Laporan Tahunan
Annual Report
2019

Unlocking
Digital Value

PT Indonesia Comnets Plus

Penjelasan Tema
Theme Explanation

Unlocking **Digital Value**

Era perkembangan teknologi digital yang masif saat ini telah mengubah tren bisnis, teknologi, serta sosial. Perubahan perilaku masyarakat di era disrupsi menantang Perusahaan untuk terus memiliki inovasi-inovasi terbaru guna memenuhi kebutuhan para pemangku kepentingan. ICON+ sebagai anak perusahaan PLN selalu mendukung bisnis PLN melalui perubahan perannya dari *enabler* menjadi *driver* dalam proses digitalisasi bisnis ketenagalistrikan.

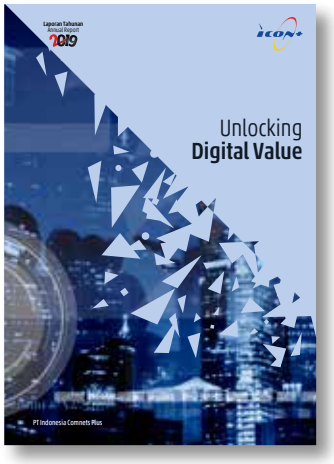
Oleh karena itu, ICON+ senantiasa berupaya memaksimalkan bisnis eksisting dan mengembangkan portofolio bisnis baru yang dapat memberikan solusi terbaik dalam memenuhi kebutuhan pelanggan dan pemangku kepentingan. Sepanjang tahun 2019, capaian ICON+ dalam peningkatan kinerja merupakan wujud nyata Perusahaan guna menciptakan nilai bermakna bagi pelanggan dan pemangku kepentingan.

The development of a massive digital technology era today has changed business, technological, and social trends. Changes in people's behavior in the era of disruption challenge companies to remain having the latest innovations to meet the needs of stakeholders. ICON+ as a subsidiary of PLN continuously supports PLN's business through changing its role from enabler to driver in the electricity business digitization process.

Consequently, ICON+ constantly strives to maximize its existing business and develop a new business portfolio that can provide the best solutions to meet the needs of customers and stakeholders. Throughout 2019, ICON+'s achievements in improving performance are a tangible form of the Company in creating a meaningful value for customers and stakeholders.

Tentang Laporan Tahunan 2019

About Annual Report 2019



Untuk informasi lebih lanjut dapat menghubungi :
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Laporan Tahunan Indonesia Comnets Plus 2019 juga dapat dilihat dan di unduh di:
Indonesia Comnets Plus Annual Report 2019 can also viewed and downloaded in :

www.iconpln.co.id

PT Indonesia Comnets Plus atau disebut "ICON+" dan "Perusahaan", menyajikan Laporan Tahunan yang berakhir pada tanggal 31 Desember 2019 yang memuat informasi kinerja keuangan dan hasil usaha berdasarkan hasil audit Laporan Keuangan Kantor Akuntan Publik.

Laporan tahunan ini juga memuat informasi-informasi yang mengandung proyeksi, rencana, strategi, dan tujuan yang bukan merupakan pernyataan data historis yang pada umumnya menggunakan kata seperti "percaya", "mengharapkan", "mengantisipasi", "memperkirakan", "memproyeksikan" atau kata-kata serupa lainnya, dan dapat dikategorikan sebagai pernyataan yang dapat bersifat pandangan ke depan (*forward looking statement*) sesuai definisi pada ketentuan yang berlaku. Pernyataan yang mengandung pandangan ke depan memuat risiko dan ketidakpastian atas hasil dan kejadian yang mungkin berbeda secara material dari apa yang diperkirakan dan disebutkan dalam pernyataan tersebut termasuk yang disebabkan oleh perubahan-perubahan dalam lingkungan ekonomi, politik dan sosial di Indonesia.

Penyebutan satuan mata uang "Rupiah atau Rp atau IDR" merujuk pada mata uang resmi Indonesia, sedangkan "Dolar AS atau USD" merujuk pada mata uang resmi Amerika. Kecuali jika disebutkan lain, semua informasi keuangan disajikan dalam mata uang Rupiah sesuai dengan Standar Akuntansi Keuangan Indonesia.

PT Indonesia Comnets Plus or referred to as "ICON+" and "the Company", presents Annual Report that ends on December 31, 2019 containing financial performance information and business results pursuant to audit result of Financial Report by a Public Accounting Firm, in the Perum Jasa Tirta II Annual Report.

This Annual Report also publishes information containing projections, plans, strategies and objectives that are not statements of historical data by generally using the words such as "believe", "expect", "anticipate", "estimate", "project" or other similar words, and may be categorized as forward-looking statements in accordance with the definition of applicable provisions. A forward-looking statement contains risks and uncertainties about results and events that may differ materially from those anticipated and mentioned in the statement including those caused by changes in the economic, political, and social environment in Indonesia.

The citation of "Rupiah or Rp or IDR" refers to the official currency of Indonesia, while "US Dollar or USD" refers to the official currency of the United States. Unless otherwise stated, all financial information is presented in Rupiah in accordance with Indonesian Financial Accounting Standards.

Kesinambungan Tema
Theme Sustainability

2018 Menuju Digitalisasi Bisnis
Towards Business Digitalization

Sebagai bagian dari langkah-langkah strategis yang disusun oleh manajemen, pada tahun 2018 ICON+ telah sampai pada titik dimana seluruh proses bisnis harus dijalankan secara akurat, tepat, sekaligus cepat. Telah menjadi suatu keniscayaan bahwa hal tersebut hanya dapat diwujudkan melalui digitalisasi bisnis di semua proses bisnis baik di front office maupun back office. Langkah ini diambil sekaligus sebagai upaya untuk merespon dinamika perekonomian, tuntutan pasar, serta iklim bisnis yang terus berubah dari waktu ke waktu.

As part of the strategic measures prepared by the management, ICON+ in 2018 has reached the point where all business processes must be carried out accurately, precisely, as well as swiftly. It is imperative that this can only be realized through digitalization of business in all business processes both in the front office and back office. This measure was taken as well as an effort to respond to the dynamics of the economy, market demands, and the business climate that continues to change over time.

2017 Menuju Perusahaan Berstandar Global
Towards a Global Standard Company

Guna mewujudkan misi menuju Perusahaan berstandar global, ICON+ menyusun strategi bisnis kedepan. Strategi tersebut dilakukan dengan mengoptimalisasikan penerapan Sistem Manajemen berstandar ISO untuk menghasilkan produktivitas yang bermutu tinggi dan berdaya saing. Dalam penerapannya, ICON+ senantiasa berkomitmen untuk mengimplementasikan prinsip-prinsip SMK3 serta digitalisasi proses bisnis guna mencapai profitabilitas, kinerja yang terbaik, dan Perusahaan yang berkelanjutan.

In order to realize the mission towards a global standard company, ICON+ develops a business strategy going forward. The strategy is carried out by optimizing the implementation of ISO-standardized Management Systems to produce high-quality and competitive productivity. In its implementation, ICON+ is constantly committed to implementing SMK3 principles and digitizing business processes in order to achieve profitability, the best performance, and a sustainable company.

2016 Meningkatkan Layanan untuk Memenuhi Kebutuhan dan Harapan Pemangku Kepentingan
Enhancing Services to Meet Stakeholders Expectation

Kehadiran ICON+ sebagai anak perusahaan PT PLN (Persero) mengemban misi untuk memenuhi kebutuhan dan harapan, terutama PLN sebagai Holding Company dan para pemangku kepentingan. ICON+ telah mengkhususkan diri dalam memberikan solusi end to end ICT terhadap PLN. Kontribusi ICON+ untuk kelistrikan Indonesia berwujud nyata di setiap lini proses bisnis PLN. Mulai dari perencanaan proyek, power station, transmission, distribution hingga customer services. PLN sebagai perusahaan dengan pendapatan sekitar Rp282 triliun perlu disupport oleh kekuatan layanan TI dalam melayani pelanggan cakupan nasional dan 24 x 7 jam layanan.

ICON+'s existence as the subsidiary of PT PLN (Persero) carries out mission to meet the needs and expectations, especially PLN as the Holding Company and stakeholders. ICON+ has specialized itself in providing end to end solutions for PLN. ICON+'s contributions to Indonesia's electricity are manifested in every line of business process of PLN. It starts from project planning, power station, transmission, distribution to customer services. PLN as the company with revenue of IDR282 trillion needs to be supported by the power of IT services in serving nationwide customers and 24/7 services.

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Statement of Board of Commissioners and the Directors on Their Responsibility for the Annual Report 2019 PT Indonesia Comnets Plus

400 Laporan Keuangan Audit
Audited Financial Statements

Capaian Penting 2019
2019 Important Achievements

Keuangan
Financial

Laba Tahun Berjalan
Profit for the Year

Rp510,70 Miliar | Billion
15,44% YoY

Jumlah Penghasilan Komprehensif Tahun Berjalan
Comprehensive Income for Current Year

Rp493,10 Miliar | Billion
8,29% YoY

Pendapatan
Revenues

Rp2,53 Triliun | Trillion
16,81% YoY

Total Aset
Total Assets

Rp3,67 Triliun | Trillion
18,60% YoY

Total Ekuitas
Total Equity

Rp2,59 Triliun | Trillion
23,41% YoY

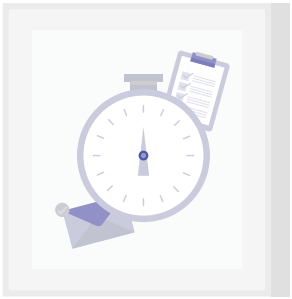
Tata Kelola Perusahaan
Corporate Governance

92,59
Asesmen GCG
GCG Assessment

100%
Tindak Lanjut Temuan Auditor Eksternal
Further Findings from External Auditors

3,51
Tingkat Maturitas Manajemen Risiko
Risk Management Maturity Level

Operasional
Operational



21 Hari | Days
25,45% YoY

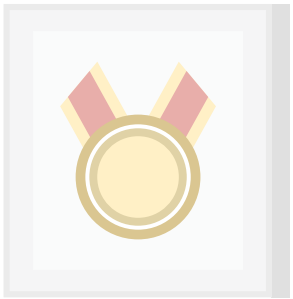
Kinerja Penyambungan Pelanggan Baru
Connection Performance of New Customers

29.659 Order | Order
79,23% YoY

Aktivasi Jaringan dan Jasa Telekomunikasi
Network and Telecommunications Activation

384 Pelanggan Baru / New Customer
2,67% YoY

Jumlah Pelanggan Baru
Number of New Customer



Lainnya
Others

90,24 / AA
SEHAT | HEALTHY

Tingkat Kesehatan Perusahaan
The Company Soundness Level

Peringkat kedua
Second Place

Kategori Tata Kelola Perusahaan Terbaik pada Anugerah BUMN 2019
The Best Corporate Governance Category at the 2019 BUMN Award

01 IKHTISAR KINERJA 2019
2019 performance overview

Menyajikan informasi mengenai kinerja keuangan dan kinerja operasional Perusahaan dengan menggunakan perbandingan kinerja dalam 5 tahun terakhir.

Presents information on the Company's financial and operational performance by using performance comparison over the last 5 years.

Ikhtisar Kinerja Keuangan
Financial Performance Highlight

Laporan Posisi Keuangan
Statements of Financial Position

dalam juta Rupiah
in millions of Rupiah

Uraian Description	YoY 2018-2019		2019	2018	2017	2016	2015
	%	Rp					
Aset Lancar Current Assets	6,35%	110.110	1.844.607	1.734.497	1.471.520	1.200.083	883.231
Aset Tidak Lancar Non-current Assets	34,18%	466.113	1.829.840	1.363.727	1.134.502	1.071.938	1.187.635
Total Aset **Total Assets**	**18,60%**	**576.223**	**3.674.447**	**3.098.224**	**2.606.022**	**2.272.021**	**2.070.866**
Liabilitas Jangka Pendek Current Liabilities	9,50%	76.005	875.834	799.829	603.379	518.742	520.734
Liabilitas Jangka Panjang Non-current Liabilities	3,71%	7.116	198.744	191.628	266.716	341.793	354.778
Total Liabilitas **Total Liabilities**	**8,38%**	**83.121**	**1.074.578**	**991.457**	**870.095**	**860.535**	**875.542**
Total Ekuitas **Total Equity**	**23,41%**	**493.102**	**2.599.869**	**2.106.767**	**1.735.927**	**1.411.486**	**1.195.324**
Total Liabilitas dan Ekuitas Total Liabilities and Equity	18,60%	576.223	3.674.447	3.098.224	2.606.022	2.272.021	2.070.866

Laporan Laba Rugi dan Penghasilan Komprehensif Lain
Statements of Profit/Loss and Other Comprehensive Income

dalam juta Rupiah
in millions of Rupiah

Uraian Description	YoY 2018-2019		2019	2018	2017	2016	2015
	%	Rp					
Pendapatan **Revenues**	**16,81%**	**364.549**	**2.533.753**	**2.169.204**	**1.843.103**	**1.625.880**	**1.609.237**
Beban usaha Operating expense	(20,60%)	(313.855)	(1.837.515)	(1.523.660)	(1.385.058)	(1.273.172)	(1.272.065)
Laba Usaha **Operating Income**	**7,85%**	**50.694**	**696.238**	**645.544**	**458.045**	**352.708**	**337.172**
Pos keuangan dan lain-lain Net financial post and others	138,50%	31.159	8.660	(22.499)	2.765	(27.192)	(57.531)
Laba Sebelum Pajak Penghasilan **Profit Before Income Tax**	**13,14%**	**81.853**	**704.898**	**623.045**	**460.810**	**325.516**	**279.641**
EBITDA	**10,54%**	**94.922**	**995.168**	**900.246**	**723.917**	**622.384**	**628.286**
Beban pajak penghasilan Income tax expense	(7,49%)	(13.528)	(194.189)	(180.661)	(122.703)	(101.827)	(77.425)

Laporan Laba Rugi dan Penghasilan Komprehensif Lain
Statements of Profit/Loss and Other Comprehensive Income

dalam juta Rupiah
in millions of Rupiah

Uraian Description	YoY 2018-2019		2019	2018	2017	2016	2015
	%	Rp					
Laba Tahun Berjalan **Profit for the Year**	**15,44%**	**68.325**	**510.709**	**442.384**	**338.107**	**223.689**	**202.216**
Jumlah penghasilan (beban) komprehensif lain setelah pajak Total other comprehensive income (expense) after tax	(235,62%)	(30.590)	(17.607)	12.983	(13.666)	(7.527)	5.717
Jumlah Penghasilan Komprehensif **Total Comprehensive Income for the Year**	**8,29%**	**37.735**	**493.102**	**455.367**	**324.441**	**216.162**	**207.933**

Laporan Arus Kas
Statements of Cash Flow

dalam juta Rupiah
in millions of Rupiah

Uraian Description	YoY 2018-2019		2019	2018	2017	2016	2015
	%	Rp					
Arus Kas dari Aktivitas Operasi Cash Flow from Operating Activities	58,15%	369.085	1.003.799	634.714	235.140	603.885	296.936
Arus Kas dari Aktivitas Investasi Cash Flow from Investing Activities	(56,06%)	(267.034)	(743.399)	(476.365)	(313.804)	(154.230)	(206.552)
Arus Kas dari Aktivitas Pendanaan Cash Flow from Financing Activities	56,72%	112.993	(86.208)	(199.201)	(166.271)	(65.292)	(119.742)
Kenaikan (Penurunan) Neto Kas dan Setara Kas Net Increase (Decrease) of Cash and Cash Equivalents	526,40%	215.044	174.192	(40.852)	(244.935)	384.363	(29.358)
Kas dan Setara Kas Awal Tahun Cash and Cash Equivalent at Beginning of the Year	(8,79%)	(40.852)	424.115	464.967	709.902	325.539	354.897
Kas dan Setara Kas Akhir Tahun **Cash and Cash Equivalents at End of the Year**	**41,07%**	**174.192**	**598.307**	**424.115**	**464.967**	**709.902**	**325.539**

Rasio Keuangan
Financial Ratios

Uraian Description	Satuan Unit	2019	2018	2017	2016	2015
Profitabilitas | Profitability						
Marjin EBITDA EBITDA Margin	%	40,13	41,50	39,20	38,43	38,29
Marjin laba kotor Gross profit margin	%	27,48	29,76	24,85	21,69	20,95
Marjin laba bersih Net profit margin	%	20,16	20,39	17,60	13,76	12,57
Rasio laba terhadap total aset (ROA) Return on assets (ROA)	%	13,90	14,28	12,97	9,85	9,76
Rasio laba terhadap total ekuitas (ROE) Return on Equity (ROE)	%	19,64	21,00	18,69	15,85	16,92
Likuiditas | Liquidity						
Rasio lancar Current ratio	%	210,61	216,86	243,88	231,34	169,60
Rasio kas Cash ratio	%	68,31	53,03	77,06	136,85	62,51
Kolektibilitas Piutang | Receivables Collectibility						
Rata-rata periode penagihan Average collection period	Hari | Days	118	137	92	73	66
Solvabilitas | Solvability						
Rasio utang terhadap aset Debt to asset ratio	%	29,24	32,00	33,39	37,88	42,28
Rasio utang terhadap ekuitas Debt to equity ratio	%	41,33	47,06	50,12	60,97	73,25

Ikhtisar Kinerja Operasional
Operational Performance Highlight

Pelaksanaan Aktivasi Jaringan dan Jasa Telekomunikasi
The Implementation of Network Activation and Telecommunication Services

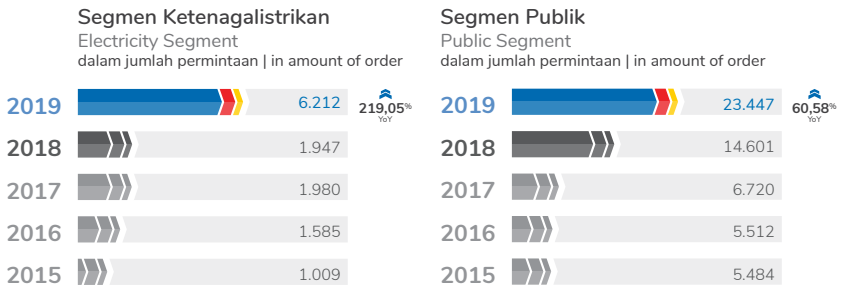
dalam jumlah permintaan
in amount of order

Uraian Description	YoY 2018-2019		2019	2018	2017	2016	2015
	%	Rp					
Segmen Ketenagalistrikan Electricity segment	219,05%	4.265	6.212	1.947	1.980	1.585	1.009
Segmen Publik Public Segment	60,58%	8.846	23.447	14.601	6.720	5.512	5.484
Jumlah Order **Total Orders**	**79,23%**	**13.111**	**29.659**	**16.548**	**8.700**	**7.097**	**6.493**

Kinerja Lainnya
Other Performance

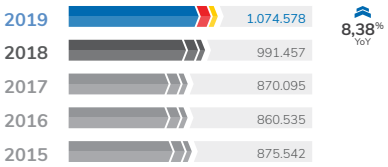
Uraian Description	2019	2018	2017	2016	2015
Tingkat Kesehatan Perusahaan Company's Soundness Level	AA 90,24	AAA 95,01	AA 91,56	AA 92,07	AAA 96,3
Skor GCG GCG Score	92,59	90,74	94,27	90,04	87,37

Grafik Kinerja Operasional
Operational Performance Graph

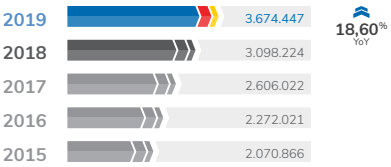


Grafik Posisi Keuangan
Graph of Financial Position

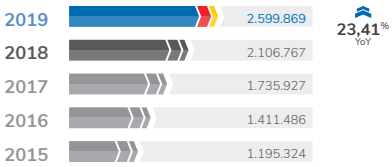
Jumlah Liabilitas | Total Liabilities
Rp juta | Rp million



Jumlah Aset | Total Assets
Rp juta | Rp million

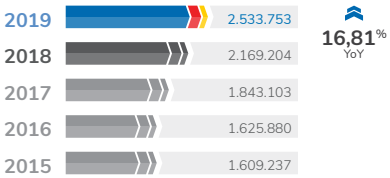


Ekuitas | Equity
Rp juta | Rp million

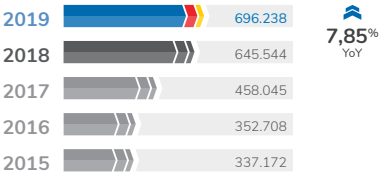


Grafik Laba Rugi dan Penghasilan Komprehensif Lain
Graph of Profit/Loss and Other Comprehensive Income

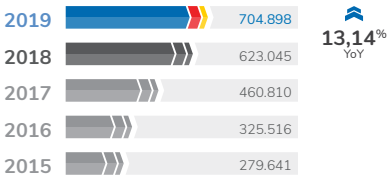
Pendapatan | Revenues
Rp juta | Rp million



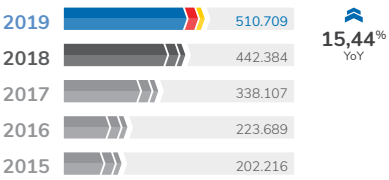
Laba Usaha | Operating Profit
Rp juta | Rp million



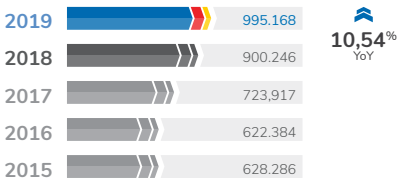
Laba Sebelum Pajak Penghasilan
Profit Before Income Tax
Rp juta | Rp million



Laba Tahun Berjalan | Profit for the Years
Rp juta | Rp million

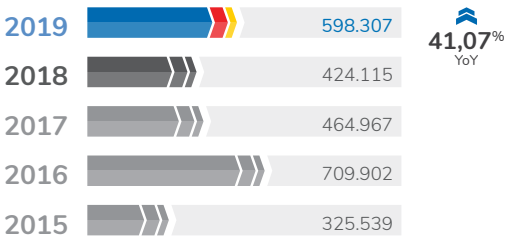


EBITDA
Rp juta | Rp million



Grafik Arus Kas
Graph of Cash Flow

Kas dan Setara Kas Akhir Tahun | Cash and Cash Equivalents at End of the Year
Rp juta | Rp million



Ikhtisar Saham dan/atau Efek Lainnya
Other Shares and/or Securities Summary

Sampai dengan tanggal 31 Desember 2019, ICON+ tidak melakukan aksi korporasi terkait penawaran saham umum maupun penerbitan efek lainnya. Oleh karena itu, ICON+ tidak memiliki informasi terkait ikhtisar saham dan/atau efek lainnya.

Until December 31, 2019, ICON+ did not execute any corporate actions related to public stock offering and other securities issuance. Therefore, ICON+ does not have information on the summary of shares and/or other securities.

Ikhtisar Dividen
Dividend Overview

Berdasarkan Rapat Umum Pemegang Saham (RUPS) tahun 2019, diputuskan untuk tidak membagikan dividen atas laba bersih Perusahaan tahun 2018.

Adapun dividen yang diberikan Perusahaan kepada Pemegang Saham dalam 3 tahun terakhir adalah sebagai berikut:

Based on the General Meeting of Shareholders (GMS) 2019, the Company decided not to distribute dividends on the Company's net profit in 2018.

The dividend distributed to the Shareholders in the last 3 years is as follows:

Dividen
Dividend

Uraian Description	Tahun Buku | Year Book		
	2018	2017	2016
Laba Bersih (Rp-juta) Net Profit (Rp-millions)	442.384	338.107	223.689
Jumlah Dividen (Rp-juta) Dividend Amount (Rp-millions)	0	84.527	0
Payout Ratio (%)	0%	25%	0%

02 LAPORAN MANAJEMEN
Management Report

Dalam menghadapi situasi perekonomian global yang menantang di tahun 2019, Manajemen ICON+ menjalankan inisiatif strategis yaitu dengan memperkuat digitalisasi proses bisnis melalui semangat *unlocking digital value.*

In dealing with a challenging global economic condition in 2019, ICON+'s Management running a strategic initiatives by strengthening the business process digitization with the spirit of unlocking digital value.

Edwin Hidayat Abdullah

Komisaris Utama
President Commissioner

Laporan Dewan Komisaris
Board of Commissioners Report

Inisiatif Mendorong Pencapaian yang Lebih Baik
Initiatives to Inspire a Better Achievements

Manajemen telah memasuki fase yang sangat penting dan menentukan bagi arah kelangsungan Perusahaan secara berkelanjutan. Sejumlah inisiatif Manajemen sepanjang tahun 2019, menjadi alasan kuat bagi ICON+ untuk terus melaju untuk pencapaian yang lebih baik.

The Management has entered a very crucial and decisive phase for the direction of the Company's sustainability on an ongoing basis. A number of Management initiatives throughout 2019, become the compelling reasons for ICON+ to keep on moving forward for better achievements.

Pemegang Saham dan Pemangku Kepentingan yang kami hormati,

Pada kesempatan yang baik ini, kami selaku Dewan Komisaris ingin menyampaikan laporan pengawasan kinerja Direksi PT Indonesia Comnets Plus (ICON+) untuk tahun buku yang berakhir pada 31 Desember 2019. Materi yang kami sampaikan dalam laporan ini merupakan hasil kajian secara komprehensif atas jalannya operasional Perusahaan.

Our Valued Shareholders and Stakeholders,
On this virtuous occasion, we as the Board of Commissioners would like to deliver performance monitoring report on the Board of Directors of PT Indonesia Comnets Plus (ICON+) for the fiscal year ended on December 31, 2019. The material that we convey in this report is the outcome of a comprehensive review of the Company's operations.

Sejalan dengan hal tersebut, laporan ini merupakan bagian tak terpisahkan dari fungsi dan peranan kami selaku Dewan Komisaris dalam melaksanakan prinsip Tata Kelola Perusahaan yang Baik (*Good Corporate Governance* – GCG), dalam rangka *check and balance* serta transparansi informasi bagi seluruh Pemangku Kepentingan.

In line with this, this report is an integral part of our function and role as the Board of Commissioners in implementing the principles of Good Corporate Governance (GCG), in order to check and balance as well as transparency of information for all Stakeholders.

Pandangan atas Prospek Usaha Yang Dijalankan Direksi

Sepanjang tahun 2019, Dewan Komisaris telah ikut mencermati perkembangan perekonomian global dan nasional secara intens untuk bahan kajian dan rekomendasi atas jalannya Perusahaan. Sebagaimana dapat kita rasakan bersama, situasi perekonomian global di tahun 2019 memang tidak cukup menggembirakan dan turut memengaruhi perekonomian nasional. Perkembangan yang demikian itu telah memberikan efek domino terhadap industri dan para pelaku pasar.

Views on Business Prospects Conducted by the Board Directors

Throughout 2019, the Board of Commissioners has intensely monitored the global and national economic developments for study material and recommendations on the Company's operations. As we can all feel, the global economic situation in 2019 was not encouraging and took part in influencing the national economy. Such developments have had a domino effect on the industry and market players.

Hal-hal yang sering disampaikan dan dipaparkan oleh Direksi kepada Dewan Komisaris, memang memiliki pijakan dan dasar yang kuat untuk mendorong pencapaian baru dalam bisnis ICON+ di tahun 2019. Dewan Komisaris juga menyepakati terobosan-terobosan yang diambil manajemen seraya tetap memberikan arahan, masukan, serta nasihat-nasihat kepada Direksi untuk menjalankan operasional Perusahaan dengan penuh tanggung jawab. Di antara yang paling menonjol adalah inisiatif dalam memperkuat digitalisasi proses bisnis dengan semangat *unlocking digital value*.

Akhirnya, sampailah kami pada satu kesimpulan bahwa semua langkah dan inisiatif yang diambil Direksi dalam menjalankan usaha Perusahaan di tahun 2019, tetap memberikan prospek yang baik. Untuk itu kami menilai apa yang dilaksanakan Direksi sudah *on the track* dalam merespon berbagai perubahan dan dinamika industri dengan melakukan tiga langkah utama melalui: diversifikasi usaha, digitalisasi proses bisnis dan penguatan SDM.

92,59
Skor Penilaian GCG 2019
GCG Assessment Score 2019

100%
Tindak lanjut
temuan auditor eksternal
Further findings from external auditors

The issues that are frequently conveyed and elaborated by the Board of Directors to the Board of Commissioners, do have a strong basis and groundwork to encourage new achievements in the ICON+ business in 2019. The Board of Commissioners also agrees on the breakthroughs taken by the management while continuing to provide direction, input, and advice to the Board of Directors in conducting the Company's operations responsibly. Among the most prominent are initiatives to strengthen the digitization of business processes in the spirit of unlocking digital value.

Finally, we come to a conclusion that all the steps and initiatives taken by the Board of Directors in running the Company's business in 2019, still provide good prospects. Therefore, we assess that what is being implemented by the Board of Directors is already on the track in responding to various changes and industry dynamics by taking three main steps through: business diversification, digitizing business processes, and strengthening HR.

3,51
Tingkat Maturitas
Manajemen Risiko 2019
Risk Management Maturity Level 2019

90,24
Skor Tingkat Kesehatan
Perusahaan 2019
The Company Health Level 2019

Penilaian atas Kinerja Direksi

Melalui pengamatan dan penelaahan secara mendalam sepanjang tahun 2019 terhadap kinerja Direksi, Dewan Komisaris berpendapat bahwa program kerja yang disusun Direksi sudah sesuai untuk mencapai visi dan misi Perusahaan. Secara khusus, penilaian atas kinerja Direksi didasarkan kepada capaian kinerja operasional maupun keuangan.

Jumlah aset ICON+ tahun 2019 tercatat mengalami kenaikan 18,60% dibandingkan dengan tahun 2018. Sejalan dengan hal tersebut, ekuitas Perusahaan pada tahun 2019 juga mengalami peningkatan signifikan sebesar 23,41% dibandingkan tahun 2018.

Dewan Komisaris berbangga atas semua inisiatif dan kerja keras Manajemen yang telah menunjukkan hasil memuaskan dengan mencatat pertumbuhan laba tahun berjalan sebesar 15,44% dibandingkan tahun 2018. Pencapaian ini tidak dapat dilepaskan dari tumbuhnya pendapatan Perusahaan sebesar 16,81% di tahun 2019. Sementara itu jumlah penghasilan komprehensif Perusahaan turut tumbuh 8,29% di tahun 2019.

Pencapaian tersebut memiliki kaitan erat dengan proses transformasi yang dilakukan ICON+ sejak 2017 dan telah meningkatkan pertumbuhan *performance financial* Perusahaan dengan pertumbuhan rata-rata industri mencapai 18%. Pertumbuhan bisnis paling besar yang diperoleh ICON+ berasal dari market eksternal, yaitu digital. Namun sebagai entitas anak PLN (Persero), ICON+ tetap melayani induk Perusahaan agar lebih pruden lagi dengan memberi *value* lebih ke PLN (Persero).

Berkaca dari pencapaian kinerja sebagaimana dipaparkan di atas, Dewan Komisaris sekali lagi memberikan penghargaan atas semua upaya yang dilakukan Manajemen sepanjang tahun 2019. Hal ini menunjukkan bahwa seluruh rangkaian proses yang dijalankan telah berjalan sesuai yang diharapkan.

Evaluation on the Performance of the Board of Directors

Through in-depth observation and review throughout 2019 on the performance of the Board of Directors, the Board of Commissioners believes that the work program prepared by the Board of Directors is fit to achieve the Company's vision and mission. In particular, the assessment of the Board of Directors is based on operational and financial performance achievements.

The number of ICON+'s assets in 2019 recorded an increase of 18.60% compared to 2018. In Correspondingly, the Company's equity in 2019 also experienced a significant increase of 23.41% compared to 2018.

The Board of Commissioners is proud of all the Management's initiatives and hard work, which have shown satisfactory results by recording profit growth for the year of 15.44% compared to 2018. This achievement cannot be separated from the growth in the Company's revenue of 16.81% in 2019. Meanwhile The Company's total comprehensive income also grew by 8.29% in 2019.

These achievements are closely related to the transformation process conducted by ICON+ since 2017 and has increased the Company's financial performance growth with an industry average growth of 18%. The biggest business growth acquired by ICON+ comes from external markets, which is digital. However, as a subsidiary of PLN (Persero), ICON+ continues to serve the holding company to be more prudent by providing more value to PLN (Persero).

Reflecting on the performance achievements as described above, the Board of Commissioners once again gives appreciation for all the efforts made by the Management throughout 2019. This shows that the entire series of processes have gone as expected.

Penerapan GCG dan Pengawasan Dewan Komisaris

Tidak henti-hentinya, kami selaku Dewan Komisaris terus mendorong agar Manajemen ICON+ meningkatkan kualitas penerapan GCG (*Good Corporate Governance* - GCG). Kami berpandangan bahwa hal ini sangatlah mendasar bagi kesinambungan bisnis, sehingga dapat meningkatkan efektivitas pengelolaan Perusahaan guna mendukung keberhasilan pencapaian sasaran dan tujuan Perusahaan.

Untuk itu Dewan Komisaris juga mengapresiasi berbagai upaya yang dilakukan Manajemen yang telah berhasil menunjukan kinerja GCG yang memuaskan sebagai peringkat kedua dalam kategori Tata Kelola Perusahaan Terbaik pada acara penghargaan Anugerah BUMN 2019. Selain itu, hasil *assessment* GCG Perusahaan tahun 2019 memperoleh skor 92,59 dengan predikat "sangat baik", serta Tingkat Kesehatan Perusahaan berada di kategori AA dengan nilai 90,24.

Terdapat dua aspek penting dalam implementasi GCG yang turut menjadi perhatian Dewan Komisaris yaitu pengendalian internal dan manajemen risiko. Kami juga menilai bahwa Manajemen telah menjalankan kedua aspek tersebut dengan baik.

Sementara itu dari aspek manajemen risiko, Manajemen telah memaparkan profil dan jenis-jenis risiko tahun 2019 yang meliputi; *Business competitiveness* berbasis *customer experience,* likuiditas, kualitas operasional dan aktivasi keamanan layanan, kapasitas dan kapabilitas SDM, serta Tata Kelola Perusahaan.

Untuk memastikan efektivitas pengelolaan risiko dalam pencapaian sasaran Perusahaan, maka perlu dilakukan evaluasi manajemen risiko. Unit pengelola manajemen risiko mengukur tingkat kematangan penerapan manajemen risiko yang terdiri dari 6 (enam) kategori penilaian. Kami turut bersyukur bahwa hasil yang didapat selama tahun 2019, skor maturitas ICON+ adalah 3,51 atau meningkat dari tahun 2018 yaitu 3,30. Skor tersebut menunjukkan level manajemen risiko ICON+ pada level *reputable*.

Implementation of GCG and Supervision of the Board of Commissioners

Unceasingly, we as the Board of Commissioners constantly encourage ICON+ Management to improve the quality of GCG (Good Corporate Governance) implementation. We are of the view that this matter is fundamental to business continuity, so as to increase the effectiveness of the Company's management to support the successful achievement of the Company's goals and objectives.

Hence, the Board of Commissioners also appreciates the various efforts made by the Management that have successfully demonstrated satisfactory GCG performance by acquiring second place in the Best Corporate Governance category at Anugerah BUMN 2019. In addition, the results of the Company's 2019 GCG assessment obtained a score of 92.59 with the predicate "very good", and the Company Soundness Level is in the AA category with a score of 90.24.

There are two imperative aspects in the implementation of GCG that also concern the Board of Commissioners, they are internal control and risk management. We also consider that the Management has implemented both aspects well.

Meanwhile, from the risk management aspect, Management has elaborated the profile and types of risks in 2019, which include; Business competitiveness based on customer experience, liquidity, operational quality and service security activation, HR capacity and capability, and Corporate Governance.

To ensure the effectiveness of risk management in achieving the Company's goals, it is necessary to evaluate risk management. The risk management unit measures the maturity level of risk management implementation that consists of 6 (six) assessment categories. We are also grateful that the results obtained during 2019, ICON+ maturity score was 3.51 or an increase from 2018 of 3.30. The score shows that ICON+ risk management level at the reputable level.

Pandangan atas Pelaksanaan CSR Perseroan

Sebagai bagian tak terpisahkan dari implementasi GCG, Dewan Komisaris memandang bahwa pelaksanaan program CSR (*Corporate Social Responsibility*) juga telah berjalan dengan baik. Manajemen telah menetapkan fokus CSR di tahun 2019 menyentuh kepada aspek yang memiliki korelasi dengan keberlanjutan bisnis Perusahaan.

Untuk itu Dewan Komisaris menyepakati serta mendukung sejumlah inisiatif dalam rangka pelaksanaan CSR yang menyentuh isu-isu penting terkait lingkungan yaitu gaya hidup sehat; hemat energi; hemat kertas; hemat air; serta sejumlah aksi terkait sosial kemasyarakatan yang merupakan pelaksanaan Program Kemitraan dan Bina Lingkungan (PKBL).

Kami juga memandang bahwa program CSR yang dilaksanakan selama tahun 2019 telah memberikan penyerapan dana yang tepat sasaran serta mengalami peningkatan dari tahun sebelumnya.

Views on the Implementation of the Company's CSR

As an integral part of the GCG implementation, the Board of Commissioners views that the implementation of the CSR (Corporate Social Responsibility) program has also been going well. The Management has established the focus of CSR in 2019 to touch on aspects that have a correlation with the sustainability of the Company's business.

Hence, the Board of Commissioners has agreed and supported a number of initiatives in the context of implementing CSR that touch on important issues related to the environment, which are a healthy lifestyle; energy saving; save paper; save water; as well as a number of social-related actions that are the implementation of the Partnership and Community Development Program (PKBL).

We also view that the CSR program implemented during 2019 has provided the right absorption of funds and has increased from the previous year.

Pandangan atas Penerapan WBS dan Peran Dewan Komisaris

ICON+ telah memiliki program "ICON+ Bersih, Berani Bersih" sebagai infrastruktur dari WBS (*Whistleblowing System*) atau yang diterapkan Perusahaan. ICON+ Bersih adalah program berkesinambungan yang dilakukan dalam rangka mencegah terjadinya praktik penyimpangan yang berujung pada praktik Korupsi, Kolusi dan Nepotisme (KKN), program ini merupakan kebijakan ICON+ yang tidak mentolerir adanya praktik-praktik penyimpangan dan KKN agar nilai-nilai dan budaya Perusahaan menjadi identitas dan entitas ICONERS.

Selain itu, penerapan WBS merupakan langkah maju dalam mencegah terjadinya kecurangan pada setiap kebijakan/program yang harus dilakukan seiring kemajuan teknologi dan kebutuhan terkini berdasarkan perkembangan lingkungan pengendalian yang ada.

Views on WBS Implementation and the Role of the Board of Commissioners

ICON+ already has a "ICON+ Clean, Dare to be Clean" program as the infrastructure for the WBS (Whistleblowing System) or the one implemented by the Company. ICON+ Clean is a continuous program conducted in order to prevent the occurrence of fraud practices that lead to the practice of Corruption, Collusion, and Nepotism (KKN), this program is an ICON+ policy that does not tolerate frauds and KKN in order for the Company's values and culture to become ICONERS identity and the entity.

In addition, the implementation of WBS is a step forward in preventing fraud in any policies/programs that must be conducted in line with technological advances and current needs based on developments in the existing control environment.

Pandangan atas Kinerja Komite Dewan Komisaris

Dalam menjalankan tugas pengawasannya, Dewan Komisaris dibantu oleh Komite Audit dan Komite Manajemen risiko.

Sepanjang tahun 2019, Komite Audit telah melakukan penelaahan melalui berbagai pertemuan dan berdasarkan kesimpulan rapat tersebut disampaikan rekomendasi kepada Dewan Komisaris antara lain: (1) Penelaahan informasi keuangan dan kinerja keuangan; (2) Pengawasan atas pekerjaan auditor eksternal; (3) Evaluasi efektivitas pengendalian internal dan pelaksanaan fungsi audit internal; (4) Kepatuhan terhadap peraturan dan perundang-undangan.

Sementara itu, Komite Manajemen Risiko juga telah bekerja dengan melakukan penelaahan atas profil risiko yang berpotensi mempengaruhi jalannya operasi Perusahaan disertai dengan langkah-langkah mitigasinya.

Sejauh ini, Dewan Komisaris memandang bahwa kedua komite ini telah menjalankan tugasnya dengan baik. Hal tersebut berdasarkan laporan pelaksanaan tugas dan rekomendasi-rekomendasi yang dihasilkan, sehingga menjadi bahan pertimbangan bagi Dewan Komisaris dalam melaksanakan tugas dan fungsinya terkait pengawasan dan pemberian nasihat.

Views on the Performance of the Board of Commissioners Committee

In conducting its supervisory duties, the Board of Commissioners is assisted by the Audit Committee and the Risk Management Committee.

Throughout 2019, the Audit Committee conducted reviews through various meetings, and based on the conclusions of the meetings, recommendations were submitted to the Board of Commissioners, including: (1) Review of financial information and financial performance; (2) Supervision of the work of the external auditor; (3) Evaluating the effectiveness of internal controls and the implementation of the internal audit function; (4) Compliance with laws and regulations.

Meanwhile, the Risk Management Committee has also worked by reviewing the risk profile that could potentially affect the Company's operations along with its mitigation measures.

So far, the Board of Commissioners views that these two committees have performed their duties properly. This is based on the report on the implementation of duties and the recommendations made, so that it becomes a consideration for the Board of Commissioners in performing its duties and functions related to supervision and provision of advice.

Perubahaan Komposisi Dewan Komisaris

Terdapat perubahan komposisi Dewan Komisaris ICON+ sepanjang tahun 2019. Perubahan tersebut dilakukan melalui mekanisme RUPS Sirkuler yang memutuskan memberhentikan dengan segala hormat kepada Agoes Triboesono sebagai Komisaris dari segala tugas dan tanggung jawabnya, serta mengangkat dan menetapkan Wanhar sebagai Pejabat Pelaksana Tugas (Plt) Komisaris. Alasan perubahan komposisi Dewan Komisaris ini dilakukan untuk penyegaran dinamika organisasi. Berikut adalah komposisi dan masa jabatan Dewan Komisaris Perusahaan per 31 Desember 2019.

Changes in the Composition of the Board of Commissioners

There have been a change to the composition of ICON+'s Board of Commissioners throughout 2019. This change was made through the Circular GMS mechanism, which decided to dismiss with all respect Mr. Agoes Triboesono as Commissioner from all his duties and responsibilities, and appointed and assigned Mr. Wanhar as the Interim Commissioner. The reason for this change is to refresh the organizational dynamics. The following is the composition and term of office of the Company's Board of Commissioners as of December 31, 2019.

Komposisi & Masa Jabatan Dewan Komisaris ICON+ 2019

Composition & Term of Office of ICON+'s Board of Commissioners 2019

Nama Name	Jabatan Position	Dasar Pengangkatan Basis of Appointment	Periode Masa Jabatan Term of Office
Edwin Hidayat Abdullah	Komisaris Utama President Commissioner	RUPS Sirkuler tanggal 11 Maret 2019 Circular GMS on March 11, 2019	Maret 2019 – Maret 2020 March 2019 – March 2020
Gong Matua Hasibuan	Komisaris Commissioner	RUPS Sirkuler tanggal 11 Maret 2019 Circular GMS on March 11, 2019	Maret 2019 – Maret 2020 March 2019 – March 2020
Agus Sutiawan	Komisaris Commissioner	RUPS Sirkuler tanggal 11 Maret 2019 Circular GMS on March 11, 2019	Maret 2019 – sekarang March 2019 – present
AM. Ramli	Plt. Komisaris Act. Commissioner	RUPS Sirkuler tanggal 11 Maret 2019 Circular GMS on March 11, 2019	Maret 2019 – sekarang March 2019 – present
Wanhar	Plt. Komisaris Act. Commissioner	RUPS Sirkuler tanggal 11 Maret 2019 Circular GMS on March 11, 2019	Maret 2019 – sekarang March 2019 – present
Indra Kesuma	Plt. Komisaris Act. Commissioner	RUPS Sirkuler tanggal 11 Maret 2019 Circular GMS on March 11, 2019	Maret 2019 – sekarang March 2019 – present

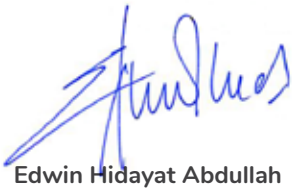
Penutup

Sebagai penutup, Dewan Komisaris menyampaikan terima kasih dan penghargaan yang setinggi-tingginya kepada Direksi dan seluruh karyawan atas berbagai upaya, kerja keras serta kesungguhan yang telah diberikan sepanjang tahun 2019.

Closing

In conclusion, the Board of Commissioners would like to express our highest gratitude and appreciation to the Board of Directors and all employees for their innumerable efforts, hard work and sincerity that have been given throughout 2019.

Jakarta, 2020
Atas nama Dewan Komisaris
On behalf of the Board of Commissioners



Edwin Hidayat Abdullah
Komisaris Utama
President Commissioner

Iwan Purwana

Plt. Direktur Utama
Act.President Director

Laporan Direksi
Directors Report

Membangun Landasan Nilai-nilai Digital yang Kokoh
Shaping a Resilient Digital Values Foundation

Memasuki tahun buku 2019, ICON+ terus melaju dengan memperkuat bisnis eksisting serta melakukan pengembangan usaha dengan landasan nilai-nilai digital yang kokoh.

Entering the 2019 fiscal year, ICON+ continues to move forward by strengthening existing businesses and performing business development based on solid digital values.

Pemegang Saham dan Pemangku Kepentingan yang kami hormati,

Puji syukur kita panjatkan kepada Tuhan Yang Maha Esa, karena berkat rahmat dan petunjuk-Nya kita mampu melalui periode yang penuh tantangan di tahun 2019 dengan hasil menggembirakan. Pada kesempatan ini, perkenankanlah kami menyampaikan laporan hasil kinerja Perusahaan sebagaimana disajikan dalam Laporan Tahunan PT Indonesia Comnets Plus (ICON+) untuk Tahun Buku 2019.

Dear Valued Shareholders and Stakeholders,
All praise to God Almighty, solely due to His grace and guidance we are able to go through a challenging period of 2019 with exhilarating achievements. On this occasion, do allow us to submit report on the Company's performance results as presented in the Annual Report of PT Indonesia Comnets Plus (ICON+) for the 2019 Fiscal Year.

Tinjauan Perekonomian dan Industri

Laporan Bank Dunia dengan tajuk *Global Economic Prospects* menyebutkan ekonomi dunia tahun 2019 hanya mampu tumbuh 2,4%, lebih rendah dibandingkan dengan tahun 2018 maupun proyeksi sebelumnya. Kendati demikian, Bank Dunia memperkirakan perekonomian global akan pulih dengan angka pertumbuhan 2,5% di tahun 2020. Hal ini disebabkan oleh ketegangan perang dagang yang berangsur mereda seiring dengan negosiasi bilateral antara Amerika Serikat dan Cina yang dimulai sejak Oktober 2019.

Kondisi perekonomian global yang masih tertekan tersebut juga berpengaruh secara domestik. Badan Pusat Statistik (BPS) merilis data pertumbuhan ekonomi Indonesia sepanjang tahun 2019 tumbuh di angka 5,02%. Kondisi yang kurang menggembirakan di tahun 2019 bahkan berlanjut lebih buruk di tahun berikutnya. Yaitu di saat dunia memasuki tahun 2020 yang disambut resesi terburuk dalam delapan dekade terakhir, disebabkan oleh pandemi COVID-19 yang melanda seluruh dunia sejak akhir Januari 2020 yang berdampak besar pada aktivitas ekonomi.

Economic and Industrial Overview

The World Bank report entitled Global Economic Prospects states that the world economy in 2019 will only be able to grow 2.4%, lower than in 2018 and previous projections. However, the World Bank predicts that the global economy will recover with a growth rate of 2.5% in 2020. This is due to trade war tensions that gradually eased along with bilateral negotiations between the United States and China, which began in October 2019.

The depressed global economic conditions also had an impact domestically. The Statistics Indonesia (BPS) released data on Indonesia's economic growth throughout 2019 was growing at 5.02%. The less encouraging conditions in 2019 continued to be even worse in the following year. As the world enters 2020, it was greeted by the worst recession in eight decades due to the COVID-19 pandemic that has hit the whole world since the end of January 2020, which had a major impact on economic activities.

Sementara itu di sektor industri kelistrikan nasional menunjukkan pertumbuhan yang dinamis. Berdasarkan data PLN (Persero), realisasi penjualan listrik terus meningkat dari 202.845 GWh menjadi 245.518 GWh dengan tingkat pertumbuhan tahunan majemuk (*Compound Annual Growth Rate*/CAGR) mencapai 5%. Pada tahun 2019 rasio elektrifikasi (RE) nasional (rumah tangga pelanggan PLN dan non-PLN) tercapai sebesar 98,89%. Pemerintah menargetkan RE seluruh Indonesia mencapai 100% di tahun 2020.

Demi mencapai hal tersebut maka diperlukan penambahan rata-rata sekitar 870.000 rumah tangga berlistrik per tahun. Adapun untuk mempertahankan RE tetap 100%, diperlukan penambahan rata-rata 560.000 rumah tangga berlistrik per tahun dari 2021 hingga 2038.

Sedangkan di sektor telekomunikasi memperlihatkan perkembangan yang menggembirakan. Peningkatan aktivitas ekonomi digital di masyarakat Indonesia berdampak pada perubahan besar dalam kegiatan di seluruh aspek ekonomi, tak terkecuali dalam industri telekomunikasi. Tahun 2019, Industri telekomunikasi berkembang sangat pesat dengan persaingan cukup berat. Pertumbuhan telekomunikasi juga diwarnai pergeseran layanan dari *voice* dan SMS ke layanan data. Tren pergeseran tersebut mendorong tumbuhnya pelanggan *fixed* dan *mobile broadband* serta meningkatnya penggunaan layanan data. Selain itu, pertumbuhan industri telekomunikasi juga tak lepas dari berkembangnya segmen *youth*, penetrasi *smartphone* yang semakin meluas, terutama ketersediaan *smartphone* dengan harga yang murah.

Rp **2,53** Triliun | Trillion ↑16,81%
Pendapatan | Revenues

Rp **493,10** Miliar | Billion ↑8,29%
Penghasilan Komprehensif
Comprehensive Income

Meanwhile, the national electricity industry sector shows dynamic growth. Based on data from PLN (Persero), the realization of electricity sales continued to increase from 202,845 GWh to 245,518 GWh with a compound annual growth rate (CAGR) reaching 5%. In 2019, the national electrification ratio (RE) of PLN and non-PLN customer households reached 98.89%. The government is targeting RE throughout Indonesia to reach 100% by 2020.

In order to achieve this, an average addition of around 870,000 electrified households is required per year. Meanwhile, to maintain RE at 100%, it is necessary to add an average of 560,000 electrified households per year from 2021 to 2038.

In the meantime, the telecommunications sector has shown encouraging developments. The surge in digital economic activities in Indonesian society has resulted major changes in all aspects of the economic activities, including the telecommunications industry. In 2019, the telecommunications industry is developing very rapidly with tough competition. Telecommunication growth was also marked by a shift in services from voice and SMS to data services. This shifting trend is driving the growth of fixed and mobile broadband subscribers as well as increasing usage of data services. In addition, the growth of the telecommunications industry is also inseparable from the development of the youth segment, the increasingly widespread penetration of smartphones, especially the accessibility of smartphones at low prices.

Rp **510,70** Miliar | Billion ↑15,44%
Laba Tahun Berjalan
Profit for the Year

Rp **3,67** Triliun | Trillion ↑18,60%
Total Aset
Total Assets

Rp **696,23** Miliar | Billion
↑7,85%
Laba Usaha
Operating Income

Rp **2,59** Triliun | Trillion
↑23,41%
Total Ekuitas
Total Equity

13,90%
Return on Assets

19,64%
Return on Equity

Memasuki tahun 2020, pandemi covid-19 menyebar hingga seluruh dunia. Pembatasan mobilitas masyarakat diberlakukan seiring dengan imbauan #dirumahsaja oleh Pemerintah. Beberapa industri terpukul dengan hadirnya pandemi ini. Namun, pandemi Covid-19 diyakini sebagai momentum yang tepat untuk memacu transformasi digital bagi seluruh sektor. Hal ini menjadikan prospek industri digital cerah di era Covid-19 terlebih lagi di tahun-tahun mendatang.

Tantangan dan Kendala yang Dihadapi

Pada tahun 2019 kami menghadapi tantangan terkait faktor eksternal antara lain pergeseran model bisnis menuju *sharing* ekonomi multi industri yang mendisrupsi model bisnis eksisting hingga pengaruh dari perilaku konsumtif yang menciptakan peluang pertumbuhan data dan pengembangan *platform market place*. Hal tersebut menjadi pemacu bagi kami untuk membuka peluang dalam pengembangan bisnis baru.

Di samping itu faktor eksternal lainnya terkait pada perkembangan *Smart System (home, building, city*, dan IoT), pertukaran data yang tinggi dan *online system* memerlukan *cloud computing* berbasis *distributed data center*, hingga sistem digital yang memerlukan sistem keamanan yang andal.

Entering 2020, the Covid-19 pandemic has spread throughout the world. Restrictions on community mobility were imposed in line with the #dirumahsaja (#stayathome) appeal by the Government. Several industries have been hit hard by the presence of this pandemic. However, the Covid-19 pandemic is believed to be the right momentum to spur digital transformation for all sectors. This makes the prospects for the digital industry bright in the Covid-19 era, especially in the years to come.

Challenges and Constraints Faced

In 2019, we faced challenges related to external factors, including a shift in the business model towards a multi-industry sharing economy that disrupts the existing business model, to the influence of consumptive behavior that creates opportunities for data growth and the development of market place platform. It became a driver for us to open up opportunities in new business development.

Apart from other external factors related to the development of Smart Systems (home, building, city, and IoT), high data exchange and online systems require cloud computing based on distributed data centers, to digital systems that require reliable security systems.

Pada faktor internal Perusahaan, tantangan yang kami hadapi terkait pada kebutuhan perubahan portfolio produk korporat dari *traditional telco* menjadi *smart* dan *digital services*, kebutuhan perluasan *coverage* dan *capacity readiness* dari kota-kota besar menjadi skala nasional (sampai kecamatan/ desa), serta adanya perubahan *corporate business culture* menjadi *service business culture*.

Di samping itu juga terdapat tantangan untuk mendukung induk Perusahaan agar tumbuh semakin solid serta mengikuti perkembangan bisnis PLN (*smart grid, power market, rooftop cell*, dan 2 *ways-meter*). Hal tersebut menjadi tantangan kami untuk meningkatkan peran bukan hanya menjadi *enabler* tetapi menjadi *driver* dalam proses digitalisasi bagi PLN Group.

Inisiatif Strategis

Kami telah mengkaji serta mengevaluasi semua perkembangan dan dinamika industri yang terjadi di tahun 2019 serta pengaruhnya terhadap Perusahaan. Kajian tersebut menghasilkan rekomendasi kebijakan dan langkah strategis yang dilakukan untuk mencapai sasaran dan target kinerja Perusahaan.

Sepanjang tahun 2019, kami melakukan 4 (empat) langkah sasaran strategis, yaitu:

Pertama, *Service and Solution Readiness* melalui perluasan *coverage* nasional sampai level kecamatan, meningkatkan densitas POP melalui program All PLN Aparatus Connected (APAC), serta melakukan kolaborasi pemasaran dengan kawasan dan area eksklusif. Selain itu, dengan *capacity lead* melalui peningkatan jaringan *backbone* antar kota dan antar pulau.

Kedua, *Services Reliability* yaitu dengan meningkatkan *Reliability* dan *Security Network*, *Data Center* melalui Redudansi POP, Peremajaan Sistem, *Power System Reliability* (PSR) dan *NOC Regional*.

Ketiga, *Customer PLN Connected*, digitalisasi PLN melalui pengembangan aplikasi, penyediaan infrastruktur, *metering system* serta *Roadmap to Big Data Analytics*.

Keempat, ICON+ *Disruptive Innovation* melalui pengembangan portofolio baru: Layanan *Smart Services, Platform Market Place (e-Commerce), Digital Payment, Platform* Solusi Pasar Publik (multi *segment* dan multi *services*).

On the Company's internal factors, the challenges we face are related to the need for changes in the corporate product portfolio from traditional telco to smart and digital services, the need for expanding coverage and capacity readiness from big cities to national scales (up to sub-districts/villages), as well as changes in corporate business culture becomes a service business culture.

In addition, there are challenges to support the holding company to grow more and more solid, as well as to keep up with the development of PLN's business (smart grid, power market, rooftop cell, and 2 ways-meter). It becomes our challenge to increase the role of not only as an enabler but became a driver in the digitization process for PLN Group.

Strategic Initiatives

We have studied and evaluated all industrial developments and dynamics that occurred in 2019, as well as their impact on the Company. The study resulted in policy recommendations and strategic steps to be taken to achieve the Company's performance goals and targets.

Throughout 2019, we conducted 4 (four) strategic goals steps, they are:

First: Service and Solution Readiness, through expanding national coverage to the sub-district level, increasing POP density through the All PLN Connected Apparatus (APAC) program, and conducting marketing collaborations with regions and exclusive areas. In addition, with capacity lead through increased inter-city and inter-island backbone networks.

Second: Services Reliability, by increasing the Reliability and Security Network, Data Center through POP Redundancy, System Rejuvenation, Power System Reliability (PSR) and Regional NOCs.

Third: PLN Connected Customers, PLN digitization through application development, provision of infrastructure, and metering systems, as well as the Roadmap to Big Data Analytics.

Fourth: ICON+ Disruptive Innovation, through the development of new portfolios: Smart Services, Market Place Platform (e-Commerce), Digital Payment, Public Market Solution Platform (multi segment and multi services).

Inisiatif strategis yang telah kami laksanakan antara lain perluasan *coverage* jaringan yang telah terbangun *local link* antar pulau Maluku (Ambon) ke Sulawesi Selatan (Makassar), menyusul Makassar ke Kendari dan Kendari ke Bau-bau, jalur Tomoni (Sulawesi Tengah) ke Kendari (Sulawesi Tenggara) serta pengembangan inisiatif *digital marketplace* melalui aplikasi AIRLis dan AIRBizz. Hingga akhir tahun 2019, proses finalisasi inisiatif dan program strategis telah selesai dilaksanakan.

Analisis atas Kinerja Perusahaan

Melalui berbagai upaya dan inisiatif strategis yang kami paparkan di atas, kami bersyukur bahwa ICON+ di tahun 2019 masih mampu memberikan kinerja yang menggembirakan baik dari sisi operasional maupun keuangan sebagaimana dapat kami paparkan berikut ini:

Jumlah aset ICON+ tahun 2019 tercatat sebesar Rp3,67 triliun, tumbuh 18,60% atau sebesar Rp576,22 miliar dibandingkan tahun 2018 yang sebesar Rp3,10 triliun. Peningkatan ini didorong oleh aset lancar dan aset tidak lancar Perusahaan yang masing-masing tumbuh 6,35% dan 34,18%.

Ekuitas ICON+ di tahun 2019 tercatat sebesar Rp2,60 triliun, mengalami peningkatan 23,41% dibandingkan tahun 2018 yang sebesar Rp2,11 triliun. Peningkatan ini didorong oleh tumbuhnya saldo laba Perusahaan.

ICON+ kembali mencatatkan pertumbuhan laba tahun berjalan sebesar 15,44% dari Rp442,38 miliar di tahun 2018 menjadi Rp510,70 miliar di tahun 2019. Hal ini tak lepas dari tumbuhnya pendapatan Perusahaan sebesar 16,81% menjadi Rp2,53 triliun di tahun 2019.

Jumlah penghasilan komprehensif Perusahaan di 2019 turut tumbuh 8,29% menjadi Rp493,10 miliar dari semula Rp455,37 miliar di tahun 2018.

The strategic initiatives that we have conducted include the expansion of network coverage that has built local links between the islands of Maluku (Ambon) to South Sulawesi (Makassar), following Makassar to Kendari and Kendari to Bau-Bau, as well as the Tomoni route (Central Sulawesi) to Kendari (Southeast Sulawesi) as well as the development of digital marketplace initiatives through the AIRLis and AIRBizz applications. Until the end of 2019, the process of finalizing strategic initiatives and programs has been completed.

Analysis of Company Performance

Through the various strategic efforts and initiatives that we mentioned earlier, we are grateful that in 2019, ICON+ is still able to provide encouraging performance both from operational and financial side, as we elaborate below:

The total assets of ICON+ in 2019 were recorded at Rp3.67 trillion, growing 18.60% or Rp576.22 billion compared to 2018 that amounted Rp3.10 trillion. This increase was driven by the Company's current and non-current assets, which grew 6.35% and 34.18%, respectively.

ICON+ equity in 2019 was recorded at Rp2.60 trillion, an increase of 23.41% compared to 2018 that amounted Rp2.11 trillion. This increase was driven by the growth in the Company's retained earnings.

Once again, ICON+ recorded a profit growth for the current year of 15.44% from Rp442.38 billion in 2018 to Rp510.70 billion in 2019. This is inseparable from the growth of the Company's revenue by 16.81% to Rp2.53 trillion in 2019.

The total comprehensive income of the Company in 2019 also grew 8.29% to Rp493.10 billion from the original Rp455.37 billion in 2018.

384 Pelanggan | Customers

Jumlah Pelanggan Baru
Number of New Customers

21 Hari | Days

Kinerja Penyambungan Pelanggan Baru
Connection Performance of New Customers

Prospek Usaha

Perekonomian dunia di tahun 2020 diperkirakan masih akan menghadapi tantangan serius menyusul adanya wabah penyakit yang ditimbulkan oleh virus Covid-19. Situasi tersebut akan membayangi perekonomian nasional dalam tekanan yang tidak ringan. Sebagaimana dilaporkan oleh Menteri Keuangan RI, pertumbuhan ekonomi nasional di tahun 2020 diperkirakan minus 0,4%.

Kondisi demikian tentu akan berpengaruh terhadap kinerja ICON+. Namun demikian, manajemen telah mengantisipasinya melalui berbagai kajian-kajian yang telah dituangkan dalam Rencana Kerja dan Anggaran Perusahaan (RKAP) tahun 2020.

Seraya tetap mengedepankan optimisme yang diikuti oleh berbagai langkah efisiensi operasi bisnis. Kami tetap meyakini bahwa usaha yang dijalankan oleh ICON+ tetap akan tumbuh secara berkelanjutan.

Business Prospect

It is estimated that the world economy in 2020 will still face serious challenges following the outbreak of the disease caused by the Covid-19 virus. This situation will overshadow the national economy under intense pressure. As reported by the Minister of Finance of the Republic of Indonesia, the national economic growth in 2020 is estimated to be minus 0.4%.

This condition will certainly affect the performance of ICON+. However, the management has anticipated it through various studies that have been outlined in the 2020 Company Work Plan and Budget (RKAP).

While still prioritizing optimism followed by various efficiency measures in business operations, we believe that ICON+ business will continue to grow in a sustainable manner.

Penerapan Tata Kelola Perusahaan

Penerapan Tata Kelola Perusahaan yang Baik (*Good Corporate Governance*-GCG), yang didorong dengan skema kesinambungan bisnis dapat meningkatkan efektivitas pengelolaan Perusahaan, guna mendukung keberhasilan pencapaian sasaran dan tujuan Perusahaan. Hal tersebut dapat dibuktikan dari hasil kinerja yang memuaskan dan diakui oleh pihak eksternal, yaitu berupa peringkat kedua kategori Tata Kelola Perusahaan Terbaik dalam penghargaan Anugerah BUMN 2019, hasil *assessment* GCG Perusahaan tahun 2019 juga memperoleh skor 92,59 dengan predikat “sangat baik”, serta Tingkat Kesehatan Perusahaan berada di kategori AA dengan nilai 90,24.

Implementation of Good Corporate Governance

The implementation of Good Corporate Governance (GCG), which is driven by a business continuity scheme, can increase the effectiveness of the Company’s management, in order to support the successful achievement of the Company’s goals and objectives. This can be proven from the satisfactory performance results and recognized by external parties, ICON+ came in second place on the Best Corporate Governance category in the 2019 BUMN Award, the results of the 2019 Corporate GCG assessment also received a score of 92.59 with the predicate “very good”, and The Company’s health level is in the AA category with a score of 90.24.

23.447 Permintaan Order

Aktivasi Jaringan dan Jasa Telekomunikasi Segmen Publik
Network Activation and Public Segment of Telecommunications Services

6.212 Permintaan Order

Aktivasi Jaringan dan Jasa Telekomunikasi Segmen Ketenagalistrikan
Network Activation and Electricity Segment of Telecommunication Services

Transformasi yang dilakukan ICON+ sejak 2017 telah meningkatkan pertumbuhan *performance financial* Perusahaan dengan pertumbuhan rata-rata industri mencapai 18%. Pertumbuhan bisnis paling besar yang diperoleh ICON+ berasal dari market eksternal dan market digital. Namun sebagai entitas anak PLN (Persero), ICON+ tetap memberikan layanan prioritas kepada PLN sebagai induk perusahaan guna menciptakan nilai tambah bagi PLN Group.

The transformation conducted by ICON+ since 2017 has increased the Company's financial performance growth with an industry average growth of 18%. The biggest business growth obtained by ICON+ comes from the external market and the digital market. However, as a subsidiary of PLN (Persero), ICON+ still provides priority services to PLN as the holding company in order to create added value for the PLN Group.

Pengelolaan Sumber Daya Manusia

ICON+ secara berkesinambungan meningkatkan pengelolaan Sumber Daya Manusia (SDM) guna mendukung tercapainya produktivitas Perusahaan dalam menghadapi perkembangan industri bisnis. Tahun 2019 ini, ICON+ menerapkan program budaya unggul dengan tema "Meningkatkan *Engagement* Pegawai Melalui Upaya Program Budaya *New Way of Act & Thinking, Top Leaders Involvement* dan *Business & Corporate Innovation*."

Human Resources Management

ICON+ continuously improves the management of Human Resources (HR) to support the achievement of the Company's productivity in facing the development of the business industry. In 2019, ICON+ implemented excellence culture program with the theme "Increasing Employee Engagement through the Efforts of the New Way of Act & Thinking Cultural Program, Top Leaders Involvement and Business & Corporate Innovation."

