



GMF AeroAsia
GARUDA INDONESIA GROUP

PT Garuda Maintenance Facility Aero Asia Tbk



Meningkatkan Dominasi Pasar Domestik Melalui Peningkatan Jaringan Bisnis

*Increase Domestic Market
Domination Through Business
Network Enhancement*



2018 LAPORAN KEBERLANJUTAN
SUSTAINABILITY REPORT



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2018 LAPORAN KEBERLANJUTAN
SUSTAINABILITY REPORT

 **GMFAeroAsia**
GARUDA INDONESIA GROUP
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Tentang Laporan Ini

About This Report

Selamat datang di Laporan Keberlanjutan GMF tahun 2018. Laporan Keberlanjutan GMF ini merupakan laporan yang khusus membahas kinerja keberlanjutan yang dilakukan Perseroan di bidang ekonomi, sosial, dan lingkungan. Melalui laporan ini, GMF dapat menyampaikan bentuk kontribusi Perseroan dalam mendukung pencapaian tujuan pembangunan berkelanjutan (*Sustainable Development Goals* – SDGs) kepada seluruh pemangku kepentingan.

Welcome to the 2018 Sustainability Report of GMF. This report is specifically prepared to discuss the sustainability performance of the Company in the fields of economic, social, and environmental. Through this report, GMF can disclose the form of its contribution in supporting the realization of Sustainable Development Goals (SDGs) to all stakeholders.

Periode, *Boundary*, dan Standar Penyusunan Laporan

Period, Boundary, and Standard of Report Preparation

Laporan ini memuat data dan informasi terkait kinerja keberlanjutan GMF untuk periode 1 Januari 2018 hingga 31 Desember 2018, yang selaras dan merupakan bagian yang tidak terpisahkan dari Laporan Tahunan GMF 2018. Laporan ini merupakan laporan tahunan ke-5 sejak diterbitkan pertama kali pada tahun 2014. Laporan tahun sebelumnya diterbitkan pada bulan Juni 2015, Juni 2016, Juni 2017, April 2018. Untuk kedepannya, kami berkomitmen untuk menerbitkan Laporan Keberlanjutan secara periodik setiap tahunnya. [\[GRI 102-50, GRI 102-51, GRI 102-52\]](#)

2018 Sustainability Report of GMF contains data and information regarding GMF's sustainability performance for the period starting from January 1, 2018 to December 31, 2018, which is an integral part of the 2018 Annual Report of GMF. This report is the fifth sustainability report since its initial publication in 2014. The previous years' reports were published in June 2015, June 2016, June 2017, and April 2018. In the future, the Company is committed to regularly publishing Sustainability Report every year. [\[GRI 102-50, GRI 102-51, GRI 102-52\]](#)

Data dan informasi yang diungkapkan dalam Laporan Keberlanjutan ini meliputi kinerja keberlanjutan Kantor Pusat dan seluruh unit bisnis Perseroan, namun tidak termasuk mitra bisnis dan rekanan. GMF juga tidak memiliki anak perusahaan, sehingga Laporan ini tidak mencantumkan kinerja keberlanjutan yang dilakukan oleh Entitas Anak GMF. Pada prinsipnya, tidak terdapat perubahan signifikan atas ruang lingkup maupun *boundary* laporan dengan Laporan Keberlanjutan tahun sebelumnya. Oleh sebab itu, tidak terdapat penyajian ulang (*restatement*) atas informasi tahun sebelumnya. [\[GRI 102-45, GRI 102-48, GRI 102-49\]](#)

The data and information disclosed in this Sustainability Report includes the sustainability performance at the Head Office and all business units of the Company, excluding business partners. GMF also has no subsidiaries; hence, this Report shall not include sustainability performance of the Subsidiaries of GMF. Essentially, there are no significant changes to the scope or boundary of the report compared to the previous year's Sustainability Report. Hence, there is no restatement of the previous year's information. [\[GRI 102-45, GRI 102-48, GRI 102-49\]](#)

Laporan ini disusun sesuai dengan GRI Standards dengan Opsi “Core”. GRI Standard merupakan standar internasional pelaporan keberlanjutan versi terbaru yang dikeluarkan oleh Global Reporting Initiative (GRI). Untuk memudahkan para pembaca dalam menemukan *disclosure* GRI Standards yang diterapkan dalam laporan ini, kami telah mencantumkan indeks *disclosure* GRI Standards di dalam tanda kurung berwarna hijau pada setiap halaman yang relevan. Daftar lengkap *disclosure* GRI Standards dapat ditemukan pada bagian “Referensi Silang *disclosure* GRI Standards “Core” pada halaman akhir dari laporan ini. [GRI 102-54]

Laporan ini juga menjadi satu bentuk pemenuhan kewajiban pelaporan oleh Otoritas Jasa Keuangan (OJK) yang disyaratkan dalam Peraturan Otoritas Jasa Keuangan Nomor 51/POJK.03/2017 tentang Penerapan Keuangan Berkelanjutan bagi Lembaga Jasa Keuangan, Emiten, dan Perusahaan Publik.

This report is prepared in accordance with the GRI Standards of “Core” Option. GRI Standards are the latest version of international sustainability reporting issued by the Global Reporting Initiative (GRI). To facilitate readers in finding the GRI Standards disclosures applied in this report, we have included the GRI Standards disclosure index in brackets on each relevant page. A complete list of disclosure of the GRI Standards can be found in the “Cross Reference of GRI Standards of “Core” disclosure” section on the final page of this report. [GRI 102-54]

This report also serves as a form of fulfillment of reporting obligations by the Financial Services Authority (OJK) required in its Regulation No. 51/POJK.03/2017 regarding Implementation of Sustainable Finance for Financial Service Institutions, Issuers, and Public Companies.

► Proses Penentuan Isi Laporan

Process to Determine Report Contents

Dalam menentukan Isi Laporan Keberlanjutan ini, GMF berpedoman pada 4 (empat) prinsip pelaporan keberlanjutan yang disusun oleh GRI, yang meliputi: [GRI 102-46]

1. Stakeholder Inclusiveness

Perusahaan telah melakukan identifikasi kelompok pemangku kepentingan perusahaan serta memasukkan harapan dan kepentingan masing-masing kelompok yang terkait dengan kegiatan bisnis perusahaan.

2. Sustainability Context

Laporan ini mengungkapkan kinerja dan dampak perusahaan dalam konteks keberlanjutan yang meliputi aspek ekonomi, sosial dan lingkungan.

3. Materiality

Laporan ini mengungkapkan dampak ekonomi, sosial, dan lingkungan perusahaan yang relevan dengan dampak kegiatan bisnis perusahaan serta signifikan dalam evaluasi dan pengambilan keputusan para pemangku kepentingan.

In determining the contents of this Sustainability Report, GMF refers to the 4 (four) principles of sustainable reporting of GRI, namely [GRI 102-46]

1. Stakeholder Inclusiveness

The Company has identified the stakeholder groups and included the expectations and interests of each group in relation to the Company’s business activities.

2. Sustainability Context

This report discloses the performance and impact of the Company in sustainability context which includes economic, social, and environmental aspects.

3. Materiality

This report discloses the Company’s economic, social, and environmental impacts that are relevant to the Company’s business activities and significant in the evaluation and decision-making process by the stakeholders.

4. Completeness

Laporan ini mengungkapkan semua aspek keberlanjutan yang material beserta *boundary* secara lengkap sehingga para pemangku kepentingan dapat mengevaluasi kinerja keberlanjutan perusahaan dalam periode pelaporan.

Empat prinsip pelaporan keberlanjutan tersebut selanjutnya diterapkan ke dalam 4 (empat) tahapan penetapan isi Laporan, antara lain:

1. Mengidentifikasi aspek dan isu keberlanjutan yang relevan bagi Perseroan dan para pemangku kepentingan, objek atau lokasi dari aspek tersebut, serta dampak yang ditimbulkan dari setiap material, baik dampak positif maupun dampak negatif.
2. Menentukan prioritas dari aspek dan isu keberlanjutan yang teridentifikasi dengan menentukan materialitas dari masing-masing isu dan aspek.
3. Melakukan validasi dari isu dan aspek keberlanjutan yang material dengan memilih indikator kinerja yang sesuai setelah mempertimbangkan ketersediaan data.
4. Melakukan kajian ulang atas proses penentuan konten laporan agar sesuai dengan konteks keberlanjutan.

4. Completeness

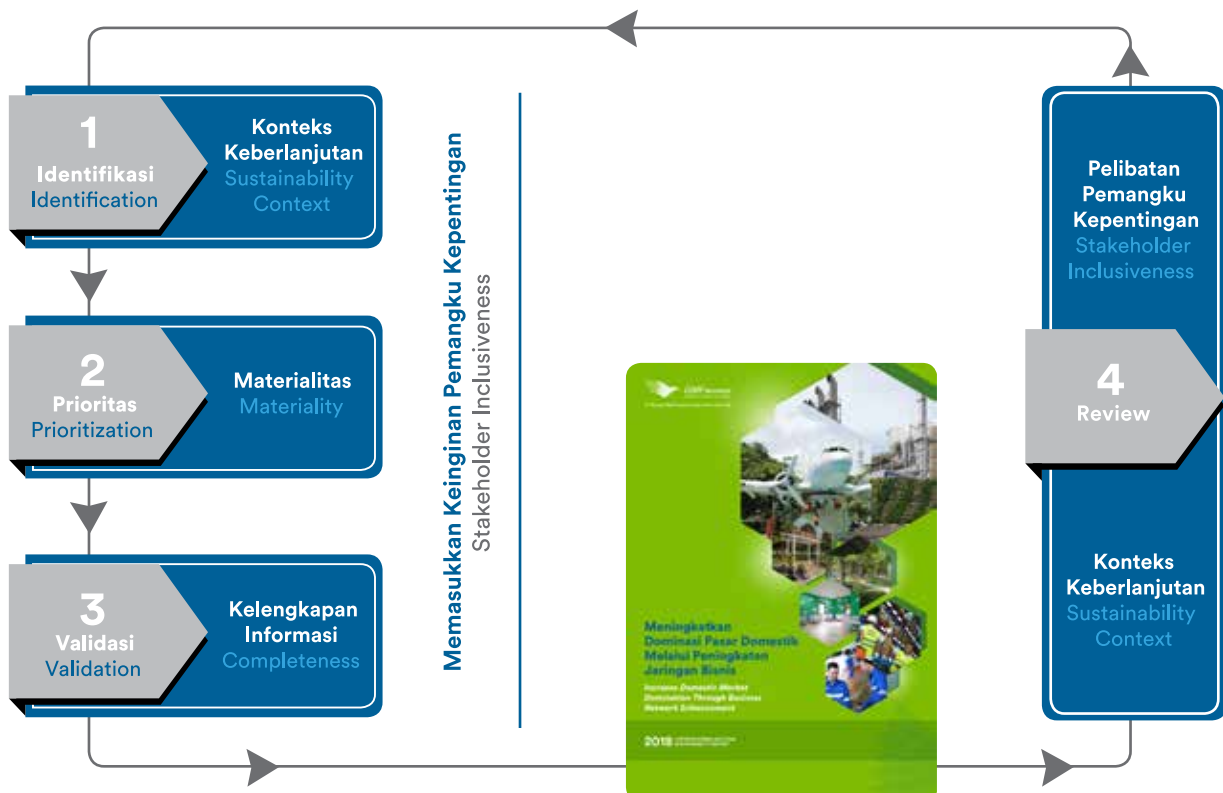
This report discloses all material sustainability aspects along with their boundary in a comprehensive manner so that stakeholders can evaluate the Company's sustainability performance in the reporting period.

The four principles of sustainability reporting are then applied in 4 (four) stages of determining the contents of the Report, namely:

1. Identification of sustainability aspects and issues relevant to the Company and its stakeholders, objects, or locations from these aspects, as well as the impacts of each material, both positive and negative.
2. Determination of the priority of identified sustainability aspects and issues by establishing the materiality of each issue and aspect.
3. Validation of sustainability issues and aspects that are material by selecting appropriate performance indicators after considering data availability.
4. Review of the process of determining report contents to fit the context of sustainability.

Proses Penentuan Isi Laporan Keberlanjutan GMF Berdasarkan GRI Standards

Process to Determine the Contents of Sustainability Report of GMF Based on GRI Standards



▶ Daftar Isi

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► Proses Penentuan Topik Material dan *Boundary*

Process to Determine Material Topic and Boundary

Dalam penyusunan laporan ini, GMF berfokus pada prinsip materialitas, yakni pengungkapan topik yang penting bagi Perseroan sekaligus pemangku kepentingan. Proses penentuan topik material dan boundary untuk Laporan Keberlanjutan periode pelaporan 2018 sejalan dengan topik material dan boundary pada Laporan Keberlanjutan periode pelaporan sebelumnya, dimana GMF menjalankan *Materiality Assessment* melalui *Focus Group Discussion* (FGD) pada tanggal 8 Februari 2018. [\[GRI 102-46\]](#)

Dari keseluruhan proses penentuan konten laporan seperti telah dikemukakan di atas, diperoleh topik-topik material dan *boundary* serta pengungkapannya dalam Standar GRI adalah sebagai berikut:

In preparing this report, GMF focuses on the materiality principle, namely the disclosure of topics that are significant for the Company and the stakeholders. Process to determine the material topic and boundary for the Sustainability Report of 2018 reporting period is in line with the material topic and boundary of the Sustainability Report of previous reporting period where GMF implemented the Materiality Assessment through the Focus Group Discussion (FGD) on February 8, 2018. [\[GRI 102-46\]](#)

From the whole process of determining report content stated above, material topics and boundaries, along with their disclosures in the GRI Standard are obtained as follows:

Daftar Topik Material dan *Boundary* Laporan

List of Material Topics and Boundary of the Report

Topik Material / Material Topic [GRI 102-47]	Nomor <i>Disclosure</i> / Number of Disclosure	Alasan Topik Ini Material / Reason for Materiality [GRI 103-1]	<i>Boundary</i>	
			Di Dalam GMF / Inside GMF	Di Luar GMF / Outside GMF
Ekonomi / Economic				
Kinerja Ekonomi / Economic Performance	• GRI 201-1 • GRI 201-3 • GRI 201-4	Berdampak signifikan bagi pemangku kepentingan / Impacted significantly on stakeholders	✓	
Keberadaan Pasar / Market Presence	GRI 202-1	Berdampak signifikan bagi karyawan / Impacted significantly on employees	✓	
Dampak Ekonomi Tidak Langsung / Indirect Economic Impacts	GRI 203-2	Berdampak signifikan bagi pemangku kepentingan / Impacted significantly on stakeholders	✓	
Pemasok Lokal / Local Suppliers	GRI 204-1	Berdampak signifikan bagi pemasok / Impacted significantly on suppliers	✓	
Anti-Korupsi / Anti-Corruption	• GRI 205-2 • GRI 205-3	Berdampak signifikan bagi pembangunan / Impacted significantly on development	✓	✓
Lingkungan / Environment				
Material	GRI 301-1	Berdampak signifikan bagi keberlanjutan / Impacted significantly on sustainability	✓	
Energi / Energy	GRI 302-1	Berdampak signifikan bagi keberlanjutan / Impacted significantly on sustainability	✓	
Air / Water	GRI 303-1	Berdampak signifikan bagi keberlanjutan / Impacted significantly on sustainability	✓	
Emisi / Emission	GRI 305-1	Berdampak signifikan bagi keberlanjutan / Impacted significantly on sustainability	✓	
Limbah / Waste	• GRI 306-2 • GRI 306-4	Berdampak signifikan bagi keberlanjutan / Impacted significantly on sustainability	✓	
Kepatuhan Lingkungan / Environmental Compliance	GRI 307-1	Kepatuhan terhadap Peraturan / Compliance with Regulations	✓	
Sosial				
Praktik Ketenagakerjaan / Employment Practice	• GRI 401-1 • GRI 401-2 • GRI 401-3	Berdampak signifikan bagi karyawan / Impacted significantly on employees	✓	
Hubungan Industrial / Industrial Relations	GRI 402-1	Berdampak signifikan bagi karyawan / Impacted significantly on employees	✓	

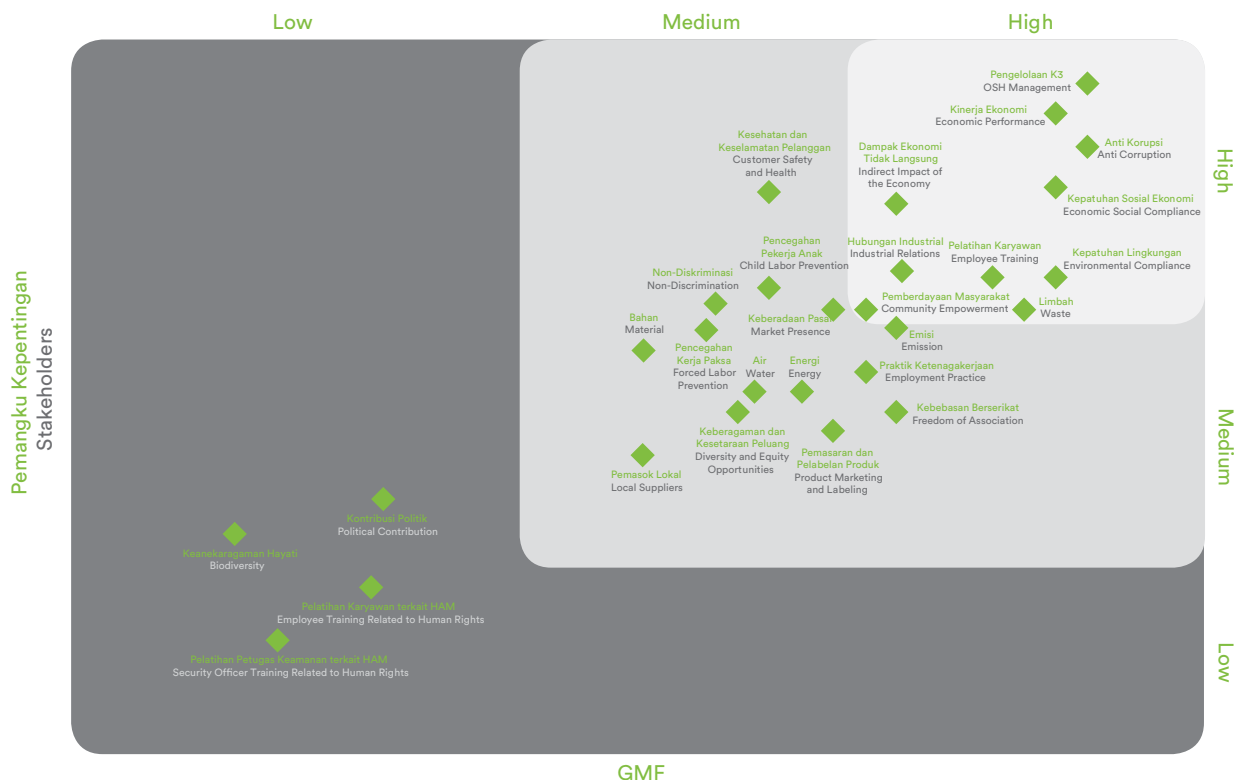
Topik Material / Material Topic [GRI 102-47]	Nomor Disclosure / Number of Disclosure	Alasan Topik Ini Material / Reason for Materiality [GRI 103-1]	Boundary	
			Di Dalam GMF / Inside GMF	Di Luar GMF / Outside GMF
Pengelolaan Keselamatan dan Kesehatan Kerja / Occupational Health and Safety Management	<ul style="list-style-type: none"> • GRI 403-1 • GRI 403-2 • GRI 403-3 • GRI 403-4 	Berdampak signifikan bagi karyawan dan mitra kerja / Impacted significantly on employees and work partners	√	√
Pelatihan Karyawan / Employee Training	<ul style="list-style-type: none"> • GRI 404-1 • GRI 404-2 • GRI 404-3 	Berdampak signifikan bagi karyawan / Impacted significantly on employees	√	
Keberagaman dan Kesetaraan Peluang / Diversity and Equal Opportunity	<ul style="list-style-type: none"> • GRI 405-1 • GRI 405-2 	Berdampak signifikan bagi karyawan / Impacted significantly on employees	√	
Non-Diskriminasi / Non-Discrimination	GRI 406-1	Berdampak signifikan bagi karyawan / Impacted significantly on employees	√	
Kebebasan Berserikat / Freedom of Association	GRI 407-1	Berdampak signifikan bagi karyawan / Impacted significantly on employees	√	
Pencegahan Pekerja Anak / Child Labor Prevention	GRI 408-1	Berdampak signifikan bagi karyawan / Impacted significantly on employees	√	
Pencegahan Kerja Paksa / Forced or Compulsory Labor Prevention	GRI 409-1	Berdampak signifikan bagi karyawan / Impacted significantly on employees	√	
Pemberdayaan Masyarakat / Community Empowerment	GRI 413-1	Berdampak signifikan bagi masyarakat / Impacted significantly on community	√	√
Kesehatan dan Keselamatan Pelanggan / Customer Health and Safety	GRI 416-2	Berdampak signifikan bagi masyarakat / Impacted significantly on community	√	
Pemasaran dan Pelabelan Produk / Marketing and Labeling of Product	<ul style="list-style-type: none"> • GRI 417-2 • GRI 417-3 	Berdampak signifikan bagi masyarakat / Impacted significantly on community	√	
Kepatuhan Sosial Ekonomi / Socioeconomic Compliance	GRI 419-1	Kepatuhan terhadap Peraturan / Compliance with Regulations	√	

Selanjutnya, topik-topik material tersebut diprioritaskan menjadi tiga tingkatan, yaitu *High*, *Medium*, dan *Low* yang dapat dilihat pada grafik berikut ini:

Furthermore, the material topics are prioritized into three levels, namely High, Medium, and Low, as described in the following chart.

Grafik Materialitas GMF [GRI 102-47]

Materiality Chart of GMF [GRI 102-47]



KEANDALAN LAPORAN

Dalam menyusun Laporan Keberlanjutan ini, GMF selalu memastikan bahwa kualitas informasi dan penyajian Laporan ini telah menggunakan 6 (enam) prinsip pelaporan, yang terdiri dari Ketepatan (*Accuracy*), Keseimbangan (*Balance*), Kejelasan (*Clarity*), Komparabilitas (*Comparability*), Keandalan (*Reliability*), dan Ketepatan Waktu (*Timeliness*).

Pada tahun ini, GMF belum melakukan proses verifikasi oleh pihak eksternal. [GRI 102-56]

KONTAK INFORMASI LAPORAN

Untuk meningkatkan kualitas Laporan Keberlanjutan ini, seluruh pemangku kepentingan dan pembaca dapat menyampaikan pertanyaan, saran, ide, kritik, dan tanggapan melalui Formulir Tanggapan Pemangku Kepentingan yang dapat ditemukan pada bagian akhir Laporan ini atau dengan menghubungi: [GRI 102-53]

Sekretaris Perusahaan

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REPORTING RELIABILITY

In preparing this Sustainability Report, GMF always ensures that the quality of information and the presentation of this Report have used 6 (six) reporting principles, which consist of Accuracy, Balance, Clarity, Comparability, Reliability, and Timeliness.

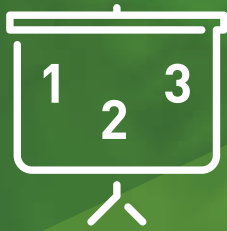
This year, GMF has not carried out a verification process by an external party. [GRI 102-56]

CONTACT INFORMATION REPORT

To improve the quality of this Sustainability Report, all stakeholders and readers can submit questions, suggestions, ideas, criticisms, and responses through the Stakeholder Response Form which can be found at the end of this Report or by contacting: [GRI 102-53]

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Kilas Kinerja Keberlanjutan 2018

2018 Sustainability Performance Highlights





► **Komitmen GMF dalam Mencapai Tujuan Pembangunan Berkelanjutan**

GMF's Commitment to Achieve Sustainable Development Goals

Tujuan pembangunan berkelanjutan atau *Sustainable Development Goals* (SDGs) merupakan agenda pembangunan jangka panjang untuk kesejahteraan manusia dan planet bumi. Tujuan SDGs mencakup skala universal, dengan kerangka kerja yang utuh dalam rangka membantu negara-negara di dunia menuju pembangunan berkelanjutan melalui tiga pendekatan, yakni pembangunan ekonomi, keterbukaan dalam tatanan sosial, dan keberlangsungan lingkungan hidup. Terdapat 17 (tujuh belas) Tujuan SDGs, yakni (1) Tanpa Kemiskinan; (2) Tanpa Kelaparan; (3) Kesehatan yang Baik; (4) Pendidikan Berkualitas; (5) Kesenjangan Gender; (6) Air Bersih dan Sanitasi; (7) Energi Bersih dan Terjangkau; (8) Pekerjaan Layak dan Pertumbuhan

The Sustainable Development Goals (SDGs) are a long-term development agenda for the welfare of human and the Earth. The aim of the SDGs encompasses a universal scale with a complete framework to help countries in the world towards sustainable development through three approaches, namely economic development, transparency in social order, and environmental sustainability. There are 17 (seventeen) Sustainable Development Goals, namely (1) No Poverty; (2) Zero Hunger; (3) Good Health and Well-Being; (4) Quality Education; (5) Gender Equality; (6) Clean Water and Sanitation; (7) Affordable and Clean Energy; (8) Decent Work and Economic Growth; (9) Industry, Innovation and Infrastructure; (10) Reduced Inequality; (11) Sustainable

Ekonomi; (9) Industri, Inovasi, dan Infrastruktur; (10) Berkurangnya Kesenjangan; (11) Kota dan Komunitas Berkelanjutan; (12) Konsumsi yang Bertanggung Jawab; (13) Aksi Mengatasi Perubahan Iklim; (14) Sumberdaya Laut Terpelihara; (15) Ekosistem Darat Terpelihara; (16) Perdamaian dan Keadilan; serta (17) Kemitraan demi Mencapai Tujuan.

Pada tahun 2018 ini, GMF kembali menyatakan komitmennya dalam mencapai tujuan SDGs melalui implementasi beragam kebijakan dan pelaksanaan program-program keberlanjutan. Program-program tersebut bertujuan untuk meningkatkan pertumbuhan ekonomi nasional, mewujudkan kelestarian lingkungan, memiliki SDM yang unggul dan berkualitas, meningkatkan kepuasan pelanggan, dan mewujudkan kesejahteraan masyarakat.

Cities and Communities; (12) Responsible Consumption and Production; (13) Climate Action; (14) Life Below Water; (15) Life on Land; (16) Peace and Justice Strong Institutions; and (17) Partnership to Achieve the Goals.

In 2018, GMF continued to express its commitment to achieving the SDGs through the implementation of various policies and sustainability programs. These programs aim to leverage national economic growth, realize environmental sustainability, generate superior and quality human resources, improve customer satisfaction, and achieve public welfare.



Ikhtisar Ekonomi

Economic Highlights

Uraian / Description	2018	2017	2016
Nilai Ekonomi yang Dihasilkan (dalam ribu USD) / Economic Value Generated (in USD thousand)	479.306	450.073	393.401
Nilai Ekonomi yang Didistribusikan (dalam ribu USD) / Economic Value Distributed (in USD thousand)	474.647	415.053	334.345
Pembayaran Pajak kepada Negara (dalam ribu USD) / Tax Payment to the State (in USD thousand)	27.121	33.027	26.264
Alokasi Dana Pengembangan Sosial dan Masyarakat (dalam jutaan Rupiah) / Allocation of Funds for Social and Community Development (in Rp million)	1.685	1.666	873
Alokasi Dana untuk Ketenagakerjaan dan K3 (dalam jutaan Rupiah) / Allocation of Funds for Manpower and OHS (in Rp million)	7.543	8.077	5.203
Alokasi Dana untuk Pengelolaan Lingkungan Hidup (dalam jutaan Rupiah) / Allocation of Funds for Environmental Management (in Rp million)	1.982	1.044	2.338
Alokasi Dana untuk Komunikasi dan Pemasaran kepada Pelanggan (dalam jutaan Rupiah) / Allocation of Funds for Communication and Marketing to Customers (in Rp million)	740	795	548
Pembayaran kepada Pemasok Lokal (dalam ribu USD) / Payment to Local Suppliers (in USD thousand)	21.271	12.731	13.914

Ikhtisar Sosial

Social Highlights

Uraian / Description	2018	2017	2016
Pengelolaan SDM / HR Management			
Jumlah Pekerja Laki-laki / Number of Male Employees	4.269 orang / employees	4.229 orang / employees	3.640 orang / employees
Jumlah Pekerja Perempuan / Number of Female Employees	469 orang / employees	424 orang / employees	339 orang / employees
Total Pekerja / Number of Employees	4.738 orang / employees	4.653 orang / employees	3.979 orang / employees
Rekrutmen Karyawan / Employee Recruitment	119 orang / employees	621 orang / employees	673 orang / employees
Tingkat Perputaran Karyawan / Employee Turnover Rate	0,80%	0,39%	0,43%
Jumlah Pelatihan dan Pendidikan (Mandays) / Total Training and Education (Mandays)	23.891.244	28.367.820	30.780.948
Biaya Pengembangan Kompetensi / Competency Development Expenses	USD459.234	USD1.192.273	USD1.453.412
Rasio Gaji Pekerja Entry Level dibanding Upah Minimum (x) / Ratio of Salary of Entry Level Employees to Minimum Wage (x)	1,34	1,96	1,98
Pekerja yang Terlibat dalam Serikat Pekerja / Employees Participated in Labor Union	84%	80%	83%

Uraian / Description	2018	2017	2016
Keselamatan dan Kesehatan Kerja (K3) / Occupational Health and Safety			
Penghargaan terkait dengan Keselamatan dan Kesehatan Kerja / Awards related to Occupational Health and Safety		1. <i>Upgrading</i> ISO 14001:2015 2. <i>Renewal</i> OHSAS 18001:2007	
Angka Kecelakaan Kerja: / Work Accident Rate:			
<i>Injury Rate</i> (IR)	3,48	2,36	51 orang / employees
<i>Occupational Disease Rate</i> (ODR)	0	0	0
<i>Lost Day Rate</i> (LDR)	4,32	4,73	20,4 hari / days
<i>Absenteeism Rate</i> (AR)	0	0	0
Total Jam Kerja / Total Work hours	19,08 juta jam / million hours	18,55 juta jam / million hours	16,10 juta jam / million hours
Pelanggan / Customers			
Jumlah Keluhan Pelanggan / Total Customer Complaints	36	45	38
<i>Customer Index Satisfaction</i>	4	3,8	3,7
Kasus Pelanggaran dalam Pemasaran / Cases of Violation in Marketing	Nihil	Nihil	Nihil
Kemasyarakatan / Community			
Jumlah Tenaga Kerja Lokal / Number of Local Employees	3.697 orang / employees	3.944 orang / employees	3.064 orang / employees

Ikhtisar Lingkungan

Environmental Highlights

Uraian / Description	2018	2017	2016
Konsumsi Energi (Listrik dan Bahan Bakar Minyak) (gigajoule) / Energy Consumption (Electricity and Fuel) (gigajoule)	164.426,71	150.483,8	123.262,4
Pengelolaan Limbah (ton) / Waste Management (ton)	2.743,94	3.468,25	2.936,79
Penggunaan Kertas (rim) / Paper Usage (ream)	32.182	27.461	30.010
Penggunaan Air (m ³) / Water Usage (m ³)	462.068	355.101	377.454
Emisi Gas Rumah Kaca (ton CO ₂) / Greenhouse Gas Emission (tons of CO ₂)	38.923,5	37.647,7	37.052,2
Penanaman Pohon / Tree Planting	656	3.079	791

▶ Peristiwa Penting

Event Highlights

Januari / January



IndiGo Airlines Serahkan Kembali Perawatan Armadanya / IndiGo Airlines Continued Using GMF's Service to Maintain Their Fleet



GMF Ajukan Penambahan Rating Minor Check B777 / GM Proposed Improvement of Rating Minor Check B777



GMF Sukses Lakukan Engine Change A320 Neo Pertama / GMF Successfully Conducted Engine Change of A320 for the First Time

Februari / February



GMF dan BPPT Lanjutkan Pengembangan Tire Retread / GMF and BPPT Continued to Develop Tire Retread



GMF Raih Kontrak Senilai USD2,4 Miliar dalam Ajang Singapore Airshow / GMF Acquired Contract Worth of USD2.4 Billion in the Singapore Airshow Event Their Fleet



GMF Raih Penghargaan Nihil Kecelakaan Kerja / GMF Obtained Zero Accident Award

Maret / March



GMF Selenggarakan RUPS LB / GMF Convened EGMS



GMF Kembali Rawat Pesawat Kepresidenan RI / GMF to Conduct Another Maintenance for Presidential Aircraft of the Republic of Indonesia (RI)



GMF Terima Penghargaan dari JAL / GMF Obtained an Award from JAL



GMF Berpartisipasi di Konferensi IATP
/ GMF Participated in IATP Conference



GMF Handling A350 China Airlines / GMF
Handled the A350 Aircraft of China Airlines



GMF Raih Sertifikasi ISO 9001:2015
/ GMF Obtained ISO 9001:2015 Certification

April



GMF Laksanakan A-Check B737 Max Perdana
/ GMF Conducted A-Check on B737 Max for
the First Time



Sebagai Industri Strategis Indonesia, GMF
Menjadi Bagian IAF 2018 / GMF Participated
in the 2018 IAF as a Part of Indonesian
Strategic Industry



GMF Renovasi Replika Pesawat Dakota RI-
OO1 Seulawah / GMF Renovated the Replica
of Dakota RI-001 Seulawah

Mei / May



GMF Selenggarakan *Employee Day* dalam
Rangka HUT ke-16 Tahun / GMF Organized
Employee Day to Commemorate Its 16th
Anniversary



Baines Simmons Lakukan Assessment
Terhadap GMF / Baines Simmons Conducted
as Assessment on GMF



DOA GMF Berhasil Selesaikan Konversi Kargo
Pesawat B737-200 / DOA GMF Managed to
Complete the Conversion of B730-200 Cargo
Aircraft

Peristiwa Penting 2018
2018 Significant Events

Juni / June



GMF – Citilink Jalin Kerja sama Component Pooling / GMF – Citilink Conducted Cooperation of Component Pooling



Dinas TV Selesaikan Perbaikan 14 Engine Citilink / TV Department Completed the Repair of 14 Citilink's Engines

Juli / July



GMF Rawat Pesawat A330 Malaysia AirAsia X / GMF Maintained the A330 Aircraft of Malaysia AirAsia X

Agustus / August



GMF Selesaikan Perawatan Pesawat Thai AirAsia X / GMF Completed the Maintenance of Thai AirAsia X Aircrafts



Dinas Engine Maintenance Raih MRO Approval Supplier dari GE / Engine Maintenance Department Obtained MRO Approval Supplier from GE



GMF Miliki Gudang Berikat di Denpasar / GMF Owned a Bonded Warehouse in Denpasar



GMF Ikuti Ajang CAPA Australia Pacific Aviation & Corporate Travel Summit 2018 / GMF Participated in the 2018 CAPA Australia Pacific Aviation & Corporate Travel Summit



GMF Berhasil Selesaikan Perawatan Pesawat IndiGo / GMF Managed to Complete the Maintenance of IndiGo Aircrafts



Cebu Serahkan Perawatan A330 kepada GMF / Cebu to Maintain Their A330 Aircrafts at GMF

Peristiwa Penting 2018 ◀
2018 Significant Events

September



GMF Perkuat Bisnis Logistik di Indonesian Business & Charter Aviation Summit 2018 (IBCAS 2018) / GMF Strengthened Logistics Business in the 2018 Indonesian Business & Charter Aviation Summit 2018 (IBCAS 2018)



GMF Selesaikan *Repair Engine* CFM56-5B Pertama / GMF Completed the Repair of CFM56-5B Engine for the First Time

Oktober / October



GMF Lakukan Pemasangan Wi-Fi Pesawat KLM / GMF Installed Wi-Fi System Onboard of KLM Aircrafts



GMF Sukses Selenggarakan Konferensi International Airlines Technical Pool 2018 / GMF Successfully Organized the 2018 International Conference of Airlines Technical Pool



GMF Kembangkan Kapabilitas *Landing Gear* A320 / GMF Developed the Capability of A320 Landing Gear



GMF Kembali Rawat Pesawat KLM / KLM Continued Using GMF's Service to Maintain Their Aircrafts



China Southern Lakukan *Trial* Layanan *Cockpit Interior Cleaning* / China Southern Conducted Trial of Cockpit Interior Cleaning Service



GMF Kembali Lakukan Perawatan Pesawat Jeju Air / Jeju Air Continued Using GMF's Service to Maintain Their Aircrafts



GMF Gandeng AFIKLM E&M sebagai *Strategic Partner* / GMF Cooperated with AFIKLM E&M as a Strategic Partner

Peristiwa Penting 2018
2018 Significant Events

November



GMF Berikan Total Logistics Solutions ke Derazona / GMF Provided Total Logistics Solutions to Derazona



GMF Rawat Pesawat Korean Air / GMF Maintained Korean Air Aircrafts



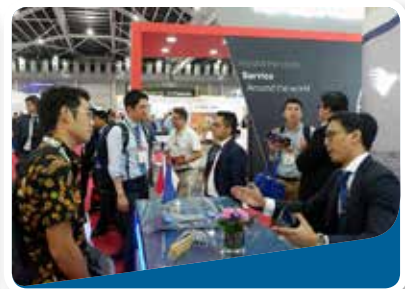
Layanan Cleaning untuk Helikopter Surya Air / Provided Cleaning Service for Surya Air Helicopter



Masuk Industri Pertahanan, GMF Gandeng INUKI dan Rolls Royce / GMF Cooperated with INUKI and Rolls Royce to Penetrate into the Defense Industry



GMF Bantu TNI AU Laksanakan D-Check Pesawat B737 / GMF Assisted the Indonesian Air Force (TNI-AU) to Conduct D-Check on B737 Aircraft



GMF Ikuti Commercial Aviation Services Asia Pacific 2018 / GMF Participated in the 2018 Commercial Aviation Services Asia Pacific

Desember / December



GMF Resmikan Fasilitas Day Care / GMF Inaugurated Day Care Facility



Produk Desain Approval Organization (DOA) GMF Raih Sertifikat Indonesian Military Airworthiness Authority (IMMA) / Product of Design Approval Organization (DOA) GMF Obtained the Certificate of Indonesian Military Airworthiness Authority (IMMA)



GMF Aircraft Support & Power Services (PF) Dinobatkan sebagai Penyedia Jasa Terbaik 2018 oleh PT PJB (Pembangkit Jawa Bali) / GMF Aircraft Support & Power Services (PF) was Awarded the Best Service Provider of 2018 by PT PJB (Pembangkit Jawa Bali)

Penghargaan dan Sertifikasi Keberlanjutan 2018

2018 Sustainability Awards and Certifications

PENGHARGAAN

Awards



SERTIFIKASI

Certifications



PENGHARGAAN

Awards

No.	Nama Penghargaan / Title of Award	Acara / Event	Penyelenggara / Organizer	Tahun / Year
1	Bronze Winner - Best of Private Company Inhouse Magazine (InMA) 2018 "Presisi - Edisi Januari 2017" / Bronze Winner - Best of Private Company Inhouse Magazine (InMA) 2018 "Presisi - January 2017 Edition"	The 7th SPS Indonesia Inhouse Magazine Awards (InMA) 2018	Serikat Perusahaan Pers (SPS)	2018
2	Silver Winner PRIA 2018 Kategori Media Cetak Internal Sub Kategori: Anak Usaha BUMN "Presisi - Edisi Oktober 2017" / Silver Winner PRIA 2018 in the Category of Internal Printed Media, Sub-Category of SOE Subsidiary "Presisi - October 2017 Edition"	Public Relations Indonesia Awards (PRIA) 2018	PR Indonesia	2018
3	Gold Winner PRIA 2018 Kategori Video Profil Sub Kategori: Anak Usaha BUMN / Gold Winner PRIA 2018 in the Category of Video Profile, Sub-Category of SOE Subsidiary	Public Relations Indonesia Awards (PRIA) 2018	PR Indonesia	2018
4	Silver Winner PRIA 2018 Kategori Website Sub Kategori: Anak Usaha BUMN / Silver Winner PRIA 2018 in the Category of Website, Sub-Category of SOE Subsidiary	Public Relations Indonesia Awards (PRIA) 2018	PR Indonesia	2018
5	Best of the Best Kategori Anak Perusahaan BUMN / Best of The Best, Category of SOE Subsidiary	BUMN Marketeers Awards 2018	Markplus Inc.	2018
6	CMO of the Year Kategori Anak Perusahaan BUMN "Iwan Joeniarto" / CMO of the Year in the Category of SOE Subsidiary "Iwan Joeniarto"	BUMN Marketeers Awards 2018	Markplus Inc.	2018
7	Gold Winner "The Most Promising Company in Strategic Market"	BUMN Marketeers Awards 2018	Markplus Inc.	2018
8	Silver Winner "The Most Promising Company in Tactical Marketing (Sales & Service)"	BUMN Marketeers Awards 2018	Markplus Inc.	2018
9	Silver Winner "The Most Promising Company in Branding Campaign"	BUMN Marketeers Awards 2018	Markplus Inc.	2018
10	The Big 7	Indonesia Corporate Secretary & Corporate Communication Award III 2018	Economic Review	2018
11	Platinum Winner Category: SOE's Subsidiary Score 95.00 / Very Excellent - A	Indonesia Corporate Secretary & Corporate Communication Award III 2018	Economic Review	2018
12	Gold Winner Category: SOE's Subsidiary Score 84.65 / Excellent - B	Indonesia Information & Technology Award I 2018	Economic Review	2018
13	Platinum Winner SOE's Subsidiary Company Score 86.60 / Very Excellent - A	Indonesia CSR Award II 2018	Economic Review	2018
14	The Best Visioner CEO Kategori Anak Perusahaan BUMN Terbuka - "Iwan Joeniarto" / The Best Visionary CEO in the Category of Public SOE Subsidiary - "Iwan Joeniarto"	7th Anugerah BUMN 2018	BUMN Track	2018
15	Juara I Kategori Daya Saing Global Terbaik Anak Perusahaan BUMN Terbuka / 1 st Place in the Category of the Best Global Competitiveness of Public SOE Subsidiary	7th Anugerah BUMN 2018	BUMN Track	2018
16	Brand Identity Terbaik Kategori Anak Perusahaan BUMN Sector Service, Transportation, Logistics & Energy / The Best Brand Identity in the Category of SOE Subsidiary in the Service, Transportation, Logistics & Energy Sector	BUMN Branding & Marketing Award 2018	BUMN Track	2018
17	International Safety Award		British Council	2018
18	Penghargaan Zero Accident (Nihil Kecelakaan Kerja) / Zero Accident Award		Kementerian Ketenagakerjaan RI / The Ministry of Manpower of the Republic of Indonesia	2018
19	Penghargaan Bendera Emas dalam Penerapan Sistem Manajemen Keselamatan dan Kesehatan Kerja / Gold Flag Award in the Implementation of Occupational Health and Safety Management System		Kementerian Ketenagakerjaan RI / The Ministry of Manpower of the Republic of Indonesia	2018
20	Indonesia Champion for ASEAN 2018 for Transportation Sector	Markplus & Phillip Kotler Center for ASEAN Marketing	Markplus Inc.	2018
21	Tempat Penimbunan Berikat Terbaik / The Best Bonded Logistics Area	SHIA Customs Awards 2018	Kantor Cabang Utama Bea Cukai Tipe C Bandar Udara Soekarno-Hatta / Main Branch Office for Type C Customs Duty of Soekarno-Hatta Airport	2018
22	Juara I Kategori Kota "Perusahaan Terbaik" Gerakan Sayang Ibu / 1 st Place in the Category of City "The Best Company" of Gerakan Sayang Ibu		Pemerintah Provinsi Banten / Provincial Government of Banten	2018

SERTIFIKASI

Certifications

No	Nama Sertifikasi / Name of Certification	Ruang Lingkup / Scope	Tanggal Sertifikasi / Date of Certification	Audit Mutu Terakhir / Last Quality Audit
1	ISO 14001: 2015 Sistem Manajemen Lingkungan / ISO 14001:2015 Environmental Management System	GMF AeroAsia area Cengkareng dan Line Maintenance Station (LMS) / GMF AeroAsia area Cengkareng and Line Maintenance Station (LMS)	Initial: 04 April 2018 / April 4, 2018 Renewal: Maret 2021 / March 2021 Expiry: 03 April 2021 / April 3, 2021	26 – 27 Februari 2018 / February 26 – 27, 2018
2	AS 9110: 2016 Aerospace Standard for Maintenance Organisation	Engine Maintenance and Component Services.	Initial: 20 Januari 2017 / January 20, 2017 Expiry: 19 Januari 2020 / January 19, 2020	17 – 21 September 2018 / September 17 – 21, 2018
3	OHSAS 18001: 2007 Sistem Manajemen Keselamatan dan Kesehatan Kerja / OHSAS 18001:2007 Occupational Health and Safety Management System	GMF AeroAsia area Cengkareng dan Line Maintenance Station (LMS) / GMF AeroAsia area Cengkareng and Line Maintenance Station (LMS)	Initial: 30 Juli 2018 / July 30, 2018 Expiry: Juli 2021 / July, 2021	26 – 27 Februari 2018 / February 26 – 27, 2018
4	ISO 9001: 2015 Quality Management System	GMF Aircraft Support & Power Services	Initial: 01 November 2011 / November 1, 2011 Renewal: 21 November 2018 / November 21, 2018 Expiry: 31 Oktober 2020 / October 31, 2020	12 – 13 September 2018 / September 12 – 13, 2018
5	ISO/IEC 17025: 2008 Persyaratan Umum untuk Kompetensi Laboratorium Pengujian dan Laboratorium Kalibrasi / ISO/IEC 17025:2008 General Requirements for Test Laboratory and Calibration Laboratory Competency	Component Maintenance	Initial: 20 Maret 2014 / March 20, 2014 Expiry: 22 Maret 2022 / March 22, 2022	03 – 04 Oktober 2017 / October 3 – 4, 2017
6	ISO/IEC 17020: 2012 Persyaratan untuk Pengoperasian Lembaga Inspeksi Tipe C. / ISO/IEC 17020:2012 Requirements for the Operation of Type C Inspection Agency	Component Maintenance	Initial: 16 Maret 2016 / March 16, 2016 Expiry: 15 Maret 2020 / March 15, 2020	26 – 28 September 2018 / September 26 – 28, 2018
7	European Aviation Safety Agency: Approved Maintenance Organisation	Area GMF AeroAsia & Surabaya	Initial: 09 Juni 2005 / June 9, 2005 Expiry: Lifetime	02 – 10 Oktober 2018 / October 2 – 10, 2018
8	Federal Aviation Administration Certification: Approved Repair Station	Area GMF AeroAsia Tangerang	Initial: 02 September 2008 / September 2, 2008 Expiry: 31 Oktober 2019 / October 31, 2019	18 – 19 April 2018 / April 18 – 19, 2018
9	Directorate of General Civil Aviation: Maintenance Organisation Approval	Area GMF AeroAsia Tangerang dan Outstation / Area GMF AeroAsia Tangerang and Outstation	Initial: 28 September 2013 / September 28, 2013 Expiry: 28 September 2019 / September 28, 2019	18 – 28 Juli 2017 / July 18 – 28, 2017
10	European Aviation Safety Agency: Approved Maintenance Training Organisation (AMTO) 147 for Boeing 737 NG (B1&B2), dan B737 (CFM LEAP-1B) Differences / European Aviation Safety Agency: Approved Maintenance Training Organisation (AMTO) 147 for Boeing 737 NG (B1&B2), and B737 (CFM LEAP-1B) Differences	Unit Learning Centre and Corporate Culture	3 Juli 2013 / July 3, 2013 Expiry: -	September 2018
11	Directorate of General Civil Aviation: Approved Maintenance Training Organisation (AMTO) 147 for Basic Aircraft Maintenance Training dan Aircraft Type Training B737, B747, B777, A319, A320, A321, A330, MD80 series, MD11, F28, CRJ-100, ATR42/72-600 / Directorate of General Civil Aviation: Approved Maintenance Training Organisation (AMTO) 147 for Basic Aircraft Maintenance Training and Aircraft Type Training B737, B747, B777, A319, A320, A321, A330, MD80 series, MD11, F28, CRJ-100, ATR42/72-600	Unit Learning Centre and Corporate Culture	19 September 2006 / September 19, 2006 Expiry: November 2020	November 2018
12	Directorate of General Civil Aviation: Design Organisation Approval Class C	Unit GMF Design Organisation	Initial: 9 August 2010 / August 9, 2010 Renewal: 5 Juni 2018 / June 5, 2018	2 – 7 Mei 2018 / May 2 – 7, 2018
13	European Aviation Safety Agency: Design Organisation Approval for Minor Changes and Minor Repairs	Unit GMF Design Organisation	Initial: 20 November 2014 / November 20, 2014 Renewal: Lifetime	Initial Audit 15 – 19 September 2014 / September 15 – 19, 2014
14	ISO 9001: 2015 Quality Management System	GMF Logistic and Bonded Services	Initial: 21 Maret 2018 / March 21, 2018 Renewal: 20 Maret 2021 / March 20, 2021	Surveillance audit ISO 9001:2015 tanggal 23 – 25 Januari 2019 / Surveillance audit ISO 9001:2015 on January 23 – 25, 2019



Selain berfokus pada peningkatan kinerja guna mencapai visi Perseroan, GMF juga mengemban tanggung jawab dan peran penting dalam mewujudkan 17 (tujuh belas) Tujuan Pembangunan Berkelanjutan atau Sustainable Development Goals (SDGs).

Aside from focusing on the improvement of performance to realize its vision, GMF also plays a significant role and has a responsibility to achieve the 17 (seventeen) Sustainable Development Goals (SDGs).



Sambutan Direktur Utama [GRI 102-14]

Foreword from the Chief Executive Officer/CEO [GRI 102-14]

Para Pemangku Kepentingan yang Terhormat,

Dear Stakeholders,

Puji syukur kehadiran Tuhan Yang Maha Esa atas limpahan karunia-Nya sehingga kami dapat menyampaikan Laporan Keberlanjutan PT Garuda Maintenance Facility Aero Asia Tbk. yang ke-5 ini ke hadapan Anda sekalian. Melalui Laporan ini, kami akan memaparkan kinerja keberlanjutan Perseroan sebagai wujud komitmen dan kesungguhan kami dalam menjalankan prinsip-prinsip pembangunan berkelanjutan pada proses pelaksanaan bisnis kami demi mewujudkan pembangunan berkelanjutan (*sustainable development*).

STRATEGI GMF DALAM MENJALANKAN KINERJA KEBERLANJUTAN

Sebagai perusahaan penyedia jasa perawatan pesawat terbang terbesar di Indonesia, GMF mengemban tanggung jawab dan peran penting dalam mencapai pembangunan berkelanjutan yang tercantum dalam Tujuan Pembangunan Berkelanjutan atau *Sustainable Development Goals* (SDGs), di samping berfokus pada peningkatan kinerja guna mewujudkan visi Perseroan untuk menjadi "*Top 10 MRO in the World*". Tanggung jawab tersebut kami tuangkan ke dalam beragam kebijakan dan inisiatif pada pengelolaan dampak ekonomi, lingkungan, dan sosial secara komprehensif dan berkesinambungan, yang disusun berdasarkan konsep *Triple Bottom Line* yang menekankan pada keseimbangan 3 (tiga) aspek penting, yaitu *Profit, People, dan Planet*.

Dalam rangka mewujudkan kelestarian dan keselamatan lingkungan, GMF telah menerapkan Sistem Manajemen Lingkungan (SML) berdasarkan ISO 14001 tahun 2018. Perseroan juga telah mendapatkan sertifikasi ISO 14001:2015 yang merupakan versi terbaru dari ISO 14001:2004 terkait Sistem Manajemen Lingkungan. Dengan menerapkan sertifikasi tersebut, GMF telah melakukan pemetaan terhadap risiko dan peluang yang terjadi akibat pelaksanaan aktivitas operasional di lingkungan Perseroan, pemetaan isu internal dan eksternal yang meliputi unsur politik, ekonomi, sosial, teknologi, hukum dan lingkungan, serta pemetaan terkait kebutuhan dan harapan dari para *shareholders* dan *stakeholders* Perseroan.

Let us give praise to God Almighty for His abundant blessings so that we can prepare and publish the 5th Sustainability Report of PT Garuda Maintenance Facility Aero Asia Tbk. Through this report, we shall describe the Company's sustainability performance as a manifestation of our commitment and sincerity in carrying out the principles of sustainable development in the implementation of our business process, so as to be able to realize sustainable development.

GMF STRATEGY IN IMPLEMENTING SUSTAINABILITY PERFORMANCE

As the largest aircraft maintenance service provider in Indonesia, GMF carries a responsibility and key role in achieving sustainable development listed in the Sustainable Development Goals (SDGs), in addition to focusing on improving performance to realize the Company's vision to be "*Top 10 MRO in the World*". Such responsibility is translated into a variety of policies and initiatives in managing the economic, environmental, and social impacts in a comprehensive and sustainable manner, which is based on the Triple Bottom Line concept that emphasizes the balance of 3 (three) important aspects, namely Profit, People, and Planet.

In order to realize environmental sustainability and safety, GMF has implemented an Environmental Management System (SML) based on ISO 14001 in 2018. The company has also received the ISO 14001:2015 certification which is the latest version of ISO 14001:2004 concerning the Environmental Management System. By implementing the certification, GMF has mapped the risks and opportunities that occur due to the implementation of operational activities within the Company, the internal and external issues which include political, economic, social, technological, legal, and environmental elements, as well as the needs and expectations of the shareholders and stakeholders of the Company.

Di samping menerapkan SML, kami juga melakukan inovasi lain guna mengurangi dampak lingkungan, yaitu dengan menerapkan *Vertical Garden* di gedung *Landing Gear Workshop* serta menggunakan Pembangkit Listrik Tenaga Surya (PLTS) dan *solar cell* pada beberapa area sebagai bentuk program penghematan energi listrik dalam kegiatan operasional Perseroan sekaligus sebagai upaya untuk mengurangi dampak pemanasan global (*global warming*).

Sedangkan pada aspek sosial, GMF terus berupaya untuk menciptakan SDM yang unggul dan berkualitas melalui Program Pengelolaan SDM yang disusun sejalan dengan Visi, Misi, Nilai Perusahaan, Rencana Kerja Perusahaan dan Rencana Jangka Panjang Perusahaan (RJPP) secara rutin dan berkelanjutan, memastikan agar hak-hak seluruh Insan GMF terpenuhi, dan menjamin keselamatan dan kesehatan kerja para karyawan pada saat melaksanakan proses aktivitas bisnis.

Selain itu, GMF dengan induk perusahaan yaitu PT Garuda Indonesia (Persero) Tbk melakukan pemugaran monumen bersejarah pesawat Dakota RI-001 Seulawah di Banda Aceh sebagai cikal bakal maskapai niaga pertama di Indonesia dengan tujuan untuk melestarikan sejarah penerbangan tanah air. Dalam proses pemugaran pesawat tersebut, GMF melibatkan siswa SMK Penerbangan Banda Aceh untuk praktik kerja magang sebagai bentuk penyediaan sarana pembelajaran menjadi teknisi pesawat terbang. Pemugaran ini juga sekaligus menjadi sarana edukasi masyarakat tentang dunia kerdirgantaraan, konservasi cagar budaya, dan penyediaan Ruang Terbuka Hijau (RTH) yang menarik. GMF juga terus berkomitmen untuk memberikan bantuan-bantuan sosial kepada masyarakat, baik yang bersifat filantropis maupun yang bersifat edukatif dalam rangka mewujudkan kesejahteraan sosial.

PENCAPAIAN KINERJA KEBERLANJUTAN

Secara keseluruhan, kinerja keberlanjutan yang dijalankan Perseroan berhasil mengantarkan GMF untuk meraih beragam prestasi, antara lain penghargaan Indonesia Corporate Social Responsibility Award – II (ICSRA 2018 untuk kategori anak Perusahaan BUMN dengan perolehan skor 86,60 atau setara dengan grade A Excellent dalam kegiatan CSR. Selain penghargaan di bidang CSR, komitmen GMF untuk terus mengedepankan aspek Kesehatan dan Keselamatan Kerja (K3) di lingkungan

In addition to implementing SML, we has also made other innovations to reduce environmental impacts, namely by applying *Vertical Garden* in the *Landing Gear Workshop* building and using *Solar Power Plants (PLTS)* and *solar cells* in several areas as a form of electricity saving program in the Company's operational activities and an effort to reduce the impact of global warming.

Meanwhile, on the social aspect, GMF continuously strives to create superior and quality Human Resources (HR) through the HR Management Program prepared in line with Vision, Mission, Corporate Values, Corporate Work Plans and Corporate Long-Term Plans (RJPP) on a regular basis, ensures that the rights of all GMF Personnel are fulfilled, and guarantees the safety and health of employees when carrying out business activity and process.

In addition, GMF and its holding company, PT Garuda Indonesia (Persero) Tbk, have restored the historic Dakota RI-001 Seulawah aircraft monument in Banda Aceh as the forerunner of the first commercial airline in Indonesia, with the aim of preserving the country's aviation history. During the aircraft restoration process, GMF involved students from Banda Aceh Aviation Vocational School for an internship practice as a form of provision of learning facilities to become aircraft technicians. This restoration also served as a means to educate the public regarding the world of aerospace and cultural conservation, and to provide an attractive Green Open Space (RTH). GMF is always committed to providing social assistance to the community, both philanthropic and educational in nature, in order to realize and achieve social welfare.

ACHIEVEMENT OF SUSTAINABILITY PERFORMANCE

Overall, the sustainability performance carried out by the Company is successful in delivering GMF to various achievements, including the Indonesia Corporate Social Responsibility Award – II (ICSRA 2018 for the category of SOE subsidiaries with a score of 86.60 or equivalent to grade A Excellent in CSR activities). In addition to awards in the field of CSR, GMF's commitment to continuously prioritizing Occupational Health and Safety (OHS) aspect in the Company is proven by the achievement of

Perseroan dapat dibuktikan dengan diraihnya Penghargaan Zero Accident atau Nihil Kecelakaan Kerja dari Kementerian Ketenagakerjaan, Penghargaan Bendera Emas dalam Penerapan Sistem Manajemen Keselamatan dan Kesehatan Kerja dari Kementerian Ketenagakerjaan, serta Penghargaan Panitia Pembina Keselamatan dan Kesehatan Kerja (P2K3) Terbaik Provinsi Banten tahun 2018. Pada aspek keselamatan pelanggan, tahun ini GMF berhasil memperoleh penghargaan dari ajang International Safety Award 2018 yang diselenggarakan oleh British Council. Kepedulian kami terhadap karyawan, khususnya perempuan sebagai minoritas, juga mendapat apresiasi tersendiri oleh Pemerintah Provinsi Banten dengan diraihnya juara pertama dalam Kategori Kota "Perusahaan Terbaik" Gerakan Sayang Ibu.

Seluruh aktivitas bisnis yang dijalankan GMF sepanjang tahun 2018 berhasil membuahkan hasil kinerja yang memuaskan. Hasil tersebut dapat dilihat dari perolehan Nilai Ekonomi Langsung yang Dihasilkan sebesar USD479,31 juta atau meningkat 6,50% dari tahun lalu yang tercatat sebesar USD450,07 juta. Nilai Ekonomi yang Dihasilkan tersebut kemudian didistribusikan kepada para pemangku kepentingan, antara lain karyawan, mitra kerja, masyarakat, lingkungan, pemegang saham, dan pemerintah dengan total keseluruhan sebesar USD474,65 juta, meningkat 14,3% dari tahun sebelumnya yakni sebesar USD 415,05 juta.

Peningkatan nilai ekonomi tersebut tidak terlepas dari budaya *Customer Focused* yang diimplementasikan oleh Insan GMF dalam menjalankan aktivitas bisnis sehingga mampu memberikan pelayanan dan memenuhi kebutuhan lebih dari yang diharapkan pelanggan. Di tahun 2018, GMF juga berhasil meraih skor survei kepuasan pelanggan sebesar 4,0 (dari skala 5), lebih tinggi dari skor di tahun 2017 yakni sebesar 3,8.

Dalam bidang lingkungan, kami juga berhasil menorehkan beragam prestasi. Pada tahun 2018, Perseroan berhasil mengurangi penggunaan solar sebesar 104.000 liter atau sekitar 8,79%, dimana salah satunya disebabkan oleh penggunaan alat angkut bertenaga listrik atau baterai dari sebelumnya berbahan bakar solar. Selain itu, GMF juga melakukan perencanaan penggunaan material dan pemanfaatan pembangkit listrik tenaga gas sebagai upaya meminimalisir limbah B3, sehingga mampu mendorong terjadinya penurunan 26 ton material kimia. Prestasi lain juga ditunjukkan melalui penurunan volume limbah

Zero Accident Award from the Ministry of Manpower, Gold Flag Award in the Implementation of Occupational Health and Safety Management System from the Ministry of Manpower, as well as the Best Organizer of Occupational Health and Safety (P2K3) in Banten Province in 2018. On the aspect of customer safety, this year, GMF won an award in the 2018 International Safety Award event organized by the British Council. Our concern for employees, especially female employees as a minority group, also received an appreciation from the Government of Banten Province and won the First Place in the Category of City "The Best Company" of Gerakan Sayang Ibu.

All business activities conducted by GMF throughout 2018 have produced satisfying performance results. These can be seen from the acquisition of Direct Economic Value Generated amounting to USD479.31 million or an increase of 6.50% from USD450.07 million recorded in the previous year. The Economic Value Generated has been distributed to stakeholders, including employees, partners, communities, the environment, shareholders, and the government with a total of USD474.65 million, increased by 14.3% from USD415.05 million recorded in the previous year.

The increase in economic value is inseparable from the Customer Focused culture implemented by GMF Personnel in carrying out business activities so as to be able to provide services and even exceed the needs of the customers. In 2018, GMF also achieved customer satisfaction survey score of 4.0 (out of scale 5), higher than the score achieved in 2017 which was 3.8.

In the field of environment, we also managed to obtain various achievements. In 2018, the Company managed to decrease the use of diesel fuel by 104,000 liters or around 8.79%; one of which was due to the use of electricity-powered or battery-powered transportation equipment from previously diesel-fueled vehicles. GMF also planned the use of materials and gas power plants as the efforts to minimize B3 waste; thus, encouraging the 26 tons decrease of chemical materials. Other achievements were apparent in the decrease of waste volume by 24.63% and the successful energy savings by

sebesar 24,63% dan penghematan energi listrik sebesar 1.132.124 kWh, dimana penggunaan solar cell yang dimulai pada tahun 2018 berkontribusi pada efisiensi penggunaan listrik sebesar 861.285,73 kWh. Penerapan konsep bangunan Green Building dan program Forest Corporate (Ruang Hijau) diimplementasikan melalui pembangunan vertical garden serta penanaman 656 pohon dengan beragam varietas. Upaya ini juga merupakan bukti komitmen Perseroan menjadi Green Company sekaligus dukungan terhadap program pemerintah untuk mencapai Green City

Aspek sosial juga tidak luput dari perhatian kami. Setiap 2 (dua) tahun sekali, kami selalu melakukan Survei Efektivitas Karyawan (*Employee Effectiveness Survey*) untuk mengetahui tingkat produktivitas, loyalitas, dan keterikatan karyawan GMF. Pelaksanaan *Employee Effectiveness Survey* di tahun 2017 menghasilkan Index sebesar 74,5%, lebih tinggi dari tahun 2015 yaitu sebesar 71%. Angka tersebut juga berada di atas rata-rata hasil *Employee Effectiveness Survey* perusahaan di Indonesia yaitu sebesar 71%.

Di tahun 2018 ini, kami melakukan berbagai program CSR dengan total realisasi dana CSR sebesar USD116,96 ribu yang dapat diterima dengan baik oleh masyarakat. Dana sebesar itu terbagi dalam tiga alokasi, yaitu USD23,56 ribu untuk Bidang Pendidikan, USD24,83 ribu untuk Bidang Sosial dan Kesehatan, dan USD58,57 ribu untuk Filantropi.

Segala bentuk pencapaian GMF di bidang ekonomi, lingkungan, dan sosial, tidak mungkin dapat terwujud tanpa dukungan penerapan Tata Kelola Perusahaan yang Baik atau *Good Corporate Governance* (GCG). Audit internal manajemen mutu kami lakukan secara berkala dan konsisten, sehingga menghasilkan berbagai sertifikasi berstandar dunia setiap tahunnya. Kami juga telah membentuk satuan kerja risiko *Enterprise Risk Management*, yang bertanggung jawab langsung kepada Direktur Keuangan, sehingga program-program kerja kami dapat terlaksana dan terjaga sesuai dengan rencana.

Dengan menerapkan GCG di lingkungan Perseroan sesuai dengan peraturan dan standar yang berlaku, tahun 2018 GMF berhasil memperoleh skor GCG sebesar 96,956, dengan indikator penilaian berdasarkan Parameter

1,132,124 kWh, as the use of solar cell initiated in 2018 managed to contribute to the efficiency in electricity usage by 861,285.73 kWh. The implementation of Green Building concept and Forest Corporate program through the construction of vertical garden as well as planting of 656 trees of different varieties also proved the Company's commitment to becoming a Green Company and its support to the government program to realize Green City.

