2018) AccountAbility Principles.
2. A moderate level of assurance procedure on the report content and evidence, where the risk of information and conclusions of the Report being error is reduced to low, but not to very low and not zero.
3. Evaluation on the publicly disclosed information, the system, and the process of the Reporting Organization to ensure adherence to the principles in developing the Report.

Methodology

In the initial phase of the assurance work, the Company submitted the Report document for preliminary assessment. Afterwards, SR Asia engaged SR Asia Indonesia as its official partner to conduct:

1. Evaluation of the presentation of sustainability performance data and information, especially regarding the material topics, against the standards, principles, and indicators of AA1000AS (2008) and AA1000AP (2018) AccountAbility, GRI Standards and its OGSS, and ISRS 8th edition.
2. Review of the evidence document and tracing back data to the sources.
3. Visit the head office of RU VI Balongan in Indramayu to discuss the report content with the representatives of the Management from several functions; some of which are human capital, environment, occupational health and safety, and community development.
4. Conduct site visit in the operational areas of RU VI Balongan.
5. Visit the Company's mangrove conservation program in Karangsong Village to review the impact of community development activities on the society and the environment in the area.

Adherence to AA1000AP (2018) and GRI Standards

Inclusivity – In general, the Company has presented data and information on its stakeholders inclusively, including the engagement and approaches to response stakeholders' concerns. One of which is through community development initiatives to manage its social capital with community. The stakeholders are also engaged in the decision-making process of the Company at particular level. Nevertheless, the Reporting Organization does not yet provide stakeholder engagement management report or materiality testing report as a basis for identifying the stakeholders and the material topics.

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Materiality – As per assurance work, presentation of the seven material topics in the Report indicates its adequate adherence to the materiality principle. The material topics can describe the sustainability context of the Reporting Organization as a refinery unit. Inclusion of biodiversity and anti-corruption as material topics in the report content indicates the Company's concerns and efforts on environmental protection and good corporate governance in line with Pertamina's vision and mission as well as local community interests on eco-edutourism.

Responsiveness – Data and information presented in the Report about Continuous Improvement Program (CIP), whistle blowing system, performance pillars, and sustainability foundation indicates the Company's responsiveness to address economic, social, and environmental challenges in the midstream of oil and gas industry sector. During the reporting period, the Reporting Organization has successfully started producing avtur to respond the demand from the airline industry sector. However, as a refinery unit, the Company is positioned as the cost centre, where it limits the level of responsiveness to address strategic issues at corporate level.

Impact – At certain level, the Report indicates that different functions of the Reporting Organization are able to address the impacts from operations. However, some discussions, such as about the reason to use Solomon Energy Intensity Index and the difference between actual energy consumption and energy intensity, need more detail information in the Report. In some discussion areas such as hazardous waste, effluent, and emissions, the level of reliability, comparability, and accuracy in describing the impacts in the Report is relatively lower due to the inconsistent use of unit of measurement, and also, because the Company is unable to present adequate evidence documents on the topics.

In "Accordance" with Core Option – The Reporting Organization has developed the report content following the core option of GRI Standards where minimum one disclosure of each material topic is presented and discussed in the Report. The OGSS disclosures are also presented when applicable and relevant to the midstream of oil and gas industry sector. Following the GRI Standards requirement, the Report explains that some data and information cannot be presented due to the unavailability of data and information or the management discretion.

GRI Standards Principles – At certain levels, the Reporting Organization has applied the Principles for Defining Report Content (stakeholder inclusiveness, sustainability context, materiality, and completeness) and the Principles for Defining Report Quality (balance, comparability, accuracy, timeliness, clarity, and reliability). The Report also presents fairly the disclosure of management approach (DMA), except for the material topic of occupational health and safety.

Recommendation

As per assurance procedures and methodology has taken, the Assurance Team advises the Company to take the following measures to improve the future sustainability reporting:

1. Use unit of measurement consistently in presenting data and information in the Report in order to increase its level of comparability to other similar reports.
2. Maintain a reliable data management system across fields and functions in order to enable the Company presenting satisfactory evidence documents during the assurance.
3. Improve the report content, especially the disclosure of management approach (DMA) section, to enhance the adherence of the Report to the sustainability context principle.



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4. Carry out formal materiality testing and/or stakeholder identification compliant to GRI Standards and the AA1000 Stakeholder Engagement Standard (2015) as stakeholder engagement guidelines. An annual stakeholder engagement management report should also be developed and published as one of bases to identify materiality topics in developing a sustainability report.

Statement of Competency, Independency and Impartiality

SR Asia is a networking of reputable experts and organizations to support the businesses and other stakeholders in adopting sustainability and social responsibility principles, standards, and best practices in Asian countries. Some activities of SR Asia are policy studies and advocacy, CSR studies, reporting development, capacity building, and assurance services.

SR Asia's Assurance Team members are the experts in writing and reviewing sustainability reports and integrated reports of companies from various industries. They are familiar with different sustainability and social responsibility principles, standards, guidelines, and guidance, such as ISO 26000:2010, sustainability accounting standards of SASB, AA1000 AccountAbility, GRI Standards, and International Integrated Reporting (IR) Framework.

SR Asia ensures a sufficient mechanism is in place to confirm the experts' independency and free from bias in performing the assurance procedures and generating recommendations. The experts have no relationships with the Reporting Organization that can influence their ability to develop an unprejudiced and truthful assurance statement.

The assurance provider,

Jakarta, 10th of October 2017


Birendra Raturi
International Director, SR Asia



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MENJAGA PASOKAN PRODUK BAHAN BAKAR DALAM NEGERI

Safeguarding Domestic Fuel Products Supply





Refinery Unit VI Balongan

Kilas Kinerja Ekonomi

Economic Performance Overview

MENINGKATKAN KINERJA EKONOMI

Aspek ekonomi yang mencakup kinerja keuangan Refinery Unit VI sangat penting untuk dikelola. Kinerja keuangan yang baik akan mendukung keberlangsungan bisnis perusahaan, juga berdampak positif bagi pemangku kepentingan. Komitmen Refinery Unit VI terhadap peningkatan kinerja keuangan sangat tinggi, dan berusaha mencapai *key performance indicators* [KPI] yang telah ditetapkan. Refinery Unit VI melakukan pengukuran capaian KPI rutin setiap triwulan sebagai bagian dari evaluasi.

Target terkait kinerja ekonomi saat ini yakni pencapaian KPI atas *Refinery Gross Margin*, dan *Net Margin*. Penanggungjawab atas pencatatan dan pelaporan kinerja keuangan berada di bawah Fungsi Keuangan. Refinery Unit VI menggunakan Internal Control over Financial Reporting (ICoFR) untuk mengendalikan laporan keuangan, dimana masing-masing fungsi yang mempunyai otorisasi melakukan *upload* di sistem web ICoFR. Di tahun 2017, Refinery Unit VI berhasil 100% *comply* terhadap ICoFR tersebut.

Realisasi kinerja keuangan Refinery Unit VI dari 2015 selalu di atas target meskipun terjadi fluktuasi harga produk. Hal tersebut merupakan hal yang baik dengan didukung pencapaian *Gross Refinery Margin* dan *Net Margin* yang semakin meningkat dari tahun 2015–2017. Refinery Unit VI secara terus menerus berhasil meningkatkan kinerja keuangan dan mencapai *Gross Refinery Margin* tertinggi di antara seluruh Refinery Unit yang dimiliki PT Pertamina (Persero).

TINJAUAN UMUM BIDANG USAHA

Bisnis utama Refinery Unit VI adalah mengolah minyak mentah menjadi produk bahan bakar minyak (BBM), non-bahan bakar minyak (NBBM), maupun bahan lainnya seperti *decant oil* dan HOMC. Kilang Refinery Unit VI dirancang untuk dapat beroperasi pada kapasitas 125 MBSD dengan rasio komposisi *feed crude* Duri dan Minas sebesar 80% dan 20%. Oleh sebab itu, kilang Refinery Unit VI memiliki nilai strategis dalam menjaga ketstabilan pasokan BBM di dalam negeri, sekaligus kontribusi yang besar dalam menghasilkan pendapatan baik bagi PT Pertamina (Persero) maupun bagi negara. Selama tahun 2017,

INCREASING ECONOMIC PERFORMANCE

Economic aspects which include the financial performance of Refinery Unit VI are crucial to be managed. Good financial performance will support the business continuity of the company as well as bring positive impacts to stakeholders. The commitment of Refinery Unit VI towards the increase of financial performance is very high in the attempts to achieve the established key performance indicators (KPI). Refinery Unit VI conducts routine KPI achievement measurement every quarter as part of the evaluation.

The current targets relevant to economic performance are KPI achievements on Refinery Gross Margin and Net Margin. Accountability for financial performance recording and reporting lies with the Finance Function. Refinery Unit VI uses Internal Control over Financial Reporting (ICoFR) for financial reporting control, where each authorized function uploads onto the ICoFR web system. In 2017, Refinery Unit VI successfully complied 100% with the ICoFR.

Financial performance realization of Refinery Unit VI since 2015 has always been over the target despite product price fluctuations. This excellence is due to the support of increasing Gross Refinery Margin and Net Margin achievement from 2015–2017. Refinery Unit VI continuously succeeds in increasing financial performance and achieving the

GENERAL OVERVIEW OF THE FIELD OF BUSINESS

The main business of Refinery Unit VI is processing crude oil to fuel oil (BBM) product, non-fuel oil (NBBM), or other materials such as decant oil and HOMC. The Refinery Unit VI refinery was designed to operate at 125 MBSD capacity with the Duri and Minas feed crude composition of 80% and 20% respectively. Therefore, the Refinery Unit VI refinery has strategic value in safeguarding the stability of domestic fuel oil supply as well as a major contribution in generating income, whether for PT Pertamina (Persero) and for the country. In 2017, no Refinery Unit VI Balongan refineries were deactivated and there were no



tidak ada kilang Refinery Unit VI Balongan yang di non-akifkan dan tidak ada peristiwa perubahan iklim yang berpengaruh pada kegiatan operasional. [OG11] [ISRS 15.3.2.2]

Hingga saat ini, sebanyak 52% produk Refinery Unit VI adalah BBM, 20% berupa Decant dan HOMC, dan 17% BBK berupa pertamax, Avtur, dan pertamax turbo. Sementara itu, 11% non-BBM berupa LPG dan propylene. Distribusi produk BBM dan BBK sebanyak 62% ke DKI Jakarta dan sekitarnya, 25% ke Jawa Barat serta 13% ke Banten.

Setelah berhasil meluncurkan produk Pertamax Turbo dengan RON 98 pada Juli 2016, di tahun 2017 Refinery Unit VI kembali meluncurkan produk baru, yaitu avtur. Pada 10 Desember 2017, Refinery Unit VI telah berhasil melakukan pengkapalan perdana ke Kalimantan. Refinery Unit VI telah menginstallasi pipa dengan total panjang ± 10 km dengan dua spesifikasi pipa yaitu 5,3 km pipa dengan *internal coating* untuk memenuhi standard Aviasi sebagai pipa penyaluran avtur dan 4,7 km pipa tanpa *internal coating* sebagai fasilitas *line return / import* dari Jetty ke tangki. Refinery Unit VI juga telah mengalihfungsikan dua tangki (tangki produk Pertadex dan tangki produk Sr. Gasoi) menjadi tangki produk Avtur untuk memenuhi kapasitas penyimpanan dengan total sebesar 26.000 kL. Produksi avtur diharapkan dapat menjadi salah satu langkah untuk meningkatkan kinerja keberlanjutan, serta mendukung ketersediaan avtur nasional, dan menurunkan impor avtur. Pada bagian ini, Refinery Unit VI akan melaporkan berbagai pencapaian selama tahun 2017 pada bidang usaha pengolahan minyak mentah, yang meliputi:

climate change occurrences impacting operational activities. [OG11] [ISRS 15.3.2.2]

Until now, 52% of Refinery Unit VI products are BBM [Fuel Oil], 20% are Decant and HOMC, and 17% are BBK [Special Fuel] in the forms of pertamax, Avtur, and pertamax turbo. Meanwhile, 11% are non-fuel oil in the forms of LPG and propylene. 62% of BBM and BBK products are distributed to DKI Jakarta and its surrounding areas, 25% to West Java, and 13% to Banten.

After successfully launching the Pertamax Turbo product with RON 98 in July 2016, in 2017 Refinery Unit VI again launched a new product, avtur. On 10 December 2017, Refinery Unit VI succeeded in performing its premiere shipping to Kalimantan. Refinery Unit VI installed pipes with the total length of ± 10 km with two pipe specifications, which are 5.3 km of pipes with internal coating to meet Aviation standards as avtur channeling pipe and 4.7 km of pipes without internal coating as the line return/import facility from Jetty to the tank. Refinery Unit VI also repurposed two tanks [Pertadex product tank and Sr. Gasoi product tank] as Avtur product tanks to meet the storage capacity with a total of 26,000 kL. Avtur production is expected to be one of the measures to increase sustainability performance, support national avtur availability, and decrease avtur import. In this section, Refinery Unit VI will report various achievements in 2017 in the crude oil processing business field, which include:

KINERJA OPERASI PER PRODUK 2017 [102-7]**The 2017 Per Product Operational Performance**

Produk Product	Satuan Unit	Target	Realisasi Realization	Persentase Pencapaian Achievement Percentage	Target 2018 2018 Target
Premium	Bbl	7,133,531	14,479,656	203.0%	16,011,571
Pertamax	Bbl	13,237,086	8,039,177	60.7%	7,437,000
Pertamax Turbo	Bbl	1,041,314	603,034	57.9%	839,500
Solar	Bbl	15,004,694	14,800,300	98.6%	14,667,552
LPG	Bbl	3,423,553	2,965,468	86.6%	3,053,401
Decant Oil	Bbl	3,564,479	3,398,269	95.3%	3,813,026
Propylene	Bbl	2,943,590	3,242,702	110.2%	2,926,620
Avtur	Bbl	34,165	81,823	239.5%	1,799,450
Produk Lainnya Other Products	Bbl	-	26,799	-	-

NILAI EKONOMI YANG DIHASILKAN DAN DIDISTRIBUSIKAN

Nilai ekonomi yang dihasilkan oleh Refinery Unit VI berasal dari penjualan produk-produk BBM, NBBM, dan produk lainnya. Sebagai bagian dari PT Pertamina (Persero), Refinery Unit VI melaporkan kinerja keuangan dalam Laporan Net Refining Margin yang dibuat dalam periode bulanan. Laporan tersebut kemudian dilaporkan ke General Manager dan Refinery Unit Pusat.

Dalam menjalankan kegiatan operasional, Refinery Unit VI hanya memperoleh sumber dana dari Direktorat Keuangan Kantor Pusat. Dari penjualan produk di tahun 2017, Refinery Unit VI memperoleh *revenue* sebesar USD3.482,23 juta naik dari *revenue* tahun 2016 yang sebesar USD2.816,69 juta. Dari tahun 2016 ke tahun 2017, *revenue* tercatat mengalami peningkatan sebanyak 24%. Selain peningkatan *revenue*, Refinery Unit VI juga mengalami peningkatan *Gross Refinery Margin* di tahun 2017 sebesar USD505,67 juta naik 25% dari GRM tahun 2016 sebesar USD403,51 juta. Hal tersebut didukung oleh penurunan harga *crude* yang merupakan komponen terbesar biaya bahan baku.

[102-7, 103-3]

NILAI EKONOMI YANG DIHASILKAN [201-2] [ISRS 15.3.2.1]**Economic Value Generated****ECONOMIC VALUE GENERATED AND DISTRIBUTED**

The economic value generated by Refinery Unit VI originated from the sale of BBM, NBBM, and other products. As part of PT Pertamina (Persero), Refinery Unit VI reports financial performance in a Net Refining Margin Report composed in a monthly period. This report is then reported to the General Manager and the Head Refinery Unit.

In conducting operational activities, Refinery Unit VI only receives source of funding from the Head Office Finance Directorate. From the 2017 product sales, Refinery Unit VI gained a revenue of USD3,482.23 million, an increase from the 2016 revenue of USD2,816.69 million. From 2016 to 2017, recorded revenue increased by 24%. Aside from revenue increase, Refinery Unit VI also experienced a Gross Refinery Margin increase in 2017 of USD505.67 million, a 25% increase from the 2016 GRM of USD403.51 million. This was supported by the decrease in crude price as the largest component in raw material cost. [102-7, 103-3]

Pada kegiatan operasional di sepanjang tahun 2017, biaya operasional Refinery Unit VI tercatat menurun 27% dari tahun lalu.

In operational activities throughout 2017, the operational costs of Refinery Unit VI were recorded to decrease by 27% from the previous year.

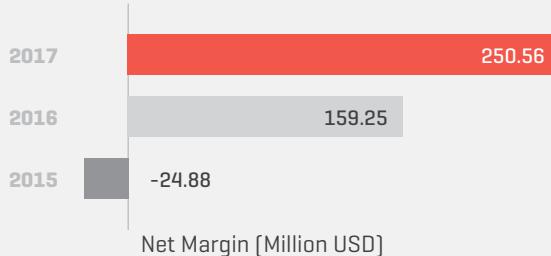
NILAI EKONOMI YANG DIDISTRIBUSIKAN [201-2] [ISRS 15.3.2.1]**Economic Value Distributed**

Uraian Description	Satuan Unit	2017	2016	2015
Biaya Operasional Operational Costs	[Million USD]	255.11	346.93	337.89
Proyek Pengembangan dan Investasi Development Projects and Investments	[Rp Juta] [Million Rp]	25.59	152,602	1,539
Gaji dan manfaat yang diterima pekerja Salary and benefits received by workers	[Rp Juta] [Million Rp]	686,706	559,045	499,564
Pembayaran pajak ke Pemerintah Pusat [PPh 21, PPh 23, PPN WAPU] Payment of tax to Central Government [PPh 21, PPh 23, PPN WAPU]	[Rp Miliar] [Billion Rp]	228.24	184.41	143.40
Pembayaran pajak ke Pemerintah Daerah [Pajak penerangan jalan, PBB dan retribusi lainnya Payment of tax to Local Government [Street lighting tax, Land and Building Tax, and other retrIBUTions]	[Rp Miliar] [Billion Rp]	15.32	16.53	16.61
Dana CSR* CSR Fund*	[Rp Juta] [Million Rp]	2,320	1,408	2,000

* Alokasi dana langsung dari PT Pertamina (Persero) | Direct fund allocation from PT Pertamina (Persero)

Kegiatan operasional di tahun 2017 telah mencatat *net margin* sebesar USD250,56, atau naik 57% dari *net margin* tahun 2016 yang sebesar USD159,25. Peningkatan tersebut disebabkan oleh adanya kecenderungan kenaikan harga pasar produk yang mengikuti *price reference* dan penurunan biaya operasi akibat upaya efisiensi di setiap lini.

Operational activities in 2017 recorded a net margin of USD250.56 or a 57% increase from the 2016 net margin of USD159.25. The increase was due to a tendency of product market price increase following the price reference and a decrease in operating costs due to efficiency efforts in every line.

NILAI EKONOMI YANG DITAHAN [201-2]**Economic Value Retained**

PENGELUARAN KEPADA MASYARAKAT

Refinery Unit VI senantiasa berupaya untuk membangun hubungan yang baik kepada seluruh kepentingan pemangku. Salah satu upaya untuk mewujudkan hal tersebut adalah dengan memberikan manfaat ekonomi seluas-luasnya bagi para pemangku kepentingan, termasuk kapada masyarakat. Seluruh penerimaan Refinery Unit VI berasal dari kegiatan operasional kilang. Tidak ada penerimaan yang berasal dari bantuan finansial dari Pemerintah, baik dalam bentuk keringanan pajak, subsidi maupun suntikan pendanaan. [201-4] [ISRS 15.3.2.4]

Salah satu mekanisme penyampaian manfaat ekonomi adalah melalui distribusi nilai ekonomi kepada pemangku kepentingan yang jumlahnya disesuaikan dengan kinerja Refinery Unit VI, dan ditentukan dari Refinery Unit Pusat. Investasi sosial termasuk pembiayaan pembangunan infrastruktur dan pengembangan masyarakat di sekitar lokasi kegiatan masuk dalam pendanaan kegiatan CSR, yang dianggarkan Refinery Unit VI untuk tahun 2017 sebesar maksimal 2% dari laba korporat tahun sebelumnya. Total pengeluaran kepada masyarakat di tahun 2017 sebesar Rp2.320.738.910. [201-2]

OUTPUT TO THE COMMUNITY

Refinery Unit VI consistently attempts to cultivate excellent relations with all stakeholders. One of the attempts to realize this is by delivering the most expansive economic benefits to stakeholders, including the community. All revenues of Refinery Unit VI are derived from the operational activities of the refinery. There are no revenues originating from financial assistance from the Government, whether in the form of tax breaks, subsidies, or funding injection. [201-4] [ISRS 15.3.2.4]

One of the mechanisms of providing economic benefit is through economic value distribution to stakeholders with amounts adjusted to the performance of Refinery Unit VI and determined by the Head Office Refinery Unit. Social investments including the financing of infrastructure construction and community development are comprised within the CSR activity funding, budgeted by Refinery Unit VI for 2017 at a maximum of 2% of the corporate profits of the previous year. The total output to the community in 2017 was Rp2,320,738,910. [201-2]

Rantai Pasokan Supply Chain

MANAJEMEN RANTAI PASOKAN [102-9]

Untuk menjamin kualitas dan kuantitas produk, *delivery*, biaya dan *continuous supply*, pemasok dan mitra Refinery Unit VI memiliki peran yang cukup strategis dalam sistem kerja dan produksi. Untuk menjaga keberlangsungan usaha Refinery Unit VI senantiasa menjaga hubungan kerja sama yang profesional dan saling menguntungkan dengan pemasok dan mitra. Perlakuan yang setara diterapkan kepada semua pemasok dan calon pemasok. Proses pengadaan barang dan jasa dilakukan secara adil dan tidak diskriminatif.

SUPPLY CHAIN MANAGEMENT [102-9]

To guarantee the quality and quantity of products, delivery, costs, and continuous supply, suppliers and partners of Refinery Unit VI have considerably strategic roles in the work and production system. To secure business continuity, Refinery Unit VI continuously maintains professional and mutually beneficial cooperative relations with suppliers and partners. Equal treatment is implemented to all suppliers and supplier candidates. The procurement process of goods and services is conducted in a fair and non-discriminative manner.

