

PERTAMINA GAS

LAPORAN KEBERLANJUTAN 2013
SUSTAINABILITY REPORT 2013



Safely and Reliably Deliver on Our Commitments

Dengan Aman dan Handal
Mewujudkan Komitmen Kami



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Pertamina Gas continued its outstanding business performance in 2013, fulfilling its **commitments to customers** while operating **safely** and **reliably**. Our rigorous approach to safety for our workforce and our plant is fundamental to meeting our commitments, and will remain so in the future.

REKAM PERISTIWA

Record of Events



Januari January

1. PT Pertamina Gas melaksanakan kegiatan sosial dalam bentuk sunatan massal untuk 52 anak tidak mampu di wilayah operasinya di Area Sumatra Bagian Selatan dan Area Jawa Bagian Barat.

PT Pertamina Gas carried out social activities, such as mass circumcision for 52 less-fortunate children in Southern Area of Sumatra (SBS) and Western Area of Java (JBB).

2. Direktur Utama PT Pertamina Gas meresmikan program CSR Clino Gigi dengan melaksanakan seremonial pemeriksaan gigi kepada 20 siswa SD di Area Sumatra Bagian Selatan (SBS) dan Area Jawa Bagian Barat (JBB).

Pertamina Gas's President Director officiated CSR program, Clino Gigi, by effectuating teeth examination as an opening ceremony for 20 elementary children in Southern Area of Sumatra (SBS) and Western Area of Java (JBB).

Februari February

PT Pertamina Gas merealisasikan salah satu program CSR-nya di bidang lingkungan yakni penanaman 8.000 pohon mangrove di Pantai Dadap Indramayu.

Pertamina Gas realized its environment-based CSR program, which was the planting of 8,000 mangrove trees in Dadap Indramayu Beach.

April April

Sebagai bagian dari penerapan *Good Corporate Governance* (GCG) perusahaan, PT Pertamina Gas melaksanakan acara Sosialisasi Buku Pedoman *Code of Conduct* ke seluruh pekerjanya via *video conference*.

As part of Good Corporate Governance (GCG) implementation, PT Pertamina Gas launched the Socialization of Code of Conduct Guidance Book to all its employees via video conference.

Juni June

PT Pertamina Gas berhasil menerima penghargaan *Second Best Nominee* untuk Kategori *The Best Community Involvement & Development Implementation* 2012 pada *Annual Pertamina Subsidiary Award* (APSA) 2013.

Pertamina Gas successfully accepted Second Best Nominee award for Category The Best Community Involvement & Development Implementation 2012 in the Annual Pertamina Subsidiary Award (APSA) 2013.

Oktober October

1. Penandatanganan Perjanjian Pemegang Saham (*Share Holder Agreement*) dengan PT Aceh Terminal Gas (ATG) untuk membentuk perusahaan patungan PT Perta Arun Gas (PAG). PAG menjalankan usaha di bidang gas bumi serta bidang usaha lainnya yang terkait di wilayah kerja Kilang Arun LNG.

The signing of Shareholder Agreement with PT Aceh Terminal Gas (ATG) for establishing a joint company, PT Perta Arun Gas (PAG). A company with its core business revolving natural gas and other business related in the operation area of Arun LNG Refinery.

2. Penyelenggaraan media *workshop* yang dihadiri *President Director* PT Pertamina Gas Hendra Jaya dan *Corporate Secretary* PT Pertamina Gas Eko Agus Sardjono. *Workshop* dilaksanakan untuk menginformasikan struktur harga gas di Indonesia yang sampai ke konsumen secara transparan.

Media workshop attended by PT Pertamina Gas's President Director, Hendra Jaya and Pertagas's Corporate Secretary, Eko Agus Sardjono. The workshop was to inform gas price structure in Indonesia to all consumers transparently.

November November

1. PT Pertamina Gas tanam 100.000 bibit pohon mangrove di Brandan. PT Pertamina Gas planted 100,000 mangrove seeds in Brandan.

2. Penandatanganan Pedoman Kerja Pengamanan Transportasi Minyak Mentah Aset, dan Penegakan Hukum di Wilayah Kerja Pertamina Gas Central Sumatra Area antara Pertamina Gas dengan POLDA SUMSEL.

The signing of Memorandum of Crude Oil Asset Transportation Security, and Legal Upholding in Central Area of Sumatra of Pertamina Gas, between Pertamina Gas and Police District of South Sumatra.

Desember December

1. Direksi PT Pertamina Gas menandatangani Traktat Manajemen Risiko.

Pertamina Gas signed Risk Management Treaty.

2. Pelaksanaan pilot project penggunaan gas alam cair sebagai bahan bakar untuk transportasi di tambang melalui sinergi tiga anak perusahaannya, PT Pertamina Gas, PT Nusantara Regas, dan PT Badak NGL, bekerja sama dengan PT Indominco Mandiri.

Pilot project of liquefied natural gas usage as fuel for the purpose of mining transportation through synergizing its three subsidiaries, PT Pertamina Gas, PT Nusantara Regas, and PT Badak NGL, as well as the cooperation with PT Indomico Mandiri.

LAPORAN KEBERLANJUTAN PERTAMA KAMI

Our First Sustainability Report



Laporan ini merupakan laporan keberlanjutan pertama yang disusun dan diterbitkan PT Pertamina Gas – selanjutnya dalam laporan ini disebut sebagai Pertamina Gas, Perusahaan atau kami. [G4-22, G4-23, G4-29]

This is our first sustainability report, which composed and launched by PT Pertamina Gas – to which known further in this report as Pertamina Gas, Company or we. [G4-22, G4-23, G4-29]

Laporan berisi hal-hal terkait pemenuhan tanggung jawab keberlanjutan oleh Perusahaan, dalam kurun waktu 1 Januari hingga 31 Desember 2013. Laporan disusun berdasarkan *Sustainability Reporting Guidelines* (SRG) G4 yang diterbitkan *Global Reporting Initiatives* (GRI), dengan demikian laporan ini melaporkan informasi bersifat material yang ditentukan mengacu pada Nilai-nilai Perusahaan dan uji materialitas dengan tingkat pelaporan 'in accordance core'. [G4-18, G4-28, G4-32]

Seluruh informasi dalam laporan ini berasal dari Pertamina Gas. Khusus informasi finansial disampaikan bersifat konsolidasian. Kami tidak menyertakan informasi sejenis dari PT Pertamina (Persero) sebagai induk perusahaan, kecuali penjelasan terkait dana

This report contains sustainability responsibility completed by the Company within period of 1 January until 31 December 2013. It is compiled as per Sustainability Reporting Guidelines (SRG) G4 issued by the Global Reporting Initiatives (GRI), thus, this report aims to deliver material-based information referred to the Corporate Values and materiality test based on reporting rating 'in accordance core'. [G4-18, G4-28, G4-32]

Information stated in this report originated from Pertamina Gas, whereas special financial information is conveyed through consolidated version. We do not provide similar information on PT Pertamina (Persero) as holding company, except certain elaboration related to corporate

pelaksanaan program/kegiatan tanggung jawab sosial (*corporate social responsibility* atau CSR) tertentu. [G4-17, G4-20, G4-21]

Kami belum melakukan penjaminan (*assurance*) atas laporan ini. Namun seluruh informasi yang disampaikan telah diperiksa kebenarannya oleh Direksi sebagai pejabat tata kelola Perusahaan. Sebagai bentuk komitmen keberlanjutan perusahaan, selanjutnya kami akan menerbitkan Laporan Keberlanjutan setiap tahun, bersama dengan penerbitan Laporan Tahunan. [G4-30, G4-33, G4-48]

HASIL UJI MATERIALITAS

Penentuan aspek material pada laporan ini dilakukan melalui kuesioner yang disebarakan selama 1 minggu. Dengan mempertimbangkan kebutuhan informasi pemangku kepentingan, 14 responden internal dan 12 responden eksternal memberikan pendapatnya. Responden internal berasal dari :

1. Fungsi Business Development
2. Fungsi Internal Audit
3. Fungsi Procurement
4. Fungsi Health Safety and Environment
5. Fungsi Perencanaan & Budgeting
6. Fungsi Public Relation
7. Fungsi Financial Controller
8. Fungsi Legal
9. Fungsi Risk Management
10. Fungsi Perencanaan & Portofolio
11. Fungsi Corporate Secretary
12. Fungsi Transportasi Gas

social responsibility funding. [G4-17, G4-20, G4-21]

We have yet conducted an assurance upon this report, however overall information stated in this report has been verified by the Board of Directors as the officials of good corporate Governance. As a way of commitment to corporate sustainability, in the future we will issue Sustainability Report annually, as well as Annual Report. [G4-30, G4-33, G4-48]

MATERIALITY TEST RESULT

The definition of material aspect stated in this report was exercised through questionnaires distributed within one week period. Having to include stakeholders' need of information, there were 14 internal respondents and 12 external ones who shared their standpoints. The internal respondents are:

1. Business Development Function
2. Internal Audit Function
3. Procurement Function
4. Health Safety & Environment Function
5. Planning & Budgeting Function
6. Public Relation Function
7. Finance Controller Function
8. Legal Function
9. Risk Management Function
10. Planning & Portfolio Function
11. Corporate Secretary Function
12. Gas Transportation Function

Material information is determined with reference to the Corporate values and materiality test with level of reporting 'in accordance – core'

Laporan Keberlanjutan Pertama Kami

Our First Sustainability Report

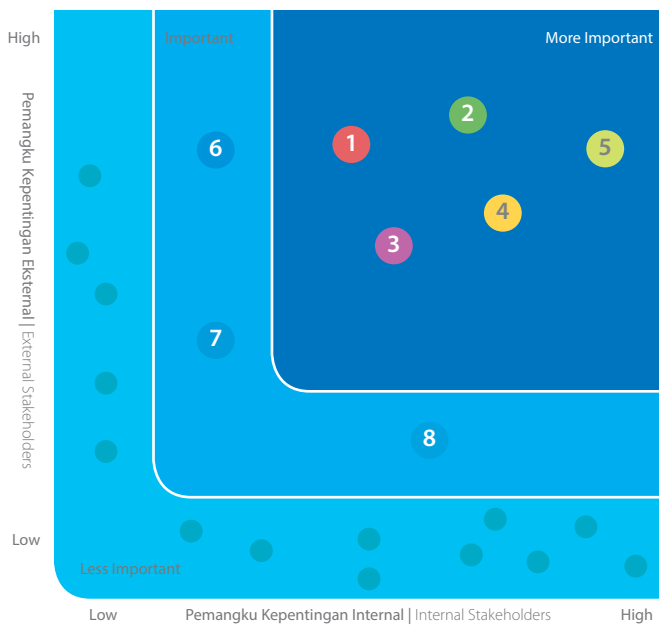
Sementara responden eksternal diwakili oleh akademisi, media, NGO's, pengamat industri oil and gas, konsumen serta masyarakat.

While, external respondents are delegated by academics, media, NGOs, oil and gas experts, consumers, and society.

Lima informasi material yang berada pada posisi kanan atas (*more important*) dan tiga informasi yang berada dibawahnya (*important*) telah ditentukan, dan disetujui oleh jajaran Direksi. Aspek material ini diharapkan dapat memberikan informasi penting bagi pemangku kepentingan dalam menentukan keputusannya.

Five material information which stated on the above right position (*more important*) and three information below (*important*) had been defined and approved by the Board of Directors. These material aspects are hoped to present substantial information for stakeholders in making their decisions.

MATRIKS MATERIALITAS
MATERIALITY MATRIX



NO INFORMASI MATERIAL
MATERIAL INFORMATION

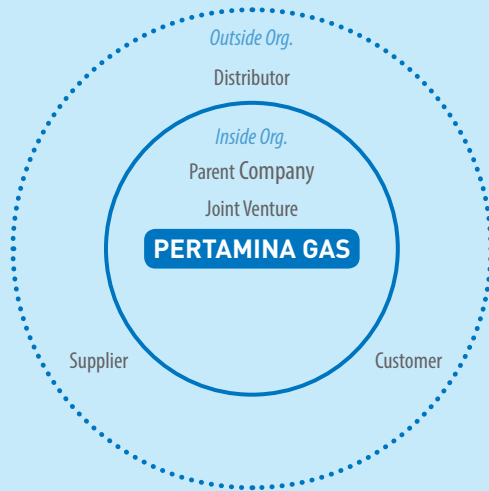
More Important

- 1 Kinerja ekonomi | Economy Performance
- 2 Energi | Energy
- 3 Emisi | Emission
- 4 K3 | HSE
- 5 Anti korupsi | Anti corruption

Important

- 6 Komunitas Lokal | Local communities
- 7 Pendidikan dan Pelatihan | Training & Education
- 8 Mekanisme Penyelesaian Keluhan atas dampak terhadap komunitas
Complaint Handling Mechanism to the Impacts to the Society

BATAS LAPORAN HANYA MENCAKUP
PERTAMINA GAS
SCOPE OF BOUNDARY IS LIMITED TO
PERTAMINA GAS



KONTAK TERKAIT LAPORAN [G4-5, G4-31]
INQUIRIES RELATED TO THE SUSTAINABILITY
REPORT

PT Pertamina Gas

Gedung Oil Centre Lantai 1,2,3,4
Jl. MH Thamrin Kav. 55
Jakarta Pusat 10350 - Indonesia

Tel: +62 21 3190 6825

Fax: +62 21 3190 6831

Corporate Secretary

Wianda A. Pusponegoro

humas@pertagas.pertamina.com

www.pertagas.pertamina.com

Laporan ini mencakup seluruh entitas usaha internal Pertamina Gas, yang meliputi kantor pusat, termasuk juga transportasi gas, transportasi minyak, niaga gas, dan pemrosesan gas. Kinerja pemangku kepentingan eksternal perusahaan, misalnya distributor, pelanggan dan pemasok belum tercakup dalam laporan ini.

This report informs the whole internal business entity of Pertamina Gas, which includes the head office, as well as gas transportation, oil transportation, gas trading, and gas processing. The external stakeholder performance, which are distributor, customer, and supplier have not included yet in this report.



SAMBUTAN DIREKTUR UTAMA

Statement from President Director [G4-1, G4-2]



Hendra Jaya
Direktur Utama
President Director

Pertamina Gas had a remarkable 2013, with its best ever safety record, strong operational results and great environmental progress.

Laporan Keberlanjutan PT Pertamina Gas ini menekankan pada etos kerja kami untuk memberikan kinerja yang terbaik bagi kesehatan, keamanan dan lingkungan yang unggul. Pada saat yang bersamaan kami mengembangkan pekerja dan mendukung komunitas lokal.

Dari keseluruhan aktivitas, prioritas kami adalah keamanan. Oleh karena itu, dengan bangga, saya laporkan bahwa ditahun 2013 ini jumlah kecelakaan kerja adalah 0,0, dan berhasil mendapatkan penghargaan *Zero Accident Award*.

Hasil kinerja operasi tahun 2013 menjadi kekuatan utama kami, yaitu mampu membuktikan komitmen secara aman dan handal. Mengacu pada kinerja transportasi gas yang mencapai 1.428 MMSCFD, total produksi kami meningkat sebesar 3,4% dibandingkan tahun lalu. Kemampuan kami untuk memenuhi kebutuhan pasar, penjualan dan pemenuhan kebutuhan gas di Indonesia juga tumbuh berkembang, dan sekaligus meningkatkan distribusi minyak sebesar 46%, menjadi 33.866 barel/hari. Reputasi dan komitmen kami kepada pelanggan membuahkan penjualan yang signifikan dan memperkuat hubungan dengan pelanggan setia kami.

Our Sustainability Report focuses on how we operate to deliver superior health, safety and environmental performance, while developing our people and supporting the local community.

Across all our activities, our priority has been safety. I am pleased, therefore, to report that in 2013 our total recordable incident rate of 0.0 was awarded for *Zero Accident Award*.

Our 2013 operational results highlight our key strength: the ability to safely and reliably deliver on our commitments. Based on our performance in gas transportation of 1,428 MMSCFD, our output has improved 3.4% from previous year. Our ability to consistently market, sell and deliver gas for Indonesia continues to grow, while significantly improve our oil distribution by 46% into 33,866 Barrel/ day. Our reputation and commitment to customers resulted in greater sales and strengthen our relationships with existing customers.

Kekuatan keamanan dan kinerja operasi kami mendukung lingkungan kerja yang baik. Kami mengoptimalkan efisiensi energi menggunakan teknologi dan meningkatkan efektivitas biaya yang mampu mengurangi emisi. Perkembangan di tahun 2013 sangat dipengaruhi oleh hasil operasi di Sumatra Selatan yang berhasil mengurangi emisi CO₂ sebesar 46,2%. Upaya kami dalam menjaga lingkungan sekitar dilakukan dengan mendukung Rencana Aksi Nasional Pemerintah dalam misinya mengurangi emisi. Disamping langkah-langkah penghematan energi, kami berhasil menanam 110.350 pohon mangrove di sekitar wilayah operasi kami.

Sementara untuk memenuhi kebutuhan masyarakat di sekitar area operasi, pada tahun 2013 Pertamina Gas telah melakukan pemetaan sosial dan penyediaan dana sebesar Rp 5,174 miliar. Dana tersebut dimanfaatkan untuk membiayai 47 program/kegiatan tanggung jawab sosial perusahaan (*corporate social responsibility* atau CSR). Selain itu juga tersedia dana yang berasal dari program/kegiatan CSR PT Pertamina (Persero) sebagai induk perusahaan.

Keberhasilan kami di tahun ini merupakan refleksi dari kompetensi dan dedikasi pekerja kami. Saya bangga menjadi bagian dari perusahaan yang memiliki semangat tim yang tinggi dan terus berusaha untuk semakin handal dan menjadi lebih baik.

Kami berharap untuk lebih maju dan berkembang di tahun 2014 dan seterusnya.

Strong safety and operational performance underpins good environmental performance. We optimized our energy efficiency based on sound technology and cost-effectiveness that reduce emissions. The progress in 2013 has been significantly contributed from South Sumatra area operation which reduced CO₂ emission by 46.2%. Our effort in preserving environment is mean to empower our government's National Action Plan in reducing emission. In spite of our energy-saving initiatives, we conserved 110,350 trees of mangroves around our operating areas.

Meanwhile, to meet the needs of the community in the surrounding areas of operation, in 2013, Pertamina Gas has been doing social mapping and provided funds of Rp 5.174 billion. The funds were used to conduct 47 programs / activities of corporate social responsibility (CSR). Beside, there were also funds from the PT Pertamina (Persero) CSR program as a parent company.

Our achievements in 2013 are the product of the skill and dedication of our people. I am proud to be part of a company which has so much team spirit and which continually strives for excellence and improvement.

We look forward to continuing to enhance and excel in 2014 and beyond.

Hendra Jaya

Direktur Utama | President Director

1,428 MMSCFD

Transportasi Gas Gas Transported

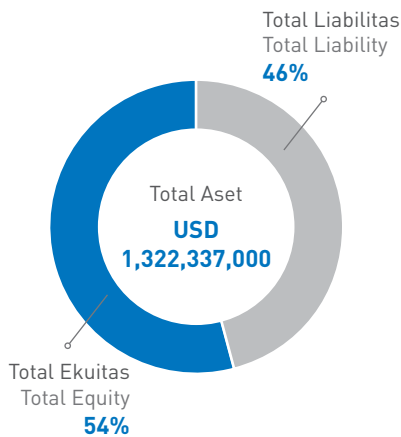
33,866 Barrel/day

Transportasi Minyak Oil Transported

SEKILAS PT PERTAMINA GAS

PT Pertamina Gas at a Glance

SKALA ORGANISASI [G4-9] ORGANIZATIONAL SCALE



USD 615,455,000

Total Pendapatan
Total Revenue

USD 158,839,000

Jumlah Laba Bersih
Total Net Profit

PT Pertamina Gas adalah perusahaan yang bergerak dalam sektor *midstream* dan *downstream* industri gas Indonesia. Pertamina Gas merupakan anak perusahaan PT Pertamina (Persero) dalam peran usaha niaga gas, transportasi gas, pemrosesan gas dan distribusi gas, serta bisnis lainnya yang terkait dengan gas alam dan produk turunannya. [G4-3]

Pertamina Gas merupakan perseroan terbatas dengan tenaga kerja berjumlah 303 pekerja. Perusahaan beroperasi dengan dukungan dari PT Pertamina (Persero), selaku pemegang saham dan induk perusahaan (99,99%), serta PT Pertamina Retail (0,01%). Kegiatan usaha Pertamina Gas bergerak di bidang transportasi gas, niaga gas, pemrosesan LPG & CNG, dan transportasi minyak. [G4-4, G4-7]

Berbekal penetapan Tarif dan Hak Khusus dari BPH Migas, Pertamina Gas sebagai operator melakukan kegiatan transportasi gas melalui 43 ruas pipa transmisi sepanjang 32.647,70 km inchi dan menjamin ketersediaan gas bagi konsumen yang tersebar di Sumatra Utara, Sumatra Selatan, Jawa Barat, Jawa Timur dan Kalimantan Timur. Pertamina Gas adalah salah satu anggota Kamar Dagang Indonesia. [G4-6, G4-16]

PT Pertamina Gas is a company that engages in midstream and downstream sector of gas industry in Indonesia. It is one of PT Pertamina (Persero) subsidiaries performing in gas trading, transportation, processing and distribution, and other business related to natural gas and its derivative products. [G4-3]

Pertamina Gas is a Limited Liability Company reinforced with 303 employees. It operates under the support of PT Pertamina Persero as the shareholder and holding company (99.99%), PT Pertamina Retail (0.01%) and other affiliations. The Company's business activities revolves around gas transportation and trading, LPG & CNG processing, and oil transportation. [G4-4, G4-7]

With Special Tariff and Rights from the Upstream Oil and Gas Regulatory Body (BPH Migas) underlying the base of the Company, PT Pertamina Gas as the operator has conducted gas transportation through 43 pipe joints transmission as far as 32,647.70 km inch and guaranteed to supply gas for all consumers located in North Sumatra, South Sumatra, West Java, East Java, and East Kalimantan. As for association, Pertamina Gas is a member of Indonesian Chamber of Commerce and Industry (KADIN). [G4-6, G4-16]



VISI 2020 Vision [G4-42]

Tampil Sebagai Perusahaan Bisnis Gas Internasional

Emerging International Gas Business Enterprise

MISI Mission

Bergerak di bidang transportasi hidrokarbon, niaga, pemrosesan dan distribusi gas, yang dikelola secara profesional dengan tujuan memberikan nilai tambah kepada para *stakeholder*, berwawasan lingkungan, mempunyai keunggulan dan mengutamakan keselamatan.