Berbagai program Budaya Unggul dilakukan di tahun 2019, hal tersebut diterapkan dengan tujuan menciptakan lingkungan kerja yang mendukung produktivitas karyawan, saling mendukung antar sesama karyawan maupun antar unit kerja, serta meningkatkan *engagement* pegawai untuk mendukung produktivitas organisasi.

Various Excellence Culture programs were performed in 2019, with the aim of creating a work environment that supports employee productivity, mutual support between fellow employees and work units, and increases employee engagement to support organizational productivity.

Program budaya unggul menjadikan Perusahaan memiliki nilai yang lebih serta didukung oleh SDM yang kompeten, berdaya saing, memiliki integritas dalam mendukung tercapainya tujuan visi dan misi Perusahaan.

The excellence culture program gives the Company more values and is supported by HR who are competent, competitive, have integrity in supporting the achievement of the objectives of the Company's vision and mission.

Tanggung Jawab Sosial Perusahaan

Di bidang Tanggung Jawab Sosial Perusahaan (*Corporate Social Responsibility*-CSR), sepanjang tahun 2019 ICON+ memfokuskan kepada inisiatif terkait lingkungan yang meliputi gaya hidup sehat dan bersih; hemat energi; hemat kertas; hemat air; serta kegiatan sosial kemasyarakatan berupa Program Kemitraan dan Bina Lingkungan (PKBL). Program tersebut telah berjalan dengan baik dan mengalami peningkatan, hal ini dapat diukur salah satunya melalui peningkatan anggaran yang telah dikeluarkan Perusahaan.

Corporate Social Responsibility

In the field of Corporate Social Responsibility (CSR), throughout 2019 ICON+ focused on initiatives related to the environment that included a healthy and clean lifestyle; energy saving; paper saving; water saving; and social activities in the form of the Partnership and Community Development Program (PKBL). The program has been running well and has increased, one of which can be measured through the increase in the budget that has been issued by the Company.

Selama tahun 2019 ICON+ telah merealisasikan anggaran CSR sebesar Rp745 juta atau naik dibanding tahun 2018 sebesar Rp538 juta. Kedepannya, kami akan terus melakukan perbaikan dan peningkatan baik dari sisi program-program yang lebih terarah sesuai dengan kaidah yang berlaku maupun kuantitas dan besaran anggaran yang dikeluarkan.

During 2019, ICON+ realized a CSR budget of Rp745 million or an increase compared to 2018 of Rp538 million. Going forward, we will continue to make refinements and improvements in terms of programs that are more focused in accordance with the prevailing rules and the quantity and amount of the budget issued.

Perubahan Komposisi Direksi

Sepanjang tahun 2019, terdapat 2 (dua) kali perubahan susunan komposisi Direksi ICON+ melalui RUPS Sirkuler yaitu memberhentikan dengan segala hormat Hikmat Dradjat dari jabatan Plt. Direktur Utama merangkap Direktur Enterprise Business dan Kuswowo dari jabatannya sebagai Plt. Keuangan dan SDM.

Serta mengangkat dan menetapkan Iwan Purwana sebagai Plt. Direktur Utama, Anindita Eka Wibisono sebagai Direktur Finance and Human Capital, serta Ivan Cahya Permana sebagai Plt. Direktur Digital Solution and Business Development. Perubahan susunan komposisi Direksi dilakukan sebagai penyesuaian adanya perubahan struktur organisasi di ICON+. Berikut adalah komposisi dan masa jabatan Direksi Perusahaan pada akhir tahun 2019:

Changes in the Composition of the Board of Directors

Throughout 2019, there were 2 (two) changes in the composition of the Board of Directors of ICON+ through the Circular GMS, they were dismissing with all respect Mr. Hikmat Dradjat from the position of Act. President Director concurrently Director of Business Enterprise; and Mr. Kuswowo from his position as Act. Director of Finance and Human Capital.

And appointed and assigned Mr. Iwan Purwana as Act. President Director, Mr. Anindita Eka Wibisono as Director of Finance and Human Capital, and Mr. Ivan Cahya Permana as Act. Director of Digital Solution and Business Development. Changes in the composition of the Board of Directors were made as an adjustment to changes in the organizational structure at ICON+. The following is the composition and term of office of the Company's Board of Directors at the end of 2019:

Komposisi & Masa Jabatan Direksi ICON+ 2019
Composition & Term of Office of the Board of Directors of ICON+ 2019

Nama Name	Jabatan Position	Dasar Pengangkatan Basis of Appointment	Periode masa jabatan Term of Office
Iwan Purwana	Plt. Direktur Utama Act. President Director	RUPS Sirkuler tanggal 25 Oktober 2019 Circular GMS on October 25, 2019	25 Oktober 2019 – Juni 2020 October 25, 2019 – June 2020
Anindita Eka Wibisono	Direktur Finance and Human Capital Director of Finance and Human Capital	RUPS Sirkuler tanggal 25 Oktober 2019 Circular GMS on October 25, 2019	25 Oktober 2019 – April 2020 October 25, 2019 – April 2020
Zulheldi	Plt. Direktur Service Excellence Act. Director of Service Excellence	RUPS Sirkuler tanggal 25 Oktober 2019 Circular GMS on October 25, 2019	25 Oktober 2019 – sekarang October 25, 2019 – present
Ardian Cholid	Plt. Direktur Electricity and Wholesale Business merangkap Plt. Direktur Enterprise Business Act. Director of Electricity and Wholesale Business concurrently Act. Director of Business Enterprise	RUPS Sirkuler tanggal 25 Oktober 2019 Circular GMS on October 25, 2019	25 Oktober 2019 – Juni 2020 October 25, 2019 – June 2020
Ivan Cahya Permana	Plt. Direktur Digital Solution and Business Development Act. Director of Digital Solution and Business Development	RUPS Sirkuler tanggal 25 Oktober 2019 Circular GMS on October 25, 2019	25 Oktober 2019 – sekarang October 25, 2019 – present

Penutup

Akhir kata, kami selaku Direksi Perusahaan menyampaikan terima kasih yang sebesar-besarnya kepada Pemegang Saham, Dewan Komisaris, serta Pemangku Kepentingan atas kepercayaan, masukan dan saran dalam rangka pengembangan Perusahaan baik di Tahun Buku 2019 maupun untuk tahun yang akan datang.

Ucapan terima kasih juga kami sampaikan kepada seluruh karyawan atas dedikasi dan kerja kerasnya sepanjang tahun sehingga Perusahaan berhasil meraih kinerja yang menggembirakan. Saya berharap kerjasama yang baik ini terus dijaga dan ditingkatkan bagi keberhasilan Perusahaan pada tahun-tahun mendatang.

Closing

To sum up, we, as the Company's Board of Directors, would like to express our deepest gratitude to the Shareholders, the Board of Commissioners, and Stakeholders for their trust, inputs, and suggestions in order to develop the Company in the 2019 Fiscal Year and for the coming year.

We would also like to express our gratitude to all employees for their dedication and hard work throughout the year so that the Company has managed to achieve a stimulating performance. We hope that this good collaboration will continuously maintained and improved for the success of the Company in the years to come.

Jakarta, 2020
Atas nama Direksi
On behalf of the Directors

Iwan Purwana
Plt. Direktur Utama
Act. President Director

Surat Pernyataan Anggota Dewan Komisaris dan Direksi Tentang Tanggung Jawab atas Laporan Tahunan 2019 PT Indonesia Comnets Plus

Statement of Board of Commissioners and the Directors
on Their Responsibility for the Annual Report 2019 PT Indonesia Comnets Plus

Kami yang bertanda tangan di bawah ini menyatakan bahwa semua informasi dalam Laporan Tahunan PT Indonesia Comnets Plus Tahun 2019 telah dimuat secara lengkap dan kami bertanggung jawab penuh atas kebenaran isi Laporan Tahunan Perusahaan. Demikian pernyataan ini dibuat dengan sebenarnya.

We the undersigned declare that all information in the Annual Report PT Indonesia Comnets Plus in 2019 have been fully and we are fully responsible for the accuracy of the contents of the Annual Report of the Company. This statement was made with actual .

Jakarta, 2020

DEWAN KOMISARIS
Board of Commissioners

Edwin Hidayat Abdullah
Komisaris Utama
President Commissioner

Agus Sutiawan
Komisaris
Commissioner

Gong Matua Hasibuan
Komisaris
Commissioner

AM. Ramli
Plt. Komisaris
Act. Commissioner

Wanhar
Plt. Komisaris
Act. Commissioner

Indra Kesuma
Plt. Komisaris
Act. Commissioner

DIREKSI
Directors

Iwan Purwana
Plt. Direktur Utama
Act. President Director

Anindita Eka Wibisono
Direktur Finance and Human Capital
Finance and Human Capital Director

Ardian Cholid
Plt. Direktur Electricity and Wholesale Business merangkap Plt. Direktur Enterprise Business
Act. Director of Electricity and Wholesale Business concurrently Act. Director of Business Enterprise

Zulheldi
Plt. Direktur Service Excellence
Act. Service Excellent Director

Ivan Cahya Permana
Plt. Direktur Digital Solution and Business Development
Act. Director of Digital Solutions and Business Development

03 PROFIL PERUSAHAAN
Company Profile

Sebagai anak perusahaan BUMN PT PLN (Persero), ICON+ turut mendukung proses digitalisasi PLN Group sehingga menjadi nilai tambah untuk bisnis berkelanjutan.

As a subsidiary of state-owned enterprises PT PLN (Persero), ICON+ also supports the digitization process of the PLN Group so that it becomes an added value for sustainable business.

ICON+NEWS

Sekilas Perusahaan
Company at a Glance

Meningkatkan Valuasi Bisnis dengan Mengembangkan Disruptive Innovation

Improving Business Valuation by Developing Disruptive Innovation

Perubahan era disrupsi digital memacu ICON+ untuk memaksimalkan bisnis jaringan telekomunikasi ketenagalistrikan melalui inovasi-inovasi berkelanjutan.

The Transformation in the digital disruption era spur ICON+ to maximize the electricity telecommunications network business through incessant innovations.

PT Indonesia Comnets Plus (ICON+ atau Perusahaan) mengawali kiprahnya dalam bisnis telekomunikasi dan teknologi informasi pada tanggal 3 Oktober 2000. Awal perjalanan ICON+ adalah memberikan dukungan secara total terhadap kebutuhan jaringan telekomunikasi PT PLN (Persero) sebagai induk Perusahaan. Dimana kepemilikan saham dari ICON+ dimiliki oleh PT PLN (Persero) sebesar 99,999999% dan Yayasan Pendidikan dan Kesejahteraan PT PLN (Persero) sebesar 0,000001%.

PT Indonesia Comnets Plus (ICON+ or the Company) began its work in the telecommunications and information technology business on October 3, 2000. The start of ICON+'s journey was to provide total support to the needs of PT PLN (Persero)'s telecommunications network as the holding Company. Whereas the shareholding of ICON+ is owned by PT PLN (Persero) by 99.999999% and Yayasan Pendidikan dan Kesejahteraan (Education and Welfare Foundation) of PT PLN (Persero) of 0.000001%.

Pada tahun 2001, ICON+ memulai kegiatan komersialnya dengan *Network Operation Centre* yang berlokasi di Gandul, Cinere. Sebagai Perusahaan telekomunikasi dan teknologi informasi yang kian berkembang, ICON+ tidak pernah berhenti melakukan inovasi untuk terus melakukan perbaikan menuju bisnis berkelanjutan.

Kemudian ICON+ mengembangkan usaha dengan menyalurkan kelebihan kapasitas jaringan telekomunikasi ketenagalistrikan serat optik milik PT PLN (Persero) di Jawa dan Bali bagi kebutuhan publik. Hingga saat ini ICON+ telah melayani lebih dari 2.000 Perusahaan dan lembaga di Indonesia, terutama yang bergerak di bidang industri telekomunikasi, perbankan, keuangan, dan manufaktur, serta sektor pemerintahan.

Sejak tahun 2008, ICON+ secara konsisten dan bertahap melakukan ekspansi konektivitas jaringan telekomunikasi ke berbagai wilayah terpencil di Indonesia dengan memaksimalkan pendayagunaan hak jaringan ketenagalistrikan milik PT PLN (Persero), yaitu *Right of Ways* (RoW), yang memiliki cakupan wilayah di seluruh Indonesia. Hal tersebut terwujud dalam program desa berlistrik dan berinternet sebagai kontribusi terhadap negara dengan membuka jaringan internet di desa-desa melalui Internet Desa Cafe (Ides Cafe) yang telah mencapai 9 (sembilan) wilayah di Indonesia.

Seiring dengan perkembangan tren bisnis, teknologi, dan sosial yang ditandai dengan berkembangnya era digitalisasi dan disrupsi, ICON+ berupaya tak hanya menjadi *enabler* tetapi juga menjadi *driver* dalam proses digitalisasi PLN Group pada khususnya dan publik pada umumnya. Hal tersebut dilakukan melalui inovasi produk dan layanan yang mengedepankan kualitas jaringan dan teknologi yang sesuai dengan visi Perusahaan yaitu "Menjadi Penyedia Solusi Teknologi Informasi dan Komunikasi (TIK) Terkemuka di Indonesia Berbasis Jaringan Melalui Pemanfaatan Aset Strategis".

Perubahan Nama Perusahaan

Sejak pertama kali berdiri, PT Indonesia Comnets Plus tidak pernah mengalami perubahan nama.

In 2001, ICON+ began its commercial activities with the Network Operation Centre located in Gandul, Cinere. As a growing telecommunications and information technology Company, ICON+ never cease to innovate to make improvements towards sustainable business.

Thenceforth, ICON+ expanded its business by channeling the excess capacity of PT PLN (Persero)'s optical fiber electricity telecommunications network in Java and Bali for public needs. To date, ICON+ has served more than 2,000 companies and institutions in Indonesia, mainly in the telecommunications, banking, financial, and manufacturing industries, as well as the government sector.

Since 2008, ICON+ has consistently and gradually expanded telecommunications network connectivity to various remote areas in Indonesia by maximizing the use of electricity rights owned by PT PLN (Persero) called Right of Ways (RoW) that has coverage throughout Indonesia. This is manifested in the village with electricity and internet program as a contribution to the country by opening an internet network in the villages through the Internet Desa Cafe (Ides Cafe), which has reached 9 (nine) regions in Indonesia.

Alongside with the development of business, technology, and social trends marked by the development of the digitalization and disruption era, ICON+ strives not only to be an enabler but also a driver in the process of digitizing the PLN Group in particular, and the public in general. This is completed through product and service innovations that prioritize network quality and technology in accordance with the Company's vision of "Becoming the Leading Provider of Information and Communication Technology (ICT) Solutions in Indonesia Based on Networks through the Utilization of Strategic Assets".

Changes in the Company's Name

Since it initially established, PT Indonesia Comnets Plus has never changed its name.

Identitas Perusahaan
Corporate Identity

Nama Name	PT Indonesia Comnets Plus
Nama Panggilan Brand Name	ICON+
Bidang Usaha Line of Business	Telekomunikasi dan Teknologi Informasi Telecomunication and Information Technology
Bentuk BadanHukum Legal Entity	Perseroan Terbatas Limited Company
Status Perusahaan Company Status	Anak Perusahaan PT PLN (Persero)| Subsidiary of PT PLN (Persero)
Domisili Domicile	Jakarta
Alamat Address	Kawasan PLN Cawang Jl. Mayjen Sutoyo No. 1, Cililitan, Jakarta Timur 13640

Telepon Phone	021 – 525 3019
Faksimili Facsimile	021 – 525 3659
E-mail	humas@iconpln.co.id
Website	www.iconpln.co.id
Tanggal Berdiri Date of Establishment	3 Oktober 2000 October 3, 2000
Tanggal Beroperasi Date of Operation	3 Oktober 2000 October 3, 2000

Dasar Hukum Pendirian
Legal Basis of Establishment

Akta Pendirian No. 3 tanggal 3 Oktober 2000 oleh Notaris Raden Roro Hariyanti Poerbiantari, SH, CN, pengganti Notaris Poerbaningsih Adi Warsito, SH yang telah disahkan oleh Menteri Kehakiman dan Hak Asasi Manusia dengan Surat Keputusan No. C-23506.HT.01.01.TH.2000 tanggal 1 November 2000 dan telah diumumkan dalam Berita Negara Republik Indonesia No. 34 tanggal 27 April 2001, Tambahan No. 2672.

Deed of Incorporation No. 3 dated october 3, 2000 by Notary Raden Roro Hariyanti Poerbiantari, SH, CN, a substitute of Notary Poerbaningsih Adi Warsito, SH, which has been validated by the Minister of Law and Human Rights with the Decree No. C-23506. HT.01.01.TH.2000 dated November 1, 2000 and has been announced in Official Gazette of the Republic of Indonesia No. 34 dated april 27, 2001, Supplement No. 2672.

Modal Dasar
Authorized Capital
Rp204.000.000.000

Modal Disetor
Paid In Capital
Rp84.859.000.000

NPWP
Tax Identification Number
01.061.190.3-051.000

TDP
Company Registration
09.03.1.46.31579

SIUP
Trading Business Permit
5613/24.1PB.7/31.74/-1.824.27/2015

Kantor Layanan
Service Offices

- 1(satu) Kantor Pusat | 1 (one) Head Office
- 1 (satu) Kantor Korespondensi | 1 (one) Correspondence Office
- 10 (sepuluh) Strategic Business Unit (SBU) | 10 (ten) Strategic Business Unit (SBU)
- 1 (satu) Kantor Operasional | 1 (one) Operational Office
- 24 (dua puluh empat) Kantor Perwakilan | 24 (twenty four) Representative Office

Jumlah Karyawan
Total Employees

- 725 karyawan | employee (2019)
- 662 karyawan | employee (2018)
- 597 karyawan | employee (2017)

Pemegang Saham
Shareholders

- PT PLN (Persero): 99,999999%; dan
- Yayasan Pendidikan dan Kesejahteraan PT PLN (Persero): 0,000001%.
- PT PLN (Persero): 99.999999%; and
- Yayasan Pendidikan dan Kesejahteraan PT PLN (Persero): 0.000001%

Serikat Pekerja
Workers Union
Serikat Pekerja ICON+
ICON+ Workers Union

Jejak Langkah Icon+
Icon+ Milestones

1987

PT PLN (Persero) merencanakan pengadaan jaringan telekomunikasi untuk memenuhi kebutuhan telekomunikasi sistem ketenagalistrikan di Jawa dan Bali.

PT PLN (Persero) plans telecommunications networks procurement to meet the needs of electricity system telecommunications in Java and Bali.

1991

PT PLN (Persero) melakukan kontrak pembangunan jaringan fiber optik.

PT PLN (Persero) signed a fiber optic network construction contract.

2000

PT Indonesia Comnets Plus (ICON+) berdiri.

PT Indonesia Comnets Plus (ICON+) is established.

1999

PT PLN (Persero) mengajukan proposal pendirian Entitas Anak beserta aspek bisnis yang akan dikelolanya.

PT PLN (Persero) submits proposal to establish a subsidiary including the business aspects to be managed.

2005

- Memperoleh Izin Prinsip *Internet Telephony* untuk keperluan publik;
- Mencapai kinerja korporasi AAA (Triple A) dengan skor 99.

- Acquired Principle License for Internet Telephony for public purposes;
- Achieved AAA (Triple A) corporate performance with a score of 99.

2007

- Memperoleh Izin Prinsip penyelenggara Jasa Interkoneksi Internet (NAP) dan penyelenggara Jasa Internet Telephon untuk Keperluan publik;
- Membentuk Unit Bisnis Retail (UBR) dan Unit Bisnis Power IT;
- Melakukan ekspansi konektivitas jaringan telekomunikasi ke Pulau Sumatera;
- Melakukan ekspansi konektivitas jaringan telekomunikasi ke wilayah Indonesia bagian Timur.

- Acquired Principle License for Internet Interconnection Service Providers (NAP) and Internet Telephon Service providers for public use;
- Establishing a Retail Business Unit (UBR) and Power IT Business Unit;
- Expand telecommunications network connectivity to the island of Sumatera;
- Expand telecommunications network connectivity to Eastern Indonesia.

2012

Menjadi "THE LIMIT BREAKER" berdasarkan pencapaian kinerja yang gemilang.

Become "THE LIMIT BREAKER" based on excellent performance achievement.

2013

Mencanangkan strategi dan aktivasi komunikasi korporat dengan mengusung tagline "We Speak Beyond Connectivity" dan melakukan brand activation di 3 kota, yaitu Bali, Surabaya, dan Jakarta.

Launched a strategy and activation of corporate communication by carrying the tagline "We Speak Beyond Connectivity" and perform brand activation in 3 cities; Bali, Surabaya, and Jakarta.

2014

Mendapatkan penugasan untuk mengembangkan optimalisasi pengelolaan proses bisnis back office dan pengelolaan administrative back office PT PLN (Persero) secara bertahap.

Received an assignment to develop optimization of back office business process management and PT PLN (Persero) back office administrative management in stages

2016

Launching 9 aplikasi terpusat untuk membantu modernisasi dan digitalisasi proses bisnis PLN.

Launched 9 centralized applications to help modernize and digitize PLN's business processes.

2018

Periode transformasi ICON+

- Transformasi struktur organisasi yang berfokus pada pelanggan dan peningkatan kualitas organisasi & brainware
- Membangun kemampuan digital berdasarkan inovasi dan mencanangkan program perusahaan "Quality Growth" yang merupakan spirit untuk meningkatkan value Perusahaan.
- Bersama PT PLN (Persero) mewujudkan program desa berlistrik dan berinternet sebagai kontribusi terhadap negara dengan membuka jaringan internet di desa-desa melalui Internet Desa Cafe (Ides Cafe)

Transformation period of ICON+:

- Transformation of customer-focused organizational structures and improvement of organizational quality & brainware.
- Building digital capabilities based on innovation and launching a corporate program of "Quality Growth", which is a spirit to increase corporate value.
- Together with PT PLN (Persero) to realize electricity and internet village programs as a contribution to the nation by opening internet networks in villages through the Internet Desa Cafe (Ides Cafe).

2017

- Membangun sistem Big Data BUMN dengan program awal sinergi BUMN-Logistik Perdagangan. ICON+ memberikan dukungan berupa holistic solution yang meliputi: Infrastructure Readiness, Productivity Readiness dan Digitalization Business Process;
- Restruktur Organisasi dengan membentuk 10 Strategic Business Unit, 4 Strategic Business Service dan 6 Strategic Thinking.
- Menggaungkan tagline "Go Digital" dengan mendigitalisasi seluruh proses bisnis ICON+ serta mempersembahkan produk-produk digital kepada publik di antaranya PLN Mobile, Aplikasi AIR dan lain-lain.

- Building a SOE Big Data system with an initial SOE-Logistics Trade synergy program. ICON+ provides support in the form of a holistic solution, which includes: Infrastructure Readiness, Productivity Readiness, and Digitalization Business Process;
- Organizational Restructuring by forming 10 Strategic Business Units, 4 Strategic Business Services, and 6 Strategic Thinking.
- Declaring the tagline "Go Digital" by digitizing the entire ICON+ business process and presenting digital products to the public including PLN Mobile, AIR Applications, and others.

2019

- Launching ListriQu yaitu aplikasi pelayanan instalasi listrik.
- Launching AIRSale yaitu aplikasi kasir berbasis online.
- Soft Launching produk dan layanan terbaru, Community of Netizen (Comnetz).
- Mendapat penghargaan dari Museum Rekor Dunia – Indonesia untuk pencapaian Pendukung Belajar Paket B&C Secara Daring dengan Warga Belajar Terbanyak.
- Launching program "Pemasaran Bersama" antara PT PLN (Persero) dan ICON+ berupa layanan bundling untuk produk Tambah Daya Listrik dan Layanan Internet Retail (Stoomnet).

- Launching ListriQu, which is an electrical installation service application.
- Launching AIRSale, which is an online cashier application.
- Soft Launching of the latest product and service, Community of Netizens (Comnetz).
- Received an award from the World Record Museum - Indonesia for achieving the Support of Learning Online B&C Packages with the Most Learning Citizens.
- Launching the "Joint Marketing" program between PT PLN (Persero) and ICON+ in the form of bundling services for Electric Power Escalating Products and Retail Internet Services (Stoomnet).

Tujuan Didirikannya Perusahaan
The Objective of the Company's Establishment

Maksud dan tujuan didirikannya Perusahaan adalah menyelenggarakan usaha dalam bidang telekomunikasi dan teknologi informasi melalui kegiatan usahanya.

The purpose and objective of the establishment of the Company is to conduct business in the field of telecommunications and information technology through its business activities.

Bidang Usaha Perusahaan
Company's Line of Business

Sesuai dengan Pasal 3 Anggaran Dasar Perusahaan kegiatan usaha ICON+ adalah sebagai berikut:
1. Penyediaan jaringan telekomunikasi;
2. Penyediaan peralatan dan/atau jasa telekomunikasi;
3. Penyediaan konten telekomunikasi;
4. Penyediaan piranti lunak dan/atau piranti keras dan/ atau jasa teknologi informasi;
5. Penyediaan manajemen dan pengoperasian sistem komputer dan/atau fasilitas pengolahan data serta kegiatan profesional layanan dan kegiatan terkait teknologi informasi yang berhubungan dengan bidang sumber daya manusia, bidang keuangan dan akuntansi dan bidang pelayanan pelanggan;
6. Penyediaan layanan lainnya yang berkaitan dengan telekomunikasi dan teknologi informasi untuk menunjang kegiatan usaha bidang ketenagalistrikan.

Pelaksanaan kegiatan usaha tersebut dilakukan sesuai izin penyelenggaraan berikut:
1. Izin Penyelenggaraan Jaringan Tetap Lokal Berbasis *Packet Switched* berdasarkan Nomor SK Penyelenggaraan 82/TEL.01.02/2018 tanggal 28 November 2018 dengan Nomor SKLO 234/ TEL.04.02/2018 tanggal Efektif 23 Desember 2018;
2. Izin penyelenggaraan jasa interkoneksi internet (Network Access Point/ NAP) berdasarkan Surat No. 997 Tahun 2014 oleh Menteri Komunikasi dan Informatika Republik Indonesia;
3. Izin Penyelenggaraan Jaringan Tetap Tertutup Nomor 37 Tahun 2016 oleh Menteri Komunikasi dan Informatika Republik Indonesia;
4. Izin penyelenggaraan jasa akses internet (*Internet Service Provider*) berdasarkan Surat Keputusan Direktur Jenderal Pos dan Informatika No. 55 tahun 2015 tanggal 28 Januari 2015 oleh Kementerian Komunikasi dan Informatika Republik Indonesia;
5. Izin Penyelenggaraan Jasa Telekomunikasi No 281/ TEL.02.02/2019 oleh Kementerian Komunikasi dan Informatika Republik Indonesia.

In accordance with Article 3 of the Company's Articles of Association, ICON+'s business activities are as follows:
1. Provision of telecommunications networks;
2. Provision of telecommunications equipment and/or services;
3. Provision of telecommunications content;
4. Provision of software and/or hardware and/or information technology services;
5. Provision of management and operation of computer systems and/or data processing facilities as well as professional services and activities related to information technology related to the field of human resources, finance and accounting, and customer service;
6. Provision of other services related to telecommunications and information technology to support electricity business activities.

Pelaksanaan kegiatan usaha tersebut dilakukan sesuai izin penyelenggaraan berikut:
1. Local Fixed Network Operations Based on Packet Switched based on Operating Decree Number 82/ TEL.01.02/2018 dated November 28, 2018 with SKLO Number 234/TEL.04.02/2018 Effective date December 23, 2018
2. License to operate internet interconnection services (Network Access Points/NAP) based on Letter No. 997 of 2014 by the Minister of Communication and Information of the Republic of Indonesia;
3. License for Operation of a Closed Fixed Network Number 37 of 2016 by the Minister of Communication and Information of the Republic of Indonesia
4. License to operate internet access services based on Decree of the Director General of Post and Information No. 55 of 2015 dated January 28, 2015 by the Ministry of Communication and Information of the Republic of Indonesia;
5. Telecommunications Services Operation License No. 281/TEL.02.02/2019 by the Ministry of Communication and Information of the Republic of Indonesia.

Produk dan Jasa
Products and Services

ICON+ membagi produk dan layanan menjadi 4 (empat) kategori, yaitu ICONect, ICONWeb, ICONBase dan ICONApps.

ICON+ divides products and services into 4 (four) categories, namely ICONect, ICONWeb, ICONBase and ICONApps.

ICONect

Merupakan solusi konektivitas yang memberikan nilai lebih bagi pelanggan. Solusi yang diberikan berupa komunikasi data yang menghubungkan lokasi pelanggan di berbagai wilayah Indonesia. Jaringan *end to end fiber optic* akan menjamin kelancaran pertukaran informasi yang cepat dan aman sesuai dengan kebutuhan pelanggan.
Is a connectivity solution that offers added value to customers. The solution provided in the form of data communication that connects the location of customers in various parts of Indonesia. The end-to-end fiber optic network will ensure the smooth exchange of information swiftly and securely in accordance with customer needs.

Clear Channel
Layanan tepat bagi perusahaan/operator yang membutuhkan koneksi *point-to-point* berkapasitas *bandwidth* besar dengan tingkat privasi dan keamanan yang tinggi.
The right service for companies/operators that require a large bandwidth capacity point-to-point connection with a high level of privacy and security.

Metro Ethernet
Layanan komunikasi data berbasis *Giga Ethernet Switching*. Solusi tepat bagi perusahaan yang membutuhkan konektivitas berkapasitas besar.
Giga Ethernet Switching based data communication service. The right solution for companies that require large capacity connectivity.

IP VPN
Layanan komunikasi data berbasis IP *Protocol*, sesuai bagi perusahaan yang membutuhkan koneksi *online* tanpa putus ke sejumlah jaringan perusahaan dengan aplikasi beragam.
IP Protocol-based data communication services, suitable for companies that require a seamless online connection to a number of corporate networks with diverse applications.

IP VSAT
Layanan komunikasi data yang menggunakan teknologi *Very Small Aperture Terminal (VSAT)* yang terintegrasi ke jaringan berbasis IP dan menjangkau seluruh wilayah Indonesia.
Data communication services that use VSAT (Very Small Aperture Terminal) technology that is integrated into IP-based networks and reaches all regions of Indonesia.

ICONWeb

Merupakan Solusi akses internet tanpa batasan waktu dan kuota yang menjangkau berbagai wilayah di Indonesia. Infrastruktur serat optik mendukung koneksi yang cepat dan stabil, serta menjawab kebutuhan komunikasi dengan intensitas tinggi.
An internet access solution without time and quota restrictions that reach various regions in Indonesia. Fiber optic infrastructure supports fast and stable connections, and responds to high-intensity communication needs.

Internet Corporate
Solusi layanan akses internet kelas premium dengan besaran *bandwidth* terjamin tanpa batasan waktu. Sesuai untuk perusahaan yang harus terkoneksi ke internet tanpa putus, seperti penyedia *content*, *e-commerce*, dan *e-banking*.
Solution for premium class internet access services with guaranteed bandwidth with no time limit. Suitable for companies that need to be connected to the internet without interruption, such as content providers, e-commerce, and e-banking.

IP TRANSIT/NAP (Network Access Point)
Solusi jasa interkoneksi *traffic* pelanggan ke internet global, dengan fitur *Dynamic Border Gateway Protocol* (BGP) *full route*, menggunakan alamat IP dan AS Number milik pelanggan. *Bandwidth* simetris untuk *upstream* dan *downstream* dengan tingkat ketersediaan mencapai 99,9%.
Interconnection service solutions for customer traffic to the global internet, with the full route Dynamic Border Gateway Protocol (BGP) feature, using the customer's IP address and AS Number. Symmetrical bandwidth for upstream and downstream with an availability level of 99.9%.

Stoomnet
Layanan internet broadband dan internet broadband+ TV dengan jaringan fiber optic yang andal.
Broadband internet and broadband+ TV services with reliable fiber optic networks.

Indonesia Internet Exchange (IIX) Access
Solusi efektif bagi perusahaan yang memerlukan kemudahan interkoneksi nasional ke Indonesia Internet Exchange (IIX) dengan struktur biaya efisien, kapasitas *bandwidth* simetris, integrasi dengan jaringan IP VPN, dan kemudahan *monitoring*.
An effective solution for companies that require ease of national interconnection to the Indonesia Internet Exchange (IIX) with a cost efficient structure, symmetrical bandwidth capacity, integration with IP VPN networks, and easy monitoring.

I-WIN
Solusi konektivitas bagi pelanggan yang membutuhkan infrastruktur Wi-Fi sebagai *hotspot* untuk akses layanan internet maupun intranet.
Connectivity solution for customers who need Wi-Fi infrastructure as a hotspot to access internet and intranet services.

Hosting
Layanan pelengkap berupa *hosting* bagi pelanggan layanan internet dengan *storage capacity* mulai dari 1 GB hingga 10 GB dengan peningkatan per 1 GB.
Complementary services include hosting for internet service customers with storage capacity ranging from 1 GB to 10 GB with an increase per 1 GB.

ICONBase

Merupakan Solusi efektif untuk pengelolaan infrastruktur *system* dan data pelanggan, dengan tingkat keamanan premium bagi korporasi. ICONBase didukung *Data Center Tier*-3 berlokasi di dalam negeri.
An effective solution for managing customer infrastructure and data systems, with a premium level of security for corporation. ICONBase is supported by Tier-3 Data Centers located domestically.

Data Center Colocation
Layanan penempatan perangkat *server* dan *network* pelanggan dengan jaminan keamanan dan keandalan premium bagi perusahaan yang belum memiliki ruang *server* ataupun memerlukan rak *server* tambahan untuk berbagai kebutuhan.

Service placement server and network equipment customers with guaranteed security and reliability of premium for companies that do not have server space or require additional server racks for various needs.

ICONCloud Virtual Data Center
Layanan berbagai kebutuhan *Cloud Computing* yang menyediakan beragam pilihan paket virtualisasi: *Virtual Server, Virtual Data Center,* dan *Virtual Dedicated Machine*.

A variety of Cloud Computing services that provide a variety of virtualization package options: Virtual Server, Virtual Data Center, and Virtual Dedicated Machine.

Manage Service Router
Manage Service Router ditujukan untuk pelanggan yang menginginkan solusi penyediaan jaringan hingga ke penyediaan dan pengelolaan perangkat *route*, mulai dari lokasi pusat sampai dengan jaringan cabang.

Manage Service Router is intended for customers who want a network supply solution up to the provision and management of router devices, starting from a central location to a branch network.

Managed Service PC dan Notebook
Managed Service PC dan Notebook adalah Layanan IT Managed Services yang bersifat end-to-end mulai dari penyediaan perangkat keras & perangkat lunak komputer, bantuan support, konfigurasi dan pemeliharaan. Tujuannya untuk mendapatkan skala ekonomis yang baik, cepat dan responsif dalam bantuan support, dan dapat meningkatkan security & compliance. Layanan ini diberikan untuk mendukung kinerja operasional IT perusahaan pelanggan.

PC and Notebook Managed Service is an end-to-end IT Managed Services starting from providing computer hardware & software, support assistance, configuration, and maintenance. The goal is to obtain a good, fast, and responsive economic scale in support assistance, and able to increase security & compliance. This service is provided to support IT operational performance of the customer's companies.

ICONApps

Solusi layanan nilai tambah untuk Mendukung Proses Bisnis Terintegrasi pelanggan dalam Menyediakan Pelayanan Terbaik.
Value added service solutions to support customer integrated business processes in providing the best service.

Video Conference/i-VIP (ICON+ Video Presence)
Layanan jasa nilai tambah ICON+, berupa layanan komunikasi interaktif video dan suara yang melibatkan dua partisipan atau lebih (*Point to Point* dan *Point to Multi Point*), baik dalam lokasi geografis yang sama ataupun berbeda.
ICON+ value added services, in the form of interactive video and voice communication services involving two or more participants (Point to Point and Point to Multi Point), both in the same or different geographical locations.

Video As A Service (VAAS)/I-SEE (ICON+ Surveillance for Energy and Enterprise
Layanan *Video Surveillance Online* berkualitas tinggi untuk memantau daerah/properti yang dapat diakses melalui internet publik atau jaringan *private*, kapan saja dan dimana saja dengan ketersediaan penyimpanan yang tinggi dan terbaik.
High-quality Online Video Surveillance Service to monitor areas/properties that can be accessed via public internet or private networks, anytime and anywhere with high and best storage availability.

Seat Management
Layanan Seat Management mendukung kinerja operasional IT perusahaan Anda.
Seat Management services support your company's IT operational performance.

Solusi Aplikasi dan Bisnis Proses Ketenagalistrikan (PLN) / Non Ketenagalistrikan
Aplikasi untuk mendukung proses bisnis terintegrasi PLN dalam menyediakan pelayanan terbaik untuk pelanggan kelistrikan, di antaranya:

- Aplikasi AIR
- Aplikasi Pelayanan Pelanggan Terpusat (AP2T);
- Aplikasi Pengaduan dan Keluhan Terpadu (APKT);
- Contact Center 123;
- BatuBara Online (BBO);
- Centralized Automatic Meter Reading (AMR);
- Catat Meter Online (i-CMO);
- Document Management System (DMS);
- Field Service - Work Force Management (WFM).
- E-proc
- Aplikasi Gudang Online
- Aplikasi untuk mendukung proses bisnis sesuai kebutuhan

Application to support PLN's integrated business processes in providing the best service for electricity customers, including:

- AIR application
- Centralized Customer Service Application (AP2T);
- Integrated Complaints Application (APKT);
- Contact Center 123;
- Bata Bara/Coal Online (BBO);
- Centralized Automatic Meter Reading (AMR);
- Field Service Operation (FSO)
- Document Management System (DMS);
- Field Service - Work Force Management (WFM).
- E-proc
- Online Warehouse Application
- Application to support business processes as needed

Keunggulan ICON+
ICON+'s Eminency

Network Security	Keamanan jaringan yang sangat tinggi karena security jaringan menerapkan metode Address Space, Routing Separation dan Analisis pada Label Spoofing. Very high network security since the network security implements the Address Space, Routing Separation, and Analysis methods on Label Spoofing.
Service Point	Service point yang tersebar di seluruh Indonesia makin mendekatkan proses penanganan gangguan di lapangan dengan lokasi pelanggan. Service points spread all over Indonesia bring the interference handling process closer to the customer location.
Triple Play Support	Jaringan ICON+ siap mendukung layanan Triple Play. The ICON+ network is ready to support Triple Play services.
Ready After Sales Support	Proses pelayanan gangguan yang 24 jam sehari dan 7 hari seminggu siap kapan pun menangani layanan gangguan. Interruption service processes are 24 hours a day and 7 days a week, stand by to handle service interruptions at any time.
End to end Fiber Optic	Media transmisi terbaik yang menghadirkan keandalan jaringan serat optik yang berkualitas bila dibandingkan dengan media coaxial dan wireless. The best transmission media that deliver quality optical fiber network reliability when compared to coaxial and wireless media
Upgradable Capacity	Kapasitas menggunakan serat optik memungkinkan upgrade kapasitas ke bandwidth yang lebih besar. The capacity of using optical fiber allows capacity upgrades to greater bandwidth.
Escalation Procedure	Customer Interface Traffic Monitoring Pelanggan bisa memantau penggunaan bandwidth pada layanan IP VPN Interface menggunakan aplikasi MRTG. Customer Interface Traffic Monitoring. Customers can monitor bandwidth usage on IP VPN Interface services using the MRTG application.
Fast Delivery Services	Cepat dalam delivery time karena menggunakan RoW dan tiang milik PLN yang sudah tersebar di seluruh daerah di Indonesia. The fastest in the delivery time due it uses RoW and PLN's poles that have been spread throughout Indonesia.
Non-Stop Monitoring	Monitoring layanan terpusat untuk semua layanan IP VPN ICON+ selama 24 jam sehari dan 7 hari seminggu. Centralized service monitoring for all ICON+ IP VPN services 24 hours a day and 7 days a week.

Logo dan Filosofinya
The Logo and Philosophy

Logo

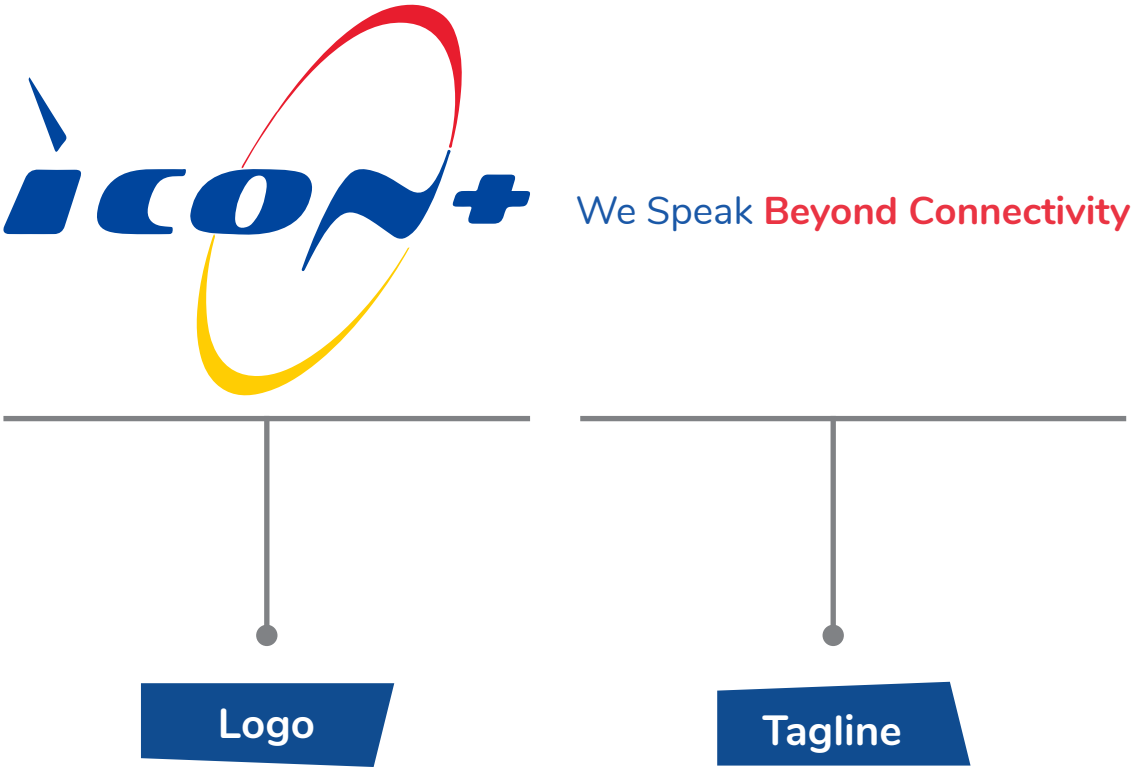
Logo Icon+ dengan menggunakan huruf kecil, menggambarkan pribadi yang rendah hati, dan inovatif.

Jenis huruf Frutiger
Penggunaan warna seperti induk Perusahaannya yaitu PLN.

Logo

Icon+ logo using lowercase letters, depicting a humble, innovative personality.

Font Frutiger
The color usage are similar as the holding Company, PLN.



Kata ICON+ | The Word ICON+

Integritas (Integrity)
Jujur, tulus, dan dapat dipercaya dalam berpikir, berkata dan bertindak.
Honest, sincere, and trustworthy in thinking, speaking, and acting.

Peduli Sesama dan Sekitar (Care)
Kita selalu bersikap peduli, berempati, dan responsif serta memberikan pelayanan terbaik.
We are always caring, empathetic, and responsive, as well as provide the best services.

Berwawasan Terbuka (Open mind)
Kita bersikap yang obyektif dan komunikatif untuk menghasilkan kinerja yang lebih baik.
We act objectively and communicatively to deliver better performance.

Inovasi (inNovation)
Kita selalu mengarahkan kreativitas, dalam segala hal untuk menghasilkan nilai tambah bagi *Stakeholder* (pemegang saham, pelanggan, karyawan, pemerintah, dan mitra kerja).
We always direct creativity, in all ways to produce added value for stakeholders (shareholders, customers, employees, government, and partners).

Keunggulan (Excellence)
Kita bekerja dengan cerdas dan ulet untuk menghasilkan kualitas terbaik dalam mendukung keberhasilan Perusahaan.
We work smart and resilient to deliver the best quality in supporting the Company's success.

Kerjasama (Team Work)
Bentuk elips memiliki arti teamwork, sinergi kerja tim yang efektif.
The elliptical form means teamwork, an effective teamwork synergy.

We Speak **Beyond Connectivity**

We Speak
Dua kata ini merupakan pemaknaan dari sikap ICON+ yang memiliki semangat dan dedikasi yang tinggi serta keahlian dalam bisnis ini. Tidak hanya sekedar berbicara saja namun juga dengan tindakan.
These two words are the meaning of ICON+ attitude, which has high enthusiasm and dedication and expertise in this business. Not just talking, but also with action.

Beyond Connectivity
Menjadi kekuatan utama ICON+ dan menjadi pondasi utama ICON+ untuk menjadi *preferred solution* seluruh *stakeholder* ICON+. Bukan hanya konektifitas jaringan semata, melainkan perusahaan yang memiliki hubungan yang erat dengan setiap *stakeholdernya*, dengan mengedepankan *personalize services* serta memberikan inovasi tiada henti dari setiap produk dan layanan yang dimiliki oleh ICON+.
Become the main strength of ICON+ and become the main foundation of ICON+ to be the preferred solution for all ICON+ stakeholders. Not just network connectivity, but companies that have a close relationship with each of its stakeholders, by prioritizing personalize services and providing continuous innovation from every product and service owned by ICON+.

Visi, Misi, dan Tata Nilai Perusahaan
Vision, Mission, and Corporate Values

Penetapan Visi, Misi, dan Tata Nilai Perusahaan telah disahkan oleh Dewan Komisaris dan Direksi sesuai Keputusan Pemegang Saham secara sirkuler tanggal 28 Juli 2011.
The stipulation of the Company's Vision, Mission, and Values has been approved by the Board of Commissioners and Directors in accordance with the Circular Decision of Shareholders on July 28, 2011.

Visi *Vision*

Menjadi penyedia solusi Teknologi Informasi dan Komunikasi (TIK) terkemuka di Indonesia berbasis jaringan melalui pemanfaatan aset strategis.
To become a leading provider of Information and Communication Technology (ICT) solutions in Indonesia, network-based through the utilization of strategic assets.

Misi *Mission*

- **Memberikan layanan TIK yang terbaik di kelasnya kepada pelanggan guna meningkatkan nilai Perusahaan;**
- **Memenuhi kebutuhan dan harapan PLN secara proaktif dengan menyediakan solusi-solusi TIK yang inovatif dan memberikan nilai tambah;**
- **Membangun organisasi pembelajar yang berkinerja tinggi untuk mendorong Perusahaan mencapai bisnis yang unggul dan menjadi pilihan bagi talenta-talenta terbaik;**
- **Memberi kontribusi terhadap perkembangan telekomunikasi nasional.**

- *Provide best-in-class ICT services to customers in order to increase the value of the Company;*
- *Meeting the needs and expectations of PLN proactively by providing innovative ICT solutions and adding value;*
- *Building a high-performance learning organization to encourage the Company to achieve superior business and be the choice of the best talents;*
- *Contribute to the development of national telecommunications.*

Nilai Budaya
Corporate Culture

Integritas Integrity
Jujur, tulus, dan dapat dipercaya dalam berpikir, berkata dan bertindak
Honest, sincere, and trustworthy in thinking, speaking, and acting.

Peduli Sesama dan Sekitar Care
Bersikap peduli, berempati, dan responsif dalam memberikan pelayanan yang melebihi harapan *stakeholders*.
Caring, empathizing, and responsive in providing services that exceed stakeholder expectations.

Inovasi Innovation
Kreatif dalam segala hal untuk menghasilkan nilai tambah bagi stakeholders (pemegang saham, pelanggan, karyawan, dan pemerintah).
Creative in every way to generate added value for stakeholders (shareholders, customers, employees, and government).

Kerja Sama Tim Team Work
Bersinergi dan bekerjasama untuk membentuk tim pemenang dan menghasilkan kinerja yang maksimal.
Synergize and collaborate to form a winning team and produce maximum performance.

Berwawasan Terbuka Open Mind
Bersikap obyektif dan komunikatif untuk mencapai kinerja yang lebih baik dan bertindak
Being objective and communicative to achieve better performance.

Keunggulan Excellence
Bekerja cerdas dan persisten untuk menghasilkan kualitas terbaik dalam mendukung keberhasilan perusahaan.
Working smart and persistent to produce the best quality in supporting the Company's success

Nilai budaya tersebut diselaraskan dengan visi misi Perusahaan yaitu nilai integritas insan ICON+ untuk "menjadi penyedia jaringan terkemuka di Indonesia dan mitra pilihan utama untuk komunikasi global" yang diperkuat dengan senantiasa menampilkan kepedulian *(Care)* dalam setiap langkah dan tindakan, memiliki pikiran yang terbuka *(Open Mind)*, mengutamakan inovasi *(Innovation)* terus-menerus, menjunjung tinggi kerjasama *(Teamwork)* di antara seluruh ICONers dan pencapaian keunggulan *(Excellence)* untuk setiap tindakan insan Perusahaan.

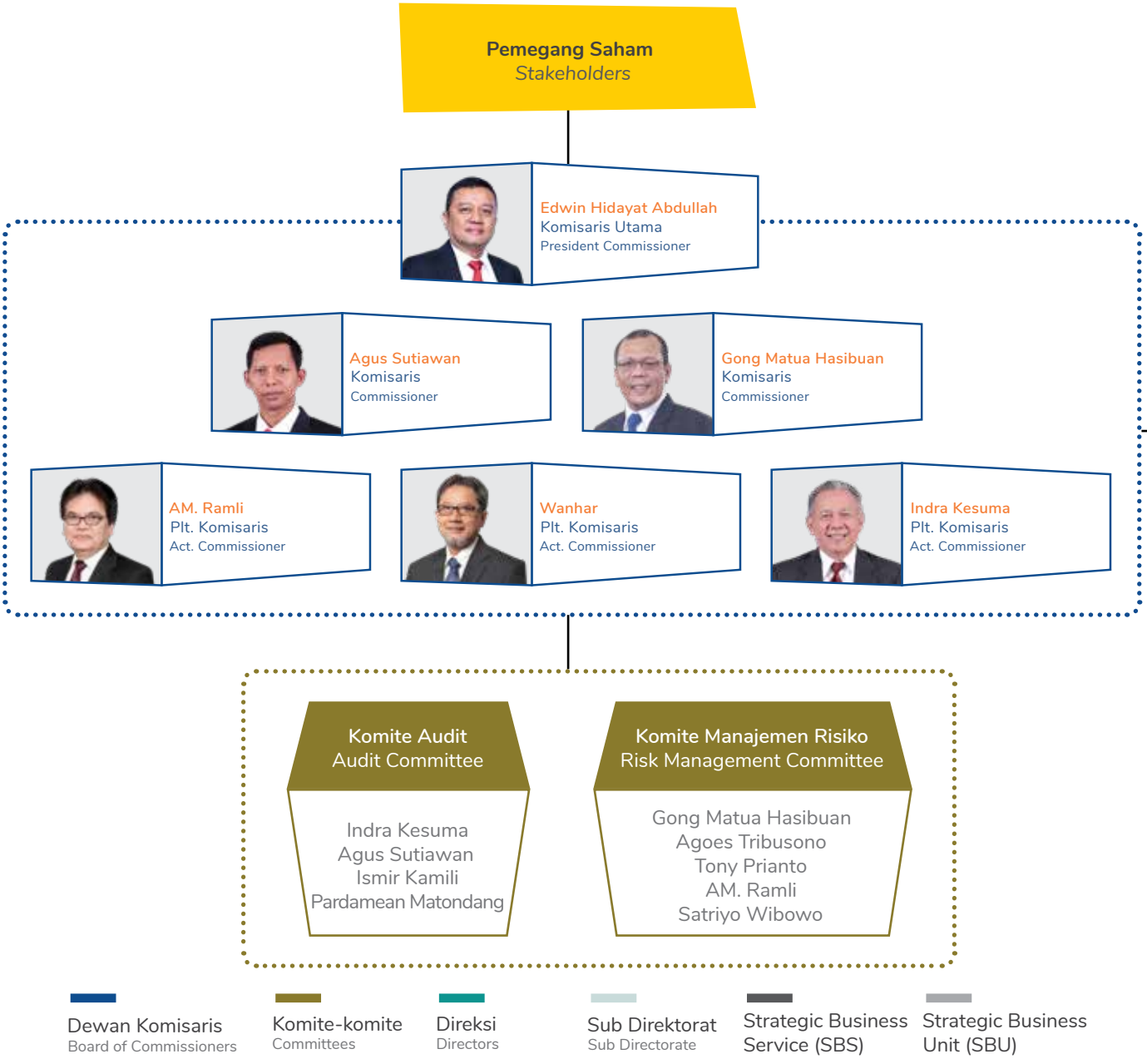
These cultural values are aligned with the Company's vision and mission, which is the integrity value of ICON+'s personnel to "become a leading network provider in Indonesia and the primary choice partner for global communication" that is strengthened by continuously displaying care in every step and action, having an open mind, prioritizing continuous innovation, upholding teamwork among all ICONers and achievement of excellence for every action of the Company's personnel.

Struktur Organisasi
Organizational Structure

Struktur Organisasi Perusahaan ditetapkan berdasarkan Surat Keputusan Direksi No. 018/SK/005/PUSAT/ICON+/2018 tentang Penjabaran Struktur Organisasi, Tugas Pokok dan Fungsi PT Indonesia Comnets Plus.

The Company's Organizational Structure is determined based on Directors Decree No. 018/SK/005/PUSAT/ICON+/2018 regarding the Translation of Organizational Structure, Main Tasks and Functions of PT Indonesia Comnets Plus.

Struktur Organisasi ICON+ Periode Januari s/d Juli 2019
ICON+ organizational Structure for the Period of January to July 2019



Hikmat Dradjat
Plt. Direktur Utama merangkap Plt. Direktur Niaga dan Pengembangan Bisnis
Act. President Director concurrently Act. Director of Commerce and Business Development

Kuswowo
Plt. Direktur Keuangan dan Sumber Daya Manusia
Act. Director of Finance and Human Resources

Ardian Cholid
Plt. Direktur Solusi dan Operasi Ketenagalistrikan
Act. Director of Solution and Electricity Operation

Zulheldi
Plt. Direktur Perencanaan dan Operasi Jaringan
Act. Director of Planning and Network Operations

- **Kepala Satuan Audit Internal** — *Head of Internal Audit*
- **Sekretaris Perusahaan** — *Corporate Secretary*
- **Satuan Pengendalian Kinerja Korporat** — *Corporate Performance Control Unit*
- **VP Ekonomi Digital** — *VP of Digital Economy*
- **Plt. VP Inkubator Bisnis** — *Act. VP of Business Incubator*
- **VP Keuangan** — *VP of Finance*
- **Plt. VP HCM & K3** — *Act. VP of HCM & K3*
- **Plt. VP Digitalisasi Ketenagalistrikan** — *Act. VP of Electricity Digitization*
- **VP Standarisasi Layanan Ketenagalistrikan** — *VP of Electricity Service Standarization*
- **VP Kapasitas & Cakupan Layanan** — *VP of Service Capacity & Coverage*
- **VP Kualitas Layanan Operasi** — *VP of Service Operations Quality*

- **GM SSU Jaringan dan Infrastruktur** — *GM SSU Network & Infrastructure*
- **GM SSU Operasi TI Publik** — *GM SSU Public IT Operations*
- **GM SSU Ketenagalistrikan** — *GM SSU Electricity*
- **GM SSU Korporat** — *GM SSU Corporate*

- **Plt. GM SBU Jakarta** — *Act. GM SBU Jakarta*
- **Plt. GM SBU Medan** — *Act. GM SBU Medan*
- **GM SBU Bandung** — *GM SBU Bandung*
- **GM SBU Denpasar** — *GM SBU Denpasar*
- **GM SBU TI Publik** — *GM Public IT*
- **Plt. GM SBU Pekanbaru** — *Act. GM SBU Pekanbaru*
- **GM SBU Semarang** — *GM SBU Semarang*
- **Plt. GM SBU Act. Makassar** — *GM SBU Makassar*
- **Plt. GM SBU Solusi TI Ketenagalistrikan** — *Act. GM SBU Electricity IT Solutions*
- **GM SBU Palembang** — *GM SBU Palembang*
- **GM SBU Surabaya** — *GM SBU Surabaya*
- **GM SBU Balikpapan** — *GM SBU Balikpapan*

Perubahan Nomenklatur Jabatan Anggota Direksi

Berdasarkan Surat Keputusan Pemegang Saham di luar RUPS (Sirkuler) PT Indonesia Comnets Plus tanggal 31 Juli 2019 bahwa dalam rangka penataan Anggota Direksi Perusahaan dan memperhatikan Pasal 21 Peraturan Menteri BUMN No. PER-03/MBU/2012 tentang Pedoman Pengangkatan Anggota Direksi dan Anggota Dewan Komisaris Anak Perusahaan BUMN ("Permen BUMN 03/2012"), maka sesuai dengan Surat Menteri BUMN No. SR-501/MBU/07/2019 tanggal 25 Juli 2019 Perihal Usulan Perubahan Nomenklatur Jabatan dan Pengangkatan Anggota Direksi PT Indonesia Comnets Plus (Anak Perusahaan PT PLN (Persero)) ("Surat BUMN No. SR-501/2019") dilakukan Perubahan Nomenklatur Jabatan anggota Direksi Perseroan sebagai berikut:

Changes to Nomenclature of Directors' Position

Based on the Shareholders Decree outside the GMS (Circular) of PT Indonesia Comnets Plus dated July 31, 2019, in the context of structuring the Members of the Company's Directors and observing Article 21 of the Minister of SOE Regulation No. PER-03/MBU/2012 regarding Guidelines for Appointment of Members of the Directors and Board of Commissioners of SOE Subsidiaries ("SOE Minister Regulation 03/2012"), according to SOE Minister's Letter No. SR-501/MBU/07/2019 dated July 25, 2019 regarding Proposed Changes in Nomenclature of Position and Appointment of Members of the Board of Directors of PT Indonesia Comnets Plus (a subsidiary of PT PLN (Persero)) ("SOE Letter No. SR-501/2019") carried out Changes The Nomenclature of the position of members of the Board of Directors of the Company as follows:

Perubahan Nomenklatur Jabatan Anggota Direksi
Changes to Nomenclature of Directors' Position

Semula Initially	Menjadi Become
Direktur Utama President Director	Direktur Utama President Director
Direktur Keuangan dan SDM Director of Finance and HR	Direktur Finance and Human Capital Finance and Human Capital Director
Direktur Niaga dan Pengembangan Bisnis Director of Commerce and Business Development	Direktur Enterprise Business Enterprise Business Director
Direktur Solusi dan Operasi Ketenagalistrikan Director of Electricity Solutions and Operations	Direktur Electricity and Wholesale Business Electricity and Wholesale Business Director
Direktur Perencanaan dan Operasi Jaringan Director of Planning and Network Operations	Direktur Service Excellence Service Excellent Director
-	Direktur Digital Solution and Business Development Digital Solution and Business Development Director

Struktur Organisasi ICON+ hingga jabatan Direksi, per 31 Desember 2019:
ICON+ organizational structure until the position of Directors, as of December 31, 2019:

Manajemen ICON+
ICON+ Management

Pengurus

Daftar nama pengurus per 31 Desember 2019 adalah sebagai berikut:

Management

The list of management names as of December 31, 2019 is as follows:

Manajemen ICON+
ICON+ Management

Nama Name	Jabatan Position	Dasar Pengangkatan Basis of Appointment	Periode masa jabatan Term of Office
Dewan Komisaris | Board of Commissioners			
Edwin Hidayat Abdullah	Komisaris Utama President Commissioner	RUPS Sirkuler tanggal 11 Maret 2019 Circular GMS on March 11, 2019	Maret 2019 – Maret 2020 March 2019 – March 2020
Gong Matua Hasibuan	Komisaris Commissioner	RUPS Sirkuler tanggal 11 Maret 2019 Circular GMS on March 11, 2019	Maret 2019 – Maret 2020 March 2019 – March 2020
Agus Sutiawan	Komisaris Commissioner	RUPS Sirkuler tanggal 11 Maret 2019 Circular GMS on March 11, 2019	Maret 2019 – sekarang Maret 2019 - present
AM. Ramli	Plt. Komisaris Act. Commissioner	RUPS Sirkuler tanggal 11 Maret 2019 Circular GMS on March 11, 2019	Maret 2019 – sekarang Maret 2019 - present
Wanhar	Plt. Komisaris Act. Commissioner	RUPS Sirkuler tanggal 11 Maret 2019 Circular GMS on March 11, 2019	Maret 2019 – sekarang March 2019 - present
Indra Kesuma	Plt. Komisaris Act. Commissioner	RUPS Sirkuler tanggal 11 Maret 2019 Circular GMS on March 11, 2019	Maret 2019 – sekarang Maret 2019 - present
Direksi | Directors			
Iwan Purwana	Plt. Direktur Utama Act. President Director	RUPS Sirkuler tanggal 25 Oktober 2019 Circular GMS on October 25, 2019	25 Oktober 2019 – Juni 2020 October 25, 2019 – June 2020
Anindita Eka Wibisono	Direktur Finance and Human Capital Director of Finance and Human Capital	RUPS Sirkuler tanggal 25 Oktober 2019 Circular GMS on October 25, 2019	25 Oktober 2019 – April 2020 October 25, 2019 – April 2020
Zulheldi	Plt. Direktur Service Excellence Act. Director of Service Excellence	RUPS Sirkuler tanggal 25 Oktober 2019 Circular GMS on October 25, 2019	25 Oktober 2019 – sekarang October 25, 2019 – present
Ardian Cholid	Plt. Direktur Electricity and Wholesale Business merangkap Plt. Direktur Enterprise Business Act. Director of Electricity and Wholesale Business concurrently Act. Director of Business Enterprise	RUPS Sirkuler tanggal 25 Oktober 2019 Circular GMS on October 25, 2019	25 Oktober 2019 – Juni 2020 October 25, 2019 – June 2020
Ivan Cahya Permana	Plt. Direktur Digital Solution and Business Development Act. Director of Digital Solutions and Business Development	RUPS Sirkuler tanggal 25 Oktober 2019 Circular GMS on October 25, 2019	25 Oktober 2019 – sekarang October 25, 2019 – present

Pejabat Eksekutif

Daftar nama pejabat eksekutif per 31 Desember 2019 adalah sebagai berikut

Executive Officer

The list of names of executive officers as of December 31, 2019 is as follows:

Pejabat Eksekutif ICON+
ICON+ Executive Officers

Nama Name	Jabatan Position	Periode Masa Jabatan Term of Office
Didi Ali Achmadi	Sekretaris Dewan Komisaris Secretary of the Board of Commissioners	Maret 2011 – sekarang March 2011 - present
Tetty Indrawati	Sekretaris Perusahaan Corporate Secretary	September 2018 – sekarang September 2018 - present
R. Setyo Harry	Kepala Satuan Audit Internal Head of Internal Audit Unit	Juli 2019 – sekarang July 2019 - present
Sri Hadi Agustama	General Manager Strategic Business Unit Regional Jakarta General Manager of Strategic Business Unit Jakarta Regional	Juni 2019 – Februari 2020 June 2019 – February 2020
Hermawan Asmoko	General Manager Shared Service Unit Ketenagalistrikan General Manager of Electricity Shared Service Unit	Februari 2019 – Februari 2020 February 2019 – February 2020
Endra	General Manager Shared Service Unit Korporat General Manager of Corporate Shared Service Units	Agustus 2018 – Januari 2020 August 2018 – January 2020
Wahyu Haris Kusuma Atmaja	General Manager Strategic Business Unit Solusi TIK Publik General Manager Strategic Business Unit for Public IT Solutions	Juni 2019 – Februari 2020 June 2019 – February 2020
Lantip Sasmito	Plt. General Manager Strategic Business Unit Regional Balikpapan Act. General Manager of Strategic Business Unit for Balikpapan Regional	Februari 2019 – Februari 2020 February 2019 – February 2020
Eduardus Ario Isworo	General Manager Strategic Business Unit Regional Bandung General Manager of Strategic Business Unit for Bandung Regional	Mei 2018 – Februari 2020 May 2018 – February 2020
Yulianto Sri Hartadi	General Manager Strategic Business Unit Regional Denpasar General Manager of Strategic Business Unit for Denpasar Regional	Februari 2019 - Februari 2020 February 2019 – February 2020
Wahyu Setyabudi	Plt. General Manager Strategic Business Unit Regional Makassar Act. General Manager of Strategic Business Unit for Makassar Regional	Mei 2018 - Februari 2020 May 2018 – February 2020
Agus Widya Santoso	Plt. General Manager Strategic Business Unit Regional Medan Act. General Manager of Strategic Business Unit for Medan Regional	Mei 2018 - Februari 2020 May 2018 – February 2020
Ratriani Kartika Mahanani	Plt. General Manager Strategic Business Unit Regional Palembang Act. General Manager of Strategic Business Unit for Palembang Regional	Juni 2019 - Februari 2020 June 2019 – February 2020
Widi Kristiawan	Plt. General Manager Strategic Business Unit Regional Pekanbaru Act. General Manager of Strategic Business Unit for Pekanbaru Regional	Agustus 2018 - Februari 2020 August 2018 – February 2020

Pejabat Eksekutif ICON+
ICON+ Executive Officers

Nama Name	Jabatan Position	Periode Masa Jabatan Term of Office
Wuri Yulianto	General Manager Strategic Business Unit Regional Semarang General Manager of Strategic Business Unit for Semarang Regional	Oktober 2018 - Februari 2020 October 2018 – February 2020
Mohammad Shodiq	General Manager Strategic Business Unit Regional Surabaya General Manager of Strategic Business Unit for Surabaya Regional	Februari 2017 - Februari 2020 February 2017 – February 2020
Ajat Munajat	General Manager Strategic Business Unit Solusi TI Ketenagalistrikan General Manager of Strategic Business Unit for Public IT Solutions	Juni 2019 - Februari 2020 June 2019 – February 2020
Antonius L.U.L Padeda	Plt. Vice President Digitalisasi Solusi Ketenagalistrikan Act. Vice President of Digitizing Solutions	Mei 2018 - Februari 2020 May 2018 – February 2020
Enda Juanda	Vice President Ekonomi Digital Vice President of Digital Economy	Mei 2018 - Februari 2020 May 2018 – February 2020
Enrico H Batubara	Vice President Inkubator Bisnis Vice President of Business Incubator	November 2019 - Februari 2020 November 2019 – February 2020
Yunianto Prabowo	Vice President Kapasitas & Cakupan Layanan Vice President of Service Capacity & Coverage	Mei 2018 - Februari 2020 May 2018 – February 2020
Irawan Hernanda	Vice President Keuangan Vice President of Finance	Oktober 2018 - Februari 2020 October 2018 – February 2020
Doni Aris Setiawan	General Manager Shared Service Unit Jaringan dan Infrastruktur General Manager of Shared Services Unit of Network and Infrastructure	Juni 2019 - Februari 2020 June 2019 – February 2020
Julius Siallagan	General Manager Shared Services Unit Operasi TI Publik General Manager of Shared Services Unit of Public IT Operations	Juni 2019 - Februari 2020 June 2019 – February 2020
Gloria Magdalena Ndoen	Plt. Vice President Human Capital Management & K3 Act. Vice President of Human Capital Management & OHS	November 2019 - Sekarang November 2019 – present

Dewan Komisaris
Board of Commissioners

AM. Ramli
Plt. Komisaris
Act. Commissioner

Wanhar
Plt. Komisaris
Act. Commissioner

Indra Kesuma
Plt. Komisaris
Act. Commissioner

Profil Dewan Komisaris
Profile of the Board of Commissioners

Edwin Hidayat Abdullah
Komisaris Utama | *President Commissioner*

Warga Negara Indonesia, berdomisili di Jakarta. Lahir di Jakarta pada tanggal 28 April 1971. Saat ini berusia 48 tahun.
Indonesian citizen, domicile in Jakarta. Born in Jakarta on April 28, 1971. He is presently 48 years old.