PENGELOLAAN HUBUNGAN DENGAN MITRA DAN PEMASOK [102-9]**Management of Relations with Partners and Suppliers**

No	Mitra dan Pemasok Partners and Suppliers	Dasar Basis	Pengelolaan Hubungan Supplier/Partner Management of Relations with Suppliers/Partners	Mekanisme Memastikan Dukungan Supplier/Partner Mechanism of Ensuring the Support from Suppliers/ Partners	Indikator Kinerja Performance Indicators
A. MITRA PARTNER					
1	Shipping (Fungsi Marine dan Shipping Operation) [Marine and Shipping Operation Function]	<ul style="list-style-type: none"> · SLA Marine dan Refinery Unit VI Juni 2015 - Mei 2017 · TKI No C006/ F20810/2010-50 tentang Pemeliharaan Dermaga · TKI No C073/ E16154/2015-S9 tentang Pemeliharaan Perawatan Rutin SPM · SLA Marine and Refinery Unit VI June 2015 - May 2017 · TKI No C006/ F20810/2010-50 on Jetty Maintenance · TKI No C073/ E16154/2015-S9 on SPM Routine Maintenance 	<p>Nota Kesepakatan Bersama Monitoring, Pemeriksaan dan Pemeliharaan Bawah Air SPM, SPL, dan Dermaga antara GM Refinery Unit VI dengan Marine Service [Nota Kesepakatan Bersama No.004/E16000/2015-SO]</p> <p>Memorandum of Understanding on the Underwater Monitoring, Inspection, and Maintenance of SPM, SPL, and Jetty between the GM of Refinery Unit VI and Marine Service [Memorandum of Understanding No.004/E16000/2015-SO]</p>	<ul style="list-style-type: none"> · CFM mingguan yang diikuti oleh MOR, RU, EP dan Marine · Rapat Master Program Crude [bulanan] · Weekly CFM participated by MOR, RU, EP, and Marine · Crude Program Master Meeting [monthly] 	<ul style="list-style-type: none"> · Readlines SPM dan Jetty · IPT · SPM and Jetty readlines · IPT
B. PEMASOK SUPPLIERS					
1	ISC	<ul style="list-style-type: none"> · RK Pengolahan oleh Fungsi RPO 	SLA antara SVP Refining Operation dengan VP ISC	<ul style="list-style-type: none"> · Rapat RCC [bulanan] 	Kesesuaian antara suplai dengan permintaan
2	RU	<ul style="list-style-type: none"> · Refer: TKO Perencanaan Bahan Baku dan Pengolahan Produksi Harian · RPO Function Processing RK · Refer: Raw Material Planning and Daily Production Processing TKO 	SLA between the SVP of Refining Operation and VP of ISC	<ul style="list-style-type: none"> · Rapat Master Program Crude Intermedia [bulanan] · Review SLA [bulanan] · Rapat Optimasi Hilir [bulanan] · RCC Meeting [monthly] · Crude Intermedia Program Master Meeting [monthly] · SLA Review [monthly] · Downstream Optimization Meeting [monthly] 	Accordance between supply and demand
3	PT Pertamina EP dan PT Pertamina Hulu Energi PT Pertamina EP and PT Pertamina Hulu Energi	<ul style="list-style-type: none"> · RK Pengolahan Fungsi RPO · Refer: TKO Perencanaan Bahan Baku dan Pengolahan Produksi Harian · RPO Function Processing RK · Refer: Raw Material Planning and Daily Production Processing TKO 	<p>MoU antara Direktur Utama PT Pertamina dan Direktur PT Pertamina Hulu Energi ONWJ</p> <p>MoU between the President Director of PT Pertamina and the Director of PT Pertamina Hulu Energi ONWJ</p>	<p>Rapat gas antara produsen dan konsumen gas [bulanan]</p> <p>Gas meeting between gas producer and consumer [monthly]</p>	<p>Kesesuaian antara suplai natural gas dan permintaan</p> <p>Accordance between natural gas supply and demand</p>

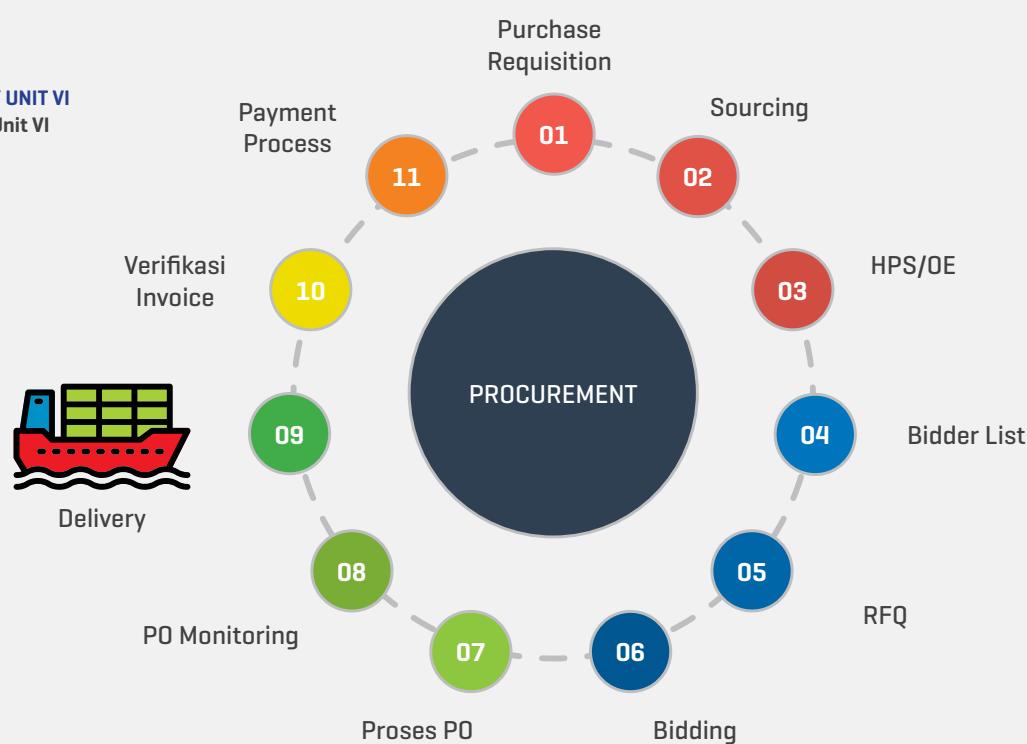
PENGELOLAAN HUBUNGAN DENGAN MITRA DAN PEMASOK [102-9]**Management of Relations with Partners and Suppliers**

No	Mitra dan Pemasok Partners and Suppliers	Dasar Basis	Pengelolaan Hubungan Supplier/Partner Management of Relations with Suppliers/Partners	Mekanisme Memastikan Dukungan Supplier/Partner Mechanism of Ensuring the Support from Suppliers/ Partners	Indikator Kinerja Performance Indicators
4	PT Jasa Tirta	Kebutuhan operasional kilang Operational needs of the refinery	MoU antara GM Refinery Unit VI dengan PT Jasa Tirta MoU between the GM of Refinery Unit VI and PT Jasa Tirta	<ul style="list-style-type: none"> • Laporan pemakaian bulanan • Review MoU setiap 5 tahun • Monthly use report • MoU review every 5 years 	<p>Kesesuaian antara suplai raw water dengan permintaan</p> <p>Accordance between raw water supply and demand</p>
5	Vendor/ manufacturing/ katalis/chemical	Rencana kebutuhan material oleh masing- masing user [Fungsi Produksi] Vendor / manufacturing / Catalyst / chemical	<ul style="list-style-type: none"> • List approved Brand dalam SK GM Refinery Unit VI • Upaya mencari vendor alternatif yang berkualitas sesuai TKO Proses Seleksi dan Uji Coba Chemical atau Catalys Baru List Venfor Terdaftar [SKT] di Fungsi Procurement • List of approved Brands in the Decision Letter of the GM of Refinery Unit VI • Efforts to find quality alternative vendors in accordance with the Selection and Testing Process of New Chemical or Catalyst Registered Vendor List [SKT] at the Procurement Function 	<ul style="list-style-type: none"> • Performance Guarantee [PG] dari vendor setiap pembelian • Technical Service Assistance dari vendor sesuai RKS • Performance Guarantee [PG] from vendor on every purchase • Technical Service Assistance from vendor in accordance with RKS 	<p>Kesesuaian kinerja katalis/chemical mengacu pada PG</p> <p>Accordance of catalyst/ chemical performance with PG</p>
6	Vendor/ Manufacturing Peralatan Utama	RK Maintenance oleh Fungsi MA dan MPS	<i>Company selected standard [Approved Vendor List]</i>	<ul style="list-style-type: none"> • MoU spesifikasi teknis • Technical Service Assistance dari vendor sesuai RKS • Review CSS 	Kesesuaian spesifikasi teknis mengacu pada data sheet
	Main Equipment Vendor / Manufacturing	RK Maintenance by the MA and MPS Functions	<i>Company selected standard [Approved Vendor List]</i>	<ul style="list-style-type: none"> • Technical specifications MoU • Technical Service Assistance from vendor in accordance with RKS • CSS Review 	Accordance of technical specifications with data sheet
7	Vendor Jasa [Kontraktor, konsultan, lisencor, surveyor]	Sesuai dengan tingkat kompleksitas	<ul style="list-style-type: none"> • RKS yang lengkap dan vendor harus memberikan PG • Pengelolaan aspek HSE menggunakan sertifikasi CSMS 	<ul style="list-style-type: none"> • Perjanjian kerja • CSMS berlaku selama 3 tahun dan direview setiap 6 bulan 	Service/jasa yang diberikan sesuai dengan perjanjian
	Services Vendors [Contractor, consultant, licensor, surveyor]	In accordance with level of complexity	<ul style="list-style-type: none"> • Complete RKS and vendor must provide PG • HSE aspect management using CSMS certification 	<ul style="list-style-type: none"> • Work agreement • CSMS is valid for 3 years and reviewed every 6 months 	Accordance of services rendered with the agreement

Penerapan aspek *health, safety, and environment* [HSE] di lingkungan Refinery Unit VI telah diimplementasikan dalam rantai pasokan dengan cara memberlakukan *Contractor Safety Management System* [CSMS] kepada pemasok, calon pemasok, maupun mitra dan calon mitra kerja penyedia barang / jasa. *Contractor Safety Management System* merupakan sistem yang dikelola untuk memastikan bahwa kontraktor yang akan bermitra dengan Pertamina telah memiliki sistem manajemen HSE dan telah memenuhi persyaratan HSE yang berlaku di Pertamina serta mampu menerapkan persyaratan HSE dalam pekerjaan kontrak yang dilaksanakan. Implementasi CSMS di Refinery Unit VI mengacu pada Pedoman No. A-001/K00100/2015-S9 Revisi Ke-3. [\[ISRS 15.3.2.5\]](#)

Application of the health, safety, and environment [HSE] aspect in Refinery Unit VI environment has been implemented in the supply chain by imposing the Contractor Safety Management System [CSMS] to goods/services suppliers and supplier candidates, as well as partners and business partner candidates. The Contractor Safety Management System is a system managed to ensure that the contractors in partnership with Pertamina thusly own an HSE management system and have met prevailing HSE requirements in Pertamina as well as able to implement HSE requirements in executing the performed contract. CSMS implementation at Refinery Unit VI refers to Guideline No. A-001/K00100/2015-S9 3rd Revision. [\[ISRS 15.3.2.5\]](#)

RANTAI PASOKAN DI REFINERY UNIT VI Supply Chain at the Refinery Unit VI



PENGADAAN BARANG DAN JASA

Penyedia barang dan jasa untuk Refinery Unit VI terdiri dari pemasok lokal dan non-lokal. Pemasok lokal merupakan penyedia barang dan jasa yang beroperasi di Kabupaten Indramayu dan sekitarnya, yang telah mendapatkan izin operasi dari Pemerintah Kabupaten Indramayu dan Propinsi Jawa Barat.

GOODS AND SERVICES PROCUREMENT

Goods and services suppliers for Refinery Unit VI consist of local and non-local suppliers. Local suppliers are goods and services suppliers operating in the Indramayu Regency and its surrounding areas which have received operating license from the Indramayu Regency and the West Java Province Governments.

Pengadaan barang dan jasa di lingkungan Refinery Unit VI mengacu kepada Surat Keputusan Direksi No.Kpts-043/C00000/2015-SO tanggal 8 Oktober 2015 tentang Sistem dan Tata Kerja Pengadaan Barang / Jasa [tidak menyebutkan ketentuan khusus terkait pemberdayaan vendor lokal]. Fungsi Procurement mengoordinasi kebutuhan pengadaan barang dan jasa yang diatur dalam sistem pengadaan, sehingga barang dan jasa dapat dipenuhi tepat waktu.

Goods and services procurement in the Refinery Unit VI environment refers to the Decision Letter of the Board of Directors No.Kpts-043/C00000/2015-SO of 8 October 2015 on the Goods/Services Procurement System and Procedure [not mentioning specific stipulations relevant to local vendor empowerment] for goods and services can be fulfilled in a timely manner.

DATA PEMASOK

Supplier Data

Uraian Description	2017	2016	2015
Lokal Local	73	86	41
Non-Lokal Non-Local	296	275	112
Total	369	361	153

NILAI TRANSAKSI PENGADAAN BARANG DAN JASA* [102-9] [ISRS 15.3.2.5]

Transaction Value of Goods and Services Procurement*

Uraian Description	2017	2016	2015
Pemasok Lokal Local Suppliers			
Nilai pengadaan barang Value of goods procurement	49,252,619,985 IDR	55,879,557,769 IDR	14,179,732,440 IDR
Nilai pengadaan jasa Value of services procurement	147,780,262,675 IDR	96,686,776,222 IDR	21,271,407,947 IDR
Pemasok Non-Lokal Non-Local Suppliers			
Nilai pengadaan barang Value of goods procurement	574,500 EUR 176,857 GBP 269,635,330,418 IDR 98,098,077 JPY 35,525,335 USD	137,169 EUR 3,243,284 GBP 277,600,511,844 IDR 539,037,088 JPY 314,000 SGD	1,061,408 EUR 47,379,660,716 IDR 579,378,630 JPY 12,220,766 USD
Nilai pengadaan jasa Value of services procurement	16,961,455 USD 511,584 GBP 279,434,464,184 IDR 25,123,334 JPY 294,253 USD	21,866 GBP 214,539,254,034 IDR 163,638,800 JPY 354,300 USD	51,659,739,825 IDR 7,726,100 JPY

* Angka berdasarkan purchase order [PO] | Numbers are based on purchase order [PO]

Refinery Unit VI melakukan evaluasi dan *monitoring* untuk memastikan dukungan yang telah diberikan oleh pemasok dan mitra eksternal sesuai dengan proses bisnis dengan menentukan penilaian kinerja pemasok dan mitra eksternal. Penilaian

Refinery Unit VI conducts evaluation and monitoring to ensure the support provided by suppliers and external partners is in accordance with the business process by determining the performance assessment of suppliers and external partners.

dilakukan melalui *point system* dengan evaluasi berupa *blacklist system / penalty system [cost and value]* yang mengacu pada sistem dan tata kerja pengadaan barang dan jasa.

Assessment is performed through point system with the evaluation in the form of blacklist system/penalty system [cost and value] referring to the goods and services procurement system and procedure.

TABEL EVALUASI PERFORMANCE VENDOR [ISRS 15.3.2.5]

The Vendor Performance Evaluation Table

Kriteria Criteria		Konsekuensi Consequence
Hijau Green	Akumulasi poin positif s/d -30 [minus tiga puluh] Positive points accumulation up to -30 [minus thirty]	Kelompok ini menjadi prioritas dalam kegiatan pengadaan barang dan jasa This group is prioritized in the goods and services procurement activities
Kuning Yellow	Akumulasi poin -31 [minus tiga puluh satu] s/d -60 [minus puluh] Points accumulation -31 [minus thirty-one] to -60 [minus sixty]	Kelompok ini tetap diperbolehkan mengikuti kegiatan pengadaan barang/jasa di lingkungan PT Pertamina [Persero] tetapi tidak menjadi prioritas dalam kegiatan pengadaan barang / jasa This group is still allowed to participate in the goods/services procurement activities in the PT Pertamina [Persero] environment but not prioritized in the goods/services procurement activities
Merah Red	Akumulasi poin < -61 [minus enam puluh satu] Points accumulation < -61 [minus sixty-one]	Kelompok ini tidak diperbolehkan mengikuti kegiatan pengadaan barang / jasa di lingkungan PT Pertamina [Persero] selanjutnya selama 1 [satu] tahun sejak sanksi dimasukkan ke dalam sistem [berlaku untuk perusahaan, pemilik, dan/atau pengurusnya] This group is not allowed to participate in the goods/services procurement activities in the PT Pertamina [Persero] for the next 1 [one] year following the sanction being entered into the system [applicable to the company, owner(s), and or management(s)]
Hitam Black	Adalah kelompok penyedia barang/ jasa: 1. Terindikasi berdasarkan hasil verifikasi/ klasifikasi dan/atau investigasi Pertamina melakukan <i>fraud</i> ; dan/atau 2. Terbukti melalui hasil investigasi Pertamina menyebabkan kejadian <i>major accident</i> dan/ atau <i>fatality</i> [korban meninggal dunia] Is the group of goods/services suppliers: 1. Indicated based on Pertamina verification/ classification and/or investigation to have committed fraud; and/or 2. Proven through Pertamina investigative results to cause instances of major accident and/or fatality [death of the victim]	Kelompok ini tidak dapat dipercaya lagi sehingga harus dikeluarkan sebagai penyedia barang / jasa PT Pertamina [Persero] dan tidak diperbolehkan mengikuti kegiatan pengadaan barang / jasa selanjutnya untuk selamanya [berlaku untuk perusahaan, pemilik, dan/atau pengurusnya] This group is no longer trustworthy and therefore must be expelled as a PT Pertamina [Persero] goods/services supplier and perpetually disallowed from participating in upcoming goods/services procurement activities [applicable to the company, owner(s), and/or management(s)]

Dalam melaksanakan proses bisnis bersama mitra Refinery Unit VI juga memperhatikan potensi risiko bahaya dalam pelaksanaan pekerjaan seperti kebakaran, ledakan, kecelakaan kerja, penyakit akibat kerja dan pencemaran lingkungan. Oleh karena itu Refinery Unit VI mengelola aspek *health, safety and environment* [HSE] semaksimal mungkin untuk mewujudkan operasi yang aman, andal, dan efisien. Hal tersebut menjadi praktik yang dilakukan oleh Refinery Unit VI untuk menilai para mitra kerja terutama kontraktor sebelum mereka masuk, melakukan pekerjaan [beroperasi], dan keluar [selesai] pekerjaan, sehingga tidak akan berdampak negatif terhadap masyarakat dan lingkungan. [ISRS 15.3.6.1]

In conducting the business process with partners, Refinery Unit VI also considers the potential risks of danger in job execution, such as fires, explosions, work accidents, illnesses due to work, and environmental contamination. Therefore, Refinery Unit VI manages aspects of health, safety, and environment [HSE] as optimally as possible to realize safe, excellent, and efficient operations. This becomes the practice performed by Refinery Unit VI to assess business partners, particularly contractors, before they enter, perform the job [conduct operations], and exit [finish] the work, to not cause negative impact on the community and environment. [ISRS 15.3.6.1]



Fokus Pada Pelanggan

Focus on Customers

LAYANAN PRIMA

Refinery Unit VI berkomitmen untuk memberikan pelayanan yang terbaik kepada pelanggan, baik dari sisi informasi produk, pengiriman, maupun penanganan keluhan. Pelanggan sebagai pengguna produk tentu sangat membutuhkan informasi mengenai produk yang digunakan. Untuk itu Refinery Unit VI konsisten untuk menyampaikan informasi kepada pelanggan secara jelas dan akurat mengenai produk yang dihasilkan serta dampaknya terhadap lingkungan, termasuk bagaimana cara penanganan produk secara benar, sehat, dan aman. [ISRS 15.3.7.2]

Pelanggan utama Refinery Unit VI saat ini yaitu Fungsi ISC [Integrated Supply Chain] dan Fungsi M and T dari internal PT Pertamina [Persero]. Secara berkala Refinery Unit VI melakukan survei secara *online*, Rapat RCC dan Rapat Master Program bersama dengan pelanggan sehingga informasi terkait produk dan layanan dapat dikelola dengan baik.

Kegiatan distribusi produk-produk Refinery Unit VI ke pelanggan juga telah dikelola dengan baik sehingga dapat terhindar dari keterlambatan. Penyaluran produk dilakukan melalui beberapa media transportasi yaitu perpipaan dan pengapalan.

EXCELLENT SERVICE

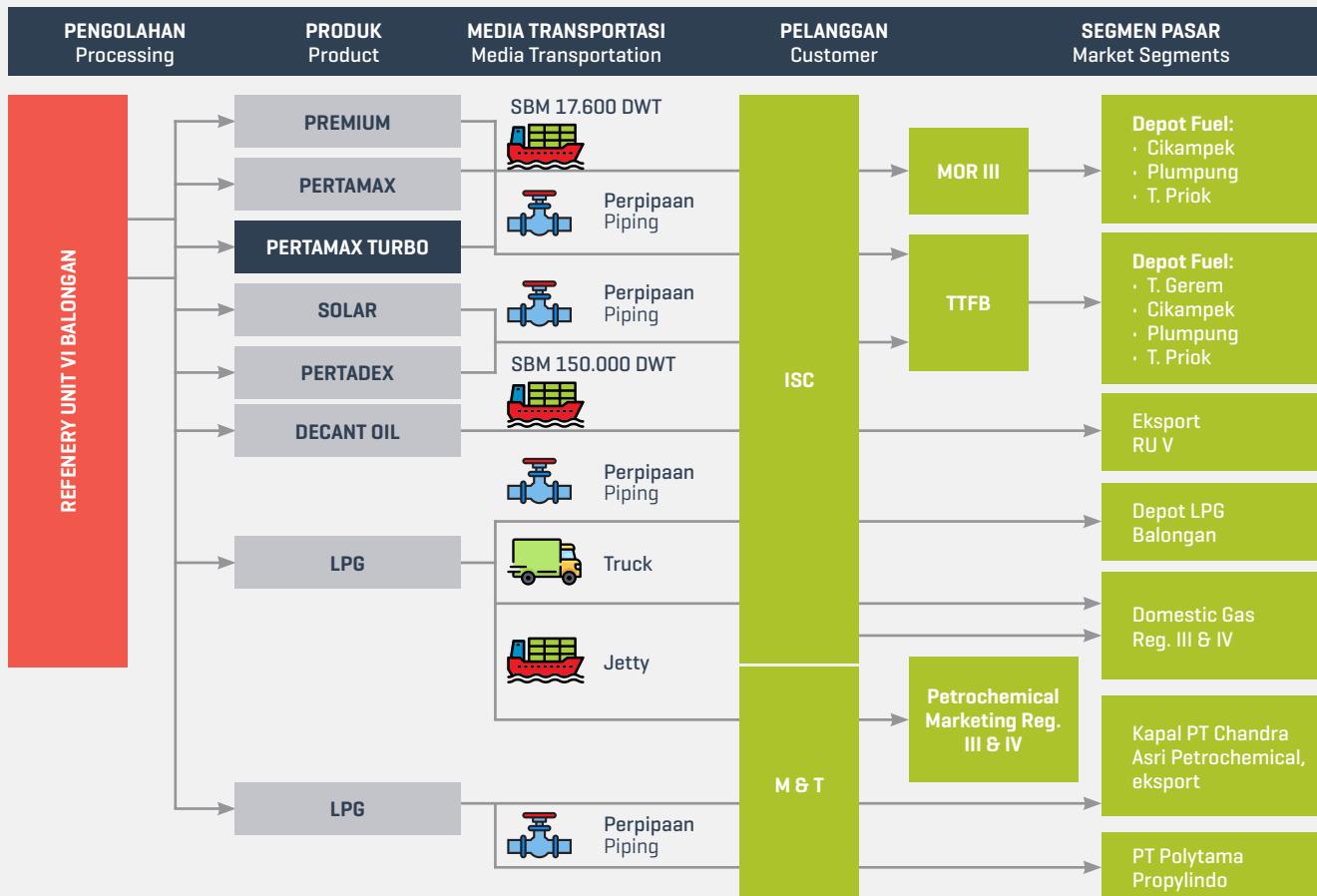
Refinery Unit VI is committed to giving the best service to customers, whether from the aspect of product information, delivery, or complaint management. Customers as product users must highly require information regarding the products used. Therefore, Refinery Unit VI consistently conveys information to customers in a clear and accurate manner about the products produced and their impacts on the environment, including correct, sound, and safe product handling. [ISRS 15.3.7.2]

The current main customer of Refinery Unit VI is the ISC [Integrated Supply Chain] Function and the M and T function from PT Pertamina [Persero] internally. Periodically, Refinery Unit VI conducts online survey, RCC Meeting, and Master Program Meeting together with customers for information relevant to the products and services can be well-managed.