Manages hydrocarbon transportation, gas trading, gas processing and gas distribution, which is professionally managed to give added value to stakeholder, environmental friendly, excellence and prioritizing safety as our aim.

VISI 2015 Vision

Perusahaan Gas Nasional Berkelas Dunia

World Class National Gas Enterprise

NILAI-NILAI Values

- **Customer Satisfaction**
Kepuasan pelanggan/pengguna jasa.
Satisfaction for our consumers/service users.
- **HSE Concern**
Kepedulian terhadap aspek HSE.
Awareness to the HSE aspects.
- **Operation Excellent**
Operasi yang sangat baik dan sesuai standarisasi yang berlaku.
An excellent operation and suit to the applicable standards.
- **Profit**
Mencari laba/keuntungan.
Aiming for income/profit.
- **Personnel Improvement**
Peningkatan kualitas SDM
Improvement in human resources quality.

From the meetings and communications that have been conducted and built, we determined the needs of each stakeholder

PENDEKATAN KAMI KEPADA PEMANGKU KEPENTINGAN

Kami telah melakukan identifikasi kelompok-kelompok berdasarkan pemetaan sosial yang secara langsung maupun tidak langsung merupakan pemangku kepentingan Perusahaan, dan dapat memberikan pengaruh pada kesinambungan bisnis Pertamina Gas. [G4-24, G4-25]

Dalam membangun relasi dan harmoni dengan para pemangku kepentingan, Pertamina Gas membangun komunikasi dua arah. Secara berkala dilakukan pertemuan antara pemangku kepentingan dengan fungsi terkait sesuai kebutuhan Perusahaan, maupun atas permintaan pemangku kepentingan. Fungsi ini ditunjuk untuk bertanggung jawab atas pelaksanaan tanggung jawab sosial Perusahaan. [G4-26, G4-27]

OUR APPROACH TO THE STAKEHOLDERS

We have identified groups based on social mapping, which directly and indirectly are the Company's stakeholders, of which they have influence to the future business of Pertamina Gas. [G4-24, G4-25]

In establishing relations and harmony among stakeholders, Pertamina Gas has built a two-way communication. There are meetings conducted regularly for stakeholders and related functions based on company's or stakeholders' needs. These functions are appointed to be responsible for the Company's corporate social responsibility implementation. [G4-26, G4-27]

PEMANGKU KEPENTINGAN STAKEHOLDERS	KEBUTUHAN UTAMA MAIN REQUIREMENT	PENDEKATAN APPROACH
Rapat Umum Pemegang Saham (RUPS)	Pelaporan dan informasi kinerja Perseroan	<ul style="list-style-type: none"> RUPS Tahunan, diselenggarakan minimal satu kali dalam setiap tahun RUPS Luar Biasa, diselenggarakan sesuai kebutuhan Pembuatan Laporan Tahunan Pembuatan Laporan Keberlanjutan
Shareholders General Meeting (RUPS)	Company's reporting and information performance	<ul style="list-style-type: none"> Annual RUPS is executed minimum once a year, annually Extraordinary RUPS is held as per request with urgent considerations Annual Report Sustainability Report
Pemerintah	<ol style="list-style-type: none"> Terkait regulasi dan perizinan Sosialisasi Proyek dan pembebasan lahan Pembahasan Neraca Gas 	<ul style="list-style-type: none"> Rapat Workshop Site visit Inspeksi
Government	<ol style="list-style-type: none"> Related to regulation and permit Project Socialization and land exemption Discussion on Balance Sheet of Gas 	<ul style="list-style-type: none"> Meeting Workshop Site visit Inspection

Pekerja	<ol style="list-style-type: none"> 1. Jaminan kebebasan berserikat dan berpendapat 2. Pemenuhan hak-hak normatif pekerja sesuai UU Ketenagakerjaan 3. Jaminan kesehatan dan keselamatan kerja (K3) 	<ul style="list-style-type: none"> • Dukungan kepada pembentukan dan keberadaan serikat pekerja • Penyusunan perjanjian kerja bersama (PKB) dengan perwakilan pekerja melalui serikat pekerja • Penerapan standar kerja yang sehat dan aman bagi pekerja
Employees	<ol style="list-style-type: none"> 1. Assurance of freedom of association and expression 2. Benefits of employees' normative rights as per Law of Labor 3. Work Health and Safety (HSE) 	<ul style="list-style-type: none"> • Supporting the establishment and existence of workers' union • Arranging the Collective Labor Agreement (CLA) with employees' representation through workers' union • Stipulating working standards that are healthy and safe for employees
Pelanggan	<ol style="list-style-type: none"> 1. Koordinasi evaluasi/koordinasi kebutuhan pelanggan setiap bulan 2. Pengisian formulir volume gas, periode kontrak, titik terima dan titik serah, akta kepatuhan terhadap <i>Access Arrangement</i> dan menyusun GTA 	<ul style="list-style-type: none"> • <i>Public Hearing</i> • Rapat bulanan
Customers	<ol style="list-style-type: none"> 1. Monthly evaluation coordination/customers' requirement evaluation 2. Form completion on gas volume, contract period, receive and transfer date, compliance treaty to Access Arrangement and composing GTA 	<ul style="list-style-type: none"> • Public Hearing • Monthly Meeting
Mitra Kerja/ Kontraktor	<ol style="list-style-type: none"> 1. Sosialisasi Peraturan penagihan 2. Sertifikasi CSMS 	<ul style="list-style-type: none"> • Evaluasi Kontrak Kerja • <i>Workshop</i>
Business Partners/ Contractor	<ol style="list-style-type: none"> 1. Billing Regulation Socialization 2. CSMS Certification 	<ul style="list-style-type: none"> • Employment Contract Evaluation • Workshop
Masyarakat Lokal	<ol style="list-style-type: none"> 1. Sosialisasi Proyek dan pembebasan lahan 2. Pelaksanaan CSR 	<ul style="list-style-type: none"> • Pendekatan persuasif • Rapat • <i>Social mapping</i> dan pendekatan persuasif
Local Citizens	<ol style="list-style-type: none"> 1. Project Socialization and land exemption 2. CSR implementation 	<ul style="list-style-type: none"> • Persuasive approach • Meetings • Social mapping and persuasive approach



Sekilas PT Pertamina Gas

PT Pertamina Gas at a Glance

PRODUK DAN OPERASI KAMI [G4-8]

Di tahun 2013, *Global Insight* telah menganalisa bahwa dalam 20 tahun mendatang, Indonesia akan memasuki tahap pembangunan yang padat sumber daya. Hal ini mendorong pertumbuhan kebutuhan energi di Indonesia yang akan dipenuhi oleh pemanfaatan bahan bakar fosil maupun gas sebagai sumber energi primer.

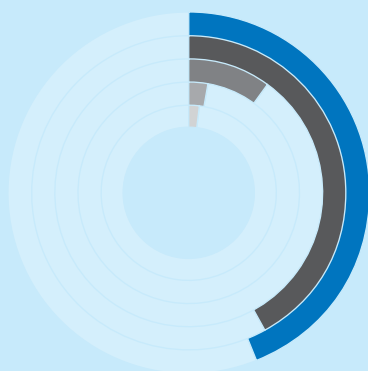
Sesuai kegiatan usaha yang dijalankan selama ini, Pertamina Gas merespon hal tersebut dengan berupaya meningkatkan kemampuan transportasi minyak dan gas, serta pemrosesan dan niaga gas. Respon ini juga merupakan bentuk tanggung jawab Pertamina Gas sebagai bagian dari PT Pertamina (Persero) dalam menjaga ketahanan energi nasional.

OUR PRODUCTS AND OPERATIONS [G4-8]

In 2013, *Global Insight* has analyzed that in the next 20 years, Indonesia will enter the stage of development of the resource-intensive. This encourages the growth of energy needs in Indonesia, which will be fulfilled from the use of fossil fuels and gas as a primary energy source.

According to business activities conducted so far, Pertamina Gas responded this need analysis by improving the ability of oil and gas transportation, as well as processing and gas trading. This response is also a form of Pertamina Gas' responsibility as a part of PT Pertamina (Persero) in maintaining the national energy security.

KOMPOSISI PENDAPATAN BERDASARKAN BIDANG USAHA
REVENUE COMPOSITION BASED ON BUSINESS SECTOR



- 44% | **Transportasi Gas**
Gas Transportation
- 42% | **Niaga Gas Bumi**
Trading of Natural Gas
- 9% | **Usaha Gas Terproses**
Processed Gas Business
- 3% | **Transportasi Minyak**
Oil Transportation
- 2% | **Lain-lain**
Others

KINERJA OPERASI 2013 OPERATION PERFORMANCE 2013	SATUAN UNIT	2011	2012	2013
Total Volume Transportasi Gas Total Volume of Gas Transportation	MMSCFD	1,316	1,380	1,428
Total Volume Transportasi Minyak Total Volume of Oil Transportation	Barrel/day	10,337	23,070	33,866
Total Volume Niaga Gas Total Volume Gas Trading	BBTU	10,235	11,022	12,352
Total Volume Pemrosesan Gas Total Volume Gas Processing	Ton/day	N/A	43	258.59



Seiring upaya mewujudkan visi menjadi perusahaan gas nasional kelas dunia dan perusahaan bisnis gas internasional, kami telah menerapkan Manajemen Mutu, meliputi:

1. *Quality Management Assessment (QMA)* melalui Pertamina *Quality Assessment (PQA)* berbasis Kriteria Kinerja Ekselen Pertamina (KKEP).
2. *Continous Improvement Program (CIP)*.
3. Sertifikasi standar internasional di area operasi: [G4-15]

In line with realizing the vision of becoming world class national gas company and international gas business company, we have defined Quality Management, which are as follows:

1. Quality Management Assessment (QMA) through Pertamina's Quality Assessment (PQA) based on Pertamina's Excellent Performance Criteria (KKEP).
2. Continous Improvement Program (ICP).
3. International standard certification in working areas: [G4-15]

AREA AREA	ISO 9001 SISTEM MANAJEMEN MUTU QUALITY MANAGEMENT SYSTEM	ISO 14001 SISTEM MANAJEMEN LINGKUNGAN ENVIRONMENT MANAGEMENT SYSTEM	ISO 18001 SISTEM MANAJEMEN KESEHATAN DAN KESELAMATAN KERJA OCCUPATIONAL SAFETY AND HEALTH MANAGEMENT SYSTEM
Sumatra Bagian Utara Northern Area of Sumatra	Berlaku 28 April 2016 Valid until April 28 th 2016	Berlaku 28 April 2016 Valid until April 28 th 2016	Berlaku 28 April 2016 Valid until April 28 th 2016
Sumatra Bagian Selatan Southern Area of Sumatra	Belum disertifikasi Have not certified	Berlaku 10 April 2015 Valid until April 10 th 2015	Berlaku 10 April 2015 Valid until April 10 th 2015
Jawa Bagian Barat Western Area of Java	Berlaku 6 Mei 2016 Valid until May 6 th 2016	Berlaku 6 Mei 2016 Valid until May 6 th 2016	Berlaku 6 Mei 2016 Valid until May 6 th 2016
Jawa Bagian Timur Eastern Area of Java	Berlaku 11 Juli 2014 Valid until July 11 th 2014	Berlaku 11 Juli 2014 Valid until July 11 th 2014	Proses perpanjangan In a renewal process
Kalimantan Kalimantan	Berlaku 23 Desember 2016 Valid until December 23 rd 2016	Berlaku 23 Desember 2016 Valid until December 23 rd 2016	Berlaku 23 Desember 2016 Valid until December 23 rd 2016

Sekilas PT Pertamina Gas

PT Pertamina Gas at a Glance

WILAYAH OPERASIONAL [G4-6] OPERATIONAL AREA

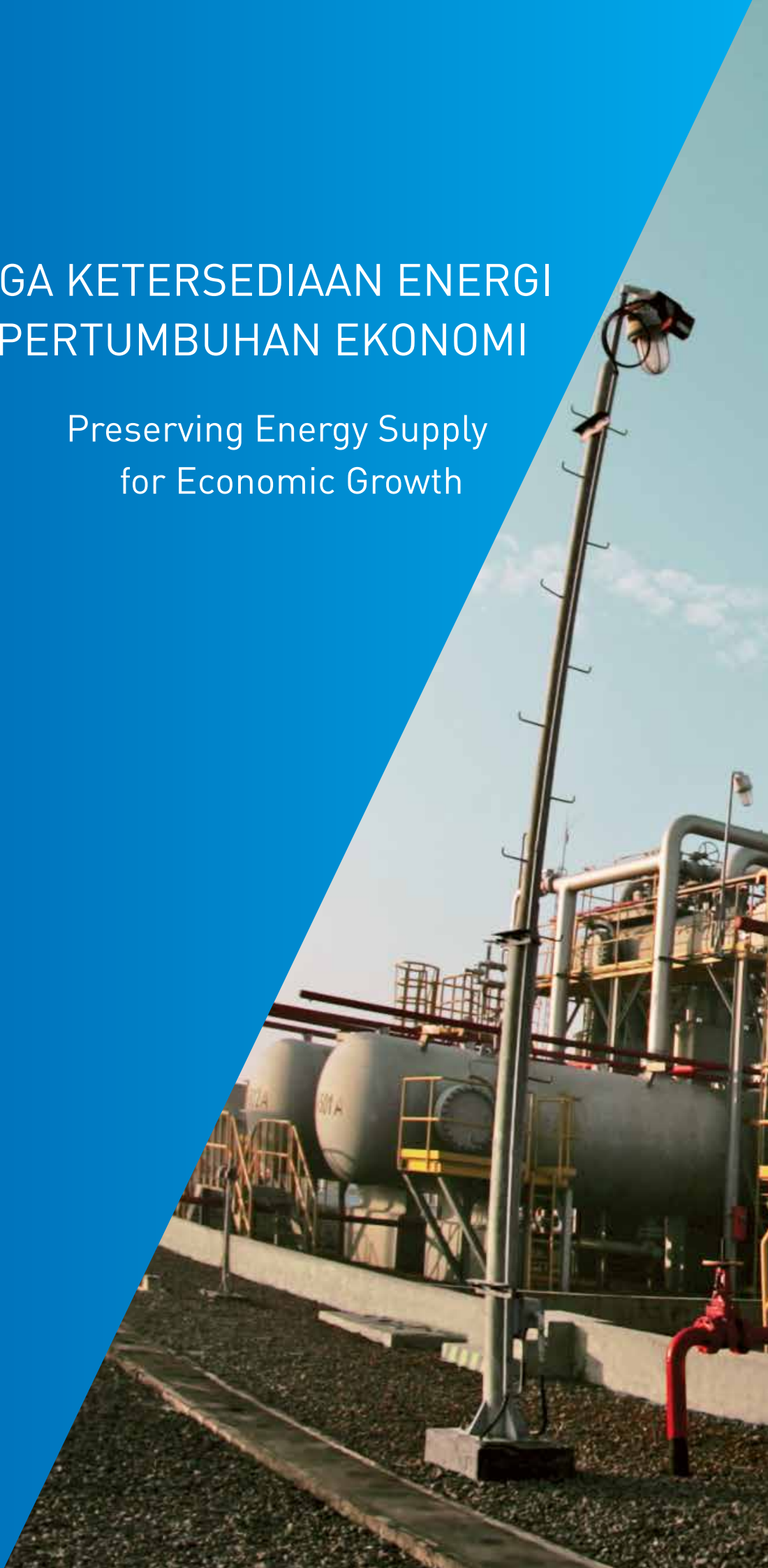


	Jaringan Pipa Pertamina Gas Existing Pertamina Gas Pipeline		LPG Plant Pertamina Gas PT Pertamina LPG Plant
	Jaringan Pipa Minyak Mentah Pertamina Gas Existing Pertamina Gas Crude Oil Pipeline		LNG Plant yang Akan Dibangun Near Future LNG Plant
	Jaringan Pipa Pertamina Gas yang Akan Dibangun Near Future Pertamina Gas Pipeline		



MENJAGA KETERSEDIAAN ENERGI UNTUK PERTUMBUHAN EKONOMI

Preserving Energy Supply
for Economic Growth





V-501B

V-502B

Menjaga Ketersediaan Energi Untuk Pertumbuhan Ekonomi

Preserving Energy Supply for Economic Growth

MENGAMANKAN RANTAI PASOKAN [G4-12]

Saat ini area operasi Pertamina Gas menjalankan transportasi gas melalui 43 ruas pipa transmisi yang tersebar di enam area dan mengoperasikan transportasi minyak di pipa ruas Tempino Plaju. Masing-masing area operasi mengelola pipa transportasi minyak bumi dan gas.

SECURING SUPPLY CHAIN [G4-12]

Currently, Pertamina Gas operation areas conducts gas transport through the 43 transmission pipe segment in six areas and operates the transportation of oil in the pipeline segment Tempino Plaju. Each area of operation should manage the pipeline transportation of crude oil and gas.

NO	AREA OPERASI OPERATION AREA	FASILITAS FACILITY
1	Area Sumatra Bagian Utara (SBU) Northern Area of Sumatra (SBU)	Pipa Arun Belawan Arun Belawan Pipes Mengelola pipa sepanjang 344 km dari Arun ke Belawan Managing the 344 km pipelines from Arun to Belawan Pipa Belawan Kim Kek Belawan Kim Kek Pipes Mengelola pipa lanjutan dari ruas pipa Arun Belawan ke Kawasan Industri di Sumatra Utara sepanjang 138 km Managing advanced pipeline of pipe joints to Industrial Area Arun Belawan in North Sumatra for 138 km
2	Area Sumatra Bagian Tengah (SBT) Central Area of Sumatra (SBT)	Mengelola ruas pipa transportasi minyak Tempino Plaju dengan panjang pipa 267 km Managing transportation pipe joints for oil in Tempino Plaju for 267 km pipelines
3	Area Sumatra Bagian Selatan (SBS) Southern Area of Sumatra (SBS)	Pipa Transmisi Sumatra Selatan South Sumatra Transmission Pipes Mengelola 17 ruas pipa di Sumatra Selatan dengan panjang pipa 495 km Managing 17 pipe joints in South Sumatra with 495 km pipelines
4	Area Jawa Bagian Barat (JBB) Western Area of Java (JBB)	Pipa Jawa Barat West Java Pipes Mengelola 13 ruas pipa di Jawa Barat Managing 13 pipe joints in West Java Pipa Muara Karang – Muara Tawar – Tegal Gede Muara Karang – Muara Tawar – Tegal Gede Pipes Dalam proses konstruksi dengan panjang pipa 70 km In the construction process of 70 km pipeline
5	Area Jawa Bagian Timur (JBT) Eastern Area of Java (JBT)	Pipa Transmisi Jawa Timur East Java Transmission Pipes Mengelola 4 ruas pipa di Pangerungan dengan panjang pipa 400 km Managing 4 pipe joints in Pangerungan with 400 km pipelines Pipa Gresik Semarang Gresik Semarang Pipes Dalam proses konstruksi dengan panjang 265 km In the construction process of 265 km pipeline Pipa Porong Grati Porong Grati Pipes Dalam proses konstruksi dengan panjang pipa 56 km In the construction process of 56 km pipeline
6	Area Kalimantan Kalimantan Area	Pipa Transmisi Kalimantan Kalimantan Transmission Pipes Mengelola 4 ruas pipa di Kalimantan Timur dengan panjang pipa 56 km Managing 4 pipe joints in East Kalimantan with 495 km pipelines

Kinerja Perusahaan tidak bisa dilepaskan dari kinerja perusahaan lain termasuk PT Pertamina EP sebagai entitas anak perusahaan PT Pertamina (Persero), yang menjadi bagian dari rantai pasokan. Kami melakukan langkah-langkah strategis untuk memperkuat posisi dalam jaringan pipa transportasi gas dan penyiapan sarana pendukung operasi.

