

2020

Laporan Keberlanjutan
Sustainability Report



Melangkah Dinamis, Memperkuat Kolaborasi dalam Melewati Pandemi

Moving Dynamically, Strengthening Collaboration in Overcoming the Pandemic

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PENJELASAN TEMA THEME EXPLANATION

Melangkah Dinamis, Memperkuat Kolaborasi dalam Melewati Pandemi

Moving Dynamically, Strengthening Collaboration in
Overcoming the Pandemic





PENJELASAN TEMA THEME EXPLANATION

Pandemi COVID-19 berdampak nyata bagi seluruh sendi kehidupan di Indonesia, termasuk ekonomi. Begitu besar dampak tersebut, perekonomian Indonesia pun masuk ke zona resesi. Sebagaimana efek domino, resesi ekonomi membuat dunia usaha terguncang sehingga banyak perusahaan yang labanya terpengkas, merugi, bahkan berhenti beroperasi.

Sebagai bagian dari Badan Usaha Milik Negara, PTPN X memandang pandemi sebagai bagian dari risiko bisnis yang perlu disikapi dengan seksama dan hati-hati. Tidak pernah terbayang sebelumnya akan terjadi pandemi seperti saat ini. Berbekal analisis mendalam tentang pandemi dan berbagai risiko yang mungkin timbul, PTPN X telah merumuskan berbagai kebijakan strategis guna menekan risiko pandemi terhadap kinerja perusahaan.

Bermodal dukungan dari seluruh pemangku kepentingan, PTPN X pun melangkah dinamis untuk menerapkan kebijakan-kebijakan strategis yang telah ditetapkan. Upaya tersebut membawa hasil dengan diraihnya kinerja positif pada tahun 2020, meskipun mengalami kontraksi dibanding tahun sebelumnya. Selain menjadi bukti ketepatan strategi yang diambil PTPN X, pencapaian tersebut tak lepas dari komitmen seluruh komponen untuk bersinergi dan memperkuat kolaborasi sebagai kunci penting dalam melewati pandemi.

The COVID-19 pandemic has a real impact on all aspects of life in Indonesia, including the economy. The impact was so significant, which led the Indonesian economy to enter the recession zone. Like a domino effect, the economic recession has shaken the business world, which generated many companies to experience profit cut, loss, and even to stop operating.

As part of a State-Owned Enterprise, the Company viewed the pandemic as part of a business risk which needs to be addressed cautiously and carefully. The occurrence of pandemic was something unimaginable. Supported with an in-depth analysis of the pandemic along with the various risks that may arise, the Company has formulated numerous strategic policies to reduce the pandemic risk on its performance.

With the support of all stakeholders, the Company also moved dynamically to implement the established strategic policies. These efforts brought results with positive performance achieved by the Company in 2020, despite experiencing a contraction compared to the previous year. In addition to being the proof of the strategies' accuracy taken by the Company, the achievement was inseparable from the commitment of all components to synergize and strengthen collaboration as an important key in overcoming the pandemic.

IKHTISAR KINERJA KEBERLANJUTAN TAHUN 2020

2020 Sustainable Performance Highlights

Deskripsi Description	Satuan Unit	2020	2019	2018
Kinerja Ekonomi Economic Performance				
Produk Product	Jenis Produk Type of Product	4 (industri gula, tetes, industri tembakau, lain-lain [bio-etanol, jasa <i>cutting bobbin</i> , industri karung dan <i>flexible packaging</i> , sayuran beku]) 4 (sugar industry, molasses, tobacco, others [bioethanol, cutting bobbin services, sacks and flexible packaging industry, frozen vegetables])	5 (industri gula, tetes, industri tembakau, rumah sakit, lain-lain [bio-etanol, jasa <i>cutting bobbin</i> , industri karung dan <i>flexible packaging</i> , sayuran beku]) 5 (sugar industry, molasses, tobacco, hospital, others [bioethanol, cutting bobbin services, sacks and flexible packaging industry, frozen vegetables])	5 (industri gula, tetes, industri tembakau, rumah sakit, lain-lain [bio-etanol, jasa <i>cutting bobbin</i> , industri karung dan <i>flexible packaging</i> , sayuran beku]) 5 (sugar industry, molasses, tobacco, hospital, others [bioethanol, cutting bobbin services, sacks and flexible packaging industry, frozen vegetables])
Aset Assets	Jutaan Rupiah IDR Million	12.462.591	12.170.230	12.479.391
Liabilitas Liabilities	Jutaan Rupiah IDR Million	3.376.692	3.579.671	4.012.481
Ekuitas Equity	Jutaan Rupiah IDR Million	9.085.899	8.590.559	8.466.910
Pendapatan Revenue	Jutaan Rupiah IDR Million	2.487.919	2.619.079	2.597.471
Laba (Rugi) bersih Net Profit (Loss)	Jutaan Rupiah IDR Million	49.871	117.536	113.236
Pelibatan pemasok barang dan jasa nasional National Goods and Services Suppliers Engagement	Perusahaan/ Mitra Company/ Partner	282 (100%)	355 (100%)	430 (100%)
Kinerja Sosial Social Performance				
Jumlah karyawan Number of employees	Orang People	8.208	8.437	14.083
Jumlah karyawan wanita Number of female employees	Orang People	539	760	5.549
Jumlah karyawan pria Number of male employees	Orang People	7.669	7.677	8.534
Jumlah kecelakaan kerja (fatalitas) Number of work accidents (fatalities)	Kasus Case(s)	Nihil None	Nihil None	Nihil None

IKHTISAR KINERJA KEBERLANJUTAN TAHUN 2020
2020 Sustainable Performance Highlights

Deskripsi Description	Satuan Unit	2020	2019	2018
Jumlah Pengaduan Konsumen Number of Consumer Complaints	Kasus Case(s)	Nihil None	Nihil None	Nihil None
Jumlah Penyaluran Dana Program Kemitraan Total Distributed Partnership Program funds	Jutaan Rupiah IDR Million	133.890	243.924	254.019
Jumlah Penyaluran Dana CSR/Bina Lingkungan Total Distributed CSR/Community Development Funds	Jutaan Rupiah IDR Million	3.251	2.602	1.415
Kepuasan Konsumen Consumer Satisfaction	Persen Percent	81,92%	82,85%	-
Kinerja Lingkungan Environmental Performance				
Penggunaan listrik PLN PLN Electricity Usage	Kwh	3.640.823	3.048.466	2.032.142
	GigaJoules	13.107	10.975	7.316
Penggunaan listrik dari biomassa Electricity Usage from Biomass	kWh	18.858.317	15.640.076	16.858.156
	GigaJoules	67.890	56.304	60.689
Penggunaan BBM/solar Fuel/Diesel Usage	Kiloliter	105.768	140.726	194.118
	GigaJoules	4.251.623	5.656.851	7.803.083
Penggunaan Air Water Usage	Meter kubik Cubic meter	18.500.914	14.452.900	20.218.573
Volume limbah B3 Hazardous & Toxic Waste (B3) Volume	Ton	17	26,5891	23,4715
Pengaduan lingkungan Environmental Complaints	Kasus Case(s)	2	Nihil None	Nihil None

*disajikan kembali
*restated

LAPORAN DIREKSI [GRI 102-14] REPORT OF THE BOARD OF DIRECTORS [GRI 102-14]



Aris Toharisman

Direktur
Director

Langkah nyata PTPN X mendukung pembangunan berkelanjutan dilakukan dengan mengadopsi keselarasan antara aspek ekonomi, lingkungan, dan sosial dalam menjalankan usaha. Bagi Perseroan, pencapaian ekonomi perlu diimbangi dengan terciptanya hubungan yang harmonis dengan masyarakat, sekaligus mendorong terwujudnya peningkatan daya dukung lingkungan.

PTPN X concrete steps to support sustainable development is conducted by adopting harmony between economic, environmental and social aspects in running a business. For the Company, economic achievements need to be balanced with the establishment of a harmonious relationship with the community, as well as encouraging the realization of an increase in the carrying capacity of the environment.

**LAPORAN DIREKSI [GRI 102-14]**
REPORT OF THE BOARD OF DIRECTORS [GRI 102-14]**Pemegang saham dan pemangku kepentingan yang terhormat,**

Puji syukur kami panjatkan ke hadirat Tuhan Yang Maha Esa karena atas perkenan-Nya, PT Perkebunan Nusantara (PTPN) X dapat melalui tahun 2020 yang penuh tantangan dengan membukukan kinerja positif. Pencapaian tersebut sangat berarti karena diraih pada saat perekonomian Indonesia sedang menghadapi tantangan yang sangat berat, yaitu pandemi virus corona atau *severe acute respiratory syndrome coronavirus 2* (SARS-CoV-2), yang dikenal juga dengan COVID-19. Pandemi berkepanjangan telah membuat semua sektor perekonomian terdampak dan bermuara pada merosotnya pertumbuhan ekonomi. Sesuai data Badan Pusat Statistik (BPS), pertumbuhan ekonomi Indonesia tahun 2020 mengalami kontraksi 2,07% secara *year on year* (yoy). Pada tahun 2019, sebagai pembandingan, pertumbuhan ekonomi Indonesia tercatat mencapai 5,02%.

Kesuksesan PTPN X melalui tahun 2020 yang penuh tantangan sekaligus merupakan momentum yang sangat penting bagi keberlanjutan Perseroan. Selain membuktikan ketepatan kebijakan strategis yang diambil selama tahun pelaporan, hal itu juga menunjukkan bahwa PTPN X berhasil menerapkan manajemen risiko dengan baik, bahkan untuk jenis risiko yang belum pernah terjadi sebelumnya. Sinergi dan komitmen untuk menghadapi tantangan secara bersama-sama memberikan andil besar dalam pencapaian tersebut. Untuk mewujudkan sinergi dan kebersamaan itu, PTPN X secara kontinu menanamkan pentingnya membangun budaya keberlanjutan kepada segenap Insan Perseroan melalui berbagai kegiatan dan kesempatan.

Budaya keberlanjutan yang dikembangkan di PTPN X tidak hanya berkaitan dengan kinerja ekonomi, tapi juga kinerja lingkungan dan sosial, sebagaimana konsep *triple bottom line* atau 3P (*People, Planet and Profit*). Selanjutnya melalui Laporan Keberlanjutan inilah, Perseroan menyampaikan keberhasilan atas implementasi budaya keberlanjutan tersebut. Seperti tahun sebelumnya, laporan kedua ini disusun dengan merujuk panduan global, yaitu Standar GRI (*GRI Standards*) yang dikeluarkan oleh *Global Sustainability Standards Board* (GSBB) – lembaga yang dibentuk oleh *Global Reporting Initiative* (GRI) untuk menangani pengembangan standar laporan keberlanjutan.

Dear distinguished shareholders and stakeholders,

Praise and gratitude to the presence of God Almighty for enabling PT Perkebunan Nusantara X to pass through 2020, a year full of challenges, by recording a positive performance. The achievement was very meaningful since it was achieved at a time when the Indonesian economy was facing a very difficult challenge, namely the corona virus pandemic or severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2), also known as COVID-19). The prolonged pandemic has affected all sectors of the economy, and has led to a decline in economic growth. According to data from BPS – Statistics Indonesia (BPS), Indonesia's economic growth in 2020 experienced a contraction of 2.07% year on year (yoy). In 2019, as a comparison, Indonesia's economic growth was recorded at 5.02%.

The Company's success in passing through 2020, the year full of challenges, was a very important momentum for the Company's sustainability. In addition to proving the accuracy of its strategic policies taken during the reporting year, it also shows that the Company has succeeded in implementing risk management properly, even for the type of risk that has never happened before. Synergy and commitment to jointly face challenges have contributed greatly to this achievement. In realizing the synergy and togetherness, the Company continuously instills the importance of building a culture of sustainability to all of the Company's personnel through various activities and opportunities.

The sustainability culture developed at the Company is not only related to economic performance, but also environmental and social performance, as is the concept of the triple bottom line or 3P (*People, Planet and Profit*). Furthermore, through this Sustainability Report, the Company addresses the success of the implementation of sustainability culture. Similar with the previous year, this second report was prepared with reference to global guidelines, namely GRI Standards issued by the Global Sustainability Standards Board (GSBB) – an institution established by the Global Reporting Initiative (GRI) to handle the development of sustainability reporting standards.



LAPORAN DIREKSI [GRI 102-14]

REPORT OF THE BOARD OF DIRECTORS [GRI 102-14]

PTPN X DAN PEMBANGUNAN BERKELANJUTAN

Pembangunan berkelanjutan, yaitu pembangunan yang memenuhi kebutuhan masa kini tanpa mengorbankan kemampuan generasi mendatang untuk memenuhi kebutuhan mereka sendiri, merupakan konsep terbaik yang membutuhkan dukungan dari para pemangku kepentingan di Indonesia, termasuk kalangan dunia usaha. Sebagai salah satu Badan Usaha Milik Negara (BUMN), PTPN X mendukung penuh pembangunan berkelanjutan karena di dalamnya terkandung spirit untuk menyelaraskan antara aspek ekonomi, lingkungan, dan sosial. Perseroan meyakini bahwa, menonjolkan atau mengabaikan salah satu aspek akan memunculkan masalah sehingga pembangunan berkelanjutan akan sulit diwujudkan.

Langkah nyata PTPN X mendukung pembangunan berkelanjutan dilakukan dengan mengadopsi keselarasan antara aspek ekonomi, lingkungan dan sosial dalam menjalankan usaha. Bagi Perseroan, pencapaian ekonomi perlu diimbangi dengan terciptanya hubungan yang harmonis dengan masyarakat, sekaligus mendorong terwujudnya peningkatan daya dukung lingkungan. Dengan menciptakan keseimbangan tersebut, maka PTPN X telah turut berkontribusi terhadap upaya pemerintah menghadirkan kesejahteraan ekonomi dan sosial kepada seluruh rakyat serta melindungi dan mengelola lingkungan hidup secara bijaksana di Indonesia.

KINERJA KEBERLANJUTAN PTPN X TAHUN 2020

Selama tahun 2020, segenap insan Perseroan telah berupaya secara maksimal untuk mewujudkan target dan rencana kerja yang ditetapkan PTPN X, baik aspek yang berkaitan dengan kinerja ekonomi, lingkungan maupun sosial. Di tengah pandemi COVID-19 yang berkepanjangan, Perseroan memerlukan upaya dan usaha ekstra untuk bisa merealisasikan target dan rencana tersebut, sebagaimana uraian berikut:

PTPN X AND SUSTAINABLE DEVELOPMENT

Sustainable development, which means the development that fulfills the needs of the present without compromising the ability of future generations to meet their own needs, is the best concept which requires the support from stakeholders in Indonesia, including the business sector. As one of the State-Owned Enterprises (BUMN), the Company fully supports sustainable development since it contains the spirit to harmonize economic, environmental and social aspects. The Company believes that highlighting or disregarding one aspect will create issues, which may cause difficulty in realizing sustainable development.

The Company's concrete measures to support sustainable development are conducted by adopting harmony between economic, environmental and social aspects in running its business. For the Company, economic achievements need to be balanced with the establishment of a harmonious relationship with the community, as well as encouraging the improvement of environmental carrying capacity. By creating this balance, the Company has contributed to the government's efforts to providing economic and social welfare to all people, as well as protecting and managing the environment wisely in Indonesia.

THE COMPANY'S SUSTAINABILITY PERFORMANCE IN 2020

During 2020, all of the Company's employees have made maximum efforts to realize the targets and work plans set by the Company in regards to economic, environmental and social performance aspects. In the midst of the prolonged COVID-19 pandemic, the Company requires extra efforts and works to be able to realize these targets and plans, as described in the following:



LAPORAN DIREKSI [GRI 102-14] REPORT OF THE BOARD OF DIRECTORS [GRI 102-14]

Kinerja Ekonomi Keberlanjutan

Pandemi COVID-19 secara nyata berdampak signifikan pada berbagai sektor ekonomi di Indonesia, termasuk sektor Pertanian, Kehutanan, dan Perikanan. Pada tahun 2020, sektor ini memang masih tumbuh 1,75%, namun mengalami perlambatan dibandingkan tahun 2019 dengan mampu tumbuh 3,61%. Perlambatan ekonomi tersebut membuat banyak kalangan dunia usaha mengevaluasi target-target kinerja tahun 2020. Kebijakan itu pula yang diambil oleh PTPN X, yaitu dengan melakukan revisi Rencana Kerja dan Anggaran Perusahaan (RKAP) Tahun 2020 sehingga terbit RKAP Perubahan atau RKAPP Tahun 2020.

Sepanjang tahun 2020, manajemen dengan dukungan seluruh karyawan telah melakukan berbagai upaya agar target-target RKAPP Tahun 2020 dapat tercapai. Namun demikian, hingga akhir tahun, belum sepenuhnya target-target tersebut bisa diraih. Total Aset misalnya, tercatat mencapai 96% dari RKAPP 2020 atau Investasi yang mencapai 49% dari RKAPP 2020. Namun, patut disyukuri bahwa Perseroan berhasil mencatatkan Laba Tahun Berjalan sebesar Rp49,87 miliar atau 254% dari RKAPP 2020 sebesar Rp19,62 miliar. Pencapaian tersebut adalah 42% dari laba tahun berjalan tahun 2019, yang mencapai Rp117,54 miliar.

Kinerja positif tersebut disumbang oleh pendapatan PTPN X tahun 2020 yang mencapai Rp2,49 triliun. Pendapatan itu, antara lain, berasal dari volume penjualan gula yang mencapai 141.987 ton dengan nilai Rp1,551 triliun, volume penjualan tetes sebanyak 119.874 ton dengan nilai sebesar Rp323,750 miliar, serta volume penjualan tembakau tahun 2020 sebanyak 611 ton dengan nilai sebesar Rp 220,830 miliar. Selain kedua komoditas utama di atas, pendapatan PTPN X juga ditopang oleh Bobbin dan 3 (tiga) anak perusahaan.

Sustainable Economic Performance

The COVID-19 pandemic has significantly impacted various economic sectors in Indonesia, including the Agriculture, Forestry and Fisheries sectors. In 2020, this sector still grew by 1.75%, however experienced a slowdown compared to 2019, which achieved 3.61% growth. The economic slowdown has caused the business sector to evaluate their performance targets for year 2020. The policy was also taken by the Company, namely by revising the Company's 2020 Work Plan and Budget, which led to the issuance of the Company's 2020 Revised Work Plan and Budget.

Throughout 2020, with the support of all employees, the management has made various efforts to achieve the targets of the Company's 2020 Revised Work Plan and Budget. However, until the end of the year, these targets have not been fully achieved. Total Assets, for example, were recorded at 96% of the Company's 2020 Revised Work Plan and Budget, or investment that achieved 49% of the Company's 2020 Revised Work Plan and Budget. However, it is gratifying that, the Company managed to record Profit for the Year of IDR49.87 billion or 254% of the Company's 2020 Revised Work Plan and Budget of IDR19.62 billion. The achievement was 42% of the 2019 profit for the year, which achieved IDR117.54 billion.

The positive performance was contributed by the Company's revenue, which achieved IDR2.49 trillion in 2020. The revenue, among others, derived from the sales volume of sugar, which reached 141,987 tons with a sales value of IDR1.551 trillion, sales volume of molasses of 119,874 tons with a sales value of IDR323.750 billion, and the sales volume of tobacco in 2020 amounted to 611 tons with a sales value of IDR220.830 billion. In addition to the two main commodities above, the Company's revenue was also contributed by Bobbin and 3 (three) subsidiaries.



LAPORAN DIREKSI [GRI 102-14]

REPORT OF THE BOARD OF DIRECTORS [GRI 102-14]

Kinerja Lingkungan Keberlanjutan

PTPN X meyakini bahwa lingkungan hidup yang baik dan sehat merupakan hak asasi setiap warga negara Indonesia. Untuk itu, selain mengadopsi dan menaati berbagai regulasi lingkungan serta bekerja sama dengan pemerintah daerah dan masyarakat setempat, Perseroan juga berkomitmen untuk mengoptimalkan operasional usaha yang ramah lingkungan. Kebijakan yang diambil, antara lain, dengan menyusun dan menaati Analisis Mengenai Dampak Lingkungan (AMDAL), mengelola dengan baik bahan baku/material, limbah padat/cair, emisi, energi, air, memantau kualitas lingkungan, serta melakukan program konservasi lingkungan.

Komitmen terhadap kelestarian lingkungan tersebut membawa sejumlah hasil, antara lain, air limbah pada musim giling tahun 2020, kualitasnya masih memenuhi baku mutu yang dipersyaratkan oleh Peraturan Gubernur Jawa Timur No. 52/2014. Keberhasilan lain, Perseroan mampu menekan volume limbah B3 dari 27 ton pada tahun 2019 menjadi 17 ton pada tahun 2020. Oleh karena pengelolaan limbah B3 memiliki risiko dan bahaya tersendiri, maka Perseroan menggandeng pihak ketiga yang bersertifikat dari Kementerian Lingkungan Hidup dan Kehutanan.

Selain itu, sesuai dengan prinsip keberlanjutan, Perseroan juga terus mengoptimalkan penggunaan bahan bakar biomassa dari ampas tebu sebagai sumber energi terbarukan (ramah lingkungan). Penggunaan energi dari sumber biomassa ini menghasilkan hampir 100% pasokan energi untuk *power plant* dan *boiler*. Dengan ketersediaan sumber energi terbarukan ini, maka listrik dari PLN dan genset hanya digunakan untuk penerangan pabrik dan kebutuhan kantor (penerangan dan peralatan), serta sebagian kecil digunakan sebagai *supporting* saat *start up* proses produksi.

Sustainable Environment Performance

The Company believes that a good and healthy environment is a human right of every Indonesian citizen. Therefore, in addition to adopting and complying with various environmental regulations, as well as cooperating with local governments and local communities, the Company is also committed to optimizing environmentally friendly business operations. The policies taken include, among others, compiling and complying with Environmental Impact Analysis (AMDAL), properly managing raw materials, solid/liquid waste, emissions, energy, water, monitoring environmental quality, and implementing environmental conservation programs.

This commitment to environmental sustainability has shown results, such as the quality of wastewater in the 2020 milling season, which still met the quality standards required by Regulation of the Governor of East Java No. 52 of 2014. Another success, the Company was able to reduce Hazardous and Toxic (B3) waste volume from 27 tons in 2019 to 17 tons in 2020. Since B3 waste management has its own risks and hazards, the Company collaborates with a certified third party from the Ministry of Environment and Forestry.

Moreover, in accordance with the principle of sustainability, the Company also continues to optimize the use of biomass fuel from bagasse waste as a renewable (environmentally friendly) energy source. The use of energy from the biomass source produced almost 100% of the energy supply for the power plant and boiler. With the availability of this renewable energy source, then electricity from PLN and generators were only used for lightings in factories as well as office (lighting and equipment), and a small part was used as support during the start-up of production process.



LAPORAN DIREKSI [GRI 102-14] REPORT OF THE BOARD OF DIRECTORS [GRI 102-14]

Kinerja Sosial Keberlanjutan

Kinerja positif yang ditorehkan PTPN X tak lepas dari dukungan dari para pemangku kepentingan, baik internal maupun eksternal. Pemangku kepentingan internal di antaranya adalah pemegang saham, karyawan dan manajemen; sedangkan pemangku kepentingan eksternal di antaranya konsumen/pelanggan, vendor/pemasok, pemerintah (pusat maupun daerah), asosiasi terkait, serta masyarakat di sekitar perusahaan beroperasi. Terhadap para pemangku kepentingan, Perseroan berupaya memenuhi tanggung jawab secara optimal sesuai dengan kepentingan masing-masing.

Pemenuhan tanggung jawab kepada karyawan, selain memperlakukan secara setara (non diskriminatif), tidak mempekerjakan anak, tidak ada kerja paksa, dan memberikan upah dan tunjangan sesuai ketentuan yang berlaku. PTPN X secara berkala melakukan pengembangan kompetensi untuk meningkatkan kapasitas mereka. Selama tahun 2020, Perseroan menyelenggarakan 57 kegiatan yang diikuti oleh 4.842 orang dengan total biaya sebesar Rp4,96 miliar.

Adapun tanggung jawab kepada konsumen, antara lain, diwujudkan dengan memenuhi hak-hak mereka sebagaimana diatur dalam Undang-Undang Nomor 8 Tahun 1999 tentang Perlindungan Konsumen. Di antara hak tersebut adalah menyampaikan pengaduan apabila kualitas dan layanan Perseroan tidak sesuai dengan harapan konsumen. Kami bersyukur, walau sudah disediakan saluran pengaduan, namun tidak tercatat adanya pengaduan yang masuk selama tahun 2020. Hal itu sejalan dengan hasil survei kepuasan konsumen tahun 2020, yang mencapai 81,92%

Sustainable Social Performance

The positive performance made by the Company was inseparable from the support of stakeholders, both internal and external. Internal stakeholders include shareholders, employees, and the management; while external stakeholders include consumers/customers, vendors/suppliers, government (central and regional/local), related associations, as well as the surrounding communities of the Company's areas of operations. In regards to the stakeholders, the Company strives to fulfill its responsibilities optimally in accordance with their respective interests.

In fulfilling its responsibilities to employees, in addition to equal treatment (non-discriminatory), no employment of children, no forced labor, and provision of wages and benefits in accordance with the prevailing regulations. The Company periodically conducts competency development to increase their capacity. During 2020, the Company held 57 activities which were attended by 4,842 people with a total cost of IDR4.96 billion.

The responsibility to consumers, among others, is implemented by fulfilling their rights as regulated in Law No. 8 of 1999 concerning Consumer Protection. One of these rights is to submit a complaint if the Company's quality and service fails to meet consumer expectations. We are grateful, although a complaint channel has been provided, however there have been no complaints received during 2020. This was in line with the results of the consumer satisfaction survey in 2020, which reached 81.92%.



LAPORAN DIREKSI [GRI 102-14]

REPORT OF THE BOARD OF DIRECTORS [GRI 102-14]

Khusus untuk masyarakat, PTPN X memenuhi tanggung jawab, antara lain, dengan menyelenggarakan berbagai program Tanggung Jawab Sosial dan Lingkungan melalui kegiatan Tanggung Jawab Sosial Perusahaan (*Corporate Social Responsibility/CSR*) serta Program Kemitraan dan Bina Lingkungan (PKBL). Pada tahun 2020, Perseroan telah menyalurkan dana Program Kemitraan sebesar Rp133,89 miliar dan sebesar Rp3,25 miliar melalui berbagai program CSR dan Bina Lingkungan untuk masyarakat di sekitar wilayah kerja Perseroan.

APRESIASI KAMI

Pencapaian PTPN X membukukan kinerja positif pada tahun 2020 yang penuh tantangan tak lepas dari ketepatan strategi dan kebijakan yang diambil manajemen, disertai dengan adanya dukungan dan kontribusi dari berbagai pihak. Untuk itu, kami mengucapkan terima kasih kepada Dewan Komisaris yang telah melakukan pengawasan dan memberikan arahan sehingga Direksi dapat menjalankan tugas dengan baik. Terima kasih juga kami sampaikan kepada Pemegang Saham atas kepercayaan yang diberikan kepada kami dalam mengelola Perseroan selama tahun pelaporan.

Secara khusus, kami berterima kasih kepada seluruh karyawan atas kerja keras, dedikasi, dan loyalitas yang diberikan selama ini. Masih adanya target-target yang belum tercapai pada tahun 2020 hendaknya menjadi pemacu semangat untuk berkarya dan berprestasi lebih baik lagi pada tahun 2021 dan tahun-tahun berikutnya.

Particularly for the community, the Company fulfills its responsibilities, among others, by organizing various Social and Environmental Responsibility programs through Corporate Social Responsibility (CSR) activities and the Partnership and Community Development Program (PKBL). In 2020, the Company has distributed IDR133.89 billion for Partnership Program funds and IDR3.25 billion through various CSR and Community Development programs for the surrounding communities of the Company's areas of operations.

OUR APPRECIATION

The Company's achievement in posting a positive performance in 2020, a year full of challenges, was inseparable from the accuracy of strategies and policies taken by the management, accompanied by the support and contributions of various parties. Therefore, we would like to thank the Board of Commissioners for the supervision and directions that has enabled the Board of Directors in carrying out the duties properly. We also thank the Shareholders for the trust given to us in managing the Company during the reporting year.

Specifically, we would like to thank to all employees for hard work, dedication and loyalty given all this time. The targets that have not been achieved in 2020 should drive the motivation to work and achieve even better results in 2021 and the following years.



LAPORAN DIREKSI [GRI 102-14]
REPORT OF THE BOARD OF DIRECTORS [GRI 102-14]

Tak lupa, kami juga menyampaikan apresiasi kepada para pemasok/mitra, konsumen/pelanggan, kreditur, regulator, pemerintah pusat/daerah maupun masyarakat yang tak pernah putus memberikan dukungan untuk keberlangsungan PTPN X. Kami berharap, dukungan tersebut terus diberikan agar Perseroan semakin maju, berkembang, dan berkelanjutan.

We would also like to convey our appreciation to the suppliers/partners, consumers/customers, central/regional government and the communities who have provided support throughout the year. We believe that all of this support shall be a great asset for the Company in becoming more advanced, developed, and sustainable.

Surabaya, 16 Agustus 2021
Surabaya, August 16, 2021

Atas Nama Direksi
On behalf of the Board of Directors
PT PERKEBUNAN NUSANTARA X

ARIS TOHARISMAN
Direktur
Director

TENTANG LAPORAN KEBERLANJUTAN ABOUT THE SUSTAINABILITY REPORT



Penerbitan Laporan Keberlanjutan tidak sekadar tren global. Lebih dari itu, penerbitan laporan keberlanjutan memiliki banyak manfaat bagi perusahaan, sebagaimana disampaikan oleh *World Business Council for Sustainable Development (WBCSD)*, forum asosiasi CEO dari sekitar 200 perusahaan yang terlibat secara khusus dengan bisnis dan pembangunan berkelanjutan. Manfaat penerbitan Laporan Keberlanjutan, antara lain, memberikan informasi kepada *stakeholder* dan meningkatkan prospek perusahaan, serta membantu mewujudkan transparansi. Manfaat lainnya, penerbitan Laporan Keberlanjutan dapat mengembangkan dan memfasilitasi penerapan sistem manajemen yang lebih baik dalam mengelola dampak lingkungan, ekonomi, dan sosial.

The publication of Sustainability Report is not merely a global trend. Moreover, the publication of sustainability report has many benefits for company, as stated by the World Business Council for Sustainable Development (WBCSD), the CEO association forum of about 200 companies which are specifically involved with sustainable business and development. The benefits of publishing Sustainability Report, among others, include providing information to stakeholders and increasing the Company's prospects, as well as helping to realize transparency. In addition, the publication of Sustainability Report can also develop and facilitate the implementation of a better management system in managing environmental, economic, and social impacts.