Menjabat sebagai Komisaris Utama ICON+ sejak Oktober 2018 berdasarkan Keputusan Pemegang Saham Secara Sirkuler tanggal 22 Oktober 2018. Kemudian diangkat kembali untuk periode 2019 - 2020 berdasarkan Keputusan Pemegang Saham Secara Sirkuler tanggal 11 Maret 2019.

Pendidikan
Beliau meraih gelar Sarjana Ekonomi dari Universitas Gadjah Mada pada Tahun 1995, mendapatkan beasiswa program Lee Kuan Yew Fellowship di Lee Kuan Yew School of Public Policy, National University of Singapore (LKYSPP-NUS) dan Kennedy School of Government, Harvard University tahun 2004 - 2005, dan meraih gelar Master of Public Management didapatkan dari LKYSPP-NUS pada tahun 2005. Pada tahun 2008-2009 menjadi IDEAS Fellow di Sloan School of Management, Massachusetts Institute of Technology.

Perjalanan Karir
Dalam perjalanan karirnya, beliau pernah menjabat sebagai Komisaris di PT Telekomunikasi Selular (Telkomsel) periode Oktober 2015 – September 2016, sebagai Komisaris di PT Pertamina (Persero) periode April 2016 – Mei 2018, sebagai Deputi Bidang Usaha Energi, Logistik, Kawasan, dan Pariwisata di Kementerian BUMN periode 2015 - November 2019, dan sebagai Komisaris di PT Telkom (Persero), Tbk periode Mei 2018 - November 2019.

Rangkap Jabatan
Hingga akhir tahun 2019, beliau tidak merangkap jabatan apapun.

Hubungan Afiliasi
Beliau tidak memiliki hubungan keluarga dan hubungan keuangan dengan anggota Dewan Komisaris lainnya, anggota Direksi dan Pemegang Saham Pengendali.

He serves as President Commissioner of ICON+ since October 2018 based on Circular Shareholder Decree on October 22, 2018. Then reappointed for the period of 2019-2020 based on the Circular Shareholders Decree dated March 11, 2019.

Education
He earned his Bachelor's degree of Economics from Universitas Gadjah Mada in 1995, received a Lee Kuan Yew Fellowship scholarship program at the Lee Kuan Yew School of Public Policy, National University of Singapore, and the Kennedy School of Government, Harvard University in 2004-2005, and earned his Master's degree of Public Management from LKYSPP- NUS in 2005. In 2008-2009 he became an IDEAS Fellow at the Sloan School of Management, Massachusetts Institute of Technology.

Career
He served as Commissioner at PT Telekomunikasi Selular (Telkomsel) in the period of October 2015 - September 2016; as Commissioner at PT Pertamina (Persero) in the period of April 2016 - May 2018; as Deputy in the Energy, Logistics, Regions and Tourism Business in the Ministry of SOEs in the period of 2015 - November 2019; and as a Commissioner in PT Telkom (Persero), Tbk in May 2018 - November 2019.

Concurent Position
Until the end of 2019, he does not hold any other position.

Affiliate Relationship
He has no family or financial relationship with other members of the Board of Commissioners, members of the Board of Directors and Controlling Shareholders.

Gong Matua Hasibuan

Komisaris | *Commissioner*

Warga Negara Indonesia, berdomisili di Jakarta. Lahir di Pagaran Jalu-jalu, pada tanggal 21 Februari 1968. Saat ini berusia 51 tahun.

Indonesian citizen, domicile in Jakarta. Born in Pagaran Jalu-jalu, North Sumatera on February 21, 1968. He is presently 51 years old.

Menjabat sebagai Komisaris ICON+ sejak Oktober 2018 berdasarkan Keputusan Pemegang Saham Secara Sirkuler tanggal 22 Oktober 2018. Kemudian diangkat kembali untuk periode 2019 - 2020 berdasarkan Keputusan Pemegang Saham Secara Sirkuler tanggal 11 Maret 2019.

Pendidikan
Beliau meraih gelar Sarjana Ekonomi jurusan Akuntansi dari STIE Nusa Bangsa, Medan pada tahun 1994 dan meraih gelar Magister bidang Manajemen Keuangan dari Universitas Indonesia, Jakarta pada tahun 2008.

Perjalanan Karir
Dalam perjalanan karirnya, beliau pernah menjabat sebagai Kepala Divisi Keuangan Korporat di Direktorat Keuangan PT PLN (Persero) periode 2011 - 2012, Kepala Divisi Perencanaan dan Pengendalian Anggaran di Direktorat Keuangan PT PLN (Persero) periode 2012 - 2017, sebagai Komisaris Utama PT Indonesia Comnets Plus periode 2016 – 2018, sebagai Executive Vice President Portfolio Management di Direktorat Perencanaan Korporat PT PLN (Persero) periode 2017 - 2019 dan Senior Executive Vice President Pengelolaan Aset PT PLN (Persero) periode 2019 - sekarang.

Rangkap Jabatan
Saat ini beliau juga menjabat sebagai Senior Executive Vice President Pengelolaan Aset PT PLN (Persero) sejak tahun 2019.

Hubungan Afiliasi
Beliau tidak memiliki hubungan keluarga dan hubungan keuangan dengan anggota Dewan Komisaris lainnya, anggota Direksi dan Pemegang Saham Pengendali.

He serves as Commissioner of ICON+ since October 22, 2018 based on Circular Shareholder Decree on October 22, 2018. Then reappointed for the period of 2019-2020 based on the Circular Shareholders Decree dated March 11, 2019.

Education
He earned his Bachelor of Economics majoring in Accounting from STIE Nusa Bangsa, Medan in 1994, and his Masters in Financial Management from Universitas Indonesia, Jakarta in 2008.

Career
He has served as Head of the Corporate Finance Division at the Finance Directorate of PT PLN (Persero) for the period of 2011-2012, Head of the Planning and Budget Control Division at the Finance Directorate of PT PLN (Persero) for the period of 2012-2017, as President Commissioner of PT Indonesia Comnets Plus for the period of 2016-2018, as Executive Vice President Portfolio Management at the Corporate Planning Directorate of PT PLN (Persero) for the period of 2017-2019, and as Senior Executive Vice President for Asset Management at PT PLN (Persero) for the period of 2019-present.

Concurent Position
He currently also serves as Senior Executive Vice President of Asset Management of PT PLN (Persero) since 2019.

Affiliate Relationship
He has no family or financial relationship with other members of the Board of Commissioners, members of the Board of Directors and Controlling Shareholders.

Profil Dewan Komisaris
Profile of the Board of Commissioners

Agus Sutiawan
Komisaris | *Commissioner*

Warga Negara Indonesia, berdomisili di Jakarta. Lahir di Purworejo pada tanggal 3 Agustus 1975. Saat ini berusia 44 tahun.
Indonesian citizen, domicile in Jakarta. Born in Purworejo on 3 August 1975. He is presently 44 years old.

Menjabat sebagai Komisaris ICON+ sejak Desember 2016 berdasarkan Keputusan Pemegang Saham Secara Sirkuler tanggal 2 Desember 2016. Kemudian diangkat kembali untuk periode 2019 - sekarang berdasarkan Keputusan Pemegang Saham Secara Sirkuler tanggal 11 Maret 2019.

He serves as Commissioner of ICON+ since December 2016 based on Circular Shareholder Decree dated December 2, 2016. Then he was reappointed for the period of 2019–present based on Circular Shareholder Decree dated March 11, 2019.

Pendidikan
Beliau meraih gelar Sarjana Ilmu Komputer jurusan Teknik Informatika dari Institut Teknologi Bandung pada tahun 1997 dan meraih gelar Magister bidang Informatika dari University Of New South Wales, Australia pada tahun 2006.

Education
He earned his Bachelor of Computer Science majoring in Informatics from Institut Teknologi Bandung in 1997 and his Masters in Informatics from the University of New South Wales, Australia in 2006.

Perjalanan Karir
Dalam perjalanan karirnya, beliau pernah menjabat Kepala Divisi Teknologi Informasi PT Bank Bukopin Tbk periode 2007-2014 serta Executive Vice President Sistem Teknologi Informasi di PT PLN (Persero) periode 2015 hingga sekarang.

Career
He has served as Head of the Information Technology Division of PT Bank Bukopin Tbk for the period of 2007-2014, and Executive Vice President of Information Technology Systems at PT PLN (Persero) for the period of 2015 until present.

Rangkap Jabatan
Saat ini beliau juga menjabat sebagai Executive Vice President Sistem Teknologi Informasi di PT PLN (Persero) sejak tahun 2015.

Concurent Position
He currently also serves as Executive Vice President of Information Technology Systems at PT PLN (Persero) since 2015.

Hubungan Afiliasi
Beliau tidak memiliki hubungan keluarga dan hubungan keuangan dengan anggota Dewan Komisaris lainnya, anggota Direksi dan Pemegang Saham Pengendali.

Affiliate Relationship
He has no family or financial relationship with other members of the Board of Commissioners, members of the Board of Directors and Controlling Shareholders.

AM. Ramli

Plt. Komisaris | *Act. Commissioner*

Warga Negara Indonesia, berdomisili di Jakarta. Lahir di Bandung pada tanggal 4 Juli 1961. Saat ini berusia 58 tahun.
Indonesian citizen, domicile in Jakarta. Born in Bandung on July 4, 1961. He is presently 58 years old.

Menjabat sebagai Plt. Komisaris ICON+, di samping jabatannya saat ini sebagai Direktur Jendral Penyelenggaraan Pos dan Informatika Kementerian Komunikasi dan Informatika.

Pendidikan
Beliau meraih gelar Doktor Ilmu Hukum dari Universitas Padjadjaran, Bandung pada tahun 1999.

Perjalanan Karir
Dalam perjalanan karirnya, beliau pernah menjabat sebagai sebagai Ketua Badan Regulasi Telekomunikasi Indonesia (BRTI) di Kementerian Komunikasi dan Informatika RI periode 2005-2007, sebagai Kepala Badan Pembinaan Hukum Nasional (BPHN) periode 2007-2010, sebagai Plt. Direktur Jenderal Peraturan Perundangundangan, Kementerian Hukum dan HAM RI tahun 2010, sebagai Komisaris Utama PT Bio Farma (Persero) periode 2012-2018, sebagai Direktur Jenderal Kekayaan Intelektual periode 2015-2016, dan sebagai Direktur Jenderal Penyelenggaraan Pos dan Informatika di Kementerian Komunikasi dan Informatika periode 2016 - sekarang.

Rangkap Jabatan
Saat ini beliau juga menjabat sebagai Direktur Jenderal Penyelenggaraan Pos dan Informatika di Kementerian Komunikasi dan Informatika sejak tahun 2016 dan Dosen Hukum Perdata Internasional dan hak Kekayaan Intelektual Program Magister Hukum Bisnis Program Pascasarjana di Universitas Padjajaran, Bandung sejak tahun 2000.

Hubungan Afiliasi
Beliau tidak memiliki hubungan keluarga dan hubungan keuangan dengan anggota Dewan Komisaris lainnya, anggota Direksi dan Pemegang Saham Pengendali.

He serves as Act. Commissioner of ICON+ in addition to his current position as Director General of the Administration of Post and Information of the Ministry of Communication and Information.

Education
He earned his Doctor of Law degree from Universitas Padjadjaran, Bandung in 1999.

Career
Along his career, he served as a Chairman of the Indonesian Telecommunication Regulatory Body (BRTI) at the Ministry of Communication and Information of the Republic of Indonesia for the period of 2005-2007, as Head of the National Law Development Agency (BPHN) for the period of 2007-2010, as Acting Director General of Legislation, Ministry of Law and Human Rights of the Republic of Indonesia in 2010, as President Commissioner of PT Bio Farma (Persero) for the period of 2012-2018, as Director General of Intellectual Property for the period of 2015-2016, and as Director General of Post and Information Administration at the Ministry of Communications and Informatics for the period of 2016 - present.

Concurent Position
Presently, he also serves as Director General of Post and Information Technology at the Ministry of Communication and Information Technology since 2016, and as Lecturer in International Civil Law and Intellectual Property Rights in the Master of Business Law Program at the Postgraduate Program at Padjajaran University, Bandung since 2000.

Affiliate Relationship
He has no family or financial relationship with other members of the Board of Commissioners, members of the Board of Directors and Controlling Shareholders.

Profil Dewan Komisaris
Profile of the Board of Commissioners

Wanhar
Plt.Komisaris | *Act.Commissioner*

Warga Negara Indonesia, berdomisili di Jakarta. Lahir di Baturaja pada tanggal 14 Mei 1967. Saat ini berusia 52 tahun.
Indonesian citizen, domicile in Jakarta. Born in Baturaja on May 14, 1967. He is presently 52 years old.

Menjabat sebagai Plt. Komisaris ICON+ sejak Maret 2019 berdasarkan Keputusan Pemegang Saham Secara Sirkuler pada tanggal 11 Maret 2019.

Pendidikan
Beliau meraih gelar Sarjana Teknik Elektro dari Universitas Sriwijaya, Palembang pada tahun 1992 dan pernah menempuh pendidikan Pasca Sarjana di Departemen Listrik dan Elektronika Daya, Universitas Teknologi Nagaoka, Japan pada tahun 2000 – 2002.

Perjalanan Karir
Dalam perjalanan karirnya, beliau pernah menjabat sebagai Peneliti Senior pada Asia Pacific Energy Research Center (APERC) di Tokyo, Jepang periode 2016 – 2017, sebagai Kepala Subdirektorat Kelaikan Teknik dan Keselamatan Ketenagalistrikan di Direktorat Jenderal Ketenagalistrikan, Kementerian Energi dan Sumber Daya Mineral (ESDM) pada tahun 2017 dan sebagai Direktur Teknik dan Lingkungan Ketenagalistrikan di Direktorat Jenderal Ketenagalistrikan, Kementerian Energi dan Sumber Daya Mineral (ESDM) periode 2018 - sekarang.

Rangkap Jabatan
Saat ini beliau juga menjabat sebagai Direktur Teknik dan Lingkungan Ketenagalistrikan di Direktorat Jenderal Ketenagalistrikan, Kementerian Energi dan Sumber Daya Mineral (ESDM) sejak tahun 2018.

Hubungan Afiliasi
Beliau tidak memiliki hubungan keluarga dan hubungan keuangan dengan anggota Dewan Komisaris lainnya, anggota Direksi dan Pemegang Saham Pengendali.

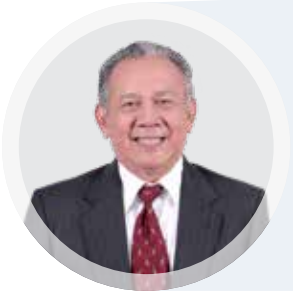
He serves as Act. Commissioner of ICON+ since March 2019 based on Circular Shareholder Decree on March 11, 2019.

Education
He earned his Bachelor's degree of Electrical Engineering from Universitas Sriwijaya, Palembang in 1992 and has taken Postgraduate education at the Department of Electricity and Power Electronics, Nagaoka University of Technology, Japan in 2000-2002.

Career
He has served as a Senior Researcher at the Asia Pacific Energy Research Center (APERC) in Tokyo, Japan for the period of 2016-2017, as Head of the Subdirectorate of Electrical Engineering and Safety at the Directorate General of Electricity, Ministry of Energy and Mineral Resources (ESDM) in 2017, and as Director of Electricity Engineering and Environment at the Directorate General of Electricity, Ministry of Energy and Mineral Resources (ESDM) for the period of 2018-present.

Concurent Position
Currently he also serves as the Director of Engineering and Electricity Environment at the Directorate General of Electricity, Ministry of Energy and Mineral Resources (ESDM) since 2018.

Affiliate Relationship
He has no family or financial relationship with other members of the Board of Commissioners, members of the Board of Directors and Controlling Shareholders.



Indra Kesuma

Plt. Komisaris | *Act. Commissioner*

Warga Negara Indonesia, berdomisili di Tangerang. Lahir di Cirebon pada tanggal 7 Januari 1949. Saat ini berusia 70 tahun.
Indonesian citizen, domicile in Tangerang. Born in Cirebon on January 7, 1949. He is presently 70 years old.

Menjabat sebagai Plt. Komisaris ICON+ sejak November 2017 berdasarkan Keputusan Pemegang Saham Secara Sirkuler pada tanggal 5 November 2017. Kemudian diangkat kembali untuk periode 2019 - sekarang berdasarkan Keputusan Pemegang Saham Secara Sirkuler tanggal 11 Maret 2019.

He serves as Act. Commissioner of ICON+ since December 2017 based on Circular Shareholder Decree on November 5, 2017. Then reappointed for the period of 2019-present based on the Circular Shareholders Decree dated March 11, 2019.

Pendidikan
Beliau meraih gelar Master of Business Administration dari Golden Gate University, San Francisco pada tahun 1986.

Education
He earned his Master of Business Administration from Golden Gate University, San Francisco in 1986.

Perjalanan Karir
Dalam perjalanan karirnya, beliau pernah menjabat sebagai Anggota Direksi di Bank Bukopin periode 1989 – 2000 dengan jabatan terakhir sebagai Direktur Utama di Bank Bukopin periode 1995 – 2000, sebagai Komisaris Utama di Bank BRI Agro periode 2011 – Maret 2014, dan sebagai Komisaris Utama/Independen di Bank BRI Syariah periode Maret 2014 – 2017.

Career
He has served as Member of the Board of Directors at Bank Bukopin from the period of 1989-2000, with the last position as President Director for the period 1995-2000, as President Commissioner at Bank BRI Agro for the period 2011-March 2014, and as President Commissioner/Independent Commissioner at Bank BRI Syariah for the period of March 2014-2017.

Rangkap Jabatan
Hingga akhir tahun 2019, beliau tidak merangkap jabatan apapun.

Concurent Position
Until the end of 2019, he does not hold any other position.

Hubungan Afiliasi
Beliau tidak memiliki hubungan keluarga dan hubungan keuangan dengan anggota Dewan Komisaris lainnya, anggota Direksi dan Pemegang Saham Pengendali.

Affiliate Relationship
He has no family or financial relationship with other members of the Board of Commissioners, members of the Board of Directors and Controlling Shareholders.

Direksi
Directors

Ardian Cholid
Plt. Direktur Electricity and Wholesale Business merangkap Plt. Direktur Enterprise Business
Act. Director of Electricity and Wholesale Business concurent as Act. Director of Business Enterprise

Ivan Cahya Permana
Plt. Direktur Digital Solution and Business Development
Act. Director of Digital Solution and Business Development

Iwan Purwana
Plt. Direktur Utama
Act.President Director
Zulheldi
Plt. Direktur Service Excellence
Act. Director of Service Excellence
Anindita Eka Wibisono
Direktur Finance and Human Capital
Finance and Human Capital Director

Profil Direksi
Profile of Directors

Iwan Purwana
Plt. Direktur Utama | *Act.President Director*

Warga Negara Indonesia, berdomisili di Bandung. Lahir di Sumedang, Jawa Barat pada tanggal 5 Maret 1967. Saat ini berusia 52 tahun.
Indonesian citizen, domicile in Bandung. Born in Sumedang, West Java on March 5, 1967. He is presently 52 years old.

Menjabat sebagai Plt. Direktur Utama sejak Oktober 2019 berdasarkan Keputusan Pemegang Saham Secara Sirkuler tanggal 25 Oktober 2019.

Pendidikan
Beliau meraih gelar Sarjana Teknik Mesin dari Institut Teknologi Bandung pada tahun 1992 dan meraih gelar Master bidang Bisnis (MBA) dari University of Missouri, USA pada tahun 2007.

Perjalanan Karir
Dalam perjalanan karirnya, beliau pernah menjabat sebagai Kepala Divisi Pengadaan Strategis pada Direktorat Pengadaan PT PLN (Persero) pada tahun 2015, sebagai General Manager PT PLN (Persero) Distribusi Jawa Barat periode 2015 – 2018, dan sebagai General Manager PT PLN (Persero) Unit Induk Distribusi Jawa Barat tahun 2018 - 2019

Rangkap Jabatan
Hingga akhir tahun 2019, beliau tidak merangkap jabatan apapun.

Hubungan Afiliasi
Beliau tidak memiliki hubungan keluarga dan hubungan keuangan dengan anggota Dewan Komisaris, anggota Direksi lainnya dan Pemegang Saham Pengendali.

He serves as Act. President Director since October 2019 based on Circular Shareholder Decision on October 25, 2019.

Education
He earned his Bachelor of Mechanical Engineering from Institut Teknologi Bandung in 1992 and his Masters in Business (MBA) from the University of Missouri, USA in 2007.

Career
He has served as Head of the Strategic Procurement Division at the Procurement Directorate of PT PLN (Persero) in 2015; as General Manager of PT PLN (Persero) West Java Distribution for the period of 2015 – 2018; and as General Manager of PT PLN (Persero) Unit Distribution of West Java Distribution for the period of 2018 – 2019.

Concurent Position
Until the end of 2019, he does not hold any other position.

Affiliate Relationship
He has no family or financial relationship with other members of the Board of Commissioners, members of the Board of Directors and Controlling Shareholders.

Anindita Eka Wibisono

Direktur Finance and Human Capital

Finance and Human Capital Director

Warga Negara Indonesia, berdomisili di Depok, Jawa Barat. Lahir di Jakarta pada tanggal 4 Januari 1985. Saat ini berusia 34 tahun.

Indonesian citizen, domicile in Depok, West Java. Born in Jakarta on January 4, 1985. He is presently 34 years old.

Beliau menjabat sebagai Direktur Finance and Human Capital sejak Juli 2019. berdasarkan Keputusan Pemegang Saham Secara Sirkuler tanggal 31 Juli 2019. Kemudian diangkat kembali untuk periode 2019 - sekarang berdasarkan Keputusan Pemegang Saham Secara Sirkuler tanggal 25 Oktober 2019.

Pendidikan

Beliau meraih gelar Sarjana Ekonomi jurusan Akuntansi dari Universitas Indonesia pada tahun 2009 dan meraih gelar Magister Manajemen Operasi dari Universitas Indonesia pada tahun 2015.

Perjalanan Karir

Dalam perjalanan karirnya, beliau pernah menjabat sebagai Kasubbid Usaha Energi, Logistik, Kawasan dan Pariwisata di Kementerian BUMN periode 2015 – 2017, sebagai Sekretaris Dewan Komisaris di PT Pupuk Indonesia (Persero) periode 2015 – 2017, sebagai Anggota Dewan Komisaris PT Perusahaan Perdagangan Indonesia (Persero) periode 2016 – sekarang, sebagai Kasubbid Usaha Konstruksi & Sarana & Prasarana Perhubungan di Kementerian BUMN periode 2017 – 2019, dan sebagai Plt. Kepala Bidang Restrukturisasi Kementerian BUMN periode Februari 2019 – Juli 2019.

Rangkap Jabatan

Hingga akhir tahun 2019, beliau tidak merangkap jabatan apapun.

Hubungan Afiliasi

Beliau tidak memiliki hubungan keluarga dan hubungan keuangan dengan anggota Dewan Komisaris, anggota Direksi lainnya dan Pemegang Saham Pengendali.

He serves as Director of Finance and Human Capital since July 2019 based on Circular Shareholder Decree on July 31, 2019. Then reappointed for the period of 2019-present based on the Circular Shareholder Decree dated October 25, 2019.

Education

He earned his Bachelor of Economics majoring in Accounting from Universitas Indonesia in 2009 and his Masters in Operations Management also from Universitas Indonesia in 2015.

Career

He has served as Head of the Energy, Logistics, Regional and Tourism Business Unit at the Ministry of SOEs for the period of 2015 – 2017; as Secretary of the Board of Commissioners of PT Pupuk Indonesia (Persero) for the period of 2015 – 2017; as Member of the Board of Commissioners of PT Indonesian Trading Company (Persero) for the period of 2016 – present; as Head of Subdivision of the Construction & Facilities & Infrastructure Business in the Ministry of SOEs for the period of 2017 – 2019; and as Act. Head of the Ministry of SOE Restructuring Division in the period of February 2019 - July 2019.

Concurent Position

Until the end of 2019, he does not hold any other position.

Affiliate Relationship

He has no family or financial relationship with other members of the Board of Commissioners, members of the Board of Directors and Controlling Shareholders.

Profil Direksi
Profile of Directors

Ardian Cholid

Plt. Direktur Electricity and Wholesale Business merangkap Plt. Direktur Enterprise Business

Act. Director of Electricity and Wholesale Business concurrent as Act. Director of Business Enterprise

Warga Negara Indonesia, berdomisili di Jakarta. Lahir di Palembang pada tanggal 22 Februari 1970. Saat ini berusia 49 tahun.
Indonesian citizen, domicile in Jakarta. Born in Palembang on February 22, 1970. He is presently 49 years old.

Beliau menjabat sebagai Plt. Direktur Electricity and Wholesale Business sejak Maret 2016 berdasarkan Keputusan Pemegang Saham Secara Sirkuler tanggal 21 Maret 2016. Kemudian diangkat kembali merangkap Plt. Direktur Enterprise Business untuk periode 2019 - sekarang berdasarkan Keputusan Pemegang Saham Secara Sirkuler tanggal 25 Oktober 2019.

He serves as Act. Director of Electricity and Wholesale Business since March 2016 based on Circular Shareholder Decree dated March 21, 2016. Then reappointed as Act. Director of Enterprice Business for the period of 2019-present based on Circular Shareholder Decree dated October 25, 2019.

Pendidikan
Beliau meraih gelar Sarjana jurusan Manajemen Keuangan dari Universitas Pancasila pada tahun 1994 dan gelar Magister Manajemen Keuangan dari Universitas Indonesia pada tahun 2000.

Education
He earned his Bachelor of Science majoring in Financial Management from Universitas Pancasila in 1994 and his Masters in Financial Management from Universitas Indonesia in 2000.

Perjalanan Karir
Dalam perjalanan karirnya, beliau pernah menjabat sebagai Asisten Manajer Pengembangan Pengendalian Pendapatan dan Piutang pada Bidang Pengelolaan Pendapatan, Sub Direktorat Perbendaharaan, Direktorat Keuangan di PT PLN (Persero) pada tahun 2008, sebagai Manajer Keuangan PLN Distribusi Bali periode 2008 – 2010, sebagai Direktur Keuangan PT PLN Batam periode 2010 – 2013, dan sebagai Direktur Bisnis dan Pengembangan Usaha PT PLN Batam periode 2013 – 2016.

Career
He has served as Assistant Manager of Development of Revenue and Receivables Control in the Field of Revenue Management, Sub-Directorate of Treasury, Directorate of Finance at PT PLN (Persero) in 2008; as Finance Manager of PLN Bali Distribution for 2008 – 2010; as Director of Finance PT PLN Batam for 2010-2013; and as Director of Business and Business Development of PT PLN Batam for 2013-2016.

Rangkap Jabatan
Hingga akhir tahun 2019, beliau tidak merangkap jabatan apapun di perusahaan lain.

Concurent Position
Until the end of 2019, he does not hold any other position.

Hubungan Afiliasi
Beliau tidak memiliki hubungan keluarga dan hubungan keuangan dengan anggota Dewan Komisaris, anggota Direksi lainnya dan Pemegang Saham Pengendali.

Affiliate Relationship
He has no family or financial relationship with other members of the Board of Commissioners, members of the Board of Directors and Controlling Shareholders.

Zulheldi

Plt. Direktur Service Excellence | *Act. Director of Service Excellence*

Warga Negara Indonesia, berdomisili di Bandung. Lahir di Bukittinggi, pada tanggal 6 Juni 1959. Saat ini berusia 60 tahun.
Indonesian citizen, domicile in Bandung. Born in Bukittinggi, on June 6, 1959. He is presently 60 years old.

Beliau menjabat sebagai Plt. Direktur Service Excellence sejak Februari 2018 berdasarkan Keputusan Pemegang Saham Secara Sirkuler tanggal 15 Februari 2018. Kemudian diangkat kembali untuk periode 2019 - sekarang berdasarkan Keputusan Pemegang Saham Secara Sirkuler tanggal 25 Oktober 2019.

He serves as Act. Director of Service Excellence since February 2018 based on Circular Shareholder Decree on February 15, 2018. Then reappointed for the period of 2019-present based on the Circular Shareholder Decree dated October 25, 2019.

Pendidikan
Beliau meraih gelar Master of Science in Telematics dari University of Surrey, London pada tahun 1995.

Education
He earned his Master of Science in Telematics from the University of Surrey, London in 1995.

Perjalanan Karir
Dalam perjalanan karirnya, beliau pernah menjabat sebagai Direktur Utama PT Patrakom pada tahun 2015 dan sebagai SVP Kadiv Teknologi Informasi Perum Peruri pada tahun 2016 hingga 2018.

Career
He has served as the President Director of PT Patrakom in 2015; and as the SVP Head of Information Technology Division of Perum Peruri in 2016 - 2018.

Rangkap Jabatan
Hingga akhir tahun 2019, beliau tidak merangkap jabatan apapun.

Concurent Position
Until the end of 2019, he does not hold any other position.

Hubungan Afiliasi
Beliau tidak memiliki hubungan keluarga dan hubungan keuangan dengan anggota Dewan Komisaris, anggota Direksi lainnya dan Pemegang Saham Pengendali.

Affiliate Relationship
He has no family or financial relationship with other members of the Board of Commissioners, members of the Board of Directors and Controlling Shareholders.

Profil Direksi
Profile of Directors

Ivan Cahya Permana

Plt. Direktur Digital Solution and Business Development

Act. Director of Digital Solution and Business Development

Warga Negara Indonesia, berdomisili di Jakarta. Lahir di Bandung, pada tanggal 20 Oktober 1973. Saat ini berusia 46 tahun.
Indonesian citizen, domicile in Jakarta. Born in Bandung, on October 20, 1973. He is presently 46 years old.

Menjabat sebagai Plt. Direktur Digital Solution and Business Development sejak Oktober 2019 berdasarkan Keputusan Pemegang Saham Secara Sirkuler tanggal 25 Oktober 2019.

He serves as Act. Director of Digital Solution and Business Development since October 2019 based on Circular Shareholders' Decrees on October 25, 2019.

Pendidikan
Beliau meraih gelar Sarjana Teknik Elektro dari Institut Teknologi Bandung pada tahun 1995.

Education
He earned his Bachelor of Electrical Engineering degree from Institut Teknologi Bandung in 1995.

Perjalanan Karir
Dalam perjalanan karirnya, beliau pernah menjabat sebagai VP Technology & System di PT Telekomunikasi Selular (Telkomsel) periode 2012 – 2017, sebagai VP Next Generation Network Taskforce di PT Telekomunikasi Selular (Telkomsel) periode 2017 – 2019, dan sebagai VP Network Cloud Management PT Telekomunikasi Selular (Telkomsel) tahun 2019.

Career
He has served as VP of Technology & System at PT Telekomunikasi Selular (Telkomsel) for the period 2012 – 2017; as VP Next Generation Network Taskforce at PT Telekomunikasi Selular (Telkomsel) for the period of 2017-2019; and as VP Network Cloud Management of PT Telekomunikasi Cellular (Telkomsel) in 2019.

Rangkap Jabatan
Hingga akhir tahun 2019, beliau tidak merangkap jabatan apapun di perusahaan lain.

Concurent Position
Until the end of 2019, he does not hold any other position.

Hubungan Afiliasi
Beliau tidak memiliki hubungan keluarga dan hubungan keuangan dengan anggota Dewan Komisaris, anggota Direksi lainnya dan Pemegang Saham Pengendali.

Affiliate Relationship
He has no family or financial relationship with other members of the Board of Commissioners, members of the Board of Directors and Controlling Shareholders.

Profil Pejabat Eksekutif
Profile of Executive Officers

Didi Ali Achmadi
Sekretaris Dewan Komisaris | *Secretary of the Board of Commissioners*

Beliau lahir di Semarang, pada tanggal 8 Maret 1955. Beliau meraih gelar Master of Electrical Engineering di University of Manchester pada tahun 1989. Saat ini beliau menjabat sebagai Sekretaris Dewan Komisaris periode Maret 2011 – sekarang.
He was born in Semarang, on March 8, 1955. He earned his Master of Electrical Engineering degree at the University of Manchester in 1989. He currently serves as Secretary of the Board of Commissioners for the period of March 2011 - present.

Tetty Indrawati
Sekretaris Perusahaan | *Corporate Secretary*

Beliau lahir di Pontianak, pada tanggal 30 Januari 1975. Beliau memperoleh gelar Sarjana Teknik Komputer dari Institute Science & Technology of Al Kamal, Jakarta tahun 1997. Saat ini beliau menjabat sebagai Sekretaris Perusahaan periode September 2018 - sekarang.
She was born in Pontianak, on January 30, 1975. She earned her Bachelor of Computer Engineering degree from the Institute of Science & Technology of Al Kamal, Jakarta in 1997. She currently serves as Corporate Secretary for the period of September 2018 - present.

R. Setyo Harry
Kepala Satuan Audit Internal | *Head of Internal Audit Unit*

Beliau lahir di Purwokerto, pada tanggal 24 Desember 1967. Beliau memperoleh gelar Sarjana Teknik Elektronika dari Institut Teknologi Sepuluh Nopember, Surabaya, Jawa Timur tahun 1994. Saat ini beliau menjabat sebagai Kepala Satuan Audit Internal periode Juli 2019 - sekarang.
He was born in Purwokerto, on December 24, 1967. He earned his Bachelor of Electronics Engineering degree from Institut Teknologi Sepuluh Nopember, Surabaya, East Java in 1994. He currently serves as the Head of the Internal Audit Unit for the period of July 2019 - present.

Sri Hadi Agustama
General Manager Strategic Business Unit Regional Jakarta
General Manager Strategic Business Unit Regional Jakarta

Beliau lahir di Malang, pada tanggal 21 Februari 1967. Beliau memperoleh gelar Sarjana Teknik Informatika dari Universitas Brawijaya, Malang tahun 1991 dan gelar Magister Manajemen Bisnis dari Universitas Prasetiya Mulya, Jakarta tahun 2009. Saat ini beliau menjabat sebagai GM Strategic Business Unit Regional Jakarta periode Juni 2019 – Februari 2020.
He was born in Malang, on February 21, 1967. He earned his Bachelor of Informatics Engineering degree from Universitas Brawijaya, Malang in 1991 and his Masters in Business Management from Prasetiya Mulya University, Jakarta in 2009. He currently serves as GM Strategic Business Unit Regional Jakarta for the period of June 2019 - February 2020.

Hermawan Asmoko

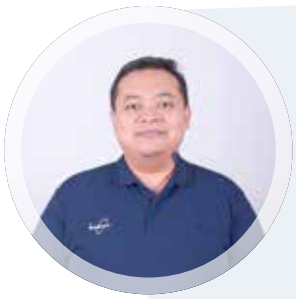
General Manager Shared Service Unit Ketenagalistrikan
General Manager of Electricity Shared Service Unit

Beliau lahir di Jakarta, pada tanggal 23 September 1977. Beliau memperoleh gelar Sarjana Teknik Telekomunikasi dari Universitas Indonesia, Jakarta tahun 2002. Saat ini beliau menjabat sebagai GM Shared Service Unit Ketenagalistrikan periode Februari 2019 – Februari 2020.
He was born in Jakarta, on September 23, 1977. He earned his Bachelor of Telecommunications Engineering degree from Universitas Indonesia, Jakarta in 2002. He currently serves as the GM of Electricity Shared Service Unit for the period of February 2019 - February 2020.

Endra

General Manager Shared Services Unit Korporat
General Manager Corporate Shared Service Unit

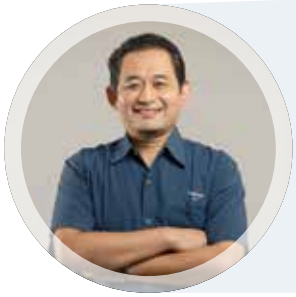
Beliau lahir di Jakarta, pada tanggal 7 April 1977. Beliau memperoleh gelar Sarjana Ekonomi Akuntansi dari Universitas Indonesia, Jakarta tahun 2002. Saat ini beliau menjabat sebagai GM Shared Services Unit Korporat periode Mei 2018 – Januari 2020.
He was born in Jakarta, on April 7, 1977. He earned his Bachelor of Economics in Accounting degree from Universitas Indonesia, Jakarta in 2002. He currently serves as the GM Corporate Shared Service Unit for the period of May 2018 - January 2020.



Wahyu Haris Kusuma Atmadja

General Manager Strategic Business Unit Solusi TIK Publik
General Manager Strategic Business Unit for Public ICT Solutions

Beliau lahir di Klaten, pada tanggal 21 Juni 1978. Beliau memperoleh gelar Sarjana Teknik Informatika dari Universitas Bina Nusantara, Jakarta tahun 2000 dan gelar Magister Teknik Informatika dari Universitas Indonesia, Jakarta tahun 2002. Saat ini beliau menjabat sebagai GM Strategic Business Unit Solusi TIK Publik periode Juni 2019 – Februari 2020.
He was born in Klaten, on June 21, 1978. He earned his Bachelor of Informatics Engineering degree from Universitas Bina Nusantara, Jakarta in 2000; and his Masters in Informatics Engineering degree from Universitas Indonesia, Jakarta in 2002. He currently serves as the GM Strategic Business Unit for Public ICT Solutions for the period of 2019 - February 2020.



Lantip Sasmito

Plt. General Manager Strategic Business Unit Regional Balikpapan
Act. General Manager of Strategic Business Unit Regional Balikpapan

Beliau lahir di Tulungagung, pada tanggal 22 September 1978. Beliau memperoleh gelar Sarjana Teknik Elektro dari STT Telkom tahun 2002. Saat ini beliau menjabat sebagai Plt. General Manager Strategic Business Unit Regional Balikpapan periode Januari 2019 – Februari 2020.
He was born in Tulungagung, on September 22, 1978. He earned his Bachelor of Electrical Engineering degree from STT Telkom in 2002. He currently serves as Act. General Manager of Strategic Business Unit Regional Balikpapan for the period of January 2019 - February 2020.

Eduardus Ario Isworo

General Manager Strategic Business Unit Regional Bandung

General Manager of Strategic Business Unit Regional Bandung

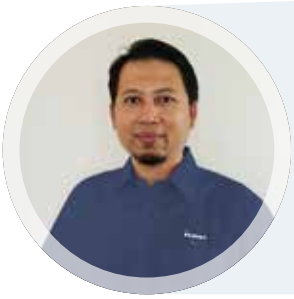
Beliau lahir di Surakarta, pada tanggal 13 November 1973. Beliau memperoleh gelar Sarjana Teknik Informatika STT Telkom, Bandung tahun 1997. Saat ini beliau menjabat sebagai GM Strategic Business Unit Regional Bandung periode Mei 2018 – Februari 2020.
He was born in Surakarta, on November 13, 1973. He earned his Bachelor of Informatics Engineering degree from STT Telkom, Bandung in 1997. He currently serves as the GM of Strategic Business Unit Regional Bandung for the period of May 2018 - February 2020.

Yulianto Srihartadi

General Manager Strategic Business Unit Regional Denpasar

General Manager of Strategic Business Unit Regional Denpasar

Beliau lahir di Tegal, pada tanggal 22 Juli 1976. Beliau memperoleh gelar Sarjana Teknik Telekomunikasi dari STT Telkom, Bandung tahun 2000. Saat ini beliau menjabat sebagai GM Strategic Business Unit Regional Denpasar periode Februari 2019 – Februari 2020.
He was born in Tegal, on July 22, 1976. He earned his Bachelor of Telecommunications Engineering degree from STT Telkom, Bandung in 2000. He currently serves as GM of Strategic Business Unit Regional Denpasar for the period of February 2019 - February 2020.



Wahyu Setyabudi

Plt. General Manager Strategic Business Unit Regional Makassar

Act. General Manager of Strategic Business Unit Regional Makassar

Beliau lahir di Nganjuk, pada tanggal 25 Mei 1980. Beliau memperoleh gelar Sarjana Teknik Telekomunikasi dari Universitas Indonesia tahun 2007. Saat ini beliau menjabat sebagai Plt. GM Strategic Business Unit Regional Makassar periode Mei 2018 – Februari 2020.
He was born in Nganjuk, on May 25, 1980. He earned his Bachelor of Telecommunications Engineering degree from Universitas Indonesia in 2007. He currently serves as Act. General Manager of Strategic Business Unit Regional Makassar for the period of May 2018 - February 2020.

Agus Widya Santoso

Plt. General Manager Strategic Business Unit Regional Medan

Act. General Manager of Strategic Business Unit Regional Medan

Beliau lahir di Magetan, pada tanggal 19 Maret 1979. Beliau memperoleh gelar Sarjana Teknik Telekomunikasi dari STT Telkom, Bandung tahun 2003. Saat ini beliau menjabat sebagai Plt. GM Strategic Business Unit Regional Medan periode Mei 2018 – Februari 2020.
He was born in Magetan, on March 19, 1979. He earned his Bachelor of Telecommunications Engineering degree from STT Telkom, Bandung in 2003. He currently serves as Act. General Manager of Strategic Business Unit Regional Medan for the period of May 2018 - February 2020.

Ratriani Kartika Mahanani

Plt. General Manager Strategic Business Unit Regional Palembang
Act. General Manager of Strategic Business Unit Regional Palembang

Beliau lahir di Jakarta, pada tanggal 19 April 1969 Beliau memperoleh gelar Magister Manajemen Bisnis dari Universitas Gajah Mada, tahun 2012 Saat ini beliau menjabat sebagai Plt. GM Strategic Business Unit Regional Palembang periode Juli 2019 – Februari 2020.
She was born in Jakarta, on April 19, 1969. He earned his Masters in Business Management degree from Universitas Gajah Mada, in 2012. He currently serves as Act. General Manager of Strategic Business Unit Regional Palembang for the period of July 2019 - February 2020.

Widi Kristiawan

Plt. General Manager Strategic Business Unit Regional Pekanbaru
Act. General Manager of Strategic Business Unit Regional Pekanbaru

Beliau lahir di Jakarta, pada tanggal 28 Desember 1978. Beliau memperoleh gelar Sarjana Teknik Elektronika dari STT Telkom, Bandung tahun 2002. Saat ini beliau menjabat sebagai Plt. GM Strategic Business Unit Regional Pekanbaru periode Agustus 2018 – Februari 2020.
He was born in Jakarta, on December 28, 1978. He earned his Bachelor of Electronics Engineering degree from STT Telkom, Bandung in 2002. He currently serves as Act. General Manager of Strategic Business Unit Regional Pekanbaru for the period of August 2018 - February 2020.

Wuri Yulianto

General Manager Strategic Business Unit Semarang
General Manager of Strategic Business Unit Semarang

Beliau lahir di Cilacap, pada tanggal 31 Juli 1975. Beliau memperoleh gelar Sarjana Teknik Industri dari Institut Teknologi Bandung, Bandung tahun 1997 dan gelar Magister Manajemen Internasional dari Universitas Indonesia, Jakarta tahun 2006. Saat ini beliau menjabat sebagai GM General Manager Strategic Business Unit Semarang periode Oktober 2018 - Februari 2020.
He was born in Cilacap, on July 31, 1975. He earned his Bachelor of Industrial Engineering degree from Institut Teknologi Bandung, Bandung in 1997 and his Masters in International Management from Universitas Indonesia, Jakarta in 2006. He currently serves as GM of Strategic Business Unit Semarang for the period of October 2018 - February 2020.

Mohammad Shodiq

General Manager Strategic Business Unit Regional Surabaya
General Manager of Strategic Business Unit Regional Surabaya

Beliau lahir di Malang, pada tanggal 17 Februari 1965. Beliau memperoleh gelar Sarjana Teknik Listrik dari Institut Teknologi Sepuluh November, Surabaya tahun 1992 dan gelar Magister Manajemen dari Universitas Negeri Jember, Jember tahun 2010. Saat ini beliau menjabat sebagai GM Strategic Business Unit Regional Surabaya periode Februari 2017 – Februari 2020.
He was born in Malang, on February 17, 1965. He earned his Bachelor of Electrical Engineering degree from Institut Teknologi Sepuluh November, Surabaya in 1992 and his Masters in Management from Universitas Negeri Jember, Jember in 2010. He currently serves as GM of Strategic Business Unit Regional Surabaya for the period of February 2017 - February 2020.

Ajat Munajat

General Manager Strategic Business Unit Solusi TI Ketenagalistrikan

General Manager of the Strategic Business Unit Electricity IT Solutions

Beliau lahir di Cianjur, pada tanggal 23 Juni 1969. Beliau memperoleh gelar Sarjana Teknik Elektronika dari Institut Teknologi Bandung, Bandung tahun 1993 dan gelar Magister Manajemen Bisnis dari Prasetiya Mulya Business School, Jakarta tahun 2010. Saat ini beliau menjabat sebagai GM Strategic Business Unit Solusi TI Ketenagalistrikan periode Juni 2019 – Februari 2020.

He was born in Cianjur, on June 23, 1969. He earned his Bachelor of Electronics Engineering degree from Institut Teknologi Bandung, Bandung in 1993 and his Masters in Business Management from Prasetiya Mulya Business School, Jakarta in 2010. He currently serves as the GM of the Strategic Business Unit Electricity IT Solutions for the period of June 2019 - February 2020.

Antonius L.U.L Padeda

Plt. Vice President Digitalisasi Solusi Ketenagalistrikan

Act. Vice President of Digitizing Electricity Solutions

Beliau lahir di Waikabubak, pada tanggal 4 September 1978. Beliau memperoleh gelar Magister Manajemen dari Universitas DR. Soetomo tahun 2008. Saat ini beliau menjabat sebagai Plt. VP Digitalisasi Solusi Ketenagalistrikan periode Mei 2018 – Februari 2020.

He was born in Waikabubak, on September 4, 1978. He earned his Masters in Management degree from Universitas DR. Soetomo in 2008. He currently serves as Act. Vice President of Digitizing Electricity Solutions for the period of May 2018 - February 2020.

Enda Juanda

Vice President Ekonomi Digital

Vice President of Digital Economy

Beliau lahir di Kuningan, pada tanggal 23 April 1976. Beliau memperoleh gelar Sarjana Teknik Informatika dari Universitas Persada Indonesia YAI, Jakarta tahun 2002 dan gelar Magister Manajemen Bisnis Universitas Persada Indonesia YAI, Jakarta tahun 2004. Saat ini beliau menjabat sebagai VP Ekonomi Digital Mei 2018 – Februari 2020.

He was born in Kuningan, on April 23, 1976. He earned his Bachelor of Informatics Engineering degree from Universitas Persada Indonesia YAI, Jakarta in 2002 and his Masters of Business Management in the same university in 2004. He currently serves as VP of Digital Economy for the period of May 2018 - February 2020.

Enrico Batubara

Vice President Inkubator Bisnis | *Vice President of Business Incubator*

Beliau lahir di Jakarta, pada tanggal 14 Juni 1975. Beliau memperoleh gelar Sarjana Teknik Komputer dari Universitas Padjadjaran, Bandung tahun 2000 dan gelar Magister Teknik Informatika dari Institut Teknik Bandung, tahun 2003. Saat ini beliau menjabat sebagai VP Inkubator Bisnis periode November 2019 – Februari 2020.
He was born in Jakarta, on June 14, 1975. He earned his Bachelor of Computer Engineering degree from Universitas Padjadjaran, Bandung in 2000 and his Masters of Information Engineering degree from Institut Teknik Bandung, Bandung in 2003. He currently serves as VP of Business Incubator for the period of November 2019 - February 2020.

Yunianto Prabowo

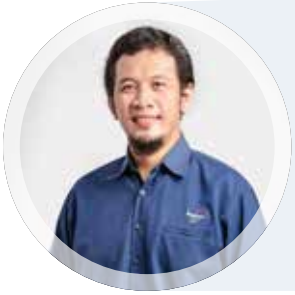
Vice President Kapasitas & Cakupan Layanan
Vice President of Service Capacity & Coverage

Beliau lahir di Cilacap, pada tanggal 24 Juni 1979. Beliau memperoleh gelar Sarjana Teknik Elektronika dari Universitas Indonesia, Jakarta tahun 2002. Saat ini beliau menjabat sebagai VP Kapasitas & Cakupan Layanan periode Mei 2018 – Februari 2020.
He was born in Cilacap, on June 24, 1979. He earned his Bachelor of Electronics Engineering degree from Universitas Indonesia, Jakarta in 2002. He currently serves as VP of Service Capacity & Coverage for the period of May 2018 - February 2020.

Irawan Hernanda

Vice President Keuangan | *Vice President of Finance*

Beliau lahir di Jakarta pada tanggal 8 Mei 1976. Beliau memperoleh gelar Master Bidang Manajemen Keuangan dari STM PPM tahun 2001. Saat ini beliau menjabat sebagai VP Keuangan periode Oktober 2018 – Februari 2020.
He was born in Jakarta on May 8, 1976. He earned his Master's degree in Financial Management from STM PPM in 2001. He currently serves as VP of Finance for the period of October 2018 - February 2020.



Doni Aris Setiawan

General Manager Shared Service Unit Jaringan dan Infrastruktur
General Manager of Shared Services Unit Network and Infrastructure

Beliau lahir di Sidoarjo, pada tanggal 15 Januari 1976. Beliau memperoleh gelar Sarjana Teknik Telekomunikasi dari STTJ, Jakarta tahun 2000. Saat ini beliau menjabat sebagai VP Shared Service Unit Jaringan dan Infrastruktur Juni 2019 – Februari 2020.
He was born in Sidoarjo, on January 15, 1976. He earned his Bachelor of Telecommunications Engineering degree from STTJ, Jakarta in 2000. He currently serves as General Manager of Shared Services Unit Network and Infrastructure for the period of June 2019 - February 2020.

Julius Siallagan

General Manager Shared Service Unit Operasi TI Publik
General Manager of Shared Service Unit IT Public Operations

Beliau lahir di Jakarta, pada tanggal 1 Juli 1976. Beliau memperoleh gelar Sarjana Ekonomi Akuntansi dari Universitas Indonesia tahun 1999. Saat ini beliau menjabat sebagai GM Shared Service Unit Operasi TI Publik periode Juni 2019 – Februari 2020.
He was born in Jakarta, on July 1, 1976. He earned his Bachelor of Economics in Accounting degree from Universitas Indonesia in 1999. He currently serves as GM of Shared Service Unit IT Public Operations for the period of June 2019 - February 2020.

Gloria Magdalena Ndoen

Plt. Vice President Human Capital Management & K3
Act. Vice President of Human Capital Management & OHS

Beliau lahir di Denpasar, pada tanggal 6 Desember 1975. Beliau memperoleh gelar Sarjana Psikologi dari Universitas Gajah Mada tahun 1999. Saat ini beliau menjabat sebagai Plt. VP HCM & K3 periode November 2019 – sekarang.
She was born in Denpasar, on December 6, 1975. She earned her Bachelor of Psychology degree from Universitas Gajah Mada in 1999. She currently serves Act. Vice President of Human Capital Management & OHS for the period of November 2019 - present.

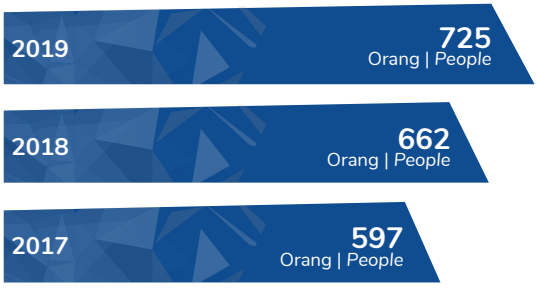
Sumber Daya Manusia
Human Resources

Pada tahun 2019, ICON+ didukung oleh 725 karyawan yang mengalami peningkatan 9,52% dibandingkan tahun lalu yaitu sebanyak 662 karyawan. Kenaikan jumlah karyawan ini sebagai upaya memenuhi target Perusahaan yang terus meningkat. Berikut adalah demografi karyawan ICON+.

In 2019, ICON+ was sustained by 725 employees, an increase of 9.52% compared to last year with 662 employees. The increase in the number of employees is an effort to meet the Company's ever-increasing targets. The following are ICON+'s employee demographics.

Karyawan ICON+ 3 tahun terakhir
ICON+ employees for the last 3 years

	2019	2018	2017
Jumlah Karyawan Total Employee	725	662	597



Komposisi Karyawan pada Tahun 2019
Employee Composition in 2019

Komposisi Karyawan Berdasarkan Jenjang Pendidikan
Employee Composition Based on Educational Level

- **1** 0%
  Doktor | Doctor
- **45** 6%
  Pasca Sarjana | Master
- **635** 88%
  Sarjana | Bachelor
- **40** 5%
  D3 | Diploma
- **4** 1%
  SLTA | High School

Komposisi Karyawan Berdasarkan Level Organisasi
Employee Composition Based on Organizational Level

- **119** 16%
  Manajemen | Management
- **141** 20%
  Supervisor | Supervisor
- **465** 64%
  Fungsional | Functional

Komposisi Karyawan Berdasarkan Usia
Employee Composition Based on Age

- **225** 31%
  <30 Tahun | Years
- **488** 67%
  30-50 Tahun | Years
- **12** 2%
  >50 Tahun | Years

Komposisi Karyawan Berdasarkan Status Kepegawaian
Employee Composition Based on Employment Status

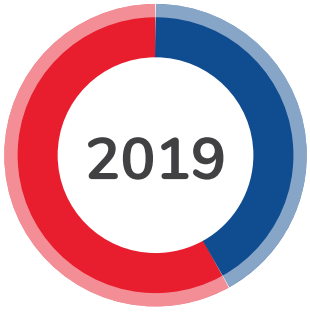
- **617** 85%
  Pegawai Organik
  Organic Employees
- **29** 4%
  Pegawai Tugas Karya
  Work Assignment Employees
- **79** 11%
  Pegawai PKWT
  PKWT Employees

Komposisi Karyawan Berdasarkan Jenis Kelamin
Employee Composition Based on Gender

- **538** 74%
  Laki-laki | Male
- **187** 26%
  Perempuan | Female

Komposisi Karyawan Outsourcing
Outsourcing Employee Composition

- **1.288** 42%
  Site Contact Center 123
  Site Contact Center 123
- **1.786** 58%
  Pendukung Kegiatan Operasional
  Operational Support Activities



Program Pengembangan Kompetensi

Sepanjang tahun 2019 ICON+ telah menggunakan total biaya pelatihan sebesar Rp5,5 miliar untuk 537 orang peserta pelatihan dengan rincian sebagai berikut:

Competency Development Program

Throughout 2019, ICON+ has used a total training fee of Rp5.5 billion for 537 participants with the following details:

Program Pelatihan Karyawan dalam kurun waktu 3 tahun
Employees Training Program in the period of 3 years

Indikator Indicator	2019	2018	2017
Jumlah pelatihan Number of Training	214 pelatihan | trainings	113 pelatihan | trainings	26 pelatihan | trainings
Jumlah karyawan yang mengikuti pelatihan Employees joining the Training	537 karyawan | employee	286 karyawan | employee	285 karyawan | employee
Realisasi biaya pelatihan Training Cost	Rp5,5 miliar | billion	Rp4,6 miliar | billion	Rp10,44 miliar | billion

Pengembangan Kompetensi Karyawan Berdasarkan Jenis Pelatihan 2019
Employee Competency Development Based on Training Type 2019

Jenis Pelatihan Type of Training	Jumlah Pelatihan Number of Training	Jumlah Peserta Number of Participants	Persentase (%) Percentage (%)
Pelatihan | Training	214	537	74%
Sertifikasi | Certification	16	43	6%
Beasiswa Pendidikan Educational Scholarship	0	0	0
Total	230	580	80%

Pengembangan Kompetensi Karyawan Berdasarkan Jabatan 2019
Employee Competency Development Based on Position 2019

Jenjang Level Organisasi Level of Organizational	Kebutuhan Training Training Needs	Kompetensi yang diharapkan Competencies Expected	Jumlah Peserta Number of Participants	Persentase (%) Percentage (%)
Manager	Manajerial	Kemampuan Membuat analisis bisnis dan pengelolaan organisasi Ability to make business analysis and organization management	89	17%
Supervisor	Supervisory	Sertifikasi dan Kemampuan Bidangnya Certification and Field Capabilities	122	23%
Staf	Technical training	Kemampuan Teknis dan analisis Technical and analytical capabilities	315	60%

Informasi lengkap mengenai Sumber Daya Manusia terdapat pada Tinjauan Fungsional Bab Analisis dan Pembahasan Manajemen dalam Laporan Tahunan 2019 ini.

The detailed information on Human Resources can be found in the Functional Review of the Management Discussion and Analysis Chapter in this 2019 Annual Report.

Program Pengembangan Kompetensi Manajemen

Dalam rangka meningkatkan kompetensi dan leadership skill, unit di bawah Direksi yaitu Vice President telah mengikuti beberapa pelatihan dan pendidikan, di antaranya:

Management Competency Development Program

In order to improve competency and leadership skills, units under the Board of Directors, which is the Vice President, have participated in several training and education programs, including:

Program Pengembangan Kompetensi Vice President ICON+

ICON+ Vice President Competency Development Program

Jabatan Position	Jenis dan Materi Pelatihan Types and Materials of Training	Waktu Pelaksanaan Time Frame	Penyelenggara Organizer
General Manager Strategic Business Unit Regional Jakarta General Manager of Strategic Business Unit Regional Jakarta	Strategic IT Architecture Planning (SITAP)	7-9 Mei 2019 May 7-9, 2019	ATD Consulting
General Manager Shared Service Unit Ketenagalistrikan General Manager Shared Service Unit of Electricity	PSAK 71 - 73	3 September 2019 September 3, 2019	RSM Consultant/ARIA FARAH MITA
General Manager Strategic Business Unit Regional Bandung General Manager of Strategic Business Unit Regional Bandung	PSAK 71 - 73	3 September 2019 September 3, 2019	RSM Consultant/ARIA FARAH MITA
General Manager Strategic Business Unit Regional Denpasar General Manager of Strategic Business Unit Regional Denpasar	Finance 4.0 Batch 1	22 - 23 Maret 2019 March 22-23, 2019	Biner Academy
General Manager Strategic Business Unit Solusi TI Ketenagalistrikan General Manager of Strategic Business Unit IT Solutions	PSAK 71 - 73	3 September 2019 September 3, 2019	RSM Consultant/ARIA FARAH MITA
General Manager Strategic Business Unit Regional Semarang General Manager of Strategic Business Unit Regional Semarang	Strategic IT Architecture Planning (SITAP)	7-9 Mei 2019 May 7-9, 2019	ATD Consulting
General Manager Strategic Business Unit Regional Surabaya General Manager of Strategic Business Unit Regional Surabaya	PSAK 71 - 73	3 September 2019 September 3, 2019	RSM Consultant/ARIA FARAH MITA
General Manager Strategic Business Unit Solusi TIK Publik General Manager of Strategic Business Unit for Public ICT Solutions	PSAK 71 - 73	3 September 2019 September 3, 2019	RSM Consultant/ARIA FARAH MITA
Plt. General Manager Strategic Business Unit Regional Balikpapan Act. General Manager of Strategic Business Unit Regional Balikpapan	PSAK 71 - 73	3 September 2019 September 3, 2019	RSM Consultant/ARIA FARAH MITA
Plt. General Manager Strategic Business Unit Regional Makassar Act. General Manager of Strategic Business Unit Regional Makassar	PSAK 71 - 73	3 September 2019 September 3, 2019	RSM Consultant/ARIA FARAH MITA

Program Pengembangan Kompetensi Vice President ICON+
ICON+ Vice President Competency Development Program

Jabatan Position	Jenis dan Materi Pelatihan Types and Materials of Training	Waktu Pelaksanaan Time Frame	Penyelenggara Organizer
Plt. General Manager Strategic Business Unit Regional Medan Act. General Manager of Strategic Business Unit Regional Medan	Strategic IT Architecture Planning (SITAP)	7-9 Mei 2019 May 7-9, 2019	ATD Consulting
Plt. General Manager Strategic Business Unit Regional Pekanbaru Act. General Manager of Strategic Business Unit Regional Pekanbaru	PSAK 71 - 73	3 September 2019 September 3, 2019	RSM Consultant/ARIA FARAH MITA
Vice President Inkubator Bisnis Vice President Business Incubator	PSAK 71 - 73	3 September 2019 September 3, 2019	RSM Consultant/ARIA FARAH MITA
Vice President Ekonomi Digital Vice President Digital Economy	PSAK 71 - 73	3 September 2019 September 3, 2019	RSM Consultant/ARIA FARAH MITA
Vice President Kapasitas & Cakupan Layanan Vice President Service Capacity & Coverage	PSAK 71 - 73	3 September 2019 September 3, 2019	RSM Consultant/ARIA FARAH MITA
Vice President Keuangan Vice President of Finance	PSAK 71 - 73	3 September 2019 September 3, 2019	RSM Consultant/ARIA FARAH MITA
General Manager Shared Service Unit Jaringan dan Infrastruktur General Manager Shared Service Unit of Network and Infrastructure	PSAK 71 - 73	3 September 2019 September 3, 2019	RSM Consultant/ARIA FARAH MITA
General Manager Shared Services Unit Operasi TI Publik General Manager Shared Service Unit of Public IT Operations	TOGAF	23 - 25 September 2019 September 23-25, 2019	ATD Consulting

Pendidikan Dan/Atau Pelatihan Dewan Komisaris, Direksi, Komite-Komite, Sekretaris Perusahaan, Dan Unit Audit Internal

Penjelasan terkait Program Pengembangan Dewan Komisaris, Direksi, Komite-Komite, Sekretaris Perusahaan dan Unit Audit Internal dijelaskan pada bagian Tata Kelola Perusahaan yang merupakan satu kesatuan dalam Laporan Tahunan 2019 ini.

Education and / or Training of the Board of Commissioners, Directors, Committees, Corporate Secretary, and Internal Audit Unit

Descriptions related to the Development Program for the Board of Commissioners, Directors, Committees, Corporate Secretary, and Internal Audit Unit are explained in the Corporate Governance section, which is an integral part of this 2019 Annual Report.

Pemegang Saham & Informasi Kepemilikan Saham
Shareholders & Share Ownership Information

Pemegang Saham
Pemegang Saham ICON+ adalah PT PLN (Persero) sebagai pemegang saham utama dan pengendali dengan jumlah kepemilikan saham sebesar 99,999999%.

Shareholders
ICON+ Shareholders are PT PLN (Persero) as the main and controlling shareholder with a total share ownership of 99.999999%.

PLN	PT PLN (Persero)	84.858.999 Lembar Saham Shares	99,999999%
YPK PLN	Yayasan Pendidikan dan Kesejahteraan PT PLN (Persero) (YPK PLN)	1 Lembar Saham Shares	0,000001%

PT PLN (Persero)
Pada tanggal 27 Oktober 1945, Presiden Soekarno membentuk Jawatan Listrik dan Gas, yang berada di bawah Departemen Pekerjaan Umum dan Tenaga untuk mengelola pembangkit listrik yang dimiliki saat itu dengan kapasitas total 157,5 MW. Pada tanggal 1 Januari 1961, Jawatan Listrik dan Gas berubah nama menjadi BPU-PLN (Badan Pimpinan Umum Perusahaan Listrik Negara) yang bergerak di bidang usaha listrik, gas dan kokas. Pada tanggal 1 Januari 1965 BPUPLN dibubarkan dan Pemerintah membentuk dua Perusahaan negara yaitu Perusahaan Listrik Negara (PLN) sebagai pengelola tenaga listrik dan Perusahaan Gas Negara (PGN) sebagai pengelola gas.

Pada tahun 1972, sesuai dengan Peraturan Pemerintah Nomor 17, PLN berubah status menjadi Perusahaan Umum Listrik Negara, yang bertindak sebagai Pemegang Kuasa Usaha Ketenagalistrikan (PKUK) dengan tugas menyediakan tenaga listrik bagi kepentingan umum. Pada tahun 1994 Pemerintah membuka peluang bagi sektor swasta untuk bergerak dalam bisnis penyediaan listrik. PLN kemudian beralih menjadi Perusahaan (Persero) yang tetap sebagai PKUK dalam menyediakan listrik bagi kepentingan umum. Dengan terbitnya UU Nomor 30 Tahun 2009, PLN bukan lagi PKUK tetapi menjadi Badan Usaha Milik Negara (BUMN) dengan tugas menyediakan tenaga listrik bagi kepentingan umum.

