



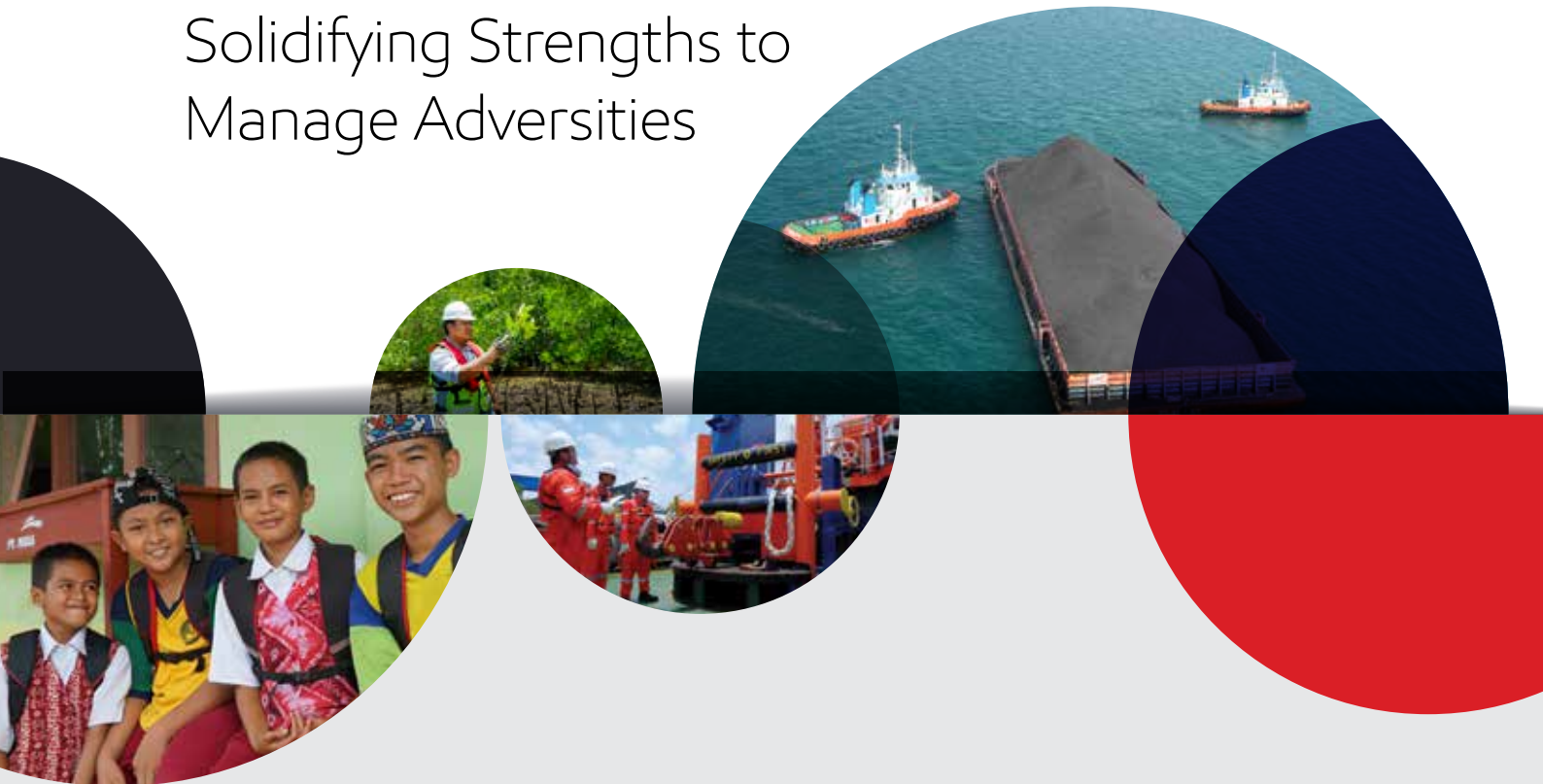
20 Sustainability 20 Report

Solidifying
Strengths to
Manage Adversities



member of Indika Energy Group

Solidifying Strengths to Manage Adversities



2020 challenged us in ways we never imagined. The pandemic has had severe impact not only on businesses but in all aspects of life, and cast a light on society's vulnerabilities, including access to Health Care and Education, the precarious position of lower income families and of course climate change. MBSS has the responsibility with its strengths to instigate meaningful change in these areas by embedding the commitment on Environmental, Social and Governance (ESG) as a critical part of its business strategy and operations. By solidifying MBSS strengths on ESG, the Company has driven meaningful initiatives forward in 2020 to manage the adversities faced throughout the year.



Our Awards and Recognition



Contact

Sri Wahyuningsih
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About This Report

The purpose of our sustainability report is to inform our key stakeholders about the Environmental, Social and Governance (ESG) aspects of MBSS's business, which are based on stakeholder input and shape the content for this report.

Report Framework

This report has been prepared in accordance with the Global reporting Initiative (GRI) Standards: Core option. Internationally recognised as a leader in sustainability reporting standards, the GRI helps maintain transparency in corporate reporting related to economic, environmental, and social performance. The concept of materiality is central to sustainability reporting and helps companies determine the types of Environment, Social, Governance (ESG) issues to address and report on. GRI Guidelines helps us to define material aspects as those that reflect an organisation's significant economic, environmental and social impacts, or substantively influence the assessments and decision of stakeholders.

Our Process

The information and data included in this report were reviewed by internal subject matter experts and Management. Our Board of Directors approves the report before it is published and our report is not externally assured.

Report's Scope

This report is published annually and presents our performance relevant to our sustainability framework from January 1 to December 31, 2020, and includes information regarding our subsidiaries. All data related to our ESG performance and information about how MBSS is managing impacts, risks and opportunities is included in this document.

Message From President Director

Dear honoured Stakeholders,

On behalf of the Board of Directors, I am pleased to present MBSS 2020 Sustainability Report – a presentation of how MBSS has progressed in managing Environment, Social and Governance (ESG) risks and opportunities in close alignment with our business strategies.

For more than 25 years, MBSS has focused on growing together with all stakeholders and this approach continued in 2020 as the Company strengthened its materiality assessment in addressing the concern from the stakeholders on the aspects of ESG.

Similar to the previous years, I would like to take you through MBSS 2020 initiatives, highlighting the progress the Company has made and the value created for all stakeholders, amid the adversities that faced throughout the year.

Growing Sustainably and Delivering Excellence

Amid the challenging times in 2020, MBSS remains committed to becoming the safest, most reliable and efficient energy shipping company in Indonesia. When the outbreak first hit Indonesia, MBSS's priority was to place the Health and Safety of our people first. Tests were conducted for all employees at an early stage, and strict health protocols were implemented over and above the required standards.

MBSS has a strong commitment to continue upholding Quality, Safety and Health culture across its operations. In 2020, MBSS recorded no Fatalities or Lost Time Injuries. MBSS also launched Loudspeaker, an e-learning platform that can be accessed by all crews with interactive training materials and tutorials that focus on Safety as well as access to the Company's Standard Operating Procedures (SOP).

In 2020 MBSS was certified in ISO 37001:2016 Anti Bribery Management System, that marks clearly the importance of Corporate Governance in MBSS. The emphasis on implementing strong governance across our operations remains a constant target of the organisation.

MBSS is proving to be a resilient organisation by getting through an eventful year and was able to maintain its focus in prioritising the Health and Safety of our people and continue delivering excellence to their clients.

Growing Responsibly

MBSS is aware that it has an important role to play in addressing climate change, by reducing GHG emissions from the operations. Managing the environmental footprint will not only reducing the GHG emissions, but will also lower operating costs.

In 2020, MBSS has installed tracking system in 50 vessels and developed “Insight”, a platform that collates and analyse the data from the tracking system. The tracking system and Insight allows close monitoring on fuel consumption, position and progress of voyages.

In addition to that, MBSS also ensures its compliance with the International Convention for the Prevention of Pollution from Ships (MARPOL). It involves the non-hazardous and hazardous waste management as well as air pollution generated by the vessels.

In 2020, MBSS also consistently continued to use refillable bottles instead of using single use plastic water bottled from 2019, when this program was initiated. The Company also established “Meatless Thursday” for employee’s lunch in the Head Office. It is estimated that the reduction of the consumption of meat not only has benefits from a health perspective but it is also the equivalent of planting over 2000 trees in one year.

In addition MBSS is currently studying the possibility of using solar energy in some of its assets to complement the current requirements, and MBSS fully subscribes the use of Biofuels across the fleet, that already has a reduced carbon footprint when compared to traditional diesel. MBSS is currently assessing involvement in plastic recycling and waste management projects in the communities in the Company’s operations area and will continue to strive for more environmental friendly projects and continuous decrease in carbon footprint.

Sharing is Caring

Despite the limitations experienced throughout the year, MBSS continued to successfully contribute to the communities in our operational areas through several CSR programs both independently and in collaboration not only with clients but also with local governments, contributing to the empowerment of communities more vulnerable to the impact of the pandemic.

Closing Remarks

The Board of Directors expresses its gratitude for all the support given to MBSS during these challenging times. As we embark on the next leg of our growth journey, it is our great hope that MBSS will continue to advance together in harmony with our customers, partners, the communities around us, and the Indonesian people. Together, let us continue to grow for a better tomorrow.

On behalf of the Board of Directors,

Susana Germino
 President Director



About Us

PT Mitrabahtera Segara Sejati Tbk (MBSS) is a leading Indonesian provider of integrated maritime transportation and transshipment services which provides integrated solutions and marine for bulk materials, particularly coal. MBSS was established in 1994 in Jakarta, Indonesia as a shipping company.

In 2011, MBSS was successfully listed on the Indonesian Stock Exchange. In the same year, MBSS also became a member of the Indika Energy Group. By applying international operating standards and industry best practices, MBSS is committed to sustainable growth and excellence through its business strategy and efficient operations to ensure reliable services and win-win solutions for clients.

What We Do

MBSS provides maritime transportation and transshipment for bulk materials, particularly coal. In order to do so, MBSS operates a large fleet of tugs and barges as well as floating cranes, enabling it to provide integrated barging and transshipment solutions.

Our Vision

To become Indonesia's safest, most reliable and efficient energy shipping company, enabling the region's growth in infrastructure and energy development.

