



ALIGNING FOR SUSTAINABILITY

Aligning for Sustainability

Komitmen PT Sarana Menara Nusantara Tbk (SMN) dalam mendukung Tujuan Pembangunan Berkelanjutan diwujudkan, salah satunya, dengan menyesuaikan strategi yang mencakup aspek lingkungan, sosial, dan tata kelola (LST). Strategi ini menjadi dasar bagi pelaksanaan budaya dan kebijakan keberlanjutan.

PT Sarana Menara Nusantara Tbk (SMN) is committed in supporting the Sustainable Development Goals, and one of which is by aligning strategies that include environmental, social, and governance (ESG) aspects. This strategy becomes the foundation to implement sustainability policies and culture.



Setiap penyebutan “Perusahaan” atau “Kami” dalam Laporan ini, ditujukan kepada PT Sarana Menara Nusantara Tbk (“SMN”).

Any reference to "Company" or "we" in this report, refers to PT Sarana Menara Nusantara Tbk ("SMN").



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Ferdinandus Aming Santoso

Direktur Utama
President Director



Penjelasan Direksi

Message from the Board of Directors

Para pemangku kepentingan yang terhormat,

Bagi kami, keberlanjutan merupakan hal penting, karena kegiatan usaha yang dijalankan untuk mendapatkan keberhasilan ekonomi, tidak dapat dipisahkan dari aspek sosial maupun lingkungan. Komitmen pada keberlanjutan diwujudkan melalui Strategi Keberlanjutan Perusahaan, yang tidak hanya memperhatikan usaha-usaha komersial dalam membangun perusahaan. Pertumbuhan volume bisnis, efisiensi, dan skala ekonomi, harus diiringi dengan pengelolaan lingkungan, sosial, dan tata kelola yang mengedepankan Visi dan Misi serta Nilai-nilai Perusahaan, dengan tetap mematuhi peraturan yang berlaku.

Tahun 2020 adalah tahun yang penuh dinamika. Pandemi COVID-19 memberikan dampak pada seluruh aspek kegiatan ekonomi, lingkungan, sosial, dan juga tata kelola pada berbagai bidang. SMN pun tak terkecuali. Kami harus dan terus melakukan adaptasi dan penyesuaian rencana kerja Perusahaan, terhadap kebijakan protokol kesehatan COVID-19 dan penerapannya.

Namun dengan berbagai kebijakan dan strategi yang dijalankan, kami mampu mempertahankan kinerja positif selama tahun 2020. Pada kinerja ekonomi, kami merealisasikan pertumbuhan pendapatan dan EBITDA konsolidasi 15-19%. Atas kinerja positif tersebut, kami mendapatkan apresiasi dari berbagai pihak, di antaranya Forbes dan Media Investor.

Dear stakeholders,

Sustainability is important for us because business activities that are carried out for economic achievement cannot be separated from social or environmental aspects. The commitment to sustainability is manifested through the Company's Sustainability Strategy, which does not only focus on commercial ventures in developing the company. Growth in the business volume, efficiency, and economic scale must be balanced with management of environment, social and governance that prioritizes the Vision, Mission, and Core Values, and compliance with applicable regulations.

The year 2020 was a year full of dynamics. The COVID-19 pandemic has affected all economic, environmental, social, and governance aspects in various sectors. SMN was no exception to this. We need to continuously adapt and adjust the Company's work plan, to the COVID-19 health protocol policy and its implementation.

However, with the series of policies and strategies implemented, we managed to maintain a positive performance during 2020. On economic performance, we realized a consolidated revenue and EBITDA growth of 15-19%. For this positive performance, we received appreciation from various parties, including from Forbes and Media Investor magazines.

Pada kinerja lingkungan, SMN terus mendukung komunitas maupun organisasi yang giat melestarikan lingkungan, di antaranya yang berada di Kalimantan. Pada kinerja sosial, kami membantu pemerintah dalam menanggapi pandemi COVID-19 melalui penyediaan alat pelindung diri (APD), bilik-bilik tambahan bagi beberapa rumah sakit, serta memberikan bantuan berupa beberapa *voucher* belanja kebutuhan pokok untuk masyarakat yang berada di sekitar tempat tinggal karyawan.

Pandemi COVID-19 menjadi tantangan yang harus dihadapi SMN dalam penerapan keberlanjutan selama periode pelaporan. SMN dan agen-agen perusahaan menghadapi kendala dalam memasarkan jasa perusahaan, serta melakukan pemeliharaan aset-aset. Demikian pula dengan upaya untuk terlibat dalam berbagai kegiatan yang ditujukan bagi pelestarian lingkungan, maupun sosial kemasyarakatan.

Tantangan keberlanjutan di masa mendatang tidaklah mudah. Penerapan keberlanjutan akan menghadapi isu lingkungan, sosial, dan tata kelola (LST) yang menjadi perhatian investor global, termasuk perubahan iklim, ekonomi rendah karbon, Tujuan Pembangunan Berkelanjutan (TPB), serta bisnis yang bersih dan berintegritas.

Meski tidak mudah, SMN berkomitmen terus menerapkan keberlanjutan yang diselaraskan dengan rencana pengembangan usaha. Untuk mewujudkan hal tersebut, kami menyiapkan strategi ekspansi bisnis yang disertai komitmen para pelanggan untuk melakukan sewa jangka panjang infrastruktur telekomunikasi. Dengan sewa jangka panjang, kami lebih fokus memastikan investasi yang dilakukan mendukung keberlanjutan sekaligus menjawab kebutuhan investor akan pengelolaan isu LST.

With regard to environmental performance, SMN continued to support communities and organizations that have been active in preserving the environment, among others is in Kalimantan. On social performance, we supported the government in responding to the COVID-19 pandemic, by providing personal protective equipment (PPE), additional compartments for several hospitals and distributing assistance in the form of shopping vouchers for basic necessities for the community living around the employees' residences.

The COVID-19 pandemic has posed a challenge to SMN in implementing sustainability during the reporting period. SMN and the company's agents have to deal with various obstacles in marketing the company's services and maintaining assets. It was similar with efforts to be involved in various activities aimed at the environmental preservation, and social community.

The sustainability challenges in the future will not be easier. The sustainability implementation will deal with environmental, social, and governance (ESG) issues that are of concern to global investors. This includes climate change, low carbon economy, the Sustainable Development Goals (SDGs), and clean business with integrity.

Although it is not an easy task, SMN is committed to continuously implement sustainability in line with the business development plan. To realize this, we have prepared a business expansion strategy with a commitment from our customers to sign a long-term telecommunications infrastructure lease. Under this long-term lease scheme, we are able to bring our focus more on ensuring the investments are made to support sustainability while at the same time meeting the investors' needs for managing ESG issues.

Dalam hal pengelolaan isu lingkungan, kami akan mendorong investasi infrastruktur telekomunikasi yang lebih ramah lingkungan, serta rendah karbon. Sementara untuk mengelola isu sosial, kami mendorong lebih banyak investasi sosial untuk pemberdayaan masyarakat berkelanjutan melalui pelaksanaan tanggung jawab sosial perusahaan (*Corporate Social Responsibility/CSR*). Untuk isu tata kelola, kami akan mengedepankan kepatuhan hukum dan etika bisnis.

Di sisi lain, pandemi COVID-19 menjadi peluang tersendiri bagi SMN. Semua pihak menjadi paham bagaimana pentingnya infrastruktur telekomunikasi untuk mendukung penggunaan teknologi informasi dalam segala aspek kegiatan masyarakat. Kondisi ini menumbuhkan keyakinan peluang dan prospek usaha pada masa mendatang.

Layanan yang andal dan cepat oleh penyedia jasa telekomunikasi, membutuhkan dukungan infrastruktur telekomunikasi. Membangun menara telekomunikasi bukanlah hal mudah bagi penyedia jasa telekomunikasi karena membutuhkan proses panjang. Oleh karenanya, menyewa infrastruktur telekomunikasi menjadi alternatif terbaik. Pilihan ini menjadi peluang bagi kami untuk terus mengembangkan usaha kami, terlebih SMN memiliki dua pilihan infrastruktur telekomunikasi, yakni menara telekomunikasi dan sambungan fiber optik, sehingga bisa disesuaikan dengan kebutuhan penyedia jasa telekomunikasi.

Prospek dan peluang usaha tersebut memiliki potensi tantangan dan hambatan tersendiri, termasuk risiko yang dipengaruhi berbagai faktor. Ada risiko terkait suku bunga, harga komoditas, dan fluktuasi nilai tukar valuta asing. Selain itu, terdapat risiko operasional terkait perizinan dan risiko regulasi terkait kebijakan maupun peraturan Pemerintah. Namun, dengan komitmen bersama pada penerapan keberlanjutan, kami yakin risiko-risiko tersebut dapat dikendalikan, sehingga tidak

In terms of managing environmental issues, we intend to encourage investment in telecommunications infrastructure that is more environmentally friendly and low in carbon. Meanwhile, to manage social issues, we encourage larger social investment in sustainable community empowerment through the implementation of corporate social responsibility (CSR). In relation to governance issues, we will prioritize legal compliance and business ethics.

On the other hand, the COVID-19 pandemic has opened up an opportunity for SMN. All parties are able to understand how important telecommunication infrastructure is to support the use of information technology in all aspects of community activities. This creates confidence in future business opportunities and prospects.

Due to long time required to build and complexity to manage, it is not easy for telecommunication service providers to own their own infrastructure. Therefore, telecommunication infrastructure lease becomes the next alternative. This has given us the opportunity to continue growing our business. Especially considering that, SMN offers two options of telecommunication infrastructure, namely telecommunications towers and fiber optic networks that can be adjusted according to the needs of telecommunications service providers.

The above prospects and opportunities have challenges and obstacles including risks from increase in interest rates, commodity prices and fluctuations in foreign exchange rates. In addition, there are operational risks related to licensing and regulatory risks related to government policies and regulations. However, with a shared commitment to implementing sustainability, we believe that these risks can be mitigated to prevent any adverse impacts and we can continue conducting

merugikan dan kami tetap bisa menjalankan bisnis serta memberikan manfaat berkelanjutan bagi seluruh pemangku kepentingan.

Kami mengucapkan terima kasih kepada segenap pemangku kepentingan, yang telah memberikan dukungan bagi pencapaian kinerja SMN selama tahun 2020. Semoga dukungan tersebut dapat terus berlanjut untuk masa-masa mendatang.

our business and provide sustainable benefits for all stakeholders.

Lastly, we would like to thank all stakeholders, who have given their support for the achievement of SMN's performance in 2020. We look forward to your continued support in the future.

Jakarta, Juni | June 2021

Ferdinandus Aming Santoso

Direktur Utama
President Director






Ikhtisar Kinerja Keberlanjutan 2020

2020 Sustainability Performance Highlights



Kinerja Keberlanjutan Aspek Ekonomi

Sustainability Performance of Economic Aspect

Uraian Description	Satuan Unit	2020	2019	2018
 Jumlah Menara Number of Towers	Unit	21.381	19.319	17.437
 Pendapatan Revenues	Rp Juta Million IDR	7.445.426	6.454.302	5.867.860
 Laba Income	Rp Juta Million IDR	2.853.617	2.353.089	2.200.060

Kinerja Keberlanjutan Aspek Lingkungan

Sustainability Performance of Environmental Aspect

Uraian Description	Satuan Unit	2020	2019	2018
 Pemakaian Energi Energy Use	GJ	1.171,24	1.117,93	1.317,05
 Jumlah Pohon Ditanam Number of Trees Planted	Satuan Unit	0	1.116	0

Kinerja Keberlanjutan Aspek Sosial

Sustainability Performance of Social Aspect

Uraian Description	Satuan Unit	2020	2019	2018
Pelibatan Karyawan Lokal Local Employee Engagement	Orang People	1.327	1.282	1.194
Jam Pelatihan Per Karyawan Training Hours Per Employee	Jam Hours	18,99	11	12
Realisasi Dana CSR Realization of CSR Funds	Rp Miliar Billion IDR	13,8	27,6	4,1
Kecelakaan Kerja (Internal Perusahaan) Work Accident (Within the Company)	Kasus Cases	1	0	0
Rasio Karyawan Perempuan Female Employee Ratio	%	33	37	35



Strategi Keberlanjutan Sustainability Strategy

Komitmen SMN untuk mendukung pembangunan berkelanjutan dijalankan melalui praktik tanggung jawab sosial yang menyeluruh. Praktik tersebut dilakukan sesuai dengan konteks keberlanjutan Perusahaan dan karakteristik sosial dan lingkungan di wilayah operasinya. Beberapa isu tanggung jawab sosial signifikan yang dikelola SMN, antara lain bisnis yang beretika, pengelolaan keselamatan dan kesehatan kerja (K3), pengembangan sumber daya manusia, pemberdayaan masyarakat, pelestarian lingkungan hidup, serta mitigasi dan adaptasi perubahan iklim.

SMN's commitment to support sustainable development is shown through comprehensive social responsibility practices. These practices are in fact conducted in line with the company's sustainability context as well as the social and environmental characteristics in the area of SMN's operation. Several significant social responsibility issues managed by SMN include ethical business, occupational health and safety (OHS) management, human resource development, community empowerment, environmental preservation, and climate change mitigation and adaptation

Kebijakan Keberlanjutan

- Menyelaraskan tujuan dan keberlanjutan bisnis dengan aspek lingkungan dan sosial secara efektif dan efisien.
- Melakukan kegiatan usaha secara berintegritas dan beretika.
- Menghargai konsumen dan memberikan layanan yang terbaik bagi konsumen.
- Menghormati hak asasi manusia dalam menjalankan kegiatan usaha.
- Memperhatikan keselamatan dan kesehatan kerja (K3).
- Melakukan pengembangan sumber daya manusia.
- Peduli terhadap perubahan iklim dan memperhatikan lingkungan hidup.
- Menjalin hubungan baik dan memberikan manfaat (*value*) bagi para pemangku kepentingan.

Sustainability Policy

- Aligning business objectives and sustainability with environmental and social aspects in an effective and efficient manner.
- Conducting business activities with integrity and ethics.
- Respecting consumers and providing the best services for consumers.
- Respecting human rights in doing business.
- Taking into account the occupational health and safety (OHS).
- Human resources development.
- Raising awareness on climate change and concern about the environment.
- Establishing good relationships and providing benefits (*value*) to stakeholders.

Pelaksanaan Kebijakan

Pelaksanaan kebijakan keberlanjutan secara kolektif merupakan tanggung jawab Direksi dan diawasi oleh Dewan Komisaris. Pelaksanaan kebijakan keberlanjutan juga selaras dengan dukungan SMN terhadap Tujuan Pembangunan Berkelanjutan (TPB):

Policy Implementation

Sustainability policy implementation is the Board of Directors' collective responsibility and is overseen by the Board of Commissioners. Policy implementation is also in line with SMN's support to Sustainable Development Goals (SDGs):





Profil Perusahaan Company Profile



SMN didirikan pada tahun 2003 di Bandung, Jawa Barat. Didukung oleh sumber daya manusia yang unggul, saat ini SMN merupakan pemilik dan operator menara independen terbesar di Indonesia.

SMN was founded in 2003 in Bandung, West Java. With the support of its excellent human resources, SMN is currently the largest independent tower owner and operator in Indonesia.

Profil Singkat

Brief Profile

Kegiatan usaha utama SMN adalah penyewaan ruang untuk lokasi menara yang dapat digunakan bersama kepada seluruh operator nirkabel besar di Indonesia dengan perjanjian sewa jangka panjang. Tempat yang disewakan terdiri dari ruang vertikal pada menara untuk memasang antena frekuensi radio dan antena *microwave*, serta ruang lahan untuk penempatan *shelter* dan kabinet milik pelanggan tempat penyimpanan perangkat elektronik dan penyediaan listrik.

SMN's primary business is leasing space for multi-tenant tower sites to major wireless operators in Indonesia under a long-term lease agreement. The leased space consists of vertical space at the tower to install radio frequency antennas and microwave antennas, as well as ground space to place the customers' shelters and cabinets for electronic devices and power supplies storage.