Distribution activities of Refinery Unit VI products to customers have also been managed well to avoid delays. Product distribution is performed via several means of transport, i.e. pipes and ships.

MEKANISME PENYALURAN PRODUK KE PELANGGAN [102-6]

Mechanism of Product Distribution to Customers



Sebagai bagian dari pelayanan, Refinery Unit VI konsisten mengadakan korespondensi, pertemuan khusus, Customer Satisfaction Result [CSR], dan kegiatan gathering, untuk membangun hubungan yang baik dengan pelanggan. Kegiatan dalam setiap pertemuan tersebut juga dapat menjadi sarana komunikasi pemasaran, periklanan, promosi dan sponsorship produk dan layanan Refinery Unit VI. [ISRS 15.3.7.3]

As part of service, Refinery Unit VI consistently holds correspondences, special meetings, Customer Satisfaction Result [CSR], and gathering activities to foster good relations with customers. Activities in each meeting can also be the means of Refinery Unit VI products and services marketing, advertising, promotion, and sponsorship. [ISRS 15.3.7.3]

SURVEI KEPUASAN PELANGGAN

Pelayanan yang prima dapat berpengaruh positif pada meningkatnya kepuasan pelanggan. Oleh karena itu, Refinery Unit VI terus membangun strategi pengelolaan hubungan dengan pelanggan untuk memenuhi kebutuhan pelanggan. Pelanggan dapat menyampaikan masukan melalui berbagai media komunikasi yang disediakan Refinery Unit VI. Dari masukan tersebut maka akan digunakan untuk memperbaiki dan meningkatkan pelayanan yang diberikan.

CUSTOMER SATISFACTION RESULT

Excellent service can bring positive impact to the increase of customer satisfaction. Thus, Refinery Unit VI continues to build customer relations management strategy to fulfill customer needs. Customers can convey inputs through various media of communication provided by Refinery Unit VI. Those inputs will be used to improve and increase the service given.

Untuk mengukur kepuasan pelanggan, Refinery Unit VI membangun aplikasi survei kepuasan pelanggan secara *online* serta menyampaikan informasi layanan produk melalui *broadcast* dan portal internet.

To measure customer satisfaction, Refinery Unit VI develops an online customer satisfaction survey application as well as presents information on product service through broadcast and internet portal.

INDEKS KEPUASAN PELANGGAN Customer Satisfaction Index

Parameter	Target	2017	2016	2015
Respon terhadap komplain pelanggan Response to customer complaints	4	4.2	4.1	-
Kesadaran terhadap pelanggan Awareness of customers	4	4.2	4.1	-
Manajemen layanan pelanggan Customer service management	4	4.2	4.2	-
Indeks kepuasan pelanggan Customer satisfaction index	4	4.2	4.1	4.2

Tingkat kepuasan pelanggan yang mencapai skor 4,2 masuk dalam kategori "memuaskan". Sejauh ini, skor semua parameter berada di atas target yang telah ditetapkan. Hal ini menunjukkan bahwa upaya yang telah dilakukan Refinery Unit VI dalam meningkatkan kualitas layanan telah memberikan hasil yang positif. Secara umum respon terhadap komplain pelanggan sudah tercapai dengan optimal, seluruh keluhan dan komplain dapat diselesaikan sesuai target waktu yang diharapkan.

The level of customer satisfaction reaching the score of 4.2 is categorized as "satisfactory". Hitherto, scores of all parameters are above the established targets. This shows that efforts made by Refinery Unit VI in improving service quality have given positive results. In general, response to customer complaints has been optimally reached, all grievances and complaints are able to be settled according to the expected target period.

MEKANISME PENANGAN KELUHAN PELANGGAN

Pelanggan turut berperan dalam menjamin keberlangsungan bisnis melalui pembelian produk. Refinery Unit VI telah berkomitmen untuk memberikan pelayanan bermutu dan berkualitas kepada pelanggan. Namun demikian tidak menutup kemungkinan adanya komplain dan keluhan dari pelanggan terkait produk dan layanan. Penanganan keluhan pelanggan akan dicatat dalam aplikasi IIR secara *online*, untuk kemudian ditindaklanjuti mengacu pada:

- TKO Pengukuran Kepuasan, Harapan dan Keluhan Pelanggan Nomor: B-002/ E16132/2016 S9 Revisi 0;
- TKO Pelaporan Insiden dan Investigasi Kejadian Nomor: B-003/E16530/2013-S9.

HANDLING MECHANISM OF CUSTOMER COMPLAINTS

Customers play a role in guaranteeing business continuity by purchasing products. Refinery Unit VI has made a commitment to giving excellent and quality service to costumers. However, this does not eliminate the possibility of occurring complaints and grievances from customers relevant to products and services. The handling of customer complaints is recorded in the IIR application online to then be followed-up by referring to:

- Customer Satisfaction, Expectation, and Complaint Measurement TKO Number: B-002/ E16132/2016 S9 Revision 0;
- Incident Reporting and Occurrence Investigation Number: B-003/E16530/2013-S9.

Mekanisme penanganan keluhan pelanggan diawali dengan diterimanya keluhan pelanggan oleh Fungsi P and O dari M and T untuk selanjutnya diteruskan kepada fungsi terkait untuk dievaluasi dan ditindaklanjuti. Hasil tindak lanjut tersebut dijadikan sebagai pembelajaran [*lesson learned*] yang akan menjadi *point knowledge sharing* agar tidak terulang kembali pada masa yang akan datang.

Dalam jangka waktu kurang dari tiga puluh [30] hari kalender setiap komplain diselesaikan dan tindak lanjutnya dimasukkan ke dalam aplikasi IIR, kemudian dikirimkan kepada pelanggan secara *online*. Selanjutnya pelanggan dapat memberikan penilaian terhadap hasil tindak lanjut komplain. Sepanjang tahun 2017, Refinery Unit VI menerima sebanyak tiga [3] keluhan pelanggan, dengan status terselesaikan.

The mechanism of customer complaint handling begins with the reception of customer complaint by the P and O Function of M and T to then be passed on to the relevant function for evaluation and follow-up. Result of the follow-up is made into lesson learned that becomes point knowledge sharing to avoid reoccurrence in the future.

In less than 30 [thirty] calendar days, every complaint is settled and the follow-up entered into the IIR application, then sent online to the customer. The customer can then give scoring on the complaint follow-up result. Throughout 2017, Refinery Unit VI received 3 [three] customer complaints, with the status of settled.



PRAKTIK KESELAMATAN DAN KESEHATAN KERJA (K3) YANG UNGGUL

Excellent Health Safety [K3] Practice





Kinerja K3

K3 Performance

[103-2, 103-3]

Komitmen Commitment	Pemenuhan dan pengelolaan keselamatan kerja dalam lingkungan perusahaan sesuai dengan hukum yang berlaku Fulfillment and management of work safety in the company environment in accordance with prevailing laws
Kebijakan Policy	Sistem Manajemen PT Pertamina (Persero) Refinery Unit VI Management System of PT Pertamina (Persero) Refinery Unit VI
Target Target	NOA [0], TRIR [Max 1,19] dan ISRS8 Level 7 NOA [0], TRIR [Max 1,19] and ISRS8 Level 7
Fungsi penanggung jawab Function in charge	Fungsi Health, Safety, dan Environment (HSE) Health, Safety, and Environment (HSE) Function
Tindakan-tindakan khusus yang dilakukan Particular measures taken	<ul style="list-style-type: none"> • Program peningkatan budaya K3; • Implementasi <i>Contractor Safety Management System</i> (CSMS); • Perbaikan Sistem Manajemen Mutu dan K3 berbasis ISRS8; • Program peningkatan kompetensi <i>Safetyman</i> yang berasal dari masyarakat sekitar. • K3 culture improvement program; • Contractor Safety Management System (CSMS) implementation; • ISRS8-based Quality and K3 Management System improvement; • Program to improve the competence of Safetyman originating from surrounding community.
Hasil evaluasi manajemen Result of management evaluation	<ul style="list-style-type: none"> • Tercapainya NOA: 0, LTI: 0 dan TRIR: 0,18; • Tercapainya 99.890.392 jam kerja aman mulai dari tahun 2000, dan mendapatkan penghargaan Patra Nirbaya Karya Utama Adinugraha; • ISRS8 Level 7; • Tercapainya budaya K3 bernilai 3,8 kategori Proactive; • Penghargaan Patra Nirbaya Karya Utama Adinugraha IV; • Penghargaan Corporation Making Safety in the way of Life dari WSO (Word Safety Organization). • The achievement of NOA: 0, LTI: 0, and TRIR: 0,18; • The achievement of 99,890,392 safe work hours starting from the year 2000, and receiving the Patra Nirbaya Karya Utama Adinugraha award; • ISRS8 Level 7; • The achievement of K3 culture with the score of 3,8 in the Proactive category; • Patra Nirbaya Karya Utama Adinugraha IV award; • Corporation Making Safety in the way of Life award from WSO (Word Safety Organization).

PELAKSANAAN PRAKTIK K3 [403-1]

Bagi Refinery Unit VI, keselamatan dan kesehatan kerja [K3] menjadi salah satu hal yang utama dalam beroperasi. Komitmen pelaksanaan praktik K3 yang dijalankan dengan optimal akan mendukung keberhasilan usaha perusahaan. Untuk mewujudkan hal tersebut, Refinery Unit VI senantiasa menjaga kondisi tempat kerja yang aman dan sehat serta menjadikan K3 sebagai budaya kerja sehingga *zero accident* dapat tercapai.

Dalam upaya meningkatkan dan meminimalkan dampak negatif terkait aspek *quality*, *health*, *safety*, *security*, dan *environment* [QHSSE], Refinery Unit VI telah mengimplementasikan Sistem Manajemen Terintegrasi ISO 9001, ISO 14001, OHSAS 18001, Manajemen Keselamatan Proses, Sistem Manajemen Pengamanan. Selain itu, pengelolaan K3 tertuang dalam Perjanjian Kerja Bersama [PKB] PT Pertamina [Persero] tahun 2017-2019, Pasal 39 tentang Keselamatan dan Kesehatan Kerja "seluruh pekerja di lingkungan Refinery Unit VI diwajibkan untuk mengimplementasikan sistem K3 yang berlaku tanpa terkecuali". [403-8]

Penerapan Sistem Manajemen K3 di Refinery Unit VI mengacu pada OHSAS 18001 dan Pedoman Manajemen Keselamatan Proses. Setiap tahunnya, dilakukan *assessment* terhadap Sistem Manajemen Mutu dan K3 yang mengacu kepada standar International Sustainability Rating System [ISRS] 8. [403-8]

K3 PRACTICE IMPLEMENTATION [403-1]

For Refinery Unit VI, health safety [K3] is one of the main aspects in operations. The commitment to optimally conducted K3 practice implementation will support the success of the business of the company. To realize this, Refinery Unit VI constantly maintains safe and healthy workplace conditions as well as makes K3 a work culture for the achievement of zero accident.

In the improvement efforts to minimize negative impacts relevant to aspects of quality, health, safety, security, and environment [QHSSE], Refinery Unit VI has implemented the Integrated Management Systems of ISO 9001, ISO 14001, OHSAS 18001, Process Safety Management, and Security Management System. Furthermore, K3 management is formulated in the 2017-2019 Cooperation Agreement [PKB] of PT Pertamina Persero, Article 39 on Health Safety: "All workers [100%] in the Refinery Unit VI environment are obligated to implement prevailing K3 system without exception". [403-8]

The K3 Management System implementation in Refinery Unit VI refers to OHSAS 18001 and the Process Safety Management Guidelines. Annually, an assessment is performed on the Quality and K3 Management System referring to the International Sustainability Rating System [ISRS] 8 standards. [403-8]

PENCAPAIAN SISTEM MANAJEMEN TERINTEGRASI 2017 [102-12, 403-1]

Achievement of the Integrated Management System in 2017

Sistem dan Standar System and Standard	Kesesuaian Standar Standard Compliance	Masa Berlaku Sertifikasi dan/ atau Capaian di 2017 Validity Period of Certification and/or Achievement in 2017
ISO 9001: 2015	Kualitas produk Product quality	29 Oktober 2019, certified 29 October 2019, certified
ISO 14001:2015	Sistem Manajemen Lingkungan Environmental Management System	29 Oktober 2019, certified 29 October 2019, certified
ISO 17025:2008	Standarisasi aktivitas QC/QA melalui serangkaian manajemen kegiatan laboratorium Standardization of QC/QA activities through a series of laboratory activities management	05 Oktober 2021, certified 05 October 2021, certified
ISRS8	International Sustainability Rating System versi 8	November 2018 / Level 7
Sistem Manajemen Pengamanan [SMP] Security Management System	Sistem Manajemen Pengamanan Organisasi, Perusahaan dan/ atau Instansi/Lembaga Pemerintah Perkap No.24 tahun 2007. Security Management System of Organization, Company and/ or Government Agency/Institution. Perkap [Chief of Indonesia National Police Regulation] No. 24 of 2007	03 Agustus 2020, Gold Reward 03 August 2020, Gold Reward
OHSAS 18001:2007	Sistem Manajemen Kesehatan dan Keselamatan Kerja [SMK3] Health Safety Management System [SMK3]	25 Maret 2018, certified 25 March 2018, certified

Sepanjang tahun 2017, Refinery Unit VI telah melaksanakan praktik K3 dengan baik, dan berhasil menciptakan jam kerja aman 99.890.392 jam kerja. Keberhasilan ini tak lepas dari komitmen seluruh pekerja di lingkungan Refinery Unit VI dalam melaksanakan budaya K3 di area operasi dan kantor. Perusahaan juga terus berupaya menciptakan tempat kerja sehat dan aman, serta memberikan dukungan pada nilai-nilai hak asasi manusia [HAM].

Throughout 2017, Refinery Unit VI has implemented K3 practice well and succeeded in achieving a safe work hour of 99,890,392 work hours. This accomplishment is only possible to the commitment of all workers in the Refinery Unit VI environment in implementing K3 culture in the operational area and the office. The Company also continues to strive to create a healthy and safe workplace, as well as provide support for human rights values [HAM].

KINERJA K3 [G4-OG13, 403-9] [ISRS 15.3.4.5]

K3 Performance

Uraian Description	2017	2016	2015
Safe Working Hours*	99,890,392	94,200,020	84,245,046
Lost Time Injury [LTI]	0	0	0
Number of Accident [NOA]	0	0.00	0.00
Total Recordable Injury Rate [TRIR]	0.18	0.10	0.00

* Angka merupakan angka kumulatif dari tahun 2000

The numbers are cumulative from the year 2000

METODE PERHITUNGAN

Calculation method

$$\text{TRIR} = \frac{\text{Jumlah Kejadian | Number of Incidents} \times 1,000,000}{\text{Jumlah Manhours | Number of Manhours}}$$



Upaya Meminimalkan Kerugian

Efforts To Minimize Loss

HSE COMMITTEE [403-4]

Sebagai upaya peningkatan kesadaran budaya K3, Refinery Unit VI membentuk HSE Committee. HSE Committee ditetapkan melalui Surat Perintah Nomor: Print.089/E16000/2016SO tanggal 1 Agustus 2016, sesuai dengan Peraturan Menteri Tenaga Kerja Nomor: Per/04/Men/1987 tentang Panitia Pembina Keselamatan dan Kesehatan Kerja serta Tata Cara Penunjukan Ahli Keselamatan Kerja. HSE Committee bertugas untuk memastikan bahwa seluruh aspek keselamatan dan kesehatan kerja telah diimplementasikan sesuai dengan aturan yang berlaku dengan melakukan *monitoring* rutin. Pekerja dapat melakukan konsultasi dan turut berpartisipasi dalam penerapan keselamatan dan kesehatan di tempat kerja.

HSE COMMITTEE [403-4]

As an effort to increase K3 culture awareness, Refinery Unit VI formed the HSE Committee. The HSE Committee was established through the Internal Order Number: Print.089/E16000/2016SO of 1 August 2016, in accordance with the Minister of Manpower Regulation Number: Per/04/Men/1987 on the Health and Safety Development Committee and Procedures for the Appointment of Health and Safety Expert. HSE Committee has the duty of ensuring all aspects of health and safety have been implemented in accordance with prevailing regulations by performing routine monitoring. Workers can also receive consultation as well as participate in health and safety implementation in the workplace.

PROGRAM KESELAMATAN KERJA [403-5] [G4-0G13]

Guna meningkatkan keselamatan pekerja, Refinery Unit VI melaksanakan berbagai program keselamatan kerja. Program keselamatan dapat meningkatkan kesadaran pekerja terhadap keselamatan terutama saat bekerja di kilang yang memiliki risiko kecelakaan kerja yang tinggi.

WORK SAFETY PROGRAM [403-5] [G4-0G13]

In order to improve worker safety, Refinery Unit VI conducts various work safety programs. Safety programs can increase worker awareness of safety, particularly when working in the refinery, which has a high work accident risk.

PROGRAM KESELAMATAN KERJA DAN PROSES 2017

Programs of Work and Process Safety in 2017

Program/Kegiatan Program/Activity	Pelaksanaan Implementation
Program Paham apa yang dilakukannya, Paham risikonya, Paham mitigasinya [3P] Understanding what they do, Understanding the risks, Understanding the mitigation [3P] Program	Implementasi program 3P diwujudkan dalam: <ul style="list-style-type: none"> • Sustainability Physical Compliance [PCC]; • Green Refinery Generation [GRG]; • Standing Order – Weekly Assignment Meeting [SOWAM]; • Daily Work Standard Compliance [DaWoSC]; • Role Model in Action [RoMA]; • Stop, Thinking, Action, Review [STAR] 3P. Implementation of the 3P program is realized in the: <ul style="list-style-type: none"> • Sustainability Physical Compliance [PCC]; • Green Refinery Generation [GRG]; • Standing Order – Weekly Assignment Meeting [SOWAM]; • Daily Work Standard Compliance [DaWoSC]; • Role Model in Action [RoMA]; • Stop, Thinking, Action, Review [STAR] 3P.
Plant Patrol	Tim On Duty melakukan patroli bahkan pada hari libur untuk memastikan kondisi kilang beroperasi dengan aman. On Duty Team performs patrols even on days off to ensure the refinery is operating safely.

PROGRAM KESELAMATAN KERJA DAN PROSES 2017**Programs of Work and Process Safety in 2017**

Program/Kegiatan Program/Activity	Pelaksanaan Implementation
Contractor Safety Management System [CSMS]	<p>Evaluasi dokumen CSMS Kontraktor. Hanya mitra kerja yang telah memenuhi persyaratan CSMS dan mendapatkan sertifikat yang dapat bekerja di lokasi Perusahaan.</p> <p>Contractor CSMS document evaluation. Only business partners fulfilling CSMS requirements and receiving certification can work at Company location.</p>
Safe work practice	<ul style="list-style-type: none"> • Implementasi work in progress checklist; • Pembuatan Pedoman Cara Kerja Aman; • Workshop kesadaran terhadap lingkungan; • Inspeksi dan pengawasan keselamatan; • Penyediaan fasilitas penyimpanan dan instalasi <i>supplied air breathing apparatus</i>; • Program penataan aspek lingkungan. • Work in progress checklist implementation; • Composition of the Safe Work Procedures Guidelines; • Environmental awareness workshop; • Safety inspection and monitoring; • Provision of the supplied air breathing apparatus storage facility and installation; • Program for environmental aspect organization.
Program Kompetensi Risiko Individu Individual Risk Competence Program	<p>Dalam bentuk Frontline Motivation 3P dan Physical Condition Compliance [PCC] dengan pelaksanaan:</p> <ol style="list-style-type: none"> 1. Slogan 3P; 2. Sosialisasi Program 3P; 3. Program Frontline Motivation melalui: <ul style="list-style-type: none"> • Pebentukan tim FLM 3P dan PCC; • Pembuatan SP Tim 3P dan PCC. <p>In the form of Frontline Motivation 3P and Physical Condition Compliance [PCC] with the implementation of:</p> <ol style="list-style-type: none"> 1. 3P slogan; 2. 3P Program socialization; 3. Frontline Motivation Program through: <ul style="list-style-type: none"> • Formation of the FLM 3P and PCC teams; • Composition of the Internal Order for 3P and PCC teams.
Perbaikan Sistem Manajemen Mutu dan K3 berbasis ISRS8 Improvement of the ISRS8-based Quality and K3 Quality Management System	<ol style="list-style-type: none"> 1. Pembuatan Risk Register Online; 2. Pelaksanaan Formal Safety Study; 3. Implementasi Pedoman Manajemen Keselamatan Proses; 4. Pembuatan KPI Keselamatan Proses; 5. Implementasi Stakeholder Engagement sesuai dengan ketentuan AA1000. 1. Development of Risk Register Online; 2. Implementation of Formal Safety Study; 3. Implementation of Process Safety Management Guidelines; 4. Composition of Process Safety KPI; 5. Implementation of Stakeholder Engagement in accordance with stipulations of AA1000.
Pelatihan K3 bagi Pekerja K3 Training for Workers	<p>Beberapa pelatihan yang diberikan Refinery Unit VI kepada pekerja untuk menunjang aspek K3:</p> <ol style="list-style-type: none"> 1. Pelatihan <i>Fire fighting</i> 2. Pelatihan <i>first Aider</i> 3. Pelatihan <i>Gas Safety Inspector [GSI]</i>, Ahli Teknik [AT] 4. <i>Basic Safety Training</i> 5. <i>Training Confined Space</i> <p>Several trainings given by Refinery Unit VI to workers to support K3 aspects:</p> <ol style="list-style-type: none"> 1. Firefighting Training 2. First Aider training 3. Gas Safety Inspector [GSI] and Technical Expert [AT] Training 4. Basic Safety Training 5. Confined Space Training

IMPLEMENTASI K3 BAGI MITRA KERJA DAN MASYARAKAT SEKITAR KILANG

Sebagai bagian dari PT Pertamina [Persero], dan untuk memenuhi *best practice* internasional, Refinery Unit VI menerapkan tahapan CSMS dalam pengelolaan mitra kerja yang bekerja di lokasi perusahaan. Penerapan CSMS digunakan sebagai salah satu standar kerja untuk mencapai *safe* dan *reliable operation* antara perusahaan dengan pihak ketiga.

Refinery Unit VI secara berkelanjutan tetap membina *Safetyman* yang telah tergabung pada FOKSI [Forum Komunikasi Safety Indramayu] sebagai bentuk peningkatan kompetensi dalam aspek K3. Dengan adanya pembinaan *Safetyman* yang berasal dari masyarakat sekitar unit operasi Refinery Unit VI diharapkan dapat membawa dampak budaya keselamatan kerja untuk masyarakat sekitar yang juga banyak bekerja di dalam kilang.

Di samping itu, bagi pekerja mitra / kontraktor, Refinery Unit VI juga memberikan pelatihan salah satunya pelatihan pemadaman kebakaran dengan menggunakan Alat Pemadam Api Ringan [APAR]. Dalam pelatihan tersebut, pekerja dan mitra kerja diberikan pemahaman dan dilatih mengenai cara penggunaan APAR dan cara mengatasi *emergency* apabila terjadi kebakaran di perkantoran dan terutama kebakaran di dalam kilang.

Refinery Unit VI memahami adanya kekhawatiran masyarakat terkait potensi dampak negatif operasi seperti kebakaran dan ledakan. Untuk meminimalkan dampak negatif dan mengurangi rasa kekhawatiran masyarakat di sekitar lokasi kilang, Refinery Unit VI juga memberikan penyuluhan kepada masyarakat sekitar mengenai dampak dari operasional kilang. [413-2]

K3 IMPLEMENTATION FOR BUSINESS PARTNERS AND SURROUNDING COMMUNITIES OF THE REFINERY

As part of PT Pertamina [Persero] and to fulfill international best practices, Refinery Unit VI implements CSMS stages in managing business partners working at company locations. CSMS implementation is utilized as one of the business standards to achieve safe and reliable operation between the company and third parties.