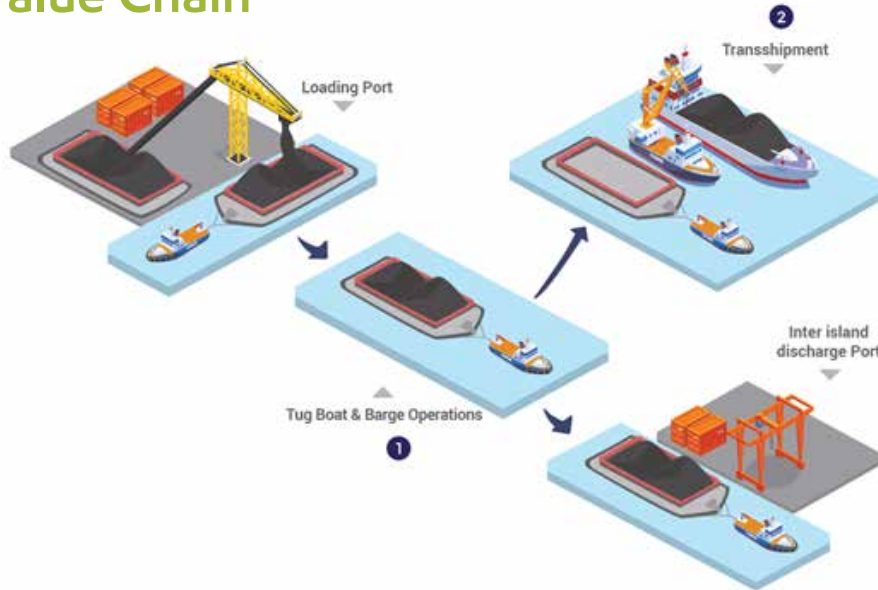
Our Mission

To transport Indonesia's energy safely, timely and cost-efficiently by providing excellent customer services, making us the shipping partner of choice.

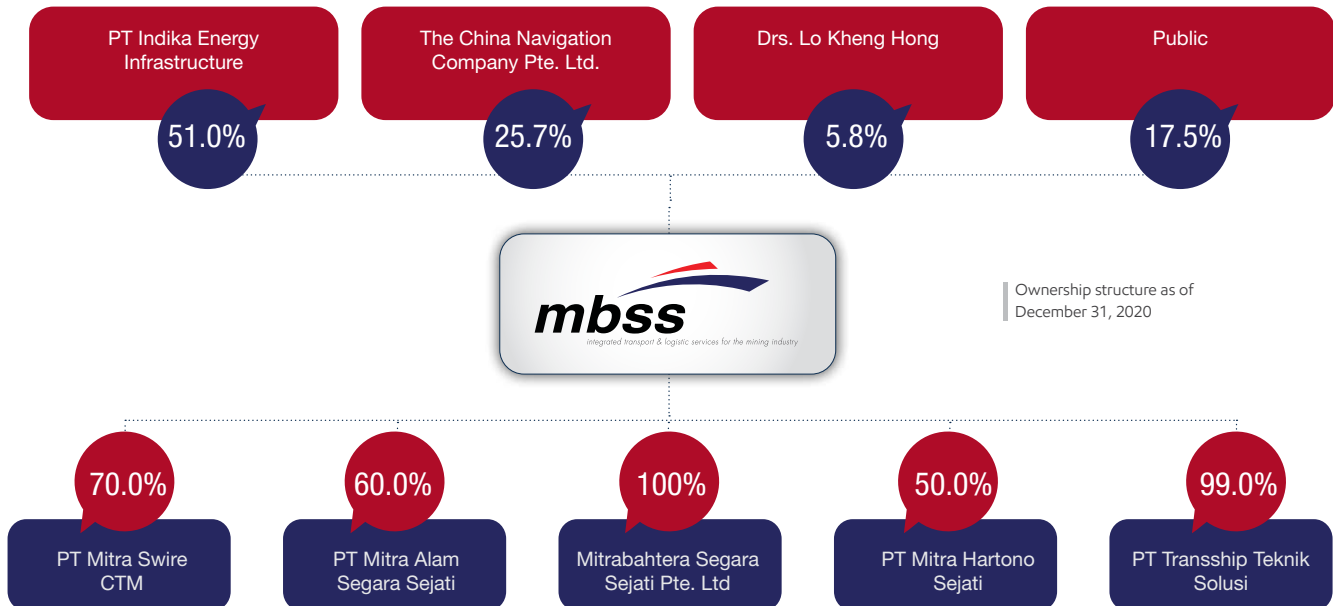




Our Value Chain



Share Ownership



Organization Scale

	2020	2019
Total Employees	1,186	1,401
Revenues (million US\$)	54.9	77.8
Liabilitas (million US\$)	38.1	46.3
Ekuitas (million US\$)	156.8	171.9
Total Assets (million US\$)	194.9	218.1





Our Products and Services

MBSS provides transportation solutions for bulk materials, particularly coal. Its transportation solutions include barging and transshipment services. With its large fleet and excellent operational track record, including a strong safety record, MBSS is positioned to be a maritime transportation provider of choice in Indonesia.

Barging

MBSS' barging segment services comprise transport of cargo from loading port to unloading port, as well as transport from loading port to anchorage point for transshipment of bulk materials. As of December 31, 2020 MBSS owned 57 sets of barging ranging from 250 ft to 365 ft barges and tug boats with engine capacity ranging from 1,000 HP to 2,800 HP.

Floating Crane

MBSS owns four Floating Cranes with a transshipment capacity between 18,000 MT and 25,000 MT per day that use single cranes and double cranes as well as two Floating Loading Facilities (FLF) using double cranes with a capacity of 40,000 MT per day which are equipped with a Conveyor Belt System and metal detector. The fleet carries out transshipment of bulk materials from barges and transfers to the anchored ocean-going vessels. MBSS' entire fleet is equipped with satellite-based GPS tracking and are fully insured.



Economic Performance Highlights in 2020

US\$54.9 million
Revenue



Environmental Performance Highlights in 2020

1,000 mangroves planted

16.9% Reduction in Fuel Consumption

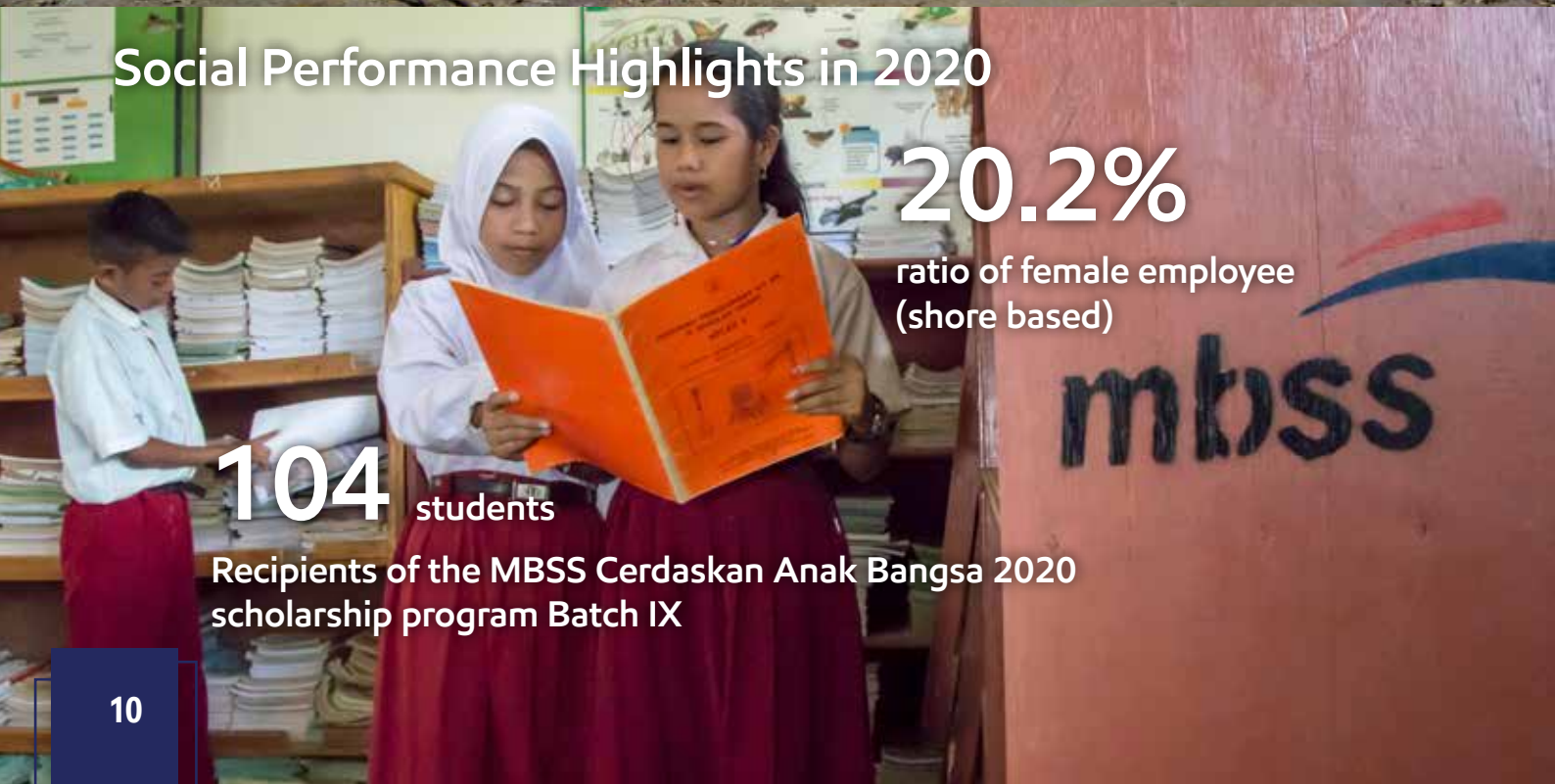


Social Performance Highlights in 2020

20.2%
ratio of female employee
(shore based)