SMN memiliki menara yang tersebar di seluruh kepulauan Indonesia dan terus memperkuat posisi kami sebagai penyedia menara untuk memenuhi kebutuhan nasional, regional, lokal dan perusahaan telekomunikasi nirkabel yang sedang berkembang. Saat ini SMN merupakan pemilik dan operator menara independen terbesar di Indonesia untuk perusahaan-perusahaan komunikasi nirkabel. Sampai dengan 31 Desember 2020, SMN memiliki dan mengoperasikan 21.381 menara telekomunikasi. Kami melayani 39.127 penyewa di seluruh Indonesia, terutama di area Sumatera, Jawa, Bali, Kalimantan dan Sulawesi yang mencakup 94%. [102-6]

SMN owns towers across the Indonesian archipelago and continues to strengthen our position as a tower provider to meet the demand of national, regional, local and growing wireless telecommunications companies. SMN is currently the largest independent tower owner and operator in Indonesia for wireless communications companies. As of December 31, 2020, SMN has owned and operated 21,381 telecommunication towers. We are serving 39,127 tenants across Indonesia, especially in Sumatra, Java, Bali, Kalimantan and Sulawesi areas which account for 94% of our total tenants. [102-6]

Visi, Misi, dan Nilai Perusahaan

Vision, Mission, and Company Values

Visi, Misi, dan Nilai Inti SMN ditetapkan oleh Direksi dan Dewan Komisaris berdasarkan budaya dan semangat dari Grup. [102-16][102-26]

SMN's Vision, Mission, and Core Values are established by the Board of Directors and the Board of Commissioners based on the culture and spirit of the Group. [102-16][102-26]

Visi

Vision



Menjadi penyedia multi layanan telekomunikasi dan infrastruktur terkemuka dan inovatif.

To be Indonesia's premier and most innovative telecommunications multi-service and infrastructure provider.

Misi

Mission



Berkolaborasi dengan pelanggan kami untuk memberikan nilai tambah layanan yang unggul.

Collaborate with our customers to provide excellent value added services.

Nilai-Nilai Inti Perusahaan

Corporate Core Values



INOVASI

- Peningkatan secara berkelanjutan
- Informasi dan teknologi yang *up-to-date*

INNOVATION

- Continuous improvement
- Up-to-date information and technology

INTEGRITAS

- Jujur dan dapat dipercaya
- Bertindak sesuai dengan nilai inti dan kode etik

INTEGRITY

- Honest and trustworthy
- Act in accordance with core values and code of conduct

PROFESIONALISME

- Akuntabilitas
- Dapat diandalkan
- Beretika
- Disiplin

PROFESSIONALISM

- Accountability
- Reliability
- Ethical
- Disciplined



KENALI PELANGGAN

- Hubungan yang baik dengan pelanggan
- Mengerti kebutuhan pelanggan
- Berorientasi pada layanan

KNOW YOUR CUSTOMER

- Relations with customer
- Understand the customer needs
- Service oriented

KERJA SAMA TIM

- Peran individu dalam tim
- Mengelola pekerjaan dalam tim

TEAMWORK

- Individual role within team
- Managing work in teams

Tentang Kami

About Us



Selama periode pelaporan tidak ada perubahan signifikan di lingkup Perusahaan. [POJK51-3.F]

During the reporting period there were no significant changes within the Company. [POJK51-3.F]

Nama Perusahaan [102-1]

Company Name

PT Sarana Menara Nusantara Tbk

Alamat Kantor Pusat [102-3, 102-4]

Head Office Address

Jl. Jend. A. Yani No. 19A

Kudus, Indonesia

Telepon / Phone: +62 291 431691

Faksimili / Facsimile: +62 291 431718

Alamat Kantor Cabang

Branch Office Address

Menara BCA, 55th Floor

Jl. M.H. Thamrin No. 1

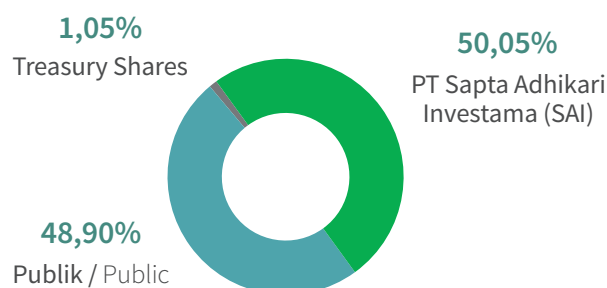
Jakarta 10310 - Indonesia

Telepon / Phone: +62 21 2358 5500

Faksimili / Facsimile: +62 21 2358 6446

Kepemilikan Saham Per 31 Desember 2020

Shareholding as of December 31, 2020 [102-5]



Surel / E-mail: investor.relations@ptsmn.co.id

Situs / Website: www.ptsmn.co.id

Kegiatan Usaha, Struktur Bisnis, Produk, dan Merek

Business Activities, Business Structure, Products and Brands

[POJK51-3.D] [102-2]

Kegiatan Usaha | Business activities:

- **SMN:** Konstruksi sentral telekomunikasi serta konsultasi manajemen lainnya sebagai Perusahaan Induk (*Holding*).
- **Protelindo:** Konstruksi sentral telekomunikasi dan aktivitas Perusahaan *Holding* .
- **iForte:** Aktivitas di bidang informasi, komunikasi, dan telekomunikasi; perdagangan besar peralatan telekomunikasi dan konstruksi; serta penyedia infrastruktur telekomunikasi jaringan tetap tertutup (*Jartatup*) dan BTS hotel (konstruksi sentral telekomunikasi).
- **SMN:** Central telecommunication construction and other management consulting as the Holding Company.
- **Protelindo:** Central telecommunication construction and Holding Company activities.
- **iForte:** Activities in the field of information, communication and telecommunications; wholesalers of telecommunications and construction equipment; and providers of closed fixed network telecommunications infrastructure (*Jartatup*) and BTS hotel (central telecommunication construction).

Layanan | Service

- **Program *Build-to-Suit***
Build-to-Suit Program
- **Sewa Lokasi**
Site Lease
- **Akuisisi Lokasi**
Site Acquisition
- **Pengembangan dan Konstruksi Lokasi**
Site Development and Construction
- **Layanan *Wireline* , termasuk *Internet Service Provider***
Wireline services, including Internet Service Provider
- **Layanan VSAT dan penyediaan kapasitas satelit**
VSAT services and provision of satellite capacity

Skala Usaha [POJK51-3.C.1][POJK51-3.C.2][POJK51-3.C.4]

Scale of Business

Keterangan Description	Satuan Unit	2020	2019	2018
Jumlah Karyawan SMN Number of SMN Employees	Orang People	1.327	1.282	1.194
Total Laba Usaha Total Operating Income	Rp Juta Million IDR	4.566.627	3.927.693	3.790.077
Total Kapitalisasi Total Capitalization				
Liabilitas Liabilities	Rp Juta Million IDR	24.065.502	18.905.074	14.926.338
Ekuitas Equity	Rp Juta Million IDR	10.184.048	8.760.621	8.033.280
Total Aset Total Assets	Rp Juta Million IDR	32.249.550	27.665.695	22.959.618
Wilayah Operasi Operating Area	Negara Country	Indonesia	Indonesia	Indonesia
	Kabupaten / Kota Regency/City	474	471	504

Keanggotaan Asosiasi [102-13]

Association Membership



Sertifikasi

Certification

Sertifikasi Certificate	Lembaga Penerbit Issuer	Masa Berlaku Validity Period
ISO 9001:2015	BSI Group Indonesia	10 July 2021
ISO 14001:2015	BSI Group Indonesia	31 July 2021
OHSAS 18001:2007	BSI Group Indonesia	11 March 2021
PAS 99:2012	BSI Group Indonesia	1 August 2021

Sampai dengan akhir periode pelaporan, SMN belum menjadi bagian dari prakarsa eksternal, baik di lingkup nasional maupun global. SMN masih mempelajari prakarsa eksternal yang sesuai dengan kegiatan usaha yang dijalankan, dan mendukung komitmen dalam penerapan keberlanjutan perusahaan. [102-12]

Until the end of the reporting period, SMN had not yet become part of both national and global external initiatives. SMN is still exploring which external initiatives that are in line with its business activities, and support its commitment to implementing corporate sustainability. [102-12]

Profil Karyawan [POJK51-3.C.2][102-8]

Employee Profile

Hingga akhir periode pelaporan, karyawan SMN berjumlah 1.327 orang. Jumlah terbanyak adalah karyawan yang ditempatkan di kantor cabang sebesar 68%.

Berdasarkan gender, jumlah terbanyak adalah karyawan pria sebesar 67%. Sejumlah 77% karyawan merupakan karyawan tetap, dengan jumlah kelompok usia terbanyak adalah 31-40 tahun atau sebesar 49%.

Berdasarkan tingkat pendidikan karyawan, jumlah terbanyak adalah pendidikan tinggi sebesar 914 karyawan atau 82%; dan berdasarkan jabatan, jumlah terbanyak adalah karyawan non-manajer sebesar 1.061 karyawan atau 80%.

Until the end of the reporting period, SMN has 1,327 employees. The largest number of employees or 68% of the total employees are placed at the branch office.

Based on gender, the number of male employees was larger at 67% of total employees. Amounting 77% of the total employees were permanent employees, with the largest number of age groups being 31-40 years old at 49%.

Based on the educational background of the employees, the highest number was higher education with 914 employees or 82%; and based on position, the majority are non-managerial employees with 1,061 employees or 80%.

Komposisi Karyawan Berdasarkan Gender [POJK51-3.C.2][102-8]

Composition of Employees Based on Gender

Gender	2020		2019	2018
	Jumlah Numbers	%		
Pria Male	885	67	912	863
Wanita Female	442	33	368	331
Jumlah Total	1.327	100	1.282	1.194

Komposisi Karyawan Berdasarkan Penempatan [102-8]

Composition of Employees Based on Placement

Lokasi Location	2020		2019	2018
	Jumlah Numbers	%		
Kantor Pusat Head Office	425	32	485	455
Kantor Cabang Branch Office	902	98	797	739
Jumlah Total	1.327	100	1.282	1.194

Komposisi Karyawan Berdasarkan Status Kepegawaian [POJK51-3.C.2][102-8]

Composition of Employees Based on Employment Status

Status Kepegawaian Employment Status	2020		2019	2018
	Jumlah Numbers	%		
Karyawan Tetap Permanent Employees	1.024	77	914	863
Karyawan Tidak Tetap Contract Employees	303	23	368	331
Jumlah Total	1.327	100	1.282	1.194

Komposisi Karyawan Berdasarkan Kelompok Usia [POJK51-3.C.2][102-8]

Number and Composition of Employees Based on Age Group

Kelompok Usia Age Group	2020		2019	2018
	Jumlah Numbers	%		
> 51	9	1	28	22
41 - 50	302	23	193	193
31 - 40	650	49	613	591
21 - 30	366	28	448	388
Jumlah Total	1.327	100	1.282	1.194

Jumlah dan Komposisi Karyawan Berdasarkan Tingkat Pendidikan [POJK51-3.C.2][102-8]

Number and Composition of Employees Based on Level of Education

Tingkat Pendidikan Level of Education	2020		2019	2018
	Jumlah Numbers	%		
Pascasarjana (S2 dan S3) Graduate and Post Graduate (Master's and Doctoral degrees)	44	3	43	38
Diploma dan S1 Associate's and Bachelor's degree	914	82	1.060	985
SLTA dan Sederajat Senior High School and Equivalent	198	15	179	171
Jumlah Total	1.327	100	1.282	1.194

Jumlah Komposisi Karyawan Berdasarkan Jabatan [POJK51-3.C.2]
 Number and Composition of Employees Based on Position

Jabatan Position	2020		2019	2018
	Jumlah Numbers	%		
VP	18	1	17	11
General Manager	41	2	39	43
Manager	207	17	190	181
Non-Manager	1.061	80	1.036	959
Jumlah Total	1.327	100	1.282	1.194





Penerapan Keuangan Berkelanjutan dan Strategi Pencapaian Target

Sustainable Finance Implementation and Target Achievement Strategy

Salah satu dukungan kami pada penerapan keuangan berkelanjutan dilakukan dengan penerbitan Obligasi Berkelanjutan. Penerbitan obligasi ini menjadi langkah nyata kami dalam mendukung Tujuan Pembangunan Berkelanjutan.

One of our support for sustainable finance implementation is the issuance of Shelf Registration Bonds. This bond issuance is our real initiative in supporting the Sustainable Development Goals.

Dukungan pada Penerapan Keuangan Berkelanjutan

Support for Sustainable Finance Implementation

SMN telah menerbitkan obligasi berkelanjutan dengan realisasi Tahap I pada tahun 2016. Seluruh dana yang diperoleh digunakan untuk modal kerja SMN. Kinerja obligasi berkelanjutan memungkinkan SMN melakukan emisi dengan *lead time* relatif pendek di masa yang akan datang. Dukungan dana dari hasil penerbitan Tahap I Obligasi Berkelanjutan, telah meningkatkan kinerja operasional SMN sehingga mengoptimalkan perolehan Pendapatan Usaha dan Laba Usaha. [POJK51-4.B.1]

SMN has issued shelf registration bonds Phase I in 2016. All proceeds from the issue were used by SMN as working capital. The performance of shelf registration bonds has allowed SMN to issue bonds in a relatively short lead time in the future. Fund support from the Phase I issuance of shelf registration bonds has improved SMN's operational performance so as to optimize the Operating Revenues and Operating Income. [POJK51-4.B.1]

Kinerja pengelolaan dana hasil obligasi berkelanjutan yang baik selama periode pelaporan, membuat Lembaga pemeringkat Fitch Ratings menaikkan peringkat *Long-Term Foreign-Currency Issuer Default Rating (IDR)* SMN dari BBB- menjadi BBB. SMN juga mendapatkan peningkatan peringkat untuk *National Long-Term Rating dan National Senior Unsecured Rating* dari AA+ (idn) menjadi AAA (idn). Sementara *outlook* dipertahankan di peringkat stabil. [POJK51-4.B.2]

The good performance of the management of proceeds from shelf registration bonds during the reporting period, has made rating agency Fitch Ratings to raise SMN's Long-Term Foreign-Currency Issuer Default Rating (IDR) from BBB- to BBB. SMN also received a rating upgrade for the National Long-Term Rating and National Senior Unsecured Rating from AA+ (idn) to AAA (idn). Meanwhile, the outlook remained at a stable rating. [POJK51-4.B.2]

Strategi Pencapaian Target

Target Achievement Strategy

Strategi pencapaian target kinerja SMN dilakukan dengan meminimalkan setiap risiko melalui pengendalian risiko terkait aspek ekonomi, lingkungan, sosial, dan tata kelola. Direksi melakukan identifikasi dan pengendalian risiko berdasarkan masukan dari Corporate Secretary yang diawasi tim Internal Audit dan Komite Audit. [POJK51-4.C.1]

Strategi lain adalah memanfaatkan peluang dan prospek usaha. SMN adalah pemilik dan operator menara telekomunikasi independen terbesar di Indonesia. Posisi independen SMN merupakan keuntungan, karena lebih dipilih pelanggan. Melalui anak usaha iForte, SMN mengembangkan kabel serat optik untuk koneksi cepat seiring peningkatan permintaan layanan data internet.

Model usaha SMN, baik untuk menara telekomunikasi maupun jaringan kabel optik untuk fiberisasi menara, bersifat jangka panjang dan terukur melalui kontrak yang tidak dapat dibatalkan. Selain itu, kemungkinan kolokasi dengan biaya relatif rendah memberi potensi peningkatan pendapatan dan pengembalian atas hasil investasi SMN. Dengan jumlah portofolio yang besar, SMN juga menikmati skala ekonomi terkait dengan kegiatan operasinya, seperti pengadaan aset dan layanan, pemeliharaan, dan beban operasional lainnya.