TENTANG LAPORAN KEBERLANJUTAN ABOUT THE SUSTAINABILITY REPORT

Becermin adanya berbagai manfaat itulah, PT Perkebunan Nusantara (PTPN) X berkomitmen untuk menerbitkan Laporan Berkelanjutan secara rutin setahun sekali bersamaan dengan penerbitan Laporan Tahunan Perseroan. Laporan Keberlanjutan PTPN X Tahun 2020 yang berada di hadapan pembaca ini merupakan laporan kedua yang diterbitkan oleh Perseroan. Laporan sebelumnya terbit pada 30 September 2020. Selain edisi cetak, laporan ini juga dapat diunduh melalui situs Perseroan: <http://ptpn10.co.id>. [GRI 102-51]

Kami menerbitkan laporan ini setiap tahun dengan kurun waktu pelaporan 1 Januari-31 Desember, kecuali diindikasikan lain. Selain kinerja ekonomi, Laporan ini berisi tentang kinerja lingkungan dan sosial Perseroan beserta anak Perseroan selama satu tahun kalender 2020 beserta dampak yang ditimbulkan, baik positif maupun negatif (jika ada). Hingga akhir tahun 2020, Perseroan memiliki tiga anak Perseroan, yaitu PT Mitratani Dua Tujuh, PT Dasaplast Nusantara, dan PT Energi Agro Nusantara. [GRI 102-45, 102-50, 102-52]

Penyusunan laporan ini merujuk pada Standar GRI (GRI Standards) yang dikeluarkan oleh *Global Sustainability Standards Board* (GSBB). Sesuai dengan pilihan yang disediakan, yakni Pilihan Inti dan Pilihan Komprehensif, laporan ini telah disiapkan sesuai dengan Standar GRI: Pilihan Inti. Kami berupaya untuk menyampaikan semua informasi yang diminta Standar GRI. Untuk memudahkan pencarian informasi yang sesuai dengan rujukan, kami mencantumkan angka pengungkapan Standar GRI di belakang kalimat atau alinea yang relevan. Data lengkap kecocokan isi laporan dengan rujukan Standar GRI disajikan di halaman 100 [GRI 102-54,102-55]

GRI merekomendasikan penggunaan *external assurance* oleh pihak ketiga yang independen untuk memastikan kualitas dan keandalan informasi yang disampaikan dalam laporan ini. Namun, hal itu bukanlah persyaratan agar dapat "sesuai" dengan pedoman/rujukan. Atas pertimbangan tertentu, Perseroan belum melakukan penjaminan dari pihak ketiga yang independen terhadap laporan ini. Namun demikian, kami menjamin bahwa seluruh informasi yang diungkapkan di dalam laporan ini adalah benar, akurat, dan faktual. Sementara itu,

Given these various benefits, PT Perkebunan Nusantara (PTPN) X is committed to publishing Sustainability Report on a regular basis once a year along with the publication of the Company's Annual Report. The 2020 Sustainability Report of PT Perkebunan Nusantara X is the second report published by the Company. The previous report was published on September 30, 2020. In addition to the printed edition, this report can also be downloaded via the Company's website: <http://ptpn10.co.id>. [GRI 102-51]

We publish this report annually within the reporting period from January 1 to December 31, unless otherwise indicated. In addition to economic performance, this report contains the Company's environmental and social performance as well as its subsidiaries for one calendar year of 2020 along with the impacts, both positive and negative (if any). As of the end of 2020, the Company has 3 subsidiaries, namely PT Mitratani Dua Tujuh, PT Dasaplast Nusantara, and PT Energi Agro Nusantara. [GRI 102-45, 102-50, 102-52]

The preparation of this report refers to GRI Standards issued by the *Global Sustainability Standards Board* (GSBB). In accordance with the available options, namely the Core Option and Comprehensive Option, this report has been prepared in accordance with the GRI Standards: Core Option. We strive to address all the information required by GRI Standards. To make it easier in finding information suitable for reference, we include the index code of GRI Standards at the end of every relevant sentence or paragraph. Complete data on the conformity of report contents with references to GRI Standards are presented on page 100 [GRI 102-54,102-55]

GRI recommends the use of external assurance by independent third party to ensure the quality and reliability of the information presented in this report. However, it is not a requirement to be "in accordance" with the guidelines/ references. Due to certain considerations, the Company has not made any assurance from independent third party. However, we assure that all information disclosed in this report to be valid, accurate and factual. Meanwhile, to comply with the principle of validity, for any restatement of the information



TENTANG LAPORAN KEBERLANJUTAN ABOUT THE SUSTAINABILITY REPORT

untuk memenuhi prinsip validitas, apabila terdapat penyajian kembali informasi yang diberikan pada laporan sebelumnya, yang diakibatkan oleh perubahan metode pengukuran atau sebab lain, kami memberi tanda *disajikan kembali. [GRI 102-48, 102-56]

Untuk terwujudnya komunikasi dua arah, Perseroan menyediakan Lembar Umpan Balik di bagian akhir laporan ini. Dengan lembaran tersebut, diharapkan pembaca dan pengguna laporan ini dapat memberikan usulan, umpan balik, opini dan sebagainya, yang sangat berguna bagi peningkatan kualitas pelaporan di masa depan.

provided in the previous report due to changes in the measurement method or other reasons, we put the mark *restated. [GRI 102-48, 102-56]

In achieving two-way communication, the Company provides a Feedback Form at the end of this report. With this form, it is hoped that readers and users of this report can provide suggestions, feedback, opinions, etc., which are very useful for improving the reporting quality in the future.

PROSES PENETAPAN ISI LAPORAN [GRI 102-46]

Process of Determining Report Contents [GRI 102-46]

Sesuai dengan GRI *Standards*, kami menerapkan 4 (empat) prinsip dalam menetapkan isi laporan yaitu: (1) Pelibatan Pemangku Kepentingan, (2) Konteks Keberlanjutan, (3) Materialitas, dan (4) Kelengkapan. Selanjutnya, konten laporan diulas untuk memenuhi 6 (enam) prinsip kualitas yang direkomendasikan oleh GRI, meliputi akurasi, keseimbangan, kejelasan, daya banding, keandalan, dan ketepatan waktu. Adapun proses dalam menetapkan konten Laporan ini terdiri dari 4 (empat) langkah, yaitu identifikasi, prioritas, validasi, dan *review*.

In accordance with GRI *Standards*, we apply 4 (four) principles in determining report contents, namely: (1) Stakeholders Engagement (2) Sustainability Context, (3) Materiality, and (4) Completeness. Furthermore, the report content is reviewed to meet the 6 (six) quality principles recommended by GRI, including accuracy, balance, clarity, comparability, reliability, and timeliness. The process of determining report contents consists of 4 (four) steps, namely identification, priority, validation, and *review*.

Bagan Alur Proses Penentuan Isi Laporan
Flow Chart of the Process of Determining Report Contents



DAFTAR TOPIK MATERIAL DAN BATASAN

List of Material Topics and Boundaries

Topik material dalam laporan ini, seperti disebutkan dalam Standar GRI, adalah topik-topik yang diprioritaskan untuk ditulis dalam laporan. Dimensi prioritas, antara lain, dampak bagi ekonomi, lingkungan, dan sosial. Dampak dalam laporan ini termasuk di dalamnya yang bernilai positif. Topik material laporan keberlanjutan tahun 2020 adalah sama dengan tahun sebelumnya dengan pertimbangan topik-topik tersebut masih relevan. Dengan demikian, tidak terdapat perubahan signifikan terkait Topik Material dan *Boundary* (batasan dampak) dibanding tahun sebelumnya. Adapun daftar Topik Material dan *Boundary* laporan ini adalah sebagai berikut: [GRI 102-47, 102-49]

The material topics in this report, as stated in GRI Standards, refer to prioritized topics to be included in the report. The priority dimensions, among others, include economic, environmental, and social impacts. The impacts in the 2020 Sustainability Report are the same with previous report given that the topics are still relevant. Hence, there have been no significant changes related to Material Topic and Boundary (impact boundary). The list of Material Topics and Boundaries for this report are as follows: [GRI 102-47, 102-49]

Topik Material Material Topic [GRI 102-47]	Kenapa Topik Ini Material Why is this Material Topic Important? [GRI 103-1]	Nomor Pengungkapan Disclosure Index No.	Boundary [GRI 102-46]	
			Di Dalam Perusahaan Within the Company	Di Luar Perusahaan Outside the Company
Topik Ekonomi Economic Topic				
Kinerja ekonomi Economic Performance	Menggambarkan pencapaian dan kinerja Perseroan selama tahun pelaporan Describe the achievements and performance of the Company during the reported period	201-1, 201-3	✓	✓
Keberadaan Pasar Market Presence	Menggambarkan komitmen Perseroan terhadap hak normatif dalam pengupahan Describe the Company's commitment to normative rights in wages	202-1		
Dampak Ekonomi Tidak Langsung Indirect Economic Impacts	Menggambarkan manfaat atas keberadaan Perseroan bagi masyarakat Describe the benefits of the Company's presence for the community	203-1, 203-2	✓	✓
Topik Lingkungan Environmental Topic				
Material	Menggambarkan komitmen Perseroan terhadap ketersediaan material/bahan baku dengan kualitas terbaik Describe the Company's commitment to the availability of the best quality materials/raw materials	301-1	✓	✓
Energi Energy	Menggambarkan kepedulian Perseroan terhadap pengelolaan energi yang pasokannya masih terbatas Describe the Company's concern for energy management of which the supply is still limited	302-1, 302-4	✓	

DAFTAR TOPIK MATERIAL DAN BATASAN
 List of Material Topics and Boundaries

Topik Material Material Topic [GRI 102-47]	Kenapa Topik Ini Material Why is this Material Topic Important? [GRI 103-1]	Nomor Pengungkapan Disclosure Index No.	Boundary [GRI 102-46]	
			Di Dalam Perusahaan Within the Company	Di Luar Perusahaan Outside the Company
Air Water	Menggambarkan kepedulian Perseroan terhadap pengelolaan air yang ketersediannya kian terbatas Describe the Company's concern for water management of which the availability is becoming more limited	303-1	✓	
Efluen dan Limbah Effluent and Waste	Menggambarkan kepedulian Perseroan dalam mengelola air limbah sehingga tidak mencemari lingkungan Describe the Company's concern for waste water management to prevent environmental pollution	306-1, 306-2	✓	✓
Kepatuhan lingkungan Environmental Compliance	Menggambarkan komitmen terhadap berbagai peraturan lingkungan sehingga operasional Perseroan tidak berdampak negatif bagi lingkungan Describes the Company's commitment to various environmental regulations to prevent any negative impacts of the Company's operations on the environment	307-1	✓	✓
Topik Sosial Social Topic				
Kepegawaian Employment	Menggambarkan komitmen Perseroan tentang pentingnya pengelolaan pegawai/SDM Describe the Company's commitment to the importance of employee/HR management	401-1	✓	
Kesehatan dan Keselamatan Kerja Occupational Health and Safety	Menggambarkan komitmen Perseroan dalam menyediakan tempat kerja yang sehat dan aman Describe the Company's commitment to providing a healthy and safe workplace	403-2	✓	
Pelatihan dan pendidikan Training and Education	Menggambarkan komitmen Perseroan dalam upaya meningkatkan kompetensi pekerja Describe the Company's commitment to employee competency development	404-2	✓	
Non-diskriminasi Non-discrimination	Menggambarkan komitmen Perseroan dalam menghargai keberagaman Describe the Company's commitment to respecting diversity	406-1	✓	✓
Pekerja Anak Child Labor	Menggambarkan komitmen Perseroan terkait usia minimal pekerja/karyawan Describe the Company's commitment to the minimum age of workers/ employees	408-1	✓	✓
Kerja Paksa/Wajib Kerja Forced/ Compulsory Labor	Menggambarkan komitmen Perseroan terkait jam kerja pekerja/karyawan Describe the Company's commitment to working hours of workers/ employees	409	✓	✓

DAFTAR TOPIK MATERIAL DAN BATASAN

List of Material Topics and Boundaries

Topik Material Material Topic [GRI 102-47]	Kenapa Topik Ini Material Why is this Material Topic Important? [GRI 103-1]	Nomor Pengungkapan Disclosure Index No.	Boundary [GRI 102-46]	
			Di Dalam Perusahaan Within the Company	Di Luar Perusahaan Outside the Company
Masyarakat lokal Local Communities	Menggambarkan komitmen Perseroan terhadap keterlibatan masyarakat dalam berbagai program/kegiatan Describe the Company's commitment to community involvement in various programs/activities	413-1, 413-2	✓	✓
Kesehatan dan keselamatan pelanggan Customers' Health and Safety	Menggambarkan komitmen Perseroan dalam memberikan perlindungan keselamatan dan kesehatan pelanggan Describe the Company's commitment to providing protection for the safety and health of its customers	416-1	✓	✓
Pemasaran dan pelabelan Marketing and labeling	Menggambarkan komitmen Perseroan dalam mentaati kaidah pemasaran yang baik, serta penyediaan informasi produk bagi pelanggan/konsumen Describe the Company's commitment to complying with good marketing principles, as well as providing product information for customers/consumers	417-1	✓	✓
Kepatuhan sosial ekonomi Socioeconomic Compliance	Menggambarkan komitmen Perseroan dalam mentaati peraturan tentang sosial-ekonomi, seperti ketenagakerjaan, bersaing sehat, dan non-diskriminasi Describe the Company's commitment to complying with socioeconomic regulations, such as employment, fair competition, and non-discrimination	419-1	✓	✓



AKSES INFORMASI ATAS LAPORAN KEBERLANJUTAN

Access to Information on Sustainability Report

Laporan ini ditujukan kepada seluruh pemangku kepentingan sebagai salah satu landasan melakukan penilaian atas kinerja Perseroan. Para pemangku kepentingan dapat melakukan evaluasi mengenai sejauh mana Perseroan berperan serta dalam menjalankan kewajibannya bagi keberlanjutan bidang lingkungan, ekonomi dan sosial terkait praktik bisnisnya. Perseroan memberikan akses informasi seluas-luasnya bagi seluruh pemangku kepentingan mengenai laporan keberlanjutan ini dengan menghubungi: [\[GRI 102-53\]](#)

SEKRETARIS PERUSAHAAN & PKBL

PT Perkebunan Nusantara X

Kantor Pusat
Jl. Jembatan Merah No. 3 – 11
Surabaya 60175
Jawa Timur, Indonesia
+62 31 3523143 (*hunting*)
contact@ptpn10.co.id
<http://ptpn10.co.id>

This report is addressed to all stakeholders as one of the basis for evaluating the Company's performance. Stakeholders can evaluate the extent to which the Company participates in conducting the obligations for environmental, economic and social sustainability related to its business practices. The Company provides the widest possible access to information on this sustainability report for all stakeholders through: [\[GRI 102-53\]](#)

CORPORATE SECRETARY & PARTNERSHIP AND COMMUNITY DEVELOPMENT PROGRAM (PKBL)

PT Perkebunan Nusantara X

Head Office
Jl. Jembatan Merah No. 3 – 11
Surabaya 60175
East Java – Indonesia
+62 31 3523143 (*hunting*)
contact@ptpn10.co.id
<http://ptpn10.co.id>

PROFIL PERUSAHAAN COMPANY PROFILE



INFORMASI UMUM DAN IDENTITAS PERUSAHAAN

GENERAL INFORMATION AND CORPORATE IDENTITY

<p>Nama Perusahaan Company Name [GRI 102-1, 102-5]</p>	<p>PT Perkebunan Nusantara X</p>
<p>Cikal Bakal The Origin</p>	<p>Nasionalisasi aset Belanda berdasarkan Undang-Undang No. 86 Tahun 1958 tentang Nasionalisasi Perusahaan-Perusahaan Milik Belanda Nationalization of Dutch Assets based on Law No. 86 of 1958 concerning the Nationalization of Dutch Owned Enterprises</p>
<p>Tanggal Pendirian Date of Establishment</p>	<p>11 Maret 1996 March 11, 1996</p>
<p>Dasar Hukum Pendirian Legal Basis of Establishment</p>	<p>Akta Pendirian Perusahaan Perseroan (Persero) Perseroan Terbatas No. 43 tanggal 11 Maret 1996 dibuat di hadapan Harun Kamil, S.H., Notaris di Jakarta dan telah memperoleh pengesahan dari Menteri Kehakiman Republik Indonesia berdasarkan Surat Keputusan No. C28338.HT.01.01.TH.96 tanggal 8 Agustus 1996 dan didaftarkan dalam Daftar Perseroan No. 020/BH.13.01/Sept/1996 tanggal 18 September 1996, serta telah diumumkan dalam Berita Negara Republik Indonesia No. 81 tanggal 8 Oktober 1996, Tambahan No. 8681 Deed of Establishment of Limited Liability Company No. 43 dated March 11, 1996, drawn up before Harun Kamil, S.H., notary in Jakarta and has been approved by the Minister of Law of the Republic of Indonesia based on Decree No. C28338.HT.01.01.TH.96 dated August 8, 1996, and has been registered in the Company List No. 020/BH.13.01/Sept/1996 dated September 18, 1996, and published in the State Gazette of the Republic of Indonesia No. 81 dated October 8, 1996, Supplement No. 8681</p>
<p>Bidang Usaha Line of Business [GRI 102-2]</p>	<p>Budidaya tanaman, produksi hasil tanaman, perdagangan dan pemasaran, pengembangan usaha bidang perkebunan serta usaha lain yang menunjang usaha pokok Perusahaan. Plant cultivation, crop production, trade and marketing, plantation business development and other businesses which support the Company's core business.</p>

PROFIL PERUSAHAAN

COMPANY PROFILE

Kegiatan Usaha dan Produk/ Jasa Business Activities and Products/Services [GRI 102-2, 102-4]	<ul style="list-style-type: none"> • Industri gula / Sugar • Tetes / Molasses • Industri tembakau / Tobacco • Lain-lain, mencakup: / Others, including: <ul style="list-style-type: none"> - Bio-etanol / Bioethanol - Jasa <i>Cutting Bobbin</i> / Cutting Bobbin Services - Industri Karung dan <i>Flexible Packaging</i> / Sacks and Plastic Packaging - Sayuran beku / Frozen Vegetables <p>Semua produk adalah legal sehingga tidak ada produk dan jasa yang dilarang di pasar tertentu. All products are legal, so there are no products and services that are prohibited in certain markets.</p>
Jaringan Usaha Business Network [GRI 102-4, 102-7]	11 Pabrik Gula (2 stop operasi), 3 Kebun Tembakau, serta tiga anak usaha di bidang Bioetanol, Karung dan <i>Flexible Packaging</i> , dan Sayuran Beku. 11 Sugar Factories (2 stop operating), 3 Tobacco Plantations, 3 Subsidiaries in Bioethanol, Sacks and Plastic Packaging, and Frozen Vegetables
Kepemilikan Ownership [GRI 102-5]	Negara Republik Indonesia 10,00% PT Perkebunan Nusantara III (Persero) 90,00% Government of the Republic of Indonesia 10.00% PT Perkebunan Nusantara III (Persero) 90.00%
Modal Dasar Authorized Capital	Rp7.300.000.000.000 IDR7,300,000,000,000
Modal Belum Disetor Non Paid-Up Capital	Rp5.454.404.000.000 IDR5,454,404,000,000
Modal Ditempatkan dan Disetor Issued and Fully Paid-Up Capital	Rp1.845.596.000.000 IDR1,845,596,000,000
Peringkat Perusahaan Bond Rating	BBB+ (2020)
Jumlah Karyawan Number of Employees [GRI 102-7]	8.208 orang 8,208 people
Alamat Address [GRI 102-3]	Kantor Pusat / Head Office Jl. Jembatan Merah No. 3 – 11 Surabaya 60175 Jawa Timur, Indonesia East Java, Indonesia
Telepon Telephone	+62 31 3523143 (<i>hunting</i>)
Surel Email	contact@ptpn10.co.id
Situs Resmi Official Website	http://ptpn10.co.id
Media Sosial Social Media	Facebook: PT Perkebunan Nusantara X Instagram: @ptpnx Youtube: PT Perkebunan Nusantara X
Entitas Anak Subsidiaries [GRI 102-45]	PT Mitratani Dua Tujuh PT Dasaplast Nusantara PT Energi Agro Nusantara
Sekretaris Perusahaan & PKBL Corporate Secretary & Partnership & Community Development Program (PKBL)	Wakhyu Priyadi Siswosumarto Telp.: +62 31 3523143 (<i>hunting</i>) Email: sekper@ptpn10.co.id



SEKILAS PERUSAHAAN

The Company at A Glance

PT Perkebunan Nusantara X, yang selanjutnya disebut juga dengan “Perseroan” atau “kami” didirikan pada tanggal 11 Maret 1996 berdasarkan Akta No. 43 oleh Harun Kamil, S.H., notaris di Jakarta, dan telah disetujui oleh Menteri Kehakiman Republik Indonesia dengan Surat Keputusan No. C2-8338.HT.01.01.TH96 tanggal 8 Agustus 1996, dan didaftarkan dalam Daftar Perseroan No. 020/BH.13.01/Sept/1996 tanggal 18 September 1996, serta telah diumumkan dalam Berita Negara Republik Indonesia No. 81 tanggal 8 Oktober 1996 Tambahan No. 8681.

Anggaran Dasar telah mengalami beberapa kali perubahan, terakhir adalah dengan Akta No. 17 tanggal 25 Juli 2019 oleh Nanda Fauz Iwan, S.H., M.Kn., mengenai perubahan jenis saham dan anggaran dasar Perusahaan. Perubahan tersebut telah disetujui oleh Menteri Hukum dan Hak Asasi Manusia Republik Indonesia dalam Surat Keputusan No. AHU-0142558.AH.01.11 Tahun 2019 tanggal 20 Agustus 2019.

Perseroan berkedudukan di Jalan Jembatan Merah No. 3 - 11, Surabaya, Jawa Timur. Perseroan mulai beroperasi secara komersial pada tahun 1996.

PT Perkebunan Nusantara X, hereinafter referred to as “the Company” or “we” was established on March 11, 1996 based on Deed No. 43 by Harun Kamil, S.H., notary in Jakarta, and has been approved by the Minister of Justice of the Republic of Indonesia by Decree No. C2-8338.HT.01.01.TH96 dated August 8, 1996, and registered in the Company Register No. 020/BH.13.01/Sept/1996 dated September 18, 1996, and published in the State Gazette of the Republic of Indonesia No. 81 dated October 8, 1996 Supplement No. 8681.

The Company’s Articles of Association has been amended several times, most recently by Deed No. 17 dated July 25, 2019 by Nanda Fauz Iwan, S.H., M.Kn., regarding the types of shares and the Company’s articles of association. The amendments have been approved by the Minister of Law and Human Rights of the Republic of Indonesia by Decree No. AHU-0142558.AH.01.11 Year 2019 dated August 20, 2019.

The Company is domiciled at Jalan Jembatan Merah No. 3 - 11, Surabaya, East Java. The Company started its commercial operations in 1996.

VISI, MISI, DAN BUDAYA PERUSAHAAN [GRI 102-16] The Company's Vision, Mission, and Value [GRI 102-16]

Berdasarkan Surat Keputusan No. XX-SURKP/13.074.1 tentang Visi dan Misi PT Perkebunan Nusantara X, Visi dan Misi Perseroan adalah sebagai berikut:

Based on Decree No. XX-SURKP/13.074.1 regarding the Vision and Mission of PT Perkebunan Nusantara X, the Company's Vision and Mission are as follows:

<h1>VISI MISI</h1>	<h1>VISION MISSION</h1>
<p>VISI Menjadi perusahaan agrobisnis nasional berbasis tebu dan tembakau yang unggul dan berdaya saing di tingkat regional</p> <p>MISI Sebagai perusahaan industri perkebunan terintegrasi yang berbasis tebu dan tembakau dalam memberikan nilai tambah (<i>value creation</i>) bagi segenap <i>stakeholders</i> dengan:</p> <ul style="list-style-type: none"> • Menghasilkan produk perkebunan yang bernilai tambah serta berorientasi kepada konsumen; • Membentuk kapabilitas proses kerja yang unggul (<i>operational excellence</i>) melalui perbaikan dan inovasi berkelanjutan dengan tatakelola perusahaan yang baik; • Mengembangkan kapabilitas organisasi, teknologi informasi dan SDM yang prima; • Melakukan optimalisasi pemanfaatan aset untuk memberikan imbal hasil terbaik bagi pemegang saham; • Turut serta dalam meningkatkan kesejahteraan masyarakat dan menjaga kelestarian lingkungan untuk kebaikan generasi masa depan. 	<p>VISION <i>To become a leading and competitive sugarcane and tobacco-based national agro-industry company at regional level</i></p> <p>MISION <i>As a sugarcane and tobacco-based integrated plantation industry company in providing added value (<i>value creation</i>) for all stakeholders by:</i></p> <ul style="list-style-type: none"> • <i>Producing plantation products which are value-added and consumer-oriented;</i> • <i>Establishing excellence work process capability (<i>operational excellence</i>) through continuous improvement and innovation with good corporate governance;</i> • <i>Developing excellent organizational, information, technology and HR capabilities;</i> • <i>Optimizing the use of assets to provide the best return for shareholders;</i> • <i>Participating in improving the welfare of the community and protecting the environment for the benefit of future generations.</i>

*KAJIAN VISI DAN MISI OLEH MANAJEMEN KUNCI

Dewan Komisaris dan Direksi telah melakukan kajian atas visi dan misi Perusahaan, baik dalam periodik jangka pendek Rencana Kerja dan Anggaran Perusahaan (RKAP) 2020 yang telah ditandatangani oleh Dewan Komisaris dan Direksi pada bulan Desember 2019, maupun Rencana Jangka Panjang Perusahaan (RJPP) Tahun 2018-2022.

*REVIEW OF THE COMPANY'S VISION AND MISSION BY THE KEY MANAGEMENT

The Board of Commissioners and the Board of Directors have reviewed the Company's vision and mission, both the Company's 2020 Work Plan and Budget (short-term), which was signed by the Board of Commissioners and Board of Directors in December 2019, as well as the Company's 2018-2022 Long-Term Plan.

VISI, MISI, DAN BUDAYA PERUSAHAAN [GRI 102-16] The Company's Vision, Mission, and Value [GRI 102-16]

NILAI-NILAI PERUSAHAAN PTPN GROUP

AKHLAK (Amanah, Kompeten, Harmonis, Loyal, Adaptif, dan Kolaboratif).

PTPN GROUP'S CORPORATE VALUES

AKHLAK (Trust, Competent, Harmonious, Loyal, Adaptive, and Collaborative).

AMANAH Trust

Memegang teguh kepercayaan yang diberikan:

- Memenuhi janji dan komitmen.
- Bertanggung jawab atas tugas, keputusan, dan tindakan yang dilakukan.
- Berpegang teguh kepada nilai moral dan etika.

Upholding the trust given:

- *Fulfilling Promises and Commitments.*
- *Responsible for duties, decisions and actions taken.*
- *Fully adhere to moral and ethical values.*

KOMPETEN Competent

Terus belajar dan mengembangkan kapabilitas:

- Kompetensi diri untuk menjawab tantangan yang selalu berubah.
- Membantu orang lain belajar.
- Menyelesaikan tugas dengan kualitas terbaik.

Continuously learning and developing capabilities:

- *Self-competency in responding to the ever-changing challenges.*
- *Help others to learn.*
- *Complete duties with the best quality.*

HARMONIS Harmonious

Saling peduli dan menghargai perbedaan:

- Menghargai setiap orang apapun latar belakangnya.
- Suka menolong orang lain.
- Membangun lingkungan kerja yang kondusif.

Caring for each other and respecting differences:

- *Respect all regardless of background.*
- *Like to help others.*
- *Build a conducive work environment.*

LOYAL Loyal

Berdedikasi dan mengutamakan kepentingan Bangsa dan Negara:

- Menjaga nama baik sesama karyawan, pimpinan, BUMN, dan Negara.
- Rela berkorban untuk mencapai tujuan yang lebih besar.
- Patuh kepada pimpinan sepanjang tidak bertentangan dengan hukum dan etika.

Dedicated to and prioritizing the interests of the Nation and the State:

- *Maintain the good name of fellow employees, leaders, SOEs and the State.*
- *Willing to sacrifice for achieving greater objectives.*
- *Obey the leadership as long as it is not against the law and ethics.*

ADAPTIF Adaptive

Terus berinovasi dan antusias dalam menggerakkan ataupun menghadapi perubahan:

- Cepat menyesuaikan diri untuk menjadi lebih baik.
- Terus-menerus melakukan perbaikan mengikuti perkembangan teknologi.
- Bertindak proaktif.

Constantly innovating and enthusiastic in driving or facing changes:

- *Quickly to self-adapt to be better.*
- *Continuous improvement in line with technological developments.*
- *Act proactively.*

KOLABORATIF Collaborative

Membangun kerja sama yang sinergis:

- Memberi kesempatan kepada berbagai pihak untuk berkontribusi.
- Terbuka dalam bekerja sama untuk menghasilkan nilai tambah.
- Menggerakkan pemanfaatan berbagai sumber daya untuk tujuan bersama.

Building synergistic cooperation:

- *Provide opportunities for various parties to contribute.*
- *Open for collaboration to generate added value.*
- *Mobilize the use of various resources for common objectives.*

VISI, MISI, DAN BUDAYA PERUSAHAAN [GRI 102-16]
The Company's Vision, Mission, and Value [GRI 102-16]

FILOSOFI BISNIS DAN BUDAYA KERJA

Dalam menjalankan misi, Perseroan memiliki tuntunan yang berfungsi sebagai koridor dan batasan sekaligus pendorong bagi insan Perseroan untuk melakukannya dengan penuh integritas, sehingga apabila tuntunan ini dilakukan oleh seluruh jajaran karyawan, akan dapat membawa pencapaian visi Perseroan. Filosofi Bisnis Perseroan terwujud dalam nilai-nilai organisasi sebagai berikut:

BUSINESS PHILOSOPHY AND WORK CULTURE

In carrying out its mission, the Company holds a reference as a corridor and guidance, also as a driver for the Company's personnel to perform with full integrity, which if practiced by all employees shall lead to the achievement of Company's vision. The Company's Business Philosophy is embodied on organizational values, as follows:

PROFESIONALISME
PROFESSIONALISM

Senantiasa bekerja dengan dedikasi tinggi dan penuh tanggung jawab berdasarkan kompetensi yang tinggi untuk mencapai kinerja terbaik.

Always work with high dedication and full responsibility based on elevated competencies to pursue the best performance.



VISIONER
VISIONARY

Senantiasa memiliki wawasan yang luas dan mampu melihat peluang ke depan serta dapat berpikir di luar kebiasaan.

Always have a broad perspective and able to see future opportunities and to think out of the box.



SINERGI
SYNERGY

Senantiasa berkolaborasi secara produktif dan berkualitas dengan seluruh pemangku kepentingan baik internal maupun eksternal.

Always conduct high quality collaboration productively with all internal and external stakeholders.



INTEGRITAS
INTEGRITY

Senantiasa bertindak obyektif, adil dan konsisten sesuai dengan pedoman perilaku dan pedoman tata kelola perusahaan dengan menjunjung tinggi kejujuran dan komitmen.

Always act in an objective, fair and consistent manner in accordance with the code of conduct and code of governance by upholding honesty and commitment.



3P

Budaya kerja yang dianut adalah "Profesional, Produktif dan Pembelajar (3P)".
The Company's corporate culture is "Professional, Productive, and Learner".



LOKASI OPERASI [GRI 102-4]

Location of Operations [GRI 102-4]

Kantor Pusat Perseroan berlokasi di Surabaya, Jawa Timur, dengan Kantor Perwakilan di Jakarta. Sedangkan lokasi operasional entitas anak, pabrik gula, dan kebun tembakau tersebar di daerah Jawa Timur dan Jawa Tengah.

The Company's Head Office is located in Surabaya, East Java, with a Representative Office in Jakarta. Meanwhile, the locations of operations of the Company's subsidiaries, sugar factories and tobacco plantations are located in East Java and Central Java.

PASAR YANG DILAYANI [GRI 102-6]

Market Served [GRI 102-6]

Produk dan jasa Perseroan dipasarkan di dalam maupun di luar negeri, seperti Jepang, Amerika Serikat, dan negara-negara di benua Eropa.

The Company's products and services are marketed at domestically and globally, such as Japan, United States, and European countries.