Refinery Unit VI sustainably develops the *Safetymen* incorporated in FOKSI [Indramayu Safety Communication Forum] as a form of K3 aspect competence improvement. The development of *Safetymen* originating from communities surrounding the Refinery Unit VI operational unit is expected to bring impacts of work safety culture to surrounding communities, many of whom also work at the refinery.

Furthermore, for partner workers/contractors, Refinery Unit VI also gives training, one of which being the firefighting training using Light Fire Extinguisher [APAR]. In the training, workers and business partners are given the understanding of and trained on the use of APAR and methods of mitigating emergency on the event of fire in the office and especially fire in the refinery.

Refinery Unit VI understands public concern relevant to the potential negative impact of operations, such as fire and explosion. To minimize negative impacts and lessen public concern surrounding the location of the refinery, Refinery Unit VI also gives information to the surrounding communities regarding impacts from refinery operations. [413-2]



Kesehatan Pekerja

Worker Health

MENGATASI RISIKO KESEHATAN [403-6, 403-3]

Refinery Unit VI memberikan perhatian dalam rangka mengurangi risiko kesehatan akibat pekerjaan baik yang termasuk dalam risiko tinggi maupun tidak. Refinery Unit VI memiliki program pelayanan kesehatan yaitu program wellness dengan beberapa rincian kegiatan yang meliputi:

1. Kegiatan preventif: usaha pencegahan melalui pemeriksaan kesehatan berkala, pemeriksaan kesehatan khusus untuk pekerja dalam keadaan tertentu, dan tes kebugaran yaitu *medical check up* dari sebelum masuk kerja dan *dimaintenance* / dilakukan setiap tahun.
2. Kegiatan promotif: usaha untuk meningkatkan atau mempertahankan kesehatan, dilakukan melalui penyelenggaran seminar kesehatan minimal 1 tahun sekali, *broadcast* kesehatan, senam kesegaran jasmani setiap minggunya pada hari jumat serta Healthy Talk, kegiatan donor darah setiap 3 bulan sekali, dan tes kebugaran. Pemeriksaan kesehatan juga diberlakukan pada pekerja mitra, yakni pemeriksaan kesehatan harian bagi Pekerja mitra (non-rutin) di Poli Kilang serta pemeriksaan harian bagi Pekerja mitra terkait dengan kegiatan TA dan Pit Stop. [403-6]
3. Kegiatan kuratif: usaha untuk menyembuhkan penyakit, diwujudkan dalam layanan kesehatan 24 jam di Hospital Balongan yang berada di Perumahan Pertamina Bumi Patra dan Emergency Refinery Clinic yang terdapat di kilang Refinery Unit VI.
4. Kegiatan rehabilitatif: kegiatan pemulihan atau pembatasan komplikasi penyakit, yang diwujudkan dengan penyediaan layanan rehabilitasi medis di Hospital Balongan.

DERAJAT KESEHATAN PEKERJA

Refinery Unit VI melakukan pengawasan terhadap derajat kesehatan pekerja dan memberikan perlindungan bagi pekerja yang menderita suatu penyakit dari perlakuan diskriminatif di lingkungan kerja dengan tidak mengabaikan aspek perlindungan bagi pekerja yang lain di lingkungan kerjanya. Untuk memantau kesehatan pekerja, Fungsi Medical akan mengirimkan surat panggilan pemeriksaan kesehatan berkala kepada pekerja.

MITIGATING HEALTH RISKS [403-6]

Refinery Unit VI pays attention to reducing health risks due to the work, whether high risk or otherwise. Refinery Unit VI has a healthcare program, which is the wellness program with several activity details that include:

1. Preventive activity: preventative efforts through periodic medical check ups, special check ups for workers in particular conditions, and fitness test, which is medical check up prior to starting work and maintained/Performed annually.
2. Promotional activity: efforts to improve or maintain health, conducted through the organization of a health seminar once per year at the minimum, health broadcast, weekly exercise on Fridays and Healthy Talk, blood donation activity every trimonthly, and fitness test. Medical check ups are also implemented on partner workers, which are daily medical check up for partner Workers (non-routine) at Refinery Poly as well as daily check up for partner Workers relevant to TA and Pit Stop activities. [403-6]
3. Curative activity: efforts to cure illness, realized in the 24-hour healthcare service at Balongan Hospital located in Pertamina Bumi Patra Estate and the Emergency Refinery Clinic situated in the Refinery Unit VI refinery.
4. Rehabilitative activity: recovery activity or limiting illness complications, realized by providing medical rehabilitation service at the Balongan Hospital.

DEGREE OF WORKER HEALTH

Refinery Unit VI performs monitoring on the degree of worker health and provides protection for workers suffering an illness due to discriminative treatment in the work environment without disregarding the protection aspect for other workers in the work environment. To monitor worker health, the Medical Function will send a periodic medical check up letter of summons to workers.

DAFTAR PEKERJA YANG MENGIKUTI PEMERIKSAAN KESEHATAN BERKALA
List of Workers Participating in Periodic Medical Check Up

Uraian Description	2017	2016	2015
	Banyaknya Pekerja [Orang] Number of Workers [People]		
Populasi pekerja Worker population	943	994	1,013
Populasi pekerja yang menjadi target pemeriksaan kesehatan berkala Worker population targeted for periodic medical check up	943	994	1,013
Populasi pekerja yang dipanggil Summoned worker population	943	994	1,013
Pekerja yang diperiksa Examined workers	826	792	705

Pemeriksaan kesehatan kepada para pekerja meliputi:

1. MCU berkala tahunan yang terdiri dari:

- Anamnesis
- Pemeriksaan Vital Sign
- Pemeriksaan laboratorium darah dan urin
- Visus

Pemeriksaan kesehatan khusus untuk pekerja dalam keadaan tertentu, dengan tambahan pemeriksaan di antaranya:

1. Spirometri
2. Audiometri
3. Rockport
4. Panel sesuai Hazard

Selama tahun 2017, jumlah pekerja yang diperiksa kesehatannya sebanyak 953 orang atau 91,5% dari total populasi. Hasil pemeriksaan 27 orang dinyatakan 'Dapat Bekerja Ditempat Semula', 925 orang lainnya dinyatakan 'Dapat Bekerja Ditempat Semula Perlu Pemeriksaan/Pengobatan', dan 1 dinyatakan 'Kurang Sesuai Ditempat Semua Untuk Sementara'. Untuk penyakit serius, pekerja akan dirujuk ke rumah sakit yang menjadi Rumah Sakit rujukan yakni RSPC dan RSPP. Sepanjang tahun 2017, Refinery Unit VI menemukan 48,5% terbesar gangguan kesehatan pada pekerja adalah gangguan Sindroma Metabolit.

Medical check up of workers include:

1. Annual MCU consisting of:

- Anamnesis
- Vital Signs examination
- Blood and urine laboratory testing
- Visus

Special medical check up for workers in particular conditions, with additional examinations, among which are:

1. Spirometry
2. Audiometry
3. Rockport
4. Panel according to Hazard

In 2017, the number of workers receiving medical check up was 953 people or 91.5% from the total population. As for the result, 27 people were declared 'Able to Work at the Original Site', 925 others declared 'Able to Work at Original Site Requiring Examination/Treatment', and 1 declared 'Temporarily Not Suitable at the Original Site'. For serious conditions, the worker will be referred to a referral hospital, which are RSPC and RSPP. Throughout 2017, Refinery Unit VI discovered 48.5% of the highest number of medical conditions were Metabolic Syndrome.

PENGELOLAAN LINGKUNGAN

Environmental Management





Penggunaan Bahan Baku dan Energi

Raw Materials and Energy Use

JENIS MATERIAL DIGUNAKAN UNTUK PRODUKSI [ISRS 15.3.3.1]

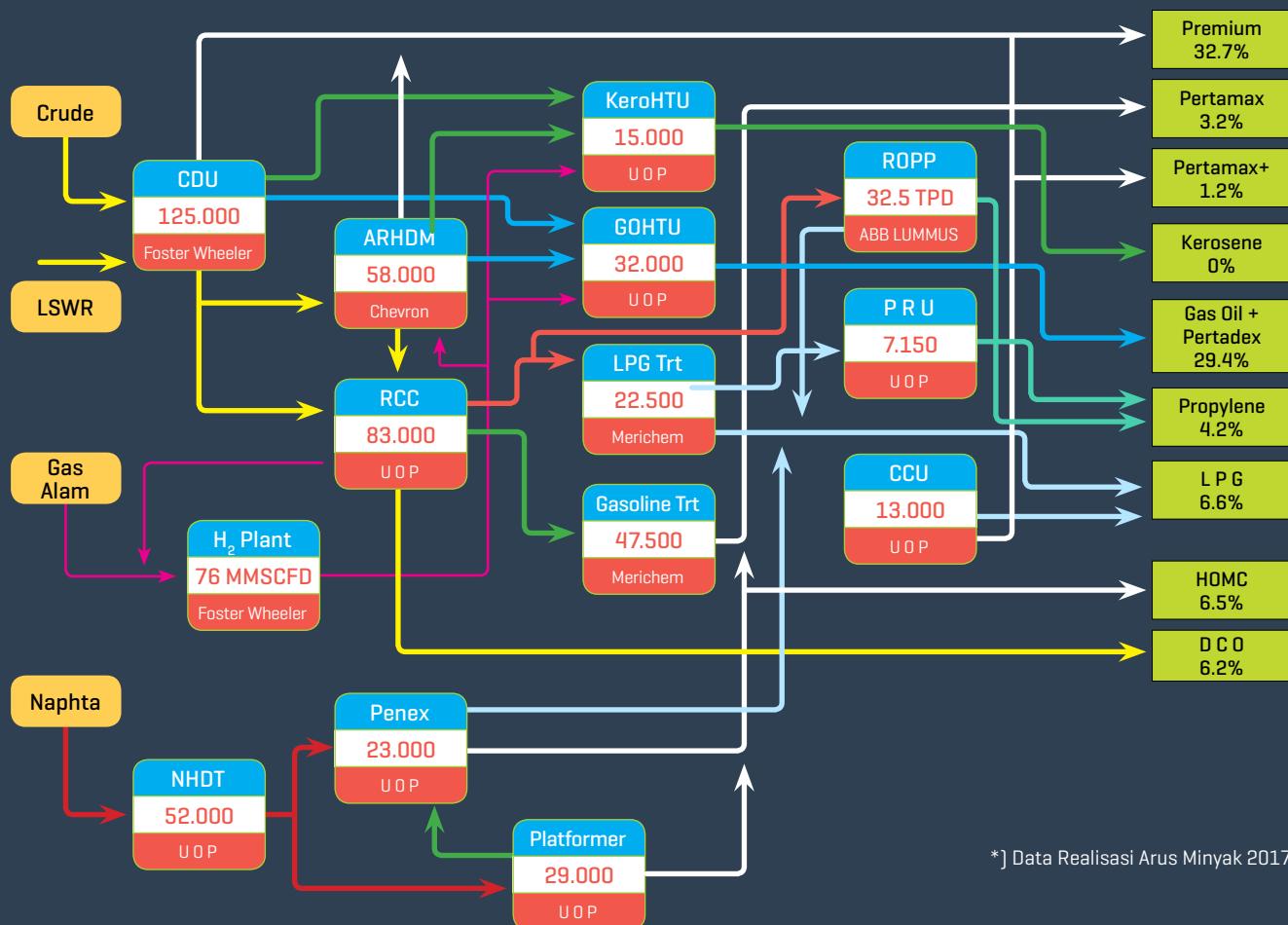
Dalam menghasilkan produk-produknya, Refinery Unit VI menggunakan bahan baku yang terdiri dari minyak mentah dan gas alam. Minyak mentah dipasok dari domestik dan *import*, sedangkan gas alam dipasok dari Jawa Barat bagian timur.

TYPES OF MATERIAL USED FOR PRODUCTION [ISRS 15.3.3.1]

In producing its products, Refinery Unit VI uses raw materials which consist of crude oil and natural gas. Crude oil is supplied domestically and by import, while natural gas is supplied from the eastern part of West Java.

KONFIGURASI PROSES UNIT REFINERY UNIT VI BALONGAN ADALAH SEBAGAI BERIKUT

Configuration of Refinery Unit VI Balongan Process is as follows:



JENIS DAN VOLUME BAHAN BAKU [ISRS 15.3.3.1]**Type and Volume of Raw Materials**

Jenis Bahan Baku Type of Material	Satuan Unit	Volume		
		2017	2016	2015
Crude dan LSWR	Bbl	40,041,496.00	40,838,675.00	40,912,193.00
Gas alam Natural gas	Bbl	905,456.00	1,066,410.00	1,051,967.00
Naphtha	Bbl	15,275,917.00	15,259,95.00	13,626,553.00

Dari minyak mentah dan gas alam, maka dapat dihasilkan produk ramah lingkungan yang bernilai jual tinggi (seperti: Propylene, Pertamax Turbo, dan Pertamax). Selain menggunakan *raw material*, Refinery Unit VI juga melakukan pengolahan minyak tingkat lanjut (*secondary process*), yaitu dengan mengolah sejumlah residu untuk ditambahkan ke bahan baku. Dari proses tersebut, Refinery Unit VI telah menghasilkan variasi produk bahan bakar minyak yaitu Pertamax Turbo dengan RON 98 berstandar emisi Euro IV. Produk tersebut tergolong *low sulfur* dimana komponennya terdiri dari Polygasoline ex Unit 20 (Catalytic Condensation Unit) sebesar 42%, HOMC ex KLBB 33% dan RCC Naphtha sebesar 25%. Seluruh produk Refinery Unit VI Balongan tidak mengandung benzene dan timbal. [G4-0G8] [ISRS 15.3.3.2]

Bahan baku minyak mentah dan gas alam yang dimiliki Refinery Unit VI bersumber dari domestik, impor, PT Pertamina EP dan PT Pertamina Hulu Energi. Karena hanya menerima bahan baku dari pihak luar, maka dalam laporan ini Refinery Unit VI tidak menyajikan data catatan cadangan migas terbukti. Demikian juga, tidak ada aktivitas pengeboran migas, sehingga kami tidak menyajikan informasi terkait limbah pemboran dan air terproduksi, hidrokarbon yang dilepaskan, serta senyawa yang terkandung dalam minyak mentah yang kami olah. [G4-0G1, G4-0G5, G4-0G6, G4-0G7, G4-0G8]

From crude oil and natural gas are produced environmentally friendly products with high commercial value (such as: Propylene, Pertamax Turbo, and Pertamax). Aside from using raw materials, Refinery Unit VI also performs secondary process, which is by processing a number of residue to be added to the raw material. From the process, Refinery Unit VI has manufactured a fuel oil variant, which is Pertamax Turbo with euro IV emission standard Ron 98. The product is categorized as low sulfur where the components consist of Polygasoline ex Unit 20 (Catalytic Condensation Unit) of 42%, HOMC ex KLBB of 33%, and RCC Naphtha of 25%. All Refinery Unit VI Balongan products do not contain benzene and lead. [G4-0G8] [ISRS 15.3.3.2]

Raw materials of crude oil and natural gas owned by Refinery Unit VI originate from domestic, import, PT Pertamina EP and PT Pertamina Hulu Energi. Due to not only receiving raw materials from external parties, then in this report, Refinery Unit VI does not present the recorded data of proven oil and gas reserve. Furthermore, there are no oil and gas drilling activities, therefore we do not present information relevant to drilling waste and produced water, hydrocarbon released, or compounds contained in the crude oil that we process. [G4-0G1, G4-0G5, G4-0G6, G4-0G7, G4-0G8]

PEMANFAATAN DAN PENGELOLAAN ENERGI**ENERGY USE AND MANAGEMENT**

[103-2, 103-3]

Komitmen Commitment	Penurunan Energy Intensity Index (EII) 0,3 poin dari tahun sebelumnya. A 0.3 point Energy Intensity Index (EII) decrease from the previous year.
Kebijakan Policy	Kebijakan Lingkungan Hijau tanggal 17 Mei 2018. Green Environment Policy of 17 May 2018.
Target	Pengelolaan lingkungan dengan target PROPER Emas. Environmental management with the target of Gold PROPER.
Fungsi penanggung jawab Function in charge	Fungsi Health, Safety, dan Environment (HSE). Health, Safety, and Environment (HSE) Function.
Tindakan-tindakan khusus yang dilakukan Particular measures taken	<ul style="list-style-type: none"> • Audit energi setiap tahun; • Mengefisiensikan pemakaian sumber daya energi dengan melakukan inovasi yang terarah pada proses produksi dan fasilitas penunjang lainnya; • Annual energy audit; • Efficiency of the use of energy resources by performing directed innovation in the production process and other supporting facilities;
Hasil evaluasi manajemen Result of management evaluation	<ul style="list-style-type: none"> • Efisiensi energi mencapai 1.037.412,99 GJ per tahun. • Energy efficiency reaches 1,037,412.99 GJ per year.

Refinery Unit VI Balongan mendefinisikan konsumsi energi langsung sebagai energi yang digunakan untuk mendukung kegiatan operasi, produksi, maupun kegiatan pendukung lainnya, yang memanfaatkan pasokan energi dari pembangkit sendiri yaitu Steam Turbin Generator [STG]. Sumber energi yang dimanfaatkan berasal dari sumber tak terbarukan. Oleh karenanya, Refinery Unit VI berkomitmen untuk mengonsumsi energi secara bijak dan seefisien mungkin. Selama tahun 2017, Refinery Unit VI Balongan tidak melakukan investasi untuk energi terbarukan. [G4-0G2] [G4-0G3] [302-1] [ISRS 15.3.3.3]

Pasokan energi Refinery Unit VI berasal dari fuel sebesar 25.453.650,14 / tahun. Kebutuhan energi listrik di kilang dan fasilitas pendukung, telah terpenuhi oleh pembangkit listrik tersebut, sehingga Refinery Unit VI tidak memasok gas maupun uap dari luar. [ISRS 15.3.3.3, ISRS 15.3.3.4]

Refinery Unit VI Balongan defines direct energy consumption as the energy used to support activities of operations, production, or other supporting activities that use energy supply from the independent power plant, which is the Steam Turbine Generator [STG]. The energy source used is a non-renewable source. Therefore, Refinery Unit VI commits to consuming wisely and as efficiently as possible. In 2017, Refinery Unit VI Balongan did not perform investment for renewable energy. [G4-0G2] [G4-0G3] [302-1] [ISRS 15.3.3.3]

Energy supply of Refinery Unit VI originates from fuel amounting to 25,453,650.14/year. The demand for electricity at the refinery and supporting facilities have been met by the power plant, thus Refinery Unit VI does not supply gas or steam from external sources. [ISRS 15.3.3.3, ISRS 15.3.3.4]

KONSUMSI ENERGI REFINERY UNIT VI [302-1] [ISRS 15.3.3.3]**Energy Consumption of Refinery Unit VI**

Keterangan Description	2017	2016	2015
	Satuan GJ Unit of GJ		
Konsumsi energi untuk kegiatan produksi, berasal dari Energy consumption for production activities originates from:			
1. Fuel Oil	3,268,102.04	1,521,749.22	1,643,593.47
2. Fuel Gas	22,185,548.10	23,770,245.05	22,762,238.46
Total	25,453,650.14	25,291,994.27	24,405,831.92

Metode yang digunakan untuk menghitung konsumsi energi adalah Energy Intensity Index [EII] dari Solomon Associate LLC. Solomon Associate LLC merupakan konsultan internasional yang membandingkan intensitas energi dari kilang yang ada di Indonesia [302-1]

The method used to calculate energy consumption is the Energy Intensity Index [EII] from Solomon Associate LLC. Solomon Associate LLC is an international consultant that compares energy intensities of refineries in Indonesia. [302-1]

PENURUNAN INTENSITAS ENERGI BERDASARKAN METODE ENERGY INTENSITY INDEX Decrease of Energy Intensity based on the Energy Intensity Index Method

Keterangan Description	2017	2016	2015
	Satuan GJ Unit of GJ		
Konsumsi energi untuk kegiatan produksi, berasal dari Konsumsi energi untuk kegiatan produksi, berasal dari:			
1. Konsumsi Energi Aktual Actual Energy Consumption	86,328.69	83,231.94	81,703.917
2. Konsumsi Energi Standar Solomon Solomon Standards for Energy Consumption	89,958.80	86,757.15	86,024.814
Solomon Eneergy Intensity Index	95,96	95,94	94,98

Konsumsi energi langsung dihitung sebagai perhitungan konversi volume sumber energi yang terpakai dengan satuan energi Giga Joule [GJ]. Pada tahun 2017 total energi yang dikonsumsi oleh Refinery Unit VI untuk proses produksinya mencapai 25.453.650,14 naik 0,64% dari total tahun lalu. Adanya kenaikan disebabkan oleh peningkatan konsumsi energi akibat adanya peningkatan kapasitas unit Refinery Unit VI Balongan. [302-1]

Direct energy consumption is calculated as the calculation of used energy source volume conversion with the energy unit of Giga Joule [GJ]. In 2017, the total energy consumed by Refinery Unit VI for the production process reached 25,453,650.14, a 0.64% increase from the total of the previous year. The escalation was caused by a rise in energy consumption due to unit capacity increase of Refinery Unit VI Balongan. [302-1]

Selain konsumsi energi di dalam kegiatan produksi, Refinery Unit VI juga mengidentifikasi adanya konsumsi energi di luar perusahaan antara lain pada kegiatan transportasi distribusi BBM, Fasilitas perairan [*Marine facilities*] dan dermaga bongkar. Namun Refinery Unit VI belum melakukan penghitungan atas jumlah konsumsi energi dari kegiatan non-produksi di luar perusahaan tersebut.

Aside from energy consumption within production activities, Refinery Unit VI also identifies energy consumption outside the company, such as activities of BBM distribution transport, marine facilities, and loading bay. However, Refinery Unit VI is yet to perform the calculation of the amount of energy consumption from non-production activities outside the company.

AUDIT ENERGI DAN EFISIENSI ENERGI

Untuk memastikan energi yang digunakan telah efisien, Refinery Unit VI melakukan audit energi setiap 1 tahun sekali, dan dibantu oleh pihak ketiga yaitu LPPM ITS Surabaya. Hasil audit juga menyebutkan bahwa rasio hasil efisiensi energi dengan total pemakaian energi Refinery Unit VI pada tahun 2017 sebesar 25.453.650,14, lebih besar dari rasio tahun 2016 yang sebesar 0,64%. Penghitungan audit menggunakan metode index intensitas energi per produk yang dihasilkan.

ENERGY AUDIT AND ENERGY EFFICIENCY

To ensure the efficiency of used energy, Refinery Unit VI conducts energy audit once per year, and assisted by a third party, which is LPPM ITS Surabaya. Audit results also mention that the ratio for energy efficiency results with the total energy use of Refinery Unit VI in 2017 was 25,453,650.14, higher than the 2016 ratio of 0.64%. Audit calculation used the method of energy intensity index per produced product.