Saat ini, sekitar 52% menara telekomunikasi milik SMN berada pada posisi yang strategis di Jawa, mengingat besarnya permintaan pelanggan melalui penambahan peralatan atau kolokasi. Di sisi lain, pertumbuhan di luar Jawa juga semakin penting karena para operator telekomunikasi juga mulai melebarkan jaringannya. Di tengah besarnya tantangan yang dihadapi perusahaan-perusahaan baru untuk masuk ke dalam industri menara telekomunikasi di Indonesia, SMN memiliki posisi yang kuat dalam industri. Namun demikian, selama periode pelaporan, upaya SMN dalam mencapai target kinerja menghadapi sejumlah tantangan faktor eksternal, salah satunya adalah pandemi COVID-19 yang berpengaruh pada tata laksana pekerjaan. [POJK51-4.C.2][POJK51-4.C.3]

The strategy to meet SMN's performance targets is carried out by minimizing every risk through risk control related to economic, environmental, social, and governance aspects. The Board of Directors identifies and controls risk based on input from the Corporate Secretary which is supervised by the Internal Audit team and the Audit Committee. [POJK51-4.C.1]

Another strategy is to take advantage of business opportunities and prospects. SMN is the largest independent owner and operator of telecommunications towers in Indonesia. SMN's independent position is an advantage, as the customers' preferred provider. Through its subsidiary iForte, SMN has been developing fiber optic cables for fast connections in line with the increasing demand for internet data services.

SMN's business model is long-term and measurable, for both telecommunication towers and optical cable networks for tower fiberization, under an irrevocable contract. In addition, the possibility of collocation at a relatively low cost provides the potential for increased revenue and return on SMN's investment. With a large portfolio, SMN also enjoys scale of economy on its operation, such as asset and service procurement, maintenance and other operating expenses.

Currently, around 52% of SMN's telecommunication towers are strategically located in Java, given the customers' large demand through additional equipment or collocation. On the other hand, the growth outside Java has also increased at a significant rate as telecommunications operators begin to expand their networks. In the midst of challenges faced by new companies to enter the telecommunication tower industry in Indonesia, SMN has a strong position in the industry. However, during the reporting period, SMN's efforts to meet its performance targets were faced with a number of external factors, and one of them was the COVID-19 pandemic, which has an impact on work management. [POJK51-4.C.2] [POJK51-4.C.3]



Tata Kelola Keberlanjutan dan Pelibatan Pemangku Kepentingan

Sustainability Governance and Stakeholder Engagement

Kami menerapkan tata kelola perusahaan yang baik (*Good Corporate Governance/GCG*), termasuk melaksanakan prinsip-prinsip keberlanjutan dalam setiap kegiatan usaha dan operasional, sehingga memberikan manfaat bagi pemangku kepentingan.

We implement good corporate governance (GCG), including the implementation of the sustainability principles in every business and operation in order to provide benefits for stakeholders.

Struktur Tata Kelola dan Penanggung Jawab Keberlanjutan

Governance Structure and Officer in Charge of Sustainability

Struktur tata kelola SMN terdiri dari Rapat Umum Pemegang Saham (RUPS), Dewan Komisaris, dan Direksi, sesuai fungsi, tanggung jawab, dan wewenang masing-masing. Pengungkapan informasi masing-masing organ tata kelola disampaikan dalam Laporan Tahunan 2020 PT Sarana Menara Nusantara Tbk. [POJK51-5.A][102-18][102-22][102-23][102-24][102-25] [102-26] [102-28]

SMN's governance structure consists of the General Meeting of Shareholders (GMS), the Board of Commissioners and the Board of Directors, according to their respective functions, responsibilities, and authorities. Disclosure of information on each organ of governance is presented in the 2020 Annual Report of PT Sarana Menara Nusantara Tbk. [POJK51-5.A] [102-18] [102-22] [102-23] [102-24] [102-25] [102-26] [102-28]

Perusahaan belum memiliki pejabat tata kelola yang secara khusus bertanggung jawab terhadap pengelolaan keberlanjutan. Direksi melakukan identifikasi dan pengendalian risiko terkait aspek ekonomi, sosial, dan lingkungan, berdasarkan masukan dari Corporate Secretary yang diawasi tim Internal Audit dan Komite Audit. [POJK51-5.C][102-19][102-20][102-21]

The Company has not yet formed a governance officer who is specifically responsible for sustainability management. The Board of Directors identifies and controls risks related to economic, social, and environmental aspects, based on input from the Corporate Secretary under the supervision of the Internal Audit team and the Audit Committee. [POJK51-5.C] [102-19] [102-20] [102-21]



Kami telah melakukan langkah awal dalam pengembangan kompetensi terkait penerapan keberlanjutan bagi anggota Dewan Komisaris pada bulan Februari 2020. [POJK51-5.B][102-7]

We have taken initial steps in competency development on the sustainability implementation for members of the Board of Commissioners in February 2020. [POJK51-5.B][102-7]

Pengelolaan Risiko Keberlanjutan

Sustainability Risk Management

Selama periode pelaporan, SMN menghadapi berbagai faktor risiko yang memengaruhi keberlanjutan usaha dan operasi, antara lain risiko sosial dan politik, risiko geologi karena Indonesia berada di zona gempa bumi, risiko investasi, risiko perubahan peraturan Pemerintah dan perizinan, serta risiko fluktuasi nilai tukar valuta asing. Faktor-faktor risiko tersebut dikelola melalui Sistem Manajemen Risiko, guna memastikan SMN menjalankan kegiatan operasi dan usaha secara berhati-hati. [POJK51-5.C][102-11]

During the reporting period, SMN faced various risk factors that may affected the sustainability of its business and operations, among others are social and political risks, geological risks due to Indonesia position in an earthquake zone, investment risk, risk of changes in government regulations and licensing, and risk of foreign exchange value fluctuation. These risk factors are managed through the Risk Management System, to ensure that SMN carries out its operations and business activities prudently. [POJK51-5.C][102-11]

Sistem Manajemen Risiko SMN dijalankan Divisi Financial Controller dan Corporate Secretary. Divisi Financial Controller mengatur tim yang menangani risiko dari aktivitas operasional. Corporate Secretary mengatur tim yang menangani risiko terkait hukum dan kepatuhan peraturan. Secara berkala, penanganan risiko dilaporkan kepada Direksi untuk ditelaah dan dievaluasi efektivitasnya. Hasil evaluasi menunjukkan pengendalian risiko pada periode pelaporan telah berjalan dengan baik. [POJK51-5.C][102-30]

SMN's Risk Management System is performed by the Financial Controller Division and Corporate Secretary. The Financial Controller Division manages a team that handles risks from operational activities. The Corporate Secretary manages a team that handles risks related to law and regulatory compliance. Periodically, risk management is reported to the Board of Directors for review and evaluation of its effectiveness. The result of evaluation found that risk control in the reporting period has been conducted properly. [POJK51-5.C][102-30]

Pengungkapan informasi rinci tentang pengelolaan risiko disampaikan dalam Laporan Tahunan 2020 SMN.

The detailed disclosure of information on risk management is presented in SMN's 2020 Annual Report.

Pelibatan Pemangku Kepentingan

Stakeholder Engagement

Para pemangku kepentingan SMN adalah pemegang saham dan investor, pemerintah, karyawan, vendor, komunitas, dan pelanggan/klien. Identifikasi pemangku kepentingan dilakukan berdasarkan interaksi yang saling memberikan pengaruh pada kesinambungan SMN.

[POJK51-5.D.1][POJK51-5.D.2][102-40][102-42]

SMN's stakeholders are shareholders and investors, the government, workers, vendors, communities, and customers/clients. The identification of stakeholders is carried out based on interactions that have an impact on the sustainability of SMN. [POJK51-5.D.1] [POJK51-5.D.2] [102-40]

[102-42]



Daftar Pemangku Kepentingan, Metode Pelibatan, Frekuensi Pelaksanaan, dan Topik Utama

List of Stakeholders, Method of Engagement, Frequency of Implementation, and Main Topics

[POJK51-5.D.1][POJK51-5.D.2][102-40][102-42][102-43][102-44]

Pemangku Kepentingan Stakeholders	Metode dan Frekuensi Pelibatan Pemangku Kepentingan Method and Frequency of Stakeholder Engagement		Topik Utama Key Topics
	Metode Pelibatan Engagement Method	Frekuensi Frequency	
Pemegang Saham dan Investor Shareholders and Investors	Rapat Umum Pemegang Saham (RUPS). General Meeting of Shareholders (GMS).	RUPS Tahunan dilaksanakan satu kali setiap tahun. Annual GMS is held once a year.	Evaluasi kinerja BOC/BOD, penetapan RKAP dan pembayaran dividen. RUPS Tahunan 2020 untuk tahun buku 2020 telah diselenggarakan pada 31 Mei 2021. Evaluate the performance of the BOC/BOD, determine the Work Plan and Budget (WP&B) and pay dividends. The 2020 Annual GMS for the 2020 financial year was held on May 31, 2021.
		RUPS Luar Biasa. Diselenggarakan sesuai kebutuhan. Extraordinary GMS. Held as needed.	Hal-hal di luar RUPS Tahunan terkait SMN yang membutuhkan persetujuan dari Pemegang Saham. Tahun 2020 SMN telah menyelenggarakan RUPS Luar Biasa sebanyak 1 kali. Matters outside the Annual GMS related to SMN that require the Shareholders' approval. In 2020, SMN has held 1 of Extraordinary GMS.
	Penyampaian informasi dan laporan keuangan SMN. Delivery of SMN's financial information and report.	Laporan triwulan. Quarterly report.	<ul style="list-style-type: none"> Menyajikan posisi keuangan, hasil usaha, dan perubahan posisi keuangan lainnya, sesuai prinsip-prinsip akuntansi yang berlaku umum. Presenting the financial position, results of business and other changes in financial position, in accordance with generally accepted accounting principles.
	Laporan keuangan konsolidasian beserta laporan auditor independen. Diterbitkan satu kali pada setiap tahun buku. Consolidated financial statements with independent auditors' report. Published once in every financial year.	<ul style="list-style-type: none"> SMN telah menerbitkan seluruh laporan triwulan selama tahun 2020. Laporan Keuangan Konsolidasian yang berakhir pada tahun buku per tanggal 31 Desember 2020 tersebut diterbitkan pada 30 April 2021. SMN has published all quarterly reports for 2020. The Consolidated Financial Statements that ended in the financial year as of December 31, 2020 published on April 30, 2021.	
	Informasi kinerja tahunan SMN. SMN annual performance information.	Satu kali dalam setiap tahun. Once a year.	Laporan Tahunan Annual Report
			Laporan Keberlanjutan Sustainability Report

Pemangku Kepentingan Stakeholders	Metode dan Frekuensi Pelibatan Pemangku Kepentingan Method and Frequency of Stakeholder Engagement		Topik Utama Key Topics
	Metode Pelibatan Engagement Method	Frekuensi Frequency	
Pemerintah Government	Kepatuhan regulasi termasuk perizinan menara. Regulatory compliance including tower licensing.	Perizinan menara dilakukan sesuai kebutuhan. Tower licensing is carried out as needed.	Selama tahun 2020 SMN telah mendapatkan perizinan untuk 627 site. In 2020, SMN has obtained licenses for 627 sites.
	Penerapan tata kelola perusahaan yang baik (GCG). Implementation of good corporate governance (GCG).	Dilakukan berkala sesuai kebutuhan. Performed periodically as needed.	Hasil penilaian GCG tahun 2020 adalah "fair". 2020 GCG assessment results "fair".
	Pemenuhan tanggung jawab sosial dan lingkungan CSR. Fulfillment of corporate social responsibility (CSR).	Dilaksanakan sesuai kebutuhan. Implemented as needed.	Merealisasikan kegiatan CSR sesuai dengan perencanaan dan alokasi dana. Implemented CSR program in accordance with the plan and budget allocation.
Karyawan Employees	Penyusunan Peraturan Perusahaan. Preparation of Company Regulations.	Satu kali dalam setiap tahun. Once every year.	Pemenuhan hak-hak normatif karyawan sesuai UU Ketenagakerjaan. Fulfillment of employees' normative rights in accordance with the Manpower Law.
	<i>Town Hall Meeting</i>	Dilakukan 1-2 kali dalam setiap tahun. Performed 1-2 times a year.	Informasi umum mengenai kinerja Perusahaan. General information about the Company's performance.
Vendor Vendors	Kontrak Kerja dan Laporan Kinerja. Work Contracts and Performance Report.	Kontrak Kerja dilakukan sesuai kebutuhan. Work Contracts are prepared as needed.	Kontrak kerja yang transparan dan berkeadilan. Transparent and fair work contracts.
		Laporan Kinerja disampaikan satu kali dalam setiap tahun. Performance report is delivered once a year.	Perkembangan pekerjaan sesuai kontrak kerja yang telah disepakati. Pada tahun 2020 Tim Vendor Management SMN telah menyelesaikan Laporan Kinerja seluruh vendor. Work progress according to the work contract agreement. In 2020, SMN Vendor Management Team has completed Performance Reports of all vendors.
Komunitas Community	Persetujuan warga dalam radius ketinggian menara yang akan dibangun sesuai regulasi yang berlaku. Approval from residents within the radius of the height of tower to be built according to the applicable regulations.	Sesuai kebutuhan, dilaksanakan setiap kali akan membangun menara. Tahun 2020 SMN membangun 11.286 menara. As needed, required every time a tower to be built. In 2020 SMN built 11,286 towers.	Persetujuan warga menjadi salah satu syarat untuk memperoleh izin mendirikan menara dari pemerintah daerah. Residents' approval is one of the requirements to obtain tower construction license from the local government.

Pemangku Kepentingan Stakeholders	Metode dan Frekuensi Pelibatan Pemangku Kepentingan Method and Frequency of Stakeholder Engagement		Topik Utama Key Topics
	Metode Pelibatan Engagement Method	Frekuensi Frequency	
	Pemenuhan tanggung jawab sosial dan lingkungan CSR. Fulfillment of corporate social responsibility (CSR).	Dilaksanakan sesuai kebutuhan. Implemented as needed.	Merealisasikan kegiatan CSR sesuai dengan perencanaan dan alokasi dana. Implemented CSR program as the plan and budget allocation.
Pelanggan/Klien Customers/Clients	Timbal balik dalam lingkaran <i>revenue</i> . Reciprocity in revenue circles.	Berkala, satu kali dalam setiap minggu. Selama periode pelaporan, SMN telah menyampaikan laporan perkembangan target pekerjaan dan kegiatan. Periodically, once a week. During the reporting period, SMN delivers progress reports on work targets and activities.	Laporan perkembangan terkait target, sesuai kontrak sewa yang telah disepakati. Progress report on the target, according to the lease contract agreement.