Dengan demikian kami dapat menjaga pasokan guna menjamin kesinambungan bisnis dan menjadikan Pertamina Gas terus tumbuh dan berkembang. Selama tahun 2013 Perusahaan telah membelanjakan USD 286,64 juta untuk pengembangan usaha, meningkat 231,92% dibandingkan tahun 2012.

Beberapa investasi yang telah dilaksanakan, antara lain:

1. Pengembangan jaringan pipa dan fasilitas penunjang di area Arun – Belawan, guna mengantisipasi aktivasi kilang Arun sebagai fasilitas regasifikasi *liquefied* natural gas (LNG), demi mencukupi kebutuhan gas di Nanggroe Aceh Darussalam dan Sumatra Utara. Pengerjaan proyek ini diharapkan selesai pada 2014.
2. Pembangunan fasilitas *inland compressed natural gas* (CNG) untuk area Bitung di Desa Kadu Jaya, Kecamatan Curug, Kabupaten Tangerang, Banten yang berada di Area Jawa Bagian Barat. Keberadaan fasilitas ini dimaksudkan untuk memenuhi kebutuhan gas industri kecil menengah yang tidak terjangkau jaringan pipa distribusi eksisting.
3. Infrastruktur *liquefied petroleum gas* (LPG) *plant* di Jawa Barat dan Sumatra Selatan, sebagai bagian pelaksanaan *public service obligation* (PSO) PT Pertamina (Persero). Tidak menutup kemungkinan untuk dilakukan pengembangan LPG *plant* di area lain.

The Company's performance cannot be separated from other company performances, which is to include PT Pertamina EP as one of PT Pertamina (Persero) subsidiaries, a part of the supply chain. We have effectuated strategic measures to corroborate the performance in gas transportation pipeline and operation supporting facility.

Thus, we were able to preserve supply in order to secure the business sustainability and present Pertamina Gas to keep striving and growing. Throughout the year 2013, the Company had contributed USD 286.64 million for business development, rose by 213.92% compared to the outlook in 2012.

Several exercised investments, are as follows:

1. The development of pipeline and supporting facilities in Arun – Belawan area in order to anticipate the activation of Arun refinery as liquefied natural gas (LNG) regasification facility, which expected to close the gap of gas supply in Nanggroe Aceh Darussalam and North Sumatra. The project is expected to finish in 2014.
2. The development of inland compressed natural gas (CNG) facility in Bitung area in Kadu Jaya Village, Curug District, Tangerang Regency, Banten located in West Java Area. The presence of this facility is to live up to the gas supply of small medium industry, far from the existing distribution pipeline.
3. Liquefied petroleum gas (LPG) plant infrastructure in West Java and South Sumatra, as part of public service obligation (PSO) of PT Pertamina (Persero). Moreover, it opens opportunities for more LPG plants in other areas.

Business development investments are our strategic move to maintain the sustainability of gas transportation operations

213.92%

Peningkatan Anggaran Pengembangan Usaha

Budget Increase for Business Development

Menjaga Ketersediaan Energi Untuk Pertumbuhan Ekonomi

Preserving Energy Supply for Economic Growth

4. Proyek pembangunan pipa minyak Tempino – Plaju, untuk menggantikan pipa minyak yang ada dan telah berusia lebih dari 70 tahun. Pipa minyak yang dibangun berukuran enam inchi dan delapan inchi, dengan panjang 267 KM dan kapasitas 20.000 *barrel oil per day* (BOPD). Keberadaan pipa ini sekaligus diharapkan menjamin kelancaran pasokan minyak (*feed*) ke Kilang Refinery Unit (RU) III Pertamina secara maksimal.
4. The establishment of oil pipeline in Tempino – Plaju was to replace the existing oil pipe that aged more than 70 years. The new pipeline would be in six inches by eight inches, 267 KM and able to transport 20,000 barrels oil per day (BOPD). This pipeline is expected to safe the oil supply (feed) to Refinery Unit (RU) III Pertamina to its maximum capacity.
5. Proyek sistem transportasi dan LNG Receiving Terminal di kawasan timur Indonesia, untuk memenuhi kebutuhan gas PT PLN (Persero) dan industri sekaligus supaya meningkatkan dominasi Pertamina Gas dalam bisnis gas di kawasan timur Indonesia.
5. The development of transportation system and LNG Receiving Terminal in Eastern Indonesia aim to bear the gas supply of PT PLN (Persero) and the industry as well as to increase the dominance power of Pertamina Gas in Eastern Indonesia's gas business.

Kesungguhan Pertamina Gas dalam mengelola kegiatan operasi membuahkan hasil dengan tidak adanya insiden tumpahan minyak selama tahun 2013. Kami juga mampu mencegah terjadinya peristiwa kebakaran, baik dalam skala peristiwa kecil maupun peristiwa besar. [G4-EN24]

The perseverance of Pertamina Gas in managing its operation activities has proven no oil spilling incidents throughout the year of 2013. We also accomplished to have zero fire accidents, both in small or great scale. [G4-EN24]



MENJAGA KEPUASAN PELANGGAN
[G4-PR5]

Pertamina Gas secara berkala melaksanakan survei untuk mengetahui kepuasan pelanggan, atas kualitas pasokan gas dan pelayanan yang diberikan. Untuk tahun 2013, survei yang dilaksanakan meliputi 46 perusahaan sebagai responden. Penilaian dilakukan dengan mengukur tingkat kepuasan pelanggan terhadap kinerja operasional Perusahaan dan harapan pelanggan.

MAINTAINING CUSTOMER SATISFACTION [G4-PR5]

Pertamina Gas has regularly put forward a survey to recognize customers' satisfaction, or the quality of the gas supply and given services. In 2013, the survey was activated in 46 companies as respondents. The assessment was conducted by calculating the customers' satisfaction rating towards the Company's operational performance and their expectations.

81.36%

Nilai Kepuasan Pelanggan
Customer Satisfaction Value

KRITERIA PENILAIAN ASSESSMENT CRITERIA	NILAI KEPUASAN PELANGGAN CUSTOMERS' SATISFACTION SCORE
Pelayanan Service Produk sesuai spesifikasi, GMS membantu ketepatan <i>billing, monitoring</i> dan keakuratan data. Products correspond to specifications, GMS helps billing, monitoring and data accuracy.	80.09
Peralatan Operasi Operation Equipment Pemeliharaan alat ukur, Pemeliharaan sistem pipa, Pemeliharaan turbin kompresor. Measurement maintenance, pipe system maintenance, turbine compressor maintenance.	81.48
K3LL HSE Komitmen Pertamina Gas menjaga K3LL, Personil Pertamina Gas selalu menjaga K3LL. Pertamina Gas commitment in maintaining HSE, the personnels always prioritize HSE.	82.63
Komunikasi Communication Informasi perubahan/gangguan penyaluran gas, alat ukur atau sistem pipa, dan Koordinasi yang baik. Information on gas distribution changes/disturbance, measurement or pipe system, and good coordination.	81.91
Pengaduan Complaint Tersedia jalur pengaduan, Cepat dan tanggap menyelesaikan keluhan, Selalu berusaha menyelesaikan masalah. A dedicated channel for quick responsive complaints.	80.71
RERATA AVERAGE SCORE	81.36

Dari survei yang dilakukan tahun 2013, diperoleh nilai kepuasan pelanggan adalah 81,36%. Naik dibanding tahun 2012 sebesar 78,50%.

With the average score of 78.50% in 2012, the customers' satisfaction score in 2013 surged to 81.36%.

Menjaga Ketersediaan Energi Untuk Pertumbuhan Ekonomi

Preserving Energy Supply for Economic Growth

Dalam menjaga kepuasan pelanggan, Fungsi Audit Internal ataupun *Compliance* dari PT Pertamina (Persero) telah memiliki mekanisme untuk menangani keluhan pelanggan, baik berkaitan dengan spesifikasi dan kualitas produk, maupun pelayanan. Selama tahun 2013 ada 1 (satu) keluhan yang disampaikan pelanggan dan telah dapat diselesaikan 100%. [G4-PR4]

Having to maintain the customers' satisfaction, Internal Audit Function or even Compliance Function have a mechanism to address the complaints related to specifications and quality of the product, or even services. Throughout 2013, there was a total of one (1) complaints conveyed by the customers and it was settled 100%. [G4-PR4]

PERTAMINA QUALITY ASSESSMENT (PQA)	PERTAMINA QUALITY ASSESSMENT (PQA)
<p>Sepanjang tahun 2013, Pertamina Gas telah melaksanakan 32 <i>Action for Improvement</i> (AFI). Hal ini merupakan tindak lanjut program-program atau inisiatif-inisiatif perbaikan kinerja atas 32 <i>Opportunity to Improvement</i> (OFI), berdasarkan <i>Feedback Report</i> PQA 2012 Pertamina Gas.</p>	<p>Throughout 2013, Pertamina Gas had performed 32 <i>Action for Improvement</i> (AFI) to continue the improvement programs or initiatives of 32 <i>Opportunity to Improvement</i> (OFI) based on <i>Feedback Report</i> PQA 2012 Pertamina Gas.</p>

FORUM PRESENTASI CONTINOUS IMPROVEMENT PROGRAM	CIP PRESENTATION FORUM
<p>Forum Presentasi <i>Continous Improvement</i> Progam, adalah forum yang diselenggarakan sebagai komitmen Pertamina Gas dalam peningkatan mutu dan produktivitas disetiap bagian. Penyelenggaraan Forum Presentasi CIP yang dilaksanakan di Jakarta pada 20-21 Juni 2013 diikuti oleh pekerja internal dan mitra kerja Perusahaan, dan mempertandingkan:</p> <ul style="list-style-type: none">• 1 Makalah Proyek Kendali Mutu (PKM);• 23 Makalah Gugus Kendali Mutu (GKM);• 9 Makalah Sistem Saran (SS).	<p>Continuous Improvement Program Presentation Forum is an organized forum as Pertamina Gas's commitment in improving quality and productivity of each division. Pertamina Gas organized CIP Presentation Forum in Jakarta on June 20th – 21st, 2013 and attended the event were the Company's internal employees and business partners to compete:</p> <ul style="list-style-type: none">• 1 Quality Control Project (PKM) Paper• 23 Quality Control Circle (GKM) Papers• 9 Suggestion System Papers

MENDISTRIBUSI NILAI EKONOMI

Komitmen memberikan kualitas produk dan pelayanan terbaik kepada pelanggan, telah mampu meningkatkan kinerja Perusahaan selama tahun 2013. Total pendapatan pada 2013 adalah USD 615,46 juta, meningkat dibanding tahun 2012 sebesar USD 400,22 juta. Sementara laba bersih tahun 2013 mencapai USD 158,84 juta meningkat 29% dibanding tahun 2012 sebanyak USD 122,67 juta. Seluruh pendapatan bersumber dari penjualan produk, dan tidak ada yang merupakan bantuan finansial dari Pemerintah. [G4-EC1, G4-EC4]

Sementara nilai ekonomi yang didistribusikan pada tahun 2013 berjumlah USD 158.720.000. Nilai ekonomi yang didistribusi meliputi pemenuhan kewajiban kepada pemegang saham, pekerja, pemasok/kontraktor dan pemangku kepentingan yang lain. [G4-EC1]

DISTRIBUTING ECONOMIC VALUE

The commitment to deliver qualified products and best services to the customers had laid out a better performance in the Company in 2013 as the total income had reached USD 615.46 million, which exceeded the number in 2012, i.e. USD 400.22 million. The total net income in 2013 managed to attain USD 158.84 million, rose by 29% compared to the previous year, which struck USD 122.67 million. The overall income rooted from product selling and there was no financial assistance from the Government. [G4-EC1, G4-EC4]

Meanwhile, the economic value distributed in 2013 was in a total of USD 158,720,000. Economic value distributed include the contribution to the shareholders, employees, supplier/contractor and other stakeholders. [G4-EC1]



USD 158.72 million

Distribusi nilai ekonomi
Economic value distribution





MENGELOLA DAMPAK LINGKUNGAN

Managing Environmental Impact

Pertamina Gas applies ISO 14001 certified environmental management

MEMAHAMI POTENSI DAMPAK

Pertamina Gas berkomitmen untuk memperhatikan pengelolaan dan perlindungan lingkungan, dalam melaksanakan setiap kegiatan operasional maupun kegiatan pendukung lainnya. Sejak awal kami selalu menyertakan pelaksanaan studi lingkungan dalam setiap pengerjaan proyek pengembangan bisnis, guna mengurangi potensi dampak lingkungan. Demikian pula untuk unit operasional yang sudah berjalan, secara berkala memberikan laporan pelaksanaan pengelolaan maupun pemantauan lingkungan hidup kepada instansi berwenang. [G4-14]

Kami juga telah menerapkan pengelolaan lingkungan sesuai standar internasional, sebagai dukungan pada upaya menjadikan Pertamina Gas sebagai perusahaan gas nasional kelas dunia, dan perusahaan bisnis gas internasional. Perusahaan telah mendapatkan sertifikasi ISO 14001 mengenai standar internasional Sistem manajemen Lingkungan, dan menerapkannya sebagai bagian dari kegiatan operasi dan pengelolaan lingkungan. [G4-15]

Setiap kegiatan operasi di lingkungan Pertamina Gas telah dilengkapi dokumen pengelolaan lingkungan berupa Analisa Mengenai Dampak Lingkungan (AMDAL), Upaya Pengelolaan Lingkungan (UKL) dan Upaya Pemantauan Lingkungan (UPL). Keberadaan dokumen-dokumen tersebut membantu Perusahaan, dalam mengelola dan mengantisipasi potensi dampak lingkungan yang ditimbulkan. [G4-14]

Selama tahun 2013, Perusahaan melakukan studi lingkungan terkait kegiatan operasional pada beberapa proyek untuk pengembangan bisnis, yakni:

UNDERSTANDING THE POTENTIAL IMPACT

Pertamina Gas committed to emphasize their focus on environmental management and protection, whether in operational activities or other supporting activities. At the very initial stage, we constantly involved environment study into business development projects in order to reduce any environmental impact. This was also applied to the existing operating unit, there would be regular reports on environmental management or monitoring to the authoritative agencies. [G4-14]

We also have implemented environmental management in accordance with international standard as a concrete example to drive Pertamina Gas becoming world class national gas company, and international gas business company. The Company had received certificate of ISO 14001 concerning Environmental Management System and applied it to all environmental operation and management activities. [G4-15]

Each operation activity within Pertamina Gas environment has been equipped with environmental management in the form of Environment Impact Assessment (AMDAL), Environmental Management Effort (UKL) and Environmental Monitoring Effort (UPL). These current documents have assisted the Company in managing and anticipating potential environmental impact. [G4-14]

Throughout 2013, the Company initiated environmental study related to operational activity in several projects dedicated for business development, which are as follows:

NO	NAMA STUDI NAME OF STUDY	PERKEMBANGAN PELAKSANAAN EXECUTION DEVELOPMENT
1	Dokumen UKL & UPL Pembangunan Pipa Point B – Point A – South Lhok Sukon A, Provinsi Nanggroe Aceh Darussalam Documents of UKL & UPL for Pipe Development Point B – Point A – South Lhok Sukon A, Nanggroe Aceh Darussalam Province	Selesai. Completed.
2	Dokumen UKL & UPL Pembangunan Pipa Belawan – Kawasan Industri Medan (KIM) – Kawasan Ekonomi Khusus (KEK) Sei Mangkel, Sumatra Utara Documents of UKL & UPL for Pipe Development in Belawan – Medan Industrial Areas (KIM) – Special Economy Areas (KEK) Sei Mangkel, North Sumatra	Dalam pengerjaan. In progress.
3	Dokumen UKL & UPL Pembangunan Pipa Wunut – Ngoro, Jawa Timur Documents of UKL & UPL for Pipe Development in Wunut – Ngoro, East Java	Dalam pengerjaan. In progress.
4	Dokumen UKL & UPL Pembangunan Pipa EJGP – Grati, Jawa Timur Documents of UKL & UPL for Pipe Development in EJGP – Grati, East Java	Dalam pengerjaan. In progress.
5	Dokumen UKL & UPL Pembangunan Pipa Balongan – Mundu, Jawa Barat Documents of UKL & UPL for Pipe Development in Balongan – Mundu, West Java	Dalam pengerjaan. In progress.



Kami menyertakan seluruh kegiatan pengelolaan lingkungan, dalam penilaian peringkat PROPER dari Pemerintah, yang merupakan Program Penilaian Peringkat Kinerja Perusahaan dalam Pengelolaan Lingkungan. [G4-15]

We also enclosed all overview of environmental management activities, utilizing PROPER score from the Government, which stands for Corporate Performance Rating Assessment Program under the category of Environmental Management. [G4-15]

AREA OPERASI OPERATION AREA	PERINGKAT PROPER 2014 PROPER RATING 2014
Area Sumatra Bagian Selatan (SBS) Southern Area of Sumatra (SBS)	Biru Blue
Area Jawa Bagian Barat (JBB) Western Area of Java (JBB)	Hijau Green
Area Jawa Bagian Timur (JBT) Eastern Area of Java (JBT)	Hijau Green
Area Kalimantan (KAL) Kalimantan Area (KAL)	Biru Blue

6%

Penghematan energi melalui audit energi 2013

Energy conservation through 2013 energy audit

MEMANFAATKAN ENERGI DENGAN OPTIMAL

Kegiatan operasional maupun kegiatan pendukung lain di lingkungan Pertamina Gas, membutuhkan energi yang dipenuhi dari sumber-sumber energi primer. Baik yang diperoleh sendiri maupun didapat melalui pihak lain.

Secara berkesinambungan kami juga melakukan berbagai upaya untuk mengoptimalkan pemanfaatan energi diantaranya dengan audit energi di area operasi Pertamina Gas. Tujuan audit energi adalah mengetahui tingkat penggunaan dan pemanfaatan energi, serta identifikasi peluang-peluang efisiensi energi (*energy efficiency*) dan konservasi energi.

Hasil dari audit energi tahun 2013 adalah didapatnya informasi mengenai penggunaan dan pemanfaatan energi serta teridentifikasinya peluang-peluang efisiensi energi (*energy efficiency*) dan konservasi energi di 5 area operasi PT Pertamina Gas.

UTILIZE ENERGY OPTIMALLY

Both operational and other supportive activities in Pertamina Gas environment required energies that completed from primary resources, whether it was gained internally or externally.

We have continually performed myriad of efforts to optimize the energy utilization, among of which were energy audit within the operation area of Pertamina Gas. The purpose of energy audit is to identify up to what level the energy has been exploited and benefited, as well as to recognize energy efficiency and conservation.

The energy audit in 2013 resulted to the acquisition of information related to energy's utilization and benefits as well energy efficiency opportunities and conservation in five operation areas of PT Pertamina Gas.

OPTIMALISASI PEMANFAATAN ENERGI [G4-EN3, G4-EN4, G4-EN6] ENERGY UTILIZATION OPTIMIZATION

	BBM* FUEL*		LISTRIK ELECTRIC		GAS ALAM NATURAL GAS	
	VOLUME (KL)	GJ	VOLUME (GWH)	GJ	VOLUME	GJ
Konsumsi Energi Energy Consumption	14,261	3,853.89	1,363,182	4,907.5	2,247	2,482.17
Penghematan Energi Energy Saving	480	129.64	125,261	450.95	89	98.44

* Termasuk solar, premium, HSD, MFO | * including solar, premium, HSD, MFO

OPTIMALISASI PEMANFAATAN ENERGI ENERGY UTILIZATION OPTIMIZATION

PERTAMINA GAS
PERTAMINA GAS

Konsumsi Energi | Energy Consumption

11,243.57 GJ

Jumlah energi yang ditransportasi dan dijual* | Total energy Transported and Sold*

1,428 MMSCFD

Intensitas Energi | Energy Intensity

7.87 GJ/MMSCFD

*Jumlah ini tidak mencakup transportasi minyak yang hanya mewakili 3% pendapatan | * Excluding value of gas transported, which only represent 3% of revenue

Kami juga melakukan berbagai upaya efisiensi konsumsi energi. Sampai dengan akhir tahun 2013 beberapa kebijakan dan langkah strategis untuk meningkatkan efisiensi energi, di antaranya: [G4-EN6]

1. Efisiensi penggunaan fuel gas.

Efisiensi penggunaan fuel gas untuk turbin kompresor yang dilakukan oleh Area Jawa Bagian Barat mampu menghemat 4% konsumsi energi.