SKALA PERUSAHAAN [GRI 102-7]

Scale of the Organization [GRI 102-7]

Uraian Description	Satuan Unit	2020	2019	2018
Total Karyawan Number of Employees	Orang People	8.208	8.437	14.083
Pendapatan Revenue	Jutaan Rupiah IDR Million	2.487.919	2.619.079	2.597.471
Total Ekuitas Total Equity	Jutaan Rupiah IDR Million	9.085.899	8.590.559	8.466.910
Total Liabilitas Total Liabilities	Jutaan Rupiah IDR Million	3.376.692	3.579.671	4.012.481
Total Aset Total Assets	Jutaan Rupiah IDR Million	12.462.591	12.170.230	12.479.391
Jumlah Total Operasi Total Operations	Pabrik Factories	<ul style="list-style-type: none"> 11 Pabrik Gula (2 stop operasi) 3 Kebun Tembakau 3 anak usaha di bidang Bioetanol, Karung dan <i>Flexible Packaging</i>, dan Sayuran beku. 11 Sugar Factories (2 stop operating) 3 Tobacco Plantations 3 Subsidiaries in Bioethanol, Sacks and Plastic Packaging, and Frozen Vegetables 	<ul style="list-style-type: none"> 11 Pabrik Gula (2 stop operasi) 3 Kebun Tembakau 4 anak usaha di bidang Bioetanol, Karung dan <i>Flexible Packaging</i>, Rumah Sakit, dan Sayuran beku. 11 Sugar Factories (2 stop operating) 3 Tobacco Plantations 4 Subsidiaries in Bioethanol, Sacks and Plastic Packaging, Hospital, and Frozen Vegetables 	<ul style="list-style-type: none"> 11 Pabrik Gula (2 stop operasi) 3 Kebun Tembakau 4 anak usaha di bidang Bioetanol, Karung dan <i>Flexible Packaging</i>, Rumah Sakit, dan Sayuran beku. 11 Sugar Factories (2 stop operating) 3 Tobacco Plantations 4 Subsidiaries in Bioethanol, Sacks and Plastic Packaging, Hospital, and Frozen Vegetables
Produk/Jasa Products/ Services	Jenis Produk/ Jasa Types of Products/ Services	<ul style="list-style-type: none"> Industri gula Tetes Industri tembakau Lain-lain, mencakup: <ul style="list-style-type: none"> a. Bio-etanol b. Jasa <i>Cutting Bobbin</i> c. Industri Karung dan <i>Flexible Packaging</i> d. Sayuran beku Sugar Molasses Tobacco Others, including: <ul style="list-style-type: none"> a. Bioethanol b. Cutting Bobbin Services c. Sacks and Plastic Packaging d. Frozen Vegetables 	<ul style="list-style-type: none"> Industri gula Tetes Industri tembakau Rumah Sakit Lain-lain, mencakup: <ul style="list-style-type: none"> a. Bio-etanol b. Jasa <i>Cutting Bobbin</i> c. Industri Karung dan <i>Flexible Packaging</i> d. Sayuran beku Sugar Molasses Tobacco Hospital Others, including: <ul style="list-style-type: none"> a. Bioethanol b. Cutting Bobbin Services c. Sacks and Plastic Packaging d. Frozen Vegetables 	<ul style="list-style-type: none"> Industri gula Tetes Industri tembakau Rumah Sakit Lain-lain, mencakup: <ul style="list-style-type: none"> a. Bio-etanol b. Jasa <i>Cutting Bobbin</i> c. Industri Karung dan <i>Flexible Packaging</i> d. Sayuran beku Sugar Molasses Tobacco Hospital Others, including: <ul style="list-style-type: none"> a. Bioethanol b. Cutting Bobbin Services c. Sacks and Plastic Packaging d. Frozen Vegetables
Pemilik saham terbesar Major Shareholder	Persen saham Percentage of shares	PT Perkebunan Nusantara III (Persero) 90,00%	PT Perkebunan Nusantara III (Persero) 90,00%	PT Perkebunan Nusantara III (Persero) 90,00%

INFORMASI TENTANG KARYAWAN [GRI 102-8]

Information on Employees [GRI102-8]

Per 31 Desember 2020, jumlah karyawan Perseroan dan Entitas Anak tercatat sebanyak 8.208 orang, berkurang 229 orang atau 2,71% dibanding tahun sebelumnya dengan jumlah karyawan sebanyak 8.437 orang. Demografi karyawan selengkapnya disajikan dalam tabel-tabel berikut:

As of December 31, 2020, the number of employees of the Company and its Subsidiaries amounted to 8,208 people, a decline of 229 people or equivalent to 2.71% compared to the previous year, with a total of 8,437 employees. The Company's employee demographics are presented in the following tables:

Jumlah dan Komposisi Karyawan Berdasarkan Level Organisasi Number and Composition of Employees by Organization Level

Jabatan Position	2020			2019			2018		
	L M	P F	Jumlah Total	L M	P F	Jumlah Total	L M	P F	Jumlah Total
Dewan Komisaris Board of Commissioners	2	-	2	2	1	3	3	1	4
Direksi Board of Directors	1	-	1	3	-	3	3	-	3
SEVP Senior Executive Vice President	2	-	2	-	-	-	-	-	-
Pejabat Puncak Senior Executives	29	1	30	26	2	28	26	2	28
Kaur KD/Kabag UUS Head of Sections/ Departments	84	6	90	92	2	94	101	2	103
Karyawan Tetap Permanent Employees	1.988	179	2.167	2.183	196	2.379	2.425	218	2.643
Karyawan Tidak Tetap: PKWT/ <i>Outsourcing</i> Non-Permanent Employees: Part Time/ <i>Outsourcing</i>	5.563	353	5.916	5.371	559	5.930	5.975	5.327	11.302
Jumlah Total	7.669	539	8.208	7.677	760	8.437	8.534	5.549	14.083

L=Laki-laki | P= Perempuan
M=Male | F=Female

INFORMASI TENTANG KARYAWAN [GRI 102-8]
Information on Employees [GRI102-8]**Jumlah dan Komposisi Karyawan Berdasarkan Pendidikan**
Number and Composition of Employees by Education

Pendidikan Education	2020			2019			2018		
	L M	P F	Jumlah Total	L M	P F	Jumlah Total	L M	P F	Jumlah Total
S3 Doctorate Degree	1	-	1	1	0	1	1	-	1
S2 Master's Degree	29	7	36	32	8	40	35	10	45
S1 Bachelor's Degree	616	88	704	627	92	719	587	81	668
Akademi (D3/D2/LPP) Academy/Diploma (D3/ D2/LPP)	81	12	93	82	12	94	84	12	96
SLTA High School	5.855	239	6.094	5.019	337	5.356	2.769	1.929	4.698
SLTP Junior High School	705	105	810	1.291	156	1.447	4.567	2.352	6.919
SD Elementary School	382	88	470	625	155	780	491	1.165	1.656
Jumlah Total	7.669	539	8.208	7.677	760	8.437	8.534	5.549	14.083

L=Laki-laki | P= Perempuan
M=Male | F=Female**Jumlah dan Komposisi Pekerja Berdasarkan Usia**
Number and Composition of Employees by Age

Usia Age	2020			2019			2018		
	L M	P F	Jumlah Total	L M	P F	Jumlah Total	L M	P F	Jumlah Total
≤ 30	948	105	1.053	804	316	1.120	1.085	867	1.952
31-40	2.759	161	2.920	2.769	182	2.951	2.947	1.921	4.868
41-50	2.827	203	3.030	2.948	202	3.150	3.287	2.133	5.420
51-55	1.135	70	1.205	1.156	60	1.216	1.215	628	1.843
Jumlah Total	7.669	539	8.208	7.677	760	8.437	8.534	5.549	14.083

L=Laki-laki | P= Perempuan
M=Male | F=Female

INFORMASI TENTANG KARYAWAN [GRI 102-8] Information on Employees [GRI102-8]

Jumlah dan Komposisi Pekerja Berdasarkan Jenis Kelamin Number and Composition of Employees by Gender

Jenis Kelamin Gender	2020	2019	2018
Laki-laki Male	7.669	7.677	8.534
Perempuan Female	539	760	5.549
Jumlah Total	8.208	8.437	14.083

Jumlah dan Komposisi Karyawan Berdasarkan Status Kepangkatan dan Jenis Kelamin Number and Composition of Employees by Employment Status and Gender

Status Kepegawaian Employment Status	2020			2019			2018		
	L M	P F	Jumlah Total	L M	P F	Jumlah Total	L M	P F	Jumlah Total
Manajemen Puncak Top Management									
Dewan Komisaris Board of Commissioners	2	-	2	2	1	3	3	1	4
Direksi Board of Directors	1	-	1	3	-	3	3	-	3
SEVP Senior Executive Vice President	2	-	2	-	-	-	-	-	-
Karyawan Tetap Permanent Employees									
Grade 8-1	343	32	375	369	36	405	417	37	454
Grade 16-9	1.758	154	1.912	1.932	164	2.096	2.135	185	2.320
Karyawan Tidak Tetap Non-Permanent Employees									
Karyawan PKWT Part-Time Workers	4.363	69	4.432	4.371	71	4.442	4.975	4.836	9.811
Karyawan <i>Outsourced</i> Outsourced Workers	1.200	284	1.484	1.000	488	1.488	1.000	491	1.491
Jumlah Total	7.669	539	8.208	7.677	760	8.437	8.534	5.549	14.083

L=Laki-laki | P= Perempuan
M=Male | F=Female

INFORMASI TENTANG KARYAWAN [GRI 102-8]
Information on Employees [GRI102-8]

Jumlah dan Komposisi Karyawan Berdasarkan Status dan Wilayah Kerja
Number and Composition of Employees by Status and Areas of Operations

Penempatan Placement	2020				2019				2018			
	BOD & BOC	Karyawan Tetap Permanent Employees	Karyawan Tidak Tetap Non-Permanent Employees		BOD & BOC	Karyawan Tetap Permanent Employees	Karyawan Tidak Tetap Non-Permanent Employees		BOD & BOC	Karyawan Tetap Permanent Employees	Karyawan Tidak Tetap Non-Permanent Employees	
			PKWT	Outsourced			PKWT	Outsourced			PKWT	Outsourced
Kantor Pusat Surabaya Head Office Surabaya	5	265	22	186	6	255	22	97	7	238	22	98
Kantor Perwakilan Jakarta Representative Office Jakarta	0	1	0	5	0	1	0	6	0	1	0	6
Unit Usaha Business Unit	0	2.022	4.410	1.292	0	2.245	4.414	1.391	0	2.529	9.789	1.393
Jumlah Total				8.208				8.437				14.083

RANTAI PASOKAN [GRI 102-9]

Supply Chain [GRI 102-9]

Dalam menjalankan usaha, Perseroan bekerja sama dengan berbagai pemasok barang dan jasa. Sesuai dengan komitmen untuk memberdayakan segenap potensi yang ada di dalam negeri, Perseroan berupaya untuk menggandeng pemasok nasional, yakni pemasok yang secara geografis tinggal dan beroperasi di Indonesia. Alternatif menggandeng pemasok internasional, yakni pemasok yang secara geografis tinggal di luar Indonesia, diambil jika barang dan jasa yang dibutuhkan Perseroan tidak bisa dipenuhi oleh pemasok nasional atau dengan pertimbangan strategis tertentu. Berdasarkan kriteria tersebut di atas, jumlah pemasok barang dan jasa yang bekerja sama dengan Perseroan beserta nilai kontraknya adalah sebagai berikut:

In running its business, the Company collaborates with various suppliers of goods and services. In accordance with the commitment to empower all existing domestic potentials, the Company seeks to partner with national suppliers, namely suppliers who geographically domicile and operate in Indonesia. The alternative of collaborating with international suppliers, namely suppliers who geographically domicile outside Indonesia, shall be taken when the Company's required goods and services cannot be fulfilled by national suppliers. Based on the above criteria, the number of goods and service suppliers working with the Company along with their contract values are as follows:

Jumlah Pemasok Barang dan Jasa Tahun 2018-2020
Number of Goods and Services Suppliers in 2018-2020

Keterangan Description	Jumlah Pemasok Number of Suppliers			Nilai Kontrak Pekerjaan (Rp Juta) Contract Value (IDR Million)		
	2020	2019	2018	2020	2019	2018
Nasional National	282	355	430	695.790	482.144	1.599.221,9
Internasional International	-	-	-	-	-	-
Jumlah Total	282	355	430	695.790	482.144	1.599.221,9

PERUBAHAN SIGNIFIKAN PADA PERUSAHAAN DAN RANTAI PASOKAN [GRI 102-10]

Significant Changes to the Company and Its Supply Chain [GRI 102-10]

Selama tahun pelaporan terdapat perubahan signifikan di Perseroan dengan berkurangnya satu anak perusahaan, yaitu PT Nusantara Medika Utama yang sejak tanggal 7 Agustus 2020 resmi bergabung dengan *Holding* RS BUMN yang dikelola oleh PT Pertamina Bina Medika IHC. Saat ini, PTPN X hanya memiliki saham sebesar 32,55% atas PT Nusantara Medika Utama dan 5,62% saham di PT Pertamina Bina Medika IHC. Sementara itu, perubahan pada rantai pasokan terjadi dengan adanya penurunan jumlah pemasok/vendor. Hal itu sejalan dengan berkurangnya jumlah pekerjaan selama tahun 2020. Walaupun jumlah vendor/pemasok berkurang, namun total nilai kontrak tahun 2020 justru bertambah dibanding tahun 2019. Penambahan terjadi karena masing-masing pekerjaan yang diserahkan kepada pemasok/vendor mengalami kenaikan nilai kontrak akibat pandemi COVID-19.

During the reporting year there have been significant changes in the Company with the reduction of one subsidiary, namely PT Nusantara Medika Utama which since August 7, 2020 has officially joined Holding RS BUMN managed by PT Pertamina Bina Medika IHC. Currently, PTPN X only has a 32.55% share in PT Nusantara Medika Utama and a 5.62% share in PT Pertamina Bina Medika IHC. Meanwhile, changes in the supply chain occurred with a decline in the number of suppliers/vendors. This was in line with the decline in the number of jobs during 2020. Although the number of vendors/suppliers has declined, the total contract value in 2020 has actually increased compared to 2019. The increase occurred since each job submitted to the supplier/vendor experienced an increase due to the COVID-19 pandemic.

PENDEKATAN ATAU PRINSIP PENCEGAHAN [GRI 102-11]

Precautionary Approach or Principle [GRI 102-11]

Perseroan menghadapi berbagai risiko yang berpotensi menghambat pencapaian target-target yang telah ditetapkan dalam Rencana Kerja dan Anggaran Perusahaan (RKAP). Selain itu, sebagai korporasi yang bergerak di bidang perkebunan, risiko yang mungkin timbul adalah terjadinya degradasi lingkungan. Untuk mencegah terjadinya berbagai risiko itu, Perseroan telah memiliki Sistem Manajemen Risiko. Dalam implementasinya, setiap unit di dalam Perseroan telah melaksanakan identifikasi, pengukuran, pemantauan, dan pelaporan atas risiko-risiko yang berpotensi mengganggu kinerja dan menghalangi pencapaian Perseroan. Uraian selengkapnya tentang Manajemen Risiko disampaikan dalam Laporan Tahunan Perseroan Tahun 2020, Bab Tata Kelola Perusahaan yang Baik.

The Company faces various risks that have the potential to hamper the achievement of targets set in the Company's Work Plan and Budget. In addition, as a corporation engaging in the plantation sector, the risk that may occur is environmental degradation. In preventing these various risks, the Company established Risk Management System. In its implementation, each unit within the Company has conducted identification, measurement, monitoring, and reporting of risks that have the potential to interfere with the performance and hinder the achievement of the Company. Detailed description of Risk Management is presented in the Company's 2020 Annual Report, Good Corporate Governance Chapter.

INISIATIF EKSTERNAL [GRI 102-12]

External Initiatives [GRI 102-12]

Untuk meraih kinerja terbaik, Perseroan berkomitmen untuk mengikuti berbagai standar yang dikembangkan secara eksternal, baik yang berskala nasional maupun internasional, seperti sertifikasi di berbagai bidang. Atas komitmen tersebut, selama tahun pelaporan, Perseroan menerima sejumlah penghargaan sebagai bentuk apresiasi dari pemangku kepentingan eksternal. Sertifikasi dan penghargaan selengkapnya disajikan dalam tabel berikut:

In achieving the best performance, the Company is committed to comply with various standards developed externally, both national and international, such as certification in various sectors. In regards to this commitment, during the reporting year, the Company received a number of awards as a form of appreciation from external stakeholders. Detailed list of certifications and awards are presented in the following table:

Sertifikasi Certifications

Nama Unit/Pabrik Name of Unit/ Factory	Status Sertifikasi Status of Certification		
	Jenis Sertifikasi Type of Certification	No. Sertifikat Certificate No.	Masa Berlaku Validity Period
Kantor Pusat Head Office	ISO 9001:2015	67621/A/0001/UK/En	13 April 2018-21 April 2021 April 13, 2018-April 21, 2021
	ISO 37001:2016	IABMS 740627	28 Desember 2020-27 Desember 2023 December 28, 2020-December 27, 2023
PG Kremboong	ISO 9001:2015	180073-ABICS-ISO 9001	26 Januari 2018-25 Januari 2021 January 26, 2018-January 25, 2021
	ISO 14001:2015	EA170432	19 Desember 2017-18 Desember 2020 December 19, 2017-December 18, 2020
	SNI GKP 3140.3:2010	364/BBIA/LSPPro-BBIA (GKP 1&2)	26 Januari 2018-25 Januari 2022 January 26, 2018-January 25, 2022
	Halal	07230023761214	24 Mei 2019-23 Mei 2021 May 24, 2019-May 23, 2021
	SMK3	SK Menaker No. 143/2016 Decree of the Minister of Manpower No. 143/2016	16 Mei 2016-2022 May 16, 2016-2022
PG Gempolkrep	ISO 9001:2015	140075-ABICS-ISO9001	26 Januari 2019-25 Januari 2021 January 26, 2019-January 25, 2021
	ISO 14001:2015	EA170823	12 Februari 2018-11 Februari 2021 February 12, 2018-February 11, 2021
	SNI GKP 3140.3:2010	314/BBIA/LSPPro-BBIA (GKP 1&2)	26 Januari 2018-25 Januari 2022 January 26, 2018-January 25, 2022
	Halal	07230021260914	15 Maret 2019-14 Maret 2021 March 15, 2019-March 14, 2021
	SMK3	SK Menaker No. 161/2018 Decree of the Minister of Manpower No. 161/2018	30 Juli 2018-29 Juli 2021 July 30, 2018-July 29, 2021

INISIATIF EKSTERNAL [GRI 102-12]
 External Initiatives [GRI 102-12]

Sertifikasi
Certifications

Nama Unit/Pabrik Name of Unit/ Factory	Status Sertifikasi Status of Certification		
	Jenis Sertifikasi Type of Certification	No. Sertifikat Certificate No.	Masa Berlaku Validity Period
PG Djombang Baru	ISO 9001:2015	180074-ABICS-ISO 9001	1 Februari 2018-31 Januari 2021 February 1, 2018-January 31, 2021
	ISO 14001:2015	EA170430	19 Desember 2017-18 Desember 2020 December 19, 2017-December 18, 2020
	SNI GKP 3140.3:2010	363/BBIA/LSPPro-BBIA (GKP 1&2)	1 Februari 2018-31 Januari 2022 February 1, 2018-January 31, 2022
	Halal	07230020550614	24 Agustus 2018-25 Juli 2020 August 24, 2018-July 25, 2020
	SMK3	SK Menaker No. 143/2016 Decree of the Minister of Manpower No. 143/2016	16 Mei 2016-2022 May 16, 2016-2022
PG Tjoekir	ISO 9001:2015	180072-ABICS-ISO9001	26 Januari 2018-25 Januari 2021 January 26, 2018-January 25, 2021
	ISO 14001:2015	EA170433	19 Desember 2017-18 Desember 2020 December 19, 2017-December 18, 2020
	SNI GKP 3140.3:2010	365/BBIA/LSPPro-BBIA (GKP 1&2)	26 Januari 2018-25 Januari 2022 January 26, 2018-January 25, 2022
	Halal	07230020390514	7 September 2018-6 September 2020 September 7, 2018-September 6, 2020
	SMK3	SK Menaker No. 143/2016 Decree of the Minister of Manpower No. 143/2016	16 Mei 2016-2022 May 16, 2016-2022
PG Lestari	ISO 9001:2015	180070-ABICS-ISO 9001	4 Januari 2018-3 Januari 2021 January 4, 2018-January 3, 2021
	ISO 14001:2015	EA170441	27 Desember 2017-26 Desember 2020 December 27, 2017-December 26, 2020
	SNI GKP 3140.3:2010	362/BBIA/LSPPro-BBIA (GKP 1&2)	4 Januari 2018-3 Januari 2022 January 4, 2018-January 3, 2022
	Halal	HS1B0572/092018/LES	28 September 2018-27 September 2020 September 28, 2018-September 27, 2020
	SMK3	566/006/108.5/2020	2 Januari 2020-2 Januari 2022 January 2, 2020-January 2, 2022
PG Meritjan	ISO 9001:2015	QA-D/IDN/9001/1084	20 Desember 2016-19 Desember 2021 December 20, 2016-December 19, 2021
	ISO 14001:2015	71535/A/0001/UK/En	27 November 2018-19 Oktober 2021 November 27, 2018-October 19, 2021
	SNI GKP 3140.3:2010	312/BBIA/LSPPro-BBIA (GKP 1&2)	20 April 2017-19 April 2021 April 20, 2017-April 19, 2021
	Halal	07230020370514	21 Juni 2019-20 Juni 2021 June 21, 2019-June 20, 2021
	SMK3	SK Menaker No. 143/2016 Decree of the Minister of Manpower No. 143/2016	16 Mei 2016-2022 May 16, 2016-2022

INISIATIF EKSTERNAL [GRI 102-12]
External Initiatives [GRI 102-12]**Sertifikasi**
Certifications

Nama Unit/Pabrik Name of Unit/ Factory	Status Sertifikasi Status of Certification		
	Jenis Sertifikasi Type of Certification	No. Sertifikat Certificate No.	Masa Berlaku Validity Period
PG Pesantren Baru	ISO 9001:2015	170066-ABICS-ISO 9001	14 Desember 2017-13 Desember 2020 December 14, 2017-December 13, 2020
	ISO 14001:2015	EA170825	14 Februari 2018-13 Februari 2021 February 14, 2018-February 13, 2021
	SNI GKP 3140.3:2010	360/BBIA/LSPPro-BBIA (GKP 1)	14 Desember 2017-14 Desember 2021 December 14, 2017-December 14, 2021
	Halal	07230019441213	24 Agustus 2018-23 Agustus 2020 August 24, 2018-August 23, 2020
	SMK3	SK Menaker No. 143/2016 Decree of the Minister of Manpower No. 143/2016	16 Mei 2016-2022 May 16, 2016-2022
	Izin Edar Pangan Olahan BPOM	No. PN.06.05.52.07.18.001. PKPES/MD/0133	31 Juli 2018-31 Juli 2023 July 31, 2018-July 31, 2023
PG Ngadiredjo	ISO 9001:2015	150096-ABICS-ISO9001	8 Januari 2019-7 Januari 2022 January 8, 2019-January 7, 2022
	ISO 14001:2015	SZT.2019.SB.2.1.044	30 September 2019-29 September 2020 September 30, 2019-September 29, 2020
	SNI GKP 3140.3:2010	304/BBIA/LSPPro-BBIA (GKP 1&2)	14 Desember 2017-13 Desember 2021 December 14, 2017-December 13, 2021
	Halal	07230020350514	21 Juni 2019-20 Juni 2021 June 21, 2019-June 20, 2021
	SMK3	566/006/108,5/2020	2 Januari 2020-2022 January 2, 2020-2022
PG Modojanggoong	ISO 9001:2015	150094-ABICS-ISO9001	4 Januari 2018-3 Januari 2021 January 4, 2018-January 3, 2021
	ISO 14001:2015	58216/B/0001/UK/En	14 Desember 2016-7 Oktober 2022 December 14, 2016-October 7, 2022
	SNI GKP 3140.3:2010	379/BBIA/LSPPro-BBIA (GKP)	4 Januari 2018- 3 Januari 2022 January 4, 2018-January 3, 2022
	Halal	07230020360514	9 November 2018-8 November 2020 November 9, 2018-November 8, 2020
	SMK3	SK Menaker No. 161/2018 Decree of the Minister of Manpower No. 161/2018	30 Juli 2018-29 Juli 2021 July 30, 2018-July 29, 2021

**INISITATIF EKSTERNAL [GRI 102-12]**
External Initiatives [GRI 102-12]**Penghargaan
Awards**

No	Penghargaan Awards	Tanggal Date	Kategori Category
1	<i>InHouse Magazine Award 2020</i>	7 Februari 2020 February 7, 2020	<i>Silver Winner kategori The Best of State Own Enterprise Silver Winner for the Best State-Owned Enterprise category</i>
2	<i>CSR Brand Equity Award 2020</i>	28 Februari 2020 February 28, 2020	<i>Gold Plantation Category</i>
3	<i>PR Indonesia Awards 2020</i>	20 April 2020 April 20, 2020	<i>Bronze Winner – Video Profile</i>
4			<i>TOP Strategy Leadership In Agroindustry</i>
5	<i>Top Digital Innovation Award 2020</i>	1 Mei 2020 May 1, 2020	<i>TOP Corporate Performance In Agro Industry</i>
6			<i>TOP CEO In Digital Transformation</i>
7	<i>Millennial Innovation Summit 2020</i>	30 Juli 2020 July 30, 2020	<i>Second Runner Up – Business Strategy</i>
8	<i>Prestasi Kinerja Semester 1 Tahun 2020 Pabrik Gula Terbaik Holding Perkebunan Nusantara X</i>	Agustus 2020 August 2020	<i>Peringkat III PG Gempolkrep 3rd Position PG Gempolkrep</i>
9	<i>Performance Achievement in Semester 1 of 2020 Best Sugar Factory Holding Perkebunan Nusantara X</i>		<i>Peringkat V PG Ngadirejo 5th Position PG Ngadirejo</i>
10	<i>BUMN Branding and Marketing Award 2020</i>	5 November 2020 November 5, 2020	<i>International Collaboration for Branding and Marketing</i>
11	<i>Asia Sustainability Reporting Rating (ASRRAT) 2020</i>	16 Desember 2020 December 16, 2020	<i>Gold Rank</i>
12			<i>Top Digital Transformation Readiness 2020</i>
13	<i>Top Digital Award 2020</i>	22 Desember 2020 December 22, 2020	<i>Top Digital Implementation 2020 On Agriculture Section Level Stars 4</i>
14			<i>Top Leader On Digital Implementation 2020</i>



KEANGGOTAAN DALAM ASOSIASI [GRI 102-13]

Membership of Association [GRI 102-13]

Pada tahun pelaporan, Perseroan bergabung dalam berbagai asosiasi atau organisasi profesional lain untuk memperluas wawasan dan jaringan sebagai berikut:

During the reporting year, the Company joined various associations or other professional organizations to broaden its horizons and networks as follows:

Nama Asosiasi Name of Association	Status Keanggotaan Status of Association	Skala Scale
Asosiasi Gula Indonesia Indonesian Sugar Association	Anggota Member	Nasional National



TATA KELOLA PERUSAHAAN YANG BAIK

GOOD CORPORATE GOVERNANCE

Tata Kelola Perusahaan yang Baik (*Good Corporate Governance*), yang selanjutnya disebut GCG, adalah prinsip-prinsip yang mendasari suatu proses dan mekanisme pengelolaan perusahaan berdasarkan peraturan perundang-undangan dan etika berusaha. Sebagai korporasi yang bertanggung jawab, PTPN X berkomitmen untuk menerapkan GCG tersebut di segala lini. Penerapan tersebut dilakukan tidak sekedar memenuhi ketentuan otoritas atau peraturan perundang-undangan yang berlaku, akan tetapi lebih didorong oleh kesadaran bahwa tata kelola yang baik merupakan kunci penting untuk meningkatkan kinerja dan daya saing berkelanjutan.

PTPN X meyakini bahwa penerapan GCG akan dapat mewujudkan keseimbangan dalam pengendalian perusahaan sehingga menekan peluang terjadinya kecurangan serta meminimalkan risiko terjadinya kesalahan pengelolaan perusahaan. Dengan upaya tersebut, maka akan tercipta nilai tambah perusahaan yang optimal bagi segenap pemangku kepentingan. Selain itu, dengan penerapan GCG yang tepat sesuai dengan perundang-undangan yang berlaku, dan standar *best practices* yang ada, maka PTPN X optimistis akan mampu menjawab tantangan dan tuntutan dari pemangku kepentingan. Lebih dari itu, Perseroan akan mampu bertahan dengan menerapkan GCG, bahkan semakin berkembang dan berkelanjutan pada masa-masa mendatang.

Bagi Perseroan, penerapan GCG sekaligus merupakan sarana terbaik untuk membuktikan kepada para pemegang saham bahwa investasi mereka aman, dikelola secara baik dan bertanggung jawab. Pengelolaan serupa itu pada gilirannya akan meningkatkan kepercayaan para pemegang saham dan pemangku kepentingan lainnya. Di tengah kondisi perekonomian yang sulit, terutama akibat pandemi COVID-19, meningkatnya kepercayaan merupakan modal penting untuk menghadirkan citra dan reputasi terbaik bagi PTPN X.

Good Corporate Governance, hereinafter referred to as GCG, is a set of principles which establish the basis in every process and mechanism of corporate management based on the laws and regulations as well as ethics in conducting business. As a responsible corporation, the Company is committed to implementing GCG on all lines. The implementation is conducted not only to comply with the provisions of the authorities or prevailing laws and regulations, yet is more driven by the awareness that good governance is an important key to improve sustainable performance and competitiveness.

The Company believes that GCG implementation shall be able to create a balance in the Company's control to reduce the opportunities for fraud as well as minimize the risk of mismanagement. Through these efforts, the Company shall create optimal added value for all stakeholders. Moreover, with the proper implementation of GCG in accordance with the applicable laws as well as existing best practice standards, the Company is optimistic of being able to respond to the challenges and demands of stakeholders. Furthermore, with GCG implementation, the Company will be able to survive, even grow and be sustainable in the future.

For the Company, GCG implementation is also the best means to prove to shareholders that their investment is safe, well managed and responsible. Such management in turn shall increase the trust of shareholders and other stakeholders. In the midst of difficult economic conditions, particularly due to the COVID-19 pandemic, increasing confidence is an important asset to present the best image and reputation of the Company.

ASAS-ASAS GCG GCG Principles



Implementasi GCG di PTPN X mengacu pada Peraturan Menteri BUMN No. PER-01/MBU/2011, yang diubah dengan No. PER-09/MBU/2012, serta Pedoman Umum GCG dari Komite Nasional Kebijakan Governance (KNKG) dengan asas-asas GCG yang dikenal dengan nama TARIF, yaitu Transparansi, Akuntabilitas, Responsibilitas, Independensi, dan *Fairness* atau Kewajaran.

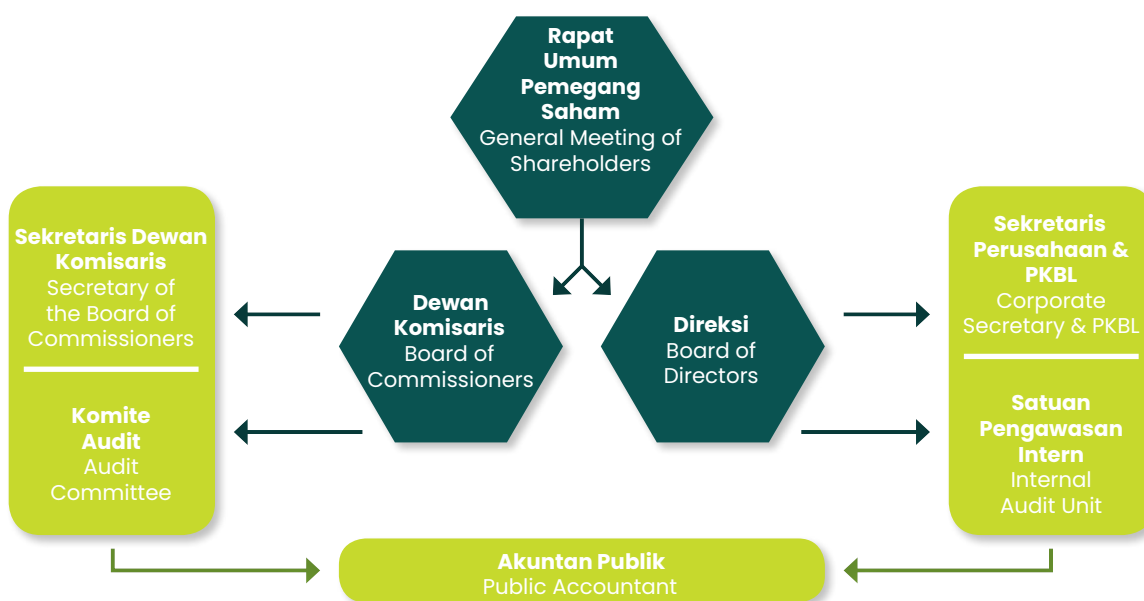
The Company's GCG implementation refers to the Regulation of the Minister of SOEs No. PER-01/MBU/2011, which has been amended by No. PER-09/MBU/2012, as well as the General Guidelines for GCG from the National Committee on Governance (KNKG) with the GCG principles known as TARIF, namely Transparency, Accountability, Responsibility, Independence, and Fairness.