Kendala, Tantangan, dan Peluang Keberlanjutan

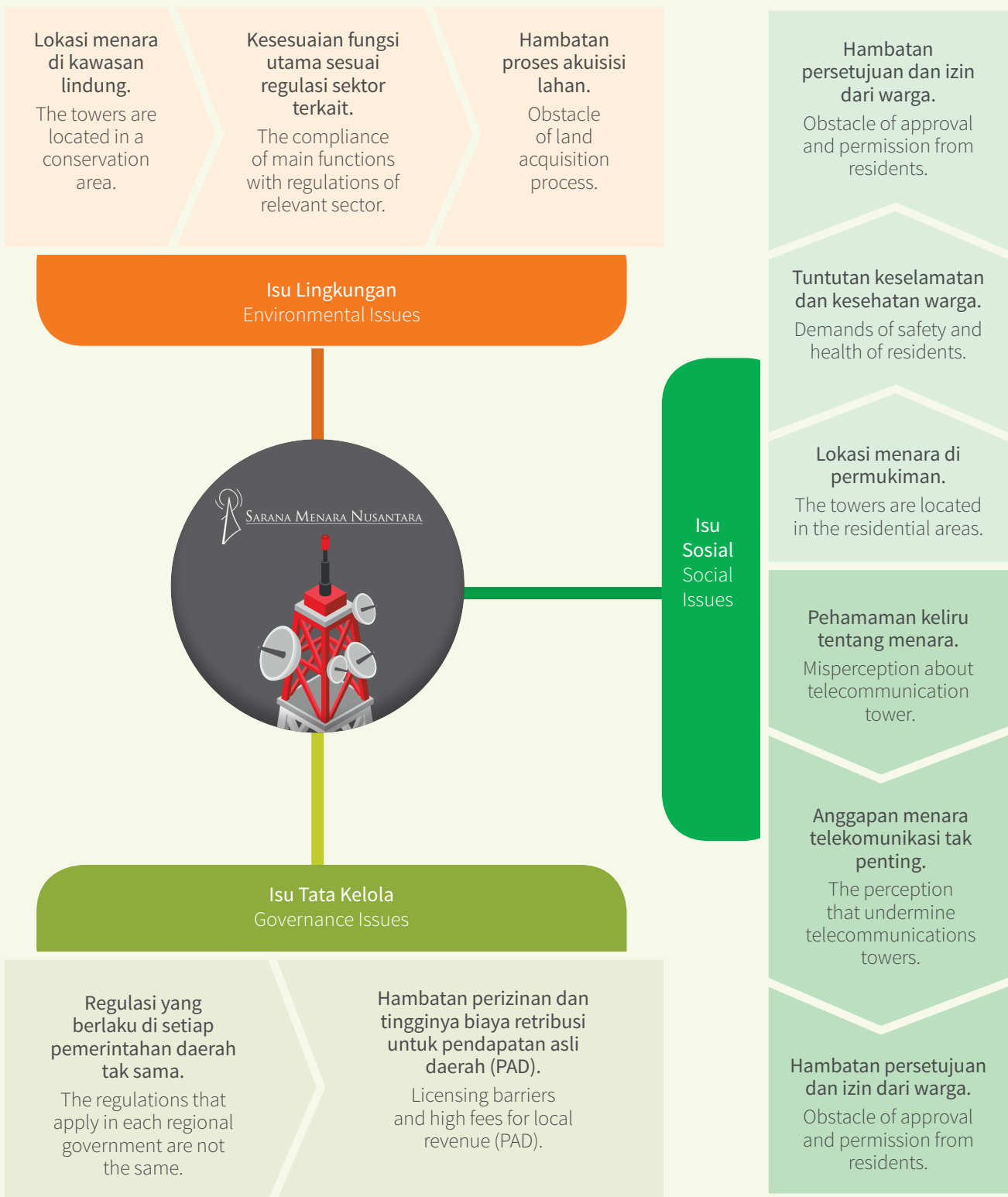
Sustainability Obstacles, Challenges, and Opportunities

SMN memiliki komitmen dalam menerapkan kinerja keberlanjutan di setiap kegiatan usahanya. Penerapan ini menghadapi beberapa tantangan terkait aspek lingkungan, sosial, dan tata kelola (LST). Namun demikian, Perusahaan tetap melakukan pengembangan dan berupaya meningkatkan kinerja keberlanjutan agar dapat berkontribusi bagi Tujuan Pembangunan Berkelanjutan. [POJK51-5.E]

SMN's commitment to implementing sustainability in its business activities and face several challenges related to environmental, social, and governance (ESG) aspects. In line with SMN's development, we continue to strive to improve sustainability performance so that it contributes to the Sustainable Development Goals. [POJK51-5.E]

Tantangan dalam Aspek Lingkungan, Sosial, dan Tata Kelola

Challenges in Environmental, Social, and Governance Aspects



Membangun Budaya Keberlanjutan

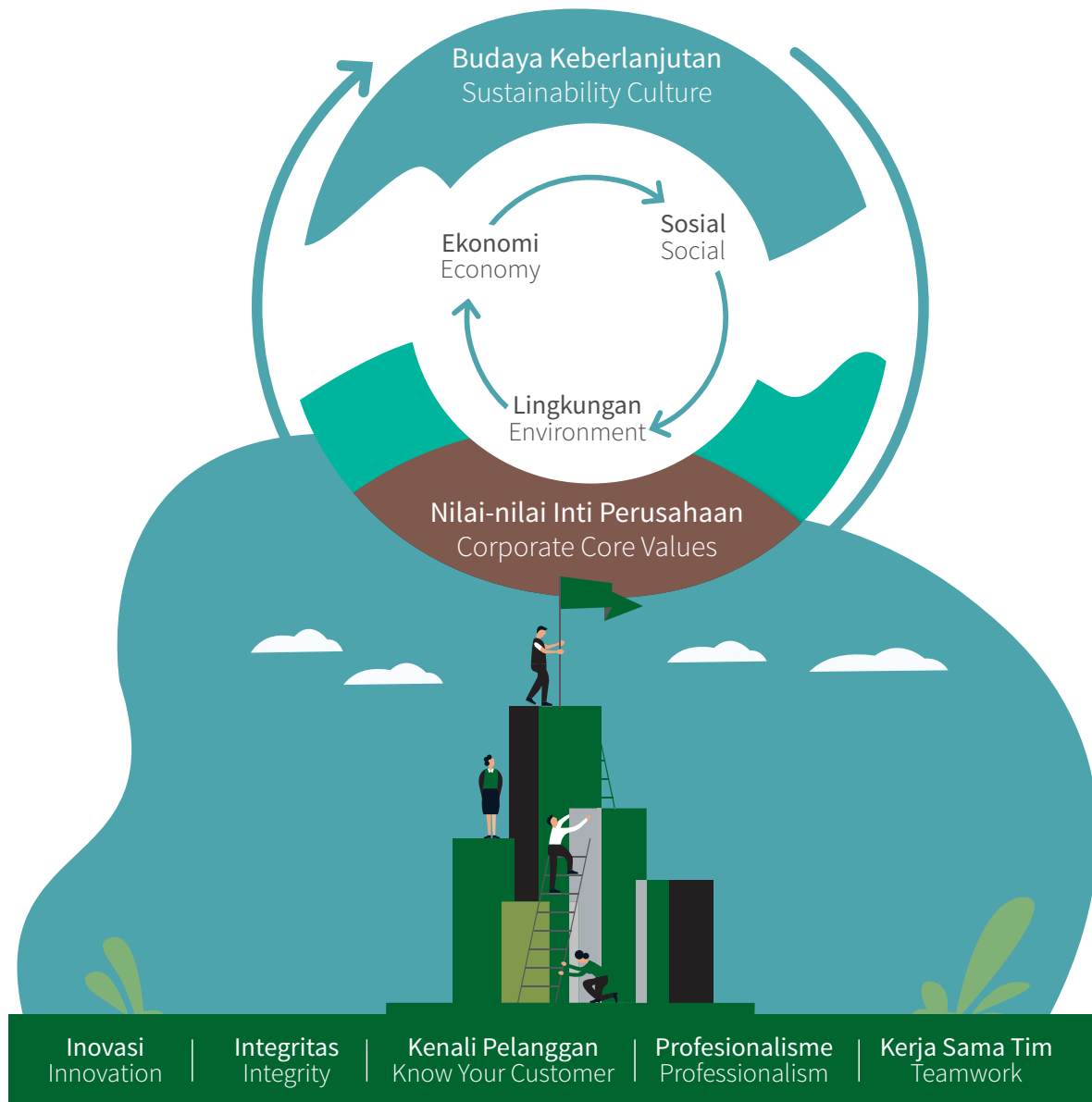
Building Sustainability Culture

Kami berkomitmen menerapkan Nilai-nilai Inti Perusahaan yakni: Inovasi, Integritas, Kenali Pelanggan, Profesionalisme, dan Kerja Sama Tim; sebagai dasar dari budaya keberlanjutan yang terus dibangun SMN.

[POJK51-6.A]

We are committed to implementing the Company's Core Values: Innovation, Integrity, Know Your Customer, Professionalism, and Teamwork; as the foundation of the sustainability culture that SMN will continue to build.

[POJK51-6.A]





Tentang Laporan Keberlanjutan dan Topik Material

About the Sustainability Report and Material Topics

Pengungkapan informasi kinerja keberlanjutan dalam Laporan Keberlanjutan ini dilakukan berdasarkan pemetaan pada topik-topik material dan pengaruhnya terhadap pemangku kepentingan.

The information disclosure about sustainability performance in this Sustainability Report was based on the material topics that have been identified and their impact on stakeholders.

Tentang Laporan Keberlanjutan

About the Sustainability Report

Pengungkapan informasi dalam Laporan ini diperoleh dari Kantor Pusat di Kudus dan kantor cabang di Jakarta. Laporan Keberlanjutan 2020 merupakan laporan pertama pelaksanaan kinerja keberlanjutan SMN pada periode 1 Januari – 31 Desember 2020 dan belum diverifikasi oleh pihak independen. Tidak ada perubahan signifikan maupun pernyataan kembali. Selanjutnya, SMN akan menerbitkan Laporan Keberlanjutan setiap tahun bersama Laporan Tahunan. [102-10][102-45][102-46][102-55][102-48][102-49][102-50][102-51][102-52]

The information disclosed in this report was collected from the Head Office in Kudus and branch office in Jakarta. The 2020 Sustainability Report is the first report about SMN's sustainability implementation performance for the period of January 1 - December 31, 2020 and this report has not been assured by the independent party. There is no significant change or restatement in this report. SMN will publish Sustainability Report annually along with the Annual Report. [102-10][102-45][102-46][102-55][102-48][102-49][102-50][102-51][102-52]



Kontak Pelaporan [102-53]

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Isi Laporan

Contents of the Report

Laporan disusun berdasarkan POJK No.51/OJK.03/2017 dan Standar Global Reporting Initiative (GRI) dengan opsi 'Inti'. Proses penyusunan laporan melalui tahapan penentuan isi laporan yang meliputi identifikasi, prioritas, validasi, dan kajian. SMN juga mempertimbangkan kualitas laporan terkait keseimbangan, komparabilitas, akurasi, kejelasan, dan keandalan. Laporan telah disusun sesuai prinsip pelibatan pemangku kepentingan, konteks keberlanjutan, materialitas, dan kelengkapan isi. [102-54][102-55]

The report was prepared based on FSA Regulation (POJK) No.51/OJK.03/2017 and Global Reporting Initiative (GRI) Standards with the 'Core' option. The report preparation process was conducted through the stages including identification, priority, validation, and review. SMN also considers the report quality regarding balance, comparability, accuracy, clarity, and reliability. The report is written accordingly to the principles of stakeholder engagement, sustainability context, materiality, and completeness. [102-54][102-55]

Topik Material

Material Topics

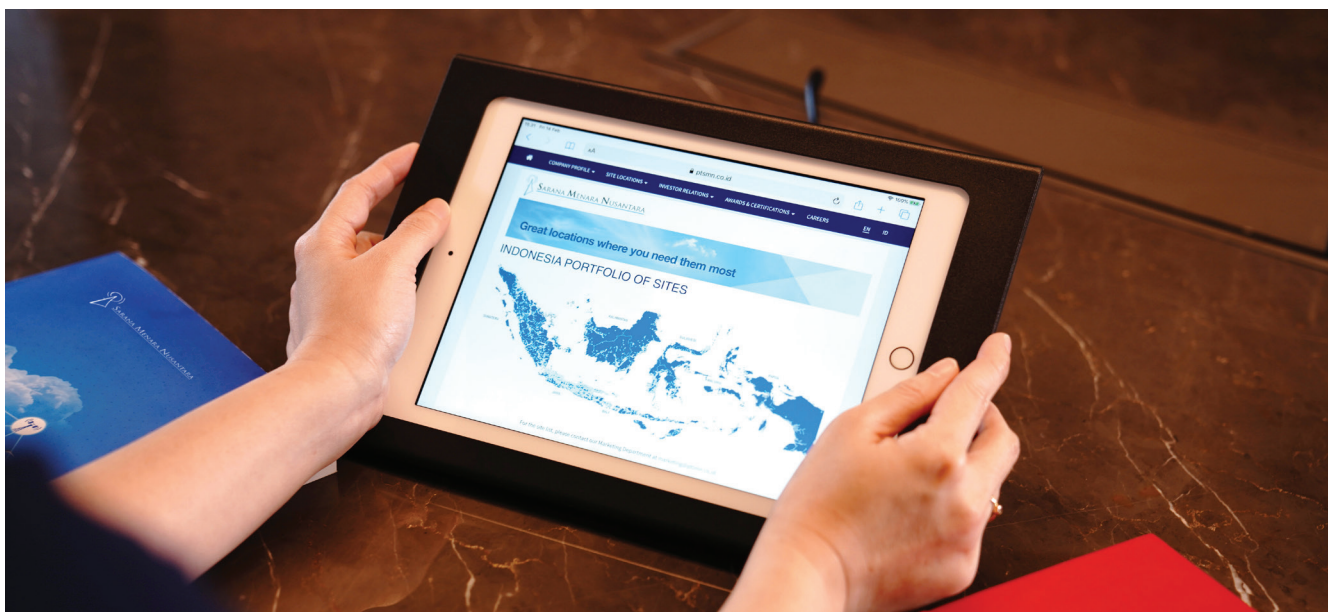
Topik Material [102-47]

Ada delapan topik material dalam laporan yang ditetapkan melalui diskusi internal tim penyusun Laporan Keberlanjutan berdasarkan pertimbangan kebutuhan dan kepentingan seluruh pemangku kepentingan. [102-42]

Material Topics [102-47]

There are eight material topics in the report, which were determined through internal discussions of Sustainability Reporting team based on the needs and interests of all stakeholders. [102-42]

Topik Material Material Topic	Pengungkapan dan Topik Utama Disclosures and Key Topics
Kinerja Ekonomi Economic Performance	Nilai Ekonomi Langsung Dibagikan dan Didistribusikan [201-1] Direct Economic Value Generated and Distributed
Pengaruh Ekonomi Tidak Langsung Indirect Economic Impact	Investasi Infrastruktur dan Jasa Pendukung [203-1] Infrastructure Investment and Supporting Services
Material Digunakan Material Used	Volume Material Digunakan [301-1] Volume of Material Used
Energi Energy	Konsumsi Energi di Dalam Organisasi [302-1] Energy Consumption Within the Organization
Keselamatan dan Kesehatan Kerja Occupational Health and Safety	Sistem Manajemen Kesehatan dan Keselamatan Kerja [403-1] Occupational Health and Safety Management System
Pendidikan dan Pelatihan Education and Training	Rerata Jam Pelatihan Per Karyawan Per Tahun [404-1] Average Training Hours Per Employee Per Year
Komunitas Lokal Local Community	Operasi dengan Pelibatan Komunitas Lokal, Kajian Dampak, dan Program Pemberdayaan [413-1] Operations with Local Community Involvement, Impact Assessments, and Empowerment Programs
Penilaian Sosial Pemasok Supplier Social Assessment	Seleksi Kriteria Sosial untuk Pemasok Baru [414-1] Social Criteria Screening for New Suppliers



Topik Material dan Batasan Dampak terhadap Pemangku Kepentingan [102-46][102-47][102-48]
Reporting Material Topics and Boundaries of Impact on Stakeholders

	Di Luar Perusahaan Outside the Company	Di Dalam Perusahaan Within the Company		Di Dalam Perusahaan Within the Company	Di Luar Perusahaan Outside the Company
Kinerja Ekonomi Economic Performance	 Pemerintah Government  Vendor Vendors  Pelanggan Customers  Komunitas Community	 Pemegang Saham Shareholders  Pekerja Employees	Kesehatan dan Keselamatan Kerja Occupational Health and Safety	 Pemegang Saham Shareholders  Pekerja Employees	 Pemerintah Government  Vendor Vendor  Komunitas Community
Pengaruh Ekonomi Tidak Langsung Indirect Economic Impact	 Komunitas Community  Vendor Vendors  Pelanggan Customers	 Pemegang Saham Shareholders	Pendidikan dan Pelatihan Education and Training	 Pekerja Employees	 Pemerintah Government  Vendor Vendor
Material Digunakan Material Used	 Pemerintah Government  Vendor Vendor  Komunitas Community	 Pekerja Employees	Komunitas Lokal Local Community	 Pemegang Saham Shareholders	 Pemerintah Government  Vendor Vendor  Komunitas Community
Energi Energy	 Pemerintah Government  Pelanggan Customers  Vendor Vendor	 Pemegang Saham Shareholders  Pekerja Employees	Penilaian Sosial Pemasok Baru New Supplier Social Assessment	 Pemegang Saham Shareholders	 Pemerintah Government  Vendor Vendor





KINERJA KEBERLANJUTAN SUSTAINABILITY PERFORMANCE





Kinerja Keberlanjutan Bidang Ekonomi

Sustainability Performance in the Economic Sector

Di tengah pandemi COVID-19 dan kekhawatiran melemahnya ekonomi nasional, SMN mampu mempertahankan kinerja ekonomi yang baik sepanjang periode pelaporan.