Social aspect is also one of our concerns. Every 2 (two) years, we carry out the Employee Effectiveness Survey to understand the level of productivity, loyalty, and engagement of GMF employees. The implementation of Employee Effectiveness Survey in 2017 resulted in an Index of 74.5%, higher than that of 2015 recorded at 71%. This figure is also above the average of the Employee Effectiveness Survey of companies in Indonesia, which is 71%.

In 2018, we carried out various CSR programs that were well received by the community, with a total realization of CSR funds amounting to USD116.93 thousand. The amount of funds was allocated into three categories, namely the Education Sector amounting to USD23.56 thousand, the Social and Health Sector amounting to USD24.83 thousand, and the Philanthropic Activities amounting to USD58.57 thousand.

All forms of GMF's achievement in the economic, environmental, and social fields cannot be realized without the support of the implementation of Good Corporate Governance (GCG). Our quality management internal audits are conducted regularly and consistently in order to generate various world-standard certifications every year. We have also formed an Enterprise Risk Management work unit, which is under the direct management of the Finance Director, aiming to ensure that our work programs are carried out and maintained in accordance with the plan.

By implementing GCG within the Company's environment in line with applicable regulations and standards, GMF managed to obtain the GCG score of 96.956 in 2018, with assessment indicators based on the

Kementerian BUMN (SK-16/S.MBU/2012). Hasil skor tersebut terus mengalami peningkatan tiap tahunnya, yaitu 92,79 pada 2016 dan 95,48 pada 2017. Begitupun dengan perolehan skor GCG berdasarkan *Asean Corporate Governance Scorecard* sebesar 84,68 dan mendapatkan predikat “Baik”. Sementara itu, tahun ini GMF telah memenuhi 19 rekomendasi dari total 25 rekomendasi tata kelola yang ditetapkan berdasarkan Peraturan OJK No. 21/POJK/2015 dan Surat Edaran OJK No.32/SEOJK04/2015 terkait Pedoman Tata Kelola Perusahaan Terbuka. Kendati demikian, GMF berkomitmen untuk terus meningkatkan kualitas GCG dan menyempurnakan implementasi GCG secara berkelanjutan.

TANTANGAN KEBERLANJUTAN DAN LANGKAH STRATEGIS YANG DIGUNAKAN

Dalam melaksanakan kegiatan bisnis, Perseroan sering dihadapkan pada berbagai tantangan. Untuk mengantisipasi terjadinya tantangan bisnis, kami telah menyiapkan SDM yang unggul dan berkualitas melalui penerapan Program Pengelolaan SDM secara terpadu untuk meningkatkan kualitas dan pengetahuan Insan GMF. Kami juga selalu berpegang pada prinsip keberagaman dan kesetaraan karyawan agar Perseroan memiliki beragam kemampuan dan kompetensi yang menjadi bekal utama dalam menghadapi tantangan sekaligus menguatkan posisi Perseroan sebagai perusahaan MRO terkemuka di kancah nasional maupun internasional.

Di tahun 2018 harga minyak mentah dunia mengalami kenaikan signifikan akibat menurunnya pasokan global sebagai dampak sanksi AS terhadap Iran menyebabkan penurunan performa finansial industri penerbangan & MRO nasional, termasuk GMF. Pelemahan nilai tukar mata uang Rupiah terhadap dolar AS sebesar 6,05% juga berdampak pada pelaku industri penerbangan & MRO nasional yang sering melakukan transaksi dengan menggunakan mata uang asing. Tak hanya industri MRO, kenaikan harga minyak dunia dan pelemahan nilai tukar Rupiah juga mempengaruhi industri operator pesawat yang menjadi *customer* kami.

Untuk mengantisipasi naiknya harga minyak dunia dan melemahnya nilai tukar Rupiah yang dapat mempengaruhi kinerja keuangan Perseroan, GMF berkomitmen untuk terus menyediakan solusi perawatan yang terpadu bagi *customer* guna memberi nilai tambah dan mengoptimalkan anggaran perawatan operator pesawat.

Parameters of the Ministry of SOE (SK-16/S.MBU/2012). This score continues to demonstrate improvement each year, from 92.79 in 2016 and 95.48 in 2017. Meanwhile, based on the ASEAN Corporate Governance Scorecard, the Company managed to obtain GCG score of 84.68 with the “Good” predicate in 2018. This year, GMF fulfilled 19 recommendations from a total of 25 governance recommendations determined under the Regulation of OJK No. 21/POJK/2015 and Circular Letter of OJK No. 32/SEOJK04/2015 regarding Governance Guidelines for Public Company. Nevertheless, GMF is committed to continuously enhancing the quality of GCG and improving GCG implementation on an ongoing basis.

SUSTAINABILITY CHALLENGES AND STRATEGIC STEPS IMPLEMENTED

In carrying out business activities, the Company often faces various challenges. To anticipate them, we have prepared superior and quality Human Resources through the implementation of an integrated HR Management Program in order to improve the quality and knowledge of GMF Personnel. We also always adhere to the principles of diversity and equality of employees so that the Company has a variety of capabilities and competencies which can become the primary resource in facing challenges while strengthening the Company’s position as a leading MRO company nationally and globally.

In 2018, global crude oil price experienced a significant increase due to declining global supply resulting from US’ sanctions on Iran which caused a decline in the financial performance of national aviation & MRO industry, including GMF. The weakening of Rupiah exchange rate against the US Dollar by 6.05% also had an impact on the national aviation & MRO industry players who often conduct transactions using foreign currencies. Not only the MRO industry, the increasing global oil price and the weakening Rupiah exchange rate also affected the aircraft operator industry that became our customer.

To anticipate the rising global oil price and the weakening Rupiah exchange rate that can affect the Company’s financial performance, GMF is committed to continuously providing integrated maintenance solutions for customers to deliver added value and optimize maintenance budget of aircraft operator. In addition,

Selain itu, Perseroan juga terus memperluas pangsa pasar internasional dan menjalin mitra baru dari berbagai negara serta meningkatkan jaringan bisnis dalam rangka meningkatkan dominasi GMF di pasar domestik.

GMF menyadari bahwa dalam menjalankan kegiatan operasional membutuhkan jumlah energi yang cukup besar, baik energi Bahan Bakar Minyak (BBM) yang dihasilkan dari penambahan armada transportasi antar jemput karyawan dikarenakan adanya penutupan akses jalan, maupun energi listrik. Di samping itu, setiap tahunnya GMF juga menghasilkan emisi Gas Rumah Kaca (GRK) berupa CO₂ dan limbah yang mengandung bahan berbahaya dan beracun (limbah B3).

Dalam rangka mengurangi penggunaan energi fosil dan berpartisipasi dalam mewujudkan kelestarian lingkungan secara berkelanjutan, GMF telah melakukan beragam inisiatif seperti mengganti lampu konvensional menjadi LED, program Earth Hour, penggantian *forklift* berbahan bakar solar menjadi baterai untuk menggantikan *forklift* yang berbahan bakar solar, melakukan program penghijauan, dan mengelola limbah B3 secara terpadu dengan mengacu pada Peraturan Pemerintah Nomor 101 Tahun 2014 tentang Pengelolaan Limbah Bahan Berbahaya dan Beracun yang dilakukan oleh badan usaha yang memiliki izin dari KLH dan Departemen Perhubungan RI. GMF juga melakukan program pengembangan sumber energi terbarukan berupa *Independent Power Producer Plan* (IPP), yang merupakan pembangkit listrik dengan menggunakan tenaga gas.

PENUTUP

Akhir kata, kami menyadari bahwa kerja sama dengan segenap pemangku kepentingan telah menjadi sumber kekuatan kami dalam menjalankan aktivitas bisnis. Oleh sebab itu, kami mengucapkan terima kasih yang sebesar-besarnya atas segala bentuk dukungan yang diberikan oleh para pemangku kepentingan sekalian. Kedepannya, kami berupaya untuk terus meningkatkan kualitas dan tanggung jawab untuk mencapai keberlanjutan.

the Company shall continue to expand its international market share and establish new partners from various countries, and improve business networks in order to increase the dominance of GMF in the domestic market.

GMF realizes that, in carrying out operational activities, a large amount of energy is required, both energy from fuel (BBM) – which may result from the addition of shuttle fleet for employees due to closure of road access – and energy from electricity. In addition, every year GMF produces greenhouse gas (GHG) emissions in the form of CO₂ and waste containing hazardous and toxic materials (B3 waste).

In an effort to reduce fossil energy use and to participate in realizing environmental sustainability in a continuous manner, GMF has carried out various initiatives such as replacing conventional lights into LEDs, implementing the Earth Hour program, replacing diesel-fueled forklifts with battery-fueled forklifts, conducting greening programs, and managing B3 waste in an integrated manner by referring to the Government Regulation No. 101 of 2014 regarding Management of Hazardous and Toxic Waste carried out by business entities that have permission from the Ministry of Environment and Ministry of Transportation of the Republic of Indonesia. GMF also conducts a development program for renewable energy sources in the form of Independent Power Producer Plan (IPP), which is a power plant that utilizes gas power.

CLOSING

To conclude the report, we understand that cooperation with all stakeholders has become a source of our strength in carrying out business activities. Therefore, we would like to express our utmost gratitude for all forms of support provided by all stakeholders. Going forward, we shall strive to continue to improve the Company's quality and responsibility in order to achieve sustainability.

Jakarta, Mei 2019 / May 2019



Iwan Joeniarto

Direktur Utama

Chief Executive Officer/CEO



Profil Perusahaan

Company Profile



▶ Sekilas GMF [GRI 102-1]

GMF at a Glance [GRI 102-1]

PT Garuda Maintenance Facility Aero Asia Tbk. (GMF) merupakan anak perusahaan PT Garuda Indonesia (Persero) Tbk yang bergerak di bidang jasa Perawatan, Reparasi dan *Overhaul* Pesawat Terbang. GMF didirikan dengan Akta Pendirian Nomor 93 tanggal 26 April 2002 oleh Notaris Arry Soepratno, S.H. dan mengalami perubahan Anggaran Dasar sebagaimana ternyata dalam Akta Pernyataan Keputusan para Pemegang Saham Nomor 47 tanggal 17 Februari 2015. Sejak didirikan sampai saat ini, GMF belum pernah melakukan perubahan nama perusahaan.

PT Garuda Maintenance Facility Aero Asia Tbk. (GMF) is a subsidiary of PT Garuda Indonesia (Persero) Tbk and engaged in the Aircraft Maintenance, Repair, and Overhaul services. GMF was established based on the Deed of Establishment No. 93 dated April 26, 2002, drawn up before Arry Soepratno, S.H., Notary. The Company's Articles of Association has been amended as stipulated in the Deed of Shareholder Resolutions No. 47 dated February 17, 2015. Since its establishment until now, GMF has never changed its name.

▶ Visi, Misi, dan Budaya Perusahaan

Vision, Mission, and Corporate Culture

Visi

Vision

“Menjadi 10 Besar MRO di dunia” *Top 10 MRO in the World*”

Ketatnya persaingan industri penerbangan telah memberikan inspirasi bagi GMF untuk senantiasa “menyediakan solusi perawatan pesawat terbang” yang dilakukan secara terpadu dan handal sebagai kontribusi dalam mewujudkan lalu lintas udara yang aman dan menjamin kualitas kehidupan umat manusia.

The highly competitive landscape in airline industry and its mission-critical nature have inspired GMF “to provide integrated and reliable aircraft maintenance solutions in contribution to create a safer sky” - a mission that is inherent to its overall corporate governance and management practices.

Misi

“Menyediakan solusi perawatan pesawat terbang yang terpadu dan handal sebagai kontribusi dalam mewujudkan lalu lintas udara yang aman dan menjamin kualitas kehidupan umat manusia.”

M i s s i o n

To provide integrated & reliable aircraft maintenance solutions for a safer sky and secured quality of life of mankind”



Penjelasan Misi

Demi mewujudkan misi tersebut, GMF meyakini bahwa setiap insan GMF wajib mematuhi ketentuan berikut:

Description of Mission

In order to realize the mission, GMF believes that every GMF employee is required to comply with the following provisions:

 <p>Menjamin Kelaikan Udara Striving To Ensure Airworthiness</p>	<p>Membangun sistem perawatan pesawat terbang, termasuk penjadwalan, material dan produksi, serta standarisasi yang ketat untuk menjamin kelaikan udara setiap pesawat terbang yang ditanganinya dilakukan dengan biaya yang wajar. / Establish an aircraft maintenance system flying, including scheduling, material and production, as well as standardization strictly to ensure airworthiness of every aircraft that it handles done at a reasonable cost.</p>
 <p>Gigih Meningkatkan Kemampuan Relentless Capability Enhancement</p>	<p>Mengembangkan kemampuan teknis dan profesional karyawan, meningkatkan fasilitas dan peralatan demi melayani pelanggan untuk memperoleh alternatif pendayagunaan pesawat terbang terbaik yang dilakukan oleh tenaga profesional dengan akhlak dan etos kerja yang tinggi. / Develop technical and professional skills of employees, improve facilities and equipment for the sake of serving customers to obtain the best alternative use of aircraft conducted by professionals with high morals and work ethics.</p>
 <p>Kerjasama Kelompok Serta Menghargai Kemampuan Individu Encourage Teamwork And Respect Individual Ability</p>	<p>Mendorong terciptanya semangat kerja sama kelompok dan secara serius mengimplementasikan standar keamanan kerja demi menjamin keselamatan seluruh karyawan dan mencapai hasil kerja yang handal terpercaya. GMF menghargai dan menyadari kontribusi unik setiap individu serta berupaya menciptakan iklim kebebasan untuk menyampaikan saran dan umpan balik dengan santun dan beradab. / Encourage the creation of teamwork spirit and determine to implement occupational safety standards to ensure the safety of all employees and achieve reliable work results. GMF appreciates and recognizes the unique contribution of each individual, and strives to create a climate of freedom to deliver polite and civilized opinions and feedbacks.</p>
 <p>Peduli Terhadap Kebutuhan Pelanggan Genuine Concern To Customer's Needs</p>	<p>Melalui kerja sama yang erat dan penuh kepedulian terhadap kebutuhan pelanggan serta standar kerja yang tinggi, GMF mampu menghasilkan alternatif solusi perawatan pesawat terbang yang handal dengan tetap memenuhi standar aturan yang berlaku. / Through close collaboration and full awareness of customer needs and high standards of work, GMF is able to generate reliable alternative aircraft maintenance solutions while meeting the applicable regulatory standards.</p>
 <p>Menjadi Warga Usaha Yang Baik Be A Good Corporate Citizen</p>	<p>Menyadari bahwa kewajiban dan tanggung jawab sebagai warga usaha yang baik mencakup lingkungan dimana GMF beroperasi dan komunitas dunia yang lebih besar. GMF berupaya dengan sungguh-sungguh mengimplementasikan prinsip-prinsip yang saling menguntungkan, khususnya dalam hal tata kelola perusahaan, kesehatan, dan pendidikan. / Recognizing that obligations and responsibilities as good citizens include the environment in which GMF operates and the larger world community. GMF sincerely strives to implement mutually beneficial principles, particularly in terms of corporate governance, health, and education.</p>

Budaya Perusahaan [GRI 102-16]

Corporate Culture [GRI 102-16]

Nilai-nilai utama GMF disebut sebagai **GMF's Core Value** dan telah menjadi pedoman insan GMF dalam menjalankan praktik bisnis yang merupakan redefinisi dari budaya perusahaan sebelumnya dan telah dicanangkan pada bulan Oktober 2011. Penjabaran dalam praktik bisnisnya sehari-hari sebagai berikut:

The main values of GMF are referred to as **GMF's Core Values** and become the guidelines for all GMF people in carrying out business practices. GMF's Core Value is the redefinition of the previous corporate culture and was determined in October 2011. In daily business practices, the Core Values are translated as follows:



Concern for People

Insan GMF harus saling menghargai, peduli, memberi kesempatan, serta membangun hubungan yang tulus dan saling percaya antar insan GMF melalui sistem perekrutan, penempatan, pengembangan, dan pemberdayaan SDM secara terbuka, adil, obyektif, dan proporsional.

GMF people must provide mutual respect and care, give opportunities to build genuine relationships and mutual trust between GMF AeroAsia employees through recruitment systems, placements, and Human Resource development in an open, fair, objective, and proportionate manner.



Integrity

Insan GMF harus memiliki ketulusan dan kelurusan hati yang diekspresikan melalui satunya kata dengan perbuatan dalam menerapkan nilai-nilai, etika bisnis dan profesi serta peraturan perusahaan secara konsisten meskipun dalam keadaan yang sulit untuk melakukannya sehingga dapat dipercaya.

GMF people's sincerity and uprightness must be expressed through the unity of words and actions in applying the values, professional business ethics, and company regulations consistently despite possible difficult circumstances in order to gain maximum trust.



Professional

Insan GMF harus piawai dan sungguh-sungguh dalam menuntaskan tugas sesuai standar teknis, bisnis, dan etika yang berlaku.

GMF people must be able to complete tasks skillfully and earnestly according to technical standards and business ethics.



Teamwork

Insan GMF harus senantiasa bekerja sama secara kompak yang dilandasi oleh rasa saling menghormati, saling memahami fungsi dan peran masing-masing agar dapat menyelesaikan pekerjaan sampai tuntas dengan memberdayakan seluruh sumber daya yang dimiliki untuk mencapai tujuan perusahaan.

GMF people must always promote full cooperation based on mutual respect as well as mutual understanding of each other's functions and roles in order to fully complete the job by empowering all resources to achieve Corporate Goals.



Customer Focused

Insan GMF harus senantiasa melakukan segala upaya dan tindakan untuk memenuhi kebutuhan bahkan lebih dari yang diharapkan pelanggan secara tulus dan penuh semangat.

GMF people must sincerely and vigorously fulfill all needs and objectives that may exceed expectations.

Bidang Usaha Perusahaan [GRI 102-2]

Line of Business [GRI 102-2]

Sesuai dengan Anggaran Dasar Perusahaan pasal 3 ayat 2, GMF sebagai penyedia jasa perawatan pesawat terbang secara terpadu melakukan kegiatan usaha yang meliputi:

In reference to the Article 3, Paragraph 2, of the Articles of Association, GMF, as a provider of integrated aircraft maintenance service, undertakes the following business activities:



GMF terus mengembangkan produk dan jasa layanan di bidang perawatan, perbaikan, dan *overhaul* pesawat terbang guna memenuhi kebutuhan dan kepuasan pelanggan. Saat ini GMF telah memiliki 10 (sepuluh) produk utama, yang terdiri dari:

- *Line Maintenance*
- *Airframe Maintenance*
- *Component Services*
- *Engineering Services*
- *Material & Logistics Services*
- *Cabin Maintenance Services*
- *Engine Services*
- *Learning Services*
- *Power Services*
- *Aircraft Support Services*

GMF sustainably develops its products and services in aircraft maintenance, repair, and *overhaul* in order to meet customer needs and satisfaction. Currently, GMF has 10 (ten) main products consisting of:

- *Line Maintenance*
- *Airframe Maintenance*
- *Component Services*
- *Engineering Services*
- *Material & Logistics Services*
- *Cabin Maintenance Services*
- *Engine Services*
- *Learning Services*
- *Power Services*
- *Aircraft Support Services*

▶ Wilayah Operasi Perusahaan

Operational Area

Sampai dengan tahun 2018, GMF berkantor pusat di Soekarno Hatta International *Airport*, Tangerang, Banten, Indonesia. [GRI 102-3]

As of 2018, GMF's Head Office is located in Soekarno-Hatta International Airport, Tangerang, Banten, Indonesia. [GRI 102-3]

Di samping itu, GMF memiliki 47 (empat puluh tujuh) *Line Maintenance Station*, dengan rincian sebagai berikut: [GRI 102-4]

In addition, GMF has 47 (forty-seven) *Line Maintenance Stations* as described in the following table: [GRI 102-4]

No	Wilayah / Area	Alamat / Address
Kantor Pusat / Head Office		
1	Tangerang	Bandara Internasional Soekarno-Hatta / Soekarno-Hatta International Airport
Domestic Stations		
2	Ambon	Bandara Pattimura / Pattimura Airport
3	Balikpapan	Bandara Sultan Aji Muhammad Sulaiman / Sultan Aji Muhammad Sulaiman Airport
4	Banda Aceh	Bandara Sultan Iskandar Muda / Sultan Iskandar Muda Airport
5	Bandung	Bandara Husein Sastranegara / Husein Sastranegara Airport
6	Banjarmasin	Bandara Syamsudin Noor / Syamsudin Noor Airport
7	Batam	Bandara Hang Nadim / Hang Nadim Airport
8	Bengkulu	Bandara Fatmawati / Fatmawati Airport
9	Berau	Bandara Kalimantan / Kalimantan Airport
10	Biak	Bandara Frans Kaisiepo / Frans Kaisiepo Airport
11	Denpasar	Bandara Ngurah Rai / Ngurah Rai Airport
12	Halim Perdanakusuma	Bandara Internasional Halim Perdanakusuma / Halim Perdanakusuma International Airport
13	Jambi	Bandara Sultan Thaha Syaifuddin / Sultan Thaha Syaifuddin Airport
14	Jayapura	Bandara Sentani / Sentani Airport
15	Jember	Bandara Notohadinegoro / Notohadinegoro Airport
16	Jogjakarta	Bandara Adi Sucipto / Adi Sucipto Airport
17	Kendari	Bandara Wolter Monginsidi / Wolter Monginsidi Airport
18	Kupang	Bandara El Tari / El Tari Airport
19	Labuan Bajo	Bandara Komodo / Komodo Airport
20	Langgur	Bandara Karel Sadsuitubun / Karel Sadsuitubun Airport
21	Lombok	Bandara Zainuddin Abdul Madjid / Zainuddin Abdul Madjid Airport
22	Makassar	Bandara Sultan Hasanuddin / Sultan Hasanuddin Airport
23	Malang	Bandara Abdul Rachman Saleh / Abdul Rachman Saleh Airport
24	Manado	Bandara Sam Ratulangi / Sam Ratulangi Airport
25	Manokwari	Bandara Rendani / Rendani Airport
26	Medan	Bandara Kualanamu / Kualanamu Airport
27	Merauke	Bandara Mopah / Mopah Airport
28	Padang	Bandara Minangkabau / Minangkabau Airport
29	Palangkaraya	Bandara Tjilik Riwut / Tjilik Riwut Airport
30	Palembang	Bandara Sultan Mahmud Badaruddin II / Sultan Mahmud Badaruddin II Airport
31	Palu	Bandara Mutiara / Mutiara Airport
32	Pangkal Pinang	Bandara Depati Amir / Depati Amir Airport
33	Pekanbaru	Bandara Sultan Syarif Kasim II / Sultan Syarif Kasim II Airport
34	Pontianak	Bandara Supadio / Supadio Airport

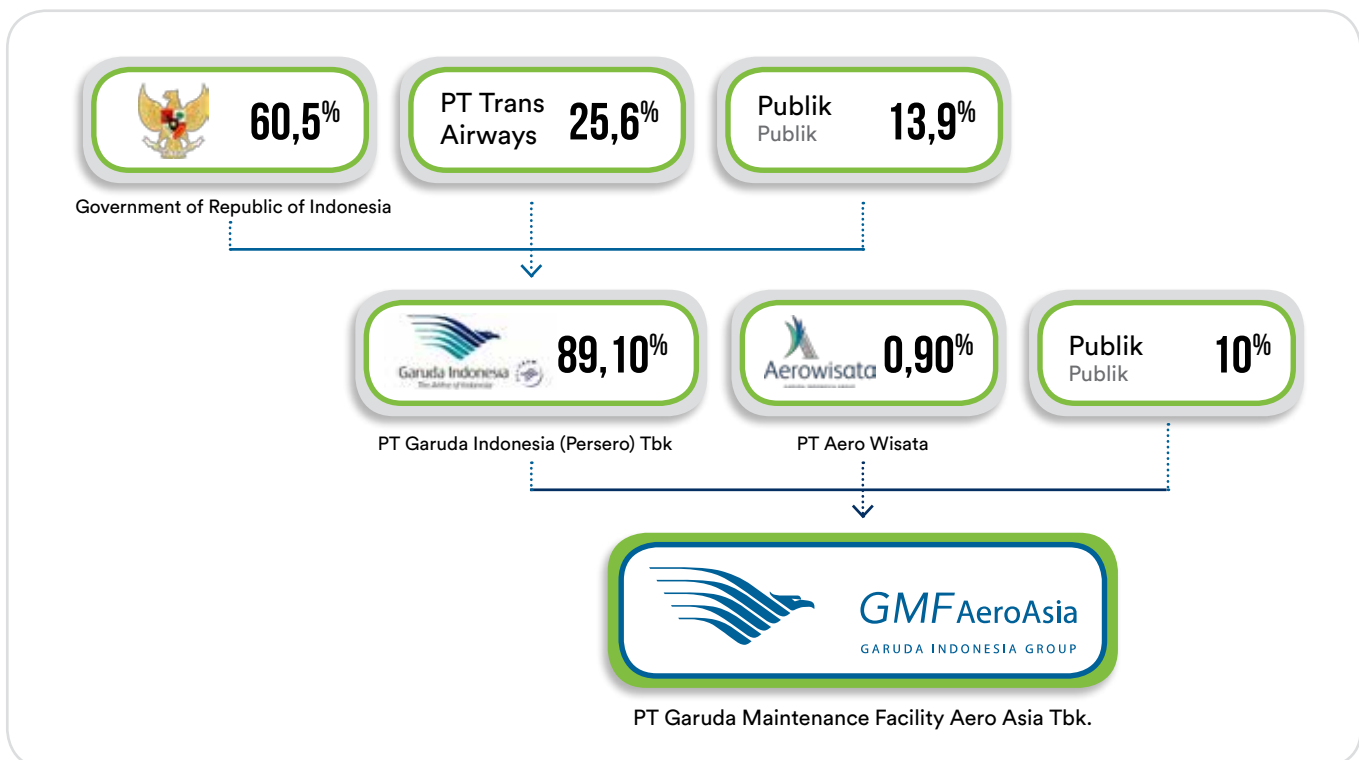
No	Wilayah / Area	Alamat / Address
35	Semarang	Bandara Achmad Yani / Achmad Yani Airport
36	Solo	Bandara Adi Sumarmo / Adi Sumarmo Airport
37	Sorong	Bandara Yeffman / Yeffman Airport
38	Surabaya	Bandara Juanda / Juanda Airport
39	Tanjung Karang	Bandara Radin Inten II / Radin Inten II Airport
40	Tanjung Pandan	Bandara HAS Hanandjoeddin / HAS Hanandjoeddin Airport
41	Tarakan	Bandara Juwata / Juwata Airport
42	Ternate	Bandara Sultan Babullah / Sultan Babullah Airport
43	Timika	Bandara Mozes Kilangin / Mozes Kilangin Airport
International Stations		
44	Jeddah, Saudi Arabia	King Abdulaziz International Airport
45	Singapore	Changi International Airport
46	Kuala Lumpur, Malaysia	Kuala Lumpur International Airport
47	Ahmedabad, India	Sardar Vallabhbhai Patel International Airport

Struktur Kepemilikan Saham

Share Ownership Structure

Sejak melakukan penawaran saham perdana (*initial public offering* – IPO) di Bursa Efek Indonesia (BEI) pada tanggal 10 Oktober 2017, GMF telah menjadi sebuah perusahaan terbuka yang sahamnya dapat dimiliki oleh publik. Struktur kepemilikan saham GMF per 31 Desember 2018 terdiri atas: [\[GRI 102-5\]](#)

Since the Initial Public Offering (IPO) at the Indonesia Stock Exchange (IDX) on October 10, 2017, GMF has become a public company whose shares can be owned by the public. The share ownership structure of GMF per December 31, 2018 is as follows: [\[GRI 102-5\]](#)



▶ Pasar yang Dilayani [GRI 102-6] Markets Served [GRI 102-6]

Pelanggan yang menjadi target dari produk yang ditawarkan Perseroan adalah operator-operator pesawat terbang yang berasal dari Domestik dan Internasional, baik kepada operator pesawat penumpang maupun operator pesawat kargo, dan juga kepada lessor (perusahaan pemberi sewa pesawat terbang).

The target customers of Company's products are Domestic and International aircraft operators from, both passenger aircraft and cargo aircraft operators, as well as lessors (aircraft leasing companies).

Sampai dengan tahun 2018, GMF melayani pelanggan di segenap penjuru dunia, yang meliputi 5 (lima) benua dan lebih dari 64 (enam puluh empat) negara, antara lain:

By 2018, GMF has served customers from all across the world, encompassing 5 (five) continents and more than 64 (sixty-four) countries, namely:

Asia & Middle East

1. Pakistan (Pakistan International Air, Ryann Air);
2. Philippines (Philipine Airlines);
3. Papua New Guinea (Air Niugini);
4. Qatar (Qatar Airways);
5. Singapore (SIAEC, Aeroeagle, East West Builder);
6. Thailand (Siam Air, K-Mile Asia, Skyview Airways, NOK Air, Phuket Air, Orient Thai, U-Airlines, Bangkok Airways);
7. Turkey (Yiltas, Turkish Air);
8. United Arab Emirates (Aerospace Consortium, Midex);
9. Vietnam (Jetstar Pacific Airlines, Vietnam Airlines, Vietjet Airlines);
10. Yemen (Yemenia);
11. Afghanistan (Kam Air);
12. Armenia (Galaxy, Veteran Avia);
13. Bangladesh (Regent Airways, Biman Bangladesh Air, United, US-Bangla, Novo Air);
14. Tajikistan (Asian Express Airline);
15. Sri Lanka (SriLankan Air);
16. China (Air China, Xiamen Airline, China Southern Airline);
17. India (IndiGo, Jet Airways, Jet Lite, Spice Jet);
18. Indonesia (Garuda Indonesia, Citilink, Lion Air, Sriwijaya Air, Cardig Air, Indonesia AirAsia, Trigana Air, Mandala Air, Travira, Pelita Air Service, Indopelita Aircraft Services, IAT, Gatari Air Service, Transwisata Prima Aviation, Wings Air, Pacific Royale Airways, Kalstar Aviation, Airfast, Merpati Airlines);
19. Japan (Japan Airline);

20. Kazakhstan (Deta Air);
21. Korea (Jeju Air, Korean Air, Eastar Jet);
22. Malaysia (Eagleexpress, Malaysian Air, Air Asia Group, Suasa Airlines);
23. Myanmar (Myanmar Airways International);
24. Hong Kong (Dreissen);
25. Kuwait (ALAFCO);
26. Bhutan (Druk Air);
27. Iran (Atrak Air);
28. Iraq (Iraqi Airways);
29. Laos (Lao Airlines);
30. Taiwan (China Airlines);
31. Bahrain (Texel Airways)



Africa

- 32. Cameroon (Air Leasing Cameroon);
- 33. Sharjah (Sayegh Aviation);
- 34. Kenya (Jetlink, EASAC);
- 35. Nigeria (Max Air Limited, Kabo Air, HAK Air, Silver Back Africa);
- 36. South Africa (Airquarius);
- 37. Tanzania (Government VVIP);
- 38. Uganda (DAS Air Cargo);
- 39. Mauritius (Air Mauritius);
- 40. Ghana (MK Airlines);
- 41. Rwanda (Silverback Cargo);
- 42. Senegal (Leasing Company);
- 43. Djibouti (Finance Advisory Group);
- 44. Congo (Skyfly);

- 45. Zimbabwe (AV Cargo Airlines, Avient LTD);
- 46. Mauritius (Veling LTD)

Europe

- 47. Germany (MTU Aero Engines);
- 48. Greece (Hellenic Imperial Airways, Sky Wing Airlines, Gain Jet);
- 49. Iceland (Air Atlanta);
- 50. Ireland (Orix Aviation, Aergo Capital Ltd, CIT Leasing Corporation and Affiliates);
- 51. Denmark (Nordisk Air);
- 52. Lithuania (FL Technics);
- 53. Luxembourg (JMV Aviation);
- 54. Netherland (KLM);
- 55. Portugal (Hiffly);

- 56. Spain (Iberworld Airlines, S.A., Orbest, Wamos);
- 57. UK (Craftlease LTD);
- 58. France (Dart Aviation);
- 59. Switzerland (SR Technics);
- 60. Moldova (Aerotrans Cargo, Terra Avia)

Australia

- 61. Australia (Virgin Australia Airlines, Qantas Airways)

America

- 62. Equador (Tame);
- 63. USA (Boeing Company, GECAS, Southern Air, ILFC, CIT);
- 64. Mexico (Aero Mexico)





Skala Organisasi [GRI 102-7]

Organization Scale [GRI 102-7]

No.	Uraian / Description	Satuan / Unit	Periode Pelaporan / Reporting Period		
			2018	2017	2016
	Jumlah Karyawan / Total Employees	Orang / People	4.951	5.011	4.604
1.	a. Karyawan Tetap / Total Permanent Employees	Orang / People	4.738	4.653	3.979
	b. Karyawan Tidak Tetap / Total Non-Permanent Employees	Orang / People	213	358	625
	Jumlah Pendapatan Usaha / Total Revenues	USD	470.019.786	439.281.242	388.662.512
	a. Line Maintenance	USD	78.117.085	91.479.954	100.395.818
2.	b. Aircraft Maintenance	USD	95.042.640	96.637.050	69.037.985
	c. Component Services	USD	143.210.221	134.395.633	120.532.208
	d. Engine Services	USD	96.473.142	73.601.533	64.586.007
	e. Others	USD	57.176.698	43.167.072	34.110.495
3.	Jumlah Aset / Total Assets	USD	742.548.016	539.150.882	442.589.107
4.	Jumlah Liabilitas / Total Liabilities	USD	413.389.029	233.362.307	270.034.359
5.	Jumlah Ekuitas / Total Equity	USD	329.158.987	305.788.575	172.554.748
6.	Jumlah Total Operasi / Total Operations	Stations	62	44	47
7.	Jumlah Produk atau Jasa yang Disediakan / Total Products or Services Offered		10	10	10

Rantai Pasokan Perusahaan [GRI 102-9]

Supply Chain [GRI 102-9]

Pemasok Perseroan pada umumnya terdiri dari pemasok dalam negeri dan luar negeri. Pemasok luar negeri mendapatkan proporsi lebih besar daripada pemasok dalam negeri dikarenakan industri dalam negeri belum memiliki kapasitas untuk mendukung kebutuhan bisnis GMF dalam bidang aviasi. Pemasok GMF terbagi dari dua kategori, yaitu pemasok yang menyediakan barang dan jasa khusus *aircraft* dan *non-aircraft*.

Selain itu, dalam rangka menjaga hubungan yang harmonis dengan para pemasok atau rekanan, GMF menyediakan fasilitas Kawasan Berikat dan selanjutnya diubah menjadi Pusat Logistik Berikat. Penyediaan fasilitas tersebut bertujuan untuk memberi kemudahan bagi para pemasok untuk melakukan ekspor impor dimana tidak hanya khusus bertransaksi dengan GMF, namun dengan perusahaan lainnya.

The Company's suppliers generally consist of domestic and foreign suppliers. Foreign suppliers have a larger proportion than domestic suppliers since domestic industries do not yet have the capacity to support GMF's business needs in the field of aviation. GMF suppliers are divided into two categories, namely suppliers that provide goods and suppliers that provide special aircraft and non-aircraft services.

Moreover, to maintain a harmonious relationship with suppliers or partners, GMF provides Bonded Zone facilities, which have been subsequently converted into a Bonded Logistics Center. The provision of these facilities aims to facilitate the suppliers in carrying out export-import activities, not only limited to transactions with GMF but also with other companies.

▶ Perubahan Signifikan pada Organisasi [GRI 102-10]

Significant Changes to Organizations [GRI 102-10]

Hingga akhir 2018, terdapat perubahan signifikan pada struktur organisasi Perseroan. Pada jajaran Dewan Komisaris, posisi Komisaris Utama yang sebelumnya dijabat oleh Helmi Imam Satriyono digantikan oleh I Gusti Ngurah Askhara Danadiputra, posisi Komisaris yang sebelumnya dijabat oleh Puji Nur Handayani digantikan oleh I Wayan Susena, dan posisi Komisaris Independen yang sebelumnya dijabat oleh Hari Muhammad digantikan oleh Ali Gunawan. Sementara itu, di jajaran Direksi, Edward Okky Avianto dan Beni Gunawan ditunjuk sebagai Direksi Perseroan, menggantikan Bapak Insan Nur Cahyo dan Rahmat Hanafi.

Adapun struktur organisasi GMF per 31 Desember 2018 adalah sebagai berikut:

Until the end of 2018, there have been significant changes to the Company's organizational structure. Helmi Imam Satriyono, Puji Nur Handayani and Hari Muhammad, who previously served as the Company's President Commissioner, Commissioner, and Independent Commissioner, respectively, was replaced by I Gusti Ngurah Askhara Danadiputra, I Wayan Susena, and Ali Gunawan who fulfilled the respective positions. Meanwhile, Edward Okky Avianto and Beni Gunawan were appointed as the new Directors to replace Insan Nur Cahyo and Rahmat Hanafi.

The organizational structure of GMF as of December 31, 2018, is as follows:



PEMEGANG SAHAM

Shareholders

- PT Garuda Indonesia (Persero) Tbk
- PT AeroWisata
- Masyarakat/Public



TAZAR MARTA KURNIAWAN

Direktur Business & Base Operation/
Direktur Independen / Director of Business
& Base Operation/Independent Director



ASEP KURNIA

Direktur Human Capital &
Corporate Affairs / Director of
Human Capital & Corporate Affairs



**MOH. ARIF
FAISAL**

Marketing & Business
Development



**ENDRA
WIRAWAN**

Quality Assurance &
Safety



**ARIEF
ADRIYANTO**

Internal Audit



**FIDIARTA
ANDIKA**

Corporate Secretary



MUHAMMAD SADALI

Base Maintenance



LEONARDUS ANDRIYANTO

Engine Maintenance



ANDI FAHRUROZI

Component Services



PUDJO SARWOKO

Furnishing & Upholstery Services



CORNELIS RADJAWANE

Logistic & Bonded Services



ERMAN NOOR ADI

Human Capital Management



DJATMIKO H. PUTRA

Learning Services



EDY SUYANTO

Corporate Affairs

Selain perubahan struktur organisasi, tidak terdapat perubahan signifikan pada organisasi terkait ukuran perusahaan, kepemilikan, struktur permodalan, maupun rantai pasokan yang terjadi sepanjang tahun 2018.

Aside from the changes in organization structure, there has been no other significant organizational change in relation to size, ownership, capital structure, and supply chain of the Company throughout 2018.

▶ Keanggotaan Asosiasi [GRI 102-13]

Association Membership [GRI 102-13]

Logo	Nama Organisasi / Name of Organization	Deskripsi Organisasi / Description of Organization	Posisi Perusahaan dalam Organisasi / Company's Position in the Organization
	<p>Indonesian Aircraft Maintenance Services Association (IAMSMA)</p>	<p>Asosiasi dari para pengusaha dalam pemeliharaan pesawat terbang di Indonesia. GMF bergabung di IAMSMA karena di dalam keanggotaan sama-sama bergerak di bidang perawatan pesawat terbang. Tujuannya untuk meningkatkan kualitas Perseroan, meningkatkan layanan pelanggan dan integritas organisasi dengan sesama anggota. / An association for entrepreneurs of aircraft maintenance services in Indonesia. GMF joins IAMSMA to further cement its business activity of aircraft maintenance and to improve its services to customers and organization's integrity with other members.</p>	<p>Anggota / Member</p>
	<p>International Airlines Technical Pooling (IATP)</p>	<p>IATP merupakan organisasi non-profit yang menaungi airline sedunia untuk sharing resources baik spare part, tool & equipment, maupun personel atau expert dalam kondisi Aircraft On Ground (AOG). / IATP is a non-profit organization serving a forum for world's airlines to share their resources, including spare part, tool & equipment, and personnel and experts of Aircraft-On-Ground (AOG) condition.</p>	<p>Anggota / Member</p>
	<p>Perkumpulan Pusat Logistik Berikat Indonesia (PPLBI)</p>	<p>Dengan visi menjadikan Indonesia sebagai hub logistic di Asia Pasifik, PPLBI dimotori oleh perusahaan yang bergerak dalam ruang lingkup logistik atau mata rantai pasok, serta memiliki lisensi beroperasi sebagai Pusat Logistik Berikat / With a vision to realize Indonesia as the logistic hub in Asia Pacific, PPLBI is driven by companies engaged in the logistics or supply chain scope, as well as having licenses to operate as Bonded Logistics Centers.</p>	<p>Anggota / Member</p>

Dalam menjalankan bisnis dan proses pelaporan kinerja keberlanjutan, GMF juga mengikuti dan mendukung beberapa prinsip dan inisiatif yang dikembangkan oleh organisasi lain, seperti *International Organization for Standardization (ISO)* untuk standar Sistem Manajemen, *Occupational Health and Safety Assessment Series (OHSAS)* untuk standar Sistem Manajemen K3, *International Financial Reporting Standards (IFRS)* untuk standar pelaporan keuangan, dan *Global Reporting Initiative (GRI)* untuk standar pelaporan laporan keberlanjutan. [GRI 102-12]

In conducting business and sustainability performance reporting process, GMF also adopts and supports several principles and initiatives developed by other organizations, such as International Organization for Standardization (ISO) for Management System standards, the Occupational Health and Safety Assessment Series (OHSAS) for OHS Management System, International Financial Reporting Standards (IFRS) for financial reporting standards, and Global Reporting Initiative (GRI) for reporting standards of sustainability report. [GRI 102-12]



Tata Kelola Berkelanjutan

Sustainability Governance



Tata Kelola Keberlanjutan

Sustainability Governance



Dalam rangka meningkatkan kinerja Perseroan dan mencapai pembangunan berkelanjutan, GMF berupaya untuk mengimplementasikan 5 (lima) prinsip Tata Kelola Perusahaan yang Baik atau *Good Corporate Governance* (GCG), yang terdiri dari Transparansi, Akuntabilitas, Pertanggungjawaban, Independensi, dan Kewajaran dalam melaksanakan aktivitas bisnis.

To improve the Company's performance and realize sustainable development, GMF strives to implement the 5 (five) principles of Good Corporate Governance, namely Transparency, Accountability, Responsibility, Independence, and Fairness, in conducting business activities.

Guna memperkuat posisi sebagai Top 10 MRO di Dunia, GMF berkomitmen untuk senantiasa menjadikan Tata Kelola Perusahaan yang Baik (*Good Corporate Governance* – GCG) sebagai pondasi utama dalam melaksanakan setiap kegiatan operasional Perseroan.

To strengthen its position as the Top 10 MRO in the World, GMF is committed to always promoting Good Corporate Governance (GCG) as the primary foundation in carrying out all of its operational activities.

Implementasi GCG dalam lingkup GMF telah mengacu kepada ketentuan dan standar hukum GCG, baik yang berlaku secara nasional maupun internasional, antara lain:

The implementation of GCG within GMF has referred to the applicable provisions and standards of GCG, either nationally or internationally, including:

- Undang-Undang Nomor 40 Tahun 2007 tentang Perseroan Terbatas;
- Undang-Undang Nomor 8 Tahun 1995 tentang Pasar Modal;
- Peraturan Menteri Negara Badan Usaha Milik (BUMN) Negara Nomor: PER-01/MBU/2011 tentang Penerapan Tata Kelola Perusahaan yang Baik (*Good Corporate Governance*) pada BUMN dan PER-09/MBU/2012 tentang Perubahan atas Peraturan Menteri Negara BUMN Nomor: PER-01/MBU/2011;
- Peraturan Menteri Negara BUMN Nomor PER-12/MBU/2012 tentang Organ Pendukung Dewan Komisaris/Dewan Pengawas BUMN;
- Peraturan Menteri Negara BUMN Nomor PER-03/MBU/2012 tentang Pedoman Pengangkatan Anggota Direksi dan Anggota Dewan Komisaris Anak Perusahaan BUMN;
- Peraturan Otoritas Jasa Keuangan Nomor 21/POJK.04/2015 tentang Penerapan Pedoman Tata Kelola Perusahaan Terbuka;
- Surat Edaran Otoritas Jasa Keuangan Nomor 32/SEOJK.04/2015 tentang Pedoman Tata Kelola Perusahaan Terbuka;
- Pedoman Tata Kelola Perusahaan yang Baik oleh Komite Nasional Kebijakan Governance (KNKG) Tahun 2006;

- Law No. 40 of 2007 regarding Limited Liability Companies;
- Law No. 8 of 1995 regarding Capital Market;
- Regulation of the State Minister of State-Owned Enterprise (SOE) No. PER-01.MBU/2011 regarding Implementation of Good Corporate Governance at SOEs and PER-09/MBU/2012 regarding Amendment to the Regulation of State Minister of State-Owned Enterprise No. PER-01/MBU/2011;
- Regulation of the State Minister of SOE No. PER-12/MBU/2012 regarding Supporting Organs of Board of Commissioners/Supervisory Board of SOEs;
- Regulation of the State Minister of SOE No. PER-03/MBU/2012 regarding Guidelines for the Appointment of Members of Board of Directors and Board of Commissioners of SOE's Subsidiaries;
- Regulation of the Financial Services Authority No. 21/POJK.04/2015 regarding Implementation of Governance Guidelines for Public Companies;
- Circular Letter of the Financial Services Authority No. 32/SEOJK.04/2015 regarding Governance Guidelines for Public Companies;
- Good Corporate Governance Guidelines by the National Committee on Corporate Governance (KNKG) of 2006;

- ASEAN Corporate Governance Scorecard (ACGS) oleh ASEAN Capital Market Forum;
- Akta Nomor 93 tanggal 26 April 2002, yang telah disahkan oleh Menteri Kehakiman dan Hak Asasi Manusia Republik Indonesia dengan surat keputusannya No. C-11685 HT.01.th.2002 tanggal 28 Juni 2002, sebagaimana terakhir telah diubah dengan Keputusan Rapat Umum Pemegang Saham Luar Biasa PT GMF AeroAsia Tbk. tanggal 06 November 2018 (untuk selanjutnya disebut “Anggaran Dasar”).
- ASEAN Corporate Governance Scorecard (ACGS) by the ASEAN Capital Market Forum;
- Deed No. 93 dated April 26, 2002, which has been validated by the Ministry of Law and Human Rights of the Republic of Indonesia through Decree No. C-11685 HT.01.th.2002 dated June 28, 2002, as amended recently through the Resolution of Extraordinary General Meeting of Shareholders of PT GMF AeroAsia Tbk. dated November 6, 2018 (hereinafter shall be referred to as the “Articles of Association”).

Dalam mengimplementasikan prinsip-prinsip GCG, Perseroan telah menetapkan Pedoman Tata Kelola Perusahaan sebagai acuan dan pedoman bagi seluruh Insan GMF dalam menjalankan aktivitas bisnis. Pedoman Tata Kelola Perusahaan ini disusun dengan maksud untuk memastikan bahwa setiap kebijakan yang ada di lingkungan GMF disusun dengan pendekatan *objective*, *risk*, dan *control* yang diarahkan guna mendorong dan menghidupkan *check and balance* pada setiap proses bisnis disetiap level maupun fungsi manajemen berdasarkan jiwa dan prinsip-prinsip GCG.

Pedoman Tata Kelola Perusahaan berisi cakupan mulai dari pokok-pokok kebijakan, sampai acuan kebijakan dasar bagi pelaksanaan kegiatan dalam tiga tingkat yaitu Korporasi, Bisnis dan Fungsional baik yang menyangkut kegiatan usaha, penanganan risiko, maupun fungsi-fungsi pendukung yang diperlukan.

Guna menegakkan implementasi GCG di wilayah kerja Perseroan, maka Pedoman Tata Kelola Perusahaan bersifat mengikat dan wajib dipatuhi oleh semua pihak yang terkait dengan proses pelaksanaan Tata Kelola Perusahaan.

Dalam konteks keberlanjutan, Perseroan senantiasa berupaya mengintegrasikan prinsip dan praktik keberlanjutan dalam tata kelola perusahaan. Aspek ekonomi, lingkungan, dan sosial menjadi aspek-aspek yang menjadi pusat perhatian GMF dalam menjalankan sistem GCG sebagai landasan dalam mencapai visi dan misi Perseroan.

Efektivitas atas penerapan GCG di lingkungan Perseroan dapat diketahui melalui hasil penilaian (*assessment*) GCG yang dilakukan berdasarkan kriteria yang tertuang

In implementing GCG principles, the Company has established Corporate Governance Guidelines as the reference and guidance for all GMF’s Personnel in carrying out business activities. The Corporate Governance Guidelines are formulated to ensure that every policy within GMF is prepared under an objective and controlled approach which takes into account all risks and is directed at encouraging and upholding check-and-balance process in each business activity at all levels and management functions, based on the principles of GCG.

The Corporate Governance Guidelines cover the main points of GCG policy up to the basic policy references for the implementation of activities at three levels, namely Corporate, Business, and Functional in relation to business activities, risk handling, and required supporting functions.

In order to enforce GCG implementation in the Company’s work area, the Corporate Governance Guidelines are binding and must be obeyed by all parties related to the implementation process of Corporate Governance.

In the context of sustainability, the Company always strives to integrate sustainability principles and practices in its corporate governance. Economic, environmental, and social aspects, thus become the center of GMF’s attention in implementing GCG system as a foundation in achieving its vision and mission.

Through the assessment of GCG, the Company can understand the effectiveness of GCG implementation within its operations. GCG assessment is carried out

dalam Keputusan Sekretaris Menteri BUMN Nomor SK-16/S.MBU/2012 tanggal 6 Juni 2012. Kriteria tersebut meliputi 6 (aspek) penilaian sebagai berikut:

1. Komitmen terhadap penerapan tata kelola perusahaan yang berkelanjutan;
2. Rapat Umum Pemegang Saham (RUPS);
3. Dewan Komisaris;
4. Direksi;
5. Pengungkapan informasi & transparansi; dan
6. Aspek penilaian lainnya.

Berdasarkan hasil penilaian penerapan GCG di tahun 2018, GMF berhasil memperoleh predikat **“Sangat Baik”** dengan skor penilaian sebesar 96,956. Uraian penilaian penerapan GCG pada tahun 2018 dimuat pada tabel berikut ini:

No.	Aspek Pengujian / Assessment Aspect	Bobot / Value	Capaian 2018 / Achievement in 2018	
			Nilai / Score	%
1.	Komitmen terhadap Penerapan Tata Kelola Perusahaan yang Baik secara Berkelanjutan / Commitment to Sustainable Implementation of Good Corporate Governance	7,00	6,810	97,28
2.	Pemegang Saham dan RUPS/Pemilik Modal / Shareholders and General Meeting of Shareholders	9,00	8,901	98,90
3.	Dewan Komisaris/Dewan Pengawas / Board of Commissioners/Supervisory Board	35,00	33,838	96,68
4.	Direksi / Board of Directors	35,00	34,189	97,68
5.	Pengungkapan Informasi dan Transparansi / Information Disclosure and Transparency	9,00	8,754	97,27
6.	Aspek Lainnya / Other Aspects	5,00	4,464	89,29
Skor Keseluruhan / Overall Score		100	96,956	96,96
Kualifikasi Kualitas Penerapan GCG (Predikat) / GCG Implementation Quality Rating (Predicate)			Sangat Baik / Excellent	

Dalam tiga tahun terakhir, hasil penilaian penerapan GCG selalu mengalami peningkatan. Hal tersebut membuktikan komitmen Perseroan untuk selalu meningkatkan kualitas penerapan GCG di lingkungan Perseroan. Perbandingan hasil penilaian penerapan GCG GMF selama tiga tahun terakhir akan diuraikan dalam tabel di bawah ini:

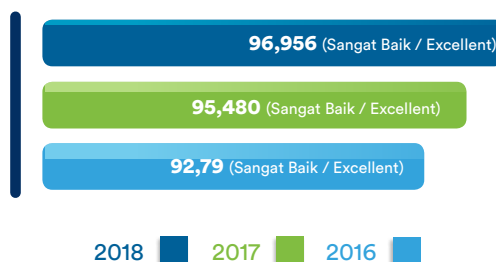
based on the criteria stipulated in the Decree of the Secretary of the Ministry of SOE No. SK-16/S.MBU/2012 dated June 6, 2012. The criteria include 6 (aspects) of assessment, assessment as follows:

1. Commitment to the sustainable implementation corporate governance;
2. General Meeting of Shareholders (GMS);
3. Board of Commissioners;
4. Board of Directors;
5. Information disclosure & transparency; and
6. Other aspects of assessment.

Based on assessment results of GCG implementation in 2018, GMF managed to obtain an **“Excellent”** predicate with an assessment score of **96.956**. Description of the GCG implementation evaluation in 2018 is shown in the table below.

In the last three years, the assessment results of GCG implementation have always increased. This proves the Company’s commitment to always improving the quality of GCG implementation within the Company. Comparison of the assessment results of GCG implementation at GMF over the past three years is described below:

Skor Penilaian GCG GCG Assessment Score

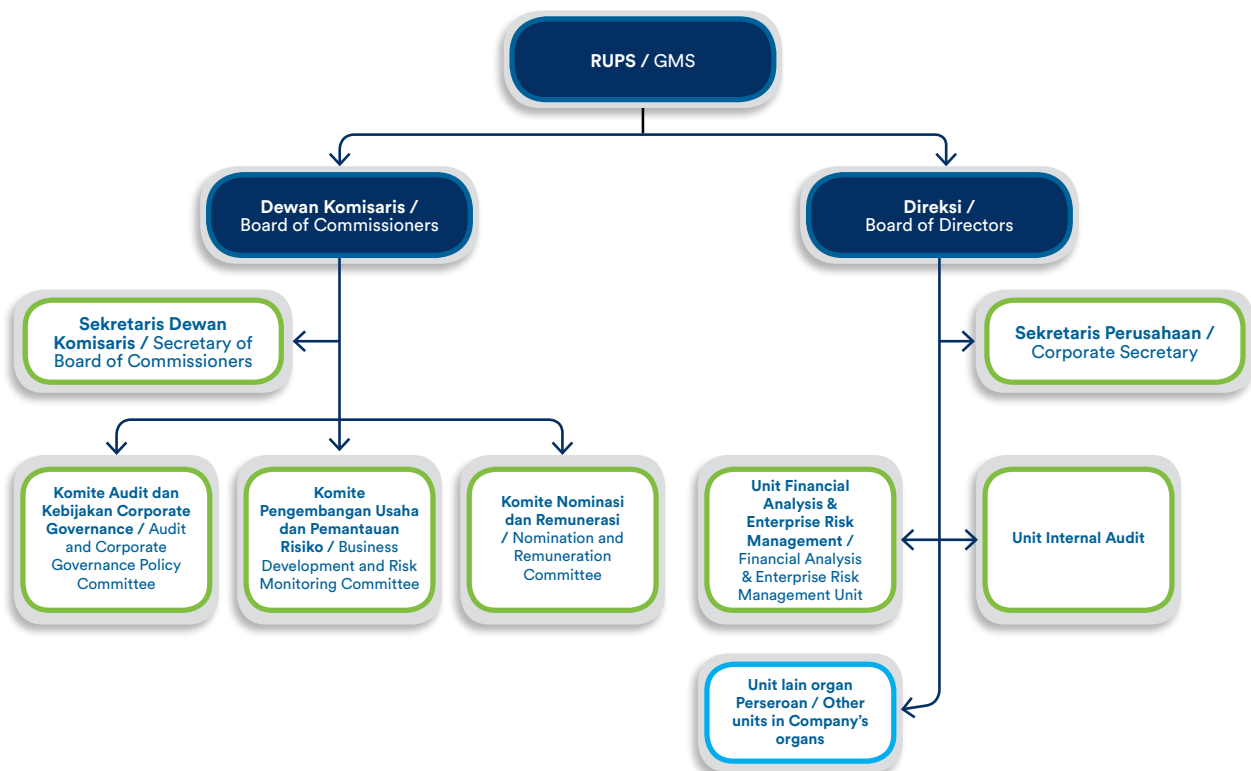


STRUKTUR TATA KELOLA PERUSAHAAN [GRI 102-18]

Sesuai dengan Undang-Undang Nomor 40 tahun 2007 tentang Perseroan Terbatas, struktur tata kelola GMF secara garis besar melibatkan organ utama yang terdiri dari Rapat Umum Pemegang Saham, Dewan Komisaris dan Direksi, serta organ pendukung lainnya dibawah Dewan Komisaris dan Direksi. Struktur tersebut dibuat dengan memperhatikan adanya pemisahan fungsi, tugas, dan tanggung jawab yang jelas antar organ Perseroan.

CORPORATE GOVERNANCE STRUCTURE [GRI 102-18]

Pursuant to the Law No. 40 of 2007 regarding Limited Liability Companies, GMF's governance structure in general involves the main organs of General Meeting of Shareholders, Board of Commissioners, and Board of Directors, and other supporting organs below the Board of Commissioners, and Board of Directors. The structure is prepared by observing the clear separation of functions, duties, and responsibilities among Company's organs.



Rapat Umum Pemegang Saham

Rapat Umum Pemegang Saham (RUPS) merupakan organ Perseroan yang memiliki wewenang yang tidak diberikan kepada Dewan Komisaris atau Direksi dalam batas yang ditentukan dalam Anggaran Dasar dan peraturan perundang-undangan yang berlaku. RUPS berperan sebagai forum pengambilan keputusan tertinggi sekaligus menjadi wadah bagi pemegang saham untuk memberikan pendapat terkait kinerja dan rencana pengembangan usaha Perseroan. Sebagaimana diatur dalam Pasal 20 Anggaran Dasar Perusahaan, pelaksanaan RUPS terdiri dari Rapat Umum Pemegang Saham Tahunan (RUPST) yang diadakan setiap tahun sekali dan Rapat Umum Pemegang Saham Luar Biasa (RUPSLB) yang diadakan di luar waktu RUPST apabila diperlukan.

General Meeting of Shareholders

As the highest organ in the Company, the General Meeting of Shareholders (GMS) has the authority which is not given to the Board of Commissioners and the Board of Directors within the limits set in the Articles of Association and the applicable law. GMS functions as the highest decision-making forum as well as facilitate the shareholders to express their opinion regarding the business performance and development program of the Company. Referring to Article 20 of the Company's Articles of Association, the GMS is divided into two, namely the Annual General Meeting of Shareholders (AGMS), which is held once in a year; and the Extraordinary General Meeting of Shareholders (EGMS) which is held outside the schedule of AGMS if necessary.

Pada tahun 2018, GMF telah melaksanakan RUPS Tahunan sebanyak 1 (satu) kali yang dilaksanakan pada tanggal 30 April 2018 dan RUPS Luar Biasa sebanyak 2 (dua) kali, yaitu pada tanggal 6 Maret 2018 dan 6 November 2018. Seluruh agenda dan keputusan RUPST dan RUPSLB tahun 2018 dapat dilihat pada Laporan Tahunan PT GMF AeroAsia Tbk. tahun 2018. Salah satu keputusan strategis berdasarkan hasil RUPS tahun 2018 adalah perubahan susunan jajaran Dewan Komisaris dan Direksi GMF.

Dewan Komisaris

Dewan Komisaris merupakan salah satu organ Perseroan yang bertugas untuk menjalankan fungsi pengawasan atas kebijakan kepengurusan dan kegiatan usaha Perseroan serta untuk memberikan nasihat kepada Direksi dalam rangka memastikan pengelolaan Perseroan sesuai dengan maksud dan tujuan usahanya, dan tidak dimaksudkan untuk kepentingan pihak atau golongan tertentu.

Dalam konteks keberlanjutan, Dewan Komisaris juga bertugas untuk melakukan pengawasan dan pemberian nasihat terkait pelaksanaan kinerja keberlanjutan, sepanjang tidak bertentangan dengan peraturan perundang-undangan, Anggaran Dasar, dan/atau Keputusan Rapat Umum Pemegang Saham dengan mengikuti perkembangan kegiatan Perseroan serta memberikan pendapat dan saran kepada Rapat Umum Pemegang Saham mengenai masalah-masalah keberlanjutan, baik di bidang ekonomi, lingkungan, maupun masyarakat, yang dianggap penting bagi seluruh pemangku kepentingan Perseroan, baik internal maupun eksternal.

Dewan Komisaris wajib, dengan itikad baik dan tanggung jawab penuh, melaksanakan tugasnya sesuai Anggaran Dasar Perseroan dan Peraturan Perundang-undangan untuk kepentingan GMF. Dalam melaksanakan tugas, wewenang, dan kewajibannya sebagai pengawas pengelolaan bisnis Perseroan, Dewan Komisaris dibantu oleh Organ Pendukung Dewan Komisaris yang terdiri dari Sekretariat Dewan Komisaris, Komite Audit dan Kebijakan Corporate Governance (KAKCC), Komite Nominasi dan Remunerasi (KNR), dan Komite Pengembangan Usaha dan Pemantauan Risiko (KPUPR).

In 2018, GMF convened 1 (one) Annual GMS on April 30, 2018, and 2 (two) Extraordinary GMS on March 6, 2018 and November 6, 2018. All agenda and resolutions of both the 2018 AGMS and EGMS have been described in the 2018 Annual Report of PT GMF AeroAsia Tbk. One of the strategic resolutions of 2018 GMS was the changes in compositions of Board of commissioners and Board of Directors of the Company.

Board of Commissioners

The Board of Commissioners is an organ of the Company which functions to supervise the Company's management policy and business activities, and to provide advice to the Board of Directors in order to ensure that the Company's management has been in accordance with its business purposes and objectives and not intended for the benefits of certain parties or groups.

In the sustainability context, the Board of Commissioners also has a duty to provide supervision and advice on matters related to the implementation of sustainability performance, provided that such matters do not conflict with the laws and regulations, Articles of Association, and/or Resolutions of General Meeting of Shareholders, by keeping abreast of the development of Company's activities. In addition, the Board of Commissioners gives advice and suggestions to the General Meeting of Shareholders regarding sustainability issues in the fields of economy, environment, and community, deemed significant for all stakeholders of the Company, either internally or externally.

The Board of Commissioners must, in good faith and full responsibility, carry out their duties in accordance with the Company's Articles of Association and the prevailing laws and regulations for the benefit of GMF. In carrying out their duties, authority, and obligations as the supervisor of Company's business management, the Board of Commissioners is assisted by the Supporting Organs of Board of Commissioners consisting of the Secretary of Board of Commissioners, Audit and Corporate Governance Policy Committee (KAKCC), Nomination and Remuneration Committee (KNR), and Business Development and Risk Monitoring Committee (KPUPR).

Direksi

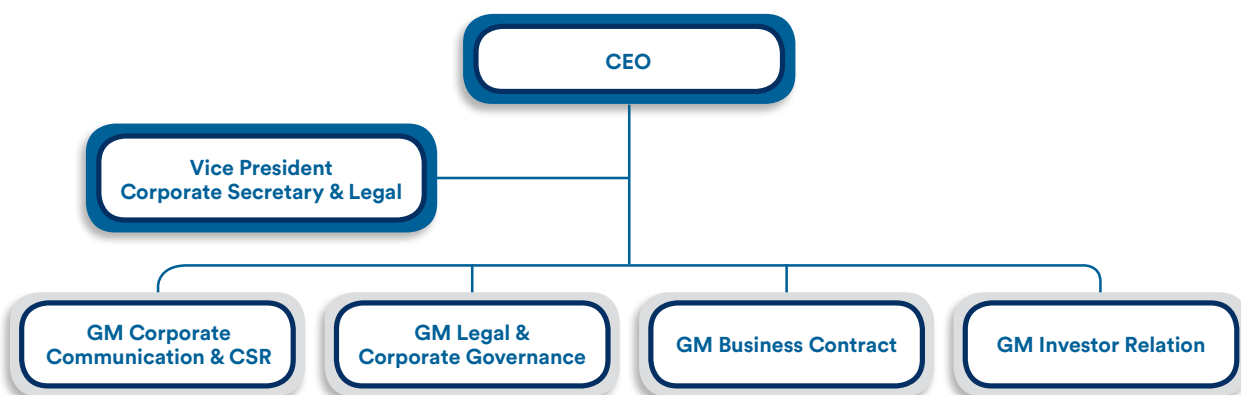
Direksi merupakan Organ Perseroan yang berwenang dan bertanggung jawab penuh atas pengurusan dan pengelolaan Perseroan dalam rangka merealisasikan kepentingan-kepentingan Perseroan dengan mengacu pada maksud dan tujuan Perseroan. Selain itu, Direksi juga berperan sebagai perwakilan Perseroan, baik di dalam maupun di luar pengadilan sesuai dengan ketentuan Anggaran Dasar Perseroan dan Peraturan Perundang-undangan.

Dalam konteks keberlanjutan, Direksi memiliki peran sebagai pelaksana program-program keberlanjutan yang dikemas dalam bentuk Program Kemitraan dan Bina Lingkungan (PKBL), Program Tanggung Jawab Sosial Perusahaan atau Corporate Social Responsibility (CSR), serta beberapa program lain yang dilakukan dalam rangka mencapai pembangunan yang berkelanjutan (sustainable development).