STRUKTUR TATA KELOLA [GRI 102-18]

Governance Structure [GRI 102-18]

Sesuai dengan Undang-Undang Nomor 40 Tahun 2007 tentang Perseroan Terbatas, maka struktur tata kelola PTPN X terdiri dari tiga organ utama, yaitu Rapat Umum Pemegang Saham (RUPS), Dewan Komisaris, dan Direksi. Selain organ utama, struktur tata kelola diperkuat dengan adanya organ pendukung bagi Dewan Komisaris berupa Sekretaris Dewan Komisaris dan Komite Audit, serta organ pendukung Direksi berupa Sekretaris Perusahaan & PKBL dan Satuan Pengawasan Intern. Dari berbagai organ tersebut, organ yang bertanggung jawab untuk mengambil keputusan mengenai topik-topik ekonomi, lingkungan, dan sosial di Perseroan adalah Direksi.

In accordance with Law No. 40 of 2007 concerning Limited Liability Companies, the Company's governance structure consists of three main organs, namely the General Meeting of Shareholders (GMS), the Board of Commissioners and the Board of Directors. In addition to the main organs, the governance structure is strengthened by the existence of supporting organs for the Board of Commissioners in the form of Secretary of the Board of Commissioners and Audit Committee, as well as the supporting organs for the Board of Directors in the form of Corporate Secretary & PKBL and Internal Audit Unit. Among these organs, the organ responsible for making decisions on economic, environmental and social topics in the Company is the Board of Directors.



RAPAT UMUM PEMEGANG SAHAM (RUPS) General Meeting of Shareholders (GMS)

RUPS merupakan organ utama Perseroan yang memiliki kekuasaan tertinggi dalam struktur kepengurusan dan memegang wewenang untuk menentukan arah dan tujuan Perseroan yang tidak dimiliki oleh Dewan Komisaris dan Direksi. RUPS di dalam Perseroan terdiri dari RUPS Tahunan yang reguler diadakan setiap tahun dan RUPS Luar Biasa yang dapat diadakan tanpa ikatan waktu apabila dianggap perlu oleh Direksi dan/atau Dewan Komisaris dan/atau Pemegang Saham. Pada tahun 2020, Perseroan melaksanakan 2 (dua) kali RUPS yaitu RUPS Pengesahan RKAP Tahun 2020 pada tanggal 23 Januari 2020 dan RUPS Laporan Keuangan Tahun 2019 pada tanggal 6 Agustus 2020.

GMS is the Company's main organ having the highest power in the management structure and holding the authority to determine the Company's direction and objectives, which are not owned by the Board of Commissioners and the Board of Directors. The Company's GMS consists of the Annual GMS, which is regularly held annually and Extraordinary GMS, which can be held any time if deemed necessary by the Board of Directors and/or the Board of Commissioners and/or the Shareholders. In 2020, the Company held 2 (two) Annual GMS, namely the GMS for the Ratification of the Company's 2020 Work Plan and Budget on January 23, 2020 and GMS for the Company's 2019 Financial Statements on August 6, 2020.

DEWAN KOMISARIS Board of Commissioners

Dewan Komisaris adalah organ utama Perseroan yang bertugas mengawasi dan memberikan nasihat atas tindakan dan keputusan Direksi dalam menjalankan kegiatan usaha Perseroan, serta memastikan Perseroan menerapkan prinsip-prinsip Tata Kelola Perusahaan yang Baik. Berdasarkan Surat Keputusan Menteri BUMN & Direktur Utama PTPN III (Persero) selaku Pemegang Saham PTPN X No. SK-115/MBU/04/2020 dan No. DSDM/SKPTS/R/45/2020 tanggal 14 April 2020 Perihal Pemberhentian dan Pengangkatan Anggota-anggota Dewan Komisaris PTPN X, maka Susunan Dewan Komisaris PT PTPN X per 31 Desember 2020 adalah sebagai berikut:

1. Wahyu Widodo : Komisaris Utama
2. Arif Afandi : Komisaris Independen

The Board of Commissioners is the Company's main organ having the responsibility to supervise and provide advice on the actions and decisions made by the Board of Directors in conducting the Company's business activities, as well as ensuring that the Company implements the principles of Good Corporate Governance. Based on the Decree of the Minister of SOEs & the President Director of PTPN III (Persero) as the Shareholders of PTPN X No. SK-115/MBU/04/2020 and No. DSDM/SKPTS/R/45/2020 dated April 14, 2020 concerning the Dismissal and Appointment of Members of the Board of Commissioners of PTPN X. The Composition of the Company's Board of Commissioners as of December 31, 2020 is as follows:

1. Wahyu Widodo : President Commissioner
2. Arif Afandi : Independent Commissioner

DIREKSI

Board of Directors

Direksi merupakan organ utama Perseroan yang berfungsi untuk memimpin dan mengelola usaha Perseroan demi tercapainya tujuan Perseroan. Dalam pelaksanaannya, Direksi berada di bawah pengawasan Dewan Komisaris dan bertanggung jawab untuk mempertahankan kinerja yang telah dicapai sekaligus meningkatkan pencapaian kinerja Perseroan di tahun berjalan. Selanjutnya, berdasarkan Surat Keputusan Menteri BUMN & Direktur Utama PTPN III (Persero) selaku Pemegang Saham PTPN X No. SK-160/MBU/05/2020 dan No. DSDM/SKPTS/R/69/2020 tanggal 26 Mei 2020 perihal Pemberhentian, Perubahan Nomenklatur Jabatan, dan Pengalihan Tugas Anggota Direksi PTPN X, maka Susunan *Board of Management* PT PTPN X per 31 Desember 2020 adalah sebagai berikut:

1. Aris Toharisman : Direktur
2. Dimas Eko Prasetyo : SEVP *Operation*
3. Septo Kuswitjahjono : SEVP *Business Support*

The Board of Directors is the Company's main organ having the function to lead and manage the business in order to achieve the Company's objectives. In practice, the Board of Directors is under the supervision of the Board of Commissioners and is responsible for maintaining the performance that has been achieved while at the same time improving the Company's performance achievements for the year. Furthermore, based on the Decree of the Minister of SOEs & the President Director of PTPN III (Persero) as the Shareholders of PTPN X No. SK-160/MBU/05/2020 and No. DSDM/SKPTS/R/69/2020 dated May 26, 2020 concerning the Dismissal, Change of Position Nomenclature, and Transfer of Duties of Members of the Board of Directors of PTPN X, the composition of the Company's Board of Directors as of December 31, 2020 is as follows:

1. Aris Toharisman : Director
2. Dimas Eko Prasetyo : SEVP *Operation*
3. Septo Kuswitjahjono : SEVP *Business Support*



PEDOMAN PERILAKU [GRI 102-16] Code of Conduct [GRI 102-16]

PTPN X memiliki Pedoman Perilaku atau *Code of Conduct* yang senantiasa diperbarui untuk menyesuaikan dengan perkembangan bisnis. Pedoman Perilaku terbaru telah disahkan oleh Direksi melalui Surat Keputusan No. XX-SURKP/19.063 tentang Pedoman Perilaku (*Code Of Conduct*) dan Pedoman Tata Kelola Perusahaan (*Code Of Corporate Governance*) PT Perkebunan Nusantara X. Pedoman ini berlaku sebagai sebuah pernyataan umum tertulis yang menggambarkan standar etika usaha Perseroan yang harus dijalankan oleh seluruh insan Perseroan dalam menjalin hubungan dengan sesama insan Perseroan, Pelanggan, Pemasok, Pemegang Saham, Pemerintah, Masyarakat, dan Pemangku Kepentingan lainnya.

Pedoman Perilaku berlaku bagi seluruh insan Perseroan, mulai dari Dewan Komisaris, Direksi, dan seluruh karyawan. Pedoman Perilaku dikembangkan berdasarkan filosofi bisnis dan budaya kerja Perseroan, peraturan perundang-undangan, praktik umum (*common practices*) dalam dunia usaha serta peraturan internal Perseroan yang terkait, termasuk Perjanjian Kerja Bersama (PKB) antara Direksi dan Serikat Pekerja serta Pedoman Tata Tertib Kerja Karyawan.

Isi Pedoman Perilaku terdiri dari 2 (dua) elemen penting, yaitu Etika Kerja dan Etika Usaha. Etika Kerja menjelaskan sikap dan perilaku antar insan Perseroan, baik sebagai atasan, rekan kerja, maupun bawahan. Sedangkan Etika Usaha menjelaskan bagaimana insan Perseroan beretika, bersikap dan bertindak dalam menjalin hubungan usaha dan interaksi dengan pemangku kepentingan.

Dalam Etika Kerja diatur mengenai:

1. Internalisasi Budaya Kerja;
2. Kepatuhan terhadap Hukum;
3. Loyalitas kepada Perusahaan:
 - a. Ketaatan terhadap Tata Tertib Perusahaan;
 - b. Tugas Dinas;
 - c. Mutasi & Promosi;
 - d. Pendidikan dan Pelatihan.
4. Penggunaan Kewenangan & Jabatan;
5. Perilaku sebagai Atasan;
6. Perilaku sebagai Bawahan;
7. Perilaku terhadap Sesama Rekan Kerja;
8. Benturan Kepentingan (*Conflict of Interest*);
9. Gratifikasi dan Suap;
10. Jamuan Bisnis;
11. Biaya Manajemen (*Management Expenses*);

The Company has created a Code of Conduct, which is consistently updated to keep up with the business development. The latest Code of Conduct has been ratified through the Decree of the Board of Directors No. XX-SURKP/19.063 concerning Code of Conduct and Code of Corporate Governance of PT Perkebunan Nusantara X. These guidelines serve as written general statements describing the Company's business ethical standards that must be implemented by all of its personnel in establishing relationships with fellow personnel of the Company, Customers, Suppliers, Shareholders, Government, Community and other Stakeholders.

The Code of Conduct is applicable to all personnel of the Company, starting from the Board of Commissioners, Board of Directors, and all employees. The Code of Conduct is developed based on the Company's business philosophy and work culture, laws and regulations, common practices in the business sector as well as related internal regulations of the Company, including Collective Labor Agreement (PKB) between the Board of Directors and the Workers Union as well as the Work Guidelines for Employees.

The content of Code of Conduct consists of two core elements, namely Work Ethics and Business Ethics. Work Ethics explains about the attitude and behavior between each of the Company's personnel, as superiors, fellow workers, or subordinates. Business Ethics explains the ethics and how each of the Company's personnel behaves and acts in commencing every business relations and interactions with stakeholders.

Work Ethics regulates in regards of:

1. Internalization of Work Culture;
2. Adherence to the Law;
3. Loyalty to the Company:
 - a. Compliance with the Company's Regulations;
 - b. Official Duties;
 - c. Transfer & Promotion;
 - d. Education & Training.
4. Use of Authority & Position;
5. Behavior as a Supervisor;
6. Behavior as a Subordinate;
7. Behavior towards Fellow Co-workers;
8. Conflict of Interests;
9. Gratifications and Bribes;
10. Business Treats;
11. Management Expenses;

PEDOMAN PERILAKU [GRI 102-16]

Code of Conduct [GRI 102-16]

12. Pemeliharaan Lingkungan Perusahaan;
13. Penghargaan terhadap Keberagaman Pribadi;
14. Perlindungan Aset dan Informasi;
15. Keselamatan dan Kesehatan Kerja;
16. Pengawasan Internal;
17. Integritas Pelaporan;
18. Kesadaran terhadap Biaya;
19. Aktivitas Politik;
20. Pemeliharaan Nama Baik Perusahaan;
21. Penggunaan Media Sosial;
22. Penundaan Transaksi Bisnis yang Terindikasi Penyimpangan dan/atau Kecurangan.

Sedangkan dalam Etika Usaha diatur tentang:

1. Hubungan dengan Karyawan;
2. Hubungan dengan Pemegang Saham;
3. Hubungan dengan Petani;
4. Hubungan dengan Pelanggan;
5. Hubungan dengan Pemasok;
6. Hubungan dengan Mitra Usaha/Investor;
7. Hubungan dengan Kreditur;
8. Hubungan dengan Pesaing;
9. Hubungan dengan Aparatur Pemerintah;
10. Hubungan dengan Masyarakat;
11. Hubungan dengan Serikat Pekerja;
12. Hubungan dengan Anak Perusahaan;
13. Hubungan dengan Media Massa.

SANKSI ATAS PELANGGARAN KODE ETIK

Selain Etika Kerja dan Etika Usaha, Pedoman Perilaku juga terdapat Bab Implementasi dan Penegakan, yang di dalamnya antara lain mengatur tentang pelaporan dan pelanggaran, serta sanksi pelanggaran. Salah satu upaya adalah dengan penerapan sanksi terhadap insan perusahaan yang melakukan pelanggaran dengan kategori sanksi ringan, sedang dan berat. Penerapan sanksi dilakukan sesuai dengan bobot atau tingkat pelanggaran yang dilakukan, berupa:

1. Teguran lisan I, 2 dan 3;
2. Peringatan tertulis I, II dan III;
3. Skorsing;
4. Tuntutan ganti rugi;
5. Penundaan kenaikan gaji berkala;
6. Penurunan pangkat/golongan;
7. Pembebasan dari jabatan;
8. Penurunan jabatan (demosi);
9. Pemutusan Hubungan Kerja (PHK);
10. Diserahkan kepada yang berwajib untuk proses penyelidikan lebih lanjut untuk pelanggaran yang mengakibatkan kerugian perusahaan dengan jumlah yang material/besar dan dikategorikan sebagai tindakan pidana.

12. Maintenance of the Company's Environment;
13. Appreciation towards Personal Diversity;
14. Protection of Assets and Information;
15. Occupational Health and Safety;
16. Internal Audit;
17. Report Integrity;
18. Cost Awareness;
19. Political Activity;
20. Safeguarding of the Company's Reputation;
21. Use of Social Media;
22. Delay of Business Transactions Indicated of Deviations and/or Fraud.

While Business Ethics regulates the following:

1. Relations with Employees;
2. Relations with Shareholders;
3. Relations with Farmers;
4. Relations with Customers;
5. Relations with Suppliers;
6. Relations with Business Partners/Investors;
7. Relations with Creditors;
8. Relations with Competitors;
9. Relations with Government Officials;
10. Relations with the Community;
11. Relations with Workers Union;
12. Relations with Subsidiaries;
13. Relations with Mass Media.

SANCTIONS ON VIOLATION AGAINST CODE OF ETHICS

In addition to Work Ethics and Business Ethics, the Company's Code of Conduct also includes the Chapter on Implementation and Enforcement, which among others regulates reporting and violations as well as sanctions on violations. One of the efforts is to impose sanctions on the Company's personnel who commit violations, with the categories of light, medium and heavy sanctions. The imposition of such sanctions shall be conducted based on the weight or level of violation, in the form of:

1. Verbal warning I, 2 and 3;
2. Written warning I, II and III;
3. Suspension;
4. Claims for compensation;
5. Delay of periodic salary increase;
6. Demotion/degradation;
7. Release from position;
8. Demotion;
9. Termination of employment (PHK);
10. Handed over to the authorities for further investigation process for violation causing the Company to experience loss in amount that is material/major and categorized as a criminal offense.

PEDOMAN PERILAKU [GRI 102-16]
Code of Conduct [GRI 102-16]

JUMLAH PELANGGARAN KODE ETIK

Sebagai realisasi penegakan Pedoman Perilaku, berikut rincian sanksi yang dikenakan terkait pelanggaran yang terjadi selama 5 (lima) tahun terakhir:

NUMBER OF CODE OF ETHICS VIOLATION

As a realization of the Company's Code of Conduct enforcement, the following are details of sanctions imposed related to the enforcement of Code of Ethics for the past 5 (five) years:

Jenis Sanksi Type of Sanction	2020	2019	2018	2017	2016
Teguran Reprimand	14	3	-	-	5
Peringatan 1 1st Warning	4	4	9	2	19
Peringatan 2 2nd Warning	1	-	6	1	5
Peringatan 3 3rd Warning	7	-	3	1	9
Pengunduran Diri Resignation	8	17	13	3	21
Pemecatan Termination	1	-	2	-	10
Degradasi Degradation	4	3	2	-	-
Demosi Demotion	0	2	1	-	-



WHISTLEBLOWING SYSTEM

Perseroan telah memiliki ketentuan mengenai pengaduan pelanggaran, yaitu Sistem Pelaporan Pelanggaran (SPP) atau *Whistleblowing System* (WBS). Dalam ketentuan ini diatur mengenai mekanisme pelaporan pelanggaran. Selain itu, diatur juga mengenai tahap penerimaan laporan, tahap penyelidikan sampai kepada tahap pemberian keputusan dan sanksi yang akan diberikan apabila pelanggaran yang dilaporkan terbukti.

Seluruh insan Perseroan, dari Dewan Komisaris, Direksi dan seluruh karyawan telah menyatakan komitmennya untuk melaksanakan WBS dan berpartisipasi aktif untuk ikut menjadi bagian keterbukaan informasi sehingga tidak timbul surat kaleng/surat tanpa dukungan bukti yang cukup. Untuk memberikan pemahaman tentang WBS, Perseroan telah melakukan sosialisasi kepada semua pemangku kepentingan, yaitu Dewan Komisaris, Dewan Direksi, Karyawan, Pemasok, Konsumen, Masyarakat dan Pemangku Kepentingan lainnya. Adapun media sosialisasinya berupa pemasangan spanduk, brosur, pembagian kartu, majalah, presentasi dan *website* www.ptpn10.co.id.

SALURAN WBS

Saluran WBS yang disediakan oleh Perseroan ialah sebagai berikut:

Surel: wbs.ptpn10@ptpn10.co.id

Fax: +62 31 352316

Telp: +62 31 3523143 pswt (110, 190)

Kotak Surat: Tim Whistleblowing System

PT Perkebunan Nusantara X

Jalan Jembatan Merah 3-11

Surabaya 60175

JENIS PELANGGARAN

Pelanggaran yang dilaporkan:

1. Korupsi;
2. Suap;
3. Pencurian;
4. Pelanggaran hukum;
5. Benturan kepentingan;
6. Inefisiensi.

The Company has provisions regarding the violation reporting, which is Whistleblowing System (WBS). In this provision, the mechanism of violation reports is regulated. Aside from it, there are regulations on the reports receiving stage, investigation stage up until the verdict and sanction stage, which will be carried out when the violation is proven to be true.

All of the Company's personnel, from the Board of Commissioners, the Board of Directors and all employees, have stated their commitment to implementing WBS and actively participate in being part of information disclosure to prevent anonymous letters/letter without sufficient supporting evidence. To provide an understanding on WBS, the Company has conducted socialization to all stakeholders, namely the Board of Commissioners, Board of Directors, Employees, Suppliers, Consumers, Communities and other Stakeholders. As for the socialization media, the Company places banners, provides brochures, distributes cards, magazines, presentations and via the Company's website www.ptpn10.co.id.

WBS CHANNEL

The Company provides several channels for WBS as follows:

Email: wbs.ptpn10@ptpn10.co.id

Facsimile: +62 31 352316

Telephone: +62 31 3523143 ext. (110, 190)

Mail Box: Whistleblowing System Team

PT Perkebunan Nusantara X

Jalan Jembatan Merah 3-11

Surabaya 60175

TYPE OF VIOLATION

Reported violation:

1. Corruption;
2. Bribery;
3. Theft;
4. Legal violation;
5. Conflict of interest;
6. Inefficiency.



WHISTLEBLOWING SYSTEM

Laporan harus memuat:

1. Kejadian apa yang dilaporkan;
2. Kapan;
3. Di mana;
4. Siapa yang melakukannya dan yang terlibat;
5. Berapa besar nilai kerugiannya;
6. Kenapa pelanggaran dilakukan;
7. Dilengkapi bukti permulaan (data, gambar, dokumen, dll.);
8. Data sumber informasi untuk pendalaman.

Penanganan Pengaduan Tahun 2020

Selama tahun 2020, terdapat tiga pengaduan yang diterima Perseroan melalui saluran WBS. Pengaduan tersebut berasal dari rekanan sebanyak 2 (dua) pengaduan dan internal sebanyak 1 (satu) pengaduan. Ketiga pengaduan tersebut telah ditindaklanjuti oleh Bagian Satuan Pengawas Intern.

1. Pada bulan Februari 2020, terdapat 1 aduan terkait dugaan adanya penyimpangan pelelangan tetes kurasan eks giling 2019 di salah satu pabrik gula yang dilakukan oleh oknum karyawan pabrik gula tersebut. Aduan tersebut disampaikan melalui surat tertulis kepada PTPN X dengan bukti permulaan berupa *screenshot* percakapan media komunikasi elektronik (WA), PPH penjualan tetes kurasan, dan 2 bukti tertulis lainnya (surat referensi dan surat keterangan pekerjaan). Setelah ditindaklanjuti oleh Bagian SPI, disimpulkan bahwa aduan tersebut tidak terbukti dikarenakan Pelaksanaan tender kurasan di pabrik gula tersebut telah sesuai dengan prosedur yang ada di PTPN X.
2. Pada bulan Juni 2020, terdapat 1 aduan terkait dugaan adanya pungutan liar saat proses pengadaan barang & jasa di Kantor Pusat PTPN X yang dilakukan oleh oknum karyawan salah satu bagian. Aduan tersebut disampaikan kepada Kepala Bagian SPI dengan bukti permulaan berupa *screenshot* percakapan pribadi oknum dengan perusahaan/vendor melalui media komunikasi elektronik (WA), bukti transfer, dan PO yang dikeluarkan untuk perusahaan tersebut. Setelah ditindaklanjuti oleh Bagian SPI, disimpulkan bahwa aduan tersebut terbukti, yakni oknum karyawan tersebut melakukan pungutan liar (pungli) untuk kepentingan pribadi dilakukan tanpa sepengetahuan atasan dan rekan kerja.

Report shall contain:

1. Reported incident;
2. Time of incident;
3. Location of incident;
4. Perpetrator(s) and involved individual(s);
5. Amount of loss;
6. Reason for violation;
7. Supported with initial evidence (data, image, document, etc.);
8. Information source data for a deep dive.

Complaints Handling in 2020

Throughout 2020, the Company received three complaints via WBS channel consisting of two complaints from partners and one complaint from the Company's internal. The three complaints have been followed up by the Internal Audit Unit.

1. In February 2020, there was 1 complaint related to allegations of irregularities in the 2019 ex-milled residual molasses tender at one sugar factory, which was conducted by an employee of sugar factory. The complaint was submitted through a written letter to PTPN X with preliminary evidence in the form of screenshots of electronic communication media (WA) conversations, VAT of residual molasses sales, and 2 other written evidences (reference letter and employment certificate). After being followed up by the Internal Audit Unit, it was concluded that the complaint was not proven since the holding of residual molasses tender at the sugar factory was in accordance with the Company's procedures.
2. In June 2020, there was 1 complaint related to allegations of illegal levies during the procurement process for goods & services at the Company's Head Office, which was conducted by an employee of one of the divisions. The complaint was submitted to the Head of Internal Audit Unit with preliminary evidence in the form of screenshots of private conversations between the alleged person and the company/vendor through electronic communication media (WA), proof of transfer, and PO issued to the Company. After being followed up by the Internal Audit Unit, the complaint was proven to be true, namely that the employee was carrying out illegal levies (extortion) for personal interests without the knowledge of superiors and co-workers.



ANTIKORUPSI DAN PENGENDALIAN GRATIFIKASI

Anti-Corruption and Gratification Control

3. Pada bulan Desember 2020, terdapat 1 aduan terkait dugaan adanya penyalahgunaan dana yang sedianya digunakan untuk pembiayaan pekerjaan di lahan TS yang dilakukan oleh oknum karyawan pabrik gula tersebut. Aduan tersebut disampaikan melalui surat tanpa keterangan nama pengirim dan tidak disertai bukti permulaan. Setelah ditindaklanjuti oleh Bagian SPI, disimpulkan bahwa aduan tersebut tidak terbukti. Berdasar investigasi yang dilakukan oleh Tim SPI, permasalahan terjadi karena kurangnya koordinasi sehingga tim di unit usaha masih perlu meningkatkan komunikasi dan koordinasi agar tidak terjadi lagi pelampauan biaya atas RKAP.
3. In December 2020, there was 1 complaint related to the alleged misuse of funds that were originally used to finance the works on TS land, which conducted by an employee of the sugar factory. The complaint was submitted by unanimous letter with no preliminary evidence. After being followed up by the Internal Audit Unit, it was concluded that the complaint was not proven. Based on the investigation conducted by the Internal Audit Unit, the problem occurs due to lack of coordination so that the team in the business unit still needs to improve communication and coordination so that there will be no more cost overruns on the Company's Work Plan and Budget.

ANTIKORUPSI DAN PENGENDALIAN GRATIFIKASI

Anti-Corruption and Gratification Control

Sebagai korporasi yang menjunjung tinggi integritas dalam menjalankan usaha, sekaligus dalam rangka penerapan GCG, PTPN X berkomitmen untuk mencegah dan memberantas korupsi. Komitmen ini sejalan dengan program Pemerintah dan berbagai regulasi yang mengikat individu maupun entitas bisnis di Indonesia terkait tindakan korupsi dan gratifikasi. Perseroan menekankan pentingnya anti korupsi sebagai upaya mendasar dari penerapan prinsip Tata Kelola Perusahaan yang Baik. Kebijakan Perseroan terhadap anti korupsi tertuang dalam Etika Usaha dan Tata Perilaku serta Pedoman Pengendalian Gratifikasi dan Pedoman Laporan Harta Kekayaan Penyelenggara Negara (LHKPN) yang dimiliki Perseroan.

As a corporation that upholds integrity in running its business, as well as in implementing GCG, the Company is committed to preventing and eradicating corruption. This commitment is in accordance with the programs and various regulations of the Government that bind individuals and business entities in Indonesia regarding the acts of corruption and gratification. The Company emphasizes the importance of anti-corruption as a fundamental effort to implement the principles of Good Corporate Governance. The Company's policy against anti-corruption is contained in the Company's Business Ethics and Code of Conduct as well as Guidelines for Gratification Control and Guidelines for the Report of State Official Assets (LHKPN).

PELIBATAN PEMANGKU KEPENTINGAN Stakeholders Engagement

Keberadaan dan keberlangsungan PTPN X menjalankan usaha tak lepas dari dukungan para pemangku kepentingan. Tanpa mereka, keberadaan Perseroan akan timpang. Perseroan mendefinisikan pemangku kepentingan sebagai entitas atau individu yang terpengaruh oleh kegiatan, produk, dan jasa Perseroan. Di sisi lain, keberadaan mereka juga mempengaruhi Perseroan dalam mewujudkan keberhasilan penerapan strategi dan pencapaian tujuan. Pelibatan pemangku kepentingan diarahkan pada kepentingan usaha Perseroan dengan memperhatikan tanggung jawab sosial Perseroan, kepedulian terhadap masalah-masalah lingkungan, serta memperhatikan skala prioritas dalam membangun komunikasi dengan berbagai mitra strategis.

PTPN X melakukan identifikasi pemangku kepentingan dengan merujuk pada *AA1000 Stakeholder Engagement Standard* (SES) 2015 yang dikeluarkan oleh konsultan global *Accountability* yang membagi ke dalam 5 atribut sebagai berikut:

1. *Dependency (D)*
Jika Perseroan memiliki ketergantungan pada individu atau kelompok, atau sebaliknya.
2. *Responsibility (R)*
Jika Perseroan memiliki tanggung jawab legal, komersial atau etika terhadap individu atau kelompok.
3. *Tension (T)*
Jika individu atau kelompok membutuhkan perhatian segera dari Perseroan terkait isu ekonomi, sosial atau lingkungan.
4. *Influence (I)*
Jika individu atau kelompok memiliki pengaruh terhadap Perseroan atau strategi atau kebijakan pemangku kepentingan lain.
5. *Diverse Perspective (DP)*
Jika individu atau kelompok memiliki pandangan yang berbeda yang dapat mempengaruhi situasi dan mendorong adanya aksi yang tidak ada sebelumnya.

Berdasarkan rujukan dan pemetaan tersebut, pemangku kepentingan PTPN X adalah sebagai berikut:

The Company's existence and sustainability in running the business is inseparable from the support of its stakeholders. Without the stakeholders, there would be so many gaps in the Company's existence. The Company defines stakeholders as entities or individuals who are affected by the Company's activities, products and services. On the other side, their existence also affects the Company in realizing the success of its strategy implementation and target achievement. Stakeholders engagement is directed at the Company's business interests by taking into account its social responsibility, concern for environmental issues, and paying attention to the scale of priority in building communication with various strategic partners.

PTPN X identifies stakeholders by referring to the *AA1000 Stakeholder Engagement Standard* (SES) 2015 issued by the global consultant *Accountability*, which divides it into 5 attributes as follows:

1. *Dependency (D)*
If the Company has a dependency on an individual or group, or vice versa.
2. *Responsibility (R)*
If the Company has legal, commercial or ethical responsibilities towards individuals or groups.
3. *Tension (T)*
If an individual or group requires immediate attention from the Company regarding economic, social or environmental issues.
4. *Influence (I)*
If an individual or group has influence over the Company or other stakeholder strategies or policies.
5. *Diverse Perspective (DP)*
If individuals or groups have different views that can affect the situation and encourage new action.