PT PLN (Persero)
On October 27, 1945, President Soekarno formed the Electricity and Gas Bureau, which was under the Department of Public Works and Energy to manage the power plant owned at that time with a total capacity of 157.5 MW. On January 1, 1961, the Electricity and Gas Bureau changed its name to BPU-PLN (General Management Board of the State Electricity Company), which is engaged in the business of electricity, gas, and coke. On January 1, 1965 BPUPLN was dissolved and the Government formed two state companies, namely the State Electricity Company (PLN) as the electricity manager, and the State Gas Company (PGN) as the gas manager.

In 1972, in accordance with Government Regulation No. 17, PLN changed its status to a Public Electricity Company, which acted as the Holder of Electricity Business Authority (PKUK) with the task of providing electricity for the public interest. In 1994, the Government opened up opportunities for the private sector to engage in the electricity supply business. PLN then turned into a company (Persero), which remained as a PKUK in providing electricity for public use. With the issuance of Law Number 30 Year 2009, PLN is no longer PKUK but becomes a State-Owned Enterprise (BUMN) with the task of providing electricity for public purposes.

Informasi lebih lanjut mengenai PT PLN (Persero) dapat dilihat pada:

www.pln.co.id

Kantor Pusat PT PLN (Persero)
Jl. Trunojoyo Blok M-I No.135 Kebayoran Baru
Jakarta 12160
Telp: 021 725 1234, 725 0550, 726 1122

Further information about PT PLN (Persero) can be seen at:

www.pln.co.id

PT PLN (Persero) Head Office
Jl. Trunojoyo Blok M-I No.135 Kebayoran Baru
Jakarta 12160
Tel: 021 725 1234, 725 0550, 726 1122

Yayasan Pendidikan dan Kesejahteraan PT PLN (Persero) (YPK PLN)
Yayasan Pendidikan dan Kesejahteraan PT PLN (Persero) atau disingkat YPK-PLN, didirikan di Jakarta di hadapan Notaris Ny. Siti Pertiwi Henny Shidki, SH. Dengan akta no. 226 tanggal 22 September 1993 dan telah didaftarkan pada pengadilan Negeri Jakarta Selatan sesuai surat no. 119/A/Jay/HKM/1993/PN.JAK.SEL tanggal 2 Desember 1993 serta telah di umumkan dalam Berita Lembaran Negara Republik Indonesia No. 26 tanggal 2 April 1994, tambahan no. 11/AD.

YPK-PLN mempunyai maksud dan tujuan di bidang sosial dengan menjalankan kegiatan:
- Meningkatkan keahlian, keterampilan serta kesejahteraan khususnya kepada Keluarga Besar PT PLN (Persero) dan masyarakat pada umumnya.
- Memberikan bantuan atau beasiswa khususnya kepada Keluarga Besar PT PLN (Persero) dan masyarakat pada umumnya, antara lain dengan cara melalui pemberian bantuan kesejahteraan, bantuan pendidikan, santunan yatim piatu, beasiswa, penyelenggaraan sekolah/pendidikan atau kegiatan lainnya.

Informasi lebih lanjut mengenai YPK-PLN dapat dilihat pada:

www.ypkpln.id

Sekretariat YPK PLN
PT PLN (Persero) Kantor Pusat
Gedung 1 Lantai 4
Jl. Trunojoyo Blok M.I/135 Kebayoran Baru
Jakarta 12610
Telp: 021 7227046

Yayasan Pendidikan dan Kesejahteraan PT PLN (Persero) (YPK PLN)
Yayasan Pendidikan dan Kesejahteraan/the Education and Welfare Foundation of PT PLN (Persero) or abbreviated YPK-PLN, established in Jakarta in the presence of Notary Mrs. Siti Pertiwi Henny Shidki, SH. With Deed No. 226 dated September 22, 1993 and was registered in the South Jakarta District Court according to Letter No. 119/A/Jay/HKM/1993/PN.JAK.SEL dated December 2, 1993 and has been announced in the State Gazette of the Republic of Indonesia No. 26 dated April 2, 1994, additional No. 11/AD.

YPK-PLN has the aims and objectives in the social field by carrying out activities:
- Increase expertise, skills, and welfare, especially to PT PLN (Persero)'s Big Family and the community at large.
- Providing assistance or scholarships especially to PT PLN (Persero)'s extended family and the community in general, among others through the provision of welfare assistance, educational assistance, orphan benefits, scholarships, school/education activities, or other activities.

Further information about YPK-PLN can be seen at:

www.ypkpln.id

YPK PLN Secretariat
PT PLN (Persero) Head Office
Building 1 Floor 4
Jl. Trunojoyo Blok M.I/135 Kebayoran Baru
Jakarta 12610
Tel: 021 7227046

Informasi Kepemilikan Saham

Komposisi pemegang saham ICON+ per tanggal 31 Desember 2019 secara detail adalah sebagai berikut:

20 Pemegang Saham terbesar dan persentase kepemilikannya

ICON+ memiliki 2 pemegang saham yakni PT PLN (Persero) dengan kepemilikan 99,999999% dan Yayasan Pendidikan dan Kesejahteraan PT PLN (Persero) (YPK PLN) dengan kepemilikan 0,000001%.

Pemegang Saham yang memiliki 5% atau lebih saham

PT PLN (Persero) dengan komposisi sebesar 99,999999%.

Kepemilikan Saham Direksi dan Dewan Komisaris

Dewan Komisaris dan Direksi tidak memiliki kepemilikan saham di Perusahaan baik langsung maupun tidak langsung.

Pemegang Saham Masyarakat dengan Kepemilikan Saham Masing-Masing Kurang dari 5%

ICON+ belum mendaftarkan sahamnya pada Bursa Efek Indonesia sehingga tidak memiliki pemegang saham masyarakat dengan kepemilikan saham masing-masing kurang dari 5%.

Share Ownership Information

The composition of shareholders of ICON+ as of December 31, 2019 in detail is as follows:

The 20 largest shareholders and their percentage of ownership

ICON+ has 2 shareholders namely PT PLN (Persero) with 99.999999% ownership and Yayasan Pendidikan dan Kesejahteraan PT PLN (Persero) (YPK PLN) with 0.000001% ownership.

Shareholders who own 5% or more shares

PT PLN (Persero) with a composition of 99.999999%.

Share Ownership of Directors and Board of Commissioners

The Board of Commissioners and Directors do not have direct or indirect share ownership in the Company.

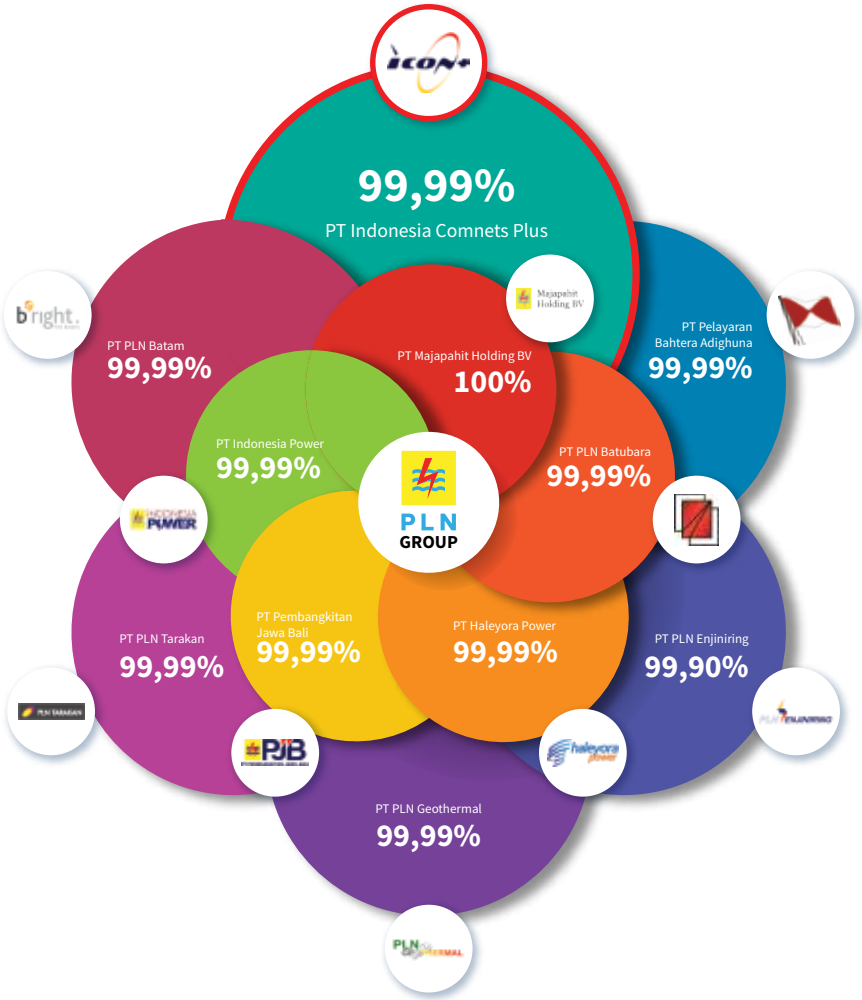
Community Shareholders with Each Share Ownership of less than 5%

ICON+ has not registered its shares on the Indonesia Stock Exchange, so it does not have public shareholders with each share ownership of less than 5%.

Struktur Grup Perusahaan
Company Group Structure

Dalam PLN Grup, ICON+ merupakan salah satu anak perusahaan PT PLN (Persero) yang memiliki hubungan bisnis dengan sesama anak perusahaan di lingkungan PLN Grup.

Within the PLN Group, ICON+ is a subsidiary of PT PLN (Persero), which has business relationships with fellow subsidiaries within the PLN Group.



Entitas Anak
Sampai dengan tanggal 31 Desember 2019, ICON+ tidak memiliki entitas anak dan entitas asosiasi, maupun Perusahaan patungan.

Entitas Asosiasi
Sampai dengan tanggal 31 Desember 2019 ICON+ memiliki sejumlah entitas berelasi, yaitu entitas anak yang berada di bawah PT PLN (Persero) atau PLN Grup.

Subsidiary
As of December 31, 2019, ICON+ has no subsidiaries and associates, or joint ventures.

Associate Entity
As of December 31, 2019 ICON+ has a number of related entities, they are subsidiaries under PT PLN (Persero) or the PLN Group.

Informasi Website Perusahaan
Company Website Information

Informasi terkait ICON+ yang dimuat pada *website* Perusahaan (www.iconpln.co.id) antara lain sebagai berikut:

Information related to ICON+ posted on the Company's website (www.iconpln.co.id) includes the following:

Tentang ICON+
About ICON+

- Peta Jaringan / Network Map
- Visi dan Misi / Vision and Mission
- Profil Direksi / Directors Profile
- Profil Dewan Komisaris / Board of Commissioners Profile
- Nilai-nilai Perusahaan / Corporate Values
- Penghargaan / Awards
- Informasi Pemegang Saham / Shareholders Information

Tata Kelola Perusahaan
Corporate Governance

(meliputi: Prinsip-prinsip Tata Kelola Perusahaan, Komite Pendukung Dewan Komisaris, *Board Manual*, Pedoman Tata Kelola Perusahaan, Manajemen Risiko, *Annual Report*, dan *Sustainability Report*
(include: Corporate Governance Principles, Board of Commissioners Supporting Committees, Board Manual, Corporate Governance Guidelines, Code of Ethics, Risk Management, Annual Report, and Sustainability Report)

Produk
Product

- ICONect
- ICONApps
- ICONBase
- ICONWeb

Berita
News

- Berita Terbaru / Latest News
- CSR
- ICONews
- Kegiatan / Activities
- Laporan CSR / CSR Report
- Pengumuman Lelang / Auction Announcement

Karir
Career

- Testimoni / Testimony
- Lowongan Kerja / Job Vacancy
- Rekruitmen / Recruitment

Kontak Kami
Our Contact

- (Termasuk Pengaduan Pelanggan/Help Desk) / (Including Customer Complaint/Help Desk)

Selain memiliki *website*, ICON+ juga memanfaatkan media sosial sebagai sarana berkomunikasi dengan seluruh pemangku kepentingan. Adapun akun resmi ICON+ di media sosial yaitu:

In addition of having a website, ICON+ also uses social media as a means of communicating with all stakeholders. The official ICON+'s accounts on social media are:

@iconplus_

PT Indonesia Comnets Plus

Nama dan Alamat Lembaga/ Profesi Penunjang Perusahaan

Name and Address of the Company's Supporting Institutions/Professionals

Lembaga Institution	Nama Lembaga Institution Name	Alamat Address
Kantor Akuntan Publik Public Accounting Firm	KAP RSM Indonesia	Plaza ASIA Lantai 10 Jl. Jend. Sudirman Kav. 59, Jakarta, 12190 Telp : 021 – 5140 1340 Fax : 021 – 5140 1340 Web : www.rsm.id
Konsultan Hukum Law Consultant	Kantor Hukum Utomo Karim & Partners	Hanurata Graha Lantai 2 Jl. Kebon Sirih No. 67 – 69 Jakarta Pusat, 10430 Telp : 021 – 7017 2700 Fax : 021 – 310 0011 Email : utomokarim@ukplawfirm.com
Notaris Notary Public	M. Nova Faisal, SH, MKn	Cyber 2 Tower Lantai 22 Jl. Rasuna Said Blok X-5 No.13 Jakarta Selatan, 12950 Telp : 021 – 290 21312 Fax : 021 – 290 21314

Penghargaan dan Sertifikasi

Award and Certification

Selama tahun 2019, ICON+ berhasil meraih pengakuan oleh berbagai pihak independen baik nasional maupun internasional, diantaranya adalah:

During 2019, ICON+ won recognition by various national and international independent parties, including:

Penghargaan | Awards

Bronze Winner
The Best of State Own Enterprise

Internal magazine Award 2019
7 Februari 2019 | February 7, 2019

Juara II
Kategori Tata Kelola Terbaik Emerging Corporate
2nd place Best Emerging Corporate Governance Category

BUMN Track
28 Maret 2019 | March 28, 2019

Bronze
The Best Business Contribution

The Best Contact Center
Indonesia 2019
9 September 2019 | September 9, 2019

Gold
The Best Customer Experience

The Best Contact Center
Indonesia 2019
9 September 2019 | September 9, 2019

Silver
The Best People Development

The Best Contact Center
Indonesia 2019
9 September 2019 | September 9, 2019

Silver
The Best Technology Innovation

Internal magazine Award 2019
7 Februari 2019 | Februari 7, 2019

Museum Rekor Dunia – Indonesia (MURI)

Pendukung Belajar Paket B&C Secara Daring
dengan Warga Belajar Terbanyak
Online Learning Supporters for B&C
Packages with the Most Learning Citizens
28 Oktober 2019 | October 28, 2019

Sertifikasi | Certification

Information Security Management System

ISO 27001 : 2013
British Standards Institution
2019 - 2022

IT Service Management

ISO 20000-1 : 2018
British Standards Institution
2019 - 2020

Kantor ICON+ Cawang serta Kantor dan Data Center ICON+ Gandul
ICON+ Cawang Office and ICON+ Gandul Office Data Center

Sertifikasi Sistem Manajemen Keselamatan dan Kesehatan Kerja (SMK3)
PT Sucofindo Selaku Lembaga Audit dan telah direkomendasikan ke Kementerian Ketenagakerjaan dan Transmigrasi (Kemenakertrans)

Occupational Health and Safety and Management System (OHSAS) Certification
PT Sucofindo as an Audit Institution and has been recommended to the Ministry of Manpower and Transmigration (Kemenakertrans)

2017 - 2020

Sistem Manajemen Mutu untuk:
Quality Management System for:

- **Penanganan gangguan reaktif hingga analisis awal pada proses SLA Management Customer Violation (Response Time) pada produk layanan Layanan Network dan IT**
- **Tata Kelola Material Gudang**
- **Response Time pada Layanan CC PLN 1 23 Jakarta**

- *Handling reactive disruption until the initial analysis of the SLA Management Customer Violation (Response Time) process of Network and IT Service products*
- *Warehouse Material Management*
- *Response Time on PLN CC 123 Services Jakarta*

ISO 9001 : 2015
British Standards Institution
2019 - 2022

Peristiwa Penting
Significant Event

1 Januari 2019
January 1, 2019

ICON+ meresmikan ICON+ Digital Academy di Kantor ICON+ Gandul. ICON+ Digital Academy merupakan format kantor yang mengusung tema Go Digital.
ICON+ inaugurates ICON+ Digital Academy at ICON+ Gandul Office. ICON+ Digital Academy is an office format that carries the theme Go Digital.

8 - 10 Januari 2019
January 8 - 10, 2019

ICON+ menghelat seminar untuk para ICONErs bertema "Unlocking The Better You".
ICON+ holds a seminar for ICONErs with the theme "Unlocking The Better You".

14 Februari 2019
February 14, 2019

ICON+ meresmikan ICON+ Digital Academy di Kantor ICON+ Gandul. ICON+ Digital Academy merupakan format kantor yang mengusung tema Go Digital.
ICON+ inaugurates ICON+ Digital Academy at ICON+ Gandul Office. ICON+ Digital Academy is an office format that carries the theme Go Digital.

17 Februari 2019
February 17, 2019

Guna meningkatkan pelayanan kepada pelanggan PLN di Indonesia, ICON+ bekerjasama dengan Haleyora Power meluncurkan aplikasi Layanan Instalasi Listrik Pelanggan (ListriQu).
In order to improve services to PLN customers in Indonesia, ICON+ in collaboration with Haleyora Power launched the Customer Electrical Installation Service (ListriQu) application.

Peristiwa Penting
Significant Events

26 Februari 2019
February 26, 2019

ICON+ mendapat penghargaan dari Pemerintah Kabupaten Wonosobo atas kontribusinya dalam pengembangan layanan telekomunikasi yang andal bagi kemajuan Kabupaten Wonosobo.
ICON+ received an award from the Government of Wonosobo Regency for its contribution in the development of reliable telecommunications services for the advancement of Wonosobo Regency.

13 Maret 2019
March 13, 2019

ICON+ membuat produk Super Smart City sebagai salah satu produk baru yang diluncurkan oleh PLN, New Super Power 5.
ICON+ makes Super Smart City product as one of a new product launched by PLN, New Super Power 5.

28 – 29 Maret 2019
March 28-29, 2019

ICON+ menandatangani kesepakatan kerjasama dengan PT Lamong Energi Indonesia, cucu PT Pelindo III (Persero).
ICON+ signed a cooperation agreement with PT Lamong Energi Indonesia, a second-tier subsidiary of PT Pelindo III (Persero).

25 April 2019
April 25, 2019

ICON+ meluncurkan AIRSale, aplikasi kasir berbasis online di Makassar.
ICON+ launches AIRSale, an online cashier application based in Makassar.

10 Mei 2019
May 10, 2019

ICON+ menandatangani kerjasama pengembangan informasi teknologi, sistem informasi, dan komunikasi dengan LinkAja dan Bank Mandiri.
ICON+ signed an agreement on the development of information technology, information systems, and communication with LinkAja and Bank Mandiri.

20 Juni 2019
June 20, 2019

ICON+ menggelar soft launching dan sosialisasi produk layanan Community of Netizen (Comnetz). Comnetz merupakan platform layanan internet yang dipasang di area terbuka serta dapat diakses oleh pengguna internet secara gratis seperti taman kota (alun-alun), stasiun, bandara, terminal, mal, hingga warung kopi.
ICON+ held a soft launching and dissemination of Community of Netizen (Comnetz) service products. Comnetz is an internet service platform that is installed in an open area and can be accessed by free internet users such as in city parks (alun-alun), stations, airports, terminals, malls, to coffee shops.

26 Juni 2019
June 26, 2019

ICON+ hadirkan Internet Masuk Desa (Ides) di Provinsi Sumatera Selatan.
ICON+ presents Internet Entering Village (Ides) in South Sumatera Province.

Peristiwa Penting
Significant Events

9 Juli 2019
July 9, 2019

ICON+ menandatangani kesepakatan kerjasama dengan Perusahaan Umum Pembangunan Perumahan Nasional (Perumnas) guna mengembangkan Open Access di lokasi-lokasi Transit Oriented Development (TOD) Perumnas.
ICON+ signed a cooperation agreement with the National Housing Development Public Corporation (Perumnas) to develop Open Access at the Perumnas Transit Oriented Development (TOD) locations.

10 Juli 2019
July 10, 2019

ICON+ menggelar launching Ides Cafe di Kecamatan Gantung, Belitung Timur.
ICON+ launches Ides Cafe in Gantung District, East Belitung.

26 Juli 2019
July 26, 2019

Peresmian kantor baru ICON+ di Menara Jamsostek, Jakarta.
The inauguration of ICON+ new office in Menara Jamsostek, Jakarta.

27 Juli 2019
July 27, 2019

ICON+ mempersembahkan Smart Home dalam acara peluncuran program Green Smart Power oleh PLN Group yang terdiri dari PT PLN (Persero), PT PJB, PT PJB Services, dan ICON+).
ICON+ presents Smart Home at the launch of the Green Smart Power program by the PLN Group, which consists of PT PLN (Persero), PT PJB, PT PJB Services, and ICON+).

21 Agustus 2019
August 21, 2019

ICON+ dan PT Taman Wisata Candi (TWC) sebagai pengelola Candi Borobudur, Prambangan, dan Ratu Boko menjalin kerjasama terkait multimedia dan keamanan.
ICON+ and PT Taman Wisata Candi (TWC) as the managers of Borobudur, Prambangan, and Ratu Boko Temples worked together on multimedia and security.

10 September 2019
September 10, 2019

Peresmian Ides Cafe di Desa Sidayu Tojan, Klungkung, Bali dan Ides Cafe di Desa Budaya Pampang, Samarinda, Kalimantan Timur oleh Menteri BUMN Rini Soemarno.
The inauguration of Ides Cafe in Sidayu Tojan Village, Klungkung, Bali and Ides Cafe in Pampang Cultural Village, Samarinda, East Kalimantan by SOE Minister Rini Soemarno.

16 September 2019
September 16, 2019

ICON+ menandatangani nota kesepahaman dengan Badan Nasional Penanggulangan Bencana (BNPB) terkait penyelenggaraan sistem informasi, komunikasi, dan penanggulangan bencana diantaranya adalah pemulihan jaringan telekomunikasi di wilayah bencana dalam waktu cepat.
ICON+ signed a memorandum of understanding with the National Disaster Management Agency (BNPB) related to the implementation of information, communication and disaster management systems including the recovery of telecommunications networks in disaster areas in quick time.

Peristiwa Penting
Significant Events

3 Oktober 2019
October 3, 2019

Syukuran ulang tahun ICON+ ke 19.
ICON+ 19th birthday celebration.

9 Oktober 2019
October 9, 2019

ICON+ menandatangani MoU dengan Telkom Jalin terkait pemanfaatan sarana Carrier neutral Data Center (CNDC) Neucentrix.
ICON+ signed an MoU with Telkom Jalin related to the use of Neucentrix Carrier neutral Data Center (CNDC) facilities.

10 Oktober 2019
October 10, 2019

Peresmian Kadai Ides di Sawahlunto, Sumatera Barat.
Inauguration of Kedai Ides in Sawahlunto, West Sumatera.

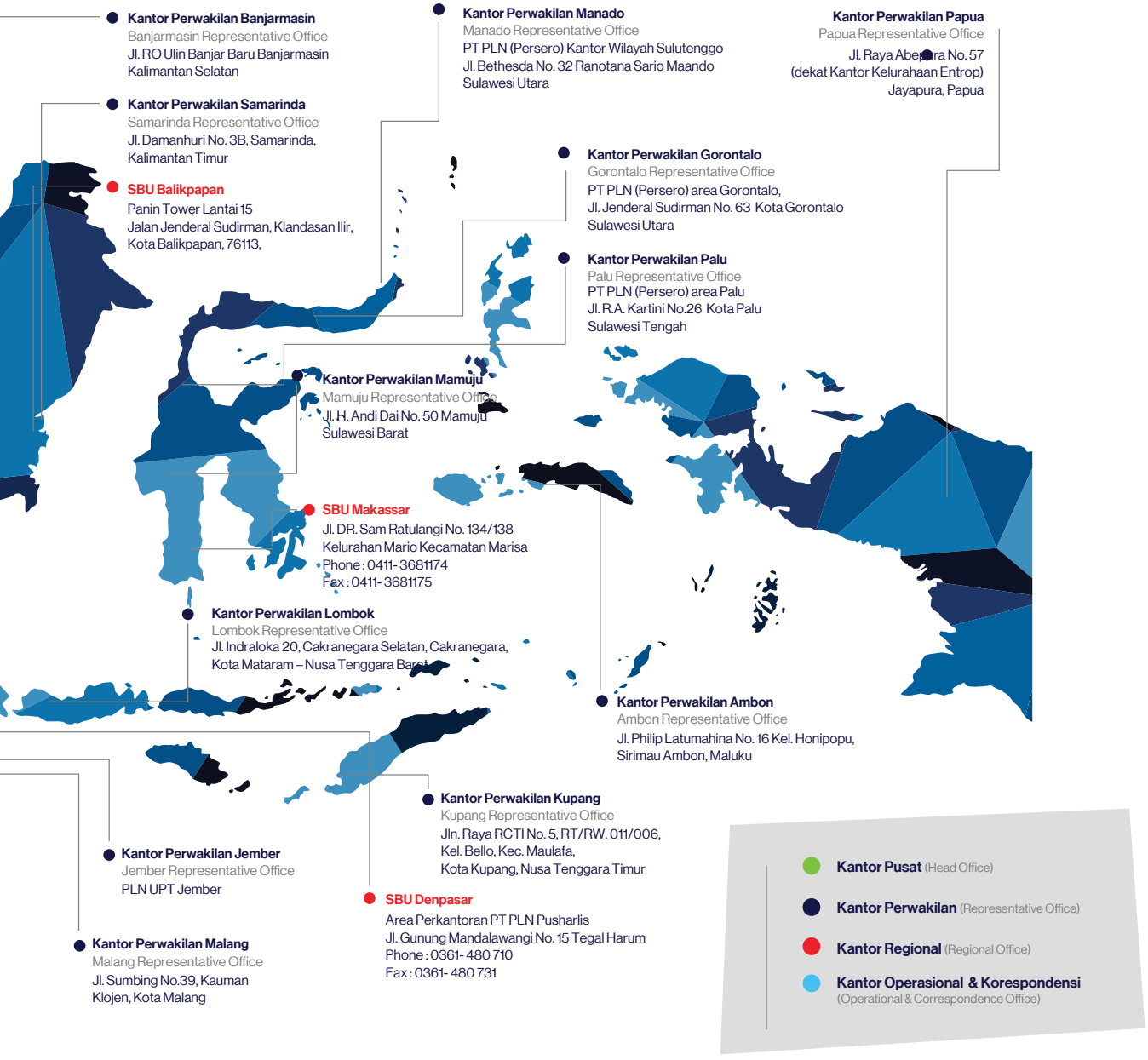
11 November 2019
November 11, 2019

Peresmian Internet Desa di Desa Celikah, Desa Tanjung Sejaro, dan Desa karang Binangun, Sumatera Selatan.
The inauguration of Village Internet in Celikah Village, Tanjung Sejaro Village, and Karang Binangun Village, South Sumatera.

15 November 2019
November 15, 2019

Peresmian Warung Ides di Kecamatan Sangatta Utara, Kutai Timur, Kalimantan Timur.
The inauguration of Warung Ides in Kecamatan Sangatta Utara, East Kutai, East Kalimantan.

Wilayah Operasional
Operational Area


Kantor Perwakilan Banjarmasin
Banjarmasin Representative Office
Jl. RO Ulin Banjar Baru Banjarmasin
Kalimantan Selatan
Kantor Perwakilan Samarinda
Samarinda Representative Office
Jl. Damanhuri No. 3B, Samarinda,
Kalimantan Timur
SBU Balikpapan
Panin Tower Lantai 15
Jalan Jenderal Sudirman, Klandasan Ilir,
Kota Balikpapan, 76113,
Kantor Perwakilan Manado
Manado Representative Office
PT PLN (Persero) Kantor Wilayah Sulutenggo
Jl. Bethesda No. 32 Ranotana Sario Maando
Sulawesi Utara
Kantor Perwakilan Papua
Papua Representative Office
Jl. Raya Abepura No. 57
(dekat Kantor Kelurahaan Entrop)
Jayapura, Papua
Kantor Perwakilan Gorontalo
Gorontalo Representative Office
PT PLN (Persero) area Gorontalo,
Jl. Jenderal Sudirman No. 63 Kota Gorontalo
Sulawesi Utara
Kantor Perwakilan Palu
Palu Representative Office
PT PLN (Persero) area Palu
Jl. R.A. Kartini No.26 Kota Palu
Sulawesi Tengah
Kantor Perwakilan Mamuju
Mamuju Representative Office
Jl. H. Andi Dai No. 50 Mamuju
Sulawesi Barat
SBU Makassar
Jl. DR. Sam Ratulangi No. 134/138
Kelurahan Mario Kecamatan Marisa
Phone : 0411- 3681174
Fax : 0411- 3681175
Kantor Perwakilan Lombok
Lombok Representative Office
Jl. Indraloka 20, Cakranegara Selatan, Cakranegara,
Kota Mataram – Nusa Tenggara Barat
Kantor Perwakilan Ambon
Ambon Representative Office
Jl. Philip Latumahina No. 16 Kel. Honipopu,
Sirimau Ambon, Maluku
Kantor Perwakilan Kupang
Kupang Representative Office
Jln. Raya RCTI No. 5, RT/RW. 011/006,
Kel. Bello, Kec. Maulafa,
Kota Kupang, Nusa Tenggara Timur
Kantor Perwakilan Jember
Jember Representative Office
PLN UPT Jember
SBU Denpasar
Area Perkantoran PT PLN Pusharlis
Jl. Gunung Mandalawangi No. 15 Tegal Harum
Phone : 0361- 480 710
Fax : 0361- 480 731
Kantor Perwakilan Malang
Malang Representative Office
Jl. Sumbing No.39, Kauman
Klojen, Kota Malang
Kantor Pusat (Head Office)
Kantor Perwakilan (Representative Office)
Kantor Regional (Regional Office)
Kantor Operasional & Korespondensi
(Operational & Correspondence Office)

Daftar Alamat Kantor
Office Address List

Kantor Pusat | Head Office
Kawasan PLN Cawang
Jl. Mayjen Sutoyo No. 1,
Cililitan, Jakarta Timur, 13640
Web : www.iconpln.co.id

Gd. Menara Jamsostek, lt. 15 -17, Tower B Selatan
Jl. Gatot Subroto No.Kav.38, RT.6/RW.1,
Kuningan Barat, Kec. Mampang Prapatan,
Kota Jakarta Selatan, Daerah Khusus Ibukota Jakarta
12710

Kantor Korespondensi | Correspondence Office
Jl. KH. Abdul Rochim No. 1, Kuningan Barat
Jakarta Selatan, DKI Jakarta 12710
Telp : 021 – 525 3019
Fax : 021 – 525 3659
Email : humas@iconpln.co.id

Kantor Operasional | Operational Office
Jl. PLN EHV Gandul Cinere Depok – Jawa Barat
Telp : 021 – 753 2488
Fax : 021 – 754 1259

KANTOR SBU REGIONAL | REGIONAL SBU OFFICE

Medan
Jl Jend Gatot Subroto No. 198,
Medan Helvetia. 20123. Medan,
Sumatera Utara
Phone : 061-847 7983
Fax : 061-845-7458

Pekanbaru
Ruko Griya Satitri No 4-5
Jl. Soekarno – Hatta (Simpang Lampu
Merah Arifin Ahmad)
Pekanbaru, Riau

Palembang
I. Demang Lebar Daun No 1782
Kel 20 Ilir D IV, Kec Ilir Tim I

Bandung
Jl. Supratman No. 58, Bandung -
Jabar 40121
Phone : 022 - 700 262
Fax : 022- 7203 742

Semarang
Jl. Setia Budi No. 96 Srondol Kulon
Banyumanik, Semarang 50263
Phone : 024 – 7620576
Fax : 024-76403482

Surabaya
PLN PIKITRING
Jl. Ketintang Baru I (satu) No. 1-3
Surabaya
Phone : 031- 8273399
Fax : 031- 8286611

Makassar
Jl. DR. Sam Ratulangi No. 134/138
Kelurahan Mario Kecamatan Marisa
Phone : 0411- 3681174
Fax : 0411- 3681175

Denpasar
Area Perkantoran PT PLN Pusharlis
Jl. Gunung Mandalawangi No. 15
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Balikpapan
Panin Tower Lantai 15
Jalan Jenderal Sudirman, Klandasan
Ilir, Kota Balikpapan,
Kalimantan Timur 76113, Indonesia

Jakarta
Komp. PT PLN (Persero)
Duren Tiga Gedung 12
Jl. Karang Kates
Jakarta Selatan 12760

KANTOR PERWAKILAN | REPRESENTATIVE OFFICE

Aceh
Jalan Tgk H Mohd Daud Beureu'eh No. 172, Keramat Aceh Kuta Alam Banda Aceh, DI Aceh

Serang
Ruko Serang Trade Center
Jalan Raya Serang – Cilegon. Km. 3 No. 88, Drangong, Taktakan,
Kota Serang, Banten 42162

Padang
Gedung PT PLN (Persero) Wilayah Sumatera Barat
Jl. Wahidin No. 8 Padang Sawahan Timur, Padang Timur, Sumatera Utara
Telp | Phone: 0751 – 810 012
Fax : 0751 – 34656

Batam
Perumahan Garden Masyeba Blok I No. 1
Tanah Baloi Batam, Kepulauan Riau

Jambi
Komplek PLTD Pasar
Jl. DR AK Gani Jambi

Lampung
Komplek Perumahan GMP
Jalan Pulau Morotai Blok E No. 7 Kecamatan Sukabumi,
Bandar Lampung. Lampung

Yogyakarta
Jalan Tunjung No. 15 Yogyakarta,
Daerah Istimewa Yogyakarta

Purwokerto
PLN UPT Purwokerto

Malang
Jl. Sumbing No.39, Kauman
Klojen, Kota Malang

Jember
PLN UPT Jember

Lombok
Jl. Indraloka 20, Cakranegara Selatan, Cakranegara,
Kota Mataram – Nusa Tenggara Barat

Kupang
Jln. Raya RCTI No. 5, RT/RW. 011/006, Kel. Bello, Kec. Maulafa,
Kota Kupang, Nusa Tenggara Timur

Pontianak
PT PLN (Persero) Area Pontianak
Jl. Gusti Sulung Lelanang No. 3 (Gedung 2)
Kalimantan Barat

Palangkaraya
Jl. Cilik Riwut KM 3 Desa Bukit Tunggal, Kecamatan Jekan Raya
Palangkaraya, Kalimantan Tengah

Banjarmasin
Jl. RO Ulin Banjar Baru Banjarmasin, Kalimantan Selatan

Samarinda
Jl. Damanhuri No. 3B, Samarinda, Kalimantan Timur

Mamuju
Jl. H. Andi Dai No. 50 Mamuju, Sulawesi Barat

Ambon
Jl. Philip Latumahina No. 16 Kel. Honipopu,
Sirimau Ambon, Maluku

Palu
PT PLN (Persero) area Palu
Jl. R.A. Kartini No.26 Kota Palu, Sulawesi Tengah
Telp : 0856 4855 1808

Gorontalo
PT PLN (Persero) area Gorontalo,
Jl. Jenderal Sudirman No. 63 Kota Gorontalo, Sulawesi Utara

Manado
PT PLN (Persero) Kantor Wilayah Sulutenggo
Jl. Bethesda No. 32 Ranotana Sario Manado, Sulawesi Utara
Telp | Phone: 0431 – 822 841
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Papua
Jl. Raya Abepura No. 57 (dekat Kantor Kelurahaan Entrop)
Jayapura, Papua

Jababeka
Capitol Business Park Unit 2 Q
Jababeka Center Park Cikarang, Jawa Barat

Bangka Belitung
JL. Raya Koba RT 020 RW 007 Kelurahan Dul, Kecamatan Pangkalan Baru,
Kabupaten Bangka Tengah

04 ANALISIS & PEMBAHASAN MANAJEMEN

Management Discussion and Analysis

ICON+ terus menunjukkan kinerja positif dari tahun ke tahun. Meningkatnya jumlah permintaan aktivitas jaringan dan jasa telekomunikasi tahun 2019 mendorong tumbuhnya pendapatan ICON+ sebesar 16,81%. Selain itu, ICON+ juga menerapkan program budaya unggul guna mendukung produktivitas organisasi.

ICON+ continues to show positive performance each year. The increasing number of requests for network activities and telecommunications services in 2019 boosting the growth of ICON+ revenue by 16.81%. In addition, ICON+ also implements an excellent culture program to support organizational productivity.

Menuju DIGITALISASI BISNIS

Tinjauan Ekonomi
Economic Review

Tinjauan Ekonomi Global

Perlambatan Ekonomi
Ekonomi global tahun 2019 cenderung melambat. Laporan Bank Dunia berjudul Global Economic Prospects menyatakan bahwa ekonomi global tahun 2019 hanya tumbuh 2,4%. Angka ini lebih rendah dari tahun lalu, juga dari proyeksi sebelumnya.

Perlambatan terjadi di negara maju dan berkembang, seiring dengan pelemahan aktivitas perdagangan dan investasi global. Perang dagang Amerika-China sepanjang 2019 ditengarai menjadi penyebab melemahnya perekonomian tahun 2019.

Amerika Serikat masih menjadi sumber pertumbuhan utama bagi kelompok negara maju, meski angka pertumbuhannya turun tajam menjadi 2,3%. Adapun kelompok negara berkembang juga mengalami perlambatan ekonomi dengan tingkat pertumbuhan hanya 3,5%.

Resesi Terburuk
Memasuki tahun 2020, ekonomi global yang rapuh kembali dihantam. Pandemi COVID-19 yang melanda seluruh dunia sejak akhir 2019 memberikan dampak yang besar pada aktivitas ekonomi. Tahun 2020, dunia memasuki resesi terburuk dalam delapan dekade terakhir.

International Monetary Fund (IMF) dalam publikasinya berjudul World Economic Outlook memprediksi pertumbuhan ekonomi global tahun 2020 akan terkontraksi menjadi -4,9%. Lebih rendah 1,9 poin dibanding proyeksi sebelumnya. Pemulihan ekonomi juga diprediksi lebih lambat dari perkiraan sebelumnya.

Pemerintah di seluruh dunia diharapkan melakukan kerja sama yang kuat untuk menyediakan pasokan peralatan yang dibutuhkan, mendorong penelitian, mendukung sistem kesehatan masyarakat, memberikan bantuan kepada yang membutuhkan, guna mempercepat pemulihan akibat krisis COVID-19.

Global Economic Review

Economic Slowdown
The global economy in 2019 tends to slow down. The World Bank report entitled Global Economic Prospects stated that the global economy in 2019 only grew 2.4%. This figure is lower than the previous year, and also from the previous projection.

The slowdown occurred in developed and developing countries, in line with the weakening global trade and investment activity. The US-China trade war throughout 2019 is suspected to be the cause of the economy weakening in 2019.

United States is still the primary source of growth for the group of developed countries, although the growth rate has fallen sharply to 2.3%. The developing countries group also experienced an economic slowdown with a growth rate of only 3.5%.

Worst Recession
Entering 2020, the fragile global economy was striked again. The COVID-19 pandemic that has hit the entire world since the end of 2019 has had a major impact on economic activity. In 2020, the world enters its worst recession in eight decades.

The International Monetary Fund (IMF) in its publication entitled World Economic Outlook predicts global economic growth in 2020 will contract to -4.9%. Lower by 1.9 points than the previous projection. The economic recovery is also predicted to be slower than previously estimated.

The Governments around the world are expected to work closely together to provide the necessary supplies of equipment, encourage research, support public health systems, provide assistance to those in need, to accelerate recovery from the COVID-19 crisis.

Tinjauan Ekonomi Nasional

Di tahun 2019 perekonomian nasional tidak terlalu optimistis. Badan Pusat Statistik (BPS) mengumumkan pertumbuhan ekonomi Indonesia tahun 2019 sebesar 5,02%, lebih rendah dari tahun sebelumnya yang sebesar 5,17%.

Perlambatan ekonomi nasional diyakini sebagai dampak dari sentimen global, utamanya perang dagang Amerika-China. Perlambatan ekonomi global berimbas pada pertumbuhan investasi barang modal di Indonesia yang terkontraksi menjadi 4,45%, lebih rendah dari tahun 2018 yang sebesar 6,67%.

Selain itu, tingginya tensi politik di masa Pemilu legislatif dan presiden-wakil presiden membuat kalangan usaha bersikap "*wait and see*" hingga kabinet baru terbentuk.

Kendati demikian, pemerintah terus menunjukkan konsistensi melanjutkan akselerasi pembangunan infrastruktur guna meningkatkan daya saing pertumbuhan dan pemerataan ekonomi nasional.

Dalam waktu 5 tahun, anggaran infrastruktur telah meningkat lebih dari 150% dari Rp162,6 triliun sejak tahun 2014. Adapun di tahun 2019, Pemerintah mengalokasikan anggaran infrastruktur sebesar Rp415 triliun.

Masifnya pembangunan infrastruktur mendorong kenaikan indeks daya saing infrastruktur Indonesia. Global Competitiveness Report 2019 yang dirilis WEF menyatakan bahwa nilai sub-indeks infrastruktur Indonesia mencapai 67,7, lebih baik dibandingkan dengan tahun sebelumnya yang sebesar 66,8.

Pembangunan infrastruktur fisik telah membuat indeks daya saing Indonesia untuk aspek konektivitas jalan serta kualitas jalan mengalami perbaikan yang cukup signifikan.

National Economic Review

In 2019, the national economy is not quite optimistic. Statistics Indonesia (BPS) announced that Indonesia's economic growth in 2019 was 5.02%, lower than the previous year's of 5.17%.

The national economic slowdown is believed to be the result of global sentiment, particularly the US-China trade war. The global economic slowdown had an impact on the growth of capital goods investment in Indonesia, which contracted to 4.45%, lower than 2018 of 6.67%.

In addition, the high political tension during the legislative and presidential elections has made the business circles "wait and see" until the new cabinet is formed.

Nevertheless, the government continues to show consistency in continuing to accelerate infrastructure development in order to increase the competitiveness of national economic growth and equity.

Within 5 years, the infrastructure budget has increased by more than 150% from Rp162.6 trillion since 2014. As for 2019, the Government has allocated an infrastructure budget of Rp415 trillion.

The massive infrastructure development has boosted Indonesia's infrastructure competitiveness index. The 2019 Global Competitiveness Report released by WEF stated that the value of Indonesia's infrastructure sub-index reached 67.7, better than the previous year's 66.8.

The development of physical infrastructure has made Indonesia's competitiveness index in the aspect of road connectivity and road quality improved quite significantly.

Tinjauan Industri Ketenagalistrikan
Electricity Industry Overview

Berdasarkan data PLN, realisasi penjualan listrik terus meningkat dari 202.845 GWh menjadi 245.518 GWh dengan tingkat pertumbuhan tahunan majemuk (Compound Annual Growth Rate/CAGR) mencapai 5%.

Selain itu, pada tahun 2019 Rasio Elektrifikasi (RE) nasional (rumah tangga pelanggan PLN dan non-PLN) tercapai sebesar 98,89%. Pemerintah menargetkan RE seluruh Indonesia mencapai 100% pada tahun 2020.

Demi mencapai hal tersebut maka diperlukan penambahan rata-rata sekitar 870.000 rumah tangga berlistrik per tahun. Adapun untuk mempertahankan RE tetap 100%, diperlukan penambahan rata-rata 560.000 rumah tangga berlistrik per tahun dari 2021 sampai 2038.

Based on data from PLN, the realization of electricity sales continued to increase from 202,845 GWh to 245,518 GWh with a Compound Annual Growth Rate (CAGR) of 5%.

Moreover, in 2019, the national electrification ratio (RE) for PLN and non-PLN household customers reached 98.89%. The government is targeting RE throughout Indonesia to reach 100% by 2020.

In order to achieve this, an average addition of around 870,000 electrified households is required per year. Meanwhile, to maintain RE at 100%, it is necessary to add an average of 560,000 electrified households per year from 2021 to 2038.

Tinjauan Industri Teknologi Telekomunikasi dan Informatika

Telecommunications and Information Technology Industry Overview

Peningkatan aktivitas ekonomi digital di masyarakat Indonesia berdampak pada perubahan besar dalam kegiatan di seluruh aspek ekonomi, tak terkecuali dalam industri telekomunikasi. Di tahun 2019, Industri telekomunikasi berkembang sangat pesat dan mengalami persaingan cukup berat.

The increase in digital economic activity in Indonesian has resulted major changes in all aspects of the economy, including the telecommunications industry. In 2019, the telecommunication industry is growing extremely rapid and experiencing tough competition.

Sektor telekomunikasi merupakan sektor yang paling tinggi pertumbuhannya. Dalam laporan Badan Pusat Statistik (BPS) industri ini mencatat pertumbuhan 9,41%. Angka itu melebihi rerata pertumbuhan PDB nasional yang sebesar 5,02%. Hal tersebut menunjukkan bahwa industri ini berkontribusi besar bagi pertumbuhan ekonomi secara keseluruhan.

The telecommunications is the sector with the highest growth. In a report by Statistics Indonesia (BPS), this industry recorded a growth of 9.41%. This figure exceeds the national GDP growth average of 5.02%. This shows that this industry contributes greatly to overall economic growth.

Pertumbuhan industri telekomunikasi di Indonesia dalam beberapa tahun terakhir didorong oleh pergeseran tren layanan *voice* dan SMS ke layanan data. Salah satu diantaranya karena hadirnya aplikasi *over the top* dengan layanan yang lebih unggul dibandingkan dengan layanan konvensional.

The growth of the telecommunications industry in Indonesia in recent years has been driven by a shift in the trend of voice and SMS services to data services. One of them is the presence of over the top applications with more excellent services than the conventional ones.

Tren pergeseran tersebut mendorong tumbuhnya pelanggan *fixed* dan *mobile broadband* serta meningkatnya penggunaan layanan data. Selain itu, pertumbuhan industri telekomunikasi juga tak lepas dari berkembangnya segmen *youth*, penetrasi *smartphone* yang semakin meluas, terutama ketersediaan *smartphone* dengan harga yang murah.

This shifting trend is driving the growth of fixed and mobile broadband subscribers as well as increasing usage of data services. In addition, the growth of the telecommunications industry is also inseparable from the development of the youth segment, the increasingly widespread penetration of smartphones, especially the availability of smartphones at low prices.

Memasuki tahun 2020, pandemi covid-19 menyebar hingga seluruh dunia. Pembatasan mobilitas masyarakat diberlakukan seiring dengan imbauan #dirumahsaja. Beberapa industri terpukul dengan hadirnya pandemi ini.

Entering 2020, the covid-19 pandemic has spread throughout the world. Restrictions on public mobility were imposed in line with the appeal of #stayathome. Several industries have been hit hard by this pandemic.

Namun, pandemi Covid-19 diyakini sebagai momentum yang tepat untuk memacu transformasi digital bagi seluruh sektor. Hal ini menjadikan prospek industri digital cerah di era Covid-19 terlebih lagi di tahun-tahun mendatang.

However, the Covid-19 pandemic is believed to be the right momentum to spur digital transformation for all sectors. This makes the prospects for the digital industry bright in the Covid-19 era, especially in years to come.

Peran ICON+ dalam Industri Kelistrikan Nasional

The role of ICON+ in the National Electricity Industry

Salah satu misi yang diemban ICON+ sebagai anak perusahaan PT PLN (Persero) adalah menjadi salah satu penopang proses bisnis ketenagalistrikan PLN. Tidak hanya menyediakan layanan teknologi informasi yang andal bagi pelanggan PLN, ICON+ juga berkontribusi aktif dalam pengembangan telekomunikasi nasional.

Selama 19 tahun berkarya, peran ICON+ sangat besar dalam digitalisasi proses bisnis PLN. Dengan mengedepankan kapabilitas di bidang telekomunikasi dan solusi aplikasi, ICON+ terbukti mampu mengelola 70 juta pelanggan ketenagalistrikan dengan total transaksi sebesar Rp287 triliun per tahun.

Pelanggan utama ICON+ tentu saja adalah PT PLN Grup sehingga proses bisnis pelayanan ketenagalistrikan PLN menjadi lebih efisien dan ekonomis.

ICON+ secara proaktif melakukan peningkatan kapasitas layanan sehingga jangkauannya semakin luas, antara lain ICONext yang memastikan solusi konektivitas bagi pelanggan berupa jaringan end-to-end fiber optic demi menjamin kelancaran pertukaran informasi yang cepat dan aman sesuai kebutuhan pelanggan PLN.

Keamanan jaringan ICON+ sangat tinggi karena menerapkan metode *Address Space, Routing Separation* dan analisis pada *Label Spoofing*. Keandalan lain ICON+ adalah cakupan wilayah yang luas serta *delivery time* yang cepat. Infrastruktur ICONBase memastikan keamanan data yang menjadi kebutuhan penting pelanggan.

Selain itu, ICON+ sebagai ICT *Enabler of* PLN juga memberikan kepastian layanan bagi PLN dalam bidang sistem dan teknologi informasi. Demi menunjang integrasi proses bisnis PLN, ICON+ mengembangkan berbagai layanan berbasis aplikasi yang ditujukan untuk membantu PLN memberikan pelayanan terbaik bagi pelanggannya.

One of the missions conducted by ICON+ as a subsidiary of PT PLN (Persero) is to become one of the pillars of PLN's electricity business process. Not only provides reliable information technology services for PLN customers, ICON+ also actively contributes to the development of national telecommunications.

During its 19 years of service, ICON+ has played a very large role in digitizing PLN's business processes. By prioritizing capabilities in the field of telecommunications and application solutions, ICON+ proved able to manage 70 million electricity subscribers with a total transaction of Rp287 trillion per year.

The main customer of ICON+ is, certainly the PT PLN Group, so that the electricity service business process of PLN becomes more efficient and economical.

ICON+ proactively increasing its service capacity so as to have a wider coverage, including ICONext, which ensures connectivity solutions for customers in the form of end-to-end fiber optic networks to ensure the smooth exchange of information swiftly and safely according to the needs of PLN customers.

ICON+ network security is very high due the implementation of Address Space, Routing Separation, and analysis on Label Spoofing methods. Another reliability of ICON+ is its wide coverage area and fast delivery time. The ICONBase infrastructure ensures data security, which becomes an important requirement of customers.

In addition, ICON+ as the ICT Enabler of PLN also provides service certainty for PLN in the field of information systems and technology. In order to support the integration of PLN's business processes, ICON+ develops various application-based services aimed at helping PLN provide the best service for its customers.

Salah satu contohnya adalah ICT ICON+ yang memberikan layanan *real time online* melalui IconApss guna mendukung pemantauan kegiatan operasional PLN secara *real time online* 24 jam 7 hari seminggu. Salah satu contohnya adalah ICT ICON+ yang memberikan layanan tersebut meliputi:

- Aplikasi Pelayanan Pelanggan Terpusat (AP2T)
- Merupakan sistem aplikasi terpusat dan mencakup keseluruhan proses bisnis dan administrasi bagi pelanggan PLN. Sistem aplikasi berbasis *online* tersebut melayani kebutuhan ERP PLN, listrik prabayar dan lainnya.
- Aplikasi Pengaduan dan Keluhan Terpadu (APKT)
- Merupakan aplikasi untuk pengelolaan operasional jaringan, distribusi jaringan, *record* dan *recovery* dari gangguan dan keluhan pelanggan.

ICON+ juga mengelola *Contact Center* 123 PLN agar pelanggan dimudahkan dalam berkomunikasi, menyampaikan keluhan dan pelaporan gangguan jaringan. Sistem ini dikelola secara terpusat oleh PT ICON+ untuk meningkatkan pelayanan PLN.

Layanan lain dari ICON+ adalah BatuBara *Online* (BBO) untuk pengelolaan BatuBara, *Centralized Automatic Meter Reading* (AMR) untuk pencatatan pembacaan meter listrik, serta *Documenter Management System* (DMS) untuk pengelolaan dokumen secara elektronik. Proses bisnis perusahaan ketenagalistrikan juga dilakukan secara terintegrasi serta mencakup pelanggan di seluruh kantor wilayah PLN di Indonesia.

ICON+ memastikan jaringan *fiber optic end-to-end* yang dibangun secara *ring* terbentang luas di seluruh wilayah Jawa, Bali, Sumatera, Nusa Tenggara Barat, dan Sulawesi untuk kemudahan komunikasi data dan informasi tanpa kendala.

One example is the ICT ICON+ that provides real time online services through IconApss to support real time online monitoring of PLN operational activities for 24 hours and 7 days a week. These services include:

- Centralized Customer Service Application (AP2T)
- It is a centralized application system and includes all business and administrative processes for PLN customers. This online-based application system serves the needs of PLN's ERP, prepaid electricity and others.
- Integrated Complaints Application (APKT)
- Is an application for network operational management, network distribution, record and recovery from customer disruptions and complaints.

ICON+ also manages the PLN 123 Contact Center to make it easier for customers to communicate, submit complaints, and report network problems. This system is managed centrally by PT ICON+ to improve PLN services.

Other services from ICON+ are BatuBara Online (BBO) for coal management, Centralized Automatic Meter Reading (AMR) for recording electricity meter readings, and Documenter Management System (DMS) for electronic document management. The electricity company business process is also conducted in an integrated manner and includes customers in all PLN regional offices in Indonesia.

ICON+ ensures an end-to-end fiber optic network built in a ring extends throughout Java, Bali, Sumatera, West Nusa Tenggara, and Sulawesi for easy data and information communication without any constraints.

Tinjauan Operasi Per Segmen Usaha
Operational Review by Business Segment

Produk dan Jasa
ICON+ membagi produk dan jasa menjadi 4 (empat) kategori, yaitu: ICONect, ICONWeb, ICONBase, dan ICONApps. Berikut uraian masing-masing produk dan jasa ICON+:

ICONect
Merupakan solusi konektivitas yang memberikan nilai lebih bagi pelanggan. Solusi yang diberikan berupa komunikasi data yang menghubungkan lokasi pelanggan di berbagai wilayah Indonesia. Jaringan *end to end fiber optic* akan menjamin kelancaran pertukaran informasi yang cepat dan aman sesuai dengan kebutuhan pelanggan. ICONect terdiri dari Clear Channel, Metro Ethernet, IP VPN, dan IP VSAT. Uraian lebih lanjut dapat dilihat pada bab Profil Perusahaan.

ICONWeb
Merupakan solusi akses internet tanpa batasan waktu dan kuota yang menjangkau berbagai wilayah di Indonesia. Infrastruktur serat optik mendukung koneksi yang cepat dan stabil, serta menjawab kebutuhan komunikasi dengan intensitas tinggi. ICONWeb terdiri dari Internet Corporate, IP TRANSIT/NAP (Network Acces Point), Stoomnet, Indonesia Internet Exchange (IIX) Access, I-WIN, dan Hosting. Uraian masing-masing layanan dapat dilihat pada bab Profil Perusahaan.

ICONBase
ICONBase merupakan solusi efektif untuk pengelolaan sistem infrastruktur dan data pelanggan, dengan tingkat keamanan premium bagi korporasi. ICONBase didukung *Data Center* Tier-3 berlokasi di dalam negeri. ICONBase terdiri dari Data Center Colocation, ICONCloud Virtual Data Center, Manage Service Router, dan Managed Service PC dan Notebook.

Penjelasan lebih lanjut mengenai layanan ICONBase dapat dilihat pada bab Profil Perusahaan dalam Laporan Tahunan ini.

ICONApps
Solusi layanan nilai tambah untuk mendukung proses bisnis terintegrasi pelanggan dalam menyediakan pelayanan terbaik. ICONApps terdiri dari Video Conference/I-VIP (ICON+ Video Presence), Video as A Service (VAAS)/I-SEE (ICON+ Surveillance for Energy and Enterprise), Seat Management, Solusi Aplikasi dan Bisnis Proses Ketenagalistrikan (PLN)/Non-ketenagalistrikan.

Uraian terkait produk dan layanan tersebut dapat dilihat pada bab Profil Perusahaan dalam Laporan Tahunan ini.

Products and Services
ICON+ divides products and services into 4 (four) categories, they are: ICONect, ICONWeb, ICONBase, and ICONApps. The following is a description of each ICON+ product and service:

ICONect
Is a connectivity solution that provides added value to customers. The solution provided is in the form of data communication that connects customer locations in various regions of Indonesia. End to end fiber optic network will ensure the smooth exchange of a fast and safe information according to customer needs. ICONect consists of Clear Channel, Metro Ethernet, IP VPN, and IP VSAT. Further details can be seen in the Company Profile chapter.

ICONWeb
Is an internet access solution without time and quota restrictions that reaches various regions in Indonesia. The fiber optic infrastructure supports fast and stable connections, and responds to the needs of high-intensity communications. ICONWeb consists of Internet Corporate, IP TRANSIT/NAP (Network Access Point), Stoomnet, Indonesia Internet Exchange (IIX) Access, I-WIN, and Hosting. Details of each service can be seen in the Company Profile chapter.

ICONBase
ICONBase is an effective solution for managing infrastructure systems and customer data, with a premium level of security for corporations. ICONBase is supported by Tier-3 Data Centers located within the country. ICONBase consists of a Data Center Colocation, ICONCloud Virtual Data Center, Manage Service Routers, and Managed Service PC and Notebook.

Further explanation regarding ICONBase services can be seen in the Company Profile chapter in this Annual Report.

ICONApps
Value added service solutions to support customer integrated business processes in providing the best service. ICONApps consists of Video Conference/I-VIP (ICON+ Video Presence), Video as A Service (VAAS)/I-SEE (ICON+ Surveillance for Energy and Enterprise), Seat Management, and Application and Business Process Solutions for Electricity (PLN)/Non-Electricity.

The details regarding these products and services can be seen in the Company Profile chapter in this Annual Report.

Kinerja Operasional

Produk dan layanan ICON+ terbagi menjadi 4 (empat) kategori, yaitu: ICONect, ICONWeb, ICONBase, dan ICONApps. Namun, dalam pembahasan ini kinerja operasional ICON+ ditunjukkan dari kinerja permintaan layanan aktivasi jaringan dan jasa telekomunikasi yang digolongkan ke dalam 2 (dua) segmen, yaitu: segmen ketenagalistrikan dan publik.

Kinerja operasional ICON+ juga disajikan berdasarkan layanan yang terdiri dari: jaringan telekomunikasi, jasa aplikasi teknologi informasi, jasa infrastruktur, jasa contact center, serta jasa lainnya.

Segmen ketenagalistrikan adalah segmen yang ditujukan kepada PLN dan grup. Sedangkan segmen publik merupakan segmen yang ditujukan kepada non-PLN dan grup. Berikut adalah kinerja kedua segmen tersebut:

Operational Performance

ICON+ products and services are divided into 4 (four) categories, they are: ICONect, ICONWeb, ICONBase, and ICONApps. However, in this discussion, the operational performance of ICON+ is shown from the performance of demand for network activation services and telecommunications services, which are classified into 2 (two) segments: the electricity and the public segment.

ICON+ operational performance is also presented based on services comprising of: telecommunications networks, information technology application services, infrastructure services, contact center services, and other services.

The electricity segment is the segment aimed at PLN and the group. Meanwhile, the public segment is a segment aimed at non-PLN and groups. The following is the performance of the two segments:

Kinerja Operasional Berdasarkan Segmen Pelanggan

Jumlah pelaksanaan aktivasi jaringan dan jasa telekomunikasi tahun 2019 meningkat 79,23% menjadi 29.659 permintaan. Peningkatan ini didorong oleh tumbuhnya permintaan kedua segmen ketenagalistrikan dan publik.

Operational Performance Based on Customer Segments

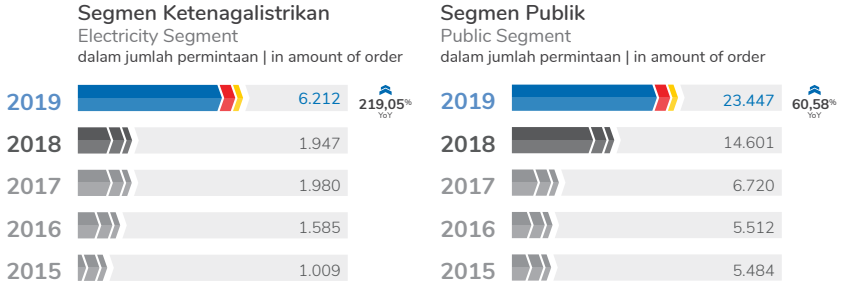
The number of implementation of network activation and telecommunication services in 2019 increased by 79.23% to 29,659 requests. This increase was driven by the growing demand for both the electricity and the public segment.

Pelaksanaan Aktivasi Jaringan dan Jasa Telekomunikasi Pelanggan
The Implementation of Network Activation and Telecommunication Services for the Customer

dalam jumlah permintaan
in amount of orders

Uraian Description	YoY 2018-2019		2019	2018	2017
	%	Nominal			
Segment Ketenagalistrikan Electricity Segment	219,05%	4.265	6.212	1.947	1.980
Segmen Publik Public Segment	60,58%	8.846	23.447	14.601	6.720
Jumlah Permintaan **Total Orders**	**79,23%**	**13.111**	**29.659**	**16.548**	**8.700**

Grafik Kinerja Operasional
Operational Performance Graph



Pendapatan Berdasarkan Segmen Pelanggan

Berdasarkan pencapaian operasional tersebut, sepanjang tahun 2019 Perusahaan berhasil memperoleh pendapatan sebesar Rp2,53 triliun. Angka tersebut mengalami kenaikan 16,81% atau sebesar Rp364,55 miliar dibandingkan dengan tahun sebelumnya yang sebesar Rp2,16 triliun.

Kenaikan ini didorong oleh tumbuhnya pendapatan baik segmen ketenagalistrikan maupun publik. Segmen ketenagalistrikan mencatatkan pendapatan sebesar Rp1,09 triliun, tumbuh 14,78% dari tahun 2018. Adapun pendapatan segmen publik tercatat sebesar Rp1,45 triliun, tumbuh 18,33% dari tahun sebelumnya.

Revenue Based on Customer Segments

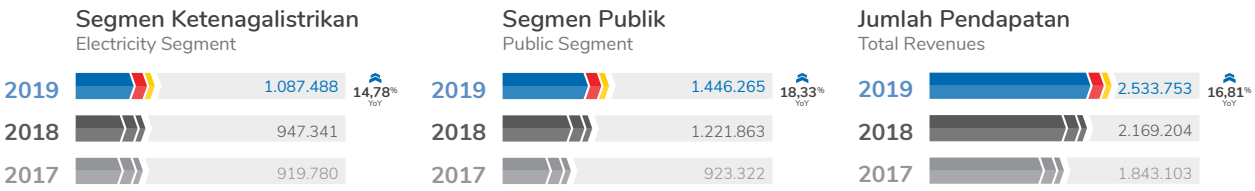
Based on these operational achievements, throughout 2019, the Company managed to generate revenues of Rp2.53 trillion. This figure increased by 16.81% or Rp365.55 billion compared to the previous year of Rp2.16 trillion.

This increase was driven by growing revenues from both the electricity and public segments. The electricity segment recorded revenue of Rp1.09 trillion, growing 14.78% from 2018. The public segment revenue was recorded at Rp1.45 trillion, growing 18.33% from the previous year.

Pendapatan Berdasarkan Segmen Pelanggan
Revenue Based on Customer Segments

dalam jutaan Rp
in millions of Rp

Uraian Description	YoY 2018-2019		2019	2018	2017
	%	Nominal			
Segmen Ketenagalistrikan Electricity Segment	14,78%	140 .147	1.087.488	947.341	919.780
Segmen Publik Public Segment	18,33%	224.402	1.446.265	1.221.863	923.322
Jumlah Pendapatan Total Revenues	**16,81%**	**364.549**	**2.533.753**	**2.169.204**	**1.843.103**



Kontribusi segmen publik terhadap pendapatan Perusahaan terus mengalami peningkatan dari tahun ke tahun. Pada tahun 2019, proporsi pendapatan segmen publik terhadap pendapatan ICON+ sebesar 57,09%, tumbuh dibandingkan dengan tahun sebelumnya yang sebesar 56,33%.

The contribution of the public segment to the Company's revenue continues to increase each year. In 2019, the proportion of public segment revenue to ICON+ revenue was 57.09%, growing compared to the previous year of 56.33%.

Adapun kontribusi segmen ketenagalistrikan terhadap pendapatan ICON+ tahun 2019 sebesar 42,91%.

The contribution of the electricity segment to ICON+ revenue in 2019 was 42.91%.

Komposisi Pendapatan Segmen 2018
2018 Composition of Segment Revenues

- **Rp0.95 T** 43.67%
  Segmen Ketenagalistrikan
  Electricity Segment
- **Rp1.22 T** 56.33%
  Segmen Publik
  Public Segment

Komposisi Pendapatan Segmen 2019
2019 Composition of Segment Revenues

- **Rp1.45 T** 57.09%
  Segmen Ketenagalistrikan
  Electricity Segment
- **Rp1.09 T** 42.91%
  Segmen Publik
  Public Segment

Pendapatan Berdasarkan Segmen Produk
Pertumbuhan pendapatan Perusahaan sebesar 16,81% didorong oleh hampir seluruh segmen produk dan layanan ICON+, utamanya jaringan telekomunikasi yang tumbuh sebesar 18,85% serta jasa aplikasi teknologi informasi yang tumbuh sebesar 74,66%.

Revenue Based on Product Segments
The Company's revenue growth of 16.81% was driven by almost the entire ICON+ product and service segments, particularly the telecommunications network that grew by 18.85% and information technology application services that grew by 74.66%.

