

Level 1	THE ASEAN CORPORATE GOVERNANCE SCORECARD
	PT PERUSAHAAN GAS NEGARA TBK
	Part C : Role of Stakeholders

Part C	Questioners	Implementation	Disclosure
C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.		
	Does the company disclose a policy and practices that address:		
C.1.1	The existence and scope of the company's efforts to address customers' welfare?	<p>The company has a policy that explains the Company's efforts to address the welfare of its customers.</p> <p>This policy is regulated in the Code of Business Ethics and Work Ethics, especially in the Corporate Ethics Section with Customers which explains the commitment to provide the best service to customers. The company prioritizes excellent service, proactive attitude and responsiveness in dealing with customers.</p>	<p>PGN Ethics Policy p. 15</p> <p>Annual Report 2018, p. 310-315</p> <p>Annual Report 2018 p. 367-370.</p> <p>Sustainability Report 2018 p. 127-131.</p>
C.1.2	Supplier/contractor selection procedures?	<p>The company has a policy that explains the practice of selecting suppliers / contractors.</p> <p>The policy is regulated in the Code of Conduct and Code of Conduct especially in the aspect of Etika Company and Providers of Goods and Services. The description in it explains that the determination of providers of goods and services must be based on product quality, after-sales services, guarantees, achievements and track record by prioritizing the interests of the Company.</p> <p>In particular, the Company made a policy of relations with suppliers, specifically those that explained the supplier selection process as stipulated in Guidelines for Procurement of Goods / Services number P-001/0.37 dated Februari 12, 2018. The company also has a vendor management system application that serves as a registration place for suppliers to then be able to enter the supplier selection process</p>	<p>PGN Ethics Policy page 15-16</p> <p>Annual Report 2018, p. 310-311</p> <p>Procurement Process Doc</p> <p>http://pgn.co.id/procurement?lang=en</p> <p>http://vms.pgn.co.id/</p>

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C.1.3	The company's efforts to ensure that its value chain is environmentally friendly or is consistent with promoting sustainable development?	The company has a policy that explains the Company's efforts to ensure that its value chain is environmentally friendly and consistent in promoting sustainable development. In its implementation, the Company has anticipated negative impacts on the community as part of the implementation of environmental preservation, health and safety. This is explained in Guidelines Number: P - 003/0.20 dated October 31, 2017 concerning Guidelines for the Management of Occupational Safety, Health, Safety and Environmental Management and Energy in the PGN and Group Environment. The company makes work plans and company budgets and discloses programs carried out related to the Company's social and environmental responsibilities.	PGN Ethics Policy p. 26 Annual Report 2018, p. 333-340. Sustainability Report 2018, p. 93-102
C.1.4	The company's efforts to interact with the communities in which they operate?	<p>The company has policies that explain the Company's efforts to interact with the communities where the company operates. The company has policies related to the implementation of social and environmental responsibility as stipulated in the Decree of the Board of Directors Number: 001409.K / HM.05 / UT / 2014 dated February 6, 2014 concerning Guidelines for Corporate Social and Environmental Responsibility. The guidelines are used as a reference in carrying out the Company's social and environmental responsibilities.</p> <p>The company has policies that explain the Company's efforts to interact with the communities where the company operates.</p>	PGN Ethics Policy page 17-18 Annual Report 2018, p. 359-366. Sustainability Report 2018 p. 153-163.
C.1.5	The company's anti-corruption programmes and procedures?	The company is committed to combating corruption and other fraud by prohibiting PGN Personnel from committing acts that encourage corruption such as giving or receiving bribes. One strategic step in preventing corruption is to develop a whistleblowing system.	PGN Ethics Policy p. 22-24 PGN Gratification Control PGN WBS Guideline p.16