Based on these references and mapping, the Company's stakeholders are as follows:

PELIBATAN PEMANGKU KEPENTINGAN

Stakeholders Engagement

Pemangku Kepentingan Stakeholders [GRI 102-40]	Basis Penetapan Basis for Determining [GRI 102-42]	Topik dan Isu Utama Key Topics and Concerns [GRI 102-44]	Pendekatan Approach [GRI 102-43]	Frekuensi Pelibatan Engagement Frequency [GRI 102-43]
Pemegang Saham Shareholder	<ul style="list-style-type: none"> • <i>Dependency</i> • <i>Responsibility</i> • <i>Influence</i> • <i>Diverse Perspective</i> 	Peningkatan Kinerja Perseroan The Company's Performance Improvement	RUPS GMS	Minimal 2 kali setahun At least twice a year
		Dukungan pada kepentingan pemegang saham Support to the shareholders' interests	Laporan Kinerja Performance Report	5 kali setahun 5 times a year
Pemerintah Government	<ul style="list-style-type: none"> • <i>Dependency</i> • <i>Responsibility</i> • <i>Tension</i> • <i>Influence</i> • <i>Diverse Perspective</i> 	Kepatuhan terhadap peraturan Compliance with the regulations	Kepatuhan terhadap Peraturan Compliance with the regulations	Setiap saat Anytime
		Fundamental Perseroan The Company's Fundamental	Fundamental Perseroan The Company's Fundamental	Setiap saat Anytime
		Kontribusi ekonomi pada Pemerintah (pajak dan dividen) Economic contribution to the Government (taxes and dividend)	Kontribusi ekonomi pada Pemerintah (pajak dan dividen) Economic contribution to the Government (taxes and dividend)	Sesuai dengan ketentuan & peraturan yang berlaku According to prevailing provision & regulation
Karyawan Employee	<ul style="list-style-type: none"> • <i>Dependency</i> • <i>Responsibility</i> • <i>Tension</i> • <i>Influence</i> • <i>Diverse Perspective</i> 	Terjamin kesejahteraan pekerja beserta keluarganya Guarantee of welfare for employees and their families	Serikat pekerja dan Perjanjian Kerja Bersama [GRI 102-41] Workers union and Collective Labor Agreement [GRI 102-41]	PKB diperbarui setiap 2 tahun sekali CLA is updated every 2 years
		Peningkatan kompetensi/kapabilitas karyawan Employee competency/capability development	Pendidikan dan Pelatihan Training and Education	Sesuai kebutuhan As required
		Suasana kerja yang kondusif, sehat dan aman Conducive, healthy, and safe work atmosphere	<ul style="list-style-type: none"> • Forum tatap muka Face-to-face forum • SMK3 SMK3 	<ul style="list-style-type: none"> • Minimal 4 kali setahun At least 4 times a year • Dilakukan evaluasi secara berkala sesuai ketentuan Evaluation is conducted periodically according to the regulation
		Jenjang karier dan penilaian kinerja yang jelas, setara dan tidak ada praktik diskriminasi Clear, equal, and non-discriminatory career path and performance assessment	<ul style="list-style-type: none"> • <i>Sharing</i> terkait Penetapan KPI/SKI Sharing on the Determination of KPI/SKI • Survei kepuasan pegawai Employee satisfaction survey 	<ul style="list-style-type: none"> • Minimal 1 kali setahun/unit kerja At least once a year/work unit • 1 kali setahun Once a year

PELIBATAN PEMANGKU KEPENTINGAN
Stakeholders Engagement

Pemangku Kepentingan Stakeholders [GRI 102-40]	Basis Penetapan Basis for Determining [GRI 102-42]	Topik dan Isu Utama Key Topics and Concerns [GRI 102-44]	Pendekatan Approach [GRI 102-43]	Frekuensi Pelibatan Engagement Frequency [GRI 102-43]
Konsumen/ Pelanggan Consumer/ Customer	<ul style="list-style-type: none"> • <i>Dependency</i> • <i>Responsibility</i> • <i>Tension</i> • <i>Influence</i> • <i>Diverse Perspective</i> 	Pelayanan Service	Survei Kepuasan Pelanggan, <i>Product Knowledge</i> Customer Satisfaction Survey, <i>Product Knowledge</i>	Sesuai kebutuhan As required
		Harga jasa yang bersaing Competitive service fee	Komunikasi melalui media yang tersedia Communication via available media	Sesuai kebutuhan As required
Mitra kerja/ Rekan/ Pemasok Business Partners/ Suppliers	<ul style="list-style-type: none"> • <i>Dependency</i> • <i>Responsibility</i> • <i>Influence</i> • <i>Diverse Perspective</i> 	Kepatuhan terhadap peraturan Compliance with the regulations	Kontrak dan perjanjian kerja sama Cooperation contract and agreement	Sesuai kebutuhan As required
		Pembayaran tepat waktu Timely payment	<i>Supplier gathering</i>	1 kali setahun Once a year
		Proses evaluasi yang objektif Objective evaluation process	Penilaian kinerja pemasok Supplier performance assessment	Minimal 1 kali per proyek At least one time per project
		Hubungan yang harmonis Harmonious relationship	Kuesioner dan survei Questionnaire and survey	1 kali setahun Once a year
		Kepatuhan terhadap peraturan Compliance with the regulations	Kepatuhan terhadap peraturan Compliance with the regulations	Setiap saat Anytime
		Memperoleh akses informasi yang luas dan menjaga keharmonisan hubungan Obtain wide access to information and maintain harmonious relationships	Forum Temu Kemitraan (FTK) dengan petani Partnership Meeting Forum (FTK) with farmers	Setiap saat Anytime
Fasilitator peningkatan kompetensi Competency development facilitator	Pelatihan petani tebu Sugarcane farmers training	Sesuai kebutuhan As required		

PELIBATAN PEMANGKU KEPENTINGAN

Stakeholders Engagement

Pemangku Kepentingan Stakeholders [GRI 102-40]	Basis Penetapan Basis for Determining [GRI 102-42]	Topik dan Isu Utama Key Topics and Concerns [GRI 102-44]	Pendekatan Approach [GRI 102-43]	Frekuensi Pelibatan Engagement Frequency [GRI 102-43]
Masyarakat Community	<ul style="list-style-type: none"> • <i>Dependency</i> • <i>Responsibility</i> • <i>Tension</i> • <i>Influence</i> • <i>Diverse Perspective</i> 	Keharmonisan hubungan dengan masyarakat sekitar wilayah kerja Harmonious relationship with the surrounding communities of the Company's areas of operations	Kegiatan Program Kemitraan dan Bina Lingkungan (<i>Corporate Social Responsibility</i>) Partnership and Community Development and Corporate Social Responsibility Activities	Sesuai kebutuhan/ mengikuti aturan yang berlaku As required/ according the applicable rules
		Meminimalisir dampak negatif pada lingkungan Minimize negative impact on the environment	Kegiatan Program Kemitraan dan Bina Lingkungan (<i>Corporate Social Responsibility</i>) Partnership and Community Development Program (Corporate Social Responsibility) Activities	Sesuai ketersediaan dana dan mengikuti aturan yang berlaku untuk pemberdayaan masyarakat In line with funds availability and comply with the applicable rules on community empowerment
		Hubungan yang harmonis Harmonious relationship	Kegiatan Bina Lingkungan Community Development Activities	Sesuai kebutuhan As required
		Memperoleh informasi yang luas Obtain wide access to information	Forum tatap muka Face-to-face forum	Sesuai kebutuhan As required
Media Massa Mass Media	<ul style="list-style-type: none"> • <i>Responsibility</i> • <i>Influence</i> • <i>Diverse Perspective</i> 	Hubungan yang harmonis Harmonious relationship	<ul style="list-style-type: none"> • Konferensi pers/Siaran Pers Press conference/ press release • <i>Media Gathering</i> Media Gathering 	<ul style="list-style-type: none"> • Sesuai kebutuhan As required • 1 kali setahun Once a year
		Memperoleh dan menyebarkan informasi yang luas Obtain and disseminate extensive information	Keterbukaan Informasi Information Transparency	Setiap saat Anytime



KINERJA EKONOMI KEBERLANJUTAN SUSTAINABLE ECONOMIC PERFORMANCE



TINJAUAN EKONOMI GLOBAL & NASIONAL

Tahun 2020 merupakan tahun yang penuh tantangan bagi Indonesia. Pandemi virus SARS Cov-2 (COVID-19) yang berkepanjangan sejak terdeteksi pertama kali pada Maret 2020, membuat semua sektor ekonomi terdampak, termasuk sektor pertanian dan perkebunan. Bahkan, hingga tahun berganti, Indonesia dan seluruh negara di berbagai belahan bumi mesti bersiap-siap menghadapi skenario terburuk. Sebab, Badan Kesehatan Dunia (WHO) telah mengeluarkan peringatan bahwa pandemi COVID-19 akan berlangsung lama.

Dampak terbesar pandemi COVID-19 bagi perekonomian Indonesia adalah merosotnya pertumbuhan ekonomi, bahkan negeri ini masuk ke zona resesi. Hal itu ditandai dengan laju perekonomian pada kuartal III yang tercatat kembali minus, yakni 3,49%, setelah sebelumnya sempat terjatuh hingga minus 5,32% pada kuartal II. Selanjutnya, pada kuartal IV, meski terjadi perbaikan, namun masih mencatatkan angka minus, yaitu -2,19%.

Bank Indonesia menyebutkan, perbaikan ekonomi pada triwulan IV 2020 ditopang realisasi stimulus dan kontribusi positif sektor eksternal. Konsumsi pemerintah tumbuh positif pada 2020 sebesar 1,94% dipengaruhi

GLOBAL & NATIONAL ECONOMIC REVIEW

2020 was a year full of challenges for Indonesia. The prolonged SARS Cov-2 (COVID-19) pandemic since it was first detected in March 2020, has affected all economic sectors, including the agricultural and plantation sectors. In fact, until the year changed, Indonesia and all countries in various parts of the world must be ready to face the worst scenario. The World Health Organization (WHO) has issued a warning that the COVID-19 pandemic would last for a long time.

The biggest impact of the COVID-19 pandemic on the Indonesian economy was the decline in economic growth, which the country has even entered the recession zone. This was indicated by the economic rate in the 3rd quarter, which was recorded back to minus 3.49%, after previously falling to minus 5.32% in the 2nd quarter. Furthermore, in the 4th quarter, although there was an improvement, it was still minus, namely -2.19%.

Bank Indonesia stated that the economic recovery in the 4th quarter of 2020 was supported by the realization of stimulus and positive contributions from the external sector. Government consumption grew

KINERJA EKONOMI KEBERLANJUTAN
SUSTAINABLE ECONOMIC PERFORMANCE

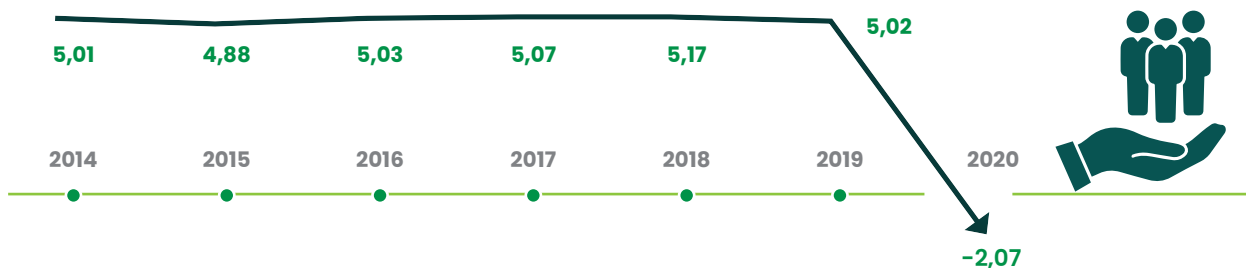
oleh realisasi stimulus pemerintah, terutama berupa bantuan sosial, belanja barang dan jasa lainnya, serta Transfer ke Daerah dan Dana Desa (TKDD).

positively in 2020 by 1.94%, influenced by the realization of government stimulus, especially in the form of social assistance, spending on other goods and services, as well as Transfers to Regions and Village Funds (TKDD).

Dalam kondisi perekonomian yang sulit tersebut, Badan Pusat Statistik (BPS) menyebutkan pertumbuhan ekonomi Indonesia tahun 2020 mengalami kontraksi 2,07% secara *year on year (yoy)*. Kontraksi tersebut dipengaruhi oleh pelemahan di berbagai sektor ekonomi karena pandemi COVID-19. Resesi pada tahun 2020 adalah resesi ekonomi pertama sejak tahun 1998 di mana tahun tersebut ekonomi Indonesia tumbuh minus 13,16% *yoy* akibat krisis moneter.

In these difficult economic conditions, BPS–Statistics Indonesia stated that Indonesia's economic growth in 2020 experienced a contraction of 2.07% year on year (*yoy*). The contraction was affected by the weakening in various economic sectors due to the COVID-19 pandemic. The recession in 2020 was the first economic recession since 1998 where the Indonesian economy grew minus 13.16% *yoy* due to the monetary crisis.

Pertumbuhan Produk Domestik Bruto 2014–2020
Gross Domestic Product Growth 2014–2020



Sumber: Berita Resmi Statistik, Badan Pusat Statistik (BPS), 5 Februari 2021
Source: Official News on Statistics, BPS–Statistics Indonesia, February 5, 2021

Akibat pandemi COVID-19, tidak hanya Indonesia yang mengalami pertumbuhan ekonomi negatif. Sejumlah negara mitra Indonesia juga mengalami hal serupa, seperti Amerika Serikat (AS) yang tumbuh minus 3,5% *yoy*, Singapura minus 5,8% *yoy*, Korea Selatan minus 1,0% *yoy*, Hong Kong minus 6,1% *yoy*, dan Uni Eropa minus 6,4% *yoy*. Sedangkan negara yang masih mencatatkan pertumbuhan positif di antaranya Tiongkok yang tumbuh 2,3% *yoy* dan Vietnam tumbuh positif 2,9% *yoy*.

Due to the COVID-19 pandemic, Indonesia was not only experiencing negative economic growth. A number of Indonesia's partner countries also experienced similar thing, such as the United States (US), which grew minus 3.5% *yoy*, Singapore minus 5.8% *yoy*, South Korea minus 1.0% *yoy*, Hong Kong minus 6.1% *yoy*, and EU minus 6.4% *yoy*. Meanwhile, countries that still recorded positive growth include China, which grew 2.3% *yoy* and Vietnam, which grew 2.9% *yoy*.

Menurut BPS, terdapat 17 lapangan usaha yang menopang pertumbuhan ekonomi Indonesia tahun 2020. Dari jumlah itu, sebagian di antaranya masih mencatatkan pertumbuhan positif, salah satunya adalah lapangan usaha Pertanian, Kehutanan, dan Perikanan yang tumbuh 1,75%. Walau masih tumbuh positif, namun pertumbuhan tersebut jauh menurun dibandingkan tahun 2019 dengan pertumbuhan sebesar 3,61% dan tahun 2018 sebesar 3,88%. Sebagai bagian dari lapangan usaha Pertanian, Kehutanan dan Perikanan, kinerja PTPN X sebagai pelaku di lapangan usaha tanaman tebu dan tembakau turut terdampak. **[GRI 103-1]**

According to BPS–Statistics Indonesia, there were 17 business sectors supporting Indonesia's economic growth in 2020. Of that number, some of them still recorded positive growth, such as Agriculture, Forestry and Fisheries business sector, which grew 1.75%. Although still growing positively, this growth was significantly lower than in 2019 with growth of 3.61% and in 2018 of 3.88%. As part of the Agriculture, Forestry and Fisheries business sector, the Company's performance as an actor in the sugarcane and tobacco business sector is also affected. **[GRI 103-1]**

KINERJA EKONOMI PERSEROAN

The Company's Economic Performance

Kejadian luar biasa berupa pandemi COVID-19 yang meruntuhkan berbagai sektor ekonomi di Indonesia membuat dunia usaha harus mengevaluasi target-target kinerja tahun 2020. Kebijakan itu pula yang diambil oleh PTPN X, yaitu dengan melakukan revisi Rencana Kerja dan Anggaran Perusahaan (RKAP) Tahun 2020 sehingga terbit RKAP Perubahan atau RKAPP Tahun 2020. Selain merevisi target, Perseroan juga melakukan *cost reduction program* dan *cost postpone program* guna menurunkan beban biaya produksi dan beban *cashout* pembayaran. [GRI 103-2]

Dengan berbagai upaya tersebut di atas, PTPN X belum sepenuhnya mampu mewujudkan target-target dalam RKAPP Tahun 2020, seperti Total Aset yang mencapai 96% dari RKAPP 2020, atau Investasi yang mencapai 49% dari RKAPP 2020. Adapun untuk Laba Tahun Berjalan, setelah dikurangi pembayaran Pajak dan Bunga, serta Beban Pajak, Perseroan mencatatkan Laba Tahun Berjalan sebesar Rp49,87 miliar atau 254% dari RKAPP 2020 sebesar Rp19,62 miliar. Pencapaian ini adalah 42% bila dibandingkan dengan laba tahun berjalan tahun 2019, yang mencapai Rp117,54 miliar. [GRI 103-3]

Pada tahun pelaporan, pendapatan PTPN X tercatat sebesar Rp2,49 triliun. Pendapatan itu, antara lain, berasal dari volume penjualan gula yang mencapai 141.987 ton dengan nilai Rp 1,551 triliun, volume penjualan tetes sebanyak 119.874 ton dengan nilai sebesar Rp323,750 miliar, serta volume penjualan tembakau tahun 2020 sebanyak 611 ton dengan nilai sebesar Rp220,830 miliar. Selain kedua komoditas utama di atas, pendapatan PTPN X juga ditopang oleh Bobbin dan 3 (tiga) anak perusahaan. [GRI 103-3]

The extraordinary event in the form of COVID-19 pandemic that brought down various economic sectors in Indonesia forced the business world to evaluate performance targets in 2020. The same policy was taken by the Company, namely by revising the Company's Work Plan and Budget (RKAP) for 2020 with the issuance of Company's 2020 Revised Work Plan and Budget. In addition to revising the target, the Company also implemented cost reduction program and cost postpone program to reduce production costs and cash out payments. [GRI 103-2]

With the various efforts mentioned earlier, the Company has not been able to fully realize the targets set forth in the Company's 2020 Revised Work Plan and Target (RKAPP 2020), such as Total Assets which reached 96% of RKAPP 2020, or Investments which reached 49% of RKAPP 2020. As for Profit for the Year, after deducting Tax Payment and Interest Payment, as well as Tax Expense, the Company recorded a Profit for the Year of IDR49.87 billion or 254% of the 2020 RKAPP of IDR19.62 billion. This achievement achieved 42% when compared to the profit for the year in 2019, which reached IDR117.54 billion. [GRI 103-3]

In the reporting year, the Company's revenue was recorded at IDR2.49 trillion. The revenue, among others, derived from the sales volume of sugar, which reached 141,987 tons with a sales value of IDR1.551 trillion and sales volume of molasses of 119,874 tons with a sales value of IDR323.750 billion. The sales volume of tobacco in 2020 amounted to 611 tons with a sales value of IDR220.830 billion. In addition to the two main commodities above, the Company's revenue was also supported by Bobbin and 3 (three) subsidiaries. [GRI 103-3]

DISTRIBUSI NILAI EKONOMI

Distribution of Economic Value

Berdasarkan kinerja seperti tersebut di atas, maka bisa disampaikan mengenai nilai ekonomi langsung yang dihasilkan, nilai ekonomi yang didistribusikan, dan nilai ekonomi yang ditahan oleh Perseroan selama tahun 2020. Nilai ekonomi yang dihasilkan adalah manfaat ekonomi yang diperoleh selama menjalankan usaha, misalnya pendapatan, pendapatan operasi, dan pendapatan keuangan. Sedangkan nilai ekonomi yang didistribusikan adalah manfaat ekonomi yang diberikan Perseroan kepada para pemangku kepentingan, seperti pembayaran pajak, dividen, pembayaran untuk pemasok, maupun realisasi dana untuk program Tanggung Jawab Sosial Perusahaan (*Corporate Social Responsibility/CSR*) dan Program Kemitraan dan Bina Lingkungan (PKBL). Adapun nilai ekonomi yang ditahan adalah manfaat ekonomi yang disimpan Perseroan yang diperoleh dari pengurangan nilai ekonomi yang dihasilkan dikurangi nilai ekonomi yang didistribusikan. Distribusi nilai ekonomi selengkapnya disajikan dalam tabel berikut: [GRI 103-3, 201-1]

The Company's direct economic value generated, economic value distributed, and economic value retained in 2020 could be presented based on the Company's performance as mentioned earlier. The economic value generated refers to the economic benefits obtained by the Company while running the business, e.g. revenue, operating income, and finance income. Meanwhile, the economic value distributed refers to the economic benefits provided by the Company to stakeholders, such as the payment of taxes, dividends, payments for suppliers, and the realization of funds for Corporate Social Responsibility (CSR) and Partnership and Community Development Program (PKBL). The economic value retained refers to the economic benefit saved by the Company from the reduction in the generated economic value minus the economic value distributed. Detailed on the distribution of economic value is presented in the following table: [GRI 103-3, 201-1]

Tabel Distribusi Nilai Ekonomi Tahun 2018-2020 (jutaan Rupiah)
Table of Distribution of Economic Value in 2018-2020 (IDR million)

Uraian Description	2020	2019	2018
Nilai Ekonomi Langsung yang Dihasilkan Direct Economic Value Generated			
Pendapatan Revenue	2.487.919	2.619.079	2.597.471
Keuntungan atas Perubahan Nilai Wajar Aset Biologis Gains on the Changes in Fair Value of Biological Assets	73.626	-	-
Pendapatan Operasi Lain Other Operating Income	100.294	75.821	51.708
Pendapatan Keuangan Finance Income	184.490	192.447	180.464
Jumlah Nilai Ekonomi Langsung yang Dihasilkan Total Direct Economic Value Generated	2.846.329	2.887.347	2.829.642
Nilai Ekonomi yang Didistribusikan Economic Value Distributed			
Beban Pokok Pendapatan Cost of Revenue	(2.250.347)	(2.091.016)	(2.056.687)
Beban Pemasaran dan Penjualan Marketing and Selling Expenses	(24.886)	(23.387)	(27.601)
Beban Umum dan Administrasi General and Administrative Expenses	(182.596)	(249.506)	(264.110)
Beban Operasi Lain Other Operating Expenses	(70.043)	(113.922)	(63.211)

DISTRIBUSI NILAI EKONOMI
Distribution of Economic Value**Tabel Distribusi Nilai Ekonomi Tahun 2018-2020 (jutaan Rupiah)**
Table of Distribution of Economic Value in 2018-2020 (IDR million)

Uraian Description	2020	2019	2018
Pajak Final Final Tax	(9.001)	(12.422)	(12.428)
Beban Keuangan Finance Expenses	(193.082)	(218.049)	(240.724)
Beban Pajak Penghasilan Income Tax Expenses	(76.482)	(61.507)	(51.645)
Pembayaran Dividen Dividend Payment	(1.867)	(1.668)	(5.304)
Beban PKBL/CSR Partnership & Community Development Program (PKBL)/CSR Expenses	(137.141)	(246.526)	(255.434)
Jumlah Nilai Ekonomi yang Didistribusikan Total Economic Value Distributed	(2.945.445)	(3.018.003)	(2.721.710)
Nilai Ekonomi yang Disimpan Economic Value Retained	(99.116)	(130.656)*	107.932*

*disajikan kembali
*restated



PROGRAM PENSIUN KARYAWAN

Employee Pension Program

Usia pensiun normal karyawan PTPN X adalah 55-56 tahun. Untuk menjamin agar karyawan yang pensiun memiliki dana untuk menanggung kehidupannya, maka Perseroan memiliki program dana pensiun. [GRI 103-1]

PTPN X dan Entitas Anak tertentu menyelenggarakan program pensiun manfaat pasti untuk seluruh karyawan tetap yang dihitung berdasarkan gaji pada tahun tertentu dan masa kerja karyawan. Dana Pensiun ini dikelola oleh Dana Pensiun Perkebunan (Dapenbun) berdasarkan Surat Keputusan Menteri Keuangan No. Kep-344/KMK/17/1999 tanggal 13 September 1999. [GRI 103-2]

Iuran dana pensiun yang ditanggung Perseroan dan Entitas Anak tertentu di atas masing-masing sebesar 6,59% dan 6,00% dari penghasilan dasar pensiun untuk Perusahaan dan karyawan. Adapun total liabilitas program pensiun tahun 2020 adalah sebesar Rp209.514 juta, turun dibanding tahun sebelumnya yang mencapai Rp221.634 juta. Penurunan dipengaruhi oleh berkurangnya jumlah peserta dana pensiun akibat pensiun. [GRI 103-3, 201-3]

Selain dana pensiun, Perseroan dan Entitas Anak tertentu juga memberikan pembayaran premi BPJS kepada karyawan aktif yang akan pensiun di masa yang akan datang. Nilai wajar liabilitas imbalan pascakerja Perseroan dan Entitas Anak tertentu pada tanggal 31 Desember 2020 dan 2019 masing-masing adalah Rp123.069 juta dan Rp92.992 juta. Peningkatan terjadi sejalan dengan adanya penambahan karyawan baru dan iuran BPJS berdasarkan tabel berjalan dimana gaji setiap tahun ada kenaikan. [GRI 103-3]

The normal retirement age for the Company's employees is 55-56 years. In ensuring that retired employees have funds to support their lives, the Company established a pension fund program. [GRI 103-1]

The Company and specific Subsidiaries have implemented defined benefit pension plans covering all permanent employees, which are calculated based on the salary in a certain year and the years of service of the employees. The Pension Fund is managed by the Plantation Pension Fund (Dapenbun) based on the Decree of the Minister of Finance No. Kep-344/KMK/17/1999 dated September 13, 1999. [GRI 103-2]

The pension fund contributions borne by the Company and specific Subsidiaries amounted to 6.59% and 6.00%, respectively, of the basic pension income for the Company and employees. The total liabilities for the pension program in 2020 amounted to IDR209.514 million, a decline compared to the previous year of IDR221.634 million. The decline was affected by the reduced number of participants of pension funds due to retirement. [103-3, 201-3]

In addition to pension funds, the Company and specific Subsidiaries also provide BPJS premium payments to active employees who will retire in the future. The fair value of the Company and specific Subsidiaries' post-employment benefits liabilities as of December 31, 2020 and 2019 amounted to IDR123.069 million and IDR92.992 million, respectively. The increase occurred in line with the addition of new employees and BPJS contributions based on the current table where the salary increases every year. [GRI 103-3]

DAMPAK EKONOMI TIDAK LANGSUNG

Indirect Economic Impact

PTPN X menyadari sepenuhnya bahwa keberlanjutan usaha sangat bergantung pada terciptanya hubungan saling menguntungkan antara seluruh pemangku kepentingan, baik eksternal maupun internal, termasuk masyarakat di sekitar wilayah perusahaan beroperasi. Sebagai Perseroan Terbatas dan bagian penting dari rantai ekonomi nasional, PTPN X memiliki peran penting dalam pelaksanaan Tanggung Jawab Sosial dan Lingkungan (TJSL), sebagaimana diatur dalam Undang-Undang No. 40 Tahun 2007 tentang Perseroan Terbatas. [GRI 103-1]

TJSL adalah komitmen Perseroan untuk berperan serta dalam pembangunan ekonomi berkelanjutan guna meningkatkan kualitas kehidupan dan lingkungan yang bermanfaat, baik bagi Perseroan sendiri, komunitas setempat, maupun masyarakat pada umumnya. Untuk mewujudkan komitmen itu, Perseroan menyelenggarakan Program Tanggung Jawab Sosial Perusahaan (*Corporate Social Responsibility/CSR*) dan Program Kemitraan dan Bina Lingkungan (PKBL). [GRI 103-2]

Bagi PTPN X, TJSL bukan sekadar program pengembalian sebagian dari hasil perolehan kegiatan usaha, namun sekaligus merupakan kegiatan investasi sosial jangka panjang. Dengan demikian, program TJSL tidak hanya memberikan dampak positif kepada masyarakat dan lingkungan sekitar, tetapi juga berdampak positif bagi Perseroan. Melalui TJSL, PTPN X berharap dapat berkontribusi secara nyata terhadap penciptaan nilai tambah bagi masyarakat, sekaligus memastikan perlindungan terhadap lingkungan dan sumber daya alam. Lebih dari itu, melalui TJSL Perusahaan turut menunjukkan partisipasinya dalam menjamin masa depan yang berkelanjutan bagi bumi, kesejahteraan masyarakat serta prospek investasi para pemegang saham untuk jangka panjang.

Implementasi PKBL di PTPN X merujuk pada Peraturan Menteri Badan Usaha Milik Negara Republik Indonesia Nomor PER-02/MBU/04/2020 tentang Perubahan Ketiga Atas Peraturan Menteri Badan Usaha Milik Negara Nomor PER-09/MBU/07/2015 tentang Program Kemitraan dan Program Bina Lingkungan Badan Usaha Milik Negara. Salah satu perubahan penting dalam peraturan ini adalah adanya penambahan klausul dalam penyaluran dana Program Bina Lingkungan di Pasal 9 ayat 3,

The Company is fully aware that its business sustainability is highly dependent on the establishment of mutually beneficial relationships between all stakeholders, both external and internal, including the surrounding communities of the Company's areas of operations. As a Limited Liability Company and an important part of the national economic chain, the Company has an important role in the implementation of social and environmental responsibility (TJSL), as regulated in Law No. 40 of 2007 concerning Limited Liability Companies. [GRI 103-1]

TJSL is the Company's commitment to participate in sustainable economic development in order to improve the quality of life and a beneficial environment, both for the Company itself, the local communities, and public in general. In realizing this commitment, the Company has implemented Corporate Social Responsibility (CSR) Program and Partnership and Community Development Program (PKBL). [GRI 103-2]

For the Company, social and environmental responsibility (TJSL) is not merely a program to return a portion of the proceeds from business activities, but also a long-term social investment activity. Therefore, the TJSL program not only has a positive impact on the community and the surrounding environment, but also has a positive impact on the Company. Through social and environmental responsibility (TJSL), the Company hopes to contribute significantly to the establishment of added value for the community, while ensuring the protection of the environment and natural resources. Moreover, through TJSL, the Company also shows its participation in ensuring a sustainable future for the earth, the welfare of the community, as well as the investment outlook of shareholders for the long term.

PKBL implementation refers to the Regulation of the Minister of State-Owned Enterprises No. PER-02/MBU/04/2020 concerning the Third Amendment to the Regulation of the Minister of State-Owned Enterprises No. PER-09/MBU/07/2015 concerning the Partnership Program and Community Development Program of State-Owned Enterprises. One of the important changes in this regulation is the addition of a clause in the distribution of Community Development Program funds in Article 9 paragraph



DAMPAK EKONOMI TIDAK LANGSUNG

Indirect Economic Impact

yaitu Dana Program Bina Lingkungan disalurkan dalam bentuk bantuan bencana alam dan bencana non alam, termasuk yang disebabkan oleh wabah. Perubahan ini merupakan payung hukum bagi seluruh BUMN, termasuk PTPN X, dalam menyalurkan dana Program Bina Lingkungan selama tahun 2020 dan tahun-tahun berikutnya pada saat pandemi COVID-19 masih berlangsung.

Program Kemitraan BUMN dengan Usaha Kecil, yang selanjutnya disebut Program Kemitraan, yaitu program untuk meningkatkan kemampuan usaha kecil agar menjadi tangguh dan mandiri melalui pemanfaatan dana dari bagian laba BUMN. Tujuan Program Kemitraan adalah untuk meningkatkan kemampuan para pengusaha kecil agar menjadi tangguh dan mandiri, sekaligus pemberdayaan kondisi sosial masyarakat. Sedangkan Program Bina Lingkungan, yang selanjutnya disebut Program BL, yaitu program untuk membentuk calon Mitra Binaan baru dan pemberdayaan kondisi sosial masyarakat oleh BUMN melalui pemanfaatan dana dari bagian laba BUMN. Program BL ini bersifat bantuan (Korban Bencana Alam, Bantuan Pendidikan dan/atau Pelatihan, Bantuan Peningkatan Kesehatan, Bantuan Pengembangan Sarana dan/atau Prasarana serta Bantuan Sarana Ibadah).

Selama tahun 2020, pelaksanaan Program CSR dan PKBL adalah sebagai berikut: [GRI 103-3, 203-1, 203-2, 413-1]

1. Program Kemitraan

Pada tahun 2020, Perseroan telah menyalurkan dana Program Kemitraan sebesar Rp133.890 juta untuk 434 mitra binaan PTPN X yang tersebar di wilayah kerja PTPN X. Jumlah dana tersebut adalah 932% dari RKAP 2020, sedangkan jumlah mitra binaan sebesar 147% dari RKAP 2020. Jumlah penyaluran Program Kemitraan tahun 2018-2020 selengkapnya disajikan pada tabel di bawah ini:

3, namely that the Community Development Program Fund is distributed in the form of assistance for natural disasters and non-natural disasters, including those caused by epidemics. This change is a legal umbrella for all SOEs, including the Company, in distributing Community Development Program funds during 2020 and the following years when the COVID-19 pandemic is still ongoing.

The SOE Partnership Program with Small Businesses, hereinafter referred to as the Partnership Program, is a program to increase the capability of small businesses to become strong and independent by utilizing funds from the SOE's profit share. The objective of the Partnership Program is to increase the capability of small entrepreneurs to become strong and independent, as well as to empower the social conditions of the community. Meanwhile, the Community Development Program, hereinafter referred to as the BL Program, is a program to establish new Fostered Partner candidates and empowerment of the social conditions of the community by SOE through the use of funds from SOE's profit share. The BL program is an assistance program (Victims of Natural Disaster, Education and/or Training Assistance, Health Improvement Assistance, Facilities and/or Infrastructure Development Assistance and Worship Facilities Assistance).