104 students

Recipients of the MBSS Cerdaskan Anak Bangsa 2020
scholarship program Batch IX



Material Topics

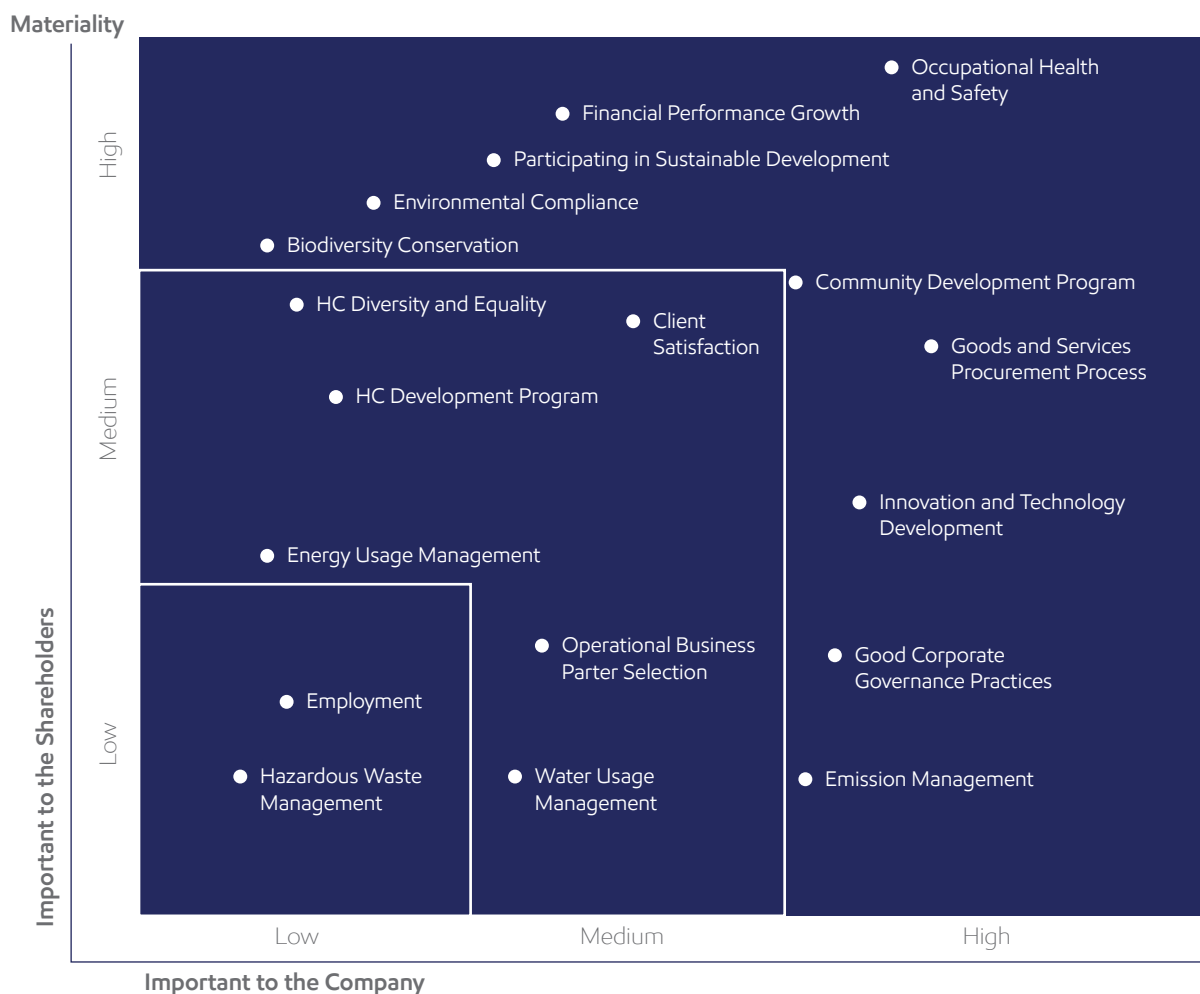
The materiality assessment was undertaken to identify material topics most relevant to corporate sustainability strategy, based on their current significance to our stakeholders and company business. Those topics were then matched with material topics from the GRI and prioritised using the Principles of Materiality and Stakeholder Inclusiveness. The results are identified in our materiality matrix and the results from this materiality assessment being reviewed and used for MBSS 2020 Sustainability Report.

For 2020, the outcome of this process is a set of 10 (ten) high material topics:

1. Occupational Health and Safety
2. Financial Performance Growth
3. Participation in Sustainable Development
4. Community Development Program
5. Innovation and Technology Development
6. Good Corporate Governance Practices
7. Environmental Compliance
8. Process of Goods and Services Procurement
9. Biodiversity Conservation
10. GHG Emissions

Matrix of Material Topics

Below is the matrix of material topics in this report.



Boundary of Material Topics in the Report

Based on the materiality assessment taken by the Company in determining the material topics in the report, below is the list of material topics with high impact and its boundary.

No	Material Topic	Impact to the Company	Boundary
1.	Occupational Health and Safety	Internal	Company
2.	Financial Performance Growth	Internal	Company
3.	Participation in Sustainable Development	External	Company and Local Government
4.	Community Development Program	External	Company and Local Government
5.	Innovation and Technology Development	Internal	Company
6.	Good Corporate Governance Practices	Internal and External	Company
7.	Environmental Compliance	External	Company
8.	Process of Goods and Services Procurement	Internal	Company
9.	Biodiversity Conservation	External	Company, Customer and Local Government
10.	GHG Emissions	Internal	Company

Stakeholder Engagement

The Company's commitment to sustainability starts with listening to the stakeholders. Through a variety of engagement channels, MBSS seeks to understand and integrate the needs and interests of our stakeholders into all aspects of MBSS operations and sustainability strategy.

MBSS' main stakeholders relevant to sustainability are those who are considered by the Company to have a direct or indirect interest in, or can influence or be impacted by, our business activities.



Below is the Company's stakeholders engagement in the Company's operations. [102-40]

Stakeholders	Methods of Engagement	Frequency
Shareholders	General Meeting of Shareholders	Annually
	Annual Report	Annually
	Quarterly Performance Announcement	Quarterly
	Public Expose	Annually
	Press Conference	As Required
Regulators	Compliance to prevailing regulations	As Required
	Annual Report	Annually
	Monthly Report	Monthly
	Quarterly Report	Quarterly
Employees	Employee Gathering	Annually
	Town Hall Meeting	Monthly/Quarterly
	Education and Training	As Required
	Volunteering	As Required
Customers	Customer Gathering	As Required
	Customer Satisfaction Survey	As Required
	Complaint Mechanism	As Required
Business Partners	Gathering	As Required
	Periodic Evaluation	As Required
Local Community	Community Development Program	As Required
	Participating in community activities	As Required



Our Target and Progress

Below are the Company's progress throughout 2020 and our target in the future.

Material Sustainability Topics	Progress in 2020	Targets	Status
Occupational Health and Safety	Occupational Health and Safety is still the main focus of the Company in carrying out its operations.	Zero LTI, Zero Fatality.	On Track
Financial Performance Growth	In 2020, the Company recorded a decrease in revenue compared to previous year.	Achieving financial performance growth.	Needs Improvement
Participation in Sustainable Development	The company strives to innovate for energy efficiency in carrying out its operations.	Periodic engine maintenance and fuel usage monitoring.	Needs Improvement
Community Development Program	Community development is carried out based on needs analysis and discussions with stakeholders.	Carry out 2 (two) community development programs as planned comprising of 1 (one) continued program and 1 (one) new program.	Needs Improvement
Innovation and Technology Development	Improve corporate data security in all operational offices of the organization.	Computer Network Integration throughout the site.	Needs Improvement
Good Corporate Governance Practices	During 2020, the Company has complied with the GCG rules as regulated in the capital market regulation and the Company's articles of associations.	Compliance to Good Corporate Governance Practices.	On Track
Environmental Compliance	The company always complies with regulations and other requirements related to the environment when carrying out its operations.	Zero spill incident - high & significant category	On Track
Process of Goods and Services Procurement	Goods and services procurement refers to 80/20 percent of local procurement.	Local distribution by using third party logistics from Jakarta to each destination area, Kalimantan, Sumatera and Sulawesi.	On Track
Biodiversity Conservation	Biodiversity conservation was taken by conserving the coastal and marine area through planting mangrove trees.	Coastal and marine conservation to reduce emissions.	Needs Improvement

Growing Sustainably

In the midst of conditions that are still shrouded by uncertainty, MBSS remains committed to providing the best performance with a focus on improving operational efficiency, navigating business strategies and aiming to deliver operational excellence.

Our Approach

MBSS has developed the BERANI project which focuses on five key areas for improvement and innovation including cost reduction, utilisation, technical availability, commercial and crewing. This Berani initiative was taken as part of the Management's efforts in improving the Company's performance to grow sustainably but also in recognising that change is an inherent part of life. In addition, MBSS also implemented best practices of good corporate governance and ensure compliance with all prevailing rules and regulations.

Financial Performance Growth

In 2020, the Company recorded revenues of US\$54.9 million, of which the Barging segment contributed 69.5% (US\$38.1 million) and Floating Crane segment 30.5% (US\$16.8 million). Total assets and liabilities of the Company were recorded US\$194.9 million and US\$38.1 million respectively in 2020.

Table of Financial Performance

Description	2020	2019
Revenues	54,862.8	77,840.8
Gross Profit	3,881.4	18,449.3
Net Profit	(14,976.0)	1,808.2
Assets	194,859.1	218,135.4
Liabilities	38,053.8	46,254.5

In thousand US\$

In 2020, the Company recorded a revenue of US\$54.9 million as the economic value generated. Meanwhile, the total economic value distributed in 2020 was US\$59.4 million, so the retained economic value was negative US\$4.6 million

Table of Generated and Distributed Economic Value

Description	2020	2019
Generated Economic Value		
Revenues	54,862.8	77,840.8
Total Generated Economic Value (A)	54,862.8	77,840.8
Distributed Economic Value		
Direct Costs	50,981.4	59,391.5
Employee's Salary and Allowance	7,746.8	6,575.5
Tax Income Payment	683.2	957.3
Investment for Community Development Program	25.6	29.5
Total Distributed Economic Value (B)	59,437.0	66,953.8
Retained Economic Value (A-B)	(4,574.2)	10,887.0