2. Efisiensi penggunaan energi listrik.

Pertamina Gas Area Sumatra Bagian Selatan melakukan efisiensi konsumsi energi listrik sebesar 4,75 % dari tahun sebelumnya, dan Pertamina Gas JBB berhasil menghemat 13,71%. Selain itu, Area Jawa Bagian Timur dan Kalimantan mampu melakukan efisiensi sebesar 2% dan 4,02%.

Furthermore, we have brought about the endeavors to have an efficient energy consumption. Until the end of 2013 several policies and strategic plan to increase the energy efficiency can be found below: [G4-EN6]

1. Fuel gas usage efficiency.

Fuel gas usage efficiency is designed for turbine compressor installed in Western Area of Java, which able to save 4% of energy consumption.

2. Electrical power usage efficiency.

Pertamina Gas in Southern Area of Sumatra conducted an efficiency to electrical power consumption of 4.75% of the previous year, and Pertamina Gas JBB managed to save 13.71%. Additionally, Eastern Area of Java and Kalimantan Area able to present an efficiency of 2% and 4.02% respectively.



MENGENDALIKAN EMISI GRK DAN EMISI LAINNYA

Sejak tahun 2009, Pertamina Gas telah menunjukkan komitmen nyata mereduksi emisi gas rumah kaca (GRK). Hal ini dilakukan sebagai bentuk kepatuhan pada Peraturan Menteri Negara Lingkungan Hidup No.13 Tahun 2009, yang mengatur inventarisasi sumber emisi GRK, kuantifikasi beban emisi GRK dan pelaporan beban emisi GRK secara periodik.

Kegiatan yang telah dilakukan mencakup pelaksanaan penghitungan dan pelaporan beban emisi GRK yang mencakup CO₂, CH₄, N₂O. Pengukuran dilaksanakan pada 11 distrik di enam area operasi, meliputi sumber emisi langsung (*direct emission*) dari proses utama kegiatan transmisi gas, yakni: [G4-EN15]

1. Proses pembakaran dalam (*internal combustion*);
2. Emisi gas suar bakar (*flaring*);
3. Emisi *fugitive* akibat kebocoran dari komponen peralatan proses dan oksidasi pipa transmisi gas.

CONTROLLING GHG EMISSION AND OTHER EMISSIONS

Since 2009, Pertamina Gas had displayed its strong commitment to reduce greenhouse gas emissions (GHG) as a part to conform to the Regulation of Minister of Environment No. 13 year 2009, that stipulates the inventory of GHG emission resources, GHG emission loads quantification and its periodic report.

Such activities that had been exercised were including the calculation and report of GHG emission loads, which covered CO₂, CH₄, N₂O. Measurement was carried out in 11 districts of six operation areas, which comprised of direct emission from main process of gas transmission, with details as follow: [G4-EN15]

1. Internal combustion process;
2. Flaring gas emission;
3. Fugitive emission due to leakage from equipment component and pipe oxidation of gas transmission.

INTENSITAS EMISI GRK TAHUN 2013 [G4-EN18] GHG EMISSION INTENSITY IN 2013

VOLUME EMISI GRK VOLUME OF GHG EMISSION (Ton CO ₂ e)	VOLUME EMISI GRK VOLUME OF GHG EMISSION (Ton CO ₂ e)	INTENSITAS EMISI GRK GHG EMISSION INTENSITY (Ton CO ₂ e/mmscf)
Sumatra Bagian Selatan Southern Area of Sumatra	47,709	0.82
Jawa Bagian Barat Western Area of Java	363,936	-
Jawa Bagian Timur Eastern Area of Java	25,302	0.42
Kalimantan Kalimantan	56,909	0.41
Jumlah Total	493,858	1.92



46.26%

Penurunan emisi CO₂
Pertamina Gas Area
Sumatra bagian Selatan
CO₂ emission reduction
by Pertamina Gas of
Southern Sumatra Area

Penurunan Emisi Udara dan GRK yang dilakukan oleh Pertamina Gas Area Sumatra Bagian Selatan mencapai 46,26% dibanding tahun 2012. Area Jawa Bagian Barat mampu menurunkan 0,69%, diikuti oleh Area Jawa Bagian Timur sebesar 5,57% dan Area Kalimantan 2,8%.

The decrease on air emission and GHG accomplished by Pertamina Gas in Southern Area of Sumatra reached 46.26% compared to 2012. The Western Area of Java able to suppress 0.69%, followed by Eastern Area of Java, 5.57% and Kalimantan Area, 2.8%.

Kami berkomitmen mendukung upaya pemerintah mengurangi emisi GRK sesuai Peraturan Presiden No.61 Tahun 2011 Tentang Rencana Aksi Nasional (RAN) Penurunan Gas Rumah Kaca dan Peraturan Presiden No.71/2011 Tentang Penyelenggaraan Inventarisasi Gas Rumah Kaca Nasional Sektor Minyak dan Gas Bumi di Indonesia.

We have upheld our commitment to assist the government's effort in reducing GHG emissions based on the Presidential Regulation No. 61 Year 2011 concerning the National Action Plan (RAN) of Greenhouse Gas Reduction and the Presidential Regulation No. 71 year 2011 concerning the Inventory of National Greenhouse Gas in Oil and Natural Gas Sector in Indonesia.

Selain meningkatkan efisiensi energi, upaya yang telah dilaksanakan Pertamina Gas untuk mengurangi emisi reduksi GRK adalah program penghijauan: [G4-13, G4-19]

Aside to expand energy efficiency, initiatives that had been performed by Pertamina Gas to lessen GHG reduction emissions are as follows: [G4-13, G4-19]

Mengelola Dampak Lingkungan

Managing Environmental Impact

PROGRAM PENHIJAUAN PENANAMAN POHON PELINDUNG DAN POHON PRODUKTIF RE-GREENING PROGRAM OF PROTECTING TREES AND PRODUCTIVE TREES

AREA AREA	JENIS POHON DITANAM TYPE OF PLANTED TREES	JUMLAH POHON NUMBER OF TREES
Area Jawa Bagian Barat (JBB) Western Area of Java (JBB)	Mahoni, Trembesi, Gamalina, Mangga, Bintaro, Rambutan Mahogany, Trembesi, Gamalina, Mango, plastica, Rambutan	7,000
Jawa Bagian Timur Eastern Area of Java (JBT)	Mangga Mango	1,000
Area Kalimantan (KAL) Kalimantan Area (KAL)	Keledang, Lai, Tarap, Kweni, Alpukat, Trembesi, Nangka Gajah, Johar, Sirsak, Flamboyan Keledang, Lai, Tarap, Kweni, Avocado, Trembesi, Jackfruit Elephant, Johar, Soursop, Flamboyan	620
Jumlah Total		8,620



PENANAMAN POHON MANGROVE PLANTING MANGROVE TREES

LOKASI LOCATION	AREA AREA	JUMLAH POHON NUMBER OF TREE
Desa Lubuk Kertang, Kecamatan Brandan Barat, Kabupaten Langkat, Sumatra Utara Lubuk Kertang Village, West Brandan District, Langkat Regency, North Sumatra	Area Sumatra Bagian Utara (SBU) Northern Area of Sumatra (SBU)	100,000
Kelurahan Tanjung Laut Indah, Kecamatan Bontang Selatan, Kota Bontang, Kalimantan Timur Tanjung Laut Indah Village, South Bontang District, City of Bontang, East Kalimantan	Area Kalimantan Kalimantan Area (KAL)	4,350
Desa Limbangan, Kab. Indramayu, Jawa Barat Limbangan Village, Indramayu Regency, West Java	Area Jawa Bagian Barat (JBB) Western Area of Java (JBB)	6,000
Jumlah Total		110,350

Secara tidak langsung, kegiatan bisnis Pertamina Gas dalam mendistribusikan minyak bumi menggunakan jaringan pipa, juga turut mengurangi potensi emisi reduksi GRK. Hal ini karena meniadakan pengangkutan minyak bumi menggunakan kendaraan bermotor maupun kapal tanker, yang membutuhkan bahan bakar minyak dan menghasilkan emisi gas buang. [G4-19]

Demikian pula dengan kegiatan niaga gas, mengingat pemanfaatan gas sebagai sumber energi lebih ramah lingkungan dibandingkan bahan bakar fosil. Pemanfaatan gas relatif bersih dan tidak menghasilkan emisi GRK (*clean energy*) dibandingkan bahan bakar fosil. [G4-19]

Emisi lain yang mendapat perhatian Pertamina Gas adalah emisi yang mengandung substansi penipis lapisan ozon (*ozone depleting substances* atau ODS). Emisi ODS antara lain berasal dari pemakaian *refrigerant* berbasis *chlorofluorocarbon* (CFC). Kami tidak lagi menggunakan *refrigerant* berbasis CFC, dan menggantikannya dengan jenis lain yang lebih ramah lingkungan, yakni MUSIcool. [G4-EN20]

Pertamina Gas business activities were indirectly distributing natural gas exploiting pipeline system, which eventually helped reducing the potential of emission from GHG reduction. This occurred due to the natural gas elimination using vehicle or tank ship that required an abundant of fuel and resulting exhaust gas emissions. [G4-19]

It was also applied to gas trading activity, remembering gas utilization was used as environment conscious energy resources compared to fossil-based fuel, where the utilization was relatively clean and not generating GHG emissions (clean energy). [G4-19]

Another emission that targeted by Pertamina Gas was emission contained with ozone depleting substances (ODS), of which an outcome from refrigerant using chlorofluorocarbon (CFC). We stopped used this particular refrigerant and substitute it with environment likable, namely MUSIcool. [G4-EN20]

Penanaman 110.350 pohon mangrove merupakan bentuk komitmen Pertamina Gas dalam mengelola gas buang emisi karbon. Pohon mangrove menyerap emisi karbon lebih banyak dibanding tumbuhan lain serta mampu menjaga kestabilan garis pantai, mengurangi erosi akibat badai, arus, gelombang dan pasang surut.

Planting of 110,350 mangrove trees is a commitment of Pertamina Gas in managing carbon emissions. Mangroves absorb more carbon emissions than other plants as well as are capable to stabilize the coastline, reducing erosion from storm surges, currents, waves, and tides.

MEMBANGUN INSAN PERTAMINA GAS BERKUALITAS DAN BERINTEGRITAS

Establishing Pertamina Gas
Employees of Quality and Integrity





Membangun Insan Pertamina Gas Berkualitas dan Berintegritas

Establishing Pertamina Gas Employees of Quality and Integrity

Pertamina Gas builds quality and integrity amid diversity of employees

DEMOGRAFI PEKERJA

Sebagai perusahaan di bidang penyedia jasa transportasi dan niaga minyak maupun gas, Pertamina Gas membutuhkan dukungan sumber daya manusia (SDM) berkualitas dan berintegritas. Sejalan upaya menjadi perusahaan gas nasional kelas dunia dan perusahaan bisnis gas internasional, kami terus meningkatkan kemampuan maupun keahlian para pekerja sehingga memiliki kinerja tinggi.

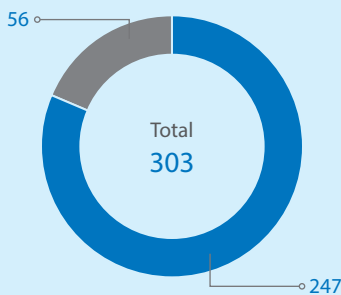
Kami memberikan kesempatan setara kepada setiap anak bangsa terbaik, untuk bekerja di Pertamina Gas. Proses rekrutmen dilaksanakan terbuka, dengan mempertimbangkan usia minimal 18 tahun, guna menghindari pelibatan pekerja anak. Selama tahun 2013 kami merekrut 49 pekerja baru, sementara jumlah pekerja yang meninggalkan Perusahaan ada 16 orang. [G4-HR5, G4-LA1]

EMPLOYEES DEMOGRAPHY

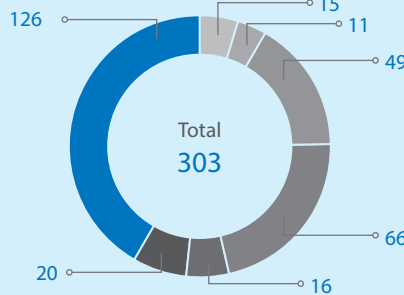
As a service provider company that engages in oil and gas transportation and trading, Pertamina Gas requires human resources of quality and integrity. Upon the efforts to realize the Company's vision, we determine to improve the ability and expertise of the employees to perform better.

We provide equal opportunities to the best children of the nation to work in Pertamina Gas. The recruitment process is open, by putting into consideration that the minimum age to apply is 18 years old in order to avoid child labor. Throughout 2013 we have recruited 49 new employees and there were 16 people leaving the Company. [G4-HR5, G4-LA1]

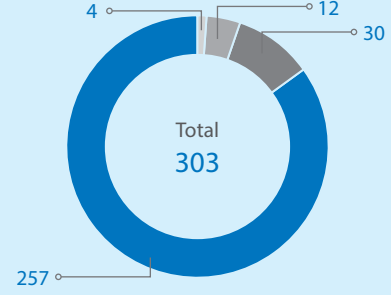
GENDER [G4-10]
GENDER



AREA OPERASI [G4-10]
OPERATION AREA



JABATAN [G4-10]
POSITION



- Pria
Male
- Wanita
Female

- Kantor Pusat Jakarta
Jakarta Head Office
- Area Kalimantan (KAL)
Kalimantan Area (KAL)
- Area Jawa Bagian Timur (JBT)
Eastern Area of Java (JBT)
- Area Jawa Bagian Barat (JBB)
Western Area of Java (JBB)
- Area Sumatra Bagian Selatan (SBS)
Southern Area of Sumatra (SBS)
- Area Sumatra Bagian Tengah (SBT)
Central Area of Sumatra (SBT)
- Area Sumatra Bagian Utara (SBU)
Northern Area of Sumatra (SBU)

- Staf
Staff
- Manajer
Manager
- Vice President & Setara
Vice President and Equal
- Direksi & Setara
BOD and Equal

STATUS KEPEGAWAIAN [G4-10] EMPLOYMENT STATUS	URAIAN DESCRIPTION	JUMLAH TOTAL
Pekerja Tetap (Pekerja Waktu Tidak Tertentu/PWTT) Permanent Employee (Employees for Indefinite Period/ PWTT)	Pekerja Perbantuan PT Pertamina (Persero) Departing Employees of PT Pertamina (Persero)	88
	Pekerja Rekrutmen Pertamina Gas Recruited Employees of Pertamina Gas	210
	Sub Jumlah Sub Total	298
Pekerja Tidak Tetap (Pekerja Waktu Tertentu/PWT) Non-Permanent Employee (Employees for Definite Term/PWT)		5
Jumlah Total		303

PENGEMBANGAN DAN PEMBELAJARAN

Hal penting dalam membentuk pekerja Pertamina Gas yang berkualitas adalah pengembangan dan pembelajaran guna meningkatkan kapabilitas mereka. Upaya tersebut dilaksanakan melalui penyelenggaraan program pendidikan dan pelatihan bagi pekerja, meliputi pelatihan wajib (*mandatory*), pelatihan fungsional/teknikal, seminar/lokakarya maupun sertifikasi.

Selama tahun 2013, Pertamina Gas menyelenggarakan 17.072 jam pelatihan, yang diikuti 553 pekerja sebagai peserta. Dengan demikian rata-rata jam pelatihan per pekerja adalah 30 jam. [G4-LA9]

LEARNING AND DEVELOPMENT

The substantial part in establishing a qualified employees, Pertamina Gas has to focus its attention on their learning and development in order to enhance their capabilities. It can be managed through education and training program involving mandatory training, functional/technical training, seminar/workshop, as well as certifications.

During the year of 2013, Pertamina Gas had managed to conduct 17,072 hours of training, joined by 553 employees as participants. Thus, the average of training hours per employee was 30 hours. [G4-LA9]



Membangun Insan Pertamina Gas Berkualitas dan Berintegritas

Establishing Pertamina Gas Employees of Quality and Integrity

Through a selection process, three employees have been assigned to study at Bandung Institute of Technology and University of Tulsa, United States.

Pertamina Gas juga memberikan kesempatan kepada pekerja terpilih, untuk mengikuti program pendidikan pasca-sarjana. Pekerja yang terpilih melalui proses seleksi akan mendapatkan bantuan biaya pendidikan. Sampai akhir tahun 2013 ada tiga pekerja yang mengikuti proses seleksi untuk tugas belajar di Institut Teknologi Bandung dan di Universitas Tulsa, Amerika Serikat.

Pertamina Gas also opened opportunities to selected employees inviting them to participate in post-graduate education program. These selected employees would receive education financial aid. Up until the end of 2013 there were three employees to fill in the slot within selection process for the chance of study in Bandung Institute Technology (ITB) and Tulsa University, United States.

Setiap pekerja Pertamina Gas mendapatkan kesempatan sama untuk mengembangkan karir dan remunerasi, tanpa membedakan *gender*, ras maupun hal lain yang bersifat diskriminatif. Seluruh pekerja juga telah dilindungi perjanjian kerja bersama (PKB) yang disusun manajemen Perusahaan bersama Serikat Pekerja Pertamina Gas (SPPG) sebagai perwakilan pekerja. [G4-LA12, G4-LA13, G4-HR3, G4-HR4, G4-11]

Each Pertamina Gas worker has the same opportunity to expand their horizon in career development and remuneration, without discriminating gender, race and alike. The employees also protected by the Collective Labor Agreement (CLA), which put together by the Company's management and Pertamina Gas Workers' Union (SPPG) as the employees' representative. [G4-LA12, G4-LA13, G4-HR3, G4-HR4, G4-11]

Keberhasilan Pertamina Gas menyelenggarakan berbagai pelatihan dan pembelajaran bagi para karyawan merupakan upaya menciptakan SDM excellence. Dengan demikian Pertamina Gas akan dapat melayani konsumen lebih baik dan lebih kompetitif.

The success of Pertamina Gas in providing training and learning for employees is an effort to create HR excellence. Thus, Pertamina Gas will be able to serve customers better and more competitive.

JENIS KOMPETENSI TYPE OF COMPETENCY	JUMLAH PELATIHAN TOTAL OF TRAINING	JUMLAH JAM PELATIHAN TOTAL OF TRAINING HOURS	JUMLAH PESERTA TOTAL OF PARTICIPANTS	RERATA AVERAGE
Sertifikasi Certification	20	1,280 jam hours	47	27 jam hours
Mandatory Mandatory	16	5,536 jam hours	98	56 jam hours
Workshop Workshop	64	1,216 jam hours	247	5 jam hours
Fungsional Functional	45	9,040 jam hours	161	56 jam hours
Jumlah Total	145	17,072 jam hours	553	30 jam hours

ETIKA DAN INTEGRITAS PEKERJA

Insan Pertamina Gas tak hanya dituntut berkeahlian sesuai bidang pekerjaan masing-masing, tetapi juga harus memiliki integritas. Untuk itulah kami telah merumuskan berbagai kebijakan menyangkut etika Perusahaan. Di antaranya penerapan *Code of Conduct* (Kode Etik Perusahaan) yang memuat standar penerapan etika terbaik dalam menjalankan bisnis sesuai dengan visi, misi, dan budaya yang dimiliki Perusahaan.

Kode Etik Perusahaan diterapkan sebagai Pedoman Etika Usaha dan Tata Perilaku, yang berlaku bagi seluruh karyawan dan jajaran manajemen Pertamina Gas tanpa terkecuali. Pedoman Etika Usaha dan Tata Perilaku menjadi acuan bagi Dewan Komisaris, Direksi dan pekerja sebagai Insan Pertamina Gas dalam mengelola Perusahaan, dengan cakupan: [G4-56]

EMPLOYEES ETHICS AND INTEGRITY

Pertamina Gas employees are not only expected to own skills based on their jobs, but also to have integrity, to which we have prepared several policies related to the Company's ethics. One of them is the implementation of Code of Conduct comprising of the best standard of ethic implementation in succeeding the business in accordance to the Company's vision, mission and culture.