Amid the COVID-19 pandemic and fears that the national economy would weaken, SMN manages to maintain good economic performance during the reporting period.

Kinerja Ekonomi

Economic Performance

Pendekatan Manajemen [103-1][103-2][103-3]

Management Approach



Kesinambungan SMN dipengaruhi oleh kinerja keuangan.

SMN's sustainability is influenced by financial performance.



Realisasi Pendapatan Usaha tahun 2020 Rp7,4 triliun atau 5,7% dari target. Realisasi EBITDA Rp6,4 triliun atau 10,3% dari target.

Realized Operating Income in 2020 was IDR7.4 trillion or 5.7% of the target. Realized Net Income was IDR6.4 trillion or 10.3% of the target.



SMN melangsungkan Penawaran Umum Berkelanjutan (PUB) Obligasi Berkelanjutan II SMN Tahap I Tahun 2020.

SMN held a Sustainable Public Offering (PUB) of SMN Shelf Registration Bonds II Phase I in 2020.



Kinerja keuangan SMN berada di bawah tanggung jawab Departemen Finance & Reporting.

SMN's financial performance is under the responsibility of Finance and Reporting Department.



Secara berkala kinerja keuangan SMN dilaporkan kepada Direksi dan diaudit oleh pihak-pihak independen.

SMN's financial performance is periodically reported to the Board of Directors and audited by independent parties.

Perbandingan Target dan Realisasi Kinerja Keuangan

Pendapatan Usaha SMN selama periode pelaporan berasal dari jasa penyewaan menara telekomunikasi dan layanan jasa penunjang lain di bidang telekomunikasi. Tidak ada pendapatan yang merupakan implikasi finansial karena perubahan iklim, maupun bantuan finansial dari Pemerintah. Pendapatan Usaha pada tahun 2020 mencapai Rp7.445,4 miliar atau naik 15,4% dibanding tahun 2019 sebesar Rp6.454,3 miliar.

Perolehan Laba Bersih tahun 2020 mencapai Rp2.853,6 miliar atau naik 21,3% dibanding tahun 2019 sebesar Rp2.353,1 miliar.

Target dapat dicapai karena efisiensi biaya dan peningkatan kinerja portofolio jumlah sewa lokasi menara, serta kinerja sewa fiber optik oleh anak perusahaan iForte. [POJK51-6.B.1] [POJK51-6.B.2][201-1][201-2][201-4]

Comparison of Financial Performance Target and Realization

SMN's operating revenues during the reporting period were generated from leasing services for telecommunications towers and other supporting services in the telecommunications sector. There were no revenues generated from financial implication due to climate change, nor financial assistance from the Government. Operating Revenues in 2020 reached IDR7,445.4 billion or increased by 15.4% from IDR6,454.3 billion in 2019.

Net Income in 2020 reached IDR2,853.6 billion or increased by 21.3% from IDR2,353.1 billion in 2019.

The target achievement was due to cost efficiency and increased portfolio performance in the number of tower site leases and fiber optic lease performance by subsidiary iForte. [POJK51-6.B.1] [POJK51-6.B.2] [201-1] [201-2] [201-4]

Perbandingan Target dan Realisasi Kinerja Keuangan Perusahaan (Rp Triliun) Tahun 2020

Comparison of Company Financial Performance Target and Realization (Trillion IDR) in 2020 [POJK51-6.B.1][201-1]

Uraian Description	Target	Realisasi Realization	%
Pendapatan Revenue	7,0	7,4	5,7%
EBITDA EBITDA	5,8	6,4	10,3 %

Perbandingan Target dan Realisasi Kinerja Keuangan Perusahaan (Rp Triliun)

Comparison of Company Financial Performance Target and Realization (Trillion IDR) [POJK51-6.B.1][201-1]

Uraian Description	2020		2019		2018	
	Target	Realisasi Realization	Target	Realisasi Realization	Target	Realisasi Realization
Pendapatan Revenue	7,0	7,4	6,4	6,5	5,6	5,9
EBITDA EBITDA	5,8	6,4	5,3	5,4	4,7	4,9

Realisasi Kinerja Portofolio SMN Tahun 2020

Realization of SMN's Portfolio Performance in 2020 [POJK51-6.B.1][201-1]

Uraian Description	Satuan Unit	2020	2019	2018	Δ%	
		1	2	3	1:2	2:3
Jumlah Menara Number of Towers	Unit	21.381	19.319	17.437	10,67%	10,79
Jumlah Sewa Lokasi Menara Number of Tower Site Leases		39.127	33.346	28.319	17,34%	17,75
Pendapatan dari VSAT dan <i>wireline</i> Income From VSAT and <i>wireline</i>	Rp Juta Million IDR	1.113.823	871.543	529.111	27,79%	64,72

Pada periode pelaporan, SMN mendapatkan dana dari hasil Penawaran Umum Berkelanjutan (PUB) Obligasi Berkelanjutan II SMN Tahap I Tahun 2020. Realisasi dana PUB mencapai Rp151 miliar atau 100% dari target, karena Perusahaan menggunakan *full commitment*. Pencapaian ini juga tidak terlepas dari kepercayaan investor atas kinerja SMN dan peringkat AAA (idn) (Triple A) dari PT Fitch Ratings Indonesia. Dana dari hasil PUB akan digunakan SMN untuk membayarkan sebagian hutang.

In the reporting period, SMN received proceeds from the Sustainable Public Offering (PUB) of SMN Shelf Registration Bonds II Phase I Year 2020. Realization of PUB funds reached IDR151 billion or 100% of the target due to the Company's full commitment. This achievement was in part due to the investors' confidence in SMN's performance and the AAA (idn) (Triple A) rating from PT Fitch Ratings Indonesia. The proceeds from PUB will be used by SMN for repayment of part of its debts.

Perbandingan Target dan Realisasi PUB Obligasi Berkelanjutan II SMN Tahap I Tahun 2020

Comparison of the Target and Realization of SMN Sustainable Bond II Public Offering Phase I Year 2020 [POJK51-6.B.2] [201-1]

Seri Series	Target	Realisasi Realization	%
A	84.000.000.000	84.000.000.000	100
B	67.000.000.000	67.000.000.000	100
Jumlah Total	151.000.000.000	151.000.000.000	100

Pengaruh Ekonomi Tidak Langsung

Indirect Economic Impact

Pendekatan Manajemen [103-1][103-2][103-3]

Management Approach

<p>Pembangunan menara pada daerah tertentu membutuhkan dukungan infrastruktur, yang dapat dimanfaatkan warga setempat.</p> <p>Construction of towers in certain areas requires infrastructure support, the local residents could take advantage from this.</p>	<p>Realisasi biaya pembangunan infrastruktur pada lokasi menara yang dibangun tahun 2020 mencapai Rp852,84 juta.</p> <p>The realization of infrastructure development costs of tower sites built in 2020 reached IDR852.84 million.</p>	<p>SMN berinisiatif menggunakan karyawan lokal untuk pembangunan infrastruktur pendukung menara.</p> <p>SMN took the initiative to use local workers for the construction of tower supporting infrastructure.</p>	<p>Pelaksanaan pembangunan menara dan infrastruktur pendukung menjadi tanggung jawab <i>Build to Suit</i>.</p> <p>Construction of towers and supporting infrastructure is the Build to Suit responsibility.</p>	<p>Secara berkala kegiatan pembangunan menara dan infrastruktur pendukung dilaporkan kepada Direksi, untuk evaluasi.</p> <p>Activities with regard to in the construction of towers and supporting infrastructure are periodically reported to the Board of Directors for evaluation.</p>

Pembangunan Infrastruktur Pendukung Menara

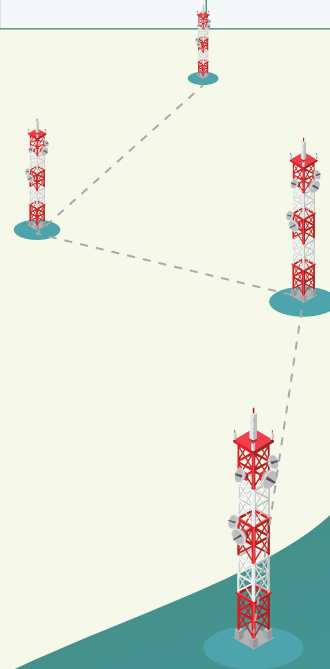
Pembangunan menara menjangkau daerah dengan kondisi infrastruktur yang relatif terbatas. Keadaan ini membuat SMN membangun infrastruktur pendukung untuk pengerjaan pembangunan menara. Sampai dengan akhir tahun 2020 ada beberapa bentuk infrastruktur pendukung yang dibangun SMN, seperti jalan lingkungan menuju lokasi menara, yang bisa dimanfaatkan warga untuk mendukung mobilitas mereka. Infrastruktur pendukung yang dibangun memberikan dampak positif bagi warga setempat. Kondisi ini membuat warga setempat mendukung keberadaan menara yang dibangun dan secara tidak langsung berdampak bagi SMN karena menjamin keberlangsungan operasional menara. Pembangunan infrastruktur pendukung dibiayai SMN dan pemanfaatannya oleh masyarakat bersifat *pro bono*. [203-1]

Tower Supporting Infrastructure Development

Our tower construction covers areas where the infrastructure condition is relatively inadequate. Looking at this situation, SMN decided to build supporting infrastructure for tower construction work. Until the end of 2020, SMN has developed several forms of supporting infrastructure, such as local roads to the tower sites which residents can use to support their mobility. The local residents can now enjoy the positive impact from the existing supporting infrastructure, so that they will support the existence of tower under construction. This accordingly has an indirect effect on SMN because it would guarantee the continuity of tower operations. The construction of supporting infrastructure is financed by SMN, while its use by the community is on a *pro bono* basis. [203-1]

Pembangunan Infrastruktur Pendukung Menara (Rp Juta)
Tower Supporting Infrastructure Construction (Million IDR)

Bentuk Pendukung Form of Support	2020	2019	2018
Fasilitas Umum Public facilities	852,84	596,15	871,52





Kinerja Keberlanjutan Bidang Lingkungan

Sustainability Performance in the Environmental Sector

Kegiatan operasional SMN adalah pembangunan dan pengelolaan menara telekomunikasi, sehingga tidak secara langsung berdampak pada lingkungan hidup. Sesuai topik material, pengungkapan informasi pada bahasan ini berkaitan dengan penggunaan material dan pengelolaan energi.

SMN's operation includes the construction and management of telecommunication towers and therefore, they have no direct impact on the environment. According to the material topic, the disclosure of information in this subject will address the use of materials and energy management.

Penggunaan Material

Use of Materials

Pendekatan Manajemen [103-1][103-2][103-3]

Management Approach

<p>Bangunan dan komponen menara menggunakan material yang dapat didaur ulang bila sudah tidak digunakan lagi.</p> <p>Tower building and component use materials that are recyclable when no longer used.</p>	<p>Tahun 2020 terdapat 11.296 menara yang dibangun kembali.</p> <p>In 2020, 11,296 towers were rebuilt.</p>	<p>SMN berinisiatif desain terbaru yang lebih ramah lingkungan.</p> <p>SMN has the initiative to create new designs which are more environmentally friendly.</p>	<p>Pemilihan penggunaan material untuk pembangunan menara menjadi tanggung jawab Departemen Engineering dan Project.</p> <p>Selection of material used for tower construction is the responsibility of Engineering and Project Department.</p>	<p>Secara berkala laporan kegiatan pembangunan menara dilaporkan kepada Direksi, untuk evaluasi.</p> <p>Tower construction activities are reported periodically to the Board of Directors for evaluation.</p>

Menara SMN terdiri dari beberapa bagian yang menggunakan material berbeda untuk setiap bagian. Bagian utama menara adalah konstruksi menara yang terbuat dari logam baja bersertifikasi, yang dapat didaur ulang atau digunakan kembali oleh pihak ketiga, setelah dibongkar karena berakhirnya masa sewa menara dan/atau masa sewa lahan. Secara keseluruhan sampai dengan akhir tahun 2020, SMN memiliki 21.381 menara, dengan perkiraan berat total material yang digunakan mencapai 235.191 ton. Penghitungan berdasarkan asumsi satu unit menara rata-rata menggunakan material logam baja seberat 11 ton. [301-1]

Seiring perkembangan desain dan teknologi menara, SMN menggunakan desain dan teknologi terbaru yang lebih ramah lingkungan untuk pendirian menara. Menara SMN kini menggunakan desain yang lebih ringkas untuk meminimalkan penggunaan lahan, dan dilengkapi hamparan *gravel* untuk mendukung penyerapan air.

Untuk kegiatan operasional di Kantor Pusat dan Kantor Cabang, material ramah lingkungan yang digunakan adalah kertas. Total volume kertas yang digunakan tahun 2020 mencapai 836.558 lembar, berkurang dibanding tahun 2019. Seluruh kertas bekas pakai dimanfaatkan untuk daur ulang oleh pihak ketiga.

SMN's towers consist of several parts, each using different type of materials. The main part of the tower is tower construction made of certified steel metal, which can be recycled or reused by third parties, after being dismantled due to the expiration of the tower and/or land lease period. In overall, up to the end of 2020, SMN owned 21,381 towers, with an estimated total weight of materials used of up to 235,191 tons. The calculation was based on the assumption that one tower unit on average, uses 11 tons of steel metal as its materials. [301-1]

Along with the development of tower designs and technology, SMN uses the latest, more environmentally friendly designs and technologies for the construction of towers. SMN's towers currently use a more compact design to minimize land use and are equipped with gravel bed to support water absorption.

For operational activities at the Head Office and Branch Office, the environmentally friendly material used is paper. The total volume of paper used in 2020 reached 836,558 sheets, decreased from 2019. All used papers are recycled by third parties.