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		Commitments that explain the company's anti-corruption programs and procedures are explained in the Code of Business Ethics & Work Ethics and Conflict of Interest Policy and Gratification Control.	Sustainability Report 2018 p. 72-75. Annual report 2018,p.313 Work of Ethic
C.1.6	How creditors' rights are safeguarded?	<p>Policies related to the implementation of relations with creditors are generally explained in the Code of Business Ethics and Work Ethics, especially in the Ethics section of the Company with Creditors.</p> <p>In its implementation the relationship with the creditor is carried out by following the agreement stipulated in the contract / contractual. The company always provides information to creditors including the use of funds in accordance with the agreement in the agreement.</p>	PGN Ethics Policy p. 16 Annual Report 2018, p.175 "Management Policy For Capital Structure"
C.1.7	Does the company have a separate report/section that discusses its efforts on environment/economy and social issues?	The company has made a sustainability report separate from the annual report which specifically addresses efforts on environmental / economic and social issues	Annual Report 2018,p.330-370 "Corporate Social & Environment Responsibility" PGN Sustainability Report 2018,p.80-88 PGN Sustainability report 2018, p. 90-102 http://ir.pgn.co.id/static-files/5f572015-b3d7-4120-8798-6755f8d6d4f7
C.2	Where stakeholder interests are protected by law, stakeholders should have the opportunity to obtain effective redress for violation of their rights.		
C.2.1	Does the company provide contact details via the company's website or Annual Report which stakeholders	The company has established a mechanism to accommodate and follow up on suggestions and complaints from stakeholders.	http://pgn.co.id/contactus http://ir.pgn.co.id/investor-services.

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	(e.g. customers, suppliers, general public etc.) can use to voice their concerns and/or complaints for possible violation of their rights?	The company also provides a channel as a contact facility to facilitate stakeholders in submitting complaints that are available in folders on the Company's website and Annual Report.	Annual Report 2018, p. 324. http://wbs.pgn.co.id/?lang=en Whistleblowing system Email: etik@pgn.co.id Contact Center, Phone: 1500645
C.3	Mechanisms for employee participation should be permitted to develop.		
C.3.1	Does the company explicitly disclose the policies and practices on health, safety and welfare for its employees?	<p>The company discloses health, safety and welfare policies for employees.</p> <p>The company has implemented a K3 Management System (SMK3) to ensure that work always runs healthy, safe, safe and environmentally friendly. The company has received the OHSAS 18001: 2007 certificate which is an international standard for the implementation of the K3 management system and SMK3 certificate from the Ministry of Manpower and Transmigration.</p> <p>The OSH policy in the Company focuses on the implementation of the OSH management system in all activities, by strengthening the implementation of the principles of Plan, Do, Check and Action.</p>	Annual Report 2018, p. 347. Sustainability Report 2018, p. 108-116. Annual report 2018,p.345-346 http://pgn.co.id/tata-kelola?lang=en
C.3.2	Does the company explicitly disclose the policies and practices on training and development programmes for its employees?	The company has arranged policies regarding development programs and improvement in the quality of human resources. Employee education and training programs aim to improve knowledge and skills in order to improve the effectiveness of employee performance.	Annual Report 2018, p. 70-73. Annual Report 2018, p. 341-343. Sustainability Report 2018, p. 146-147
C.3.3	Does the company have a reward/compensation policy that	The company provides Worker Performance Incentives after the completion of the Worker Performance	Reward by performance

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	accounts for the performance of the company beyond short-term financial measures?	Assessment and the amount is adjusted to the ability of the company. Worker Performance Incentives have been budgeted in the Corporate Budget Work Plan (RKAP) that has been approved by the Company's Management.	Annual Report 2018, p. 345-346. Sustainability Report 2018, p. 146-147
C.4	<i>Stakeholders including individual employee and their representative bodies, should be able to freely communicate their concerns about illegal or unethical practices to the board and their rights should not be compromised for doing this.</i>		
C.4.1	Does the company have a whistle blowing policy which includes procedures for complaints by employees and other stakeholders concerning alleged illegal and unethical behavior and provide contact details via the company's website or annual report	<p>The company has established a mechanism to accommodate and follow up on suggestions and complaints from employees.</p> <p>The company has complaints policies and procedures for employees regarding illegal acts and unethical behavior by implementing a whistleblowing system program designed to facilitate the collection, processing and follow up of information submitted by the reporter regarding violations that occur within the Company while maintaining the confidentiality of the reporter.</p>	http://wbs.pgn.co.id/ Email: etik@pgn.co.id Annual Report 2018, p. 317-320
C.4.2	Does the company have a policy or procedures to protect an employee/person who reveals alleged illegal/unethical behaviour from retaliation?	The company has established a mechanism to accommodate and follow up on suggestions and complaints from employees. The company has complaints policies and procedures for employees regarding illegal acts and unethical behavior by implementing a whistleblowing system program designed to facilitate the collection, processing and follow up of information submitted by the reporter regarding violations that occur within the Company while maintaining the confidentiality of the reporter.	http://wbs.pgn.co.id/ Annual Report 2018, p. 317-320 Email : etik@pgn.co.id