Pengelolaan energi di Refinery Unit VI menjadi bagian dari strategi operasi berkelanjutan. Sepanjang tahun 2017, Refinery Unit VI telah melakukan beberapa inisiatif untuk menghemat energi. Jenis energi yang berhasil diturunkan adalah fuel. Program-program efisiensi energi yang terlaksana telah berhasil menghemat penggunaan energi sebesar 1.037.412,99 GJ di tahun 2017. Nilai tersebut diperoleh dari perhitungan Penurunan Konsumsi fuel atau bahan bakar yang digunakan di RU VI Balongan. [302-4]

Energy processing at Refinery Unit VI is a part of the sustainable operations strategy. Throughout 2017, Refinery Unit VI has performed several initiatives to conserve energy. The type of energy successfully decreased was fuel. Implemented energy efficiency programs have successfully conserved energy use of 1,037,412.99 GJ in 2017. The number was obtained from the calculation of Fuel Consumption Decrease used at RU VI Balongan. [302-4]

INISIATIF PENGHEMATAN ENERGI [302-4, G4-0G3]

Energy Conservation Initiative

No	Kegiatan Efisiensi Energi Energy Efficiency Activity	2017	2016	2015
		Satuan GJ Unit of GJ		
1	Revitalisasi steam leak system Steam leak system revitalization	9,983.29	30,459.13	46,765.71
2	Subtitusi parsial lift steam dengan lift gas sebagai media pembawa feed dan catalyst di reactor unit RCC Steam lift partial substitution with gas lift as feed and catalyst carrying media in the RCC reactor unit	65.117.21	7,342.82	1,919.97
3	Aplikasi Insert Twisted di Heat Exchanger 11-E-105 A/B unit CDU Insert Twisted Application in Heat Exchanger 11-E-105 A/B unit CDU	79,087.31	48,807.02	33,659.22
4	Memecahkan deposit orifice chamber RCC dengan menembakkan material bola keramik Shattering RCC chamber orifice deposit by firing ceramic ball material	274,932.85	258,768.43	242,604.02
5	Meningkatkan Produksi steam dengan Recycle Produk CDO sebagai feed RCC Increasing steam production by CDO Product Recycle as RCC feed	151,331.79	27,022.15	-
6	Aplikasi Solar Cell di PJU jl Raya Balongan Solar Cell application in Raya Balongan St. PJU	18.91	18.91	-
7	Pemasangan Mechanical Heat Transfer Device (MHTD) di HE 11-E-110 dan 111 A/B Installation of Mechanical Heat Transfer Device (MHTD) at HE 11-E-110 and 111 A/B	77,549.05	-	-
8	Pemasangan Mechanical Heat Transfer Device (MHTD) di HE 11-E-107 A/B Installation of Mechanical Heat Transfer Device (MHTD) at HE 11-E-107 A/B	39,068.74	-	-
9	Meningkatkan heat transfer di Furnace 11-F-101 dengan cara Mechanical Decoking Increasing heat transfer at Furnace 11-F-101 by Mechanical Decoking	161,609.19	-	-
10	Pengaturan Pola Proses Separasi Produk LPG Gasoline di Unit OCU Management of the LPG Gasoline Product Separation Process Pattern at OCU Unit	29,561.34	-	-
Total		888,259.68	372,418.46	324,948.91

Pemakaian Air

Water Use

PEMAKAIAN AIR BERDASARKAN SUMBER

Sumber daya air dibutuhkan Refinery Unit VI untuk mendukung kegiatan operasional kilang, fire water, perkantoran, dan fasilitas pendukung lainnya. Selama ini, kebutuhan air dipenuhi dari sumber air baku yang berasal dari Sungai Tarum Timur dan Sungai Cipunagara. Water Treatment Plant Salam Darma yang dimiliki Refinery Unit VI digunakan untuk mengolah air sungai menjadi *raw water* [air baku terolah] yang siap pakai. Total air baku terolah yang mampu dihasilkan oleh Water Treatment Plant Salam Darma adalah 1.606 m³/jam.

WATER USE BASED ON SOURCE

Water resource is necessary for Refinery Unit VI to support the operational activities of the refinery, fire water, office, and other supporting facilities. Hitherto, water demands are met by a raw water source originating from the Tarum Timur River and Cipunagara River. The Salam Darma Water Treatment Plant owned by Refinery Unit VI is used to process river water into readily used raw water. The total raw water capable to be produced by the Salam Darma Water Treatment Plant is 1,606 m³/hour.

TOTAL KONSUMSI AIR [ISRS 15.3.3.5]

Total Water Consumption

No	Keterangan Description	2017	2016	2015
		Satuan m ³ Unit of m ³		
1	Konsumsi air untuk kegiatan produksi Water consumption for production activities	8,987,208	9,446,006	9,551,074
2	Konsumsi air untuk kegiatan penunjang Water consumption for supporting activities	105,320	106,183	105,032
	Total	9,092,528	9,552,189	9,616,106

INTENSITAS KONSUMSI AIR TERHADAP PRODUK

Intensity of Water Consumption towards Product

No	Keterangan Description	Satuan Unit	2017	2016	2015
1	Total konsumsi air Total water consumption	m ³	9,092,528	9,552,189	9,616,106
2	Produk Product	Ton	13,145,352.6	13,079,915.3*	11,180,117.9*
	Intensitas Air Water Intensity	m³/Ton	0.69	0.73	0.86

* Restatement

KONSERVASI AIR

Guna mengurangi total volume penggunaan air, Refinery Unit VI telah melaksanakan konservasi air melalui inovasi 3R [*reduce, reuse, recycle*] dan penerapan sistem low pressure steam recovery [LPSR]. Di tahun 2017, penerapan sistem LPSR dapat mengurangi *water intake* sebesar 211.519 m³, turun 0,08% dari tahun 2016 yang sebesar 211.682 m³.

WATER CONSERVATION

In order to reduce the total volume of water use, Refinery Unit VI has performed water conservation through the 3R [*reduce, reuse, recycle*] innovation and implemented the low-pressure steam recovery [LPSR] system. In 2017, LPSR system implementation was able to reduce water intake by 211,519 m³, a 0.08% decrease from 211,682 m³ of 2016.



Inovasi 3R pada konsumsi air yang diterapkan oleh Refinery Unit VI adalah *totally closed loop cooling water system* [sistem sirkulasi air pendingin tertutup]. Mekanismenya, *cooling water* yang telah terpakai di unit proses suhunya akan naik, kemudian air dialirkan menuju menara pendingin. Di dalam menara pendingin, suhu air diturunkan sampai 30°C sehingga air dapat digunakan kembali (*reuse*) sebagai air pendingin proses. Penerapan sistem ini telah dapat mengurangi penggunaan air baku sebagai air pendingin yaitu sebanyak 285.312.118 m³ di tahun 2017.

Di sisi lain, Refinery Unit VI menggunakan air buangan *Sour Water Stripper* [SWS] Unit sebagai *wash water* atau air pencuci minyak mentah di Desalter. Refinery Unit VI menggunakan air limbah yang diolah di IPAL sebagai air cucian (*wash water*) minyak mentah, guna mengurangi penggunaan air baku. Dari kegiatan ini, Refinery Unit VI dapat mengurangi jumlah air baku yang digunakan untuk pencucian minyak mentah sebanyak 87.471 m³ di tahun 2017.

The 3R innovation on water consumption implemented by Refinery Unit VI is a totally closed loop cooling water system. The mechanism works by flowing the used cooling water in the unit with high temperature to the cooling tower. In the cooling tower, water temperature is lowered to 30°C so the water can be reused as process cooling water. Application of this system has been able to reduce raw water use as cooling water amounting to 285,312,118 m³ in 2017.

On the other hand, Refinery Unit VI uses waste water from the Sour Water Stripper [SWS] of the Unit as crude oil wash water in Desalter. Refinery Unit VI uses waste water processed in IPAL as crude oil wash water to reduce raw water use. Through this activity, Refinery Unit VI was able to reduce the amount of raw water used for crude oil washing amounting to 87,471 m³ in 2017.

Pemantauan dan Pengendalian Emisi

Emissions Monitoring and Control

[103-2, 103-3]

Komitmen Commitment	Pengurangan beban emisi GRK 300.000 ton CO ₂ eq per tahun serta pengurangan beban emisi Gas Konvensional [NOx sejumlah 100 ton/tahun, SOx 1 ton/tahun, nmVOC 1000 ton/tahun, dan PM 0,2 ton/tahun]. Reducing the emission load by GRK 300.000 ton CO ₂ eq per year as well as decreasing the emission load of Conventional Gas [NOx of 100 ton/year, SOx 1 ton/year, nmVOC 1000 ton/year, and PM 0,2 ton/year].
Kebijakan Policy	Kebijakan Lingkungan Hijau tanggal 17 Mei 2018. Green Environment policy of 17 May 2018.
Target	Pengelolaan lingkungan dengan target PROPER Emas. Environmental management with the target of Gold PROPER.
Fungsi penanggung jawab Function in charge	Fungsi <i>Health, Safety, and Environment</i> (HSE). Health, Safety, and Environment (HSE) Function.
Tindakan-tindakan khusus yang dilakukan Particular measures taken	<ul style="list-style-type: none"> · Melaksanakan program-program terkait penurunan emisi; · Mengurangi emisi gas konvensional yang berasal dari proses produksi dan fasilitas penunjang lainnya melalui program konservasi energi dan pemilihan teknologi terbaik yang ramah lingkungan; · Berkontribusi dalam pencegahan perubahan iklim melalui program pengendalian emisi gas rumah kaca yang dilakukan secara berkesinambungan. · Implementing programs relevant to emission decrease; · Reducing conventional gas emission from the production process and other supporting facilities through the energy conservation program and selection of the best environmentally friendly technology; · Contributing to climate change prevention through continuous greenhouse gases emission control program.
Hasil evaluasi manajemen Result of management evaluation	<ul style="list-style-type: none"> · Di tahun 2017, Refinery Unit VI mampu menurunkan emisi hingga mencapai 341.223,91 Ton CO₂ eq. · Nilai intensitas emisi GRK dari Refinery Unit VI tahun 2017 sebesar 0,12 Ton CO₂ eq/Ton sama dengan nilai intensitas tahun 2016. · In 2017, Refinery Unit VI was able to reduce emission by 341,223.91 Ton CO₂ eq. · Intensity score of GRK emission from the Refinery Unit VI in 2017 amounted to 0.12 Ton CO₂ eq/Ton, similar to the intensity score of 2016.

EMISI YANG DIHASILKAN

Kegiatan produksi dan kegiatan penunjang Refinery Unit VI menghasilkan emisi, yaitu gas konvensional dan gas rumah kaca [GRK]. Parameter gas konvensional terdiri dari sulfur dioksida, nitrogen oksida, partikulat, dan bebas-metana senyawa organik volatile, sedangkan GRK terdiri dari karbondioksida, methan, dan nitro. Untuk pelaporan emisi GRK, Refinery Unit VI hanya dapat menyajikan informasi terkait emisi GRK scope 1, yaitu emisi yang dihasilkan dari kegiatan produksi dan penunjang, dan dapat dipantau oleh perusahaan. Sumber emisi terbesar di Refinery Unit VI berasal dari berbagai unit proses seperti *boiler*, *heater*, *flare*, dan lainnya. [305-1] [ISRS 15.3.3.8, ISRS 15.3.3.9]

GENERATED EMISSION

Production activities and supporting activities of Refinery Unit VI generate emission, which is conventional gas and greenhouse gas [GRK]. The parameter for conventional gas consists of sulfur dioxide, nitrogen oxide, particulate, and non-methane volatile organic compound, while GRK consists of carbondioxide, methane, and nitro. For GRK emission reporting, Refinery Unit VI is only able to present information relevant to scope 1 GRK emission, which is emission generated from production and supporting activities, and can be monitored by the company. The largest source of emission at Refinery Unit VI are the various process units, such as boiler, heater, flare, and others. [305-1] [ISRS 15.3.3.8, ISRS 15.3.3.9]

EMISI YANG DIHASILKAN [305-1, 305-7, G4-0G6] [ISRS 15.3.3.8, ISRS 15.3.3.9, ISRS 15.3.3.11]

Generated Emission

No	Beban Emisi Emission Load	2017	2016	2015
Gas Konvensional Conventional Gas				
1	SOx	464.60	754.90	528.66
2	NOx	12,650.37	109,667.25	14,219.69
3	PM	683.26	5,177.02	755.90
4	nmVOC	11,053.74	11,250.55	10,986.26
Total Emisi Gas Konvensional Total Conventional Gas Emission		24,851.96	126,849.72	26,490.51
Gas Rumah Kaca Greenhouse Gas				
1	CO2	1,544,430.24	1,486,264.21*	1,775,627.60*
2	CH4	41,933.48	56,701.78*	60,658.59
3	N2O	1,864.19	2,384.10*	2,860.32
Total Emisi GRK Total GRK Emission		1,588,227.90	1,545,350.09*	1,839,146.49

*Restatement

Evaluasi inisiatif pengurangan pencemaran udara dilakukan melalui perhitungan emisi GRK secara berkala setiap 3 bulan sekali, sedangkan emisi gas konvensional setiap 3 bulan sekali. Metode pengukuran emisi menggunakan SNI 19-711.[10/11/12]-2005, US EPA Method 6C/7E, dan metode elektrometric, sesuai Peraturan Menteri Lingkungan Hidup RI No. 12 Tahun 2012 tentang Penghitungan Beban Emisi Industri Migas, Pedoman Penyelenggaraan Inventarisasi Gas Rumah Kaca Nasional - Buku II KLH 2012, dan Juklak Perhitungan Beban Emisi PT Pertamina Persero. Dari hasil pengendalian emisi pada kurun waktu pelaporan, intensitas emisi GRK tahun 2017 mengalami peningkatan dibandingkan tahun 2016. [305-4]

Evaluation of air pollution reduction initiatives is performed through periodic GRK emission calculation every trimonthly. Emission measurement method uses the SNI 19-711. [10/11/12]-2005, US EPA Method 6C/7E, and the electrometric method, in accordance with the Minister of Environment Regulation No. 12 of 2012 on Calculation of the Emission Load of the Oil and Gas Industry, Guidelines for the Organization of National Greenhouse Gas Inventory – Book II KLH 2012, and PT Pertamina (Persero) Guidelines for Calculation of Emission Load. From results of emission control during the time of reporting, the GRK emission intensity in 2017 underwent an increase compared to 2016. [305-4]

INTENSITAS EMISI GRK [305-4]**GRK Emission Intensity**

No	Uraian Description	Satuan Unit	2017	2016	2015
1	Emisi GRK scope 1 Scope 1 GRK emission	Ton CO ₂ eq	1,588,227.90	1,545,350.09	1,839,146.49*
2	Produksi Production	Ton	13,145,352.6	13,079,915.27*	11,180,117.90*
	Intensitas Emisi GRK GRK Emission Intensity	Ton CO₂ eq/Ton	0.12	0.12	0.16

*Restatement

Nilai intensitas emisi GRK adalah beban emisi yang dibandingkan untuk mengetahui kinerja pengurangan beban pencemaran udara dibandingkan dengan produksi. Nilai intensitas emisi GRK dari Refinery Unit VI tahun 2017 sebesar 0,12 Ton CO₂ eq/Ton sama dengan nilai intensitas tahun 2016.

GRK emission intensity score is the compared emission load in order to ascertain the performance of air pollution load reduction in comparison to production. The 2017 GRK emission intensity score of Refinery Unit VI is 0.12 Ton CO₂ eq/Ton, similar to the intensity score of the previous year.

PENURUNAN EMISI GRK [305-5]

Komitmen Refinery Unit VI untuk menurunkan emisi diwujudkan dalam beberapa kegiatan. Metode pengukuran efisiensi yaitu menggunakan pendekatan metode tier II dan tier III dengan referensi OGP Report, API Compendium 2009 dan US EPA. Upaya penurunan pencemaran udara di antaranya dilakukan melalui pengoperasian unit baru RCC Off-gas menjadi produk Propylene dan pemanfaatan flare gas KLBB menjadi Umpan Gas Oil Hydrotreating Unit.

Pengoperasikan ROPP sejak 2013 telah mampu mengolah Off-gas RCC yang sebelumnya dibuang ke suar bakar [flare] menjadi produk propylene yang bernilai tinggi. Umumnya flare gas dimanfaatkan kembali sebatas komponen bahan bakar [fuel gas], namun Refinery Unit VI menggunakan flare gas sebagai bahan baku pembuatan produk propylene dengan olefin conversion technology [OCT]. Kegiatan tersebut telah memberikan dampak luar biasa terhadap pengurangan beban emisi.

Pengurangan emisi, juga didukung oleh kegiatan penggunaan kembali [recycle] Off-gas dari unit KLBB sebagai umpan Hydrotreating Unit. Off-gas dari unit KLBB memiliki kandungan Hydrogen [H₂] yang tinggi sehingga dapat dimanfaatkan sebagai umpan Hydrotreating Unit dalam memurnikan produk solar dan minyak tanah Refinery Unit VI.

GRK EMISSION REDUCTION [305-5]

The commitment of Refinery Unit VI to reducing emission is realized in several activities. The efficiency measuring method uses the tier II and tier III method approach by referencing OGP Report, 2009 API Compendium, and US EPA. Efforts to lessen air pollution, among which, are the operation of a new RCC Offgas unit to Propylene product and utilization of KLBB flare gas as feed for the Gas Oil Hydrotreating Unit.

ROPP operation since 2013 has been able to process RCC off gas, which previously was dumped to flare, as a propylene product with high commercial value. In general, flare gas is recycled merely as fuel gas component, however Refinery Unit VI uses gas flare as raw material for propylene product manufacturing with olefin conversion technology [OCT]. This activity has brought tremendous impact on emission load reduction.

Emission reduction is also supported by the recycling activity of gas from the KLBB unit as a feed for the Hydrotreating Unit. Off gas from the KLBB unit has high Hydrogen [H₂] content and is therefore able to be utilized as Hydrotreating Unit feed in purifying diesel fuel and kerosene products of Refinery Unit VI.

UPAYA PENGURANGAN EMISI GRK [103-2, 305-5]**Efforts of GRK Emission Reduction**

No	Kegiatan Activity	2017	2016	2015
		Satuan Ton CO2 eq Unit of Ton CO2 eq		
1	Program inisiatif optimasi energi [optimasi pemakaian fuel] Energy optimization initiative program [fuel use optimization]	55,584.17	23,050.01	47,267.45
2	Pemanfaatan flare gas KLBB menjadi umpan gas oil hydrotreating unit Utilization of KLBB flare gas as feed for the gas oil hydrotreating unit	57,883.45	63,631.94	60,267.03
3	Pemanfaatan flare gas KLBB menjadi umpan light cycle oil hydrotreating unit Utilization of KLBB flare gas as feed for the light cycle oil hydrotreating unit	38,829.89	38,125.25	41,977.64
4	Pemanfaatan flare gas KLBB menjadi bahan bakar unit produksi Utilization of KLBB flare gas as fuel for production unit	43,191.19	57,496.24	27,325.52
5	Pemanfaatan gas offspec to flare pada start up low pressure recovery unit Utilization of gas offspec to flare at start up low pressure recovery unit	1,581.54	790.77	3,163.09
6	Pengolahan RCC offgas menjadi produk propylene Processing of RCC offgas to propylene product	109,133.81	170,806.38	125,095.38
7	Pemanfaatan flare gas POC ex 35-V-101A/B menjadi bahan bakar unit produksi Utilization of POC ex 35-V-101A/B flare gas as fuel for production unit	1,060.63	1,245.21	685.66
8	Pemanfaatan flare gas POC ex 37-108A/B untuk dipisahkan lebih lanjut menjadi produk LPG dan sebagai ethylene feed Utilization of POC ex 37-108A/B flare gas to be further separated as LPG product and as ethylene feed	348.65	410.00*	274.90
9	Metode memecahkan deposit di lubang orifice chamber unit RCC dengan menembakkan bola keramik Method of shattering RCC chamber orifice deposit by firing ceramic ball material	7,669.07	7,669.07	7,669.07
10	Pemasangan Twisted Tape Turbulator di pre-heat system CDU [11-E-105A/B] Installation of Twisted Tape Turbulator in the pre-heat system CDU [11-E-105A/B]	9,773.13	6,681.84	5,094.04
11	Pemanfaatan flare mixed butane Ex 38-V-105 ke 37-C-103 untuk dipisahkan menjadi produk LPG dan Gasoline Utilization of flare mixed butane Ex 38-V-105 to 37-C-103 for separation to be LPG and Gasoline products	2,548.34	-	-
12	Pemasangan mechanical heat transfer device [MHTD] type twisted tape turbulator di pre-heat system CDU [11-E-110 dan 11-E-111 A/B] Installation of mechanical heat transfer device [MHTD] type twisted tape turbulator in the pre-heat system CDU [11-E-110 and 11-E-111 A/B]	7,054.84	-	-
13	Metode perbaikan bocoran pada sambungan flensa-flensa alat penukar panas menggunakan injeksi logam lunak dan semen komposit yang dilengkapi dengan alat klem penekan Method for leak repair on the flanged joints of heat exchangers using an injection of soft metal and composite cement equipped with a depressing clamp	6,565.19	-	-
14	Pemasangan flame arrester pada furnace unit CDU [11-F-101] Installation of flame arrester in the furnace unit CDU [11-F-101]	-	-	-
Total		341,223.91	360,420.74	318,819.79

*Restatement

EMISI PERUSAK LAPISAN OZON [305-6] [ISRS 15.3.3.10]

Refinery Unit VI juga mengidentifikasi emisi yang merupakan perusak lapisan ozon. Untuk itu, Refinery Unit VI berupaya mengurangi emisi tersebut dengan mengganti beberapa material bahan yang berpotensi menghasilkan emisi perusak lapisan ozon, dengan material yang lebih ramah lingkungan, di antaranya penggunaan FM200, Inergen, R32, Musicool.

OZONE LAYER DEPLETING EMISSION [ISRS 15.3.3.10]

Refinery Unit VI also identifies emission that deplete the ozone layer. Therefore, Refinery Unit VI attempts to lessen the emission by replacing several materials that potentially generate ozone layer depleting emission with more environmentally-friendly materials, among which the use of FM200, Inergen, R32, Musicool.

IDENTIFIKASI SUMBER EMISI PERUSAK LAPISAN OZON DAN UPAYA PENGENDALIAN**Identification of the Source of Ozone Layer Depleting Emission and Control Efforts**

Sumber Emisi Source of Emission	Jumlah Total	Upaya Pengendalian Control Effort
Alat pemadam api ringan [APAR] Light fire extinguisher [APAR]	1,046	<ul style="list-style-type: none"> 1. Menggunakan inergen system yang bersih/non-toxic dan tidak mengandung halocarbon sehingga memiliki potensi untuk penipisan lapisan ozon 2. Menggunakan FM200 suppression system <ul style="list-style-type: none"> 1. Using clean/non-toxic inergen system and not containing halocarbon which potentially depletes the ozone layer 2. Using the FM200 suppression system



Pengelolaan Limbah dan Efluen

Waste and Effluent Management

[103-2, 103-3]

Komitmen Commitment	Menciptakan lingkungan hidup yang lestari di wilayah Refinery Unit VI dengan metode pengelolaan limbah yang baik. Creating a sustainable environment in the area of Refinery Unit VI with good waste management method.
Kebijakan Policy	Kebijakan Lingkungan Hijau tanggal 17 Mei 2018. Green Environment policy of 17 May 2018
Target	Pengelolaan lingkungan dengan target PROPER Emas. Environmental management with the target of Gold PROPER.
Fungsi penanggung jawab Function in charge	Fungsi <i>Health, Safety, and Environment</i> [HSE]. Health, Safety, and Environment [HSE] Function.
Tindakan-tindakan khusus yang dilakukan Particular measures taken	<ul style="list-style-type: none"> • Audit setiap tahun; • Pengelolaan limbah B3 yang berprinsip 4R [<i>reduce, reuse, recycle, recovery</i>] melalui Program Peningkatan Berkelaanjutan pada unit proses produksi dan fasilitas; • Mengurangi timbulan limbah padat Non-B3 dominan melalui perubahan pola operasional dan program daur ulang yang bermanfaat untuk pekerja dan masyarakat. • Annual audit; • B3 waste management with the 4R [reduce, reuse, recycle, recovery] principle through Sustainable Improvement Program at production process units and facilities; • Reducing the occurrence of dominant Non-B3 solid waste through altering the operational pattern and recycle program that benefits workers and the community.
Hasil evaluasi manajemen: Result of management evaluation	<ul style="list-style-type: none"> • Dari program 3R limbah, Refinery Unit VI Balongan dapat menghemat hingga Rp 2.463.615.857,- untuk program <i>reduce</i> limbah B3 dan Rp207.199.430,- untuk program 3R limbah padat non-B3 di tahun 2017 • Tidak ada keluhan/pengaduan terkait limbah yang mencemari lingkungan • From the 3R waste program, Refinery Unit VI Balongan was able to save up to Rp 2,463,615,857,- from the B3 waste reduce program and Rp207,199,430,- from the non-B3 solid waste 3R program in 2017 • No grievances/complaints relevant to waste polluting the environment

PENGURANGAN LIMBAH PADAT NON-B3 [ISRS 15.3.3.12]

Jenis limbah non-B3 yang ada di Refinery Unit VI merupakan buangan [sampah] yang tidak termasuk dalam golongan B3 yaitu meliputi sampah organik dan sampah non-organik. Komitmen untuk mengurangi timbulan limbah padat Non-B3 di Refinery Unit VI dilakukan melalui perubahan pola operasional dan program daur ulang.