Pendapatan Berdasarkan Segmen Produk dan Layanan
Revenue Based on Product Segments

dalam jutaan Rp
in millions of Rp

Uraian Description	YoY 2018-2019		2019	2018	2017
	%	Nominal			
Jaringan Telekomunikasi Telecommunication Network	18,85%	323.588	2.040.558	1.716.970	1.354.582
Jasa Aplikasi Teknologi Informasi Information Technology Application Services	74,66%	44.327	103.698	59.371	98.719
Jasa Infrastruktur Infrastructure Services	2,44%	2.644	111.088	108.444	115.429
Jasa Contact Center Contact Center Services	(11,15%)	(18.471)	147.235	165.706	155.524
Jasa Lainnya Other Services	10,50%	12.461	131.174	118.713	118.849
Pendapatan **Revenues**	**16,81%**	**364.549**	**2.533.753**	**2.169.204**	**1.843.103**

Tinjauan Keuangan
Financial Overview

Tinjauan keuangan yang akan diuraikan dalam bagian ini mengacu pada Laporan Keuangan untuk tahun yang berakhir pada tanggal 31 Desember 2019 dan 2018. Laporan Keuangan telah diaudit oleh Kantor Akuntan RSM Amir Abadi Jusuf, Aryanto, Mawar dan Rekan dengan opini bahwa laporan keuangan telah disajikan secara wajar dalam semua hal yang material, termasuk di dalamnya adalah posisi keuangan, kinerja keuangan dan arus kas Perusahaan.

The financial review elaborated in this section refers to the Financial Statements for the year ending on December 31, 2019 and 2018. The Financial Statements have been audited by Public Accounting Firm RSM Amir Abadi Jusuf, Aryanto, Mawar and Partners with the opinion that the financial statements have been presented fairly in all material respects, which include financial position, financial performance, and cash flow of the Company.

Analisis Posisi Keuangan

Financial Position Analysis

Laporan Posisi Keuangan
Statements of Financial Position

dalam jutaan Rp
in millions of Rp

Uraian Description	YoY 2018-2019		2019	2018	2017
	%	Nominal			
Aset lancar Current assets	6,35%	110.110	1.844.607	1.734.497	1.471.520
Aset tidak lancar Non-current assets	34,18%	466.113	1.829.840	1.363.727	1.134.502
Jumlah Aset **Total Assets**	**18,60%**	**576.223**	**3.674.447**	**3.098.224**	**2.606.022**
Liabilitas jangka pendek Current liabilities	9,50%	76.005	875.834	799.829	603.379
Liabilitas jangka panjang Non-current liabilities	3,71%	7.116	198.744	191.628	266.716
Jumlah Liabilitas **Total Liabilities**	**8,38%**	**83.121**	**1.074.578**	**991.457**	**870.095**
Jumlah Ekuitas **Total Equity**	**23,41%**	**493.102**	**2.599.869**	**2.106.767**	**1.735.927**
Jumlah Liabilitas dan Ekuitas **Total Liabilities and Equity**	**18,60%**	**576.223**	**3.674.447**	**3.098.224**	**2.606.022**

Aset

Jumlah aset ICON+ tahun 2019 tercatat sebesar Rp3,67 triliun, tumbuh 18,60% atau sebesar Rp576,22 miliar dibandingkan dengan tahun 2018 yang sebesar Rp3,10 triliun. Peningkatan ini didorong oleh peningkatan aset lancar dan aset tidak lancar yang masing-masing tumbuh 6,35% dan 34,18%.

Asset

ICON+'s total assets in 2019 were recorded at Rp3.67 trillion, growing 18.60% or Rp576.22 billion compared to 2018 of Rp3.10 trillion. This increase was driven by an increase in current assets and non-current assets, which grew by 6.35% and 34.18%, respectively.

Aset
Assets

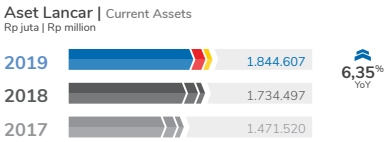
dalam jutaan Rp
in millions of Rp

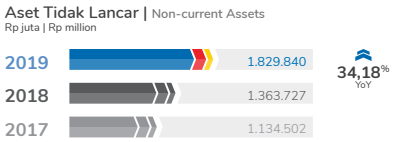
Uraian Description	YoY 2018-2019		2019	2018	2017
	%	Nominal			
Kas dan setara kas Cash and cash equivalents	41,07 %	174.192	598.307	424.115	464.967
Piutang usaha Trade receivables					
Pihak berelasi Related parties	(29,98%)	(240.601)	561.845	802.446	656.198
Pihak ketiga Third parties	33,75%	64.205	254.466	190.261	147.581
Piutang lain-lain Other receivables	3,99%	585	15.229	14.644	12.857
Persediaan Inventories	28,87%	23.337	104.185	80.848	76.684
Pajak pertambahan nilai Value added tax	49,18%	86.797	263.283	176.486	67.007
Biaya dibayar dimuka dan uang muka Prepaid expenses and advances	3,49%	1.595	47.292	45.697	46.226
Aset Lancar **Current Assets**	**6,35%**	**110.110**	**1.844.607**	**1.734.497**	**1.471.520**
Rekening bank yang dibatasi penggunaannya Restricted cash in banks	9,74%	2.713	30.575	27.862	22.251
Piutang lain-lain Other receivables	0,26%	12	4.584	4.572	5.670
Aset pajak tangguhan Deferred tax asset	35,36%	21.631	82.802	61.171	59.131
Aset tetap Fixed asset	34,51%	423.039	1.648.755	1.225.716	995.653

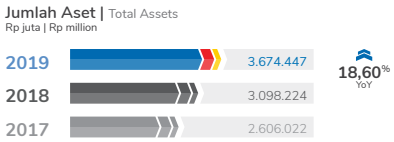
Aset
Assets

dalam jutaan Rp
in millions of Rp

Uraian Description	YoY 2018-2019		2019	2018	2017
	%	Nominal			
Aset tidak lancar lainnya Other non-current assets	42,15%	18.718	63.124	44.406	51.797
Aset tidak lancar **Non-current assets**	**34,18%**	**466.113**	**1.829.840**	**1.363.727**	**1.134.502**
Jumlah Aset **Total Assets**	**18,60%**	**576.223**	**3.674.447**	**3.098.224**	**2.606.022**







Aset Lancar
Pada tahun 2019, aset lancar ICON+ tercatat sebesar Rp1,84 triliun, tumbuh 6,35% tau sebesar Rp110,11 miliar dibandingkan dengan tahun sebelumnya yang sebesar Rp1,73 triliun. Peningkatan ini terutama didorong oleh naiknya kas dan setara kas sebesar Rp174,19 miliar atau tumbuh 41,07% dari tahun sebelumnya.

Aset Tidak Lancar
Aset tidak lancar mengalami kenaikan 34,18% atau sebesar Rp466,11 miliar dari Rp1,36 triliun pada tahun 2018 menjadi Rp1,83 triliun pada tahun 2019. Kenaikan ini terutama didorong oleh meningkatnya aset tetap Perusahaan sebesar Rp423,04 miliar atau tumbuh 34,51% dari tahun 2018.

Current Asset
In 2019, ICON+'s current assets were recorded at Rp1.84 trillion, growing 6.35% or Rp110.11 billion compared to the previous year of Rp1.73 trillion. This increase was mainly driven by an increase in cash and cash equivalents by Rp174.19 billion or an increase of 41.07% from the previous year.

Non-current Asset
Non-current assets increased by 34.18% or Rp466.11 billion from Rp1.36 trillion in 2018 to Rp1.83 trillion in 2019. This increase was mainly driven by the increase in fixed assets of the Company by Rp423.04 billion or grew 34. 51% from 2018.

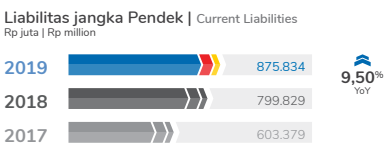
Liabilitas
Pada tahun 2019 jumlah liabilitas Perusahaan tercatat sebesar Rp1,07 triliun, tumbuh 8,38% atau sebesar Rp83,12 miliar dari Rp991,46 miliar pada tahun sebelumnya. Peningkatan ini terutama disebabkan karena naiknya liabilitas jangka pendek Perusahaan sebesar Rp76,00 miliar dari tahun sebelumnya.

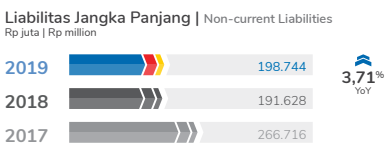
Liabilities
In 2019, the Company's total liabilities were recorded at Rp1.07 trillion, growing 8.38% or Rp83.12 billion from Rp991.46 billion in the previous year. This increase was mainly due to the increase in the Company's short-term liabilities of Rp76.00 billion from the previous year.

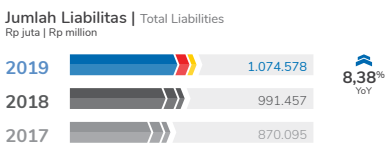
Liabilitas
Liabilities

dalam jutaan Rp
in millions of Rp

Uraian Description	YoY 2018-2019		2019	2018	2017
	%	Nominal			
Utang usaha Trade payables					
Pihak berelasi Related parties	83,33 %	75	165	90	334
Pihak ketiga Third parties	22,94%	67.629	362.444	294.815	144.824
Utang lain-lain Other payables	0,00%	0	62	62	62
Utang pajak Taxes payables	(27,96%)	(25.938)	66.836	92.774	56.365
Pendapatan diterima dimuka Unearned Revenue	17,76%	6.576	43.611	37.035	38.557
Biaya yang masih harus dibayar Accrued expense	20,69%	62.623	365.297	302.674	270.858
Pinjaman jangka panjang yang jatuh tempo dalam satu tahun Long-term loan current maturities	(48,30%)	(34.960)	37.419	72.379	92.379
Liabilitas Jangka Pendek **Current Liabilities**	**9,50%**	**76.005**	**875.834**	**799.829**	**603.379**
Uang jaminan langganan Customer security deposits	(0,91%)	(12)	1.309	1.321	1.321
Pinjaman jangka panjang setelah dikurangi bagian jatuh tempo dalam satu tahun Long-term loan–net of current maturities	(44,23%)	(37.419)	47.181	84.600	156.979
Liabilitas imbalan kerja Employee benefits liabilities	42,14%	44.547	150.254	105.707	108.416
Liabilitas Jangka Panjang **Non-current Liabilities**	**3,71%**	**7.116**	**198.744**	**191.628**	**266.716**
Total Liabilitas **Total Liabilities**	**8,38%**	**83.121**	**1.074.578**	**991.457**	**870.095**







Liabilitas Jangka Pendek

Liabilitas jangka pendek ICON+ mengalami kenaikan 9,50% atau sebesar Rp76,00 miliar dari Rp799,83 miliar pada tahun 2018 menjadi Rp875,83 miliar pada tahun 2019. Peningkatan ini terutama akibat dari meningkatnya utang usaha pihak ketiga dan biaya yang masih harus dibayar, hal tersebut diimbangi dengan penurunan utang pajak dan pinjaman jangka panjang yang jatuh tempo dalam satu tahun.

Liabilitas Jangka Panjang

Liabilitas jangka panjang Perusahaan mengalami peningkatan 3,71% atau sebesar Rp7,12 miliar dari Rp191,63 miliar pada tahun 2018 menjadi Rp198,74 miliar pada tahun 2019. Peningkatan ini terutama disebabkan karena meningkatnya liabilitas imbalan kerja sebesar Rp44,55 miliar yang diimbangi dengan penurunan pinjaman jangka panjang setelah dikurangi bagian jatuh tempo dalam satu tahun dan uang jaminan langganan masing-masing turun sebesar Rp37,42 miliar dan Rp12 juta.

Ekuitas

Ekuitas ICON+ pada tahun 2019 tercatat sebesar Rp2,59 triliun, mengalami peningkatan 23,41% dibandingkan tahun 2018 yang sebesar Rp2,11 triliun. Peningkatan ini didorong oleh tumbuhnya saldo laba Perusahaan.

Current Liabilities

ICON+'s short-term liabilities increased by 9.50% or Rp76.00 billion, from Rp799.83 billion in 2018 to Rp875.83 billion in 2019. This increase was mainly driven by the increase in third party trade payables and accrued expenses, this was offset by a decrease in taxes payable and long-term loans that is due within one year.

Non-current Liabilities

The Company's long-term liabilities increased by 3.71% or Rp7.12 billion from Rp191.63 billion in 2018 to Rp198.74 billion in 2019. This increase was mainly due to an increase in employee benefits liabilities of Rp44.55 billion, which was offset by decrease in long-term loans after deducting the current maturities of one year and security deposits for subscriptions decreased by Rp37.42 billion and Rp12 million, respectively.

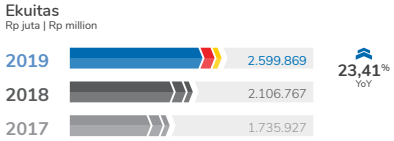
Equity

ICON+ equity in 2019 was recorded at Rp2.59 trillion, an increase of 23.41% compared to 2018 of Rp2.11 trillion. This increase was driven by the growth in the Company's retained earnings.

Ekuitas
Equity

dalam jutaan Rp
in millions of Rp

Uraian Description	YoY 2018-2019		2019	2018	2017
	%	Nominal			
Modal Saham Capital Stock	0,00%	0	84.859	84.859	84.859
Saldo Laba Retained Earnings					
Ditentukan penggunaannya Appropriated	0,00%	0	48.829	48.829	48.829
Tidak ditentukan penggunaannya Unappropriated	25,84%	510.709	2.486.832	1.976.123	1.618.266
Penghasilan Komprehensif Lain Other comprehensive income	(578,42%)	(17.607)	(20.651)	(3.044)	(16.027)
Total Ekuitas **Total Equity**	**23,41%**	**493.102**	**2.599.869**	**2.106.767**	**1.735.927**



Analisis Laba Rugi

Perusahaan kembali mencatatkan pertumbuhan laba tahun berjalan sebesar 15,44% dari Rp442,38 miliar pada tahun 2018 menjadi Rp510,70 miliar pada tahun 2019. Hal ini tak lepas dari tumbuhnya pendapatan Perusahaan sebesar 16,81% menjadi Rp2,53 triliun pada tahun 2019.

Jumlah penghasilan komprehensif Perusahaan turut tumbuh 8,29% menjadi Rp493,10 miliar dari semula Rp455,37 miliar.

Profit/Loss Analysis

The Company re-recorded profit growth for the year of 15.44% from Rp442.38 billion in 2018 to Rp510.70 billion in 2019. This is inseparable from the growth of the Company's revenue by 16.81% to Rp2.53 trillion in 2019.

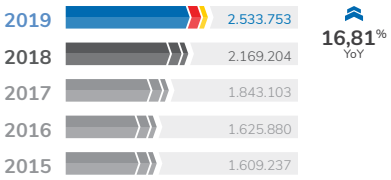
The Company's total comprehensive income also grew by 8.29% to Rp493.10 billion from the original Rp455.37 billion.

Laporan Laba (Rugi) dan Penghasilan Komprehensif Lain
Statements of Profit (Loss) and Other Comprehensive Income

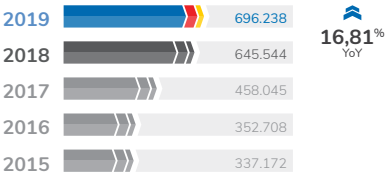
dalam jutaan Rp
in millions of Rp

Uraian Description	YoY 2018-2019		2019	2018	2017
	%	Nominal			
Pendapatan **Revenues**	**16,81%**	**364.549**	**2.533.753**	**2.169.204**	**1.843.103**
Koneksi dan beban langsung lainnya Connection and other direct expenses	23,72%	197.645	1.031.058	833.413	721.324
Penyusutan Depreciation	16,85%	38.912	269.879	230.967	247.698
Kepegawaian Personnel	13,99%	37.923	309.083	271.160	227.418
Pemeliharaan Maintenance	20,21%	32.326	192.294	159.968	155.352
Pemasaran Marketing	25,04%	7.049	35.201	28.152	33.266
Beban usaha **Operating expense**	**(20,60%)**	**(313.855)**	**(1.837.515)**	**(1.523.660)**	**(1.385.058)**
Laba Usaha **Operating Income**	**7,85%**	**50.694**	**696.238**	**645.544**	**458.045**
Pos keuangan dan lain-lain Net financial post and others	138,50%	31.159	8.660	(22.499)	2.765
Laba Sebelum Pajak Penghasilan **Profit Before Income Tax**	**13,14%**	**81.853**	**704.898**	**623.045**	**460.810**
EBITDA	**10,54%**	**94.922**	**995.168**	**900.246**	**723.917**
Beban pajak penghasilan Income tax expense	(7,49%)	(13.528)	(194.189)	(180.661)	(122.703)
Laba Tahun Berjalan **Profit for the Year**	**15,44%**	**68.325**	**510.709**	**442.384**	**338.107**
Jumlah penghasilan (beban) komprehensif lain setelah pajak Total other comprehensive income (expense) after tax	(235,62%)	(30.590)	(17.607)	12.983	(13.666)
Jumlah Penghasilan Komprehensif **Total Comprehensive Income for the Year**	**8,29%**	**37.735**	**493.102**	**455.367**	**324.441**

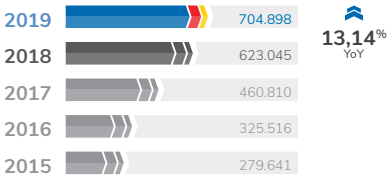
Pendapatan | Revenues
Rp juta | Rp million



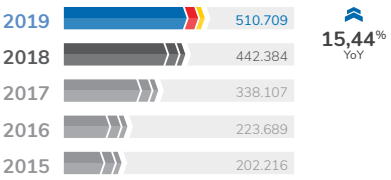
Laba Usaha | Operating Profit
Rp juta | Rp million



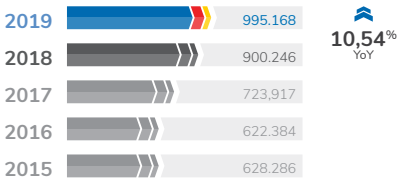
Laba Sebelum Pajak Penghasilan
Profit Before Income Tax
Rp juta | Rp million



Laba Tahun Berjalan | Profit for the Years
Rp juta | Rp million



EBITDA
Rp juta | Rp million



Pendapatan

ICON+ mencatat pendapatan sebesar Rp2,53 triliun pada tahun 2019. Pencapaian tersebut tumbuh 16,81% atau Rp364,55 miliar dari Rp2,17 triliun pada tahun sebelumnya. Peningkatan ini tak lepas dari peningkatan signifikan pendapatan yang berasal dari jasa telekomunikasi dan jasa aplikasi teknologi informasi.

Beban Usaha

Beban usaha Perusahaan naik seiring dengan naiknya pendapatan usaha Perusahaan. Pada tahun 2019 beban usaha tercatat sebesar Rp1,84 triliun. Jumlah tersebut naik 20,60% atau sebesar Rp313,86 miliar dibandingkan tahun 2018 yang sebesar Rp1,52 triliun.

Laba Usaha

Laba usaha diperoleh dari pendapatan Perusahaan setelah dikurangi beban usaha. Pada tahun 2019 laba usaha Perusahaan tercatat sebesar Rp696,24 miliar. Angka tersebut tumbuh 7,85% dibandingkan dengan tahun sebelumnya yang sebesar Rp645,54 miliar. Peningkatan ini juga tak lepas dari naiknya pendapatan usaha Perusahaan.

Income

ICON+ recorded a revenue of Rp2.53 trillion in 2019. This achievement grew by 16.81% or Rp364.55 billion from Rp2.17 trillion in the previous year. This increase was inseparable from the significant increase in revenue originating from telecommunication services and information technology application services.

Operating Expenses

The Company's operating expenses increase in line with the increase in the Company's operating income. In 2019 operating expenses were recorded at Rp1.84 trillion. This number increased by 20.60% or Rp313.86 billion compared to 2018 of Rp1.52 trillion.

Operating Profit

Operating profit is obtained from the Company's revenue after deducting operating expenses. In 2019, the Company's operating profit was recorded at Rp696.24 billion. This figure grew 7.85% compared to the previous year of Rp645.54 billion. This increase was inseparable from the increase in the Company's operating income.

Pos Keuangan dan Lain-lain Neto

Pos keuangan dan lain-lain neto Perusahaan mengalami kenaikan signifikan sebesar 138,50% menjadi Rp8,66 miliar pada tahun 2019, dimana pada tahun sebelumnya sejumlah minus Rp22,49 miliar. Hal ini terutama disebabkan karena meningkatnya pendapatan bunga, pos lain-lain neto, serta penurunan pada beban bunga Perusahaan.

Net Financial and Other Items

The Company's net financial and other accounts experienced a significant increase of 138.50% to Rp8.66 billion in 2019, whereas in the previous year the amount was minus Rp22.49 billion. This was mainly due to an increase in interest income, net other items, and a decrease in the Company's interest expense.

Pos Keuangan dan Lain-lain Neto
Net Financial Post and Others

dalam jutaan Rp
in millions of Rp

Uraian Description	YoY 2018-2019		2019	2018	2017
	%	Nominal			
Pendapatan Bunga Interest Income	22,93%	3.654	19.592	15.938	25.297
Keuntungan Kurs Mata Uang Asing-neto Financial income Gain (loss) on foreign Exchange-net	(139,77%)	(239)	(68)	171	20
Beban Bunga Interest Expenses	39,88%	8.536	(12.869)	(21.405)	(33.007)
Lain-lain neto Other-net	111,65%	19.208	2.005	(17.203)	10.455
Jumlah **Total**	**138,50%**	**31.159**	**8.660**	**(22.499)**	**2.765**

Laba Sebelum Pajak Penghasilan

ICON+ mencatat peningkatan pajak penghasilan sebesar 13,14% menjadi Rp704,89 miliar pada tahun 2019 dari Rp623,04 miliar pada tahun 2018.

Profit Before Income Tax

ICON+ recorded an increase in income tax of 13.14% to Rp704.89 billion in 2019 from Rp623.04 billion in 2018.

EBITDA

ICON+ membukukan EBITDA tahun 2019 sebesar Rp995,17 miliar, tumbuh 10,54% atau sebesar Rp94,92 miliar dari tahun 2018 yang sebesar Rp900,25 miliar.

EBITDA

In 2019, ICON+ retained Rp995.17 billion, growing by 10.54% or Rp94.92 billion from 2018 of Rp900.25 billion.

Beban Pajak Penghasilan

Beban pajak penghasilan ICON+ meningkat seiring dengan meningkatnya laba sebelum pajak penghasilan. Pada tahun 2019, ICON+ mencatat kenaikan 7,49% pada beban pajak penghasilan menjadi Rp194,18 miliar dari Rp180,66 miliar pada tahun sebelumnya.

Income Tax Expense

ICON+'s income tax expense increases as the profit before income tax increases. In 2019, ICON+ recorded an increase of 7.49% in income tax expense to Rp194.18 billion from Rp180.66 billion in the previous year.

Laba Tahun Berjalan

ICON+ berhasil membukukan kenaikan laba tahun berjalan sebesar 15,44% menjadi Rp510,70 miliar dari Rp442,38 pada tahun sebelumnya. Peningkatan ini seiring dengan meningkatnya pendapatan Perusahaan.

Current Year Profit

ICON+ managed to book a profit increase for the year of 15.44% to Rp510.70 billion from Rp442.38 in the previous year. This increase is in line with the increase in the Company's revenue.

Penghasilan (Beban) Komprehensif Lain Setelah Pajak

Perusahaan mencatat beban komprehensif lain setelah pajak tahun 2019 sebesar Rp17,61 miliar. Angka ini mengalami penurunan dibandingkan dengan tahun sebelumnya dimana Perusahaan membukukan penghasilan komprehensif lain setelah pajak sebesar Rp12,98 miliar. Penurunan ini terutama disebabkan karena kerugian atas pengukuran kembali atas program imbalan pasti.

Other Comprehensive Income (Expenses) After Tax

The Company recorded other comprehensive expenses after tax in 2019 in the amount of Rp17.61 billion. This figure has decreased compared to the previous year in which the Company posted other Comprehensive income after tax of Rp12.98 billion. This decrease was mainly due to loss on remeasurement of defined benefit plans.

Jumlah Penghasilan Komprehensif Tahun Berjalan

Jumlah penghasilan komprehensif tahun berjalan Perusahaan tumbuh 8,29% menjadi Rp493,10 miliar di tahun 2019 dari Rp455,36 miliar pada tahun sebelumnya. Peningkatan ini sejalan dengan tumbuhnya laba tahun berjalan Perusahaan.

Total Comprehensive Income for The Current Year

The Company's total comprehensive income for the year grew 8.29% to Rp493.10 billion in 2019 from Rp455.36 billion in the previous year. This increase is in line with the growth of the Company's current year profit.

Analisis Arus Kas

Kas dan setara kas ICON+ pada akhir tahun 2019 senilai Rp598,31 miliar, mengalami kenaikan 41,07% dibandingkan dengan tahun sebelumnya yang sebesar Rp424,12 miliar. Hal ini terutama disebabkan karena kenaikan kas bersih yang diperoleh dari aktivitas operasi yang tak lepas dari pertumbuhan Perusahaan.

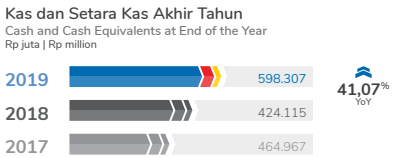
Cash Flows Analysis

ICON+'s cash and cash equivalents at the end of 2019 amounted to Rp598.31 billion, an increase of 41.07% compared to the previous year of Rp424.12 billion. This was mainly due to the increase in net cash obtained from operating activities that was inseparable from the Company's growth.

Laporan Arus Kas
Statements of Cash Flow

dalam jutaan Rp
in millions of Rp

Uraian Description	YoY 2018-2019		2019	2018	2017
	%	Nominal			
Arus kas dari aktivitas operasi Cash flow from operating activities	58,15%	369.085	1.003.799	634.714	235.140
Arus kas dari aktivitas investasi Cash flow from investing activities	(56,06%)	(267.034)	(743.399)	(476.365)	(313.804)
Arus kas dari aktivitas pendanaan Cash flow from financing activities	56,72%	112.993	(86.208)	(199.201)	(166.271)
Kenaikan (Penurunan) Neto Kas dan Setara Kas **Increase (Decrease) of Cash and Cash Equivalents**	**526,40%**	**215.044**	**174.192**	**(40.852)**	**(244.935)**
Kas dan Setara Kas Awal Tahun Cash and Cash Equivalents at Beginning of the Year	(8,79%)	(40.852)	424.115	464.967	709.902
Kas dan Setara Kas Akhir Tahun **Cash and Cash Equivalents at End of the Year**	**41,07%**	**174.192**	**598.307**	**424.115**	**464.967**



Arus Kas dari Aktivitas Operasi

Pada tahun 2019, ICON+ memperoleh kas bersih dari aktivitas operasi sebesar Rp1,00 triliun. Jumlah tersebut tumbuh 58,15% dari tahun 2018 yang sebesar Rp634,71 miliar. Peningkatan ini terutama didorong oleh peningkatan penerimaan kas yang berasal dari pelanggan sebesar Rp2,71 triliun pada tahun 2019.

Cash Flow from Operating Activities

In 2019, ICON+ received net cash from operating activities of Rp1.00 trillion. This number grew 58.15% from 2018 of Rp634.71 billion. This increase was mainly driven by an increase in cash receipts from customers of Rp2.71 trillion in 2019.

Arus kas dari Aktivitas Investasi

Perusahaan menggunakan kas bersih untuk aktivitas investasi tahun 2019 sebesar Rp743,39 miliar atau naik 56,06% dari Rp476,36 miliar. Peningkatan dikarenakan meningkatnya kas yang digunakan untuk memperoleh aset tetap yang mengalami peningkatan sebesar Rp231,88 miliar menjadi Rp692,91 miliar.

Cash Flow from Investment Activities

The Company used net cash for investment activities in 2019 in the amount of Rp743.39 billion, an increase of 56.06% from Rp476.36 billion. The increase was due to the increase in cash used to obtain fixed assets, which increased by Rp231.88 billion to Rp692.91 billion.

Arus Kas dari Aktivitas Pendanaan

Pada tahun 2019, kas yang digunakan untuk aktivitas pendanaan sebesar Rp86,21 miliar, mengalami penurunan 56,72% atau sebesar Rp112,99 miliar dari Rp199,20 miliar. Hal ini terutama akibat dari pembayaran bunga dan pinjaman jangka pendek tahun 2019.

Cash Flow from Financing Activities

In 2019, cash used for financing activities in the amount of Rp86.21 billion, a decrease of 56.72% or Rp112.99 billion from Rp199.20 billion. This is mainly due to the payment of interest and short-term loans in 2019 ...

Analisis Rasio Keuangan

Financial Ratios Analysis

Rasio Keuangan
Financial Ratios

Uraian Description	Satuan Unit	2019	2018	2017
Profitabilitas **Profitability**				
Marjin EBITDA EBITDA Margin	%	40,13	41,50	39,20
Marjin laba kotor Gross profit margin	%	27,48	29,76	24,85
Marjin laba bersih Net profit margin	%	20,16	20,39	17,60
Rasio laba terhadap total aset (ROA) Return on assets (ROA)	%	13,90	14,28	12,97

Rasio Keuangan
Financial Ratios

Uraian Description	Satuan Unit	2019	2018	2017
Rasio laba terhadap total ekuitas (ROE) Return on Equity (ROE)	%	19,64	21,00	18,69
Likuiditas **Liquidity**				
Rasio lancar Current ratio	%	210,61	216,86	243,88
Rasio kas Cash ratio	%	68,31	53,03	77,06
Kolektibilitas Piutang **Receivables Collectibility**				
Rata-rata periode penagihan Average collection period	Hari Days	118	137	92
Solvabilitas **Solvability**				
Rasio utang terhadap aset Debt to asset ratio	%	29,24	32,00	33,39
Rasio utang terhadap ekuitas Debt to equity ratio	%	41,33	47,06	50,12

Profitabilitas
Tingkat profitabilitas Perusahaan pada tahun 2019 menunjukkan kinerja yang baik. Hal ini dapat dilihat dari beberapa rasio profitabilitas antara lain: marjin EBITDA sebesar 40,13%; marjin laba kotor sebesar 27,48%; marjin laba bersih sebesar 20,16%; rasio laba terhadap total aset sebesar 13,90%; serta rasio laba terhadap total ekuitas sebesar 19,64%.

Profitability
The Company's profitability level in 2019 showed good performance. This can be seen from several profitability ratios, including: EBITDA margin of 40.13%; gross profit margin of 27.48%; net profit margin of 20.16%; profit to total assets ratio of 13.90%; as well as return to total equity ratio of 19.64%.

Kemampuan Membayar Utang dan Tingkat Kolektibilitas Piutang

Kemampuan Membayar Utang
Kemampuan Perusahaan dalam memenuhi kewajiban jangka pendeknya yang akan jatuh tempo diukur dengan rasio likuiditas. Tingkat likuiditas Perusahaan dapat diketahui dengan menghitung nilai rasio lancar, dan rasio kas. Semakin tinggi nilai dari rasio-rasio tersebut, maka Perusahaan semakin mampu dalam memenuhi kewajiban-kewajibannya yang akan jatuh tempo.

Ability to Pay Debt and Receivable Collectibility Level

Ability to Pay Debt
The Company's ability to meet its short-term obligations that are due is measured by the liquidity ratio. The level of the Company's liquidity can be determined by calculating the current ratio and cash ratios. The higher the value of these ratios, the more capable the Company is in meeting its obligations that are due.

Pada tahun 2019, nilai rasio lancar, dan rasio kas masing-masing sebesar 210,61% dan 68,31%. Hal tersebut menunjukkan bahwa kemampuan Perusahaan dalam memenuhi kewajiban jangka pendeknya tergolong baik.

Selain itu, kemampuan Perseroan dalam memenuhi seluruh kewajibannya baik jangka pendek maupun jangka panjang juga tergolong baik. Hal ini ditunjukkan dari rasio utang terhadap aset yang turun menjadi 29,24% serta rasio utang terhadap ekuitas yang turun menjadi 41,33%.

Tingkat Kolektibilitas Piutang

Tingkat kolektibilitas piutang digunakan untuk mengukur periode waktu yang diperlukan Perusahaan untuk menagih piutang menjadi kas sejak selesainya pekerjaan/jasa dilakukan. Tingkat kolektibilitas piutang terdiri dari *average collection period* (rata-rata periode penagihan).

Rata-rata periode penagihan piutang Perusahaan dihitung dengan menggunakan perbandingan antara rata-rata piutang usaha dan pendapatan dikalikan 365 hari. Per 31 Desember 2019, Rata-rata penagihan piutang adalah 118 hari, lebih singkat dibandingkan dengan tahun 2018 yaitu 137 hari.

Struktur Modal dan Kebijakan Struktur Modal

Struktur Modal

Perusahaan bertujuan untuk mencapai struktur modal yang optimal untuk memenuhi tujuan usaha. Hal ini antara lain dilakukan dengan mempertahankan rasio modal yang sehat dan memaksimalkan nilai Pemegang Saham. Oleh karena itu, manajemen telah memantau permodalan dengan menggunakan beberapa ukuran leverage keuangan, seperti rasio pinjaman terhadap ekuitas.

Sampai dengan tahun 2019, struktur modal Perusahaan didominasi oleh ekuitas. Komposisi struktur modal pada tahun 2019 terdiri dari liabilitas sebesar 29,24% dan ekuitas sebesar 70,76%.

Adapun rasio pinjaman terhadap ekuitas dan rasio pinjaman bersih terhadap ekuitas sampai dengan 31 Desember 2019 masing-masing sebesar 0,03 dan minus 0,20 kali. Keduanya lebih kecil dibandingkan dengan tahun 2018. Hal ini menunjukkan bahwa Perusahaan memiliki struktur permodalan yang kuat.

In 2019, the current ratio and cash ratio were 210.61% and 68.31%, respectively. This shows that the Company's ability to meet its short-term obligations is good.

In addition, the Company's ability to fulfill all of its obligations, both short and long term, is also classified as good. This is shown by the debt to assets ratio which fell to 29.24% and the debt to equity ratio which fell to 41.33%.

Receivable Collectibility

The collectability of accounts receivable is used to measure the period of time the Company needs to collect receivables into cash since the completion of the work/service. The collectability of accounts receivable consists of the average collection period (average billing period).

The Company's average receivables collection period is calculated using the ratio between the average trade receivables and revenue multiplied by 365 days. As of December 31, 2019, the average receivable collection was 118 days, shorter than 2018, which was 137 days.

Capital Structure and Capital Structure Policy

Capital Structure

The Company aims to achieve an optimal capital structure to meet its business objectives, which are carried out partly by maintaining a healthy capital ratio and maximizing shareholder value. Therefore, the management has monitored the capital by using several financial leverage measures such as debt to equity ratio.

Until the year 2019, the Company's capital structure was dominated by equity. The composition of capital structure in 2019 comprised of liability at 29.24% and equity at 70.76%.

As for the loan to equity ratio and net loan to equity ratio as of December 31, 2019 were 0.03 and minus 0.20, respectively. Both are smaller than in 2018. This shows that the Company has a strong capital structure.

Struktur modal Perusahaan pada 3 (tiga) tahun terakhir dapat dilihat pada tabel berikut:

The Company's capital structure in the last 3 (three) years can be seen in the following table:

Struktur Modal
Capital Structure

dalam juta Rp, kecuali dinyatakan lain
in millions of Rp, unless otherwise stated

Uraian Description	2019	% terhadap ekuitas % to equity	2018	% terhadap ekuitas % to equity	2017	% terhadap ekuitas % to equity
Pinjaman jangka Panjang yang jatuh tempo dalam satu tahun Long-term loan – current maturities	37.419	1,44%	72.379	3,44%	92.379	5,32%
Pinjaman jangka panjang setelah dikurangi bagian jatuh tempo dalam satu tahun Long-term loan – net of current maturities	47.181	1,81%	84.600	4,02%	156.979	9,04%
Jumlah Pinjaman **Total loan**	**84.600**	**3,25%**	**156.979**	**7,45%**	**249.358**	**14,36%**
Kas dan setara kas Cash and cash equivalent	598.307	23,01%	424.115	20,13%	464.967	26,78%
Jumlah Pinjaman-bersih **Total loan – net**	**(513.707)**	**(19,76%)**	**(267.136)**	**(12,68%)**	**(215.609)**	**(12,42%)**
Ekuitas Equity	2.599.869	100,00%	2.106.767	100,00%	1.735.927	100,00%
Rasio Pinjaman terhadap Ekuitas (kali) **Gearing Ratio (times)**		**0,03**		**0,20**		**0,27**
Rasio Pinjaman bersih terhadap Ekuitas (kali) **Net Gearing Ratio (times)**		**(0,20)**		**(0,12)**		**(0,12)**

Kebijakan Struktur Modal

Selama tahun 2019, manajemen Perusahaan telah melakukan proyeksi sumber dan penggunaan dana setiap tahun yang dimuat dalam Rencana Kerja Anggaran Perusahaan (RKAP) ICON+. Hal ini menjadi bagian dari pengelolaan struktur modal yang dikelola dengan baik agar komposisi modal dapat mendukung pengembangan bisnis Perusahaan di masa mendatang.

Perencanaan komposisi struktur modal berupa sumber dana internal dan eksternal (liabilitas) dibuat setiap awal tahun buku yang disesuaikan dengan program pembangunan infrastruktur jaringan dan infrastruktur pendukung produk lainnya, untuk memenuhi kebutuhan pelanggan dan pemangku kepentingan. Maka diharapkan memberikan nilai tambah bagi Pemegang Saham dan manfaat bagi pemangku kepentingan lainnya

Capital Structure Policy

During 2019, the Company's management has projected the sources and uses of funds for each year, which are contained in the ICON+ Corporate Budget Work Plan (RKAP). This is part of managing a well-managed capital structure so that the composition of capital can support the development of the Company's business in the future.

Planning for the composition of the capital structure in the form of internal and external funding sources (liabilities) is made at the beginning of the fiscal year, which is adjusted to the network infrastructure and other product supporting infrastructure development programs, to meet the needs of customers and stakeholders. Such a measure is expected to provide added value to Shareholders and benefits to other stakeholders.

Investasi Barang Modal dan Ikatan Material Terkait yang Direalisasikan pada Tahun Buku Terakhir

Perusahaan melakukan investasi barang modal sebesar Rp692,92 juta berupa pekerjaan dalam pelaksanaan.

Sumber dana untuk membiayai program investasi tersebut menggunakan dana internal Perusahaan dengan mata uang Rupiah. Sebagai langkah perlindungan risiko, Perusahaan mengasuransikan kegiatan investasi tersebut kepada PT Asuransi Tugu Kresna Pratama.

Adapun pada tahun 2019, Perusahaan tidak melakukan pengikatan dengan pihak manapun terkait investasi barang modal.

Informasi dan Fakta Material yang Terjadi Setelah Tanggal Laporan Akuntan

Tidak terdapat kejadian penting setelah tanggal neraca sampai dengan laporan ini diterbitkan yang berpengaruh secara signifikan terhadap penyajian laporan keuangan Perusahaan.

Kebijakan Dividen

Kebijakan pembayaran dividen ICON+ dilakukan sesuai ketentuan Undang-undang Perseroan Terbatas dan Anggaran Dasar Perusahaan. Pelaksanaan pembayaran dividen tersebut dilakukan berdasarkan keputusan Rapat Umum Pemegang Saham (RUPS) dengan mempertimbangkan perolehan laba bersih setelah dikurangi dana cadangan, kondisi keuangan, serta rencana Perusahaan selanjutnya.

Berdasarkan Rapat Umum Pemegang Saham (RUPS) tahun 2019, diputuskan untuk tidak membagikan dividen atas laba bersih Perusahaan tahun 2018.

Capital Goods Investment and Related Material Bonds Realized in the Last Financial Year

The Company invested in capital goods in the amount of Rp692.92 million in the form of work in progress.

The source of funds to finance the investment program uses the Company's internal funds using Rupiah currency. As a risk protection measure, the Company insures the investment activity with PT Asuransi Tugu Kresna Pratama.

As for 2019, the Company did not enter into any agreements with any parties related to investment in capital goods.

Material Information and Facts that Occur After the Date of the Accountant's Report

There were no important events occurring after the balance sheet date to the date of this report's issuance that significantly affect the delivery of the Company's financial statements.

Dividend Policy

The ICON+ dividend payment policy is carried out in accordance with the provisions of the Limited Liability Company Law and the Articles of Association of the Company. The implementation of the dividend payment is made based on the decision of the General Meeting of Shareholders (GMS) by considering the net profit after deducting the reserve fund, financial condition, and further plans of the Company.

Based on the General Meeting of Shareholders (GMS) 2019, the Company decided not to distribute dividends on net profit for the 2018 fiscal year.

Adapun dividen yang diberikan Perusahaan kepada Pemegang Saham dalam 3 tahun terakhir adalah sebagai berikut:

The dividend distributed to the Shareholders in the last 3 years is as follows:

Dividen
Dividend

Uraian Description	2018	2017	2016
Laba Bersih (Rp-juta) Net Profit (Rp-millions)	442.384	338.107	223.689
Jumlah Dividen (Rp-juta) Dividend Amount (Rp-millions)	0	84.527	0
Payout Ratio (%)	0%	25%	0%

Kontribusi Kepada Negara

Tanggung jawab atas kewajiban pembayaran pajak merupakan pencerminan kewajiban kenegaraan di bidang perpajakan dalam pembangunan nasional. Oleh karena itu, ICON+ berkomitmen dalam memenuhi kewajiban membayar pajak, sebagai Wajib Pajak dan sebagai Pemotong Pajak.

Tahun 2019, ICON+ sebagai Wajib Pajak telah memberikan kontribusi terbesar Perusahaan dalam pemenuhan kewajiban PPh Badan. Jumlah setoran PPh Badan di tahun 2019 sebesar Rp209,95 miliar atau meningkat 12,26% dibandingkan tahun 2018. Peningkatan kewajiban ini seiring dengan pertumbuhan Perusahaan.

Contributions to the State

Responsibility to tax obligations is the reflection of contribution to the state in terms of tax in national development. Therefore, ICON+ is committed to fulfilling tax payment obligation as Taxpayer and Tax Collector.

In 2019, ICON+ as Taxpayer has given its greatest contribution in fulfilling the Corporate Income Tax of Rp209.95 billion or an increase by 12.26% from the 2018 payment. This increase occurred as the Company grew.

Kontribusi Pajak ICON+ (PPh Badan)
ICON+ Tax Contribution (Corporate Income Tax)

dalam jutaan Rp
in millions of Rp

Uraian Description	YoY 2018-2019		2019	2018	2017
	%	Nominal			
Pajak Kini—tahun berjalan Tax—current year	12,26%	22.922	209.951	187.029	128.851

Selain PPh Badan, ICON+ juga telah memenuhi kewajiban kepada negara sesuai dengan Peraturan Pemerintah No. 7 tahun 2009 tanggal 16 Januari 2009 tentang Jenis dan Tarif Atas Jenis Penerimaan Negara Bukan Pajak yang Berlaku pada Departemen Komunikasi dan Informatika, dimana setiap penyelenggara telekomunikasi dikenakan Biaya Hak Penyelenggaraan (BHP) telekomunikasi sebesar 0,5% dan kontribusi USO sebesar 1,25% dari pendapatan telekomunikasi.

Pada tahun 2019, BHP Telekomunikasi dan USO ICON+ yang dibayarkan oleh Perusahaan sebesar Rp35,92 miliar atau 19,10% lebih tinggi dibandingkan dengan tahun sebelumnya.

In addition to Corporate Income Tax, ICON+ has also fulfilled its obligations to the state in accordance with Regulation of the Government No. 7 of 2009 dated January 16, 2009 concerning Type and Tariff of Non-Tax State Revenue Applicable in Department of Communication and Information, in which each telecommunication administrator is subject to Telecommunication Operator Rights Fee (BHP) at 0.5% and USO contribution at 1.25% from telecommunication revenue.

In 2019, the Company paid Rp35.92 billion of BHP Telekomunikasi and USO ICON+ or 19.10% higher than the previous year's payment.

Biaya Hak Penyelenggaraan (BHP) Telekomunikasi dan USO ICON+
Telecommunication Operator Rights Fee (BHP) and ICON+ USO

dalam jutaan Rp
in millions of Rp

Uraian Description	YoY 2018-2019		2019	2018	2017
	%	Nominal			
Beban Penggunaan Frekuensi Frequency Usage Expense	19,10%	5.763	35.929	30.167	25.141

Perubahan Kebijakan Akuntansi yang Diterapkan Perusahaan pada Tahun Buku Terakhir

Pada tahun 2019 tidak terdapat kebijakan akuntansi yang mengalami perubahan yang berpengaruh terhadap ICON+.

Changes in Accounting Policies Applied by the Company in the Last Financial Year

In 2019, there were no changes in accounting policies that affect ICON+.

Informasi Material Setelah Tanggal Laporan Akuntan

ICON+ tidak memiliki fakta material yang terjadi setelah tanggal laporan keuangan yang telah diaudit.

Material Information After the Date of the Accountant Report

ICON+ does not have material facts that occur after the date of the audited financial statement.

Informasi Transaksi Material yang Mengandung Benturan Kepentingan dan/atau Transaksi dengan Pihak Afiliasi/Material

Transaksi Material yang Mengandung Benturan Kepentingan

Selama tahun 2019, tidak terdapat transaksi yang mengandung benturan kepentingan, sehingga tidak terdapat informasi yang diungkapkan.

Transaksi Material dengan Pihak Berelasi/Afiliasi

Dalam operasionalnya, Perusahaan melakukan transaksi dengan pihak-pihak berelasi. Seluruh transaksi dengan pihak berelasi telah diungkapkan dalam Laporan Tahunan dan Laporan Keuangan (catatan) seperti yang didefinisikan dalam PSAK 7: Pengungkapan Pihak-pihak Berelasi.

Sifat Hubungan Berelasi

a. PLN adalah pemegang saham mayoritas Perusahaan yang seluruh sahamnya dimiliki oleh Pemerintah Republik Indonesia.
b. Perusahaan yang pemegang sahamnya sama dengan pemegang saham utama Perusahaan dan atau sebagian pengurusnya sama dengan Perusahaan, yaitu Yayasan Pendidikan dan Kesejahteraan PLN ("YPK PLN"), PT Indonesia Power ("IP"), PT Pembangkitan Jawa Bali ("PJB"), PT Pelayanan Listrik Nasional Batam ("PLN Batam"), PT PLN Enjiniring ("PLN-E"), PT PLN Gas dan Geothermal ("PLN Gas dan Geothermal"), PT PLN Batubara ("PLN BB"), PT Pelayanan Listrik Nasional Tarakan ("PLN Tarakan"), PT Bahtera Adhiguna ("BAG") dan PT Haleyora Power ("HP").
c. Pemerintah dalam hal ini adalah Kementerian Keuangan Republik Indonesia merupakan pemegang saham PLN dan Badan Usaha Milik Negara ("BUMN").
d. Dewan Komisaris dan Direksi merupakan personil manajemen kunci Perusahaan.

Information on Material Transactions that Contain Conflicts of Interest and/or Transaction with Affiliated/Material Parties

Material Transactions Containing Conflict of Interest

Throughout 2019, there are no transactions containing conflict of interests, thus information regarding such matters is not available.

Material Transaction with Affiliated/Related Parties

In its operational activities, the Company performed transactions with related parties. All transactions with related parties have been disclosed in the Annual Report and Financial Statements (notes) as defined in PSAK 7: Disclosure of Related Parties.

Nature of Relationship

a. PLN is the majority shareholder of the Company whose shares of stock are wholly owned by the Government of the Republic of Indonesia.
b. Yayasan Pendidikan dan Kesejahteraan PLN ("YPK PLN"), PT Indonesia Power ("IP"), PT Pembangkitan Jawa Bali ("PJB"), PT Pelayanan Listrik Nasional Batam ("PLN Batam"), PT PLN Enjiniring ("PLN-E"), PT PLN Gas dan Geothermal ("PLN Gas dan Geothermal"), PT PLN Batubara ("PLN BB"), PT Pelayanan Listrik Nasional Tarakan ("PLN Tarakan"), PT Bahtera Adhiguna ("BAG") and PT Haleyora Power ("HP") are companies which have the same principal shareholder and/or management as the Company.
c. The government is the Ministry of Finance of the Republic of Indonesia, which is the shareholder of PLN and State-Owned Enterprises ("BUMN').
d. Board of Commissioners and Directors are members of the key management of the Company.

Hubungan, sifat, serta saldo akun/transaksi dengan pihak berelasi adalah sebagai berikut:

Relationship, nature, and balance of accounts/transactions with related parties are as follows:

Sifat Hubungan dan Transaksi Pihak Berelasi
Relationship and Transaction Nature of Related Parties

Pihak Berelasi Related Parties	Sifat Hubungan Nature of Relationship	Sifat Transaksi Nature of Transaction
PT Bank Mandiri (Persero) Tbk	Pengendalian melalui Pemerintah Republik Indonesia Control through the Government of the Republic of Indonesian	Penempatan rekening bank dan deposito berjangka dibatasi penggunaannya, kas dan setara kas Placement of restricted cash in bank and time deposit, cash and cash equivalents
PT Bank Negara Indonesia (Persero) Tbk	Pengendalian melalui Pemerintah Republik Indonesia control through the Government of the Republic of Indonesian	Penempatan kas dan setara kas Placement of cash and cash equivalents
PT Bank BNI Syariah	Pengendalian melalui Pemerintah Republik Indonesia Control through the Government of the Republic of Indonesian	Penempatan kas dan setara kas Placement of cash and cash equivalents
PT Bank Rakyat Indonesia (Persero) Tbk	Pengendalian melalui Pemerintah Republik Indonesia Control through the Government of the Republic of Indonesian	Penempatan kas dan setara kas Placement of cash and cash equivalents
PT PGAS Telekomunikasi Nusantara	Pengendalian melalui Pemerintah Republik Indonesia Control through the Government of the Republic of Indonesian	Transaksi penjualan layanan jaringan Sale of network service
PT Telekomunikasi Indonesia (Persero) Tbk	Pengendalian melalui Pemerintah Republik Indonesia Control through the Government of the Republic of Indonesian	Transaksi penjualan layanan jaringan, layanan Right of Way (ROW) Sale of network service, Right of Way (ROW) service
PT Pertamina EP	Pengendalian melalui Pemerintah Republik Indonesia Control through the Government of the Republic of Indonesian	Transaksi penjualan layanan jaringan Sale of network service
PT Telekomunikasi Selular Tbk	Pengendalian melalui Pemerintah Republik Indonesia Control through the Government of the Republic of Indonesian	Transaksi penjualan layanan jaringan Sale of network service
PT Telekomunikasi Indonesia International	Pengendalian melalui Pemerintah Republik Indonesia Control through the Government of the Republic of Indonesian	Transaksi penjualan layanan jaringan Sale of network service

Sifat Hubungan dan Transaksi Pihak Berelasi
Relationship and Transaction Nature of Related Parties

Pihak Berelasi Related Parties	Sifat Hubungan Nature of Relationship	Sifat Transaksi Nature of Transaction
PT Haleyora Power	Perusahaan Sepengendali Entity under common control	Transaksi penjualan layanan jaringan, layanan internet Sale of network service, internet service
PT Indonesia Power	Perusahaan Sepengendali Entity under common control	Transaksi penjualan layanan jaringan, layanan penyimpanan, layanan internet Sale of network service, storage service, internet service
PT PLN Batubara	Perusahaan Sepengendali Entity under common control	Transaksi penjualan layanan penyimpanan, layanan internet, layanan aplikasi Sale of storage service, internet service, application service
PT Pembangkitan Jawa Bali	Perusahaan Sepengendali Entity under common control	Transaksi penjualan layanan jaringan, layanan internet Sale of network service, internet service
Dana Pensiun PLN	Program imbalan pasca kerja Post-employment benefit plan	Pembayaran kontribusi program manfaat pasti Payment of contribution for defined benefit plan
BPJS Kesehatan	Pengendalian melalui Pemerintah Republik Indonesia Control through the Government of the Republic of Indonesian	Transaksi iuran kepesertaan BPJS Kesehatan para pegawai Payment of BPJS Kesehatan contribution
BPJS Ketenagakerjaan	Pengendalian melalui Pemerintah Republik Indonesia Control through the Government of the Republic of Indonesian	Transaksi iuran kepesertaan BPJS Tenaga Kerja Payment of BPJS Ketenagakerjaan contribution
PT Pelayanan Listrik Nasional Batam	Perusahaan Sepengendali Entity under common control	Transaksi atas revenue sharing pemanfaatan infrastruktur Revenue sharing of infrastructure utilization
PT Bank Syariah Mandiri	Pengendalian melalui Pemerintah Republik Indonesia Control through the Government of the Republic of Indonesian	Transaksi penjualan layanan jaringan Sale of network service
Bendahara Penerimaan BP3TI	Instansi Pemerintah Government agencies	Transaksi atas kontribusi/pembayaran BHP USO Payment of BHP USO contribution
Bendahara Penerima Direktorat Jenderal Pos dan Telekomunikasi	Instansi Pemerintah Government agencies	Transaksi atas kontribusi/pembayaran BHP Telekomunikasi Payment of BHP Telekomunikasi

Berikut ini adalah saldo dan transaksi dengan pihak berelasi untuk tahun 2019 dan 2018:

The following are the balance and transactions with related parties for 2019 and 2018:

Saldo dan Transaksi dengan Pihak Berelasi
Balances and Transactions with Related Parties

dalam jutaan Rp
in millions of Rp

Uraian Description	2019	Persentase terhadap aset/ liabilitas/ pendapatan/ beban yang bersangkutan Percentage to related asset/ liability/revenue/expenses	2018	Persentase terhadap aset/ liabilitas/ pendapatan/ beban yang bersangkutan Percentage to related asset/ liability/revenue/expenses
Kas dan Setara Kas **Cash and Cash Equivalent**				
Bank Cash in bank				
PT Bank Mandiri (Persero) Tbk	67.811	1,85%	55.677	1,80%
PT Bank Rakyat Indonesia (Persero) Tbk	13.742	0,37%	15.325	0,49%
PT Bank Negara Indonesia (Persero) Tbk	1.440	0,04%	3.390	0,11%
PT Bank BNI Syariah	504	0,01%	504	0,02%
PT Bank Tabungan Negara	1.667	0,05%	413	0,01%
Subjumlah Subtotal	**85.164**	**2,32%**	**75.309**	**2,43%**
Setara kas - deposito berjangka Cash equivalents – time deposits				
PT Bank Rakyat Indonesia (Persero) Tbk	155.000	4,22%	81.500	2,63%
PT Bank Negara Indonesia (Persero) Tbk	165.000	4,49%	-	-
PT Bank Mandiri (Persero) Tbk	-	-	84.000	2,71%
Subjumlah Subtotal	**320.000**	**8,71%**	**165.500**	**5,34%**
Jumlah kas dan setara kas Total cash and cash equivalents	**405.164**	**11,03%**	**240.809**	**7,77%**
Piutang Usaha **Trade receivables**				
PT PLN (Persero)	339.734	9,25%	562.781	18,16%
Kementerian Komunikasi dan Informatika Republik Indonesia Ministry of Communication and Information of the Republic of Indonesia	101.676	2,77%	124.387	4,01%
PT Telekomunikasi Indonesia (Persero) Tbk	37.855	1,03%	21.808	0,70%

Saldo dan Transaksi dengan Pihak Berelasi
Balances and Transactions with Related Parties

dalam jutaan Rp
in millions of Rp

Uraian Description	2019	Persentase terhadap aset/ liabilitas/ pendapatan/ beban yang bersangkutan Percentage to related asset/ liability/revenue/expenses	2018	Persentase terhadap aset/ liabilitas/ pendapatan/ beban yang bersangkutan Percentage to related asset/ liability/revenue/expenses
PT Pertamina (Persero)	12.720	0,35%	15.986	0,52%
PT Pertamina EP	11.011	0,30%	14.568	0,47%
PT Bank Rakyat Indonesia (Persero) Tbk	28.680	0,78%	7.256	0,23%
Lainnya (masing-masing di bawah Rp5 miliar) Others (each below Rp5 billion)	30.169	0,82%	55.660	1,80%
Jumlah Total	**561.845**	**15,29%**	**802.446**	**25,90%**
Rekening Bank dan Deposito Berjangka yang Dibatasi Penggunaannya **Restricted cash in banks and time deposits**				
PT Bank Mandiri (Persero) Tbk	30.575	0,83%	27.862	0,90%
Utang usaha **Trade payables**				
PT Pelayanan Listrik Nasional Batam	116	0,01%	87	0,01%
Lainnya (masing-masing di bawah Rp1 miliar) Others (each below Rp1 billion)	49	0,00%	3	0,00%
Jumlah Total	**165**	**0,02%**	**90**	**0,01%**
Biaya yang masih harus dibayar **Accrued expenses**				
PT PLN (Persero)	33.866	3,15%	36.144	3,65%
Pinjaman jangka panjang **Long-term loan**				
PT PLN (Persero)	84.600	7,87%	156.979	15,83%

Saldo dan Transaksi dengan Pihak Berelasi
Balances and Transactions with Related Parties

dalam jutaan Rp
in millions of Rp

Uraian Description	2019	Persentase terhadap aset/ liabilitas/ pendapatan/ beban yang bersangkutan Percentage to related asset/ liability/revenue/expenses	2018	Persentase terhadap aset/ liabilitas/ pendapatan/ beban yang bersangkutan Percentage to related asset/ liability/revenue/expenses
Pendapatan Revenues				
PT PLN (Persero)	960.498	37,91%	422.748	19,49%
PT Telekomunikasi Indonesia Tbk	25.219	1,00%	11.339	0,52%
PT Indonesia Power	25.436	1,00%	6.869	0,32%
PT Bank Rakyat Indonesia (Persero) Tbk	63.774	2,52%	6.333	0,29%
PT Bank Syariah Mandiri	10.887	0,43%	4.589	0,21%
PT Telekomunikasi Selular Tbk	-	-	17	0,00%
Lainnya (masing-masing di bawah Rp5 miliar) Others (each below Rp5 billion)	488.680	19,29%	27.522	1,27%
Jumlah Total	**1.574.494**	**72,58%**	**479.417**	**22,10%**
Beban koneksi dan beban langsung lainnya Connection and other direct expenses				
PT Telekomunikasi Indonesia Tbk	156.237	15,15%	96.016	(11,52%)
PT PGAS Telekomunikasi Nusantara	5.729	0,56%	4.539	(0,54%)
PT PLN (Persero)	685	0,07%	603	(0,07%)
Lainnya (masing-masing di bawah Rp2 miliar) Others (each below Rp2 billion)	114.597	11,11%	118.073	(14,17%)
Jumlah Total	**277.248**	**26,89%**	**219.231**	**(26,31%)**
Beban bunga Interest expenses				
PT PLN (Persero)	12.869	100,00%	21.405	100%

Program Kepemilikan Saham oleh Karyawan dan/atau Manajemen yang Dilaksanakan Perusahaan (ESOP/MSOP)

Sampai dengan tahun 2019, ICON+ bukan merupakan perusahaan terbuka dan belum melakukan penawaran umum, sehingga tidak terdapat informasi mengenai jumlah saham yang dimiliki oleh karyawan maupun manajemen.

Share Ownership Program by Employees and/or Management Implemented by the Company (ESOP/MSOP)

Until the end of year 2019, ICON+ is not a public company and has not conducted public offering. Therefore, there is no information related to the amount of shares owned by the employees and members of management.

Realisasi Penggunaan Dana Hasil Penawaran Umum

ICON+ bukan merupakan perusahaan terbuka dan belum melakukan penawaran umum, sehingga tidak terdapat informasi mengenai total perolehan dana, rencana penggunaan dana, rincian penggunaan dana, saldo dana tanggal persetujuan RUPS atas realisasi penggunaan dana hasil penawaran umum sepanjang tahun 2019.

Realization of the Use of Funds from the Public Offering

ICON+ is not a public company and has not conducted a public offering, thus there is no information on total fund acquisition, fund use plans, details of fund use, fund balance on the date of Annual GMS's approval of the realization of the use of proceeds from public offerings throughout 2019.

Informasi Material mengenai Investasi, Ekspansi, Divestasi, Penggabungan/Peleburan Usaha, Akuisisi atau Restrukturisasi Utang/Modal

Sepanjang tahun 2019, Perusahaan tidak melakukan aktivitas terkait investasi, ekspansi, divestasi, penggabungan/peleburan usaha, akuisisi, serta restrukturisasi utang/modal, sehingga tidak terdapat informasi terkait hal-hal tersebut.

Material Information regarding Investment, Expansion, Divestment, Merger/Consolidation, Acquisition or Debt/Capital Restructuring

Throughout 2019, the Company did not conduct activities related to investment, expansion, divestation, business merger/consolidation, acquisition, and restructurization of money/capital, thus information regarding them is not available.

Perubahan Peraturan Perundang-undangan yang Berpengaruh Signifikan Terhadap Perusahaan

Changes in Laws and Regulations that Are Significant to the Company

Pada tahun 2019 tidak terdapat perubahan peraturan perundang-undangan yang berpengaruh signifikan atau menimbulkan dampak material terhadap Perusahaan.

The year 2019 saw no changes in laws and regulations that significantly have material impacts on the Company.

Aspek Pemasaran
Marketing Aspect

Pada mulanya, ICON+ hanya berperan sebagai *network and business process enabler* PLN untuk meningkatkan layanan listrik. Pada tahun 2000, ICON+ memulai kegiatan komersialnya dengan *Network Operation Centre* yang berlokasi di Gandul, Cinere. Pada tahap awal hanya difokuskan untuk melayani kebutuhan jaringan telekomunikasi PT PLN (Persero).

Initially, ICON+ only served as PLN network and business process enabler to improve electricity services. In 2000, ICON+ started its commercial activities with the Network Operation Center located in Gandul, Cinere. At the initial stage it was only focused on serving the needs of PT PLN (Persero)'s telecommunications network.

Kemudian, ICON+ berperan mengembangkan potensi bisnis dengan mengkomersialkan kelebihan kapasitas jaringan telekomunikasi ketenagalistrikan *fiber optic* milik PLN di Pulau Jawa dan Bali. Kabel *fiber optic* adalah sebuah kabel yang terbuat dari *fiber* kaca dengan teknologi canggih dan mempunyai kecepatan *transfer* data yang lebih cepat dari kabel biasa.

Afterward, ICON+ plays a role in developing business potential by commercializing the excess capacity of PLN's fiber optic electricity telecommunications network in Java and Bali. Fiber optic cable is a cable made of glass fiber with advanced technology and has a data transfer speed that is faster than ordinary cables.

Dengan memanfaatkan aset strategis PLN berupa jaringan transmisi *full fiber optic* ICON+ mampu melayani kebutuhan pelanggan dengan berbagai pilihan jaringan telekomunikasi, yaitu: *Clear Channel Network, IP VPN, Metronet* dan *Corporate Internet*.

By utilizing PLN's strategic assets in the form of full fiber optic transmission network, ICON+ is able to serve the needs of customers with a variety of telecommunications network options of: Clear Channel Network, IP VPN, Metronet, and Corporate Internet.

Demi menjawab tantangan era *disruption*, ICON+ bertransformasi untuk keluar dari *business as usual* merambah ke dunia digital, menciptakan bisnis baru dengan membangun *integrated digital ecosystem platform*.

In order to answer the challenges of the disruption era, ICON+ is transforming to exit business as usual and venturing to the digital world, creating new businesses by building an integrated digital ecosystem platform.

ICON+ menjadi pendatang baru dan satu-satunya anak perusahaan PLN yang mampu berkompetisi di pasar teknologi informasi dan komunikasi yang agresif yang mulai diperhitungkan.

ICON+ is a newcomer and the only PLN subsidiary capable of competing in the aggressive information and communication technology market that is starting to be taken into account.

ICON+ terus tumbuh di industri telekomunikasi. Penjualan ICON+ meningkat setiap tahunnya. Di tahun 2019 ini, pendapatan ICON+ tumbuh 16,81% menjadi Rp2,53 triliun. Pendapatan dari luar Grup PLN juga telah mendominasi keseluruhan pendapatan ICON+. Saat ini, 57,09% pendapatan ICON+ berasal dari luar Grup PLN.

ICON+ continues to grow in the telecommunications industry. ICON+ sales are increasing each year. In 2019, ICON+ revenue grew 16.81% to Rp2.53 trillion. Revenue from outside the PLN Group has also dominated ICON+'s overall revenue. Currently, 57.09% of ICON+ revenue originates from outside the PLN Group.

Faktor pendorong tumbuhnya bisnis ICON+ adalah tingginya jumlah pelanggan internet (*broadband*) di Indonesia. Di sisi lain ICON+ didukung oleh jaringan *fiber* yang mumpuni yang didukung oleh infrastruktur RoW (*Right of* Ways) mencakup Sumatera, Jawa, Bali, Nusa Tenggara, Sulawesi, dan Kalimantan. Selain itu, ICON+ juga didukung oleh sumber daya manusia yang kompeten dan berpengalaman.

Modal kuat yang dimiliki ICON+ menjadikan ICON+ mampu menyediakan layanan yang andal secara nasional dengan *down time* minimal sehingga memenuhi *service level agreement*.

Pada akhirnya, ICON+ telah menjadi penyedia solusi teknologi informasi dan komunikasi terkemuka di Indonesia. Sampai saat ini, ICON+ telah menarik lebih dari 3.000 pelanggan dari berbagai institusi yang meliputi pemerintah dan berbagai sektor industri terutama telekomunikasi, perbankan, keuangan, dan manufaktur.

Segmen Pasar dan Kondisi Persaingan

Persaingan di industri telekomunikasi di Indonesia khususnya pasar *fixed* data saat ini sangat dinamis. Untuk tahun 2018 total pasar fixed data di Indonesia sebesar Rp15,27 miliar dan diperkirakan mencapai Rp21,41 miliar pada tahun 2024 dengan pertumbuhan rata-rata 5,8% (CAGR 2018-2024).

Posisi Produk di Pasar

ICON+ ditetapkan sebagai pesaing potensial dalam segmen pemerintah dan enterprise. Sepanjang tahun 2019, ICON+ bersama dengan Indosat dan Telkom memimpin pasar *Data Connectivity*, dengan masing-masing *market share* berada pada persentase berturut-turut 6%, 17%, dan 60% dari keseluruhan *market size* pasar *data connectivity*. ICON+ memaksimalkan seluruh *backbone* guna menjawab kebutuhan pasar mulai dari PLN, Operator, Finance & Banking, Manufacturing, Government, dan lain-lain.