The Company's Code of Conduct is a prevailing guidance of the Business Ethics and Code of Conduct to all employees and the management of Pertamina Gas, without exception. It has become the reliable guidance for the Board of Commissioners, Board of Directors and the employees as Pertamina Gas in managing the Company, covering the points below: [G4-56]



Membangun Insan Pertamina Gas Berkualitas dan Berintegritas

Establishing Pertamina Gas Employees of Quality and Integrity

Code of Business Ethic and Conduct compliance is a commitment of every Pertamina Gas employee

- Dewan Komisaris dan Direksi bertanggung jawab atas dipatuhinya Pedoman Etika Usaha dan Tata Perilaku di lingkungan perusahaan.
 - VP/GM/Chief of Internal Audit, manajer dan setingkat manajer bertanggung jawab atas penerapan Pedoman Etika Usaha dan Tata Perilaku di unit kerjanya masing-masing.
 - Setiap Insan Pertamina Gas mengisi secara daring (*online*) menggunakan teknologi berbasis komputer mengenai Pedoman Etika Usaha dan Tata Perilaku. Melalui mekanisme ini, setiap insan Pertamina Gas dipastikan telah memahami dan setuju untuk mematuhi. Selanjutnya isian tersebut didokumentasikan oleh Fungsi SDM atau fungsi yang ditunjuk. [G4-57]
- The Board of Commissioners and Board of Directors are responsible on the compliance of the Business Ethics and Code of Conduct within the environment of the Company.
 - VP/GM/Chief of Internal Audit, manager and equal to manager hold an equivalent responsibility to the implementation of the Business Ethics and Code of Conduct in each working unit.
 - Each employee of Pertamina Gas is inquired to complete information related to the Business Ethics and Code of Conduct via online using computer-based technology. Through this defined mechanism, each employee is expected to comprehend and approve to conform to the regulation. [G4-57]

Guna memastikan kepatuhan terhadap Kode Etik Perusahaan oleh semua pihak dan pemangku kepentingan, kami menyiapkan mekanisme penegakan atas tindakan yang tidak sesuai pedoman Etika Usaha dan Tata Perilaku. Mekanisme dimaksud meliputi penerapan *Whistle Blowing System* (WBS), sebagai sarana bagi setiap pekerja Pertamina Gas maupun pemangku kepentingan yang lain, untuk menyampaikan laporan dugaan terjadinya pelanggaran Pedoman Etika Usaha dan Tata Perilaku. [G4-58]

Pertamina Gas melindungi identitas pelapor. Setiap laporan akan ditindaklanjuti oleh tim yang dibentuk manajemen, dan hasilnya dilaporkan kepada Direksi atau Dewan Komisaris sesuai lingkup tanggung jawabnya. Selama tahun 2013 telah diterima satu kali laporan dan telah ditindaklanjuti. [G4-S05]

To safeguarding the compliance towards the Code of Conduct by all parties and stakeholders, we have arranged a specific foundation towards in appropriate behaviors based on the Business Ethics and Code of Conduct. The mechanism includes Whistle Blowing System (WBS), which deemed as a facility available for each employee of Pertamina Gas or other stakeholders, to assist them in reporting any alleged incidents related to the violation of the Business of Ethic and Code of Conduct. [G4-58]

Pertamina Gas is authorized to protect the identity of the informer, each report will be followed-up by the appointed team established by the management, where the outcome to be escalated to the Board of Directors or Board of Commissioners as per the responsibility's sphere. There had only been one (1) report acknowledged by the management and had been fully attended. [G4-S05]

BUDAYA PERUSAHAAN

Kode etik disusun sebagai wujud penerapan GCG yang juga mendukung budaya perusahaan dan sesuai dengan nilai-nilai CHOPPER.

Nilai-nilai CHOPPER ini adalah:

1. *Customer Satisfaction*
2. *HSE Concern*
3. *Operation Excellent*
4. *Profit Personal Improvement*

Sosialisasi CHOPPER dilakukan kepada seluruh insan Pertamina Gas. Budaya ini mendorong seluruh karyawan untuk bekerja dengan komitmen *to be professional, doing the best, teamwork and integrity*. Untuk melengkapi tata nilai Perusahaan yang telah diterbitkan oleh PT Pertamina (Persero) yakni 6C, seluruh insan Pertamina Gas hendaknya juga menambahkan nilai EGG (*Empathy, Governance & Growth*).

Selain budaya CHOPPER, *knowledge sharing* digunakan untuk mendorong keterlibatan seluruh insan Pertamina Gas dalam penciptaan, pengumpulan, pengelolaan, dan pendistribusian pengetahuan sehingga menghasilkan proses pembelajaran dan peningkatan budaya berbagi pengetahuan di lingkungan Perusahaan.

CORPORATE CULTURE

Code of Conduct was developed as an implementation of GCG which support the corporate culture and in accordance with the values CHOPPER.

These values of CHOPPER are as follows:

1. Customer Satisfaction
2. HSE Concern
3. Operation Excellent
4. Profit Personal Improvement

The socialization of CHOPPER was implemented to all individuals at Pertamina Gas. This culture encourages all employees to work with a commitment to be professional, doing the best, teamwork and integrity. To comprehend the values that have been issued by PT Pertamina (Persero), namely 6C, all individuals at Pertamina Gas should also add the values of EGG (Empathy, Governance & Growth).

In addition to CHOPPER culture, knowledge sharing is used to encourage the involvement of individuals at Pertamina Gas in terms of creation, collection, management, and distribution of knowledge that resulting learning process and increase the knowledge sharing culture within the Company.



PENCEGAHAN KORUPSI

Setiap pekerja Pertamina Gas wajib menjunjung integritas, serta tidak diperbolehkan melakukan perbuatan suap maupun tindakan lain yang termasuk perbuatan korupsi. Kami telah memiliki ketentuan tentang gratifikasi, yang melarang insan Pertamina Gas maupun anggota keluarganya menerima atau meminta secara langsung atau tidak langsung, hadiah/cinderamata & hiburan (*entertainment*) dari setiap pihak yang memiliki hubungan bisnis atau pesaing Perusahaan. [G4-SO4]

Upaya lain yang dilakukan Perusahaan untuk mencegah terjadinya perbuatan korupsi, adalah:

1. Pelaksanaan Laporan Harta Kekayaan Penyelenggara Negara (LHKPN) dan Gratifikasi (Penerimaan dan Pemberian Hadiah dan Hiburan).

Hal Ini Sesuai Surat Keputusan Direktur Utama PT Pertamina (Persero) Selaku Induk Perusahaan, No.24/C00000/2009-S0 Tentang Kewajiban Untuk Melaporkan Harta Kekayaan Bagi Pejabat di lingkungan Pertamina.

2. Board Manual

Merupakan dokumen kesepakatan antara Dewan Komisaris dan Direksi mengenai pedoman dan mekanisme hubungan kerja antar kedua organ, tugas pokok dan tanggung jawab.

3. Pakta Integritas

Dalam hal pengadaan barang dan jasa, perusahaan mewajibkan seluruh pihak untuk menandatangani Pakta Integritas. Hal ini dilaksanakan sebagai upaya pencegahan praktik-praktik kecurangan/ketidaksesuaian dalam proses pengadaan barang dan jasa.

CORRUPTION PREVENTION

Each employee of Pertamina Gas is obligated to honor integrity, not to allow any bribes or any similar actions that reflected as corruption, to seep into the Company. We have regulations concerning gratification, which prohibit the employees of Pertamina Gas or their families to accept gifts, souvenirs and/or entertainment from any parties who are, or have connection to, business partners or the Company's competitors. [G4-SO4]

Other efforts exercised by the Company to prevent any opportunities of corruption behaviors, are detailed as follows:

1. The development of the Wealth Report of the State Officials (LHKPN) and Gratification (Acceptance and the Offer of Gifts/Souvenirs and Entertainment)

based on the Decree of the President Director of PT Pertamina (Persero) as the Holding Company, No.24/C00000/2009-S0 concerning the Obligation to Report Wealth of State Officials in Pertamina.

2. Manual Board

A document compiled based on the information from the Board of Commissioners and Board of Directors in regards of guidance and mechanism about business relationship between two organizations, including its main job descriptions and responsibilities.

3. Integrity Pact

Within the circle of goods and service procurement, the Company obliges its employees to sign the Integrity Pact in order to prevent fraudulencies/inaccuracies in goods and service procurement.



Pelaksanaan penerapan kebijakan pencegahan korupsi juga didukung Fungsi Sistem Pengendalian Internal (SPI) serta Fungsi Internal Audit (IA). Secara berkesinambungan Fungsi SPI dan Fungsi IA melakukan penilaian dan evaluasi atas pengelolaan risiko, pengendalian dan proses tata kelola di lingkup Pertamina Gas. [G4-SO3]

Sepanjang tahun 2013 kami juga menyelenggarakan *Upskilling GCG Champion* Angkatan III, yang ditujukan untuk memperkuat upaya meminimalkan peluang perbuatan korupsi. [G4-SO4]

The implementation of corruption prevention corruption was also paralleled with the Function of Internal Control System and the Function of Internal Audit (IA). Both SPI and IA functions have constantly assessed risk management, controlling and governance within Pertamina Gas. [G4-SO3]

In 2013, we, too, organized Upskilling GCG Champion 3rd Generation, which was intended to fortify the efforts to minimize the act of corruption. [G4-SO4]

Upskilling GCG Champion is regularly implemented every year to build a GCG culture.

**UPSKILLING GCG CHAMPION ANGKATAN III
UPSKILLING GCG CHAMPION 3RD GENERATION**

PENYELENGGARA ORGANIZER	WAKTU TIME	PESERTA PARTICIPANT
Pertamina Learning Center Pertamina Learning Center	Bulan Maret 2014 March 2014	15 orang 15 people

Di tahun mendatang, kami berencana memberikan sosialisasi GCG sebagai upaya untuk meningkatkan kepatuhan pada peraturan, termasuk benturan kepentingan. *Corporate Secretary* mengkoordinasi sosialisasi GCG *compliance* di area operasi dan kantor pusat, serta mengundang KPK sebagai nara sumber.

In the upcoming year, we plan to do GCG socialization as an effort to improve compliance to regulations, including conflict of interests. The *Corporate Secretary* to coordinate the socialization in operation areas and head office, also to invite Corruption Eradication Commission (KPK).

Membangun Insan Pertamina Gas Berkualitas dan Berintegritas

Establishing Pertamina Gas Employees of Quality and Integrity

PENERAPAN OHSAS 18001 DAN ISRS **[G4-15]**

Kegiatan Pertamina Gas dibidang transportasi maupun niaga minyak dan gas, menuntut penerapan praktik-praktik terbaik keselamatan dan kesehatan kerja (K3). Kami berkomitmen terus meningkatkan standarisasi praktik-praktik K3, sehingga selaras dengan upaya mencapai visi menjadi perusahaan gas nasional kelas dunia dan perusahaan bisnis gas internasional.

Kami telah memperoleh sertifikasi OHSAS 18001, yakni tentang standar internasional Sistem Manajemen K3. Sertifikasi OHSAS 18001 menandakan Pertamina Gas sudah menerapkan praktik-praktik terbaik K3 sesuai standar internasional.

Pertamina Gas juga menerapkan *International Sustainability Rating System* (ISRS), yakni sistem pemeringkatan keberlanjutan keselamatan kerja yang berlaku internasional. Penerapan ISRS, juga diikuti pelaksanaan pengujian. Hingga tahun 2013 telah dilaksanakan pengujian menggunakan ISRS *7th Edition* di tiga Area Operasi Pertamina Gas.

OHSAS 18001 AND ISRS **IMPLEMENTATION [G4-15]**

Various endeavors in Pertamina Gas, of which its business origins revolves around oil and gas transportation and trading, demands the best practices implementation of Work, Health and Safety (HSE). We are committed to continuously improving the standard of K3 practices, so that it will synchronized with the Company's vision in becoming world class national gas company and international gas business company.

We managed to receive OHSAS 18001 certification concerning the international standard of HSE Management System, which confirmed that Pertamina Gas had evidently implemented the best practices of HSE as per international standard.

Furthermore, Pertamina Gas applied International Sustainability Rating System (ISRS), an international-claimed sustainability rating system on work safety; and its test. This year, the Company had completed the test utilizing the 7th Edition of ISRS in three Operation Areas.





HASIL PENILAIAN ISRS 7TH THE 7TH ISRS ASSESSMENT RESULT

NO	AREA AREA	PERINGKAT ISRS ISRS RATING
1	Area Jawa Bagian Barat (JBB) Western Area of Java (JBB)	ISRS Level 3
2	Area Jawa Bagian Timur (JBT) Eastern Area of Java (JBT)	ISRS Level 2
3	Area Kalimantan Kalimantan Area (KAL)	ISRS Level 2

Kepatuhan pada praktik-praktik K3 juga menjadi tanggung jawab perusahaan kontraktor Pertamina Gas. Kami memberlakukan *Contractor Safety Management System* (CSMS) yang wajib dipatuhi dan dilaksanakan oleh setiap kontraktor.

The conformation of HSE practices has become the responsibility of Pertamina Gas contractors. We enforced Contractor Safety Management System (CSMS), to which each contractor required to conform and perform.

KONDISI KERJA AMAN

Pelaksanaan penerapan praktik-praktik K3 menjadi bagian dari Fungsi Keselamatan dan Kesehatan Kerja dan Lindungan Lingkungan (K3LL). Fungsi K3LL memegang peran sentral untuk memastikan terciptanya kondisi bekerja yang aman dan sehat bagi pekerja, sehingga mendukung produktivitas serta upaya-upaya bersama untuk perlindungan lingkungan.

SAFE WORKING CONDITION

By practicing HSE into daily operating routine, the Company managed to fulfill one of the functions in Health, Safety and Environmental (HSE). HSE function holds the main role to ensure a healthy and safe working condition for the employees so that it will support the productivity and environmental protection, collectively.

Membangun Insan Pertamina Gas Berkualitas dan Berintegritas

Establishing Pertamina Gas Employees of Quality and Integrity

Pertamina Gas applies ISRS 7th Edition in three Operating Areas

Seperti pada perusahaan dibidang pengelolaan minyak dan gas, para pekerja di Pertamina Gas juga dihadapkan pada risiko tinggi terjadinya kecelakaan kerja dan ancaman gangguan kesehatan kerja. Hal ini terjadi terutama pada mereka yang bertugas pada bidang pekerjaan operasi dan di proyek, karena langsung berhubungan dengan gas alam yang rawan terbakar dan tidak berbau, sehingga bila tercium dapat merusak kesehatan. Pada pelaksanaan proyek yang berhubungan dengan kegiatan konstruksi, semua pekerja diwajibkan mengikuti peraturan K3 dengan merujuk pada rencana K3. Kewajiban ini khususnya berlaku bagi kontraktor yang bertanggung jawab penuh untuk mencegah peristiwa kecelakaan kerja. [G4-LA7]

Similar to any oil and gas processing companies, the employees of Pertamina Gas are also confronted with high risks, such as accidents at work and occupational health disorders. This was occurring to those who worked in operations and projects; because directly engaged with natural gas that odorless and inflammable, inhaling the gas might jeopardize health condition. In projects related to construction activities, all employees were obliged to comply to HSE and to refer to HSE plan. This authority, especially contractors who were responsible to prevent accidents at work. [G4-LA7]

Kepatuhan pada praktik-praktik K3 menjadi keharusan dan tanggung jawab bersama semua pihak di lingkungan Pertamina Gas. Perusahaan bersama perwakilan pekerja dalam Serikat Pekerja Pertamina Gas (SPPG) mencantumkan perihal kepatuhan pada praktik-praktik K3 didalam Perjanjian Kerja Bersama (PKB) 2012-2014. [G4-LA8]

Complying with HSE practices is deemed as a mutual compulsory and responsibility to all parties in Pertamina Gas, such as the Company together with the employees' representative in Pertamina Gas Workers' Union (SPPG) published a detailed compliance of HSE practices in the Collective Labor Agreement (CLA) 2012-2014. [G4-LA8]

Dengan komitmen kuat pada penerapan praktik-praktik terbaik K3, selama tahun 2013 Pertamina Gas mencatatkan *Total Recordable Incident Rate* (TRIR) atau Indeks Laju Kecelakaan Kerja adalah 0 atau nihil. Adapun kinerja jam kerja selamat sampai dengan tahun 2013 sebesar 23.046.657 jam kerja. [G4-LA6]

By strongly committed in the enactment of HSE best practices, throughout 2013 Pertamina Gas recorded 0 or naught in Total Recordable Incident Rate (TRIR) or Occupational Hazards Index Rate. It added up to the performance of safe working hours in 2013, which calculated 23,046,657 working hours. [G4-LA6]

URAIAN DESCRIPTION	KECELAKAAN KERJA 2013* OCCUPATIONAL HAZARDS 2013*
Hari Kerja Hilang Day Away From Work (DAFW)	0
Jumlah Kecelakaan Kerja Number Of Accident	0

* Tidak mencakup kecelakaan kerja kontraktor | Exclude contractors work accident



ZERO

Kecelakaan kerja 2013
2013 Work accident

Atas pencapaian kinerja keselamatan kerja pada tahun 2013, Pertamina Gas menerima beberapa penghargaan yaitu:

1. Penghargaan Kecelakaan Kerja Nihil: *Zero Accident Award*, dari Kementerian Tenaga Kerja dan Transmigrasi dan Pemerintah Provinsi Jawa Timur untuk pencapaian 5.504.905 Jam Kerja Selamat di Area Operasi Jawa Bagian Timur.
2. Penghargaan Kecelakaan Kerja Nihil: *Zero Accident Award*, dari Kementerian Tenaga Kerja dan Transmigrasi untuk pencapaian 1.927.137 Jam Kerja Selamat di PT Pertamina Gas Area Jawa bagian Barat Distrik Mundu.
3. Penghargaan Kecelakaan Kerja Nihil: *Zero Accident Award*, dari Kementerian Tenaga Kerja dan Transmigrasi untuk pencapaian 2.020.366 Jam Kerja Selamat di PT Pertamina Gas Area Jawa Bagian Barat Distrik Cilamaya.
4. Penghargaan Patra Adikriya Bhumi Madya dari PT Pertamina (Persero) untuk PT Pertamina Gas Area Jawa Bagian Barat Distrik Tegalgede dan Distrik Cilamaya.

Upon achieving the target of occupational safety performance in 2013, Pertamina Gas received several awards, such as:

1. Zero Accident Award from the Ministry of Manpower and Transmigration and Provincial Government of East Java for achieving 5,504,905 Safe Working Hours within the East Java Operation Area.
2. Zero Accident Award from the Ministry of Manpower and Transmigration for achieving 1,927,137 Safe Working Hours within the West Java Area of Mundu District of Pertamina Gas.
3. Zero Accident Award from the Ministry of Manpower and Transmigration for achieving 2,020,366 Safe Working Hours within the West Java Area of Cilamaya District of Pertamina Gas.
4. Patra Adikriya Bhumi Madya Award from PT Pertamina (Persero) to Pertamina Gas in West Java Area, Tegalgede District and Cilamaya District.

Zero Accident award is a manifestation of HSE achievements that will continue to be maintained

MEMBANGUN HARMONI BERSAMA MASYARAKAT

Developing Harmony
With Community





Membangun Harmoni Bersama Masyarakat

Developing Harmony With Community



We synergized our CSR activities with PT Pertamina (Persero) as the holding company

Keberlanjutan bisnis dan kegiatan operasional Pertamina Gas tidak bisa dilepaskan dari dukungan masyarakat disekitar lokasi Perusahaan berkegiatan. Untuk itulah kami memberikan perhatian kepada upaya bersama untuk meningkatkan kesejahteraan masyarakat setempat, dan membangun harmoni dengan mereka.

Kami mewujudkan hal tersebut melalui pelaksanaan *corporate social responsibility* (CSR). Selain itu kami juga mensinergikan pelaksanaan CSR dengan program/kegiatan sejenis yang dilakukan PT Pertamina (Persero) sebagai induk perusahaan.

Hubungan yang baik dengan masyarakat sangat kami jaga. Demi membangun keharmonisan masyarakat, Pertamina Gas memantau dampak negatif yang mungkin terjadi terhadap masyarakat, walaupun kami belum memiliki mekanisme untuk menangani pengaduan. Selama tahun 2013 ada satu laporan keluhan masyarakat yaitu keluhan terkait kebisingan stasiun kompresor gas (SKG) Cambai di Prabumulih. Pendekatan masyarakat telah dilaksanakan oleh Manajer Humas dan penyelesaian dilakukan melalui pemasangan alat peredam kebisingan dan penanaman pohon-pohon yang mampu meredam suara, serta pembebasan lahan. [G4-SO11]

The business sustainability and operational activities of Pertamina Gas cannot be seen thriving without the aid of greater community surrounding the operating location of the Company. Therefore, we suggested a thorough attention to a mutual endeavor in order to improve the local community welfare and build a harmony environment for them.