Bahan dan Jenis Pemakaian Kertas yang Digunakan dalam Operasional Kantor

Materials and Types of Paper Used in Office Operations


Lokasi Location	Jenis Kertas Type of Paper	Satuan Unit	2020	2019
Kantor Pusat Head Office	Kertas <i>printer</i> Printer paper	Lembar Sheet	4.376	10.193
Kantor Cabang Branch Office			832.182	2.169.075
Jumlah Total			836.558	2.179.268

Pengelolaan Energi

Energy Management

Pendekatan Manajemen [103-1][103-2][103-3]

Management Approach

				
<p>Energi digunakan untuk mendukung operasional SMN dan menara. Energy is used to support SMN and tower operations.</p>	<p>Total energi yang digunakan tahun 2020 untuk SMN sebesar 1.171,24 GJ, naik 4,76% dibanding 2019. Total energy used by SMN in 2020 reached 1,171.24 GJ, increased by 4.76% compared to 2019.</p>	<p>SMN berinisiatif mendorong klien untuk menggunakan teknologi yang lebih efisien dalam penggunaan energi. SMN took the initiative to encourage clients to use technology that is more efficient in energy use.</p>	<p>Pencatatan energi menjadi tanggung jawab Departemen Quality, Health, Safety, and Environment (QHSE). Energy management is the responsibility of Quality, Health, Safety, and Environment (QHSE) Department.</p>	<p>Secara berkala pengelolaan energi dilaporkan kepada Direksi, untuk evaluasi. Energy management is reported periodically to the Board of Directors for evaluation.</p>

Penggunaan Energi

Energy Use

Laporan ini mengungkapkan informasi pemakaian energi di Kantor Pusat dan Kantor Cabang. Penghitungan konsumsi energi dilakukan berdasarkan volume total pemakaian listrik (kWh) dan pemakaian BBM (Liter), yang dikonversi ke dalam satuan energi (GJ). Berdasarkan standar GRI versi 3.0, nilai konversi 1 kWh setara dengan 0,0036 GJ. Secara umum penggunaan energi pada tahun 2020 memperlihatkan peningkatan 4,76% dibanding tahun 2019, karena adanya tambahan pengoperasian jumlah lantai yang digunakan sebagai kantor SMN. [POJK51-6.D.3.A][302-1][302-2]

This report discloses information on energy consumption at the Head Office and Branch Office. The calculation of energy consumption was based on the total volume of electricity consumption (KWH) and fuel consumption (liter), which was converted into energy unit of Gigajoule (GJ). Based on GRI standards version 3.0, the conversion value of 1 KWH is equivalent to 0.0036 GJ. In general, energy use in 2020 showed an increase of 4.76% compared to 2019, due to the operation of additional floor for use as SMN's office. [POJK51-6.D.3.A] [302-1] [302-2]

Bentuk, Sumber, dan Volume Pemakaian Energi Tahun 2020

Form, Source, and Volume of Energy Consumption in 2020 [POJK51-6.D.3.A][302-1][302-2]

Bentuk Energi Form of Energy	Sumber Source	Pemanfaatan Use	Volume Pemakaian Volume of Consumption	
Listrik Power	PLN	Operasional Kantor Pusat Head Office Operational	325.345 kWh	1.171,24 GJ

Volume Pemakaian Energi

Volume of Energy Consumption [POJK51-6.D.3.A][302-1][302-2]

Bentuk Energi Form of Energy	2020		2019		2018	
Listrik Power	325.345 kWh	1.171,24 GJ	310.537 kWh	1.117,93 GJ	365.847 kWh	1.317,05 GJ

Laporan ini tidak menyertakan pengungkapan informasi pemakaian energi untuk operasional menara, karena menjadi tanggung jawab klien yang menyewa menara kami. Volume pemakaian listrik pada setiap menara bervariasi tergantung dari tipe perangkat dan teknologi yang digunakan oleh klien. [POJK51-6.D.3.A][302-2]

This report does not include disclosure of information on energy consumption for tower operations, as the subject is the responsibility of our tenant clients. The volume of electricity consumption in each tower varies depending on the type of equipment and technology used by the clients. [POJK51-6.D.3.A] [302-2]

Intensitas Konsumsi Energi

Energi dari pemakaian listrik di Kantor Pusat maupun Kantor Cabang, digunakan untuk keperluan operasional dan kegiatan pendukung lain. Laporan ini mengungkapkan informasi penghitungan Intensitas Konsumsi Energi (IKE) di Kantor Cabang di Jakarta. Penghitungan IKE dilakukan dengan membandingkan konsumsi listrik selama satu tahun terhadap luas ruangan, dan dinyatakan dalam satuan kWh/m². Hasil penghitungan dibandingkan dengan Standar IKE berdasarkan Peraturan Gubernur Daerah Khusus Ibukota (DKI) Jakarta No.38 Tahun 2012 tentang Bangunan Hijau. [POJK51-6.D.3.A][302-3]

Energy Consumption Intensity

Energy from electricity consumption at the Head Office and Branch Offices is used for operational needs and other supporting activities. This report discloses information on the calculation of Energy Use Intensity (EUI) at Jakarta Branch Office. The EUI calculation is made by comparing the electricity consumption in one year to the space area and expressed in kWh/m². The calculation result is compared with the EUI Standard as set out under Jakarta Governor Regulation No.38 of 2012 on Green Buildings. [POJK51-6.D.3.A] [302-3]

Intensitas Konsumsi Energi Kantor Cabang

Intensity of Branch Office Energy Consumption [POJK51-6.D.3.A][302-3]

Lokasi Location	Kategori Category	Konsumsi Energi Energy Consumption (kWh)	Luas Area (m ²) Area (m ²)	IKE EUI (kWh/m ²)
2020				
Menara BCA BCA Tower	Lantai 43 43 rd Floor	29.231	1.192	44
	Lantai 49 49 th Floor	87.694	1.999	0,502303
	Lantai 53 53 rd Floor	26.995	1.022	26,41
	Lantai 55 55 th Floor	181.425	2.167	83,72
2019				
Menara BCA BCA Tower	Lantai 43 43 rd Floor	58.194	1.192	48,82
	Lantai 49 49 th Floor	-	1.999	-
	Lantai 53 53 rd Floor	25.090	1.022	24,55
	Lantai 55 55 th Floor	227.255	2.167	104,87

Standar Intensitas Konsumsi Energi Berdasarkan Peraturan Gubernur DKI No.38 Tahun 2012

Energy Consumption Intensity Standard Based on DKI Governor Regulation No.38 of 2012

Kategori Category	Rentang IKE Range of EUI			Waktu Operasi Acuan Operation Time Reference
	Batas Bawah Lower Limit	Acuan Reference	Batas Atas Upper limit	
Perkantoran Offices	210	250	285	10 Jam/Hari, 5 Hari/Minggu, 52 Minggu/Tahun = 2.600 Jam/Tahun 10 Hours/Day, 5 Days/Week, 52 Weeks/Year = 2,600 Hours/Year

Reduksi Konsumsi Energi

Selama periode pelaporan, SMN telah melakukan berbagai upaya mengurangi konsumsi listrik dan BBM, baik di Kantor Pusat maupun Kantor Cabang. Upaya yang dilakukan di antaranya penggantian lampu LED, menerapkan kebijakan mematikan lampu saat tidak digunakan dan penggunaan pendingin udara berbasis teknologi *inverter pump*. Secara umum upaya tersebut telah dapat menghemat pemakaian energi sebesar 119,12 GJ. [POJK51-6.D.3.B][302-4][302-5]

Reduce Energy Consumption

During the reporting period, SMN has made various efforts to reduce electricity and fuel consumption, both at the Head Office and Branch Offices. These efforts include making replacement with LED lights, implementing policy on no lights when not in use and using inverter pump technology air conditioning. In general, these efforts have led to energy consumption saving of 119.12 GJ. [POJK51-6.D.3.B] [302-4] [302-5]

Pengembangan Energi Terbarukan

SMN mendorong penggunaan *biofuel* berupa biodiesel B20 untuk kendaraan operasional SMN dan kendaraan vendor. Biodiesel B20 diperoleh dengan cara membeli di SPBU. [POJK51-6.D.3.B]

Keanekaragaman Hayati

Kantor Pusat dan Kantor Cabang SMN tidak terletak atau berdekatan dengan kawasan dilindungi dan/atau kawasan konservasi keanekaragaman hayati. Dengan demikian tidak berdampak langsung terhadap keanekaragaman hayati di sekitarnya. [POJK51-6.E.3.A] [POJK51-6.E.3.B]

SMN memenuhi ketentuan kriteria lokasi menara berdasarkan kebutuhan telekomunikasi, dan dampak yang ditimbulkan pada setiap fungsi kawasan, termasuk kawasan lindung. Pemenuhan kriteria telah sesuai dengan Surat Edaran Dirjen Penataan Ruang Kementerian Pekerjaan Umum Nomor: 06/SE/Dr/2011 tentang Petunjuk Teknis Kriteria Lokasi Menara Telekomunikasi. Sampai dengan akhir periode pelaporan, tidak ada lokasi menara SMN yang berada di kawasan dilindungi. Dengan demikian, tidak ada dampak signifikan dari keberadaan menara terhadap keanekaragaman hayati yang dilindungi. [POJK51-6.E.3.A][304-1][304-2]

Sebagai bentuk dukungan pada upaya pelestarian lingkungan, SMN menanam kembali sejumlah pohon yang berkurang akibat pembangunan menara. Selain itu SMN memiliki kewajiban dan turut serta sesuai perjanjian dengan Taman Nasional Kelimutu, untuk mengikuti ketentuan Rencana Pelaksanaan Program (RPP) dan Rencana Kerja Tahunan (RKT) dalam upaya menjaga kawasan konservasi Sumber Daya Alam dan Ekosistem.

Renewable Energy Development

SMN encourages the use of biofuel in the form of biodiesel B20 for SMN's operational vehicles and vendor vehicles. Biodiesel B20 is obtained by purchasing it at gas stations. [POJK51-6.D.3.B]

Biodiversity

SMN's Head Office and Branch Offices are not located in or adjacent to protected areas and/or biodiversity conservation areas. Thus they have no direct impact on the surrounding biodiversity. [POJK51-6.E.3.A] [POJK51-6.E.3.B]

SMN has met the criteria for tower location based on telecommunications needs, and the impact that it has on each function of the areas, including protected areas. The fulfillment of these criteria is in line with the Circular Letter of the Director General of Spatial Planning of the Ministry of Public Works Number: 06/SE/Dr/2011 on Technical Guidelines for Telecommunication Tower Location Criteria. Until the end of the reporting period, no towers that SMN owns were located in protected areas. Thus, there is no significant impact from the existence of tower on protected biodiversity. [POJK51-6.E.3.A] [304-1] [304-2]

As a form of support for environmental conservation efforts, SMN has replanted trees that decreased in number due to tower construction. In addition, under an agreement with the Kelimutu National Park, SMN has an obligation to participate in an effort to protect the conservation area of Natural Resources and Ecosystems and to comply with the provisions of the Program Implementation Plan (RPP) and Annual Work Plan (RKT).



Kinerja Keberlanjutan Bidang Sosial

Sustainability Performance in the Social Sector

Sejalan penerapan keberlanjutan, SMN terus berkontribusi pada kinerja sosial terhadap masyarakat, karyawan, vendor, maupun pemangku kepentingan lain. SMN juga berkomitmen mendukung upaya pencapaian Tujuan Pembangunan Berkelanjutan (TPB).

In line with the implementation of sustainability, SMN continues to contribute to social performance for the community, employees, vendors and other stakeholders. SMN is also committed to supporting efforts to achieve the Sustainable Development Goals (SDGs).

Lingkungan Kerja dan Lokasi Menara Layak dan Aman

Decent and Safe Work Environment and Tower Sites

Pendekatan Manajemen ^{[103-1][103-2][103-3]}

Management Approach

<p>Kesehatan dan keselamatan menjadi hal penting dalam pembangunan maupun pengoperasian menara.</p> <p>Health and safety are vital in the construction and operation of towers.</p>	<p>Selama tahun 2020 tidak ada kejadian kecelakaan dan kesehatan kerja yang berakibat fatal.</p> <p>In 2020, no fatal accidents and occupational health incidents occurred.</p>	<p>SMN menerapkan sertifikasi untuk pekerja dan desain pembangunan menara yang lebih aman.</p> <p>SMN applies certification for workers and designs for the construction of towers, which are safer.</p>	<p>Pengelolaan keselamatan dan kesehatan kerja (K3) menjadi tanggung jawab Departemen QHSE.</p> <p>Management of occupational health and safety (OHS) is the responsibility of QHSE Department.</p>	<p>Secara berkala pengelolaan K3 dilaporkan kepada Direksi, untuk evaluasi.</p> <p>The OHS management is reported periodically to the Board of Directors for evaluation.</p>

Sistem Pengelolaan Keselamatan dan Kesehatan Kerja^{[403-1][403-8]}

SMN berkomitmen menyediakan lokasi kerja yang layak dan aman bagi seluruh atau 100% karyawan maupun pekerja vendor, sesuai Peraturan Menteri Tenaga Kerja No.5 Tahun 2018 tentang Keselamatan dan Kesehatan Kerja Lingkungan Kerja. Kami mematuhi ketentuan wajib terkait pembangunan menara, sesuai Standar Nasional Indonesia (SNI) dan standar baku tertentu, untuk menjamin keselamatan bangunan dan lingkungan. Hal tersebut sesuai Peraturan Bersama Menteri Dalam Negeri, Menteri Pekerjaan Umum, Menteri Komunikasi dan Informatika, dan Kepala Badan Koordinasi Penanaman Modal, Nomor 18 Tahun 2009 tentang Pedoman Pembangunan dan Penggunaan Bersama Menara Telekomunikasi.

Salah satu bentuk penerapan dari sistem pengelolaan K3 pada pembangunan menara adalah pemberlakuan sertifikasi pekerja vendor. Sertifikasi menandakan kompetensi untuk bekerja di ketinggian, yang memiliki risiko tinggi terhadap keselamatan kerja. Sertifikasi dimaksud adalah:

- Tenaga Kerja Bangunan Tinggi Tingkat 2
- Tenaga Kerja Pada Ketinggian Tingkat 1, 2, 3

SMN memberikan perhatian pada lokasi dan konstruksi menara agar layak dan aman bagi warga sekitar. SMN memastikan konstruksi menara memenuhi persyaratan keselamatan dengan kemampuan memikul beban, baik beban muatan tetap maupun beban muatan sementara akibat gempa, angin, atau pengaruh korosi. Komponen bahan baku menara telah mengikuti SNI dan/atau Japan Industrial Standard (JIS) dan difabrikasi oleh pabrikan bersertifikasi. Proses desain menara dilakukan konsultan bersertifikasi dan mengacu standar TIA/EIA-222-F yang merupakan standar struktural untuk besi antena menara, serta *structural supporting antenna* sesuai standar SNI dan/atau JIS. ^{[POJK51-6.F.1][POJK51-6.F.2][416-1]}

Occupational Health and Safety Management System ^{[403-1][403-8]}

SMN is committed to providing a decent and safe work site for all or 100% of its employees and vendor workers, in compliance with the Minister of Manpower Regulation No.5 of 2018 concerning Occupational Safety and Health in the Work Environment. We comply with mandatory provisions regarding tower construction, referring to the Indonesian National Standard (SNI) and specific standards to ensure the safety of buildings and the environment. This is in accordance with the Joint Regulation of the Minister of Home Affairs, Minister of Public Works, Minister of Communication and Information Technology, and Head of the Investment Coordinating Board, Number 18 of 2009 concerning Guidelines for the Construction and Shared Use of Telecommunication Towers.

One of the forms of OHS management system in tower construction is the application of vendor worker certification. Certification shows competence in working at height, which poses a high risk in occupational safety. These certifications are:

- Manpower for High Rise Building Level 2
- Manpower Working at Height Level 1, 2, 3

SMN takes into account the location and construction of its tower to make it feasible and safe for local residents. SMN ensures that the tower construction meets the safety requirements and has the ability to carry loads, both fixed and temporary, resulting from earthquake, wind, or the effects of corrosion. Components of the tower's raw materials comply with SNI and/or Japan Industrial Standard (JIS) and are produced by certified manufacturers. The tower design process is carried out by a certified consultant and refers to the TIA/EIA-222-F standards being the structural standards for tower iron antennas, as well as structural supporting antennas according to SNI and/or JIS standards. ^{[POJK51-6.F.1] [POJK51-6.F.2] [416-1]}

Bersama dengan operator telekomunikasi selaku pihak yang menyewa menara, SMN memastikan tidak ada radiasi gelombang elektromagnetik dari menara yang membahayakan kesehatan warga sekitar. Kami memastikan radiasi masih di bawah ambang batas yang diperbolehkan World Health Organization (WHO) yakni 4,5 watt/m² untuk perangkat menggunakan frekuensi 900 MHz dan 9 watt/m² untuk frekuensi 1.800 MHz.

Secara keseluruhan terjadi dua kecelakaan kerja, dengan kasus terbanyak adalah kecelakaan ringan di SMN dan kecelakaan fatal di vendor. Pada periode pelaporan juga tidak ada kejadian warga di sekitar menara terkait gangguan kesehatan karena dugaan akibat radiasi, maupun kejadian menara roboh yang membahayakan keselamatan warga. SMN juga tidak mendapatkan sanksi hukum maupun sanksi lain terkait hal tersebut. [POJK51-6.F.4][403-9][403-10]

Protokol Kesehatan Antisipasi Pandemi COVID-19

Pandemi COVID-19 yang melanda Indonesia turut memberikan pengaruh terhadap SMN. Sebagai bentuk dukungan pada kebijakan Pemerintah untuk mencegah penyebaran COVID-19, selama periode pelaporan SMN telah melakukan berbagai upaya agar karyawan maupun pekerja vendor terhindar dari paparan virus Corona. [403-3]

1. Memberikan informasi kepada vendor terkait upaya-upaya yang harus dilakukan pada saat melakukan pekerjaan di site SMN dalam pandemi COVID-19 melalui *email blast*, yakni:
 - Selalu menjaga jarak (*social distancing*), baik dengan sesama karyawan maupun masyarakat, baik di dalam maupun sekitar area kerja (*site*) SMN.
 - Menggunakan alat perlindungan diri (APD) tambahan berupa masker dan sarung tangan, selain APD standar yang sudah ditetapkan saat bekerja di area kerja (*site*) SMN.