Direksi memiliki Organ Pendukung yang bertugas untuk membantu pelaksanaan tugas dan tanggung jawab Direksi. Organ Pendukung tersebut antara lain Sekretaris Perusahaan, Unit Financial Analysis, Unit Internal Audit, dan Unit Lain Organ Perusahaan.

Pihak Pengelola Tanggung Jawab Sosial Perusahaan

Dalam rangka memenuhi Tanggung Jawab Sosial Perusahaan atau *Corporate Social Responsibility* (CSR) yang meliputi aspek ekonomi, lingkungan maupun sosial, GMF telah membentuk Unit Corporate Communication yang secara khusus menangani kegiatan CSR Perseroan. Berikut struktur pengelola CSR GMF secara lengkap:



Board of Directors

The Board of Directors is a Company's organ with full authority and responsibility to manage the Company in order to realize the interest of the Company by referring to the purposes and objectives of the Company. In addition, the Board of Directors shall represent the Company, both inside and outside the Court in accordance with the Company's Articles of Association as well as the prevailing laws and regulations.

serves as the executor of sustainability programs that are packaged as the Partnership and Community Development Program (PKBL), Corporate Social Responsibility (CSR) Program, and various other programs conducted in order to achieve sustainable development.

The Company's Board of Directors is supported by several organs in the implementation of their duties and responsibilities. These organs are the Corporate Secretary, the Financial Analysis Unit, the Internal Audit Unit and other Organs of the Company.

Corporate Social Responsibility Management

In order to fulfill Corporate Social Responsibility (CSR) which covers the economic, environmental, and social aspects, GMF has established a Corporate Communication Unit that specifically handles CSR activities in the Company. The following is the Company's CSR management structure:

KOMPOSISI BADAN TATA KELOLA GMF [GRI 405-1]

COMPOSITION OF GOVERNANCE BODY OF GMF [GRI 405-1]

Keterangan / Description	2016				2017				2018			
	Dewan Komisaris / Board of Commissioners	Direksi / Board of Directors	Komite / Committees	Jumlah / Total	Dewan Komisaris / Board of Commissioners	Direksi / Board of Directors	Komite / Committees	Jumlah / Total	Dewan Komisaris / Board of Commissioners	Direksi / Board of Directors	Komite / Committees	Jumlah / Total
Jenis Kelamin / Gender												
Laki-laki / Male	3	5	6	14	2	4	6	12	3	5	7	15
Wanita / Female	1	-	2	3	1	-	1	2	-	-	-	-
Jumlah / Total	4	5	8	17	3	4	7	14	3	5	7	15
Usia												
<30 tahun / years old	-	-	-	-	-	-	-	-	-	-	-	-
31-50 tahun / years old	2	4	7	13	2	2	5	9	3	3	6	12
>51 tahun / years old	2	1	1	4	1	2	2	5	-	2	1	3
Jumlah / Total	4	5	8	17	3	4	7	14	3	5	7	15

MANAJEMEN RISIKO [GRI 102-11]

Sebagai perusahaan yang bergerak di bidang jasa perawatan pesawat terbang berskala internasional, GMF dihadapkan pada beragam risiko usaha yang berasal dari internal dan eksternal Perseroan dalam proses pelaksanaan bisnisnya. Oleh sebab itu, guna mendorong akurasi dalam penyusunan peta risiko, menekan kemungkinan terjadinya risiko, dan mempermudah dalam upaya mitigasi risiko yang tepat dan efisien, GMF telah menetapkan Pedoman Tata Kelola Perusahaan dan Kebijakan Manajemen Risiko no. KB-01-009 sebagai pedoman dan dasar pelaksanaan manajemen risiko. Ketentuan dalam pelaksanaan prosesnya juga diatur di dalam rangkaian Standard Operating Procedure sehingga penerapan manajemen risiko dapat seragam dan selaras.

Selain itu, GMF telah menetapkan Pedoman Tata Kelola Perusahaan dan Kebijakan Manajemen Risiko no. KB-01-009 sebagai pedoman dan dasar pelaksanaan manajemen risiko. Ketentuan dalam pelaksanaan prosesnya juga diatur di dalam rangkaian *Standard Operating Procedure* sehingga penerapan manajemen risiko dapat seragam dan selaras.

Struktur Tata Kelola Manajemen Risiko

Selain itu, Perseroan juga menerapkan Manajemen Risiko Perusahaan atau Enterprise Risk Management (ERM) yang pelaksanaannya merujuk pada beberapa kerangka kerja seperti ISO 31000, COSO ERM dan Kerangka Australia Standard/New Zealand Standar 4360. [GRI 102-12]

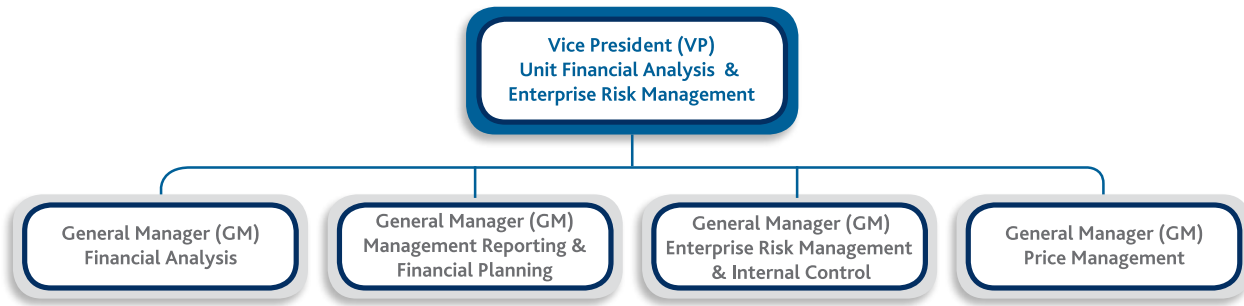
RISK MANAGEMENT [102-11]

As a company engaged in the international-scale aircraft maintenance services, GMF faces a variety of business risks originating from the Company's internal and external processes of business implementation. Thus, in order to encourage accuracy in the preparation of risk maps, reduce the possibility of risk, and facilitate efforts of risk mitigation in an appropriate and efficient manner, GMF has established the Corporate Governance Guidelines and Risk Management Policy No. KB-01-009 as the guidance and basis for risk management implementation. Provisions for the implementation of process are also regulated in a series of Standard Operating Procedures so that risk management can be applied in a uniform and harmonious manner.

In addition, GMF has set the Corporate Governance Guidelines and Risk Management Policy No. KB-01-009 as a guidance and basis for implementing risk management. Provisions in the process implementation are also stipulated in a series of Standard Operating Procedures so that the application of risk management can be uniform and harmonious.

Risk Management Governance Structure

In addition, the Company applies an Enterprise Risk Management (ERM) which refers to several frameworks such as ISO 31000, COSO ERM, and Australian Standard/New Zealand Standard 4360 Framework. [GRI 102-12]



Profil Risiko dan Upaya Mitigasi

Berdasarkan pencapaian kinerja sampai dengan Desember 2018 dan hasil *monitoring* risiko, GMF telah memetakan jenis-jenis risiko yang dihadapi Perseroan sepanjang tahun 2018 beserta upaya penyelesaian (mitigasi) risiko sebagai bentuk antisipasi terhadap kemungkinan risiko yang muncul dalam proses bisnis di masa yang akan datang.

Jenis-jenis risiko GMF yang dapat mempengaruhi kinerja Perseroan beserta upaya mitigasinya diuraikan dalam tabel berikut ini:

Risk Profile and Mitigation Efforts

Based on performance achievement up to December 2018 and the results of risk monitoring, GMF has mapped the types of risks faced during 2018, as well as their mitigation efforts as a form of anticipation of possible risks arising in future business processes.

Types of risks that may impact on GMF's performance, as well as the mitigation efforts are described in the following table:

No.	Jenis Risiko / Type of Risk	Mitigasi	Mitigation
1.	Risiko Strategis / Strategic Risk	Untuk menunjang tujuan strategis dan jangka panjang, Perseroan telah membentuk <i>Strategic Initiative (SI) Team</i> yang berfungsi menjaga agar <i>timeline</i> SI dapat tercapai termasuk memitigasi risikonya. Kemajuan pelaksanaan pengendalian risikonya dilaporkan secara rutin kepada Direksi.	To support the strategic and long-term objectives, the Company has established a Strategic Initiative (SI) Team that serves to keep the SI timeline achievable including mitigating the risks. The progress of its implementation of risk control is reported routinely to the Board of Directors.
2.	Risiko Keuangan / Financial Risk	Perseroan telah melakukan kerja sama dengan lembaga keuangan dalam menunjang investasi dan modal kerja. Selain itu, Perseroan juga konsisten menerapkan <i>Customer Remittance Policy (CRP)</i> untuk mengantisipasi risiko pembayaran <i>customer</i> .	The Company has cooperated with financial institutions to support investment and working capital. In addition, the company also consistently implements Customer Remittance Policy (CRP) to anticipate customer payment risk.
3.	Risiko Operasional / Operational Risk	Dalam peningkatan kegiatan operasional, Perseroan telah melakukan kerja sama dengan beberapa <i>vendor</i> untuk penyediaan material dan institusi pendidikan untuk pemenuhan sumber daya manusia. Selain itu, GMF juga melakukan <i>improvement</i> terhadap <i>legacy system</i> yang digunakan saat ini dengan bekerja sama dengan konsultan.	In improving its operational activities, the Company has cooperated with several vendors to provide materials and educational institutions for the fulfillment of human resources. Furthermore, GMF has made improvements to the legacy system used today by working with consultants.
4.	Risiko Eksternalitas / Externality Risk	GMF memiliki sebuah fungsi yang akan selalu menjaga kekinian peraturan yang ada di Perseroan. Serta berusaha untuk selalu membina hubungan baik dengan para <i>stakeholder</i> serta berusaha menyelesaikan permasalahan sebelum dibawa ke area hukum.	The Company has a function that will always keep the current rules of the Company. In addition, the Company shall strive to always build good relationships with stakeholders and try to solve problems before taking them to the legal area.

Evaluasi Manajemen Risiko

GMF melakukan evaluasi terhadap risiko-risiko sepanjang tahun berjalan melalui unit terkait dalam rangka menentukan level risiko, mengidentifikasi kemungkinan munculnya risiko baru, dan mencari mitigasi risiko yang

Risk Management Evaluation

GMF evaluates its risks throughout the current year through related units in order to determine the level of risk, identify the possibility of new risks, and seek risk mitigation to be carried out in addressing the risks.

harus dilakukan dalam menanggulangi risiko tersebut. Proses evaluasi terhadap pelaksanaan manajemen risiko salah satunya dilakukan melalui *Risk Culture Survey* (RCS). Pelaksanaan survei ini bertujuan untuk mengetahui tingkat kewaspadaan dan pemahaman insan GMF dalam mengelola risiko Perseroan.

Metode yang digunakan adalah *survey sampling* yang melibatkan struktural mulai level *Vice President* (VP) atau setingkat VP. *General Manager* (GM) atau setingkat GM, sampai dengan Manajer atau setingkat Manajer, karena memiliki wawasan proses bisnis yang lebih holistik dan penilaiannya dianggap dapat mewakili lingkungan kerjanya.

RCS tahun 2018 dilaksanakan pada awal tahun 2019. Kondisi aktual budaya risiko GMF di akhir tahun 2018 berada di area *Medium Culture* dengan indeks sebesar 67%. Hasil survei tersebut menunjukkan bahwa responden menilai tinggi pada aspek kepedulian dan menilai rendah pada aspek tantangan. Pada aspek tantangan yang dinilai kurang antara lain mengenai kesempatan pegawai untuk menyampaikan pendapat dalam pengelolaan risiko, *reward* atas inisiatif pengungkapan risiko dan efektivitas sistem laporan risiko. Hasil survei ini dapat menjadi masukan untuk menentukan program kerja tahun berikutnya terutama pada aspek yang masih dinilai rendah.

PEDOMAN ETIKA PERUSAHAAN [GRI 102-16]

GMF memiliki Pedoman Etika Perusahaan ditetapkan melalui Keputusan Direktur Utama tanggal 24 Oktober 2011 Nomor: DT/KEP/5015/2011 tentang Pemberlakuan dan Penerapan Pedoman Perilaku (*Code of Conduct*). *Code Of Conduct* (CoC) telah dimutakhirkan dan disahkan oleh Direksi dan Dewan Komisaris pada tanggal 08 Agustus 2018.

Secara umum muatan Kode Etik Perusahaan yang dimiliki GMF adalah sebagai berikut:

Aspek yang Diatur / Aspect	Penjelasan	Description
I. Komitmen Dewan Komisaris dan Direksi / Commitment of the Board of Commissioners and Board of Directors	Seluruh jajaran Dewan Komisaris dan Direksi melakukan penandatanganan Pedoman Perilaku (<i>Code of Conduct</i>) sebagai wujud bahwa Dewan Komisaris dan Direksi menerima, memahami dan bersedia untuk mematuhi semua ketentuan yang tercantum di dalamnya serta mengesahkan Pedoman Perilaku (<i>Code of Conduct</i>) tersebut.	The Board of Commissioners and Board of Directors sign the Code of Conduct as a commitment that both the Board of Commissioners and Board of Directors accept, understand and are willing to comply with all provisions listed in it. Both the Board of Commissioners and Board of Directors also validate the Code of Conduct.

One of the evaluation processes of risk management implementation is through the Risk Culture Survey (RCS). The purpose of this survey is to determine the level of awareness and understanding of all personnel in managing the GMF's risks.

The method used is survey sampling which involves structural officers, starting from the Vice President (VP) level or other officers of VP level, General Manager (GM) or other officers of GM level, up to Manager or other officers of Manager level. This is done based on the consideration that they have more holistic insight of business process and their judgments represent their work environment.

The 2018 RCS was held at the beginning of 2019. The actual condition of GMF's risk culture at the end of 2018 was in the Medium Culture area with an index of 67%. The survey results show that respondents rated high on the aspect of concern and low on the aspect of challenge, among others, in regard to the opportunity for employees to express their opinions in risk management, reward for risk disclosure initiatives, and the effectiveness of risk reporting systems. The results of this survey serve as an input to determine the work programs for the following year, especially in the aspects that are still considered low.

CODE OF CONDUCT [GRI 102-16]

GMF has established the Corporate Code of Conduct through the Decree of President Director No. DT/KEP/5015/2011 dated October 24, 2011, regarding Enactment and Implementation of Code of Conduct. The Code of Conduct of the Company was updated and approved by the Board of Directors and Board of Commissioners on August 08, 2018.

In general, the contents of GMF's Code of Conduct are as follows:

Aspek yang Diatur / Aspect	Penjelasan	Description
II. Nilai-nilai Inti GMF (GMF Values) / Core Values of GMF	<p>Nilai-nilai inti GMF dirangkum ke dalam Pedoman Nilai-nilai Inti dan Komitmen GMF yang didefinisikan sebagai serangkaian prinsip atau aturan perilaku, yang bertujuan membantu membedakan yang benar dan yang salah. Pedoman ini disusun atas Nilai-nilai Inti yang menjabarkan dasar perilaku berbisnis dan bekerja yang merefleksikan kepercayaan, prioritas, dan prinsip yang dianut. Nilai-nilai inti GMF atau lebih dikenal di lingkungan GMF sebagai "GMF Values" terbagi menjadi 5 (lima) dengan aturan <i>Do's and Don't's</i>, untuk masing-masing nilai.</p>	<p>GMF's values are summarized in the GMF Core Values and Commitment Guideline which is defined as a set of principles or codes of conduct that is used to distinguish between the right and wrong actions. This guideline comprises core values which lay out the fundamental ways of working and doing business that reflect trustworthiness, priority and other principles. These core values, or known as "GMF Values", are categorized into 5 (five) Do's and Don'ts for each value.</p>
III. Etika Bisnis / Business Ethics	<p>Etika bisnis merupakan sejumlah ketentuan yang menjadi acuan bagi GMF maupun individu yang bertindak atas nama GMF dalam menjalankan aktivitas bisnisnya yang mengatur hak dan kewajibannya terhadap <i>stakeholders</i> dan ketentuan yang berlaku. Etika Bisnis GMF mengatur antara lain:</p> <ol style="list-style-type: none"> 1. Kepatuhan terhadap peraturan perundangan 2. Penerimaan hadiah, suap dan gratifikasi 3. Kepedulian terhadap kesehatan, keselamatan dan lingkungan kerja 4. Komitmen Perusahaan kepada <i>Stakeholders</i> 5. Pelanggan <ol style="list-style-type: none"> a. Pegawai/Karyawan dan Serikat Karyawan b. Pemegang Saham c. Mitra Usaha d. Pemerintah dan Otoritas e. Kreditur f. Masyarakat Sekitar g. Pihak lainnya yang melakukan transaksi usaha dengan perusahaan 6. Perlindungan terhadap Hak Atas Kekayaan Intelektual dan <i>Intangible Assets</i> 	<p>Business Ethics are a number of requirements which serve as a reference for both GMF and Individuals who act on behalf of GMF in conducting their business activities that regulate the rights and responsibilities to stakeholders and to the prevailing regulations</p> <ol style="list-style-type: none"> 1. The compliance to the laws and regulations 2. The acceptance of gifts, bribes and gratuities 3. The concern on the health, safety and work environment 4. The Company's commitment to the stakeholders 5. Customer <ol style="list-style-type: none"> a. Employee/Personnel and the Labor Union b. Shareholders c. Business partners d. Government and Authorities e. Creditors f. Local communities g. Other parties who conduct business transactions with the Company 6. The Protection of the Intellectual Property Rights and Intangible Assets
IV. Etika Kerja / Work Ethics	<p>Setiap Insan GMF harus menjaga citra dan reputasi Perusahaan guna mendukung kelancaran usaha dan kelangsungan bisnis Perusahaan. Etika kerja GMF mengatur hubungan antar individu baik di dalam Perusahaan maupun di luar Perusahaan dalam aktivitas kerja sehari-hari yang diharapkan mampu menjaga citra baik GMF. Etika Kerja GMF mengatur antara lain:</p> <ol style="list-style-type: none"> 1. Komitmen insan GMF di dalam dan di luar Perusahaan. 2. Komitmen sebagai Atasan. 3. Komitmen sebagai Bawahan. 4. Komitmen terhadap catatan, dokumen dan informasi. 5. Komitmen terhadap aset Perusahaan. 6. Komitmen terhadap benturan kepentingan. 7. Komitmen terhadap kegiatan politik. 8. Perilaku asusila, narkoba, obat terlarang, perjudian dan merokok. 9. Menjaga rahasia Perusahaan. 	<p>Every GMF's employee must maintain the image and reputation of the Company in order to contribute to the success and the continuity of the Company's business. GMF's Work Ethics govern the relationship between individuals both inside and outside of the Company in their daily work activities which is expected to maintain GMF's reputation. GMF's Work Ethics are set among others:</p> <ol style="list-style-type: none"> 1. GMF employee's commitment inside and outside of the Company. 2. Commitment as supervisor 3. Commitment as subordinates 4. Commitment to records, documents and information 5. Commitment to the Company's assets 6. Commitment to the conflict of interest 7. Commitment to a political activity 8. Inappropriate behavior, use of narcotics and illegal substances, gambling and smoking 9. Protecting company's secrets
V. Penerapan dan Penegakkan serta Pernyataan / The Application and Enforcement, as well as Statement		

GMF memastikan bahwa setiap Insan GMF mengetahui dan memahami CoC serta peduli terhadap penerapan perilaku yang baik di lingkungan maupun di luar Perusahaan. Guna mencapai hal tersebut, sepanjang tahun 2018 GMF telah melakukan sosialisasi CoC dan Perjanjian Kerja Bersama (PKB) yang melibatkan segenap karyawan di seluruh jenjang organisasi di Kantor Pusat dan Kantor Perwakilan. Selain itu,

GMF ensures that each of its employee knows and understands the Code of Conduct, and cares to implement it both inside and outside the Company. In order to achieve this, throughout 2018, the dissemination of Code of Conduct and Collective Labor Agreement (PKB) of the Company has been conducted by involving all employees at all levels of organization, both at the Head Office and the Representative Offices. In addition,

sosialisasi CoC termasuk budaya perusahaan dilakukan melalui *website* Perseroan yang dapat diakses baik pihak internal maupun eksternal GMF. Penyebaran CoC juga dilakukan melalui *email* oleh Unit Learning Center GMF dan Buletin Bulanan GMF News.

Untuk mencegah terjadinya pelaku indisipliner serta memberikan efek jera bagi para pelanggar kode etik di lingkungan Perseroan, GMF menetapkan sanksi kepada siapa saja yang melakukan pelanggaran atas CoC. Jenis sanksi yang diterima terbagi menjadi tiga kategori, yaitu sanksi ringan berupa pemberian Surat Peringatan Tertulis, sanksi sedang berupa penurunan *base salary* sebesar 10% selama 4 (empat) bulan atau pembebasan dari jabatan struktural selama 6 (enam) bulan, dan sanksi berat berupa penurunan *base salary* sebesar 10% selama 12 (dua belas) bulan atau pembebasan dari jabatan struktural selama 3 (tiga) tahun atau Pemutusan Hubungan Kerja (PHK). Hingga akhir Desember 2018, tidak terdapat pelanggaran terhadap *Code of Conduct* di lingkungan GMF.

PENGADAAN BARANG DAN JASA

GMF berkomitmen penuh untuk menjadikan prinsip GCG sebagai budaya dalam perusahaan melalui pengimplementasian GCG di seluruh aspek kinerja Perusahaan, salah satunya dalam proses pengadaan barang dan jasa. Penerapan prinsip GCG pada proses pengadaan barang dan jasa dilakukan guna menjamin proses pengadaan barang dan jasa yang sehat, efektif, dan efisien bagi aktivitas bisnis Perseroan.

Terdapat 2 (dua) unit kerja yang ditugaskan untuk mengelola pengadaan barang dan jasa di lingkungan GMF, yaitu Unit Material Services yang bertugas terkait pemenuhan kebutuhan yang berhubungan dengan *aircraft* dan Unit Corporate Affair yang bertugas terkait pemenuhan kebutuhan yang berhubungan dengan *non-aircraft*. [GRI 103-2]

Proses pengadaan barang dan jasa Perseroan dilakukan dengan mengacu pada kebijakan mengenai Pengadaan Barang dan Jasa sesuai Keputusan Direktur Utama GMF melalui KB-01-015 yang disahkan pada tanggal 26 September 2013 sebagai Pedoman Pengadaan Barang dan Jasa. Revisi terakhir dilakukan pada tanggal 21 November 2016 sebagai upaya penyesuaian perkembangan organisasi GMF.

the dissemination of Code of Conduct, including the corporate culture, is conducted through the Company's website accessible by both internal and external parties, email by the Learning Center Unit of GMF, as well as through monthly news publication.

In order to prevent the occurrence of indiscipline behavior and to give deterrent to violators of the Code of Conduct in the Company, punishment due to violations of the Code Conduct Ethics is given, which can be categorized into three types of sanctions, namely light sanction, in the form of Written Warning Letter; moderate sanction, in the form of a 10% reduction in base salary for 4 (four) months or a temporary release from any structural position for 6 (six) months; and serious (heavy) sanction, in the form of 10% reduction in base salary for 12 (twelve) months or a temporary release from any structural position for 3 (three) years or a Termination of Employment (PHK). Up to the end of 2018, there has been no Code of Conduct violation within GMF.

GOODS AND SERVICES PROCUREMENT

GMF is fully committed to incorporating GCG principles as corporate culture through the implementation of GCG in all aspects of Company's performance, among others, in the process of goods and services procurement. In this process, GCG is implemented to ensure the soundness, effectiveness and efficiency of procurement in order to generate positive values for the Company's business activities.

There are 2 (two) work units assigned to manage the goods and services procurement within the Company, namely the Material Services Unit whose duty is to fulfill aircraft-related needs, and the Corporate Affair Unit who is in charge of fulfilling non-aircraft related needs. [GRI 103-2]

The process of goods and services procurement of the Company is carried out by referring to the policy on Goods and Services Procurement, in accordance with the Decree of President Director of GMF No. KB-01-015 dated September 26, 2013. This decree also serves as the Guidelines for Procurement of Goods and Services at the Company. The last revision on the guidelines was on November 21, 2016 in order to adjust with GMF organization's development.

Guna mendukung operasional dan kelancaran bisnis perusahaan, GMF setiap tahun menjalin kerjasama dengan berbagai pemasok. Kerjasama yang dilakukan oleh GMF dengan beberapa pemasok dalam bentuk kerjasama jangka Panjang dan jangka pendek sesuai dengan KB-01-05 Kebijakan Bisnis Pengadaan Barang dan Jasa PT GMF AeroAsia Tbk. Dalam praktiknya, GMF mengacu pada KB tersebut. Pengadaan barang dan jasa Perseroan dilakukan melalui beberapa metode pengadaan, antara lain: [GRI 103-2]

1. Pembelian Langsung (*direct purchase*)
Pembelian langsung yaitu pembelian terhadap barang yang terdapat di pasar, dengan demikian nilainya berdasarkan harga pasar.
2. Penunjukkan Langsung
Penunjukan langsung adalah pengadaan yang dilaksanakan dengan menunjuk langsung kepada satu penyedia barang dan jasa dimana pengadaannya langsung diupayakan untuk mendapatkan penawaran terbaik.
3. Pemilihan Langsung (*direct selection*)
Pemilihan langsung (*direct selection*) adalah pelaksanaan pengadaan barang dan jasa yang dilakukan dengan mengundang peserta sekurang-kurangnya 2 (dua) penyedia barang dan jasa.
4. Tender
Pelaksanaan Tender di GMF terbagi menjadi 2 tipe, yaitu Tender terbatas dan Tender Terbuka untuk menjaga hubungan yang harmonis dengan para pemasok atau rekanan, GMF menyediakan fasilitas Kawasan Berikat dan selanjutnya diubah menjadi Pusat Logistik Berikat yang memberi kemudahan bagi para pemasok untuk melakukan proses ekspor import tidak hanya khusus saat bertransaksi dengan GMF saja dan lain sebagainya.

GMF juga berupaya meningkatkan kualitas kerja sama dan memberikan pemahaman kepada pemasok terkait proses pengadaan yang sesuai dengan kebijakan GMF maupun informasi lain yang bermanfaat bagi pemasok. Kegiatan tersebut diharapkan mampu menciptakan proses pengadaan yang kompetitif, efektif, dan efisien.

Memprioritaskan Pemasok Lokal

Pendekatan Manajemen dan Evaluasinya [GRI 103-2, GRI 103-3]

Dalam proses pengadaan, GMF tidak hanya melibatkan dan menjalin kerjasama dengan pemasok non-lokal, namun juga melibatkan dan menjalin kerjasama

To support the Company's business and operational activities, GMF cooperates with various suppliers every year in both long-term and short-term forms in accordance with KB-01-05 on Goods and Services Procurement Business Policy of PT GMF AeroAsia Tbk. In goods and services procurement practice, GMF refers to the KB and is carried out through several procurement methods, including: [GRI 103-2]

1. Direct Purchase
Direct purchase, namely the purchase of goods available in the market; hence, the value is based on market prices.
2. Direct Appointment
Direct appointment is procurement carried out by directly appointing one supplier of goods and services where procurement is sought immediately to obtain the best offer.
3. Direct Selection (direct selection)
Direct selection is the procurement of goods and services that is carried out by inviting at least 2 (two) providers of goods and services.
4. Tender
Tender implementation at GMF is divided into 2 types, namely Limited Tender and Open Tender, in order to maintain a harmonious relationship with suppliers or partners. GMF also provides Bonded Zone facilities, which have been subsequently converted into a Bonded Logistics Center, aiming at facilitating the suppliers in carrying out export-import activities, not only limited to transactions with GMF but also with other companies.

GMF also seeks to improve the quality of cooperation and provide understanding to suppliers regarding the procurement process in accordance with GMF's policies, as well as other information that is beneficial to suppliers. The activity is expected to be able to create a competitive, effective, and efficient procurement process.

Prioritizing Local Suppliers

Management Approach and Evaluation [GRI 103-2, GRI 103-3]

In the procurement process, GMF does not only engage and cooperate with non-local suppliers, but also with local suppliers. Cooperation between GMF and local

dengan pemasok lokal. Kerja sama antara GMF dengan pemasok lokal memberikan banyak manfaat bagi keberlangsungan dan kelancaran operasional dan bisnis GMF ke depannya, antara lain:

1. Memperkecil biaya operasional dikarenakan jarak lokasi antara GMF dengan pemasok lokal masih berada di wilayah Indonesia.
2. Mempercepat waktu pengadaan.

Kedua manfaat di atas mampu mendorong terciptanya efisiensi bagi kinerja GMF.

Evaluasi terhadap pendekatan ini dilakukan melalui program *Vendor Performance Evaluation* dengan menggunakan 3 (tiga) aspek pengukuran *performance*, yaitu *Lead Time*, *Quality*, dan *Service*. Dari hasil evaluasi tersebut, dapat disimpulkan bahwa vendor atau pemasok lokal masih belum memiliki kapabilitas yang memadai untuk mendukung operasional dan bisnis GMF di bidang *Maintenance*, *Repair*, dan *Overhaul* pesawat terbang, sehingga hingga saat ini GMF masih mengandalkan pengadaan barang dan jasa dari pemasok non-lokal. Meski demikian, dalam rangka mendukung kinerja dan memberdayakan pemasok dalam negeri, GMF tetap menjalin mitra dan kerja sama dengan *vendor* lokal yang memiliki kapabilitas yang sesuai dengan standar dan kriteria Perseroan.

Di samping itu, GMF secara rutin melakukan audit terhadap pelaksanaan kegiatan pengadaan barang dan jasa dalam rangka memastikan agar kegiatan pengadaan GMF telah dijalankan sesuai dengan kebijakan pengadaan barang dan jasa GMF serta untuk mengetahui efektivitas dan efisiensi proses pengadaan yang telah dilakukan. Pada tahun 2018, GMF telah melakukan audit Perencanaan dan Pengadaan Barang dan Jasa sebanyak 2 (dua) *scope* audit oleh Unit Internal Audit. Hasil dari ke dua audit adalah perlunya peningkatan proses bisnis pengadaan agar dapat lebih efisien dan efektif serta ekonomis.

Proporsi Pengeluaran untuk Pemasok [GRI 204-1]

GMF mendefinisikan pemasok lokal sebagai perusahaan pemasok atau vendor yang berdomisili di wilayah Republik Indonesia (nasional). Sedangkan untuk pemasok non-lokal diartikan sebagai perusahaan pemasok atau vendor yang berdomisili di luar wilayah Republik Indonesia (internasional).

suppliers has provided numerous benefits for GMF's business continuity and operations of in the future, among others:

1. Reduction of operational costs due to the distance between GMF and local suppliers in Indonesia.
2. Acceleration of procurement period.

The two benefits above can encourage the creation of efficiency for GMF performance.

Evaluation on this approach is conducted through the Vendor Performance Evaluation program using 3 (three) aspects of performance measurement; i.e. Lead Time, Quality, and Service. From the result of evaluation, it can be concluded that local vendors or suppliers still do not have the capability to support the business and operations of GMF in aircraft Maintenance, Repair, and Overhaul. Thus, GMF still relies on the procurement of goods and services from non-local suppliers. Nonetheless, in order to support performance and empower local suppliers, GMF develops cooperation and partnership with various local vendors having the capabilities that are in line with the Company's standards and criteria.

In addition, GMF routinely audits the implementation of goods and services procurement activities in order to ensure that the Company's procurement activities have been carried out in accordance with the applicable policy of goods and services procurement, and to determine the effectiveness and efficiency of procurement process undertaken. In 2018, GMF conducted 2 (two) audit activities of Goods and Services Planning and Procurement by the Internal Audit Unit. The result of audit activities show the needs to improve procurement business processes so as to be more efficient, effective and economical.

Proportion of Expenditures for Suppliers [GRI 204-1]

GMF defines local suppliers as supplying or vendor companies domiciled in the territory of the Republic of Indonesia (national). Meanwhile, non-local suppliers are defined as supplying or vendor companies domiciled outside the territory of the Republic of Indonesia (international).

Proporsi Pelibatan Pemasok

Proportion of Supplier Engagement

Pemasok / Supplier	2018		2017		2016	
	Jumlah Pemasok / Total Suppliers	%	Jumlah Pemasok / Total Suppliers	%	Jumlah Pemasok / Total Suppliers	%
Lokal (Nasional) / Local (National)	205	44%	219	40%	155	35%
Non-Lokal (Internasional) / Non-Local (International)	266	56%	326	60%	292	65%
Jumlah / Total	471	100%	545	100%	447	100%

Proporsi Jumlah Produk dari Pemasok

Proportion of Total Products from Suppliers

Pemasok / Supplier	2018		2017		2016	
	Jumlah Produk / Total Products	%	Jumlah Produk / Total Products	%	Jumlah Produk / Total Products	%
Lokal (Nasional) / Local (National)	5.648	23%	4.367	19%	7.019	30%
Non-Lokal (Internasional) / Non-Local (International)	18.670	77%	18.283	81%	16.446	70%
Jumlah / Total	24.318	100%	22.650	100%	23.465	100%

Proporsi Nilai Pengadaan untuk Pemasok

Proportion of Procurement Value for Suppliers

Pemasok / Supplier	2018		2017		2016	
	Nilai / Value (USD)	%	Nilai / Value (USD)	%	Nilai / Value (USD)	%
Lokal (Nasional) / Local (National)	21.270.543,20	16,29%	12.730.883,46	10,38%	13.913.466,89	16,88%
Non-Lokal (Internasional) / Non-Local (International)	109.339.727,06	83,71%	109.931.406,27	89,62%	68.492.995,57	83,12%
Jumlah / Total	130.610.270,26	100,00%	122.662.289,73	100,00%	82.406.462,46	100,00%

KEBIJAKAN PENGENDALIAN GRATIFIKASI DAN ANTI-KORUPSI

Komitmen GMF dalam Menerapkan Kebijakan Pengendalian Gratifikasi dan Anti-Korupsi [GRI 103-2, GRI 103-3]

GMF berkomitmen penuh dalam mencegah terjadinya praktik korupsi atau melakukan praktik yang mendorong terjadinya korupsi termasuk di dalamnya praktik memberi dan menerima suap atau gratifikasi dalam rangka menciptakan praktik bisnis yang bersih dan terhindar dari segala perbuatan yang melanggar hukum dan peraturan perundangan yang berlaku. Komitmen GMF tersebut tercermin dalam Keputusan Direktur Utama No. DT/KEP-5001/2014 tentang Pengendalian Gratifikasi di Lingkungan PT Garuda Maintenance Facility Aero Asia Tbk. yang telah dimutakhirkan sesuai dengan Keputusan Direktur Utama No. DT/KEP-5002/2016 tentang Pengendalian Gratifikasi di Lingkungan PT Garuda Maintenance Facility Aero Asia Tbk.

GRATIFICATION CONTROL AND ANTI-CORRUPTION POLICIES

Commitment of GMF to Implementing Gratification Control and Anti-Corruption Policies [GRI 103-2, GRI 103-3]

GMF is fully committed to preventing corruption practices or activities that encourage corruption, including the practice of giving and accepting bribes or gratification, in order to create clean business practices and to avoid all acts that violate the prevailing laws and regulations. Such commitment is reflected on the Decree of President Director of GMF No. DT/KEP-5001/2014 regarding Gratification Control at PT Garuda Maintenance Facility Aero Asia Tbk., which has been updated in accordance with the Decree of President Director of GMF No. DT/KEP-5002/2016 regarding Gratification Control at PT Garuda Maintenance Facility Aero Asia Tbk.

Di samping memiliki kebijakan pengendalian gratifikasi dan anti-korupsi di lingkungan Perseroan, GMF juga menerapkan sistem pelaporan pelanggaran (*Whistleblowing System* – WBS) sebagai sarana untuk menerima laporan pelanggaran hukum dan peraturan Perusahaan, benturan kepentingan, kecurangan, korupsi, suap serta pencurian yang terjadi di lingkungan kerja Perseroan. Seluruh pemangku kepentingan Perseroan berhak untuk melaporkan pelanggaran yang terjadi di GMF melalui WBS antara lain Mitra Usaha, yang terdiri dari *Customer* (Pelanggan) dan *Vendor/Supplier*, Karyawan/Pegawai, Dewan Komisaris, Direksi dan Pemegang Saham. Perlindungan identitas pelapor oleh Perseroan telah menjadi bagian dari mekanisme pelaporan agar dapat berjalan efektif.

Sepanjang tahun 2018, GMF menerima 1 (satu) laporan pelanggaran melalui *website* WBS Perseroan dan telah ditindaklanjuti dengan baik.

Sosialisasi Kebijakan dan Pelatihan Anti-Korupsi [GRI 205-2]

Implementasi kebijakan anti-korupsi bagi karyawan GMF disosialisasikan melalui *orientation training* sebagai *mandatory training*, serta melalui sosialisasi kebijakan pengelolaan sistem pelaporan pelanggaran (*Whistleblowing System*). Kebijakan pengelolaan pelaporan pelanggaran tersebut telah disosialisasikan kepada seluruh anggota Dewan Komisaris maupun Direksi melalui Program Pengenalan Direksi dan Dewan Komisaris. Sementara itu, sebanyak 253 karyawan baru telah mengikuti *orientation training* tahun 2018, yang didalamnya membahas mengenai *Whistleblowing System* (WBS) yang mencakup materi terkait larangan tindakan korupsi di Perseroan. Informasi terkait gratifikasi juga telah disampaikan kepada seluruh mitra kerja yang bekerjasama dengan GMF melalui setiap dokumen pengadaan yang dimasukkan kedalam Rencana Kerja dan Syarat-syarat (RKS) serta kontrak pengadaan. Pada tahun 2018, Perseroan telah mengadakan sosialisasi terkait GCG yang bekerja sama dengan pihak ketiga.

Insiden Korupsi Pada Tahun 2018 [GRI 103-3, GRI 205-3]

Perseroan memastikan bahwa seluruh organ tata kelola dan Insan GMF telah memahami dan mematuhi kebijakan larangan anti korupsi maupun gratifikasi di

Aside from having the gratification control and anti-corruption policies within the Company, GMF implements Whistleblowing System (WBS) as a means to receive reports on violations of Company's laws and regulations, as well as conflicts of interest, fraud, corruption, bribery, and theft occurring within the Company's work environment. All Company's stakeholders have the right to report violations occurring at GMF through WBS, including Business Partners, consisting of Customers and Vendors/Suppliers, as well as Employees, Board of Commissioners, Board of Directors, and Shareholders. The Company shall protect the whistleblower's identity as part of an effective reporting mechanism.

Throughout 2018, GMF received 1 (one) violation report through the Company's WBS website which has been followed up properly.

Dissemination of Anti-Corruption Policy and Training [GRI 205-2]

The implementation of anti-corruption policies for employees of GMF is disseminated through orientation training as a form of mandatory training, as well as through the dissemination of Whistleblowing System management policies. In 2018, the Whistleblowing management policy was disseminated to all members of Board of Commissioners and Board of Directors through the Board of Directors and Board of Commissioners Orientation Program. Meanwhile, as many as 253 new employees attended the orientation training which discussed, among others, the Whistleblowing System (WBS) and materials related to prohibition of acts of corruption in the Company. Information related to gratification was also distributed to all work partners cooperating with GMF through procurement document included in the Work Plan and Terms and Conditions (RKS), as well as in procurement contracts. In 2018, the Company held a dissemination related to GCG in cooperation with third parties.

Corruption Incidents in 2018 [GRI 103-3, GRI 205-3]

The Company ensures that all governance organs and GMF Personnel have understood and complied with the policy of anti-corruption and gratification within GMF.

lingkungan GMF. Hal tersebut dibuktikan dengan tidak adanya insiden korupsi yang melibatkan karyawan GMF maupun kasus hukum terkait korupsi yang diajukan oleh publik terhadap Perseroan maupun individu Insan GMF sepanjang tahun 2018.

Sementara itu, GMF juga menerima 19 (sembilan belas) laporan gratifikasi yang dilaporkan oleh pegawai. Hal ini meningkat jika dibandingkan dengan tahun 2017 yang tercatat sebanyak 6 (enam) laporan. Gratifikasi yang dilaporkan berupa 8 (delapan) kali gratifikasi berupa uang tunai dan 11 (sebelas) kali gratifikasi berupa bingkisan.

KETERLIBATAN PEMANGKU KEPENTINGAN

Pemangku Kepentingan (*stakeholders*) dapat didefinisikan sebagai suatu entitas atau individu yang terkena atau memberikan dampak signifikan terhadap kegiatan operasional Perseroan. Bagi GMF, pemangku kepentingan memiliki peran strategis dalam mencapai pertumbuhan maupun visi dan misi Perseroan secara berkelanjutan. Oleh karena itu, untuk mewujudkan hal tersebut, GMF berkomitmen untuk terus meningkatkan hubungan yang harmonis dengan seluruh pemangku kepentingan Perseroan.

Dalam rangka mengetahui secara jelas siapa yang paling berkepentingan dengan Perseroan secara timbal balik, kepentingan apa yang dijalin, apa yang perlu dikomunikasikan, dan bagaimana memaksimalkan karakteristik media komunikasi sehingga dapat terjalin komunikasi yang efektif dengan pemangku kepentingan, GMF melakukan pengelompokan pemangku kepentingan yang memiliki pengaruh secara langsung terhadap aktivitas Perseroan kedalam tujuh kelompok yaitu, pemegang saham, pelanggan, karyawan, mitra usaha/pemasok, pemerintah dan otoritas, masyarakat dan lingkungan, serta kreditur. Pengklasifikasian pemangku kepentingan tersebut dilakukan dengan menggunakan metode *stakeholder mapping*.

Tabel di bawah ini menerangkan hubungan dan interaksi GMF dengan pemangku kepentingan berikut topik prioritas yang dibahas beserta frekuensi pertemuannya:

This is evidenced through the zero corruption incidents involving GMF's employees, as well as zero legal cases related to corruption acts submitted by the public against the Company or GMF's Personnel in 2018.

Meanwhile, GMF received 19 (nineteen) gratification reports submitted by the employees. The number increased compared to the 6 (six) reports submitted in 2017. In 2018, there were 8 (eight) gratifications in the form of cash and 11 (eleven) gifts.

STAKEHOLDER ENGAGEMENT

Stakeholder is defined as an entity or individual that is affected by or gives a significant impact on the Company's operations. For GMF, stakeholders have a strategic role in realizing positive growth and achieving its vision and mission in a sustainable manner. Therefore, to realize this, GMF is committed to continuously improving harmonious relationships with all of its stakeholders.

In order to clearly understand who is the mutually-beneficial stakeholder of the Company, the established interests, the needs to be communicated, and the method to optimize the characteristics of communication media in order to create effective communication with stakeholders, GMF classifies its stakeholders having direct influence on the Company's activities into seven groups, namely shareholders, customers, employees, business partners/suppliers, government and authorities, the public and the environment, as well as creditors. Such classification is undertaken using the stakeholder mapping method.

The following table describes the relationship and interaction of GMF with the stakeholders, as well as the priority topics discussed and meeting frequency.

Kelompok Pemangku Kepentingan / Stakeholder Group [GRI 102-40]	Dasar Penetapan / Basis of Establishment [GRI 102-42]	Pendekatan dan Metode Pelibatan / Approach and Engagement Method [GRI 102-43]	Frekuensi Pertemuan / Meeting Frequency [GRI 102-43]	Topik Prioritas / Priority Topic [GRI 102-44]	Respon dan Tindak Lanjut GMF / Response and Follow-Up Action of GMF [GRI 102-44]
Pemegang Saham / Shareholders	Pemangku kepentingan utama yang memiliki kendali atas Perseroan / Main stakeholder with control over the Company	<ul style="list-style-type: none"> • RUPS Tahunan periode tahun buku 2017 / 2017 Annual GMS • RUPS Luar Biasa tahun 2018 / 2018 Extraordinary GMS 	<ul style="list-style-type: none"> • 1 kali / time • 2 kali / times 	<ul style="list-style-type: none"> • Persetujuan Laporan Tahunan Perseroan Tahun Buku 2017 termasuk di dalamnya Laporan Keuangan Perseroan dan Laporan tugas Pengawasan Dewan Komisaris yang berakhir pada tanggal 31 Desember 2017 serta pemberian pelunasan dan pembebasan tanggung jawab sepenuhnya (volledig acquit et de charge) kepada para anggota Direksi dan anggota Dewan Komisaris atas tindakan pengurusan dan pengawasan yang telah dijalankan selama tahun buku 2017. / Approval for the Company's Annual Report of 2017 Fiscal Year including the Company's Financial Statements and the Board of Commissioner's Supervisory Report for the year ended on December 31, 2017, as well as providing full dismissal and discharge of responsibility (volledig acquit et de charge) to the members of Board of Directors and Board of Commissioners for the management and supervision activities throughout the 2017 fiscal year • Penetapan Penggunaan Laba Bersih Tahun 2017. / Determination of the use of 2017 Net Profit • Penetapan tantiem tahun Buku 2017 dan Remunerasi (Gaji/ Honorarium, Fasilitas dan Tunjangan) Tahun Buku 2018 bagi Direksi dan Dewan Komisaris Perseroan / Determination of tantiem for 2017 fiscal year and Remuneration (Salary/ Honorarium, Facilities, and Allowance) of 2018 Fiscal Year for the Company's Board of Directors and Board of Commissioners • Penunjukan Kantor Akuntan Publik untuk Mengaudit Laporan Keuangan Perseroan Tahun Buku 2018 / Appointment of Public Accounting Firm to Audit the Company's Financial Statements for 2018 Fiscal Year • Pelimpahan kewenangan kepada Dewan Komisaris untuk melaksanakan peningkatan modal ditempatkan dan disetor Perseroan dalam rangka pelaksanaan Program Management and Employee Stock Option Plan (MESOP) / Granting of authority to the Board of Commissioners to increase the issued and paid-in capital of the Company for the implementation of Management and Employee Stock Option Plan (MESOP) 	<ul style="list-style-type: none"> • Membuat Laporan Tahunan / Preparing Annual Report • Membuat Laporan Keuangan / Preparing Financial Statements • Membuat Laporan Penggunaan Dana Penawaran Umum Saham / Preparing Report on the Use of Proceeds from Public Offering • Membuat kajian Penambahan Modal Tanpa Hak Memesan Efek Terlebih Dahulu / Preparing a review on Non-Preemptive Rights Capital Increase • Menyelenggarakan kajian Perubahan Anggaran Dasar / Conducting a review on Amendment to Articles of Association

Kelompok Pemangku Kepentingan / Stakeholder Group [GRI 102-40]	Dasar Penetapan / Basis of Establishment [GRI 102-42]	Pendekatan dan Metode Pelibatan / Approach and Engagement Method [GRI 102-43]	Frekuensi Pertemuan / Meeting Frequency [GRI 102-43]	Topik Prioritas / Priority Topic [GRI 102-44]	Respon dan Tindak Lanjut GMF / Response and Follow-Up Action of GMF [GRI 102-44]
				<ul style="list-style-type: none"> • Laporan Penggunaan Dana Penawaran Umum Saham / Budget Utilization and Public Share Offering Reports • Pengukuhan Pemberlakuan Peraturan Menteri Badan Usaha Milik Negara (BUMN) Nomor PER-04/ MBU/09/2017 tanggal 3 September 2017 tentang Perubahan atas Peraturan Menteri Badan Usaha Milik Negara Nomor PER-03/MBU/08/2017 tentang Pedoman Kerja Sama BUMN / Enactment of the Regulation of Minister of State-Owned Enterprise (SOE) No. Per-04/ MBU/09/2017 dated September 3, 2017, regarding Amendment to the Regulation of Minister of State-Owned Enterprise No. Per-03/MBU/08/2017 regarding Partnership Guidelines for State-Owned Enterprises • Persetujuan Rencana Penambahan Modal Tanpa Hak Memesan Efek Terlebih Dahulu dalam jumlah sebanyak-banyaknya 8,28% (delapan koma dua delapan persen) dari modal disetor Perseroan sesuai dengan ketentuan Peraturan Otoritas Jasa Keuangan Nomor 38/POJK.04/2014 tanggal 29 Desember 2014 tentang Peningkatan Modal Tanpa Memberikan Hak Memesan Efek Terlebih Dahulu ("PMTHMETD") / Approval for the Plan of Non-Preemptive Rights Capital Increase in the amount of 8.28% (eight point two eight percent) at maximum of the Company's issued capital, pursuant to the Regulation of Financial Services Authority No. 38/POJK.04/2014 dated December 29, 2014 regarding Capital Increase Without Preemptive Rights ("PMTHMETD"). • Perubahan Anggaran Dasar Perseroan / Amendment to the Company's Articles of Association • Perubahan susunan pengurus Perseroan / Changes in the composition of the Company's management 	

Kelompok Pemangku Kepentingan / Stakeholder Group [GRI 102-40]	Dasar Penetapan / Basis of Establishment [GRI 102-42]	Pendekatan dan Metode Pelibatan / Approach and Engagement Method [GRI 102-43]	Frekuensi Pertemuan / Meeting Frequency [GRI 102-43]	Topik Prioritas / Priority Topic [GRI 102-44]	Respon dan Tindak Lanjut GMF / Response and Follow-Up Action of GMF [GRI 102-44]
Pelanggan / Customers	Pemangku kepentingan yang memanfaatkan langsung hasil kerja proyek-proyek yang telah diselesaikan dan menjadi sumber utama pendapatan Perseroan / Stakeholder who directly takes benefits from the results of completed projects and becomes the Company's main source of revenue	<ul style="list-style-type: none"> • Survei kepuasan pelanggan / Customer satisfaction survey • Rapat koordinasi (<i>workshop</i>) / Coordination meeting (<i>workshop</i>) • Komunikasi melalui media yang tersedia (telepon dan tertulis) / Communication through available media (telephone and written means) • Kunjungan langsung / Direct visits • Pameran / Exhibitions 	<ul style="list-style-type: none"> • 6 bulan sekali / Once a month • Insidental / Incidental • Insidental / Incidental • Insidental / Incidental • Insidental / Incidental 	<ul style="list-style-type: none"> • Jaminan kualitas produk dan jasa dengan kewajaran / Guarantee of fair quality of products and services • Tanggung jawab atas kualitas produk dan jasa yang dihasilkan dan dampak negatifnya terhadap keselamatan pengguna / Responsibility for the quality of product and services generated and the negative impact on the safety of the users • Penyebaran informasi produk dan jasa yang ditawarkan GMF / Disclosure of information on products and services offered by GMF 	<ul style="list-style-type: none"> • Membuat <i>follow-up improvement plan</i> dari masalah yang muncul / Preparing <i>follow-up improvement plan</i> of the occurring issues • Melakukan <i>follow-up</i> atas potensi yang muncul dari pelanggan <i>existing</i> maupun <i>non-existing</i> / following-up on the rising potential of existing and non-existing customers • Menjaga hubungan baik dengan pelanggan / Maintaining good relationship with customers
Karyawan / Employees	Pemangku kepentingan utama dan penggerak bisnis Perseroan / Main stakeholder and business driver of the Company	<ul style="list-style-type: none"> • Pemenuhan <i>mandatory trainings</i> / Fulfillment of mandatory trainings • Rapat koordinasi Direktorat/ Unit/ Bidang/Seksi / Coordination meeting of Directorates/ Units/ Departments/ Sections • Buletin Internal dan Majalah Internal / Internal Bulletin and Internal Magazine • Pertemuan GEC Pusat dengan manajemen dan <i>Board of Directors</i> / Central GEC Meeting with the management and Board of Directors 	<ul style="list-style-type: none"> • Diberikan kepada seluruh karyawan baru, dan dilakukan <i>recurrent</i> secara berkala / Given to new employees and conducted recurrently • Setiap minggu / Weekly • Satu bulan sekali / Once a month • Insidental / Incidental 	<ul style="list-style-type: none"> • Peningkatan kualitas dan kompetensi karyawan / Improvement of employees' quality and competence • Jaminan koordinasi aktivitas kegiatan usaha antar karyawan secara efektif / Guarantee of coordination of effective business activities among employees • LKS Bipartit 	<ul style="list-style-type: none"> • Membuat Laporan Training (ATPR) / Preparing Training Report (ATPR) • Menindak lanjuti hasil rapat / Following-up meeting results • Publikasi tindak lanjut hasil rapat / Publishing the follow-up of meeting results

Kelompok Pemangku Kepentingan / Stakeholder Group [GRI 102-40]	Dasar Penetapan / Basis of Establishment [GRI 102-42]	Pendekatan dan Metode Pelibatan / Approach and Engagement Method [GRI 102-43]	Frekuensi Pertemuan / Meeting Frequency [GRI 102-43]	Topik Prioritas / Priority Topic [GRI 102-44]	Respon dan Tindak Lanjut GMF / Response and Follow-Up Action of GMF [GRI 102-44]
<p>Mitra Usaha/ Pemasok / Business Partners/ Suppliers</p>	<p>Pemangku kepentingan yang menggerakkan rantai pasokan Perseroan; / Stakeholder who drives the Company's supply chain</p>	<ul style="list-style-type: none"> • Kontrak dan perjanjian / Contract and agreement • Penilaian kinerja vendor / Assessment of vendor performance • Kuisisioner dan survei / Questionnaire and survey 	<ul style="list-style-type: none"> • Kontrak dan perjanjian akan di review per tahun. Untuk perpanjangan, proses akan dilaksanakan 6 bulan sebelum masa kontrak berakhir / Contract and agreement are reviewed annually. For extension, the process shall be conducted 6 months before the end of contract term • Penilaian kinerja vendor dilakukan secara bulanan untuk vendor yang terikat dalam kontrak. Penilaian kinerja dilakukan dalam bentuk survei dan perhitungan performansi vendor dengan pengolahan data-data pendukung operasional / Assessment of vendors' performance shall be conducted monthly for vendors bound in a contract. Performance assessment is conducted through survey and measurement of vendor's performance by processing the supporting operational data • Kuisisioner dan survei dilakukan secara berkala. Untuk survei performa vendor, dilakukan secara bulanan. Untuk survei penilaian vendor terhadap GMF dilakukan per semester / Questionnaire and survey are conducted periodically. Vendor's performance survey is conducted monthly while vendor's assessment on GMF is conducted per semester 	<ul style="list-style-type: none"> • Pelaksanaan kerja sama bisnis yang jujur, terbuka dan saling menguntungkan / Implementation of honest, open, and mutually beneficial business cooperation • Jaminan pelaksanaan hak dan kewajiban dalam perikatan bisnis / Guarantee of fair provision of rights and obligations in business contract • Perlakuan yang sama terhadap seluruh pemasok atau rekanan / Fair treatment to all suppliers or partners 	<ul style="list-style-type: none"> • Melaporkan hasil pengukuran performa vendor dan bersama – sama melakukan perbaikan baik dari sisi vendor maupun GMF. / Reporting the result of vendor's performance evaluation and jointly conducting improvement, both by vendors and GMF
<p>Pemerintah dan Otoritas / Government and Authorities</p>	<p>Pemangku kepentingan yang berwenang dalam membuat peraturan perundangan-perundangan yang harus dipatuhi oleh seluruh perusahaan yang beroperasi di wilayah otoritasnya / Stakeholder with the authority to draft laws and regulations to be complied with by all companies operating within its authorization area</p>	<ul style="list-style-type: none"> • Pemutakhiran izin usaha Perseroan (pusat dan kantor perwakilan) / Updating of Company's business license (head and representative offices) • Rapat koordinasi informal dengan beberapa pemangku kepentingan terkait. / Informal coordination meeting with several relevant stakeholders • Rapat koordinasi formal dengan beberapa pemangku kepentingan terkait / Formal coordination meeting with several relevant stakeholders 	<ul style="list-style-type: none"> • Berkala (tahunan, 5 tahunan, dan lain sebagainya) / Periodical (annual, 5-year, etc.) • Rapat koordinasi informasi umumnya dilakukan sebanyak 3-5 pertemuan dalam seminggu. / Informal coordination meeting is usually held 3-5 times in one week • Rapat koordinasi formal biasa dilakukan tentatif bergantung pada materi atau isu yang akan dibahas, frekuensinya relatif 3-5 kali dalam per kuartal. / Formal coordination meeting is usually held tentatively according to the materials or issues to be discussed. The frequency is quite relative from 3 to 5 times per quarter. 	<ul style="list-style-type: none"> • Kepatuhan terhadap peraturan dan perundang-undangan yang terkait dengan kegiatan usaha / Compliance with the laws and regulations related to business activities • Kepatuhan terhadap hukum dan aturan yang disyaratkan oleh Otoritas dalam rangka terjaminnya kelaikan udara / Compliance with the laws and regulations required by the authorities in order to ensure airworthiness • Kepatuhan terhadap peraturan perpajakan. / Compliance with the taxation regulations • Kepatuhan terhadap peraturan kepabeanan. / Compliance with the customs regulations • Kepatuhan terhadap peraturan keimigrasian. / Compliance with the immigration regulations • Kepatuhan terhadap peraturan Perhubungan atau Otoritas. / Compliance with the Transportation regulations or Authorities • Kepatuhan terhadap peraturan lingkungan hidup dan pengelolaan limbah. / Compliance with the environmental and waste management regulations • Kepatuhan terhadap peraturan perindustrian. / Compliance with the industry regulations • Kepatuhan terhadap peraturan perdagangan. / Compliance with the trade regulations 	<ul style="list-style-type: none"> • Melakukan pemutakhiran atas kondisi saat ini dan beberapa isu yang perlu ditindak lanjuti, termasuk didalamnya melakukan beberapa pembaharuan terkait kondisi bisnis yang berkembang melalui jalur asosiasi dimana peraturan terkait belum diperbaharui. / Keeping abreast of the current condition and various issues that must be followed-up, including business conditions which have been developing diversely through association in which the relevant regulations have not been updated.

Kelompok Pemangku Kepentingan / Stakeholder Group [GRI 102-40]	Dasar Penetapan / Basis of Establishment [GRI 102-42]	Pendekatan dan Metode Pelibatan / Approach and Engagement Method [GRI 102-43]	Frekuensi Pertemuan / Meeting Frequency [GRI 102-43]	Topik Prioritas / Priority Topic [GRI 102-44]	Respon dan Tindak Lanjut GMF / Response and Follow-Up Action of GMF [GRI 102-44]
Masyarakat dan Lingkungan / Public and Environment	Pemangku kepentingan utama yang dapat terkena maupun memberikan dampak signifikan terhadap keberlangsungan bisnis Perseroan / Main stakeholder who is affected or can give significant impact on the Company's business continuity	<ul style="list-style-type: none"> Audit Sistem Manajemen Lingkungan / Audit of Environmental Management System Dukungan Perseroan terhadap seluruh kegiatan yang dilakukan masyarakat setempat / Company's supports for all activities conducted by the local communities Penerimaan tenaga kerja lokal / Recruitment of local workforce 	<ul style="list-style-type: none"> 1 tahun sekali / Once a year Setiap semester / Every semester Setiap bulan / Monthly Insidental / Incidental 	<ul style="list-style-type: none"> Implementasi Sistem Manajemen Lingkungan selalu memperhatikan dan menjaga kelestarian alam dan meminimalkan dampak negatif terhadap lingkungan / Implementation of Environmental Management System always takes into account and ensures the preservation of the environment, and minimize negative impact on the environment Pelaksanaan hubungan yang kondusif dan harmonis dengan masyarakat sekitar / Implementation of conducive and harmonious relationship with the surrounding community Pengembangan lingkungan dan pemberdayaan masyarakat sekitar secara berkelanjutan sesuai dengan ketentuan yang berlaku / Community development and empowerment in a continuous manner in accordance with the applicable provisions 	<ul style="list-style-type: none"> Laporan audit Sistem Manajemen Lingkungan / Report on audit of Environmental Management System Laporan pemantauan lingkungan (udara ambien dan kebisingan lingkungan) / Report on environment monitoring activity (ambient air and noise)
Kreditur / Creditor	Pemangku kepentingan yang menjadi pendukung finansial Perseroan / Stakeholder who becomes the financial support of the Company	<ul style="list-style-type: none"> Kerja sama pendanaan / Financing cooperation Pertemuan review tahunan / Annual review meeting 	<ul style="list-style-type: none"> Event penandatanganan perjanjian fasilitas kredit / loan facility signing event Setiap ada event review / In each review event 	<ul style="list-style-type: none"> Penyampaian kinerja keuangan dan usaha GMF yang akurat, tepat waktu, jelas, dan wajar kepada komunitas keuangan tanpa diskriminasi / Submission of financial and business performance of GMF in an accurate, timely, clear and fair manner to the financial community without any discrimination Keterbukaan akan informasi-informasi penting. / Disclosure of key information Jaminan pelaksanaan transaksi keuangan yang tidak mempunyai benturan kepentingan / Guarantee of financial transaction implementation without any conflict of interest 	<ul style="list-style-type: none"> Menjaga kinerja keuangan GMF sesuai dengan covenant yan berlaku / Maintaining the financial performance of GMF to be in accordance with the applicable covenant Menyampaikan laporan-laporan tepat waktu / Submitting reports in a timely manner Menjamin tidak adanya conflict of interest dalam aktivitas GMF / Ensuring zero conflict of interest within GMF's activities



GMF Berkontribusi dalam Pertumbuhan Ekonomi Nasional

GMF Contributes to National Economic Development



▶ GMF Berkontribusi dalam Pertumbuhan Ekonomi Nasional

GMF Contributes to National Economic Development



“ Pada tahun 2018, pelaksanaan bisnis GMF di bidang jasa perawatan pesawat terbang difokuskan pada perluasan jaringan usaha guna mendominasi pasar domestik. Melalui strategi bisnis tersebut, GMF optimis mampu meningkatkan pendapatan sehingga dapat merealisasikan kontribusi Perseroan dalam meningkatkan kesejahteraan bangsa dan pertumbuhan ekonomi nasional.

In 2018, GMF's business in aircraft maintenance was focused on business development through network expansion so as to be able to dominate the domestic market. Through such business strategy, GMF is optimistic to be able to leverage its income in order to actualize its contribution to improve the country's welfare and national economic development.

PENDEKATAN MANAJEMEN DAN EVALUASINYA [GRI 103-2, GRI 103-3]

Dalam rangka mencapai visi, misi, dan target bisnis Perseroan sepanjang tahun 2018 sekaligus berpartisipasi dalam mewujudkan pembangunan yang berkelanjutan, GMF telah menyusun strategi tahunan maupun strategi jangka panjang yang tercantum dalam Rencana Kerja & Anggaran Perusahaan (RKAP) dan Rencana Jangka Panjang Perusahaan (RJPP). Adapun pelaksanaan bisnis GMF di tahun 2018 difokuskan pada peningkatan pertumbuhan bisnis melalui perluasan jaringan usaha

MANAGEMENT APPROACH AND EVALUATION [GRI 103-2, GRI 103-3]

In order to achieve its vision, mission, and business targets, as well as to participate in the achievement of sustainable development, GMF has compiled an annual strategy as well as a long-term strategy throughout the course of 2018, stipulated in the Work Plan & Budget (RKAP) and Long-Term Plan (RJPP) of the Company. The implementation of GMF's business in 2018 was focused on business development through network expansion so as to be able to dominate the domestic market. The

guna mendominasi pasar domestik. Tujuan pendekatan manajemen atas topik material ini adalah untuk mengoptimalkan perolehan pendapatan usaha, sehingga Perseroan dapat merealisasikan komitmennya dalam memberikan kontribusi positif kepada para pemangku kepentingan, yang meliputi Negara, pemegang saham, karyawan, pelanggan, pemasok, masyarakat, hingga lingkungan hidup. Penanggung jawab pelaksanaan kinerja ekonomi GMF adalah Direktur Keuangan.

aim of management approach on this material topic is to optimize the realization of business income, so that the Company can actualize its commitment to delivering positive contributions to stakeholders, encompassing the Nation, shareholders, employees, customers, suppliers, the public, and the environment. The person in charge of implementing the economic performance of GMF is the Finance Director.

Adapun inisiatif strategis yang diterapkan Perseroan dalam rangka merealisasikan kebijakan peningkatan kinerja ekonomi diuraikan dalam tabel berikut ini:

Strategic initiatives implemented by the Company in order to realize the policy of improving economic performance are outlined in the following table:

Tema Strategi / Theme of Strategy	Strategic Initiative
Total solution provider	AFI KLM Strategic Partnership (Alliance Agreement Signed) JV for Energy, Part Trading, Waste Management (GELKo: Closed)
Operational Excellence	Decision Support System (Dashboard for Financial, COPA, Customer, Internal Process) Predictive Maintenance (Partner Evaluation)
Maintenance Service Platform	Customer Relationship Management (Revenue & Sales Tracking) JV for Manpower Supply Provider (GDPS: (Closed)) Australia Exp. (Up to Line Maint' Suport: Branchoffice Registration) Landing Gear Overhaul Shop (Testing & Commisioning) Airbus Maintenance Platform: Defense & Commercial: (Purchase Agreement) New gen NB Capability (B737 Max up to A-Check: Closed) MENA Expansion (line and component: Negotiation) PW100 Capability (Up to OVH operationalized:Partner evaluation) JV Batam Facility (Hangar Construction: Joint Business Plan) Tire Retread Facility (JV Agreement: Joint Business Plan) East Asia Exp. (Hangar Construction: Negotiation)

GMF telah melakukan evaluasi terhadap manajemen atas pengelolaan topik ini melalui rapat-rapat yang membahas tentang kinerja ekonomi Perseroan. Hingga akhir 2018, pendekatan manajemen atas topik kinerja ekonomi ini menunjukkan hasil yang baik, yaitu dengan dibukukannya pertumbuhan pendapatan usaha Perseroan sebesar 7% atau USD30,74 juta menjadi USD470,02 juta di tahun 2018 dari tahun 2017 sebesar USD439,28 juta.