The driving factor for the growth of ICON+ business is the high number of internet (broadband) subscribers in Indonesia. On the other hand, ICON+ is supported by a qualified fiber network reinforced by a RoW (Right of Ways) infrastructure covering Sumatera, Java, Bali, Nusa Tenggara, Sulawesi, and Kalimantan. In addition, ICON+ is also supported by a competent and experienced human resources.

The strong capital owned by ICON+ makes ICON+ able to provide reliable services nationally with minimal down time so that it meets the service level agreement.

Eventually, ICON+ has become a leading provider of information and communication technology solutions in Indonesia. To date, ICON+ has attracted more than 3,000 customers from various institutions covering the government and various industrial sectors, especially telecommunications, banking, finance, and manufacturing.

Market Segments and Competitive Conditions

Competition in the telecommunications industry in Indonesia, particularly the fixed data market, is currently very dynamic. For 2018, the total fixed data market in Indonesia is Rp15.27 billion and is estimated to reach Rp21.41 billion in 2024 with an average growth of 5.8% (CAGR 2018-2024).

Product Position in the Market

ICON+ is designated as a potential competitor in the government and enterprise segments. Throughout 2019, ICON+ together with Indosat and Telkom led the data connectivity market, with respective market share at 6%, 17% and 60% of the total market size of the data connectivity market, respectively. ICON+ maximizes the entire backbone to answer market needs ranging from PLN, Operators, Finance & Banking, Manufacturing, Government, and others.

Pangsa Pasar

ICON+ terus mengevaluasi kinerja Perusahaan terhadap pesaing, yaitu perusahaan sejenis (*benchmark*). Evaluasi dilakukan dalam segala aspek, antara lain melalui analisis Laporan Tahunan Perusahaan, *news release*, dan lainnya. Berdasarkan hasil evaluasi, penguasaan pasar ICON+ untuk jaringan fixed data dan internet pada tahun 2019 sebesar 7,35%.

Strategi Pemasaran

Dalam memasarkan produk dan layanan, serta meningkatkan pangsa pasar, tahun 2020 ICON+ menjalankan strategi pemasaran sebagai berikut:

- Monetisasi Internet Desa (IDESCafe) melalui AirSale dan Airlis, serta melakukan upgrade CPE menjadi mini PoP.
- Peningkatan Program Pemasaran Bersama PLN (Stoomnet), dengan melakukan Joint Marketing/ Kerjasama Pemasaran dengan mitra pemilik konten IPTV (MNC dan Trans).
- Perluasan Cakupan Fiberisasi, melalui penambahan *resource* mitra stringer untuk percepatan penarikan kabel. Sampai dengan Triwulan IV Tahun 2019, penjualan dari Fiberisasi terealisasi Rp2,5 miliar dari target Rp63 miliar.
- Penyusunan Katalog produk terbaru berbasis solusi dan kebutuhan pelanggan yang mengikuti pertumbuhan pasar.
- Pengembangan produk solusi berbasis aplikasi/ digital ke pelanggan.

Realisasi dan Capaian Strategi Pemasaran

Sampai dengan tahun 2019 Perusahaan telah melaksanakan program-program pemasaran sebagai berikut:

1. Survey Market Produk Kapasitas Besar
2. Proses Pengadaan Data Tracker dan Forecast Data 5 Tahun kedepan Market ICT Bisnis Fixed Data dan Internet Access B2B dan Internet Access B2C, oleh IDC.
3. Melakukan Survey Kepuasan Pelanggan.

Market Share

ICON+ continues to evaluate the Company's performance against competitors, namely similar companies (benchmarks). Evaluations are carried out in all aspects, including analysis of the Company's Annual Report, news release, and others. Based on the results of the evaluation, the market share of ICON+ for fixed data and internet networks in 2019 was 7,35%.

Marketing Strategy

In markets its products and services, as well as increases its market share, ICON+ in 2020 conducts the following marketing strategies:

- Village Internet Monetization (IDESCafe) through AirSale and Airlis, as well as upgrading CPE to mini PoP.
- Increase the Joint Marketing Program of PLN (Stoomnet), by conducting Joint Marketing/Marketing Collaboration with IPTV content owner partners (MNC and Trans).
- Expansion of Fiberization Coverage, through the addition of stringer partner resource to accelerate cable retraction. Until the fourth quarter of 2019, sales from Fiberisasi were realized at Rp2.5 billion from the target of Rp63 billion.
- Compilation of the latest product catalogs based on solutions and customer needs, which follows the growth of the market.
- Application/digital based product solution development to customers.

Marketing Strategy Realization and Achievement

Until 2019, the Company has implemented the following marketing programs:

1. Large Capacity Product Market Survey
2. Procurement Process for Data Tracker and Forecast Data for the next 5 years ICT Market for Fixed Data Business and Internet Access B2B, and Internet Access B2C by IDC.
3. Conducting Customer Satisfaction Survey.

Key Performance Indicator (KPI) dan Tingkat Kesehatan Perusahaan

Key Performance Indicator (KPI) and Company Sound Level

Key Performance Indicator memiliki peran penting bagi kemajuan sebuah Perusahaan. Sebab, Perusahaan dituntut untuk mencapai visi dan misi serta langkah praktis dalam merealisasikan tujuannya. Selain itu, Key Performance Indicators perusahaan dapat mengukur pencapaian performa kinerjanya finansial maupun finansial.

ICON+ berkomitmen dalam mengukur KPI untuk mencapai visi dan misi Perusahaan, dengan tingkat kesehatan Perusahaan PT Indonesia Comnets Plus pada tahun 2019 mendapat skor 90,24. Hasil KPI tersebut mengacu pada Keputusan Menteri BUMN No KEP-100/MBU/2002 tanggal 4 Juni 2002 tentang Penilaian Tingkat Kesehatan BUMN, maka tingkat kesehatan Perusahaan termasuk pada kriteria AA (SEHAT).

Key Performance Indicator has an important role for the progress of a company. It is because companies are required to achieve their vision and mission as well as practical steps in realizing their goals. In addition, the company's Key Performance Indicators can measure the achievement of financial performance.

ICON+ is committed in measuring KPIs to achieve the Company's vision and mission, in 2019, PT Indonesia Comnets Plus got a score of 90.24 for the company's health level. The KPIS results refer to the Decree of the Minister of SOEs No. KEP-100/MBU/2002 dated June 4, 2002 regarding the Assessment of SOEs Health Levels, thus the health level of the Company is included in the AA (HEALTHY) criteria.

Key Performance Indicator (KPI) dan Tingkat Kesehatan Perusahaan
Key Performance Indicator and Company Sound Level

No.	Uraian Description	Satuan Unit	Bobot Weight	Target Target	Realisasi Realization	Pencapaian Achievement	Nilai Score
1	**Fokus Pelanggan | Customer Focus**						
1.1	Pertumbuhan Pelanggan Baru New Customer Growth	Pelanggan Customer	8	375	384,00	100,00%	8,00
1.2	Recovery Time Segmen Ketenagalistrikan SCADA Redundant Distribusi & Transmisi Recovery Time of SCADA Electricity Segment Redundant Distribution & Transmission	Menit Minutes	10	57,00	54,41	100,00%	10,00
1.3	Service Delivery Inisiatif Baru Project PLN di luar Optimalisasi Aset Berbasis IT Service Delivery of New PLN Project Initiatives outside IT-Based Asset Optimization	%	4	100,00	100,00	100,00%	4,00
2	**Efektivitas Produk dan Proses | Product and Process Effectiveness**						
2.1	*Service Level Agreement* ("SLA") Tingkat Respon *Call Center* *Service Level Agreement (SLA) of Call Center Response Level*						
	a. Call Center 123 Call Center 123	%	5	100,00	116,89	100,00%	5,00
	b. Call Center ICON Call Center ICON	%	5	100,00	99,96	99,96%	4,99
2.2	Kecepatan penyambungan layanan jaringan dan jasa telekomunikasi ke pelanggan *Speed of connecting network services and telecommunications*	Hari Days	6	21	21,13	99,38%	5,96

Key Performance Indicator (KPI) dan Tingkat Kesehatan Perusahaan
Key Performance Indicator and Company Sound Level

No.	Uraian Description	Satuan Unit	Bobot Weight	Target Target	Realisasi Realization	Pencapaian Achievement	Nilai Score
2.3	Optimalisasi Aset Berbasis IT: IT-Based Asset Optimization:						
	a. Pembangunan Sistem Pengukuran Neraca Energi Terpusat Development of a Centralized Energy Balance Measurement System	%	6	100,00	75,00	75,00%	4,50
	b. Implementasi Enterprise Asset Management (EAM) Implementation of Enterprise Asset Management (EAM)	Unit	6	7	7,00	100,00%	6,00
	c. Implementasi Advanced Metering Infrastructure (AMI) Implementation of Advanced Metering Infrastructure (AMI)	Pelanggan Customer	0	1.000.000	0,00	-	-
3	**Fokus Tenaga Kerja | Focus on Labor**						
3.1	*Human Capital Readiness* ("HCR")	Level	3	4,12	4,12	100,00%	3,00
3.2	*Organization Capital Readiness* ("OCR")	Level	3	4,12	4,12	100,00%	3,00
3.3	*Information Capital Readiness* ("ICR")	Level	2	4,25	4,83	100,00%	2,00
4	**Keuangan dan Pasar | Finance and Markets**						
4.1	Pendapatan dari Pasar non-PLN *Revenue from Non-PLN Market*	Rp miliar Rp billions	12	2.500,00	1.446,27	57,85%	6,94
4.2	*Earnings Before Interest, Taxes Depreciation, and Amortization* ("EBITDA") *Margin*	%	8	38,00	40,13	100,00%	8,00
4.3	*Market Share* Jaringan *Fixed Data* & Internet ICON+ *Market Share of ICON+ Fixed Data & Internet network*	%	5	6,80	7,35	100,00%	5,00
4.4	Sinergi dengan Anak Perusahaan lain *Synergy with other Subsidiaries*	Rp miliar Rp billions	5	142,90	127,13	88,96%	4,44
5	**Kepemimpinan, Tata Kelola, dan Tanggung Jawab Kemasyarakatan | Leadership, Governance and Social Responsibility**						
5.1	Penerapan *Good Corporate Governance* ("GCG") *Implementation of Good Corporate Governance ("GCG")*	Skor Score	3	91,50	92,59	100,00%	3,00
5.2	Penyelesaian Temuan Auditor *Settlements of Auditors' Findings*	%	3	100,00	100,00	100,00%	3,00
5.3	Kepatuhan pada K3LH (Kesehatan, Keselamatan Kerja & Lingkungan Hidup) *Compliance with K3LH (Health, Work Safety, and Environment)*	%	Max-10	...	...	...	-2,00
	Jumlah **Total**		**94**				**84,83**
	Nilai Kinerja Organisasi (NKO) **Organizational Performance Score**		**100**				**90,24**

Fokus Pelanggan

Pertumbuhan Pelanggan Baru

Indikator kinerja pertumbuhan pelanggan baru bertujuan untuk memberikan gambaran kinerja pasar Perusahaan yang diukur dengan penambahan jumlah pelanggan eksternal/non-PLN baik pelanggan baru maupun pelanggan *pullout* yang kembali berlangganan dalam suatu periode tertentu, serta untuk mengukur keberhasilan Perusahaan dalam menambah portofolio pelanggan untuk mengurangi ketergantungan kepada pelanggan-pelanggan besar tertentu.

Dalam era global telekomunikasi, mayoritas Perusahaan telah memiliki provider telekomunikasi-nya sendiri sehingga keberhasilan ICON+ dalam mencapai penambahan pelanggan baru, menunjukkan keberhasilan ICON+ dalam melakukan strategi akuisisi pelanggan.

Realisasi pertumbuhan pelanggan baru tahun 2019 adalah 384 pelanggan baru atau tercapai sebesar 100,02% dari target tahun 2019 sebanyak 375 pelanggan. Jumlah tersebut juga tumbuh 2,67% dari jumlah pelanggan baru per 31 Desember 2018.

Recovery Time Segmen Ketenagalistrikan SCADA Redundant Distribusi & Transmisi

Indikator kinerja rata-rata waktu (durasi) penanganan gangguan service jaringan dan jasa segmen Ketenagalistrikan SCADA Distribusi dan Transmisi adalah tingkat kecepatan penanganan gangguan SCADA yang diukur dari lama waktu penanganan keseluruhan gangguan SCADA dibandingkan dengan total seluruh gangguan SCADA pada periode tertentu.

Realisasi rata-rata waktu (durasi) penanganan gangguan adalah sebesar 54,41 menit, sedangkan target yang ditetapkan sebesar 57 menit, sehingga pencapaian terhadap target adalah sebesar 100,00%.

Service Delivery Inisiatif Baru Project PLN di luar Optimalisasi Aset Berbasis IT

Indikator kinerja service delivery inisiatif baru project PLN diluar Optimalisasi Aset Berbasis IT adalah persentase penyelesaian jumlah permintaan inisiatif baru yang selesai tepat waktu dibandingkan dengan jumlah permintaan inisiatif baru pada periode tertentu.

Realisasi service delivery inisiatif baru project PLN di luar optimalisasi aset berbasis IT tahun 2019 sebesar 100,00% dari target yang ditetapkan sebesar 100,00% sehingga pencapaian terhadap target adalah sebesar 100,00%.

Customer Focus

New Customer Growth

The new customer growth performance indicator aims to provide an overview of the Company's market performance as measured by the addition of external/non-PLN customers, both new customers and pullout customers who re-subscribe in a certain period, and to measure the Company's success in increasing customer portfolios to reduce dependence on certain key customers.

In the global telecommunications era, the majority of companies already have their own telecommunication providers so that the success of ICON+ in achieving additional new customers shows the success of ICON+ in carrying out customer acquisition strategies.

The realization of new customer growth in 2019 was 384 new customers or reached 100.02% of the 2019 target's 375 customers. This number also grew 2.67% from the number of new customers as of December 31, 2018.

Recovery Time of SCADA Electricity Segment Redundant Distribution & Transmission

The Indicator of average time (duration) performance of handling disruption of SCADA Distribution and Transmission network and electricity segment services is the speed level of handling SCADA disruption, which is measured from the length of time for handling all SCADA disruption compared to the total SCADA disruption in a certain period.

The realization of the average time (duration) of handling disruption is 54,41 minutes, while the target is set at 57 minutes, thus the achievement of the target is 100.00%.

Service Delivery of New PLN Project Initiatives Outside IT-Based Asset Optimization

The performance indicator for service delivery of new PLN project initiatives outside of IT-Based Asset Optimization is the completion percentage of the number of new initiative requests that are completed on time compared to the number of new initiative requests in a certain period.

The realization of the new PLN project service delivery initiative outside IT-based assets optimization in 2019 was 100.00% out of the target set 100.00%, thus the achievement of the target was 100.00%.

Efektivitas Produk dan Proses

Service Level Agreement (SLA) Tingkat Respon Call Center

Indikator kinerja Tingkat Respon Call Center adalah Tingkat pemenuhan SLA untuk respon dari Call Center pada suatu periode tertentu dilihat dari Jumlah Call Attempt dari Pelanggan yang dilayani dari keseluruhan Call Attempt. Indikator SLA Tingkat Respon Call Center bertujuan untuk mengukur tingkat reliabilitas Perusahaan dalam memberikan pelayanan yang baik dalam setiap interaksi dan komunikasi kepada pelanggan.

Tingkat respon call center 123 pada tahun 2019 sebesar 116,89% dari target yang ditetapkan sebesar 100,00% sehingga pencapaian sebesar 100,00%.

Adapun tingkat respon call center ICON+ pada tahun 2019 terealisasi sebesar 99,96% dari target yang ditetapkan sebesar 100,00% sehingga pencapaian sebesar 99,96%.

Kecepatan Penyambungan Layanan Jaringan dan Jasa Telekomunikasi ke Pelanggan

Indikator kinerja komitmen penyambungan layanan jaringan dan jasa telekomunikasi ke pelanggan adalah rata-rata waktu penyambungan jaringan dan jasa telekomunikasi pada periode tertentu di luar waktu tunggu perijinan langganan. Indikator ini menunjukkan tingkat kecepatan delivery time (waktu penyediaan layanan) kepada pelanggan sebagai bentuk pemenuhan komitmen kepada pelanggan.

Realisasi komitmen penyambungan layanan jaringan dan jasa telekomunikasi ke pelanggan pada tahun 2019 adalah sebesar 21,13 hari dari target yang ditetapkan sebesar 21 hari, sehingga pencapaian terhadap target sebesar 99,38%.

Optimalisasi Aset Berbasis IT

Pembangunan Sistem Pengukuran Neraca Energi Terpusat

Aplikasi Neraca Energi Terpusat merupakan aplikasi kolaborasi kegiatan transaksi energi unit-unit PLN mulai dari pembangkit, P2B, dan distribusi dengan fungsi: (1) Mengetahui pemakaian tenaga listrik dari setiap titik ukur, (2) Menghitung susut jaringan dan distribusi, (3) Media transaksi energi antar unit PLN. Realisasi aplikasi Neraca Energi Terpusat pada tahun 2019 sebesar 75%.

Product and Process Effectiveness

Service Level Agreement (SLA) Call Center Response Level

The Call Center Response Level performance indicator is the level of SLA fulfillment for the response from the Call Center in a given period of time, which is seen from the Number of Call Attempts from the Customer served out of all Call Attempts. SLA Indicator of Call Center Response Level aims to measure the level of reliability of the Company in providing good service in every interaction and communication to customers.

The response rate for 123 call centers in 2019 was 116.89% of the target set at 100.00%, thus the achievement was 100.00%.

Meanwhile, the ICON+ call center response rate in 2019 was realized at 99.96% of the target set at 100.00%, thus the achievement was 99.96%.

Speed of Connecting Network Services and Telecommunications Services to Customers.

Performance indicators of commitment to connecting network services and telecommunications services to customers are the average time of network connection and telecommunications services in a certain period, excluding the waiting time for subscription licenses. This indicator shows the speed of delivery time (service provision time) to customers as a form of fulfillment of commitments to customers.

Realization of commitment to connecting network and telecommunications services to customers in 2019 was 21,13 days out of the targeted 21 days. Therefore, the achivement was 99.38%.

IT-Based Asset Optimization

Development of a Centralized Energy Balance Measurement System

The Centralized Energy Balance application is a collaborative application of PLN units' energy transaction activities starting from generators, P2B, and distribution with the following functions: (1) Knowing the power consumption of each measuring point, (2) Calculating network and distribution losses, (3) Media energy transactions between PLN units. The realization of the Centralized Energy Balance application in 2019 was 75%.

Implementasi Enterprise Asset Management (EAM)
Implementasi EAM yang didefinisikan dalam KPI adalah untuk Implementasi Modul Aset Register dan Modul Health Index, dengan target lokasi implementasi pada seluruh UP3 (Area) untuk 7 Lokasi Unit Induk/Wilayah.

EAM pada 2019 telah dibuat menjadi dua modul, yaitu Asset Register serta Health Index dan Mobile Health Index. Pada tahapan ini, telah dilakukan implementasi di 7 Unit Wilayah, yaitu Disbanten, Disjaya, Wilayah NTB, Kalbar, Kalselteng, Kaltimra, Bangka Belitung.

Implementasi Advanced Metering Infrastructure (AMI)
Advanced Metering Infrastructure (AMI) atau dikenal juga sebagai Sistem Pengukuran Dua Arah (SPDA) merupakan sebuah sistem yang mengukur, mengumpulkan dan menganalisis penggunaan energi serta berkomunikasi dengan meter listrik, baik secara terjadwal maupun sesuai permintaan. AMI mengkombinasikan perangkat pengukuran, komunikasi dua arah untuk penyediaan informasi (energi, tegangan, arus, dan lain-lain) yang mendekati *real time*, *monitoring* (kualitas dan kondisi), serta kontrol.

Fokus Tenaga Kerja

Human Capital Readiness (HCR)

Indikator HCR adalah Tingkat kesiapan kompetensi pegawai untuk mengeksekusi pekerjaan (pegawai pada bisnis inti dan pegawai penunjang) yang diukur dari assessment terhadap maturity level Human Capital Readiness (HCR) pada periode tertentu. Indikator kinerja ini bertujuan untuk memastikan pegawai memperoleh pelatihan yang sesuai agar dapat memenuhi kompetensi jabatan sesuai KKJ (Kebutuhan Kompetensi Jabatan) terutama pada critical job.

Pengukuran HCR dilakukan dengan mengukur tingkat kematangan proses (Maturity Level Indicator/MLI) dengan bobot 55% dan KPI yang dicapai dengan bobot 45%. Dari masing-masing aspek di atas dibagi menjadi 5 (lima) skala. Kriteria dari level 1 (satu) untuk kriteria yang paling rendah sampai level 5 (lima) untuk kriteria yang paling tinggi. Kriteria yang lebih tinggi merupakan akumulasi dari kriteria yang lebih rendah, artinya kriteria yang lebih tinggi dapat dicapai apabila telah memenuhi kriteria di bawahnya.

Implementation of Enterprise Asset Management (EAM)
The EAM implementation defined in the KPI is for the implementation of the Register Asset Module and the Health Index Module, with the target location for implementation in all UP3 (Areas) for 7 for 7 Main/Regional Unit Locations..

EAM in 2019 has been made into two modules, namely the Asset Register; and the Health Index and the Mobile Health Index. At this stage, the implementation has been carried out in 7 Regional Units of Disbanten, Disjaya, NTB Region, West Kalimantan, Kalselteng, Kaltimra, Bangka Belitung.

Implementation of Advanced Metering Infrastructure (AMI)
Advanced Metering Infrastructure (AMI) or also known as Two-Way Measurement System (SPDA) is a system that measures, collects, and analyzes energy usage and communicates with electricity meters, either on a scheduled basis or on demand. AMI combines measurement tools, two-way communication to provide near real-time information (energy, voltage, current, etc.), monitoring (quality and condition), and control.

Focus of Manpower

Human Capital Readiness (HCR)

HCR Indicator is the level of employee competency readiness to execute work (employees in the core business and supporting employees) that is measured by an assessment of the maturity level of Human Capital Readiness (HCR) for a certain period. This performance indicator aims to ensure that employees receive appropriate training in order to be able to fulfill job competencies according to the KKJ (Job Competency Requirements), especially on critical jobs.

The measurement of HCR is completed by measuring the level of process maturity (Maturity Level Indicator/MLI) with a weight of 55%, and KPI achieved with a weight of 45%. From each aspect above it is divided into 5 (five) scales. The level 1 (one) is the lowest criteria, to level 5 (five) for the highest criteria. The higher criterion is an accumulation of lower criteria, meaning higher criteria can be achieved if it has met the criteria below it.

Berdasarkan hasil *assessment* yang dilakukan oleh tim HCR – OCR PT PLN (Persero) melalui surat No. 00014/SKK.00.01/EVPHCMS/2020 tanggal 7 Januari 2020, nilai HCR ICON+ pada tahun 2019 adalah 4,12 dari target yang ditetapkan sebesar 4,12 sehingga pencapaian terhadap target adalah sebesar 100,00%.

Organization Capital Readiness (OCR)

Indikator OCR adalah Tingkat kesiapan organisasi dalam mengintegrasikan dan menyelaraskan factor yang mendorong perbaikan dan pembelajaran berkelanjutan dalam menjalankan strategi Perusahaan yang diukur dari assessment terhadap maturity level Organization Capital Readiness (OCR) pada periode tertentu. Dimensi OCR adalah sebagai berikut:

1. Kesiapan Kepemimpinan: memastikan ketersediaan pegawai yang siap mengisi posisi struktural tertentu sesuai kebutuhan.
2. Kesiapan Budaya: untuk internalisasi visi, misi, dan nilai-nilai diperlukan untuk melaksanakan strategi.
3. Kesiapan Penyelarasan: untuk memastikan keselarasan antara strategi dan target Perusahaan dan unit kerja dengan target kinerja individu.
4. Kesiapan Kerja Sama: untuk memastikan implementasi knowledge management mendukung strategi.

Sama seperti pengukuran HCR, pengukuran OCR dilakukan dengan mengukur MLI dengan bobot 55% dan KPI yang dicapai dengan bobot 45%, dengan bobot masing-masing aspek sebesar 25%. Dari masing-masing aspek di atas dibagi menjadi 5 (lima) skala. Kriteria dari level 1 (satu) untuk kriteria yang paling rendah sampai level 5 (lima) untuk kriteria yang paling tinggi. Kriteria yang lebih tinggi merupakan akumulasi dari kriteria yang lebih rendah, artinya kriteria yang lebih tinggi dapat dicapai apabila telah memenuhi kriteria di bawahnya.

Berdasarkan hasil *assessment* yang dilakukan oleh tim HCR-OCR PT PLN (Persero) melalui surat No. 00014. SKK.00.01/EVPHCMS/2020 tanggal 7 Januari 2020, nilai OCR ICON+ pada tahun 2019 adalah 4,12 dari target yang ditetapkan sebesar 4,12 sehingga pencapaian terhadap target adalah sebesar 100,00%.

Informational Capital Readiness (ICR)

Indikator ICR adalah Tingkat kesiapan pemanfaatan sistem informasi (aplikasi proses bisnis) dalam menjalankan strategi perusahaan yang diukur dari assessment terhadap maturity level Informational Capital Readiness (ICR). Indikator kinerja ini bertujuan untuk memastikan tingkat kesiapan pemanfaatan sistem informasi untuk mendukung strategi Perusahaan secara keseluruhan dan terintegrasi.

Based on the results of an assessment conducted by the HCR-OCR team of PT PLN (Persero) through letter No. 00014/SKK.00.01/EVPHCMS/2020 dated January 7, 2020, the HCR ICON+ value in 2019 was 4.12 from the target set at 4.12, thus the achievement of the target was 100.00%.

Organization Capital Readiness (OCR)

OCR Indicator is the level of readiness of the organization in integrating and harmonizing factors that encourage continuous improvement and learning in carrying out the Company's strategy as measured by an assessment of the maturity level Organization Capital Readiness (OCR) for a certain period. The dimensions of OCR are as follows:

1. Leadership Readiness: ensuring the availability of employees who are ready to fill certain structural positions as needed.
2. Cultural Readiness: to internalize the vision, mission, and values needed to implement the strategy.
3. Alignment Readiness: to ensure alignment between the strategies and targets of the Company and work units and individual performance targets.
4. Cooperation Readiness: to ensure the implementation of knowledge management to support the strategy.

Similar to the measurement of HCR, the measurement of OCR is completed by measuring MLI with a weight of 55% and KPI achieved with a weight of 45%, with a weight of each aspect of 25%. From each aspect above it is divided into 5 (five) scales. The level 1 (one) is the lowest criteria, to level 5 (five) for the highest criteria. The higher criterion is an accumulation of the lower criteria, meaning that the higher criteria can be achieved if it meets the criteria below it.

Based on the results of an assessment conducted by the HCR-OCR team of PT PLN (Persero) through letter No. 00014/SKK.00.01/EVPHCMS/2020 dated January 7, 2020, the HCR ICON+ value in 2019 was 4.12 from the target set at 4.12, thus the achievement of the target was 100.00%.

Informational Capital Readiness (ICR)

ICR Indicator is the level of readiness to use information systems (application of business processes) in carrying out the Company's strategy as measured by an assessment of the maturity level of Informational Capital Readiness (ICR). This performance indicator aims to ensure the level of readiness to use information systems to support the Company's overall and integrated strategy.

Pengukuran ICR dilakukan dengan mengukur MLI dengan skala 1-5. Kriteria dari level 1 (satu) untuk kriteria yang paling rendah sampai level 5 (lima) untuk kriteria yang paling tinggi. Kriteria yang lebih tinggi merupakan akumulasi dari kriteria yang lebih rendah, artinya kriteria yang lebih tinggi dapat dicapai apabila telah memenuhi kriteria di bawahnya.

Sesuai hasil *self-assessment* yang dilakukan ICON+, nilai ICR pada tahun 2019 adalah 4,83 dari target yang ditetapkan sebesar 4,24, sehingga pencapaian terhadap target adalah sebesar 114,00%.

The measurement of ICR is completed by measuring MLI on a scale of 1-5. The level 1 (one) is the lowest criteria, to level 5 (five) for the highest criteria. The higher criterion is an accumulation of the lower criteria, meaning that the higher criteria can be achieved if it meets the criteria below it.

Corresponding to the results of the self-assessment conducted by ICON+, the ICR score in 2019 was 4.83 from the target set at 4.24, thus the achievement of the target was 114.00%.

Keuangan dan Pasar

Pendapatan dari Pasar non PLN

Pencapaian pendapatan publik masih didominasi oleh segmen operator. Berikut ini adalah lima terbesar pendapatan segmen publik yang diperoleh dari pelanggan:

- PT Mora Telematika Indonesia;
- PT Link Net;
- PT Bank Rakyat Indonesia (Persero) Tbk.;
- Direktorat Jenderal Pemasyarakatan; dan
- PT Hutchison 3 Indonesia.

Pendapatan dari pasar non PLN tahun 2019 sebesar Rp1,45 triliun dari target yang ditetapkan Rp2,5 triliun, sehingga pencapaian terhadap target sebesar 57,85%. Belum tercapainya target tersebut terutama disebabkan oleh persaingan dengan kompetitor yang sangat ketat.

Earnings Before Interest, Taxes, Depreciation, and Amortization (EBITDA) Margin

Indikator kinerja EBITDA Margin adalah besarnya laba usaha yang dapat dihasilkan sebelum bunga, pajak, penyusutan, dan amortisasi dibandingkan dengan total pendapatan usaha pada suatu periode tertentu. Indikator ini menunjukkan tingkat kemampuan Perusahaan untuk mencetak laba.

Realisasi EBITDA Margin tahun 2019 sebesar 40,13%, sedangkan target yang ditetapkan sebesar 38,00%, sehingga pencapaian terhadap target sebesar 106,00%.

Finance and Market

Revenues from Non-PLN Market

The operator segment is still dominating the public revenues acquirement. The following are the five largest public segment revenues acquired from customers:

- PT Mora Telematika Indonesia;
- PT Link Net;
- PT Bank Rakyat Indonesia (Persero) Tbk.;
- Directorate General of Corrections; and
- PT Hutchison 3 Indonesia.

Revenue from the non-PLN market in 2019 was Rp1.45 trillion from the target set at Rp2.5 trillion, so that the achievement of the target was 57.85%. The unachieved target was mainly due to very tight rivalry from competitors.

Earnings Before Interest, Taxes, Depreciation, and Amortization (EBITDA) Margin

EBITDA Margin performance indicator is the amount of operating profit that can be generated before interest, tax, depreciation, and amortization compared to the total operating income for a given period. This indicator shows the level of the Company's ability to make profits.

Realization of EBITDA Margin of 2019 was 40.13%, while the established target was 38.00%. Hence, the achievement compared to target was 106.00%.

Market Share Jaringan Fixed Data dan Internet ICON+

Indikator Market Share Jaringan Fixed Data dan Internet ICON+ adalah persentase penetrasi ICON+ pada 2 (dua) jenis layanan Jaringan Fixed Data dan Internet terhadap keseluruhan pasar yang ada pada 2 (dua) jenis layanan tersebut pada periode tertentu. Indikator ini menunjukkan kinerja pemasaran pada suatu Perusahaan.

Realisasi Market Share Jaringan Fixed Data dan Internet ICON+ tahun 2019 adalah sebesar 7,35%, sedangkan target yang ditetapkan sebesar 6,80%, sehingga pencapaian terhadap target sebesar 108,00%. Pencapaian yang melebihi target ini terutama didorong oleh pertumbuhan bisnis B2B jaringan yang berdampak pada pendapatan segmen jaringan ICON+.

Sinergi dengan Anak Perusahaan Lain

Indikator Sinergi Anak Perusahaan adalah nilai realisasi kontrak kerja sama dengan Anak Perusahaan lain pada suatu periode. Transaksi dengan Anak Perusahaan lain adalah seluruh transaksi baik biaya maupun pendapatan dan tidak mengeliminasi satu dengan yang lain didasarkan nilai realisasi kontrak kerja sama diukur dari nilai yang telah dibukukan ke dalam laporan keuangan periode berjalan.

Realisasi Sinergi Antar Anak Perusahaan lain tahun 2019 sesuai dengan nilai yang dibukukan dalam laporan keuangan perusahaan adalah Rp127,13 miliar, sedangkan target yang ditetapkan sebesar Rp142,90 miliar, sehingga pencapaian terhadap target adalah sebesar 88,96%.

Kepemimpinan, Tata Kelola dan Tanggung Jawab Kemasyarakatan

Penerapan Good Corporate Governance (GCG)

Indikator penerapan GCG bertujuan untuk memastikan implementasi Good Corporate Governance Perusahaan pada periode tertentu.

Market Share of ICON+ Fixed Data and Internet Network

Market Share of ICON+ Fixed Data and Internet Network indicator is the percentage of ICON+ penetration into 2 (two) types of Fixed Data Network and Internet services to all markets in those 2 (two) types in a certain period. This indicator shows the marketing performances in a Company.

The realization of ICON+ Fixed Data Network and Internet Network Market Share in 2019 was 7.35%, while the target set was 6.80%, thus the achievement of the target was 108.00%. Achievements that exceed this target are mainly driven by the growth of the B2B network business, which has an impact on ICON+ network segment revenue.

Inter-subsidiary Synergy

Indicator of Inter-Subsidiary Synergy is the realization value of agreement contracts with other subsidiaries in a period. Transactions with other subsidiaries are all transactions of both costs and income that do not eliminate one from the other based on the realization value of the agreement contract as measured from the value that has been recorded into the current period financial statements.

Realization of Inter-Subsidiary Synergy in 2019 in line with the amount recorded in the financial statements of the Company was Rp127.13 billion, while the target was Rp142,90 billion. Hence the achievement compared to target was 88.96%.

Leadership, Governance and Social Responsibility

Implementation of Good Corporate Governance (GCG)

The indicator of GCG implementation aims to ensure the implementation of the Company's Good Corporate Governance for a certain period.

Penilaian penerapan GCG di Perusahaan dilaksanakan oleh tim asesor independen dari Badan Pemeriksaan Keuangan dan Pembangunan (BPKP). Indikator/ parameter penilaian dan evaluasi penerapan GCG terdiri dari 6 aspek penilaian yaitu:

1. Aspek komitmen terhadap penerapan tata kelola secara berkelanjutan;
2. Aspek pemegang saham dan Rapat Umum Pemegang Saham/Pemilik Modal;
3. Aspek Dewan Komisaris/Dewan Pengawas;
4. Aspek Direksi;
5. Aspek pengungkapan informasi dan transparansi; dan
6. Aspek lainnya.

Realisasi Skor penerapan GCG tahun 2019 sebesar 92,59 sedangkan target yang ditetapkan sebesar 91,50 sehingga pencapaian tahun 2019 terhadap target sebesar 101,00%.

Penyelesaian Temuan Auditor

Indikator Penyelesaian Temuan Auditor bertujuan untuk memastikan pelaksanaan dan penentuan tindakan koreksi atas temuan auditor guna memperbaiki dan mengembangkan kinerja Perusahaan.

Penilaian penyelesaian temuan auditor dihitung berdasarkan Total rekomendasi auditor yang sudah selesai ditindaklanjuti pada periode berjalan.

Realisasi penyelesaian temuan auditor tahun 2019 yang telah ditindaklanjuti seluruhnya sebesar 100,00% dari target yang ditetapkan sebesar 100,00%. Sehingga pencapaian tahun 2019 sebesar 100,00%

Kepatuhan pada K3LH (Kesehatan, Keselamatan Kerja dan Lingkungan Hidup)

Indikator kinerja Kepatuhan pada K3LH bertujuan untuk mengukur nilai kepatuhan pada keselamatan kerja dan lingkungan hidup.

Realisasi Kepatuhan pada K3LH pada tahun 2019 sebesar nihil sedangkan target yang ditetapkan adalah nihil.

The assessment of GCG implementation in the Company is carried out by an independent assessment team from Indonesia's National Government Internal Auditor (BPKP). The indicators/parameters for assessment and evaluation of GCG implementation consist of 6 aspects of, namely:

1. Aspect of commitment to the implementation of sustainable governance;
2. Aspects of Shareholder and General Meeting of Shareholders/Capital Owners;
3. Aspect of the Board of Commissioners/Supervisory Board;
4. Aspect of the Board of Directors
5. Aspects of information disclosure and transparency; and
6. Other aspects.

Realization of GCG implementation score in 2019 was 92.59 out of the targeted 91.50. Therefore, the achievement compared to target was 101.00%.

Settlement for Auditors' Findings

Settlement for Auditor's Findings indicator aims to ensure the implementation and determination of correctional actions for auditors' findings in order to improve and develop the Company's performance.

The assessment for auditors' findings settlement is calculated based on the total of followed up recommendations from the auditors' in the current period.

The realization of the auditor's findings completion in 2019 that has been followed up entirely was 100.00% of the target set at 100.00%. Thus the achievement in 2019 was 100.00%.

Compliance with K3LH (Health, Work Safety, and Environment)

Compliance with K3LH indicator aims to measure compliance with work safety and the environment.

Realization of Compliance with K3LH in 2019 was nil and the target was also nil.

Prospek Usaha
Business Prospect

Perkembangan industri telekomunikasi global telah berkembang semakin pesat. Utamanya adalah transformasi atau perkembangan dunia yang semakin go digital. Beberapa isu utama yang menjadi perhatian pelaku industri adalah perkembangan telekomunikasi global yang dipengaruhi oleh tren *Internet of Things* (IOT), tren *data centre and cloud technology*, tren pemanfaatan jaringan teknologi *mobile* 4G menuju 5G, tren *artificial intelligence*, serta tren *big data analytics.*

Sepanjang tahun 2019, Ekonomi Indonesia tumbuh 5,02%. Badan Pusat Statistik (BPS) mencatat pertumbuhan di sektor informasi dan komunikasi sebesar 9,41% atau tumbuh 2,37% dari tahun sebelumnya. Penopang utama pertumbuhan adalah perubahan perilaku masyarakat yang makin gemar menggunakan internet. Di samping itu, pertumbuhan juga didorong oleh penetrasi gawai yang melonjak seiring dengan keluarnya gawai dengan model baru dan kebiasan masyarakat yang memiliki gawai lebih dari satu.

Berkembangnya ekosistem digital sesungguhnya memberikan peluang bagi operator dan perusahaan lain untuk menggarap *new business*. Jumlah pengguna data yang terus melonjak setiap tahunnya, menjadi penopang dari bisnis masa depan ini.

Kehadiran teknologi 5G dipastikan akan semakin mendorong pertumbuhan ekonomi digital, yang digadang-gadang dapat menjadi salah satu pilar ekonomi Indonesia di masa yang akan datang.

Di sisi lain, menjamurnya perusahaan rintisan teknologi (*startup*) di Indonesia merupakan bukti bahwa ekosistem ekonomi digital mulai tumbuh dengan baik.

Mengutip Startupranking.com, Indonesia menempati urutan keenam dunia dengan jumlah 1.902 *startup*, setelah USA, India, Inggris, Kanada, dan Jerman.

Dari banyaknya *startup* itu, beberapa sudah menjelma menjadi *unicorn*. Saat ini di ASEAN ada tujuh *unicorn*, empat di antaranya berasal dari Indonesia, masing-masing Bukalapak, Tokopedia, Traveloka dan OVO.

Prospek ekonomi digital juga tercermin dari semakin berkembangnya layanan berbasis IoT (*Internet of Things*) dan *Big Data, FinTech (Financial Technology), e-commerce, mobile gaming, video/music streaming*, logistik dan layanan digital lainnya.

Pertumbuhan ekonomi digital dipastikan akan jauh lebih baik, saat Indonesia kelak menggelar layanan 5G.

The development of the global telecommunications industry has been growing more swiftly. Primarily is the transformation or development of an increasingly go digital world. Some of the main issues that are of concern to industry are the development of global telecommunications that is influenced by the IOT (internet of things) trend, the trend of data center and cloud technology, the trend of using 4G mobile technology networks to 5G, trend of artificial intelligence and the trend of big data analytical.

Throughout 2019, Indonesia's economy grew 5.02%. Badan Pusat Statistik (BPS) recorded growth in the information and communication sector at 9.41% or 2.37% growth from the previous year. The main support for growth is a change in the behavior of people who are increasingly fond of using the internet. In addition, growth is also driven by the increasing penetration of devices with the release of new models of the devices and the habit of people using more than one device.

The development of the digital ecosystem actually provides opportunities for operators and other telecommunication companies to work on new businesses. The number of data users that continues to increase every year is the fundamental of this future business.

The presence of 5G technology is certain to further encourage the growth of the digital economy, which is predicted to become one of the pillars of the Indonesian economy in the future.

On the other hand, the proliferation of technology start-ups in Indonesia is proof that the digital economy ecosystem is starting to grow well.

Quoting Startupranking.com, Indonesia ranks sixth in the world with 1,902 startups, after the USA, India, UK, Canada and Germany.

Of the many start-ups, some have transformed into unicorns. Currently in ASEAN there are seven unicorns, four of which are from Indonesia, namely Bukalapak, Tokopedia, Traveloka and OVO.

The prospect of the digital economy is also reflected in the growing development of services based on IoT (Internet of Things) and Big Data, FinTech (Financial Technology), e-commerce, mobile gaming, video / music streaming, logistics and other digital services.

It is certain that the growth of the digital economy will be much better, when Indonesia deploy 5G services.

Informasi Kelangsungan Usaha
Business Continuity Information

Hal-hal yang Berpotensi Berpengaruh Signifikan terhadap Kelangsungan Usaha Perusahaan

Sampai dengan tahun 2019, Perusahaan tidak mengalami hal-hal yang berpengaruh signifikan terhadap kelangsungan usahanya. ICON+ sebagai Entitas Anak PT PLN (Persero) memiliki kelebihan dibandingkan dari kompetitor lainnya.

Perusahaan didukung dengan sumber daya yang tangguh dan permodalan yang kuat serta jaringan bisnis yang tersebar di seluruh pelosok negeri yang dimiliki oleh Entitas Induk dan grup.

Potential Matters that Have Significant Influences on the Sustainability of the Company's Business

As of 2019, the Company has not experienced matters with significant effect on the sustainability of its business. ICON+ as a Subsidiary of PT PLN (Persero) has advantages compared to other competitors.

The Company is supported by strong resources and strong capital and business networks spread throughout the country owned by the Parent Entity and the group.

Asesmen Manajemen atas Hal-hal yang Berpotensi Berpengaruh Signifikan Terhadap Kelangsungan Usaha Perusahaan

Manajemen menilai bahwa ICON+ memiliki potensi pertumbuhan yang lebih baik. Hal tersebut mengindikasikan bahwa kelangsungan usaha Perusahaan dapat terjamin dengan baik dan berkelanjutan. Manajemen menilai dengan kinerja keuangan yang positif dari tahun ke tahun memberikan prospek dan jaminan positif terhadap keberlangsungan bisnis Perusahaan ke depan.

Management's Assessment on Potential Significant Impacts of the Continuity of the Company's Business

The management believes that ICON+ has better growth potential. This indicates that the Company's business continuity can be well guaranteed and sustainable. Management assesses that positive financial performance each year provides positive prospects and assurances for the Company's business sustainability going forward.

Asumsi yang Digunakan Manajemen dalam Melakukan Asesmen

Asumsi yang menjadi dasar manajemen dalam meyakini kelangsungan usaha ICON+ di antaranya adalah kinerja dan kondisi keuangan ICON+ sehat; kepuasan pelanggan masih dipertahankan; terkait perkara pengadilan, gugatan hukum, atau masalah serupa dapat dikelola dan diselesaikan dengan baik; serta opini audit dari auditor yang memiliki reputasi.

Assumptions Used by Management in Conducting Assessment

The assumptions that become the basis for the management in ensuring the continuity of ICON+'s business include the sound performance and financial condition of ICON+; customer satisfaction is still maintained; related to court cases, lawsuits, or similar matters can be managed and resolved properly; as well as the audit opinion of a reputable auditor.

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05 TATA KELOLA PERUSAHAAN
Corporate Governance

Komitmen ICON+ dalam mengimplementasikan *best practice* Tata Kelola Perusahaan yang Baik, telah terbukti melalui ajang Anugerah BUMN 2019 sebagai peringkat kedua untuk kategori Tata Kelola Perusahaan Terbaik.

ICON+'s commitment in implements Good Corporate Governance best practices has been proven through the BUMN Award 2019 event by winning second place for the Best Corporate Governance category.

DREAM BIG

Tata Kelola Perusahaan
Corporate Governance

Pelaksanaan Tata Kelola Perusahaan yang Baik (*Good Corporate Governance* – GCG) di ICON+ merupakan salah satu pilar penting dalam mendukung seluruh aktivitas operasional dan finansial Perusahaan. ICON+ terus memaksimalkan penerapan GCG sesuai dengan prinsip transparansi, akuntabilitas, responsibilitas, independensi, kewajaran & kesetaraan, dan terus berkomitmen untuk melakukan pemutakhiran dari setiap kebijakan tata kelola perusahaan yang ada sesuai dengan peraturan perundang-undangan yang berlaku.

Dengan perencanaan yang matang, pengelolaan risiko yang terukur, serta pelaksanaan kerja pengawasan seluruh komite dan Dewan Komisaris secara berkesinambungan, kami akan terus menciptakan nilai tambah bagi pemegang saham dan memperkuat kepercayaan seluruh pemangku kepentingan. Selain itu penerapan GCG bagi kami tidak hanya untuk memastikan Perusahaan mematuhi semua peraturan dan perundang-undangan terkait, namun memberikan panduan bagi manajemen dan karyawan untuk melakukan interaksi berdasarkan pada nilai-nilai moral yang merupakan bagian dari GCG.

The implementation of Good Corporate Governance (GCG) at ICON+ is one of the important pillars in supporting all operational and financial activities of the Company. ICON+ continues to maximize the implementation of GCG in accordance with the principles of transparency, accountability, responsibility, independence, fairness & equality, and continues to be committed to updating any existing corporate governance policies in accordance with applicable laws and regulations.

With mature planning, measurable risk management, and continuous implementation of supervisory work for all committees and the Board of Commissioners, we will continue to create added value for shareholders and strengthen the trust of all stakeholders. In addition, the implementation of GCG for us is not only to ensure the Company complies with all relevant laws and regulations, but provides guidance for management and employees to interact based on moral values that are part of GCG.

Dasar Penerapan GCG

ICON+ berupaya mematuhi setiap peraturan yang mengacu pada Pedoman Umum *Corporate Governance* dari Komite Nasional Kebijakan Governance (KNKG), serta kebijakan-kebijakan yang berlaku menjadi acuan ICON+ yang meliputi:

1. Undang-undang No. 40 Tahun 2007 tentang Perseroan Terbatas;
2. Peraturan Menteri BUMN No. PER-01/MBU/2011 tentang Penerapan Tata Kelola Perusahaan Yang Baik (*Good Corporate Governance*) pada Badan Usaha Milik Negara (BUMN);
3. Keputusan Sekretaris Kementerian Badan Usaha Milik Negara (BUMN) Nomor: SK-16/S.MBU/2012 tentang Indikator/Parameter Penilaian dan Evaluasi atas Penerapan Tata Kelola Perusahaan Yang Baik (*Good Corporate Governance*) pada Badan Usaha Milik Negara;
4. Anggaran Dasar ICON+;
5. Peraturan Perusahaan PT Indonesia Comnets Plus;
6. Keputusan Bersama Direksi dan Dewan Komisaris PT Indonesia Comnets Plus Nomor 088-1/SK/001/PUSAT/ICON+/2013 tentang Pedoman Tata Laksana Kerja Direksi dan Dewan Komisaris (*Board Manual*) PT Indonesia Comnets Plus;
7. Keputusan Direksi PT Indonesia Comnets Plus Nomor 128-1/SK/001/PUSAT/ICON+/2013 tentang Whistle Blowing di Lingkungan PT Indonesia Comnets Plus;

Basic GCG Implementation

ICON+ strives to comply with any regulations that refer to the General Guidelines of Corporate Governance from the National Committee on Governance Policy (KNKG), as well as policies that apply to become a reference for ICON+ that includes:

1. Law No. 40 of 2007 regarding Limited Liability Companies;
2. Regulation of the Minister of SOEs No. PER-01/MBU/2011 regarding the Implementation of Good Corporate Governance in State-Owned Enterprises (SOEs);
3. Decree of the Secretary of the Ministry of State-Owned Enterprises (SOEs) No. SK-16 S.MBU/2012 regarding Indicators/Parameters for Assessment and Evaluation of the Implementation of Good Corporate Governance in State-Owned Enterprises;
4. ICON+ Articles of Association;
5. PT Indonesia Comnets Plus Company Regulations;
6. Joint Decree of the Board of Directors and Board of Commissioners of PT Indonesia Comnets Plus No. 088-1/SK/001/PUSAT/ICON+/2013 regarding Guidelines for the Work Procedure of the Board of Directors and Board of Commissioners (Board Manual) of PT Indonesia Comnets Plus;
7. Decree of the Board of Directors of PT Indonesia Comnets Plus No. 128-1/SK/001/PUSAT/ICON+/2013 regarding Whistleblowing within PT Indonesia Comnets Plus;

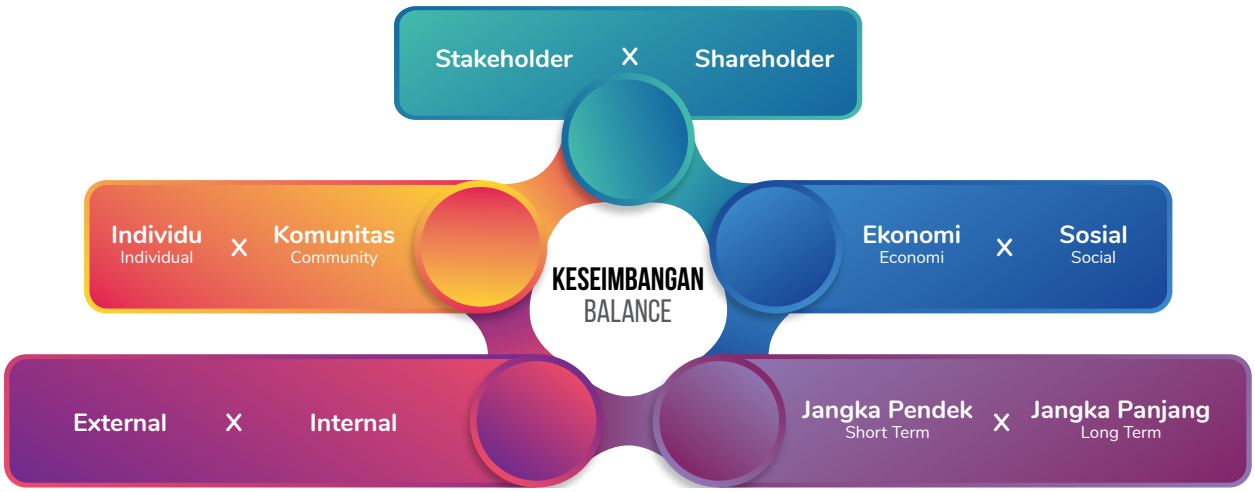
8. Keputusan Bersama Direksi dan Dewan Komisaris PT Indonesia Comnets Plus No. 276-1/SK/001/PUSAT/ICON+/2014 tentang Pedoman ICON+ Bersih, Berani Bersih;
9. Keputusan Bersama Direksi dan Dewan Komisaris PT Indonesia Comnets Plus No. 122802/SK/005/PUSAT/ICON+/2016 tentang Pedoman Tata Kelola Perusahaan Yang Baik (*Good Corporate Governance*) PT Indonesia Comnets Plus;
10. Keputusan Bersama Dewan Komisaris dan Direksi PT Indonesia Comnets Plus No. 122801/SK/005/PUSAT/ICON+/2016 tentang Pedoman Etika Perusahaan (*Corporate Code of Conduct*) PT Indonesia Comnets Plus;
11. Peraturan Direksi PT Indonesia Comnets Plus No. 111201/SK/001/PUSAT/ICON+/2017 tentang Pedoman Laporan Harta Kekayaan Penyelenggara Negara (LHKPN) Di Lingkungan PT Indonesia Comnets Plus;
12. Peraturan Direksi PT Indonesia Comnets Plus No. 112702/SK/001/PUSAT/ICON+/2017 tentang Pedoman Pengendalian Gratifikasi Di Lingkungan PT Indonesia Comnets Plus.

Seiring dengan komitmen penerapan GCG, ICON+ merancang skema kesinambungan bisnis secara menyeluruh guna mendorong tercapainya Perusahaan yang berkelanjutan. Skema tersebut adalah sebagai berikut:

8. Joint Decree of the Board of Directors and Board of Commissioners of PT Indonesia Comnets Plus No. 276-1/SK/001/PUSAT/ICON+/2014 regarding ICON+ Guidelines of Clean, Dare to be Clean;
9. Joint Decree of the Board of Directors and Board of Commissioners of PT Indonesia Comnets Plus No. 122802/SK/005/PUSAT/ICON+/2016 regarding Guidelines for Good Corporate Governance of PT Indonesia Comnets Plus;
10. Joint Decree of the Board of Commissioners and Directors of PT Indonesia Comnets Plus No. 122801/SK/005/PUSAT/ICON+/2016 regarding PT Indonesia Comnets Plus' Code of Conduct;
11. Regulation of the Board of Directors of PT Indonesia Comnets Plus No. 111201/SK/001/PUSAT/ICON+/2017 regarding Guidelines for State Officials Assets Report (LHKPN) in PT Indonesia Comnets Plus;
12. Regulation of the Board of Directors of PT Indonesia Comnets Plus No. 112702/SK/001/PUSAT/ICON+/2017 regarding Guidelines for Gratification Control in PT Indonesia Comnets Plus.

Along with the commitment to implementing GCG, ICON+ designs a comprehensive business continuity scheme to encourage the achievement of a sustainable Company. The schematic is as follows:

Skema Keseimbangan Bisnis ICON+
Scheme of ICON+ Business Balance



ICON+ meyakini bahwa penerapan GCG yang didorong dengan skema kesinambungan bisnis dapat meningkatkan efektivitas pengelolaan Perusahaan guna mendukung keberhasilan pencapaian sasaran dan tujuan Perusahaan. Hal tersebut dapat dibuktikan dari hasil kinerja yang memuaskan dan diakui oleh pihak eksternal, yaitu peringkat kedua dalam kategori Tata Kelola Perusahaan Terbaik pada Anugerah BUMN 2019, hasil *assessment* GCG tahun 2019 memperoleh skor 92,59 dengan predikat sangat baik, serta tingkat kesehatan perusahaan kategori AA dengan nilai 90,24.

ICON+ believes that the implementation of GCG, which is driven by a business continuity scheme can improve the effectiveness of the Company's management to support the successful achievement of the Company's goals and objectives. This can be proven from the satisfactory performance results recognized by external parties, such as acquired second place in the Best Corporate Governance category at the 2019 BUMN Award, the 2019 GCG assessment results obtained a score of 92.59 with a very good predicate, as well as the health level of the Company in the AA category with a value of 90.24.

Prinsip GCG

Pelaksanaan Tata Kelola Perusahaan yang dilakukan oleh ICON+ mengedepankan prinsip TARIF, yakni sebagai berikut:

GCG Principles

The implementation of Corporate Governance carried out by ICON+ emphasizes the TARIF principle as follows:

Transparansi
Transparency

ICON+ berkomitmen untuk memberikan kemudahan bagi para pemangku kepentingan untuk mengakses seluruh informasi penting yang material dan relevan di waktu yang tepat serta dalam format yang mudah dipahami. ICON+ senantiasa mengungkapkan informasi yang material dan relevan secara akurat, tepat waktu kepada segenap stakeholders dan menjamin akurasi informasi material menyangkut kinerja operasi dan keuangan, pengelolaan serta kepemilikan saham ICON+ maupun informasi lainnya yang dipandang penting sesuai dengan peraturan perundang-undangan yang berlaku. Informasi mengenai Perusahaan dapat diakses dengan mudah oleh para pemangku kepentingan maupun masyarakat luas melalui website Perusahaan, yaitu http://www.iconpln.co.id.

ICON+ is committed to provide the ease for the stakeholders to access all of the important information that is material and relevant in a timely manner and in an easily understood formats. ICON+ at all times discloses material and relevant information in an accurate and timely manner to all stakeholders and ensure the accuracy of material information regarding the operating and financial performance, management and share ownership of ICON+ as well as other information deemed important in accordance with the applicable laws and regulations. The information regarding the Company can be easily accessed by stakeholders and public through the Company's website at http://www.iconpln.co.id.

Akuntabilitas
Accountability

ICON+ bersedia mempertanggungjawabkan seluruh laporan atas kinerja usahanya secara wajar dan transparan untuk menjadi Perusahaan yang akuntabel. Penerapan prinsip akuntabilitas ICON+ dilakukan sejalan dengan kepentingan para stakeholders secara proporsional yang meliput pelaporan Direksi kepada Dewan Komisaris secara berkala mengenai rencana kerja anggaran tahunan, evaluasi kinerja operasi dan keuangan, penyampaian Laporan Keuangan Audited kepada RUPS, pembentukan Audit Internal dan penunjukan auditor eksternal dalam mendukung pelaksanaan sistem pengendalian internal yang efektif.

ICON+ is willing to be held accountable for the entire report of its business performance in a fair and transparent manner in order to become an accountable company. The implementation of the accountability principle of ICON+ is carried out in line with the interests of stakeholders proportionally that includes the reporting from the Directors to the Board of Commissioners regularly regarding the annual budget work plan, the evaluation of operating and financial performance, the delivery of audited financial statements to the General Meeting of Shareholders (GMS), and the establishment of external auditors for supporting the implementation of effective internal controls.

Responsibilitas
Responsibility

ICON+ menerapkan standar kehati-hatian dalam pelaksanaan operasional usahanya serta memastikan pengelolaan Perusahaan dengan mematuhi ketentuan yang berlaku sebagai cerminan tanggung jawab Perusahaan sebagai warga Perusahaan yang baik (good corporate citizen). Bentuk pertanggungjawaban Perusahaan adalah kepatuhan Perusahaan terhadap peraturan yang berlaku, di antaranya termasuk masalah pajak, hubungan industrial, kesehatan dan keselamatan kerja, perlindungan lingkungan hidup, memelihara lingkungan bisnis yang kondusif bersama masyarakat dan sebagainya. ICON+ akan senantiasa mengupayakan kemitraan dengan semua pihak yang berkepentingan (stakeholders) mengacu pada peraturan perundang-undangan dan etika bisnis yang sehat.

ICON+ applies prudential standards in the execution of its business operations and ensure that the Company management is in compliance with the applicable regulations as a reflection of corporate responsibility to be a good corporate citizen. The Company' corporate responsibility may take the form of the Company compliance to the applicable regulation such as tax matters, industrial relations, occupational health and safety, environmental protection with the aim to maintain a conducive business environment along with public and others. ICON+ will continue to seek partnerships with all interested parties (stakeholders) in reference to the laws and regulations and healthy business ethics.

Kemandirian
Independency

Pengelolaan Perusahaan dilakukan secara independen guna menghindari benturan kepentingan maupun intervensi dari pihak lain yang tidak bertanggung jawab. ICON+ menghindari terjadinya dominasi oleh pihak manapun, bebas dari benturan kepentingan, agar pengambilan keputusan dilakukan secara obyektif semata-mata untuk kepentingan Perusahaan. Penerapan prinsip kemandirian bagi ICON+ tercermin dalam pengelolaan Perusahaan secara independen, secara profesional tanpa ada benturan kepentingan, tekanan atau intervensi dari pihak manapun yang tidak sesuai dengan peraturan-peraturan yang berlaku.

The Company's management is performed independently in order to avoid conflicts of interest as well as the intervention of other parties who are not responsible. ICON+ avoids domination of any party, free of conflicts of interest, so that the decision-making process remains objective solely for the benefit of the Company. The implementation of independence principle of ICON+ is reflected in the way the Company is independently and professionally managed without any conflict of interest, pressure or intervention of any party that are not in compliance with the applicable regulations.

Kewajaran
Fairness

ICON+ menerapkan prinsip kewajaran dan kesetaraan dalam memberikan perlakuan yang adil dalam memenuhi hak stakeholder sesuai dengan peraturan perundangan yang berlaku serta standar etika yang pantas dalam dunia usaha. Hubungan dengan pegawai dijaga dengan memberikan kesempatan yang sama kepada pegawai dalam berkarir dan melaksanakan tugas secara profesional tanpa membedakan suku, agama, golongan, dan gender.

ICON+ applies the principles of fairness in providing fair treatment to fulfill the rights of stakeholders in accordance with the applicable laws and regulations and appropriate ethical standards in the business world. The relationships with the employees are maintained through providing equal opportunities to employees in their career and the performance of duties in a professional manner regardless of ethnic, religion, group, and gender.

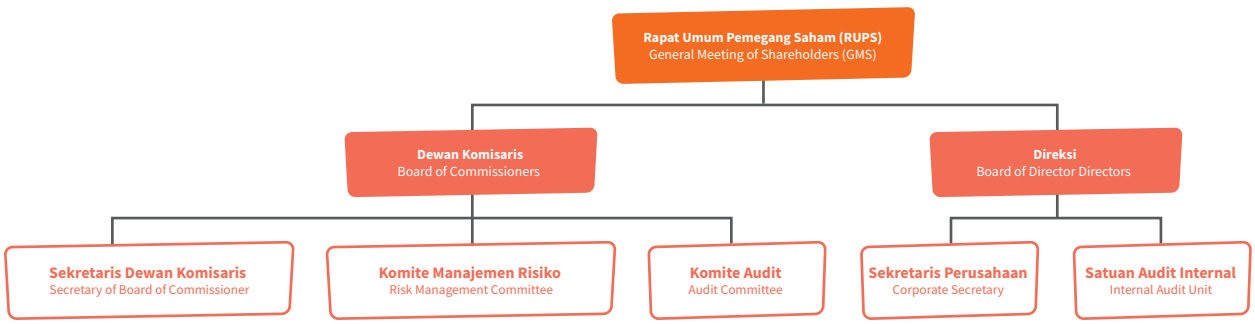
Struktur dan Infrastruktur GCG

Struktur tata kelola ICON+ memasukan beberapa aspek penting yang berperan untuk mendukung penguatan kontrol dan pengelolaan terhadap Perusahaan, dibentuk berdasarkan fungsi, kewenangan, dan tanggung jawab masing-masing organ sesuai dengan Undang-undang Nomor 40 tahun 2007 tentang Perseroan Terbatas. Struktur tersebut terdiri dari organ utama yaitu RUPS, Dewan Komisaris, dan Direksi, serta organ pendukung yang meliputi Sekretaris Dewan Komisaris, Sekretaris Perusahaan, Komite Audit, Manajemen Risiko, Audit Internal, serta Komite-Komite di bawah Dewan Komisaris. Struktur tersebut telah sesuai dengan ketentuan regulasi yang berlaku di Indonesia.

GCG Structure and Infrastructure

ICON+'s governance structure includes several important aspects that play a role in supporting the strengthening of control and management of the Company, formed based on the functions, authorities, and responsibilities of each organ in accordance with Law Number 40 of 2007 regarding Limited Liability Companies. The structure consists of the main organs of the GMS, the Board of Commissioners, and the Board of Directors, as well as supporting organs that include the Secretary of the Board of Commissioners, the Corporate Secretary, the Audit Committee, Risk Management, Internal Audit, and Committees under the Board of Commissioners. This structure is in accordance with the applicable regulatory provisions in Indonesia.

Struktur GCG ICON+ | ICON+ Governance Structure



Upaya Peningkatan Kualitas GCG

Secara berkala, ICON+ senantiasa melakukan evaluasi terhadap penerapan GCG sehingga penerapan GCG Perusahaan dapat berjalan sesuai dengan prinsip dan visi misi Perusahaan. Pada tahun 2019, pelaksanaan GCG telah berjalan dengan baik. Berikut adalah upaya yang dilakukan oleh Perusahaan dalam meningkatkan kualitas penerapan GCG di ICON+:

Menetapkan Standar Kualitas Pelaksanaan GCG

Sebagai acuan dasar dalam mewujudkan visi, misi, serta pelaksanaan best practice GCG, ICON+ telah menetapkan standar kualitas pelaksanaan GCG perusahaan. Hal tersebut dilakukan guna memastikan penerapan GCG Perusahaan telah memenuhi aturan yang berlaku serta sebagai arah menuju keberlanjutan Perusahaan. Standar kualitas yang ditetapkan meliputi kriteria yang hendak dicapai dari berbagai aspek terkait dengan pelaksanaan GCG Perusahaan.

Monitoring Pelaksanaan GCG

Dalam penerapan best practice GCG Perusahaan dilakukan upaya monitoring secara berkala melalui penguatan organ dan infrastruktur GCG yang dimiliki oleh ICON+.

Asesmen atas Pelaksanaan GCG

ICON+ secara rutin melaksanakan *asessment* untuk mengetahui kualitas penerapan GCG, memperbaiki kinerja, serta meningkatkan kualitas struktur dan infrastruktur GCG Perusahaan. Proses assessment dilakukan untuk memperoleh penilaian mengenai implementasi GCG di ICON+.

Peningkatan Kualitas dan Benchmarking

Hasil dari assessment baik yang dilakukan secara internal (*self assessment*) ataupun dilakukan oleh pihak eksternal menjadi bahan pertimbangan dalam peningkatan kualitas pelaksanaan GCG Perusahaan. ICON+ melakukan peningkatan kualitas pelaksanaan GCG dengan cara menindaklanjuti hasil *assessment*, temuan audit serta rekomendasi auditor internal maupun eksternal. Sedangkan, terkait pelaksanaan *benchmarking*, dilakukan melalui pemantauan atas perkembangan *best practices* yang ada.

Measures to Improve the Quality of GCG

Periodically, ICON+ constantly evaluates the implementation of GCG so that it can run according to the principles, and vision and mission of the Company. In 2019, the implementation of GCG has been going well. The following are the Company's measures in improving the quality of GCG implementation at ICON+:

Establishing Quality Standards for the Implementation of GCG

As a basic reference in realizing the vision, mission, and implementation of GCG best practices, ICON+ has established quality standards for the implementation of corporate GCG. This is done to ensure that the implementation of the Company's GCG has met the applicable regulations and as a direction towards corporate sustainability. The quality standards set include the criteria to be achieved from various aspects related to the implementation of corporate GCG.