Together with the telecommunications operators as the tower lessee, SMN ensures that there is no electromagnetic wave radiation from the tower that would endanger the health of local residents. We ensure that radiation is still below the threshold set by World Health Organization (WHO), at 4.5 watts/m² for devices of 900 MHz frequency band and 9 watt/m² for devices of 1,800 MHz frequency band.

Overall, two work accidents were reported, with majority of cases was minor accidents involving SMN and fatal accidents involving the vendors. During the reporting period, no incidents were recorded of health-related problems suffered by residents around the tower due to alleged radiation, or incidents of collapsed tower which threaten the residents' safety. SMN has never been subject to legal sanctions or other penalties in this regard. [POJK51-6.F.4] [403-9] [403-10]

The COVID-19 Pandemic Anticipation Health Protocol

The COVID-19 pandemic that hit Indonesia also affected SMN. As a form of support for the Government policies to prevent the spread of COVID-19, during the reporting period SMN has made various efforts to prevent employees and vendor workers from being exposed to the Corona virus. [403-3]

1. Providing information to vendors regarding the measures that must be taken when working on SMN's site during the COVID-19 pandemic via email blasts, namely:
 - To maintain at all times social distancing with fellow employees and the community, within and around SMN's site.
 - To wear additional personal protective equipment (PPE) in the form of masks and gloves, in addition to the designated standard PPE when working at SMN's site.

- Selalu menjaga kebersihan dan sanitasi, sering mencuci tangan dengan sabun dan air mengalir atau menggunakan *hand sanitizer* sebelum dan sesudah melakukan pekerjaan.
 - Melakukan sterilisasi di area kerja (*site*) SMN termasuk peralatan kerja yang dibawa dengan menggunakan disinfektan pada waktu sebelum dan sesudah melakukan pekerjaan.
 - Jika dalam pemberlakuan PSBB masyarakat meminta karyawan untuk melakukan cek kesehatan dan meminta surat keterangan sehat dari COVID-19 sebelum melakukan pekerjaan, maka akan segera dipenuhi agar terhindar dari penolakan masyarakat untuk melakukan pekerjaan di area kerja (*site*) SMN.
2. Menambahkan di *Permit Letter* terkait pekerjaan di *site* SMN mengenai penggunaan masker sebagai APD tambahan dalam masa pandemi COVID-19.
- To keep at all times the hygiene and sanitation, to wash hands frequently with soap and running water or use hand sanitizer before and after work.
 - To sterilize SMN's site including work equipment used with disinfectant before and after work.
 - If during the enforcement of PSBB the community asks you to do a health check and ask for a health certificate from COVID-19 before work, do this immediately in order to avoid community's rejection on working at the SMN's site.
2. Adding the use of mask as additional PPE during the COVID-19 pandemic as a requirement in the Permit Letter to work at SMN's site.

Pelatihan dan Pengembangan Kemampuan Karyawan

Employee Training and Capacity Building

Pendekatan Manajemen [103-1][103-2][103-3]

Management Approach

				
<p>Keahlian dan kompetensi karyawan maupun pekerja vendor, mempengaruhi kelangsungan usaha SMN.</p> <p>The skills and competencies of employees and vendor workers affect the continuity of SMN's business.</p>	<p>Selama tahun 2020, jumlah jam pelatihan per karyawan adalah 18 jam.</p> <p>In 2020, the average number of training hours per employee was 18 hours.</p>	<p>SMN melakukan pelatihan untuk sertifikasi <i>climbing tower</i>, guna menjamin keselamatan karyawan bekerja di ketinggian.</p> <p>SMN held training for tower climbing certification, to ensure the safety of employees working at heights.</p>	<p>Pengelolaan pendidikan dan pelatihan karyawan menjadi tanggung jawab Divisi HR.</p> <p>The management of employee education and training is the responsibility of the HR Division.</p>	<p>Secara berkala pelaksanaan kegiatan pendidikan dan pelatihan karyawan dilaporkan kepada Direksi, untuk evaluasi.</p> <p>The implementation of employee education and training activities is reported periodically to the Board of Directors for evaluation.</p>

Komitmen SMN untuk meningkatkan keahlian dan kompetensi karyawan diwujudkan melalui pelatihan. Kegiatan pelatihan dilaksanakan internal maupun eksternal. Selama periode pelaporan, sebanyak 1.418 karyawan mengikuti pelatihan. Jumlah karyawan SMN mencapai 1.327 orang pada 31 Desember 2020, sehingga rerata jumlah jam pelatihan per karyawan pada tahun 2020 adalah 18 jam. Selama tahun 2019 SMN juga menyelenggarakan beberapa pelatihan kepada pekerja vendor. [POJK51-6.C.2.D][404-1]

SMN's commitment to improving employee skills and competencies is implemented through training. Training activities are carried out internally and externally. During the reporting period, 1,418 employees participated in trainings. The number of SMN employees reached 1,327 as of December 31, 2020, so that the average number of training hours per employee in 2020 was 18 hours. In 2019 SMN also held several training programs for vendor workers. [POJK51-6.C.2.D] [404-1]

Rerata Jam Pelatihan per Karyawan

Average Hours of Training per Employee [POJK51-6.C.2.D][404-1]

Tahun Year	Jumlah Peserta Number of Participants	Jam Pelatihan Training Hours	Jumlah Karyawan Number of Employees	Rerata Jam Pelatihan per Karyawan Average Hours of Training per Employee
2020	1.418	9 jam 9 hours	1.327	18 jam 18 hours
2019	1.128	14 jam 14 hours	1.282	12 jam 12 hours
2018	1.186	11 jam 11 hours	1.194	10,9 jam 10.9 hours








Penilaian Sosial untuk Vendor Baru [102-9]

Social Assessment for New Vendors

Pendekatan Manajemen [103-1][103-2][103-3]

Management Approach

				
<p>Vendor berperan penting dalam pelaksanaan pembangunan menara.</p> <p>Vendors play an important role in the tower construction.</p>	<p>Selama tahun 2020 ada 177 vendor yang terdaftar di SMN, termasuk 27 vendor baru.</p> <p>In 2020 there were 177 vendors registered with SMN, including 27 new vendors.</p>	<p>SMN melakukan penilaian seleksi sosial untuk vendor baru.</p> <p>SMN conducts social assessment screening for new vendors.</p>	<p>Pengelolaan vendor dan pelaksanaan penilaian sosial vendor baru menjadi tanggung jawab Department Vendor Management .</p> <p>Vendor management and implementation of new vendor social assessment are the responsibility of the Vendor Management Department.</p>	<p>Secara berkala pengelolaan vendor dilaporkan kepada Direksi, untuk evaluasi.</p> <p>Vendor management is reported periodically to the Board of Directors for evaluation.</p>

Peran strategis vendor, antara lain berkaitan dengan pembangunan menara. Sampai dengan akhir tahun 2020 ada 177 vendor yang tercatat dalam daftar SMN. Dari jumlah tersebut, sebanyak 27 vendor atau 15% merupakan vendor baru. SMN melakukan penilaian seleksi (*screening*) sosial terhadap vendor baru. Penilaian dilaksanakan oleh Departemen Vendor Management dengan hasil Rekomendasi Assessor dari beberapa Departemen Procurement, Legal, QHSE, dan Finance, dan disetujui oleh VP dari *user* departemen terkait yang akan menggunakan vendor baru ini hingga terdaftar sebagai vendor tetap di SMN. [414-1]

Vendors have a strategic role, including those related to tower construction. Until the end of 2020, a total of 177 vendors were on SMN's list. Out of these, 27 vendors or 15% were new vendors. SMN also conducts social assessment screening of new vendors. The assessment is carried out by the Vendor Management Department based on the results of Recommendation from several Assessors from the Procurement, Legal, QHSE, and Finance Departments and approved by the VP of the user's relevant Department who wishes to use the new vendors until they are registered as Permanent Vendors with SMN. [414-1]

Tujuan pelaksanaan penilaian sosial:

- Menjalankan proses penilaian kepada calon vendor baru sebelum terdaftar sebagai vendor tetap di SMN.
- Proses rangkaian penilaian meliputi penilaian dalam bidang Pembelian (*Purchasing*), Hukum (*Legal*), Keuangan (*Finance*), QHSE, dan Teknis Proyek.
- Memastikan calon vendor SMN telah melalui proses penyeleksian secara umum dan layak menjadi Mitra (vendor) SMN sesuai dengan persyaratan/kriteria yang sudah ditetapkan oleh Manajemen SMN.

The purposes of social assessment are:

- To carry out the process of assessment on prospective new vendors before being registered as permanent vendors with SMN.
- The process of assessment includes assessment in the areas of Purchasing, Legal, Finance, and Project Engineering.
- To ensure that SMN's prospective vendors have undergone a general selection process and are eligible as SMN's vendors based on the requirements/criteria set by SMN Management.

Tanggung Jawab Sosial Kemasyarakatan dan Dukungan terhadap Tujuan Pembangunan Berkelanjutan

Social Community Responsibility and Support for Sustainable Development Goals

Pendekatan Manajemen [103-1][103-2][103-3] Management Approach

<p>Persetujuan dari masyarakat diperlukan dalam perizinan pembangunan.</p> <p>Approval from the community is required in the construction permit.</p>	<p>Realisasi dana CSR tahun 2020 mencapai Rp13,4 miliar, dengan prioritas penerima manfaat warga di sekitar lokasi menara.</p> <p>Realization of CSR funds in 2020 reached IDR13.4 billion, with residents around the tower location as priority beneficiaries.</p>	<p>Pelaksanaan CSR menjadi inisiatif SMN untuk mendukung Tujuan Pembangunan Berkelanjutan.</p> <p>The implementation of CSR is SMN's initiative to support the Sustainable Development Goals.</p>	<p>Pengelolaan dan pelaksanaan CSR menjadi tanggung jawab Departemen Marcomm dan HR beserta Komite CSR yang telah dipilih.</p> <p>The management and implementation of CSR is the responsibility of Marcomm and HR Department together with the selected CSR Committee.</p>	<p>Secara berkala pengelolaan dan pelaksanaan CSR dilaporkan kepada Direksi, untuk dievaluasi.</p> <p>The management and implementation of CSR are reported periodically to the Board of Directors for evaluation.</p>

Pembangunan menara turut mendukung terbukanya akses informasi dan komunikasi, terutama di wilayah-wilayah terpencil. Salah satu contoh saat SMN membangun menara di perkebunan kelapa sawit di Kalimantan. SMN bekerja sama dengan klien membuka lahan untuk pembangunan 10 unit menara, sehingga ratusan warga setempat lebih mudah mengakses informasi maupun komunikasi.

Tower construction also contributes to opening access to information and communication, especially in remote areas. One of the examples is a tower construction project by SMN in an oil palm plantation in Kalimantan. SMN was working with clients on land clearing for the construction of 10 units of tower, allowing hundreds of local residents to further have easy access to information and communication.

Secara umum, kegiatan yang dijalankan SMN selama tahun 2020 tidak menimbulkan dampak negatif signifikan terhadap masyarakat. Kekhawatiran yang disampaikan warga adalah terkait anggapan mereka bahwa operasional menara dapat memancarkan radiasi yang membahayakan kesehatan. Kondisi ini disikapi SMN bersama operator selaku pihak penyewa menara, untuk melakukan sosialisasi dan edukasi keamanan radiasi gelombang radio elektromagnetik dari menara, yang berada di bawah ambang batas yang ditetapkan WHO. Dengan demikian, pancaran radiasi gelombang radio elektromagnetik dari menara tidak membahayakan kesehatan manusia, binatang, maupun tumbuhan di sekitar lokasi menara. [POJK51-6.C.3.A]

In general, the activities carried out by SMN in 2020 have no significant negative impact on the community. The concerns that the residents have were mainly related to their perception that the tower operation would emit radiation that could harm their health. This situation has been addressed by SMN together with the operator as the tower lessee by conducting dissemination and providing education on the safety of electromagnetic radio wave radiation from the towers, which are below the threshold set by WHO. Thus, the emission of electromagnetic radio wave radiation from the tower would not endanger the health of humans, animals, or plants around the tower site. [POJK51-6.C.3.A]

Mekanisme Pengaduan Masyarakat

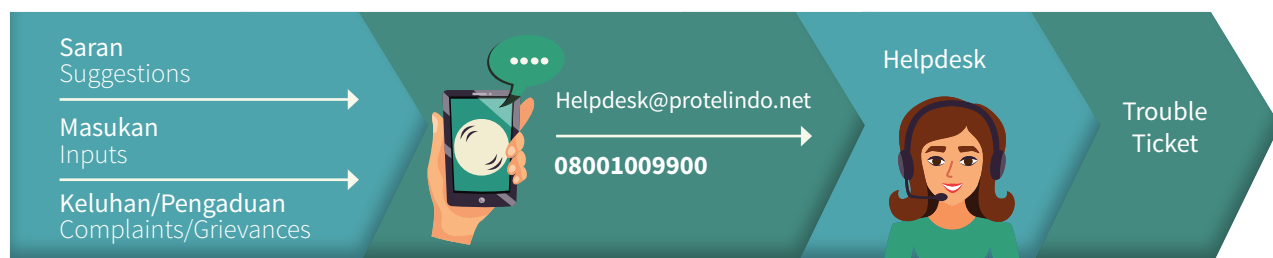
SMN memberikan akses kepada masyarakat yang ingin menyampaikan saran, masukan maupun pengaduan/keluhan, melalui surat elektronik (*e-mail*) maupun layanan *Call Center*. Setiap saran, masukan maupun pengaduan/keluhan yang diterima akan diolah *help desk* menjadi *trouble ticket* untuk ditangani sesuai informasi yang disampaikan. [POJK51-6.C.3.B]

Community Grievance Mechanism

SMN provides access to members of the community who wish to give their suggestions, input and complaints/grievances, via email or Call Center services. Every suggestion, input or complaint/grievance received will be processed by the help desk into trouble tickets to be handled according to the information submitted. [POJK51-6.C.3.B]

Proses Penanganan Saran, Masukan, Pengaduan/Keluhan Dari Masyarakat

Process of Handling Suggestions, Inputs, Complaints/Grievances from the Community

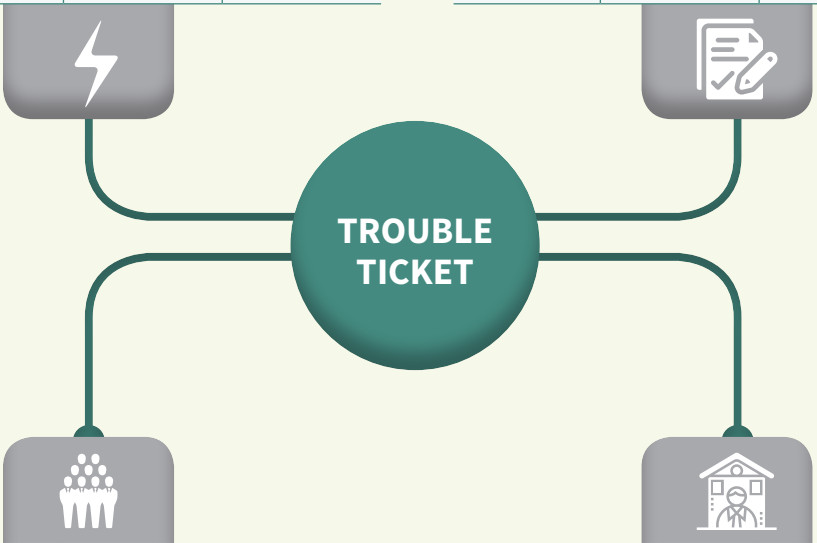


Lightning Strike (Terkait Isu Petir)
Lightning Strike (Regarding Lightning issue)