GMF has evaluated the management of this topic through several meetings discussing the Company's economic performance. Until the end of 2018, the management approach to the topic of economic performance yielded encouraging results with the growth of operating revenues reaching 7% or USD30.74 million, from USD439.28 million in 2017 to USD470.02 million in 2018.

KINERJA USAHA GMF 2018

Kinerja usaha GMF sepanjang tahun 2018 tercermin dalam:

- Pencapaian target RKAP 2018 terkait Produksi Kinerja

2018 BUSINESS PERFORMANCE

GMF's business performance throughout 2018 is reflected in:

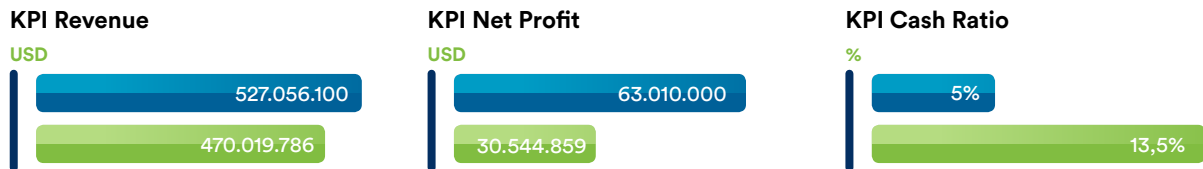
- The achievement of the 2018 RKAP target in relation to Production Performance

Segmen Operasi GMF / GMF Operations Segment	Target RKAP 2018 [GRI 103-2]	Realisasi 2018 / Realization in 2018 [GRI 103-3]	Pencapaian / Achievement [GRI 103-3]
Base Maintenance	392	430	109,69%
Component Maintenance	72.637	83.927	115,54%
Cabin Maintenance	112.098	154.374	137,71%
Line Maintenance	459.595	326.772	71,10%
Engine Maintenance	141	114	80,85%
Jumlah / Total	644.863	565.636	87,71%

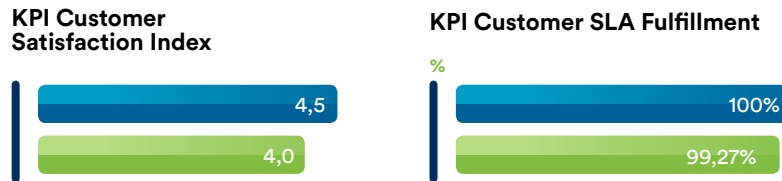
- Pencapaian KPI (Key Performance Indicator) pada Balance Scorecard Perseroan tahun 2018.
- The achievement of KPI (Key Performance Indicator) in the Company's Balance Scorecard of 2018

Aspek KPI / KPI Aspect	Target 2018 [GRI 103-2]	Realisasi 2018 / Realization in 2018 [GRI 103-3]
Perspektif Financial		
KPI Revenue (USD)	527.056.100	470.019.786
KPI Net Profit (USD)	63.010.000	30.544.859
KPI Cash Ratio (%)	5%	13,5%
Perspektif Customer		
KPI Customer Satisfaction Index	4,5	4,0
KPI Customer SLA Fulfillment	100%	99,27%
Perspektif Learning & Growth		
KPI Human Capital Readiness	100%	100%
KPI Organization Capital Readiness	100%	100%
KPI Information Capital Readiness	100%	100%

Perspektif Financial | Perspektif Financial



Perspektif Customer | Perspektif Customer



Target 2018 ■ Realisasi 2018 / 2018 Realization ■

Perspektif Customer | Perspektif Customer



Target 2018 ■ Realisasi 2018 / 2018 Realization ■

NILAI EKONOMI GMF [GRI 201-1]

Kinerja ekonomi GMF dapat dilihat secara lengkap dari nilai ekonomi langsung yang dihasilkan dan nilai ekonomi yang didistribusikan. Nilai ekonomi langsung yang dihasilkan merupakan sejumlah pendapatan yang diperoleh dari hasil kegiatan bisnis dan investasi GMF. Sedangkan nilai ekonomi yang didistribusikan merupakan sejumlah pengeluaran yang didistribusikan sebagai bentuk kontribusi GMF dalam meningkatkan laju pertumbuhan ekonomi dan kesejahteraan para pemangku kepentingan.

ECONOMIC VALUE OF GMF [GRI 201-1]

GMF's economic performance is comprehensively reflected in the direct economic value generated and the economic value distributed. The direct economic value generated is the total revenues derived from the results of GMF's business activities and investments. Meanwhile, economic value distributed is the total expenditures distributed as a form of GMF's contribution in increasing economic growth rate and improving stakeholders' welfare.

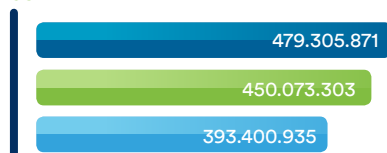
Nilai Ekonomi / Economic Value	Tahun / Year (USD)		
	2018	2017	2016
Nilai Ekonomi Langsung yang Dihasilkan / Direct Economic Value Generated			
Pendapatan Usaha / Operating Revenues	470.019.786	439.281.242	388.662.512
Selisih Kurs Mata Uang Asing / Difference in Foreign Currency Exchange Rate	549.033	529.123	4.280.637
Penghasilan Bunga / Interest Income	795.704	415.409	299.950
Keuntungan dan Kerugian Lain-lain Bersih / Other Gains and Losses - net	7.941.348	9.847.529	157.816
Jumlah Nilai Ekonomi Langsung yang Dihasilkan / Total Direct Economic Value Generated	479.305.871	450.073.303	393.400.935
Nilai Ekonomi yang Didistribusikan / Economic Value Distributed			
Beban Usaha / Operating Expenses*	298.659.783	253.774.726	219.278.259
Gaji Pegawai dan Benefit Lainnya / Employee's Salary and Other Benefits	122.363.015	119.280.239	82.015.916
Pembayaran Dividen / Dividend Payment	10.189.270	-	-
Bunga Pinjaman Jangka Pendek dan Bunga Bank / Short-Term Loan Interest and Bank Interest	16.102.259	8.740.342	6.546.605
Pengeluaran untuk Pemerintah / Expenses for Government	27.121.752	33.026.542	26.263.783
Pengeluaran yang Berkaitan dengan Masyarakat / Expenses Related to Social Community Aspect	116.964	154.179	67.191
Pengeluaran yang Berkaitan dengan Lingkungan / Expenses Related to Environmental Aspect	94.489	77.315	173.204
Jumlah Nilai Ekonomi yang Didistribusikan / Total Economic Value Distributed	474.647.532	415.053.343	334.344.958
Nilai Ekonomi yang Ditahan / Retained Economic Value	4.658.339	35.549.083	59.055.977

*Beban Usaha di luar Beban Pegawai / Excluding Employee Expenses

Jumlah Nilai Ekonomi Langsung yang Dihasilkan

Total Direct Economic Value Generated

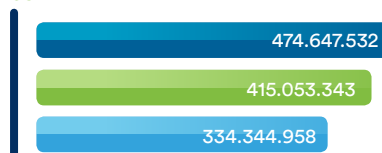
USD



Jumlah Nilai Ekonomi yang Didistribusikan

Total Economic Value Distributed

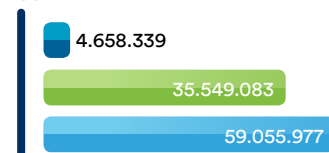
USD



Nilai Ekonomi yang Ditahan

Retained Economic Value

USD



2018 ■ 2017 ■ 2016 ■

Berdasarkan tabel nilai ekonomi GMF, selama tahun 2018 nilai ekonomi langsung yang dihasilkan GMF mencapai USD479,31 juta, meningkat 6,50% dari tahun 2017 yaitu sebesar USD450,07 juta. Sedangkan nilai ekonomi yang didistribusikan GMF tahun 2018 mencapai USD474,65 juta, meningkat 14,36% dari tahun 2017 yaitu sebesar USD415,05 juta. Dari kedua nilai ekonomi tersebut, maka diperoleh nilai ekonomi yang ditahan oleh GMF tahun 2018 yaitu sebesar USD4,66 juta, turun sebesar 86,90% dari tahun 2017 yaitu sebesar USD35,55 juta.

Alokasi Dana Tanggung Jawab Sosial dan Lingkungan

Sebagai program yang tidak hanya dipandang sebagai pengembalian sebagian dari hasil perolehan kegiatan usaha, kegiatan Tanggung Jawab Sosial dan Lingkungan dipandang juga sebagai kegiatan investasi sosial jangka panjang yang tidak hanya memberikan keuntungan kepada masyarakat dan lingkungan sekitar, tetapi juga kepada Perseroan. Oleh karena itu, GMF mengalokasikan dana untuk pelaksanaan kegiatan Tanggung Jawab Perusahaan terhadap Lingkungan Hidup, Ketenagakerjaan dan K3 (Keselamatan dan Kesehatan Kerja), Sosial Kemasyarakatan, dan Pelanggan, dengan memperhatikan asas kepatuhan dan kewajaran.

Pada tahun 2018, GMF telah mengalokasikan dana sebesar Rp11,95 miliar, meningkat sebesar 3,2% dibandingkan dana Tanggung Jawab Sosial dan Lingkungan tahun 2017 yang tercatat sebesar Rp11,58 miliar.

Berikut adalah rincian penyaluran dana Tanggung Jawab Sosial dan Lingkungan pada periode tahun 2016-2018:

Kegiatan / Activity	Biaya (dalam Rupiah penuh) / Cost (in full amount of Rupiah)		
	2018	2017	2016
Pengembangan Sosial dan Kemasyarakatan / Social and Community Development	1.685.338.912	1.665.767.100	873.477.130
Ketenagakerjaan dan K3 / Manpower and OHS	7.543.309.855	8.077.000.000	5.203.151.008
Lingkungan Hidup / Environment	1.982.473.395	1.043.758.710	2.338.254.405
Pelanggan / Customers	739.790.847	795.042.000	548.312.126
Jumlah / Total	11.951.913.009	11.581.567.810	8.963.194.669

Khusus untuk pelaksanaan program Pengembangan Sosial dan Kemasyarakatan yang diwujudkan melalui program CSR, GMF telah mengalokasikan dana sebesar Rp1.685.338.912. Jumlah tersebut mengalami peningkatan sebesar 1,17% dibandingkan realisasi dana

Based on the table of economic value of GMF, total direct economic value generated in 2018 amounted to USD479.31 million, grew 6.50% from USD450.07 million recorded in 2017. Meanwhile, economic value distributed by the Company in 2018 amounted to USD474.65 million, grew by 14.36% from USD415.05 million recorded in 2017. Based on these, the economic value retained in 2018 reached USD4.66 million, declined by 86.90% from USD35.55 million booked in 2017.

Funds Allocation for Social and Environment Responsibility

For GMF, Social and Environmental Responsibility is not only regarded as a program to give back a portion of Company's yields from business activities, but as a long-term social investment activity that provides benefits for the community, the environment, as well as the Company. To that end, GMF allocates funds for the implementation of Corporate Responsibility Activities in the fields of Environment, Manpower and Occupational Health and Safety (OHS), Social Community, and Customers, by taking into account the fairness and compliance principles.

In 2018, GMF allocated Rp11.95 billion for Social and Environmental Responsibility funds, an increase of 3.2% from that of the previous year which amounted to Rp11.58 billion.

The following table details the distribution of Social and Environmental Responsibility funds within the 2016-2018 period.

Specific for the implementation of Social and Community Development program realized through CCSR activity, GMF has allocated Rp1,685,338,912, an increase of 1.17% compared to the realization of CSR funds of 2017 which was Rp1,665,767,100. This shows the Company's

CSR di tahun 2017 yakni sebesar Rp1.665.767.100. Hal tersebut menunjukkan konsistensi Perseroan untuk terus memberikan kontribusi positif terhadap kesejahteraan masyarakat, khususnya masyarakat di sekitar wilayah operasi.

consistency in providing positive contribution to community welfare, especially those surrounding the Company's operations area.

Bidang Kegiatan CSR / CSR Activiy Field	Dana Tersalurkan (dalam Rupiah penuh) / Disbursed Funds (in full amount of Rupiah)	Porsi / Portion (%)
Pendidikan / Education	339.426.750	20%
Sosial dan Kesehatan / Social and Health	501.902.387	30%
Filantropi / Philanthropy	844.009.775	50%
Jumlah / Total	1.685.338.912	100%

Kontribusi kepada Negara

Sebagai bentuk kepatuhan dalam bidang ekonomi, GMF senantiasa memberikan kontribusi kepada negara dalam bentuk pembayaran pajak. Pada tahun 2018, pajak yang dibayarkan GMF kepada negara sebesar USD27,12 juta, menurun sebesar 17,88% dari tahun 2017 yaitu sebesar USD33,03 juta.

Contribution to the Country

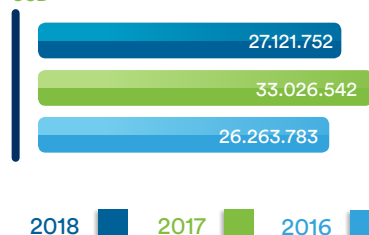
As a form of compliance in the economic field, GMF always provides contribution to the country through tax payments. In 2018, the amount of tax paid by GMF to the country was USD27.12 million, a decrease of 17.88% from USD33.03 million recorded in 2017.

Jenis Pajak / Type of Tax	Tahun / Year (USD)		
	2018	2017	2016
PPN (Pajak Pertambahan Nilai) / VAT (Value Added Tax)	2.138.353	5.266.401	637.038
PPh (Pajak Penghasilan) / Income Tax	19.039.424	12.977.658	15.934.653
PPh Badan (Pajak Penghasilan Badan) / Corporate Income Tax	4.619.214	12.735.471	6.412.546
PBB (Pajak Bumi dan Bangunan) / Land and Building Tax	411.071	449.271	440.032
Proses Impor / Import Excise	913.690	1.597.741	3.256.300
Jumlah / Total	27.121.752	33.026.542	26.263.783

Jumlah Pajak

Tax Amount

USD



Bantuan Finansial dari Pemerintah [GRI 201-4]

Aspek perawatan pesawat terbang merupakan aspek vital karena berkaitan dengan keselamatan penerbangan. Permasalahan yang terjadi sampai saat ini adalah terkait mahalnya biaya pembelian suku cadang untuk perawatan pesawat yang disebabkan karena terdapat beberapa produk komponen pesawat terbang

Financial Assistance from Government [GRI 201-4]

Aircraft maintenance is a vital aspect due to its relation with aviation safety. However, the problem that persists in this industry is the high-cost purchase of spare parts for aircraft maintenance as the domestic industry remains unable to produce some of the aircraft components. MRO industry requires speed in the process of

yang belum dapat diproduksi oleh industri dalam negeri. Padahal, industri MRO membutuhkan kecepatan dalam proses impor suku cadang dan komponen untuk dapat memenuhi proses perbaikan atau pemeliharaan pesawat terbang. Selama ini, solusi yang ditawarkan pemerintah lewat skema Bea Masuk Ditanggung Pemerintah (BMTDP) sulit dimanfaatkan oleh industri MRO karena tidak memberikan kepastian bagi pengadaan barang yang dibutuhkan. Ditambah lagi Surat Keputusan BMTDP yang diterbitkan Pemerintah tidak berkepastian waktu dan anggarannya.

Sebagai jalan keluar, pemerintah telah mengeluarkan kebijakan terbaru dengan merevisi besaran bea masuk yaitu 0% untuk 21 pos tarif terkait Daftar Barang dan Bahan Guna Perbaikan dan/atau Pemeliharaan Pesawat Udara. Pemerintah mengubah lampiran Permenkeu No. 132/PMK.010/2015 tentang Perubahan ke-3 atas Permenkeu No. 213/PMK.011/2015 tentang Penetapan Sistem Klasifikasi Barang dan Pembebanan Tarif Bea Masuk Atas Barang Impor.

Untuk Kebijakan Ekonomi Paket VIII yang terkait dengan *Bonded & Inventory Control* adalah penetapan tarif 4 HS serta pembebasan/perubahan persentase Bea Masuk (BM) 21 HS Code menjadi 0%. Hal ini sangat meringankan beban Perseroan karena HS Code tersebut adalah HS untuk kategori *part* yang juga sering di impor oleh GMF guna menunjang perawatan pesawat. Hal ini dapat dibuktikan selama tahun 2018, GMF dapat menghemat *cost* untuk *clearance* barang impor sebesar kurang lebih Rp132,96 miliar.

Hingga akhir tahun 2018, Pemerintah RI tidak memiliki saham di GMF. Namun demikian, Pemerintah RI memiliki saham di Induk Perusahaan GMF, yaitu PT Garuda Indonesia (Persero) Tbk sebesar 60,5%.

importing spare parts and components in order to meet the repair or maintenance process of the aircraft. Thus, even though the government has offered the scheme of Import Duty Borne by the Government (BMTDP), the MRO industry continues to experience difficulties in utilizing the scheme since it does not provide certainty for the procurement of the required goods. This issue is coupled with the issuance of BMTDP Decree by the Government which does not have certainty in regard to the time and budget.

As a solution, the government has issued an updated policy by revising import duty amount, i.e. 0% for 21 tariff posts related to Parts and Components for Aircraft Repair and/or Maintenance. The Government has also amended the attachment to the Regulation of Minister of Finance No. 132/PMK.010/2015 regarding Third Amendment on the Regulation of Minister of Finance No. 213/PMK.011/2015 regarding Stipulation of Goods Classifying System and Customs Duty Impositions on Imported Goods.

The Economic Policy Package VIII, which is related to Bonded & Inventory Control, is about the 4 HS tariff setting and exemption/changes in the percentage of Import Duty 21 HS Code to 0%. Such provision is a boon for the Company as the HS Code stipulated in the economic package is the HS for the part category which GMF often needs to import for aircraft maintenance work. This can be proven as, during 2018, GMF has been able to save cost for clearance of imported goods of around Rp132.96 billion.

Up to the end of 2018, the Government of the Republic of Indonesia has no shares of GMF. However, the Government of the Republic of Indonesia has 60.5% shares of PT Garuda Indonesia (Persero) Tbk, the parent company of GMF.



GMF Peduli terhadap Kelestarian Lingkungan

GMF Concerns for Conservation of the Environment



▶ GMF Peduli terhadap Kelestarian Lingkungan

GMF Concerns for Conservation of the Environment



Dalam rangka mewujudkan kelestarian lingkungan, GMF berupaya untuk mengurangi dampak negatif akibat proses pelaksanaan aktivitas bisnis Perseroan, salah satunya melalui penerapan Sistem Manajemen Lingkungan berdasarkan ISO 14001:2004.

In order to realize environmental sustainability, GMF endeavors to minimize the negative impacts of its business process implementation. One of its efforts is realized through the implementation of Environmental Management System based on the ISO 14001:2004.

PENDEKATAN MANAJEMEN TERHADAP PENGELOLAAN DAN PELESTARIAN LINGKUNGAN [GRI 103-2]

Dalam menjalankan praktik bisnisnya di bidang *maintenance, repair, dan overhaul* (MRO) pesawat terbang, GMF selalu bersinggungan dengan lingkungan. Hal tersebut diperkuat dengan berbagai dampak negatif yang ditimbulkan dari proses pelaksanaan aktivitas usaha GMF, antara lain:

- Peningkatan timbulan limbah bahan berbahaya dan beracun (B3) sebagai sisa hasil kegiatan perawatan pesawat terbang. Timbulan limbah B3 dapat menyebabkan terjadinya pencemaran tanah.
- Volume air limbah industri yang dihasilkan sebagai sisa hasil kegiatan yang dapat merusak kualitas badan air sekitar lingkungan GMF.
- Buangan emisi dari kegiatan operasi (contohnya boiler) serta aktivitas perbaikan di area hangar dan workshop. Buangan emisi ini dapat berdampak negatif dengan merusak kualitas udara ambien disekitar area GMF.
- Peningkatan timbulan sampah rumah tangga dan sampah sejenis rumah tangga yang berasal dari aktivitas perkantoran. Peningkatan timbulan sampah ini dapat menimbulkan bau dan mengganggu kesehatan karyawan.
- Kemungkinan terjadinya tumpahan dan kebocoran bahan berbahaya dan beracun (B3) sebagai akibat dari kelalaian dalam kegiatan perawatan dan perbaikan. Hal ini dapat menyebabkan terjadinya pencemaran tanah dan pencemaran udara.

MANAGEMENT APPROACH TO ENVIRONMENTAL MANAGEMENT AND CONSERVATION [GRI 103-2]

In carrying out its business in the field of aircraft maintenance, repair, and overhaul (MRO), GMF often intersects with the environment and causes negative impacts due to the implementation of its business activities, such as:

- Increasing presence of hazardous material and toxic (B3) waste as the result of aircraft maintenance activity. The presence of B3 waste can cause land pollution.
- Industrial waste water volume as the result of maintenance activity can damage the quality of water bodies adjacent to GMF's area.
- Emission from operational vehicles (for example, boiler) as well as repair activities in hangar area and workshop. Such emission may have a negative impact and damage the quality of ambient air around GMF's area.
- Increasing presence of household waste and other waste similar to household waste from office activities. Such increase can cause unpleasant odor and disrupt employee's health.
- Possibility of spill and leakage of hazardous and toxic materials (B3) as the result of negligence in maintenance and repair activities. This can cause land and air pollution.

- Kebisingan lingkungan kerja yang berasal dari kegiatan pengetesan komponen pesawat pada saat perbaikan dan setelah perbaikan.

Dalam rangka meminimalkan dampak negatif terhadap lingkungan, GMF telah merumuskan dan menetapkan kebijakan, sistem, dan strategi terkait pengelolaan dan pelestarian lingkungan, yang selanjutnya direalisasikan ke dalam bentuk implementasi konsep *Green Building* dan program *Forest Corporate*, pengelolaan bahan baku, energi, emisi gas rumah kaca, air, dan limbah serta dilaksanakan program penghijauan.

Kebijakan Pengelolaan dan Pelestarian Lingkungan

Kebijakan pengelolaan lingkungan GMF dituangkan dalam *Health, Safety and Environment Policy*. Kebijakan tersebut memuat berbagai prinsip, yang meliputi:

1. Mematuhi peraturan pemerintah, hukum penerbangan, peraturan, kebijakan dan standar GMF, serta persyaratan lainnya yang terkait dengan *health, safety and environment*.
2. Mencegah kecelakaan, kejadian, dan penyakit akibat kerja, serta mencegah terjadinya pencemaran dan perlindungan lingkungan.
3. Terus memperbaiki manajemen *health, safety and environment* untuk mencapai kinerja *health, safety and environment* yang lebih baik.
4. Memastikan semua informasi *health, safety and environment* yang relevan dikomunikasikan kepada karyawan, mitra kerja, publik dan pihak yang berkepentingan.
5. Memastikan semua informasi *health, safety and environment* yang relevan didokumentasikan, diimplementasikan, dipelihara, dan dievaluasi.

Sistem Manajemen Lingkungan

Sejak tahun 2013, GMF telah meraih sertifikat ISO 14001:2004 tentang Sistem Manajemen Lingkungan (SML), setelah melalui proses audit pengelolaan lingkungan. Pada tahun 2018, GMF telah melakukan *Upgrading* sertifikasi, dari ISO 14001:2004 menjadi ISO 14001:2015. ISO 14001:2015 merupakan standar internasional versi terbaru yang berkaitan dengan pengelolaan lingkungan untuk mengidentifikasi isu internal dan eksternal terkait lingkungan, kebutuhan dan harapan dari para *stakeholders* dan *shareholders*, serta aspek dan dampak lingkungan. [GRI 102-12]

- Increasing noise at work environment as the result of aircraft components testing activity during the repair and post-repair stage.

In minimizing these negative impacts on the environment, GMF has formulated and determined several policies, systems, and strategies for management and conservation of the environment, which are implemented in the form of Green Building concept and Forest Corporate program, as well as management of raw materials, water, energy, waste and greenhouse gas emissions, and a reforestation program.

Environmental Management and Conservation Policies

The environmental management policy of GMF is stipulated in the Health, Safety, and Environmental Policies containing the following principles:

1. Comply with government regulations, aviation laws, regulations, and policies, while meeting GMF's standards and any requirements related to health, safety, and environmental aspects.
2. Prevent accidents, incidents, and illnesses from occurring in the workplace with measures to avoid the occurrence of pollution.
3. Continue to improve the management of health, safety and the environment to achieve better performance in these fields.
4. Ensure that all relevant information regarding the health, safety and environment policies are communicated to employees, partners, the public and any relevant parties
5. Ensure that all relevant information regarding the health, safety and environment policies and practices are regularly documented, implemented, maintained and evaluated.

Environmental Management System

Since 2013, GMF has obtained the ISO 14001:2004 certificate on Environmental Management System, after passing an audit process on environmental management. In 2018, GMF upgraded its certifications of ISO 14001:2004 to ISO 14001:2015 which is the most recent version of international standard in relation to the management of the environment. This is done to identify the internal and external issues related to the environment, the necessities and expectations of stakeholders and shareholders, as well as the environmental aspects and impacts. [GRI 102-12]

Dengan menerapkan Sistem Manajemen Lingkungan berdasarkan Sertifikasi ISO 14001:2015, GMF berharap dapat membantu meminimalkan pengaruh negatif dari kegiatan operasional perusahaan dan memberikan dampak positif bagi lingkungan. Sistem ini juga menjadi bagian integrasi dari sistem manajemen perusahaan secara keseluruhan yang meliputi struktur organisasi, tanggung jawab, prosedur, proses, serta sumber daya dalam mewujudkan kebijakan lingkungan.

Penerapan Sistem Manajemen Lingkungan GMF selama tahun 2018 adalah sebagai berikut:

- a. Menaati peraturan, perundangan dan persyaratan lainnya yang berlaku terkait lingkungan dengan melaksanakan pengelolaan limbah serta mengevaluasi penerapan peraturan tersebut untuk selanjutnya dilakukan penilaian/pengukuran secara berkala untuk melihat keberhasilannya.
- b. Melakukan pemantauan lingkungan dengan melakukan pengujian kualitas air *Industrial Waste Water Treatment* dengan memeriksakan kepada laboratorium terstandarisasi pada setiap bulan dan melakukan pengukuran kualitas udara ambien dan udara lingkungan kerja setiap semester.
- c. Melakukan pengenalan Sistem Manajemen Lingkungan kepada karyawan baru (*orientation training*).
- d. Mengkomunikasikan penerapan Sistem Manajemen Lingkungan ke seluruh insan profesional GMF.
- e. Melaksanakan *sharing session* terkait Lingkungan di 23 Dinas yang ada di GMF dan 5 Multibase (Medan, Surabaya, Balikpapan, Denpasar, dan Makassar).
- f. Melaksanakan audit internal Sistem Manajemen Lingkungan untuk 23 Dinas yang ada di GMF dan 5 Multibase (Medan, Surabaya, Balikpapan, Denpasar, dan Makassar).
- g. Melakukan pemantauan dan pengukuran lingkungan semesteran dengan menguji kualitas udara *ambient*, kualitas udara pada ruang kerja, serta emisi *boiler* dan *genset* dengan laboratorium terstandarisasi.
- h. Mengevaluasi aspek dan dampak lingkungan dari seluruh kegiatan yang dilakukan di GMF.
- i. Melaksanakan penilaian implementasi program 5R (*Reduce, Reuse, Recycle, Replace, Replant*) diseluruh area GMF yang dilakukan oleh Tim 5R yang terdiri dari perwakilan masing-masing Dinas.

By implementing the Environmental Management System based on ISO 14001:2015 certification, GMF hopes to be able to minimize the negative impact from its operational activities and deliver positive influence to the environment. This system becomes an integral part of the overall corporate management system, including organizational structure, distribution of responsibilities, procedures, processes and resources in realizing environmental responsibilities.

The implementation of GMF's Environmental Management System during 2018 is as follows:

- a. Complying with the laws and regulations, and other applicable requirements related to the environment by carrying out waste management and periodically evaluating compliance with the regulations to assess the level of success.
- b. Conducting regular monitoring of the environment via water quality tests of Industrial Waste Water Treatment at the standardized laboratory on a monthly basis, as well as by measuring the air quality of the work environment every semester.
- c. Introducing new employees to the Environmental Management System (*orientation training*).
- d. Communicating details of the implementation of the Environmental Management System to all professionals of GMF.
- e. Implementing environment-related 'sharing sessions' in 23 Departments in GMF, and 5 Multibases (Medan, Surabaya, Balikpapan, Denpasar, and Makassar).
- f. Implementing internal audit activity on the Environmental Management System in 23 Departments in GMF, and 5 Multibases (Medan, Surabaya, Balikpapan, Denpasar, and Makassar)
- g. Monitoring and measuring the environment every semester by testing the ambient air quality, workspace air quality and emissions of boilers and generators using standardized laboratory tests.
- h. Evaluating the environmental aspects and impacts of all activities undertaken at GMF.
- i. Conducting assessment of 5R program (*Reduce, Reuse, Recycle, Replace, and Replant*) implementations in all areas of GMF. This is to be conducted by the 5R Team, consisting of representatives of each Department.

- j. Melakukan program 5R corporate dengan pelaksanaan *progress report* mingguan.
- k. Melaporkan RKL-RPL (Rencana Pengelolaan Lingkungan dan Rencana Pemantauan Lingkungan) kepada Dinas Lingkungan Hidup Kota Tangerang dan Provinsi Banten.

- j. Conducting corporate 5R programs with weekly progress reports.
- k. Reporting RKL-RPL (Environmental Management Plan and Environmental Monitoring Plan) to the Environmental Department of Tangerang City and Banten Province.

Strategi Pengelolaan Lingkungan

Agar pengelolaan lingkungan GMF dapat terlaksana dengan efektif dan efisien, GMF telah merumuskan berbagai strategi dan rencana pengelolaan lingkungan yang akan dilaksanakan di lingkungan Perusahaan. Strategi dan rencana tersebut dibagi menjadi dua pendekatan, yaitu:

Environmental Management Strategy

To ensure the environmental management at GMF is run effectively and efficiently, GMF has formulated a number of strategies and plans for environmental management within the Company's environment. The strategies and plans are divided into two approaches, namely:

Infrastruktur / Infrastructure

- Perbaikan dan peningkatan kapasitas Industrial Waste Water Treatment (IWWT) – bertahap. Hal ini dilakukan seiring dengan pembangunan Hangar 4 dimana kapasitas IWWT saat ini belum memenuhi kebutuhan pengolahan air limbah GMF.
- Renovasi Tempat Penyimpanan Sementara (TPS) Limbah B3 Padat. Hal ini dilakukan dalam memenuhi standar dan persyaratan sesuai dengan regulasi. Selain itu, seiring dengan pembangunan berkelanjutan di GMF, renovasi dilakukan agar kapasitas TPS dapat menampung limbah B3 yang dihasilkan.
- Perbaikan landscape dan proyek penghijauan di area GMF.
- Penambahan tangki penampung oli dan fuel bekas (di atas permukaan) sebagai solusi atas permasalahan tempat penampungan oli dan fuel bekas yang cepat penuh. Selain itu, agar volume tangki dapat dimonitor secara kuantitatif.
- Gradual improvement and enhancement of Industrial Waste Water Treatment (IWWT) capacities. This is done in line with the construction of Hangar 4 where the current IWWT capacity has yet to meet the needs of GMF waste water treatment.
- Renovation of Temporary Storage (TPS) of Solid B3 Waste. This is done in order to meet the standards and requirements in accordance with the applicable regulations. In addition, along with the sustainable development at GMF, renovation is carried out so that the TPS has the capacity to accommodate the produced B3 waste.
- Repair of landscape and greening projects in the GMF area.
- Addition of used oil and fuel storage tanks (aboveground) as a solution to the problem of fast-filled used oil and fuel shelters. This is also done so that the tank volume can be monitored quantitatively.

Kompetensi / Competence

- Pengembangan integrasi Keselamatan, Kesehatan Kerja dan Lingkungan agar kinerja lebih efektif dan efisien.
- Pengembangan kompetensi karyawan GMF dengan melakukan In-House Training ISO 14001:2015 Sistem Manajemen Lingkungan.
- Pengembangan Sistem Manajemen dengan membuat e-HSE yang berbasis teknologi informasi berbentuk web-based dan mobile application
- Melakukan review terhadap Personal Competency Manual yang ada dan melakukan revisi sesuai dengan perubahan organisasi yang terjadi kualitas kebutuhan yang semakin meningkat.
- Development of the integration of Occupational Health, Safety, and Environment in order to generate more effective and efficient performance.
- Development of competence of GMF's employees through In-House Training ISO 14001:2015 of Environmental Management System.
- Development of Management System by preparing e-HSE that is based on information technology, in the form of web-based and mobile-based application.
- Review on and revision to the available Personal competency Manual and in accordance with the occurring organizational development that demands gradual increases in quality.

Penanggung Jawab Pengelolaan dan Pelestarian Lingkungan

Agar pelaksanaan pengelolaan dan pelestarian lingkungan dapat berjalan efektif dan efisien, GMF telah membentuk Divisi Health, Safety and Environment (HSE) yang berada di bawah Unit Corporate Affairs. Divisi HSE memiliki tugas dan tanggung jawab dalam mengelola terlaksananya Sistem Manajemen Lingkungan di setiap kegiatan Perseroan berdasarkan ISO 14001:2004,

Person-in-Charge of Environmental Management and Conservation

In carrying out environmental management and conservation activities effectively and efficiently, GMF has established the Health, Safety, and Environment (HSE) Division which is under the Corporate Affairs Unit. The HSE Division is tasked to manage the implementation of Environmental Management System in each activity of the Company based on the ISO 14001:2004, which

yang meliputi kegiatan pemeriksaan, perbaikan dan perawatan pesawat terbang serta kegiatan penunjang lainnya seperti produksi, pengadaan, *warehouse*, *engineering*, perawatan peralatan, manajemen sistem informasi, pengembangan sumber daya manusia, dan administrasi.

PENERAPAN KONSEP GREEN BUILDING DAN PROGRAM FOREST CORPORATE

Penerapan konsep *Green Building* dan program *Forest Corporate* (Ruang Hijau) merupakan inisiatif GMF untuk mencapai tujuan Perseroan sebagai *Green Company* sekaligus sebagai bentuk dukungan terhadap program pemerintah dalam mewujudkan *Green City* yang menjadi bagian dari tujuan pembangunan berkelanjutan.

Konsep *green building* merupakan konsep bangunan berkelanjutan dimana bangunan tersebut dapat memberikan manfaat ekonomi, lingkungan, dan sosial. Pemerintah telah membuat peraturan terkait penerapan konsep *green building* melalui Peraturan Menteri Lingkungan Hidup Nomor 8 Tahun 2010 Tentang Kriteria dan Sertifikasi Bangunan Ramah Lingkungan.

Bangunan Hangar 4 di kawasan Bandar Udara Internasional Soekarno-Hatta Cengkareng, Tangerang yang diresmikan GMF pada tahun 2018 telah menerapkan konsep desain yang ramah lingkungan, seperti penggunaan atap *skylight* pada sisi atas hangar dan kaca panasap pada sisi samping hangar untuk memaksimalkan pencahayaan. GMF juga menggunakan *Metal Halide* (MH) *lamps* pada hangar untuk menghasilkan warna putih dengan kualitas baik.

Selain bangunan Hangar, kantor GMF yang berada di lantai 2 juga telah menggunakan desain ramah lingkungan. Kantor GMF dibangun dengan menggunakan *curtain wall* dengan tipe kaca *laminated* untuk memaksimalkan sirkulasi cahaya dengan kesan modern dan transparan dan kisi-kisi aluminium yang berfungsi untuk meminimalkan turbulensi udara. Bentuk yang tumpul pada sudut atap bangunan juga dirancang untuk membantu mengalirkan udara agar tidak terjadi benturan keras pada fasad.

Selain itu, GMF sebagai salah satu perusahaan yang menerapkan konsep *Green Company*, pada tahun 2018 telah mengimplementasikan *solar cell* sebagai penghasil

includes examination, repair, and maintenance of aircraft, as well as other supporting activities such as production, procurement, warehousing, engineering, equipment maintenance, information system management, human resources development, and administration.

IMPLEMENTATION OF GREEN BUILDING CONCEPT AND FOREST CORPORATE PROGRAM

The implementation of Green Building concept and Forest Corporate program (Green Room) is an initiative of GMF to achieve the goals to become a Green Company as well as a form of support for government programs in realizing Green City which is part of sustainable development goals.

The green building concept is a sustainable building concept that can provide economic, environmental, and social benefits. The government has established regulations related to the implementation of green building concept through the Regulation of Minister of Environment No. 8 of 2010 regarding Criteria and Certification for Green Buildings.

The Hangar 4 building in the Soekarno-Hatta International Airport area of Cengkareng, Tangerang, which was inaugurated by GMF in 2018, has implemented an environmentally-friendly design concept, such as the use of skylight roofs on the upper side of the hangar and heat glass on the sides of the hangar to maximize lighting. GMF also uses Metal Halide (MH) lamps at the hangar to produce white coloration with good quality.

Aside from the Hangar building, the 2nd floor of GMF office also uses environmentally-friendly design. GMF office was built with curtain walls made of laminated glass to maximize the circulation of light while giving off a modern and transparent impression, and an aluminum grilles that serve to minimize air turbulence. The blunt shape at the corner of the roof of the building is also designed to help drain the air so that there is no hard impact on the façade.

As one of the companies which apply the Green Company concept, GMF had implemented solar cell systems in 2018 in the form of Solar Power Plant (PLTS) as an energy

energi untuk beberapa gedung. Gedung yang telah menggunakan *solar cell* sebagai pembangkit listrik tenaga surya (PLTS), yaitu Gedung *Maintenance Facility Support (MSF)* dan Gedung *Ground Support Equipment (GSE)*. Penerapan PLTS ini memberikan dampak positif pada perusahaan, khususnya pada pengurangan konsumsi energi listrik dan emisi gas CO₂ ke lingkungan.

Di samping mengusung konsep *green building* pada kantor operasional, pada tahun 2018 GMF juga memiliki program *Forest Corporate (Ruang Hijau)* yaitu menata lahan hijau di lingkungan Perseroan agar menjadi lebih baik dan lebih hijau. Seiring dengan perkembangan kapasitas produksi yang berdampak pada penggunaan lahan, GMF tetap konsisten dalam menerapkan program *Forest Corporate (Ruang Hijau)* dalam bentuk *Vertical Garden*. *Vertical garden* adalah taman yang dibangun secara vertical atau tegak lurus dengan garis tanah. Konsep *Vertical Garden* ini diimplementasikan pada Gedung *Landing Gear* dengan taman seluas 242 m².

PENGELOLAAN PENGGUNAAN BAHAN BAKU

Untuk mendukung kegiatan operasionalnya, GMF menggunakan bahan baku solar, bahan kimia, dan kertas. Solar dan bahan kimia merupakan bahan baku material tak terbarukan yang digunakan untuk mendukung kegiatan jasa perawatan pesawat terbang, sedangkan kertas merupakan bahan baku material terbarukan yang digunakan untuk kegiatan administrasi perkantoran. Bahan baku tersebut bukan bahan baku yang langsung diambil dari alam (*raw material*), melainkan dibeli dari pemasok eksternal.

source for several buildings, such as the Maintenance Facility Support (MSF) building and Ground Support Equipment (GSE) building. The application of PLTS brought positive impact on the Company, especially in the reduction of electricity consumption and CO₂ gas emission to the environment.

In 2018, GMF also initiated the Forest Corporate (Green Room) program in addition to implementing green building concept at its operational office. The Forest Corporate program designs green area with the Company to make it better and greener. Along with the development of production capacity which has an impact on the use of land, GMF remains consistent in implementing the Forest Corporate program in the form of Vertical Garden. this garden is constructed vertical to the land and has been implemented on the Landing Gear building with an area of 242 m².

MANAGEMENT OF RAW MATERIAL USAGE

To support its operational activities, GMF uses diesel fuel, chemicals, and paper. Diesel fuel or solar and chemicals are non-renewable raw materials used to support aircraft maintenance services, while papers are renewable raw materials used for office administration activities. These materials are not raw materials taken directly from nature, but are purchased from external suppliers.

Penggunaan Bahan Baku GMF [GRI 301-1]

Raw Materials Usage by GMF [GRI 301-1]

Jenis Material / Type of Material	Satuan / Unit	Volume Penggunaan Material / Volume of Material Usage		
		2016	2017	2018
Material Tak Terbarukan / Non-renewable Material				
Solar / Diesel Fuel	Liter	1.120.000	1.184.000	1.080.000
Kimia / Chemicals	Ton	2.426	2.301	2.275
Material Terbarukan / Renewable Material				
Kertas / Paper	Rim / Ream	30.010	27.461	32.182

Pada tahun 2018, terjadi penurunan penggunaan solar sebesar 104.000 Liter atau sekitar 8,79% dari tahun 2017. Penurunan ini terjadi dikarenakan upaya-upaya perusahaan dalam menggunakan energi secara efisien, khususnya dalam penggunaan solar untuk *maintenance*

In 2018, there was a decline in the use of diesel fuel by 104,000 liters or around 8.79% from that of 2017. This was due to the Company's energy efficiency efforts, especially in using diesel fuel for heavy equipment maintenance. In addition, the use of chemical materials

heavy equipment. Di samping itu, penggunaan material kimia pada tahun 2018 juga mengalami penurunan sebesar 26 ton material kimia dari tahun sebelumnya. Penurunan ini terjadi dikarenakan upaya-upaya Perseroan dalam minimalisasi limbah B3, seperti melakukan eliminasi dan substitusi material kimia (B3) yang ramah lingkungan dan melakukan perencanaan sesuai dengan kebutuhan. **[GRI 103-3]**

Guna meminimalkan penggunaan material tak terbarukan dalam proses bisnisnya, GMF melakukan program *improvement* berupa *Independent Power Producer Plan* (IPP). IPP merupakan pembangkit listrik dengan menggunakan tenaga gas. IPP ini direncanakan dapat menghasilkan energi listrik mencapai 3 MegaWatt (MW) untuk digunakan dalam memenuhi kebutuhan listrik untuk aktivitas operasional Perseroan. Harapannya, pada tahun 2019 nanti, IPP ini dapat dioperasikan sesuai dengan perencanaan yang telah dibuat. Selain itu, Perseroan juga sudah berupaya untuk mengganti beberapa alat angkat-angkut, yang semula menggunakan bahan bakar solar menjadi alat angkat-angkut yang menggunakan tenaga listrik/baterai dan mengelola material consignment dengan baik dalam rangka meminimalisasi penggunaan B3 dalam proses bisnis Perseroan. **[GRI 103-2]**

Sementara itu, untuk penggunaan material kertas di GMF mengalami peningkatan pada tahun 2018, yaitu sebesar 4.721 rim kertas atau 17,2% dari penggunaan tahun 2017. Peningkatan ini terjadi karena aktivitas Perseroan yang semakin meningkat seiring dengan adanya peningkatan kapasitas dan kapabilitas dalam merawat dan memperbaiki pesawat terbang. **[GRI 103-3]**

Meski penggunaan kertas di tahun 2018 mengalami peningkatan, GMF telah berinisiatif melakukan penghematan kertas dalam rangka mengurangi dampak negatif yang ditimbulkan dari penggunaan kertas secara berlebihan, diantaranya:

- Penggunaan printer *log-in system*, sehingga karyawan dapat memilih terlebih dahulu *file* yang akan dicetak dan dapat membatalkan rencana pencetakan.
- Efisiensi penggunaan kertas dalam aktivitas Perusahaan.
- Penggunaan kertas *reuse* dan cetak bolak-balik untuk dokumen kerja.

in 2018 decreased by 26 tons from that of the previous year due to the Company's efforts to minimize B3 waste, such as eliminating and substituting chemical materials (B3) to environmentally-friendly materials and conducting planning according to its needs. **[GRI 103-3]**

To minimize the use of non-renewable materials in its business processes, GMF conducts an improvement program in the form of Independent Power Producer Plan (IPP). IPP is a power plant that uses gas power and has been planned to be able to, can produce electricity reaching 3 MegaWatts (MW) to be used in fulfilling electricity needs for the Company's operational activities. It is expected that IPP can begin operations in 2019 in accordance with the established plans of the Company. In addition, the Company has made an effort to substitute several lifting equipment which initially use diesel fuel to lifting equipment which uses electricity/batteries, and to manage material consignment properly in order to minimize the use of B3 in the Company's business processes. **[GRI 103-2]**

Meanwhile, the use of paper materials at GMF reached 4,721 reams in 2018 or an increase of 17.2% from that of 2017. This increase occurred due to the growing activity of the Company in line with the increased capacity and capability in maintaining and repairing aircraft. **[GRI 103-3]**

Despite the increase in paper usage in 2018, GMF has initiated paper saving campaign in order to reduce the negative impact of excessive use of papers, among others:

- Using a printer log-in system so that employees can first select the file to be printed and can cancel the printing plan.
- Streamlining the use of paper in Company's activities.
- Using reused paper and back printing for work documents.

- Kampanye penghematan kertas melalui stiker yang ditempelkan pada mesin *printer* dan *fotocopy*.
- Daur ulang sampah kertas menjadi *recycle book*.

- Conducting paper saving campaign through stickers affixed to printer and photocopying machines.
- Recycling paper waste into recycled books.

PENGELOLAAN PENGGUNAAN ENERGI

Jumlah Konsumsi Energi GMF [GRI 302-1]

Dalam menjalankan aktivitas operasional di bidang MRO pesawat terbang, hingga saat ini GMF masih menggunakan energi dari sumber daya tak terbarukan, yaitu energi Bahan Bakar Minyak (BBM) untuk transportasi dan operator mesin dan energi listrik untuk menunjang aktivitas pergedungan. Pasokan BBM berasal dari PT Pertamina (Persero), sedangkan pasokan listrik GMF berasal dari PT PLN (Persero).

MANAGEMENT OF ENERGY USAGE

Total Energy Consumption at GMF [GRI 302-1]

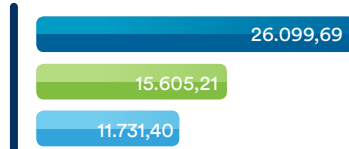
In conducting operational activities of aircraft MRO, GMF still uses energy from non-renewable resources, namely Fuel for transportation and machine operations, and electricity to support building activities. The Company's fuel is supplied by PT Pertamina (Persero) while electricity is supplied by PT PLN (Persero).

Konsumsi Energi Energy Consumption

Jenis Energi / Type of Energy	Satuan / Unit	Tahun / Year			Satuan / Unit	Tahun / Year		
		2016	2017	2018		2016	2017	2018
Bahan Bakar Minyak (BBM) / Fuel	liter	335.517,5	445.997	745.929	gigajoule	11.731,40	15.605,21	26.099,69
Konsumsi Listrik / Electricity Consumption	kwh	30.980.833	37.466.560	38.424.480	gigajoule	111.531,00	134.878,54	138.327,02
Jumlah / Total					gigajoule	123.262,40	150.483,75	164.426,71

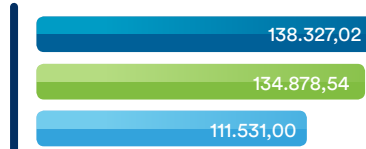
Bahan Bakar Minyak (BBM) Fuel

GigaJoule (GJ)



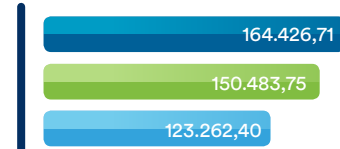
Konsumsi Listrik Electricity Consumption

GigaJoule (GJ)



Jumlah Konsumsi Energi Total Energy Consumption

GigaJoule (GJ)



2018 ■ 2017 ■ 2016 ■

Pengukuran energi dalam tabel di atas dilakukan dengan menghitung jumlah konsumsi listrik dan BBM dalam satuan masing-masing, lalu dikonversikan ke satuan energi GigaJoule (GJ). Nilai konversi ke Gigajoule yaitu:

- 28,58 Liter BBM = 1 GJ Energi
- 277,78 kwh = 1 GJ Energi

Measurement of energy in the above table is conducted by calculating total consumption of electricity and Fuel in each respective unit, to be then converted into Gigajoule (GJ) energy unit. The conversion value in Gigajoule is as follows:

- 28,58 Liter of Fuel = 1 GJ of Energy
- 277,78 kwh = 1 GJ of Energy

Penggunaan energi di GMF dari tahun 2017 ke tahun 2018 meningkat dari 150.483,75 GJ menjadi 164.426,71 GJ atau dengan kata lain mengalami peningkatan sebesar 13.942,96 GJ (9,27%) dibandingkan dengan tahun lalu. Peningkatan ini terjadi dikarenakan aktivitas dan

GMF's energy use in 2018 grew by 13,942.96 GJ (9.27%), from 150,483.75 GJ in 2017 to 164,426.71 GJ in 2018. This increase occurred due to the growing activity and mobility of the Company resulting in the increasing needs for fuel as a means of transportation. One of the

mobilitas Perseroan yang meningkat sehingga kebutuhan penggunaan bahan bakar minyak sebagai alat transportasi pun semakin meningkat. Hal ini dikarenakan adanya penutupan gerbang M1 sebagai akses masuk-keluar transportasi karyawan sehingga untuk mengantisipasi kondisi ini, Perseroan melakukan penambahan jumlah transportasi untuk antar-jemput karyawan.

Selain itu, dengan adanya peningkatan kapasitas dan kapabilitas Perseroan, kebutuhan akan energi listrik pun semakin meningkat. Dengan terjadinya peningkatan konsumsi energi listrik dan bahan bakar minyak untuk transportasi ini menyebabkan konsumsi energi listrik di tahun 2018 lebih tinggi dibandingkan dengan tahun 2017.

Efisiensi Penggunaan Energi [GRI 103-2, GRI 103-3, GRI 302-4]

Meskipun terjadi peningkatan pada penggunaan energi Perseroan pada tahun 2018, namun GMF telah berupaya untuk melakukan efisiensi dalam penggunaan energi listrik. Hal ini merupakan program kelanjutan dari kontribusi perusahaan dalam mengikuti program *Earth Hour*. Adapun beberapa kegiatan inisiatif untuk efisiensi energi yang dilakukan Perseroan pada tahun 2018 meliputi:

- Penggantian lampu konvensional menjadi lampu LED
- Pelaksanaan lanjutan program *Earth Hour*, yaitu pemadaman lampu saat istirahat dan pemadaman AHU setelah *office hour* (setelah pukul 16.00 WIB)
- Penggunaan *forklift* bertenaga baterai untuk menggantikan *forklift* yang berbahan bakar solar.
- Penggunaan *solar cell* sebagai penghasil energi di Gedung Maintenance Support Facility (MSF) dan Ground Support Equipment (GSE)

Dari kegiatan efisiensi dan penghematan energi yang dilakukan sepanjang tahun 2018, GMF dapat mengurangi penggunaan energi listrik sebesar 1.132.123 kWh atau setara dengan 4.075,61 GJ. Jika dikonversikan ke mata uang rupiah, GMF telah berhasil melakukan *cost saving* sebesar Rp1.172.630.570. Perhitungan tersebut diperoleh dari hasil akumulasi pencatatan penghematan listrik selama setahun, yang dihitung oleh Tim *Facility Operation* setiap harinya.

Berdasarkan penggunaan operasional *solar cell*, GMF telah melakukan efisiensi penggunaan listrik sebesar 861.285,73 kWh atau setara dengan penghematan biaya penggunaan energi listrik sebesar Rp 892.009.303.

factors contributing to this increase was the closing of M1 gate which served as the entrance and exit gate of transportation; hence, to anticipate this condition, the Company has increased the amount of employee shuttle transportation.

Furthermore, with the increase in Company's capacity and capability, the need for electricity also increases throughout the course of 2018, resulting in the growing consumption of electricity compared to that of 2017.

Efficiency of Energy Usage [GRI 103-2, GRI 103-3, GRI 302-4]

Despite an increase in the Company's energy use in 2018, GMF has strived to streamline the use of electricity. This is a continuation program of the Company's contribution in the *Earth Hour* program. Some of the initiatives for energy efficiency carried out by the Company in 2018 include:

- Replacement of conventional lights into LED lights
- Continued implementation of the *Earth Hour* program, namely turning off lights during breaks and AHU blackouts after office hour (after 16.00 WIB)
- Use of battery-powered forklifts to replace diesel-powered forklifts.
- The use of solar cell as an energy source at Maintenance Support Facility (MSF) and Ground Support Equipment (GSE) buildings.

From the efficiency and energy saving activities carried out during the reporting year, GMF was able to reduce the use of electricity by 1,132,123 kWh or equal to 4,075.61 GJ. If converted into Rupiah, GMF successfully made cost savings of Rp1,172,630,570. This measurement is obtained from the results of the accumulation of records of electricity savings for a year, which is calculated daily by the Facility Operation Team.

Based on the operational use of solar cell, GMF has managed to streamline its electricity usage by 861,285.73 kWh or equal to the reduction of electricity expense amounting to Rp892,009,303.

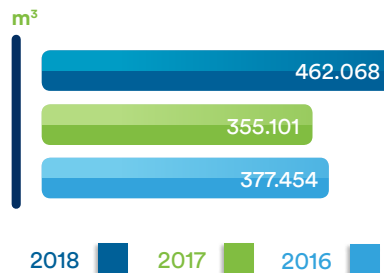
PENGELOLAAN PENGGUNAAN AIR

Penggunaan air di GMF bertujuan untuk keperluan sanitasi karyawan, bangunan kantor, rumah dinas, serta pencucian pesawat dan *sparepart* pesawat.

Penggunaan Air di GMF [GRI 303-1]

Sejak pertama kali didirikan hingga saat ini, GMF tidak pernah menggunakan air yang bersumber dari air tanah. Air yang digunakan Perseroan bersumber dari Perusahaan Daerah Air Minum (PDAM).

Penggunaan Air GMF
Water Usage at GMF



Pengukuran penggunaan air PDAM di GMF dilakukan dengan metode observasi dan pencatatan angka yang tertera pada *flowmeter*. Pencatatan dilakukan per bulan, angka pada awal dan akhir bulan, lalu dihitung selisih nilainya.

Efisiensi Penggunaan Air

Untuk meningkatkan efisiensi penggunaan air, GMF telah menerapkan beberapa langkah inisiatif, antara lain: [GRI 103-2]

- Kampanye penghematan air melalui stiker hemat air yang ditempelkan pada wastafel, toilet dan keran wudhu mushola.
- Penggunaan toilet dengan sistem *dual flush*.

PENGELOLAAN EMISI GAS RUMAH KACA

Di era industrialisasi ini, isu perubahan iklim dan pemanasan global yang diakibatkan oleh emisi Gas Rumah Kaca (GRK) telah menjadi permasalahan dan ancaman serius terhadap pembangunan berkelanjutan. Hal tersebut mendorong GMF untuk melakukan pengukuran dan pemantauan rutin terhadap emisi yang dihasilkan dari kegiatan operasional Perseroan.

MANAGEMENT OF WATER USAGE

The use of water at GMF aims to meet the needs of employee's sanitation, office buildings, official homes, aircraft washing, and aircraft spare parts.

Water Usage at GMF [GRI 303-1]

Since its initial establishment up to present, GMF has never used water sourced from groundwater. The water used by the Company is sourced from PDAM.

The measurement of PDAM water usage at GMF is carried out through observation method and by recording the numbers displayed on the flow meter. The Company records the numbers at the beginning and end of each month of which the difference will then be calculated.

Efficiency of Water Use

To improve the efficiency of water usage, GMF has implemented several initiatives, including: [GRI 103-2]

- Water-saving campaign through water-saving stickers affixed to the sinks, toilets, and faucets at prayer rooms.
- Use of toilets with a dual flush system.

MANAGEMENT OF GREENHOUSE GAS EMISSIONS

In this industrialization era, the issues of climate change and global warming caused by Greenhouse Gas (GHG) emissions have become a serious problem and a threat to sustainable development. This matter encourages GMF to carry out routine measurement and monitoring of emissions resulting from its operational activities.

Emisi GRK yang dihasilkan GMF [GRI 305-1]

Emisi GRK / GHG Emission	Jumlah Emisi GRK / Total GHG Emissions (ton)		
	2016	2017	2018
CO ₂	37.052,2	37.647,7	38.923,5
CH ₄	-	-	-
N ₂ O	-	-	-
HFC	-	-	-
PFC	-	-	-
SF ₆	-	-	-
NF ₃	-	-	-

Pengukuran emisi GRK dari kegiatan bisnis Perseroan dilakukan dengan mengkonversi nilai konsumsi BBM (Solar dan Premium) dan energi listrik ke nilai emisi GRK, dalam satuan eton CO₂. Adapun faktor konversinya adalah sebagai berikut:

- BBM Solar, faktor konversinya adalah 2,717 kg CO₂/liter BBM
- BBM Premium, faktor konversinya adalah 2,35 kg CO₂/liter BBM
- Energi listrik, faktor konversinya adalah 0,891 kg CO₂/kWh

Berdasarkan tabel di atas, emisi GRK yang dihasilkan GMF dari aktivitas operasionalnya berupa gas karbondioksida (CO₂). Pada tahun 2018, gas CO₂ yang dihasilkan tercatat sebesar 38.923,5 ton, naik 3,38% atau 1.275,8 ton dari tahun 2017. Peningkatan ini terjadi karena adanya peningkatan penggunaan energi listrik dan BBM (solar dan premium) di tahun 2018. [GRI 103-3]

Program Penghijauan

Dalam rangka menjaga dan melestarikan lingkungan hidup dan mengurangi dampak pemanasan global, GMF melaksanakan program penghijauan secara rutin dan berkesinambungan. Hal tersebut disebabkan oleh kemampuan pohon-pohon hijau dalam menyerap gas karbon dioksida (CO₂) yang dihasilkan dari kegiatan operasional Perseroan. [GRI 103-2]

Selama tahun 2018, GMF telah menanam 656 pohon dengan beragam varietas. Berdasarkan Canada's National Environmental Agency, 1 (satu) pohon dapat menyerap CO₂ sekitar 48 pon atau 22 kg/tahun dan memproduksi oksigen (O₂) sekitar 260 pon atau 118 kg/tahun. Sehingga dengan melakukan penanaman sebanyak 656 pohon pada tahun 2018, GMF telah berkontribusi dalam menyerap CO₂ sebesar ±14.432 kg/tahun dan menghasilkan O₂ sebesar ±77.408 kg/tahun. [GRI 103-3]

The measurement of GHG emissions from the Company's business activities is carried out by converting the consumption value of Fuel (Diesel Fuel and Premium Fuel) and electricity to the value of GHG emissions, in eton CO₂ units. The conversion factors are as follows:

- Diesel Fuel, the conversion factor is 2.717 kg CO₂/liter of Fuel
- Premium Fuel, the conversion factor is 2.35 kg CO₂/liter of Fuel
- Electrical energy, the conversion factor is 0.891 kg CO₂/kWh

Based on the table above, the GHG emissions produced by GMF from its operational activities are carbon dioxide (CO₂). In 2018, the CO₂ gas produced was recorded at 38,923.5 tons, up 3.38% or 1,275.8 tons from 2017. This increase was due to the increasing use of electricity and fuel (diesel and premium) in 2018. [GRI 103-3]

Greening Program

In order to conserve the environment and reduce the impact of global warming, GMF implements a routine and continuous reforestation program. This is due to the ability of green trees to absorb carbon dioxide (CO₂) gas produced by the Company's operational activities. [GRI 103-2]

During 2018, GMF has planted 656 trees with diverse varieties. According to Canada's National Environmental Agency, 1 (one) tree can absorb CO₂ about 48 pounds or 22 kg/year and produce oxygen (O₂) around 260 pounds or 118kg/ ear. Thus, by planting 656 trees in 2018, GMF has contributed to absorbing CO₂ by +14,432 kg/year and producing O₂ by +77,408 kg/year. [GRI 103-3]

Jenis dan Jumlah Pohon yang Ditanam GMF Pada Tahun 2018
Type and Amount of Trees Planted by GMF in 2018

No.	Jenis Pohon / Type of Tree Planted	Jumlah Pohon / Number of Tree Planted	No.	Jenis Pohon / Type of Tree Planted	Jumlah Pohon / Number of Tree Planted
1	Angsana	37	17	Ketapang	12
2	Alpukat	2	18	Kupu-kupu	1
3	Bambu	3	19	Mahkota dewa	2
4	Belimbing	8	20	Mangga	31
5	Beringin	8	21	Menkudu	3
6	Bintaro	43	22	Nangka	14
7	Bungur	50	23	Pete cina	2
8	Cemara	47	24	Pinus	12
9	Cermai	6	25	Rambutan	3
10	Flamboyan	1	26	Srikaya	4
11	Glodokan tiang	64	27	Sawo duren	2
12	Jambu air	19	28	Sawo kecil	29
13	Jambu biji	6	29	Tanjung	69
14	Jambu bolv	1	30	Klengkeng	1
15	Kamboja	82	31	Tabebuaya	2
16	Kiara payung	92	Jumlah / Total		656

PENGELOLAAN LIMBAH

Untuk mencegah terjadinya pencemaran lingkungan yang disebabkan oleh limbah aktivitas operasional Perseroan di bidang MRO pesawat terbang dan mewujudkan kelestarian lingkungan, GMF memiliki komitmen tinggi dalam mengelola limbah. Komitmen tersebut dicerminkan dalam kebijakan khusus *Health, Safety and Environment* yang telah ditandatangani langsung oleh Direktur Utama pada tanggal 1 Juni 2017. [GRI 103-2]

GMF telah mengkategorikan limbah yang dihasilkan dari kegiatan perbaikan pesawat terbang menjadi dua jenis, yaitu limbah B3 (limbah yang mengandung bahan berbahaya dan beracun) dan limbah Non-B3 (limbah yang tidak mengandung bahan berbahaya dan beracun).

WASTE MANAGEMENT

To prevent environmental pollution caused by the waste from Company's operational activities in aircraft MRO field and to realize environmental sustainability, GMF is highly committed conducting proper waste management. This commitment is reflected in the specific Health, Safety and Environment policies that have been signed directly by the Chief Executive Officer/CEO of the Company on June 1, 2017. [GRI 103-2]

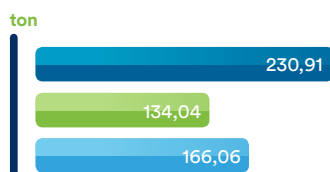
GMF has categorized waste generated from aircraft repair activities into two types, namely B3 waste (waste that contains hazardous and toxic substances) and Non-B3 waste (waste that does not contain hazardous and toxic substances).

Jenis dan Volume Limbah yang Dihasilkan GMF (dalam ton)

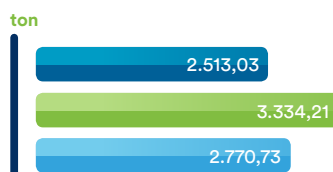
Type and Volume of Waste Produced by GMF (in tons)

Jenis Limbah GMF / Type of Waste	2016	2017	2018
Limbah B3 / B3 Waste	166,06	134,04	230,91
Limbah Non-B3 / Non-B3 Waste	2.770,73	3.334,21	2.513,03
Jumlah / Total	2.936,79	3.468,25	2.743,94

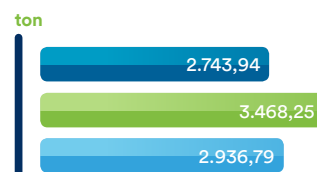
Limbah B3
B3 Waste



Limbah Non-B3
Non-B3 Waste



Jumlah Limbah
Total



2018 ■ 2017 ■ 2016 ■

Pada tahun 2018, total volume limbah yang dihasilkan GMF sebanyak 2.743,94 ton atau turun sebesar 20,88% dari volume seluruh limbah di tahun 2017. Volume limbah B3 tercatat mengalami peningkatan sebesar 72,27% dari tahun sebelumnya, sehingga menjadi 230,91 ton. Sedangkan untuk volume limbah Non-B3 tercatat sebesar 2.513,03 atau turun sebesar 24,63% dari tahun 2017.

Pengelolaan Limbah B3

Dalam mengelola limbah B3, GMF mengacu pada Peraturan Pemerintah Nomor 101 Tahun 2014 tentang Pengelolaan Limbah Bahan Berbahaya dan Beracun. Pengelolaan limbah B3 tersebut dilakukan dari mulai proses pengemasan, penyimpanan, hingga pengangkutan dan pengolahan oleh badan usaha yang memiliki izin dari KLH dan Departemen Perhubungan RI. [GRI 103-2]

In 2018, the total volume of waste produced by GMF was 2,743.94 tons or a decrease of 20.88% from the total volume of waste in 2017. The volume of B3 waste recorded an increase of 72.27% from the previous year, reaching 230,91 tons. Meanwhile, the volume of Non-B3 waste was recorded at 2,513.03 tons, a decrease 24.63% from 2017.