In thousand US\$

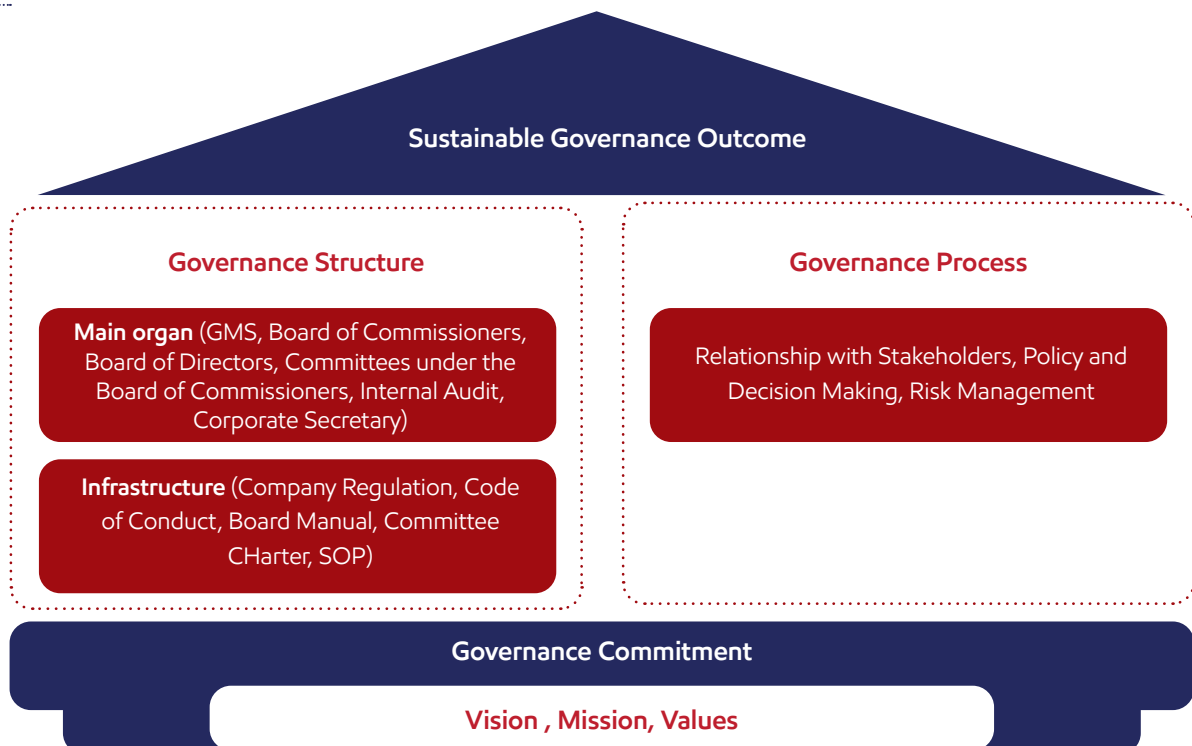
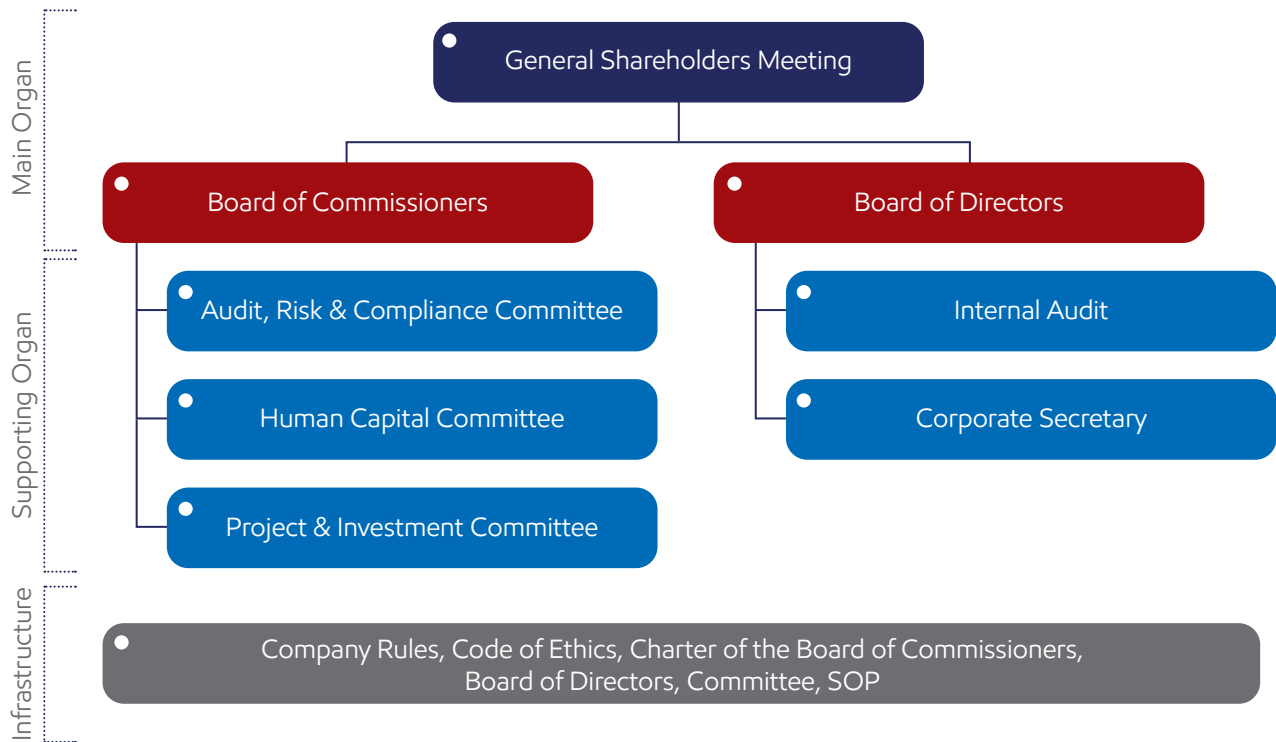


Sustainable Good Corporate Governance Implementation

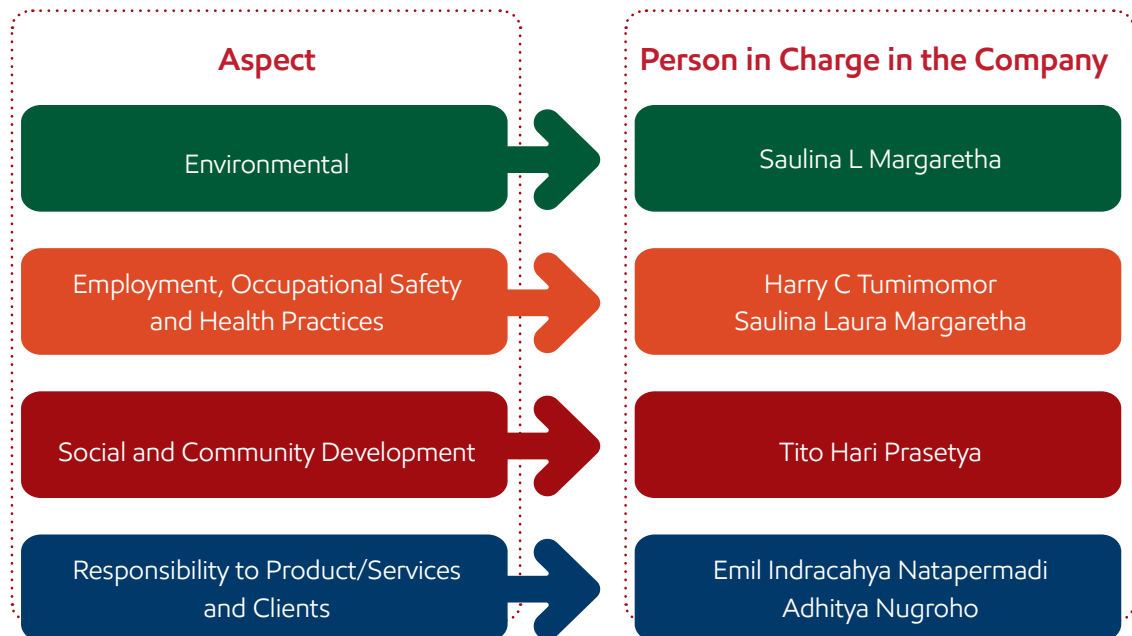
Acting responsibly is an integral part of MBSS. MBSS is committed to maintaining high standards of business ethics and governance practices based on the principles of transparency, accountability, responsibility, independence and fairness. Consistently applying strong corporate governance practices in all Company's activities and interactions will build and preserve trust with the stakeholders.

Unit In Charge In The Implementation Of Sustainable Finance

In relation to the Company's commitment to implementing sustainable governance by taking into account economic, social and environmental aspects, the Company refers to the following framework:



The person in charge of the implementation of Environmental, Occupational Safety and Health, Community Development, and Products/Services and Clients in the Company can be explained in the following chart:



Each unit is responsible for each area will then report to the relevant Directorate. The person in charge of implementing Sustainability as a whole is the President Director who is in charge of determining the sustainability policies, coordinating sustainability practices carried out by related divisions and managing data and information traffic related to sustainability. [102-26][102-32]

Risk Assessment on Sustainable Finance Implementation

The Company constantly identifies, measures, monitors and controls risks on the implementation of Sustainable Business related to economic, social and environmental aspects on a regular basis. In order to manage these risks effectively, MBSS conducted regular evaluation by Risk & Investment Committee, with input from the Audit Committee and Internal Audit Unit. The process of reporting risks faced by the Company is carried out periodically through joint meetings with the Board of Directors and the Board of Commissioners as well as meetings with related committees. In addition, the Company also ensures that the Company always complies with the applicable laws and regulations regarding the implementation of corporate governance. In 2020, the Company reported that no regulatory violations had occurred. [419-1]

Anti Bribery Policy

On December 20, 2020, the Company obtained ISO 37001:2016 Anti-Bribery Management System certification by British Standard Institute (BSI).

With this certification, the Company has standard policies and procedures to prevent, avoid and respond to bribery.[205-2]

Throughout 2020, there were no bribery actions occurred in all business units of the Company. [205-1]

Issues On The Implementation of Sustainable Finance

Currently, the implementation of sustainable finance is one of the stakeholders' focus in measuring performance of the company. In addition, the Company's performance is also measured in its ability to monitor Environmental, Social and Governance aspects.

In 2020, the Company participated in training related to sustainable finance organized by OJK and IDX, "Explanation on POJK No. 51/POJK.03/2017 concerning the Implementation of Sustainable Finance for Financial Service Institutions and Public Companies" on January 14, 2020. This was done to raise awareness regarding the importance of implementing sustainable finance.

Delivering Excellence

MBSS always strives to deliver operational and service excellence. The initiatives taken in delivering excellence are focused on 3 (three) main aspects of Safety, Human Capital development as well as the development of efficiencies and improvements using innovation and technology. By improving those aspects, MBSS believes that the Company will be able to face the challenges ahead and deliver optimum performance.

Our Approach

The Pandemic impacted the way MBSS conducts their business. The safety of the people comes first and MBSS took actions to reduce the exposure of the Covid-19 to our people including imposing strict health protocols across our operations, but at the same time, nourishing and developing the employee to keep up with the dynamic business demands and equip them with capacity and capabilities to improve under these conditions. In order to accommodate that, MBSS instigated innovation and the development technology to ensure consistent training was delivered across the organisation, ensuring monitoring of vessel's operations and fuel consumption, and ensure the safety of the employees when working from the office.



Safety First

In addition to that, as an operator and provider of transportation services for bulk materials, MBSS faces certain hazards and risk in the course of operational activities. MBSS' management has a strong commitment to continue upholding its strong Quality, Safety and Health culture as well as Environmental Conservation by maintaining compliance with the ISM Code, OHSAS 18001, ISO 14001, and ISO 9001. MBSS also imposed tight health protocols implementation to reduce exposure to Covid-19 virus.



Mitra QHSE Management System

The “Mitra QSHE” integrated management system was developed by MBSS in 2015, and has successfully gained recognition from the SGS Certification Agency and the Government.