During 2020, the implementation of CSR and PKBL Programs is as follows: [GRI 103-3, 203-1, 203-2, 413-1]

1. Partnership Program

In 2020, the Company has distributed funds for Partnership Program amounted to IDR133,890 million for 434 PTPN X fostered partners spread across the Company's areas of operations. The total fund reached 932% of the Company's 2020 Work Plan and Budget, while the number of fostered partners amounted to 147% of the Company's 2020 Work Plan and Budget. Total distributed funds for Partnership Program in 2018-2020 are presented in the table as follows:

DAMPAK EKONOMI TIDAK LANGSUNG
Indirect Economic Impact

Tabel Penyaluran Program Kemitraan Tahun 2018–2020

No	Sektor Usaha Business Sector	2020				
		Realisasi sampai Desember Realization until December		RKAPP Audited The Company's Revised Work Plan and Budget Audited		
		Unit	Rp Juta IDR Million	Unit	Rp	
1	Industri Industry	1	125	4	50	
2	Perdagangan Trade	6	395	12	200	
3	Pertanian Agriculture	1	100	-	-	
4	Peternakan Livestock	1	60	-	-	
5	Perkebunan Plantation	423	133.034	179	13.409	
6	Perikanan Fisheries	-	-	-	-	
7	Jasa Services	1	26	-	-	
8	Dana Pembangunan kemitraan Partnership Development Fund	-	-	100	700	
Jumlah Total		434	133.890	295	14.359	

DAMPAK EKONOMI TIDAK LANGSUNG
Indirect Economic Impact**Distribution of Partnership Program in 2018-2020**

	2019		2018	
	Realisasi sampai Desember Realization until December		Realisasi sampai Desember Realization until December	
	Unit	Rp Juta IDR Million	Unit	Rp Juta IDR Million
	5	100	1	175.
	16	385	20	833
	-	-	-	-
	-	-	4	515
	3.238	242.831	3.365	252.396
	-	-	-	-
	-	-	2	100
	107	608	-	-
	3.366	243.924	3.392	254.019

DAMPAK EKONOMI TIDAK LANGSUNG

Indirect Economic Impact

2. Program Bina Lingkungan dan CSR

Selama tahun 2020, Perseroan telah merealisasikan penyaluran dana melalui Program Bina Lingkungan dan CSR sebesar Rp3,25 miliar kepada masyarakat sekitar di wilayah kerja PTPN X. Realisasi tersebut adalah 104% dari RKAPP Tahun 2020 sebesar Rp3,11 miliar. Kegiatan pelaksanaan dan penyaluran program Bina Lingkungan dan CSR di sepanjang tahun 2020 dan perbandingannya dengan tahun 2018 dan 2019 adalah sebagai berikut:

2. Community Development Program and CSR

In 2020, the Company has distributed funds in the form of Community Development programs and CSR amounted to IDR3.25 billion to the surrounding communities in the Company's areas of operations. The realization is 104% of the 2020 RKAPP of Rp3.11 billion. Implementation and distribution activities of the Community Development programs and CSR throughout 2020 and its comparison with 2018 and 2019 are as follows:

Tabel Penyaluran Sektor Program Bina Lingkungan dan CSR Tahun 2018–2020 (Rp Juta)
Distribution of Community Development and CSR Sector Program in 2018–2020 (IDR Million)

No	Sektor Usaha Business Sector	2020		2019	2018
		Realisasi sampai Desember Realization until December	RKAP The Company's Work Plan & Budget	Realisasi sampai Desember Realization until December	Realisasi sampai Desember Realization until December
1	Pendidikan dan Pelatihan Training and Education	-	252	43	73
2	Korban Bencana Alam dan Non Alam Victims of Natural and Non- Natural Disasters	1.871	-	-	50
3	Peningkatan Kesehatan Health Improvement	-	221	200	-
4	Peningkatan Prasarana & Sarana Umum Improvement of Public Infrastructure & Facilities	221	1.557	1.063	584
5	Sarana Ibadah Worship Facilities	142	610	355	427
6	Pelestarian Alam Natural Conservation	-	221	-	-
7	Sosial Kemasyarakatan Social Community	370	252	225	281
8	Peningkatan Kapasitas Mitra Binaan Capacity Building for Fostered Partners	-	-	-	-
9	CSR	647	-	718	-
Total Penyaluran Dana Total Funds Distribution		3.251	3.114	2.602	1.415

DAMPAK EKONOMI TIDAK LANGSUNG
Indirect Economic Impact**3. Program CSR Pengembangan Sosial Masyarakat**

Dalam upaya menjalin hubungan yang harmonis antara Perseroan dan lingkungan masyarakat sekitar, Perseroan juga melaksanakan program tanggung jawab sosial perusahaan di luar program PKBL yang telah menjadi kegiatan rutin Perseroan di setiap tahunnya. Berikut rincian program CSR Sosial Kemasyarakatan yang dilakukan Perseroan di sepanjang tahun 2020 dengan rincian sebagai berikut:

3. CSR Social Community Development Program

In order to establish a harmonious relationship between the Company and the surrounding community, the Company also implements corporate social responsibility program beyond the PKBL program, which has become a routine activity of the Company every year. The following are details of CSR Social Community Development Program conducted by the Company throughout 2020 with the following details:

No	Tanggal Date	Kegiatan Activity	Wilayah Penyaluran Areas of Distribution	Nilai (Rp) Value (IDR)	Jenis Anggaran Budget Type
1	28 Februari 2020 February 28, 2020	Bantuan Rehabilitasi Polindes Desa Cukir Assistance for the Construction of Village Midwife Clinic in Cukir Village	Jombang	20.414.450	Bina Lingkungan Community Development
2	6 April 2020 April 6, 2020	Partisipasi Bantuan COVID-19 Pemprov Jatim (BNPB) & Pemkot Surabaya Participation in the COVID-19 Assistance of the Government of East Java Province & the Government of Surabaya City	Kota Surabaya Surabaya City	120.000.000	Bina Lingkungan Community Development
3	8 April 2020 April 8, 2020	Bantuan Bedah Rumah Wilayah Kerja PG Pesantren Baru Assistance for House Renovation in Pesantren Baru Plantation Work Area	Kediri	60.000.000	Bina Lingkungan Community Development
4	13 April 2020 April 13, 2020	Partisipasi Bantuan COVID-19 Kementerian BUMN Participation in the COVID-19 Assistance of the Ministry of SOEs	Jakarta Pusat Central Jakarta	200.000.000	Bina Lingkungan Community Development
5	13 April 2020 April 13, 2020	Partisipasi Bantuan COVID-19 Pemkab Mojokerto Participation in the COVID-19 Assistance of the Government of Mojokerto Regency	Mojokerto	50.000.000	Bina Lingkungan Community Development
6	13 April 2020 April 13, 2020	Partisipasi Bantuan COVID-19 RS Unair Participation in the COVID-19 Assistance of Unair Hospital	Kota Surabaya Surabaya City	25.000.000	Bina Lingkungan Community Development
7	13 April 2020 April 13, 2020	Bantuan Penanggulangan Penyebaran COVID-19 – Holding Assistance for Handling the Spread of COVID-19 – Holding	RS PTPN PTPN Hospital	1.237.434.220	Bina Lingkungan Community Development

DAMPAK EKONOMI TIDAK LANGSUNG

Indirect Economic Impact

No	Tanggal Date	Kegiatan Activity	Wilayah Penyaluran Areas of Distribution	Nilai (Rp) Value (IDR)	Jenis Anggaran Budget Type
8	13 April 2020 April 13, 2020	Bantuan Gula untuk Bakti Sosial Polda Jatim – Masyarakat Porong Assistance in the form of Sugar for Social Activity of East Jatim Regional Police – Porong Community	Kota Surabaya Surabaya City	12.500.000	Bina Lingkungan Community Development
9	14 April 2020 April 14, 2020	Bantuan Pembangunan Musholla & TPQ "Nurul Hikam" Assistance for the Construction of Prayer Room (Musholla) and TPQ "Nurul Hikam"	Jember	2.000.000	Bina Lingkungan Community Development
10	21 April 2020 April 21, 2020	Bantuan Masker Non Medis "Sritex" Assistance in the form of Non-Medical Masks "Sritex"	Kota Surabaya Surabaya City	16.500.000	Bina Lingkungan Community Development
11	27 April 2020 April 27, 2020	Partisipasi Memperingati "World Autism Day 2020" Participation in Commemorating "World Autism Day 2020"	Kota Surabaya Surabaya City	875.000	Bina Lingkungan Community Development
12	5 Mei 2020 May 5, 2020	Bantuan Rumah Burung Hantu PG Modjopanggoong Assistance for Provision of Owl Houses of PG Modjopanggoong	Tulungagung	18.000.000	Bina Lingkungan Community Development
13	13 Mei 2020 May 13, 2020	Bantuan Koordinasi COVID-19 Jatim – PT Petro Assistance in COVID-19 Coordination of East Java – PT Petro	Kota Surabaya Surabaya City	200.000.000	Bina Lingkungan Community Development
14	14 Mei 2020 May 14, 2020	Bantuan kegiatan Sembako COVID-19 – Marwan Jafar Assistance for Basic Needs (Sembako) due to COVID-19 – Marwan Jafar	Grobogan	10.000.000	Bina Lingkungan Community Development
15	14 Mei 2020 May 14, 2020	Bantuan COVID-19 LSM Tim Nasim Khan Institute (NKI) Assistance for COVID-19 NGO Nasim Khan Institute (NKI) Team	Jember	10.000.000	Bina Lingkungan Community Development
16	14 Mei 2020 May 14, 2020	Bantuan Ponpes Salafiyah Nurul Millah – Jember Assistance for Islamic Boarding School Salafiyah Nurul Millah – Jember	Jember	2.000.000	Bina Lingkungan Community Development
17	15 Mei 2020 May 15, 2020	Bantuan Perbaikan Jembatan Desa Wonorejo Trisulo Djengkol – Wil PSB Assistance for Repairing Bridge in Wonorejo Trisulo Djengkol Village – PSB Work Area	Kediri	25.000.000	Bina Lingkungan Community Development
18	20 Mei 2020 May 20, 2020	Bantuan BI Bersinergi dengan Laznas LMI dalam hal Penyaluran Zakat Maal, Infaq dan Sedekah BI Assistance in Synergy with Laznas LMI for Distributing Zakat Maal, Infaq and Alms	Kota Surabaya Surabaya City	5.000.000	Bina Lingkungan Community Development

DAMPAK EKONOMI TIDAK LANGSUNG
Indirect Economic Impact

No	Tanggal Date	Kegiatan Activity	Wilayah Penyaluran Areas of Distribution	Nilai (Rp) Value (IDR)	Jenis Anggaran Budget Type
19	20 Mei 2020 May 20, 2020	Bantuan <i>Keyboard</i> untuk Gereja/ Panti Asuhan Kasih Karunia Wilayah Kerja PG Lestari Keyboard Assistance for Kasih Karunia Church/ Orphanage in PG Lestari Work Area	Nganjuk	6.500.000	Bina Lingkungan Community Development
20	26 Mei 2020 May 26, 2020	Bantuan Baksos Ramadhan Peduli Difabel Dampak COVID-19 (Forkodi Surabaya) Assistance in Ramadhan Social Activity Care for the Disabled Impact of COVID-19 (Forkodi Surabaya)	Kota Surabaya Surabaya City	2.000.000	Bina Lingkungan Community Development
21	25 Juni 2020 June 25, 2020	Bantuan Masyarakat sekitar Koramil Krembangan 0830/01 Surabaya (Idul Fitri) Community Assistance around Krembangan Koramil 0830/01 Surabaya (Idul Fitri)	Kota Surabaya Surabaya City	3.500.000	Bina Lingkungan Community Development
22	28 Agustus 2020 August 28, 2020	Bantuan Perbaikan Jembatan Desa Ngaringan - Wil. HGU Ngusri Assistance for Repairing Bridge in Ngaringan - HGU Ngusri Work Area	Blitar	50.000.000	Bina Lingkungan Community Development
23	11 September, 2020 September 11, 2020	Bantuan Paket Sembako untuk Masyarakat sekitar PG Gempolkrep & PT Enero Food Package Assistance for Communities around PG Gempolkrep & PT Enero	Mojokerto	250.000.000	Bina Lingkungan Community Development
24	30 September 2020 September 30, 2020	Bantuan Rumah Burung Hantu PG Ngadiredjo Assistance in the Provision of Owl Houses PG Ngadiredjo	Kediri	26.250.000	Bina Lingkungan Community Development
25	3 November 2020 November 3, 2020	Bantuan Armada Pengangkut Sampah "Komunitas Sadar Lingkungan" Desa Jambean Wilayah PG Ngadiredjo Assistance for Waste Collectors of "Environmental Awareness Community", Jambean Village, PG Ngadiredjo Work Area	Kediri	26.750.000	Bina Lingkungan Community Development
26	21 Desember 2020 December 21, 2020	Kekurangan Bantuan Paket Sembako untuk Masyarakat sekitar PG Gempolkrep & PT Enero Lack of Assistance for Basic Needs (Sembako) Packages for Communities around PG Gempolkrep & PT Enero	Mojokerto	38.175.000	Bina Lingkungan Community Development
27	13 April 2020 April 13, 2020	Bantuan Penanggulangan Penyebaran COVID-19 - <i> Holding</i> Assistance in Handling the Spread of COVID-19 - Holding	RS PTPN PTPN Hospital	104.000.000	CSR

DAMPAK EKONOMI TIDAK LANGSUNG
Indirect Economic Impact

No	Tanggal Date	Kegiatan Activity	Wilayah Penyaluran Areas of Distribution	Nilai (Rp) Value (IDR)	Jenis Anggaran Budget Type
28	27 Agustus 2020 August 27, 2020	Bantuan Bedah Rumah Ibu Kasmiati, Wilayah Kerja Kebun Kertosari Assistance in Ms Kasmiati House Renovation in Kertosari Plantation Work Area	Jember	36.175.000	CSR
29	17 Desember 2020 December 17, 2020	Partisipasi Baksos Natal Tahun 2020 Participation in Christmas Social Activity in 2020	Kota Surabaya Surabaya City	25.000.000	CSR
30	20 Mei 2020 May 20, 2020	Bantuan COVID-19 untuk PT Dasaplast COVID-19 Assistance for PT Dasaplast	Semarang	61.407.150	THR Direksi & Komisaris Religious Holiday Allowance of the Board of Directors and Board of Commissioners
31	20 Mei 2020 May 20, 2020	Bantuan COVID-19 untuk PT NMU COVID-19 Assistance for PT NMU	Mojokerto	121.512.300	THR Direksi & Komisaris Religious Holiday Allowance of the Board of Directors and Board of Commissioners
32	20 Mei 2020 May 20, 2020	Bantuan COVID-19 untuk PT Mitra Tani 27 COVID-19 Assistance for PT Mitra Tani 27	Jember	84.108.000	THR Direksi & Komisaris Religious Holiday Allowance of the Board of Directors and Board of Commissioners
33	20 Mei 2020 May 20, 2020	Bantuan COVID-19 untuk PT Enero COVID-19 Assistance for PT Enero	Mojokerto	73.315.185	THR Direksi & Komisaris Religious Holiday Allowance of the Board of Directors and Board of Commissioners
34	2 Oktober 2020 October 2, 2020	Bantuan Sembako COVID-19 (gula) untuk Lingkungan PG PB Basic Needs (Sembako) COVID-19 Assistance (sugar) for PG PB Area	Kediri	41.200.000	THR Direksi & Komisaris Religious Holiday Allowance of the Board of Directors and Board of Commissioners
35	5 Oktober 2020 October 5, 2020	Bantuan Hepa Filter Atmosphere Sky (4 unit) Assistance in the form of Hepa Filter Atmosphere Sky (4 units)	Kota Surabaya Surabaya City	100.000.000	THR Direksi & Komisaris Religious Holiday Allowance of the Board of Directors and Board of Commissioners



SALURAN PENGADUAN MASYARAKAT

Public Complaint Channels

PTPN X menyadari bahwa operasional perusahaan berpotensi menimbulkan dampak negatif, baik bagi lingkungan, masyarakat di sekitar Perseroan beroperasi, maupun bagi *stakeholder external* yang lain. Untuk itu, sebagai korporasi yang bertanggung jawab, Perseroan menyediakan saluran pengaduan/keluhan yang bisa dimanfaatkan bagi siapapun yang berkepentingan. Layanan pengaduan/keluhan disiapkan agar Perseroan dapat melakukan layanan prima kepada semua *stakeholders* sebagai konsekuensi menjalankan komitmen etika bisnis. Selain melalui *website* <https://ptpn10.co.id/contact/contact>, pengaduan juga bisa disampaikan melalui:

KANTOR PUSAT:

Jl. Jembatan Merah No 3-11, Surabaya 60175, Jawa Timur, Indonesia
Telp : (031) 3523143 (hunting)
Email : contact@ptpn10.co.id

KANTOR PERWAKILAN:

Perumahan Taman Gandaria Valey, Blok F 12 A, Kebayoran Lama – Jakarta Selatan
Telp/Faks: 021-7247733

Facebook: PT Perkebunan Nusantara X
Instagram: @ptpnx
Youtube: PT Perkebunan Nusantara X

Hingga akhir tahun 2020, terdapat dua pengaduan yang disampaikan masyarakat terkait operasional Perseroan, yaitu pengaduan lingkungan. Per 31 Desember 2021, status pengaduan tersebut sudah diselesaikan oleh PTPN X. [GRI 103-3, 413-2]

The Company realizes that its operations have the potential to cause negative impacts, both on the environment, and the surrounding communities of the Company's areas of operations, as well as for other external stakeholders. Therefore, as a responsible corporation, the Company provides channels for complaints for anyone having the interest. The Company prepared complaints services to provide excellent service to all of its stakeholders as a consequence of performing business ethics commitments. In addition to website <https://ptpn10.co.id/contact/contact>, complaints can also be addressed via:

HEAD OFFICE:

Jl. Jembatan Merah No 3-11, Surabaya 60175, East Java, Indonesia
Telephone: (031) 3523143 (hunting)
Email: contact@ptpn10.co.id

REPRESENTATIVE OFFICE:

Perumahan Taman Gandaria Valey, Blok F 12 A, Kebayoran Lama – South Jakarta
Telephone/Facsimile: 021-7247733

Facebook: PT Perkebunan Nusantara X
Instagram: @ptpnx
Youtube: PT Perkebunan Nusantara X

As of the end of 2020, there were two complaints submitted by the public regarding the Company's operations, namely environmental complaints. As of December 31, 2021, the status of the complaint has been resolved by PTPN X. [GRI 103-3, 413-2]

KINERJA LINGKUNGAN KEBERLANJUTAN

SUSTAINABLE ENVIRONMENTAL PERFORMANCE

Kelestarian lingkungan menjadi isu global yang menuntut perhatian bersama, termasuk Indonesia. Isu tersebut mengemuka sejalan dengan kerusakan lingkungan yang timbul akibat penerapan paradigma lama dalam membangun, yaitu mengedepankan aspek ekonomi, dan cenderung abai terhadap aspek lingkungan. Dalam banyak kasus, kerusakan lingkungan tersebut memicu terjadinya bencana ekologis sehingga korban jiwa dan kerugian material tak bisa dielakkan. Supaya dampak buruk akibat kerusakan lingkungan tidak semakin menjadi, maka seruan tentang pentingnya menjaga kelestarian lingkungan menyeruak ke permukaan. Tak hanya Pemerintah, pemangku kepentingan yang lain, termasuk korporasi, juga harus turut serta dan berkontribusi dalam mengendalikan persoalan tersebut. Paradigma lama dalam membangun harus diganti dengan paradigma baru, yaitu pembangunan yang menyelaraskan aspek ekonomi, lingkungan dan sosial, yang kemudian dikenal sebagai pembangunan berkelanjutan. [GRI 103-1]

Dalam upaya mewujudkan kelestarian lingkungan, Indonesia telah memiliki berbagai regulasi. Misalnya, Undang-Undang Nomor 32 Tahun 2009 tentang Perlindungan dan Pengelolaan Lingkungan Hidup (UU No. 32/2009) dan peraturan turunannya, serta Undang-Undang Republik Indonesia Nomor 3 Tahun 2014 tentang Perindustrian, yang di dalamnya mengatur tentang industri hijau, beserta peraturan turunannya. Regulasi lingkungan itu pula yang diadopsi oleh Pemerintah Jawa Timur dalam upaya menjaga kelestarian lingkungan. Selain UU No. 32 Tahun 2009, regulasi lain yang diadopsi di antaranya PP No. 18 Tahun 1999 jo 85 Tahun 1999 tentang Pengelolaan Limbah B3; PP No. 27 Tahun 2012 tentang Izin Lingkungan; serta PP No. 82 Tahun 2001 tentang Pengelolaan Kualitas Air dan Pengendalian Pencemaran Air.

Tak hanya itu, Jawa Timur juga sudah memiliki sejumlah peraturan daerah dan peraturan gubernur, seperti Perda Jatim No. 2 Tahun 2008 tentang Pengelolaan Kualitas Air dan Pengendalian Pencemaran Air di Provinsi Jawa Timur; Pergub No. 10 Tahun 2009 tentang Baku Mutu Udara Ambien dan Emisi Sumber Tidak Bergerak di Jawa Timur; Peraturan Daerah Provinsi Jawa Timur No. 2 tahun

Environmental sustainability is a global issue that demands mutual attention, including Indonesia. This issue emerged in line with the environmental damage that had arisen as a result of the implementation of the old paradigm for development, which prioritized the economic aspect, and tended to ignore the environmental aspect. In many cases, environmental damage triggers ecological disasters that lead to the loss of life and material losses. In preventing the negative impact of environmental damage from getting worse, calls for the importance of preserving the environment surfaced. Not only the Government, other stakeholders, including corporations, should also participate and contribute in controlling the issue. The old paradigm for development should be replaced with the new paradigm, namely development that harmonizes economic, environmental and social aspects, which is then referred to as sustainable development. [GRI 103-1]

In an effort to realize environmental sustainability, Indonesia already has established numerous regulations. Among others, Law No. 32 of 2009 concerning Environmental Protection and Management (Law No. 32 of 2009) and its derivative regulations, as well as the Law of the Republic of Indonesia No. 3 of 2014 concerning Industry, which regulates the green industry, along with its derivative regulations. The environmental regulation was also adopted by the East Java Government in an effort to preserve the environment. In addition to Law No. 32 of 2009, other regulations adopted include Government Regulation No. 18 of 1999 jo 85 of 1999 concerning Hazardous and Toxic (B3) Waste Management; Government Regulation No. 27 of 2012 concerning Environmental Permits; and Government Regulation No. 82 of 2001 concerning Water Quality Management and Water Pollution Control.

Moreover, East Java also has a number of regional/local regulations and governor regulations, such as Local Regulation of East Java No. 2 of 2008 concerning Water Quality Management and Water Pollution Control in East Java Province; Regulation of the Governor No. 10 of 2009 concerning Ambient Air Quality Standards and Emissions from Immovable Sources in East Java; Regulation of East Java



KINERJA LINGKUNGAN KEBERLANJUTAN SUSTAINABLE ENVIRONMENTAL PERFORMANCE

2008 tentang Pengendalian Pencemaran Air & Pengelolaan Kualitas Air; serta Peraturan Gubernur Jawa Timur No. 72 tahun 2013 jo No. 52 tahun 2014 tentang Baku Mutu Air Limbah Bagi Industri dan/ atau Kegiatan Usaha di Jawa Timur.

Berkaitan dengan kelestarian lingkungan, PTPN X meyakini bahwa lingkungan hidup yang baik dan sehat merupakan hak asasi setiap warga negara Indonesia, sebagaimana diamanatkan dalam Pasal 28H Undang-Undang Dasar Negara Republik Indonesia Tahun 1945. Selanjutnya, sebagai korporasi yang areal usahanya sebagian besar berada di Jawa Timur, PTPN X berkomitmen untuk turut mewujudkan lingkungan yang baik dan sehat di kawasan ini.

Selain mengadopsi berbagai regulasi lingkungan, bekerja sama dengan Pemerintah Daerah dan masyarakat setempat, komitmen Perseroan juga ditunjukkan dengan mengoptimalkan operasional usaha yang ramah lingkungan. Antara lain, melakukan Analisis Dampak Lingkungan (AMDAL), mengelola bahan baku/material, limbah padat/ cair dengan baik, menghemat penggunaan energi dan air, melakukan pemantauan kualitas lingkungan kerja, serta melakukan pengelolaan tanaman dan lingkungan dengan melakukan pelestarian keanekaragaman hayati. [GRI 103-2]

Province No. 2 of 2008 concerning Water Pollution Control & Water Quality Management; as well as Regulation of the Governor of East Java No. 72 of 2013 jo No. 52 of 2014 concerning Wastewater Quality Standards for Industry and/or Business Activities in East Java.

In regards to environmental sustainability, the Company believes that a good and healthy environment is a human right of every Indonesian citizen, as mandated in Article 28H of the 1945 Constitution of the Republic of Indonesia. Furthermore, as a corporation with most of its areas of operations mostly located in East Java, the Company is committed to contribute to creating a good and healthy environment in the region.

In addition to adopting various environmental regulations, in collaboration with the Local Government and communities, the Company also demonstrates its commitment by optimizing environmentally friendly business operations. Such as, conducting Environmental Impact Analysis (AMDAL), managing raw materials/materials, solid/liquid waste properly, conserving energy and water usage, monitoring the quality of the work environment, and managing plants and the environment by preserving biodiversity. [GRI 103-2]

BAHAN BAKU/MATERIAL

Raw Materials/Materials

PTPN X memiliki lini usaha utama di bidang usaha industri gula dan tembakau. Selain kedua segmen usaha utama, Perseroan juga menjalankan usaha industri tetes, industri karung dan *flexible packaging*, jasa *cutting bobbin*, industri bioetanol, serta sayuran beku. Semua industri ini dijalankan melalui anak perusahaan yang dimiliki Perseroan, kecuali tetes yang dikelola oleh induk dan jasa *cutting bobbin* yang dikelola melalui mekanisme kerja sama dengan Burger Soehne AG Burg (BSB).

Dalam laporan ini, bahan baku/material merujuk pada usaha utama yaitu industri gula dan tembakau. Dengan demikian, bahan baku/material yang diperlukan adalah tebu dan tembakau, keduanya termasuk material terbarukan. PTPN X menjalankan usaha industri gula melalui 11 Pabrik Gula (2 stop operasi) yang dimilikinya. Bahan baku diperoleh dari kebun tebu milik Perseroan, ditambah dengan produksi dari kebun milik petani tebu binaan PTPN X. Per 31 Desember 2020, jumlah tebu yang digiling tercatat mencapai 3.357.360 ton dengan produksi gula total mencapai 233.211 ton dan tetes sebanyak 171.395 ton. Produksi gula dan tetes tersebut sesuai dengan target RKAPP Tahun 2020. Dibandingkan dengan tahun 2019, pemanfaatan bahan baku serta hasil produksi gula dan tetes mengalami penurunan karena terjadi penurunan luas areal tebu di wilayah Jawa Timur (termasuk PTPN X), berkurangnya minat petani dalam menanam tebu serta adanya penambahan PG swasta baru yang beroperasi di wilayah kerja PTPN X sehingga kompetisi perolehan Bahan Baku Tebu (BBT) semakin ketat. [GRI 103-3, 301-1]

The Company's main line of business consists of the sugar and tobacco industry. Apart from the two main business segments, the Company also operates in the molasses industry, sack and flexible packaging industry, cutting bobbin services, bioethanol industry, and frozen vegetables. All of these industries are conducted through the Company's subsidiaries, except for molasses, which are managed by the holding and cutting bobbin services, which are managed through cooperation mechanism with Burger Soehne AG Burg (BSB).

In this report, raw materials/materials refer to the main business, i.e. the sugar and tobacco industry. Therefore, the raw materials needed are sugarcane and tobacco, which categorized as renewable materials. The Company operates the sugar industry business through its 11 sugar factories (2 already stopped operating). The raw materials are obtained from the Company's sugarcane plantations as well as production from the sugar cane farmers fostered by the Company. As of December 31, 2020, the Company's milled sugarcane production amounted to 3,357,360 tons with total sugar production of 233,211 tons and molasses of 171,395 tons. The production of sugar and molasses were in accordance with the target stated in the Company's 2020 Revised Work Plan and Budget. Compared to 2019, the utilization of raw materials and the production of sugar and molasses has declined due to a decrease in the area of sugar cane in the East Java region (including PTPN X), the reduced interest of farmers in planting sugar cane, as well as the addition of new private SFs operating in the work area of PTPN X, results in a tighter competition for raw material for sugar cane (BBT). [GRI 103-3, 301-1]

Tabel Bahan Baku Tebu dan Hasil Produksi Tahun 2018-2020 (dalam ton)
Table of Sugar Cane Raw Materials and Production Results in 2018-2020 (in tons)

Uraian Description	2020	2019	2018
Jumlah Tebu Digiling Milled Sugarcane Production	3.357.360	3.808.067	4.109.214
Produksi Gula Sugar Production	233.211	306.264	351.612
Produksi Tetes Molasses Production	171.395	194.253	245.534

**BAHAN BAKU/MATERIAL**
Raw Materials/Materials

Sementara itu, bahan baku/material berupa tembakau, Perseroan memperoleh dari 3 (tiga) lahan kebun tembakau yang berada di Kertosari dan Ajong Gayasan (keduanya di Jember, Jawa Timur) serta Kebonarum/Wedibirit (Kabupaten Klaten, Jawa Tengah). Dari ketiga kebun ini, Perseroan menghasilkan tembakau cerutu kualitas ekspor, yaitu jenis tembakau TBN/VBN dan FIN/FIK dengan *grade* NW, LPW, RFU dan *Filler*. Hingga akhir Desember 2020, produksi daun hijau tembakau TBN/VBN untuk cerutu mencapai 9.405 ton dari luas lahan 507 ha. Rendemen yang dicapai adalah 9,87% dengan produksi kering rompos mencapai 929 ton untuk tembakau TBN/VBN. Produksi daun hijau tersebut sesuai target RKAPP tahun 2020, sedangkan produksi kering rompos adalah 98% dari RKAPP Tahun 2020. **[GRI 103-3, 301-1]**

Meanwhile, the Company obtains the raw materials/materials in the form of tobacco from 3 (three) tobacco plantations located in Kertosari and Ajong Gayasan (both in Jember, East Java) and Kebonarum/Wedibirit (Klaten Regency, Central Java). From these three plantations, the Company produces export quality cigars, namely TBN/VBN tobacco with NW, LPW, RFU and Filler grades. As of the end of December 2020, the production of TBN/VBN green leaves tobacco for cigars amounted to 9,405 tons from a land area of 507 hectares. The yield achieved was 9.87% with dried tobacco production amounted to 929 tons for TBN/VBN tobacco. The green leaves tobacco production was in line with the target stated in the Company's 2020 Revised Work Plan and Budget, while the dried tobacco production achieved 98% of the Company's 2020 Revised Work Plan and Budget. **[GRI 103-3, 301-1]**

Tabel Bahan Baku Tembakau dan Hasil Produksi Tahun 2019–2020 (dalam ton)
Table of Tobacco Raw Materials and Production Results 2019–2020 (in tons)

Uraian Description	2020	2019	2018
Produksi Daun Hijau Tembakau TBN/VBN Production of TBN/VBN Green Leaves Tobacco	9.405	9.406	11.604
Produksi Kering Rompos Dried Tobacco Production	929	929	1.148

PENGELOLAAN AIR LIMBAH DAN LIMBAH

Wastewater and Waste Management

Dalam operasional usaha, PTPN X menghasilkan air limbah (efluen) dari pemanfaatan air bersih, serta berbagai limbah, baik cair maupun padat, B3 maupun non-B3. Apabila tidak dikelola dengan baik, maka air limbah maupun limbah merupakan salah satu sumber pencemaran dan kerusakan lingkungan.

Berkaitan dengan pengelolaan limbah, Perseroan berkomitmen untuk mencegah terjadinya pencemaran tanah dan air akibat pembuangan air limbah maupun limbah. Untuk pengelolaan air limbah sebelum dibuang ke badan air, seperti saluran air atau sungai, maka air limbah diolah terlebih dulu di Instalasi Pengolahan Air Limbah (IPAL). Di instalasi ini, pengelolaan air limbah dilakukan dengan metode lumpur aktif yang memanfaatkan mikroorganisme untuk menguraikan zat pencemar dalam air limbah pabrik gula, sekaligus untuk menjaga keseimbangan ekosistem alam di area pabrik gula. Selain itu, sampel air limbah secara berkala diambil untuk dianalisis di laboratorium yang ditunjuk dengan parameter yang telah ditetapkan oleh Pemerintah Daerah setempat dan Kementerian Lingkungan Hidup & Kehutanan RI. Pada tahun 2020, volume air limbah tercatat sebanyak 331.891 meter kubik, naik dibandingkan dengan tahun 2019 yang mencapai 265.959 meter kubik. Kenaikan terjadi karena besarnya penggantian air yang digunakan untuk pendingin utilitas dalam rangka program penghematan energi. [GRI 103-3, 306-1]

In its business operations, the Company produces waste water (effluent) from the use of clean water, as well as various wastes, both liquid and solid, hazardous and toxic (B3) and non-hazardous and non-toxic waste (non-B3). If not managed properly, wastewater and waste are one of the sources of pollution and environmental damage.