Refinery Unit VI telah memilah jenis sampah menjadi 2 yaitu sampah dibuang dan sampah dimanfaatkan. Sampah dibuang di antaranya adalah rumput dan dedaunan, sampah campuran dan pallet bekas. Sampah yang dimanfaatkan terdiri dari fill pack, kompos, drum plastik bekas, drum logam, serta pallet bekas. Sepanjang tahun 2017, jumlah total limbah padat non-B3 yang diolah sebesar 109,72 ton, meningkat sebesar 0,23% dari tahun 2016 yang sebesar 109,49 ton.

REDUCTION OF NON-B3 SOLID WASTE [ISRS 15.3.3.12]

The type of non-B3 waste at Refinery Unit VI is refuse [trash] not included in the B3 category which covers organic and non-organic trash. The commitment to reducing the occurrence of Non-B3 solid waste at Refinery Unit VI is conducted through altering the operational pattern and the recycling program.

Refinery Unit VI has sorted the types of trash into 2, which are disposed trash and utilized trash. Disposed trash, among which, are grass and leaves, mixed trash, and used pallets. Utilized trash consists of fill pack, compost, used plastic drums, metal drums, and used pallets. Throughout 2017, the total amount of non-B3 solid waste processed was 109.72 tons, a 0.23% increase from 109.49 tons in 2016.

LIMBAH PADAT NON-B3 YANG DIHASILKAN [306-2] [ISRS 15.3.3.12]

Generated Non-B3 Solid Waste

Bentuk Limbah Form of Waste		Total Limbah yang Dihasilkan Total Waste Generated		
		2017	2016	2015
		Volume [Ton]		
Sampah Organik Organic Trash	[Rumput dan Dedaunan] [Grass and Leaves]	112.43	184.24	215.78
	Pallet Bekas Used Pallets	38.08	33.91	24.60
Sampah Anorganik Inorganic Trash	Fill Pack Bekas Used Fill Packs	32.64	20.69	42.77
	Drum Plastik Bekas Used Plastic Drums	3.60	4.80	8.00
	Drum Logam Bekas Used Metal Drums	7.50	20.00	21.25
Sampah Campuran Mixed Trash		42.74	65.61	59.24
Total		236.99	329.24	371.64

PENGELOLAAN LIMBAH PADAT NON-B3 [306-2] [ISRS 15.3.3.12]**Non-B3 Solid Waste Management**

Perlakuan Treatment	Total Limbah yang Dihasilkan Total Waste Generated			Jenis Limbah yang Dikelola Type of Waste Processed
	2017	2016	2015	
	Volume [Ton]			
Diangkut ke TPA Transported to TPA [landfill]				Sampah Organik Organic Trash
	85.53	133.95	150.32	Landfilling rumput dan Dedaunan Landfilling grass and Leaves
	25.76	50.68	65.46	Pengomposan rumput dan Dedaunan Composting grass and Leaves
				Sampah Anorganik Inorganic Trash
	0.00	7.75	7.52	Pallet Bekas Used Pallets
	42.74	65.61	59.24	Sampah Campuran Mixed Trash
Dimanfaatkan Utilized				Sampah Anorganik Inorganic Trash
	38.08	26.16	24.60	Pallet Bekas Used Pallets
	32.64	20.69	42.77	Fill Pack Bekas Used Fill Packs
	3.60	4.80	8.00	Drum Plastik Bekas Used Plastic Drums
	7.50	20.00	21.25	Drum Logam Bekas Used Metal Drums
Diolah [Kompos] Processed [Compost]				
	0.00	0.00	0.00	
Total Diangkut ke TPA Total Transported to TPA	85.53	133.95	150.32	
Total Dimanfaatkan dan Diolah Total Utilized and Processed	107.58	122.32	162.08	
Total	235.84	329.64	379.16	
Percentase Pemanfaatan dan Pengolahan Limbah Non-B3 Percentage of Non-B3 Waste Utilization and Processing	45.61	37.11	42.75	

Upaya lainnya yang telah dilakukan Refinery Unit VI dalam rangka mengurangi limbah padat non-B3 (sampah) antara lain:

1. Menerapkan *e-payment* pertanggungjawaban perjalanan dinas;
2. Menerapkan surat menyurat dengan *e-correspondence system*;
3. Menggunakan aplikasi *software web management of change* (MOC) untuk sistem manajemen perubahan.

Other efforts made by Refinery Unit VI to reduce non-B3 solid waste [trash] are:

1. Implementing business trip accountability *e-payment*;
2. Implementing correspondence with *e-correspondence system*;
3. Using the *management of change* (MOC) software web application for change management system.

PENGURANGAN LIMBAH B3 [306-2]

Dalam mengelola limbah B3, Refinery Unit VI mengacu pada Peraturan Pemerintah No.101 Tahun 2014 tentang Tata Cara Perizinan Pengelolaan Limbah Bahan Berbahaya dan Beracun. Sepanjang tahun 2017, total timbulan limbah B3 yang dihasilkan dari proses produksi sebesar 6.434,24 ton turun dari tahun sebelumnya yang sebesar 6.847,87 ton. Penurunan ini disebabkan oleh program-program pengurangan limbah B3 sudah mulai berjalan. Refinery Unit VI mengelola dan berupaya mengurangi limbah B3 melalui beberapa metode berikut ini:

REDUCTION OF B3 WASTE [306-2]

In managing B3 waste, Refinery Unit VI refers to Government Regulation No.101 of 2014 on Procedures for the Permit for Hazardous and Toxic Waste Management. In 2017, the total occurrence of B3 waste generated from the production process was 6,434.24 tons, a decrease from 6,847.87 tons of the previous year. This decrease was due to the running of B3 waste reduction programs. Refinery Unit VI manages and attempts to lessen B3 waste through the following methods:

INISIATIF PROGRAM 3R LIMBAH B3 [306-2] [ISRS 15.3.3.12]

B3 Waste 3R Program Initiatives

Bentuk Limbah Type of Waste	Metode Pengelolaan Method of Management	Total Limbah yang Diolah Total Waste Processed		
		2017	2016	2015
Volume [Ton]				
Kemasan bekas B3 B3 used packaging	Pengurangan melalui penggantian kemasan drum menjadi isotank refill Reduction through the change from drum packaging to isotank refill	3.6	4.05	3.49
Spent catalyst ARHDM Spent ARHDM catalyst	Perpanjangan umur pemakaian katalis reaktor ARHDM Life extension of ARHDM reactor catalyst use	2,052.75	1,540.03*	1,498.98
Lumpur Mud	Pengurangan melalui modifikasi pada nozzle mudwash desalter Reduction through modification of the mudwash desalter nozzle	196.78	241.75	28.07
Spent catalyst	1. Pemasangan catalyst trapper di nozzle injeksi katalis RCC 2. Perpanjangan umur katalis catalytic condensation unit 1. Installation of catalyst trapper in the RCC catalyst injection nozzle 2. Life extension of the catalytic condensation unit catalyst	128.07	142.73	132.28
Cartridge dan toner Cartridge and toner	Pengurangan melalui integrasi sistem e-correspondence dan sistem online Reduction through e-correspondence and online system integration	0.25	0.07	N/A
	Total	2,381.45	1,928.91	1,662.82

*Restatement

TOTAL LIMBAH B3 YANG DIHASILKAN TAHUN 2017 [306-2] [ISRS 15.3.3.12]**Total B3 Waste Generated in 2017**

Jenis Awal Limbah Initial Type of Waste	Jumlah Amount [Volume/Ton]	Jenis Awal Limbah Initial Type of Waste	Jumlah Amount [Volume/Ton]	Jenis Awal Limbah Initial Type of Waste	Jumlah Amount [Volume/Ton]
Cake IPAL	1,092.04	Filter bekas Used filters	5.06	Ex sandblast	1,140.53
Tanah terkontaminasi Contaminated Land	807.91	Kemasan Limbah Lab Laboratory Waste Packaging	10.22	Spent absorben	2,516.84
Rockwool	51.43	Cartridge/toner printer bekas Used printer cartridge/ toner	1.41	Spent catalyst	3,919.42
Sludge Oil	2,702.58	Lampu neon/TL bekas Used neon/TL lights	2.58	Resin Demin Deminerlized Water Resin	142.05
Lumpur Ex.Cleaning Ex.Cleaning Mud	312.48	Majun Cloths	31.90	Aki / Baterai Bekas Used batteries	0.00
Chemical Bekas Used Chemicals	65.89	Karbon Aktif Active Carbon	21.90	Spent Refractory	0.00
Sulfur	0,00	Spent lube oil	192.71	Spent Catalyst AHU Spent AHU Catalyst	2,506.38
Coke RCC RCC Coke	276.56			Total	15,986.00
Material terkontaminasi Contaminated materials	186.10				

Sebelum diserahkan ke pihak ketiga, limbah B3 disimpan oleh Refinery Unit VI. Adapun beberapa fasilitas pengemasan, penyimpanan, dan pengelolaan limbah B3 yang dimiliki Refinery Unit VI, antara lain:

- Tempat Penyimpanan Sementara [TPS], Limbah B3 sebanyak 2 (dua) unit TPS, Limbah B3 yaitu TPS Caturyasa dan TPS Laydown Area.
- Incinerator di area *Effluent Waste Water Treatment Plant* berfungsi untuk memusnahkan sludge [lumpur aktif] yang sudah tidak digunakan dalam proses pengolahan air limbah.

Refinery Unit VI bekerja sama dengan pihak ketiga yaitu PT Pasadena Metric Indonesia pada program pemanfaatan Limbah B3 Dominan spent catalyst ARHDM [AHU]. Pihak ketiga ini memanfaatkan Spent catalyst ARHDM sebagai bahan baku alternatif / produk lainnya sesuai spesifikasi pemanfaatan/ pengguna akhir.

PENGELOLAAN BEBAN PENCEMARAN AIR [306-1] [ISRS 15.3.3.13]

Limbah berbentuk cairan yang dihasilkan oleh Refinery Unit VI berupa air buangan, yang terbagi menjadi dua yaitu air limbah proses dan air limbah non-proses. Air limbah proses merupakan air buangan kilang yang diolah terlebih dahulu di instalasi pengolahan air limbah [IPAL] sebelum dibuang ke sumber air alam / sungai [badan air], sedangkan air limbah non-proses adalah air limbah yang dapat langsung dibuang ke *open ditch*. Dalam pengelolaan limbah air Refinery Unit VI Balongan menggunakan Mekanisme Pengurangan Limbah Cair Organik secara Aerob. Proses pengolahan ini dilakukan secara

Prior to handover to third parties, B3 waste is stored by Refinery Unit VI. There are several B3 waste packing, storing, and processing owned by Refinery Unit VI, among which:

- 2 (two) TPS units of B3 Waste Temporary Storage [TPS], which are TPS Caturyasa and TPS Laydown Area.
- Incinerator at the Effluent Waste Water Treatment Plant area functions to eliminate sludge [active mud] no longer used in the waste water processing process.

Refinery Unit VI cooperates with third party, which is PT Pasadena Metric Indonesia in the utilization program of the Dominant B3 Waste ARHDM spent catalyst [AHU]. The third party utilizes SRHDM Spent catalyst as an alternative raw material/other products according to specifications of the utilization/end user.

MANAGEMENT OF WATER POLLUTION LOAD [306-1] [ISRS 15.3.3.13]

Liquid waste generated by Refinery Unit VI is in the form of effluent, which is divided into two, which are processed waste water and non-processed waste water. Processed waste water is refinery effluent which is processed at the waste water processing installation [IPAL] prior to disposal to natural water source/river [body of water], while non-processed waste water is waste water that can directly be disposed into the open ditch. In waste water management, Refinery Unit VI Balongan uses the Aerobic Organic Liquid Waste Reduction Mechanism. This processing is performed with aerobic microbiology by using

mikrobiologis aerob dengan memanfaatkan aktivitas mikroba aerob untuk mengurangi zat organik yang terdapat dalam air limbah menjadi zat yang stabil dan tidak memberikan dampak pencemaran terhadap lingkungan.

Sebelum air limbah dialirkan ke tujuannya, Refinery Unit VI memastikan pemenuhan kualitas air limbah telah sesuai dengan baku mutu dan daya dukung lingkungan. Rata-rata hasil pemantauan air yang dilakukan telah memenuhi baku mutu lingkungan yang ditetapkan dalam Peraturan Menteri Lingkungan Hidup No 19 tahun 2010. Volume air limbah produksi yang dihasilkan Refinery Unit VI pada tahun 2017 sebesar 1.480.167 m³. Jumlah tersebut lebih kecil dibandingkan dengan volume air limbah tahun 2016 yang sebesar 1.566.992 m³. Volume air limbah dari aktivitas penunjang sebesar di tahun 2017 sebesar 118.260 m³.

the activity of aerobic microbes to lessen organic substance contained in waste water into a stable substance and not causing contamination impact on the environment.

Before waste water is streamed to its destination, Refinery Unit VI ensures waste water quality fulfillment has been in accordance with quality standards and environmental carrying capacity. On average, results of water monitoring performed have met the environmental quality standards established in the Minister of Environment Regulation No. 19 of 2010. The volume of production waste water generated by Refinery Unit VI in 2017 was 1,480,167 m³. The number is smaller compared to the 2016 waste water volume of 1,566,992 m³. The 2017 waste water volume from supporting activities was 118,260 m³.

STATUS BEBAN PENCEMARAN AIR REFINERY UNIT VI [306-1] [ISRS 15.3.3.13]

Status of Refinery Unit VI Water Pollution Load

Keterangan Description	Tujuan Pembuangan Disposal Destination	Satuan Unit	2017	2016	2015
Air limbah produksi Production waste water	laut ocean	m ³	1,480,171	1,566,992	1,115,334*
Air limbah penunjang Supporting waste water	laut ocean	m ³	118,260	118,260	118,260*
Air limbah produksi Total waste water		m ³	1,598,431	1,685,252	1,233,594 *
Rasio hasil penurunan beban pencemar air dengan total air limbah Ratio of the decrease of water contaminant load result and total waste water	%		0.033	0.024*	0.024 *

*Restatement

HASIL PEMANTAUAN KUALITAS AIR LIMBAH TAHUN 2017

Results of Waste Water Quality Monitoring in 2017

Parameter Kualitas Quality Parameter	Unit	Sumber Air Limbah Source of Waste Water							
		Air Limbah Proses Processed Waste Water		Air Limbah Demineralisasi & Blowdown Boiler Demineralized & Blowdown Boiler Waste Water		Air Limbah Pendingin Cooling Waste Water		Air Limbah Drainase Drainage Waste Water	
		Min	Max	Min	Max	Min	Max	Min	Max
Temperature	°C	29.1	31.1	-	-	27.3	32.1	29.2	30.5
NH3	mg/l	<0.032	3.31	-	-	-	-	<0.32	3.36
BOD5	mg/l	4.37	16.8	-	-	-	-	4.13	13.65
COD	mg/l	12.48	48	-	-	-	-	11.81	39
Oil Content	mg/l	2.5	18.44	-	-	-	-	3.2	10.72
pH at 25°C	-	6.66	7.8	-	-	-	-	6.51	8.3
H2S	mg/l	<0.016	<0.016	-	-	-	-	<0.016	<0.016
Phenol	mg/l	<0.002	0.28	-	-	-	-	<0.002	0.27
TOC	mg/l	-	-	-	-	-	-	12.41	35.9
Residu Klorin Chlorine Residue	mg/l	-	-	-	-	<0.02	0	-	-
Inlet TOC	mg/l	-	-	-	-	12	59.7	-	-
Outlet TOC	mg/l	-	-	-	-	10.4	49.1	-	-
Δ TOC	mg/l	-	-	-	-	[2.3]	3	-	-
pH	-	-	-	7.18	8.78	-	-	-	-

Dalam upaya mengurangi beban pencemaran air, Refinery Unit VI telah menjalankan beberapa program yang menghasilkan nilai absolut pengurangan beban pencemaran air. Analisis terhadap program-program dilaksanakan bekerja sama dengan LPPM ITS. Berikut ini hasil absolut dari program yang telah berjalan hingga 2017:

In the efforts to reduce water pollution load, Refinery Unit VI has run several programs that result in absolute scores of water pollution load decrease. Analysis on performed programs is in cooperation with LPPN ITS. The following are absolute results from programs which have been conducted until 2017:

HASIL ABSOLUT PROGRAM PENGURANGAN BEBAN PENCEMARAN AIR REFINERY UNIT VI [103-2]

Absolute Results of Refinery Unit VI Water Pollution Load Reduction Programs

Kegiatan Penurunan Beban Pencemaran Air Activity of Water Pollution Load Reduction	Parameter	Satuan Unit	2017	2016	2015
Pengurangan service water [air bersih] sebagai wash water [air pencuci] di desalter Reduction of service water [clean water] as wash water at desalter	Debit	m ³	87,471.495	17,746.851	11,357.697
	NH3	Ton	0.064	0.031	0.021
	Phenol	Ton	0.006	0.001	0.001
	COD	Ton	2.211	0.525	0.395
	H2S	Ton	0.001	-	0.000
	Oil content	Ton	0.628	0.035	0.023
Pemanfaatan steam menjadi sistem low pressure steam recovery (LPSR) Utilization of steam as a low pressure steam recovery (LPSR) system	Debit	m ³	211,518.780	211,682.479	271,418.113
	COD	Ton	6.980	6,986	8,957
Penerapan teknologi close loop system [resirkulasi dari cooling water] Application of close loop system technology [recirculation from cooling water]	Debit	m ³	285,312,117	284,563,633	286,616,411
	TOC	Ton	414.891	287.694	175.123
Pemanfaatan kembali steam boiler yang telah diutilisasi sebagai air umpan boiler Reuse of steam boiler utilized as boiler feed water	Debit	m ³	3,833,522.567	3,900,240.373	3,897,210.945
	COD	Ton	111.172	113.107	113.019
Penggunaan udara pabrik sebagai substitusi air pada media balancing di unit pengolahan air Demin New Utilities Refinery Unit VI Balongan The use of factory air as water substitution in media balancing in water treatment Demin New Utilities Refinery Unit VI Balongan	Debit	m ³	31,557.600	31,557.600	31,557.600
	COD	Ton	0.915	0.915	0.915
Recovery cooling water di sistem buffer gas cooler 14-K-101 dengan mengembalikan cooling water ke header CWR Recovery of cooling water in the buffer gas cooler 14-K-101 system by returning cooling water to CWR header	Debit	m ³	39,420.000	38,880.000	25,920.000
	TOC	Ton	0.057	0.039	0.016
Subtitusi service water dengan air drainase parit untuk hydrotest tangki Substitution of service water with ditch drainage water for hydrotest tank	Debit	m ³	31,942.895	3,469.200	-
	TOC	Ton	0.046	0.005	-

HASIL ABSOLUT PROGRAM PENGURANGAN BEBAN PENCEMARAN AIR REFINERY UNIT VI [103-2]**Absolute Results of Refinery Unit VI Water Pollution Load Reduction Programs**

Kegiatan Penurunan Beban Pencemaran Air Activity of Water Pollution Load Reduction	Parameter	Satuan Unit	2017	2016	2015
Modifikasi cooling water trap surface condenser unit RCC Refinery Unit VI Modification of the cooling water trap surface condenser unit RCC Refinery Unit VI	Debit	m³	52,560.000	35,280.000	-
	NH3	Ton	0.039	0.063	-
	Phenol	Ton	0.004	0.002	-
	COD	Ton	1.329	1.044	-
	H2S	Ton	0.001	-	-
	Oil Content	Ton	0.378	0.071	-
Modifikasi sistem injeksi udara regenerasi demin water pada unit demin plant Modification of the demineralized water air regeneration injection system at demineralization plant unit	Debit	m³	12,600.000	-	-
	COD	Ton	0.365	-	-
	Debit	m³	4,269,035.74	4,207,298.90	4,205,905.76
	NH3	Ton	0.103	0.094	0.021
	Phenol	Ton	0.010	0.003	0.001
	COD	Ton	122.973	122.577	123.286
Total	Oil content	Ton	1.006	0.106	0.023
	H2S	Ton	0.002	-	-
	TOC	Ton	0.10	0.04	0.02

PENANGGULANGAN TUMPAHAN MINYAK, BAHAN BAKAR, DAN BAHAN KIMIA [ISRS 15.3.3.14]

Fasilitas offsite yang dimiliki Refinery Unit VI berpotensi menimbulkan cecutan bahan bakar, minyak, dan bahan kimia lainnya. Fasilitas kelautan (*marine facilities*) terdiri dari area tanker, SBM, rambu laut, jalur pipa minyak, dan *ballast water* bawah laut. Fasilitas tersebut merupakan fasilitas yang berada di tengah laut untuk keperluan bongkar muat *crude oil* dan produk kilang, sehingga berisiko terjadi tumpahan minyak akibat dari operasional bongkar muat minyak dan kebocoran pipa bawah laut. Untuk menanggulangi tumpahan minyak, bahan bakar dan bahan kimia, Refinery Unit VI memiliki fasilitas seperti *oil boom*, *oil skimmer*, *oil dispersant* dan *absorbant pad*.

Di sisi lain, dermaga bongkar yang dimiliki Refinery Unit VI digunakan untuk transfer gas LPG ke proses kilang pada masa operasi. Dermaga dapat digunakan untuk sandar kapal yang berkapasitas 350 DWT. Kegiatan di dermaga berpotensi adanya cecutan bahan bakar dan oli dari kapal yang bersandar.

Di sepanjang tahun 2017, tidak ada cecutan minyak / bahan bakar / bahan kimia dari kegiatan di fasilitas offsite.

MITIGATION OF OIL, FUEL, AND CHEMICAL SPILL [ISRS 15.3.3.14]

The offsite facilities owned by Refinery Unit VI potentially cause fuel, oil, and other chemical spills. Marine facilities consist of tanker, SBM, marine signs, oil pipeline, and submarine water ballast. The facilities are located in the middle of the ocean for crude oil and refinery products loading and unloading, thereby running the risk of oil spill occurring due to oil loading and unloading operations and submarine pipe leakage. To mitigate oil, fuel, and chemical spills, Refinery Unit VI has facilities such as oil boom, oil skimmer, oil dispersant, and absorbent pad.

On the other hand, the unloading bay owned by Refinery Unit VI is used for LPG gas transfer to the refinery process in operations period. The Bay can be used for docking of ships with the capacity of 350 DWT. Activities at the bay has the potential of fuel and lubricant spillage from docking ships.