Monitoring the Implementation of GCG

In implementing corporate GCG best practices, monitoring are made on a regular basis by strengthening the GCG organs and infrastructure owned by ICON+.

Assessment on the Implementation of GCG

ICON+ regularly carries out assessments to determine the quality of GCG implementation, improve performance, and improve the quality of the Company's GCG structure and infrastructure. The assessment process is carried out to obtain an assessment of the implementation of GCG at ICON+.

Quality Improvement and Benchmarking

The results of the assessment, either carried out internally (self-assessment) or carried out by external parties, are taken into consideration in improving the quality of the Company's GCG implementation. ICON+ improves the quality of GCG implementation by following up on assessment results, audit findings, and recommendations from internal and external auditors. Meanwhile, related to benchmarking, it is carried out through monitoring of developments in existing best practices.

Penilaian atas Pelaksanaan GCG 2019

Sejak tahun 2010, ICON+ telah melakukan assessment GCG untuk mengukur keberhasilan implementasi GCG dalam kinerja Perusahaan. Diantaranya untuk menilai tingkat keberhasilan pelaksanaan tugas Dewan Komisaris dan Direksi, penyelesaian pelaksanaan tugas komite-komite dan unit kerja yang mempraktikkan fungsi Kepatuhan terhadap tata kelola, pengawasan internal, pelaksanaan manajemen risiko, pelaksanaan keterbukaan pada kondisi finansial serta non- finansial Perusahaan, dan lain-lain.

Penilaian tersebut dilakukan dengan mengacu kepada Peraturan Menteri Badan Usaha Milik Negara No. PER-09/MBU/2012 tanggal 6 Juli 2012 tentang Penetapan Tata Kelola Perusahaan yang baik (*Good Corporate Governance*) pada Badan Usaha Milik Negara (BUMN). Pada tahun 2019, *assessment* GCG dilakukan secara internal atau *self assessment*.

Ruang Lingkup

Parameter yang digunakan dalam assesment tersebut adalah *Company Corporate Governance Scorecard* (CCGS) yang dikeluarkan oleh Kementerian BUMN berdasarkan Surat Keputusan Sekretaris Kementerian BUMN No. SK-16/S.MBU/2012, tentang Indikator/Parameter Penilaian dan Evaluasi atas Penerapan Tata Kelola Perusahaan yang Baik (*Good Corporate Governance*). Parameter tersebut mencakup 6 (enam) aspek governance yaitu, Komitmen Terhadap Penerapan Tata Kelola Perusahaan yang Baik Secara Berkelanjutan, Pemegang Saham dan RUPS, Dewan Komisaris, Direksi, Pengungkapan Informasi dan Transparansi, dan Aspek Lainnya.

Metode Penilaian

Metodologi yang digunakan dalam *Assessment* implementasi GCG ICON+ adalah:

1. Pengumpulan dokumen, berupa *review* dokumen, kuesioner, wawancara, dan observasi;
2. Analisis atau pengolahan data, dilakukan dengan tabulasi data dan presentasi hasil sementara;
3. Pelaporan.

Assessment of the Implementation of GCG 2019

Since 2010, ICON+ has conducted a GCG assessment to measure the success of GCG implementation in Company performance. Among them are to assess the level of success in carrying out the duties of the Board of Commissioners and the Board of Directors, completion of the implementation of the duties of the committees and work units that practice the functions of Compliance with governance, internal control, implementation of risk management, implementation of disclosure to the Company's financial and non-financial conditions, and others.

The assessment is carried out with reference to the Regulation of the Minister for State-Owned Enterprises No. PER-09/MBU/2012 dated July 6, 2012 regarding the Determination of Good Corporate Governance in State Owned Enterprises (SOEs). In 2019, the GCG assessment was carried out internally or self-assessment.

Scope

The parameters used in the assessment are the Company Corporate Governance Scorecard (CCGS) issued by the Ministry of SOEs based on the Decree of the Secretary of the Ministry of SOEs No. SK-16/S.MBU/2012, regarding Indicators/Parameters for Assessment and Evaluation of the Implementation of Good Corporate Governance. These parameters cover 6 (six) aspects of governance, they are: Commitment to the Sustainable Implementation of Good Corporate Governance, Shareholders and GMS, Board of Commissioners, Directors, Information Disclosure and Transparency, and other aspects.

Assessment Methods

The methodologies used in ICON+ GCG implementation assessment are:

1. Collecting documents, in the form of document reviews, questionnaires, interviews, and observations;
2. Data analysis or processing, carried out by tabulating the data and presenting temporary results;
3. Reporting.

Hasil Penilaian

Penilaian penerapan GCG tahun 2019 mencakup evaluasi atas pengembangan penerapan GCG yang telah dilakukan selama 2019 atas hasil self-assessment GCG di tahun sebelumnya. Dari keenam pokok yang telah disebutkan, hasil penilaian GCG tahun 2019 mencapai skor **92,59** masuk dalam kategori **"Sangat Baik"** atau meningkat dari skor penilaian di tahun 2018 yang sebesar 90,73. Berikut rincian penilaian *assessment* GCG ICON+ :

Assessment Result

The assessment of GCG implementation in 2019 includes an evaluation of the development of GCG implementation that has been carried out during 2019 on the results of the GCG self-assessment in the previous year. Of the six points that have been mentioned, the results of the 2019 GCG assessment reached a score of **92.59**, which was included in the **"Very Good"** category or an increase from the assessment score in 2018, which was 90.73. The following are the details of ICON+ GCG assessment:

Hasil Penilaian Penerapan GCG Perusahaan 2019

Results of Assessment of 2019 Corporate GCG Implementation

Aspek Pengujian/Indikator/ Parameter Evaluation Aspects/Indicators/ Parameters	Bobot Weight	Hasil | Result		Penjelasan Rating
		Tingkat Pemenuhan Compliance Level	Skor Score	
Komitmen Terhadap Penerapan Tata Kelola Perusahaan Secara Berkelanjutan. Commitment on Sustainable Corporate Governance Implementation	7	90,58%	6,34	Sangat Baik Very Good
Pemegang Saham dan Rapat Umum Pemegang Saham. Shareholders and General Meetings of Shareholders	9	85,89%	7,73	Sangat Baik Very Good
Dewan Komisaris Board of Commissioners	35	94,58%	33,11	Sangat Baik Very Good
Direksi Board of Directors	35	93,42%	32,70	Sangat Baik Very Good
Pengungkapan Informasi dan Transparansi Information and Transparency Disclosure	9	85,79%	7,72	Sangat Baik Very Good
Aspek Lainnya Other Aspect	5	100,00%	5,00	Sangat Baik Very Good
Skor Keseluruhan Total score	**100**	**92,59%**	**92,59**	**Sangat Baik** **Very Good**
Klasifikasi Kualitas Penerapan GCG Classification of GCG Implementation Quality	**Sangat Baik** **Very Good**			

Rekomendasi Hasil Penilaian

Sepanjang tahun 2019, ICON+ telah menerima rekomendasi untuk dilakukan monitoring *Area of Improvement* (AOI) atas *assessment* GCG. Sebab ICON+ meyakini bahwa melalui penguatan penerapan GCG dapat mencapai visi Perusahaan serta tata kelola yang berkelanjutan. Berikut adalah rekomendasi hasil penilaian penerapan GCG:

Recommendations on the Assessment Results

Throughout 2019, ICON+ has received recommendations for monitoring the Area of Improvement (AOI) on the GCG assessment. Because ICON+ believes that through strengthening the implementation of GCG, it can achieve the Company's vision and sustainable governance. The following are the recommendations for the results of the assessment of GCG implementation:

Rekomendasi Hasil Penilaian Penerapan GCG Perusahaan 2019

Recommendations on the Assessment Results of the Implementation of Corporate GCG 2019

Aspek Komitmen Terhadap Penerapan Tata Kelola Secara Berkelanjutan Aspects of Commitment to the Implementation of Sustainable Governance	
1	Melakukan peninjauan dan pemutakhiran terhadap GCG Code dan Code of Conduct Reviewing and updating the GCG Code and Code of Conduct
2	Penyampaian LHKPN tepat waktu Delivering LHKPN on time
3	Melakukan evaluasi dan pelaporan terhadap pelaksanaan kebijakan WBS secara berkala Evaluating and reporting on the implementation of WBS policies on a regular basis
Aspek Pemegang Saham dan Rapat Umum Pemegang Saham. Aspect of Shareholders and General Meetings of Shareholders	
1	Menetapkan status Direksi, anggota Direksi, Dewan Komisaris, dan anggota Dewan Komisaris secara definitif dan menetapkan aturan secara formal mengenai batasan jumlah perangkapan jabatan yang diperkenankan (yang tidak menimbulkan benturan kepentingan); Establishing the definitive status of the Board of Directors, members of the Board of Directors, Board of Commissioners, and members of the Board of Commissioners and establish formal rules regarding the limit on the number of concurrent positions allowed (that do not cause conflict of interest);
2	Menetapkan pedoman penyusunan RKAP serta memberikan pengesahan/ persetujuan rancangan RKAP tepat waktu. Establishing guidelines for the preparation of RKAP and provide timely endorsement/approval of the RKAP draft.
3	Menetapkan pedoman KPI anggota Direksi Establishing KPI guidelines for members of the Board of Directors
4	Menetapkan pedoman remunerasi Dewan Komisaris dan Direksi Establishing remuneration guidelines for the Board of Commissioners and Board of Directors
5	Menetapkan pedoman penyusunan laporan tahunan Establishing guidelines for preparing annual reports
6	Menetapkan pedoman/ kebijakan dividen Establishing dividend guidelines/policies
Aspek Dewan Komisaris Aspects of the Board of Commissioners	

Rekomendasi Hasil Penilaian Penerapan GCG Perusahaan 2019
Recommendations on the Assessment Results of the Implementation of Corporate GCG 2019

1	Mengatur kebijakan mengenai pengawasan dan pemberian nasihat Dewan Komisaris atas kepatuhan perusahaan dalam Board Manual Setting policies regarding supervision and provision of advice to the Board of Commissioners on the Company's compliance in the Board Manual
2	Melakukan telaah dan/ atau penelitian terhadap calon Direksi dan menyampaikan usulan kepada Pemegang Saham Reviewing and/or researching candidates for the Board of Directors and submit recommendations to Shareholders
3	Menyampaikan hasil KPI Direksi secara individu kepada pemegang saham dalam laporan tugas pengawasan Dewan Komisaris Submitting the KPI results of the Board of Directors individually to shareholders in the report on the supervisory duties of the Board of Commissioners
4	Melakukan proses telaah terhadap remunerasi Direksi bersama perangkat Dewan Komisaris Conducting a review process of the remuneration of the Board of Directors together with the Board of Commissioners
5	Menetapkan kebijakan dan evaluasi KPI anggota Dewan Komisaris Establishing policies and evaluation of KPIs for members of the Board of Commissioners
6	Komite di bawah Dewan Komisaris agar merencanakan program kerja tahunan dan membuat laporannya. Committees under the Board of Commissioners to plan an annual work program and prepare the report.

Aspek Direksi
Aspect of the Board of Directors

1	Melengkapi tugas Direksi dalam memantau dan menjaga penerapan Tata Kelola Perusahaan Completing the duties of the Board of Directors in monitoring and maintaining the implementation of Corporate Governance
2	Melakukan peninjauan dan penyempurnaan SOP perusahaan secara berkala Reviewing and improving Company's SOPs periodically
3	Mengatur tentang kesegeraan untuk mengkomunikasikan kepada tingkatan organisasi dibawah Direksi Regulating the urgency to communicate to organizational levels under the Board of Directors
4	Menyampaikan rancangan RKAP kepada pemegang saham dan/ atau Dewan Komisaris dengan tepat waktu Delivering the RKAP draft to shareholders and/or the Board of Commissioners in a timely manner
5	Memastikan penempatan karyawan pada setiap level jabatan sesuai dengan ketentuan Ensuring the placement of employees at each level of position is in accordance with the provisions
6	Menyusun tingkat pencapaian kinerja anggota Direksi secara individu Arranging the level of performance achievement of individual members of the Board of Directors
7	Memastikan tidak terdapat temuan-temuan auditor Ensuring that there are no auditor's findings
8	Menetapkan kebijakan akuntansi dan penyusunan laporan keuangan sesuai dengan Standar Akuntansi Keuangan Establishing accounting policies and preparation of financial reports in accordance with Financial Accounting Standards
9	Berupaya mampu meningkatkan kinerja perusahaan Attempting to improve the Company performance
10	Menetapkan indikator kinerja dan evaluasi CSR Establishing performance indicators and CSR evaluation

Aspek Pengungkapan Informasi dan Transparansi
Aspects of Information Disclosure and Transparency

1	Mempublikasikan informasi penting perusahaan pada halaman website perusahaan Publishing important Company information on the Company website page
2	Menyempurnakan Laporan Tahunan Perusahaan Perfecting the Company's Annual Report

Perbandingan Hasil Penilaian Penerapan GCG Tahun 2018 dan 2019

Berikut adalah perbandingan hasil penilaian penerapan GCG untuk tahun 2018 dan 2019:

Comparison of the Assessment Results of GCG Implementation in 2018 and 2019

The following is a comparison of the results of the GCG Assessment achievements for 2018 and 2019:

Perbandingan Hasil Penilaian Penerapan GCG Perusahaan 2018 dan 2019

Comparison of 2018 and 2019 GCG Implementation Assessment Results of the Company

No	Aspek Pengujian/Indikator/Parameter Evaluation Aspects /Indicators/Parameters	Capaian dalam kurun waktu 2 tahun Achievement within a period of 2 years	
		2018	2019
I	Komitmen terhadap Penerapan Tata Kelola Perusahaan yang Baik secara Berkelanjutan. Commitment to the Implementation of Good Corporate Governance on a Sustainable basis	6,51	6,34
II	Pemegang Saham dan RUPS Shareholders and GMS	7,60	7,73
III	Dewan Komisaris Board of Commissioners	33,79	33,11
IV	Direksi Board of Directors	32,32	32,70
V	Pengungkapan Informasi dan Transparansi Information Disclosure and Transparency	8,00	7,72
VI	Aspek Lainnya Other Aspects	2,50	5,00
Skor Keseluruhan Total Score		90,73	92,59
Klasifikasi Kualitas Penerapan GCG *Classification of GCG Implementation Quality*		**Sangat Baik** *Excellent*	**Sangat Baik** *Excellent*

Penghargaan GCG

Sepanjang tahun 2019, ICON+ berhasil memeroleh juara II kategori Tata Kelola Terbaik Emerging Corporate dalam ajang Anugerah BUMN 2019 yang diselenggarakan oleh BUMN Track, The Best Contact Center Indonesia 2019 dengan penghargaan Bronze untuk kategori The Best Business Contribution, Gold untuk kategori The Best Customer Experience, Silver untuk kategori The Best People Development, Silver untuk kategori The Best Technology Innovation, penghargaan Bronze Winner dengan kategori The Best of State Own Enterprise dalam ajang Internal Magazine Award 2019 yang diselenggarakan oleh Serikat Perusahaan Pers (SPS), serta rekor MURI sebagai Pendukung Belajar Paket B & C secara Daring dengan Warga Belajar Terbanyak.

GCG Award

Throughout 2019, ICON+ managed to gain the second place in the Best Emerging Corporate Governance category at the 2019 BUMN Award organized by BUMN Track, The Best Contact Center Indonesia 2019 with a Bronze award for the Best Business Contribution category, Gold for the Best Customer Experience category, Silver for the Best People Development category, Silver for the Best Technology Innovation category, Bronze Winner award with the Best of State Own Enterprise category at the 2019 Internal Magazine Award organized by the Press Company Union (SPS), and MURI's record as Package Learning Support B & C Online with the Most Learning Citizens.

Rapat Umum Pemegang Saham (RUPS)
General Meeting of Shareholders (GMS)

Rapat Umum Pemegang Saham (RUPS) adalah organ Perusahaan yang memiliki wewenang yang tidak diberikan kepada Direksi atau Dewan Komisaris dalam batas yang ditentukan dalam Undang-undang Perseroan Terbatas dan/atau Anggaran Dasar Perusahaan. RUPS merupakan wadah bagi para Pemegang Saham untuk dapat menggunakan haknya dalam mengemukakan pendapat dan memperoleh informasi yang berkaitan dengan Perusahaan. sepanjang berhubungan dengan mata acara rapat dan tidak bertentangan dengan kepentingan Perusahaan serta memperhatikan ketentuan Anggaran Dasar Perusahaan dan peraturan perundang-undangan.

Berdasarkan ketentuan UUPT dan Anggaran Dasar Perusahaan, RUPS terdiri atas:

1. RUPS Tahunan, yaitu RUPS yang bersifat rutin diselenggarakan tiap tahun, yang terdiri dari RUPS Tahunan tentang Persetujuan Laporan Tahunan dan Pengesahan Laporan Keuangan, serta RUPS Tahunan tentang Pengesahan Rencana Kerja dan Anggaran Perusahaan.
2. RUPS Sirkuler, yaitu RUPS pengambilan keputusan yang dilakukan oleh pemegang saham di luar RUPS (tanpa kehadiran fisik).

Wewenang dan Tanggung Jawab RUPS

Rapat Umum Pemegang Saham memiliki hak dan wewenang antara lain untuk:

1. Mengangkat dan memberhentikan anggota Dewan Komisaris dan Direksi
2. Mengevaluasi kinerja Dewan Komisaris dan Direksi
3. Menyetujui perubahan Anggaran Dasar Perusahaan
4. Menyetujui laporan keuangan
5. Menetapkan remunerasi bagi anggota Dewan Komisaris dan Direksi serta penggunaan laba untuk kegiatan usaha Perusahaan.
6. Menggunakan hak yang dimilikinya untuk mengemukakan pendapat dan memperoleh keterangan yang berkaitan dengan Perusahaan dari Dewan Komisaris dan/atau Direksi sepanjang berhubungan dengan mata acara rapat dan tidak bertentangan dengan kepentingan Perusahaan.

The General Meeting of Shareholders (GMS) is an organ of the Company that has the authority not given to the Board of Directors or the Board of Commissioners within the limits specified in the Limited Liability Company Law and/or the Company's Articles of Association. The GMS is a forum for Shareholders to exercise their rights in expressing opinions and obtaining information relating to the Company as long as they relate to the agenda of the meeting, do not conflict with the interests of the Company, and pay attention to the provisions of the Articles of Association as well as laws and regulations.

Based on the provisions of the Limited Liability Company Law and the Company's Articles of Association, the GMS consists of:

1. Annual GMS, which is the GMS that is regularly held every year that consists of the Annual GMS concerning the Approval of the Annual Report and Ratification of Financial Statements, as well as the Annual GMS concerning the Ratification of the Company's Work Plan and Budget.
2. Circular GMS, which is the decision-making GMS conducted by shareholders outside the GMS (without physical presence).

Authority and Responsibility of the GMS

The General Meeting of Shareholders has the right and authority to:

1. Appoint and dismiss members of the Board of Commissioners and Board of Directors.
2. Evaluate the performance of the Board of Commissioners and Board of Directors.
3. Approve changes to the Company's Articles of Association.
4. Approve financial statement.
5. Determine the remuneration for members of the Board of Commissioners and the Board of Directors as well as the use of profits for the Company's business activities.
6. Use the rights they have to express opinions and obtain information relating to the Company from the Board of Commissioners and/or Board of Directors as long as it relates to the agenda of the meeting and does not conflict with the interests of the Company.

Tata Cara Pelaksanaan RUPS

Tata cara penyelenggaraan RUPS telah diatur dalam Anggaran Dasar Perusahaan yaitu:

1. Dalam penyelenggaraan RUPS didahului dengan pemanggilan untuk RUPS dalam jangka waktu paling lambat 15 (lima belas) hari sebelum tanggal RUPS diadakan dengan tidak memperhitungkan tanggal pemanggilan dan tanggal RUPS;
2. Informasi yang disampaikan dalam pemanggilan RUPS harus lengkap dan akurat. Informasi tersebut antara lain mencakup mengenai mata acara, tanggal, waktu dan tempat RUPS;
3. Bahan mengenai setiap mata acara yang tercantum dalam panggilan RUPS harus sudah tersedia di kantor ICON+ sejak tanggal pemanggilan RUPS tersebut, sehingga memungkinkan bagi Pemegang Saham berpartisipasi aktif dalam RUPS dan memberikan suara secara bertanggung jawab. Jika bahan tersebut belum tersedia saat pemanggilan RUPS, maka bahan itu harus disediakan sebelum RUPS diselenggarakan;
4. Agenda RUPS dapat ditambah sesuai kebutuhan sepanjang tidak bertentangan dengan kepentingan ICON+ dan disetujui oleh Pemegang Saham.

Penyelenggaraan RUPS Tahunan 2019

Pada tahun 2019 Perusahaan menyelenggarakan 2 kali RUPS Tahunan dan 2 kali RUPS Sirkuler, **RUPS Tahunan** yang diselenggarakan adalah sebagai berikut:

- RUPS Tahunan tentang Pengesahan Rencana Kerja dan Anggaran Perusahaan (RKAP) Tahun 2019 dilaksanakan tanggal 14 Januari 2019.
- RUPS Tahunan tentang Persetujuan Laporan Tahunan Tahun 2018 dilaksanakan tanggal 13 Juni 2019.

GMS Implementation Procedures

The procedure for holding a GMS has been regulated in the Company's Articles of Association, they are:

1. In holding a GMS, it shall be preceded by a summons for the GMS at the latest 15 (fifteen) days prior to the date of the GMS being held, excluding the date of the invitation and the date of the GMS;
2. The information submitted in the summons for the GMS must be complete and accurate. The information includes, among others are: the agenda, date, time and place of the GMS;
3. Materials regarding each agenda item listed in the summons for the GMS must be available at ICON+ office as of the date of the invitation to the GMS, so that it is possible for Shareholders to actively participate in the GMS and vote responsibly. If the material is not yet available at the invitation to the GMS, then the material must be provided before the GMS is held;
4. The agenda for the GMS can be added as needed as long as it does not conflict with ICON+ interests and is approved by the Shareholders.

The Annual GMS 2019

In 2019, the Company held 2 Annual GMS and 2 Circular GMS, the following were the **Annual GMS** held:

- The Annual GMS regarding the Ratification of the 2019 Work Plan and Budget (RKAP) was held on January 14, 2019.
- The Annual GMS regarding the Approval of the 2018 Annual Report was held on June 13, 2019.

Dengan dihadiri oleh seluruh pemegang saham dan/atau kuasa/wakil pemegang saham, yang bertempat di PT PLN (Persero) Kantor Pusat – Gedung Utama, Jakarta Selatan. Berikut adalah RUPS Tahunan 2019:

Attended by all shareholders and/or proxies/representatives of shareholders, located at PT PLN (Persero) Head Office - Main Building, South Jakarta. The following is the 2019 Annual GMS:

RUPS Rencana Kerja dan Anggaran Perusahaan (RKAP) Tahun 2019

GMS of the 2019 Corporate Work and Budget Plan (RKAP)

Jenis RUPS Type of GMS	Tanggal RUPS Date of GMS	Agenda Agenda	Keputusan Resolution
RUPS Tahunan Pengesahan (RKAP) Tahun 2019 Annual GMS Ratification of (RKAP) 2019	Senin, 14 Januari 2019, di PT PLN (Persero) Kantor Pusat – Gedung Utama, Jakarta Selatan Monday, January 14, 2019, at PT PLN (Persero) Head Office - Main Building, South Jakarta	**AGENDA PERTAMA :** Persetujuan dan Pengesahan RKAP Tahun 2019 **FIRST AGENDA :** Approval and Ratification of the 2019 RKAP	RUPS memutuskan menyetujui dan mengesahkan RKAP Tahun 2019. The GMS decided to approve and ratify the RKAP 2019.
		AGENDA KEDUA : Persetujuan dan Pengesahan Kontrak Manajemen / *Key* Performance Indicator Tahun 2019 **SECOND AGENDA:** Approval and Ratification of Management Contract / Key Performance Indicator for 2019	• RUPS menyetujui dan mengesahkan Kontrak Manajemen/ *Key Performance Indicator* (KPI) 2019 antara Direksi, Dewan Komisaris dan Pemegang Saham PT Indonesia Comnets Plus. • Kontrak Manajemen/ *Key Performance Indicator* (KPI) 2019 PT Indonesia Comnets Plus terlampir merupakan bagian yang tidak terpisahkan dari risalah ini. • The GMS approves and ratifies the Management Contract/Key Performance Indicator (KPI) 2019 between the Board of Directors, Board of Commissioners, and Shareholders of PT Indonesia Comnets Plus. • The attached Management Contract/Key Performance Indicator (KPI) 2019 of PT Indonesia Comnets Plus is an integral part of this minutes.
RUPS Tahunan Persetujuan Laporan Tahunan Dan Pengesahan Laporan Keuangan Tahun Buku 2018 Annual GMS Approval of the Annual Report and Ratification of Financial Report 2018	Kamis, 13 Juni 2019, di PT PLN (Persero) Kantor Pusat – Gedung Utama, Jakarta Selatan Thursday, June 13, 2019, at PT PLN (Persero) Head Office - Main Building, South Jakarta	**AGENDA PERTAMA :** Persetujuan dan Pengesahan Laporan Tahunan Perseroan Tahun Buku 2018 termasuk Laporan Pelaksanaan Pengawasan Dewan Komisaris Tahun Buku 2018 serta Pemberian Pembebasan Tanggung Jawab Sepenuhnya (*Vottedig Acquit Et De Charge*) kepada Direksi dan Dewan Komisaris **FIRST AGENDA:** Approval and Ratification of the Company's Annual Report for the 2018 Fiscal Year including the Report on the Supervision of the Board of Commissioners for the 2018 Fiscal Year and Granting Fully waived of responsibility (Vottedig Acquit Et De Charge) to the Board of Directors and Board of Commissioners	• RUPS menyetujui dan menerima Laporan Tahunan mengenai Keadaan dan Jalannya Perseroan selama Tahun Buku 2018 yang terdiri atas Laporan Keuangan, Laporan Evaluasi Kinerja dan Laporan Kepatuhan. • RUPS menyetujui dan menerima Laporan Pelaksanaan Tugas Pengawasan Dewan Komisaris selama Tahun Buku 2018. • RUPS mengesahkan Laporan Keuangan Perseroan Tahun Buku 2018 yang memuat Laporan Posisi Keuangan, Laporan Laba Rugi dan Penghasilan Komprehensif Lain, Laporan Arus Kas dan Laporan Perubahan Ekuitas beserta penjelasannya yang telah diaudit oleh Kantor Akuntan Publik Amir Abadi Jusuf, Aryanto, Mawar & Rekan dengan pendapat "Wajar Tanpa Pengecualian" sebagaimana dimaksud dalam laporannya No. 00432/2.1030/AU.1/06/0499-3/1/III/2019 tanggal 29 Maret 2019. • RUPS memberikan pembebasan sepenuhnya (*Volledig Acquit Et De Charge*) kepada Direksi dan Dewan Komisaris Perseroan ata pengurusan dan pengawasan sesuai dengan tanggung jawab dan tindakan dalam bidang masing-masing yang telah dijalankan selama Tahun Buku 2018. • The GMS approves and accepts the Annual Report on the Condition and Operations of the Company during the 2018 Fiscal Year, which consists of Financial Statements, Performance Evaluation Report, and Compliance Report. • The GMS approves and accepts the Report on the Implementation of Supervisory Duties of the Board of Commissioners during the 2018 Fiscal Year. • The GMS ratifies the Company's Financial Statement for the 2018 Fiscal Year, which contains the Financial Position Report, Profit and Loss Report and Other Comprehensive Income, Cash Flow Statement and Change in Equity Report along with its explanations, which have been audited by the Public Accounting Firm Amir Abadi Jusuf, Aryanto, Mawar & Partner with opinion "Unqualified" as referred to in their report No. 00432/2.1030/AU.1/06/0499-3/1/III/2019 dated March 29, 2019. • The GMS grants full release (Volledig Acquit Et De Charge) to the Board of Directors and Board of Commissioners of the Company for management and supervision in accordance with their respective responsibilities and actions that have been carried out during the 2018 Financial Year.

RUPS Rencana Kerja dan Anggaran Perusahaan (RKAP) Tahun 2019
GMS of the 2019 Corporate Work and Budget Plan (RKAP)

Jenis RUPS Type of GMS	Tanggal RUPS Date of GMS	Agenda Agenda	Keputusan Resolution
		AGENDA KEDUA : Penetapan Penggunaan Laba Bersih Tahun Buku 2018. **SECOND AGENDA:** Determination of the Use of Net Profits for the 2018 Fiscal Year.	RUPS memberi Kuasa kepada Pemegang Saham mayoritas untuk menetapkan Penggunaan Laba Bersih Tahun Buku 2018. The GMS authorizes the majority Shareholders to determine Use of Net Profits for the 2018 Fiscal Year.
		AGENDA KETIGA : Penetapan Tantiem Tahun Buku 2018 dan Remunerasi Tahun Buku 2019 bagi Direksi dan Komisaris, serta Bonus bagi Karyawan Tahun Buku 2018. **THIRD AGENDA:** Determination of Tantiem for Fiscal Year 2018 and Remuneration for Fiscal Year 2019 for Board of Directors and Board of Commissioners, as well as Bonus for Employees for Fiscal Year 2018.	RUPS memberi Kuasa kepada Pemegang Saham mayoritas untuk menetapkan Tantiem Tahun Buku 2018 dan Remunerasi Tahun Buku 2019 bagi Direksi dan Dewan Komisaris serta Bonus bagi karyawan untuk Tahun Buku 2018. The GMS authorizes the majority Shareholders to determine the 2018 Fiscal Year Tantiem and 2019 Fiscal Year Remuneration for the Board of Directors and the Board of Commissioners, as well as a bonus for employees for the 2018 Fiscal Year.
		AGENDA KEEMPAT : Penetapan Kantor Akuntan Publik untuk Audit Laporan Perseroan Tahun Buku 2019. **FOURTH AGENDA:** Determination of the Public Accounting Firm to Audit the Company's Report for the 2019 Fiscal Year.	RUPS memberi Kuasa kepada Pemegang Saham mayoritas untuk menetapkan Penunjukan Kantor Akuntan Publik sebagai auditor yang akan mengaudit Laporan Keuangan Perseroan, Laporan Evaluasi Kinerja dan Laporan Kepatuhan untuk Tahun Buku 2019. The GMS authorizes the majority Shareholders to determine the appointment of a Public Accounting Firm as the auditor to audit the Company's Financial Statements, Performance Evaluation Report, and Compliance Report for the 2019 Fiscal Year.

Penyelenggaraan RUPS Sirkuler 2019

Berikut adalah RUPS secara sirkuler yang dilakukan oleh ICON+ pada tahun 2019:

Organizing the Circular GMS 2019

The following is the circular GMS conducted by ICON+ in 2019:

RUPS Sirkuler Tahun 2019

Circular GMS 2019

Jenis RUPS Type of GMS	Tanggal RUPS Date of GMS	Keputusan *Resolution*
RUPS Sirkuler Circular GMS	11 Maret 2019 March 11, 2019	Pemberhentian dan penggantian anggota Pejabat Pemegang Saham (Komisaris) Dismissal and replacement of members of the Shareholder (Commissioner)
	31 Juli 2019 July 31, 2019	Pemberhentian dan penggantian Direktur Finance and Human Capital Dismissal and replacement of the Director of Finance and Human Capital
	15 Oktober 2019 October 15, 2019	Pemberhentian, penggantian, penambahan Direktur Utama dan Direktur Digital Solution and Business Development Termination, replacement, addition of the President Director and the Director of Digital Solution and Business Development
	27 November 2019 November 27, 2019	Penyesuaian maksud dan tujuan serta kegiatan usaha berdasarkan klarifikasi buku lapangan usaha Indonesia tahun 2017 Adjustment of aims and objectives as well as business activities based on clarification of the Indonesian business field book 2017

Dewan Komisaris
Board of Commissioners

Fungsi utama Dewan Komisaris adalah melakukan pengawasan dan memberikan nasihat/ arahan kepada Direksi dalam menjalankan kegiatan Perusahaan, serta memastikan efektivitas penerapan prinsip-prinsip GCG di Perusahaan. Dewan Komisaris dibantu oleh Komite Audit dan Manajemen Risiko terkait pelaksanaan tugas dan tanggung jawabnya.

Dewan Komisaris diangkat dan diberhentikan oleh Pemegang Saham melalui mekanisme RUPS. Dengan demikian, Dewan Komisaris harus mempertanggungjawabkan pelaksanaan tugas dan tanggung jawabnya dalam pelaksanaan RUPS.

The primary function of the Board of Commissioners is to supervise and provide advice/direction to the Directors in carrying out Company activities, as well as ensuring the effectiveness of the implementation of GCG principles. The Board of Commissioners is assisted by the Audit and Risk Management Committee regarding the implementation of its duties and responsibilities.

The Board of Commissioners is appointed and dismissed by the Shareholders through the GMS mechanism. Accordingly, the Board of Commissioners must be held accountable for the implementation of their duties and responsibilities in the GMS.

Pedoman dan Tata Tertib

Dewan Komisaris melaksanakan tugas dan tanggung jawabnya dengan berpedoman pada *Board Manual* yang ditetapkan melalui Keputusan Bersama Direksi dan Komisaris tentang Tata laksana Kerja Direksi dan Dewan Komisaris (*Board Manual*) No. 279/SK/001/PUSAT/ICON+/2014.

Board Manual Dewan Komisaris ICON+ disusun berdasarkan prinsip-prinsip hukum korporasi, ketentuan Anggaran Dasar, peraturan dan ketentuan Perundang-undangan yang berlaku, arahan Pemilik Modal serta praktik-praktik terbaik (*best practices*) GCG. *Board Manual* tersebut mengatur hal-hal sebagai berikut:

1. Tatalaksana kerja terkait jabatan;
2. Tatalaksana kerja terkait batas kewenangan; dan
3. Tatalaksana kerja terkait pelaksanaan dan pengawasan operasional ICON+.

Berikut adalah isi dari *Board Manual:*

Work Guidelines and Procedures

The Board of Commissioners performs its duties and responsibilities by referring to the Board Manual determined by the Joint Decree of the Board of Directors and Board of Commissioners regarding the Work Procedures of the Board of Directors and Board of Commissioners No. 279/SK/001/CENTER/ICON+/2014.

ICON+'s Board of Commissioners Manual is based on the principles of corporate law, provisions of the Articles of Association, regulations and provisions of applicable laws, directives of Capital Owners, and best practices of GCG. The Board Manual regulates the following matters:

1. Work governance in relations to positions;
2. Work governance in relations to jurisdictional boundaries; and
3. Work governance in relation to the Company's implementation and operational oversight.

The following are the contents of the Board Manual:

Board Manual
Board Manual

Bab I Chapter I	Tatalaksana Kerja Terkait Jabatan Work Governance in relation to positions
Bab II Chapter II	Tatalaksana Kerja Terkait Batas Kewenangan Work Governance in relation to jurisdictional boundaries
Bab III Chapter III	Tatalaksana Kerja Terkait Pelaksanaan dan Pengawasan Operasional Perusahaan Work Governance in relation to the Company's implementation and operational oversight
Bab IV Chapter IV	Alur Kerja Kewenangan Direksi yang Memerlukan Persetujuan Dewan Komisaris dan Kewenangan Direksi yang Memerlukan Persetujuan RUPS Setelah Mendapatkan Tanggapan Tertulis dari Dewan Komisaris Board of Directors Authority Work Flow that Requires Board of Commissioners Approval, and Authority of the Board of Directors that Requires GMS Approval After Obtain Written Response from the Board of Commissioners

Board Manual
Board Manual

Bab V Chapter V	Dewan Komisaris The Board of Commissioners
Bab VI Chapter VI	Direksi The Board of Directors
Bab VII Chapter VII	Tatalaksana Kerja Terkait Jabatan Work Governance in relation to positions

Kriteria Dewan Komisaris

Kriteria Dewan Komisaris ICON+ mengacu pada Peraturan Menteri Negara Badan Usaha Milik Negara No. PER-03/MBU/2012 tentang Pedoman Pengangkatan Anggota Direksi dan Anggota Dewan Komisaris Anak Perusahaan Badan Usaha Milik Negara, Anggota Dewan Komisaris wajib memenuhi persyaratan integritas, kompetensi dan reputasi keuangan yang terdiri dari persyaratan formal, persyaratan materiil dan persyaratan lainnya, yaitu:

1. Syarat Formal, yaitu orang perseorangan yang cakap melakukan perbuatan hukum, kecuali dalam waktu 5 (lima) tahun sebelum pengangkatannya pernah:
   a. Dinyatakan pailit;
   b. Menjadi anggota Direksi atau anggota Dewan Komisaris/Dewan Pengawas yang dinyatakan bersalah menyebabkan suatu BUMN, Anak Perusahaan dan/atau Perusahaan dinyatakan pailit;
   c. Dihukum karena melakukan tindak pidana yang merugikan keuangan negara, BUMN, Anak Perusahaan, Perusahaan, dan/atau yang berkaitan dengan sektor keuangan.
2. Syarat Materiil terhadap Calon Anggota Komisaris, yaitu meliputi:
   a. Pengalaman, dalam arti yang bersangkutan memiliki rekam jejak (*track record*) yang menunjukan keberhasilan dalam pengurusan BUMN/ Anak Perusahaan/ Perusahaan/ Lembaga tempat yang bersangkutan bekerja sebelum pencalonan;
   b. Keahlian, dalam arti yang bersangkutan memiliki pengetahuan yang memadai di bidang usaha Perusahaan yang bersangkutan;
   c. Integritas, dalam arti yang bersangkutan tidak pernah terlibat perbuatan yang dapat dikategorikan sebagai pelanggaran terhadap ketentuan yang berkaitan dengan prinsip-prinsip pengurusan perusahaan yang sehat (berperilaku tidak baik);
   d. Kepemimpinan;
   e. Memiliki kemauan yang kuat (antusias) dan dedikasi yang tinggi untuk memajukan dan mengembangkan Perusahaan yang bersangkutan.

Board of Commissioners Criteria

ICON+'s Board of Commissioners criteria refer to the Minister of State Regulation No. PER-03/MBU/2012 regarding Guidelines for Appointment of Members of the Board of Directors and Board of Commissioners of Subsidiaries of State-Owned Enterprises, Members of the Board of Commissioners must meet the requirements of integrity, competence, and financial reputation consisting of formal requirements, material requirements, and other requirements of:

1. Formal Requirements, that is individuals who are capable of carrying out legal actions, except within 5 (five) years prior to his/her appointment ever:
   a. Declared bankrupt;
   b. Become a member of the Board of Directors or a member of the Board of Commissioners/ Supervisory Board found guilty of causing a SOE, Subsidiary and/or Company to be declared bankrupt;
   c. Convicted of a criminal offense that is detrimental to the state's finances, SOE, Subsidiary, Company and/or related to the financial sector.
2. Material Requirements for Commissioner Candidates, which include:
   a. Experience, meaning that the person concerned has a track record that shows success in managing a SOE/Subsidiary/Company/Institution where the person works before candidacy;
   b. Expertise, meaning that the person concerned has adequate knowledge in the field of business of the relevant company;
   c. Integrity, meaning that the person concerned has never been involved in an act that can be categorized as a violation of the provisions relating to the principles of managing a healthy company (misbehave);
   d. Leadership;
   e. Have a strong will (enthusiasm) and high dedication to advance and develop the Company concerned.

3. Syarat Lain, yang meliputi:
   a. Bukan pengurus partai politik, dan/atau anggota legislatif, dan/atau tidak sedang mencalonkan diri sebagai calon anggota legislatif;
   b. Bukan kepala/wakil kepala daerah dan/atau tidak sedang mencalonkan diri sebagai calon kepala/wakil kepala daerah;
   c. Tidak menjabat sebagai anggota Direksi pada perusahaan yang bersangkutan selama 2 (dua) periode berturut-turut;
   d. Sehat jasmani dan rohani.

Komposisi dan Masa Jabatan

Terdapat 1 (satu) kali perubahan susunan komposisi Dewan Komisaris ICON+ sepanjang tahun 2019. Perubahan tersebut dilakukan melalui RUPS Sirkuler yang memutuskan untuk memberhentikan dengan segala hormat kepada Agoes Triboesono sebagai Komisaris dari segala tugas dan tanggung jawabnya. Serta mengangkat dan menetapkan Wanhar sebagai Pejabat Pelaksana Tugas (Plt) Komisaris. Alasan perubahan komposisi Dewan Komisaris ini dilakukan untuk penyegaran dinamika organisasi.

Berikut adalah komposisi dan masa jabatan Dewan Komisaris sepanjang tahun 2019.

3. Other Requirements, which include:
   a. Not a political party officials, and/or legislative member, and/or not running for office as a candidate for legislative member;
   b. Not a head/deputy regional head and/or not nominating himself as a candidate for head/deputy regional head;
   c. Not serving as a member of the Board of Directors of the company concerned for 2 (two) consecutive periods;
   d. Physically and mentally healthy.

Composition and Term of Office

There was 1 (one) change in the composition of ICON+ Board of Commissioners throughout 2019. The change was made through Circular GMS, which decided to honorably dismiss Agoes Triboesono as Commissioner of all his duties and responsibilities. As well as appointing and establishing Wanhar as Act. Commissioner. The reason for this changing is to refresh the organizational dynamics.

The following is the composition and term of office of the Board of Commissioners throughout 2019:

Komposisi Dewan Komisaris ICON+
Composition of ICON+' Board of Commissioners

Nama Name	Jabatan Position	Dasar Pengangkatan Basis of Appointment	Periode masa jabatan Term of Office
Periode Januari – Maret 2019 Period of January – March 2019			
Edwin Hidayat Abdullah	Komisaris Utama President Commissioner	RUPS Sirkuler tanggal 22 Oktober 2018 Circular GMS on October 22, 2018	Oktober 2018 – Maret 2019 October 2018 – March 2019
Gong Matua Hasibuan	Komisaris Commissioner	RUPS Sirkuler tanggal 22 Oktober 2018 Circular GMS on October 22, 2018	Oktober 2018 – Maret 2019 October 2018 – March 2019
Agus Sutiawan	Komisaris Commissioner	RUPS Sirkuler tanggal 22 Oktober 2018 Circular GMS on October 22, 2018	Oktober 2018 – Maret 2019 October 2018 – March 2019
AM. Ramli	Plt. Komisaris Act. Commissioner	RUPS Sirkuler tanggal 22 Oktober 2018 Circular GMS on October 22, 2018	Oktober 2018 – Maret 2019 October 2018 – March 2019
Agoes Triboesono	Plt. Komisaris Act. Commissioner	RUPS Sirkuler tanggal 22 Oktober 2018 Circular GMS on October 22, 2018	Oktober 2018 – Maret 2019 October 2018 – March 2019
Indra Kesuma	Plt. Komisaris Act. Commissioner	RUPS Sirkuler tanggal 22 Oktober 2018 Circular GMS on October 22, 2018	Oktober 2018 – Maret 2019 October 2018 – March 2019

Komposisi Dewan Komisaris ICON+
Composition of ICON+' Board of Commissioners

Nama Name	Jabatan Position	Dasar Pengangkatan Basis of Appointment	Periode masa jabatan Term of Office
Periode Maret – Desember 2019 **Period of March – December 2019**			
Edwin Hidayat Abdullah	Komisaris Utama President Commissioner	RUPS Sirkuler tanggal 11 Maret 2019 Circular GMS on March 11, 2019	Maret 2019 – Maret 2020 March 2019 – March 2020
Gong Matua Hasibuan	Komisaris Commissioner	RUPS Sirkuler tanggal 11 Maret 2019 Circular GMS on March 11, 2019	Maret 2019 – Maret 2020 March 2019 – March 2020
Agus Sutiawan	Komisaris Commissioner	RUPS Sirkuler tanggal 11 Maret 2019 Circular GMS on March 11, 2019	Maret 2019 – sekarang March 2019 – present
AM. Ramli	Plt. Komisaris Act. Commissioner	RUPS Sirkuler tanggal 11 Maret 2019 Circular GMS on March 11, 2019	Maret 2019 – sekarang March 2019 – present
Wanhar	Plt. Komisaris Act. Commissioner	RUPS Sirkuler tanggal 11 Maret 2019 Circular GMS on March 11, 2019	Maret 2019 – sekarang March 2019 – present
Indra Kesuma	Plt. Komisaris Act. Commissioner	RUPS Sirkuler tanggal 11 Maret 2019 Circular GMS on March 11, 2019	Maret 2019 – sekarang March 2019 – present

Profil Dewan Komisaris
Seluruh profil Dewan Komisaris ICON+ tahun 2019 telah disajikan pada bab Profil Perusahaan Laporan Tahunan ini.

Tugas, Tanggung Jawab dan Wewenang
Berdasarkan Anggaran Dasar dan *Board Manual*, tugas Dewan Komisaris adalah sebagai berikut:

1. Melakukan pengawasan terhadap kebijakan pengurusan, jalannya pengurusan pada umumnya baik mengenai perusahaan maupun usaha perusahaan yang dilakukan Direksi serta memberikan nasihat kepada Direksi termasuk pengawasan pelaksanaan RJPP, RKAP, serta ketentuan Anggaran Dasar dan Keputusan RUPS, peraturan perundang-undangan yang berlaku, untuk kepentingan perusahaan dan sesuai dengan maksud dan tujuan perusahaan;
2. Melaksanakan kepentingan perusahaan dengan memperhatikan kepentingan para pemegang saham dan bertanggung jawab kepada RUPS;
3. Meneliti dan menelaah Laporan Tahunan yang disiapkan Direksi serta menandatangani laporan tersebut;
4. Mengambil alih tugas dan tanggung jawab operasional selayaknya Direksi pada kondisi dimana perusahaan tidak memiliki satu pun Direktur;

Profile of the Board of Commissioners
All profiles of ICON+ Board of Commissioners 2019 have been presented in the Corporate Profile chapter of this Annual Report.

Duties, Responsibilities, and Authorities
Based on the Articles of Association and the Board Manual, the duties of the Board of Commissioners are as follows:

1. Supervising the management policies, the general management of the Company and the business of the Company conducted by the Board of Directors, and providing advice to the Board of Directors, including overseeing the implementation of the RJPP, RKAP, as well as the provisions of the Articles of Association and GMS decisions, applicable laws and regulations, for the benefit of Company and in accordance with its the aims and objectives;
2. Carrying out the interests of the Company with regard to the interests of the shareholders and is accountable to the GMS;
3. Reviewing and examining the Annual Report prepared by the Board of Directors and signing it;
4. Taking over operational duties and responsibilities of the Board of Directors in conditions where the Company does not have any Directors;

5. Mewakili perusahaan dalam hal seluruh Direksi memiliki benturan kepentingan;
6. Melakukan proses penunjukan Auditor Eksternal perusahaan.

Wewenang Dewan Komisaris meliputi:
1. Secara bersama-sama maupun sendiri-sendiri setiap waktu berhak:
   a. Memeriksa buku-buku, surat-surat bukti, persediaan barang-barang, memeriksa dan mencocokkan keadaan uang kas untuk keperluan verifikasi dan lain-lain, surat berharga serta mengetahui segala tindakan yang telah dijalankan oleh Direksi;
   b. Memasuki pekarangan, gedung, dan kantor yang dipergunakan oleh perusahaan.
2. Membentuk Komite-komite yang berfungsi sebagai penunjang tugas pengawasan Dewan Komisaris atau menunjuk tenaga ahli;
3. Meminta penjelasan tentang segala hal yang ditanyakan kepada Direksi dan Direksi wajib memberikan penjelasan;
4. Memperoleh informasi mengenai kebijakan dan tindakan yang telah, sedang dan akan dijalankan oleh Direksi;
5. Meminta Direksi dan/atau pejabat perusahaan dengan sepengetahuan Direksi untuk menghadiri rapat Dewan Komisaris;
6. Menghadiri rapat Direksi dan memberikan pandangan-pandangan terhadap hal-hal yang dibicarakan;
7. Mengangkat Sekretaris Dewan Komisaris;
8. Mendapatkan akses online ke sistem data pengusahaan perusahaan;
9. Memberhentikan sementara waktu seorang atau lebih anggota Direksi;
10. Melaksanakan kewenangan pengawasan lainnya sepanjang tidak bertentangan dengan peraturan perundang-undangan, Anggaran Dasar dan/ atau keputusan RUPS.

Dalam menjalankan tugas dan wewenangnya, setiap Komisaris ikut bertanggung jawab secara pribadi atas kerugian perusahaan apabila yang bersangkutan bersalah atau lalai dalam menjalankan tugas-tugasnya sebagai Dewan Komisaris. Tanggung jawab tersebut berlaku secara tanggung renteng bagi setiap Komisaris.

5. Representing the Company in the event that all Directors have a conflict of interest;
6. Carrying out the process of appointing the Company's External Auditor.

The authorities of the Board of Commissioners includes:
1. Collectively or individually, each time has the right to:
   a. Reviewing books, evidence, inventory of goods, checking and matching the petty cash for verification and other purposes, securities, as well as knowing all actions taken by the Directors;
   b. Entering the grounds, buildings and offices used by the Company.
2. Establishing Committees that functions as a supporter to the supervision task of the Board of Commissioners or appoint experts;
3. Inquiring the Board of Directors on anything, and the Board of Directors must provide an explanation;
4. Obtaining information on policies and actions that have been, are being, and will be carried out by the Board of Directors;
5. Requesting the Board of Directors and/or Company officials with the knowledge of the Directors to attend the Board of Commissioners' meeting;
6. Attending the Board of Directors' meeting and providing views on the matters discussed;
7. Appointing the Board of Commissioners' Secretary;
8. Obtaining online access to the Company's business data system;
9. Temporarily dismiss one or more members of the Board of Directors;
10. Carrying out other supervisory authorities to the extent they are not in conflict with legislations, Articles of Association, and/or GMS decisions.

In carrying out its duties and authorities, each Commissioner is individually accountable for the Company's losses if the person concerned is guilty or negligent in carrying out his/her duties as a Board of Commissioners. This accountability applies communally to each Commissioner.

Pembagian Tugas

Pembagian tugas dan tanggung jawab Dewan Komisaris termaktub dalam Surat Keputusan Dewan Komisaris No. 06.SK/DEKOM/2019 tanggal 12 Maret 2019 Tentang Pembagian Tugas Pengawasan Dewan Komisaris. Berikut adalah pembagian tugas dan tanggung jawab Dewan Komisaris:

Distribution of Duties

The division of duties and responsibilities of the Board of Commissioners is contained in the Decree of the Board of Commissioners No. 06.SK/EKOM/2019 dated March 12, 2019 regarding the Division of Supervisory Duties of the Board of Commissioners. The following is the division of duties and responsibilities of the Board of Commissioners:

Pembagian Tugas Dewan Komisaris
Division of Duties of the Board of Commissioners

Jabatan Position	Bidang Tugas Division
Komisaris Utama President Commissioner	a. Melakukan koordinasi terhadap seluruh kegiatan pengawasan dan pemberian nasihat Dewan Komisaris; b. Pengawasan dan penasihatan terhadap: • Kegiatan Direksi dalam menjalankan kebijakan strategis ICON+ • Penyelenggaraan pengurusan, pemeliharaan, dan pengelolaan ICON+ • Manajemen kontrol dan koordinasi atas kinerja Direktorat, Strategic Business Unit (SBU), Shared Services Center (SSC), dan Shared Service Unit (SSU). • Pengawasan dan pembinaan SBU, SSC, dan SSU a. Coordinate all supervision activities and provide advice to the Board of Commissioners; b. Supervision and advisory to: • Directors' activities in carrying out ICON+ strategic policies • Organizing the arrangement, maintenance, and management of ICON+ • Management control and coordination on the performance of the Directorate, Strategic Business Unit (SBU), Shared Services Center (SSC), and Shared Service Unit (SSU). • Supervision and guidance of SBU, SSC, and SSU
Komisaris Commissioner	Pengawasan dan Penasihatan terhadap Fungsi SDM serta SBU/SSC. a. Pelaksanaan perencanaan dan pengembangan organisasi, pengembangan SDM, dan ketersediaan serta kesiapan SDM; b. Hubungan industrial yang harmonis dan sinergis menuju visi dan misi ICON+; c. Perencanaan organisasi perusahaan dibawah tingkat Direksi; d. Efektivitas proses bisnis serta knowledge management; e. Pengembangan budaya perusahaan; f. Pengelolaan fasilitas dan sarana kerja yang memadai untuk menjaga stabilitas operasional perusahaan; g. Pengawasan serta pembinaan SBU Regional Palembang, SBU Regional Semarang, dan SSC Korporat. Supervision and Advisory of the HR and SBU/SSC Function. a. Implementation of organizational planning and development, HR development, and HR availability and readiness; b. Harmonious and synergic industrial relations towards the vision and mission of ICON+; c. Corporate organization planning below the Board of Directors level; d. Effectiveness of business processes and knowledge management; e. Development of corporate culture; f. Management of adequate work facilities and facilities to maintain the stability of Company operations; g. Supervision and guidance of Regional Palembang SBU, Regional Semarang SBU, and Corporate SSC.

Pembagian Tugas Dewan Komisaris
Division of Duties of the Board of Commissioners

Jabatan Position	Bidang Tugas Division
Komisaris Commissioner	Pengawasan dan Penasihatan terhadap Fungsi Niaga dan Pengembangan Bisnis serta SBU/SSU a. Perencanaan dan pelaksanaan riset pasar telekomunikasi dan informatika yang *comprehensive*; b. Kebijakan perencanaan dan pemilihan portofolio produk yang dipilih serta pengelolaan kelangsungan produk tersebut; c. Strategi dan rencana arah bisnis Perusahaan; d. Pemilihan dan pengelolaan kelangsungan produk terpilih; e. Strategi penjualan dan pengelolaan pelanggan yang efektif, melakukan penjualan, membangun hubungan dan *networking* dengan pelanggan; f. Pengawasan serta pembinaan SBU Regional Surabaya, SBU Regional Balikpapan, dan SSU Operasi TI Publik. Supervision and Advisory of Business Function and Business Development and SBU/SSU a. Planning and implementing comprehensive telecommunications and informatics market research; b. Policy planning and selecting the portfolio of products selected and managing the continuity of the product; c. Strategies and plans for the Company's business direction; d. Selection and management of continuity of selected products; e. Effective sales and customer management strategies, selling, building relationships, and networking with customers; f. Supervision and guidance of Surabaya Regional SBU, Balikpapan Regional SBU, and Public IT Operations SSU.
Komisaris Commissioner	Pengawasan dan Penasihatan terhadap Fungsi Perencanaan dan Operasi Jaringan serta SBU/SSU: a. Strategi bisnis perusahaan; b. Perencanaan dan pengoperasian infrastruktur jaringan telekomunikasi; c. Pembangunan infrastruktur jaringan dan layanan telekomunikasi, infrastruktur pendukung operasi sistem telekomunikasi dan sistem informasi Perusahaan; d. Pengawasan serta pembinaan SBU Regional Jakarta, SBU Regional Medan, dan SSU Infrastruktur dan Jaringan. Supervision and Advisory of Network Planning and Operations Function and SBU/SSU: a. Corporate business strategy; b. Planning and operating telecommunications network infrastructure; c. Development of telecommunications network and service infrastructure, infrastructure supporting the operation of the Company's telecommunications system and information system; d. Supervision and guidance of Regional Jakarta SBU, Regional Medan SBU, and the Infrastructure and Network SSU.
Komisaris Commissioner	Pengawasan dan Penasihatan terhadap Fungsi Keuangan dan SBU/ SSU: a. Perencanaan keuangan dan pengelolaan pemenuhan kebutuhan pendanaan untuk aktivitas operasi dan investasi; b. Pengendalian keuangan Perusahaan; c. Kesehatan Perusahaan dari aspek Finansial; d. Ketepatan dan akurasi penyusunan laporan keuangan Perusahaan; e. Pelaksanaan manajemen aset Perusahaan; f. Pengelolaan *supply chain* dan pengadaan barang dan jasa; g. Pengawasan serta pembinaan SBU Regional Pekanbaru, SBU Regional, dan SBU Solusi TIK Publik. Supervision and Advice on the Financial Function and SBU/SSU: a. Financial planning and management of meeting funding needs for operating and investment activities; b. Corporate financial control; c. Company's soundness from financial aspect; d. The precision and accuracy of the preparation of the Company's financial statements; e. Implementation of the Company's asset management; f. Supply chain management and procurement of goods and services; g. Supervision and guidance of Regional Pekanbaru SBU, Regional SBU, and Public ICT Solution SBU.

Pembagian Tugas Dewan Komisaris
Division of Duties of the Board of Commissioners

Jabatan Position	Bidang Tugas Division
Komisaris Commissioner	Pengawasan dan Penasihatan terhadap Fungsi Solusi dan Operasi Ketenagalistrikan serta SBU/SSU: a. Strategi peningkatan pelayanan kepada PLN; b. Perencanaan dan pengoperasian infrastruktur jaringan telekomunikasi dan IT untuk mendukung bisnis ketenagalistrikan; c. Strategi penggunaan jaringan dan teknologi yang andal untuk digitalisasi proses bisnis PLN; d. Pengawasan serta pembinaan SBU Regional Denpasar, SBU Regional Makassar, SSU Ketenagalistrikan dan SBU Solusi TI Ketenagalistrikan. Supervision and Advisory of Electricity Solution and Operation Function and SBU/SSU: a. Strategy to improve services to PLN; b. Planning and operating telecommunications and IT network infrastructure to support the electricity business; c. Reliable network and technology utilization strategies for digitizing PLN business processes; d. Supervision and guidance of Regional Denpasar SBU, Regional Makassar SBU, Electricity SSU, and Electricity IT Solution SBU.

Hak dan Kewajiban

Dalam melaksanakan tugas pokoknya, Dewan Komisaris berhak untuk melakukan pengawasan dan pemberian nasihat atas pelaksanaan kewajiban-kewajiban Direksi.

Kewajiban Dewan Komisaris, adalah sebagai berikut :
1. Memberikan nasihat kepada Direksi dalam pelaksanaan pengurusan Perusahaan;
2. Meneliti dan menelaah serta menandatangani RJP Perusahaan dan RKAP yang disiapkan oleh Direksi sesuai dengan ketentuan Anggaran Dasar;
3. Memberikan pendapat dan saran kepada RUPS mengenai RJP Perusahaan dan RKAP Perusahaan mengenai alasan Dewan Komisaris menandatangani RJP dan RKAP;
4. Mengikuti perkembangan kegiatan Perusahaan, memberikan pendapat dan saran kepada RUPS mengenai setiap masalah yang dianggap penting bagi pengurusan Perusahaan;
5. Dalam hal Perusahaan menunjukkan gejala kemunduran, maka segera melaporkan kepada RUPS dengan disertai saran mengenai langkah perbaikan yang harus ditempuh;
6. Meneliti dan menelaah laporan berkala dan laporan tahunan yang disiapkan oleh Direksi serta menandatangani laporan berkala:
7. Memberikan pendapat dan saran kepada RUPS mengenai persoalan lainnya yang dianggap penting bagi pengurusan Perusahaan;
8. Membuat risalah rapat Dewan Komisaris dan menyimpan salinannya;
9. Melaporkan kepada Perusahaan mengenai kepemilikan sahamnya dan/ atau keluarganya pada Perusahaan dan perusahaan lain.

Rights and Obligations

In carrying out its main duties, the Board of Commissioners has the right to supervise and provide advice on the implementation of the Board of Directors' obligations.

The Board of Commissioners' obligations are as follows:
1. Provide advice to the Directors in carrying out the management of the Company;
2. Research, analyze, and sign the Company's RJP and RKAP prepared by the Directors in accordance with the provisions of the Articles of Association;
3. Provide opinions and suggestions to the GMS regarding the Company's RJP and the Company's RKAP regarding the reasons for the Board of Commissioners to sign the RJP and RKAP;
4. Follow the development of the Company's activities, provide opinions and suggestions to the GMS regarding any issues deemed important for the management of the Company;
5. In the event that the Company shows symptoms of deterioration, will immediately report to the GMS accompanied by suggestions regarding corrective measures that must be taken;
6. Researching and studying periodic and annual reports prepared by the Directors and signing the periodic reports:
7. Provide opinions and suggestions to the GMS regarding other issues deemed important for the management of the Company;
8. Make minutes of meetings of the Board of Commissioners and keep copies of them;
9. Report to the Company regarding ownership of its shares and/or their families in the Company and other companies.

10. Memberikan laporan tentang tugas pengawasan yang telah dilakukan selama tahun buku yang baru lampau kepada RUPS;
11. Dewan Komisaris wajib menyusun rencana kerja dan anggaran tahunan Dewan Komisaris yang merupakan bagian yang tak terpisahkan dari RKAP;
12. Membentuk Komite Audit;
13. Mengusulkan Akuntan Publik kepada RUPS;
14. Dewan Komisaris harus memantau dan memastikan bahwa GCG telah diterapkan secara efektif dan berkelanjutan;
15. Memastikan bahwa dalam Laporan Tahunan Perusahaan telah memuat informasi mengenai identitas, pekerjaan-pekerjaan utamanya, jabatan Dewan Komisaris di perusahaan lain, termasuk rapat-rapat yang dilakukan dalam satu tahun buku (rapat internal maupun rapat dengan Direksi), serta honorarium, fasilitas, dan/atau tunjangan lain yang diterima dari Perusahaan;
16. Menyampaikan laporan triwulanan perkembangan realisasi Indikator Pencapaian Kinerja Dewan Komisaris Perusahaan kepada Pemegang Saham.

Pengangkatan dan Pemberhentian Dewan Komisaris

Pengangkatan dan pemberhentian Dewan Komisaris perusahaan ditetapkan oleh RUPS setelah melalui proses uji *fit and proper* dari PT PLN (Persero) selaku Pemegang Saham Perusahaan. Berikut adalah mekanismenya pengangkatan dan pemberhentian Dewan Komisaris:

1. Anggota Dewan Komisaris diangkat dan diberhentikan oleh RUPS setelah melalui proses uji fit and proper dari PT PLN (Persero) selaku Pemegang Saham Perusahaan;
2. Anggota Dewan Komisaris memiliki integritas, dedikasi, memahami masalah-masalah manajemen Perusahaan yang berkaitan dengan salah satu fungsi manajemen, memiliki pengetahuan yang memadai di bidang usaha Perusahaan dan dapat menyediakan waktu yang cukup untuk melaksanakan tugasnya;
3. Masa jabatan anggota Dewan Komisaris ditetapkan 4 (empat) tahun dan dapat diangkat kembali untuk 1 (satu) kali masa jabatan oleh RUPS;
4. RUPS dapat memberhentikan jabatan Komisaris sewaktu-waktu dengan menyebutkan alasannya;

10. Provide reports on the supervisory duties that have been carried out during the fiscal year that has just pass to the GMS;
11. The Board of Commissioners must prepare a work plan and annual budget for the Board of Commissioners, which is an inseparable part of the RKAP;
12. Establish an Audit Committee;
13. Propose a Public Accountant to the GMS;
14. The Board of Commissioners must monitor and ensure that GCG has been implemented effectively and sustainably;
15. Ensuring that the Company's Annual Report contains information about its identity, main works, Board of Commissioners positions in other companies, including meetings conducted in one fiscal year (internal meetings or meetings with the Directors), as well as honorarium, facilities, and/or other benefits received from the Company;
16. Submit quarterly progress reports on the realization of the Company's Performance Achievement Indicators to the Shareholders.

Appointment and Dismissal of the Board of Commissioners

The appointment and dismissal of the Company's Board of Commissioners is determined by the GMS after going through a fit and proper test process from PT PLN (Persero) as the Company's Shareholder. The following is the mechanism for the appointment and dismissal of the Board of Commissioners:

1. Members of the Board of Commissioners are appointed and terminated by the GMS after going through a fit and proper test process from PT PLN (Persero) as the Company's Shareholder;
2. Members of the Board of Commissioners have integrity, dedication, comprehend the Company's management issues related to one of the management functions, have adequate knowledge in the Company's business fields, and able to provide sufficient time to carry out their duties;
3. The term of office of members of the Board of Commissioners is set to be 4 (four) years and can be reappointed for 1 (one) term of office by the GMS;
4. The GMS may terminate the position of Commissioner at any time by stating the reasons;

5. Pemberhentian anggota Dewan Komisaris dapat dilakukan sewaktu-waktu apabila:
   - Tidak dapat melaksanakan tugasnya dengan baik;
   - Melanggar ketentuan Anggaran Dasar atau peraturan perundang-undangan yang berlaku;
   - Terlibat dalam tindakan yang merugikan Perusahaan dan/ atau negara;
   - Dinyatakan bersalah berdasarkan putusan pengadilan yang mempunyai kekuatan hukum tetap;
   - Mengundurkan diri.
6. Keputusan pemberhentian sewaktu-waktu Komisaris oleh RUPS diambil setelah yang bersangkutan diberikan kesempatan membela diri dalam RUPS. Pemberian kesempatan untuk membela diri tidak disyaratkan sepanjang Komisaris yang diberhentikan sewaktu-waktu tersebut tidak berkeberatan atas pemberhentian tersebut.
7. Selain itu, jabatan anggota Dewan Komisaris juga dapat berakhir apabila:
   - Meninggal dunia;
   - Masa jabatannya berakhir;
   - Tidak lagi memenuhi persyaratan sebagai anggota Dewan Komisaris berdasarkan ketentuan anggaran dasar dan peraturan perundang-undangan yang berlaku;
   - Diberhentikan berdasarkan keputusan RUPS; dan
   - Mengundurkan diri.

Uji Kelayakan dan Kepatutan

Dewan Komisaris ICON+ saat ini telah memenuhi persyaratan dan dinyatakan lulus *fit and proper test* oleh PT PLN (Persero) sebagai induk Perusahaan dan Pemegang Saham Utama. Hal tersebut telah sesuai dengan kriteria dan ketentuan yang dipersyaratkan berdasarkan Undang-undang Perseroan Terbatas, Anggaran Dasar Perusahaan, peraturan terkait Tata Kelola Perusahaan yang baik, serta peraturan dan ketentuan lain yang terkait, termasuk ketentuan tentang Komisaris Independen terhadap calon Anggota Dewan Komisaris untuk mengikuti uji kepatutan dan kelayakan (*fit and proper test*).