In regards to waste management, the Company is committed to preventing soil and water pollution due to the disposal of wastewater and waste. For wastewater management, prior to being discharged into water bodies, such as drains or rivers, the wastewater is treated first in the Wastewater Treatment Plant (IPAL). In this installation, wastewater management is conducted using the activated sludge method, which utilizes microorganisms to decompose pollutants in the sugar factory wastewater, as well as to maintain the balance of the natural ecosystem in the sugar factory area. In addition, wastewater samples are periodically taken for analysis in a designated laboratory with parameters defined by the local government and the Ministry of Environment & Forestry of the Republic of Indonesia. In 2020, the volume of wastewater amounted to 331,891 cubic meter, an increase compared to 2019 of 265,959 cubic meters. The increase was due to the large replacement of water used for utility cooling for energy saving programs. [GRI 103-3, 306-1]

Tabel Volume Air Limbah Tahun 2019–2020 (dalam m³)
Table of Wastewater Volume 2019–2020 (in m³)

Uraian Description	2020	2019*	2018*
Volume Air Limbah Wastewater Volume	331.891	265.959	265.959

*disajikan kembali dalam satuan meter kubik, sebelumnya dalam ton
*restated in cubic meters, previously in tons

Sementara itu, berdasarkan hasil analisa kadar *Chemical Oxygen Demand* (COD) air limbah pada musim giling tahun 2020, kualitasnya masih memenuhi baku mutu yang dipersyaratkan oleh Peraturan Gubernur Jawa Timur No. 52/2014. Kinerja Instalasi Pengolahan Air Limbah (IPAL) selengkapny disajikan dalam grafik berikut:

Meanwhile, based on the analysis of the Chemical Oxygen Demand (COD) level of wastewater in the 2020 milling season, the quality still met the quality standards required by Regulation of the Governor of East Java No. 52 of 2014. The complete performance of the Wastewater Treatment Plant (WWTP) is presented in the following chart:

PENGELOLAAN AIR LIMBAH DAN LIMBAH
Wastewater and Waste Management

Grafik Data Penurunan COD Influent Tahun 2020
Chart of COD Influent Reduction Data 2020



Sumber: ISSCT Oktober 2020
Source: ISSCT October 2020

Selain air limbah, Perseroan juga menghasilkan limbah padat dari hasil penggilingan tebu, yaitu ampas tebu. Limbah yang masuk kategori non-B3 (bahan berbahaya atau beracun) ini dimanfaatkan kembali sebagai bahan bakar biomassa penghasil energi dalam proses produksi sehingga mengurangi risiko atau dampak bagi lingkungan. Volume limbah jenis ini tahun 2020 tercatat sebanyak 913.042 ton, naik dibanding tahun 2019. Adapun volume limbah ampas tebu tahun 2019 tercatat sebanyak 662.719,589 ton, naik dibanding tahun 2018 dengan volume sebanyak 576.761,683 ton. Kenaikan terjadi karena adanya program penghematan energi untuk menghasilkan ampas yang dimanfaatkan sebagai bahan bakar penghasil steam guna operasional pabrik gula.

In addition to waste water, the Company also produces solid waste resulted from sugarcane milling, namely bagasse. This non-B3 (hazardous or toxic) waste is reused as energy-producing biomass fuel in the production process, thereby reducing the risk or impact on the environment. The volume of this type of waste in 2020 amounted to 913,042 tons, an increase compared to 2019. The volume of bagasse waste in 2019 amounted to 662,719.589 tons an increase compared to 2018 with a volume of 576,761.683 tons. The increase was due to an energy saving program to produce waste which is used as fuel for steam production for sugar factory operations.

PENGLOLAAN AIR LIMBAH DAN LIMBAH
Wastewater and Waste Management**Tabel Volume Limbah Ampas Tebu Tahun 2019-2020 (dalam ton)**
Table of Bagasse Waste Volume 2019-2020 (in tons)

Uraian Description	2020	2019	2018
Volume Limbah Ampas Tebu Bagasse Waste Volume	913.042	662.719,589	576.761,683

Sementara itu, sisa daun tembakau yang tidak terpakai sebagian dimanfaatkan untuk menjadi pupuk hijau dengan cara ditimbun dan sebagian lagi digunakan sebagai kayu bakar. PTPN X juga berencana melakukan kerja sama dengan perusahaan pabrikan pestisida organik untuk memanfaatkan rajangan batang tembakau sehingga batang tembakau yang tidak terpakai akan dijual untuk menjadi bahan pembuatan pestisida nabati oleh pabrikan swasta. [GRI 103-3, 306-2]

Berkaitan dengan pengelolaan limbah Bahan Berbahaya dan Beracun (B3), PTPN X berkomitmen untuk memenuhi Peraturan Pemerintah No. 101 Tahun 2014 tentang Pengelolaan Limbah Bahan Berbahaya dan Beracun. Oleh karena pengelolaan limbah B3 memiliki risiko dan bahaya tersendiri, maka Perseroan menggandeng pihak ketiga yang bersertifikat dari Kementerian Lingkungan Hidup dan Kehutanan. Untuk menghindari risiko terjadinya pencemaran lingkungan, seluruh pabrik gula di PTPN X telah memiliki fasilitas TPS B3 yang digunakan sebagai tempat penampungan sementara bahan kimia berbahaya sebelum diambil pihak ketiga. Volume limbah B3 selengkapnya disajikan dalam tabel berikut: [GRI 103-3, 306-2]

While for the remaining unused tobacco leaves are partly used as green manure by hoarding and partly used as firewood. Moreover, currently, the Company is planning to collaborate with an organic pesticide manufacturing company to utilize chopped tobacco stalks to enable the selling of unused tobacco stalks to become materials for making botanical pesticides by private manufacturers. [GRI 103-3, 306-2]

Regarding to the management of Hazardous and Toxic (B3) waste, the Company is committed to complying with Government Regulation No. 101 of 2014 concerning Management of Hazardous and Toxic Waste. Since B3 waste management has its own risks and hazards, the Company collaborates with a certified third party from the Ministry of Environment and Forestry. In avoiding the risk of environmental pollution, all of the Company's sugar factories have a TPS B3 facility which is used as a temporary shelter for hazardous chemicals before being picked up by third parties. The full volume of B3 waste is presented in the following table: [GRI 103-3, 306-2]

Tabel Volume Limbah B3 Tahun 2019-2020
Table of B3 Waste Volume 2019-2020

Jenis Limbah Type of Waste	Satuan Unit	Total			Metode Pengelolaan Management Method
		2020	2019	2018	
Oli Bekas Used Oil	Ton	16,46	26,1173	23,0419	Diserahkan ke pihak ketiga yang memiliki izin pengangkutan, pengelolaan, dan pemanfaatan limbah B3 Handed over to a third party who has a permit for the transportation, management and utilization of B3 waste
Accu Bekas Used Battery	Ton	0,35	0,2916	0,2303	Diserahkan ke pihak ketiga yang memiliki izin pengangkutan, pengelolaan, dan pemanfaatan limbah B3 Handed over to a third party who has a permit for the transportation, management and utilization of B3 waste

PENGELOLAAN AIR LIMBAH DAN LIMBAH
Wastewater and Waste Management**Tabel Volume Limbah B3 Tahun 2019-2020**
Table of B3 Waste Volume 2019-2020

Jenis Limbah Type of Waste	Satuan Unit	Total			Metode Pengelolaan Management Method
		2020	2019	2018	
Lampu TL Bekas Used TL Lamp	Ton	0,03	0,0681	0,0828	Diserahkan ke pihak ketiga yang memiliki izin pengangkutan, pengelolaan, dan pemanfaatan limbah B3 Handed over to a third party who has a permit for the transportation, management and utilization of B3 waste
Limbah Elektronik Electronic Waste	Ton	0,03	0,0050	0,0050	Diserahkan ke pihak ketiga yang memiliki izin pengangkutan, pengelolaan, dan pemanfaatan limbah B3 Handed over to a third party who has a permit for the transportation, management and utilization of B3 waste
Cartridge Tinta Bekas Used Ink Cartridges	Ton	0,01	0,0097	0,0072	Diserahkan ke pihak ketiga yang memiliki izin pengangkutan, pengelolaan, dan pemanfaatan limbah B3 Handed over to a third party who has a permit for the transportation, management and utilization of B3 waste
Kain Majun bekas Used Majun Fabric	Ton	0,12	0,0974	0,1043	Diserahkan ke pihak ketiga yang memiliki izin pengangkutan, pengelolaan, dan pemanfaatan limbah B3 Handed over to a third party who has a permit for the transportation, management and utilization of B3 waste
Jumlah Total	Ton	17	26,5891	23,4715	

Berdasarkan tabel di atas, volume limbah B3 tahun 2020 mengalami penurunan dibanding tahun 2019. Hal itu terjadi karena pada tahun 2020 limbah B3 sudah dilakukan pengangkutan pada akhir giling 2019 sehingga pada tahun 2020, jumlah limbah relatif berkurang. [GRI 103-3]

Based on the table above, in 2020 B3 waste volume has declined compared to 2019. This happened because in 2020, B3 waste had been transported at the end of mill in 2019 so that in 2020, the amount of waste was relatively reduced. [GRI 103-3]

PENGELOLAAN ENERGI

Energy Management

Energi merupakan komponen penting dalam proses produksi di PTPN X, khususnya sebagai *power plan* produksi dan *boiler* untuk menghasilkan uap panas penggerak. Dalam hal ini, Perseroan telah mengoptimalkan penggunaan bahan bakar biomassa dari ampas tebu sebagai sumber energi terbarukan (ramah lingkungan). Penggunaan energi dari sumber biomassa ini menghasilkan hampir 100% pasokan energi untuk *power plan* dan *boiler*. Sebab itu, listrik dari PLN dan genset hanya digunakan untuk penerangan pabrik dan kebutuhan kantor (penerangan dan peralatan), dan sebagian kecil digunakan sebagai *supporting* saat *start up* proses produksi.

Selaras dengan semangat efisiensi, Perseroan berupaya melakukan penghematan untuk semua jenis energi. Dalam penggunaan listrik misalnya, semua piranti elektronik yang tidak dipakai harus dimatikan, mematikan semua lampu begitu jam kantor selesai dan sebagainya. Melalui berbagai upaya penghematan tersebut, konsumsi energi selama tahun 2020 adalah sebagai berikut: [GRI 103-3, 302-1, 302-4]

Energy is an important component in the production process at the Company, especially as production power plant and boiler to produce driving hot steam. In regards to this, the Company has optimized the use of biomass fuel from sugarcane bagasse as a renewable energy source (environmentally friendly). The use of energy from this biomass source produces almost 100% energy supply for power plant and boiler. Therefore, PLN electricity and generators in general are only used for factory lighting and office needs (lighting and equipment), while a small portion is used as a support during the startup of the production process.

In line with the spirit of efficiency, the Company strives to save all types of energy. In using electricity, for example, all electronic devices that are not in use must be turned off, turning off all lights at the end of office hours, etc. Through these various savings efforts, energy consumption during 2020 is as follows: [GRI 103-3, 302-1, 302-4]

Tabel Konsumsi Energi Listrik Tahun 2018-2020
Table of Energy Consumption 2018-2020

Jenis Energi Type of Energy	Satuan Unit	2020	2019	2018
Listrik dari PLN Electricity from PLN	kWh	3.640.823	3.048.466	2.032.142
	GigaJoules	13.107	10.975	7.316
Listrik dari Biomassa Electricity from Biomass	kWh	18.858.317	15.640.076	16.858.156
	GigaJoules	67.890	56.304	60.689
Jumlah Total	kWh	22.499.140	18.688.542	18.890.298
	GigaJoules	80.997	67.279	68.005

Jenis Energi Type of Energy	Satuan Unit	2020	2019	2018
Solar	Kiloliter	105.768	140.726	194.118
Diesel	GigaJoules	4.251.623	5.656.851	7.803.083

Berdasarkan tabel di atas, penggunaan energi listrik dari PLN maupun biomassa, mengalami kenaikan dibanding tahun 2019 karena program penghematan energi dari penggunaan bahan bakar ampas sehingga lebih efektif apabila menggunakan sebagian listrik dari PLN untuk operasional produksi, dan penggunaan ampas digunakan untuk pelayanan *steam* (uap) untuk pengolahan gula. Sementara itu, penggunaan solar mengalami penurunan karena program penghematan energi sehingga Perseroan mengalihkan sebagian energi solar dengan penggunaan listrik PLN untuk operasional giling. [GRI 103-3]

Based on the table above, the use of electrical energy from PLN and biomass has increased compared to 2019. The energy saving program from the use of dregs fuel makes it more effective when using some of the electricity from PLN for production operations, and the use of dregs is used for steam services for sugar processing. Meanwhile, the use of diesel fuel has decreased due to the energy saving program therefore the Company diverts some of its solar energy to the use of PLN electricity for milling operations. [GRI 103-3]

PENGELOLAAN AIR

Water Management

Selain energi, air merupakan kebutuhan vital bagi PTPN X, khususnya dalam industri gula. Untuk mendukung aktivitas operasional, Perseroan berkomitmen tidak menggunakan air tanah (*deep well*). Kebijakan ini diambil dengan pertimbangan penggunaan air tanah secara berlebihan akan menyebabkan degradasi kuantitas maupun kualitas air tanah sehingga bisa mengganggu keberlangsungan lingkungan sekitar. Sebagai alternatifnya, Perseroan mengambil sumber air dari bawah tanah.

Sebagai korporasi yang berorientasi pada keberlanjutan, Perseroan berupaya semaksimal mungkin untuk menggunakan air secara bijaksana. Untuk itu, Perseroan melaksanakan program *reduce, reuse, recycle*, dan *recovery* terhadap air yang digunakan untuk proses produksi pabrik gula. Dengan demikian, penggunaan dan pemanfaatan air permukaan maupun air bawah tanah sesuai Izin Pemanfaatan Air Bawah Tanah dan Air Permukaan dari Pemerintah Provinsi Jawa Timur. Adapun volume penggunaan air selama tahun 2020 adalah sebagai berikut: [GRI 303-1]

In addition to energy, water is a vital requirement for the Company, particularly the sugar industry. In supporting its operational activities, the Company is committed to not use deep well water to support its operational activities, with the consideration that excessive use of ground water will cause degradation of the quantity and quality of ground water, which may disrupt the sustainability of the surrounding environment. In using water, the Company draws water from underground water.

As a corporation that is oriented towards sustainability, the Company makes every effort to use water wisely. Hence, the Company implements the reduce, reuse, recycle and recovery program of water usage for production process at sugar factories. Therefore, the use and utilization of surface water and ground water is in accordance with the Extraction and Utilization of Underground Water and Surface Water Permit from the Government of East Java Province. The volume of water usage during 2020 is as follows: [GRI 303-1]

Volume Penggunaan Air Permukaan dan Air Bawah Tanah Tahun 2018–2020

Volume of Surface Water and Groundwater Usage 2018–2020

Nama Pabrik Gula Sugar Factory Name	Volume Konsumsi Air di Pabrik Gula (m ³) Water Consumption Volume at Sugar Factories (m ³)		
	2020	2019	2018
Kremboong	1.940.698	969.447	2.948.682
Gempolkrep	1.825.559	2.961.458	3.133.764
Djombang Baru	1.481.672	1.876.560	1.892.834
Tjoekir	3.252.860	226.800	213.840
Lestari	1.116.854	1.995.392	1.786.392
Meritjan	2.030.429	1.353.350	1.830.841
Pesantren Baru	639.270	589.708	754.934
Ngadirejo	2.814.941	3.590.306	3.698.518
Modjopangoong	3.398.631	889.879	3.958.768
PTPNX	18.500.914	14.452.900	20.218.573

Merujuk tabel di atas, penggunaan air pada tahun 2020 mengalami kenaikan dibanding tahun 2019. Kenaikan disebabkan oleh pelaksanaan program penghematan energi untuk mengurangi penggunaan power/daya listrik yang dibutuhkan untuk operasional *spraypond* sehingga berdampak kepada penggunaan air yang lebih besar. Namun hal ini lebih efektif dan efisien dibanding mengoperasikan *spraypond*. [GRI 103-3]

Referring to the table above, the water usage in 2020 has increased compared to 2019. The increase was due to the implementation of energy saving program to reduce the use of electricity needed for *spraypond* operations so that it has an impact on greater water use. However, this is more effective and efficient than operating a *spraypond*. [GRI 103-3]



KEANEKARAGAMAN HAYATI

Biodiversity

Keanekaragaman hayati atau biodiversitas memiliki beragam manfaat bagi kehidupan sehingga layak untuk dijaga kelestariannya. Manfaat itu, antara lain, sebagai sumber penghasilan (manfaat ekonomi), mempertahankan keberlanjutan ekosistem (manfaat ekologi), serta sarana pengembangan ilmu pengetahuan dan teknologi (manfaat ilmu pengetahuan dan teknologi).

Keanekaragaman hayati menjadi salah satu kepedulian PTPN X terhadap kelestarian lingkungan. Fokus keberlanjutan lingkungan pada tahun 2020 antara lain diwujudkan dengan penanaman 150 batang pohon dewandaru dan mojo di Mojokerto, pemberian rumah burung hantu di Jombang, penanaman *agroforestry* di PG Lestari (Nganjuk), Tenggerjo (Mojokerto), dan Kepek (Blitar).

Masih berkaitan dengan keanekaragaman hayati, berdasarkan pemetaan yang dilakukan oleh PTPN X hingga akhir tahun 2020, tidak terdapat lokasi operasional perusahaan yang berdekatan dengan kawasan lindung atau kawasan dengan keanekaragaman hayati tinggi di luar kawasan hutan lindung. Oleh karena itu, tidak terdapat dampak negatif dari operasional Perseroan terhadap keanekaragaman hayati.

Biodiversity needs to be preserved since it has various benefits for life. These benefits include, among other things, source of income (economic benefits), maintaining the ecosystem sustainability (ecological benefits), as well as means of developing science and technology (science and technological benefits).

Biodiversity is one of the Company's concerns towards environmental sustainability. In 2020, the focus of environmental sustainability, among others, was realized by planting 150 dewandaru and mojo trees in Mojokerto, providing owl houses in Jombang, planting agroforestry in PG Lestari (Nganjuk), Tenggerjo (Mojokerto), and Kepek (Blitar).

Still related to biodiversity, based on the mapping conducted by the Company, until the end of 2020, the Company has no areas of operations operating close to protected areas or areas with high biodiversity outside protected forest areas. Therefore, there has been no negative impact from the Company's operations on biodiversity.

RENCANA PENGELOLAAN LINGKUNGAN DAN RENCANA PEMANTAUAN LINGKUNGAN (RKL/RPL)

Environmental Management Plan and Environmental Monitoring Plan (RKL/RPL)

Adanya Rencana Pengelolaan Lingkungan dan Rencana Pemantauan Lingkungan (RKL/RPL) dari setiap pabrik gula menunjukkan kepatuhan PTPN X terhadap peraturan yang berlaku, sekaligus memberikan dasar bagi pengelolaan produksi Perseroan yang berbasis bisnis ramah lingkungan. Dalam RKL/RPL tersebut mencakup kewajiban titik operasi Perseroan untuk melakukan pemantauan lingkungan sesuai dengan yang diamanahkan oleh Pemerintah Provinsi Jawa Timur; seperti pengukuran polusi air dan udara, pembuangan limbah, hingga tingkat kebisingan yang dapat muncul sebagai akibat dari proses produksi yang dilakukan Perseroan.

Komitmen untuk mewujudkan operasional yang ramah lingkungan juga dilakukan Perseroan melalui keikutsertaan dalam PROPER (Program Penilaian Peringkat Kinerja Perusahaan) yang diselenggarakan oleh Kementerian Lingkungan Hidup setahun sekali. Untuk meraih minimal PROPER Biru, yang harus dilakukan Perseroan salah satunya adalah melakukan penataan terkait perizinan. Berbagai perizinan yang mendapat perhatian Perseroan adalah sebagai berikut:

1. Surat Izin Pengambilan dan Pemanfaatan Air Permukaan
2. Surat Izin Pembuangan Limbah Cair
3. Surat Izin Penyimpanan Sementara Limbah B3
4. Izin Lingkungan

Pencapaian PROPER periode Juli 2019 sampai dengan Juni 2020, semua pabrik gula PTPN X mendapat 'BIRU'. Pada tahun 2020, PG Gempolkrep tidak dapat meraih PROPER HIJAU karena masih belum dapat memenuhi persyaratan. Sementara itu, sehubungan dengan adanya pandemi COVID-19, pelaksanaan Penghargaan Industri Hijau pada tahun 2020 ditiadakan. Sebagai penggantinya, pabrik gula mendapatkan *training* dari Kementerian Perindustrian terkait pelaksanaan program Industri Hijau.

The existence of an Environmental Management Plan and Environmental Monitoring Plan (RKL/RPL) for each Sugar Factory (PG) demonstrates the Company's compliance with prevailing regulations, as well as providing a basis for managing the Company's production based on environmentally friendly businesses. The RKL/RPL includes the Company's operating point obligations to conduct environmental monitoring in accordance with mandate of the Government of East Java Province; such as measurements of water and air pollution, waste disposal, and noise levels, which may resulted from the Company's production process.

The Company's commitment to establish environmentally friendly operations is also carried out by the Company's participation in PROPER (Corporate Performance Rating Assessment) implemented by the Ministry of Environment once a year. In meeting the minimum PROPER "Blue", one of the matters to be done is compliance with permits. Various permits received the most attention, such as:

1. Extraction and Utilization of Surface Water Permit
2. Liquid Waste Disposal Permit
3. Temporary Storage of Hazardous and Toxic Waste Permit
4. Environmental Permit

Regarding to PROPER achievement for the period July 2019 to June 2020, all of the Company's sugar factories received 'BLUE'. In 2020, PG Gempolkrep failed to achieve GREEN PROPER since it still could not meet the requirements. Meanwhile, due to the COVID-19 pandemic, the 2020 Green Industry Award has been cancelled. As its substitution, sugar factories received training from the Ministry of Industry regarding the implementation of the Green Industry program.



KEPATUHAN DAN PENGADUAN MASALAH LINGKUNGAN

Compliance and Complaints on Environmental Issues

Untuk memastikan agar komitmen terhadap kelestarian lingkungan berjalan dengan baik dan sesuai rencana, Perseroan melibatkan para pemangku kepentingan untuk turut berpartisipasi dalam mengawasi berjalannya kegiatan-kegiatan yang terkait lingkungan hidup. Jika terdapat masalah lingkungan yang disebabkan oleh kegiatan operasional Perseroan, pemangku kepentingan dapat menyampaikannya melalui:

Telp: +62 31 3523143 (*hunting*)

Website: <http://ptpn10.co.id>

Email: contact@ptpn10.co.id

Facebook: PT Perkebunan Nusantara X

Instagram: @ptpnx

Youtube: PT Perkebunan Nusantara X

Selama tahun 2020, tercatat ada pengaduan lingkungan diterima oleh PTPN X, yaitu di PG Pesantren Baru. Pengaduan tersebut berupa luberan tetes saat pelayanan tetes sehingga merembes ke dalam air bawah tanah, dan berdampak kepada warna dan bau air sumur warga di sekitar PG Pesantren Baru. Terhadap pengaduan tersebut, Perseroan telah mengambil langkah yaitu menyelesaikan secara musyawarah mufakat dengan warga sekitar, sedangkan secara internal Perseroan memperbaiki prosedur pelayanan tetes ke angkutan milik pembeli tetes. Per 31 Desember 2020, status pengaduan tersebut sudah selesai. Dalam pengaduan tersebut, PTPN X tidak mendapatkan denda atau sanksi atas yang dijatuhkan oleh *regular*/pengadilan. [GRI 103-3, 307-1]

In ensuring the commitment to environmental sustainability is properly conducted and according to plan, the Company involves stakeholders to participate in supervising the implementation of activities related to the environment. For any occurrence of environmental issues resulted from the Company's operational activities, stakeholders may address it via:

Phone: +62 31 3523143 (*hunting*)

Website: <http://ptpn10.co.id>

Email: contact@ptpn10.co.id

Facebook: PT Perkebunan Nusantara X

Instagram: @ptpnx

Youtube: PT Perkebunan Nusantara X

Throughout 2020, the Company received environmental complaints, namely at PG Pesantren Baru. The complaint is in the form of overflowing drops during the molasses service which seeps into the underground water, and has an impact on the color and smell of the well water of residents around the Pesantren Baru SF. With respect to these complaints, the Company has taken steps, namely to settle a consensus with local residents, while internally the Company has improved the procedures for molasses service towards transportation owned by molasses buyers. As of December 31, 2020, the status of the complaints has been completed. In the complaints, the Company did not receive fine or sanction imposed by the *regular*/court. [GRI 103-3, 307-1]



KINERJA SOSIAL KEBERLANJUTAN

SUSTAINABLE SOCIAL PERFORMANCE

Keberhasilan PTPN X melalui tahun 2020 yang penuh tantangan, terutama perlambatan pertumbuhan ekonomi akibat pandemi COVID-19, bahkan Indonesia memasuki zona resesi, tak lepas dari dukungan dari para pemangku kepentingan, baik internal maupun eksternal. Pemangku kepentingan internal di antaranya adalah pemilik, karyawan lintas divisi dan level jabatan, serta manajemen; sedangkan pemangku kepentingan eksternal di antaranya konsumen/pelanggan, vendor/pemasok, pemerintah (pusat maupun daerah), serta masyarakat di sekitar perusahaan beroperasi. [GRI 103-1]

Untuk mendapatkan dukungan dari para pemangku kepentingan, Perseroan memerlukan proses dan waktu yang panjang. Dukungan itu didapat, antara lain, setelah Perseroan melakukan pemetaan pemangku kepentingan, kemudian diikuti dengan pemenuhan tanggung jawab terhadap para pemangku kepentingan yang sangat beragam tersebut. Kepada seluruh karyawan misalnya, Perseroan memperlakukan secara adil/non diskriminatif, memberikan kesempatan yang sama untuk mengembangkan kompetensi, dan menyediakan lingkungan kerja yang sehat; untuk konsumen/pelanggan, Perseroan memberikan informasi produk secara lengkap, terdapat jaminan mutu, serta mengupayakan pelayanan yang berkualitas dan setara. [GRI 103-2]

Secara khusus, kepada masyarakat di sekitar wilayah PTPN X beroperasi, Perseroan melibatkan dalam berbagai program pemberdayaan, membuka saluran pengaduan dan memberikan solusi secepatnya terhadap pengaduan tersebut; untuk pemasok, Perseroan mengoptimalkan pemasok lokal tanpa mengabaikan kualitas produk dan jasa; untuk Pemerintah, Perseroan memberikan kontribusi ekonomi berupa pembayaran pajak dan retribusi; sedangkan untuk pemilik, antara lain, Perseroan memberikan dividen, dan lain-lain. [GRI 103-2]

Sebagai korporasi yang berorientasi pada keberlanjutan, PTPN X meyakini pemenuhan tanggung jawab terhadap para pemangku kepentingan tersebut akan menjadi sarana terbaik dalam menjalin hubungan dan komunikasi yang saling menguntungkan, yang pada gilirannya akan semakin memperkuat posisi perusahaan. Bagi Perseroan, penguatan posisi merupakan modal penting untuk memenangi persaingan, sekaligus kunci penting untuk bisnis yang berkelanjutan.

The Company's success passing through 2020, which was a year full of challenges, particularly with the slowdown in economic growth due to the COVID-19 pandemic, causing Indonesia to enter the recession zone, was inseparable from the support of stakeholders, both internal and external. Internal stakeholders include the owners, employees across divisions and levels of positions, as well as the management; while external stakeholders include consumers/customers, vendors/suppliers, government (central and regional/local), as well as the surrounding communities of the Company's areas of operations. [GRI 103-1]

In obtaining the Stakeholders' support, the Company requires a lengthy process and timing. The support is obtained, among others, after the Company conducted stakeholder mapping, which was followed by the fulfillment of responsibilities to these various stakeholders. To all of its employees, for example, the Company gives fair/non-discriminatory treatment, provides equal opportunities to develop their competencies, and creates a healthy and safe work environment; To its consumers/customers, the Company provides complete product information, quality assurance, and strives for quality and equal services. [GRI 103-2]

In particular, to the surrounding communities of the Company's areas of operations, the Company engages in various empowerment programs, provides complaint channels as well as immediate solutions to these complaints; for its suppliers, the Company optimizes local suppliers without sacrificing the quality of products and services; for the Government, the Company provides economic contributions in the form of taxes and levies payment; while for the owners, among others, the Company pays dividends, and etc. [GRI 103-2]

As a sustainability-oriented corporation, the Company believes that fulfilling the responsibilities of these stakeholders will be the best means of establishing mutually beneficial relationships and communication, which in turn shall further strengthen the Company's position. For the Company, the strengthening of its position is an important asset to win the competition, as well as an important key for a sustainable business.

KETENAGAKERJAAN

Employment

Per 31 Desember 2020, jumlah karyawan PTPN X tercatat sebanyak 8.208 orang. Jumlah tersebut merupakan akumulasi dari bertambahnya karyawan baru hasil rekrutmen dan berkurangnya karyawan yang meninggalkan Perseroan dengan berbagai alasan yang dibenarkan undang-undang. Selama tahun pelaporan, Perseroan merekrut karyawan sebanyak 111 orang, sedangkan karyawan yang meninggalkan Perseroan sebanyak 245 orang, di mana 11 orang karyawan mengundurkan diri dan 1 (satu) meninggalkan Perseroan dengan sebab lain-lain selama tahun 2020.

Merujuk pada data karyawan yang masuk dan keluar tersebut, maka bisa dihitung tingkat *turnover* karyawan PTPN X. Dalam laporan ini, *turnover* diartikan sebagai kecenderungan atau intensitas individu untuk meninggalkan organisasi dengan berbagai alasan dan di antaranya keinginan untuk mendapatkan pekerjaan yang lebih baik, termasuk di dalamnya mengundurkan diri. Dengan demikian, karyawan yang meninggalkan perusahaan karena meninggal dan pensiun tidak termasuk faktor *turnover*. Dengan kriteria seperti itu, maka tingkat *turnover* tahun 2020 adalah 0,01% , turun signifikan dibanding tahun 2019, yang mencapai 0,20%. Hal itu menunjukkan bahwa PTPN X masih menjadi tempat bekerja terbaik bagi karyawan. [GRI 103-3, 401-1]

Keterikatan karyawan terhadap PTPN X dipengaruhi oleh banyak faktor. Salah satunya adalah ketundukan Perseroan terhadap regulasi ketenagakerjaan. Dalam hal ini, PTPN berkomitmen untuk menaati Undang-Undang No. 13 Tahun 2003 tentang Ketenagakerjaan dan turunannya. Berkaitan dengan usia minimal karyawan misalnya, Perseroan telah menetapkan usia minimal adalah 18 tahun, sedangkan jam kerja yang disepakati adalah 8 (delapan) jam 1 (satu) hari dan 40 (empat puluh) jam 1 (satu) minggu untuk 5 (lima) hari kerja dalam 1 (satu) minggu, sesuai dengan Pasal 77 Undang-Undang No. 13 tahun 2003 tentang Ketenagakerjaan. Dengan menerapkan kebijakan tersebut, maka selama tahun pelaporan, tidak tercatat temuan kasus pekerja anak dan kerja paksa di Perseroan. [GRI 103-3, 408-1, 409-1]

As of December 31, 2020, the number of employees at the Company amounted to 8,208. The number was an accumulation of the increase in new recruits and employees leaving the Company for various reasons justified by law. During the reporting year, the Company recruited as many as 111 people while the employees leaving the Company amounted to 245 people of which 11 employees resigned and 1 (one) left the Company for other reasons during 2020.