B3 Waste Management

In managing B3 waste, GMF refers to the Regulation of Government No. 101 of 2014 regarding Management of Hazardous and Toxic Waste. B3 waste management is carried out since the packaging and storage procedures, to transportation and processing by business entities that have permission from KLH and the Ministry of Transportation of the Republic of Indonesia. [GRI 103-2]

Volume dan Metode Pengelolaan Limbah B3 [GRI 306-2, GRI 306-4]
Volume and Method of B3 Waste Management [GRI 306-2, GRI 306-4]

Nama Limbah B3 / Name of B3 Waste	Tempat Pengolahan / Processing Place	Metode Pengelolaan / Processing Method	Tujuan Akhir / Final Place	Volume Limbah B3 / Volume of B3 Waste
Limbah B3 Padat / Solid B3 Waste				
<i>Paint stripper</i>	Diangkut oleh PT Logam Jaya Abadi	Mixing dan pencacahan limbah dan dikirimkan ke untuk diinsinerasi. / Mixing and waste enumeration to be delivered for incineration	PT Indocement	39,58 ton
Majun terkontaminasi / Contaminated Cloth	/ Transported by PT Logam Jaya Abadi			113,04 ton
Plastik terkontaminasi / Contaminated Plastic				20,65 ton
Zat kimia bekas / Used Chemicals				26,25 ton
Lampu TL / Tubular Lamps				75.000 pcs
Bekas kemasan B3 / Used packaging (containing hazardous and toxic substances)				19,75 ton
Kaleng bekas B3 / Used cans (containing hazardous and toxic substances)				10,84 ton
Baterai Sel / Cell Batteries				33 pcs
Toner bekas / Used Toner				7 pcs
Serbuk gergajij / Saw dusts				1,24 ton
Limbah B3 Cair / Liquid B3 Waste				
Minyak dan bahan bakar bekas / Used oil and fuel	Diangkut oleh PT Angkasa Tunggal Selaras Nugratama / Transported by PT Angkasa Tunggal Selaras Nugratama	Recycle menjadi solar industry dan dimanfaatkan kembali. / Recycled into the diesel fuel industry and reused	Pihak yang membutuhkan solar industri / Parties in need of diesel fuel industry	94 m ³

Pengelolaan Limbah Non-B3

Berdasarkan Ketentuan Kementerian Lingkungan Hidup (KLH), limbah dari hasil kegiatan operasional Perseroan yang tidak termasuk ke dalam kategori limbah B3 terdiri dari kertas tidak terpakai dan *grey water* berupa air kotor. Meski tergolong jenis limbah yang tidak berbahaya dan tidak beracun, GMF tetap mengelola limbah non-B3

Management of Non-B3 Waste

Based on the provisions of the Ministry of Environment (KLH), waste resulting from the Company's operational activities that are not included in the B3 waste category consists of unused paper and grey water in the form of dirty water. Although classified as a type of waste that is harmless and non-toxic, GMF continues to manage

dengan memenuhi standar manajemen lingkungan agar tidak menimbulkan dampak negatif terhadap lingkungan. Untuk limbah kertas, GMF melakukan metode pengelolaan *reuse and reduce*, sedangkan untuk limbah *grey water* berasal dari limbah domestik yaitu air cucian piring, *flushing toilet*, dan sebagainya dengan metode pengelolaannya disalurkan ke STP (*Sewage Water Treatment*) Angkasa Pura II. [GRI 103-2]

non-B3 waste by meeting environmental management standards so as not to cause negative impacts on the environment. For paper waste, GMF conducts a reuse-and-reduce management method, while for grey water waste coming from domestic waste, namely dish washing water, toilet flushing, and so on, GMF manages it by channeling the waste to STP (*Sewage Water Treatment*) of Angkasa Pura II. [GRI 103-2]

Volume dan Metode Pengelolaan Limbah Non-B3 [GRI 306-2]
Volume and Method of Non-B3 Waste Management [GRI 306-2]

Nama Limbah Non-B3 / Name of Non-B3 Waste	Metode Pengelolaan / Processing Method	Volume Limbah Non-B3 / Volume of Non-B3 Waste (ton)
Kertas / Paper	Reuse dan Reduce	1.287,28
Jumlah / Total		1.278,28

MEKANISME PENGADUAN TERKAIT MASALAH LINGKUNGAN [GRI 103-2, GRI 103-3]

GMF memiliki sarana komunikasi pengaduan terkait dengan masalah lingkungan yang ditimbulkan dari kegiatan operasional Perseroan. Sarana pengaduan tersebut bertujuan untuk memudahkan Perseroan dalam menanggapi dan menindaklanjuti segala pengaduan masyarakat terkait masalah kerusakan dan pencemaran lingkungan, sehingga tercipta hubungan yang baik dengan masyarakat.

Saluran Penanganan Pengaduan terkait Masalah Lingkungan

Bagi masyarakat yang hendak melaporkan pengaduan terkait masalah lingkungan, dapat disampaikan ke:

Health, Safety, and Environment
PT GMF Aero Asia Tbk, Utility Building 1st Floor
Soekarno Hatta International Airport
PO BOX 1303 BUSH 15125
Tangerang – Indonesia
Telepon: (021) 550 8249
E-mail: list-k3l@gmf-aeroasia.co.id
Website: www.gmf-aeroasia.co.id

Mekanisme Penanganan Pengaduan terkait Masalah Lingkungan

Sepanjang tahun 2018, tidak terdapat laporan pengaduan terkait masalah lingkungan yang diterima oleh GMF. Hal tersebut membuktikan bahwa pengelolaan dan pelestarian lingkungan telah dilaksanakan dengan baik.

COMPLAINT MECHANISM RELATED TO ENVIRONMENTAL ISSUES [GRI 103-2, GRI 103-3]

GMF has a means of communicating complaints related to environmental problems arising from the Company's operational activities. The complaint facility aims to facilitate the Company in responding to and following up on all complaints from the public in relation to environmental damage and pollution issues, in order to create good relations with the community.

Complaint Handling Channels related to Environmental Problems

Complaints related to environmental issues can be submitted to:

Health, Safety, and Environment
PT GMF Aero Asia Tbk, Utility Building 1st Floor
Soekarno Hatta International Airport
PO BOX 1303 BUSH 15125
Tangerang – Indonesia
Telephone : (021) 550 8249
E-mail : list-k3l@gmf-aeroasia.co.id
Website : www.gmf-aeroasia.co.id

Mechanism of Complaint Handling Related to Environmental Issues

Throughout 2018, there were no complaints regarding environmental issues received by GMF. This proves that environmental management and conservation efforts have been well implemented.



KEPATUHAN LINGKUNGAN

GMF melaksanakan kegiatan bisnis di bidang MRO pesawat terbang dengan memperhatikan aspek keselamatan dan kelestarian lingkungan. Untuk mendukung upaya tersebut, Perseroan berusaha untuk selalu mematuhi peraturan-peraturan yang berkaitan dengan pengelolaan lingkungan hidup.

Pada akhir bulan Februari 2018, GMF telah melakukan audit Sistem Manajemen Lingkungan berdasarkan standar ISO14001:2015. Dari hasil audit tersebut, Perseroan mendapatkan 6 (enam) hasil temuan audit, yaitu 4 (empat) kategori Minor dan 2 (dua) kategori Observasi. Kedepannya, GMF berkomitmen untuk menindaklanjuti hasil audit tersebut dalam rangka meningkatkan kualitas implementasi Sistem Manajemen Lingkungan. [GRI 102-43, GRI 103-3]

Di samping itu, selama tahun 2018, GMF tidak menerima denda dan sanksi non-moneter terkait ketidakpatuhan terhadap Undang-undang dan peraturan mengenai lingkungan. Perseroan juga telah melaksanakan pemenuhan terhadap regulasi dan standar lingkungan hidup dengan melakukan pemantauan lingkungan secara rutin, yaitu per bulan dan per semester. [GRI 103-3, GRI 307-1]

ENVIRONMENTAL COMPLIANCE

GMF conducts business activities in aircraft MRO fields by always taking into account the aspects of safety and environmental sustainability. To support these efforts, the Company strives to continuously comply with regulations relating to environmental management.

At the end of February 2018, GMF had conducted audit on Environmental Management System based on the ISO 14001:2015 standard. There were 6 (six) findings from the audit activity consisting of 4 (four) findings of Minor category and 2 (two) findings of Observation category. In the future, GMF is committed to following-up this audit result in order to improve the quality of its Environmental Management System implementation. [GRI 102-43, GRI 103-3]

In 2018, GMF received neither fines nor non-monetary sanctions related to non-compliance with environmental laws and regulations. The Company has complied with all applicable environmental regulations and standards by conducting routine environmental monitoring every month and semester. [GRI 103-3, GRI 307-1]



GMF Membentuk SDM yang Berkualitas

GMF Creates High Quality Human Resources



▶ GMF Membentuk SDM yang Berkualitas

GMF Creates High Quality Human Resources



“Guna meningkatkan kinerja dan mewujudkan visi untuk menjadi “Top 10 MRO in the World”, Perseroan berupaya untuk meningkatkan kualitas setiap Insan GMF melalui pelaksanaan Program Pengelolaan Sumber Daya Manusia (SDM).

To improve performance and realize the vision of becoming “Top 10 MROs in the World”, the Company strives to enhance the quality of each GMF Personnel through the implementation of Human Resource (HR) Management Program.

STRATEGI PENGELOLAAN SUMBER DAYA MANUSIA [GRI 103-2]

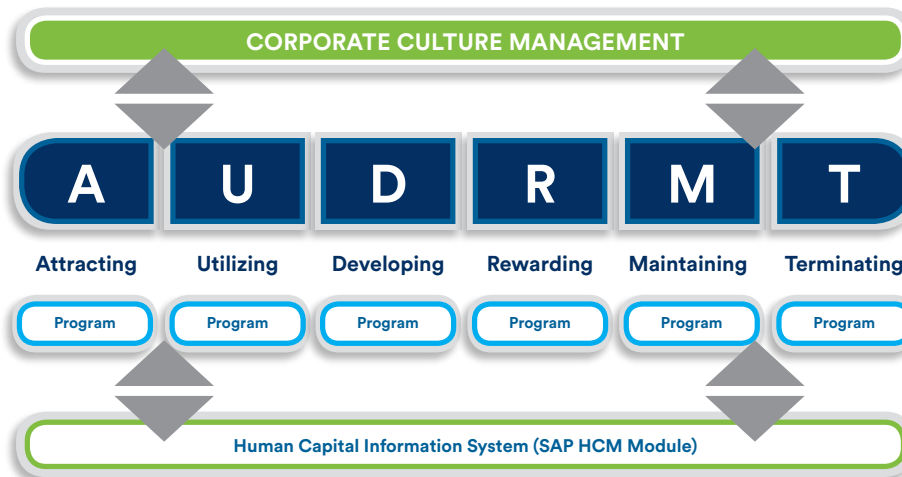
Dalam rangka meningkatkan kualitas dan kinerja SDM untuk mendukung keberlangsungan bisnis Perseroan secara berkesinambungan, GMF memiliki Program Pengelolaan Sumber Daya Manusia (SDM) yang disusun sejalan dengan Visi, Misi, Nilai Perusahaan, Rencana Kerja Perusahaan di tahun 2018, dan Rencana Jangka Panjang Perusahaan (RJPP). Pengelolaan SDM GMF berlandaskan pada enam tahapan *people cycle*, yaitu *Attracting*, *Utilizing*, *Developing*, *Rewarding*, *Maintaining*, dan *Terminating*.

HUMAN RESOURCES MANAGEMENT STRATEGY [GRI 103-2]

In order to improve the quality and performance of Human Resources to support the Company’s business continuity on an ongoing basis, GMF has established a Human Resource Management Program that is prepared in line with Vision, Mission, Corporate Values, 2018 Work Plans, and Long Term Plans (RJPP) of the Company. The management of Human Resources at GMF is based on six stages of people cycle, namely *Attracting*, *Utilizing*, *Developing*, *Rewarding*, *Maintaining*, and *Terminating*.

Terdapat strategi yang ditetapkan pada setiap tahap yang diimplementasikan dengan pelayanan berlandaskan budaya kerja 3S (*Smile, Speed, Solution*), pemanfaatan teknologi informasi, peningkatan kualitas, serta *Performance Security* termasuk *Security Device*. Pengelolaan SDM GMF dijabarkan dalam *Human Capital Strategy*.

The Company has set strategies at each stage that are implemented with services based on 3S (*Smile, Speed, Solution*) work culture, utilization of information technology, quality improvement, and *Performance Security*, including *Security Devices*. GMF's Human Resources management is outlined in the *Human Capital Strategy*.



Untuk meningkatkan efektivitas dan efisiensi pengelolaan SDM, GMF berupaya untuk memanfaatkan teknologi informasi yang diwujudkan dalam aplikasi HCIS (*Human Capital Information System*) yang terdiri dari dua jenis, yakni *Succession Management & Career Development Planning* (*SAP Success Factors*) dan *myHC Employee Self Services Mobile Apps*.

To improve the effectiveness and efficiency of Human Resources management, GMF seeks to utilize information technology that is realized in the HCIS (*Human Capital Information System*) application. This consists of two types, namely *Succession Management & Career Development Planning* (*SAP Success Factors*) and *myHC Employee Self Services Mobile Apps*.

Guna meningkatkan produktifitas, *manpower optimization*, dan *manhour efficiency*, maka fungsi HCIS bertambah, yang semula fokus pada "*day to day operations*" menjadi "*strategic business partnership*". Dengan sistem HCIS yang holistik, terintegrasi, dan didukung dengan teknologi yang efektif dan modern (*mobile, user experience, social collaboration, and analytics*), HCIS memiliki kemampuan untuk melakukan *continuous improvement* dan *future development* pada area sebagai berikut:

The Company adds new functions to HCIS from only focusing on "*day-to-day operations*" to "*strategic business partnership*" in order to increase productivity, *manpower optimization*, and *man-hour efficiency*. With holistic and integrated system that is supported by effective and modern technology (*mobile, user experience, social collaboration, and analytics*), HCIS has the ability to carry out *continuous improvement* and *future development* in the following areas:

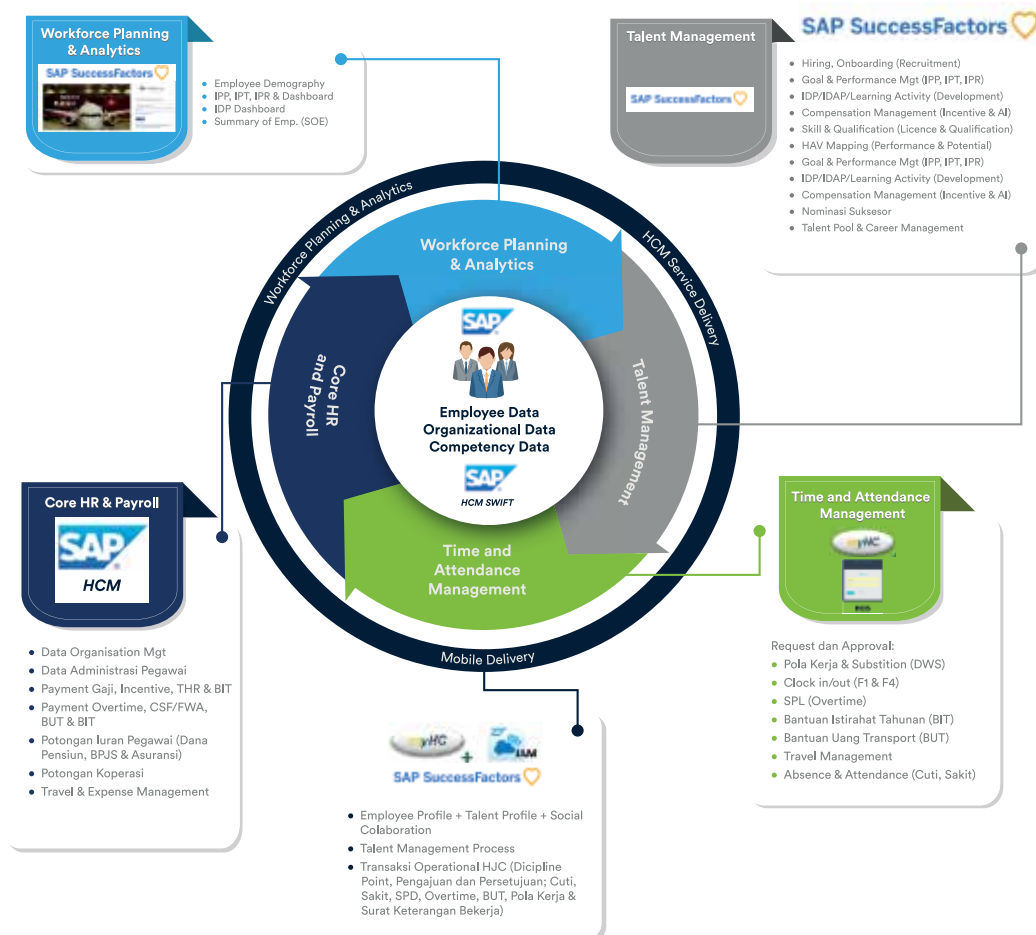
- *People Development*: Streamline Talent Management by *SAP SuccessFactors* (SF)
- *Transaction Excellent*: Streamline Core HR and Employee Services by *SAP HCM & myHC MobileApps*
- *Support SAP Swift MRO*: Streamline Capacity Planning & PEU

- *People Development*: Streamline Talent Management by *SAP SuccessFactors* (SF)
- *Transaction Excellent*: Streamline Core HR and Employee Services by *SAP HCM & myHC MobileApps*
- *Support of SAP Swift MRO*: Streamline Capacity Planning & PEU

Sistem HCIS ini dapat menjadi salah satu penggerak utama perubahan menuju *agile organization*, mampu menyediakan laporan *Human Resources* dengan cepat, valid, akurat, dan mendukung dalam pengambilan keputusan yang cepat dan tepat serta berkontribusi pada percepatan efektifitas dan efisiensi proses bisnis *Human Capital*.

This shall make the HCIS as one of the main drivers of change towards an agile organization, and provide fast, valid & accurate Human Resources reports which will support quick & precise decision-making and contribute to the acceleration of effectiveness and efficiency in Human Capital business processes.

Human Capital Information System



Dengan adanya SAP Success Factor dan myHC, diharapkan dapat meningkatkan partisipasi karyawan dalam menjaga kualitas *data base* pegawai (*sharing responsibility*) serta mengurangi penggunaan kertas (*paperless*) sehingga mendukung Perseroan menjadi *Green Company*. Selain itu, penggunaan aplikasi ini juga dapat mengurangi pekerjaan administratif *leader* sehingga lebih fokus pada konsultasi dan strategi kebijakan *Human Capital* (*empowerment*). Pada akhirnya, penerapan teknologi ini akan meningkatkan transparansi, objektivitas, dan efisiensi serta kemudahan pengelolaan proses bisnis *Human Capital*.

The presence of SAP SuccessFactors and myHC is expected to elevate employee's participation in maintaining the quality of employee database (*sharing responsibility*) and reducing paper use (*paperless*) to support the Company's vision to become a green company. In addition, the use of this application can reduce leader's administrative work so that they can focus more on Human Capital policy strategies and consultation (*empowerment*). In the end, the application of this technology will increase the transparency, objectivity, and efficiency, as well as ease of management of Human Capital business process.

PROFIL INSAN GMF

Kebijakan Keberagaman dan Kesetaraan Karyawan

Dalam menjalankan pengelolaan SDM, GMF menerapkan prinsip keberagaman dan kesetaraan karyawan. Hal ini bertujuan agar Perseroan memiliki beragam kemampuan dan kompetensi yang menjadi bekal utama dalam menghadapi tantangan bisnis. Implementasi prinsip keberagaman dan kesetaraan ini telah dilakukan GMF mulai dari tahap rekrutmen karyawan, program pelatihan dan pengembangan, penilaian kinerja, pengembangan karier, hingga pemberian remunerasi dan kesejahteraan kepada karyawan tanpa memandang perbedaan agama, etnik, ras, maupun gender. [GRI 103-2]

Demografi Karyawan

Pada tahun 2018, GMF telah mengelola karyawan sebanyak 4.951 orang, dengan komposisi karyawan tetap sebanyak 96% atau 4.738 orang dan karyawan tidak tetap (kontrak) sebanyak 4% atau 213. Jumlah tersebut turun sebesar 1,2% dari tahun 2017 yaitu sebanyak 5.011 karyawan, yang disebabkan oleh berkurangnya karyawan tidak tetap (kontrak) di tahun 2018.

PROFILE OF GMF PERSONNEL

Policy of Employee Diversity and Equality

In carrying out HR management, GMF applies the principle of employee diversity and equality so as to promote the variety of capabilities and competencies in Company's organization, which shall become the main provisions in facing business challenges. The implementation diversity and equality principles has been carried out by GMF since the stage of employee recruitment, training and development programs, performance assessment, career development, to the provision of remuneration and welfare to employees regardless of religious, ethnic, racial or gender differences. [GRI 103-2]

Employee Demographics

In 2018, GMF has 4,951 employees, with a composition of permanent employees of 96% or 4,738 employees and non-permanent employees (contracts) of 4% or 213 employees. This amount decreased by 1.2% from 5,011 employees recorded in 2017 due to the reduction of non-permanent employees (contracts) in 2018.

Jumlah Insan GMF Berdasarkan Jenis Kelamin [GRI 102-8, GRI 405-1]
Number of GMF's Employees Based on Gender

Uraian / Description	2016			2017			2018		
	Laki-laki / Male	Wanita / Female	Jumlah / Total	Laki-laki / Male	Wanita / Female	Jumlah / Total	Laki-laki / Male	Wanita / Female	Jumlah / Total
Status Kepegawaian / Employment Status									
Karyawan Tetap / Permanent Employee	3.640	339	3.979	4.229	424	4.653	4.269	469	4.738
Karyawan Tidak Tetap / Contract Employee	569	56	625	314	44	358	201	12	213
Jumlah / Total	4.209	395	4.604	4.543	468	5.011	4.470	481	4.951
Wilayah Kerja / Work Area									
Jakarta	3.247	328	3.575	3.712	406	4.118	3.974	462	4.436
Denpasar	93	4	97	132	5	137	135	6	141
Surabaya	73	2	75	82	3	85	100	3	103
Medan	18	-	18	36	2	38	42	2	44
Makassar	55	1	56	74	3	77	76	4	80
Daerah Lainnya / Other Locations (Indonesia)	144	4	148	185	5	190	190	5	195
Luar Indonesia / Abroad	10	-	10	8	-	8	0	9	9
Jumlah / Total	3.640	339	3.979	4.229	424	4.653	4.470	491	5.008
Pendidikan / Education									
SMA / Senior High School	1.267	38	1.305	1.236	73	1.309	1.658	63	1.721
Diploma	1.487	100	1.587	1.823	82	1.905	1.632	116	1.748
S1 / Bachelor's Degree	824	184	1.008	1.068	236	1.304	1.077	271	1.348
S2 / Master's Degree	60	17	77	99	33	132	1.01	31	132
S3 / Doctorate Degree	2	-	2	3	-	3	2	0	2
Jumlah / Total	3.640	339	3.979	4.229	424	4.653	4.470	481	4.951
Usia / Age									
<30 tahun / years old	1.925	256	2.181	2.454	326	2.780	2.512	360	2.872
31-50 tahun / years old	1.109	67	1.176	1.082	80	1.162	1.112	100	1.212
>51 tahun / years old	606	16	622	693	18	711	846	21	867
Jumlah / Total	3.640	339	3.979	4.229	424	4.653	4.470	481	4.951

Komposisi Karyawan GMF Berdasarkan Status Kepegawaian dan Wilayah Kerja [GRI 102-8]
Composition of GMF's Employees Based on Position Level

Uraian / Description	2016			2017			2018		
	Karyawan Tetap / Permanent Employee	Karyawan Tidak Tetap / Contract Employee	Jumlah / Total	Karyawan Tetap / Permanent Employee	Karyawan Tidak Tetap / Contract Employee	Jumlah / Total	Karyawan Tetap / Permanent Employee	Karyawan Tidak Tetap / Contract Employee	Jumlah / Total
Wilayah Kerja / Work Area									
Jakarta	3.575	583	4.158	4.118	323	4.441	4.196	177	4.373
Denpasar	97	8	105	137	8	145	135	6	141
Surabaya	75	8	83	85	8	93	88	15	103
Medan	18	8	26	38	5	43	40	5	45
Makassar	56	7	63	77	5	82	77	3	100
Daerah Lainnya / Other Locations (Indonesia)	148	10	158	190	9	199	194	6	200
Luar Indonesia / Abroad	10	1	11	8	-	8	8	-	8
Jumlah / Total	3.979	625	4.604	4.229	424	5.011	4.738	213	4.950

Komposisi Karyawan GMF Berdasarkan Level Jabatan [GRI 405-1]
Composition of GMF's Employees Based on Position Level

Uraian / Description	2016						Jumlah / Total	Board of Management	Vice President
	Board of Management	Vice President	General Manager	Manager	Staff	Jumlah / Total			
Jenis Kelamin / Gender									
Laki-laki / Male		5	22	133	302	3.183	3.645	4	22
Wanita / Female		-	-	12	29	298	339	-	1
Jumlah / Total		5	22	331	331	3.481	3.984	4	23
Wilayah Kerja / Work Area									
Jakarta		5	22	138	279	3.136	3.580	4	23
Denpasar		-	-	1	8	88	97	-	-
Surabaya		-	-	1	5	69	75	-	-
Medan		-	-	1	3	14	18	-	-
Makassar		-	-	1	9	46	56	-	-
Daerah Lainnya / Other Location (Indonesia)		-	-	1	24	123	148	-	-
Luar Indonesia / Abroad		-	-	1	3	5	10	-	-
Jumlah / Total		5	22	331	331	3.481	3.984	4	23
Pendidikan / Education									
SMA / Senior High School		-	-	11	86	1.208	1.305	-	-
Diploma		-	1	25	69	1.492	1.587	-	1
S1 / Bachelor's Degree		1	11	88	157	752	1.009	1	9
S2 / Master's Degree		4	10	20	19	28	81	3	13
S3 / Doctorate Degree		-	-	1	-	1	2	-	-
Jumlah / Total		5	22	331	331	3.481	3.984	4	23
Usia / Age									
≤30 tahun / years old		-	-	9	60	2.112	2.181	-	-
31-50 tahun / years old		4	14	100	178	1.180	1.180	4	13
≥51 tahun / years old		1	9	36	93	623	623	-	10
Jumlah / Total		5	22	331	331	3.481	3.984	4	23



2017				2018					
General Manager	Manager	Staff	Jumlah / Total	Board of Management	Vice President	General Manager	Manager	Staff	Jumlah / Total
117	321	3.769	4.233	5	31	106	353	3.979	4.474
13	38	372	424	-	1	17	38	425	481
130	359	4.141	4.657	5	32	123	391	4.404	4.955
125	300	3.670	4.122	5	32	119	328	3.894	4.376
1	12	124	137	-	-	-	11	130	141
1	6	78	85	-	-	1	7	95	103
1	4	33	38	-	-	1	6	38	45
1	7	69	77	-	-	-	8	71	79
1	25	164	190	-	-	2	27	172	201
-	5	3	8	-	-	-	4	4	8
130	359	4.141	4.657	5	32	123	391	4.404	4.955
13	82	1.214	1.309	-	2	13	90	1.615	1.720
20	82	1.802	1.905	-	1	17	102	1.628	1.748
62	175	1.058	1.305	3	10	64	182	1.092	1.351
34	20	65	135	2	19	28	17	68	134
1	-	2	3	-	-	1	-	1	2
130	359	4.141	4.657	5	32	123	391	4.404	4.955
13	50	2.717	2.780	-	2	10	49	2.811	2.872
78	202	869	1.166	5	13	70	225	904	1.217
39	107	555	711	-	17	43	117	689	866
130	359	4.141	4.657	5	32	123	391	4.404	4.955

PROSES PEREKRUTAN DAN TINGKAT PERPUTARAN KARYAWAN

Rekrutmen Karyawan

Kebijakan Rekrutmen Karyawan Baru GMF [GRI 103-2]

Pelaksanaan rekrutmen karyawan baru GMF dilakukan dengan tujuan untuk memenuhi kebutuhan karyawan sekaligus sebagai bentuk dukungan GMF dalam mewujudkan pembangunan berkelanjutan melalui penciptaan lapangan pekerjaan yang layak. Proses rekrutmen selalu dipantau oleh Manajemen Perseroan agar dapat berjalan dengan baik sehingga dapat menghasilkan SDM yang mampu memberikan mutu kompetitif bagi Perseroan. Proses rekrutmen dilakukan secara transparan, dengan memberikan kesempatan yang sama tanpa membedakan unsur suku, ras, dan agama. Mekanisme rekrutmen GMF telah diatur dalam Prosedur Bisnis PB-06-004 tentang Rekrutmen dan Seleksi Calon SDM.

Pada tahun 2018, GMF kembali mengelola program *Human Capital Readiness (HCR)* melalui pelaksanaan rekrutmen *fresh graduate* dan *experience* dengan pola 3B (*Buy, Build, Borrow*), yang meliputi:

1. *Buy*, yaitu apabila GMF menemukan bakat di luar Perseroan lebih baik atau lebih *qualified* dari pada bakat di dalam Perseroan.
2. *Build*, yaitu investasi dengan meningkatkan kualitas pegawai menjadi lebih baik dalam bentuk latihan formal dan atau *on-the-job experiences*.
3. *Borrow*, yaitu Perseroan mencari keluar sumber daya yang mampu memberikan ide/gagasan, kerangka kerja, dan sarana untuk menjadikan daya saing GMF lebih kuat.

Kebijakan Rekrutmen Pekerja di Bawah Umur [GRI 103-2, GRI 408-1]

Seluruh calon karyawan GMF wajib memenuhi syarat yang ditetapkan oleh Perseroan, yakni berusia minimum 18 tahun. Penetapan kebijakan tersebut didasarkan pada Undang-Undang No. 13 Tahun 2003 tentang Ketenagakerjaan Pasal 68 dan Konvensi ILO 138 tentang Usia Minimum untuk Diperbolehkan Bekerja. Persyaratan ini juga berlaku bagi mitra kerja yang bekerja sama dengan Perseroan.

Hingga akhir tahun 2018, GMF tidak pernah merekrut pegawai di bawah umur (di bawah 18 tahun), sehingga tidak terdapat insiden karyawan di bawah umur yang dipekerjakan oleh Perseroan maupun mitra kerja yang bekerja sama dengan Perseroan.

RECRUITMENT PROCESS AND TURNOVER RATE

Employee Recruitment

Policy of Recruitment of New Employees at GMF [GRI 103-2]

The recruitment of new employees of GMF is carried out in order to meet the needs for employees as well as to support the realization of sustainable development through the creation of decent jobs. The recruitment process is continuously monitored by the Company's Management so as to run properly and produce Human Resources capable of providing competitive quality for the Company. The recruitment process is carried out transparently by providing equal opportunities without prejudice to ethnicity, race, and religion. GMF's recruitment mechanism is regulated in Business Procedure of PB-06-004 regarding Recruitment and Selection of Prospective Human Resources.

In 2018, GMF continued to manage the Human Capital Readiness (HCR) program through the implementation of fresh graduate and experienced recruitment with the 3B (*Buy, Build, Borrow*) pattern, which includes:

1. *Buy*, namely finding talents outside the Company or that are better qualified than those within the Company.
2. *Build*, namely investment by improving the employees' quality so as to be better. This is conducted through formal training and or *on-the-job experiences*.
3. *Borrow*, namely seeking out resources that are able to provide ideas, frameworks, and means to strengthen GMF's competitiveness.

Policy of Recruitment of Underage Workers (Child Labor) [GRI 103-2, GRI 408-1]

All prospective employees of GMF must meet the requirements set by the Company, namely a minimum age of 18 years old. Determination of the policy is based on the Article 68 of Law No. 13 of 2003 regarding Manpower, and ILO Convention 138 regarding Minimum Age for Admission to Employment. This requirement also applies to the Company's work partners.

Until the end of 2018, GMF has never recruited underage employees (under 18 years old); hence, there were no incidents of underage employees employed by the Company or by work partners of the Company.

Komposisi Karyawan Baru GMF [GRI 401-1]

Sepanjang tahun 2018, GMF telah merekrut karyawan baru sebanyak 321 orang, dengan tingkat rekrutmen sebesar 7% dari total karyawan GMF.

Composition of New Employees of GMF [GRI 401-1]

GMF recruited 321 employees in 2018, with a recruitment rate of 7% of the total GMF's employees.

Komposisi Karyawan Baru GMF
Composition of GMF's New Employees

Keterangan / Description	Tahun / Year		
	2016	2017	2018
Jenis Kelamin / Gender			
Laki-laki / Male	602	534	91
Perempuan / Female	71	87	28
Jumlah / Total	673	621	119
Usia / Age			
≤30 tahun / years old	647	618	91
31-50 tahun / years old	26	3	28
≥51 tahun / years old	-	-	119
Jumlah / Total	673	621	52
Wilayah Kerja / Work Area			
Jakarta	673	614	118
Denpasar	-	1	-
Surabaya	-	5	-
Medan	-	1	-
Makassar	-	-	1
Balikpapan / Balikpapan	-	-	-
Luar Indonesia / Abroad	-	-	-
Jumlah / Total	673	621	119

TINGKAT PERPUTARAN KARYAWAN

Berdasarkan Perjanjian Kerja Bersama Nomor KEP.94/PHIJSK-PK/PKB/VII/2017 Bab V Ketentuan Disiplin Karyawan/Pegawai Pasal 42 tentang Jenis Pemutusan Hubungan Kerja, GMF berwenang untuk melakukan Pemutusan Hubungan Kerja (PHK). PHK yang telah dilakukan Perseroan hingga saat ini terdiri dari PHK karena memenuhi persyaratan usia pensiun normal, atas permintaan sendiri, karena melakukan pelanggaran disiplin, karena ditahan pihak yang berwajib atas kasus pidana, karena alasan efisiensi, karena tidak memenuhi persyaratan jabatan/kinerja, dan karena meninggal dunia. [GRI 103-2]

Pada tahun 2018, jumlah karyawan yang meninggalkan Perseroan tercatat sebanyak 38 orang dengan tingkat perputaran karyawan sebesar 0,80%. Jumlah *turnover* pekerja di tahun ini lebih banyak dibandingkan dengan tahun lalu. [GRI 401-1]

TURNOVER RATE

Based on Collective Labor Agreement No. KEP.94/PHIJSK-PK/PKB/VII/2017, Chapter V on Provision of Employee Disciplinary Policy, Article 42 regarding Classifications of Termination of Employment, GMF has the authority to conduct Termination of Employment (PHK). This action consists of several elements, such as normal retirement age, personal request, consequence of committing disciplinary offenses, being detained by the authorities due to a criminal case, for efficiency reasons, not fulfilling job/performance requirements, and passing away. [GRI 103-2]

In 2018, there were 38 employees leaving the Company with turnover rate reaching 0.80%. Total employee's turnover in 2018 was higher than that of the previous year. [GRI 401-1]

Tingkat Perputaran Karyawan GMF [GRI 401-1]
GMF's Turnover Rate

Keterangan / Description	2016		2017		2018	
	Jumlah / Total	Turnover (%)	Jumlah / Total	Turnover (%)	Jumlah / Total	Turnover (%)
Jenis Kelamin / Gender						
Laki-laki / Male	14	0,35%	14	0,30%	31	0.15%
Perempuan / Female	3	0,08%	4	0,09%	7	0.65%
Jumlah / Total	17	0,43%	18	0,39%	38	0.80%
Usia / Age						
≤30 tahun / years old	14	0,35%	14	0,30%	31	0.65%
31-50 tahun / years old	3	0,08%	3	0,07%	6	0.13%
≥51 tahun / years old	-	-	1	0,02%	1	0.02%
Jumlah / Total	17	0,43%	18	0,39%	38	0.80%
Wilayah Kerja / Work Area						
Jakarta	15	0,38%	17	0,37%	34	0.72%
Denpasar	1	0,03%	1	0,02%	2	0.04%
Surabaya	1	0,03%	-	-	-	-
Medan	-	-	-	-	1	0.02%
Makasar	-	-	-	-	-	-
Daerah Lainnya / Other Location (Indonesia)	-	-	-	-	1	0.02%
Luar Indonesia / Abroad	-	-	-	-	-	-
Jumlah / Total	17	0,43%	18	0,39%	38	0.80%

PROGRAM PELATIHAN DAN PENGEMBANGAN KARYAWAN

Kebijakan Program [GRI 103-2]

GMF berpandangan bahwa Sumber Daya Manusia (SDM) merupakan aset yang berperan penting dalam meningkatkan kinerja Perseroan di bidang perawatan pesawat untuk mencapai pertumbuhan bisnis yang berkelanjutan. Untuk mewujudkan hal tersebut, GMF berupaya untuk mengembangkan potensi dan kompetensi karyawan melalui pelaksanaan program pelatihan dan pengembangan karyawan yang dilaksanakan secara rutin dan berkesinambungan.

Dalam menjalankan program pengembangan SDM, Perseroan senantiasa menyesuaikan dengan regulasi penerbangan yang berlaku. Dalam industri aviasi dan perawatan pesawat, *safety* dan *airworthy* menjadi prioritas utama Perseroan karena berkaitan dengan hidup manusia. Oleh karena itu, kompetensi dan perilaku karyawan harus selalu di-update dan di-upgrade sesuai tuntutan otoritas yang berwenang dan kebutuhan Perseroan. Setiap program pelatihan dan pengembangan karyawan diarahkan untuk mendukung pencapaian visi GMF sebagai Top 10 MRO's in the World.

EMPLOYEE TRAINING AND DEVELOPMENT PROGRAM

Policy [GRI 103-2]

GMF believes that Human Resources is an essential asset in improving the Company's performance in aircraft maintenance in order to achieve sustainable business growth. To realize this, GMF seeks to develop the potential and competence of its employees through the implementation of employee training and development programs that are carried out regularly and continuously.

In implementing the Human Resources development program, the Company always adapts to the applicable flight regulations. In the aviation and aircraft maintenance industries, *safety* and *airworthiness* are the Company's top priorities as they are related to human life. Therefore, the competence and behavior of employees must always be updated and upgraded according to the demands of the authorities as well as the needs of the Company. Each employee training and development program is directed to support the achievement of GMF's vision of being the Top 10 MRO's in the World.

Setiap karyawan mendapatkan kesempatan yang sama untuk program pelatihan dan pengembangan sesuai dengan Individual Development Plan (IDP) dan Personnel Competency Manual (PCM) pada setiap jabatan sesuai bidang pekerjaannya. Pelatihan dan pengembangan karyawan telah diatur dalam Perjanjian Kerja Bersama Nomor KEP.94/PHIJSKPK/PKB/VII/2017 Bab III Pengembangan SDM Pasal 15 tentang Pengembangan Kompetensi Karyawan.

Every employee of the Company has the same opportunity for training and development programs in accordance with the Individual Development Plan (IDP) and the Personnel Competency Manual (PCM) in each position in line with their field of work. Employee training and development is regulated in the Collective Labor Agreement No. KEP.94/PHIJSKPK/PKB/VII/2017 Chapter III of Human Resources Development, Article 15 regarding Employee Competency Development.

Program Pelatihan dan Pengembangan Karyawan Tahun 2018

Pada tahun 2018, GMF telah melaksanakan peningkatan kualifikasi karyawan melalui *Annual Training Program* 2018. Pelatihan ini mencakup atas *Technical Training* sebanyak 638 kelas dan *Leadership & Managerial Training* sebanyak 60 batch, dengan alokasi biaya sebesar USD459.234, lebih rendah dari biaya program pelatihan dan pengembangan di tahun sebelumnya yakni sebesar USD1.192.273. Adapun rincian program pelatihan yang dilaksanakan GMF selama tahun buku adalah sebagai berikut: [GRI 404-2]

Employee Training and Development Program in 2018

In 2018, GMF implemented an Annual Training Program to improve the qualifications of its employees. This training covers 638 classes Technical Training and 60 batches of Leadership & Managerial Training, with total costs reaching USD462.128, higher/lower than the cost of training programs and development in the previous year which amounted to USD1.192.273. Details of the training program implemented by GMF during the fiscal year are as follows: [GRI 404-2]

1. *Technical Training* melalui *Orientation Training, Basic Competency Training, Job Competency Training, Task Competency Training, Continuation/Mandatory Training, dan Remedial Training* yang diperlukan.
2. *Leadership dan Management Training* mengacu pada pola pengembangan GMF *Leadership Academy* yang dilaksanakan melalui *Leadership Managerial Development Program (LMDP)* yang diantaranya program pendidikan formal S2, *Emerging Leadership Program (ELP), Operational Leadership Program (OLP), Strategic Leadership Program (SLP), Certified Business Management (CBM), MRO Financem dan MRO Business Know How.*

1. *Technical Training* through *Orientation Training, Basic Competency Training, Job Competency Training, Task Competency Training, Continuation/Mandatory Training, and Remedial Training* as required.
2. *Leadership and Management Training* which refers to the development pattern of GMF *Leadership Academy* carried out through the *Leadership Managerial Development Program (LMDP)*. This included formal Master's degree (S2) education, *Emerging Leadership Program (ELP), Operational Leadership Program (OLP), Strategic Leadership Program (SLP), Certified Business Management (CBM), MRO Finance, and MRO Business Know How.*

Jenis Pelatihan Karyawan Berdasarkan Gender Tahun 2018 [GRI 404-1]
Type of Training Based on Gender in 2018

Program	Jumlah Pelatihan / Total Training		Durasi (Jam) / Duration (Hours)		Jumlah Peserta (Orang) / Total Participants (Employee)		Rata-rata Jam Pelatihan (Jam/Orang) / Average Training Hours (Hour/Employee)	
	Laki-laki / Male	Wanita / Female	Laki-laki / Male	Wanita / Female	Laki-laki / Male	Wanita / Female	Laki-laki / Male	Wanita / Female
Technical Training								
<i>Orientation training</i>	5	5	120	120	228	25	0,53	4,8
<i>Basic competencies training</i>	320	320	13308	13308	4521	784	2,94	17,0
<i>Job competencies training</i>	68	68	5272	5272	716	189	7,36	27,9
<i>Continuing competencies training</i>	181	181	1507	1507	2697	137	0,56	11,0
<i>Task competencies training</i>	64	64	1132	1132	600	107	1,89	10,6

Jenis Pelatihan Karyawan Berdasarkan Gender Tahun 2018 [GRI 404-1]
Type of Training Based on Gender in 2018

Program	Jumlah Pelatihan / Total Training		Durasi (Jam) / Duration (Hours)		Jumlah Peserta (Orang) / Total Participants (Employee)		Rata-rata Jam Pelatihan (Jam/Orang) / Average Training Hours (Hour/Employee)	
	Laki-laki / Male	Wanita / Female	Laki-laki / Male	Wanita / Female	Laki-laki / Male	Wanita / Female	Laki-laki / Male	Wanita / Female
Leadership dan Managerial Training								
MRO Finance – GM	-	-	-	-	-	-	-	-
MRO Finance - Manager	4	4	96	96	9	3	10,67	32
Emerging Leadership Program (ELP)	3	3	96	96	49	3	1,96	32
Operation Leadership Program (OLP)	1	1	40	40	17	4	2,35	10
MRO Management - Manager	4	4	96	96	62	10	1,55	9,60
Project Management	3	3	72	72	27	6	2,67	12
Aviation Maintenance Planning	1	1	40	40	35	4	1,14	10
Continuing Airworthiness	44	44	640	640	537	24	1,19	26,67
Total	698	698	21339	21339	8762	1242	13,28	71,2

Jenis Pelatihan Karyawan Berdasarkan Kategori Karyawan Tahun 2018 [GRI 404-1]
Type of Training Based on Employee Category in 2018

Program	Jumlah Pelatihan		Durasi (Jam)		Jumlah Peserta (Orang)		Rata-rata Jam Pelatihan (Jam/Orang)	
	Management	Staff	Management	Staff	Management	Staff	Management	Staff
Orientation Training	5	5	120	120	-	253	-	0,47
Basic Competencies Training	320	320	13308	13308	271	5034	49,11	2,64
Job Competencies Training	68	68	5272	5272	157	748	33,58	7,05
Continuing Competencies Training	241	241	1507	1507	459	2933	3,28	0,51
Task Competencies Training	64	64	1132	1132	287	420	3,94	2,70
Total	698	698	21339	21339	1174	9388	89,91	13,38

Sebagai bentuk investasi GMF dalam menghadapi tantangan bisnis MRO, GMF senantiasa melaksanakan program pengembangan kemampuan teknis dan kemampuan profesional karyawan secara berkesinambungan. Pada tahun 2018, GMF juga melaksanakan kegiatan pelatihan berupa *training mandatory* yaitu *training* yang diperlukan berdasarkan fungsi dan cakupan pekerjaan personil yang mendukung pengembangan kompetensi karyawan, antara lain *Fuel Tank Safety*, *Human Factors in Aircraft Maintenance*, dan *Fundamental of Trouble Shooting*.

Selain program pelatihan, GMF juga memiliki program pengembangan kompetensi SDM yang bernama Program *Knowledge Management*. Program ini telah dirancang sesuai dengan *training need analysis* yang dimiliki setiap pegawai sehingga mampu meningkatkan pengetahuan dan keterampilan serta daya saing Insan GMF.

Related to responding to challenges in the MRO business, GMF invests in the development of the Human Resources by conducting technical and professional capacity development programs in a continuous manner. In 2018, GMF also held a series of mandatory training programs designed based on the function and scope of work of the personnel and comprised, among others, Fuel Tank Safety, Human Factors in Aircraft Maintenance, and Fundamental of Trouble Shooting.

In addition to the training program, GMF has established Human Resources competency development program named Knowledge Management Program. This program is designed in accordance with the training need analysis of each employee so as to increase the knowledge, skills, and competitiveness of GMF's Personnel.

Guna mendukung pelaksanaan program *knowledge management*, GMF membuat media transfer pengetahuan agar seluruh pegawai dapat mengakses untuk mengoptimalkan proses peningkatan kemampuan. Program ini mencakup *sharing session*, penulisan artikel, pelaksanaan *training*, seminar, *coaching*, *mentoring*, *community of practice*, *after action review*, *discussion forum*, dan *best practice documentation*. Selain itu, GMF memiliki *knowledge management portal* yang dapat digunakan oleh pegawai untuk mengakses berbagai macam pengetahuan yang dapat menunjang proses kerja, terutama yang berkaitan dengan aktivitas perawatan pesawat.

Program *knowledge management* ini terus dikembangkan agar pegawai dapat berkontribusi secara maksimal terhadap kemajuan Perseroan. Dalam program ini terdapat *sharing session* yang dilaksanakan minimal 2 (dua) kali dan 2 (dua) artikel disebar di setiap Dinas. Pelaksanaan *sharing session* selama tahun 2018 berjumlah 1.207 kali dengan narasumber berasal dari internal dan eksternal Perseroan serta 1.484 artikel telah disebar.

GMF juga melaksanakan inovasi *training* dengan sistem pembelajaran *online* atau *e-learning*. Pola training ini dilaksanakan sebagai bentuk efektifitas juga efisiensi terutama untuk karyawan yang tersebar di seluruh Indonesia dan stasiun lain di dunia. Pada tahun 2018, GMF telah melaksanakan 12 (dua belas) *event e-learning recurrent training* terkait regulasi dan 57 (lima puluh tujuh) *event e-learning recurrent training* terkait *technical*.

Untuk meningkatkan budaya inovasi, *safety*, *productivity*, *efficiency*, dan *profitability* dilaksanakan GMF AeroAsia Innovation & Improvement Award (GAIN Award) 2018 dengan total hadiah sebesar Rp85.000.000. Reward GAIN Award 2018 ini dilakukan berdasarkan penilaian implementasi selama satu tahun berjalan, dari awal tahun 2018 hingga awal tahun 2019. Dari 2 (dua) project inovasi yang telah diimplementasikan, telah menghasilkan penghematan biaya bagi GMF sebesar USD236.906 atau setara dengan Rp3,4 miliar.

In order to support the implementation of knowledge management program, GMF creates a knowledge transfer media that can be accessed by all employees to optimize the capacity building process. This program includes sharing sessions, article writing, training, seminars, coaching, mentoring, community of practice, after action reviews, discussion forums, and best practice documentation. Furthermore, GMF has a knowledge management portal that can be used by employees to access various kinds of knowledge in supporting their works, especially those related to aircraft maintenance activities.

This knowledge management program is continuously developed to promote optimum employee's contributions to the Company's progress. In this program, there are sharing sessions that are held twice at minimum, and 2 (two) articles distributed in each Office. In 2018, the Company held 1,207 sharing sessions with speakers from internal and external party of the Company, and distributed 1,484 articles.

GMF also implements innovative training with online learning or e-learning systems. This training pattern is implemented to promote effectiveness and efficiency, especially for employees spread throughout Indonesia and other stations abroad. In 2018, GMF carried out 12 (twelve) e-learning recurrent training events related to regulations and 57 (fifty-seven) e-learning recurrent training events related to technical issues.

To improve the culture of innovation, safety, productivity, efficiency, and profitability, the Company organized GMF AeroAsia Innovation & Improvement Award 2018 (GAIN Award) Phase III with a total prize of Rp85.000.000. GAIN Award Phase III is an assessment of the implementation undertaken during the current year of 2 (two) innovations projects that have been carried out, and manages to generate profit for GMF amounting to USD236,906 or equivalent to Rp3.4 billion

HUBUNGAN INDUSTRIAL

Dalam rangka menciptakan hubungan industrial yang harmonis antara karyawan dan Manajemen Perseroan, GMF memberikan kebebasan berserikat, berumpul, dan mengeluarkan pendapat melalui serikat pekerja yang bernama GMF Employee Club (GEC). GEC telah resmi tercatat di Dinas Tenaga Kerja Jakarta dengan Nomor Pendaftaran: GMF Employees Club (GEC) No.560/226-DKK/OP/Kota TNG/IX/2003 pada tanggal 8 September 2003. Kepengurusan GEC tersebar di semua unit kerja GMF dengan nama Dewan Pimpinan Unit (DPU) dan secara keseluruhan kepengurusan terkoordinasi dalam wadah pengurus pusat di Kantor Pusat GMF dengan nama Dewan Pimpinan Pusat (DPP). Dengan aktifnya kepengurusan GEC, selama tahun 2018 tidak terjadi insiden ataupun pengaduan terkait kebebasan berserikat di lingkungan kerja GMF. Hal ini merupakan bukti penerapan kepatuhan GMF terhadap Undang-Undang No. 13 Tahun 2003 tentang Ketenagakerjaan sekaligus mematuhi konvensi *International Labour Organization* (ILO) tentang Kebebasan Berserikat dan Perlindungan Hak untuk Berorganisasi. [GRI 103-2, GRI 407-1]

Pada tanggal 1 Agustus 2017, Manajemen GMF dan GEC telah menyetujui pembaruan Perjanjian Kerja Bersama (PKB) untuk periode 2017-2019, setelah melalui serangkaian perundingan oleh Tim Pembaruan dengan semangat mengedepankan kesejahteraan karyawan. PKB ini disusun dengan mengacu pada nilai-nilai Pancasila dan Undang-Undang Dasar Negara Republik Indonesia tahun 1945 yang memuat syarat-syarat kerja serta hak dan kewajiban karyawan. Hingga akhir tahun 2018, seluruh karyawan GMF (100%) telah terlindungi hak-haknya oleh PKB. [GRI 102-41]

PKB yang telah diperbarui tersebut telah disosialisasikan oleh Tim Pembaruan PKB ke seluruh Dinas dan Unit baik di Cengkareng maupun *oustation* secara bertahap dari bulan September hingga Oktober. Dalam sosialisasi PKB ini, karyawan tidak diberikan cetakan PKB berbentuk buku, melainkan dalam bentuk *digital* yang dapat diunduh melalui portal *sharepoint* GMF. Langkah ini dilakukan agar karyawan lebih mudah mengakses PKB kapanpun dan dimanapun melalui ponsel maupun laptop dan komputer. Sosialisasi ini diharapkan memberikan pemahaman tentang isi perjanjian kerja yang telah disepakati antara karyawan yang diwakili oleh GEC dengan Manajemen.

INDUSTRIAL RELATIONSHIP

As an effort to create harmonious industrial relationship between the employees and the Management of the Company, GMF provides its employees with the freedom to associate, gather, and express their opinions through a labor union called GMF Employee Club (GEC). GEC has been officially recorded at the Jakarta Manpower Office under the Registration Number of GMF Employees Club (GEC) No. 560/226-DKK/OP/Kota TNG/IX/2003, dated September 8, 2003. GEC's management is spread throughout all of GMF work units under the name of Dewan Pimpinan Unit (DPU) and is fully coordinated by the central management in GMF's Head Office under the name of Dewan Pimpinan Pusat (DPP). Since 2018, there has been no incident or complaints regarding the freedom of association in GMF's work environment due to the active management of GEC. This is a testament of GMF's compliance with the Law No. 13 of 2003 regarding Manpower, and simultaneously proving GMF's compliance with the convention of International Labour Organization (ILO) regarding the Freedom of Association and Protection of the Right to Organize Convention. [GRI 103-2, GRI 407-1]

On August 1, 2017, GMF's management and GEC has come to an agreement regarding the renewal of Collective Labor Agreement for the period of 2017-2019 after undergoing several discussions with the Renewal Team, accompanied by the spirit of prioritizing employee's welfare. This Agreement is based on the core values of Pancasila and the 1945 Constitution of the Republic of Indonesia which contains the terms of employment as well as the rights and obligations of all employees. Until the end of 2018, the rights of all GMF's employees (100%) have been protected by the Agreement. [GRI 102-41]

This renewed Agreement has been gradually disseminated from September to October by the Agreement Renewal Team to all Departments and Units in Cengkareng and the outstations. In disseminating the Agreement, the employees are not given a hardcopy of the Agreement in the form of books, but a digital form is provided, which they can download through GMF portal *sharepoint*. This step is taken to facilitate the employee in accessing the new Agreement through their mobile devices, laptops, and computers. The dissemination aims to provide comprehensive understanding about the contents of agreements that have been agreed upon between the employees whom are represented by GEC and the Management.

Secara formal, di dalam PKB tidak diatur terkait jangka waktu minimum pemberitahuan mengenai perubahan signifikan yang terjadi di GMF. Namun, GMF senantiasa mengakomodir semua bentuk penyampaian informasi Perseroan kepada karyawan mulai dari media majalah Presisi, *email GMF Highlight*, *morning briefing*, hingga pertemuan bulanan. Sesuai perkembangan teknologi informasi, GMF juga memanfaatkan media portal sebagai bentuk penyebaran informasi secara *digital*. [GRI 402-1]

Untuk mencegah terjadinya insiden kerja paksa, baik di lingkungan internal Perusahaan maupun di lingkungan pemasok, GMF telah mengatur terkait waktu kerja dalam Perjanjian Kerja Bersama Nomor KEP.94/PHIJSK-PK/PKB/VII/2017 Bab IV Hubungan Industrial Pasal 21 tentang Waktu Kerja, Pasal 23 tentang Waktu Kerja Lembur, dan Pasal 25 tentang Waktu Istirahat dan Cuti. Dengan penerapan peraturan tersebut, selama tahun 2018 tidak terjadi insiden kerja paksa yang dialami oleh karyawan GMF. [GRI 103-2, GRI 409-1]

SISTEM PENILAIAN KINERJA DAN PENGEMBANGAN KARIER KARYAWAN

Kebijakan [GRI 103-2]

Dalam rangka mengevaluasi kinerja seluruh karyawan di setiap tahunnya, GMF mengimplementasikan penilaian kinerja Pegawai menggunakan Sistem Manajemen Kinerja (*Performance Management System*) dengan siklus mulai dari tahap perencanaan (*Planning*), tahap *monitoring* (*Tracking*) dan tahap evaluasi (*Review*). Dalam setiap tahap didokumentasikan ke dalam *form* tersendiri, antara lain:

- *Individual Performance Plan (Planning Step)*, *form* ini berisi tentang tugas-tugas/KPI yang harus dicapai oleh Perseroan dalam satu tahun;
- *Individual Performance Tracking (Monitoring Step)*, *form* ini berisi tentang progress pencapaian KPI pegawai yang dilaporkan secara berkala; dan
- *Individual Performance Review (Review Step)*, *form* ini berisi dengan pencapaian tengah tahun dan akhir tahun yang dimulai dari *self assessment* dari pencapaian setiap karyawan yang kemudian di-*review* oleh masing-masing superior.

Mulai dari tahun 2018, Sistem Manajemen Kinerja PT GMF AeroAsia Tbk. diimplementasikan melalui sistem SAP SuccessFactors (sistem *online* berbasis *cloud*). Selain itu, dalam rangka menjaga kualitas dari

Formally, the Agreement does not regulate the minimum time period regarding the announcement of the significant changes occurring in GMF. However, the Company constantly accommodates all forms of information delivery, from the Company to the employees, via Presisi magazine, GMF Highlight emails, morning briefing, and monthly meetings. In accordance with technological development, GMF also utilizes media portals to share information digitally. [GRI 402-1]

To prevent forced labor in the Company's internal environment or the suppliers' environment, GMF has put in place a clear regulation regarding work hours in the Collective Labor Agreement No. KEP.94/PHIJSK-PK/PKB/VII/2017 Chapter IV of Industrial Relations, Article 21 regarding Work Hours, Article 23 regarding Overtime, and Article 25 regarding Time Off and Leave. With the implementation of such regulations, there has been no incidents of forced labor experienced by GMF's employees during 2018. [GRI 103-2, GRI 409-1]

PERFORMANCE ASSESSMENT SYSTEM AND CAREER DEVELOPMENT

Policy [GRI 103-2]

In order to evaluate the performance of all employees annually, GMF implements Employee Performance Assessment using a Performance Management System with a cycle starting from the Planning stage to the Monitoring stage and Evaluation stage. Each stage is documented in its respective form, including:

- Individual Performance Plan (Planning Step); with a form containing duties/KPI that must be achieved by the Company in one year;
- Individual Performance Tracking (Monitoring Step), with a form containing the progress of achievement of employees' KPIs that are reported regularly; and
- Individual Performance Review, with a form containing the achievements at the mid-year and the end of the year starting from the self-assessment of the achievements of each employee which is then reviewed by each superior.

Starting from 2018, the Performance Management System of PT GMF AeroAsia Tbk. is implemented through the SAP Success Factors system (cloud-based online system). Furthermore, in order to maintain

pelaksanaan sistem manajemen kinerja ini, GMF secara rutin melaksanakan sosialisasi dan *sharing knowledge* di setiap dinas. Hal ini dilakukan guna meningkatkan pemahaman dan *knowledge* dari setiap karyawan terhadap Sistem Manajemen Kinerja Perseroan.

Hasil penilaian kinerja karyawan tersebut akan dijadikan sebagai salah satu aspek dasar untuk pengembangan karier karyawan. Pengembangan karier ini dilaksanakan melalui *People Review* semua jabatan struktural untuk memastikan bahwa seluruh pemangku jabatan kompeten dan sesuai pada bidangnya, serta membekali dan memastikan semua informasi jabatan yang berhubungan dengan bidang dan perannya dikuasai atau dipahami dan dilaksanakan dengan baik dan benar. Proses pengembangan karier karyawan telah tercantum dalam Perjanjian Kerja Bersama Nomor KEP. 94/PHIJSK-PK/PKB/VII/2017 Bab III Pengembangan SDM Pasal 16 tentang Pengelolaan Karier Karyawan/Pegawai.

Kinerja dan Pengembangan Karier Karyawan [GRI 404-3]

Pada tahun 2018, GMF telah melaksanakan dua kali penilaian kinerja terhadap 4.738 karyawan tetap (100%) yang menjadi dasar dalam perolehan insentif serta *annual increment* karyawan. Dari hasil penilaian tersebut, sepanjang tahun 2018 GMF telah melaksanakan promosi terhadap 545 karyawan yang terdiri dari 489 karyawan laki-laki dan 56 karyawan wanita untuk level *Vice President* sebanyak 8 orang, level *General Manager* sebanyak 29 orang, dan level *Manager* sebanyak 83 orang.

the implementation quality of this performance management system, GMF regularly conducts information dissemination and sharing session in each department. This aims to improve the understanding and knowledge of each employee concerning the Company's Performance Management System.

The results of employee performance assessment will be used as one of the basic aspects for employee career development. Career development is carried out through *People Review* of all structural positions to ensure that all position holders are competent and appropriate in their fields, as well as to equip and ensure all position information relating to the field and their roles are mastered or understood and implemented properly and correctly. The employee career development process has been stated in the Collective Labor Agreement No. KEP.94/PHIJSK-PK/PKB/VII/2017 Chapter III of HR Development, Article 16 regarding Employee Career Management.

Employee Performance and Career Development [GRI 404-3]

In 2018, GMF conducted two performance assessments to 4,738 permanent employees (100%) which became the basis in provision of incentives and annual increment of employees. Based on the assessment, over the course of 2018, GMF has promoted 545 employees consisting of 489 male employees and 56 female employees; in which 8 employees have been promoted to Vice President position, 29 employees have been promoted to General Manager position and 83 employees have been promoted to Manager position.