Tahun Year	Jumlah Total	Selesai Completed	%
2020	1.658	1.427	86,1
2019	903	762	84,4
2018	937	889	94,9

Renewal Issue (Terkait Pembaharuan Sewa Lahan)
Renewal Issue (Regarding Site Renewal Issue)

Tahun Year	Jumlah Total	Selesai Completed	%
2020	295	253	85,8
2019	253	221	87,4
2018	647	613	94,7



Tahun Year	Jumlah Total	Selesai Completed	%
2020	3.390	2.997	88,4
2019	1.428	1.188	83,2
2018	875	810	92,6

Tahun Year	Jumlah Total	Selesai Completed	%
2020	1.821	1.639	90,0
2019	976	807	82,7
2018	681	618	90,7

Community Issue (Terkait Permintaan Warga)
Community Issue (Regarding Residents' Demand)

Landlord Issue (Terkait Permintaan Pemilik Lahan)
Landlord Issue (Regarding Landlords' Demand)

Pelaksanaan CSR dan Dukungan pada TPB


Sepanjang 2020, SMN mengalokasikan dana investasi untuk komunitas sosial sebesar Rp13,4 miliar. Dana tersebut disalurkan melalui beberapa kegiatan tanggung jawab sosial perusahaan (CSR), yang diselaraskan dengan dukungan pada upaya Pemerintah untuk mencapai Tujuan Pembangunan Berkelanjutan (TPB). [POJK51-6.C.3.C]

Implementation of CSR and Support for SDGs

In 2020, SMN allocated IDR13.4 billion in funds for investment in social community. The funds were channeled through several corporate social responsibility (CSR) activities, aligned with the support for the Government's efforts to achieve the Sustainable Development Goals (SDGs). [POJK51-6.C.3.C]

Program CSR dan Dukungan pada Tujuan Pembangunan Berkelanjutan (TPB) [413-1]

SMN's CSR Program and Support to Sustainable Development Goals (SDGs)

Kegiatan CSR CSR activities	Target	Pencapaian Achievement	Dukungan pada TPB Support to SDGs
Beasiswa SMA/SMK Scholarship for High School/Vocational School			
<p>Pemberian beasiswa berbentuk pembayaran uang sekolah selama tiga tahun, kepada anak-anak kurang mampu dan berprestasi.</p> <p>Scholarships are granted in the form of tuition fees for three years, to underprivileged and high achieving children.</p>	<p>Sekolah-sekolah di sekitar menara SMN sehingga menjangkau masyarakat lokal.</p> <p>The schools located around SMN towers, so as to reach out the local community.</p> <p>Pemberian beasiswa diharapkan dapat mengurangi angka putus sekolah, serta memberi akses pada pendidikan berkualitas bagi anak kurang mampu.</p> <p>The scholarships are expected to reduce dropout rates and provide access to quality education for underprivileged children.</p>	<p>Pemberian beasiswa selama tiga tahun kepada 380 siswa di 19 sekolah, yang berada di 10 kota dan kabupaten (Bali, Palangkaraya, Balikpapan, Malang, Surabaya, Medan, DKI Jakarta, Solo, dan Makassar).</p> <p>The granting of scholarships for three years to 380 students in 19 schools, located in 10 cities and regencies (Bali, Palangkaraya, Balikpapan, Malang, Surabaya, Medan, DKI Jakarta, Solo, dan Makassar).</p>	 <p>SDGs Compass: Menghilangkan hambatan untuk mengakses dan meningkatkan kualitas pembelajaran.</p> <p>SDGs Compass: To remove barriers to access and improve the quality of learning.</p> <p>Metadata TPB Bappenas: Menjamin akses yang sama bagi semua perempuan dan laki-laki, terhadap pendidikan teknik, kejuruan dan pendidikan tinggi, termasuk universitas, yang terjangkau dan berkualitas.</p> <p>Metadata of Bappenas' SDGs: To guarantee equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university.</p>

Kegiatan CSR CSR activities	Target	Pencapaian Achievement	Dukungan pada TPB Support to SDGs
Beasiswa Universitas Scholarship for University			
<p>Pemberian beasiswa kepada mahasiswa selama 3 tahun. Penerima manfaat adalah mahasiswa kurang mampu dan berprestasi.</p> <p>Scholarships are provided to students for 3 years. The beneficiaries are underprivileged and outstanding students.</p>	<p>Pemberian beasiswa diharapkan dapat mengurangi angka putus sekolah serta memberikan akses pada pendidikan tinggi berkualitas bagi mahasiswa kurang mampu.</p> <p>The scholarships are expected to reduce dropout rates and provide access to quality higher education for underprivileged students.</p>	<p>Pemberian beasiswa selama tiga tahun kepada 100 mahasiswa di 10 universitas, yang berada di 10 kota dan kabupaten (Depok, Mataram, Bengkulu, Merauke, Flores, Aceh, Ambon, Surabaya, Daerah Istimewa Yogyakarta, dan Sorong).</p> <p>The granting of scholarships for three years to 100 students in 10 universities, located in 10 cities and regencies (Depok, Mataram, Bengkulu, Merauke, Flores, Aceh, Ambon, Surabaya, Special Region of Yogyakarta, and Sorong).</p>	 <p>SDGs Compass: Menghilangkan hambatan untuk mengakses dan meningkatkan kualitas pembelajaran.</p> <p>SDGs Compass: To remove barriers to access and improve the quality of learning.</p> <p>Metadata TPB Bappenas: Menjamin akses yang sama bagi semua perempuan dan laki-laki, terhadap pendidikan teknik, kejuruan dan pendidikan tinggi, termasuk universitas, yang terjangkau dan berkualitas.</p> <p>Metadata of Bappenas' SDGs: To guarantee equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university.</p>
Kursus Bahasa Inggris Daring Online English Language Course			
<p>Sebagai bagian dari rangkaian program beasiswa universitas dan sekolah, SMN memberikan kesempatan bagi mahasiswa untuk mengikuti kursus Bahasa Inggris. Selama masa pandemi, kursus dilaksanakan secara daring.</p> <p>As a part of scholarship for university and school program, SMN gives students an opportunity to join English language course. During the pandemic, the course was held online.</p>	<p>Meningkatkan kemampuan Bahasa Inggris pelajar untuk mendukung kegiatan belajar sekaligus mempersiapkan SDM berkualitas ketika lulus dan memasuki angkatan kerja.</p> <p>Improving the students' English language skill to support their study as well as to prepare them to become quality human resources when they graduate and enter labor force.</p>	<p>Memberikan kursus Bahasa Inggris daring kepada 50 penerima beasiswa universitas dan 30 penerima beasiswa sekolah selama 6 bulan. Penerima manfaat berasal dari Universitas Bandar Lampung, UKI Toraja, Musamus, Binadarma, SMAN 21 Medan, dan SMK Nirmala Cirebon.</p> <p>Providing online English course for 50 university scholarship beneficiaries and 30 school scholarship beneficiaries for 6 months. The beneficiaries were from Bandar Lampung University, UKI Toraja, Musamus, Binadarma, SMAN 21 Medan, and SMK Nirmala Cirebon.</p>	 <p>SDGs Compass: Menghilangkan hambatan untuk mengakses dan meningkatkan kualitas pembelajaran.</p> <p>SDGs Compass: To remove barriers to access and improve the quality of learning.</p> <p>Metadata TPB Bappenas: Menjamin akses yang sama bagi semua perempuan dan laki-laki, terhadap pendidikan teknik, kejuruan dan pendidikan tinggi, termasuk universitas, yang terjangkau dan berkualitas.</p> <p>Metadata of Bappenas' SDGs: To guarantee equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university.</p>



Bersama Melawan COVID-19 [413-1]

Melalui kegiatan CSR, SMN mendukung upaya pemerintah menanggulangi penyebaran pandemi COVID-19. Selama periode pelaporan, kami mengadakan beberapa kegiatan.

Together, Fight Against COVID-19 [413-1]

Through CSR activities, SMN supports the government's efforts to mitigate the spread of the COVID-19 pandemic. During the reporting period, we had conducted several activities.



Bekerja sama dengan Ikatan Dokter Indonesia (IDI) dan Halodoc, SMN mendistribusikan alat kesehatan berupa 2.000 unit alat pelindung diri (APD), 2.000 unit pelindung wajah (*face shield*) dan 100 unit *portable sink* untuk sejumlah rumah sakit dan puskesmas. Rumah sakit yang mendapatkan bantuan antara lain RSAL Mintohardjo, RSUD Pasar Minggu, RS Fatmawati, RSUD Cengkareng, RSUPN Dr. Cipto Mangunkusumo, RS Persahabatan, RSPI Sulianto Saroso, RS UI, Kep Dept Anastesi, RS Kramat 128, RS St. Carolus, RSU UKI, RSUD Pasar Rebo, RS Pelni, RSUD Tarakan, BBTCL, dan beberapa Puskesmas di Jakarta. Selain itu SMN juga mendistribusikan alat kesehatan ke beberapa rumah sakit di Jawa Tengah, Yogyakarta, Bali, Kalimantan Barat dan Kepulauan Riau.

In collaboration with the Indonesian Doctors Association (IDI) and Halodoc, SMN distributed medical devices in the form of 2,000 units of personal protective equipment (PPE), 2,000 units of face shields and 100 units of Portable Sink to a number of hospitals and health centers. Hospitals receiving this assistance included RSAL Mintohardjo, RSUD Pasar Minggu, Fatmawati Hospital, RSUD Cengkareng, RSUPN Dr. Cipto Mangunkusumo, Persahabatan Hospital, RSPI Sulianto Saroso, UI Hospital, Anesthesia Department Head, Kramat 128 Hospital, St. Carolus, UKI Hospital, Pasar Rebo Hospital, Pelni Hospital, Tarakan Hospital, BBTCL and several Puskesmas in Jakarta. In addition, SMN also distributed medical devices to several hospitals in Central Java, Yogyakarta, Bali, West Kalimantan and the Riau Islands.



SMN bekerja sama dengan jajaran Kepolisian di Jabodetabek, membagikan pelindung wajah (*face shield*) dan masker untuk petugas kepolisian yang bertugas di area *check point* kegiatan pembatasan sosial berskala besar (PSBB) dan masyarakat. SMN telah membagikan sedikitnya 25.000 masker dan 2.000 *face shield* untuk melindungi petugas dan masyarakat dari penularan virus COVID-19.

SMN in collaboration with the Police in Greater Jakarta, distributing face shields and masks for police officers on duty at the check point areas during the large-scale social distancing (PSBB) period and the community. SMN has distributed at least 25,000 masks and 2,000 face shields to protect officers and residents from transmission of the COVID-19 virus.





SMN melakukan pembagian sembako untuk meringankan beban warga terdampak pandemi COVID-19. Bantuan disalurkan langsung melalui karyawan untuk warga di sekitar tempat tinggal mereka melalui Ketua RT setempat. Bantuan sembako diberikan dalam bentuk *e-voucher* yang dapat ditukarkan di gerai swalayan terdekat, untuk menghindari kerumunan orang. Pemberian paket sembako disebar di 16 kota di Indonesia yaitu DKI Jakarta, Banda Aceh, Padang, Balikpapan, Bekasi, Depok, Kabupaten Tangerang, Kota Tangerang Selatan, Kota Serang, Sukabumi, Semarang, Madiun, Jepara, Sidoarjo, dan Surabaya.

SMN distributed grocery packages to ease the burden of residents affected by the COVID-19 pandemic. The assistance was directly distributed by our employees to residents in their neighborhood through the heads of their local neighborhood units. In order to avoid crowds, these grocery packages were given in the form of e-vouchers that can be exchanged at the nearest supermarket. The scope of distribution included 16 cities in Indonesia, namely Jakarta, Banda Aceh, Padang, Balikpapan, Bekasi, Depok, Tangerang Regency, South Tangerang City, Serang City, Sukabumi, Semarang, Madiun, Jepara, Sidoarjo and Surabaya.



SMN berkolaborasi dengan Institut Teknologi Sepuluh Nopember (ITS) Surabaya, mendonasikan tiga buah robot hasil karya ITS-Unair, yaitu Robot Raisa (*Robot Medical Assistant ITS Airlangga*) kepada Rumah Sakit Dr. Soetomo Surabaya dan Rumah Sakit Saiful Anwar, Malang. Robot Pelayan Pasien COVID-19 ini bisa melakukan komunikasi dua arah, menanyakan keluhan pasien dan mengukur suhu tubuh pasien. Robot dioperasikan operator dan dilengkapi sensor, sehingga bisa berjalan sesuai arah yang ditentukan. Robot Raisa diharapkan dapat memberikan dukungan secara psikologis pada tenaga kesehatan dan tenaga medis, serta mengurangi potensi paparan dengan pasien yang masih dapat menularkan virus.

SMN in collaboration with the Sepuluh Nopember Institute of Technology (ITS) Surabaya, donated three robots created by ITS-Unair, namely Robot Raisa (*Robot Medical Assistant ITS Airlangga*) to Dr. Soetomo Hospital in Surabaya and Saiful Anwar Hospital in Malang. These COVID-19 patient care robots are able to do two-way communications, ask the patients' condition and measure their body temperature. The robot is operated by an operator and equipped with sensors, so that it can move to the specified direction. The Raisa robot is expected to provide psychological support to health and medical personnel, and reduce the potential exposure to infectious patients.



Pada pertengahan Agustus hingga awal September 2020, SMN menyalurkan 14.000 masker medis dan 7.000 sarung tangan untuk 72 klinik di area Surabaya, Gresik, dan Sidoarjo. Klinik-klinik tersebut merupakan fasilitas kesehatan rujukan pertama yang harus diakses masyarakat sebelum dibawa ke rumah sakit yang ditunjuk pemerintah untuk menangani COVID-19.

From mid-August to early September 2020, Protelindo had distributed 14,000 medical masks and 7,000 gloves to 72 clinics in Surabaya, Gresik and Sidoarjo areas. Patients must access these clinics as the first referral health facilities before taken to government designated hospitals for COVID-19 treatment.



SMN memberikan bantuan 2.000 APD dan *faceshield* serta 10.900 sarung tangan medis untuk 16 rumah sakit di Jawa Barat. Seluruh rumah sakit penerima bantuan tersebut merupakan rumah sakit swasta rujukan penanganan COVID-19. Kegiatan ini dilaksanakan di bulan September 2020.

SMN distributed 2,000 PPE and face shields, as well as 10,900 medical gloves to 16 hospitals in West Java. All hospitals receiving the assistance were private referral hospitals for COVID-19. These activities were held in September 2020.





Referensi Silang POJK NO.51/POJK.03/2017 dan Standar GRI [102-55]

Cross Reference of FSA Regulation (POJK) NO.51/POJK.03/2017 and GRI Standards

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Lembar Umpan Balik

Feedback Form



Kami mengharapkan masukan dari Bapak/Ibu/Saudara sekalian atas Laporan Keberlanjutan ini.

We look forward to receiving inputs from you on this Sustainability Report.

Mohon pilih jawaban yang paling sesuai:
Please choose the most appropriate answer:

- 1 **Laporan ini mudah dimengerti.**
This report was easy to understand
 Tidak Setuju Disagree Netral Neutral Setuju Agree
- 2 **Laporan ini sudah menggambarkan informasi aspek material yang sesuai dengan kegiatan usaha Perusahaan**
The report describes the Company's relevant material topics according to its business
 Tidak Setuju Disagree Netral Neutral Setuju Agree

3 **Saran atau informasi terkait laporan**

Other suggestions or information related to the report

.....

.....

Profil Anda Your Profile

Nama (bila berkenan) Name (if you please):

.....

Institusi/Perusahaan Institution/Company :

.....

E-mail :

Golongan Pemangku Kepentingan Stakeholders Group:

- Pemegang Saham dan Investor Shareholders and Investors Pemerintah Government
 Karyawan Employees Vendor Vendors
 Komunitas Community Pelanggan/Klien Customers/Clients



Terima kasih atas masukan anda. Mohon lembar umpan balik ini dapat dikirim melalui surat elektronik kepada kontak yang tertera di laporan ini, atau langsung ke:

Thank you for your feedback. Please kindly send this feedback form according to the contact of this report or directly send to:

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