This is reflected in MBSS’ success in obtaining several certificates related to the Management System, including:

- ISO 9001: 2015
- Quality Management System, a certificate issued by SGS United Kingdom since 2006
- ISO 14001: 2015
- Environmental Management System, a certificate issued by SGS United Kingdom in February 2019
- OHSAS 18001: 2007
- K3 Management System, a certificate issued by SGS Australia in February 2019
- ISM Code
- International Safety Management, where MBSS’s “Safety Management Adjustment Document” (DOC) is valid until November 4, 2021.

Occupational Health and Safety

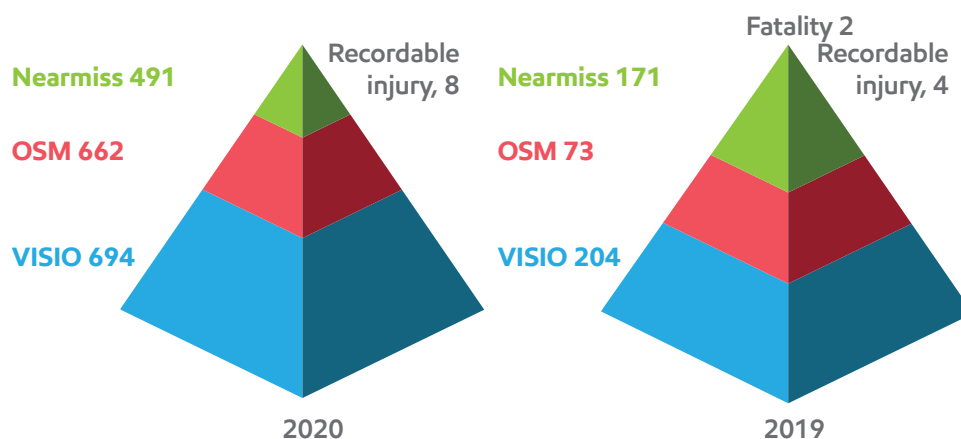
The aspects of Occupational Health and Safety aspects are top priorities for MBSS.

Throughout the year, Management encouraged all Site Teams along with the HSE Department to have a more proactive mindset regarding Safety, intensify the implementation of the “HSE Tools” like VISIO. Potential areas of risk are immediately followed up, to mitigate risks that could result in losses of both for personnel and property. These initiatives are designed to increasing positive participation of every ship crew and ground employees to continue support and report any findings or discrepancies, safety-related awareness.

In 2020, MBSS recorded 5,022,578 Man-hours Free LTI. In addition, the LTI-FR recorded a decrease trend, from 0.89 throughout 2019 to 0 in 2020 (LTI-FR = 0). The Leading Indicator data, obtained from the HSE Tools reports has increased significantly compared to 2019. This is a positive impact contributed by the entire Team both on land and sea in reporting near-miss incidents, OSM/Inspection to Visual Safety Observation (VISIO).

Table of Injury Rate

Description	2020	2019
Total Recordable Injury Rate (TRIR)	1.98	2.66
Lost Time Injury Frequency Rate (LTI-FR)	0	0.89





Safety Activities

MBSS consistently strives to fulfill and achieve key operational safety indicators as follows:

Inspection, Commissioning and Monitoring

- Monthly inspections of vessels
- Monthly inspections of safety and lifesaving appliances
- Pre start checks for vehicles and moving equipment
- Heavy equipment commissioning
- Monitoring and measurement of industry health and hygiene
- Calibration of measuring instruments such as: multigas detector, lux meter and Sound Level Meter
- Examination and inspection of lifting and transport equipment and lifting tools
- Health and sanitation examination onboard ships, such as wet ball temperature index, indoor air quality, vessel water / sewage discharge quality, clean water quality, quality of drinking water, lighting, noise, etc.
- Examination of cleanliness and sanitation
- QSHE Internal Audit taken by personnel with specialized qualification
- External Audit from the assigned Certification Institution

Training, Awareness, Socialization, Induction

- Marine Insurance
- Front Line Supervisor
- Internal Auditor Training for ISM Code (International Safety Management)
- Internal Auditor Training for the 2015 version of ISO 9001 and ISO 14001
- Internal Auditor Training for ISO45001 version 2018
- Basic safety training for crew and officers onboard ships
- Working in Confined Spaces
- HSE Supervisory
- Designated Person Ashore
- Visual Safety Observation
- Working at Height
- Hazard Identification Risk Assessment & Determining Control
- Job Safety Environmental Analysis
- Weekly Safety Meetings
- Management Visit on Board

Strict Health Protocol

MBSS has also reviewed the procedures related with prevention of Covid-19 for employees' business trips and vendor/visitor approval process. The protocols for crew changes include RT-PCR test in their hometown, prior to travelling and another test before entering Client's premises as per requirement. With this protocol there were about 0.5% of new joiners infected with Covid-19 and self-quarantine was required prior re-joining. For any Vendors and visitors mobilised from another province or from a Red Zone also required to have mandatory negative RTPCR test before they can traveling and/or embark any of the fleet.

In addition, other health protocols carried out by MBSS during 2020 including:

1. All our employees including their spouses were tested and those who resulted positive were provided isolation facilities.
2. The capacity of the office was reduced by 50% throughout the year and those who come to the office had to complete an online health assessment, passed the temperature check, and random swab test was taken regularly.
3. Transportation services for all employees who previously used public transportation was provided, to reduce the exposure of virus.

Herewith the progress report of covid-19 exposure on MBSS employees as of December 31, 2020.

Table of Covid-19 Exposure

Description	2020	
Total Exposed Employee	Off Shore	27
	On Shore	47
Total Recovered Employee	Off Shore	27
	On Shore	47
Total Employees in Treatment	Off Shore	1
	On Shore	2



In 2020, a new Standard Operation Procedures (SOP) regarding health protocols concerning the health of our people was established including:

1. Circular Letter regarding COVID-19 Pandemic in Indonesia issued by DPA on March 15, 2020;
2. SOP for Emergency Management of COVID-19 Outbreaks on Vessel;
3. SOP for Crew Changing Mechanism during COVID-19 Pandemic.

Certification

All of MBSS' crew are certified in line with SEACOM regulations, and have received safety training induction supported by frequent inspections and refresher training.

Human Capital Development

For MBSS, strategically managing and motivating our employees is central to our success. We believe that the more engaged our employees are, the more productive and passionate they will be in delivering better outcomes for the Company. Human Capital Department has been reviewing the Company's organisation structure to accommodate the Company's business needs and ensure its effectiveness.

Talent management continued to be one of the major focuses in 2020, starting with the identification of the gaps between business needs and existing Human Capital. Where possible, efforts focused on developing internal talent to fill these gaps, thus giving employees chances to develop and grow. These efforts were complemented by external recruitment to fill the gaps in the organisation chart, not fulfilled by internal candidates, as well as to build a pipeline of succession for managerial positions.

Table of Average Training Hours in 2020

Description	Total Training Hours	Total Employees	Average Training Hours per Employee
By Gender			
Off Shore			
Male	559	46	9.0
Female	107.7	12	12.2
On Shore			
Male	182	267	1.5
Female	-	-	-
By Age			
51-60 years old	212	7	17.8
41-50 years old	320	11	18.4
31-40 years old	335	30	34.6
21-30 years old	87	10	40.2
By Position Level			
Off Shore			
Manager	135.5	12	45.2
Supervisor	149.5	26	74.75
Staff	377.2	19	125.7
On Shore			
Officer	182	133	1.5
Rating	160	134	1.0

Diversity and Equality

MBSS is committed to diversity of all kinds including gender, race, religion, age, and country of origin and this approach is reflected throughout the organisation. MBSS is committed to strengthening diversity across MBSS's operational areas and its practices are incorporated in recruiting, talent development and benefit programs as well as other initiatives. In addition, the company also emphasis on providing equal opportunities to all employees in developing their career path without any discrimination.

Employee Composition by Gender and Position Level in 2020

Position Level	Female	Male
Board of Commissioners	-	4
Board of Directors	1	3
Executive	2	1
Manager	8	31
Supervisor	10	53
Staff	22	55
Non Staff	2	31
Total	45	178
Ratio of Total Female Employees in 2020 (shore based)	20.2%	



Employee Composition by Age

Description	2020	2019
< 25 Years Old	6	6
26 -< 35 Years Old	97	104
36 -< 45 Years Old	74	88
> 46 Years Old	42	54
Total	219	252

Employee Composition by Gender

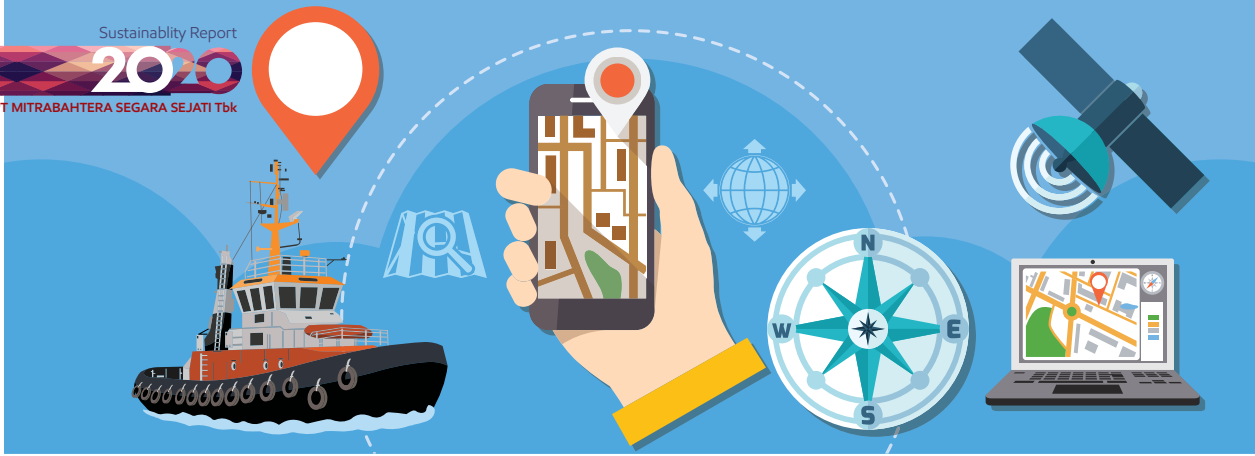
Description	2020	2019
Male	174	195
Female	45	57
Total	219	252

Good Labor Practices

Apart from giving preference to regional hires for site offices, MBSS hires employees based on their merits and competencies without prejudice as to gender, religion or ethnicity. In providing training and education, MBSS is committed to giving equal opportunities to all employees including crew.