Persentase Pengembangan Karier Karyawan Tahun 2018
 Percentage of Employee's Career Development in 2018

Keterangan / Description	Jumlah Karyawan GMF / Total Employees of GMF	Karyawan yang Mendapat Pengembangan Karier / Employee's Career Development			
		Rotasi / Rotation	%	Promosi / Promotion	%
Jenis Kelamin / Gender					
Laki-laki / Male	4.257	504	12%	489	11%
Wanita / Female	468	67	14%	56	12%
Jumlah / Total	4.725	571	12%	545	12%
Kategori Karyawan / Employee Category					
<i>Vice President</i>	20	11	55%	8	40%
<i>General Manager</i>	115	17	15%	29	25%
<i>Manager</i>	390	132	34%	83	21%
<i>Staff</i>	4.200	411	10%	425	10%
Jumlah / Total	4.725	571	12%	545	12%

SISTEM REMUNERASI DAN KESEJAHTERAAN KARYAWAN

Karyawan merupakan aset perusahaan yang harus diberdayakan sebaik mungkin agar mampu berkembang secara optimal. Salah satu upaya menciptakan kondisi ini adalah dengan memberikan kompensasi yang memuaskan sehingga prestasi kerja, motivasi, dan kepuasan kerja meningkat. Kesejahteraan karyawan menjadi *concern* GMF karena peran sumber daya manusia dalam bisnis Perseroan sangat signifikan. Sejalan dengan visi GMF menjadi *Top 10 MRO in the World* dengan *revenue* USD1 miliar, upaya mewujudkan visi ini harus tercermin dari kesejahteraan Sumber Daya Manusia-nya. Karena itu, peningkatan kesejahteraan tidak hanya dilakukan melalui *salary*, insentif, namun juga melalui benefit lainnya yang diberikan perusahaan seperti yang berhubungan dengan investasi dan pengelolaan keuangan. Sistem remunerasi dan kesejahteraan karyawan telah diatur dalam Perjanjian Kerja Bersama Nomor KEP.94/PHIJSK-PK/PKB/VII/2017 Bab VI tentang Imbal Jasa. [GRI 103-2]

Kesetaraan Remunerasi Karyawan Laki-laki dan Wanita

GMF menerapkan prinsip kesetaraan dalam pemberian remunerasi dan kesejahteraan karyawan dengan tidak membedakan berdasarkan jenis kelamin, melainkan berdasarkan jenjang jabatan, kinerja, masa kerja, dan hasil penilaian kinerja individu. GMF juga telah melakukan skema baru untuk *Salary Structure* dan *Salary Range* berdasarkan *Salary Survey* yang dilakukan oleh pihak eksternal dengan melakukan *benchmark* dengan perusahaan lain. GMF memastikan sistem remunerasi Perseroan telah dijalankan sesuai dengan Peraturan Perusahaan dan ketentuan perundang-undangan yang berlaku. [GRI 103-2, GRI 405-2]

REMUNERATION SYSTEM AND EMPLOYEE WELFARE

Employees are company's assets that must be empowered as best as possible in order to develop optimally. One possible effort to ensure this is to provide satisfactory compensation in order to improve motivation and job performance and satisfaction. Employee welfare is a concern of GMF because the role of human resources in its business activities is very significant. In line with GMF's vision of becoming one of the Top 10 MRO in the World with USD1 billion in revenue, efforts to realize this vision must be reflected in the well-being of its human resources. Therefore, welfare improvements consist not only of salary raises and incentives, but also through other benefits provided by companies such as those related to investments and financial management. Employee remuneration and welfare systems are regulated in the Collective Labor Agreement No. KEP.94/PHIJSK-PK/PKB/VII/2017 Chapter VI on Returns on Services. [GRI 103-2]

Equal Remuneration of Male and Female Employees

GMF applies the principle of equality in the remuneration and welfare of employees by not differentiating by gender, but based on level of position, performance, employment and individual performance appraisal results. GMF has also implemented a new scheme for Salary Structure and Salary Range based on Salary Surveys conducted by external parties by benchmarking with other companies. GMF ensures that the company's remuneration system complies with Company's Regulations and the prevailing laws and regulations. [GRI 103-2, GRI 405-2]

Komponen Remunerasi Berdasarkan Gender [GRI 405-2]
Remuneration Component Based on Gender

Kategori Karyawan / Employee Category	2016				2017				2018			
	Laki-laki / Male		Wanita / Female		Laki-laki / Male		Wanita / Female		Laki-laki / Male		Wanita / Female	
	Jumlah Pegawai	Rasio	Jumlah Pegawai	Ratio	Jumlah Pegawai	Rasio	Jumlah Pegawai	Rasio	Jumlah Pegawai	Rasio	Jumlah Pegawai	Rasio
<i>Vice President</i>	32	1,00	1	0,97	30	1,00	1	0,96	32	1,00	-	-
<i>General Manager</i>	114	1,00	10	0,83	122	1,00	15	0,87	114	1,00	20	0,89
<i>Manager</i>	307	1,00	29	0,73	323	1,00	37	0,77	353	1,00	38	0,76
<i>Staff</i>	3.782	1,00	351	0,92	4.126	1,00	415	0,90	3.976	1,00	422	0,91

Komponen Remunerasi Berdasarkan Status Kepegawaian

Berdasarkan status kepegawaian, GMF memberikan komponen remunerasi/fasilitas yang lebih unggul terhadap karyawan tetap, namun tetap memastikan bahwa karyawan tidak tetap juga diberikan remunerasi yang telah sesuai dengan peraturan yang berlaku. **[GRI 103-2]**

Perbedaan komponen remunerasi/fasilitas antara karyawan tetap dan tidak tetap di seluruh wilayah operasional GMF akan dijabarkan dalam tabel berikut ini:

Remuneration Component Based on Employment Status

GMF provides remuneration components/facilities based on employment status, with permanent employees receiving superior benefits, while also ensuring that contract employees are provided with remuneration in accordance with applicable regulations. **[GRI 103-2]**

The difference in the remuneration components/facilities between permanent and contract employees within GMF's entire operational area is described in the following table

Komponen Remunerasi/Fasilitas Berdasarkan Status Kepegawaian [GRI 401-2]			
Component of Remuneration/Facility Based on Employment Status			
No.	Jenis Remunerasi/Fasilitas / Type of Remuneration/Facility	Karyawan Tetap / Permanent Employee	Karyawan Tidak Tetap / Contract Employee (PKWT)
1	Gaji Pokok / Basic Salary	√	√
2	Insentif / Incentive	√	√
Tunjangan / Allowance			
1	Tunjangan Lisensi Perawatan Pesawat Terbang / Aircraft Maintenance License Support	√	√
2	Tunjangan Produktifitas Lisensi / License Productivity Allowance	√	√
3	Tunjangan Tengah Tahun / Mid-Year Allowance	√	√
4	Tunjangan Hari Raya / Holiday Allowance	√	√
5	Tunjangan Jabatan Struktural / Position Allowance	√	√
6	Tunjangan Pajak / Tax Benefit	√	√
7	Tunjangan Kemahalan / Expenses Allowance	√	√
8	Bantuan Istirahat Tahunan / Annual Leave Support	√	√
9	Uang Perjalanan Dinas / Official Travel Money	√	√
10	Upah Kerja Lembur / Overtime Wages	√	√
11	Bantuan Uang Transport Khusus / Special Transport Assistance	√	√
12	Tunjangan Kerja Shift / Shift Work Bonus	√	√
Fasilitas/Benefit / Facility/Benefit			
1	Pakaian Seragam dan/atau Pakaian Kerja / Uniforms and/or Workwear	√	√
2	Tiket Konsesi Pesawat Terbang / Aircraft Concession Tickets	√	√
3	Asuransi Tenaga Kerja / Labor Insurance	√	√
4	Asuransi Kesehatan untuk Karyawan dan Keluarga / Employee Family Health Insurance	√	√
5	Fasilitas Mutasi (Uang Pindah, Perumahan/ Penggantian Perumahan) / Relocation Facilities (Housing/Replacement Housing, Moving Fees)	√	√
6	Bantuan Kacamata / Eyewear Assistance	√	√
7	Iuran Dana Kesehatan Pensiun / Pension Health Fund Contribution	√	√
8	Program Kemudahan (Soft Loan) Ibadah Umroh/ Pilgrim / Support Program (Soft Loan) for Umroh/Pilgrim Worship	√	√
9	Bantuan Kepemilikan Kendaraan (COP) / Vehicle Ownership Assistance (COP)	√	√
10	Apresiasi Momen Khusus Pegawai (Pernikahan, Kelahiran Anak, dan Ulang Tahun Pernikahan) / Appreciation of Special Moments for Employees (Marriage, Child Birth, and Wedding Anniversary)	√	√
Cuti / Work Leave			
1	Cuti Tahunan / Annual Leave	√	√
2	Cuti Istimewa / Special Leave	√	√

Komponen Remunerasi/Fasilitas Berdasarkan Status Kepegawaian [GRI 401-2]

Component of Remuneration/Facility Based on Employment Status

No.	Jenis Remunerasi/Fasilitas / Type of Remuneration/Facility	Karyawan Tetap / Permanent Employee	Karyawan Tidak Tetap / Contract Employee (PKWT)
3	Cuti Sakit / Sick Leave	√	√
4	Cuti Diluar Tanggungan / Independent Leave	√	-
5	Cuti Ibadah / Worship Leave	√	-
Lain-Lain / Others			
1	Iuran Pasti (Pensiun) / Defined Benefit Plans (Pension)	√	-
2	Penghargaan Masa Bakti 10, 20, 30, dan 35 Tahun / Service Period Rewards for 10, 20, 30, and 35 Years	√	-
3	Bantuan Duka Cita / Relief for Grief	√	√

Kepatuhan GMF terhadap Upah Minimum

GMF memastikan bahwa gaji yang diterima karyawan golongan terendah di GMF baik karyawan laki-laki maupun wanita di seluruh wilayah kerja Perseroan berada di atas standar upah minimum yang ditentukan oleh Kementerian Tenaga Kerja dan Transmigrasi Republik Indonesia Nomor 7 Tahun 2013 tentang Upah Minimum. [GRI 103-2]

Compliance with Minimum Wage

GMF ensures that the salaries received by its employees of the lowest position level, both male and female employees, throughout all work areas are above the minimum wage standards set in the Regulation of Ministry of Manpower and Transmigration No. 7 of 2013 regarding Minimum Wage. [GRI 103-2]

Perbandingan Gaji Karyawan Golongan Terendah GMF Dengan Upah Minimum [GRI 202-1]

Comparison of Lowest-Level Employee at GMF with Minimum Wage

No.	Lokasi Bisnis / Business Location	Gaji Karyawan Golongan Terendah / Salary of Lowest-Level Employee (Rp)	Upah Minimum / Minimum Wage (Rp)	Rasio Gaji Karyawan Golongan Terendah Dibandingkan Upah Minimum / Ratio of Salary of Lowest-Level Employee to Minimum Wage
1	Jakarta	4.000.000	3.648.035	1,10
2	Tangerang	4.000.000	2.099.385	1,91
3	Denpasar	4.000.000	2.127.157	1,88
4	Surabaya	4.000.000	1.508.894	2,65
5	Medan	4.000.000	2.132.188	1,88
6	Makasar	4.000.000	2.647.767	1,51
7	Daerah Lainnya / Other Location	4.000.000	-	-
Rata-rata / Average				1,82

Fasilitas Cuti Melahirkan

GMF memberikan fasilitas cuti melahirkan bagi karyawan wanita untuk mengambil istirahat sebelum dan setelah melahirkan (*maternity leave*) selama maksimum tiga bulan. Fasilitas tersebut telah diatur secara formal dalam PKB Perusahaan Bab IV Hubungan Industrial Pasal 27 tentang Cuti Khusus Karyawati. Selain itu, GMF juga memberikan ijin meninggalkan pekerjaan selama dua hari kepada karyawan laki-laki apabila istrinya melahirkan (*paternity leave*). Selama tahun 2018, sebanyak 48 karyawan wanita menggunakan hak *maternity leave*

Maternity Leave Facility

GMF provides maternity leave facilities for female employees, allowing them to take some time off before and after delivery up to a maximum of three months. This is in accordance with the regulations set in the Collective Labor Agreement on Chapter IV of Industrial Relations, Article 27 regarding Special Leave for Employees. GMF also grants a two-day work leave to male employees if their wife gives birth (*paternity leave*). During 2018, as many as 48 female employees exercised their maternity leave rights and all of whom have returned to work after

dan 100% kembali bekerja dalam setelah masa cuti melahirkan selesai. Sedangkan jumlah karyawan pria yang mengambil izin meninggalkan pekerjaan (*paternity leave*) sebanyak 115 orang. [GRI 103-2, GRI 401-3]

Program Pensiun

Sebagai bentuk tanggung jawab dan penghargaan kepada karyawan yang telah mendedikasikan diri kepada Perseroan, maka GMF melakukan pengelolaan kesejahteraan karyawan dengan memberikan jaminan pada masa pensiun. Perseroan mengimplementasikan program pensiun iuran pasti dengan tujuan memberikan kesinambungan penghasilan bagi peserta dan pihak yang berhak. Kebijakan program pensiun GMF telah diatur dalam PB-06-011 Pemutusan Hubungan Kerja dan Perjanjian Kerja Bersama antara PT GMF Aero Asia Tbk. dengan GMF Employees Club (GEC) Periode 2017-2019. Adapun jenis pensiun GMF adalah: [GRI 103-2]

1. Pensiun Normal Usia 56 Tahun
2. Pensiun Dipercepat (usia 46 Tahun keatas)
3. Pensiun Ditunda (usia 46 Tahun kebawah)
4. Pensiun Sekaligus (Masa kerja dibawah 3 tahun)

Skema pembayaran iuran pasti dipotong dari gaji karyawan sebesar 2% dan dari perusahaan 6%. Dana tersebut akan dikembangkan dan dikembalikan kepada karyawan dengan pola pengambilan sekaligus atau bulanan ketika karyawan menyatakan berhenti. Di samping itu, GMF juga mengikutkan karyawannya pada program Jaminan Pensiun (JP) dari BPJS Ketenagakerjaan yang iurannya 2% dari Perseroan dan 1% dipotong dari gaji karyawan. Batas paling tinggi upah yang digunakan sebagai dasar perhitungan oleh BPJS Ketenagakerjaan adalah sebesar Rp7 juta. [GRI 201-3]

Pada tahun 2018, sebanyak 85 Pegawai GMF Pensiun Normal. Total iuran yang dibayarkan ke Dana Pensiun Garuda Indonesia dalam periode Januari – Desember 2018 adalah Rp41.545.393.755, yang terdiri dari iuran pegawai sebesar Rp10.396.743.956 dan iuran perusahaan sebesar Rp31.148.649.799. [GRI 201-3]

EVALUASI MANAJEMEN TERHADAP PENGELOLAAN SUMBER DAYA MANUSIA

Survei Efektivitas Karyawan [GRI 102-43, GRI 103-3]

Guna mengetahui tingkat produktivitas, loyalitas, dan keterikatan karyawan, Perseroan melakukan Survei Efektivitas Karyawan (*Employee Effectiveness Survey*) setiap 2 (dua) tahun sekali. Dalam melaksanakan survei,

their leave period expired. Meanwhile, as many as 115 male employees exercised their paternity leave rights. [GRI 103-2, GRI 401-3]

Pension Program

As a form of responsibility and appreciation to employees who have dedicated themselves to the Company, GMF manages their retirement welfare by providing pension insurance. The Company implements a defined contribution pension plan with the aim of providing income continuity for participants and eligible parties. The policy on pension plan of GMF has been regulated in PB-06-011 regarding Termination of Work Relations and Collaborative Labor Agreement between PT GMF Aero Asia Tbk. and GMF Employees Club (GEC) of the 2017-2019 Period. The types of GMF pension plans are: [GRI 103-2]

1. Normal Pension Age of 56 years old
2. Accelerated Pension (46 years old and above)
3. Delayed Pension (46 years old and under)
4. Pension Lump-sum (Tenure of under 3 years)

The payment scheme defined contribution is deducted from the employee's salary by 2% and from the Company by 6%. The funds will be developed and returned to employees with a scheme of lump-sum or monthly when employees declare to retire. In addition, GMF includes its employees in the Pension Insurance (JP) program from BPJS Ketenagakerjaan whose fees are deducted from the Company by 2% and from employee's salaries by 1%. The highest wage limit used as the basis for calculation by BPJS Ketenagakerjaan is Rp7 million. [GRI 201-3]

In 2018, there were 85 employees of GMF retiring normally. The total contribution paid to Dana Pensiun Garuda Indonesia in the period January-December 2018 was Rp41,545,393,755, consisting of employee contributions of Rp10,396,743,956 and Company's contributions of Rp31,148,649,799. [GRI 201-3]

EVALUATION ON HUMAN RESOURCES MANAGEMENT

Employee Effectiveness Survey [GRI 102-43, GRI 103-3]

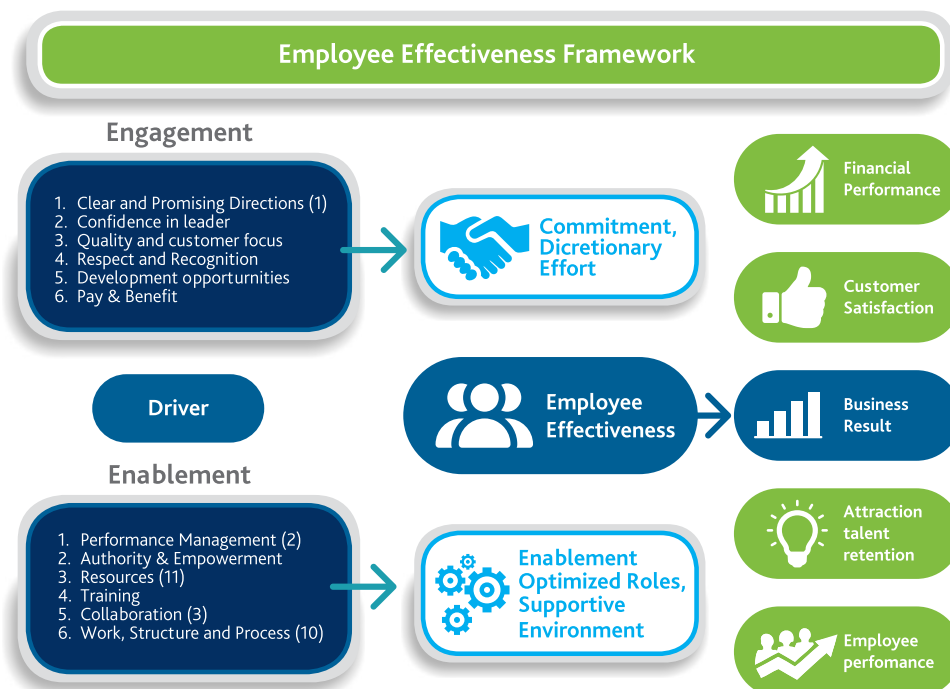
In order to understand the level of productivity, loyalty, and attachment of employees, the Company conducts an Employee Effectiveness Survey once every 2 (two) years. In conducting the survey, the Management uses

Manajemen menggunakan EES sebagai alat diagnostik untuk mendesain program dan strategi inisiatif terkait *engagement* dan *enablement* yang akan berpengaruh pada kinerja perusahaan. Efektivitas karyawan akan membaik sejalan dengan membaiknya *engagement* dan *enablement*. Hal ini tentunya akan berdampak terhadap produktivitas dan kinerja.

EES as a diagnostic tool for designing initiative programs and strategies related to engagement and enablement that will affect the Company's performance. Employee effectiveness will improve in line with the growth of engagement and enablement. This certainly will have an impact on Company's productivity and performance.

Selama periode bulan Januari – Juli 2017 *Employee Effectiveness Survey 2017* telah dilaksanakan, dimana pengambilan data survei dilaksanakan dari tanggal 3 April 2017 sampai dengan 21 April 2017 dengan menggunakan metode survei berbasis sistem *online* dan *paper based* dengan melibatkan 1.700 karyawan sebagai responden. Survei ini dilaksanakan setiap dua tahun sekali dan sudah dimulai sejak tahun 2011. Survei ini terdiri dari dua aspek penilaian, yaitu *Employee Engagement Index* dan *Employee Enablement Index*. Untuk aspek penilaian *Employee Engagement Index* terdiri dari enam dimensi yaitu *Clear and Promising Direction, Confidence in Leaders, Quality and Customer Focus, Respect and Recognition, Development Opportunities, Pay and Benefit*. Sedangkan aspek penilaian *Employee Enablement Index* terdiri dari enam dimensi yaitu *Performance Management, Authority and Empowerment, Resources, Training, Collaboration, dan Work Structure and Process*.

During the period of January-July 2017 the Company conducted Employee Effectiveness Survey with survey data collection being carried out from April 3 to April 21, 2017, using online and paper-based system survey methods and involving 1,700 employees as respondents. This survey is conducted every two years and has been implemented since 2011. This survey consists of two aspects of assessment, namely the Employee Engagement Index and the Employee Enablement Index. The Employee Engagement Index assessment aspect consists of six dimensions, namely Clear and Promising Direction, Confidence in Leaders, Quality and Customer Focus, Respect and Recognition, Development Opportunities, and Pay and Benefit. Meanwhile, the Employee Enablement Index assessment aspects also consist of six dimensions, namely Performance Management, Authority and Empowerment, Resources, Training, Collaboration, and Work Structure and Process.



Pelaksanaan *Employee Effectiveness Survey* 2017 menghasilkan Index sebesar 74,5%, lebih tinggi dari tahun 2015 yaitu sebesar 71%. Angka ini diperoleh dari gabungan antara *Employee Engagement Index* sebesar 76% dan *Employee Enablement Index* sebesar 73%. Pencapaian skor *Employee Effectiveness Survey* GMF ini lebih tinggi dari rata-rata perusahaan di Indonesia yaitu sebesar 71%. Peningkatan hasil survei ini menunjukkan bahwa upaya yang dilakukan Perseroan dalam mengelola Sumber Daya Manusianya semakin membaik, sehingga mampu meningkatkan produktivitas karyawan saat bekerja. Hasil tersebut masih berlaku hingga 2 (dua) tahun mendatang.

The 2017 *Employee Effectiveness Survey* yielded the Index of 74.5% which was higher than the result of 2015 recorded at 71%. This figure was obtained from the combined *Employee Engagement Index* (76%) and *Employee Enablement Index* (73%). The *Employee Effectiveness Survey* results for GMF were higher than the average of companies in Indonesia which was around the level of 71%. The increase in the survey results shows that the Company's efforts in managing its Human Resources are improving; hence, it can enhance the productivity of employees while working. These results are valid for the next 2 (two) years.

Hasil *Employee Effectiveness Survey* (%) Dalam 4 (Empat) Tahun Terakhir

Results of *Employee Effectiveness Survey* (%) in the Last 4 (Four) Years

Uraian	2011	2013	2015	2017
<i>Employee Effectiveness Index</i>	75,76	74,70	71*	74,5*

*Hasil ini merupakan gabungan antara *Employee Engagement Index* dan *Employee Enablement Index* / This result is the combination of *Employee Engagement Index* and *Employee Enablement Index*

Setelah mendapatkan hasil survei di atas, GMF segera menindaklanjuti hasil survei sebagai bentuk perbaikan yang berkelanjutan melalui penyelenggaraan *workshop* penyusunan *Intervention Program* Periode 2018 yang dijalankan dan dievaluasi bersama-sama oleh Komite SDM Dinas dan Human Capital Management. *Intervention Program* tersebut dilaksanakan mulai bulan Agustus 2017 hingga Desember 2018 sebagai bahan perbaikan dalam *Employee Effectiveness Survey* di tahun 2019.

After obtaining the survey results above, GMF immediately follows up on the survey results as a form of continuous improvement through the implementation of the 2018 *Intervention Program* workshop. This program was carried out and evaluated jointly by the Human Resources and Human Capital Committee. The *Intervention Program* was held from August 2017 to December 2018 as an improvement material for the *Employee Effectiveness Survey* in 2019.

Mekanisme Penanganan Pengaduan Karyawan

Kebijakan Pengelolaan Pengaduan Karyawan merupakan sistem yang dapat dijadikan media bagi saksi pelapor/karyawan untuk menyampaikan informasi mengenai keluhan yang terjadi. Kebijakan tersebut telah tercantum dalam Pasal 54 Perjanjian Kerja Bersama antara GMF dengan Serikat Karyawan. Di dalam pasal tersebut disebutkan bahwa keluhan karyawan dapat dikelompokkan dalam dua jenis, yaitu: **[GRI 103-2]**

- a. Keluh kesah yang tidak terkait dengan hubungan industrial, misalnya masalah keluarga, kepentingan Pribadi dengan pihak lain dan hubungan antar karyawan. Apabila tidak terkait dengan hubungan industrial, diselesaikan dengan pembinaan dan konseling.

Mechanism of Employee Complaint Management

The Policy of *Employee Complaint Management* is a system that serves as a medium for reporting witnesses/ employees to convey information about complaints. This policy has been stipulated in Article 54 of the Collective Labor Agreement between GMF and the Labor Union. The article stated that employees' complaints can be categorized into two types, namely: **[GRI 103-2]**

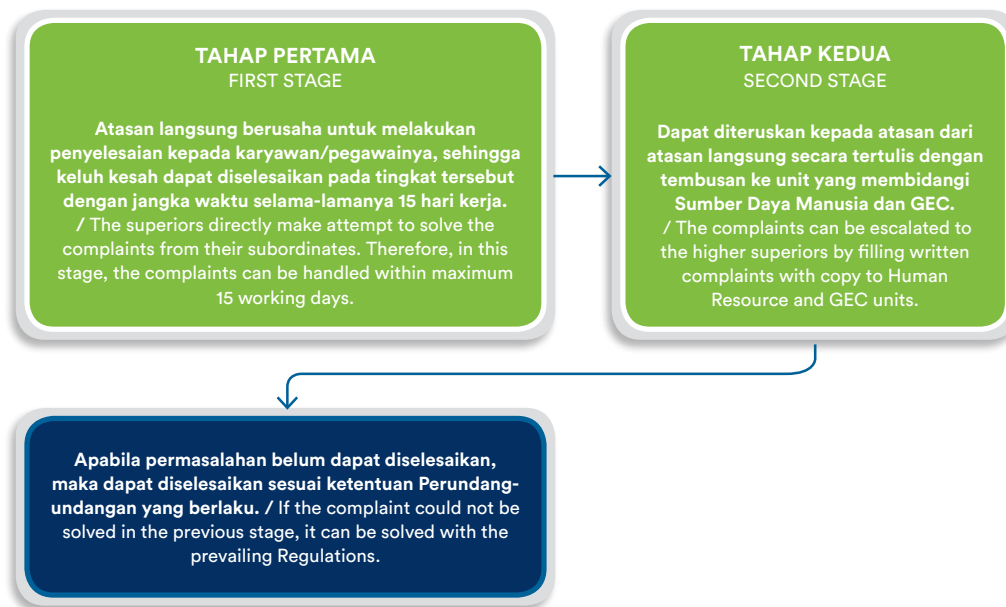
- a. Complaints that are not related to industrial relations, such as family issues, personal interests with other parties and relationships among employees. If the submitted complaints are included in this category, the settlement is carried out through counseling and coaching.

b. Keluh kesah yang terkait dengan hubungan industrial, yaitu keluh kesah yang terkait dengan pelaksanaan syarat-syarat kerja, pelaksanaan norma kerja, hubungan kerja antara Perusahaan dengan Karyawan dan kondisi kerja di Perusahaan.

b. Complaints related to industrial relations, namely those associated with the implementation of employment terms, implementation of work norms, work relationship between the company and employees, and work conditions in the Company.

Untuk menangani keluh kesah yang terkait dengan hubungan industrial, karyawan dapat menulis keluh kesahnya pada formulir yang tersedia. Penanganan/ penyelesaian keluh kesah dilakukan secara bertahap yaitu:

To manage complaints related to industrial relations, employees may write their complaints on the available forms. Management/settlement of the complaints are done through a step-by-step protocol as follows:



Dengan pengelolaan yang baik terhadap praktik ketenagakerjaan dan hubungan industrial Perusahaan, selama tahun 2018 GMF tidak pernah mengalami pengaduan karyawan terkait ketenagakerjaan dan hubungan industrial. Di samping itu, tidak terdapat insiden pelanggaran hak asasi manusia termasuk insiden diskriminasi yang terjadi lingkungan Perseroan. [GRI 103-3, GRI 406-1]

With proper management of the Company's employment practices and industrial relations, there were no employment-related complaints in 2018 and no incidents of human rights violations, including incidents of discrimination within the Company's environment. [GRI 103-3, GRI 406-1]

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GMF Membangun Budaya Keselamatan dan Kesehatan Kerja

GMF Fosters Occupational Health
and Safety Culture



▶ GMF Membangun Budaya Keselamatan dan Kesehatan Kerja

GMF Fosters Occupational Health and Safety Culture



GMF berkomitmen untuk membangun budaya Keselamatan dan Kesehatan Kerja (K3) guna mewujudkan keamanan, kenyamanan, dan kesehatan bagi setiap Insan GMF dalam menjalankan kegiatan bisnis di bidang *maintenance, repair, dan overhaul* pesawat terbang.

GMF is committed to developing Occupational Health and Safety (OHS) culture to realize proper security, comfort, and health for each GMF Personnel in carrying out business activities in aircraft maintenance, repair, and overhaul.

KEBIJAKAN PENGELOLAAN KESELAMATAN DAN KESEHATAN KERJA [GRI 103-2]

Sebagai perusahaan yang bergerak di bidang perawatan, perbaikan, dan *overhaul* pesawat udara, GMF menyadari pentingnya implementasi Sistem Manajemen Keselamatan dan Kesehatan Kerja dan Sistem Manajemen Lingkungan. Pandangan tersebut dipengaruhi oleh adanya *hazard* dalam proses pelaksanaan aktivitas bisnis yang berpotensi menimbulkan dampak negatif bagi karyawan Perseroan, seperti penyakit akibat kerja hingga kecelakaan kerja.

POLICY OF OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT [GRI 103-2]

As a company engaged in the field of aircraft maintenance, repair, and overhaul, GMF realizes the significance of implementation of Occupational Health and Safety (OHS) Management System and the Environmental Management System. This view is influenced by the presence of hazards in the implementation process of its business activities with the potential to impact negatively on its employees, such as work-related illnesses to accidents at workplace.

Sebagai komitmen Perseroan dalam menerapkan K3, GMF melakukan pengelolaan K3 dengan mengacu pada Undang-Undang Nomor 13 Tahun 2013 tentang Ketenagakerjaan, Undang-Undang Nomor 1 Tahun 1970 tentang Keselamatan Kerja, serta Peraturan Pemerintah Republik Indonesia Nomor 50 Tahun 2012 tentang Sistem Manajemen Keselamatan dan Kesehatan Kerja.

Selain itu, GMF juga telah memiliki kebijakan sendiri terkait pengelolaan K3 yang tertuang dalam Perjanjian Kerja Bersama periode 2015-2017, *Health, Safety, and Environment Policy (HSE Policy)*, Sistem Manajemen Kesehatan dan Keselamatan Kerja yang tertuang dalam *Health, Safety, and Environment Management Manual* serta beberapa prosedur terkait K3 dan formulir penunjangnya.

TANTANGAN DAN STRATEGI YANG DIGUNAKAN DALAM MENGELOLA KESELAMATAN DAN KESEHATAN KERJA

Tantangan

Kegiatan usaha GMF terutama di Area Hangar 1, 2, 3, dan 4 memiliki risiko kesehatan dan keselamatan baik kepada karyawan maupun terhadap aset Perusahaan. Oleh sebab itu, GMF berkomitmen untuk melakukan pengelolaan K3 sebagai salah satu upaya yang mendasar dan harus dilakukan. Setiap kecelakaan kerja yang terjadi tidak hanya dapat menimbulkan kerugian secara langsung, namun juga lebih jauh dapat menimbulkan kerugian secara tidak langsung yang jauh lebih besar, seperti menurunnya reputasi Perusahaan, hilangnya jam dan hari kerja, ataupun menimbulkan tuntutan hukum dan lainnya. GMF telah melakukan pemetaan terhadap risiko kesehatan dan keselamatan di area kerja Perusahaan dan menyusun perencanaan program yang sesuai. [GRI 103-2]

Berikut adalah hasil pemetaan jenis pekerjaan yang berisiko tinggi terhadap aspek K3:

GMF manages OHS issues by referring to the Law No. 13 of 2013 regarding Manpower, the Law No. 1 of 1970 regarding Work Safety, the Regulation of Government of the Republic of Indonesia No. 50 of 2012 regarding Occupational Health and Safety Management System, as a manifestation of its commitment to implementing OHS in a proper manner.

In addition, GMF has its own policies related to OHS management stipulated in the Collective Labor Agreement of 2015-2017 period, namely the Health, Safety, and Environment Policy (HSE Policy), and Occupational Health and Safety Management System as stipulated in Health, Safety, and Environment Management Manual, as well as several other OHS-related procedures and supporting forms.

CHALLENGES AND STRATEGIES IN MANAGING OCCUPATIONAL HEALTH AND SAFETY

Challenges

GMF's business activities, especially in the Hangar 1, 2, 3, and 4 area, pose potential health and safety risks to employees as well as to the Company's assets. Therefore, GMF is committed to placing the management of health and safety as one requirement that is required to be implemented. Every work-related accident not only causes direct loss, but also leads to a significantly larger indirect loss, for instance in the form of negative impact to the Company's reputation, the loss of productive work hours, or potential lawsuits, and others. GMF has mapped the health and safety risks in the Company's area of operations and has planned the appropriate mitigation programs. [GRI 103-2]

The following table shows the result of the mapping of various types of work deemed to have high health and safety risks:

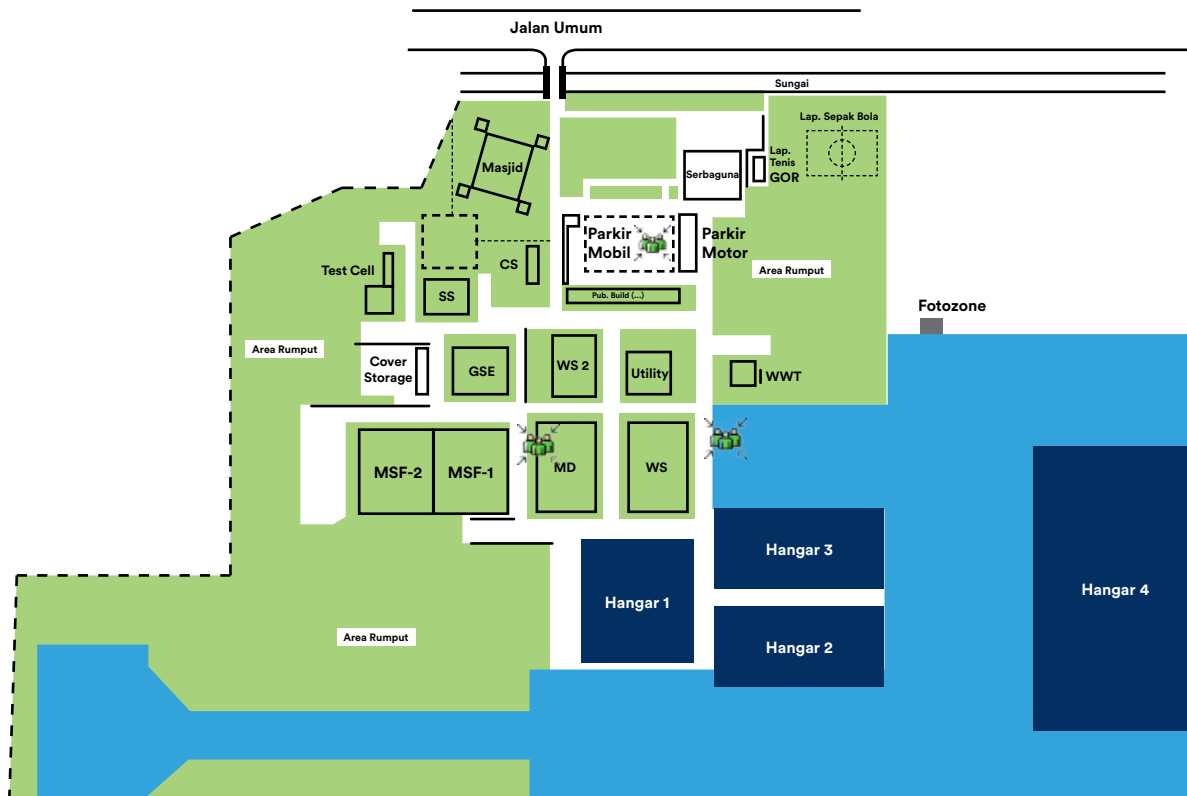
Jenis Pekerjaan dengan Risiko Tinggi berdasarkan Wilayah Kerja [GRI 403-3]
Types of Work with High Risk Based on Work Area

Wilayah / Area	Jenis Pekerjaan dengan Risiko Tinggi / Type of Work with High Risk
Hangar 1	<i>Working at high, Remove and assembly heavy part (Engine, flaps, Landing Gear, etc.), welding aircraft engine, Radiation (opsional ketika harus ada NDT test di hangar), Hydraulic Function Test, Plug unplug electrical ground source / Working at high, Remove and assembly heavy part (Engine, flaps, Landing Gear, etc.), welding aircraft engine, Radiation (optional when there must be an NDT test at hangar), Hydraulic Function Test, Plug unplug electrical ground source</i>
Hangar 2	
Hangar 3	
Hangar 4	

Jenis Pekerjaan dengan Risiko Tinggi berdasarkan Wilayah Kerja [GRI 403-3]
Types of Work with High Risk Based on Work Area

Wilayah / Area	Jenis Pekerjaan dengan Risiko Tinggi / Type of Work with High Risk
Workshop 1	Painting, loading heavy part, release pressure in tire, machining (rotary machine TBR), welding, Plating process TCW, Operation Boiler, Radiation in NDT Lab
Workshop 2	Release and Refill pressurize Tube, electrical testing component
Facility	Maintenance in Generator and Motor room
Material Building	Load unload heavy part
GSE	Welding, working at High, Rotary machine, thermal spray (hot work), Sanding and Painting, Electrical testing
Engine Shop	Radiation in NDT Test, Chemical exposure in cleaning, Hot Work thermal Spray, Rotary machine, welding, Assembly disassembly engine and APU, welding
Test Cell	Fire and explosion in testing APU and Engine
Chemical Store	Loading unloading, Fire and exposure chemical
Learning Service	Machining activity
Apron	Working at high

Area dengan Risiko Potensi Bahaya Tinggi
Areas with High Danger Potential Risk



Pada peta diatas ditunjukkan bahwa area dengan *marking* berwarna merah muda merupakan daerah atau tempat kerja dengan risiko bahaya tinggi yaitu di Area Hangar 1, 2, 3, dan 4. Pada area-area tersebut, GMF telah memberikan fasilitas keselamatan dan kesehatan kerja yang optimal untuk menghindari terjadinya risiko kecelakaan kerja.

In the map above, the area with pink marking are high risks work locations, which are in Hangar 1, 2, 3, and 4. In these locations, GMF has provided optimal health and safety facilities and equipment to reduce the potential occurrence of work-related accidents.

Strategi

Untuk menghadapi tantangan di atas, GMF telah menyusun beberapa strategi, diantaranya: [GRI 103-2]

1. Menaati peraturan perundangan dan persyaratan lainnya yang berlaku terkait lingkungan dengan melaksanakan pengelolaan limbah serta mengevaluasi penerapan peraturan tersebut untuk selanjutnya dilakukan penilaian atau pengukuran secara berkala untuk melihat keberhasilannya.
2. Melakukan pemantauan lingkungan dengan melakukan pengujian kualitas air *Industrial Waste Water Treatment* dengan memeriksakan kepada laboratorium terstandarisasi pada setiap bulan dan melakukan kualitas udara lingkungan kerja setiap semester.
3. Melakukan pengenalan Sistem Manajemen Lingkungan kepada karyawan baru (*orientation training*).
4. Mengkomunikasikan penerapan Sistem Manajemen Lingkungan ke seluruh insan profesional GMF.
5. Melaksanakan *sharing session* terkait lingkungan di unit *Furnishing & Upholstery Services, Logistic and Bonded Services*, dan pihak ketiga terkait lainnya.
6. Melaksanakan audit internal Sistem Manajemen Lingkungan dan K3 di seluruh dinas di GMF.
7. Melakukan pemantauan dan pengukuran lingkungan semesteran dengan menguji kualitas udara *ambient*, kualitas udara pada ruang kerja, serta emisi *boiler*, dan genset dengan laboratorium terstandarisasi.
8. Mengevaluasi aspek dan dampak lingkungan dari seluruh kegiatan yang dilakukan di GMF.
9. Melaksanakan penilaian implementasi program 5R (*Reduce, Reuse, Recycle, Replace, Replant*) diseluruh area GMF yang dilakukan oleh Tim 5R yang terdiri dari perwakilan masing-masing dinas.
10. Melakukan program 5R *corporate* dengan pelaksanaan *progress report* mingguan.
11. Melaporkan RKL-RPL (Rencana Pengelolaan Lingkungan dan Rencana Pemantauan Lingkungan) kepada BLH Kota Tangerang dan Provinsi Banten.

Strategies

To address the above challenges, GMF has prepared several strategies, among others: [GRI 103-2]

1. Complying with regulations and other requirements related to the environmental protection through the implementation of waste management as well as through the evaluation of the existing rules for subsequent scoring and periodical assessment of successes.
2. Monitoring the work environment by testing the water quality in the Industrial Waste Water Treatment in a standardized laboratory every month and by conducting air quality check in the work location every six months.
3. Introducing environmental management system for new employees (*orientation training*).
4. Communicating the implementation of the environmental management system to all professionals in GMF.
5. Conducting sharing sessions on environmental issues in Furnishing & Upholstery Services unit, Logistic and Bonded Services area, and with related third parties.
6. Implementing internal audit for the environmental management system and OHS management system at all departments at GMF.
7. Monitoring and measuring the environmental quality standard every six months by testing the air quality of the surrounding work area, air quality inside the workplace, and the emissions from boiler and generator in a standardized laboratory.
8. Evaluating the environmental impact of all activities in GMF.
9. Conducting a scoring system for the implementation of 5R program (*Reduce, Reuse, Recycle, Replace, and Replant*) in all area of GMF's operations. The scoring will be done by 5R team which comprised of representatives from each department.
10. Conducting corporate 5R program by arranging weekly progress report evaluation.
11. Reporting RKL-RPL (Environmental management plan and environmental monitoring plan) to BLH of the Tangerang City and Banten Province.

SISTEM PENGELOLAAN KESELAMATAN DAN KESEHATAN KERJA [GRI 103-2]

Berdasarkan Peraturan Pemerintah (PP) No. 50 Tahun 2012, seluruh perusahaan yang memiliki lebih dari 100 pekerja atau berpotensi terjadi kecelakaan kerja yang tinggi akan diwajibkan untuk menerapkan Sistem Manajemen Keselamatan dan Kesehatan Kerja (SMK3). Sebagai perusahaan MRO yang memiliki lebih dari 100 karyawan dan risiko kerja yang cukup tinggi, GMF berkomitmen untuk menerapkan SMK3 secara konsisten dan berkelanjutan melalui penyediaan berbagai peralatan keselamatan kerja yang diperuntukkan untuk seluruh karyawan, terutama bagi yang bekerja pada kegiatan operasi di Hangar.

Selain mengacu pada PP No. 50 Tahun 2012 tentang Pelaksanaan Sistem Manajemen Keselamatan Kerja, Perseroan juga menggunakan standar pelaksanaan K3 internasional dan mengimplementasikannya melalui penerapan SMK3 dan perolehan sertifikasi standar *Occupational Health & Safety Management System* (OHSAS) 18001:2007.

Panitia Pembina Keselamatan dan Kesehatan Kerja

GMF telah memiliki komite K3 yang dibentuk oleh Perseroan bersama karyawan, yaitu Panitia Pembina Keselamatan dan Kesehatan Kerja (P2K3). Pembentukan P2K3 bertujuan untuk memastikan pengawasan terhadap kepatuhan dan pelaksanaan K3 di lingkungan GMF. [GRI 103-2]

Secara struktural, P2K3 berada di bawah *Director of Human Capital and Corporate Affairs*. Dalam menjalankan tugasnya, P2K3 memiliki peran untuk memberikan saran, baik yang diminta atau tidak, kepada pemangku kepentingan atau isu terkait keselamatan dan kesehatan kerja. [GRI 403-1]

OCCUPATIONAL HEALTH AND MANAGEMENT SYSTEM [GRI 103-2]

Pursuant to Government Regulation No. 50 of 2012, all companies having more than 100 employees or having a high potential for workplace accidents shall be required to implement an Occupational Health and Safety Management System (OHS Management System). As an MRO company with more than 100 employees and a fairly high work risk, GMF is committed to implementing OHS Management System consistently and continuously by providing a variety of work safety equipment for all employees, especially those working in Hangar operations.

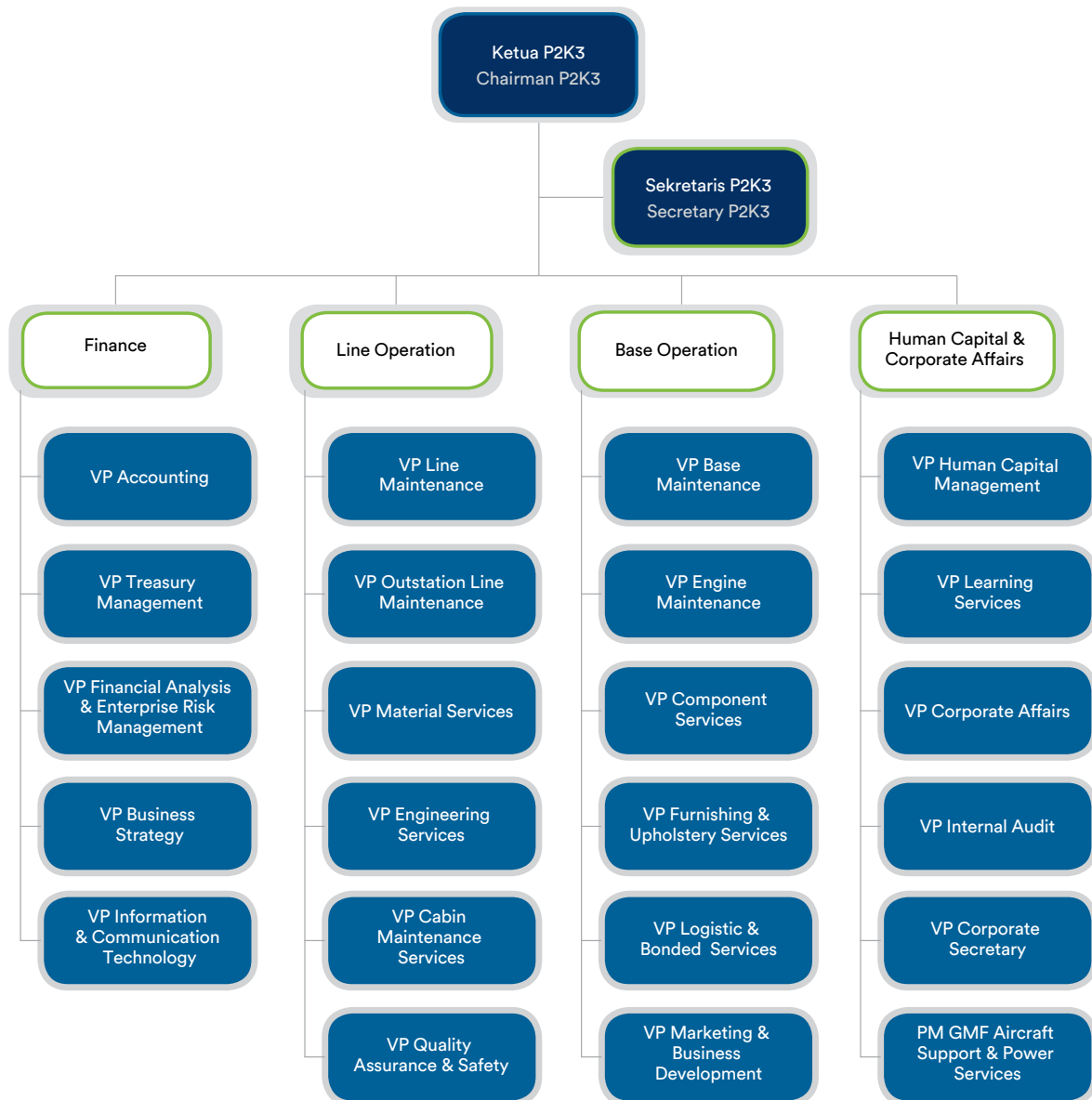
Aside from PP No. 50 of 2012 regarding Implementation of Occupational Safety Management System, the Company refers to the international OHS standards and implements them through the application of OHS Management System. Through this, the Company has obtained the standard certification for Occupational Health & Safety Management System (OHSAS) 18001:2007.

Occupational Health and Safety Advisory Committee

GMF has formed an advisory committee for the health and safety aspect in the Company (P2K3), which was formed by the Company together with the employees. The P2K3 was established with the aim of providing supervision on the compliance with and implementation of OHS within the Company. [GRI 103-2]

Structurally, P2K3 is under the position/authority of Director of Human Capital and Corporate Affairs. In carrying out their duties, P2K3 is responsible to P2K3 is responsible for providing recommendations, whether requested or not, to the stakeholders or regarding occupational health and safety issues. [GRI 403-1]

Struktur Organisasi P2K3 Tahun 2018 P2K3 Organization Structure in 2018



Selama tahun 2018, total karyawan yang mewakili dalam struktur formal kepengurusan P2K3 adalah sebanyak 22 orang atau 0,44% dari total karyawan Perusahaan. Namun, di masing-masing dinas tersebut, anggota P2K3 juga memiliki wakil dan personil yang mempunyai tanggung jawab terhadap pelaksanaan aspek K3. [GRI 403-1]

In 2017, there were 22 employees serving in the management structure of P2K3 or around 0.44% of the total employees. However, in each unit, members of P2K3 have deputy and supporting personnel responsible for the implementation of the OHS aspects in their respective department. [GRI 403-1]

Persentase Karyawan yang Diwakili dalam P2K3 Dalam 4 (Empat) Tahun Terakhir [GRI 403-1]
Percentage of Employees Represented in P2K3 in the Last 4 (Four) Years

Tahun / Year	Jumlah Anggota / Total Members	Perwakilan Manajemen / Management Representative		Perwakilan Karyawan / Employee Representative	
		Jumlah / Total	%	Jumlah / Total	%
2015	23	23	100%	21	0,5%
2016	24	24	100%	22	0,48%
2017	25	25	100%	23	0,5%
2018	22	22	100%	22	0,44%

TOPIK KESELAMATAN DAN KESEHATAN KERJA DALAM PERJANJIAN KERJA BERSAMA [GRI 403-4]

Kebijakan terkait K3 juga diatur dalam Perjanjian Kerja Bersama (PKB) yaitu pada bab keselamatan dan kesehatan kerja pasal 21, 23, 61, dan 76, yang diantaranya mengatur tentang waktu kerja, waktu kerja lembur, penghasilan pada masa sakit, dan fasilitas kesejahteraan. Topik K3 yang tercantum dalam PKB terdapat empat pasal dari 86 pasal atau 4,65% dari keseluruhan topik yang tercakup dalam PKB.

OCCUPATIONAL HEALTH AND SAFETY TOPICS IN COLLECTIVE LABOR AGREEMENT [GRI 403-4]

OHS-related policies are also stipulated in the Collective Labor Agreement, namely on the chapter of occupational health and safety, article 21, 23, 61, and 76, which, among others, regulate about work hours, overtime, income during extended sick leave, and welfare facilities. The OHS topics stated in the Agreement cover four articles out of a total of 86 articles, or 4.65% of the overall topics of the agreement.

Topik K3 dalam PKB
OHS Topics in Collective Labor Agreement

Topik K3LL / OHSE Topic	Pasal Dalam PKB / Article in Collective Labor Agreement	Uraian dalam PKB / Description in Collective Labor Agreement
Jaminan perlindungan, keselamatan dan kesehatan pekerja / Guarantee of protection, safety, and health of workers	Pasal 21 / Article 21	Waktu Kerja / Work hours
	Pasal 22 / Article 22	Waktu Istirahat Menyusui Bagi Karyawati / Nursing Break for Female Employees
	Pasal 23 / Article 23	Waktu Kerja Lembur / Overtime
	Pasal 24 / Article 24	Hari Libur Resmi / Official Holidays
	Pasal 25 / Article 25	Waktu Istirahat dan Cuti / Break Time and Work Leave
	Pasal 27 / Article 27	Cuti Khusus Karyawati / Special Leave for Female Employees
	Pasal 28 / Article 28	Fasilitas Khusus Ruang Menyusui dan Perawatan Bayi / Special Facility of Nursery and Baby Care Room
	Pasal 42 / Article 42	Jenis Pemutusan Hubungan Kerja / Type of Employment Termination
	Pasal 49 / Article 49	Pemutusan Hubungan Kerja karena Meninggal Dunia / Employment Termination due to Death
	Pasal 51 / Article 51	Hak-hak Kepegawaian / Employee Rights
	Pasal 61 / Article 61	Penghasilan Pada Masa Sakit / Income during Extended Sick Leave
	Pasal 67 / Article 67	Upah Kerja Lembur / Overtime Payment
	Pasal 75 / Article 75	Pemberian Fasilitas Kesejahteraan / Provision of Welfare Facilities
	Pasal 76 / Article 76	Jenis Fasilitas Kesejahteraan / Types of Welfare Facilities
	Lampiran IV / Attachment IV	Besarnya Uang Pesangon / Amount of Severance Payment
	Lampiran X / Attachment X	Program Kesehatan Pensiunan / Pension Health Program

PROGRAM PENGELOLAAN KESELAMATAN DAN KESEHATAN KERJA [GRI 103-2]

Dalam rangka meminimalisir terjadinya dampak negatif yang timbul akibat proses pelaksanaan bisnis di bidang perawatan, perbaikan, dan *overhaul* pesawat terbang, maka GMF melakukan program kegiatan yang mendukung implementasi K3 secara optimal di lingkungan Perseroan secara rutin dan berkala setiap tahunnya. Pada tahun 2018, program K3 yang telah dilaksanakan mencakup hal-hal sebagai berikut:

1. Pemenuhan dan penataan peraturan, perundangan dan persyaratan lainnya yang berlaku terkait Keselamatan, Kesehatan Kerja dan Lingkungan dengan melaksanakan *Safety Patrol*, *Safety Induction*, pengelolaan limbah, pengelolaan *Safety Performance* (jam kerja aman), dll serta evaluasi pemenuhan peraturan tersebut untuk selanjutnya dilakukan penilaian/pengukuran secara berkala untuk melihat keberhasilannya.
2. Evaluasi *Hazard Identification, Risk Assessment & Determining Control* (HIRADC) dan *Environmental Aspect Impact Identification* (EAI) dari seluruh kegiatan yang dilakukan di GMF.
3. Pelaksanaan pemantauan lingkungan dengan melakukan pengujian kualitas air buangan industri di *Industrial Waste Water Treatment Plant* (IWWTP) dengan menggunakan jasa laboratorium terstandarisasi KAN pada setiap bulan.
4. Melakukan pemantauan lingkungan kerja berdasarkan Peraturan Menteri Ketenagakerjaan (Permenaker) tentang Nilai Ambang Batas Faktor Fisika dan Kimia di Tempat Kerja.
5. Pengenalan Sistem Manajemen Lingkungan dan Sistem Manajemen Keselamatan dan Kesehatan Kerja kepada karyawan baru (*orientation training*).
6. Pelaksanaan sosialisasi penerapan Sistem Manajemen Keselamatan, Kesehatan Kerja dan Lingkungan ke seluruh insan profesional GMF.
7. Melaksanakan pertemuan rutin dengan HSE Garuda Airlines Group untuk membahas program HSE korporat.
8. Melaksanakan *HSE Management Review* untuk tahun 2017.
9. Penyusunan Laporan RKL RPL semester 2 2017 dan distribusi kepada BLH Kota Tangerang, DLH Provinsi Banten dan Ekoregion Jawa.

OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT PROGRAM [GRI 103-2]

In order to minimize the negative impact arising from business implementation process in the field of aircraft maintenance, repair, and overhaul, GMF conducts a program that supports OHS implementation optimally within the Company's environment in a regular manner every year. The OHS programs implemented in 2018 are as follows:

1. Fulfillment of and compliance with regulations, laws, and other applicable requirements related to Occupational Health and Safety, and the Environment, by implementing Safety Patrol, Safety Induction, waste management, Safety Performance management (safe work hours), and so on, as well as evaluating compliance with these regulations for further assessment/measurement periodically to consider its success.
2. Evaluation of Hazard Identification, Risk Assessment & Determining Control (HIRADC) and Environmental Aspect Impact Identification (EAI) of all activities carried out at GMF.
3. Implementation of environmental monitoring by testing the quality of industrial waste water in the Industrial Waste Water Treatment Plant (IWWTP) by using KAN standardized laboratory services on a monthly basis.
4. Monitoring of work environment based on the Regulation of Minister of Manpower (Permenaker) regarding Threshold Value of Physical and Chemical Factors in the Workplace.
5. Introduction of Environmental Management Systems and Occupational Health and Safety Management System to new employees (orientation training).
6. Dissemination of Occupational Health and Safety, and the Environment Management System implementation to all GMF's professionals.
7. Regular meetings with the HSE of Garuda Airlines Group to discuss corporate HSE programs.
8. Implementation of HSE Management Review for 2017.
9. Preparation of 2017 RKL RPL Report of semester 2 and distribution to Environmental Office of Tangerang, Environmental Department of Banten Province and Ekoregion of Java.

10. Pelaksanaan pelaporan izin lingkungan, meliputi Laporan Rencana Pengelolaan Lingkungan (RKL) dan Rencana Pemantauan Lingkungan (RPL) Periode Semester I 2018 ke Dinas Lingkungan Hidup Kota Tangerang, Dinas Lingkungan Hidup dan Kehutanan Provinsi Banten, dan Pusat Pengendalian dan Pengembangan Ekoregion Jawa.
 11. Memperingati Bulan K3 Nasional 2018 melalui penyelenggaraan acara Safety Health Day 2018 dengan tema “Melalui Budaya Keselamatan dan Kesehatan Kerja (K3) Kita Bentuk Bangsa yang Berkarakter” selama 2 (dua) hari pada tanggal 1-2 Februari 2018 guna meningkatkan kesadaran dan perilaku safety. Acara mencakup cerdas cermat, olahraga *pound fit*, dan perlombaan estafet yang mengajak seluruh dinas, termasuk pejabat struktural, untuk mempraktikkan langsung penggunaan APD, alat pemadam api ringan (APAR), dan P3K. Materi mengenai K3 juga disampaikan dengan ringan dan menghibur melalui *Stand Up Comedy* yang dibawakan oleh Babe Cabita.
 12. Pelaksanaan Renewal Audit eksternal ISO 14001:2015, SMK3 dan Audit OHSAS 18001:2007 oleh Sucofindo.
 13. Pelaksanaan audit internal HSE untuk Dinas di GMF, antara lain GMF Aircraft Support Services and Power Services, Internal Audit, Component Maintenance, Base Maintenance, dan Line Maintenance Station Sumatera, Engine Maintenance, Learning Services, Accounting, Engineering Services, Logistic & Bonded Services, Denpasar & Nusa Tenggara Line Maintenance, Jawa Line Maintenance, Outstation Line Maintenance, Corporate Secretary, Treasury Management, Financial Analysis & Enterprise Risk Management, Business Strategy dan Sulawesi and Eastern Line Maintenance, Furnishing Upholstery Services, Kalimantan Line Maintenance, Line Maintenance, Human Capital Management, Financial Analysis & Enterprises Risk Management, Cabin Maintenance, Material Services, Marketing and Business Development, Information and Communication Technology, dan Quality Assurance and Safety.
 14. Pelaksanaan program 5R *corporate* dengan *weekly activity*.
 15. Melakukan *surveillance* untuk seluruh area GMF terkait aspek HSE serta *progress project* pembangunan dan renovasi bangunan.
10. Implementation of environmental permit reporting, covering the Environmental Management Plan (RKL) and Environmental Monitoring Plan (RPL) of Semester I 2018 to the Environmental Office of Tangerang, Environment and Forestry Department of Banten Province, and the Ecoregion Control and Development Center of Java.
 11. Commemoration of the 2018 National OHS Month through the organization of 2018 Safety Health Day with the theme “Through the Culture of Occupational Health and Safety (OHS), Let’s Form a Nation with Positive Characteristics” for 2 (two) days, i.e. on February 1-2, 2018. This event aimed to increase safety awareness and behavior and consisted of quizzes, pound fit sports, as well as relay race inviting all departments, including structural officials, to practice the use of PPE directly, light fire extinguishers (APAR), and first aid kits. OHS materials were also delivered lightly and comfortably through Stand-Up Comedy performance hosted by Babe Cabita.
 12. Implementation of external Audit Renewal for ISO 14001:2015, OHS Management System and OHSAS 18001:2007 Audit by Sucofindo.
 13. Implementation of HSE internal audit for Departments at GMF, including GMF Aircraft Support Services and Power Services, Internal Audit, Component Maintenance, Base Maintenance, and Sumatra Line Maintenance Station, Engine Maintenance, Learning Services, Accounting, Engineering Services, Logistics & Bonded Services, Denpasar & Nusa Tenggara Line Maintenance, Java Line Maintenance, Outstation Line Maintenance, Corporate Secretary, Treasury Management, Financial Analysis & Enterprise Risk Management, Business Strategy and Sulawesi and Eastern Line Maintenance, Furnishing Upholstery Services, Kalimantan Line Maintenance, Line Maintenance, Human Capital Management, Financial Analysis & Enterprises Risk Management, Cabin Maintenance, Material Services, Marketing and Business Development, Information and Communication Technology, and Quality Assurance and Safety.
 14. Implementation of corporate 5R program with weekly activity.
 15. Surveillance of all GMF areas in relation to HSE aspects and progress of building construction and renovation projects.

16. Menerima kunjungan dari APAC (*Asia Pacific Association Conference*) HSE ISS.
17. Pelaksanaan pengujian dan sertifikasi tangki timbun solar di area GSE oleh PJK3.
18. Pelaksanaan kelanjutan program Earth Hour 2018 di area Perseroan dan penerapan program hemat energi dengan mematikan listrik pada jam istirahat dan mematikan *Air Handling Unit (AHU)* system setelah *office hours*.
19. Pelaksanaan *Tool Box Meeting* kepada semua kontraktor dan vendor proyek yang bekerja di GMF setiap hari Selasa (*weekly*).
20. Pelaksanaan investigasi dan rekomendasi terhadap kecelakaan kerja yang terjadi di area Perseroan.
21. Pelaksanaan pengukuran lingkungan semester II 2018, yang meliputi pengukuran kualitas udara ambien, udara lingkungan kerja, kebisingan, mikrobiologi lingkungan, emisi cerobong dan ergonomik pada Desember 2018.
22. Pelaksanaan pelaporan Pengelolaan Limbah Bahan Berbahaya dan Beracun (B3) periode Triwulan III (Juli-September) 2018 PT GMF AeroAsia Tbk. ke Dinas Lingkungan Hidup Kota Tangerang.
23. Penilaian Zero Accident Award oleh Dinas Ketenagakerjaan Provinsi Banten pada Oktober 2018.
24. Pelaksanaan pengangkutan limbah avtur bekas dan oli bekas PT GMF AeroAsia Tbk. oleh PT Angkasa Tunggal Selaras Nugratama.
25. Pelaksanaan pengangkutan limbah bahan berbahaya dan beracun (B3) padat PT GMF AeroAsia Tbk. oleh PT Logam Jaya Abadi.
26. Keikutsertaan sebagai pengawas proyek persiapan Hangar KSO MMF, Surabaya dari aspek *Quality, Health, Safety & Environment (QHSE)*
27. Pelaksanaan perbaikan Tempat Penyimpanan Sementara (TPS) Limbah B3 Padat sebagai rektifikasi *surveillance* tim Dinas Lingkungan Hidup Kota Tangerang.
28. Pelaksanaan *surveillance* oleh tim lapangan Dinas Lingkungan Hidup Kota Tangerang dalam rangka Perpanjangan Izin Tempat Penyimpanan Sementara Limbah Bahan Berbahaya dan Beracun.
29. Pelaksanaan *Safety Riding Awareness* bekerjasama dengan Yamaha Indonesia Motor Manufacturing (YIMM) pada bulan Oktober 2018 yang diikuti oleh 41 karyawan.
16. Visit from the APAC (*Asia Pacific Association Conference*) HSE ISS.
17. Implementation of testing and certification of diesel fuel tank in the GSE area by PJK3.
18. Continuation of the 2018 Earth Hour program in the area of the Company and implementation of energy-saving programs by turning off electricity during breaks and shutting down the *Air Handling Unit (AHU)* system after office hours.
19. Implementation of *Tool Box Meeting* to all project contractors and vendors working at GMF every Tuesday (*weekly*).
20. Implementation of investigations and recommendations on workplace accidents occurring within the Company's area.
21. Implementation of environmental measurement in semester II 2018, including the measurement of ambient air quality, work environment air, noise, environmental microbiology, chimney emissions, and ergonomics in December 2018.
22. Reporting on the Management of Hazardous and Toxic Waste (B3) for the Third Quarter period (July-September) of 2018 at PT GMF AeroAsia Tbk. to the Environmental Office of Tangerang.
23. Zero Accident Award Assessment by the Manpower Office of Banten in October 2018.
24. Transport of used avtur and used oil of PT GMF AeroAsia Tbk. by PT Angkasa Tunggal Selaras Nugratama.
25. Transport of hazardous and toxic (B3) solid waste of PT GMF AeroAsia Tbk by PT Logam Jaya Abadi.
26. Participation as a supervisor of the Hangar KSO MMF preparation project, Surabaya, from the aspects of Quality, Health, Safety & Environment (QHSE)
27. Repair of Solid B3 Waste Temporary Storage Site as a surveillance rectification of the Environmental Office team of Tangerang.
28. Implementation of surveillance by the field team of the Environmental Office team of Tangerang in the framework of Extension of Temporary Storage Permits for Hazardous and Toxic Waste.
29. Implementation of *Safety Riding Awareness* in cooperation with Yamaha Indonesia Motor Manufacturing (YIMM) in October 2018, which was attended by 41 employees.