Having to have a part in the initiative, we were to conduct a corporate social responsibility (CSR) and additionally, we also executed similar programs that were exercised by PT Pertamina (Persero), as the holding company.

A good relationship with the community is a substantial binding that we need to preserve. For the interest of the community, Pertamina Gas must monitor for any potential impact that might be triggered among the community even though there was no mechanism yet for complaint handling. Throughout 2013, there were only one (1) complain associated to gas compressor station (SKG) noises in Cambai, Prabumulih. An approach to this issue was conducted by the Human Resources Manager through an installment of noise reduction equipment and trees that might help with the noises, as well as land exemption. [G4-SO11]

VISI & MISI CSR [G4-42]

CSR Vision & Mission

VISI Vision

Menuju kehidupan lebih baik.

Towards a better life.

MISI Mission

Melaksanakan komitmen Perusahaan atas tanggung jawab sosial dan lingkungan, yang memberikan nilai tambah kepada setiap pemangku kepentingan untuk mendukung pertumbuhan Perusahaan.

Perform the Company's commitment in corporate social responsibility, which provides added values towards stakeholders to support the Company's growth.

TUJUAN Goal

Membantu Pemerintah dalam memperbaiki Indeks Pembangunan Manusia Indonesia dan membangun hubungan yang harmonis dengan para pemangku kepentingan dalam upaya mendukung pencapaian tujuan untuk membangun reputasi Perusahaan.

Assist the Government in improving the Human Development Index in Indonesia and building a harmony relationship with stakeholders in order to support the refining of the Company's reputation.

Membangun Harmoni Bersama Masyarakat

Developing Harmony With Community

PEMETAAN SOSIAL

Dalam menentukan program/kegiatan CSR, kami selalu melakukan pemetaan sosial (*social mapping*) sebagai langkah awal. Melalui pemetaan sosial perusahaan dapat mengidentifikasi kondisi sosial masyarakat, termasuk kebutuhan-kebutuhan mereka. Dengan demikian, program/kegiatan CSR menjadi lebih efektif, efisien, dan tepat sasaran.

Sepanjang tahun 2013, kami melakukan pemetaan sosial di beberapa area operasional yaitu: [G4-SO1]

SOCIAL MAPPING

In defining the CSR programs, we constructed a social mapping in advance, where it would help identify the condition of social community, including their needs. Through social mapping, we were able to do the CSR program effectively, efficiently and right on target.

All the way through 2013, we were able to construct social mapping in several operational areas, which are as follows: [G4-SO1]

AREA AREA	LOKASI LOCATION
Area Sumatra Bagian Tengah Central Area of Sumatra	Jalur Pipa Minyak Tempino-Sei Gerong Oil Pipe Track in Tempino-Sei Gerong
Area Sumatra Bagian Selatan Southern Area of Sumatra	Desa Cambai, Kec. Cambai, Kota Prabumulih Cambai Village, Cambai District, Prabumulih City
Area Jawa Bagian Barat Western Area of Java	Distrik Mundu Mundu District Kelurahan Bunder, Distrik Bitung Bunder Village, Bitung District Desa Pasirsari, Kec. Cikarang, Kabupaten Bekasi Pasirsari Village, Cikarang District, Bekasi Regency
Area Kalimantan Kalimantan Area	Pelaksanaan <i>social mapping</i> di Kelurahan Gintung Bontang Utara Social Mapping in North Gintung Bontang Village



IDR 5.17 billion

Dana anggaran CSR
CSR Fund

Adapun hasil dari pemetaan sosial, terutama menyangkut dampak sosial terhadap masyarakat sekitar adalah: [G4-SO2]

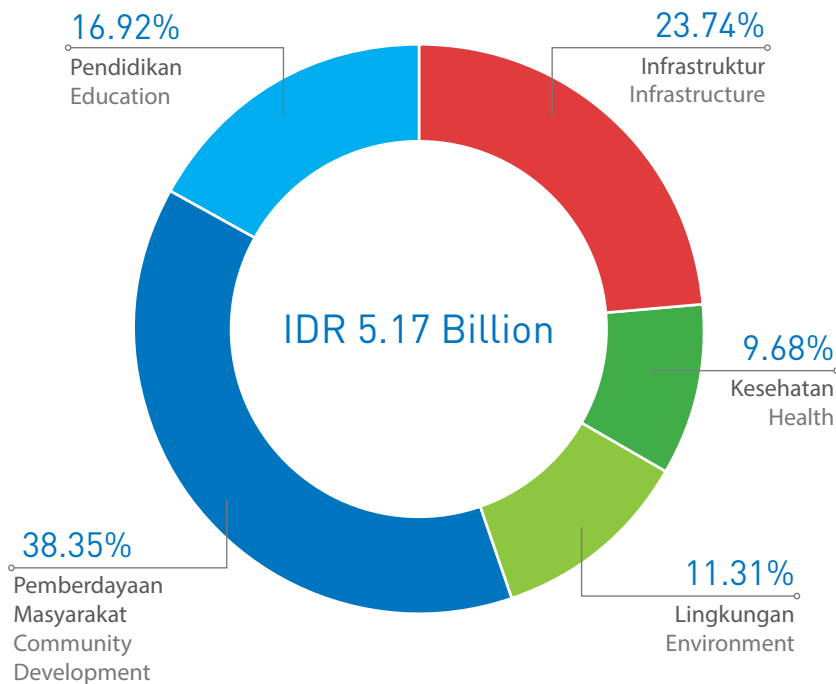
- Bidang Pendidikan
- Bidang kesehatan
- Bidang Lingkungan
- Bidang Infrastruktur
- Bidang Pemberdayaan Masyarakat
- Pemberian donasi secara berkala kepada masyarakat

The result of the social mappings, especially related to social impact of the surrounding community, was as follow: [G4-SO2]

- Education
- Health
- Environment
- Infrastructure
- Community Development
- Regular donation to the community

Jumlah dana yang disediakan Perusahaan untuk kegiatan CSR selama tahun 2013 adalah Rp 5,17 miliar yang terdiri dari dana Pertamina Gas sebesar Rp 706,64 juta dan dana dari PT Pertamina (Persero) Rp 4,46 miliar. Pemanfaatan dana tersebut diprioritaskan pada lima bidang meliputi 47 program.

The total of fund provided by the Company for CSR program in 2013 was Rp 5.17 billion, consisting of Pertamina Gas funds for Rp 706.64 million and funds of PT Pertamina (Persero) Rp 4.46 billion. The fund consumption was prioritized into five areas including the 47 programs, which are as follows:



47 CSR programs implemented through 5 areas of CSR activities

Membangun Harmoni Bersama Masyarakat

Developing Harmony With Community

PENDIDIKAN

Sumber dana kegiatan CSR dibidang pendidikan berasal dari anggaran CSR Pertamina. Adapun Pertamina Gas bertindak sebagai pelaksana untuk kegiatan yang dilaksanakan di area kerja Perusahaan.

EDUCATION

The source of funding that covered for the CSR educational programs were flowing from Pertamina's CSR-oriented budget, and Pertamina Gas acts as the executioner for every activity organized within the working environment of the Company.

NO	PROGRAM/KEGIATAN PROGRAM/ACTIVITY	PENERIMA DAN AREA RECIPIENT AND AREA
1	Pengadaan Buku Perpustakaan Dan Alat Peraga. Library Books and Props Procurement.	SD Pulau Gusung, Bontang. Area Kalimantan Elementary of Gusung Island, Bontang, Kalimantan Area
2	Bantuan 100 paket perlengkapan sekolah berupa tas sekolah, alat tulis, kamus bahasa Inggris, dasi, topi, dan ikat pinggang. Offering of 100 sets of school appliances, such as school bag, stationery, English dictionary, tie, hat, and belt.	SMPNegeri 2 Cikarang Pusat, di Distrik Tegalgede. Area Jawa Bagian Barat (JBB) Public Junior High School 2 Central Cikarang, Tegalgede District. Western Area of Java (JBB)
3	Bantuan 71 unit computer. Offering of 71 computer units.	TK, SD, Madrasah dan SMP di wilayah Pangkalan Brandan. Area Sumatra Bagian Utara (SBU) Kindergarten, Elementary, Madrasah, and Junior High School within the area of Pangkalan Brandan. Northern Area of Sumatra (SBU)
		TK, SD, Madrasah dan SMP di wilayah Prabumulih. Area Sumatra Bagian Selatan (SBS) Kindergarten, Elementary, Madrasah, and Junior High School within the area of Prabumulih. Southern Area of Sumatra (SBS)
		TK, SD, Madrasah dan SMP di wilayah Tegaged, Bitung, Cilamaya dan Mundu. Area Jawa Bagian Barat (JBB) Kindergarten, Elementary, Madrasah, and Junior High School within the area of Tegalgede, Bitung, Cilamaya and Mundu. Western Area of Java (JBB)



KESEHATAN

Sumber dana kegiatan CSR dibidang kesehatan berasal dari anggaran operasional Pertamina Gas dan CSR Pertamina. Pertamina Gas melakukan kerja sama dengan Perta Medika dan pekerja dari Kantor Pusat serta anak perusahaan dalam beberapa kegiatan.

Berbagai kegiatan yang telah dilakukan diantaranya adalah sebagai berikut:

- **Donor Darah**
Pada peringatan HUT ke-6, Pertamina Gas melaksanakan kegiatan donor darah yang dilaksanakan di Kantor Pusat. Dari total 130 orang pendonor, terkumpul 104 kantong darah.
- **Sunatan Massal**
Untuk membantu masyarakat kurang mampu diadakan kegiatan sunatan Massal yang ditujukan bagi anak-anak warga disekitar area operasi.

HEALTH

Health-focused CSR programs consumed Pertamina Gas and CSR Pertamina operational budget. Pertamina Gas collaborated with Perta Medika and Head Office's employees as well as the subsidiaries in several activities.

A number of effected activities, are as follows:

- **Blood Donor**
On the 6th anniversary, Pertamina Gas held blood donor program at the Head Officer, where it managed to get 104 blood bags from 130 donors.
- **Mass Circumcision**
As one of the good causes, we held a mass circumcision for children who are less fortune and live in the vicinity of the operation area.

LOKASI LOCATION	AREA AREA	JUMLAH ANAK NUMBER OF CHILDREN
Distrik Mundu Mundu District	Area Jawa Bagian Barat (JBB)	27
Tegalgede	Western Area of Java (JBB)	
Pendopo	Area Sumatra Bagian Selatan (SBS)	25
Plaju	Southern Area of Sumatra (SBS)	
Jumlah Total		52

Melalui kegiatan CSR, kehadiran Pertamina Gas diharapkan dapat memberikan kontribusi bagi peningkatan kesejahteraan masyarakat setempat

Through CSR activities, the presence of Pertamina Gas is expected to contribute to improving the welfare of local communities

Membangun Harmoni Bersama Masyarakat

Developing Harmony With Community



- **Clino Gigi**

Kegiatan clino gigi diperuntukkan bagi siswa SD dan bertujuan mengenalkan perawatan gigi yang baik dan benar. Selain itu diadakan pemeriksaan dan pengobatan gigi secara gratis.

- **Clino Gigi**

Clino Gigi program is in the interest of elementary students aiming to introduce a proper dental care at the early stage. Also, it provides free session of dental examination and treatment.

LOKASI LOCATION	AREA AREA	JUMLAH ANAK NUMBER OF CHILDREN
SDN 5 Baturaja, Kab. Muara Enim Public Elementary 5 Baturaja, Muara Enim Regency	Area Sumatra Bagian Selatan (SBS) Southern Area of Sumatra (SBS)	<ul style="list-style-type: none"> • 624 Siswa Diperiksa • 134 Berlanjut Pengobatan
SDN Cilamaya 7 Public Elementary Cilamaya 7	Area Jawa Bagian Barat (JBB) Western Area of Java (JBB)	<ul style="list-style-type: none"> • 624 examined students • 134 continued to treatment
SDN Al Barkah Tegal Gede Public Elementary Al Barkah Tegal Gede		

- **Peralatan Kesehatan**

Pertamina Gas merealisasikan bantuan peralatan kesehatan baik untuk Puskesmas, Posyandu, dan Puskesmasdes.

- **Medical Equipment**

Pertamina Gas managed to realize the procurement of medical equipment for Community Health Center (Puskesmas), Integrated Health Post (Posyandu), and Village Health Center (Puskesmasdes).

LOKASI LOCATION	AREA AREA
Puskesmas Kec. Cilamaya, Kab. Karawang Puskesmas in Cilamaya District, Karawang Regency	
Posyandu Desa Kedokan Kab. Indramayu Posyandu in Kedokan Village, Indramayu Regency	Area Jawa Bagian Barat (JBB) Western Area of Java (JBB)
Posyandu Distrik Bitung Posyandu in Bitung District	
Pondok Kesehatan Desa Permisan dan Dusun Tanjungsari Desa Kupang, Kec. Jabon, Jawa Timur. Village Health Post in Permisan Village and Tanjung Sari Village, Kupang Village, Jabon District, East Java.	Area Jawa Bagian Timur (JBT) Eastern Area of Java (JBT)
Distrik Pendopo, Kab. Prabumulih Pendopo District, Prabumulih Regency	Area Sumatra Bagian Selatan (SBS) Southern Area of Sumatra (SBS)

INFRASTRUKTUR [G4-EC7]

Sumber dana kegiatan CSR di bidang infrastruktur berasal dari anggaran PKBL Pertamina. Pertamina Gas bertindak sebagai pelaksana kegiatan yang dilaksanakan di area operasi Perusahaan, di antaranya:

- **Pembangunan MCK dan Fasilitas Air Bersih**
Program ini dilaksanakan di Distrik Mundu, Tegalgede, Bitung & Cilamaya, Area Jawa Bagian Barat (JBB). Selain itu program ini juga dilaksanakan di Area Jawa Bagian Timur (JBT), tepatnya di SDN 1 Bligo Kecamatan Candi Kabupaten Sidoarjo.
- **Pembangunan Ruang Kelas dan Perbaikan Lapangan Upacara**

INFRASTRUCTURE [G4-EC7]

The funding resources of CSR program in infrastructure originated from PKBL Pertamina funds. Pertamina Gas serves as the program leader in activities held surrounding the Company's operation area, with details as follow:

- **Bathroom and Clean Water Facility development**
The program has taken effect in Mundu District, Tegalgede, Bitung & Cilamaya, West Java Area (JBB). It was also effectuated in East Java Area (JBT), precisely at the Public Elementary 1 Bligo, Candi District, Sidoarjo Regency.
- **Class Room development and Ceremony Field renovation**

NO	AREA	LOKASI DAN BENTUK KEGIATAN
	AREA	LOCATION AND ACTIVITY TYPE
1	Pangkalan Brandan, Area SBU Pangkalan Brandan, SBU Area	TKIT Adzakia & Madrasah Al-Wasliyah Pembangunan ruang kelas. Class room development
2	Desa Simpang Bayat dan Banyuglenci, Kab. Musi Banyuasin, Sumatra Selatan, Area SBS Simpang Bayat and Banyuglenci Village, Musi Banyuasin Regency, South Sumatra, SBS Area	Perbaikan taman kanak-kanak Kindergarten renovation
	Desa Matamera, Kab. Musi Banyuasin, Area SBS Matamera Village, Musi Banyuasin Regency SBS Area	Perbaikan gedung PAUD PAUD building renovation



23.74%

Anggaran CSR diperuntukan untuk infrastruktur

CSR budget is allocated for infrastructure

- **Perbaikan Tempat Ibadah**
Program ini ditujukan untuk mendorong peningkatan kualitas dan kuantitas kegiatan keagamaan. Lokasi kegiatan di antaranya:
 1. Area SBS : perbaikan musholla Desa Simpang Bayat & Banyung Lencir, Kabupaten Musi Banyuasin.
 2. Area SBU : pemasangan pagar dan kanopi Masjid Al-Istiqomah di Pangkalan Brandan.
- **House of worships renovation**
The program aims to emphasize the quality and quantity of religious activities. It has been conducted in these locations:
 1. SBS Area: musholla renovation in Simpang Baya & Banyuglencir Village, Musi Banyuasin Regency.
 2. SBU Area: fence and canopy installation at Al-Istiqomah Mosque in Pangkalan Brandan.
- **Perbaikan Fasilitas Umum**
Kegiatan yang dilaksanakan pada tahun 2013, diantaranya di Area SBS : pembuatan kamar mandi baru, perbaikan kamar mandi lama, perbaikan aula desa, perbaikan lapangan sepak bola dan perbaikan lapangan voli di Cambai, Sumatra Selatan.
- **Public Facility renovation**
Such activities that had taken effect in 2013, are as follows: SBS Area: new bathroom construction, existing bathroom renovation, village hall renovation, soccer and volley field renovation in Cambai Village, South Sumatra.

Community empowerment programs are determined according to the needs and potential of each regional

PEMBERDAYAAN MASYARAKAT [G4-EC8]

Sumber dana kegiatan CSR di bidang pemberdayaan masyarakat (*community development*) berasal dari anggaran PKBL Pertamina, CSR Pertamina, dan Pertamina Gas. Berbagai kegiatan yang telah dilakukan diantaranya:

- **Area JBT: Pengasapan Ikan di Desa Penatarsewu, Kec. Tanggulangin, Kab. Sidoarjo, Jawa Timur.**
- **Area JBB: Pelatihan Generasi Sobat Bumi di Karang Taruna Desa Pasir Sari, Kec. Cikarang, Kabupaten Bekasi.**
- **Desa Binaan**
Pertamina memiliki beberapa desa binaan yang tergabung sebagai desa penerima manfaat dari program *community development*.

COMMUNITY EMPOWERMENT [G4-EC8]

As for CSR programs that handles community development, the funds are withdrawn from PKBL Pertamina, CSR Pertamina, and Pertamina Gas. Several effected activities can be seen below:

- **JBT Area: fish fumigation in Penatarsewu Village, Tanggulangin District, Sidoarjo Regency, East Java.**
- **JBB Area: Friend of the Earth Generation (Generasi Sobat Bumi) Workshop at Voluntary Youth Organization (Karang Taruna) in Pasir Sari Village, Cikarang District, Bekasi Regency.**
- **Foster Villages**
Pertamina owns a number of foster villages that combined together as beneficiaries of community development program. Through

Melalui program ini, diharapkan setiap desa dapat meningkatkan keadaan ekonominya secara berkesinambungan. Rincian Program Desa Binaan adalah:

this program, it is projected that each village to be able to improve its economy continuously. The details of the Foster Villages are explained below:

DESA BINAAN FOSTER VILLAGES	AREA AREA	PROGRAM PROGRAM
Desa Limbangan Limbangan Village	Area Jawa Bagian Barat (JBB) Western Area of java (JBB)	Program budidaya ternak sapi, budidaya mangrove, Bank sampah, serta budidaya jamur dan ikan Cattle breeding, mangrove aquaculture, Waste Banks, as well as the cultivation of mushrooms and fish
Desa Cilamaya Wetan Cilamaya Wetan Village	Area Jawa Bagian Barat (JBB) Western Area of java (JBB)	Program Bank sampah dan budidaya jamur merang Waste Banks and the cultivation of mushrooms
Desa Bunder Bunder Village	Area Jawa Bagian Barat (JBB) Western Area of java (JBB)	Program Bank sampah dan Composter Waste Banks and Composter
Desa Pasir Sari Cikarang Selatan Pasir Sari Village South Cikarang	Area Jawa Bagian Barat (JBB) Western Area of java (JBB)	Program Kampanye Generasi Sobat Bumi <i>Goes To School</i> , <i>Workshop Guru Sobat Bumi</i> , <i>Workshop Daur Ulang Barang Bekas</i> , <i>Gerakan Tanam Pohon</i> , dan bantuan mading Campaign of "Generasi Sobat Bumi Goes To School", Workshop "Guru Sobat Bumi", Workshop of Seconhand Recycling, Workshop of Tree Plantings, and helping buletin board
Desa Simpang Bayat dan Banyuglencir Simpang Bayat and Banyuglencir Village	Area Sumatra Bagian Selatan (SBS) Southern Area of Sumatra (SBS)	Program budidaya perikanan dan tanaman karet Cultivation of fisheries and rubber plant

- **Pelatihan Karet & Pengadaan Mesin Press karet**

Pemberdayaan masyarakat dilakukan di sekitar Stasiun Kompresor Gas (SKG) Cambai. Diharapkan dengan mengadakan pelatihan karet dan pengadaan mesin *press* karet, masyarakat sekitar wilayah operasi dapat hidup mandiri dengan menyediakan bibit karet dan bahan karet yang berkualitas setelah sebelumnya hanya bekerja sebagai penyadap karet.