The Company's employee turnover rate can be calculated by referring to the data of incoming and outgoing employees. In this report, turnover is defined as the tendency or intensity of individuals to leave the organization for various reasons, such as the desire to get a better job, including by resigning. Hence, employees leaving the Company due to death and retirement were not considered as factor in turnover. With such criteria, the Company's turnover rate in 2020 was 0.01%, significantly declined compared to 2019, which reached 0.20%. This shows that the Company is still the best place to work for employees. [GRI 103-3, 401-1]

The Company's employee engagement is influenced by many factors. One of them is the Company's compliance with labor regulations. In this regard, the Company is committed to complying with Law No. 13 of 2003 concerning Manpower (Labor Law) and its derivatives. In relation to the minimum age of employees, for example, the Company has set the minimum age for employees is 18 years old, while the agreed working hours are 8 (eight) hours in 1 (one) day and 40 (forty) hours in 1 (one) week for 5 (five) working days in 1 (one) week, in accordance with Article 77 of Law No. 13 of 2003 concerning Manpower. By implementing this policy, during the reporting year, there have been no records of findings of child labor and forced labor in the Company. [GRI 103-3, 408-1, 409-1]



KETENAGAKERJAAN Employment

Kebijakan tentang usia karyawan dan jam kerja seperti tersebut di atas, selain merupakan implementasi undang-undang ketenagakerjaan dan ketentuan internal perusahaan, juga selaras dengan Undang-Undang Republik Indonesia Nomor 20 Tahun 1999 tentang Pengesahan *ILO Convention No. 138 Concerning Minimum Age for Admission to Employment* (Konvensi ILO Mengenai Usia Minimum untuk Diperbolehkan Bekerja), dan Undang-Undang Republik Indonesia Nomor 1 Tahun 2000 tentang Pengesahan *ILO Convention No. 182 concerning the Prohibition and Immediate Action for the Elimination of the Worst Forms of Child Labour* (Konvensi ILO No. 182 Mengenai Pelarangan dan Tindakan Segera Penghapusan Bentuk-Bentuk Pekerjaan Terburuk untuk Anak). Sementara itu, pemberlakuan jam kerja dengan batasan waktu yang jelas sehingga tidak terjadi kerja paksa sejalan dengan Undang-Undang Republik Indonesia Nomor 19 Tahun 1999 tentang Pengesahan *ILO Convention No. 105 concerning the Abolition of Forced Labour* (Konvensi ILO Mengenai Penghapusan Kerja Paksa). [GRI 103-3]

The policy regarding employee age and working hours as mentioned earlier, apart from being an implementation of the labor law and internal company regulations, is also in line with the Law of the Republic of Indonesia No. 20 of 1999 concerning Ratification of the ILO Convention No. 138 Concerning Minimum Age for Admission to Employment and Law of the Republic of Indonesia No. 1 of 2000 concerning Ratification of ILO Convention No. 182 concerning the Prohibition and Immediate Action for the Elimination of the Worst Forms of Child Labor. Meanwhile, the implementation of working hours with definite time limit to avoid forced labor is in line with the Law of the Republic of Indonesia No. 19 of 1999 concerning Ratification of ILO Convention No. 105 concerning the Abolition of Forced Labor. [GRI 103-3]

NON DISKRIMINASI

Non-Discrimination

PTPN X menghargai prinsip kesetaraan atau non-diskriminasi di tempat kerja sebagai salah satu hak asasi, sekaligus hak normatif bagi setiap karyawan. Sebab itu, setiap karyawan mendapatkan perlakuan yang sama. Sejalan dengan konsep ini, maka Perseroan memberikan kesempatan kepada siapapun untuk mengembangkan diri dan menduduki posisi yang tersedia tanpa membedakan jenis kelamin, suku, agama, dan ras. Praktik kesetaraan dan non diskriminasi ini diterapkan di PTPN X di setiap tingkatan perusahaan.

Kebijakan non-diskriminasi di Perseroan merupakan implementasi Undang-Undang No. 13 tahun 2003 tentang Ketenagakerjaan, yang juga selaras dengan Konvensi ILO No: 111/1958 tentang Diskriminasi dalam Kerja dan Jabatan (*Discrimination in Respect of Employment and Occupation*) yang telah diratifikasi Indonesia. Komitmen menjaga keberagaman dan non-diskriminasi membawa hasil dengan tidak adanya insiden diskriminasi sehingga tidak perlu ada tindakan perbaikan. [GRI 103-3, 406-1]

Sejalan dengan prinsip non-diskriminasi, Perseroan memberikan gaji pokok dan fasilitas yang sama antara karyawan laki-laki dan perempuan. Perbandingan gaji pokok dan remunerasi antara karyawan laki-laki dan perempuan adalah 1:1 di setiap lokasi operasi yang signifikan, yaitu dalam ruang lingkup provinsi atau kotamadya di mana perusahaan beroperasi. Khusus untuk karyawan tetap baru, baik laki-laki maupun perempuan, Perseroan memberikan upah minimum paling tidak sama dengan Upah Minimum Regional yang berlaku di daerah operasional perusahaan. [GRI 103-3, 202-1]

Pemberian remunerasi yang sama antara pria dan wanita merupakan langkah nyata PTPN X menerapkan Undang-Undang No. 13 tahun 2003 tentang Ketenagakerjaan, dan Konvensi ILO No: 100/1951 tentang Pengupahan yang Sama bagi Pekerja Laki-laki dan Wanita untuk Pekerjaan yang Sama Nilainya (*Equal Remuneration for Men and Women Workers for Work of Equal Value*). [GRI 103-3]

The Company implements the principle of equality or non-discrimination in the workplace as one of the human rights, as well as a normative right for every employee. Therefore, every employee receives the same treatment. In line with this concept, the Company provides opportunities for anyone to develop themselves and occupy the available positions regardless of gender, ethnicity, religion and race. This practice of equality and non-discrimination is applied at every level of the Company.

The implementation of non-discrimination policy in the Company is an implementation of Law No. 13 of 2003 concerning Manpower, which is also in line with ILO Convention No: 111/1958 concerning Discrimination in Respect of Employment and Occupation, which has been ratified in Indonesia. Commitment to maintaining diversity and non-discrimination resulted in the absence of incidents of discrimination, so there was no requirement corrective action. [GRI 103-3, 406-1]

In accordance with the principle of non-discrimination, the Company provides the same basic salary and facilities for male and female employees. The ratio of basic salary and remuneration between male and female employees is 1:1 at each significant location of operation, namely within the scope of the province or municipality where the Company operates. Particularly for new permanent employees, both male and female, the Company provides a minimum wage, which at minimum is the same as the Regional Minimum Wage applied in the Company's areas of operations. [GRI 103-3, 202-1]

Providing equal remuneration for men and women is a concrete step for the Company to implement Law No. 13 of 2003 concerning Employment, and the ILO Convention No: 100/1951 concerning Equal Remuneration for Men and Women Workers for Work of Equal Value. [GRI 103-3]



PELATIHAN DAN PENDIDIKAN KARYAWAN

Employee Training and Education

Karyawan merupakan aset terpenting bagi PTPN X karena mereka adalah penggerak dan pelaksana operasional sehari-hari. Dengan posisi seperti itu, karyawan memiliki peran yang sangat besar dalam mewujudkan target-target yang telah ditetapkan. Untuk itu, Perseroan sangat memperhatikan kualitas dan kapasitas karyawan agar mereka bisa bekerja secara optimal. Langkah konkret yang diambil Perseroan adalah menyelenggarakan berbagai pendidikan dan pelatihan untuk pengembangan kompetensi karyawan.

Pengembangan kompetensi disusun dan direncanakan berdasarkan hasil analisis setiap lini operasional Perseroan dan dipadukan dengan hasil asesmen yang menentukan jenis dan frekuensi program pengembangan sumber daya manusia yang akan dilakukan. Pengembangan kompetensi dilakukan melalui berbagai kegiatan, seperti seminar, *workshop*, *inhouse training* oleh Direksi dan unit usaha, sertifikasi, studi banding, maupun kursus jabatan.

Selama tahun 2020, dana yang digunakan untuk pengembangan kompetensi karyawan tercatat sebesar Rp4,96 miliar, turun 40% dibandingkan tahun 2019, yang mencapai Rp8,25 miliar. Penurunan terjadi sejalan dengan adanya pandemi COVID-19 yang diikuti dengan keluarnya kebijakan Pemerintah berupa pembatasan sosial sehingga sejumlah rencana pengembangan kompetensi tidak bisa direalisasikan. Dana sebesar itu dipakai untuk membiayai 57 kegiatan, yang terbagi ke dalam 26 kegiatan seminar/*workshop*, 8 *inhouse training* oleh kantor pusat dan unit, 7 asesmen/rekrutmen, 7 sertifikasi, 8 *inhouse training* oleh kantor pusat, dan 1 pendidikan dan pelatihan Dewan Komisaris dan Direksi, dengan jumlah peserta keseluruhan tercatat sebanyak 4.842 orang peserta. [GRI 103-3, 404-2]

The Company considers its employees to be the most important asset since they are the drivers and executors of daily operations. With such position, employees have a major role in realizing the targets that have been set. Therefore, the Company gives great attention to the quality and capacity of employees to enable them in working optimally. The concrete steps taken by the Company include the holding of various education and training courses for employee competency development.

Competency development is prepared and planned based on the analysis results of each line of the Company's operations and then combined with the results of the assessment, which shall determine the type and frequency of human resource development programs to be conducted. Competency development is carried out through various activities, such as seminars, workshops, in-house training by the Board of Directors and business units, certifications, comparative studies, and job courses.

During 2020, funds utilized for employee competency development amounted to IDR4.96 billion, declined by 40% compared to 2019, which reached IDR8.25 billion. The decline occurred in line with the COVID-19 pandemic, which was followed by the issuance of Government policies in the form of social restrictions generating a number of competency development plans could not be realized. These funds were used to finance 57 activities, which divided into 26 seminars/*workshops*, 8 in-house training by head office and units, 7 assessments/recruitment, 7 certification, 8 in-house training by head office, and 1 education and training for the Board of Commissioners and Board of Directors, with a total of 4,842 participants. [GRI 103-3, 404-2]

KESEHATAN DAN KESELAMATAN KERJA

Occupational Health and Safety

Sejalan dengan upaya menghadirkan sumber daya manusia yang berkualitas, PTPN X juga berkomitmen untuk mewujudkan lingkungan kerja yang sehat dan aman sesuai kaidah Kesehatan dan Keselamatan Kerja (K3). Perseroan meyakini lingkungan kerja serupa itu berkontribusi besar terhadap performa dan kinerja pegawai. Dengan lingkungan kerja yang sehat dan aman, maka semua karyawan bisa bekerja dengan tenang tanpa diliputi kekhawatiran bakal terjadi hal-hal yang tidak diinginkan, seperti penyakit akibat kerja maupun insiden kecelakaan kerja, baik kategori ringan, sedang, berat, apalagi fatal. Tujuan akhir K3 di Perseroan adalah terwujudnya angka kecelakaan kerja nihil (*zero accident*) serta tidak adanya penyakit akibat kerja.

Dalam upaya mewujudkan *zero accident*, Perseroan berkomitmen untuk mematuhi regulasi terkait K3, baik di lingkungan operasional maupun pengamanan terhadap seluruh sumber produksi, proses produksi, alat produksi dan lingkungan kerja. Regulasi tersebut, antara lain, Undang-Undang No. 1 Tahun 1970 tentang Keselamatan Kerja, Undang-Undang Nomor 23 tahun 1992 tentang Kesehatan, dan Undang-Undang No. 13 Tahun 2003 tentang Ketenagakerjaan, dan Keputusan Presiden Nomor 22 Tahun 1993 tentang Penyakit yang Timbul Akibat Hubungan Kerja.

Didorong oleh kesadaran bersama bahwa budaya K3 dan upaya mewujudkan *zero accident* merupakan tanggung jawab bersama, maka sepanjang tahun 2020, seluruh insan Perseroan telah berupaya untuk merealisasikan *zero accident* dan nihil penyakit akibat kerja. Walau demikian, pada tahun pelaporan terjadi insiden kecelakaan kerja berupa ledakan pada saat pelaksanaan aktivitas komisioning pada tanggal 10 Agustus 2020 di lokasi anak perusahaan PT Energi Agro Nusantara, Jalan Raya Gedeg, Desa Gempolkrep, Kecamatan Gedeg, Kabupaten Mojokerto. Dalam kasus ini, tercatat korban jiwa meninggal sebanyak 1 orang, 10 orang cedera luka bakar dan sejumlah rumah warga rusak. Perseroan menyerahkan penanganan kasus tersebut kepada kepolisian. Di luar insiden ledakan, kinerja K3 PTPN X sebagai induk perusahaan selama tahun 2020 adalah insiden cedera ringan sebanyak sembilan kasus, cedera sedang empat kasus, cedera berat satu kasus, dan tidak ada kasus fatalitas/kematian. Sementara itu, menurut data yang ada, tidak terdapat penyakit akibat kerja di kalangan karyawan selama tahun pelaporan. [GRI 103-3, 403-2]

In line with efforts to provide quality human resources, the Company is also committed to creating a healthy and safe work environment in accordance with Occupational Health and Safety (OHS) regulations. The Company believes that such work environment contributes significantly to employee performance. With healthy and safe work environment, all employees shall be able to work conveniently without the need to worry about unwanted things that may happen, such as occupational diseases and work accidents, whether minor, moderate, severe, or even fatal categories. The ultimate objective of OHS in the Company is the realization of zero accidents and the absence of occupational diseases.

In achieving zero accident, the Company is committed to complying with the regulations related to OHS, both in the operational environment and in the security of all production sources, production processes, production equipment and work environment. These regulations, among others, include Law No. 1 of 1970 concerning Occupational Safety, Law No. 23 of 1992 concerning Health, and Law No. 13 of 2003 concerning Manpower, and Presidential Decree No. 22 of 1993 concerning Occupational Diseases.

Encouraged by mutual awareness that OHS culture and efforts to achieve zero accidents are a shared responsibility, throughout 2020, all of the Company's personnel have made efforts to realize zero accidents and zero occupational diseases. However, in the reporting year has been a work accident in the form of an explosion during commissioning activities on August 10, 2020 at the location of a subsidiary of PT Energi Agro Nusantara, Jalan Raya Gedeg, Gempolkrep Village, Gedeg District, Mojokerto Regency. In this case, 1 person died, 10 people experienced burn injuries, and a number of houses were damaged. The Company handed over the handling of the case to the police. Excluding the explosion incident, in 2020, the Company's OHS performance as a holding company includes nine cases of minor injuries, four cases of moderate injuries, one case of severe injuries, and no fatality/death cases. Meanwhile, according to available data, there have been no occupational diseases occurred among employees. [GRI 103-3, 403-2]



HUBUNGAN INDUSTRIAL

Industrial relations

Sementara itu, untuk memenuhi ketentuan Undang-Undang No. 24 Tahun 2011 tentang BPJS dan Peraturan Presiden (Perpres) No. 12 Tahun 2013 yang telah diubah melalui Perpres No. 111 Tahun 2013 tentang Perubahan Atas Peraturan Presiden Nomor 12 Tahun 2013 tentang Jaminan Kesehatan, Perseroan telah mengikutsertakan seluruh karyawan dalam program BPJS Ketenagakerjaan dan BPJS Kesehatan. Perseroan telah membayarkan premi BPJS Ketenagakerjaan sebesar Rp13.184.518.526 sedangkan premi BPJS Kesehatan untuk karyawan yang telah dibayarkan selama tahun 2020 adalah sebesar Rp10.179.004.848. [GRI 103-3]

Meanwhile, to comply with the provisions of Law No. 24 of 2011 concerning BPJS and Presidential Regulation (Perpres) No. 12 of 2013 as amended by Presidential Decree No. 111 of 2013 concerning Amendments to Presidential Regulation No. 12 of 2013 concerning Health Insurance, the Company has enrolled all of its employees to BPJS Employment and BPJS Health programs. The Company has paid employment premiums of IDR13,184,518,526, while the health premiums paid for employees during 2020 amounted to IDR10,179,004,848. [GRI 103-3]

HUBUNGAN INDUSTRIAL

Industrial relations

PTPN X menyadari bahwa hubungan yang harmonis antara Perusahaan dengan karyawan sangat penting untuk mewujudkan usaha yang berkelanjutan. Untuk itu, Perseroan memberikan kebebasan kepada karyawan untuk membentuk Serikat Pekerja PTPN X sebagai wadah berorganisasi, termasuk menjadi perpanjangan tangan karyawan apabila terjadi sengketa hubungan industrial. Sejalan dengan adanya Serikat Pekerja, manajemen dan Serikat Pekerja juga telah menandatangani Perjanjian Kerja Bersama. Per 31 Desember 2020, anggota Serikat Pekerja tercatat sebanyak 2.167 orang, dan mereka terikat dengan PKB yang berlaku. [GRI 102-41]

The Company realizes that a harmonious relationship between the Company and its employees is very important to realize a sustainable business. For this reason, the Company gives freedom to employees to form a PTPN X Workers Union as a forum for organization, including being an extension of employees in the event of industrial relations disputes. In line with the existence of the Workers Union, management and the Workers Union have also signed a Collective Labor Agreement. As of December 31, 2020, the number of members of the Workers Union amounted to 2,167 people, and they were bound by the applicable CLA. [GRI 102-41]

Pada tahun pelaporan, hubungan industrial di PTPN X terjalin cukup harmonis. Tercatat hanya ada satu permasalahan hubungan industrial yang melibatkan pihak eksternal. Permasalahan tersebut terjadi antara Perusahaan dengan seorang pensiunan Karyawan PTPN X. Penyelesaian permasalahan tersebut sampai pada tahap mediasi di Dinas Tenaga Kerja Kabupaten Jember dengan telah diterbitkannya Anjuran Mediator pada bulan Oktober 2020.

During the reporting year, industrial relations at the Company have been relatively harmonious. There was only one industrial relations problem which involved external parties. The problem occurred between the Company and a retired employee. The resolution of the problem reached the mediation stage at the Manpower Office of Jember Regency with the issuance of the Mediator Recommendation in October 2020.

TANGGUNG JAWAB PRODUK

Product Responsibility



Pelayanan terbaik kepada konsumen merupakan prioritas dan komitmen PTPN X. Komitmen itu dibangun karena konsumen memiliki hak tersebut, sebagaimana diatur dalam Undang-Undang Nomor 8 Tahun 1999 tentang Perlindungan Konsumen (Lembaran Negara Republik Indonesia Tahun 1999 Nomor 22, Tambahan Lembaran Negara Republik Indonesia Nomor 3821). Untuk mewujudkan produk dan kualitas tersebut, Perseroan mengikuti sertifikasi dan standarisasi produk maupun proses produksi sebagai berikut: [GRI 103-1, 103-2]

1. Wajib Standar Nasional Indonesia (SNI) untuk semua gula di seluruh Pabrik Gula Perseroan.
2. Sertifikasi halal untuk produk gula.
3. ISO 9001 : 2015 tentang Sistem Manajemen Mutu
4. Nomor Izin Edar Produk dan Pendaftaran *Barcode* untuk Produk Gula kemasan ritel (kemasan plastik ukuran 1 kg dan *stick pack* 8 gram)

Wajib SNI dan sertifikasi halal untuk produk gula serta sertifikasi ISO 9001: 2015 tentang Sistem Manajemen Mutu telah diterapkan di seluruh Pabrik Gula yang dioperasikan oleh Perseroan. Melalui penerapan wajib SNI, sertifikasi halal dan ISO 9001, Perseroan

The best service to consumers is the Company's priority and commitment. The commitment was established since the consumers have this right, as regulated in Law No. 8 of 1999 concerning Consumer Protection (State Gazette of the Republic of Indonesia of 1999 No. 22, Supplement to the State Gazette of the Republic of Indonesia No. 3821). In realizing these products and quality, the Company follows certification and standardization of products and production processes as follows: [GRI 103-1, 103-2]

1. Indonesian National Standard (SNI) is mandatory for sugar products in all of the Company's sugar factories.
2. Halal certification for sugar products.
3. ISO 9001: 2015 regarding Quality Management System
4. Product Distribution License and Barcode Registration Number for Retail Packaged Sugar Products (1 kg plastic packaging and 8 gram stick pack)

Mandatory SNI and halal certification for sugar products as well as ISO 9001:2015 certification regarding the Quality Management System have been implemented in all sugar factories operated by the Company. Through the implementation of



TANGGUNG JAWAB PRODUK

Product Responsibility

mendorong semua produk yang dihasilkan memiliki kualitas sesuai SNI dan memenuhi harapan konsumen. Implementasi ISO 9001:2015 berisi elemen yang memungkinkan Perseroan untuk melakukan perbaikan berkesinambungan (*continual improvement*) pada: [GRI 103-3]

1. Proses yang terkait dengan pelanggan
2. Sistem Kepemimpinan/*Leadership*
3. Manajemen sumber daya
4. Perbaikan dan peningkatan proses
5. Sistem manajemen
6. Sistem perbaikan yang berkesinambungan
7. Pengambilan keputusan yang faktual
8. Hubungan saling menguntungkan dengan pemasok

Seiring dengan upaya memberikan layanan terbaik kepada konsumen, sekaligus untuk memenuhi keterbukaan informasi, PTPN X menyertakan spesifikasi dan pelabelan yang jelas di produk-produk yang dihasilkan. Pelabelan tersebut sesuai dengan Peraturan Menteri Perdagangan Republik Indonesia No. 73/M-DAG/PER/9/2015 tentang Kewajiban Pencantuman Label dalam Bahasa Indonesia pada Barang. Di kemasan gula 50 kg misalnya, Perseroan mencantumkan SNI, logo halal, NRP dan ISO 9001:2015. [GRI 103-3, 417-1]

Dengan adanya informasi yang jelas dalam kemasan tersebut sekaligus merupakan jaminan bahwa produk yang dihasilkan Perseroan telah lolos dari proses penilaian keamanan dan kesehatan bagi konsumen. Dengan demikian konsumen tidak perlu khawatir ada dampak negatif setelah mengonsumsi produk tersebut. Hal ini diperkuat dengan tidak adanya insiden ketidakpatuhan sehubungan dengan dampak kesehatan dari produk yang dikeluarkan Perseroan selama tahun pelaporan. [GRI 103-3, 416-1]

Selanjutnya, untuk mengetahui tingkat kepuasan konsumen terhadap produk dan layanan, PTPN X secara berkala melakukan survei kepuasan konsumen. Hasil survei yang dilakukan tahun 2020 oleh *Holding Perkebunan Nusantara* menunjukkan bahwa sebanyak 81,92% konsumen menyatakan puas terhadap produk dan layanan Perseroan. Sedangkan *index* untuk keterikatan konsumen terhadap Perseroan adalah 80,86% dan 77,14% untuk *index* Loyalitas konsumen. Di sisi lain, *index image* perusahaan dari pelanggan tercapai 82,33%.

mandatory SNI, halal certification and ISO 9001, the Company encourages all products produced to have quality according to SNI and meet customer expectations. The implementation of ISO 9001:2015 contains elements that enable the Company to make continuous improvements to: [GRI 103-3]

1. Process related to customers
2. Leadership System
3. Resource management
4. Process fixes and improvements
5. Management system
6. Continuous improvement system
7. Factual decision making
8. Mutually beneficial relationship with suppliers

In providing the best services to its consumers, as well as for the purpose of information disclosure, the Company includes clear specifications and labeling on its products. The labeling is in accordance with the Regulation of the Minister of Trade of the Republic of Indonesia No. 73/M-DAG/PER/9/2015 concerning the Obligation of Labeling in Indonesian on Products/Goods. For example: on the 50 kg sugar packaging, the Company includes SNI, halal logo, NRP and ISO 9001: 2015. [GRI 103-3, 417-1]

The information on the package also serves as a warranty that the Company's products have passed the safety and health assessment process for consumers. Hence, consumers do not need to worry about negative impacts after consuming these products. This was reinforced by the absence of incidents of non-compliance with respect to the health impacts of the products issued by the Company during the reporting year. [GRI 103-3, 416-1]

Furthermore, to determine the level of consumer satisfaction towards its products and services, the Company periodically conducts consumer satisfaction survey. The 2020 survey results, which was conducted by *Holding Perkebunan Nusantara*, showed that as many as 81.92% of consumers expressed satisfaction towards the Company's products and services. Meanwhile, the index for consumer engagement to the Company achieved 80.86% and 77.14% for consumer loyalty index. On the other side, the Company's image from customers index achieved 82.33%.



PENANGANAN PENGADUAN KONSUMEN

Handling of Consumer Complaints

Bagi PTPN X, upaya memberikan layanan terbaik kepada konsumen tidak terbatas dengan memberikan informasi pada produk, namun juga diwujudkan melalui penyediaan saluran pengaduan. Perseroan meyakini bahwa saluran pengaduan merupakan wadah penting bagi pertumbuhan bisnis. Sebab, kebutuhan dan keinginan konsumen dapat direkam dari setiap aduan yang masuk, dan Perseroan dapat mengambil kebijakan terbaik untuk dapat memenuhi kebutuhan dan keinginan tersebut.

Saluran pengaduan untuk konsumen adalah sama dengan pengaduan bagi masyarakat, seperti disampaikan di Bab Kinerja Ekonomi Keberlanjutan. Berdasarkan data dari saluran pengaduan konsumen, selama tahun 2020, PTPN X tidak menerima pengaduan konsumen. Sejak tahun 2019, mekanisme penjualan gula dan tetes Perseroan sudah diambil alih oleh *Holding* Perkebunan Nusantara.

Sesuai dengan prosedur operasi standar yang berlaku di Perseroan, jangka waktu untuk menyelesaikan pengaduan konsumen adalah satu hari atau sesuai dengan kesepakatan antara perusahaan dengan konsumen. Namun demikian, pada tahun pelaporan, tidak ada pengaduan konsumen yang masuk atau dalam proses penyelesaian.

For the Company, efforts to provide the best service to consumers are not limited to providing information on products, but are also realized through the provision of complaint channels. The Company believes that complaint channel is an important platform for business growth. The needs and desires of consumers can be recorded from every complaint that comes in, which enables the Company in taking the best policy to fulfill its consumers' needs and desires.

Complaint channel for consumers is similar with complaint channel for the public, as presented in the Chapter on Sustainable Economic Performance. In 2020, based on data from the consumer complaint channel, the Company has not received any complaints. Since 2019, the Company's mechanism for the sale of sugar and molasses has been taken over by Holding Perkebunan Nusantara.

In accordance with the standard operating procedures applicable in the Company, the period for resolving consumer complaints is at maximum 1 working day or based on the agreement between the Company and consumer. However, there have been no consumer complaints received or still under resolution process.



KEPATUHAN SOSIAL EKONOMI

Socio-Economic Compliance

Sesuai dengan spirit mewujudkan usaha yang berkelanjutan, PTPN X berupaya semaksimal mungkin untuk memenuhi semua peraturan dan ketentuan di bidang sosial maupun ekonomi. Dalam hubungannya dengan karyawan, Perseroan telah memenuhi berbagai ketentuan dalam undang-undang ketenagakerjaan, seperti yang berkaitan dengan jam kerja, usia karyawan, remunerasi dan sebagainya. Sementara itu, berkaitan dengan pelayanan terhadap pelanggan/konsumen, Perseroan berupaya memenuhi hak-hak konsumen, seperti memberikan informasi secara benar dan jelas tentang produk yang dimiliki Perseroan dan sebagainya. Dengan berbagai upaya itu, maka selama tahun pelaporan, PTPN X tidak menerima denda atau sanksi sebagai akibat dari ketidakpatuhan terhadap undang-undang atau peraturan di bidang sosial dan ekonomi. [GRI 103-3, 419-1]

In accordance with the spirit of realizing a sustainable business, the Company makes every effort to comply with all regulations and provisions in the social and economic sector. In relation to employees, the Company has complied with various provisions in labor laws, such as those relating to working hours, employee age, remuneration, etc. Meanwhile, in regards to customers/consumers, the Company strives to fulfill its consumers' rights, such as providing accurate and clear information about the Company's products, etc. With these various efforts, during the reporting year, the Company has not received any penalties or sanctions resulted from non-compliance with laws or regulations in the social and economic sector. [GRI 103-3, 419-1]

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LEMBAR UMPAN BALIK FEEDBACK FORM

Terima kasih telah membaca Laporan Keberlanjutan PT Perkebunan Nusantara X Tahun 2020. Untuk mewujudkan kualitas pelaporan yang lebih baik pada tahun mendatang, kami mengharapkan usulan, kritik dan saran dari pembaca dan pengguna laporan ini. Perseroan berkomitmen untuk senantiasa meningkatkan kinerja keberlanjutan dan memberikan yang terbaik untuk pemangku kepentingan.

Thank you for reading PT Perkebunan Nusantara X's 2020 Sustainability Report. In realizing a better quality of reporting on forthcoming years, we welcome suggestions, criticisms and suggestions from readers and users of this report. The Company is committed to continuously improving its sustainability performance and providing the best for the stakeholders.

PROFIL PROFILE

Nama
Name :

Institusi/Perusahaan
Institution/Company :

Telp/HP
Telephone/Mobile No. :

Kategori Pemangku Kepentingan (beri tanda ✓ pada jawaban yang sesuai)
Category of Stakeholders (mark ✓ on the appropriate answer) :

- | | | | |
|--|--|---|--|
| <input type="checkbox"/> Pemegang saham
Shareholder | <input type="checkbox"/> Karyawan
Employee | <input type="checkbox"/> Mitra kerja/
Rekan/Pemasok
Business Partner/
Supplier | <input type="checkbox"/> Media massa
Mass media |
| <input type="checkbox"/> Pemerintah
Government | <input type="checkbox"/> Konsumen/
Pelanggan
Consumer/
Customer | <input type="checkbox"/> Masyarakat
Community | <input type="checkbox"/> Lain-lain, mohon sebutkan :
Others, please specify:
..... |

Mohon pilih jawaban yang paling sesuai dengan memberikan tanda ✓ pada kotak jawaban:

Please choose the most appropriate answer by marking the box with "✓"

1. Laporan ini sudah menggambarkan kinerja ekonomi, lingkungan dan sosial Perseroan secara seimbang:

1. This Sustainability Report has provided a balanced description on the Company's economic, social, and environmental performance:

- | | | |
|--|---|---|
| <input type="checkbox"/> Sangat Setuju
Strongly Agree | <input type="checkbox"/> Netral
Neutral | <input type="checkbox"/> Sangat Tidak Setuju
Strongly Disagree |
| <input type="checkbox"/> Setuju
Agree | <input type="checkbox"/> Tidak Setuju
Disagree | |

2. Laporan ini bermanfaat:

2. This Report is useful:

- | | | |
|--|---|---|
| <input type="checkbox"/> Sangat Setuju
Strongly Agree | <input type="checkbox"/> Netral
Neutral | <input type="checkbox"/> Sangat Tidak Setuju
Strongly Disagree |
| <input type="checkbox"/> Setuju
Agree | <input type="checkbox"/> Tidak Setuju
Disagree | |

LEMBAR UMPAN BALIK
FEEDBACK FORM

3. Laporan ini mudah dimengerti:

Sangat Setuju
Strongly Agree

Netral
Neutral

Setuju
Agree

Tidak Setuju
Disagree

4. Laporan ini menarik:

Sangat Setuju
Strongly Agree

Netral
Neutral

Setuju
Agree

Tidak Setuju
Disagree

5. Laporan ini meningkatkan kepercayaan Anda pada keberlanjutan Perseroan:

Sangat Setuju
Strongly Agree

Netral
Neutral

Setuju
Agree

Tidak Setuju
Disagree

3. This Report is easy to understand:

Sangat Tidak Setuju
Strongly Disagree

4. This Report is interesting:

Sangat Tidak Setuju
Strongly Disagree

5. This Report increases your trust towards the Company's sustainability:

Sangat Tidak Setuju
Strongly Disagree

Mohon menuliskan jawaban sesuai dengan pendapat Anda:

Please write down the answers based on your opinion:

1. Bagian informasi mana yang paling berguna dan menarik?

1. What information that you consider to be most useful and interesting?

2. Bagian informasi mana yang kurang berguna sehingga perlu dilakukan perbaikan?

2. What information that you consider being less useful and needs improvement?

3. Apakah data yang disajikan telah transparan, dapat dipercaya, dan berimbang?

3. Are the data presented transparent, reliable, and balanced?

4. Saran/usul/komentar untuk perbaikan laporan ke depan:

4. Suggestions/comments for report improvements going forward:

Kami sangat menghargai umpan balik yang Anda berikan. Untuk itu, mohon mengirimkan lembar umpan balik ini ke:

We really appreciate your feedback. Please send this feedback form to:

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2020

Laporan Keberlanjutan
Sustainability Report

Melangkah Dinamis, Memperkuat Kolaborasi dalam Melewati Pandemi

Moving Dynamically, Strengthening Collaboration in Overcoming the Pandemic



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