Apart from these practices, MBSS refuses all forms of forced labor including child labor. In all of its practices, MBSS always complies with prevailing labor regulations.





Innovation and Technology Development

Innovation and technology development plays important role in supporting the Company's business process and adding values to stakeholders. MBSS believes in utilising Information Technology (IT) towards better productivity, control and record keeping in its operations.

Some innovation and technology development taken are as follows:

MBSS Tracking System

MBSS tugboats are equipped with Inmarsat® Tracking Devices that transmit a signal beacon on a regular basis to the Inmarsat Satellite. The device can also receive instruction signals from the end user sent through the Satellite.

The Satellite receives and sends signals from/ to the MBSS tracking devices on a regular basis. The satellite sends and receives signals and information to/from the Land Earth Station.

The Land Earth Station receives and sends the corresponding signal from/to the satellite. The Land Earth Station routes the data to/from MBSS system.

MBSS receives data related to the vessel's location, speed, direction and environment conditions including weather, wind and sea current at that particular time and the information such as fuel consumption and engine rotation per minute (RPM). MBSS can also send instructions to the tracking device.

Insight

Insight is the platform that collects information from the tracking system installed on board MBSS vessels so that all sailing information and data can be monitored. Currently the Company is also finalising the Web Form Reporting that will enable the vessel to send in their sailing and daily reports directly via satellite data connection that will enable the vessels to gain two-way text communication and therefore pro-actively control operational activities. With the data stored in the system, it will be possible to provide support if the vessels experience any difficulties during sailing time. In addition, fuel consumption can also be monitored and non-standard fuel usage identified. Until the end of 2020, the Company has installed tracking devices in 50 of its tugs.

Loudspeaker

Loudspeaker is an e-learning application platform available on an Android-based system where all crew members can access video training materials with a special that focus on safety. Crews can also access tutorials and Company's Standard Operation Procedures. Socialisation of the use of this application was done in 2020 and will continue in 2021. Training materials will continue to be developed every year based on the analysis of HSE lagging indicators. At the end of 2020, there were a total of 260 crews who had accessed the app and it is expected that this number will increase further in 2021.

Growing Responsibly

MBSS takes accountability for the impact that the Company's operations have on the environment in order to create a greener world. The climate change issues, particularly the Greenhouse Gas (GHG) emissions has become focus MBSS in managing the operational footprint. MBSS is committed in executing our day-to-day business responsibly, which will not only reduce the GHG emissions, but will also in lower operational costs.

Our Approach

MBSS recognises it has an important role to play in addressing climate change, and more specifically reducing GHG emissions from operations. MBSS also recognises that it must do its part to minimise the environmental footprint by making efforts to integrate environmental considerations into our operations. MBSS is also committed to support the Government to reduce GHG emissions by monitoring and using our fuel consumption efficiently.

Carbon Emissions Reduce

The most important factor in reducing GHG emissions has been the continuous improvementment in our operations. MBSS implements a wide range of measures to reduce the fuel consumption of our vessels and daily operational activities.

MBSS has launched Project Berani, with one out of focus key areas is cost reduction by ensuring efficiency and monitoring of fuel consumption in all shipping activities. Not only MBSS has installed a tracking system in the fleet but also developed "Insight" a platform that collates and analysis the data from the tracking system and allows commercial operations to manage proactively the fuel usage. MBSS also monitors fuel usage data that allows to identify non-standard fuel consumption, that allows the technical team to take pro-active actions to remedy the problem.

In 2020, MBSS recorded fuel consumption of 13,862,557 liters, a reduction of 16.9% compared to 2019. Data regarding our fuel consumption can be seen in the following table:

Table of Fuel Consumption

Month	Fuel Consumption In 2020 (liter)	Fuel Consumption In 2019 (liter)
January	1,151,334	1,761,176
February	1,112,072	1,696,361
March	1,159,430	1,715,361
April	1,130,613	1,439,597
May	1,152,341	1,061,932
June	1,162,738	1,476,967
July	1,166,120	1,174,932
August	1,134,923	1,342,973
September	1,185,954	1,349,911
October	1,168,629	1,232,504
November	1,159,810	1,205,775
December	1,178,591	1,231,196
Total	13,862,557	16,688,977



Table of Carbon Emissions from Fleet

Month	Tug Boat			Floating Crane		
	Total Carbon Emissions (tCo2)	Average Carbon Emissions per Tug Boat Operated (tCO2)	Average CO2 per Ton of Cargo Transported	Total Carbon Emissions (tCo2)	Average Carbon Emissions per Floating Crane Operated (tCO2)	Average CO2 per Ton of Cargo Transported
January	2,289	37.53	998	359.2	89.8	3,187
February	2,074	32.84	1,115	350.6	87.6	3,020
March	2,069	32.84	1,251	448.6	112.1	2,840
April	1,611	26.86	1,323	330.3	82.6	2,657
May	1,518	25.30	1,287	296.3	74.1	2,240
June	1,659	26.34	1,286	452.0	90.4	2,197
July	1,672	25.73	1,006	343.4	85.8	3,429
August	1,802	29.54	1,042	289.6	72.4	3,224
September	1,966	28.92	805	273.0	68.2	3,651
October	2,280	35.47	882	418.1	104.5	2,878
November	2,328	35.81	834	429.2	107.3	2,277
December	2,888	43.76	729	415.9	104.0	1,992
Total Carbon Emissions from Fleet (tCo2)	28,639					

In addition to ensuring efficiency in our vessels' operations to reduce emissions, MBSS also tried to lower the emission generated from its daily operations. Until the end of 2020, there were 22 operational vehicles owned by the Company spread throughout its operations area of Jakarta, Balikpapan, Berau, Tanah Grogot, and Satui. In 2020, total emission generated from the Company's operational vehicles was 51.6 tCO₂ as shown in the following table:



Table of Carbon Emissions from Operational Vehicle



Month	Total Carbon Emissions (tCO ₂)	Carbon Emissions per Car (tCO ₂)
January	4.16	0.28
February	4.60	0.26
March	4.42	3.55
April	3.60	2.93
May	3.36	2.65
June	4.26	3.39
July	4.91	4.05
August	4.82	3.62
September	5.73	4.76
October	4.34	3.25
November	4.36	3.38
December	3.04	1.61
Total	51.60	40.14

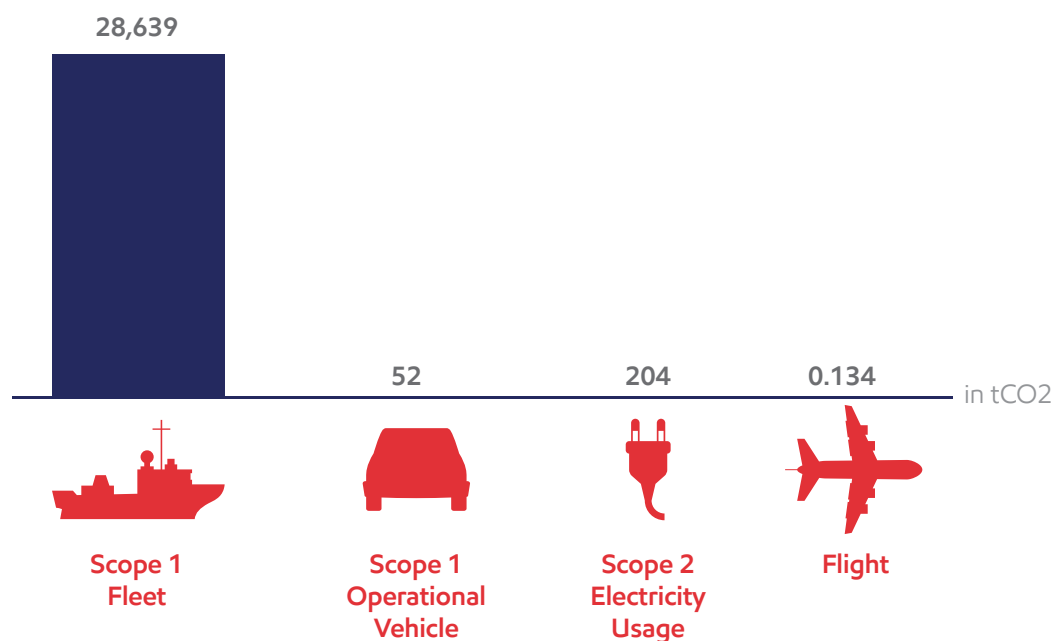
Table of Carbon Emissions from Electricity Usage

Description	2020
Total Electricity Usage (Kwh)	227,476.5
Average Consumption per Employee (Kwh)	151.5
Total Carbon Emissions from Electricity Usage (tCo ₂)	204.0

Table of Carbon Emissions from Flight

Description	2020
Total Carbon Emissions from Flight (tCo ₂)	0.134
Average tCo ₂ per Passenger	0.022

Chart of Total Carbon Emissions in 2020





Energy Efficiency

MBSS always encouraged our people to use electricity efficiently and save the energy through various campaigns.

Starting in 2020, MBSS recorded electricity consumption to document the annual electricity energy consumption. In 2020, electricity consumption was 227,476.5 Kwh covering all site offices and head office of MBSS.

Table of Electricity Consumption

Month	Electricity Consumption In 2020 (Kwh)
January	24,810.3
February	24,502.5
March	19,670.2
April	14,848.4
May	16,621.8
June	20,590.3
July	18,670.6
August	17,916.0
September	19,988.2
October	15,600.3
November	16,456.9
December	17,801.0
Total	227,476.5



Table of Paper Usage

Description	2020	2019
Paper Usage	117	145

in ream

Paper Use Efficiency

The Company's daily business activities require a lot of paper. Therefore, MBSS aims to reduce the use of paper by developing digital platforms as part of our paperless campaign. In addition, MBSS also asks employees to think before they print and also encourages them to print on used papers. MBSS focuses on improving in digital innovation to reduce paper usage. In 2020, there was a reduction in paper usage from 145 reams in 2019 to 117 reams in 2020.

Water Efficiency

In 2020, we recorded water consumption of 21,253 m3 which achieved 51.7% efficiency from water consumption in 2019 that was 44,044 m3.

Table of Water Consumption

Description	2020	2019
Energy Consumption (m3)	21,253	44,044
Water Efficiency (m3)	22,791	



Waste Management

MBSS ensures the shipping activities complied with the International Convention for the Prevention of Pollution from Ships (MARPOL), which regulates the prevention of pollution of the marine environment by ships from operational or accidental causes. It involves the non-hazardous and hazardous waste as well as air pollution generated from our fleet.