- **Rubber Training & Rubber Press Machine**

Community development was initiated in the surrounding of Cambai's Gas Compressor Station (SKG). By providing the training on rubber and rubber press machine, it is hoped that local community able to live independently by producing rubber seeds and quality rubber materials, where previously they worked only as rubber tapper.

- **Pengembangan Pondok Pesantren**

Selain Desa Binaan, program pemberdayaan dilakukan juga di Pondok Pesantren Hidayatulloh Bontang, Area Kalimantan dengan program pengembangan tanaman hortikultura dan budidaya ternak sapi.

- **Islamic Boarding School development**

Aside the Foster Villages, community development was also managed at the Islamic Boarding School of Hidayatulloh Bontang, Kalimantan Area, combined with horticultural crops development and cow farming.

MENUJU TATA KELOLA BERKELANJUTAN

Towards Sustainability
Governance





“Pertamina Gas bersungguh-sungguh menerapkan praktik-praktik Tata Kelola Perusahaan yang Baik (Good Corporate Governance atau GCG) berstandar dunia”

“Pertamina Gas is committed to implementing the world standard Good Corporate Governance (GCG) practices”

Hal ini sejalan dengan upaya perusahaan mewujudkan visi menjadi perusahaan gas nasional berkelas dunia dan perusahaan bisnis gas internasional.

This is aligns with the Company's endeavors to embody it vision of becoming world class national gas company and international gas business company.

Penerapan GCG juga menjadi bagian dari kepatuhan perusahaan terhadap Peraturan Menteri Negara BUMN Nomor PER-01/MBU/2011. Pelaksanaan GCG di lingkungan Pertamina Gas selalu mengacu kepada kaidah-kaidah yang tersusun pada Peraturan Menteri Negara BUMN Nomor PER-01/MBU/2011 tentang penerapan Tata Kelola Perusahaan yang Baik (*Good Corporate Governance*) pada Badan Usaha Milik Negara (BUMN).

The GCG implementation is also part of compliance of the Company towards the Regulation of the Minister of SOEs Number PER-01/MBU/2011, and it constantly refers to the stated conventions where it regulates about the Good Corporate Governance Implementation in the State Owned Enterprises (BUMN).

STRUKTUR TATA KELOLA PERUSAHAAN

Sesuai Undang-Undang No. 40 tahun 2007 tentang Perseroan Terbatas, struktur tata kelola Pertamina Gas terdiri atas Rapat Umum Pemegang Saham (RUPS), Dewan Komisaris, dan Direksi. [G4-34]

STRUCTURE OF CORPORATE GOVERNANCE

In accordance to the Law No. 40 year 2007 concerning Limited Liability Company, the governance structure of Pertamina Gas is comprised of Shareholders General Meeting (RUPS), Board of Commissioners, and Board of Directors. [G4-34]

Direksi dibantu organ pendukung yang bertanggung jawab atas pelaksanaan tanggung jawab sosial perusahaan (CSR), yakni dibawah *Corporate Secretary* dan dipimpin oleh seorang pejabat perusahaan setingkat manajer, yaitu *Manajer Public Relation*. [G4-35, G4-36]

The Board of Directors is assisted by supporting division responsible for the implementation of CSR, operating under *Corporate Secretary* and led by one of the Company's official at the same level of manager, namely *Manager of Public Relation*. [G4-35, G4-36]

Di tingkat area operasi, pemenuhan pelaksanaan tanggung jawab sosial dan lingkungan dilakukan langsung oleh Manajer area, dibantu oleh tiap bagian yang terkait. Pejabat bersangkutan secara langsung mewakili Pertamina Gas dalam melakukan dialog dengan para pemangku kepentingan di masing-masing area operasi. [G4-37]

In the operational area, the enactment of social and environment responsibility is carried out directly within the authority of Manager division, assisted by each related division. The related official is directly representing Pertamina Gas in performing a dialogue among the stakeholders in each operation area. [G4-37]

ORGAN PERUSAHAAN
CORPORATE ORGAN

RAPAT UMUM PEMEGANG SAHAM
GENERAL MEETING OF SHAREHOLDERS

DEWAN DIREKSI
BOARD OF DIRECTORS

DEWAN KOMISARIS
BOARD OF COMMISSIONERS

ORGAN PENDUKUNG
SUPPORTING ORGAN

Sekretaris Perusahaan
Corporate Secretary

Komite Audit
Audit Committee

Audit Internal
Internal Audit

Komite Remunerasi
Remuneration Committee

Manajemen Risiko
Risk Management

Tanggung Jawab Sosial Perusahaan
Corporate Social Responsibility

Tata Kelola Perusahaan
Corporate Governance



RAPAT UMUM PEMEGANG SAHAM

RUPS merupakan organ perusahaan tertinggi dalam struktur badan tata kelola Pertamina Gas. RUPS juga menjadi mekanisme bagi pemegang saham untuk meminta penjelasan maupun menyampaikan rekomendasi pada Dewan Komisaris maupun Direksi. [G4-49]

Penjelasan mengenai pelaksanaan RUPS dan hasil-hasilnya, secara lengkap disampaikan dalam Laporan Tahunan 2013 PT Pertamina Gas. [G4-50]

DEWAN KOMISARIS

Dewan Komisaris bertugas melakukan pengawasan atas proses penerapan kebijakan pengurusan pada umumnya, baik mengenai Perusahaan maupun usaha yang dijalankan, serta memberi nasihat kepada Direksi. Dewan Komisaris terdiri dari seorang Komisaris Utama, dua orang Komisaris, dan satu orang Komisaris Independen. Kami memastikan tidak ada anggota Dewan Komisaris yang merangkap jabatan sebagai pejabat eksekutif. [G4-34, G4-39]

SHAREHOLDER GENERAL MEETING

Shareholder General Meeting (RUPS) is the highest position of organ within the governance structure of Pertamina Gas. It is an effective mechanism for shareholder to inquire any explanations as well as conveying recommendations to the Board of Commissioners or Board of Directors. [G4-49]

More elaborations of RUPS implementation and its insights are thoroughly explained in the Annual Report 2013 of PT Pertamina Gas. [G4-50]

BOARD OF COMMISSIONERS

The Board of Commissioners is responsible to monitor the implementation of policies in general, in regards to the Company or the operating business, and providing counsels to the Board of Directors. The Board consists of one President Commissioner, two Commissioners, and one Independent Commissioner. We guarantee there will not be a single member of the Board to have concurrent position as executive official. [G4-34, G4-39]

Sepanjang tahun 2013, telah terjadi perubahan susunan Dewan Komisaris, berdasarkan RUPS yang dilaksanakan. Rincian informasi tentang hal ini disajikan dalam Laporan Tahunan 2013 PT Pertamina Gas. [G4-13]

Anggota Dewan Komisaris baru diangkat dan ditetapkan berdasarkan pertimbangan integritas, dedikasi, memahami masalah-masalah manajemen perusahaan yang berkaitan dengan salah satu fungsi manajemen. Kriteria lain adalah memiliki pengetahuan memadai di bidang usaha Perusahaan, serta menyediakan waktu untuk melaksanakan tugasnya. [G4-40]

Throughout 2013, there has been reshuffling structure to the Board of Commissioners based on the approved and enacted RUPS. Details of this information can be viewed in the Annual Report 2013 of PT Pertamina Gas. [G4-13]

The new members of Board of Commissioners are elected based on the consideration of integrity, dedication, understanding of the problems dealt with the management related to one of the management functions. Other determining criterias are having adequate knowledge on the Company's business, and capable to manage their duties. [G4-40]

SUSUNAN DEWAN KOMISARIS PER 31 DESEMBER 2013 [G4-38]
BOARD OF COMMISSIONERS' STRUCTURE PER DECEMBER 31ST, 2013

NAMA NAME	JABATAN POSITIONS	GENDER GENDER	KEWARGANEGARAAN CITIZENSHIP
Hari Karyulianto	Komisaris Utama President Commissioner	Pria Male	Indonesia Indonesian
Muchlis Moechtar	Komisaris Commissioner	Pria Male	Indonesia Indonesian
Askolani	Komisaris Commissioner	Pria Male	Indonesia Indonesian
Muliawan	Komisaris Commissioner	Pria Male	Indonesia Indonesian
Naryanto Wagimin	Komisaris Commissioner	Pria Male	Indonesia Indonesian

Dalam melaksanakan tanggung jawabnya, Dewan Komisaris dibantu komite-komite, yang bertugas memberikan saran serta masukan dalam rangka menjalan tugas pengawasan dan pemberian nasihat kepada Direksi. Komite-komite dimaksud adalah: [G4-34, G4-38]

1. Komite Audit
2. Komite Remunerasi

Penjelasan lengkap masing-masing komite, disampaikan dalam Laporan Tahunan 2013 PT Pertamina Gas.

In exercising their responsibilities, the Board of Commissioners are assisted by committees who provide suggestions and opinions in order to ease the work flow and deliver advices to the Board of Directors. The mentioned committees, are as follows: [G4-34, G4-38]

1. Audit Committee
2. Remuneration Committee

A comprehensive description of each committee is delivered in the Annual Report 2013 of PT Pertamina Gas.

The Board of Directors in evaluating corporate social responsibility (CSR), is assisted by the Corporate Secretary and Manager of Public Relations

Berdasarkan keputusan pemegang saham secara sirkuler tanggal 2 Desember 2011 perihal Persetujuan Kenaikan Gaji Direksi dan Honorarium Dewan Komisaris, komponen penghasilan Dewan Komisaris dan Direksi terdiri dari: [G4-51]

1. Honorarium;
2. Tunjangan dan fasilitas;
3. Tantiem; dan
4. Imbalan atas kinerja.

Pemberian tantiem kepada Dewan Komisaris mengacu kepada Keputusan Pemegang Saham Sirkuler di atas. Tantiem adalah penghargaan kepada Dewan Komisaris yang tidak dijabat Direksi Pertamina, yang diberikan setiap tahun apabila Perusahaan memperoleh laba dan diputuskan dalam RUPS. Adapun pajak atas tantiem ditanggung penerima. [G4-52]

Based on the circular decision of shareholders dated December 2nd, 2011, in regards to the Board of Directors' Remuneration and Board of Commissioners' Honorarium Determination, the detailed components are consisted of: [G4-51]

1. Honorarium
2. Benefits and facility;
3. Tantiem; and
4. Performance benefits.

Tantiem distribution to the Board of Commissioners refers to the Circular Resolution of the Shareholders. Tantiem is rewards given to those members of Board of Commissioners who are not an incumbent of Pertamina's Board of Directors; it is an annual offer when the Company heaps profits and to be discussed in the RUPS. The charged tax will be on the recipient's burden. [G4-52]

JABATAN POSITION	KOMPOSISI TANTIEM DEWAN KOMISARIS TANTIEM COMPOSITION OF THE BOARD OF COMMISSIONERS
Komisaris Utama President Commissioner	40% Dari Tantiem Direktur Utama 40% of President Director's tantiem
Komisaris Commissioner	36% Dari Tantiem Direktur Utama 36% of President Director's tantiem

Pemegang saham menjadi satu-satunya pemangku kepentingan yang memiliki akses dalam ikut menentukan besaran remunerasi Dewan Komisaris. Laporan ini tidak menyertakan rasio persentase besaran remunerasi yang diberikan kepada Dewan Komisaris, terhadap besaran total imbal jasa pekerjaan yang diberikan kepada para pekerja. [G4-53, G4-54, G4-55]

Shareholders will be the only stakeholders who have access to take part in stipulating the amount of remuneration for the Board of Commissioners. This report does not disclose the percentage ratio of remuneration, which given to the Board of Commissioners, to the total amount of occupation benefits that given to the employees. [G4-53, G4-54, G4-55]

DIREKSI

Direksi adalah merupakan organ tata kelola yang berperan penuh dalam mengelola Perusahaan secara kolegal. Direksi Pertamina Gas terdiri dari seorang Presiden Direktur dan tiga orang Direktur. [G4-34]

Pada tahun 2013, susunan Direksi Perusahaan mengalami satu kali perubahan. Uraian informasi mengenai perubahan susunan Direksi disampaikan dalam Laporan Tahunan 2013 PT Pertamina Gas. [G4-13]

BOARD OF DIRECTORS

Board of Directors is an organ within the Company's governance structure that effusively responsible in managing the Company, collegially. Pertamina Gas's Board of Directors is manned by one President Director and three Directors. [G4-34]

In 2013, the composition of Board of Directors had at least endured one reshuffle. Further information about the reshuffling, it can be referred to the Annual Report 2013 of Pertamina Gas. [G4-13]

SUSUNAN DIREKSI PER 31 DESEMBER 2013 [G4-34, G4-38]

BOARD OF DIRECTORS' STRUCTURE PER DECEMBER 31ST, 2013

NAMA NAME	JABATAN POSITIONS	GENDER GENDER	KEWARGANEGARAAN CITIZENSHIP
Hendra Jaya	Presiden Direktur President Director	Pria Male	Indonesia Indonesian
Ahmad Kudus	Direktur Teknik dan Pengembangan Usaha Technic and Business Development Director	Pria Male	Indonesia Indonesian
Wahyu Satoto	Direktur Operasi Operation Director	Pria Male	Indonesia Indonesian
Roehjadi	Direktur Keuangan Finance Director	Pria Male	Indonesia Indonesian

Pengangkatan anggota Direksi dilakukan pemegang saham dan ditetapkan dalam RUPS. Pemilihan anggota Direksi didasarkan pada kriteria kelayakan dengan mempertimbangkan keahlian, integritas, kepemimpinan, pengalaman, jujur, perilaku yang baik, serta dedikasi untuk memajukan dan mengembangkan Perusahaan. [G4-40]

Election of the Board of Directors is led by the shareholders and to be defined officialy in the RUPS. The selection process is based on proper criterias by weighing skill, integrity, experience, honesty, good attitude, as well as dedication in promoting and developing the Company. [G4-40]

Business Ethics and Code of Conduct have become the guidance to any forms of conflict of interests

Berdasarkan keputusan pemegang saham secara sirkuler tanggal 2 Desember 2011 perihal Persetujuan Kenaikan Gaji Direksi dan Honorarium Dewan Komisaris, komponen penghasilan Dewan Komisaris dan Direksi terdiri dari: [G4-51]

1. Honorarium;
2. Tunjangan dan fasilitas;
3. Tantiem;
4. Imbalan atas kinerja.

Direksi dapat mengajukan usulan remunerasi Direksi kepada Dewan Komisaris untuk mendapatkan rekomendasi, dan diteruskan kepada pemegang saham guna mendapatkan pengesahan. Persetujuan dan pengesahan atas besaran, bentuk dan waktu berlaku remunerasi Direksi dilakukan pemegang saham dalam Rapat Umum Pemegang Saham atau Keputusan Pemegang Saham secara Sirkuler. [G4-52]

Dengan demikian pemegang saham menjadi satu-satunya pemangku kepentingan yang memiliki akses dalam ikut menentukan besaran remunerasi Direksi. Laporan ini tidak menyertakan rasio persentase besaran remunerasi yang diberikan kepada Direksi, terhadap besaran total imbal jasa pekerjaan yang diberikan kepada para pekerja. [G4-53, G4-54, G4-55]

In accordance to the circular resolution of the shareholders as per December 2nd, 2011 in regards to the the Board of Directors' Remuneration and Board of Commissioners' Honorarium Determination, components of income received by these two organs are captured as follows: [G4-51]

1. Honorarium;
2. Benefits and facility;
3. Tantiem;
4. Performance benefits.

The Board of Directors may propose their own remuneration through the Board of Commissioners in order to attain a recommendation and to be forwarded to the shareholders for ratification. The approval and ratification of the amount, form, and time of the remuneration are to be discussed among the shareholders in the RUPS or Circular Resolution of Shareholders. [G4-52]

Therefore, shareholders are the only stakeholders in owning the access to define the remuneration amount for the Board of Directors. This report does not disclose the percentage ratio of remuneration, which given to the Board of Commissioners, to the total amount of occupation benefits that given to the employees. [G4-53, G4-54, G4-55]

JABATAN POSITION	REMUNERASI DIREKSI 2013 BOARD OF DIRECTORS' REMUNERATION 2013
Presiden Direktur President Director	Gaji Rp 87.500.000 Salary Rp 87,500,000 Tunjangan Rp 16.500.000 Benefits Rp 16,500,000
Direktur Operasi Director of Operation	90% Gaji dan Tunjangan Presiden Direktur 90% of President Director's Salary and Benefits
Direktur Teknik dan Pengembangan Bisnis Director of Technic and Business Development	90% Gaji dan Tunjangan Presiden Direktur 90% of President Director's Salary and Benefits
Direktur Keuangan Director of Finance	90% Gaji dan Tunjangan Presiden Direktur 90% of President Director's Salary and Benefits



PENCEGAHAN BENTURAN KEPENTINGAN [G4-41]

Perusahaan menetapkan persyaratan independensi bagi setiap anggota Direksi, guna menghindari benturan kepentingan. Kami memastikan dan menjamin setiap anggota Direksi tidak memiliki hubungan keluarga sedarah sampai dengan derajat ketiga, baik antara anggota Direksi ataupun dengan Dewan Komisaris dan pemegang saham Perusahaan.

Pertamina Gas juga memiliki Kode Etik atau *Code of Conduct*, yang diwujudkan melalui Etika Usaha dan Tata Perilaku. Pedoman tersebut menjadi acuan perilaku bagi Dewan Komisaris dan Direksi dalam mengelola Perseroan. Termasuk diantaranya adalah penghindaran benturan kepentingan.

PRECAUTIONARY TO CONFLICTS OF INTEREST [G4-41]

The Company has stipulated independent requirements to each member of the Board of Directors in the intention of avoiding any conflict of interests. We assure and guarantee that each incumbent does not have any kind of blood relations, at least up to the third generation, within the Board of Directors, Board of Commissioners and the Company's shareholders.

Pertamina Gas also have Code of Conduct, which reflected through the Business Ethics and Code of Conduct, of which has become a guidance for the Board of Commissioner and Board Directors in operating the Company. Such guidance that requires Code of Conduct is the debarment of any conflict of interests.

Code of Conduct is
socialized to all employees
through video conference

The Board of Directors' performance over social responsibilities is evaluated by the Board of Commissioners each month

EVALUASI TATA KELOLA BERKELANJUTAN

Dalam menjalankan tugas dan tanggung jawabnya, Dewan Komisaris maupun Direksi senantiasa menjalin komunikasi. Komunikasi yang terbangun antara lain diwujudkan melalui mekanisme rapat, guna membahas berbagai hal bersifat kritis yang dihadapi Perusahaan serta evaluasi komitmen pada pemenuhan prinsip-prinsip keberlanjutan. [G4-49]

Penyelenggaraan rapat Dewan Komisaris didasarkan pada Peraturan Menteri Negara Badan Usaha Milik Negara No.PER-01/MBU/2011 tanggal 1 Agustus 2011 tentang Penerapan Tata kelola Perusahaan Yang Baik (*Good Corporate Governance*) Pada BUMN. Dalam Pasal 14 dinyatakan bahwa Rapat Dewan Komisaris harus diadakan secara berkala sekurang-kurangnya sekali dalam setiap bulan, dimana Direksi juga dapat diundang untuk hadir dalam rapat tersebut.

Adapun Direksi melaksanakan rapat sewaktu-waktu bilamana dibutuhkan, dan dapat juga dihadiri oleh manajemen. Selain itu sejak bulan September 2013 diselenggarakan rapat *war room* setiap pekan, dan dihadiri oleh semua fungsi dengan pembahasan perkembangan dan tindak lanjut usulan investasi proyek.

Uraian informasi mengenai penyelenggaraan rapat oleh Dewan Komisaris maupun Direksi, beserta tingkat kehadiran, tersaji dalam Laporan Tahunan 2013 PT Pertamina Gas. [G4-50]

SUSTAINABLE GOVERNANCE EVALUATION

Having to set the duties and responsibilities in motion, the Board of Commissioners and Board of Directors depend on communication, such as meetings, in order to deliberate numerous critical affairs faced by the Company as well as evaluation to the commitment of sustainable principles. [G4-49]

The function of Board Commissioners meeting relies on the Regulation of the Minister of State Owned Enterprises (SOEs) No. PER-01/MBU/2011 dated August 1st, 2011 concerning the Implementation of Good Corporate Governance (GCG) to SOEs. Declared in the Article 14 that the Board of Commissioners' Meeting should be put in motion regularly at the least once a year where the Board of Directors is required to attend.