30. Pelaksanaan *Emergency Drill Simulation* (ERP Drill) untuk Dinas GMF Support & Power Services yang dilaksanakan secara *ondesk* pada November dan *onsite* pada Desember 2018.
 31. Pelaksanaan Tinjauan Lapangan Otoritas Bandara Soekarno-Hatta dan Tim HSE terhadap pengelolaan limbah avtur dan oli bekas PT GMF AeroAsia Tbk. di PT Angkasa Tunggal Selaras Nugratama, Tegal.
 32. Pelaksanaan sosialisasi internal tim TUK mengenai Peraturan Menteri Perhubungan No. 78 Tahun 2017 tentang Pengenaan Sanksi Administratif Terhadap Pelanggaran Peraturan Perundang-undangan di Bidang Penerbangan.
 33. Keikutsertaan dalam Seminar “Sinergi Industri dan Laboratorium Lingkungan dalam Menyongsong Industri 4.0 Menuju Lingkungan Hidup yang Lebih Baik” yang diselenggarakan oleh PT Unilab Perdana dan diikuti oleh satu personil dari HSE GMF.
 34. Keikutsertaan sebagai pengawas project persiapan Hangar KSO MM, Surabaya dari aspek *Quality, Health, Safety and Environment* (QHSE).
 35. Pelaksanaan sistensi pembuatan HIRADC dan IADL berdasarkan ISO 14001:2015 versi terbaru yang diikuti oleh PDCA HSE masing-masing Dinas.
 36. Pelaksanaan resertifikasi alat angkat-angkut seperti *forklift, hoist crane, dan boiler*, yang bekerja sama dengan PT Elbana.
 37. Pelaksanaan *Corporate Social Responsibility* (CSR) PT GMF AeroAsia Tbk. bekerja sama dengan Forum Komunikasi Tangerang Sehat (FKTS) Kota Tangerang.
 38. Pelaksanaan pelaporan P2K3 periode Triwulan II (April – Juni) 2018 PT GMF AeroAsia Tbk. ke Dinas Tenaga Kerja Kota Tangerang dan Kementerian Tenaga Kerja.
 39. Pelaksanaan kunjungan dari PT Indonesia Infrastructure Finance (IIF) dalam rangka meninjau pelaksanaan dan penerapan HSE di PT GMF AeroAsia Tbk.
 40. Keikutsertaan dalam Sosialisasi Peraturan K3 Kegiatan Peningkatan Pengawasan Norma Keselamatan & Kesehatan Kerja yang diselenggarakan oleh Dinas Tenaga Kerja dan Transmigrasi Pemerintah Provinsi Banten, yang diikuti oleh satu personil dari HSE GMF.
 41. Keikutsertaan dalam Sosialisasi Bandar Udara Ramah Lingkungan yang diselenggarakan oleh Kantor Otoritas Bandar Udara Wilayah I Kelas Utama, yang diikuti oleh satu personil dari HSE GMF.
30. Implementation of an *Emergency Drill Simulation* (ERP Drill) for the GMF Support & Power Services Department, which was held on-desk in November and on-site in December 2018.
 31. Implementation of *Field Review* by the Soekarno-Hatta Airport Authority and HSE Team on the management of avtur and used oil waste of PT GMF AeroAsia Tbk. at PT Angkasa Tunggal Selaras Nugratama, Tegal.
 32. Internal dissemination of TUK team’s regarding the Regulation of Minister of Transportation No. 78 of 2017 concerning Imposing Administrative Sanctions against Violation of Laws and Regulations in the Field of Aviation.
 33. Participation in the Seminar “Industry and Environmental Laboratory Synergy in Welcoming the Era of Industry 4.0 towards a Better Environment” organized by PT Unilab Perdana and attended by one HSE personnel of GMF.
 34. Participation as supervisor of the Hangar preparation project of KSO MM, Surabaya, from the aspects of Quality, Health, Safety and Environment (QHSE).
 35. Assistance in the preparation of HIRADC and IADL based on the latest version of ISO 14001:2015, followed by PDCA HSE in each Department.
 36. Implementation of recertification of lifting equipment such as forklifts, hoist cranes, and boilers, in cooperation with PT Elbana.
 37. Implementation of *Corporate Social Responsibility* (CSR) of PT GMF AeroAsia Tbk. in cooperation with the Tangerang Health Communication Forum (FKTS) in Tangerang.
 38. Reporting on P2K3 of the Second Quarter period (April-June) of 2018 by PT GMF AeroAsia Tbk. to the Manpower Office of Tangerang and the Ministry of Manpower.
 39. Visit from PT Indonesia Infrastructure Finance (IIF) to review the implementation of HSE at PT GMF AeroAsia Tbk.
 40. Participation in the Dissemination of OHS Regulations for Improvement of Occupational Health & Safety Norms held by the Manpower and Transmigration Office of Banten, which was attended by one personnel of HSE GMF.
 41. Participation in the Dissemination of Eco-Friendly Airport held by the First Class Regional I Airport Authority Office, which was attended by one personnel of HSE GMF.

PROGRAM PENINGKATAN KESELAMATAN [GRI 103-2]

GMF berkomitmen untuk terus meminimalkan terjadinya tindakan dan kondisi yang tidak aman dalam rangka menjamin efektifitas penerapan keselamatan kerja dan mencegah terjadinya kecelakaan kerja. Inspeksi rutin dan peningkatan perbaikan alat-alat keselamatan telah dilakukan oleh GMF guna mempertahankan dan meningkatkan keselamatan kerja.

Hingga akhir tahun 2018, GMF telah melengkapi sarana dan prasarana keselamatan kerja dalam bentuk Alat Pelindung Diri (APD), diantaranya sebagai berikut:

1. APD untuk *Painter*

Pengecatan pesawat merupakan salah satu aktivitas operasional yang memiliki risiko tinggi, terutama bagi kesehatan. Karena itu, penggunaan alat pelindung diri (APD) wajib dilakukan. APD harus memenuhi ketentuan sebagai berikut:

- a. Pelindung Tubuh.
Apron/Celemek putih untuk mencegah iritasi bahan kimia dan dilengkapi wearpack berbahan kain katun.
- b. Pelindung Pernafasan.
Respiratory double cartridge yang mampu menyaring partikulat kecil dari spray painting.
- c. Pelindung Tangan.
Sarung tangan berbahan karet yang tahan bahan kimia berbahaya.
- d. Pelindung Jatuh dari Ketinggian.
Safety full body harness yang dilengkapi tali dengan pengait yang dikaitkan di tempat aman.

2. APD untuk Teknisi *Furnishing & Upholstery Services*

Kegiatan *Furnishing & Upholstery Services* merupakan aktivitas operasional yang memiliki risiko tinggi, terutama bagi kesehatan. APD untuk teknisi *Furnishing & Upholstery Services* harus memenuhi ketentuan sebagai berikut:

- a. Pelindung Tubuh.
Wearpack untuk melindungi tubuh dari hal yang dapat membahayakan atau mengakibatkan kecelakaan dalam bekerja.
- b. Pelindung Wajah.
Face Shield yang mampu melindungi wajah dari paparan benda-benda kecil dan panas.

SAFETY IMPROVEMENT PROGRAMS [GRI 103-2]

GMF is committed to minimizing unsafe actions or situations in order to guarantee the effectiveness of the implementation of safety procedure and to prevent work accidents. Routine inspections and improvements of safety equipment have been done by GMF to sustain and increase work safety conditions.

As of the end of 2018, GMF have completed its occupational safety facilities and infrastructure in the form of Personal Protective Equipment (PPE), among others, as follows:

1. PPE for Painters

Aircraft painting is one of the high-risk activities, especially for the health of the painter. Therefore, the use of protective tools (PPE) is a mandatory requirement. The APD has to fulfil the following requirements:

- a. Body protection.
The protection includes a white apron that is used to prevent irritation due to exposure to chemical substances and a cotton wearpack.
- b. Respiratory protection.
Respiratory double cartridge that can filter small particles from the painting spray.
- c. Hand protection.
Rubber Gloves that can protect users from dangerous chemical.
- d. Safety full body harness.
Safety full-body harness that is equipped with rope and hooks that are placed in secure positions.

2. PPE for Technicians of *Furnishing and Upholstery Services*

Furnishing & Upholstery Services activities are high-risk activities, especially to the worker's health. Safety equipment for technicians working in furnishing & upholstery services must comply with the following requirements:

- a. Body Protection.
Wearpack protects the body from things that pose danger or can lead to work-related accidents.
- b. Face Protection.
Face Shield protects the face from exposure to hot and small particles.

- c. Pelindung Tangan.
Sarung tangan berbahan katun yang melindungi tangan dari bahan yang memiliki permukaan kasar, licin, dan panas.
- d. Pelindung Kaki.
Safety Shoes untuk melindungi kaki dari tertimpa benda-benda berat ataupun tumpahan bahan kimia.
3. APD untuk Teknisi *Line Maintenance*
Kegiatan pada bagian *Line Maintenance* merupakan aktivitas operasional yang memiliki risiko tinggi, terutama bagi kesehatan. APD untuk teknisi *Line Maintenance* harus memenuhi ketentuan sebagai berikut:
- a. Pelindung Tubuh.
Wearpack dan *Vest* untuk melindungi tubuh dari hal yang dapat membahayakan atau mengakibatkan kecelakaan dalam bekerja.
- b. Pelindung Tangan.
Sarung tangan berbahan katun yang melindungi tangan dari bahan yang memiliki permukaan kasar, licin dan panas.
- c. Pelindung Kaki.
Safety Shoes untuk melindungi kaki dari tertimpa benda-benda berat ataupun tumpahan bahan kimia.
- d. Pelindung Telinga.
Earmuff untuk melindungi atau mengurangi dari paparan kebisingan.
- e. Pelindung Mata.
Goggles untuk melindungi mata dari partikel kecil.
4. APD untuk *Material & Warehousing*
Kegiatan pada bagian *Material & Warehousing* merupakan aktivitas operasional yang memiliki risiko tinggi, terutama bagi kesehatan. Oleh karena itu, APD untuk karyawan di bagian material & warehousing harus memenuhi ketentuan sebagai berikut:
- a. Pelindung Tubuh.
Vest untuk melindungi tubuh dari hal yang dapat membahayakan atau mengakibatkan kecelakaan dalam bekerja.
- b. Pelindung Tangan.
Sarung tangan berbahan katun yang melindungi tangan dari bahan yang memiliki permukaan kasar, licin dan panas.
- c. Hand Protection.
Cotton-based gloves protect hands from rough, slippery, and hot surface materials.
- d. Foot Protection.
Safety Shoes protect feet from potential hit by heavy objects as well as from spillage of chemicals.
3. PPE for Technicians of Line Maintenance
Line Maintenance activities are high-risk activities, especially to the worker's health. Safety equipment for technicians working in line maintenance must comply with the following requirements:
- a. Body Protection.
Wearpack protects the body from things that pose danger or can lead to work-related accidents.
- b. Hand Protection.
Cotton-based gloves protect hands from rough, slippery, and hot surface materials.
- c. Foot Protection.
Safety Shoes protect feet from potential hit by heavy objects as well as from spillage of chemicals.
- d. Ear Protection.
Earmuff protect and reduce ears' exposure to noise.
- e. Eye Protection.
Goggles protect eyes from small particles.
4. PPE for Material and Warehousing
Material & Warehousing activities are high-risk activities, especially for the worker's health. Therefore, safety equipment for employees in material & warehousing unit must comply with the following requirements:
- a. Body Protection.
Vest protects the body from things that pose danger or can lead to work-related accidents.
- b. Hand Protection.
Cotton-based gloves protect hands from rough, slippery, and hot surface materials.

- c. Pelindung Kaki.
Safety Shoes untuk melindungi kaki dari tertimpa benda-benda berat ataupun tumpahan bahan kimia.
 - d. Pelindung kepala.
Safety helmet untuk melindungi kepala dari kejatuhan benda.
 - e. Pelindung pernapasan.
Masker untuk melindungi hidung dan mulut dari partikel-partikel debu.
5. GMF Ambulance Service
Emergency Team (Ambulance & Paramedic) merupakan unit *emergency* penanganan medis untuk menangani pertolongan pertama pada keadaan darurat/ kecelakaan kerja dan melakukan perawatan intensif sampai ke rumah sakit rujukan. Unit *emergency* ini dilengkapi dengan peralatan lengkap dan dioperasikan oleh tenaga ahli profesional di bidang pelayanan darurat. Di dalamnya dilengkapi dengan alat bantu hidup dasar (CPR) serta peralatan penunjang lainnya guna mengurangi angka kesakitan pasien selama dalam perjalanan menuju pusat pelayanan kesehatan yang lebih komprehensif.
6. GMF Fire Brigade
GMF *Fire Brigade* merupakan tim pemadam kebakaran yang bertugas selama 24 jam yang dibagi dalam tiga *shift* untuk mengantisipasi bahaya kebakaran di wilayah kerja potensial. Tim *Fire Brigade* terdiri dari personil yang telah bersertifikasi dan andal di bidangnya. Tim *Fire Brigade* dibekali dengan kompetensi khusus di bidang kebakaran diantaranya Lisensi Kebakaran kelas C sebanyak delapan personel, Lisensi Kebakaran kelas B sebanyak empat personel dan Lisensi Kebakaran kelas A yang dimiliki oleh Komandan Tim. Di samping itu, terdapat pula kelengkapan pendukung berupa *Fire Truck* yang memiliki kapasitas 4.000 Liter untuk penampung foam system dan water system.
- c. Foot Protection.
Safety Shoes protect feet from potential hit by heavy objects as well as from spillage of chemicals.
 - d. Head Protection.
Safety helmet prevents worker's head from falling objects.
 - e. Respiratory Protection.
Masker protects worker's nose and mouth from dust particles.
5. GMF Ambulance Service
Emergency Team (Ambulance & Paramedic) is a medical emergency unit with tasks of conducting medical first aid during emergency/work accidents and performing intensive care for patients before and during the period of transfer to the designated hospital. This emergency unit is equipped with complete medical tools and is operated by professionals in medical emergency. The unit has Cardiopulmonary Resuscitation (CPR) and other supporting equipment in order to reduce the number of patients in pain during the trip to a more comprehensive medical facility.
6. GMF Fire Brigade
GMF Fire Brigade is a fire fighter team that works in three shifts over a 24-hour period with an aim of preventing potential fire in the area of operations. The Fire Brigade team comprises of licensed personnel who have capabilities in firefighting. Each member of the Fire Brigade team has specialized competency in a fire emergency and has obtained licenses in firefighting with 8 members are in Class C, 4 in Class B, and the team leader in Class A. Moreover, supporting equipment includes Fire Truck for storing foam and water systems with a capacity of 4,000 liters.

PROGRAM PENINGKATAN KESEHATAN [GRI 103-2]

Secara berkala, GMF melakukan pemeriksaan kesehatan (*medical check up*) dan sosialisasi kesehatan, yang difokuskan pada upaya preventif kesehatan khususnya pada penyakit akibat kerja dan penyakit yang terkait dengan pekerjaan kepada seluruh karyawan. Pada tahun 2018, program peningkatan kesehatan yang dijalankan oleh GMF antara lain:

HEALTH IMPROVEMENT PROGRAM [GRI 103-2]

GMF conducted medical check-ups at some intervals and promoted the importance of health to employees. These activities were conducted as preventive efforts to potential health problems, especially those work-related health issues, for all employee. In 2018, GMF conducted the following health improvement programs:

1. *Health Talk*

Upaya edukasi kesehatan mengenai beberapa tema pembahasan, yang berdasarkan data, sering dialami pegawai dengan mengundang Pakar Profesional untuk membahas permasalahan tersebut agar dapat berinteraksi langsung dengan pegawai.

2. *Newsletter*

Upaya *sharing* informasi terkait kesehatan yang disampaikan oleh Tim Promotif dan Preventif melalui *e-mail* seluruh pegawai. Pengiriman *Newsletter* melalui email ini dilaksanakan satu bulan sekali.

3. *Fun Exercise*

Memfasilitasi pegawai untuk berolahraga secara rutin, yakni setiap dua minggu sekali, dengan kegiatan olahraga seperti lari, sepeda, senam, dll. Di samping itu, GMF juga menyediakan *mini check up* agar pegawai juga bisa langsung memonitor kondisi kesehatannya masing-masing.

4. *Seminar Kesehatan*

Seminar kesehatan dilaksanakan secara bersamaan dengan Acara Donor Darah GMF. Seminar diisi oleh perwakilan dari Rumah Sakit yang memiliki relasi GMF dan diikuti oleh seluruh pegawai GMF. Materi yang disampaikan berkaitan dengan aspek kesehatan yang secara umum dapat diimplementasikan di lingkungan Perseroan.

5. *Pelaksanaan Medical Check Up*

Pelaksanaan *Medical Check Up* dilaksanakan untuk perekrutan pegawai baru serta untuk kebutuhan licensing pegawai di area produksi.

6. *Penyediaan kacamata anti-UV untuk personil OSA*

Kacamata anti-UV merupakan APD khusus untuk personil yang bekerja di area apron. Proses penyediaan kacamata anti-UV ini dilakukan dengan melakukan permintaan pengadaan dari leader masing-masing OSA ke bagian pengadaan GMF.

1. *Health Talk*

An effort to educate employees on health issues that, based on data, are frequently experienced by employees. The Company invited professionals to discuss the matter and to directly interact with employees.

2. *Newsletter*

An effort to share health-related information delivered by the Promotive and Preventive Team via e-mail to all employees. This delivery of Newsletters via email is carried out once a month.

3. *Fun Exercise*

Facilitate employees to do routine exercise once every two weeks by creating activities, such as running, cycling, aerobics, as well as by providing mini medical checks for employees in order to directly monitor their health.

4. *Health Seminar*

Health seminar is held simultaneously with the Blood Donation Program of GMF. The seminar is attended by representatives from the Hospitals related with GMF as well as by all employees of GMF. The material delivered is related to health aspects which can generally be implemented within the Company.

5. *Medical Check-Up*

The implementation of Medical Check-Up is carried out for the recruitment of new employees and for the needs of employees licensing in the production area.

6. *Provision of Anti-UV Glasses for OSA personnel*

Anti-UV glasses are special PPE for personnel working in the apron area. The process of anti-UV glasses provision is carried out by making a procurement request from the leaders of each OSA to the procurement department of GMF.

PELATIHAN TERKAIT K3 [GRI 103-2]

Guna meningkatkan kesadaran karyawan terhadap budaya K3, maka GMF menyelenggarakan pelatihan yang khusus membahas hal tersebut. Sepanjang tahun 2018, pelatihan K3 yang diselenggarakan GMF adalah sebagai berikut:

- a. Pelaksanaan *inhouse training* penggunaan APAR yang dilaksanakan setiap minggu dengan total peserta 506 personil.

TRAINING ACTIVITIES RELATED TO OHS ASPECT [GRI 103-2]

In order to enhance employees' awareness on the OHS issue, GMF conducted special training sessions. In 2018, the OHS trainings held by GMF include the following activities:

- a. In-house training on the use of APAR which was held every week with a total of 506 participants.

- b. Pelaksanaan *Inhouse training* penggunaan APAR yang dilaksanakan setiap minggu dengan total peserta 731 personil sampai dengan Desember 2018.
 - c. Pelaksanaan *Training* HIRADC aspek kesehatan oleh dokter okupasi perusahaan yang diikuti oleh seluruh manajemen HSE dan tim *paramedic ambulans* pada bulan November 2018.
 - d. Pelaksanaan *Workshop* Pelatihan Penggunaan Aplikasi e-HSE "User" yang diikuti oleh PDCA HSE masing-masing dinas di Ruang Bintang Hangar 4 pada November 2018.
 - e. Pelaksanaan *Workshop* Pelatihan Penggunaan Aplikasi e-HSE "Admin" yang diikuti oleh tim HSE di ruang Sumbawa pada November 2018.
 - f. Keikutsertaan *Workshop* Social Media for Business yang dilaksanakan oleh unit Corporate Communication pada Desember 2018.
 - g. Pelaksanaan *In-House training* ISO 14001:2015 Batch II tentang Sistem Manajemen Lingkungan bekerja sama dengan Elizabeth Consultant, yang diikuti oleh PDCA HSE dari masing-masing dinas *supporting*.
 - h. Keikutsertaan dalam *Training Hygiene Industry* yang diselenggarakan oleh Kementerian Tenaga Kerja dan Transmigrasi, diikuti oleh satu personil dari HSE GMF.
- b. In-house training on the use of APAR which was held every week with a total of 731 personnel up to December 2018.
 - c. HIRADC Training on health aspects by the occupational physician of the Company which was attended by all HSE management and the ambulance paramedic team in November 2018.
 - d. Workshop and training on the use of e-HSE "User" Application which was attended by PDCA HSE of each department at Bintang Room of Hangar 4 in November 2018.
 - e. Workshop and training on the use of e-HSE "Admin" Application which was attended by the HSE team at Sumbawa room in November 2018.
 - f. Participation in the Workshop on Social Media for Business held by the Corporate Communication unit in December 2018.
 - g. In-house training on ISO 14001:2015 of Batch II concerning Environmental Management Systems in cooperation with Elizabeth Consultant, which was attended by PDCA HSE from each of the supporting departments.
 - h. Participation in the Hygiene Industry Training organized by the Ministry of Manpower and Transmigration, which was attended by one personnel of HSE GMF.

EVALUASI PENERAPAN KESELAMATAN DAN KESEHATAN KERJA

Hasil evaluasi pendekatan manajemen atas K3 menunjukkan bahwa praktik K3 di GMF telah berjalan dengan baik, yang dibuktikan dengan perolehan Penghargaan Zero Accident (Nihil Kecelakaan Kerja) dari Kementerian Ketenagakerjaan RI, Penghargaan Bendera Emas dalam Penerapan Sistem Manajemen Keselamatan dan Kesehatan Kerja dari Kementerian Ketenagakerjaan RI, Penghargaan Panitia Pembina Keselamatan dan Kesehatan Kerja (P2K3) Terbaik Provinsi Banten, dan International Safety Award dari British Council pada tahun 2018. [GRI 103-3]

Tingkat Kecelakaan Kerja di Lingkungan GMF

Sepanjang tahun 2018, terdapat sekitar 57 kejadian kecelakaan kerja yang termasuk dalam kategori minor atau korban dapat kembali bekerja sebelum 2x24 jam. Kecelakaan kerja yang terjadi umumnya melibatkan karyawan di Hangar 4. Jumlah tersebut menurun dibandingkan tahun 2017 yang tercatat sebanyak 61 kejadian. [GRI 103-3]

EVALUATION ON OCCUPATIONAL HEALTH AND SAFETY IMPLEMENTATION

The results of evaluation on the management approach to OHS indicate that OHS practice at GMF has run properly as evidenced by the acquisition of Zero Accident Award from the Ministry of Manpower of the Republic of Indonesia, the Gold Flag Award in the Implementation of Occupational Health and Safety Management System from the Ministry of Manpower of the Republic of Indonesia, an Award as the Best Organizer of Occupational Health and Safety (P2K3) in Banten Province, and an International Safety Award from the British Council in 2018. [GRI 103-3]

Work Accident Rate within GMF Environment

Throughout the year, there were around 57 work accident events that were included in the minor category (victims can return to work before 2x24 hours). Work accidents that took place generally involved employees at Hangar 4. This figure decreased compared to 2017 which was recorded at 61 events. [GRI 103-3]

**Kinerja dan Evaluasi Keselamatan dan Kesehatan Kerja
Tahun 2018 [GRI 403-2]**
**Performance and Evaluation of Occupational Health
and Safety in 2018**

Angka Kecelakaan Kerja / Number of Work Accident

Wilayah / Area	IR		ODR		LDR		AR	
	Laki-Laki / Male	Wanita / Female	Laki-Laki / Male	Wanita / Female	Laki-Laki / Male	Wanita / Female	Laki-Laki / Male	Wanita / Female
Hangar 1	0,299	0	0	0	0,359	0	0	0
Hangar 2	0,599	0	0	0	1,079	0	0	0
Hangar 3	0,539	0	0	0	0,539	0	0	0
Hangar 4	0,719	0	0	0	0,839	0	0	0
Workshop 1	0	0	0	0	0	0	0	0
Workshop 2	0,179	0	0	0	0,299	0	0	0
Facility	0,179	0	0	0	0,056	0	0	0
Material Building	0,359	0	0	0	0,239	0	0	0
GSE	0,419	0	0	0	0,419	0	0	0
Engine Shop	0,059	0	0	0	0,119	0	0	0
Test Cell	0	0	0	0	0	0	0	0
Chemical Store	0	0	0	0	0	0	0	0
Learning Service	0	0	0	0	0	0	0	0
Apron	0,119	0	0	0	0,359	0	0	0
Jumlah / Total	3,476	0	0	0	4,315	0	0	0

Keterangan: / Description:

IR (Injury Rate)

ODR (Occupational Disease Rate)

LDR (Lost Day Rate)

AR (Absenteeism Rate)

= Tingkat Cedera

= Tingkat Penyakit Akibat Kerja

= Tingkat Hari Kerja Hilang

= Tingkat Mangkir

GMF telah melakukan evaluasi menyeluruh dan menyusun program-program perbaikan untuk tahun selanjutnya. Upaya yang dilakukan diantaranya adalah: **[GRI 103-3]**

1. Sosialisasi pencegahan terhadap *accident* dan *incident*.
2. Pelaksanaan In-house training *Safety Riding Awareness*.
3. *Safety briefing* ke area produksi.
4. Pelaksanaan pengadaan *hard cap* untuk area produksi.
5. Pelaksanaan *Tool Box Meeting* kepada seluruh pihak ketiga (kontraktor, vendor) setiap minggu.
6. Pelaksanaan *surveillance* dan *safety patrol* ke seluruh area perusahaan untuk mengidentifikasi implementasi aspek *Health, Safety, dan Environment*.

GMF has conducted comprehensive evaluation and developed improvement programs to be implemented in the following year, including: **[GRI 103-3]**

1. Dissemination of prevention of accidents and incidents.
2. Implementation of in-house training on Safety Riding Awareness.
3. Safety briefing to the production area.
4. Implementation of hard cap procurement for production area.
5. Implementation of Tool Box Meeting for all third parties (contractors, vendors) every week.
6. Implementation of surveillance and safety patrols in all areas of the Company to identify the implementation of Health, Safety, and Environment aspects.



GMF Mengutamakan Kepuasan Pelanggan

GMF Prioritizes Customer Satisfaction



▶ GMF Mengutamakan Kepuasan Pelanggan

GMF Prioritizes Customer Satisfaction



Sebagai perusahaan yang bergerak di bidang jasa, pelanggan merupakan aspek penting bagi kelangsungan bisnis Perseroan. Dalam rangka mencapai kepuasan dan kepercayaan pelanggan, GMF berupaya untuk memenuhi kebutuhan dan harapan lebih dari yang diharapkan pelanggan.

As a company engaging in service business, customer is a key aspect for the sustainability of GMF's business. Hence, to meet customer's satisfaction and trust, GMF goes the extra mile to fulfill the needs and expectations of its customers.

KOMITMEN DALAM MENINGKATAN KEPUASAN PELANGGAN [GRI 103-2]

Kepuasan pelanggan menjadi target utama yang ingin dicapai oleh GMF dalam menjalankan setiap aktivitas bisnis di bidang perawatan pesawat. Semakin banyak pelanggan yang merasa puas, maka akan berdampak positif bagi pertumbuhan bisnis perusahaan. Target ini hanya dapat dicapai jika Perseroan mampu memenuhi kebutuhan pelanggan lebih dari yang diharapkan. Oleh sebab itu, dalam rangka menciptakan kepuasan para pelanggan, GMF berkomitmen untuk melakukan pengembangan kapabilitas dan kapasitas di beberapa lini bisnis perusahaan secara berkesinambungan dan menyesuaikan pengembangan tersebut dengan kebutuhan pelanggan. Pengembangan yang berhasil dilakukan selama tahun 2018 adalah sebagai berikut:

COMMITMENT TO IMPROVING CUSTOMER SATISFACTION [GRI 103-2]

Customer satisfaction is the main target of GMF in carrying out each business activity in aircraft maintenance. The increase in the number of satisfied customers will have a positive impact on the growth of Company's business. This target can only be achieved if the Company can fulfill or even exceed customers' expectation. To that end, GMF is committed to continuously developing the capability and capacity of its business lines in order to ensure customer satisfaction, by adjusting to the needs of the customers. In 2018, the Company managed to realize the following developments in business activities:

Produk / Product	Pengembangan Kapabilitas / Capability Development
<i>Line Maintenance</i>	GMF telah menambah kapabilitas dari sisi <i>Line Maintenance</i> untuk tipe pesawat A350 di Tahun 2018. Dengan demikian, GMF saat ini memiliki kapabilitas untuk pesawat <i>narrow body</i> tipe B737CL, B737NG, B737MAX, CRJ1000, ATR72, A320, A320NEO serta pesawat <i>wide body</i> tipe B747, A330, A350 dan B777. GMF has increased the capabilities <i>Line Maintenance</i> for the A350 aircraft in 2018. Thus, GMF currently has the capabilities for narrow-body aircraft of B737CL, B737NG, B737MAX, CRJ1000, ATR72, A320, and A320NEO types, and wide-body aircraft of B747, A330, A350, and B777 types.
<i>Base Maintenance</i>	Seiring dengan bertumbuhnya permintaan pasar, GMF telah meningkatkan kapasitas Hangar 4 yang digunakan untuk perawatan pesawat <i>narrow body</i> , dimana sebelumnya kapasitas yang ter- <i>install</i> sebanyak 12 <i>lines</i> telah ditingkatkan menjadi 15 <i>lines</i> . Dari sisi kapabilitas, GMF juga telah memenuhi persyaratan untuk memperoleh kapabilitas A320NEO. Hanya saja, proses audit dari DKUPPU baru akan dilaksanakan di awal 2019, mengikuti jadwal C-Check A320NEO milik Citilink. In line with the growing market demand, GMF has increased the capacity of Hangar 4 which is used for maintaining narrow-body aircraft, from previous installed capacity of 12 lines to 15 lines. In terms of capability, GMF has also fulfilled the requirements to obtain A320NEO capabilities. However, the audit process from DKUPPU will be held in early 2019, following the schedule of C-Check of Citilink's A320NEO.

Produk / Product	Pengembangan Kapabilitas / Capability Development	
<i>Component Services</i>	Salah satu penambahan kapabilitas di bidang <i>Component Services</i> yang telah dilaksanakan di tahun 2018 adalah <i>Integrated Component Services</i> untuk A320 dan A320NEO. Di samping itu, GMF juga sedang mengembangkan kapabilitas <i>overhaul</i> untuk <i>landing gear</i> sampai dengan level 3 atau <i>full overhaul</i> dengan membangun fasilitas <i>electroplating</i> . Fasilitas ini sedang tahap <i>finishing</i> dan diharapkan bisa beroperasi di awal tahun 2019.	One of the additional capabilities in the Component Services implemented in 2018 is the Integrated Component Services for the A320 and A320NEO. In addition, GMF is developing overhaul capabilities for landing gear up to level 3, or full overhaul, by building electroplating facility. This facility is in the finishing stage and is expected to be able to operate in early 2019.
<i>Engine and APU</i>	Pada tahun 2018, GMF telah berhasil mengembangkan kapabilitas <i>engine</i> CFM56-5B (<i>up to overhaul</i>) dengan sertifikasi DGCA, FAA dan EASA. Dengan penambahan kapabilitas tersebut, sehingga saat ini GMF memiliki kapabilitas <i>engine</i> dan APU sebagai berikut: <ol style="list-style-type: none"> 1. CFM56-3, CFM56-7B dan CFM56-5B (<i>up to overhaul</i>) dengan sertifikasi DGCA, FAA dan EASA 2. PW 100 (<i>Hot Section Inspection</i>) dengan sertifikasi DGCA, FAA dan EASA 3. APU GTCP131-9A, GTCP 131-9B, GTCP 331-350 and GTCP85-129 (<i>up to overhaul</i>) dengan sertifikasi DGCA, FAA dan EASA 	In 2018, GMF successfully developed the capability of CFM56-5B engine (<i>up to overhaul</i>) with DGCA, FAA, and EASA certifications. With the addition of these capabilities, GMF currently has engine and APU capabilities as follows: <ol style="list-style-type: none"> 1. CFM56-3, CFM56-7B, and CFM56-5B (<i>up to overhaul</i>) with DGCA, FAA, and EASA certifications 2. PW 100 (<i>Hot Section Inspection</i>) with DGCA, FAA, and EASA certifications 3. APU GTCP131-9A, GTCP 131-9B, GTCP 331-350, and GTCP85-129 (<i>up to overhaul</i>) with DGCA, FAA, and EASA certifications
<i>Logistic & Bonded Services</i>	Sejak ditunjuknya GMF menjadi Pusat Logistik Berikat (PLB) atau <i>Bonded Logistic Center (BLC)</i> , hal ini memberikan kemudahan dan fleksibilitas pada fiskal, <i>custom clearance</i> , kepemilikan barang dan aktivitas logistik dengan pelayanan 24 jam. Saat ini GMF telah memiliki kapabilitas sebagai berikut: <ol style="list-style-type: none"> 1. <i>Freight forwarding services</i> <ul style="list-style-type: none"> • <i>Import shipment arrangement</i> • <i>Export shipment arrangement</i> • <i>Domestic (Indonesia) shipment arrangement</i> 2. <i>Customs brokerage</i> <ul style="list-style-type: none"> • <i>Normal clearance</i> • <i>Bonded facility clearance</i> 3. <i>Warehouse management services</i> <ul style="list-style-type: none"> • <i>Storage lease (BLC facility)</i> • <i>Warehouse management</i> • <i>Quality inspection</i> • <i>Packaging</i> 	The appointment of GMF to become a Bonded Logistic Center (BLC) has eased and provided flexibility in fiscal, custom clearance, ownership of goods, and logistics activities with 24-hour service. Currently, GMF has the following capabilities: <ol style="list-style-type: none"> 1. <i>Freight forwarding services</i> <ul style="list-style-type: none"> • <i>Import shipment arrangement</i> • <i>Export shipment arrangement</i> • <i>Domestic (Indonesia) shipment arrangement</i> 2. <i>Customs brokerage</i> <ul style="list-style-type: none"> • <i>Normal clearance</i> • <i>Bonded facility clearance</i> 3. <i>Warehouse management services</i> <ul style="list-style-type: none"> • <i>Storage lease (BLC facility)</i> • <i>Warehouse management</i> • <i>Quality inspection</i> • <i>Packaging</i>

Meskipun beberapa pengembangan kapabilitas dan kapasitas telah berhasil dikembangkan sepanjang tahun 2018, namun GMF menyadari bahwa terdapat beberapa tantangan cukup besar yang akan dihadapi oleh GMF di tahun mendatang seiring dengan pesatnya permintaan pasar, terutama dari sisi *Base Maintenance*. Untuk mengantisipasi kenaikan permintaan pasar, GMF telah melakukan kerja sama dengan beberapa perusahaan MRO dalam rangka memanfaatkan fasilitas yang ada. Kerja sama ini akan diwujudkan dalam bentuk kerja sama strategis dan tidak menutup kemungkinan untuk dilakukan kerja sama operasi seperti halnya kerja sama operasi GMF – MMF.

Although several capability and capacity developments have been successfully carried out throughout 2018, GMF realizes that there are still various challenges to be in the coming year along with the rapid growth of market demand, especially in terms of *Base Maintenance*. In anticipation of rising market demand, GMF has cooperated with a number of MRO companies in order to utilize existing facilities. This shall be realized in the form of strategic cooperation and does not rule out the possibility of establishing joint operations such as the GMF-MMF joint operation.

Di samping melakukan pengembangan kapabilitas seluruh produknya, GMF juga berusaha untuk selalu menyediakan solusi perawatan pesawat terbang yang aman dan berkualitas serta terintegrasi kelas dunia dalam bisnis penerbangan dalam rangka menjaga dan meningkatkan kepuasan pelanggan. Langkah-langkah yang memenuhi tantangan bisnis serta memiliki jawaban dari setiap kebutuhan pelanggan merupakan bagian yang diusung dan didukung oleh GMF dengan adanya *Quality Assurance & Safety*. Selain hal tersebut, GMF juga senantiasa memenuhi tuntutan regulasi *authority* (DKUPPU, EASA, FAA, dll) sehingga *safety*, *quality* dan *airworthy* selalu terjamin pada proses dan *product maintenance*.

MENJAMIN KESEHATAN DAN KESELAMATAN PELANGGAN

Dalam rangka menjaga agar kualitas produk dan layanan prima, GMF selalu memperhatikan aspek kesehatan dan keselamatan para pelanggan. Untuk menjamin bahwa produk yang dikirimkan kepada pelanggan selalu dalam kondisi baik dan tidak memberikan dampak negatif terhadap keselamatan dan kesehatan pelanggan, GMF telah menyusun dan menerapkan standar-standar kebijakan kualitas kerja dan layanan dalam bentuk *work procedure*, *work instruction*, kebijakan bisnis, prosedur kerja, dan instruksi kerja. Unit kerja yang bertanggung jawab dalam menjaga kualitas produk dan layanan demi tercapainya kesehatan dan keselamatan pelanggan adalah *Quality, Health, Safety & Environment* dan dinas *Quality Assurance & Safety* [GRI 103-2]

Pada tahun 2018, GMF telah melaksanakan program kerja tahunan yang disusun untuk menjaga kualitas dan keselamatan pelanggan, yang meliputi:

- a. Menjaga kualitas dan meningkatkan kemampuan inspector yang qualified melalui *training*, *project assignment*, *development* & mentoring program, serta multirating program.
- b. Memberikan rekomendasi dan melakukan beragam improvement berdasarkan hasil audit sebagai upaya peningkatan kinerja di area produksi.
- c. Menyelenggarakan *safety awareness*, *safety employee engagement*, dan pemberdayaan *safety messenger* untuk membudayakan penerapan *safety culture* di lingkungan Garuda Indonesia Group.
- d. Peningkatan awareness personil terhadap aspek quality dan safety melalui *HIRAM Encouragement*, *sharing session*, dan *alignment program*.

Aside from developing the capabilities of all its products, GMF strives to always provide safe and high-quality aircraft maintenance solutions of world-class standards in the aviation business, in order to maintain and enhance customer satisfaction. The steps to address business challenges and provide answers to every customer's need are part of GMF's supportive efforts with the presence of Quality Assurance & Safety. Furthermore, GMF always fulfills the regulatory authority demands (DKUPPU, EASA, FAA, and so on) so that safety, quality, and airworthiness are always guaranteed in the process and product maintenance.

ENSURING CUSTOMERS HEALTH AND SAFETY

To maintain the excellent quality of its products and services, GMF continuously monitors the aspect of customer health and safety. As a guarantee that the products are delivered to the customers in good condition and will not cause negative health and safety impact to customers, GMF has developed and applied policy on work and service quality standards in a form of work procedures, work instructions, and business policies. The work unit responsible for maintaining the quality of products and services in order to achieve customer health and safety is Quality, Health, Safety & Environment and Quality Assurance & Safety Department. [GRI 103-2]

In 2018, GMF implemented the annual work program prepared to maintain quality and customer safety, which includes:

- a. Maintaining quality and improving the ability of qualified inspectors through training, project assignment, development & mentoring programs, and multi-rating programs.
- b. Providing recommendations and making various improvements based on the audit results as an effort to improve performance in the production area.
- c. Organizing safety awareness and safety employee engagement, and empowering safety messengers to cultivate the implementation of safety culture within Garuda Indonesia Group.
- d. Improving personnel awareness towards the aspects of quality and safety through HIRAM Encouragement, sharing sessions, and program alignment.

- e. Menjaga kelaikan peralatan listrik, angkat-angkut, *alarm* kebakaran, instalasi penyalur petir, dan pesawat produksi.
 - f. Peningkatan *awareness* tentang penggunaan APAR kepada karyawan.
 - g. Penentuan *vendor* sesuai dengan klasifikasi yang distandarkan berdasarkan persyaratan HSE.
 - h. Meningkatkan kualitas *provider* penunjang.
 - i. Meningkatkan *awareness* tentang HSE kepada *vendor* yang sedang dalam pengerjaan proyek di GMF
- e. Maintaining the feasibility of electrical equipment, lifting equipment, fire alarms, lightning distributor installations, and production aircraft.
 - f. Improving awareness on the use of APAR to employees.
 - g. Determining vendors in accordance with standardized classification based on HSE requirements.
 - h. Improving supporting providers' quality.
 - i. Improving awareness on HSE to vendors who are currently working on projects at GMF.

Selama periode pelaporan tidak terdapat insiden pelanggaran terkait dengan kesehatan dan keselamatan pelanggan terhadap produk dan jasa yang diberikan Perseroan. GMF juga tidak menerima sanksi denda ataupun sanksi hukum atas ketidakpatuhan terhadap undang-undang dan peraturan terkait dampak sosial dan penyediaan dan penggunaan produk dan jasa. [GRI 416-2, GRI 419-1]

In the current reporting period, there were no incident of violations of health and safety of products and services that were offered by the Company to customers. GMF did not receive any fine or legal sanctions due to non-compliance to the prevailing regulations on the societal impact of the provision and usage of products and services. [GRI 416-2, GRI 419-1]

KOMUNIKASI DAN PEMASARAN

GMF berupaya untuk terus memperkuat *branding* perusahaan sebagai perusahaan MRO yang selalu menjadi pilihan utama pelanggan dalam rangka menghadapi persaingan pasar yang semakin masif. Strategi yang dilakukan antara lain melalui berbagai bentuk komunikasi pemasaran kepada pelanggan untuk memperkuat posisi produk dan merek Perseroan dan mempertahankan loyalitas pelanggan. Unit kerja yang bertanggung jawab dalam melaksanakan komunikasi pemasaran produk GMF adalah Dinas Sales & Marketing. Adapun bentuk-bentuk komunikasi pemasaran yang dilakukan GMF selama tahun 2018 meliputi: [GRI 103-2]

1. Direct Selling

Komunikasi pemasaran dilaksanakan dalam bentuk kegiatan seperti makan malam dan bermain golf dengan tujuan tercapainya hubungan yang baik dengan calon pelanggan.

2. Advertising

Dilakukan dengan cara memasukkan informasi produk melalui media cetak dan elektronik, baik domestik maupun internasional.

3. Sponsorship

Pemberian *gimmick/souvenir* pada kegiatan *customer gathering* dan pemberian ucapan selamat kepada pelanggan atas ulang tahun perusahaan, dan pemberian bentuk bantuan atau dukungan atas kegiatan atau acara yang diadakan pelanggan.

COMMUNICATION AND MARKETING

In facing the increasingly massive market competition, GMF strives to continuously strengthen its branding as an MRO Company that always becomes the customer's first choice. The strategies carried out include the implementation of various marketing communication forms to customers in order to strengthen the position of Company's products and brands as well as to maintain customer loyalty. The work unit responsible for carrying out marketing communication for GMF's products is the Sales & Marketing Department. The forms of marketing communication carried out by GMF during 2018 include: [GRI 103-2]

1. Direct Selling

This marketing communication activities include, among others, dinners and golf with a goal of creating good relationship with potential customers.

2. Advertising

This was done by providing product information through printed and electronic media, both domestically and internationally.

3. Sponsorship

Providing gimmick/souvenir in customer gathering events and giving attention to customers during special events such as the anniversary of a company, as well as supporting events held by customers.

- | | |
|---|---|
| <p>4. Keikutsertaan dalam Pameran Aviasi
Dilakukan dengan cara pembukaan <i>booth</i> di acara-acara yang berhubungan dengan aviasi.</p> <p>5. Keikutsertaan dalam organisasi aviasi
Dilakukan dengan cara mengikuti atau terdaftar sebagai salah satu anggota organisasi aviasi baik domestik maupun internasional.</p> <p>6. Agen
Dilakukan dengan bekerjasama dengan agen yang memiliki hubungan yang kuat dengan existing maupun customer baru yang menjadi target market pada area tertentu.</p> <p>7. Government to Government
Dilakukan dengan menjalin hubungan yang kuat antara pemerintah Indonesia dengan pemerintah dari target market sehingga memupuk kepercayaan untuk melakukan kerjasama antar negara.</p> | <p>4. Participation in Aviation exhibition
This was done by opening a booth in aviation-related events.</p> <p>5. Keikutsertaan dalam organisasi aviasi
This was done by participating or registering as a member of aviation organizations, both domestic and international.</p> <p>6. Agen
This was done by cooperating with agents that have strong relationship with both existing and new customers which can become the target for markets within a certain area.</p> <p>7. Government to Government
This was done by nurturing strong relationship between the Indonesian Government and the government of target market in order to develop trust to perform bilateral relations.</p> |
|---|---|

Dalam melaksanakan praktik-praktik komunikasi pemasaran, Perseroan senantiasa mengacu pada aturan dan hukum yang berlaku. Sehingga pada tahun 2018, tidak ditemukan tindakan hukum atau tuduhan terhadap GMF terkait dengan masalah pelabelan informasi produk dan jasa yang diberikan Perseroan maupun terkait dengan anti-persaingan, anti-*trust*, serta praktek monopoli. Perseroan juga tidak dikenakan denda maupun sanksi non-moneter atas ketidakpatuhan terhadap undang-undang dan peraturan. [GRI 417-2, GRI 417-3]

In implementing marketing communication practices, the Company always refers to the prevailing laws and regulations. In 2018, there was no legal action or accusation found against GMF regarding the issue of information labeling on products and services provided by the Company, or regarding the anti-competition, anti-*trust*, and monopolistic practices. There were also no fines or non-monetary sanctions imposed on the Company for non-compliance with laws and regulations. [GRI 417-2, GRI 417-3]

EVALUASI TERHADAP UPAYA PENINGKATAN KEPUASAN PELANGGAN

Mekanisme Penanganan Pengaduan Pelanggan

Sebagai komitmen dalam penerapan budaya *service excellence*, GMF telah menyediakan pusat layanan informasi dan pengaduan pelanggan dengan mengacu pada Peraturan Nomor QP-313-01. Layanan ini beroperasi 24 jam sehari dan 7 hari seminggu, setiap pertanyaan mengenai informasi umum seputar produk dan layanan GMF akan ditanggapi langsung oleh *Account Manager & Sales (AMS)*. Penanganan pengaduan pelanggan ini memiliki masa tanggap maksimum 30-45 hari sejak pengaduan diterima. Layanan pengaduan pelanggan dapat diakses melalui:

Dinas Sales & Marketing

Telp. : +6221-5508609
Fax : +6221-5502489
Email : marketing@gmf-aeroasia.co.id

EVALUATION ON EFFORTS TO IMPROVE CUSTOMER SATISFACTION

Mechanism to Manage Customer Complaint

As part of the Company's commitment to the culture of service excellence, GMF has provided information and customer complaint service center based on the Regulation No. QP-313-01. This service center operates 24 hours per day, 7 days a week. Every question related to general information on GMF's products and services will be handled directly by an *Account Manager & Sales (AMS)*. Customer complaints are expected to be resolved within the maximum response time of 30-45 days from the time the complaint was received. Customer complaints handling service can be accessed through:

Sales & Marketing Department

Phone : +6221-5508609
Fax : +6221-5502489
Email : marketing@gmf-aeroasia.co.id

Penanganan pengaduan pelanggan dilaksanakan oleh Dinas Sales & Marketing. Adapun tahapan penanganan pengaduan pelanggan dari masuknya keluhan hingga tahap evaluasi dapat dilihat pada bagan alur di bawah ini:

Customer complaints are handled by the Sales & Marketing Department. The stages from the receipt of the complaint to the evaluation are as follows:

Tahapan Penanganan Pengaduan Pelanggan

Stages of Customer Complaint Management



Pengaduan pelanggan yang masuk dikelompokkan menjadi 3 (tiga) kategori, yaitu *Quality*, *Material & Logistic Support*, dan *Capacity & Manpower*. Selama tahun 2018, terdapat beberapa pengaduan yang disampaikan oleh pelanggan yang dapat dijelaskan pada tabel di bawah ini:

Customer complaints can be divided into 3 (three) categories, namely Quality, Material & Logistic Support, and Capacity & Manpower. In 2018, there were several complaints from customers as described in the following table:

Daftar Keluhan Pelanggan Tahun 2018 [GRI 103-3]
List of Customer Complaints in 2018

Keluhan yang Dilaporkan / Reported Complaints	Status Penyelesaian / Settlement Status	Upaya atau Tindakan Penyelesaian Keluhan / Efforts and Actions to Settle Complaints	Jumlah Keluhan / Number of Complaints
Quality	Dalam proses / In Process	Melakukan pengawasan apakah sesuai standard atau tidak / Conducting monitoring, whether it has been in accordance with the standards	24
Material & Logistic Support	Dalam proses / In Process	Membuat strategi <i>inventory management</i> / Preparing inventory management strategy	4
Capacity & Manpower	Dalam proses / In Process	Membangun Hangar 4 dan penambahan tenaga ahli / Developing Hangar 4 and increasing the number of experts	8
Total			36

Pengaduan Pelanggan tahun 2015-2018
Customer Complaints in 2015-2018

Tahun / Year	Jumlah Pengaduan Pelanggan / Number of Customer Complaints
2015	37
2016	33
2017	45
2018	36

Penurunan jumlah pengaduan pelanggan di tahun 2018 membuktikan keseriusan GMF dalam melakukan upaya-upaya demi meningkatkan kepuasan pelanggan. Meski demikian, Perseroan tetap terus memastikan agar pengaduan keluhan tersebut tidak terulang kembali dengan melakukan perbaikan melalui dinas kerja terkait dan peningkatan pada kualitas layanan yang diberikan.

Survei Kepuasan Pelanggan [GRI 102-43, GRI 103-3]

Untuk mengetahui tingkat kepuasan dan persepsi pelanggan terhadap produk dan layanan GMF, Perseroan melakukan survei *Customer Satisfaction Index* (CSI).

Pada tahun 2018, GMF telah melakukan survei CSI dengan metode tatap muka langsung, dan wawancara mendalam melalui pengisian kuesioner yang terstruktur. Survei CSI dilaksanakan dua kali dalam setahun oleh tim dari Dinas Marketing & Business Development dan Dinas Quality Assurance & Safety bekerjasama dengan *independent surveyor* untuk memastikan validitas data dan independensi. Sebanyak 18 (delapan belas) pelanggan telah diwawancara sebagai perwakilan responden untuk survei. Dalam melaksanakan survei, GMF menggunakan kriteria atau indikator, yaitu:

- Komunikasi;
- Standar kualitas;
- *On-time delivery*; dan
- *Personnel Competency & Availability*

Adapun hasil survei CSI selama periode 2015-2018 dapat dilihat dalam tabel berikut ini:

Indeks Kepuasan Pelanggan tahun 2015-2018 Customer Satisfaction Index in 2015-2018	
Tahun / Year	Jumlah Pengaduan Pelanggan / Number of Customer Complaints
2015	3,5
2016	3,7
2017	3,8
2018	4,0

Berdasarkan hasil survei di atas, nilai CSI GMF tahun 2018 adalah sebesar 4, lebih tinggi dari nilai CSI di tahun 2017 yaitu sebesar 3,8. Hal ini menunjukkan bahwa GMF konsisten dalam mengembangkan dan meningkatkan kualitas pelayanan kepada pelanggan sehingga menyebabkan bertambahnya pelanggan yang merasa puas terhadap produk dan pelayanan GMF.

The decline in the number of customer complaints in 2018 proves GMF's commitment to carrying out efforts to improve customer satisfaction. Nonetheless, the Company shall continue to ensure that such complaints do not recur by making improvements through the relevant work department and improvement in the quality of services provided.

Customer Satisfaction Survey [GRI 102-43, GRI 103-3]

To determine the level of customer satisfaction and perception of its products and services, the Company conducted a survey of *Customer Satisfaction Index* (CSI).

In 2018, GMF conducted CSI survey with direct face-to-face method and in-depth interview by filling out structured questionnaires. The CSI survey is conducted twice a year by a team from the Marketing & Business Development department and the Quality Assurance & Safety department in cooperation with an independent surveyor, to ensure data validity and independence. As many as 18 (eighteen) customers have been interviewed as respondents' representatives for the survey. In carrying out the survey, GMF uses the following criteria or indicators:

- Communication;
- Quality standards;
- On-time delivery; and
- Personnel Competency & Availability

The results of CSI survey during the 2015-2018 period can be seen in the following table:

Based on the survey results above, the CSI score of GMF in 2018 was 4, higher than the CSI score in 2017 which was 3.8. This shows that GMF is consistent in developing and improving the quality of its service to customers, resulting in an increase in customers who are satisfied with GMF's products and services.



GMF Tumbuh dan Berkembang Bersama Masyarakat

GMF Grows and Develops with Community



▶ GMF Tumbuh dan Berkembang Bersama Masyarakat

GMF Grows and Develops with Community



GMF berkomitmen untuk tumbuh dan berkembang bersama masyarakat melalui Program *Corporate Social Responsibility* (CSR) di bidang Pendidikan, Kesehatan, dan Filantropi. Di samping itu, GMF juga memberikan kesempatan kerja bagi masyarakat di sekitar wilayah operasi Perseroan.

GMF is committed to growing and developing with the community through Corporate Social Responsibility (CSR) Programs in the fields of Education, Health, and Philanthropy. In addition, GMF also provides work opportunities for people surrounding the Company's operational area.

PENDEKATAN MANAJEMEN TERHADAP PROGRAM CSR GMF

GMF berpandangan bahwa masyarakat, terutama yang berada di sekitar wilayah operasional GMF, merupakan salah satu pemangku kepentingan yang penting bagi keberlangsungan bisnis Perseroan. Oleh sebab itu, dalam rangka mewujudkan pertumbuhan bisnis yang positif dan berkelanjutan, GMF berkomitmen untuk selalu membangun hubungan yang harmonis, memberikan nilai tambah, dan membantu meningkatkan kesejahteraan hidup masyarakat melalui pelaksanaan program Tanggung Jawab Sosial Perusahaan atau *Corporate Social Responsibility* (CSR).

Kebijakan CSR [GRI 103-2]

Secara umum, pelaksanaan program CSR GMF telah mengacu pada ketentuan peraturan yang berlaku, antara lain Undang-Undang Nomor 40 Tahun 2007 tentang Perseroan Terbatas, Peraturan Pemerintah Nomor 47 tahun 2012 tentang Tanggung Jawab Sosial dan Lingkungan Perseroan Terbatas, dan Peraturan Menteri Badan Usaha Milik Negara Nomor PER-09/MBU/07/2016 tentang Program Kemitraan dan Bina Lingkungan Badan Usaha Milik Negara.

Selain itu, GMF juga telah memiliki pedoman pelaksanaan kegiatan CSR yang ditetapkan melalui Kebijakan Pengelolaan Program *Corporate Social Responsibility* GMF Nomor KB-01-007 Edisi B tanggal 16 November 2018 dan Prosedur Bisnis Nomor PB-13-005 tanggal 29 September 2015. Berdasarkan kebijakan tersebut, pelaksanaan program CSR meliputi program:

- Pemberdayaan masyarakat,
- Pelayanan masyarakat,

MANAGEMENT APPROACH TO CSR PROGRAMS

GMF believes that the community, especially those living around its operational area, is one of the key stakeholders for the Company's business continuity. Therefore, in order to realize positive and sustainable business growth, GMF is committed to always developing harmonious relationships, providing added value, and improving public welfare through the implementation of Corporate Social Responsibility (CSR) programs.

CSR Policy [GRI 103-2]

In general, the implementation of CSR programs of GMF has referred to the applicable regulations, including Law No. 40 of 2007 regarding Limited Liability Company; Government Regulation No. 47 of 2012 regarding Corporate Social and Environmental Responsibilities; and Regulation of Minister of State-Owned Enterprise No. PER-09/MBU/07/2016 regarding Partnership and Community Development Program of State-Owned Enterprises.

In addition, GMF has developed a guideline for its CSR activities stipulated in the Management Policy of Corporate Social Responsibility Program No. KB-01-007 Edition B, dated November 16, 2018, and Business Procedure No. PB-13-005 dated September 29, 2015. Based on these policies, the implementation of CSR programs include:

- Community Empowerment,
- Community Services,

- Sosial kemasyarakatan atau pembinaan hubungan dengan masyarakat, serta
- Lingkungan.

- Social Community or programs to foster relationships with the community, and
- Environment.

Kebijakan dan prosedur ini menjadi landasan GMF dalam menjalankan implementasi CSR secara konsisten dan berkesinambungan demi tercapainya keharmonisan antara GMF dan masyarakat sekitar.

These policies and procedures serve as the basis of consistent CSR implementation in GMF, in order to create and ensure harmonious relationship between GMF and the surrounding community.

Jejak Langkah CSR

Milestones of CSR

2005	Unit Corporate Communication GMF pertama kali didirikan pada tahun 2005 dibawah pengelolaan Vice President Corporate Secretary. Unit ini dibentuk secara khusus untuk menangani kegiatan CSR	Corporate Communication Unit of GMF was established in 2005 under the supervision of Vice President of Corporate Secretary. This was specifically formed to manage the Company's CSR activities
2008	Membentuk program CSR dalam bidang layanan dan kesejahteraan masyarakat	Developed CSR programs in the area of community service and welfare
2011	Membuat Kebijakan Pengelolaan Program CSR Nomor KB-01-007 pada tanggal 22 November 2011	Developed the Management Policy of CSR Programs No. KB-01-007 dated November 22, 2011
2015	<ol style="list-style-type: none"> 1. Pada tanggal 29 September 2015, GMF mengeluarkan Prosedur Bisnis Nomor PB-13-005 yang mengatur mengenai CSR 2. Menerbitkan Laporan Keberlanjutan GMF tahun pertama tahun buku 2014 	<ol style="list-style-type: none"> 1. On September 29, 2015, GMF published Business Procedures No. PB-13-005 which regulated about CSR activity 2. Published the first GMF's sustainability report for the 2014 fiscal year
2016	<ol style="list-style-type: none"> 1. Menerbitkan Laporan Keberlanjutan GMF tahun kedua tahun buku 2015 2. Menerima penghargaan <i>Sustainability Report</i> untuk kategori <i>Commendation for First Year Report</i> 3. Menerbitkan revisi 1 untuk Kebijakan Pengelolaan Program <i>Corporate Social Responsibility</i> GMF Nomor KB-01-007 Edisi A tanggal 14 Maret 2016 	<ol style="list-style-type: none"> 1. Published the second GMF's sustainability report for the 2015 fiscal year 2. Received an award on Sustainability Report for the category of Commendation for First Year Report 3. Published the first revision for the Management Policy of Corporate Social Responsibility Programs No. KB-01-007, Edition A, dated March 14, 2016
2017	<ol style="list-style-type: none"> 1. Menerbitkan Laporan Keberlanjutan GMF tahun ketiga tahun buku 2016 2. Menerima penghargaan <i>Indonesia Green Company Award 2017</i> dari majalah SWA 3. Menerima penghargaan <i>PR Excellence Award 2017</i> untuk kategori <i>The Best Corporate PR Program "Night at GMF: Program Earth Hour 2016"</i> dari Perhumas 	<ol style="list-style-type: none"> 1. Published the third GMF's sustainability report for the 2016 fiscal year 2. Received an award in the 2017 Indonesia Green Company Award from SWA magazine 3. Received an award in the 2017 PR Excellence Award for the category of The Best Corporate PR Program "Night at GMF: Program Earth Hour 2016" from Perhumas
2018	<ol style="list-style-type: none"> 1. Menerbitkan Laporan Keberlanjutan GMF tahun keempat tahun buku 2017 2. Menerima penghargaan International Safety Award dari British Council 3. Mendapat penghargaan <i>Zero Accident</i> atau Nihil Kecelakaan Kerja dari Kementerian Ketenagakerjaan 4. Menerima penghargaan Bendera Emas dalam Penerapan Sistem Manajemen Keselamatan dan Kesehatan Kerja dari Kementerian Ketenagakerjaan 5. Menerima predikat "<i>Platinum Winner</i>" untuk kategori anak usaha BUMN dalam Indonesia CSR Award II dari Economic Review 6. Menjadi juara pertama kategori kota "Perusahaan Terbaik" dalam Gerakan Sayang Ibu dari Pemerintah Provinsi Banten 7. Merevisi Kebijakan Pengelolaan Program <i>Corporate Social Responsibility</i> GMF Nomor KB-01-007 Edisi B tanggal 16 November 2018 	<ol style="list-style-type: none"> 1. Published the fourth GMF's sustainability report for the 2017 fiscal year 2. Received an award in the International Safety Award from British Council 3. Received the Zero Accident Award from the Ministry of Manpower 4. Received the Gold Flag Award in the Implementation of Occupational Health and Safety Management System from the Ministry of Manpower 5. Received the "Platinum Winner" predicate for the category of SOE subsidiary in the Indonesia CSR Award II from Economic Review 6. Obtained the 1st Place in the category of City "The Best Company" of Gerakan Sayang Ibu from the Provincial Government of Banten 7. Revised the Management Policy of Corporate Social Responsibility Programs of GMF No. KB-01-007, Edition B, dated November 16, 2018

Visi

Vision

“ Mewujudkan Tanggung Jawab Sosial Perusahaan yang berkelanjutan untuk menuju Top Ten MROs in the World
Actualizing a sustainable corporate social responsibility to be the Top Ten MROs in the World ”

Misi

M i s s i o n

“ Menjalankan program CSR yang mampu memberikan dampak secara berkelanjutan kepada stakeholders sesuai dengan standar internasional (ISO 26000 dan GRI Standards 2016) maupun peraturan nasional (Peraturan Otoritas Jasa Keuangan Nomor 51/POJK.03/2017 tentang Penerapan Keuangan Berkelanjutan bagi Lembaga Jasa Keuangan, Emiten, dan Perusahaan Publik)

Implementing CSR programs that will have a sustainable impact on stakeholders in accordance with the international standards (ISO 26000 and GRI Standards 2016) as well as the national regulations (Regulation of Financial Services Authority No. 51/POJK.03/2017 regarding Implementation of Sustainable Finance for Financial Services Institutions, Issuers, and Public Companies) ”

Tujuan

Objectives

Tujuan pelaksanaan CSR adalah untuk membina hubungan, baik kepada pihak internal maupun eksternal, guna mewujudkan keberlanjutan bisnis perusahaan. CSR eksternal bertujuan untuk mendukung Pemerintah dalam membantu pencapaian tujuan pembangunan berkelanjutan melalui implementasi program CSR. Sedangkan CSR internal bertujuan untuk membangun hubungan yang harmonis dan kondusif dengan seluruh stakeholders dalam rangka mendukung pencapaian visi dan misi Perusahaan, yang pada akhirnya akan meningkatkan reputasi dan kredibilitas Perusahaan

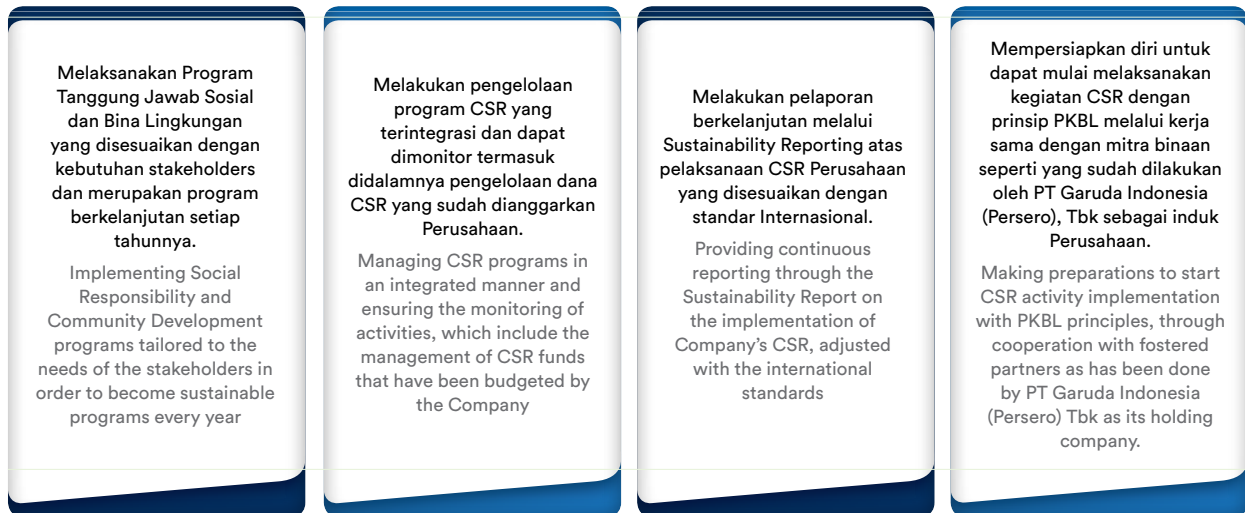
The objective of the implementation of CSR activities is to build a good relationship between internal and external parties, in order to ensure the Company's business continuity. External CSR activities are developed to support Government's effort in attaining its goals in sustainable development. Meanwhile, internal CSR activities are targeted towards building harmonious relationship with all stakeholders. This will help Company to achieve its vision and mission, which eventually will increase Company's reputation and credibility.

Strategi Penerapan CSR [GRI 103-2]

GMF telah menyusun strategi penerapan CSR yang sejalan dengan prinsip 3P (*people, profit, planet*), berorientasi pada penciptaan nilai tambah kepada *stakeholders* maupun komunitas sekitar, serta mendukung program pembangunan masyarakat berkelanjutan. Adapun strategi CSR GMF sebagai berikut:

CSR Implementation Strategy [GRI 103-2]

GMF has developed a CSR implementation strategy that is in line with the 3P (*people, profit, planet*) principles. The strategy is oriented towards the creation of added values to stakeholders and surrounding communities, as well as to support sustainable community development programs. CSR strategy of GMF is as follows:



Penanggung Jawab Kegiatan CSR Perusahaan

GMF telah membentuk Unit Corporate Communication yang bertanggung jawab secara khusus untuk menangani pelaksanaan kegiatan CSR di Perseroan. [GRI 103-2, GRI 413-1]

Management of Company CSR Activity

GMF has established the Corporate Communication Unit with specific responsibility to manage the implementation of CSR activities at the Company. [GRI 103-2, GRI 413-1]

PROGRAM CSR

GMF melaksanakan program CSR yang difokuskan pada tiga bidang kegiatan yaitu, pendidikan, sosial dan kesehatan, serta keagamaan. Program-program CSR tersebut terutama diberikan kepada masyarakat di sekitar wilayah operasi Perseroan.

CSR PROGRAMS

GMF focuses its CSR programs on three different types of activities, namely education, social and health, and religious affairs. These CSR programs are mainly carried out in the communities living nearby the operation area of the Company.



Program CSR Bidang Pendidikan [GRI 413-1]

Pendidikan merupakan aspek penting yang dapat menunjang keberlangsungan hidup dan kesejahteraan masyarakat. Hal tersebut mendorong GMF untuk

CSR Programs Related to Education [GRI 413-1]

Education is an important aspect that can support the survival and welfare of the community. This goals encourages GMF to put great attention to this aspect

memberikan perhatian yang besar, demi tercapainya peningkatan taraf hidup dan kesejahteraan masyarakat. Seluruh program yang dicanangkan Perseroan di bidang pendidikan ini diharapkan dapat memberikan dampak positif bagi masyarakat. Program-program CSR di bidang pendidikan yang dilakukan selama tahun 2018 antara lain pemberian dana bantuan pendidikan, Kunjungan Publik, *knowledge sharing*, kesempatan praktek lapangan, mengembangkan program *training*, serta program kelas *Basic Aircraft Maintenance* (BAM) dan *Basic Aircraft Technic Knowledge* (BATK).