Below is the waste data from our fleet's operational activities in 2020:

Table of Waste

Waste	Total	Description
Non-hazardous Waste	64.59	Non-hazardous waste consists of plastics, applied materials, liners, wrappers, crates, sinking paper materials, rags, glasses, metal, bottles and pottery.
Hazardous Waste	62.88	Hazardous waste consists of hazardous and toxic waste (in accordance with MARPOL 73/78 and/or Government Regulation Number 18 of 1999.
Oil Spill	-	



Planting of Mangroves

Mangroves play an important role in shoreline ecosystems. MBSS has Planting Mangrove program along with its partner, Cotrans and local communities to plant mangrove trees in Janju – Tanah Merah beach area and Pasir Mayang. This program started in 2018 and in 2020 there were 1,000 mangroves planted. In total there were 5,500 mangroves planted since the inception of this program as part of the Company's effort in preserving the surrounding environment.

Other Initiatives

In 2020, MBSS also has other initiatives related to environmental aspect as follows:

1. "Meatless Thursday"

MBSS's office lunch in Head Office does not include meat on Thursdays. It is estimated that the reduction of the consumption of meat not only has benefits from a health perspective, but it is also the equivalent of planting over 2000 trees in one year.

2. Use of Refillable Bottles

All MBSS offices have changed from use of single use plastic water bottles into refillable bottles.

Sharing is Caring

Since it was first established in 1994, MBSS has always made efforts to grow together with its customers, partners and the Indonesian people so as to advance together. As MBSS spread its wings, there emerged the desire to give back more to the communities who had supported our growth in the areas where we operate. Therefore, the Company established a corporate social responsibility (CSR) program that aims to nurture good relations with the community and advance local residence, so that we can grow together.

Our Approach

MBSS' programs comprise 4 CSR Pillars: Health, Education, Community Development and the Environmental programs tailored to the needs of the community in the company's operating areas. In carrying out its programs, MBSS always adheres to the principle of cooperation with local institutions and governments, so that parties can work together and provide benefits to the community as well as other stakeholders. Implemented activities are monitored and evaluated by the company to ensure that the stakeholders enjoy benefits. Monitoring and evaluation are conducted regularly by the Board of Commissioners and Board of Directors of the company internally and as well as at Indika Energy Group level through the Sustainability Forum.

In 2020, the pandemic took precedence in becoming the Company's focus area in implementing CSR programs under the health pillar. The pandemic has limited the blood stock of Indonesian Red Cross (PMI) due to the increase in blood demand. Therefore, MBSS together with RS Marinir Cilandak held blood donation on October 23, 2020. The activity successfully collected 102 blood bags from 124 participants.

Jaring MBSS Untuk Nelayan Berdaya

The pandemics also had an impact on fishermen in Pasir Mayang Village. The income of the fishermen has decreased and their fishing gear is also damaged, so they could not work. MBSS collaborated with the local government to assist fishermen affected by distributing fishermen's equipment through *Jaring MBSS untuk Nelayan Berdaya* program. The program was carried out gradually starting from June 2020 and has distributed 414 equipment to those fishermen.



MBSS Peduli

In addition, in 2020, MBSS also carried out MBSS Peduli program which socialises shipping safety and public order together with the Regional Police of South Kalimantan to the communities in the Barito river area. This of course can provide benefits not only for the surrounding community but also for the Company in carrying out its operational activities in order to avoid illegal retribution.



Floating Library

In 2020, the Company collaborated with the South Kalimantan Regional Water Police to open a floating library located in Barito River area, whose construction has started at the end of 2019. The library provides more than 1,000 books for children and communities around the village of Kuin Cerucuk, South Kalimantan. In addition, there are Maths and English classes available in the floating library twice a week. This program is expected to increase children's interest in reading and improve their academic abilities.



MBSS Cerdaskan Anak Bangsa

The Company also continues to provide MBSS Cerdaskan Anak Bangsa 2020, a scholarship program which is entering its ninth year through BATCH IX. The overall number of scholarship recipients from the program reached 569 students from elementary to high school levels across the Indonesian archipelago. The scholarship distribution for BATCH IX was provided to 104 high performing students that consist of 55 elementary students, 27 junior high school students and 22 high school students including the children of MBSS crew.

Batch I	26	12	5	43
Batch II	43	28	9	80
Batch III	11	10	7	28
Batch IV	18	13	11	42
Batch V	13	17	13	43
Batch VI	19	21	9	49
Batch VII	34	27	14	75
Batch VIII	44	35	26	105
Batch IX	55	27	22	104
				Total



Elementary School



Junior High School



Senior High School

Standar GRI GRI Standards	Penyajian di Laporan Keberlanjutan Sustainability Reporting System	
	No.	Judul Disclosure Title
GRI 102 Pengungkapan Umum General Disclosures	PROFIL ORGANISASI / ORGANIZATION PROFILE	
	102-1	Nama perusahaan The Company's name
	102-2	Aktivitas, merek, produk dan jasa Activities, brands, products and services
	102-3	Lokasi kantor pusat Head offices location
	102-4	Lokasi kegiatan operasional Operational location
	102-5	Bentuk kepemilikan dan legal Ownership and legal form
	102-6	Pasar yang dilayani Market served
	102-7	Skala perusahaan The Company's scale
	102-8	Informasi terkait karyawan dan pekerja lainnya Rincian jumlah dan jenis pekerja
	102-9	Rantai Pasokan Supply chain
	102-10	Perubahan signifikan terhadap perusahaan dan rantai pasokan Significant changes to the organization and its supply chain
	102-11	Prinsip-prinsip atau pendekatan-pendekatan yang diterapkan dalam rangka manajemen risiko Precautionary principle or approach
	102-12	Inisiatif-inisiatif eksternal External initiatives
	102-13	Keanggotaan dalam asosiasi Associations membership
	STRATEGI / STRATEGY	
	102-14	Sambutan dari Dewan Direksi Message from Board of Directors
	ETIKA & INTEGRITAS/ ETHICS & INTEGRITY	
	102-16	Nilai-nilai, prinsip-prinsip, standar-standar dan perilaku norma yang dianut oleh perusahaan Values, principles, standards, and norms of behavior
	TATA KELOLA/ CORPORATE GOVERNANCE	
	102-18	Struktur tata kelola Governance structure
	102-22	Komposisi dewan tata kelola dari tingkat tertinggi dan jajarannya The highest corporate governance composition and its committees
	102-23	Kedudukan dewan tata kelola tertinggi The highest corporate governance board position
	102-24	Proses nominasi dan pemilihan dewan tata kelola tertinggi Nominating and selecting the highest governance body
	102-25	Konflik kepentingan Conflicts of interest
	PENGIKATAN PEMANGKU KEPENTINGAN/STAKEHOLDER BINDING	
	102-40	Daftar kelompok pemangku kepentingan List of stakeholder groups
	102-41	Perjanjian Kerja Bersama Collective bargaining agreements
	102-42	Identifikasi dan pemilihan pemangku kepentingan Identifying and selecting stakeholders
	102-43	Pendekatan terhadap pengikatan pemangku kepentingan Approach to stakeholder engagement
	102-44	Topik dan isu utama Key topics and concerns raised

Standar GRI GRI Standards	Penyajian di Laporan Keberlanjutan Sustainability Reporting System	
	No.	Judul Disclosure Title
	PRAKTEK PELAPORAN/REPORTING PRACTICE	
	102-45	Entitas termasuk laporan keuangan konsolidasi <i>Entities included in the consolidated financial statements</i>
	102-46	Penentuan isi laporan, topik dan batasannya <i>Defining report content and topic boundaries</i>
	102-47	Daftar topik yang material <i>List of material topics</i>
	102-48	Penyajian kembali informasi <i>Restatements of information</i>
	102-49	Perubahan dalam laporan <i>Changes in reporting</i>
	102-50	Periode laporan <i>Reporting period</i>
	102-51	Tanggal laporan terakhir <i>Date of most recent report</i>
	102-52	Siklus pelaporan <i>Reporting cycle</i>
	102-53	Informasi nama kontak terkait pertanyaan atas laporan <i>Contact point for questions regarding the report</i>
	102-54	Informasi bahwa laporan telah sesuai dengan GRI Standards Opsi Core <i>Claims of reporting in accordance with the GRI Standards</i>
	102-55	Daftar indeks GRI Standards Core <i>GRI content index</i>
	102-56	Assurance eksternal <i>External assurance</i>
GRI 103 Pendekatan Manajemen <i>Management Approach</i>	103-1	Penjelasan topik material dan batasannya <i>Explanation of the material topic and its boundary</i>
	103-2	Pendekatan manajemen dan komponennya <i>The management approach and its components</i>
	103-3	Evaluasi atas pendekatan manajemen <i>Evaluation of the management approach</i>
GRI 201 Kinerja Ekonomi <i>Economic Performance</i>	201-1	Nilai ekonomi langsung yang dihasilkan dan didistribusikan <i>Direct economic value generated and distributed</i>
GRI 301 Bahan <i>Materials</i>	301-1	Bahan yang digunakan berdasarkan berat atau volume <i>Materials used by weight or volume</i>
GRI 302 Energi <i>Energy</i>	302-1	Konsumsi Energi di dalam Perusahaan <i>Energy consumption within the organization</i>
GRI 303 Air <i>Water</i>	303-1	Penggunaan air berdasarkan sumber <i>Water withdrawal by source</i>
GRI 305 Emisi <i>Emissions</i>	305-4	Intensitas emisi GRK <i>GHG emissions intensity</i>
GRI 306 Limbah & Sampah <i>Effluents & Waste</i>	306-2	Sampah berdasarkan jenis dan metode pembuangan <i>Waste by type and disposal method</i>

Standar GRI GRI Standards	Penyajian di Laporan Keberlanjutan Sustainability Reporting System	
	No.	Judul Disclosure Title
GRI 404 Pelatihan & Pendidikan <i>Training & Education</i>	404-1	Rata-rata jam pelatihan per tahun per karyawan <i>Average hours of training per year per employee</i>
GRI 405 Keberagaman & Kesempatan yang Sama <i>Diversity & Equal Opportunity</i>	405-1	Keberagaman badan tata kelola dan karyawan <i>Diversity of governance bodies and employees</i>
GRI 413 Masyarakat Setempat <i>Local Communities</i>	413-1	Operasional dengan pelibatan masyarakat setempat, penilaian dampak, dan program pengembangan <i>Operations with local community engagement, impact assessment, and development programs</i>
	413-2	Kegiatan operasional dengan dampak nyata dan potensi dampak negatif pada masyarakat sekitar <i>Operations with significant actual and potential negative impacts on local communities</i>