Whereas the Board of Directors may gather for a meeting upon necessary requirements, and the management may participate in it. Aside from all the aforementioned details, since September 2013, war room meeting was held weekly and attended by all business functions discussing development and continuation of investment project proposal.

Information description of the Board of Commissioners' and Board of Directors' meeting, including its attendance, is officially written in the Annual Report 2013 of PT Pertamina Gas. [G4-50]

Setiap tahun Dewan Komisaris dan Direksi menyampaikan laporan kinerja sesuai tanggung jawab masing-masing, baik kepada pemegang saham maupun pemangku kepentingan lain. Laporan Dewan Komisaris dan Direksi disampaikan antara lain dalam Laporan Tahunan 2013 dan Laporan Keberlanjutan 2013. [G4-44]

Selama tahun 2013 Pertamina Gas menyertakan anggota Direksi mengikuti beberapa program yang bersifat pelatihan, *benchmarking* ataupun seminar penting. Hal tersebut bertujuan untuk meningkatkan kompetensi dalam melaksanakan tugas dan tanggung jawabnya, serta pemahaman pada prinsip-prinsip keberlanjutan meliputi aspek ekonomi, lingkungan dan sosial. Kinerja para anggota Direksi ini diukur melalui *key performance indicator* (KPI) yang dievaluasi oleh Dewan Komisaris, sedikitnya melalui Pertemuan antara Direksi dan Komisaris rutin dilakukan sebulan sekali untuk membahas kinerja operasi dan proyek Perusahaan. [G4-43]

Each year both of these essential organs report their performances and responsibilities outlook to the shareholders and other stakeholders. It is also embodied inside the Annual Report 2013 and Sustainability Report 2013. [G4-44]

Throughout 2013, Pertamina Gas has been involving the members of Board of Directors to participate in several programs that based on training method, benchmarking or seminar. It helped the related parties to be more advanced in its competencies, duties and responsibilities execution, as well as sustainable principles, such as aspects of economy, environment, and social. The Board of Directors' performance are assessed through key performance indicator (KPI), which later to be evaluated by the Board of Commissioners. There would be at least once a month meeting between the two afore-mentioned organs to discuss the Company's operational and project performance. [G4-43]

NAMA NAME	DESKRIPSI DESCRIPTION	TANGGAL DATE	LOKASI LOCATION
	LNG 17 th International Conference	April 16-19, 2013	Houston, USA 3
Gunung Sardjono Hadi	Benchmarking study to Thailand and Pakistan: CNG Development on Transportation	February 3-10, 2013	Thailand & Pakistan
Hendra Jaya	Interim Management Report	October 19-24, 2013	Seoul, South Korea
	Benchmarking study to Thailand and Pakistan: CNG Development on Transportation	February 3-10, 2013	Thailand & Pakistan
Ahmad Kudus	Qualification of Steel Mill Material HRC for Arun Belawan Project	May 3-12, 2013	South Korea & Japan
	Design Review Engineering: Gas Turbine	September 9 -13, 2013	San Diego USA
	Design Review Engineering: Compressor	September 16 -20, 2013	New York, USA
Wahyudi Satoto	Joint Witness Engineering Intelligent Plg Ruas Cilamaya-KHT-Balongan	June 26 - July 8, 2013	Germany
Rochjadi	Joint Witness Engineering Intelligent Plg Ruas Cilamaya-KHT-Balongan	June 26 - July 8, 2013	Germany

Untuk memastikan penerapan GCG di lingkungan Pertamina Gas, kami senantiasa melakukan penilaian dan evaluasi. Hal ini didasarkan pada lampiran Surat Sekretaris Kementerian BUMN No.S-168/MBU/2008 tanggal 27 Juni 2008 *Tentang Assesment* Program GCG di BUMN yang terdiri dari: [G4-44]

1. Komitmen terhadap Penerapan Tata Kelola Secara Berkelanjutan;
2. Pemegang Saham dan RUPS;
3. Dewan Komisaris;
4. Direksi;
5. Pengungkapan Informasi dan Transparansi;
6. Aspek Lainnya

Pada tahun 2013, Perusahaan telah melaksanakan pengujian pelaksanaan GCG. Pengujian dilakukan PT Sinergi Daya Prima (SDP Consulting) sebagai lembaga independen. Hasil penilaian dituangkan pada *scorecard* yang terdiri dari 43 indikator dan 153 parameter. Data penilaian diperoleh melalui *document review*, kuesioner, wawancara, dan observasi.

Hasil pengujian penerapan GCG Pertamina Gas tahun 2013 adalah:

To confirm GCG implementation in the environment of Pertamina Gas, we constantly do assessment and evaluation as it refers to the attachment of the Letter from Secretary of Minister of SOEs No.S-168/MBU/2008 dated June 27th, 2008 concerning Assessment Program of GCG in the SOEs, which comprised of: [G4-44]

1. Commitment towards the Implementation of Sustainable Governance
2. Shareholders and RUPS
3. Board of Commissioners
4. Board of Directors
5. Disclosure of Information and Transparency
6. Other Aspects

In 2013, the Company managed to move forward with CGC implementation's assessment, which led by PT Sinergi Daya Prisma (SDP Consulting) as an independent institution. The insight of the assessment was recorded on *scorecard*, consisting of 43 indicators and 153 parameters. The data was pulled from document review, questionnaire, interview and observation.

The result of Pertamina's GCG implementation assessment in 2013, is as follow:

Total nilai diperoleh adalah 72,36 dari total nilai maksimal sebesar 100 atau mencapai kualifikasi CUKUP BAIK.

The total score achievement is 72.36 of the total maximum value of 100, which achieves FAIRLY GOOD qualification.

Pada tahun 2013 telah dilaksanakan pula pengujian terhadap Dewan Komisaris dan Direksi Pertamina Gas, sebagai elemen penting pelaksanaan GCG. Pelaksanaan pengujian terhadap Dewan Komisaris dilakukan RUPS. Sedangkan pelaksanaan pengujian terhadap Direksi dilakukan Dewan Komisaris dan RUPS.

In 2013, there was also an assessment against the Board of Commissioners and Board of Directors of Pertamina Gas, which deemed as a substantial element in GCG implementation. The assessment was, respectively, conducted by the RUPS, while the latter was executed by the Board of Commissioners and RUPS.

RUPS menilai kinerja Dewan Komisaris berkaitan dengan pelaksanaan keputusan RUPS yang telah diagendakan di tahun berjalan. Dewan Komisaris menilai kinerja Direksi berdasarkan Indikator Kunci Kinerja atau *Key Performance Index* (KPI), terutama yang berkaitan dengan pencapaian kinerja perusahaan yang telah ditetapkan RUPS.

The RUPS evaluates the performance of the Board of Commissioners that related to the realization of RUPS determination that was scheduled to put into motion in the current year. Whereas the Board of Commissioners evaluates the Board of Directors through Key Performance Index (KPI), specifically associated with the Company's achievements defined by RUPS.

Pengujian penerapan GCG terhadap Dewan Komisaris dan Direksi dilaksanakan PT Sinergi Daya Prima (Sinergi Consulting), dengan menggunakan 143 parameter *Company Corporate Governance Scoring* Kementerian BUMN berdasarkan tingkat pencapaian pemenuhan kriteria-kriteria sesuai Keputusan Sekretaris BUMN No. SK-16/S.MBU/MOU 2012 tanggal 6 Juni 2012.

The assessment of GCG implementation against the Board of Commissioners and Board of Directors was performed by PT Sinergi Daya Prima (Sinergi Consulting), utilizing 143 parameters of *Company Corporate Governance Scoring* from the Ministry of SOEs, relying to the criterias as per the Decree of the Secretary of SOEs No. SK-16/S.MBU/MOU2012 dated June 6th, 2012.

- Skor hasil pengujian GCG terhadap Dewan Komisaris adalah 22,261 dari 35 nilai maksimal, atau (63,60%-91,07%), yang berarti secara umum penerapan GCG oleh Dewan Komisaris telah berjalan dengan baik.
- Skor hasil pengujian GCG terhadap Direksi adalah 26,633 dari 35 nilai maksimal atau (76,09%), yang berarti secara umum penerapan GCG oleh Direksi telah berjalan dengan baik.
- The attained score of assessment towards the Board of Commissioners is 22.261 of 35 maximum scores, or (63.60%-91.07%), meaning in general, the implementation was well-managed.
- The score of assessment towards the Board of Directors is 26.633 of 35 maximum scores or (76.09%), which in general, the implementation was passable.



The practice of risk awareness is socialized through workshop, broadcast, and maturity survey to all employees

PENGLOLAAN RISIKO

Saat ini kami telah memiliki organisasi manajemen risiko dalam fungsi *Planning & Portfolio* sebagai koordinator pelaksanaan kebijakan manajemen risiko Pertamina Gas. Perusahaan menjalankan manajemen risiko berdasarkan Pedoman Manajemen Risiko No.A-001/R00100/2011-S0 berbasis ISO 31000, yang diterapkan dalam kegiatan operasional bisnis sehari-hari. [G4-45]

Untuk meningkatkan efektivitas peran dan fungsi manajemen risiko, perusahaan telah mencanangkan budaya sadar risiko kepada setiap pekerja. Hal ini dilakukan melalui sosialisasi berupa *workshop*, *broadcast awareness*, dan survei maturitas manajemen risiko terhadap seluruh pekerja perusahaan. [G4-46]

Selain itu Direksi telah menandatangani traktat manajemen risiko PT Pertamina Gas. Dalam traktat disebutkan bahwa landasan berpikir penerapan sistem manajemen risiko berbasis integrasi korporasi, adalah PT Pertamina Gas sebagai anak perusahaan PT Pertamina (Persero) akan taat pada prinsip-prinsip manajemen risiko korporat. [G4-46]

Menindaklanjuti penandatanganan traktat, di setiap area operasi Pertamina Gas akan dilakukan sosialisasi tentang manajemen risiko. Pelaksanaan sosialisasi sekaligus menetapkan bahwa level terbaik dalam pengukuran *Maturity Enterprise Risk Management* akan dicapai dalam kurun waktu kurang dari tiga tahun.

RISK MANAGEMENT

Currently, we have risk management organization within the function of Planning & Portfolio, as a coordinator to Pertamina Gas's risk management. The Company fulfilled its risk management referring to the Guidelines for Risk Management No. A-001/R00100/2011-S0, based on ISO 31000, which applied in daily business operational activities. [G4-45]

In order to enhance the effectivity of risk management roles and functions, the Company has launched risk awareness to each employee through socializations in workshop, broadcast awareness, and maturity survey of risk management towards all employees. [G4-46]

Additionally, the Board of Directors has signed Risk Management Treaty of Pertamina Gas. Stated in the treaties is that the grounding theory of risk management implementation, that is based on integrated corporate, is Pertamina Gas as PT Pertamina (Persero) subsidiaries, will conform to corporate's risk management principles. [G4-46]

Following the treaties signing, each operation area of Pertamina Gas is obliged to conduct socializations about risk management. The socialization should also define that the best level, according to Maturity Enterprise Risk Management, is expected to be grasped within less than three years.

Evaluasi maturitas manajemen risiko dilaksanakan berbasis ISO 31000 dengan menggunakan jasa tenaga ahli independen di bidang manajemen risiko. Tujuan dari pengukuran maturitas adalah untuk menilai tingkat kedewasaan manajemen risiko yang telah berjalan di PT Pertamina Gas. Hasil pengukuran menunjukkan bahwa tingkat kedewasaan perusahaan berada pada level kompeten dengan skala 3,08 dari skala 5,00. [G4-47]

Evaluation towards risk management's maturity was enacted based on ISO 31000 by employing independent experts in risk management. The purpose behind maturity measuring is to assess the risk management maturity level currently deployed in Pertamina Gas. The result showed a competent level of 3.08 of 5.00 scale. [G4-47]

Berikut tabel hasil pengukuran tingkat maturitas manajemen risiko:

Below is the table of maturity level to risk management:

TINGKAT MATURITAS TERUKUR (DESEMBER 2013)
MEASURED MATURITY LEVEL (DECEMBER 2013)

KARAKTER CHARACTER	NILAI VALUE	TINGKAT MATURITAS MATURITY LEVEL	
Budaya Culture	3.00	Kompeten Competent	Level 3
Proses Process	3.00	Kompeten Competent	Level 3
Pengalaman Experience	3.00	Kompeten Competent	Level 3
Aplikasi Application	3.00	Kompeten Competent	Level 3
Kepemimpinan Leadership	3.00	Kompeten Competent	Level 3
Prinsip Principle	3.50	Kompeten Competent	Level 3
Tingkat Maturitas Maturity Level	3.08	Kompeten Competent	Level 3

Uraian informasi lebih lanjut mengenai profil risiko yang dihadapi Perusahaan selama tahun 2013 beserta bagaimana mengelola risiko-risiko tersebut, tersaji dalam Laporan Tahunan 2013 PT Pertamina Gas.

Further information about risk profiles coped by the Company throughout 2013 including its efforts, can be viewed in the Annual Report 2013 of PT Pertamina Gas.

INDEKS ISI GRI 4.0 [G4-32]

GRI 4.0 Content Index

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KINERJA EKONOMI ECONOMIC PERFORMANCE				
Kinerja Ekonomi Economic Performance	G4-EC1	Nilai Ekonomi Langsung Dihasilkan dan Didistribusikan Direct Economic Value Generated and Distributed	25	Dilaporkan Reported
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Keberagaman dan Kestaraan Kesempatan Diversity and Equal Opportunity	G4-LA12	Keberagaman Pejabat Tata Kelola Diversity Composition of Governance Bodies	40	Bukan bersifat informasi material dan disampaikan umum Non Material information and presented in general
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ASPEK MATERIAL MATERIAL ASPECTS	DMA* DAN INDIKATOR DMA* AND INDICATOR	URAIAN DESCRIPTION	HALAMAN PAGE (S)	PENGECUALIAN OMMISSIONS
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Masyarakat Lokal Local Communities	G4-SO1	Operasional Perusahaan dan Pengembangan Masyarakat Lokal Company Operation and Local Community Development Program	54	Dilaporkan Reported
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ASPEK MATERIAL MATERIAL ASPECTS	DMA* DAN INDIKATOR DMA* AND INDICATOR	URAIAN DESCRIPTION	HALAMAN PAGE (S)	PENGECEUALIAN OMMISSIONS
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HAK ASASI MANUSIA HUMAN RIGHTS				
Non-diskriminasi <i>Non-discrimination</i>	G4-HR3	Jumlah Insiden Diskriminasi <i>Number of Incidents of Discrimination</i>	40	Bukan bersifat informasi material dan disampaikan umum <i>Non Material information and presented in general</i>
Kebebasan Berserikat dan Perjanjian Kerja Bersama <i>Freedom of Association and Collective Bargaining</i>	G4-HR4	Dukungan Pada Kebebasan Berserikat <i>Support for Freedom of Association</i>	40	Bukan bersifat informasi material dan disampaikan umum <i>Non Material information and presented in general</i>
Pekerja Anak <i>Child Labor</i>	G4-HR5	Pekerja Anak <i>Child Labor</i>	38	Dilaporkan <i>Reported</i>
TANGGUNG JAWAB PRODUK PRODUCT RESPONSIBILITY				
Pencantuman Label Produk dan Jasa <i>Product and Service Labeling</i>	G4-PR4	Jumlah Insiden Ketidaksiesuaian Informasi Terkait Produk <i>Total number of Incidents of Non-compliance with Product Regulations</i>	24	Bukan bersifat informasi material dan disampaikan umum <i>Non Material information and presented in general</i>
	G4-PR5	Indeks Kepuasan Konsumen <i>Customer Satisfaction Index</i>	23	Dilaporkan <i>Reported</i>

* DMA = Pengungkapan oleh Manajemen/ Disclosure on Management Approach

DAFTAR ISTILAH

NO	ISTILAH TERM	KETERANGAN DESCRIPTION
1	APSA	Annual Pertamina Subsidiary Award
2	Gratifikasi	Pemberian dalam arti luas, yakni meliputi pemberian biaya tambahan, uang, barang, diskon, komisi pinjaman tanpa bunga, dan fasilitas lainnya
3	MUSIcool	Refrigerant hidrokarbon yang ramah lingkungan
4	Tantiem	Pembagian keuntungan yang diberikan kepada Direksi dan Komisaris oleh pemegang saham didasarkan pada suatu persentase/jumlah tertentu dari laba perusahaan setelah kena pajak

LEMBAR UMPAN BALIK

Laporan ini merupakan Laporan Keberlanjutan PT Pertamina Gas yang pertama. Di tahun mendatang Pertamina Gas berkeinginan untuk terus memperbaiki dan meningkatkan laporan kinerja keberlanjutan dalam aspek ekonomi, sosial maupun lingkungan. Maka dari itu, Kami mengharapkan masukan, kritik dan saran dari Bapak/Ibu/Saudara.

1. Laporan ini sudah menggambarkan informasi aspek material bagi perusahaan

- Sangat setuju Netral Sangat Tidak Setuju
 Setuju Tidak Setuju

2. Laporan ini sudah menggambarkan informasi positif dan negatif perusahaan

- Sangat setuju Netral Sangat Tidak Setuju
 Setuju Tidak Setuju

3. Laporan ini sudah mencakup seluruh isi utama

- Sangat setuju Netral Sangat Tidak Setuju
 Setuju Tidak Setuju

4. Laporan ini mudah dimengerti

- Sangat setuju Netral Sangat Tidak Setuju
 Setuju Tidak Setuju

5. Seberapa puas anda dengan Laporan Keberlanjutan 2013 Pertamina Gas

- Sangat puas Netral Sangat Tidak Puas
 Puas Tidak puas

PENILAIAN TERHADAP KEGIATAN MANAJEMEN KEBERLANJUTAN PERTAMINA GAS

1. Aspek material apa yang paling penting bagi anda? (Mohon berikan nilai 1= Paling penting s.d 5= paling tidak penting)

- Kinerja Ekonomi Emisi Kesehatan dan Keselamatan Kerja
 Energi Anti Korupsi

2. Mohon berikan saran/usul/komentar anda atas laporan ini

.....
.....
.....

PROFIL ANDA

Nama Lengkap :

Pekerjaan :

Nama Lembaga/Perusahaan :

Jenis Kelembagaan/Perusahaan :

Pemerintah Industri Media LSM

Masyarakat Pendidikan Lain-lain

Mohon kirimkan kembali lembar umpan balik ke alamat :

PT Pertamina Gas

Gedung Oil Centre Lantai 1,2,3,4

JL. M.H. Thamrin Kav. 55

Jakarta Pusat, 10350 Indonesia

Telp : +62-21-3190 6825

Fax : +62-21-3190 6831

Email : humas@pertagas.pertamina.com

www.pertagas.pertamina.com

FEEDBACK FORM

This is the first Sustainability Report of PT Pertamina Gas. In the approaching years, Pertamina Gas is eager to continuously improve and enhance the outlook of sustainability report in the sense of economy, social as well as environment aspect. Thus, we look forward to your inputs, critics and suggestions from you.

1. The report has illustrated information on the Company's material aspect

- Strongly Agree Neutral Strongly disagree
 Agree Disagree

2. The report has described positive and negative information of the Company

- Strongly Agree Neutral Strongly disagree
 Agree Disagree

3. The report has embodied all of the essential contents

- Strongly Agree Neutral Strongly disagree
 Agree Disagree

4. The report is comprehensible

- Strongly Agree Neutral Strongly disagree
 Agree Disagree

5. How satisfied are you with the Sustainability Report 2013 of Pertamina Gas

- Very Satisfied Neutral Very Dissatisfied
 Satisfied Not Satisfied

ASSESSMENT TO THE SUSTAINABILITY MANAGEMENT ACTIVITIES OF PERTAMINA GAS

1. Which material is the most important to you? (Please give score 1= Most important up to 5=Least important)

- Economic Performance Emission Health and Safety Work
 Energy Anti-Corruption

2. Please provide recommendations/suggestions/comments to the report

.....
.....
.....

YOUR PROFILE

Full Name :
Occupation :
Institution/Company's Name :
Institution/Company's Origin :

- Government Industry Media NGO
 Community Education Others

Please return this feedback form to address below:
PT Pertamina Gas
Gedung Oil Centre Lantai 1,2,3,4
JL. M.H. Thamrin Kav. 55
Jakarta Pusat, 10350 Indonesia
Telp : +62-21-3190 6825
Fax : +62-21-3190 6831
Email : humas@pertagas.pertamina.com
www.pertagas.pertamina.com



PT PERTAMINA GAS

Gedung Oil Centre Lantai 1,2,3,4
JL. M.H. Thamrin Kav. 55
Jakarta Pusat 10350
Indonesia