In 2017, there were no oil/fuel/chemical spills from activities at offsite facilities.

PELESTARIAN ALAM DAN PEMBERDAYAAN MASYARAKAT

Natural Preservation and Community Empowerment





Kontribusi Pada Pelestarian Alam

Contribution in Natural Preservation

[103-2, 103-3]

Komitmen Commitment	Pengelolaan Lingkungan Hidup menuju pada peringkat yang lebih tinggi terkait dengan program Biodiversitas [Keanekaragaman Hayati]. Environmental Management towards a higher level relevant to the Biodiversity program.
Kebijakan Policy	<ul style="list-style-type: none"> • Peraturan Menteri Lingkungan Hidup No.03 Tahun 2012 tentang Keanekaragaman Hayati; • Undang-Undang No.40 Tahun 2007 tentang Perseroan Terbatas pasal 74 ayat 1. • Minister of Environment Regulation No.03 of 2012 on Biodiversity; • Law No.40 of 2007 on Limited Liability Company article 74 sentence 1.
Target	Pelestarian daerah pesisir dan pengurangan tingkat abrasi serta peningkatan indeks keanekaragaman hayati. Preservation of the coastal area and decrease of abrasion level as well as increase of the biodiversity index.
Fungsi penanggung jawab Function in charge	Fungsi Communication Relation dan CSR. Communication Relation and CSR Function.
Tindakan-tindakan khusus yang dilakukan Particular measures taken	<ul style="list-style-type: none"> • Pengukuran indeks keanekaragaman hayati setiap tahun; • Melakukan inventarisasi keanekaragaman hayati di kawasan konservasi; • <i>Monitoring</i> dan evaluasi secara berkala. • Annual measurement of the biodiversity index; • Performing an inventory of biodiversity in conservation area; • Periodic monitoring and evaluation.
Hasil evaluasi manajemen Result of management evaluation	<ul style="list-style-type: none"> • Indeks keanekaragaman hayati juga meningkat dari 1,16 di tahun 2016 menjadi 1,92 di tahun 2017 [Ekowisata Mangrove] dan Indeks keanekaragaman jenis pohon Arboretum Mangrove terus meningkat dari 1,26 [2010] menjadi 2,64 [2015], dan meningkat menjadi 2,66 [2016]; • Jumlah spesies burung bertambah mencapai 49 Spesies [Ekowisata Mangrove] dan 33 Spesies [Arboretum Mangrove]; • Jumlah wisatawan meningkat, yang berdampak pada meningkatnya pendapatan dari penjualan tiket wisata. • Biodiversity index increased from 1.16 in 2016 to 1.92 in 2017 [Mangrove Ecotourism] and Diversity Index of the types of Arboretum Mangrove trees continued to increase from 1.26 [2010] to 2.64 [2015], and increasing to 2.66 [2016]; • The number of species of birds increased to 49 Species [Mangrove Ecotourism] and 33 Spesies [Mangrove Arboretum]; • The number of tourists increased, which impacted the rise in income from the sales of tourism tickets.

EKOWISATA MANGROVE BERBASIS EDUPARK TERINTEGRASI

Kontribusi Refinery Unit VI pada pelestarian alam salah satunya diwujudkan dalam program Ekowisata Berbasis Edupark. Program ini dilatarbelakangi oleh pantai di Desa Karangsong Kabupaten Indramayu yang mengalami abrasi. Sementara itu, akibat ceceran minyak di Pantai Indramayu pada tahun 2008 Kementerian Lingkungan Hidup [KLH] mengeluarkan rekomendasi agar Refinery Unit VI melakukan pemulihian lingkungan. Di mulai tahun 2010, Refinery Unit VI berkomitmen untuk memelihara, melindungi, dan memanfaatkan keanekaragaman hayati dengan menanami mangrove dan vegetasi pantai lainnya untuk menahan abrasi laut. Penanaman mangrove dan vegetasi pantai dalam program Ekowisata Berbasis Edupark tidak berada di kawasan operasi Pertamina.

[ISRS 15.3.3.7]

Sejak tahun 2010 hingga kini, penanaman mangrove terus dikelola dan dikembangkan. Jenis mangrove yang mendominasi lokasi konservasi yaitu *Avicennia marina* [Forssk.] Vierh, *Rhizophora stylosa* Griff, dan *Rhizophora mucronata* Lam. Hingga tahun 2017 area konservasi mangrove mencakup Desa Karangsong dan Desa Pabean Udk di Kabupaten Indramayu dengan luas area 17 Ha. [304-3] [ISRS 15.3.3.6]

JENIS DAN JUMLAH BIBIT YANG DITANAM DI PANTAI UTARA INDRAMAYU Types and Number of Seeds Planted at the North Beach of Indramayu

No.	Jenis Type	2017	2016	2015
1	<i>Rhizophora mucronata</i> Lam.	80,000	221,693*	237,700*
2	<i>Casuarina equisetifolia</i> L.	2,500	53*	1,650*
	Total	82,500	221,693	239,350

*Restatement

Tanaman mangrove yang tumbuh telah menjadi habitat bagi burung. Komunitas burung yang menghuni area Ekowisata Karangsong terdiri dari 49 spesies burung yang termasuk ke dalam 22 famili dan 33 Spesies di Arboretum Mangrove. Refinery Unit VI melakukan pemantauan keanekaragaman hayati di sekitar area operasi Perusahaan. Dari hasil pemantauan ditemukan beberapa spesies dilindungi, baik menurut PP No. 7 tahun 1999 maupun Daftar Merah IUCN dan CITES.

INTEGRATED EDUPARK-BASED MANGROVE ECOTOURISM

Contribution of Refinery Unit VI to nature preservation, among which, is realized in the Edupark-Based Ecotourism program. This program was founded based on the beach at Karangsong Village, Indramayu Regency which experienced abrasion. Meanwhile, due to an oil spill at Indramayu Beach in 2008, the Ministry of Environment [KLH] issued a recommendation for Refinery Unit VI to conduct environmental rejuvenation. Starting from 2010, Refinery Unit VI was committed to maintaining, protecting, and utilizing biodiversity by planting mangrove and other coastal vegetations to resist sea abrasion. Mangrove and coastal vegetation planting in the Edupark-Based Ecotourism is not located in the Pertamina area of operations. [ISRS 15.3.3.7]

Since 2010 up to now, mangrove planting continues to be managed and developed. The types of mangrove that dominate the conservation area are *Avicennia marina* [Forssk.] Vierh, *Rhizophora stylosa* Griff, and *Rhizophora mucronata* Lam. Until 2017, the mangrove conservation area included the Karangsong Village and Pabean Udk Village in the Indramayu Regency with an area range of 17 Ha. [304-3] [ISRS 15.3.3.6]

The growing mangrove plants have become a habitat for birds. Bird communities that inhabit the Karangsong Ecotourism area consist of 49 bird species included in 22 Families and 33 Species in the Mangrove Arboretum. Refinery Unit VI conducts a monitoring of biodiversity in the surrounding area of Company operations. From the monitoring results, there have been found several protected species, whether according to PP No. 7 of 1999 or the Red List of IUCN and CITES.

AVIFAUNA DI EKOWISATA MANGROVE [KARANGSONG] YANG BERSTATUS DILINDUNGI [304-4]**Avifauna in the Mangrove Ecotourism [Karangsong] with the Protected Status**

No.	Nama Lokal Local Name	Nama Ilmiah Binomial Nomenclature	Status Perlindungan Menurut PP No. 7/1999 Protection Status According to PP No. 7/1999	Status IUCN dan CITES IUCN and CITES Status
1	Raja-udang biru	<i>Alcedo coerulescens</i>		LC
2	Raja-udang kalung biru	<i>Alcedo euryzona</i>		CR
3	Raja-udang meninting	<i>Alcedo meninting</i>		LC
4	Cekakak sungai	<i>Todirhampus chloris</i>		LC
5	Cekakak suci	<i>Todiramphus sanctus</i>		LC
6	Blekok sawah	<i>Ardeola speciosa</i>		LC
7	Kuntul kerbau	<i>Bubulcus ibis</i>		LC
8	Kuntul besar	<i>Egretta alba</i>	Dilindungi Protected	LC
9	Kuntul keci	<i>Egretta garzetta</i>		LC
10	Kuntul karang	<i>Egretta sacra</i>		LC
11	Kowak-malam merah	<i>Nycticorax caledonicus</i> K		LC
12	Cikalang christmas	<i>Fregata andrewsi</i>		CR
13	Burung-madu sriganti	<i>Nectarinia jugularis</i>		LC
14	Kipasan belang	<i>Rhipidura javanica</i>		LC
15	Ibis roko-roko	<i>Plegadis falcinellus</i>		LC
16	Serak jawa	<i>Tyto alba</i>		LC

Keterangan | Information: LC: Least Concern, CR: Critically Endangered

AVIFAUNA DI ARBORETUM MANGROVE YANG BERSTATUS DILINDUNGI [304-4]**Avifauna in the Mangrove Arboretum with the Protected Status**

No.	Nama Lokal Local Name	Nama Ilmiah Binomial Nomenclature	Status Perlindungan Menurut PP No. 7/1999 Protection Status According to PP No. 7/1999	Status IUCN dan CITES IUCN and CITES Status
1	Kerak-basi ramai	<i>Acrocephalus stentoreus</i>		LC
2	Raja-udang biru	<i>Alcedo coerulescens</i>		CR
3	Blekok sawah	<i>Ardeola speciosa</i>		LC
4	Cangak abu	<i>Ardea cinerea</i>		LC
5	Kokokan laut	<i>Butorides striatus</i>		LC
6	Wiwik kelabu	<i>Cuculus merulinus</i>		LC
7	Wiwik uncuing	<i>Cuculus sepulchralis</i>	Dilindungi Protected	LC
8	Kuntul besar	<i>Egretta alba</i>		LC
9	Kuntul kecil	<i>Egretta garzetta</i>		LC
10	Kuntul karang	<i>Egretta sacra</i>		LC
11	Cikalang kecil	<i>Fregata ariel</i>		LC
12	Tekukur biasa L	<i>Streptopelia chinensis</i>		CR

Keterangan | Information: LC: Least Concern, CR: Critically Endangered

Terbentuknya hutan mangrove juga menjadi lingkungan bagi berkembangnya plankton, yang berdampak positif bagi masyarakat. Banyaknya plankton yang merupakan makanan alami ikan berpotensi meningkatkan hasil tambak.

Refinery Unit VI terus melakukan upaya untuk mengembangkan kawasan hutan mangrove di Desa Karangsong, sehingga dapat meningkatkan *value* kawasan tersebut. Pada tanggal 14 Juni 2015, Pemerintah melalui Menteri Lingkungan Hidup dan Kehutanan, Siti Nurbaya Bakar, menetapkan hutan mangrove Karangsong menjadi Mangrove Center di Wilayah Barat Indonesia. Untuk mendukung hal tersebut, Refinery Unit VI menginisiasi Program Pengembangan Kawasan Mangrove Berbasis Edupark. Program ini berupaya mendorong kesadaran warga untuk menjaga lingkungan hidup melalui program pembinaan secara terpadu antara lain, konservasi mangrove sebagai kawasan ekowisata, edukasi, dan diversifikasi produk olahan mangrove yang dapat meningkatkan produktivitas dan ekonomi masyarakat. Pihak-pihak yang dilibatkan dalam proyek pelestarian keanekaragaman hayati ini, antara lain Badan Lingkungan Hidup Indramayu, tim ahli keanekaragaman hayati dari Institut Pertanian Bogor (IPB) serta sejumlah kelompok tani lokal. [304-3]

Di sepanjang tahun 2017, wisatawan yang mengunjungi kawasan mangrove Karangsong mencapai 94.531 orang. Jumlah ini meningkat dari periode sebelumnya yang tercatat 85.513 orang pengunjung di tahun 2016. Pemasukan dari tiket wisatawan selama tahun 2017 mencapai Rp1.417.965.000 lebih tinggi dari tahun sebelumnya yang besar Rp1.282.695.000.

Formation of the mangrove forest is also an environment for plankton growth, which brings positive impact to the community. The abundance of plankton as the natural food of fish has the potential of increasing fish farming production.

Refinery Unit VI continues to strive to develop the mangrove forest area in Karangsong Village in order to increase the value of the area. On 14 June 2015, the Government through the Minister of Environment and Forestry, Siti Nurbaya Bakar, established the Karangsong mangrove forest as the Mangrove Center in Western Indonesia. To support this, Refinery Unit VI initiated the Edupark-Based Mangrove Area Development Program. This program attempts to encourage community awareness to preserve the environment through integrated development programs, such as mangrove conservation as ecotourism area, education, and diversification of mangrove processed products that are able to increase community productivity and economy. The parties engaged in the biodiversity conservation project are the Indramayu Environment Agency, the biodiversity expert team from the Bogor Institute of Agriculture (IPB), as well as a group of local farmers. [304-3]

In 2017, tourists that visited the Karangsong mangrove area reached 94,532 people. This number increased from the previous period which was recorded at 85,513 visitors in 2017. Income from tourist tickets in 2017 reached Rp1,417,965,000, higher than Rp1,282,695,000 of the previous year.



TAMAN KEHATI DAN MANGOES CENTER BUMI PATRA

Mangga merupakan salah satu tanaman buah yang tumbuh subur di Indramayu, sehingga buah mangga menjadi ikon terkenal dari Indramayu. Namun demikian, kini banyak masyarakat yang lebih memilih untuk menebang pohon mangga dan menjual kayunnya. Hal tersebut timbul karena adanya pemahaman masyarakat bahwa buah mangga dianggap sudah tidak lagi bernilai ekonomis. Aktivitas penebangan tersebut berdampak pada penurunan jumlah pohon mangga yang merupakan salah satu keanekaragaman hayati Indramayu.

Demi menjaga kelestarian mangga Indramayu, Refinery Unit VI mengembangkan program penghijauan dengan penanaman tanaman mangga. Jumlah bibit mangga yang ditanam di tahun 2017 sebanyak 400 bibit. Pohon mangga diperkirakan akan berbuah dan dapat dipanen setelah ditanam dan dirawat selama 2-3 tahun. Selain itu, untuk meningkatkan nilai ekonomis mangga Indramayu, Refinery Unit VI melakukan upaya edukasi kepada masyarakat tentang pola tanam modern mangga Indramayu berorientasi produksi.

KEHATI PARK AND BUMI PATRA MANGOES CENTER

Mango is one of the fruit trees flourishing in Indramayu, making the mango a famous icon from Indramayu. However, many of the community now choose to cut down the mango trees and sell the wood. This occurs due to the presence of an assumption among the people that mango fruits are no longer considered to have economic value. The felling activity impacted the decline in the number of mango trees which are one of the biodiversities of Indramayu.

To maintain sustainability of the Indramayu mango, Refinery Unit VI developed a green program by planting mango trees. The number of mango seedlings planted in 2017 was 400 seedlings. The mango trees are estimated to fruit and able to be harvested after being planted and nourished for 2-3 years. Furthermore, to increase the economic value of the Indramayu mango, Refinery Unit VI performs education efforts to the public regarding the modern cropping pattern for the Indramayu mango with an orientation towards production.



Membangun Kemandirian Masyarakat

Building Community Self-Efficacy

[103-2, 103-3]

Komitmen Commitment	Pelaksanaan program CSR yang tepat guna. Implementation of appropriate CSR program.
Kebijakan Policy	Undang-Undang No. 40 Tahun 2007 tentang Perseroan Terbatas pasal 74 ayat 1. Law No. 40 of 2007 on Limited Liability Company article 74 sentence 1.
Target	Pencapaian realisasi program CSR 100% Achievement of 100% of the CSR program realization
Fungsi penanggung jawab Function in charge	Fungsi Communication Relation dan CSR. Communication Relation and CSR Function
Tindakan-tindakan khusus yang dilakukan Particular measures taken	<ul style="list-style-type: none"> · Melakukan pemetaan sosial; · Pembuatan Rencana Strategis [Renstra] dan Rencana Kerja terkait program-program CSR yang akan dilaksanakan; · Program pengembangan masyarakat dengan pendekatan berbasis analisis dampak lingkungan dan sosial melalui program Refinery for Society CSR Refinery Unit VI; · Pemantauan dan evaluasi program secara periodik. · Performing social mapping; · Formulation of Strategic Plan [Renstra] and Work Plan relevant to CSR programs which will be implemented; · Community development program with an environmental and social impact analysis-based approach through the Refinery for Society CSR Refinery Unit VI program; · Periodic program monitoring and evaluation.
[413-1] Mekanisme pengaduan keluhan masyarakat Mechanism of community complaint lodging	<ul style="list-style-type: none"> · Pengaduan secara langsung melalui kantor humas Pertamina Refinery Unit VI Balongan; · Pengaduan melalui kotak pengaduan; · Pengaduan melalui Pertamina Contact Center. · Direct complaint through the public relations office of Pertamina Refinery Unit VI Balongan; · Complaint through complaint box; · Complaint through Pertamina Contact Center.
Hasil evaluasi manajemen Evaluation result of the management	<ul style="list-style-type: none"> · Seluruh program yang direncanakan di 2017 telah terlaksana; · Hubungan dengan masyarakat lokal terjaga; · Tidak ada keluhan / pengaduan dari masyarakat; [G4-0G10] · Taraf hidup masyarakat meningkat; · Lebih ditingkatkan lagi untuk pemberdayaan masyarakat, terutama program yang berkaitan dengan <i>skill</i> dan menunjang operasional kilang. · All programs planned were conducted in 2017; · Relations with local communities maintained; · No grievances/complaints from the communities; [G4-0G10] · Increasing community standards of living; · Community empowerment to be improved, especially programs relevant to skill and supporting refinery operations.

PEMETAAN SOSIAL [413-1]

Sebelum mengembangkan program-program pemberdayaan masyarakat maupun program CSR lainnya, Refinery Unit VI mengidentifikasi kebutuhan masyarakat dengan melakukan pemetaan sosial. Kegiatan pemetaan sosial dilaksanakan di bawah tanggung jawab Fungsi Community Relation dan CSR Refinery Unit VI yang bekerja sama dengan Universitas Gadjah Mada. Identifikasi dan penentuan area komunitas utama Refinery Unit VI, dilakukan melalui:

- Melakukan survei dan evaluasi area komunitas yang melibatkan masyarakat sekitar, Pemda, institusi pendidikan dan LSM;
- Membagi zona area komunitas utama dengan mempertimbangkan jarak komunitas terhadap lima wilayah operasi atau wilayah.

Wilayah pemetaan sosial yang ditetapkan oleh Refinery Unit VI meliputi lima desa yakni Balongan, Sukaurip, Karangsong, Sukareja dan Majakerta. Untuk dapat menghasilkan program yang sesuai dengan harapan dan kebutuhan warga, Refinery Unit VI melibatkan masyarakat sekitar dalam perencanaan program. Perencanaan program didasarkan pada hasil identifikasi harapan masyarakat yang dilakukan secara partisipatif melalui aktivitas wawancara, observasi, dan *focus group discussion* [FGD].

Hasil pemetaan sosial kemudian ditindaklanjuti dengan membuat rencana strategis dan rencana kerja sebagai acuan pelaksanaan kegiatan selanjutnya. Pelaksanaan kegiatan *corporate social responsibility* [CSR] Refinery Unit VI bertujuan untuk mendukung program Pemerintah terkait pemberdayaan masyarakat secara berkelanjutan. Di samping itu, pelaksanaan

SOCIAL MAPPING [413-1]

Prior to developing community empowerment programs or other CSR programs, Refinery Unit VI identifies the needs of the community by performing social mapping. Social mapping activity is conducted under the responsibility of the Community Relation and CSR Function of Refinery Unit VI in cooperation with Gadjah Mada University. Identification and determination of the main community area of Refinery Unit VI are performed by:

- Conducting a survey and evaluation of community areas involving surrounding communities, Local Government, educational institutions, and NGOs;
- Dividing the area zones of main communities by considering the distance of the community to the five operational areas or regions.

Social mapping area established by Refinery Unit VI includes five villages, which are Balongan, Sukaurip, Karangsong, Sukareja, and Majakerta. To create programs in accordance with the hopes and needs of the residents, Refinery Unit VI engages the surrounding communities in program planning. Program planning is based on the identification results of the hopes of the people performed participatively through the activities of interview, observation, and focus group discussion [FGD].

Results of social mapping are then followed-up by formulating strategic plan and work plan as reference for the execution of subsequent activities. Performance of corporate social responsibility [CSR] activity of Refinery Unit VI has the objective of supporting Government programs relevant to sustainable community empowerment. Furthermore, CSR activity



kegiatan CSR juga menjadi bagian dari strategi dan operasional harian organisasi untuk perbaikan citra organisasi, dukungan terhadap komunitas utama, serta sebagai salah satu KPI GM yang di-cascading ke KPI Fungsi Community Relation dan CSR Refinery Unit VI.

PEMBERDAYAAN TKW PURNA BERBASIS UMKM

Refinery Unit VI membentuk dan memfasilitasi sebuah kelembagaan usaha lokal bernama Kelompok UMKM Hawa Kreasi, yang bergerak di bidang usaha produksi makanan. Anggota dari kelompok ini merupakan Tenaga Kerja Wanita [TKW] purna dari masyarakat lokal, yang memiliki keterampilan membuat makanan olahan, yang berpotensi dapat memenuhi tingginya permintaan makanan olahan di Indramayu.

Hingga saat ini Kelompok UMKM Hawa Kreasi telah menjadi tempat bernaung bagi beberapa kelompok usaha pengolahan makanan, di antaranya:

- Kelompok Cengkir, yang bergerak dibidang pengolahan kue kering dan kue basah;
- Kelompok Patra Pamula, yang bergerak dibidang pengolahan makanan berbahan dasar buah;
- Kelompok Batari Mutiara Samudra, yang bergerak dibidang pengolahan makanan berbahan dasar ikan;
- Kelompok Pemuda Sudimampir, yang bergerak dipengolahan sari kedelai;
- Kelompok Jaka Kencana, yang bergerak dibidang pengolahan makanan berbahan dasar mangrove;
- Kelompok Solid, yang bergerak dibidang pengolahan mangrove.

Dari kelompok-kelompok tersebut dihasilkan 27 produk unggulan yang saat ini telah diproduksi secara berkelanjutan dan dipasarkan di wilayah Indramayu. Adanya program pemberdayaan ini telah berdampak positif bagi TKW purna dengan meningkatnya kondisi ekonomi mereka. Perkembangan program pemberdayaan TKW Purna berbasis UMKM ini dapat dikatakan berhasil sehingga muncul peminat dari masyarakat di luar kelompok TKW Purna yang tertarik untuk bergabung. Cakupan kebermanfaatan program yang awalnya hanya ke TKW Purna saat ini telah meluas ke masyarakat umum [non-TKW Purna].

implementation is also part of the strategy and daily operations of the organization for improving the image of the organization, support for main communities, as well as one of the GM KPI's cascaded to KPI of the Community Relation and CSR Function of Refinery Unit VI.

UMKM-BASED SENIOR WOMEN WORKFORCE [TKW] EMPOWERMENT

Refinery Unit VI forms and facilitates a local business organization named the Hawa Kreasi UMKM [Micro, Small, and Medium Enterprise] Group in the food production business. Members of this group are senior Women Workforce [TKW] from local communities with the skill to make processed food, which potentially can meet the high demand for processed foods in Indramayu.

Hitherto, the Hawa Kreasi UMKM Group has been the shelter for several food processing business groups, among which are:

- Cengkir Group, in the cookies and cakes processing industry;
- Patra Pamula Group, in the fruit-based food processing industry;
- Batari Mutiara Samudra Group, in the fish-based food processing industry;
- Pemuda Sudimampir Group, in the soy extract processing industry;
- Jaka Kencana Group, in the mangrove-based food processing industry;
- Solid Group, in the mangrove processing industry.