No.	Nama Indeks Index Name
A.1	Strategi Keberlanjutan An Explanation on Sustainability Strategies Penjelasan Strategi Keberlanjutan
B.1	Ikhtisar Kinerja Keberlanjutan An Overview of the Sustainability Performance Aspect
B.2	Ikhtisar Kinerja Ekonomi Economic Performance
B.3	Ikhtisar Kinerja Lingkungan Hidup Environment Performance Review
B.3	Ikhtisar Kinerja Sosial Social Performance Review
C.1	Profil Perusahaan <i>Company Profile</i>
C.2	Visi, Misi, dan Nilai Keberlanjutan Sustainability Vision, Mission and Values
C.3	Alamat Perusahaan Company Address
C.4	Skala Perusahaan Company Scale
C.5	Produk, Layanan, dan Kegiatan Usaha Yang Dijalankan Product, Services and Business Activities
C.6	Keanggotaan Pada Asosiasi Membership in Association
C.6	Perubahan Organisasi Bersifat Signifikan <i>Significant Organization Changes</i>
D.1	Penjelasan Direksi Explanation on the Board of Directors Penjelasan Direksi Explanation on the Board of Directors

No.	Nama Indeks Index Name
	Tata Kelola Keberlanjutan <i>Sustainability Corporate Governance</i>
E.1	Penanggungjawab Penerapan Keuangan berkelanjutan <i>Sustainability Finance Implementation Responsibility</i>
E.2	Pengembangan Kompetensi Terkait Keuangan berkelanjutan <i>Competencies development for sustainability on members of the Board of Directors</i>
E.3	Penilaian Risiko Atas Penerapan Keuangan berkelanjutan <i>Risk Assessment for the Implementation of Sustainable Finance</i>
E.4	Hubungan Dengan Pemangku Kepentingan <i>Relations with Stakeholders</i>
E.5	Permasalahan Terhadap Penerapan Keuangan berkelanjutan <i>Issued Regarding Implementation of Sustainable Finance</i>
	Kinerja Keberlanjutan <i>Sustainability Performance</i>
F.1	Kegiatan Membangun Budaya Keberlanjutan <i>Activities to Build a Sustainability Culture</i>
	Kinerja Ekonomi <i>Economic Performance</i>
F.2	Perbandingan Target dan Kinerja Produksi, Portofolio, Target Pembiayaan, atau Investasi, Pendapatan dan Laba Rugi <i>A comparison of production targets and performance, portfolios, financing targets, or investments, revenues and profits/losses</i>
F.3	Perbandingan Target dan Kinerja Portofolio, Target Pembiayaan, atau Investasi Pada Instrumen Keuangan atau Proyek Yang Sejalan <i>A comparison of production targets and performance, portfolios, financing targets, or investments on Finance Instruments or On Going Projects</i>
	Kinerja Lingkungan <i>Environment Performance</i>
	Umum <i>General</i>
F.4	Biaya Lingkungan Hidup <i>Environmental Cost Incurred</i>
	Aspek Material <i>Material Aspect</i>
F.5	Penggunaan Material Yang Ramah Lingkungan <i>A description of the use of environmentally friendly materials, for example the use of recycled materials</i>
	Aspek Energi <i>Energy Aspect</i>
F.6	Jumlah dan Intensitas Energi Yang Digunakan <i>The amount and intensity of energy used;</i>
F.7	Upaya dan Pencapaian Efisiensi Energi dan Penggunaan Energi Terbarukan <i>Efforts and achievements of energy efficiency, including renewable energy sources</i>
	Aspek Air <i>Water Aspect</i>
F.8	Penggunaan Air <i>Water Usage</i>
	Aspek Keanekaragaman Hayati <i>Biodiversity Aspect</i>
F.9	Dampak Dari Wilayah Operasional Yang Dekat atau Berada Di Daerah Konservasi atau Memiliki Keanekaragaman Hayati <i>Impacts of operational areas that are near or in conservation area</i>
F.10	Usaha Konservasi Keanekaragaman Hayati <i>Efforts to conserve biodiversity</i>
	Aspek Emisi <i>Emissions Aspect</i>
F.11	Jumlah dan Intensitas Emisi Yang Dihasilkan Berdasarkan Jenisnya <i>Amount and Intensity of Emissions Produced by Type</i>
F.12	Upaya dan Pencapaian Pengurangan Emisi Yang Dilakukan <i>Emission Reduction Efforts and Achievements Made</i>

No.	Nama Indeks Index Name
Aspek Limbah Dan Efluen <i>Waste and Effluents Aspect</i>	
F.13	Jumlah Limbah dan Efluen Yang Dihasilkan Berdasarkan Jenis <i>Number and intensity of emissions by type</i>
F.14	Mekanisme Pengelolaan Limbah dan Efluen <i>Waste and effluent management mechanisms</i>
F.15	Tumpahan Yang Terjadi (Jika Ada) <i>Spill That Happenes (if any)</i>
Aspek Pengaduan Terkait Lingkungan Hidup <i>Aspects of Complaints Related to the Environment</i>	
F.16	Jumlah dan Materi Pengaduan Lingkungan Hidup Yang Diterima Dan Diselesaikan <i>The number and content of environmental complaints that were received and solved</i>
Kinerja Sosial <i>Social Performance</i>	
F.17	Komitmen LJK, Emiten, atau Perusahaan Publik Untuk Memberikan Layanan Atas Produk dan/atau Jasa Yang Setara Kepada Konsumen <i>Commitment of LJK, Issuer, or Public Company to Provide Equal Service for Products and / or Services to Consumers</i>
Aspek Ketenagakerjaan <i>Employment Aspect</i>	
F.18	Kesetaraan Kesempatan Bekerja <i>Equal Opportunity to Work</i>
F.19	Tenaga Kerja Anak dan Tenaga Kerja Paksa <i>Child Labor and Forced Labor</i>
F.20	Upah Minimum Regional <i>Regional Minimum Wages</i>
F.21	Lingkungan Bekerja Yang Layak Dan Aman <i>Decent and safe working environment</i>
F.22	Pelatihan dan Pengembangan Kemampuan Pegawai <i>Training and Capacity Building for Employees</i>
Aspek Masyarakat <i>Community Aspect</i>	
F.23	Dampak Operasi Terhadap Masyarakat Sekitar <i>The Impact of Operations on the Surrounding Community</i>
F.24	Pengaduan Masyarakat <i>Public Complaints</i>
F.25	Kegiatan Tanggung Jawab Sosial Lingkungan (TJSL) <i>Environmental Social Responsibility (TJSL) Activities</i>
Tanggung Jawab Pengembangan Produk/Jasa Berkelanjutan <i>Responsibility for Sustainable Product / Service Development</i>	
F.26	Inovasi dan Pengembangan Produk/Jasa Keuangan berkelanjutan <i>Innovation and Sustainable Financial Product / Service Development</i>
F.27	Produk/Jasa Yang Sudah Dievaluasi Keamanannya Bagi Pelanggan <i>Products / services that have been evaluated for safety for customers</i>
F.28	Dampak Produk/Jasa <i>Product / Service Impact</i>
F.29	Jumlah Produk Yang Ditarik Kembali <i>Number of Products Withdrawn Back</i>
F.30	Survei Kepuasan Pelanggan Terhadap Produk dan/atau Jasa Keuangan Berkelanjutan <i>Customer Satisfaction Survey of Sustainable Financial Products and / or Services</i>

No.	Nama Indeks Index Name
	Lain-lain <i>Others</i>
G.1	Verifikasi Tertulis Dari Pihak Independen, Jika Ada <i>Written Verification From an Independent Party, If Any</i>
G.2	Surat Pernyataan Anggota Direksi dan Anggota Dewan Komisaris Tentang Tanggung Jawab Atas Laporan Keberlanjutan <i>Statement of Members of the Board of Directors and Members of the Board of Commissioners regarding the Responsibility for Sustainability Reporting</i>
G.3	Lembar Umpan Balik <i>Feedback Sheet</i>
G.4	Tanggapan Terhadap Umpan Balik Laporan Tahun Sebelumnya <i>Responses to Previous Year's Report Feedback</i>
G.5	Daftar Pengungkapan Sesuai POJK 51/2017 <i>List of Disclosures in Accordance with POJK 51/2017</i>

Lembar Umpan Balik Feedback Form

Laporan Keberlanjutan 2020 PT Asuransi Allianz Utama Indonesia memberikan gambaran kinerja keuangan dan keberlanjutan. Kami mengharapkan kritik dan saran dari pemangku kepentingan terkait Laporan Keberlanjutan ini dengan mengirim formulir ini melalui email atau pos.

The 2020 Sustainability Report of PT Asuransi Allianz Utama Indonesia provides an overview of financial and sustainability performance. We are looking forward to receive any critics and suggestions from stakeholders about this Sustainability Report by sending this form by email or mail.

Golongan Pemangku Kepentingan Stakeholders Group

- ☐ Pemegang Saham
Shareholders
 ☐ Masyarakat
Community
 ☐ Nasabah
Customer
 ☐ Rekanan
Partners
 ☐ Media Massa
Mass Media
- ☐ Pegawai & ORganisasi Pegawai
Employee & Employee Organizations
 ☐ Pemerintah, Regulator, Legislatif Nasabah
Government, Regulator, Legislative Customer
- ☐ Lain-lain, mohon sebutkan
other, please state

Mohon pilih jawaban berikut yang paling sesuai dengan pertanyaan di bawah
Please choose the most appropriate answer that suit with the questions below

- | | Ya
Yes | Tidak
No |
|---|--------------------------|--------------------------|
| 1. Laporan ini bermanfaat bagi Anda.
<i>This report is useful to you.</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Laporan ini sudah menggambarkan kinerja LJK dalam pembangunan berkelanjutan.
<i>This report describe Company's performance in sustainability development.</i> | <input type="checkbox"/> | <input type="checkbox"/> |

Mohon berikan penilaian atas tingkat aspek material yang dinilai penting menurut anda bagi keberlanjutan PT Asuransi Allianz Utama Indonesia (nilai 1=paling tidak penting s/d 6=paling penting).

Please give assessment level to material aspects which you deemed as important for the sustainability of PT Asuransi Allianz Utama Indonesia (score 1=least important up to 6=most important).

	1	2	3	4	5
Kinerja Ekonomi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Economic Performance					
Kepegawaian	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment					
Kesehatan dan Keselamatan Kerja	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Occupational Health and Safety					
Pendidikan dan Pelatihan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education and Training					
Keanekaragaman dan Kesempatan Setara	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diversity and Equal Opportunity					
Privasi Pelanggan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Costumer's Privacy					
Lain-lain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others					

Mohon berikan saran/usul/komentar Anda atas laporan ini:

Please provide advice/suggestion/comments on this report statements:

Terima kasih atas partisipasi Anda. Mohon agar lembar umpan balik ini dikirimkan kembali ke alamat:
 Thank you for your participation. Kindly send this feedback form to address follows:

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