[GRI 103-2]

Program Pemberian Dana Bantuan Pendidikan [GRI 413-1]

Program pemberian dana bantuan untuk bidang pendidikan diberikan sebagai implementasi salah satu nilai Perseroan yaitu *concern for people*. GMF memberikan dana bantuan pendidikan antara lain untuk pembangunan kelas baru SMP pembangunan kelas baru SMP Islam Terpadu At-Taqwa yang dikelola oleh Yayasan At-Taqwa Garuda Indonesia Group sebesar Rp100.000.000 dan operasional pelaksanaan program rutin kunjungan pendidikan dan studi banding sebesar Rp74.051.750 pada bulan Desember 2018.

Di periode yang sama, GMF juga memberikan bantuan dana pendidikan berupa beasiswa kepada anak pegawai non-struktural yang berprestasi dengan total sebesar Rp165.375.000. Untuk tahun ini, beasiswa diberikan kepada 104 anak pegawai yang memiliki prestasi baik secara akademik maupun non-akademik di tingkat Sekolah Dasar (SD) sebanyak 28 siswa, Sekolah Menengah Pertama (SMP) sebanyak 13 siswa, Sekolah Lanjutan Tingkat Atas (SLTA) atau Sekolah Menengah Atas (SMA) sebanyak 11 siswa, dan Perguruan Tinggi sebanyak 52 mahasiswa.

Program Kunjungan Publik

Program kunjungan publik menjadi salah satu program yang rutin diselenggarakan untuk memberikan pelayanan kepada masyarakat dalam rangka memberikan pengenalan informasi tentang profesi dan industri MRO serta meningkatkan wawasan dan kesadaran mengenai keselamatan dalam bidang penerbangan. Selain itu, adanya program ini menjadi bentuk dukungan Perseroan dalam mewujudkan pendidikan yang berkualitas.

GMF memberikan kesempatan kepada masyarakat untuk melakukan kunjungan publik setelah instansi-institusi tersebut mengajukan permohonan. Dalam

in order to achieve an increase in the standard of living and welfare of the people. All of the Company's planned programs in education aspect are expected to give positive impacts and develop the surrounding community. In 2018, CSR programs of the Company carried out in the education aspect are, among others, provision of support funds for education, Public Visit, knowledge sharing, field practice opportunities, training program development, as well as Basic Aircraft Maintenance (BAM) and Basic Aircraft Technic Knowledge (BATK) class programs. [GRI 103-2]

Education Support Funds (Scholarship) Program [GRI 413-1]

The support funds for education program or scholarship is granted as a form of implementation of one of the Company's values, which is concern for people. GMF provided education support funds, among others, for the construction of new classroom at SMP Islam Terpadu At-Taqwa (managed by Garuda Indonesia Group) amounting to Rp100,000,000, and for the implementation of routine program of education visits and comparative studies amounting to Rp74,051,750, in December 2018.

In the same period, GMF also disbursed Rp165,375,000 for scholarships allocated for educationally outstanding children of non-structural employees. This year, the scholarship was granted to 104 children of employees who have good academic and non-academic achievements. That number consists of 28 elementary school students, 13 junior high school students, 11 senior high school students, and 52 college students.

Public Visit Program

Public visit is one of the regular community service programs conducted in order to educate, introduce the MRO profession and industry, and broaden the knowledge and awareness about aviation safety. In addition, this program serves as a form of Company's support for improving the quality of education.

GMF provides opportunity for the communities or institutions to have a public visit after they have made and submitted their proposal. In every visitation, the

setiap kegiatan kunjungan, para peserta akan didampingi oleh pegawai GMF agar proses kegiatan dapat berjalan dengan lancar serta mencegah terjadinya kekeliruan atau kesalahan pemberian informasi. Peserta program akan diajak untuk melihat fasilitas hangar, proses kerja perawatan pesawat, berinteraksi dengan pegawai yang sedang melakukan pekerjaan, berkenalan dengan beragam profesi yang berkaitan dengan industri perawatan dan perbaikan pesawat, serta diberikan penjelasan ringan mengenai dunia perawatan pesawat.

Sepanjang tahun 2018, Perseroan telah menerima kunjungan sebanyak 7.293 orang, dengan rincian 5.514 orang dari instansi pendidikan (SD, SMP, SMA/SMK), dan 1.275 orang dari perguruan tinggi.

Program Knowledge Sharing

Program *knowledge sharing* menjadi program dari Perseroan untuk instansi pemerintah/perusahaan yang ingin berbagi pengalaman dan pengetahuan. Selain pada aspek perawatan pesawat terbang, program ini juga membahas aspek menjalankan perusahaan secara umum.

Selama tahun 2018, Perusahaan telah memberikan kesempatan kepada 593 orang dari beragam perusahaan atau instansi untuk melakukan studi banding, antara lain:

- a. PT Dirgantara Indonesia untuk melakukan studi banding mengenai Keselamatan dan Kesehatan Kerja (K3)
- b. PT Indopelita Aircraft Services mengenai Implementasi SAP di GMF sesuai ketentuan EASA
- c. Triputra Group dan PT MRT Jakarta mengenai K3
- d. Kementerian Perdagangan mengenai Pusat Logistik Berikat
- e. PT Aerofood Indonesia (ACS) mengenai praktik 5S/5R
- f. Garuda Indonesia Holiday mengenai implementasi kunjungan publik di GMF
- g. Willis Tower Watson London untuk keperluan survei insurance
- h. PT United Tractors Pandu Engineering (PATRIA) mengenai pengembangan mekanik di GMF
- i. PT PLN Enjiniring mengenai pengelolaan budaya kerja & membangun kepuasan pelanggan
- j. CPNS Kementerian BUMN mengenai pengenalan bisnis di GMF
- k. Kementerian Koordinator Bidang Perekonomian mengenai pengenalan fasilitas di GMF
- l. PT PP (Persero) Tbk mengenai K3

participants will be accompanied by a GMF employee in order to ensure the effectiveness of the activity and to provide accurate and adequate information. The participants of the program will be invited to tour the Company's hangar facilities, observe aircraft maintenance process, interact with numerous working employees, and understand various professions related to aircraft maintenance and repair industry. In addition, they will be given light description on the world of aircraft maintenance.

Throughout 2018, the Company has welcomed 7,293 visitors covering 5,514 visitors from educational institutions (elementary, junior high, and senior high schools), and 1,275 visitors from higher educational institutions.

Knowledge Sharing Program

Knowledge sharing is provided by the Company for government institutions or other companies to share experience and knowledge. Aside from the aircraft maintenance aspect, this program discusses about the aspect of company's management in general.

Throughout 2018, the Company has provided opportunity for 593 participants from various companies or institutions to have comparative study, which includes:

- a. PT Dirgantara Indonesia for comparative study on Occupational Health and Safety (OHS)
- b. PT Indopelita Aircraft Services on SAP implementation at GMF according to EASA regulation
- c. Triputra Group and PT MRT Jakarta on OHS
- d. Ministry of Trade on Bonded Logistics Center
- e. PT Aerofood Indonesia (ACS) on 5S/5R practices
- f. Garuda Indonesia Holiday on the public visit implementation at GMF
- g. Willis Tower Watson London for insurance survey purpose
- h. PT United Tractors Pandu Engineering (PATRIA) on GMF's mechanic development
- i. PT PLN Enjiniring on the management of work culture and customer satisfaction development
- j. CPNS of the Ministry of State-owned Enterprises on business introduction at GMF
- k. Coordinating Ministry of Economics on introduction to GMF's facilities
- l. PT PP (Persero) Tbk on OHS

Program Praktik Lapangan [GRI 413-1]

Dalam rangka mengembangkan kualitas pendidikan dan memberikan pengalaman bekerja yang dibutuhkan oleh masyarakat, GMF mengadakan program praktik lapangan. Perseroan menerima praktik kerja lapangan bagi para siswa SMK Penerbangan, SMK Non-Penerbangan dan mahasiswa yang sedang melaksanakan Praktik Kerja Lapangan maupun Tugas Akhir.

Sepanjang tahun 2018, GMF telah menerima 552 siswa SMK Penerbangan, 306 siswa SMK Non-Penerbangan, dan 622 mahasiswa Perguruan Tinggi di seluruh Indonesia yang ditempatkan untuk melaksanakan Kerja Praktik di beberapa unit kerja GMF, serta 21 mahasiswa yang ditempatkan untuk Tugas Akhir. Dengan demikian, Perseroan telah menerima total 1.501 siswa dan mahasiswa dari seluruh Indonesia, dengan 643 orang diantaranya adalah mahasiswa, dan 858 orang adalah siswa SMK.

Program Pengembangan Training [GRI 413-1]

GMF memandang training untuk pegawai sebagai salah satu aspek penting dalam keberlangsungan proses bisnis dan meningkatkan kinerja operasional maupun keuangan Perseroan. Oleh karena itu, GMF mengembangkan program training dengan tujuan dapat langsung mempengaruhi kepada produktivitas perawatan pesawat maupun yang bersifat pendukung terhadap kelancaran operasional perusahaan.

Sepanjang tahun 2018, GMF telah menyelenggarakan 657 *training* yang disesuaikan dengan masing-masing modul yang diberikan dan diikuti oleh 10.491 peserta.

Program Basic Aircraft Maintenance (BAM) dan Basic Aircraft Technic Knowledge (BATK)

Sebagai perusahaan yang bergerak di bidang penerbangan, GMF senantiasa ingin memberikan pengetahuan yang memadai bagi masyarakat, dengan harapan agar semakin memahami lebih banyak tentang dunia penerbangan. Oleh sebab itu, Perseroan mengadakan program *Basic Aircraft Maintenance* (BAM) dan *Basic Aircraft Technic Knowledge* (BATK) yang mampu mewujudkan harapan tersebut.

Program *Basic Aircraft Maintenance* (BAM) diberikan kepada siswa lulusan dari level pendidikan SMK dan D3/S1, serta program *Basic Aircraft Technic Knowledge* (BATK) diberikan kepada pegawai GMF. Untuk program

Field Practice Program [GRI 413-1]

In order to develop education quality and provide work experience needed by the community, GMF conducts field practice program. The Company holds the program for the student of Aviation and non-Aviation Vocational Schools, as well as university students who are taking the Practical Work or Final Projects.

Throughout 2018, GMF has welcomed 552 Aviation Vocational School students, 306 non-Aviation Vocational School students, and 622 Higher Education Students from all over Indonesia to be placed in in several work units of GMF for conducting Practical Work, as well as 21 university students for conducting their Final Projects. Thus, the Company has welcomed a total of 1,501 students from all over Indonesia, consisting of 643 university students and 858 Vocational School students.

Training Development Program [GRI 413-1]

GMF perceives employee training as one of vital aspects to support the sustainability of business process and to improve the quality of the Company. Hence, GMF has developed the training program to directly affect the aircraft maintenance productivity which supports the flow of the Company's operation.

During 2018, GMF has conducted 657 training activities tailored to the respective modules provided to 10,491 participants attending the program.

Basic Aircraft Maintenance (BAM) Basic Aircraft Technic Knowledge (BATK) Program

As an aviation company, GMF always wants to provide communities with adequate knowledge, hence, they will know more about aviation industry. To that end, the Company has conducted the *Basic Aircraft Maintenance* (BAM) and *Basic Aircraft Technic Knowledge* (BATK) programs to support this vision.

The *Basic Aircraft Maintenance* (BAM) is provided for students graduating from Vocational School and Diploma/Bachelor level. Meanwhile, the *Basic Aircraft Technic Knowledge* (BATK) is provided for GMF's

BAM, terhitung sejak Januari – Desember 2018, Perseroan belum kembali membuka kelas. Sedangkan untuk program BATK, telah dijalankan sebanyak 3 (tiga) kelas dengan jumlah peserta 71 orang.

Program CSR di Bidang Sosial dan Kesehatan

Bagi GMF, kesehatan adalah kunci utama dalam peningkatan kualitas hidup masyarakat Indonesia. Selain kesehatan, kesejahteraan juga menjadi perhatian bagi Perusahaan untuk memberikan peran yang besar kepada masyarakat. Oleh karena itu, pada tahun 2018 GMF berpartisipasi dalam melaksanakan program CSR di bidang kesehatan dan kesejahteraan masyarakat melalui pelaksanaan berbagai program, seperti kegiatan donor darah, kegiatan seni dan olahraga, program pelestarian alam, bantuan bencana alam, dan program filantropi atau *sponsorship*.

Kegiatan Donor Darah

Sebagai langkah Perseroan dalam memberikan dampak positif kepada masyarakat, GMF menyelenggarakan kegiatan sosial donor darah yang diadakan secara rutin setiap tiga bulan, yakni pada tanggal 25 Januari, 25 April, 17 Juli, 27 November sepanjang tahun 2018 dengan diikuti oleh seluruh pegawai. Pada trimester empat, Perusahaan menggandeng Garuda Indonesia dan Citilink untuk turut berpartisipasi. Melalui kegiatan ini, Perseroan berhasil mengumpulkan 1.547 kantong darah.

Selain kegiatan donor darah, terdapat *sharing session* terkait HMG, serta layanan gratis seperti papsmear, EKG, cek asam urat, cek gula darah, cek kolesterol, dan cek tekanan darah bekerjasama dengan perwakilan rumah sakit. Untuk menunjang keberlangsungan kegiatan ini, Perseroan telah mengalokasikan dana senilai Rp69.268.694.

Kegiatan Seni dan Olahraga

Dalam rangka mendorong potensi karyawan di bidang olahraga dan seni serta menciptakan kesehatan jasmani, GMF mengadakan kegiatan terkait olahraga dan seni. Program tersebut direalisasikan dalam berbagai kegiatan, antara lain *Fun Exercise*, *GMF Olympic*, serta kegiatan olahraga yang bekerjasama dengan instansi lain seperti *Basketball Competition*, *Fun Run GA Group*, dan *Futsal SIAEC*, *Sepeda Keliling Dunia*, dan Turnamen Piala Kapolres Bandara.

employees. In 2018, the Company did not reopen the BAM program, while the BATK program was implemented through 3 (three) classes attended by 71 participants.

CSR Programs Related to Social and Health [GRI 413-1]

For GMF, health is the main key in the life quality improvement of Indonesian communities. In addition to health, welfare, which plays a significant role for the community, also gets a special attention from the Company. Therefore, GMF participates in the aspect of health and welfare of communities by providing various programs, such as blood donor, art and sports activities, nature conservation programs, donation for victims of natural disaster, and philanthropy or sponsorship programs.

Blood Donor Activity

As one of the Company's efforts to give positive impact on the community, GMF conducts a social activity in the form of blood donor once in three months, which, in 2018, was conducted on January 25, April 25, July 17, and November 27. The activity was attended by all employees of the Company. In the fourth quarter, the Company cooperated with Garuda Indonesia and Citilink in conducting the activity. Through this, the Company was able to collect 1,547 blood bags.

Besides blood donor, there was a sharing session related to HMG and several free health services, such as pap smear, EKG, uric acid, blood sugar, cholesterol, and blood pressure check-ups in cooperation with hospital representatives. To support the activity, the Company has disbursed funds amounting to Rp69,268,694.

Art and Sports Activities

In order to encourage employee's potential in sports and art field and to maintain healthy lifestyle, GMF conducts activities related to sports and arts. This program covers activities such as Fun Exercise, GMF Olympic, and sports programs that cooperates with other institutions such as Basketball Competition, Fun Run GA Group, SIAEC Futsal, World Bike Tour, and Tournament of Airport District Police Cup.

Tidak hanya itu, Perseroan juga telah meluncurkan GMF *Community* sebagai sarana resmi untuk menyalurkan hobi dan minat pegawai di bidang olahraga dan seni sekaligus upaya peningkatan kesehatan pegawai pada 21 Desember 2018 lalu. Untuk mendukung kegiatan tersebut, GMF telah mengalokasikan dana sebesar Rp365.386.250.

Program Pelestarian Cagar Budaya

Dalam rangka memperingati HUT GMF yang ke-16, GMF bersama dengan induk perusahaan yaitu PT Garuda Indonesia (Persero) Tbk melakukan pemugaran replika pesawat pertama Republik Indonesia, RI 001 “Seulawah”. Pemugaran ini merupakan simbol kontribusi GMF & Garuda dalam melestarikan sejarah penerbangan tanah air. Proses pemugaran replika tersebut memakan waktu selama kurang lebih 3 (tiga) minggu dan melibatkan siswa SMK Penerbangan Banda Aceh, dengan cakupan pekerjaan berupa *painting* dan *airframe*.

Program Bantuan Bencana Alam

Bencana alam yang terjadi sepanjang 2018 menjadi perhatian khusus bagi GMF, sehingga Perseroan pun berupaya untuk memberikan kontribusi penuh melalui pemberian bantuan bencana alam. Adapun rincian program bantuan bencana alam yang diberikan GMF sepanjang tahun 2018 adalah sebagai berikut:

Moreover, the Company officially launched GMF *Community* on December 21, 2018, in order to facilitate hobbies and interest of the employees in sports and arts, as well as to improve the health of the employees. To support the activity, the Company allocated fund amounting to Rp365,386,250.

Cultural Heritage Preservation Program

In commemoration of its 16th Anniversary in 2018, GMF, together with its parent company, PT Garuda Indonesia (Persero) Tbk, restored the replica of the first aircraft of the Republic of Indonesia, namely the RI 001 “Seulawah”. This restoration is a symbol of contribution of GMF & Garuda in preserving the aviation history of the country. The restoration process of the replica took approximately 3 (three) weeks and involved students of Banda Aceh Aviation Vocational High School, with the scope of work in the form of painting and airframe.

Donation for Victims of Natural Disaster

Natural disasters occurring throughout 2018 became a special attention for GMF. Therefore, the Company strived to provide full contribution in providing donations for the victims of natural disaster. Details of donations for victims of natural disaster given throughout 2018 are as follows:

Periode / Period	Deskripsi Kegiatan / Description of Activity	Foto / Photo
Agustus – September / August - September	<p>Bantuan Bencana Gempa Lombok / Donations for Victims of Lombok Earthquake</p> <p>Perseroan memberikan bantuan berupa 10 terpal, 18 tenda, 40 selimut, 17 pemurni air (<i>pure it</i>), obat-obatan, serta bantuan renovasi rumah dengan nilai total sebesar Rp104.676.212 yang disalurkan melalui GA Group & BUMN Peduli, serta Tim Tanggap Bencana GMF (GMF Rescue). / The Company provided donations in the form of 10 tarpaulins, 18 tents, 40 blankets, 17 water purifiers (<i>pure it</i>), medicines, and house renovation with total value of Rp104,676,212, distributed through GA Group & BUMN Peduli, as well as GMF Rescue Team.</p>	

Periode / Period	Deskripsi Kegiatan / Description of Activity	Foto / Photo
Oktober – November / October - November	<p>Bantuan Bencana Gempa Palu / Donations for Victims of Palu Earthquake</p> <p>Perseroan memberikan paket bantuan berupa beras, obat, pembalut, <i>pampers</i>, terpal, selimut, <i>pure it</i>, minyak, dan air mineral dengan nilai total sebesar Rp93.513.690. GMF juga membantu penyaluran bantuan dari salah satu <i>customers</i> GMF (Vietjet) berupa mie instan, susu, sarden, dan genset. Bantuan tersebut disalurkan melalui <i>outstation</i> GMF di Makassar dan Palu, serta Ikatan Isteri Karyawan Garuda Indonesia (IIKGA). / The Company provided donations in the form of rice, medicines, bandages, diapers, tarpaulins, blankets, pure it water purifiers, oil, and mineral water with total value amounting to Rp93,513,690. GMF also helped in the aid distribution from one of GMF's customers (Vietjet) in the form of instant noodle, milk, canned sardines, and electric generators, distributed through GMF's outstation in Makassar and Palu, as well as Ikatan Isteri Karyawan Garuda Indonesia (IIKGA).</p>	
Desember / December	<p>Bantuan Bencana Tsunami Selat Sunda / Donations for Victims of Tsunami of Sunda Strait</p> <p>Perseroan memberikan paket bantuan yang berasal dari iuran dana Manajemen GMF sebesar Rp20.316.850 serta himpunan dana dari karyawan yang diberikan melalui rohis, GEC, serta sekretaris masing-masing dinas hingga terkumpul sebesar Rp60.673.550. Bantuan tersebut kemudian disalurkan melalui pemerintah kota Tangerang dan posko peduli Lampung. / The Company provided aid amounting to Rp20,316,850 from the contribution of GMF's Management and Rp60,673,550 from the employee fundraising through rohis, GEC and secretary of each department. The aid was delivered through the government of Tangerang and humanity command center of Lampung</p>	

Program Filantropi atau Sponsorship

GMF turut berpartisipasi dalam program filantropi atau *sponsorship* untuk berbagai kegiatan, baik untuk kegiatan yang diselenggarakan oleh institusi pendidikan, asosiasi/ikatan, maupun perusahaan. Total dana tersalurkan untuk bantuan program ini sepanjang Januari hingga Desember 2018 adalah sebesar Rp844.009.775, yang kemudian disalurkan ke berbagai kegiatan, antara lain:

Philanthropy and Sponsorship Program

GMF contributes in philanthropy and sponsorship activities, whether those that are held by educational institutions, associations, or companies. Total funds distributed for this program throughout January to December 2018 amounting to Rp844,009,775, and realized through the following activities:

- | | |
|---|---|
| 1. HUT Imigrasi | 1. Immigration Agency Anniversary |
| 2. Innovation Award GA Group | 2. Innovation Award GA Group |
| 3. Aviation Business Gathering 2018 | 3. Aviation Business Gathering 2018 |
| 4. Hari Pers Nasional | 4. National Press Day |
| 5. Kampanye Keselamatan Penerbangan | 5. Aviation Safety Campaign |
| 6. Aerocreation ITB | 6. Aerocreation ITB |
| 7. LSCamp ITS | 7. LSCamp ITS |
| 8. Purnawirawan AU Cabang 01 | 8. Retired Air Force Personnel, Branch 01 |
| 9. INACA Golf Gathering | 9. INACA Golf Gathering |
| 10. Tim Sapu Angin ITS | 10. Sapu Angin Team of ITS |
| 11. Rakernas SEKARGA | 11. SEKARGA National Working Meeting |
| 12. Gathering AeroTrans | 12. AeroTrans Gathering |
| 13. HUT Korps Cacad Veteran RI | 13. Cacad Corps of Republic of Indonesia Anniversary |
| 14. Eagle Cup | 14. Eagle Cup |
| 15. Turnamen Piala Kapolres Bandara | 15. Tournament of Airport District Police Cup |
| 16. Markplus Marketing Week | 16. Markplus Marketing Week |
| 17. Graduation IPMI | 17. IPMI Graduation |
| 18. Agenda UI | 18. UI Agenda |
| 19. Welder Contest | 19. Welder Contest |
| 20. penerbitan buku CSR SWA | 20. CSR SWA Book Publishing |
| 21. penerbitan buku ITB Research | 21. ITB Research Book Publishing |
| 22. HUT PT Angkasa Pura II | 22. PT Angkasa Pura II Anniversary |
| 23. GA Golf Loyalty Tournament | 23. GA Golf Loyalty Tournament |
| 24. ITS Marine Solar Boat | 24. ITS Marine Solar Boar |
| 25. PENA Politeknik Negeri Surabaya | 25. PENA of State Polytechnic Institute of Surabaya |
| 26. Hari Bakti TNI AU | 26. Indonesian Air Force Service Day |
| 27. Lokakarya FORWAHUB | 27. FORWAHUB Workshop |
| 28. Sosialisasi PPLBI | 28. PPLBI Socialization |
| 29. Kementerian Luar Negeri Golf Charity | 29. Golf Charity of the Ministry of Foreign Affairs |
| 30. Crevolution SMAN 67 Jakarta | 30. Crevolution of SMAN 67 Jakarta |
| 31. Malam Pengenugerahaan BUMN Award | 31. BUMN Award Night |
| 32. MNC Competition | 32. MNC Competition |
| 33. HUT OJK bersama Investor Daily | 33. Financial Service Authority of Indonesia Anniversary
with Investor Daily |
| 34. Champion Thailand | 34. Thailand Champion |
| 35. Hari Perhubungan Nasional | 35. National Transportation Day |
| 36. HUT TNI ke-73 | 36. Indonesian Army's 73rd Anniversary |
| 37. Komunitas Bandara Soekarno-Hatta | 37. Soekarno-Hatta Airport Community |
| 38. Leadership Academy GEC | 38. GEC Leadership Academy |
| 39. ITB Ultra Marathon | 39. ITB Ultra Marathon |
| 40. Pilotos | 40. Pilotos |
| 41. Active Universitas Negeri Sebelas Maret (UNS) | 41. Active of Sebelas Maret University (UNS) |
| 42. Charity Golf Persatuan Insinyur Indonesia | 42. Golf Charity of Indonesian Engineer Association |
| 43. PAKARTI (Purnabakti) Garuda indonesia | 43. PAKARTI of Garuda Indonesia |
| 44. Kunjungan Duta Besar Denmark | 44. Denmark Ambassador's visitation |
| 45. Konvensi Nasional Humas | 45. National Public Relationship Convention |

Program CSR di Bidang Keagamaan

Agama merupakan aspek pokok dalam menentukan kualitas hidup manusia. Melalui pelaksanaan program peningkatan kualitas dalam bidang keagamaan, diharapkan masyarakat dapat menjalankan kehidupannya dengan lebih baik. Untuk mewujudkan hal tersebut, GMF merealisasikan kontribusinya dalam bentuk program bantuan penyelenggaraan kegiatan keagamaan dan program bantuan pembangunan sarana ibadah bagi masyarakat.

Program Bantuan Penyelenggaraan Kegiatan Keagamaan

GMF meyakini bahwa peningkatan kualitas keagamaan masyarakat dapat tercapai jika ditunjang dengan kelancaran dan kesuksesan kegiatan keagamaan. Oleh sebab itu, untuk membantu terciptanya kelancaran kegiatan keagamaan masyarakat, Perseroan memberikan bantuan bagi penyelenggaraan kegiatan Dzikir & Doa Bersama – Muhasabah terkait insiden di Perimeter Selatan, Dharma Shanti Binroh Hindu GA Group, Bazaar Amal Ramadhan, Natal Yayasan Kristen & Katolik Koinoia Soekarno Hatta, Khitanan Massal Garuda Indonesia Group, Natal Garuda Indonesia Group, pemberian santunan 1.500 anak yatim bersama Direktorat Jenderal Perhubungan Udara, pemberian 1 (satu) ekor kambing untuk perayaan Hari Idul Adha Kapolres Kota Bandara Soekarno-Hatta dan Idul Adha Rohis GMF.

Program Bantuan Pembangunan Sarana Ibadah

GMF telah memprioritaskan pembangunan sarana ibadah bagi masyarakat sejak lama, dengan tujuan untuk membantu kelancaran dan kemudahan masyarakat dalam beribadah. Di tahun 2018, GMF telah memberikan bantuan pembangunan sarana ibadah seperti Masjid Al-Hikmah, Musholla Al Falah Cisauk Tangerang, bantuan sosial bagi Pondok Pesantren Al-Miraj, serta pengembangan rumah tahfidz binaan.

PENGGUNAAN TENAGA KERJA LOKAL

GMF meyakini bahwa keberadaan GMF dapat memberikan dampak ekonomi tidak langsung kepada masyarakat melalui penerimaan tenaga kerja lokal yang bertujuan untuk mengurangi tingkat pengangguran dan meningkatkan pendapatan masyarakat sekitar. Hal ini diwujudkan melalui penyerapan tenaga kerja lokal yang berada di Kota Tangerang, Provinsi Banten. [GRI 103-2]

CSR Activities Related to Religious Affairs

Religion is a principal aspect in determining human's life quality. Through the implementation of quality improvement program in religious affairs, the community is expected to live their life well. To realize this, GMF provides its contribution in the form of assisting religious activities and construction program of house of worship for the community.

Religious Activity Assistance Program

GMF believes that the quality improvement of religious affairs of community can be achieved if it is supported by the smooth and successful implementation religious activities. Hence, to ensure the proper implementation of religious activity in the community, the Company provided support for Dzikir and Praying in Congregation – Muhasabah related to the incident in the South Perimeter, Dharma Shanti Binroh Hindu of GA Group, Ramadan Charity Bazaar, Christmas celebration of Yayasan Kristen & Katholik Koinonia Soekarno Hatta, Mass Circumcision of Garuda Indonesia Group, Christmas celebration of Garuda Indonesia Group, donation for 1,500 orphans by cooperating with the Directorate General of Civil Aviation, donation of 1 (one) goat for Eid al-Adha of Soekarno-Hatta Airport Police District, and Rohis Eid al-Adha of GMF.

Donation for Worship Facility Construction Program

GMF has prioritized the construction of worship facilities for the community in order to facilitate and give easy access for the community to pray. In 2018, GMF provided donation for the construction process of worship facilities such as Al-Hikmah Mosque and Al Falah praying room in Cisauk, Tangerang, social assistance for Pondok Pesanteren Al-Miraj, as well as house construction of fostered tahfidz.

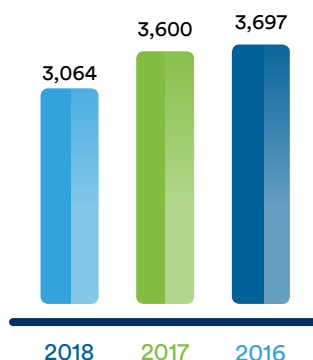
RECRUITMENT OF LOCAL WORK FORCE

GMF believes that its presence has an indirect economic impact on the community through the recruitment of local workers aimed at reducing unemployment and increasing the income of the surrounding community. This is realized through the absorption of local workers in Tangerang, Banten Province. [GRI 103-2]

Pada tahun 2018, GMF telah menyerap tenaga kerja lokal sebanyak 3.697 orang yang meningkat 2,69% dari tahun 2017 yaitu sebanyak 3.600 orang. Tenaga kerja lokal yang diberdayakan GMF merupakan tenaga kerja yang berada pada Ring I dan Ring II Kecamatan Benda dan Neglasari. [GRI 203-2]

In 2018, GMF absorbed 3,697 local workers which increased by 2.69% from 3,600 workers recorded in 2017. Local workers empowered by GMF are workers who live in Ring I and Ring II area of Benda and Neglasari Districts. [GRI 203-2]

Penerimaan Tenaga Kerja Lokal
Recruitment of Local Work Force



Berdasarkan grafik di atas, terlihat bahwa GMF terus menambah jumlah tenaga kerja lokal setiap tahunnya. Hal ini mampu menunjukkan bahwa GMF berupaya untuk memberikan kontribusi secara aktif dalam mengurangi tingkat pengangguran dalam skala regional maupun nasional, menciptakan lapangan kerja yang layak bagi masyarakat sekitar, serta meningkatkan pendapatan dan kesejahteraan masyarakat sekitar. [GRI 103-3]

The chart above shows that GMF continues to increase the number of local workers every year, cementing GMF's commitment to contributing actively in reducing unemployment on a regional and national scale, creating decent jobs for the surrounding community, and increasing the income and welfare of the surrounding community. [GRI 103-3]

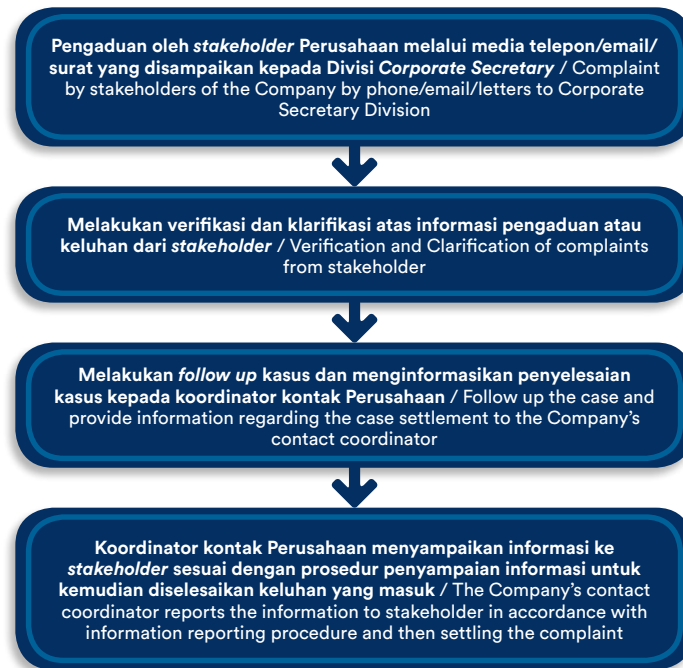
MEKANISME PENGADUAN KELUHAN MASYARAKAT TERKAIT PROGRAM CSR

GMF memandang bahwa untuk membina hubungan yang harmonis dengan masyarakat harus didasarkan pada komunikasi dua arah dan transparan. Oleh sebab itu, GMF telah menyediakan saluran komunikasi yang dirancang untuk memfasilitasi masyarakat untuk mengadukan klaim, komentar, dan keluhan yang timbul akibat operasional Perseroan dan pelaksanaan program CSR secara terkoordinir. [GRI 103-2]

COMPLAINT MECHANISM RELATED TO CSR PROGRAMS

GMF observes that a harmonious relationship with the community must be fostered on the basis of two-way and transparent communications. Thus, GMF has provided a communication channel designed to facilitate the community to submit claims, comments, and complaints arising from the Company's operations and the implementation of CSR programs in a coordinated manner. [GRI 103-2]

Prosedur Penanganan Pengaduan Masyarakat
/ Procedure for Managing Customer Complaints
[GRI 103-3, GRI 103-2, GRI 413-1]



GMF telah menyediakan pusat pelayanan informasi dan pengaduan masyarakat yang dapat dihubungi dengan nomor 021-550 8717 ataupun secara langsung dengan mendatangi kantor pusat GMF di alamat Soekarno Hatta International Airport, Cengkareng, Jakarta Barat. Pengaduan masyarakat yang masuk akan diklarifikasi dan di *follow up* langsung oleh Divisi Corporate Communications yang dikoordinatori oleh GM Corporate Communications & CSR.

Selama tahun 2018, GMF tidak menerima pengaduan dari masyarakat lokal terkait masalah kerusakan lingkungan, pelaksanaan kegiatan CSR, maupun keluhan lain terkait kegiatan operasional. [GRI 103-3, GRI 419-1]

GMF has provided an information service and public complaint center that can be contacted at 021-550 8717, or by visiting the Head Office of GMF directly at Soekarno Hatta International Airport, Cengkareng, West Jakarta. The incoming public complaints will be clarified and followed-up directly by the Corporate Communications Division coordinated by the GM of Corporate Communications & CSR.

Over the course of 2018, GMF has received no complaints from local communities regarding environmental damage issues, implementation of CSR activities, and other complaints related to operational activities. [GRI 103-3, GRI 419-1]

▶ Referensi Silang Indeks Isi GRI Standards “Core” [GRI 102-55]

Cross Reference of GRI Standard Index “Core”

Referensi Standar GRI 2016 / 2016 GRI Standards Reference	Indikator GRI / GRI Indicator	Judul / Title	Halaman / Page	Hal yang Tidak Dicantumkan / Other Subjects Excluded
GRI 101: Landasan 2016 / GRI 101: Foundation 2016				
PENGUNGKAPAN UMUM / GENERAL DISCLOSURE				
GRI 102: Pengungkapan Umum 2016 / General Disclosure 2016	PROFIL ORGANISASI / ORGANIZATION PROFILE			
	GRI 102-1	Nama organisasi / Name of the Organization	30	Pengungkapan ini lengkap / This disclosure is complete
	GRI 102-2	Kegiatan, merek, produk, dan jasa / Activities, brands, products, and services	33	
	GRI 102-3	Lokasi kantor pusat / Location of headquarters	34	
	GRI 102-4	Lokasi operasi / Location of operations	34-35	
	GRI 102-5	Kepemilikan dan bentuk hukum / Ownership and legal form	35	
	GRI 102-6	Pasar yang dilayani / Markets served	36-37	
	GRI 102-7	Skala organisasi / Scale of the organization	39	
	GRI 102-8	Informasi mengenai karyawan dan pekerja lain / Information on employees and other workers	93-94	
	GRI 102-9	Rantai pasokan / Supply chain	39	
	GRI 102-10	Perubahan signifikan pada organisasi dan rantai pasokannya / Significant changes to the organization and its supply chain	40-42	
	GRI 102-11	Pendekatan atau Prinsip Pencegahan / Precautionary principle or approach	50-52	
	GRI 102-12	Inisiatif eksternal / External initiatives	42, 50, 75	
GRI 102-13	Keanggotaan dalam asosiasi / Membership of associations	42		
STRATEGI / STRATEGY				
GRI 102-14	Pernyataan dari pembuat keputusan senior / Statement from senior decision-maker	23-28	Pengungkapan ini lengkap / This disclosure is complete	
ETIKA DAN INTEGRITAS / ETHICS AND INTEGRITY				
GRI 102-16	Nilai, prinsip, standar, dan norma perilaku / Values, principles, standards, and norms of behavior	32, 52-54	Pengungkapan ini lengkap / This disclosure is complete	
TATA KELOLA / GOVERNANCE				
GRI 102-18	Struktur tata kelola / Governance structure	47-49	Pengungkapan ini lengkap / This disclosure is complete	
KETERLIBATAN PEMANGKU KEPENTINGAN / STAKEHOLDER ENGAGEMENT				
GRI 102-40	Daftar kelompok pemangku kepentingan / List of stakeholder groups	60-64	Pengungkapan ini lengkap / This disclosure is complete	
GRI 102-41	Perundingan Kerja Bersama / Collective Bargaining Agreements	102		
GRI 102-42	Identifikasi dan seleksi pemangku kepentingan / Identifying and selecting stakeholders	60-64		
GRI 102-43	Pendekatan terhadap keterlibatan pemangku kepentingan / Approach to stakeholder engagement	60-64, 88, 108-110, 138		
GRI 102-44	Topik utama dan masalah / Key topics and concerns raised	60-64		
PRAKTIK PELAPORAN / REPORTING PRACTICE				
GRI 102-45	Daftar entitas yang termasuk dalam laporan keuangan konsolidasi / Entities included in the consolidated financial statements	1	Pengungkapan ini lengkap / This disclosure is complete	
GRI 102-46	Penetapan isi laporan dan batasan topik / Defining report content and topic Boundaries	2-3, 6		
GRI 102-47	Daftar topik material / List of material topics	6-7		

Referensi Standar GRI 2016 / 2016 GRI Standards Reference	Indikator GRI / GRI Indicator	Judul / Title	Halaman / Page	Hal yang Tidak Dicantumkan / Other Subjects Excluded
	GRI 102-48	Penyajian kembali informasi / Restatements of information	1	Pengungkapan ini lengkap / This disclosure is complete
	GRI 102-49	Pengungkapan perubahan pada pelaporan / Changes in reporting	1	
	GRI 102-50	Periode pelaporan / Reporting period	1	
	GRI 102-51	Tanggal penerbitan laporan sebelumnya / Date of issuance of previous report	1	
	GRI 102-52	Siklus pelaporan / Reporting cycle	1	
	GRI 102-53	Layanan kontak untuk pertanyaan mengenai laporan / Contact point for questions regarding the report	8	
	GRI 102-54	Kesesuaian laporan dengan GRI standards / Claims of reporting in accordance with the GRI Standards	2	
	GRI 102-55	Indeks isi GRI standards / GRI content index	154-160	
	GRI 102-56	Assurance oleh pihak eksternal / External Assurance	8	

**TOPIK MATERIAL / MATERIAL TOPIC
STANDAR TOPIK SPESIFIK / TOPIC SPECIFIC STANDARDS**

EKONOMI / ECONOMIC

Kinerja Ekonomi / Economic Performance

GRI 103: Pendekatan Manajemen 2016 / Management Approach 2016	GRI 103-1	Penjelasan topik material dan batasannya / Explanation of the material topic and its Boundaries	6	Informasi tidak tersedia untuk indeks [GRI 201-3], yaitu tentang nilai perkiraan liabilitas program pensiun dan tingkat partisipasi dalam program pensiun. / Information for [GRI 201-3] index regarding liabilities estimated value for pension program and participation rate in pension program is unavailable.
	GRI 103-2	Evaluasi manajemen dan komponennya / The management approach and its components	66-68	
	GRI 103-3	Evaluasi pendekatan manajemen / Evaluation of the management approach	66-68, 108-111	
GRI 201: Kinerja Ekonomi 2016 / Economic Performance 2016	GRI 201-1	Nilai ekonomi langsung yang dihasilkan dan didistribusikan / Direct economic value generated and distributed	69	
	GRI 201-3	Kewajiban program pensiun manfaat pasti dan program pensiun lainnya / Defined benefit plan obligations and other retirement plans	108	
	GRI 201-4	Bantuan finansial yang diterima dari pemerintah / Financial assistance received from government	71-72	

Keberadaan Pasar / Market Presence

GRI 103: Pendekatan Manajemen 2016 / Management Approach 2016	GRI 103-1	Penjelasan topik material dan batasannya / Explanation of the material topic and its Boundaries	6	Pengungkapan ini lengkap / This disclosure is complete
	GRI 103-2	Evaluasi manajemen dan komponennya / The management approach and its components	107	
	GRI 103-3	Evaluasi pendekatan manajemen / Evaluation of the management approach	108-111	
GRI 202: Keberadaan Pasar 2016 / Market Presence 2016	GRI 202-1	Rasio upah karyawan <i>entry-level</i> standar berdasarkan jenis kelamin terhadap upah minimum regional / Ratios of standard entry level wage by gender compared to local minimum wage	107	

Dampak Ekonomi Tidak Langsung / Indirect Economic Impacts

GRI 103: Pendekatan Manajemen 2016 / Management Approach 2016	GRI 103-1	Penjelasan topik material dan batasannya / Explanation of the material topic and its Boundaries	6	Pengungkapan ini lengkap / This disclosure is complete
	GRI 103-2	Evaluasi manajemen dan komponennya / The management approach and its components	151	
	GRI 103-3	Evaluasi pendekatan manajemen / Evaluation of the management approach	152	

Referensi Standar GRI 2016 / 2016 GRI Standards Reference	Indikator GRI / GRI Indicator	Judul / Title	Halaman / Page	Hal yang Tidak Dicantumkan / Other Subjects Excluded
GRI 203: Dampak Ekonomi Tidak Langsung 2016 / Indirect Economic Impacts 2016	GRI 203-2	Dampak ekonomi tidak langsung yang signifikan / Significant indirect economic impacts	152	Pengungkapan ini lengkap / This disclosure is complete
Praktik Pengadaan / Procurement Practices				
GRI 103: Pendekatan Manajemen 2016 / Management Approach 2016	GRI 103-1	Penjelasan topik material dan batasannya / Explanation of the material topic and its Boundaries	6	Pengungkapan ini lengkap / This disclosure is complete
	GRI 103-2	Evaluasi manajemen dan komponennya / The management approach and its components	54-56	
	GRI 103-3	Evaluasi pendekatan manajemen / Evaluation of the management approach	55-56	
GRI 204: Praktik Pengadaan 2016 / Procurement Practices 2016	GRI 204-1	Proporsi pengeluaran untuk pemasok lokal / Proportion of spending on local suppliers	56-57	
Anti-korupsi / Anti-corruption				
GRI 103: Pendekatan Manajemen 2016 / Management Approach 2016	GRI 103-1	Penjelasan topik material dan batasannya / Explanation of the material topic and its Boundaries	6	Pengungkapan ini lengkap / This disclosure is complete
	GRI 103-2	Pendekatan manajemen dan komponennya / The management approach and its components	57-58	
	GRI 103-3	Evaluasi pendekatan manajemen / Evaluation of the management approach	58-59	
GRI 205: Anti-korupsi 2016 / Anti-corruption 2016	GRI 205-2	Komunikasi dan pelatihan tentang kebijakan dan prosedur anti-korupsi / Communications and training about anti-corruption policies and procedures	58	
	GRI 205-3	Insiden korupsi yang terbukti dan tindakan yang diambil / Confirmed incidents of corruption and actions taken	58-59	
LINGKUNGAN / ENVIRONMENT				
Material / Materials				
GRI 103: Pendekatan Manajemen 2016 / Management Approach 2016	GRI 103-1	Penjelasan topik material dan batasannya / Explanation of the material topic and its Boundaries	6	Pengungkapan ini lengkap / This disclosure is complete
	GRI 103-2	Evaluasi manajemen dan komponennya / The management approach and its components	74-78, 80-81	
	GRI 103-3	Evaluasi pendekatan manajemen / Evaluation of the management approach	79-80, 87-88	
GRI 301: Material 2016 / Materials 2016	GRI 301-1	Material yang digunakan berdasarkan berat atau volume / Materials used by weight or volume	79	
Energi / Energy				
GRI 103: Pendekatan Manajemen 2016 / Management Approach 2016	GRI 103-1	Penjelasan topik material dan batasannya / Explanation of the material topic and its Boundaries	6	Pengungkapan ini lengkap / This disclosure is complete
	GRI 103-2	Evaluasi manajemen dan komponennya / The management approach and its components	74-78, 82	
	GRI 103-3	Evaluasi pendekatan manajemen / Evaluation of the management approach	82, 87-88	
GRI 302: Energi 2016 / Energy 2016	GRI 302-1	Konsumsi energi dalam organisasi / Energy consumption within the organization	81-82	
	GRI 302-4	Pengurangan konsumsi energi / Reduction of energy consumption	82	
Air / Water				
GRI 103: Pendekatan Manajemen 2016 / Management Approach 2016	GRI 103-1	Penjelasan topik material dan batasannya / Explanation of the material topic and its Boundaries	6	Pengungkapan ini lengkap / This disclosure is complete
	GRI 103-2	Evaluasi manajemen dan komponennya / The management approach and its components	74-78, 83	
	GRI 103-3	Evaluasi pendekatan manajemen / Evaluation of the management approach	87-88	
GRI 303: Air 2016 / Water 2016	GRI 303-1	Pengambilan air berdasarkan sumber / Water withdrawal by source	83	

Referensi Standar GRI 2016 / 2016 GRI Standards Reference	Indikator GRI / GRI Indicator	Judul / Title	Halaman / Page	Hal yang Tidak Dicantumkan / Other Subjects Excluded
Emisi / Emissions				
GRI 103: Pendekatan Manajemen 2016 / Management Approach 2016	GRI 103-1	Penjelasan topik material dan batasannya / Explanation of the material topic and its Boundaries	6	Pengungkapan ini lengkap / This disclosure is complete
	GRI 103-2	Evaluasi manajemen dan komponennya / The management approach and its components	74-78, 84	
	GRI 103-3	Evaluasi pendekatan manajemen / Evaluation of the management approach	84, 87-88	
GRI 305: Emisi 2016 / Emissions 2016	GRI 305-1	Emisi GRK (Cakupan 1) langsung / Direct GHG Emissions (Scope 1)	84	
Air Limbah (Efluen) dan Limbah / Effluents and Waste				
GRI 103: Pendekatan Manajemen 2016 / Management Approach 2016	GRI 103-1	Penjelasan topik material dan batasannya / Explanation of the material topic and its Boundaries	6	Pengungkapan ini lengkap / This disclosure is complete
	GRI 103-2	Evaluasi manajemen dan komponennya / The management approach and its components	74-78, 85-87	
	GRI 103-3	Evaluasi pendekatan manajemen / Evaluation of the management approach	86-87	
GRI 306: Air Limbah (Efluen) dan Limbah 2016 / Effluents and Waste 2016	GRI 306-2	Limbah berdasarkan jenis dan metode pembuangan / Waste by type and disposal method	86	
	GRI 306-4	Pengangkutan limbah berbahaya / Transport of hazardous waste	84	
Kepatuhan / Environmental Compliance				
GRI 103: Pendekatan Manajemen 2016 / Management Approach 2016	GRI 103-1	Penjelasan topik material dan batasannya / Explanation of the material topic and its Boundaries	6	Pengungkapan ini lengkap / This disclosure is complete
	GRI 103-2	Evaluasi manajemen dan komponennya / The management approach and its components	87-88	
	GRI 103-3	Evaluasi pendekatan manajemen / Evaluation of the management approach	88	
GRI 307: Kepatuhan 2016 / Environmental Compliance 2016	GRI 307-1	Ketidakpatuhan terhadap undang-undang dan peraturan tentang lingkungan hidup / Non-compliance with environmental laws and regulations	88	
SOSIAL / SOCIAL				
Kepegawaian / Employment				
GRI 103: Pendekatan Manajemen 2016 / Management Approach 2016	GRI 103-1	Penjelasan topik material dan batasannya / Explanation of the material topic and its Boundaries	6	Pengungkapan ini lengkap / This disclosure is complete
	GRI 103-2	Evaluasi manajemen dan komponennya / The management approach and its components	90-92, 96-97, 106, 107-108	
	GRI 103-3	Evaluasi pendekatan manajemen / Evaluation of the management approach	108-111	
GRI 401: Kepegawaian 2016 / Employment 2016	GRI 401-1	Rekrutmen karyawan baru dan tingkat perputaran karyawan / New employee hires and employee turnover	97-98	
	GRI 401-2	Tunjangan yang diberikan kepada karyawan purnawaktu yang tidak diberikan kepada karyawan sementara atau paruh waktu / Benefits provided to full-time employees that are not provided to temporary or part-time employees	106-107	
	GRI 401-3	Cuti melahirkan / Parental leave	107-108	
Hubungan Tenaga Kerja/Manajemen / Labor/Management Relations				
GRI 103: Pendekatan Manajemen 2016 / Management Approach 2016	GRI 103-1	Penjelasan topik material dan batasannya / Explanation of the material topic and its Boundaries	6	Pengungkapan ini lengkap / This disclosure is complete
	GRI 103-2	Evaluasi manajemen dan komponennya / The management approach and its components	102	
	GRI 103-3	Evaluasi pendekatan manajemen / Evaluation of the management approach	108-111	
GRI 402: Hubungan Tenaga Kerja/Manajemen 2016 / Labor/Management Relations 2016	GRI 402-1	Periode pemberitahuan minimum terkait perubahan operasional / Minimum notice periods regarding operational changes	103	

Referensi Standar GRI 2016 / 2016 GRI Standards Reference	Indikator GRI / GRI Indicator	Judul / Title	Halaman / Page	Hal yang Tidak Dicantumkan / Other Subjects Excluded
Keselamatan dan Kesehatan Kerja / Occupational Health and Safety				
GRI 103: Pendekatan Manajemen 2016 / Management Approach 2016	GRI 103-1	Penjelasan topik material dan batasannya / Explanation of the material topic and its Boundaries	7	Pengungkapan ini lengkap / This disclosure is complete
	GRI 103-2	Evaluasi manajemen dan komponennya / The management approach and its components	114-119, 121-129	
	GRI 103-3	Evaluasi pendekatan manajemen / Evaluation of the management approach	108-111, 129-130	
GRI 403: Keselamatan dan Kesehatan Kerja 2016 / Occupational Health and Safety 2016	GRI 403-1	Perwakilan pekerja dalam komite resmi gabungan manajemen pekerja untuk kesehatan dan keselamatan / Workers representation in formal joint management-worker health and safety committees	118-120	Pengungkapan ini lengkap / This disclosure is complete
	GRI 403-2	Jenis kecelakaan kerja dan tingkat kecelakaan kerja, penyakit akibat pekerjaan, hari kerja yang hilang, dan absensi / Types of injury and rates of injury, occupational diseases, lost days, and absenteeism	130	
	GRI 403-3	Para pekerja dengan risiko kecelakaan atau penyakit berbahaya tinggi terkait dengan tugas pekerja / Workers with high incidence or high risk of diseases related to their occupation	115-116	
	GRI 403-4	Topik kesehatan dan keselamatan tercakup dalam perjanjian resmi dengan serikat buruh / Health and safety topics covered in formal agreements with labor unions	120	
Pelatihan dan Pendidikan / Training and Education				
GRI 103: Pendekatan Manajemen 2016 / Management Approach 2016	GRI 103-1	Penjelasan topik material dan batasannya / Explanation of the material topic and its Boundaries	7	Pengungkapan ini lengkap / This disclosure is complete
	GRI 103-2	Evaluasi manajemen dan komponennya / The management approach and its components	90-92, 96-97, 103-104	
	GRI 103-3	Evaluasi pendekatan manajemen / Evaluation of the management approach	108-111	
GRI 404: Pendidikan dan Pelatihan 2016 / Training and Education 2016	GRI 404-1	Rata-rata jam pelatihan per tahun per karyawan / Average hours of training per year per employee	99-100	
	GRI 404-2	Program untuk meningkatkan keterampilan karyawan dan program bantuan peralihan / Programs for upgrading employee skills and transition assistance programs	99	
	GRI 404-3	Persentase karyawan yang menerima tinjauan rutin terhadap kinerja dan pengembangan karier / Percentage of employees receiving regular performance and career development reviews	104	
Keberagaman dan Kesetaraan Peluang / Diversity and Equal Opportunity				
GRI 103: Pendekatan Manajemen 2016 / Management Approach 2016	GRI 103-1	Penjelasan topik material dan batasannya / Explanation of the material topic and its Boundaries	7	Pengungkapan ini lengkap / This disclosure is complete
	GRI 103-2	Evaluasi manajemen dan komponennya / The management approach and its components	90-93, 105	
	GRI 103-3	Evaluasi pendekatan manajemen / Evaluation of the management approach	108-111	
GRI 405: Keberagaman dan Kesetaraan Peluang 2016 / Diversity and Equal Opportunity 2016	GRI 405-1	Keanekaragaman badan tata kelola dan karyawan / Diversity of governance bodies and employees	50, 93-94	
	GRI 405-2	Rasio gaji pokok dan remunerasi antara pria dan wanita / Ratio of basic salary and remuneration of women to men	105	
Non-Diskriminasi / Non-discrimination				
GRI 103: Pendekatan Manajemen 2016 / Management Approach 2016	GRI 103-1	Penjelasan topik material dan batasannya / Explanation of the material topic and its Boundaries	7	Pengungkapan ini lengkap / This disclosure is complete
	GRI 103-2	Evaluasi manajemen dan komponennya / The management approach and its components	93, 110-111	
	GRI 103-3	Evaluasi pendekatan manajemen / Evaluation of the management approach	108-111	
GRI 406: Non-Diskriminasi 2016 / Non-discrimination 2016	GRI 406-1	Insiden diskriminasi dan tindakan perbaikan yang dilakukan / Incidents of discrimination and corrective actions taken	111	

Referensi Standar GRI 2016 / 2016 GRI Standards Reference	Indikator GRI / GRI Indicator	Judul / Title	Halaman / Page	Hal yang Tidak Dicantumkan / Other Subjects Excluded
Kebebasan Berserikat dan Perundingan Kolektif / Freedom of Association and Collective Bargaining				
GRI 103: Pendekatan Manajemen 2016 / Management Approach 2016	GRI 103-1	Penjelasan topik material dan batasannya / Explanation of the material topic and its Boundaries	7	Pengungkapan ini lengkap / This disclosure is complete
	GRI 103-2	Evaluasi manajemen dan komponennya / The management approach and its components	102	
	GRI 103-3	Evaluasi pendekatan manajemen / Evaluation of the management approach	108-111	
GRI 407: Kebebasan Berserikat dan Perjanjian Kerja Bersama 2016 / Freedom of Association and Collective Bargaining 2016	GRI 407-1	Kegiatan operasional dan pemasok di mana hak atas kebebasan berserikat dan perundingan kolektif mungkin berisiko / Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	102	
Pekerja Anak / Child Labor				
GRI 103: Pendekatan Manajemen 2016 / Management Approach 2016	GRI 103-1	Penjelasan topik material dan batasannya / Explanation of the material topic and its Boundaries	7	Pengungkapan ini lengkap / This disclosure is complete
	GRI 103-2	Evaluasi manajemen dan komponennya / The management approach and its components	96	
	GRI 103-3	Evaluasi pendekatan manajemen / Evaluation of the management approach	108-111	
GRI 408: Pekerja Anak 2016 / Child Labor 2016	GRI 408-1	Kegiatan operasional dan pemasok yang berisiko signifikan terhadap insiden pekerja anak / Operations and suppliers at significant risk for incidents of child labor	96	Pengungkapan ini lengkap / This disclosure is complete
Kerja Paksa atau Wajib Kerja / Forced or Compulsory Labor				
GRI 103: Pendekatan Manajemen 2016 / Management Approach 2016	GRI 103-1	Penjelasan topik material dan batasannya / Explanation of the material topic and its Boundaries	7	Pengungkapan ini lengkap / This disclosure is complete
	GRI 103-2	Evaluasi manajemen dan komponennya / The management approach and its components	103	
	GRI 103-3	Evaluasi pendekatan manajemen / Evaluation of the management approach	108-111	
GRI 409: Kerja Paksa atau Wajib Kerja 2016 / Forced or Compulsory Labor 2016	GRI 409-1	Kegiatan operasional dan pemasok yang berisiko signifikan terhadap insiden kerja paksa atau wajib kerja / Operations and suppliers at significant risk for incidents of forced or compulsory labor	103	
Masyarakat Lokal / Local Communities				
GRI 103: Pendekatan Manajemen 2016 / Management Approach 2016	GRI 103-1	Penjelasan topik material dan batasannya / Explanation of the material topic and its Boundaries	7	Pengungkapan ini lengkap / This disclosure is complete
	GRI 103-2	Evaluasi manajemen dan komponennya / The management approach and its components	140-143	
	GRI 103-3	Evaluasi pendekatan manajemen / Evaluation of the management approach	153	
GRI 413: Masyarakat Lokal 2016 / Local Communities 2016	GRI 413-1	Operasi dengan keterlibatan masyarakat lokal, penilaian dampak, dan program pengembangan / Operations with local community engagement, impact assessments, and development programs	143-144, 146	
Kesehatan dan Keselamatan Pelanggan / Customer Health and Safety				
GRI 103: Pendekatan Manajemen 2016 / Management Approach 2016	GRI 103-1	Penjelasan topik material dan batasannya / Explanation of the material topic and its Boundaries	7	Pengungkapan ini lengkap / This disclosure is complete
	GRI 103-2	Evaluasi manajemen dan komponennya / The management approach and its components	130-133	
	GRI 103-3	Evaluasi pendekatan manajemen / Evaluation of the management approach	135, 136	
GRI 416: Kesehatan dan Keselamatan Pelanggan 2016 / Customer Health and Safety 2016	GRI 416-2	Insiden ketidakpatuhan sehubungan dengan dampak kesehatan dan keselamatan dari produk dan jasa / Incidents of non-compliance concerning the health and safety impacts of products and services	133	
Pemasaran dan Pelabelan / Marketing and Labeling				
GRI 103: Pendekatan Manajemen 2016 / Management Approach 2016	GRI 103-1	Penjelasan topik material dan batasannya / Explanation of the material topic and its Boundaries	7	Pengungkapan ini lengkap / This disclosure is complete
	GRI 103-2	Evaluasi manajemen dan komponennya / The management approach and its components	132-135	
	GRI 103-3	Evaluasi pendekatan manajemen / Evaluation of the management approach	137-138	

Referensi Standar GRI 2016 / 2016 GRI Standards Reference	Indikator GRI / GRI Indicator	Judul / Title	Halaman / Page	Hal yang Tidak Dicantumkan / Other Subjects Excluded
GRI 417: Pemasaran dan Pelabelan 2016 / Marketing and Labeling 2016	GRI 417-2	Insiden ketidakpatuhan terkait pelabelan dan informasi produk dan jasa / Incidents of non-compliance concerning product and service information and labeling	136	Pengungkapan ini lengkap / This disclosure is complete
	GRI 417-3	Insiden ketidakpatuhan terkait komunikasi pemasaran / Incidents of non-compliance concerning marketing communications	136	
Kepatuhan Sosial Ekonomi / Socioeconomic Compliance				
GRI 103: Pendekatan Manajemen 2016 / Management Approach 2016	GRI 103-1	Penjelasan topik material dan batasannya / Explanation of the material topic and its Boundaries	7	Pengungkapan ini lengkap / This disclosure is complete
	GRI 103-2	Evaluasi manajemen dan komponennya / The management approach and its components	134-135, 152-153	
	GRI 103-3	Evaluasi pendekatan manajemen / Evaluation of the management approach	137, 153	
GRI 419: Kepatuhan Sosial Ekonomi 2016 / Socioeconomic Compliance 2016	GRI 419-1	Ketidakpatuhan terhadap undang-undang dan peraturan di bidang sosial dan ekonomi / Non-compliance with laws and regulations in the social and economic area	135, 153	

FORMULIR TANGGAPAN PEMANGKU KEPENTINGAN

Terima kasih atas kesediaan Anda untuk membaca Laporan Keberlanjutan PT GMF AeroAsia Tbk. tahun 2018. Untuk memperbaiki kualitas Laporan Keberlanjutan dan meningkatkan transparansi kinerja keberlanjutan Perseroan serta sebagai masukan untuk penyusunan Laporan Keberlanjutan Tahun 2019, kami mengharapkan saran dan tanggapan Anda atas laporan ini:

STAKEHOLDER FEEDBACK FORM

Thank you for your willingness to read the 2018 Sustainability Report of PT GMF AeroAsia Tbk. To improve the quality of the Sustainability Report and the transparency of Company's sustainability performance as well as to become an input for the preparation of the 2019 Sustainability Report, we look forward to your suggestions and responses to this report:

No.	Pertanyaan / Question	Ya / Yes	Tidak / No
1.	Laporan Keberlanjutan ini telah memberikan informasi yang bermanfaat mengenai kinerja ekonomi, sosial, dan lingkungan yang telah dilaksanakan oleh Perusahaan / The Sustainability Report has provided beneficial information on economic, social, and environmental performance carried out by the Company		
2.	Materi dalam laporan ini disajikan secara terstruktur / Materials in this report is presented in a structured manner		
3.	Data dan informasi yang diungkapkan mudah dipahami / Data and information disclosed are easy to understand		
4.	Data dan informasi telah diungkapkan dengan lengkap, transparan, dan berimbang / Data and information have been disclosed in a complete, transparent, and balanced manner		
5.	Data dan informasi yang disajikan berguna dalam pengambilan keputusan / Data and information presented are useful in decision-making		
6.	Laporan Keberlanjutan ini telah memberikan informasi mengenai profil perusahaan dan seluruh kegiatannya secara lengkap / The Sustainability Report has provided information on company's profile and activities in a complete manner		
7.	Layout, jenis font, ukuran, tata warna, tampilan, dan gambar dalam laporan ini menarik dan mudah dibaca / Layout, font type, size, color, display, and pictures in this report are attractive and easy to read		

No.	Pertanyaan / Question	Ya / Yes	Tidak / No
1.	Jelaskan informasi dalam laporan ini yang paling bermanfaat bagi anda dalam aspek: / Please describe the information in this report that is most useful for you in the aspect of:		
	a. Ekonomi / Economy		
	b. Lingkungan / Environment		
	c. Ketenagakerjaan / Employment		
	d. Budaya Keselamatan dan Kesehatan Kerja / Occupational Health and Safety Culture		
	e. Pelanggan / Customers		
	f. Masyarakat / Community		
2.	Jelaskan informasi yang belum diungkapkan dalam laporan ini yang seharusnya diungkapkan dalam aspek: / Please describe the information that has not been disclosed in this report, that should be disclosed in terms of aspect of:		
	a. Ekonomi / Economy		
	b. Lingkungan / Environment		
	c. Ketenagakerjaan / Employment		
	d. Budaya Keselamatan dan Kesehatan Kerja / Occupational Health and Safety Culture		
	e. Pelanggan / Customers		
	f. Masyarakat / Community		

PROFIL PEMBACA / Reader's Profile

Asal kelompok pemangku kepentingan / Origin of stakeholder group	:	
Jenis kelamin / Gender	:	
Umur / Age	:	
Pendidikan terakhir / Last education	:	
Pekerjaan / Job	:	
Nama institusi / Name of institution	:	
Bidang usaha / Business field	:	

Kami menghargai saran dan tanggapan yang Anda berikan kepada kami atas informasi yang disajikan dalam laporan ini. Untuk menyampaikannya kepada Perseroan, kirimkan formulir ini ke: [\[GRI 102-53\]](#)

We appreciate the suggestions and responses that you provide regarding the information presented in this report. To submit it to the Company, send this form to: [\[GRI 102-53\]](#)

KANTOR PUSAT [\[GRI 102-3\]](#)

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HEAD OFFICE [\[GRI 102-3\]](#)

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Formulir Tanggapan ini dibagikan kepada para pemangku kepentingan Perusahaan sebagai sarana untuk memperbaiki kualitas laporan dan meningkatkan transparansi kinerja keberlanjutan Perusahaan serta sebagai masukan untuk penyusunan Laporan Keberlanjutan Tahun 2018. / This Feedback Form is distributed to the Company's stakeholders as a means to improve the quality of the report and the transparency of Company's sustainability performance, as well as to become an input for the preparation of the 2018 Sustainability Report.