From these groups there resulted 27 [twenty-seven] excellent products which have been produced sustainably and marketed in the Indramayu area. The existence of this empowerment program has brought positive impact on senior Women Workforce by the increase of their economic conditions. Development of this UMKM-Based senior Women Workforce empowerment program can be said to be successful, it drew interest from communities outside the senior Women Workforce to join. The scope of program serviceability which initially only focused on senior Women Workforce has expanded to the general public [non-senior Women Workforce].

JUMLAH PRODUKSI DAN PENDAPATAN KELOMPOK USAHA
Number of Production and Income of Business Groups

No	Nama Anggota Name of Member	Produk Product	Rata-Rata Omzet Per Bulan [Rp] Average profit per month [IDR]	No	Nama Anggota Name of Member	Produk Product	Rata-Rata Omzet Per Bulan [Rp] Average profit per month [IDR]
1	Suhermi	Sirup Mangga Prosomi Prosomi Mango Syrup	15,000,000	14	Usniah	Rempeyek Uswita Uswita Javanese Peanut Crackers	4,000,000
2	Nuriti	Keripik Pisang HN HN Banana Chips	5,000,000	15	Anisah	Kembang Goyang Makmur Makmur Kembang Goyang	3,000,000
3	Kunipah	Kue Kering Nono Cake Nono Cake Cookies	5,000,000	16	Sariah	Olahan Mangrove "Jackie Gold" "Jackie Gold" Processed Mangrove	2,700,000
4	Susyati	Pemasaran Marketing	500,000	17	Darsinah	Olahan Mangrove "Jackie Gold" "Jackie Gold" Processed Mangrove	2,700,000
5	Rohibah	Kue Basah Cakes	3,500,000	18	Yayah	Olahan Mangrove "Jackie Gold" "Jackie Gold" Processed Mangrove	2,700,000
6	Maemunah	Bawang Goreng Ma'mun Ma'mun Fried Shallots	4,000,000	19	Abdul Latief	Olahan Mangrove "Jackie Gold" "Jackie Gold" Processed Mangrove	3,000,000
7	Eli Sawana	Kue Kaktus Cactus Cookies	5,000,000	20	Wiwin	Abon Tulang Bandeng "Batari" "Batari" Milkfish Bone Floss	2,000,000
8	Mahani	Rengginang Rice Crackers	3,000,000	21	Sanusi	Susu Kedelai Soy Milk	2,000,000
9	Suryati	Uncet Kriuk Fish Skin Crackers	3,000,000	22	Eva	Terasi Kering Dried Fish Paste	10,000,000
10	Uun Uningsih	Kue Bawang Shallot Crisps	3,000,000				
11	Suniyati	Keripik Pisang Windy Windy Banana Chips	10,000,000				
12	Sokipah	Terasi Dried Shrimp Paste	3,000,000				
13	Ariz Tan	Abon Peda Mackerel Floss	20,000,000				



PRODUKTIFITAS LAHAN PERTANIAN PENGEMBANGAN VARIETAS UNGGUL BARU (VUB)

Dalam rangka mengembangkan potensi masyarakat di Kecamatan Balongan yang mayoritas berpengaharian sebagai petani, maka Refinery Unit VI membuat Program Produktivitas Lahan Pertanian / Pengelolaan Tanah Penyangga Kilang dan Pengembangan Varietas Unggulan Baru Berbasis Kelompok Tani. Refinery Unit VI memberikan izin kelola sementara di lahan penyangga (*buffer zone*) seluas ±119 Ha untuk mendukung program tersebut yang dapat diakses oleh 10 desa di sekitar perusahaan. [ISRS 15.3.3.6]

Refinery Unit VI bekerja sama dengan Balai Pengkajian Teknologi Pertanian [BPTP], Balai Penyuluhan Pertanian [BPP], dan Kelompok Kontak Tani Nelayan Andalan [KTNA] Kecamatan Balongan memberikan penyuluhan dan pendampingan kepada para petani. Di tahun sebelumnya, petani diberi penyuluhan terkait penggunaan pupuk organik, melakukan kaji terap sistem jajar legowo, dan melakukan penangkaran benih padi tahan salinitas. Adapun kegiatan di tahun 2017 berupa pengembangan varietas unggul baru (VUB) berbasis kelompok tani.

Jumlah petani yang terlibat aktif dalam program ini adalah 15 [lima belas] orang yang tergabung dalam kelompok "Mekar Tani". Selain pengembangan varietas unggul baru, pada tahun 2017, Refinery Unit VI juga menyasar penguatan kelembagaan kelompok dan pendampingan intensif dari Balai Penyuluhan Pertanian Kecamatan Balongan untuk mengetahui kendala-kendala yang dihadapi oleh petani sekaligus memberikan solusi agar hasil pertanian melimpah. Adapun skema yang dipakai adalah penggunaan demplot metode jajar super. Diharapkan dengan menggunakan metode tersebut hasil pertanian yang didapatkan petani dapat meningkat baik kuantitas maupun kualitasnya.

AGRIPRENEUR ENTOG TERPADU

Agripreneur Entog Terpadu merupakan program CSR bidang pemberdayaan yang dilaksanakan pada tahun 2017 dengan sasaran masyarakat Desa Sukareja Kecamatan Balongan. Latar belakang program ini adalah adanya potensi Desa Sukareja yaitu sumber daya alam yang memadai sebagai bahan pakan alternatif entog yang didukung dengan kemampuan warga desa.

Lingkup kegiatan yang dilaksanakan pada tahun 2017 adalah sosialisasi program budidaya entog, pembangunan sarana dan prasarana budidaya entog, pelatihan budidaya dan manajemen kelompok, serta sistem pengolahan pakan ternak alternatif.

PRODUCTIVITY OF NEW IMPROVED VARIETY (VUB) DEVELOPMENT FARMING LAND

To develop community potential in the Balongan Sub-District, the majority of which hold the profession of farmers, Refinery Unit VI created a Farming Land Productivity/Refinery Buffer Zone Management and Farmers' Group-Based Development of New Improved Variety. Refinery Unit VI gives temporary management permit in the ±119 Ha buffer zone to support the program that can be accessed by 10 villages surrounding the company. [ISRS 15.3.3.6]

Refinery Unit VI in collaboration with the Agriculture Technology Research Institute [BPTP], Agriculture Training Center [BPP], and National Outstanding Farmers and Fishermen Association [KTNA] provided training and assistance to the farmers. In the previous year, farmers were given training relevant to the use of organic fertilizer, application review of the jajar legowo system, and breeding of salinity-resistant rice seeds. The 2017 activity was the farmers' group-based development of new improved variety [VUB].

The number of farmers actively involved in this program is 15 [fifteen] people who are members of the "Mekar Tani" group. Aside from new improved variety development, in 2017 Refinery Unit VI also targeted strengthening group organization and intensive assistance from the Agriculture Training Center of the Balongan Sub-District to discover obstacles faced by farmers as well as give solutions for abundant harvest. The scheme utilized was the use of the jajar super method demonstration plot. It is expected that by using the method, the harvest garnered by farmers can increase both in quantity and quality.

INTEGRATED MUSCOVY DUCK AGRIPRENEURS

Integrated Muscovy Duck Agripreneurs is an empowerment sector CSR program performed in 2017 with the target of residents of Sukareja Village in the Balongan Sub-District. Background of this program is the potential of Sukareja Village, which is sufficient natural resources as feed for Muscovy ducks supported by the capabilities of the village residents.

The scope of activities performed in 2017 was the socialization of the Muscovy duck farming program, building facilities and infrastructure for Muscovy duck farming, farming training and group management, as well as alternative livestock feed processing system.



PROGRAM ZERO WASTE MUSHROOM APPLIED

Program CSR Produksi dan Budidaya Jamur Tiram masih terus dikembangkan di tahun 2017. Program ini mengusung konsep “zero waste”, dimana setiap kegiatan yang dilakukan meminimalisir munculnya limbah. Limbah yang muncul akan dimanfaatkan sebagai media budidaya cacing dan dibuat kompos. Tujuan utama program yakni untuk membangun sebuah sentra industri jamur tiram dari hulu ke hilir, karena bisnis ini memiliki *multiplier effect* yang cukup signifikan baik dari jamur mentah, olahan jamur, limbah baglog, maupun turunan dari limbah baglog.

Program ini diimplementasikan dalam sejumlah rangkaian kegiatan mulai dari pembentukan kelompok produksi, pengadaan alat produksi, pelatihan pembuatan baglog, pelatihan manajemen usaha, pelatihan pemanfaatan limbah baglog, pelatihan membuat produk olahan jamur, hingga pendampingan teknis. Pemberian pelatihan dan sarana produksi jamur tiram ini dilakukan dengan sistem plasma inti dengan 1 [satu] kelompok inti dan 3 [tiga] kelompok plasma.

Sasaran program ini adalah sejumlah warga yang memenuhi kriteria serta berdomisili di Desa Balongan, Desa Majakerta dan Desa Sukaurip. Total warga yang ikut serta dalam program ini sebanyak 13 orang. Keikutsertaan warga pada program ini telah memberikan manfaat ekonomi bagi mereka rata-rata Rp 3.000.000,- per bulan. Adapun produk-produk dari olahan jamur terdiri dari keripik, nugget, pepes, bakso, puding, dll dan telah dipasarkan di pasar lokal.

IMPLEMENTATION OF THE ZERO WASTE MUSHROOM PROGRAM

The CSR program for the Production and Cultivation of Oyster Mushroom continued to be developed in 2017. This program carries the “zero waste” concept where each activity minimizes the occurrence of waste. Occurring waste will be utilized as media for earthworm cultivation and made into compost. The main objective of the program is to build a centralized oyster mushroom industry from upstream to downstream, because this business has considerably significant multiplier effect whether from raw mushroom, processed mushroom, baglog [mushroom growing media] waste, and derivatives from baglog waste.

This program is implemented in a series of activities, starting from the formation of production groups, procurement of production equipment, baglog manufacture training, business management training, baglog waste utilization training, training on making processed mushroom products, to technical assistance. The provision of the training and facilities for oyster mushroom production is performed with the plasma core system, with 1 [one] core group and 3 [three] plasma groups.

The target of this program is a number of residents meeting the criteria and living in Balongan Village, Majakerta Village, and Sukaurip Village. The total of residents participating in the program was 13 people. Resident participation in this program has given them economic benefit of Rp3,000,000.- per month on average. Products from processed mushrooms consist of chips, nuggets, pepes (a method of cooking using steam), meatballs, puddings, etc. and have been marketed in local markets.

PENGEMBANGAN PEMUDA BERBASIS FOKSI

Forum Komunikasi Safety Indramayu [FOKSI] adalah wadah yang dibentuk oleh alumni peserta pelatihan *safetyman* yang diinisiasi dan difasilitasi oleh Refinery Unit VI. Wadah ini diharapkan dapat menjadi sarana berbagi informasi terkait lowongan pekerjaan *safetyman* di sejumlah perusahaan ataupun informasi pelatihan *safetyman* tingkat lanjut yang diadakan oleh sejumlah lembaga sertifikasi.

Di tahun 2017, Refinery Unit VI memberikan pelatihan *safetyman* gelombang 5 kepada 37 orang pemuda di Kecamatan Balongan. Sebanyak 37 orang lulusan dari pelatihan ini dilibatkan oleh Refinery Unit VI dalam sejumlah aktivitas preventif pengurangan emisi kilang. Guna meningkatkan keahlian dan kompetensi para alumni dan anggota FOKSI, Refinery Unit VI menyelenggarakan *upskilling* keahlian *safety* dalam bentuk pelatihan tingkat lanjut bersertifikasi. Di tahun 2017, tercatat sebanyak 35 orang anggota FOKSI yang berhasil memperoleh sertifikasi. Adanya sertifikat kompetensi tersebut akan menunjang pengembangan karir *safetyman* sekaligus berdampak positif pada peningkatan pendapatan.

KONTRIBUSI DI BIDANG PENDIDIKAN, KESEHATAN, DAN SARANA UMUM

Komitmen Refinery Unit VI dalam memberikan manfaat yang maksimal bagi pemangku kepentingan salah satunya kepada masyarakat, diwujudkan dalam berbagai tipologi pengembangan masyarakat, mulai dari *charity*, infrastruktur, pembangunan kapasitas, hingga *empowerment* di bidang pendidikan, kesehatan, lingkungan, dan ekonomi. Berikut ini program-program lainnya terlaksana di tahun 2017:

Bidang Kesehatan: [ISRS 15.3.4.6]

- Penanganan Wabah Penyakit Demam Berdarah Dengue Melalui PHBS. Kegiatan ini dilakukan dengan mengadakan sosialisasi ke sekolah-sekolah dengan sasaran adalah guru dan siswa.;
- Balongan Bergizi (Peningkatan Kualitas Gizi Ibu dan Anak). Kegiatan ini dilakukan atas kerja sama antara Refinery Unit VI Balongan dan Dinas Kesehatan dengan memberikan pelayanan kesehatan gratis (berobat ke Rumah Sakit [RS] Pertamina) bagi masyarakat. Kegiatan ini bertujuan untuk mengurangi angka ibu dan bayi kurang gizi serta meningkatkan kepedulian ibu terhadap kebutuhan gizi.

FOKSI-BASED YOUTH DEVELOPMENT

The Indramayu Safety Communication Forum [FOKSI] is an organization formed by alumni of the participants of safetyman training initiated and facilitated by Refinery Unit VI. This organization is expected to be a means of sharing information relevant to safetyman job vacancy in a number of companies or information of advanced level safetyman training organized by a number of certification agencies.

In 2017, Refinery Unit VI gave wave 5 of safetyman training to 37 youths in the Balongan Sub-District. 37 graduates of this training were involved by Refinery Unit VI in a number of preventive activities of refinery emission reduction. In order to increase the skill and competence of FOKSI alumni and members, Refinery Unit VI organized safety expertise upskilling in the form of certified advanced level training. In 2017 was recorded 35 FOKSI members who successfully obtained certification. Certificate of competence will support the career development of safetyman as well as bring positive impacts to the increase of income.

CONTRIBUTIONS IN THE SECTORS OF EDUCATION, HEALTH, AND PUBLIC FACILITIES

Commitment of Refinery Unit VI to delivering maximum benefit to stakeholders, one of which to the communities, is realized in various types of community development, starting from charity, infrastructure, capacity building, to empowerment in education, health, environment, and economy. The following are other programs implemented in 2017:

Health Sector: [ISRS 15.3.4.6]

- Dengue Fever Outbreak Mitigation through PHBS. This activity was conducted by performing socialization to schools with teachers and students as targets;
- Nutritious Balongan (Mother and Child Nutrition Quality Improvement). This activity was performed in cooperation between Refinery Unit VI Balongan and the Board of Health with the objective of reducing the number of malnourished mother and child and increasing the awareness of mothers of nutritional needs.

- Kegiatan Imunisasi Difteri untuk Pekerja dan Mitra Kerja. Kegiatan ini dilakukan dengan tujuan memberikan perlindungan bagi pekerja dan mitra kerja di Refinery Unit VI Balongan terhadap penyakit difteri.

Bidang Pendidikan:

- Sekolah Mangrove. Kegiatan ini merupakan kegiatan lanjutan dari program Perlombaan Sekolah Berwawasan Mangrove yang diadakan pada tahun 2016. Refinery Unit VI Balongan berupaya meningkatkan kepedulian terhadap lingkungan sejak dulu dengan mengembangkan Sekolah Mangrove pada sistem pendidikan. Pada tahun 2017, bekerja sama dengan Dinas Pendidikan Kabupaten Indramayu, kegiatan ini meningkat menjadi penerapan ekstrakurikuler wajib tematik mangrove untuk kelas 4, 5 dan 6 bagi 11 Sekolah Dasar (SD) pelaksana.
- Peningkatan Kompetensi Lingkungan Siswa Menengah Kejuruan (SMK). Kegiatan ini dilakukan di SMKN 1 Balongan sebagai sekolah yang akan dijadikan sekolah rintisan dengan wawasan lingkungan.

Bidang Lingkungan:

- Pengembangan Bank Sampah Berbasis Masyarakat. Kegiatan ini dilakukan guna mengurangi kebiasaan masyarakat membuang sampah sembarangan dan meningkatkan nilai jual sampah yang dihasilkan masyarakat.

Pembangunan Infrastruktur dan Fasilitas Umum [ISRS 15.3.2.7]

- Layanan pengobatan gratis rutin untuk warga blok Kesambi Desa Balongan dan Desa Majakerta. Kegiatan ini dilakukan di Kantor Kuwu (Kepala Desa Setempat), bekerja sama dengan tim medis pertaminda dan tim medis setempat yang dilakukan rutin sebulan sekali.
- Renovasi 19 masjid dan musholla di sekitar wilayah operasi perusahaan. Kegiatan ini tidak termasuk dalam program keberlanjutan Refinery Unit VI Balongan, namun tetap dilaksanakan sebagai bentuk tanggung jawab sosial dari perusahaan.
- Bantuan sarana pendidikan di 5 (lima) Sekolah Dasar. Kegiatan ini dilakukan guna membantu pemerintah dalam meningkatkan kualitas pendidikan siswa dari segi infrastruktur.

- Diphtheria Immunization for Workers and Business Partners. This activity was conducted with the objective of giving protection to workers and business partners at the Refinery Unit VI Balongan against diphtheria.

Education Sector:

- Mangrove School. This activity is a follow-up to the Mangrove Insight School Competition program held in 2016. Refinery Unit VI Balongan attempts to raise environmental awareness early on by developing Mangrove School in the education system. In 2017, in cooperation with the Board of Education of the Indramayu Regency, this activity will increase as implementation of the mangrove thematic compulsory extracurriculum for grades 4, 5, and 6 for 11 practitioner Elementary Schools (SD).
- Competence Improvement in the Vocational High School (SMK) Students' Environment. This activity is performed at SMKN 1 Balongan as the pioneer school with environmental insight.

Environmental Sector:

- Development of Community-Based Trash Bank. This activity is conducted to reduce the littering habit of the people and to increase the commercial value of the trash generated by the community.

Development of Infrastructure and Public Facilities [ISRS 15.3.2.7]

- Routine free healthcare service for residents of the Kesambi block, Balongan Village and Majakerta Village. This activity is conducted in the Kuwu (Local Village Head) Office in cooperation with Pertamina medical team and local medical team routinely once per month.
- Renovation of 19 mosques and musallas around the operational area of the company. This activity is not included in the sustainability program of Refinery Unit VI Balongan, yet still performed as a form of social responsibility of the company.
- Education facilities assistance at 5 (five) Elementary Schools. This activity is conducted to assist the Government in improving the education quality of students from the infrastructure aspect.



Indeks Isi Standar GRI dan ISRS 8 [102-55]

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GRI 102: Pengungkapan Umum 2016 General Disclosures 2016	102-1 Nama organisasi Name of the organization 102-2 Kegiatan, merek, produk, dan jasa Activities, brands, products, and services 102-3 Lokasi kantor pusat Location of headquarters 102-4 Lokasi operasi Location of operations 102-5 Kepemilikan dan bentuk hukum Ownership and legal form 102-6 Pasar yang dilayani Markets served 102-7 Skala organisasi Scale of the organization 102-8 Informasi mengenai karyawan Information on employees 102-9 Rantai pasokan Supply chain 102-10 Perubahan signifikan Significant changes 102-11 Pendekatan atau prinsip pencegahan Precautionary principle or approach 102-12 Inisiatif eksternal External initiatives 102-13 Keanggotaan asosiasi Membership of associations 102-14 Pernyataan dari pembuat keputusan senior Statement from senior decision-maker 102-16 Nilai, prinsip, standar, dan norma perilaku Values, principles, standards, and norms of behavior 102-18 Struktur tata kelola Governance structure 102-40 Daftar kelompok pemangku kepentingan List of stakeholder groups 102-41 Perjanjian perundingan kolektif Collective bargaining agreements 102-42 Mengidentifikasi dan memilih pemangku kepentingan Identifying and selecting stakeholders 102-43 Pendekatan terhadap keterlibatan pemangku kepentingan Approach to stakeholder involvement 102-44 Topik utama dan masalah Key topics and concerns 102-45 Entitas yang termasuk dalam laporan keuangan dikonsolidasi Entities included in the consolidated financial statements	10, 21 21, 24 21 22 21, 25 20, 77 22, 28, 68 28, 29 70, 71, 72, 74 25 41, 42, 46 83 25 10 26, 40 39 56 37 56 57, 58, 59 57, 58, 59 51	Pengungkapan ini lengkap This disclosure cannot be omitted

Standar GRI dan GRI-G4 GRI Standard and GRI-G4	Pengungkapan Disclosures	Halaman Page numbers	Tidak Dicantumkan Omission
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Lembar Umpan Balik [ISRS 15.3.9]

Feedback Sheet

Kami mohon kesediaan para pemangku kepentingan untuk memberikan umpan balik setelah membaca Laporan Keberlanjutan PT Pertamina (Persero) Refinery Unit VI Balongan dengan mengirim email atau mengirim formulir ini melalui fax/pos.

We would like to ask all stakeholders to kindly provide feedback after reading the Sustainability Report of PT Pertamina (Persero) Refinery Unit VI Balongan by sending an email or sending this form by fax/mail.

PROFIL ANDA | YOUR PROFILE

Nama (bila berkenan)
Name (if willing) : _____

Institusi/Perusahaan
Institution/Company : _____

Surel | Email : _____

Telp/Hp
Telephone/Mobile Phone : _____

GOLONGAN PEMANGKU KEPENTINGAN | STAKEHOLDERS GROUP

- | | |
|---|---|
| <input type="checkbox"/> Pemerintah
Governance | <input type="checkbox"/> Masyarakat
Community |
| <input type="checkbox"/> Industri
Industry | <input type="checkbox"/> Lembaga Pendidikan
Educational Institution |
| <input type="checkbox"/> Media
Media | <input type="checkbox"/> Perusahaan
Corporate |
| <input type="checkbox"/> LSM
NGO | <input type="checkbox"/> Lain-lain, mohon sebutkan.....
Other, please state..... |

MOHON PILIH JAWABAN YANG PALING SESUAI | PLEASE CHOOSE THE MOST APPROPRIATE ANSWER

1. Laporan ini sudah menggambarkan kinerja Perusahaan dalam pembangunan berkelanjutan

This report has described the Company's performance in sustainability development

- Tidak Setuju | Disagree Netral | Neutral Setuju | Agree

2. Laporan ini mudah dimengerti

This report is easy to understand

- Tidak Setuju | Disagree Netral | Neutral Setuju | Agree

3. Laporan ini meningkatkan kepercayaan anda pada keberlanjutan Perusahaan

This report increase your trust in the Company's sustainability

- Tidak Setuju | Disagree Netral | Neutral Setuju | Agree

4. Urutkan aspek material yang paling penting bagi anda: [nilai 1=paling penting s/d 7=paling tidak penting]

Sort the material aspects by degree of importance for you: [score 1=most important to 7=Least important]

- Keselamatan dan Kesehatan Kerja | Health and Safety []
- Limbah dan Efluen | Waste and Effluents []
- Energi | Energy []
- Emisi | Emissions []
- Keanekaragaman Hayati | Biodiversity []
- Komunitas Lokal | Local Community []
- Antikorupsi | Anti-Corruption []

5. Mohon berikan saran/usul/komentar Anda atas laporan ini

Please give your advice/suggestion/comments on this report

.....

.....

.....

.....

**Terima kasih atas
partisipasi Anda.**

Mohon agar lembar umpan
balik ini dikirimkan kembali
ke alamat:

**Thank you for Your
participation.**

Kindly send this feedback
form to the following
address:

PT Pertamina (Persero)
Refinery Unit VI Balongan

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