5. The dismissal of members of the Board of Commissioners can be done at any time if:
   - Not able to perform their duties appropriately;
   - Violating the provisions of the Articles of Association or applicable legislations;
   - Engaging in actions that are detrimental to the Company and/or the country;
   - Declared guilty based on a court decision that has permanent legal force;
   - Resign.
6. The decision to dismiss Commissioner at any time by the GMS is taken after the person concerned is given the opportunity to defend themselves at the GMS. Provision of opportunities to defend themselves is not required as long as the Commissioner who is dismissed at any time does not object to the dismissal.

7. In addition, the position of member of the Board of Commissioners may also end if:
   - Deceased;
   - Their term of office has ended;
   - No longer fulfill the requirements as a member of the Board of Commissioners based on the provisions of the Articles of Association and applicable legislations;
   - Dismissed based on the GMS decision; and
   - Resign.

Fit and Proper test and Compliance Test

The current ICON+'s Board of Commissioners has fulfilled the requirements and has passed the fit and proper test by PT PLN (Persero) as the holding company and Major Shareholder. This is in accordance with the criteria and conditions required under the Limited Liability Company Law, the Company's Articles of Association, regulations related to good corporate governance, and other relevant rules and regulations, including the provisions regarding Independent Commissioners for prospective members of the Board of Commissioners to take the fit and proper test.

Program Pengenalan

Setelah pengangkatan anggota Dewan Komisaris yang baru, Perusahaan melakukan program pengenalan guna mengenal dan memahami kegiatan dan kondisi Perusahaan. Program tersebut dapat berupa pertemuan, kunjungan ke Kantor Regional dan pengkajian dokumen yang dianggap sesuai dengan ICON+.

Orientation Program

After the appointment of a new member of the Board of Commissioners, the Company conducts an orientation program to getting to know and comprehend the activities and conditions of the Company. The program can be in the form of meetings, visits to Regional Offices, and review of documents deemed appropriate to ICON+.

Independensi Dewan Komisaris

Anggota Dewan Komisaris ICON+ sebanyak 6 (enam) orang yang memiliki latar belakang yang berbeda-beda. Oleh karena itu Dewan Komisaris berupaya memegang prinsip independensi dalam melaksanakan tugasnya termasuk dalam memberikan keputusan strategis terkait perusahaan yang bebas dari tekanan atau kepentingan pihak tertentu.

Dewan Komisaris juga menghindari adanya benturan kepentingan dalam bentuk hubungan keuangan maupun hubungan keluarga dengan sesama anggota Dewan Komisaris, Direksi, Pemegang saham pengendali maupun pihak eksternal yang memiliki hubungan bisnis dengan Perusahaan sehingga dapat menjamin independensi Dewan Komisaris dalam menjalankan tugasnya.

Untuk meminimalisir terjadinya benturan kepentingan, maka setiap anggota Dewan Komisaris diwajibkan untuk menandatangani Pakta Integritas. Sedangkan terkait dengan kepemilikan saham Dewan Komisaris, ICON+ mewajibkan setiap anggota Dewan Komisaris untuk mengungkapkan kepemilikan sahamnya, baik pada Perusahaan maupun di Perusahaan lain yang berkedudukan di dalam dan di luar negeri, dalam suatu laporan yang harus diperbaharui setiap tahunnya.

Independence of the Board of Commissioners

There are 6 (six) ICON+ Board of Commissioners members who have different backgrounds. Therefore, the Board of Commissioners seeks to uphold the principle of independence in carrying out its duties, including in providing strategic decisions related to the Company that are free from pressure or interests of certain parties.

The Board of Commissioners also avoids conflicts of interest in the form of financial relationships and family relationships with fellow members of the Board of Commissioners, Directors, controlling shareholders, and external parties who have business relations with the Company so as to ensure the independence of the Board of Commissioners in carrying out their duties.

To minimize conflicts of interest, each member of the Board of Commissioners is required to sign an Integrity Pact. Whereas related to share ownership of the Board of Commissioners, ICON+ requires each member of the Board of Commissioners to disclose their share ownership, both within the Company and in other companies resided inside and outside the country, in a report that must be renewed annually.

Komisaris Independen

Komisaris Independen adalah anggota Dewan Komisaris yang tidak memiliki hubungan keuangan, kepengurusan, kepemilikan, dan/atau hubungan keluarga dengan anggota Direksi, anggota Dewan Komisaris lain, dan/atau Pemegang Saham Pengendali, atau hubungan dengan Perusahaan yang dapat memengaruhi kemampuan untuk bertindak independen. Oleh karena itu, peran Komisaris Independen sebagai pendorong diterapkannya prinsip GCG di dalam Perusahaan.

Kriteria Penentuan Komisaris Independen

Berdasarkan ketentuan Peraturan Menteri Negara BUMN No. Per-01/MBU/2011, penentuan Komisaris Independen harus memenuhi persyaratan independensi antara lain:

1. Komisaris Independen bukan merupakan anggota manajemen;
2. Tidak mempunyai hubungan afiliasi dengan Direktur dan/atau anggota Dewan Komisaris lain di perusahaan;
3. Bukan merupakan Pemegang Saham mayoritas, atau seorang pejabat dari atau dengan cara lain yang berhubungan langsung atau tidak langsung dengan Pemegang Saham mayoritas dari Perusahaan;
4. Tidak memiliki hubungan keluarga sampai dengan derajat kedua dengan anggota Dewan Komisaris lainnya, anggota Direksi maupun Pemegang Saham Pengendali;
5. Tidak mempunyai keterkaitan finansial baik langsung maupun tidak langsung dengan ICON+ maupun Perusahaan lain;
6. Menghindari situasi yang memiliki potensi benturan kepentingan.

Tugas dan Tanggung jawab Komisaris Independen

Tugas dan tanggung jawab Komisaris Independen antara lain:

1. Menjamin transparansi dan keterbukaan laporan keuangan Perusahaan;
2. Memastikan perlakuan yang adil terhadap *stakeholder*;
3. Memastikan diungkapkannya transaksi yang mengandung benturan kepentingan secara wajar dan adil;
4. Memastikan kepatuhan Perusahaan pada peraturan perundang-undangan yang berlaku;
5. Menjamin akuntabilitas organ-organ Perusahaan.

Independent Commissioner

Independent Commissioners are members of the Board of Commissioners who do not have financial, management, ownership, and/or family relations with members of the Board of Directors, other members of the Board of Commissioners, and/or Controlling Shareholders, or relationships with the Company that can affect the ability to act independently. Therefore, the role of the Independent Commissioner is as a driving force for the implementation of GCG principles in the Company.

Determination Criteria for Independent Commissioners

Based on the provisions of SOE Minister of State Regulation No. Per-01/MBU/2011, the determination of Independent Commissioners must meet the independence requirements, including:

1. Independent Commissioners are not members of management;
2. Has no affiliation with the Directors and/or other members of the Board of Commissioners within the Company;
3. Is not a majority shareholder, or an official of or in other ways directly or indirectly related to the majority shareholder of the Company;
4. Does not have family relations up to the second degree with other members of the Board of Commissioners, members of the Board of Directors, and the Controlling Shareholders;
5. Has no direct or indirect financial links with ICON+ or other companies;
6. Avoid situations that have the potential for a conflict of interest.

Duties and Responsibilities of Independent Commissioners

The duties and responsibilities of Independent Commissioners include:

1. Ensuring transparency and disclosure of the Company's financial statements;
2. Ensuring fair treatment of stakeholders;
3. Ensuring the disclosure of transactions that contain conflicts of interest properly and fairly;
4. Ensuring Company's compliance with applicable laws and regulations;
5. Ensuring accountability of Company organs.

Pernyataan Independensi Komisaris Independen

Sesuai dengan kriteria independensi, seluruh anggota Dewan Komisaris ICON+ bertindak independen dan bebas intervensi dari pihak manapun. Pada tahun 2019, ICON+ telah memiliki Komisaris Independen sebanyak 1 (satu) orang Komisaris Independen. Komisaris Independen merupakan komisaris yang berasal dari pihak swasta atau di luar pemerintahan maupun induk Perusahaan yaitu PT PLN (Persero).

Statement of Independence of Independent Commissioners

In accordance with the independence criteria, all members of ICON+'s Board of Commissioners act independently and are free from intervention from any party. In 2019, ICON+ had 1 (one) Independent Commissioners. Independent Commissioners are commissioners from the private sector or outside the government or the holding Company, which is PT PLN (Persero).

Rapat Dewan Komisaris

Dalam Melaksanakan tugasnya, Dewan Komisaris telah menyelenggarakan rapat sebanyak 4 (empat) kali. Berikut adalah rincian Rapat Dewan Komisaris:

Board of Commissioners Meeting

In carrying out its duties, the Board of Commissioners has held 4 (four) meetings. The following are the details of the Board of Commissioners' Meeting:

Kehadiran Rapat Dewan Komisaris 2019
Attendance of the Board of Commissioners' Meeting 2019

Nama Name	Inisial Initial	Jabatan Position	Masa Jabatan Term of Office	Jumlah Rapat Number of Meetings	Kehadiran Rapat Meeting Attendance	%Kehadiran % Attendance
Periode Januari – Maret 2019 Period of January – March 2019						
Edwin Hidayat Abdullah	EHA	Komisaris Utama President Commissioner	Oktober 2018 – Maret 2020 October 2018 - March 2020	4	4	100%
Gong Matua Hasibuan	GMH	Komisaris Commissioner	Oktober 2018 – Maret 2020 October 2018 - March 2020	4	4	100%
Agus Sutiawan	AS	Komisaris Commissioner	Oktober 2018 – Sekarang October 2018 - Present	4	4	100%
AM. Ramli	AMR	Plt. Komisaris Act. Commissioner	Oktober 2018 – Sekarang October 2018 - Present	4	4	100%
Agoes Triboesono*	AT	Plt. Komisaris Act. Commissioner	Oktober 2018 – Maret 2019 October 2018 - Present	4	0	0%
Wanhar	WH	Plt. Komisaris Act. Commissioner	Maret 2019 – sekarang March 2019 - Present	4	4	100%
Indra Kesuma	IK	Plt. Komisaris Act. Commissioner	Oktober 2018 – Sekarang October 2018 - Present	4	3	75%

*Masa jabatan berakhir pada Maret 2019 sedangkan pelaksanaan rapat Dewan Komisaris dimulai pada 15 Oktober 2019.
*The term of office ends in March 2019, while the Board of Commissioners' meeting starts on October 15, 2019.

Berikut adalah agenda rapat Dewan Komisaris:

The following is the agenda of the Board of Commissioners meeting:

Agenda Rapat Dewan Komisaris 2019
Agenda of the Board of Commissioners Meetings 2019

Tanggal Date	Agenda Agenda	Peserta Rapat Participants
15 Oktober 2019 October 15, 2019	• Pembahasan perubahan nomenklatur jabatan Direksi • Pembahasan reposisi jabatan Direksi ICON+ • Lain-lain • Discussion of changes in nomenclature of Directors' positions • Discussion on repositioning of ICON+ Directors' positions • Etc	EHA, GMH, AS, WH, AMR
7 November 2019 November 7, 2019	• Pembahasan usulan penambahan anggaran investasi penyambungan pelanggan tahun 2019 • Lain-lain • Discussion of proposals to increase the customer connection investment budget in 2019 • Etc	EHA, GMH, AS, WH, AMR, IK
5 Desember 2019 December 5, 2019	• Pembahasan usulan persetujuan dan rekomendasi perubahan Anggaran Dasar Perusahaan • Lain-lain • Discussion of proposed approvals and recommendations for changes to the Company's Articles of Association • Etc	EHA, GMH, AS, WH, AMR, IK
26 Desember 2019 December 26, 2019	• Pembahasan usulan rekomendasi Dewan Komisaris atas perpanjangan perjanjian kerjasama antara ICON+ dengan PT First Media, Tbk dan PT Link Net, Tbk • Lain-lain • Discussion of the proposed recommendations of the Board of Commissioners on the extension of the cooperation agreement between ICON+ with PT First Media, Tbk and PT Link Net, Tbk • Etc	EHA, GMH, AS, WH, AMR, IK

Pelatihan dan Pengembangan Kompetensi Dewan Komisaris

ICON+ berkomitmen untuk terus melaksanakan program peningkatan pengetahuan, keahlian dan kompetensi termasuk Dewan Komisaris, melalui pelatihan, seminar atau workshop. Peningkatan kompetensi yang dilakukan Dewan Komisaris sepanjang tahun 2019 adalah sebagai berikut :

Board of Commissioners Competency Training and Development

ICON+ is committed to continue implementing the program to increase knowledge, expertise, and competence including the Board of Commissioners, through training, seminars, or workshops. The competency improvements undertaken by the Board of Commissioners throughout 2019 are as follows:

Pelatihan Dan Pengembangan Keahlian Dewan Komisaris Tahun 2019

Training and Development of the Board of Commissioners in 2019

Nama Name	Jabatan Position	Judul Training/ Seminar Training/Seminar Title	Tanggal Date	Penyelenggara Organizer	Lokasi Location
Gong Matua Hasibuan	Komisaris Commissioner	PSAK 71 – 73	3 September 2019 September 3, 2019	RSM Consultant	Aula Mampang Mampang Hall
Agus Sutiawan	Komisaris Commissioner				
Agoes Triboesono	Plt. Komisaris Act. Commissioner				
AM. Ramli	Plt. Komisaris Act. Commissioner				
Indra Kesuma	Plt. Komisaris Act. Commissioner				

Laporan Pelaksanaan Tugas Dewan Komisaris Tahun Berjalan

Sepanjang tahun 2019, Dewan Komisaris telah melaksanakan pengawasan serta memberikan nasihat untuk melakukan langkah-langkah strategis dalam rangka untuk meningkatkan pendapatan, mengefisienkan Beban Usaha yang pada akhirnya dapat meningkatkan Laba Bersih dan *value* Perusahaan.

Report on the Implementation of the Board of Commissioners' Duties for the Year

Throughout 2019, the Board of Commissioners has carried out supervision and provided advice to take strategic measures in order to increase revenue, streamline Operating Expenses, which in turn can increase Net Profit and Company value.

Aspek Pendapatan/Biaya

Pencapaian pendapatan tahun 2019 masih belum mencapai target karena dari pendapatan *carry over* ada penurunan akibat pelanggan *pull out* serta penurunan tarif. Sedangkan untuk pendapatan baru masih ada potensi yang belum dapat diperoleh sesuai target, diantaranya fiberisasi BTS, *payment gateway*, dan lainnya. Ke depan perusahaan perlu melaksanakan strategi untuk meningkatkan pendapatan yang berasal dari *non-network, smart services* dan *digital apps* termasuk pengembangan bisnis retail melalui Stoomnet.

Aspek Operasional

Pada tahun 2019, Perusahaan masih perlu meningkatkan *recovery time* khususnya segmen ketenagalistrikan SCADA PLN Distribusi dan Transmisi serta meningkatkan kecepatan penyambungan layanan jaringan dan jasa telekomunikasi ke pelanggan.

Aspek Finansial

Perusahaan perlu menyelesaikan piutang pelanggan yang masih belum terbayarkan agar memperoleh *collection period* sesuai target.

Penilaian atas Kinerja Komite di bawah Dewan Komisaris

Dewan Komisaris dalam pelaksanaan tugasnya dibantu oleh komite-komite yang bertanggung jawab langsung kepada Dewan Komisaris yaitu Komite Audit dan Komite Manajemen Risiko.

Penilaian kinerja Komite-komite di bawah Dewan Komisaris dilakukan berdasarkan pelaksanaan tugas masing-masing Komite.

Sepanjang tahun 2019, Komite Audit dan Manajemen Risiko telah menjalankan tugasnya dengan baik. Hal tersebut berdasarkan laporan pelaksanaan tugas dan rekomendasi-rekomendasi sehingga menjadi bahan pertimbangan bagi Dewan Komisaris dalam melaksanakan tugas dan fungsinya terkait pengawasan dan pemberian nasihat.

Income/Cost Aspects

The achievement of revenue in 2019 still has not reached the target due to the carry over income, there was a decrease because customers pull out and decreasing rates. As for new revenue, there is still potential that cannot be obtained according to the target, including BTS fiberisation, payment gateway, and others. Moving forward, the Company needs to implement a strategy to increase revenue coming from non-network, smart services, and digital apps including retail business development through Stoomnet.

Operational Aspects

In 2019, the Company still needs to increase recovery time, especially the electricity segment of PLN SCADA Distribution and Transmission and increase the speed of connection of network services and telecommunications services to customers.

Financial Aspects

The Company needs to settle customers' outstanding receivables in order to acquired the collection period on target.

Evaluation of Committee Performance under the Board of Commissioners

In carrying out its duties, the Board of Commissioners is assisted by committees that report directly to the Board of Commissioners, they are the Audit Committee and the Risk Management Committee.

The performance evaluation of the Committees under the Board of Commissioners is based on the implementation of the duties of each Committee.

Throughout 2019, the Audit Committee and the Risk Management Committee has carried out its duties well. This is based on the report on the implementation of its tasks and recommendations so that it becomes a material consideration for the Board of Commissioners in carrying out its duties and functions related to supervision and advisory.

Kunjungan Dewan Komisaris

Sepanjang tahun 2019, Dewan Komisaris telah melakukan kunjungan kerja ke beberapa tempat guna mendapatkan masukan-masukan di lapangan terkait pelaksanaan tugas pengawasan dan pemberian nasihat kepada Direksi.

Selama tahun 2019, kunjungan kerja yang telah dilakukan Dewan Komisaris adalah sebagai berikut:

Board of Commissioners' Visit

Throughout 2019, the Board of Commissioners has conducted work visits to several places to obtain input in the field related to the implementation of supervisory duties and providing advice to the Board of Directors.

During 2019, the work visits conducted by the Board of Commissioners are as follows:

Kunjungan Lapangan Dewan Komisaris 2019
Board of Commissioners Field Visit 2019

Waktu Pelaksanaan Time	Agenda Agenda
Denpasar, 16-18 Januari 2019 Denpasar, January 16-18, 2019	Asesmen GCG Bersama BPKP GCG Assessment with BPKP
Barcelona, 24 Februari – 3 Maret 2019 Barcelona, February 24 – March 3, 2019	World Mobile Congress
Wonosobo, 7-8 Maret 2019 Wonosobo, March 7-8, 2019	Kunjungan Kerja Ides Café Wonosobo Visitation to Ides Café Wonosobo
Yogyakarta, 21-22 Maret 2019 Yogyakarta, March 21-22, 2019	Asesmen GCG untuk PLN Group GCG Assessment for PLN Group
Denpasar, 9-10 September 2019 Denpasar, September 9-10, 2019	Kunjungan Kerja Ides Café Denpasar Visitation to Ides Café Denpasar
Denpasar, 24-25 September 2019 Denpasar, September 24-25, 2019	Joint Development ICON+ dan POLRI Joint Development of ICON+ and POLRI

Rekomendasi Dewan Komisaris kepada Direksi

Dalam hal pengawasan kinerja Direksi, pada tahun 2019 Dewan Pengawas memberikan rekomendasi sebagai berikut:

1. Rekomendasi pada saat pertemuan formal Rapat Konsultasi Dewan Komisaris yang mengundang Direksi sesuai pasal 16 ayat 8 Anggaran Dasar Perseroan;
2. Rekomendasi tertulis (khusus) yang diberikan mengacu pada pasal 15 ayat 2.b butir 1 Anggaran Dasar Perseroan yaitu sebanyak 20 (dua puluh) surat kepada Direksi dan 6 (enam) surat kepada pemegang saham.

Recommendations of the Board of Commissioners to the Board of Directors

In terms of supervising the performance of the Directors, in 2019 the Supervisory Board provides the following recommendations:

1. Recommendations during formal meetings of the Board of Commissioners' Consultative Meeting that invites the Directors in accordance with article 16 paragraph 8 of the Company's Articles of Association
2. Written (specific) recommendations given refer to article 15 paragraph 2.b point 1 of the Company's Articles of Association, which is as many as 20 (twenty) letters to the Directors and 6 (six) letters to shareholders.

Penilaian Kinerja Terhadap Dewan Komisaris

Sebagai bagian dari implementasi GCG, Dewan Komisaris melaksanakan *self assessment* atas evaluasi kinerja Dewan Komisaris. Indikator Pencapaian Kinerja merupakan ukuran penilaian atas keberhasilan pelaksanaan tugas dan tanggung jawab pengawasan dan pemberian nasihat oleh Dewan Komisaris sesuai dengan ketentuan peraturan perundang-undangan dan/ atau anggaran dasar.

Performance Evaluation of the Board of Commissioners

As part of GCG implementation, the Board of Commissioners conducts a self assessment over the Board of Commissioners' performance evaluation. Key Performance Indicator is an assessment measurement on the successful implementation of the duties and responsibilities of supervision, and providing advice by the Board of Commissioners in accordance with legislations and/or Articles of Association.

Hasil Penilaian

Berdasarkan hasil penilaian pada tahun 2019, pelaksanaan tugas Dewan Komisaris memperoleh nilai 99 dengan rincian sebagai berikut:

Evaluation Result

Based on the results of the assessment in 2019, the implementation of the duties of the Board of Commissioners scored 99 with the following details:

Hasil Penilaian Kinerja Terhadap Dewan Komisaris

Results of the Performance Assessment of the Board of Commissioners

No	Program Kerja Work Program	Kuantitas/ Tolak Ukur | Quantity/Benchmark			
		Target Target	Bobot Weight	Realisasi Realization	Bobot Weight
	Dewan Komisaris dengan Direksi **Board of Commissioners and Director**		**54**		**54**
1.	Review dan tanggapan rencana perusahaan Review and respond to Company plans				
	Pembahasan, saran, dan atau persetujuan atas Rencana Kerja Dan Anggaran (RKAP) tahun 2020, *Key Performance Indicator* (KPI) tahun 2020 dan Rencana Jangka Panjang (RJP) (*review*), revisi RKAP tahun buku 2019 jika ada. Discussion, advice, and/or approval of the 2020 Work Plan and Budget (RKAP), 2020 Key Performance Indicator (KPI), and Long Term Plan (RJP) (review), revision to RKAP for fiscal year 2019 if any.	2 kali 2 times	7	2 kali 2 times	7
	Ketepatan waktu pemberian tanggapan setelah *draft* diperoleh dari Direksi dengan data yang akurat. Timeliness of responding after the draft is obtained from the Directors with accurate data.	14 hari kerja 14 working days	3	12 hari kerja 12 working days	3
2.	Review dan tanggapan kinerja perusahaan Review and feedback on company performance				
	Pembahasan, tanggapan, dan persetujuan atas Laporan Manajemen (LM) dan KPI tahun 2018, LM dan KPI triwulanan tahun 2019, dan KPI Direktorat tahun 2018 Discussion, response, and approval of the Management Report (LM) and 2018 KPI, 2019 LM and KPI quarterly, and 2018 Directorate KPI	5 kali 5 times	9	5 kali 5 times	9
	Ketepatan waktu pemberian tanggapan setelah *draft* diperoleh dari Direksi dengan data yang akurat. Timeliness of responding after the draft is obtained from the Directors with accurate data.	14 hari kerja 14 working days	3	10 hari kerja 10 working days	3
3.	Review tindak lanjut hasil/ temuan audit internal/ eksternal Review follow-up on internal/external audit results/findings	6 kali 6 times	10	6 kali 6 times	10

Hasil Penilaian Kinerja Terhadap Dewan Komisaris
Results of the Performance Assessment of the Board of Commissioners

No	Program Kerja Work Program	Kuantitas/ Tolak Ukur | Quantity/Benchmark			
		Target Target	Bobot Weight	Realisasi Realization	Bobot Weight
4.	Memberi tanggapan tertulis/ persetujuan/ nasihat/ saran/ teguran kepada Direksi Provide written response/approval/advice/suggestions/reprimands to the Directors				
	Pembahasan dan pemberian tanggapan tertulis/ persetujuan atas permintaan Direksi setelah data lengkap Discussion and granting of written response/approval at the request of the Board of Directors after complete data	Usulan Direksi ditanggapi Directors' recommendations are responded to	15	Semua usulan Direksi ditanggapi All of Directors' recommendations are responded to	15
	Ketepatan waktu pemberian tanggapan setelah usulan diperoleh dari Direksi dengan data dan dokumen pendukung yang lengkap Timeliness of responding after the proposal is obtained from the Directors with complete data and supporting documents	14 hari kerja 14 working days	3	12 hari kerja 12 working days	3
	Pemberian saran/ nasihat/ teguran Providing suggestion/advice/reprimands	4 kali 4 times	4	8 kali 8 times	4
	Dewan Komisaris dengan Rapat Umum Pemegang Saham (RUPS) **Board of Commissioners with General Meeting of Shareholders (GMS)**		**20**		**20**
5.	Menyampaikan program kerja dan KPI Dewan Komisaris Tahunan Deliver the work program and the Annual KPI of the Board of Commissioners				
	Rencana kerja dan KPI Dewan Komisaris tahun 2020 Work plan and KPI of the Board of Commissioners for 2020	1 paper	3	1 paper	3
	Ketepatan waktu penyampaian Timeliness of delivery	Sebelum RUPS Before GMS	2	Sebelum RUPS Before GMS	2
6	Menyampaikan pendapat/ usul Dewan Komisaris kepada Pemegang Saham/ RUPS Convey opinion/proposal of the Board of Commissioners to the Shareholders/GMS				
	Pendapat atas RJP/ *review* RJP jika ada, RKAP tahun 2018, menyampaikan usulan penetapan Kantor Akuntan Publik (KAP) tahun 2019 dan usulan remunerasi tahun 2019. Opinions on RJP/RJP review, if any, 2018 RKAP, submit proposals for the establishment of 2019 Public Accountant Office and 2019 remuneration proposal.	4 pendapat/ usulan 4 opinions/ suggestions	4	4 pendapat/ usulan 4 opinions/ suggestions	4
	Ketepatan waktu penyampaian Timeliness of delivery	Sebelum RUPS Before GMS	2	Sebelum RUPS	2

Hasil Penilaian Kinerja Terhadap Dewan Komisaris
Results of the Performance Assessment of the Board of Commissioners

No	Program Kerja Work Program	Kuantitas/ Tolak Ukur | Quantity/Benchmark			
		Target Target	Bobot Weight	Realisasi Realization	Bobot Weight
7.	Menyampaikan laporan tentang tugas pengawasan Dewan Komisaris Submit a report on the supervisory duties of the Board of Commissioners				
	Laporan *progress* KPI semesteran tahun 2019, laporan pengawasan dan KPI tahun 2018. Semi-annually KPI progress report 2019, supervision dan KPI report 2018.	2 laporan 2 reports	4	2 laporan 2 reports	4
	Ketepatan waktu penyampaian laporan KPI semesteran tahun 2019 Timeliness of the delivery of semi-annually KPI reports 2019.	30 hari kerja sejak berakhirnya periode 30 working days after the end of the period	1	30 hari kerja sejak berakhirnya periode 30 working days after the end of the period	1
	Laporan pengawasan tahun 2017 Supervision report 2017	Sebelum RUPS Before GMS	2	Sebelum RUPS Before GMS	2
8.	Kehadiran Komisaris kuorum pada RUPS RKAP 2020 dan RUPS Tahunan tahun 2018 The presence of a quorum Commissioner at the 2020 RKAP GMS and the 2018 Annual GMS	2 kali 2 times	2	2 kali 2 times	2
Internal Dewan Komisaris **Internal Board of Commissioners**			**26**		**25**
9.	Rapat internal Dewan Komisaris/ rapat konsultasi Direksi Internal Board of Commissioners meeting/Board of Directors consultation meeting	12 kali 12 times	20	12 kali 12 times	20
10.	Pengenalan/ induksi/ peningkatan kompetensi Introduction/induction/competency improvement	3 kali 3 times	2	2 kali 2 times	1
11.	Pengelolaan Good Corporate Governance (GCG) Management of Good Corporate Governance (GCG)				
	Penunjukan asesor GCG 2019 Appointment of GCG assessors 2019	1 kali 1 time	1	1 kali 1 time	1
	Pencapaian skor asesmen GCG Dewan Komisaris 2019 Achievement of the Board of Commissioners' GCG assessment score 2019	Capaian skor minimum 80% Achieved a minimum score of 80%	3	96,5	3
	Total		100		99

Hubungan Kerja Dewan Komisaris dan Direksi
Working Relationship of the Board of Commissioners and Directors

Dewan Komisaris dan Direksi memiliki hubungan kerja yang saling terkait serta hubungan saling mengimbangi (*check and balances*). Melalui hubungan kerja tersebut diharapkan dapat tercapainya keberlanjutan usaha perusahaan yang tercermin pada: (1) Terlaksananya dengan baik *internal control* dan manajemen risiko; (2) Tercapainya imbal hasil (*return*) yang wajar bagi Pemegang Saham; (3) Terlindunginya kepentingan Pemangku Kepentingan secara wajar; (4) Terlaksananya suksesi kepemimpinan dan manajemen di semua lini organisasi; dan (5) Terpenuhinya pelaksanaan GCG.

The Board of Commissioners and the Board of Directors have an interrelated work relationship and checks and balances relationship. Through this work relationship, it is expected to achieve the sustainability of the Company's business which is reflected in: (1) Good internal control and risk management; (2) Reasonable return for Shareholders; (3) Reasonable protection of the interests of the Stakeholders; (4) The succession of leadership and management in all lines of the organization; and (5) The fulfillment of GCG implementation.

Rapat Gabungan Dewan Komisaris dan Direksi

Dewan Komisaris bersama Direksi mengadakan Rapat Gabungan Dewan Komisaris – Direksi sebagai bentuk koordinasi guna membahas laporan kinerja Perusahaan, hal penting dan strategis serta masalah-masalah yang dihadapi Perusahaan. Rapat Dewan Komisaris dengan Direksi diadakan sekurang-kurangnya sekali dalam tiap bulan atau sewaktu-waktu bila diperlukan. Sepanjang tahun 2019, rapat gabungan telah dilaksanakan sebanyak 12 (dua belas) kali. Berikut adalah rincian rapat gabungan Dewan Komisaris dan Direksi:

Joint Meeting of the Board of Commissioners and Directors

The Board of Commissioners and the Board of Directors hold a Joint Meeting of the Board of Commissioners - the Board of Directors as a form of coordination to discuss the Company's performance reports, important and strategic issues, and problems faced by the Company. Meetings of the Board of Commissioners with the Directors are held at least once a month or at any time if necessary. During 2019, joint meetings have been held 12 (twelve) times. The following are the details of the joint meeting of the Board of Commissioners and Directors:

Kehadiran Dewan Komisaris Dan Direksi Dalam Rapat Gabungan 2019
The Attendance of the Board of Commissioners and Directors in the Joint Meeting 2019

Nama Name	Inisial Initial	Jabatan Position	Masa Jabatan Term of Office	Jumlah Rapat Number of Meetings	Jumlah Kehadiran Number of Attendance	% Kehadiran % Attendance
Edwin Hidayat Abdullah	EHA	Komisaris Utama President Commissioner	Oktober 2018 – Maret 2020 October 2018 - March 2020	12	12	100%
Gong Matua Hasibuan	GMH	Komisaris Commissioner	Oktober 2018 – Maret 2020 October 2018 - March 2020	12	10	83%
Agus Sutiawan	AS	Komisaris Commissioner	Oktober 2018 – Sekarang October 2018 - present	12	12	100%
AM. Ramli	AMR	Plt. Komisaris Act. Commissioner	Oktober 2018 – Sekarang October 2018 - present	12	6	50%
Agoes Triboesono	AT	Plt. Komisaris Act. Commissioner	Oktober 2018 – Maret 2019 October 2018 – March 2019	2	2	100%
Wanhar	WR	Plt. Komisaris Act. Commissioner	Maret 2019 – sekarang March 2019 - present	10	7	70%

Kehadiran Dewan Komisaris Dan Direksi Dalam Rapat Gabungan 2019

The Attendance of the Board of Commissioners and Directors in the Joint Meeting 2019

Nama Name	Inisial Initial	Jabatan Position	Masa Jabatan Term of Office	Jumlah Rapat Number of Meetings	Jumlah Kehadiran Number of Attendance	% Kehadiran % Attendance
Indra Kesuma	IK	Plt. Komisaris Act. Commissioner	Oktober 2018 – Sekarang October 2018 - present	12	11	91,6%
Hikmat Dradjat	HD	Plt. Direktur Utama merangkap Plt. Direktur Niaga Act. President Director concurrent Act. Director of Commerce	Februari 2018 – Oktober 2019 February 2018 – October 2019	10	10	100%
Iwan Purwana	IP	Plt. Direktur Utama Act. President Director	Oktober 2019 – Juni 2020 October 2019 - June 2020	2	2	100%
Anindita Eka Wibisono	AEW	Direktur Finance and Human Capital Director of Finance and Human Capital	Juli 2019 – April 2020 July 2019 - April 2020	5	5	100%
Zulheldi	ZI	Plt. Direktur Service Excellence Act. Director of Service Excellence	Februari 2018 – Sekarang February 2018 - present	12	9	75%
Kuswowo	KW	Plt. Direktur Keuangan dan SDM Act. Director of Finance and HR	Februari 2018 – Juli 2019 February 2018 – July 2019	7	7	100%
Ardian Cholid	AC	Plt. Direktur Electricity and Wholesale Business merangkap Plt. Direktur Enterprise Business Act. Director of Electricity and Wholesale Business concurrent Act. Director of Business Enterprise	Februari 2018 – Sekarang February 2018 - present	12	11	91,6%
Ivan Cahya Permana	ICP	Plt. Direktur Digital Solution and Business Development Act. Director of Digital Solutions and Business Development	Oktober 2019 – Sekarang October 2019 - present	2	2	100%
Rata-rata Kehadiran | Average Attendance						90%

Agenda rapat gabungan tahun 2019 adalah sebagai berikut:

The agendas for the joint meeting in 2019 are as follows:

Agenda Dewan Komisaris dan Direksi Dalam Rapat Gabungan 2019

Agenda of the Board of Commissioners and Directors in the Joint Meeting 2019

Tanggal Date	Agenda Agenda	Peserta Rapat Participants
23 Januari 2019 January 29, 2019	• Pembahasan evaluasi hasil rapat yang lalu • Pembahasan strategi pencapaian target 2019 (termasuk transformasi SDM) • Lain-lain • Evaluation of the results of the previous meeting • Discussion of strategies for achieving 2019 targets (including HR transformation) • Etc	EAH, GMH, AS, AMR, IK, AT, HD, ZI, KW, AC
15 Februari 2019 February 15, 2019	• Evaluasi rapat yang lalu • Pembahasan usulan pembentukan anak perusahaan • Pembahasan usulan re-organisasi tahap 1 • Lain-lain • Evaluation of the previous meetings • Discussion of the proposed establishment of a subsidiary • Discussion of the proposed Phase 1 reorganization • Etc	EAH, GMH, AS, IK, AT HD, ZI, KW, AC
20 Maret 2019 March 20, 2019	• Evaluasi rapat yang lalu • Pembahasan evaluasi pencapaian bisnis sampai dengan Februari tahun 2019 • Pembahasan penjelasan produk aplikasi perusahaan • Pembahasan usulan pengembangan organisasi • Lain-lain • Evaluation of the previous meetings • Discussion on evaluating business achievements until February 2019 • Discussion on the Company's application product • Discussion of proposed organizational development • Etc	EAH, GMH, AS, IK HD, KW, AC
15 April 2019 April 15, 2019	• Evaluasi hasil rapat yang lalu • Pembahasan laporan manajemen triwulan 1 tahun 2019 • Lain-lain • Evaluation of the results of the previous meeting • Discussion of the management report for 1st quarter of 2019 • Etc	EAH, GMH, AS, AMR, IK, WR HD, ZI, KW, AC
10 Mei 2019 May 10, 2019	• Evaluasi hasil rapat yang lalu • Pembahasan persiapan RUPS laporan pertanggung jawaban tahunan 2018 • Lain-lain (Presentasi Batubara Online (BBO) dan pemasaran bersama PLN – ICON+ • Evaluation of the results of the previous meeting • Discussion on preparation of the Annual General Meeting of Shareholders 2018 report • Others (Batubara Online (BBO) Presentation and joint marketing of PLN - ICON+	EAH, GMH, AS, AMR, IK, WR HD, ZI. KW, AC
25 Juni 2019 June 25, 2019	• Evaluasi hasil rapat yang lalu • Pembahasan pencapaian bisnis sampai dengan Juni 2019 • Lain-lain • Evaluation of the results of the previous meeting • Discussion of business achievements until June 2019 • Etc	EAH, GMH, AS, IK, WR HD, ZI, KW

Agenda Dewan Komisaris dan Direksi Dalam Rapat Gabungan 2019

Agenda of the Board of Commissioners and Directors in the Joint Meeting 2019

Tanggal Date	Agenda Agenda	Peserta Rapat Participants
17 Juli 2019 July 17, 2019	• Evaluasi hasil rapat yang lalu • Pembahasan laporan manajemen triwulan II tahun 2019 • Pembahasan strategis pencapaian semester II tahun 2019 • Lain-lain • Evaluation of the results of the previous meeting • Discussion of management reports for the 2nd quarter of 2019 • Strategic discussion of achievement in 2nd semester of 2019 • Etc	EAH, GMH, AS, AMR, IK, HD, ZI, KW, AC
29 Agustus 2019 August 29, 2019	• Evaluasi hasil rapat yang lalu • Pembahasan pencapaian bisnis sampai dengan Agustus 2019 dan strategis pencapaian semester II (Hasil Rapat Kerja Semester II) • Lain-lain • Evaluation of the results of the previous meeting • Discussion of business achievements until August 2019 and strategic achievements for the 2nd semester (Results of the 2nd Semester Work Meeting) • Etc	EAH, GMH, AS, AMR, IK HD, AEW, ZI, AC
27 September 2019 September 27, 2019	• Evaluasi hasil rapat yang lalu • Penyampaian evaluasi pencapaian bisnis sampai dengan September 2019 (progress update) • Pembahasan usulan re-organisasi • Lain-lain • Evaluation of the results of the previous meeting • Submitting an evaluation of business achievements until September 2019 (progress update) • Discussion of proposed re-organization • Etc	EAH, AS, IK, WR HD, AEW, AC
14 Oktober 2019 October 14, 2019	• Evaluasi hasil rapat yang lalu • Pembahasan laporan manajemen triwulan III tahun 2019 dan evaluasi pencapaian KPI 2019 • Pembahasan kendala implementasi Stoomnet dan Ides Cafe • Lain-lain • Evaluation of the results of the previous meeting • Discussion of management reports for 3rd quarter of 2019 and evaluation of KPI achievements 2019 • Discussion of the obstacles on the implementation of Stoomnet and Ides Cafe • Etc	EAH, GMH, AS, AMR, IK, WR HD, AEW, ZI, AC
15 November 2019 November 15, 2019	• Evaluasi hasil rapat yang lalu • Pembahasan evaluasi pencapaian bisnis sampai dengan November 2019 • Pembahasan rancangan RKAP tahun 2019 • Pembahasan upgrade server P2APST • Lain-lain • Evaluation of the results of the previous meeting • Discussion on evaluating business achievements until November 2019 • Discussion of RKAP draft 2019 • Discussion of P2APST server upgrades • Etc	EAH, AS, IK, WR IP, AEW, ZI, AC, ICP
11 Desember 2019 December 11, 2019	• Evaluasi hasil rapat yang lalu • Pembahasan evaluasi pencapaian bisnis sampai dengan Desember 2019 • Pembahasan update rancangan RKAP tahun 2020 • Lain-lain • Evaluation of the results of the previous meeting • Discussion on evaluating business achievements until December 2019 • Discussion on the RKAP draft 2020 • Etc	EAH, GMH, AS, WR IP, AEW, AC, ICP

Hubungan Afiliasi antara Dewan Komisaris, Direksi dan Pemegang Saham

Dewan Komisaris dan Direksi tidak memiliki hubungan afiliasi yaitu hubungan keluarga dengan Dewan Komisaris, Direksi, dan Pemegang Saham Pengendali serta hubungan keuangan dengan Dewan Komisaris, Direksi, dan Pemegang Saham Pengendali. Berikut uraiannya:

Affiliation between the Board of Commissioners, Directors and Shareholders

The Board of Commissioners and Directors have no affiliation, namely family relationships with the Board of Commissioners, Directors and Controlling Shareholders as well as financial relationships with the Board of Commissioners, Directors and Controlling Shareholders. The following is the elaboration:

Hubungan Afiliasi antara Dewan Komisaris, Direksi dan Pemegang Saham
Affiliation relationship between the Board of Commissioners, Directors and Shareholders

Nama Name	Hubungan Keluarga Dengan Family Relationship With						Hubungan Keuangan Dengan Financial Relationship With						Ket. Desc.
	Dewan Komisaris Board of Commissioners		Direksi Board of Directors		Pemegang Saham Kendali Controlling Shareholders		Dewan Komisaris Board of Commissioners		Direksi Board of *Directors*		Pemegang Saham Kendali Controlling Shareholders		
	Ya Yes	Tidak No	Ya Yes	Tidak No	Ya Yes	Tidak No	Ya Yes	Tidak No	Ya Yes	Tidak No	Ya Yes	Tidak No	
Dewan Komisaris | Board of Commissioners													
Edwin Hidayat Abdullah	-	✓	-	✓	-	✓	-	✓	-	✓	-	✓	-
Gong Matua Hasibuan	-	✓	-	✓	-	✓	-	✓	-	✓	-	✓	-
Agus Sutiawan	-	✓	-	✓	-	✓	-	✓	-	✓	-	✓	-
AM. Ramli	-	✓	-	✓	-	✓	-	✓	-	✓	-	✓	-
Wanhar	-	✓	-	✓	-	✓	-	✓	-	✓	-	✓	-
Agoes Triboesono	-	✓	-	✓	-	✓	-	✓	-	✓	-	✓	-
Indra Kesuma	-	✓	-	✓	-	✓	-	✓	-	✓	-	✓	-
Direksi | Directors													
Iwan Purwana	-	✓	-	✓	-	✓	-	✓	-	✓	-	✓	-
Hikmat Dradjat	-	✓	-	✓	-	✓	-	✓	-	✓	-	✓	-
Anindita Eka Wibisono	-	✓	-	✓	-	✓	-	✓	-	✓	-	✓	-
Zulheldi	-	✓	-	✓	-	✓	-	✓	-	✓	-	✓	-
Kuswowo	-	✓	-	✓	-	✓	-	✓	-	✓	-	✓	-
Ardian Cholid	-	✓	-	✓	-	✓	-	✓	-	✓	-	✓	-
Ivan Cahya Permana	-	✓	-	✓	-	✓	-	✓	-	✓	-	✓	-

Keberagaman Komposisi Dewan Komisaris dan Direksi

Keberagaman komposisi Dewan Komisaris dan Direksi tercermin dalam variasi latar belakang pendidikan, pengalaman kerja, dan keahlian yang dimiliki oleh masing-masing anggota Dewan Komisaris dan Direksi. Dewan Komisaris dan Direksi memiliki kompetensi yang memadai dan relevan dengan jabatannya untuk menjalankan tugas dan tanggung jawabnya.

Penetapan anggota Dewan Komisaris dan Direksi ini juga memperhatikan kebutuhan Perusahaan. Kebijakan keberagaman komposisi Dewan Komisaris dan Direksi yang diterapkan oleh ICON+ mengacu pada Peraturan Menteri Negara BUMN No. PER-01/MBU/2012 tentang Persyaratan dan Tata Cara Pengangkatan dan Pemberhentian Anggota Direksi BUMN.

Adapun keberagaman komposisi Dewan Komisaris ICON+ di jelaskan di tabel sebagai berikut:

Diversity in the Composition of the Board of Commissioners and Directors

The diversity of the composition of the Board of Commissioners and Directors is reflected in the variety of educational backgrounds, work experience, and expertise possessed by each member of the Board of Commissioners and Directors. The Board of Commissioners and Directors have sufficient competence and are relevant to their positions to carry out their duties and responsibilities.

The determination of the members of the Board of Commissioners and Directors also takes into account the needs of the Company. The diversity composition policy of the Board of Commissioners and Directors implemented by ICON+ refers to SOE Ministerial Regulation No. PER-01/MBU/2012 regarding Requirements and Procedures for Appointment and Dismissal of Members of the SOEs Directors.

The diversity of the composition of the ICON+ Board of Commissioners is described in the following table:

Keberagaman Komposisi Dewan Komisaris
Diversity of the Composition of the Board of Commissioners

Nama Name	Jenis Kelamin Gender	Usia (tahun) Age (years)	Jenjang Pendidikan Education Level	Pengalaman Kerja Sebelumnya Previous Work Experience
Edwin Hidayat Abdullah	Laki-laki Male	48	S2	• Komisaris di PT Telekomunikasi Selular (Telkomsel) periode Oktober 2015 – September 2016 • Komisaris di PT Pertamina (Persero) periode April 2016 – Mei 2018 • Deputi Bidang Usaha Energi, Logistik, Kawasan, dan Pariwisata di Kementerian BUMN periode 2015 hingga sekarang • Komisaris di PT Telkom (Persero), Tbk periode Mei 2018 – November 2019. • Commissioner at PT Telekomunikasi Selular (Telkomsel) in the period of October 2015 - September 2016; • Commissioner at PT Pertamina (Persero) in the period of April 2016 - May 2018; • Deputy in the Energy, Logistics, Regions and Tourism Business in the Ministry of SOEs in the period of 2015 - present; • Commissioner in PT Telkom (Persero), Tbk in the period of May 2018 – November 2019.
Gong Matua Hasibuan	Laki-laki Male	51	S2	• Kepala Divisi Keuangan Korporat di Direktorat Keuangan PT PLN (Persero) periode 2011 – 2012 • Kepala Divisi Perencanaan dan Pengendalian Anggaran di Direktorat Keuangan PT PLN (Persero) periode 2012 - 2017 • Komisaris Utama PT Indonesia Comnets Plus periode 2016 – 2018 • Executive Vice President Portfolio Management di Direktorat Perencanaan Korporat PT PLN (Persero) periode 2017 – 2019 • Senior Executive Vice President Pengelolaan Aset PT PLN (Persero) periode 2019 - sekarang. • Head of the Corporate Finance Division at the Finance Directorate of PT PLN (Persero) for the period of 2011-2012 • Head of the Planning and Budget Control Division at the Finance Directorate of PT PLN (Persero) for the period of 2012-2017 • President Commissioner of PT Indonesia Comnets Plus for the period of 2016-2018 • Executive Vice President Portfolio Management at the Corporate Planning Directorate of PT PLN (Persero) for the period of 2017-2019 • Senior Executive Vice President for Asset Management of PT PLN (Persero) for the period of 2019 - present.

Keberagaman Komposisi Dewan Komisaris
Diversity of the Composition of the Board of Commissioners

Nama Name	Jenis Kelamin Gender	Usia (tahun) Age (years)	Jenjang Pendidikan Education Level	Pengalaman Kerja Sebelumnya Previous Work Experience
Agus Sutiawan	Laki-laki Male	44	S2	• Kepala Divisi Teknologi Informasi PT Bank Bukopin Tbk periode 2007-2014 • Executive Vice President Sistem Teknologi Informasi di PT PLN (Persero) periode 2015 hingga sekarang. • Head of Information Technology Division of PT Bank Bukopin Tbk for the period of 2007-2014 • Executive Vice President of Information Technology Systems at PT PLN (Persero) for the period of 2015 - present.
AM. Ramli	Laki-laki Male	58	S3	• Anggota Badan Regulasi Telekomunikasi Indonesia (BRTI) di Kementerian Komunikasi dan Informatika RI periode 2005-2007 • Kepala Badan Pembinaan Hukum Nasional (BPHN) periode 2007-2010, sebagai Plt. Direktur Jenderal Peraturan Perundang-undangan, Kementerian Hukum dan HAM RI tahun 2010 • Komisaris Utama PT Bio Farma (Persero) periode 2012-2018 • Direktur Jenderal Kekayaan Intelektual periode 2015-2016, dan sebagai Direktur Jenderal Penyelenggaraan Pos dan Informatika di Kementerian Komunikasi dan Informatika periode 2016 – sekarang. • Member of the Indonesian Telecommunications Regulatory Body (BRTI) in the Ministry of Communication and Information of the Republic of Indonesia for the period of 2005-2007 • Head of the National Legal Development Agency (BPHN) for the period of 2007-2010; as Interim Director General of Laws and Regulations, Ministry of Law and Human Rights of the Republic of Indonesia in 2010 • President Commissioner of PT Bio Farma (Persero) for the period of 2012-2018 • Director General of Intellectual Property for the period of 2015-2016 • Director General of Post and Information Administration at the Ministry Communication and Informatics for the period of 2016 - present.
Wanhar	Laki-laki Male	52	S1	• Peneliti Senior pada Asia Pacific Energy Research Center (APERC) di Tokyo, Jepang periode 2016 – 2017 • Kepala Subdirektorat Kelaikan Teknik dan Keselamatan Ketenagalistrikan di Direktorat Jenderal Ketenagalistrikan, Kementerian Energi dan Sumber Daya Mineral (ESDM) pada tahun 2017 • Direktur Teknik dan Lingkungan Ketenagalistrikan di Direktorat Jenderal Ketenagalistrikan, Kementerian Energi dan Sumber Daya Mineral (ESDM) periode 2018 - sekarang • Senior Researcher at the Asia Pacific Energy Research Center (APERC) in Tokyo, Japan for the period of 2016-2017 • Head of the Sub-Directorate of Electrical Engineering and Safety at the Directorate General of Electricity, Ministry of Energy and Mineral Resources (ESDM) in 2017 • Director of Electricity Engineering and Environment at the Directorate General of Electricity, Ministry of Energy and Mineral Resources (ESDM) for the period of 2018 - present
Indra Kesuma	Laki-laki Male	70	S2	• Anggota Direksi di Bank Bukopin periode 1989 – 2000 • Direktur Utama di Bank Bukopin periode 1995 – 2000 • Komisaris Utama di Bank BRI Agro periode 2011 – Maret 2014 • Komisaris Utama/Independen di Bank BRI Syariah periode Maret 2014 – 2017. • Member of the Board of Directors at Bank Bukopin from 1989-2000 • President Director at Bank Bukopin for the period of 1995-2000 • President Commissioner at Bank BRI Agro for the period of 2011-March 2014 • President Commissioner/Independent Commissioner at Bank BRI Syariah for the period of March 2014-2017.

Adapun keberagaman komposisi Direksi ICON+ di jelaskan di tabel sebagai berikut:

The diversity of the composition of ICON+'s Board of Directors is described in the following table:

Keberagaman Komposisi Direksi
Diversity of the Composition of the Board of Directors

Nama Name	Jenis Kelamin Gender	Usia (tahun) Age (years)	Jenjang Pendidikan Education Level	Pengalaman Kerja Sebelumnya Previous Work Experience
Iwan Purwana	Laki-laki Male	52	S2	• Kepala Divisi Pengadaan Strategis pada Direktorat Pengadaan PT PLN (Persero) pada tahun 2015 • General Manager PT PLN (Persero) Distribusi Jawa Barat periode 2015 – 2018 • General Manager PT PLN (Persero) Unit Induk Distribusi Jawa Barat periode 2018 – 2019 • Head of Strategic Procurement Division at the Procurement Directorate of PT PLN (Persero) in 2015 • General Manager of PT PLN (Persero) Distribution of West Java for the period of 2015 - 2018 • General Manager of PT PLN (Persero) West Java Distribution Main Unit 2018 - 2019
Anindita Eka Wibisono	Laki-laki Male	34	S2	• Kasubbid Usaha Energi, Logistik, Kawasan dan Pariwisata di Kementerian BUMN periode 2015 – 2017 • Sekretaris Dewan Komisaris di PT Pupuk Indonesia (Persero) periode 2015 – 2017 • Anggota Dewan Komisaris PT Perusahaan Perdagangan Indonesia (Persero) periode 2016 – Juli 2019, • Kasubbid Usaha Konstruksi & Sarana & Prasarana Perhubungan di Kementerian BUMN periode 2017 – 2019 • Plt. Kepala Bidang Restrukturisasi Kementerian BUMN periode Februari 2019 – Juli 2019 • Head of Subdivision for Energy, Logistics, Regional and Tourism Business in the Ministry of SOEs 2015-2017 • Secretary of the Board of Commissioners of PT Pupuk Indonesia (Persero) for the period of 2015 - 2017 • Member of the Board of Commissioners of PT Perusahaan Perdagangan Indonesia (Persero) for the period of 2016 - July 2019, • Head of Subdivision of the Construction & Facilities & Infrastructure Business in the Ministry of SOEs 2017 - 2019 • Act. Head of Ministry of SOE Restructuring Division for the period of February 2019 - July 2019
Zulheldi	Laki-laki Male	60	S2	• Direktur Utama PT Patrakom pada tahun 2015 • SVP Kadiv Teknologi Informasi Perum Peruri pada tahun 2016 hingga 2018 • President Director of PT Patrakom in 2015 • SVP Head of Division of Perum Peruri Information Technology 2016 - 2018
Ardian Cholid	Laki-laki Male	49	S2	• Asisten Manajer Pengembangan Pengendalian Pendapatan dan Piutang pada Bidang Pengelolaan Pendapatan, Sub Direktorat Perbendaharaan, Direktorat Keuangan di PT PLN (Persero) pada tahun 2008 • Manajer Keuangan PLN Distribusi Bali periode 2008 – 2010 • Direktur Keuangan PT PLN Batam periode 2010 – 2013 • Direktur Bisnis dan Pengembangan Usaha PT PLN Batam periode 2013 – 2016. • Assistant Manager for Development of Revenue and Receivables Control in the Revenue Management Sector, Treasury Sub Directorate, Finance Directorate at PT PLN (Persero) in 2008. • PLN Distribution Manager for Bali Distribution for the period of 2008 – 2010. • PT PLN Batam Finance Director for the period of 2010 – 2013. • Director of Business and Development of PT PLN Batam for the period of 2013 - 2016.

Keberagaman Komposisi Direksi
Diversity of the Composition of the Board of Directors

Nama Name	Jenis Kelamin Gender	Usia (tahun) Age (years)	Jenjang Pendidikan Education Level	Pengalaman Kerja Sebelumnya Previous Work Experience
Ivan Cahya Permana	Laki-laki Male	46	S1	• VP Technology & System di PT Telekomunikasi Selular (Telkomsel) periode 2012 – 2017 • VP Next Generation Network Taskforce di PT Telekomunikasi Selular (Telkomsel) periode 2017 – 2019 • VP Network Cloud Management PT Telekomunikasi Selular (Telkomsel) periode 2019 . • VP Technology & System at PT Telekomunikasi Selular (Telkomsel) for the period of 2012 - 2017 • VP Next Generation Network Taskforce at PT Telekomunikasi Selular (Telkomsel) for 2017 - 2019 • VP Network Cloud Management of PT Telekomunikasi Selular (Telkomsel) in 2019.

Rangkap Jabatan Dewan Komisaris dan Direksi
Berikut adalah uraian rangkap jabatan Dewan Komisaris:

Concurrent Positions of Board of Commissioners and Directors
The following is a description of the concurrent positions of the Board of Commissioners:

Rangkap Jabatan Dewan Komisaris
Concurrent Position of the Board of Commissioners

Nama Name	Jabatan Position	Rangkap Jabatan pada Perusahaan/ Instansi lain Concurrent Position in other Company (ies)/Agency (ies)	
		Jabatan Position	Nama Perusahaan/ Instansi Name of Company (ies)/Agency (ies)
Edwin Hidayat Abdullah	Komisaris Utama President Commissioner	-	-
Gong Matua Hasibuan	Komisaris Commissioner	Senior Executive Vice President	Departemen Pengelolaan Aset PT PLN (Persero) Asset Management Department of PT PLN (Persero)
Agus Sutiawan	Komisaris Commissioner	Executive Vice President	Direktorat Keuangan, Divisi Sistem dan Teknologi Informasi PT PLN (Persero) Finance Directorate, Information Technology Systems Division of PT PLN (Persero)
AM. Ramli	Plt. Komisaris Act. Commissioner	Direktur Jenderal Penyelenggaraan Pos dan Informatika Director General of Post and Information Technology Administration	Kementerian Komunikasi dan Informatika Ministry of Communication and Informatics
		Dosen Hukum Perdata Internasional dan hak Kekayaan Intelektual Program Magister Hukum Bisnis Program Pascasarjana Lecturer in International Civil Law and Intellectual Property Rights Masters Program in Business Law Postgraduate Program	Universitas Padjajaran, Bandung

Rangkap Jabatan Dewan Komisaris
Concurrent Position of the Board of Commissioners

Nama Name	Jabatan Position	Rangkap Jabatan pada Perusahaan/ Instansi lain Concurrent Position in other Company (ies)/Agency (ies)	
		Jabatan Position	Nama Perusahaan/ Instansi Name of Company (ies)/Agency (ies)
Wanhar	Plt. Komisaris Act. Commissioner	Direktur Teknik dan Lingkungan Ketenagalistrikan Director of Electricity Engineering and Environment	Direktorat Jenderal Ketenagalistrikan, Kementerian Energi dan Sumber Daya Mineral (ESDM) the Directorate General of Electricity, Ministry of Energy and Mineral Resources (ESDM
Indra Kesuma	Plt. Komisaris Act. Commissioner	-	-

Seluruh anggota Direksi ICON+ tidak merangkap jabatan apapun di instansi lainnya. Berikut rincian rangkap jabatan anggota Direksi ICON+:

All members of ICON+ Board of Directors do not hold any concurrent position in any other institutions. The following are the details of the concurrent positions of members of ICON+ Board of Directors:

Rangkap Jabatan Direksi
Concurrent Position of the Board of Directors

Nama Name	Jabatan Position	Rangkap Jabatan pada Perusahaan/ Instansi lain Concurrent Position in other Company (ies)/Agency (ies)	
		Jabatan Position	Nama Perusahaan/ Instansi Name of Company (ies)/Agency (ies)
Iwan Purwana	Plt. Direktur Utama Act. President Director	-	-
Anindita Eka Wibisono	Direktur Finance and Human Capital Director of Finance and Human Capital	-	-
Zulheldi	Plt. Direktur Service Excellence Act. Director of Service Excellence	-	-
Ardian Cholid	Plt. Direktur Electricity and Wholesale Business merangkap Plt. Direktur Enterprise Business Act. Director of Electricity and Wholesale Business concurrent Act. Director of Business Enterprise	-	-
Ivan Cahya Permana	Plt. Direktur Digital Solution and Business Development Act. Director Digital Solution and Business Development	-	-

Organ Pendukung Dewan Komisaris
Supporting Organs of the Board of Commissioners

ICON+ memiliki Organ Pendukung Dewan Komisaris yang terdiri dari:
- Sekretaris Dewan Komisaris
- Komite Audit

ICON+ has Supporting Organs of the Board of Commissioners consisting of:
- Secretary of the Board of Commissioners
- Audit Committee

Sekretaris Dewan Komisaris

Sekretaris Dewan Komisaris merupakan organ tata kelola perusahaan yang bertanggung jawab menyelenggarakan kegiatan administrasi serta sebagai penghubung bagi Dewan Komisaris baik dengan pihak-pihak terkait di lingkungan Perusahaan maupun di luar Perusahaan.

Secretary of the Board of Commissioners

The Secretary of the Board of Commissioners is a corporate governance organ responsible for carrying out administrative activities as well as a liaison for the Board of Commissioners both with relevant parties within the Company and outside the Company.

Profil Sekretaris Dewan Komisaris

Secretary of the Board of Commissioners Profile

Didi Ali Achmadi
Sekretaris Dewan Komisaris | *Secretary of the Board of Commissioners*

Sekretaris Dewan Komisaris ICON+ dijabat oleh Didi Ali Achmadi sejak tahun 2011 berdasarkan Surat Keputusan Dewan Komisaris No. 01.SK/DEKOM/2011 tanggal 21 Maret 2011. Profil beliau telah disajikan di dalam profil pejabat eksekutif pada bab Profil Perusahaan, Laporan Tahunan ini.

The Secretary of the Board of Commissioners of ICON+ has been held by Didi Ali Achmadi since 2011 based on the Decree of the Board of Commissioners No. 01.SK/EKOM/2011 dated 21 March 2011. His profile has been presented in the profile of executive officers in the Company Profile chapter on this Annual Report.

Tugas dan Tanggung Jawab Sekretaris Dewan Komisaris

Tugas dan tanggung jawab Sekretaris Dewan Komisaris adalah sebagai berikut:
1. Mempersiapkan rapat, termasuk bahan rapat Dewan Komisaris;
2. Membuat risalah rapat Dewan Komisaris sesuai ketentuan Anggaran Dasar Perusahaan;
3. Mengadministrasikan dokumen Dewan Komisaris, baik surat masuk, surat keluar, risalah rapat maupun dokumen lainnya;
4. Menyusun rancangan rencana kerja dan anggaran Dewan Komisaris;
5. Menyusun rancangan laporan-laporan Dewan Komisaris;
6. Melaksanakan tugas lain dari Dewan Komisaris;

Duties and Responsibilities of the Secretary of the Board of Commissioners

The duties and responsibilities of the Secretary of the Board of Commissioners are as follows:
1. Preparing meetings, including Board of Commissioners meeting materials;
2. Making minutes of meeting of the Board of Commissioners in accordance with the provisions of the Company's Articles of Association;
3. Administering the Board of Commissioners' documents, both incoming mails, outgoing mails, minutes of meetings, and other documents;
4. Prepare the draft of work plan and budget of the Board of Commissioners;
5. Prepare the draft reports of the Board of Commissioners;
6. Carry out other tasks from the Board of Commissioners;

7. Melaksanakan tugas selaku pimpinan sekretariat, antara lain:
   - Memastikan bahwa Dewan Komisaris mematuhi peraturan perundang-undangan serta menerapkan prinsip-prinsip GCG;
   - Memberikan informasi yang dibutuhkan oleh Dewan Komisaris secara berkala dan/ atau sewaktu-waktu apabila diminta;
   - Mengkoordinasikan anggota Komite, jika diperlukan dalam rangka memperlancar tugas Dewan Komisaris;
   - Sebagai penghubung (*liaison officer*) Dewan Komisaris dengan pihak lain.

Pelaksanaan Tugas Sekretaris Dewan Komisaris Tahun Buku

Sepanjang tahun 2019, Sekretaris Dewan Komisaris telah melaksanakan tugas sebagai berikut:

1. Menyusun rancangan Rencana Kerja dan Anggaran Dewan Komisaris;
2. Menyusun rancangan laporan-laporan Dewan Komisaris;
3. Memastikan bahwa Dewan Komisaris mematuhi peraturan perundang-undangan serta menerapkan prinsip-prinsip GCG;
4. Memberikan informasi yang dibutuhkan oleh Dewan Komisaris secara berkala dan/atau sewaktu-waktu apabila diminta;
5. Mengkoordinasikan anggota Komite, jika diperlukan dalam rangka memperlancar tugas Dewan Komisaris;
6. Sebagai pendukung (*liasion officer*) Dewan Komisaris dengan pihak lain;
7. Mendokumentasikan risalah rapat dan dokumen Dewan Komisaris lainnya serta mengirimkan hasil-hasil keputusan rapat kepada pihak-pihak yang berkepentingan.

Dalam kegiatan administrasi sekretariat Dewan Komisaris yaitu meliputi pengelolaan surat menyurat dan kearsipan serta pengaturan kegiatan operasional kantor Dewan Komisaris, jumlah surat menyurat sepanjang tahun 2019 adalah sebagai berikut:

7. Carry out tasks as leader of the secretariat, including:
   - Ensuring that the Board of Commissioners complies with the laws and regulations and applies GCG principles;
   - Provide information needed by the Board of Commissioners periodically and/or at any time when requested;
   - Coordinate Committee members, if needed in order to expedite the duties of the Board of Commissioners;
   - As a liaison officer for the Board of Commissioners with other parties.

Implementation of the Duties of the Board of Commissioners Secretary for Fiscal Year

Throughout 2019, the Secretary of the Board of Commissioners has carried out the following tasks:

1. Prepare the draft of Work Plan and Budget of the Board of Commissioners;
2. Prepare the draft reports of the Board of Commissioners;
3. Ensuring that the Board of Commissioners complies with laws and regulations and applies GCG principles;
4. Provide information needed by the Board of Commissioners periodically and/or at any time when requested;
5. Coordinate Committee members, if needed in order to expedite the duties of the Board of Commissioners;
6. As a supporter (liasion officer) of the Board of Commissioners with other parties;
7. Documenting the minutes of meetings and other documents of the Board of Commissioners and sending the results of meeting resolutions to the parties concerned.

In the administrative activities of the Board of Commissioners 'secretariat, which includes the management of correspondence and archives and the regulation of the operational activities of the Board of Commissioners' offices, the number of correspondence throughout 2019 is as follows:

Jumlah Surat Menyurat sepanjang Tahun 2019
The Number of Correspondence throughout 2019

Jenis Dokumentasi Type of Documentation	Jumlah Dokumentasi Number of Documentation
Surat Masuk Incoming Mail	96
Surat Keluar Outgoing Mail	102
Rekomendasi Dewan Komisaris Recommendations from the Board of Commissioners	26

Jumlah Surat Menyurat sepanjang Tahun 2019
The Number of Correspondence throughout 2019

Jenis Dokumentasi Type of Documentation	Jumlah Dokumentasi Number of Documentation
Keputusan Sekretaris Dewan Komisaris Decision of the Secretary of the Board of Commissioners	12

Remunerasi Sekretaris Dewan Komisaris

Struktur remunerasi Sekretaris Dewan Komisaris terdiri dari gaji, tunjangan transportasi, tunjangan kesehatan dan tunjangan pulsa. Hal tersebut telah sesuai dengan ketentuan yang berlaku di Perusahaan.

Remuneration of the Board of Commissioners' Secretary

The remuneration structure of the Board of Commissioners' Secretary consists of salary, transportation allowances, health benefits, and credit allowances. This is in accordance with the provisions in force within the Company.

Komite Audit

Komite Audit adalah Komite yang dibentuk oleh Dewan Komisaris yang bekerja secara kolektif yang berfungsi membantu Dewan Komisaris dalam melaksanakan tugasnya serta membantu Dewan Komisaris dalam memastikan efektivitas sistem pengendalian internal dan efektivitas pelaksanaan tugas Auditor Eksternal dan Pemeriksa Internal.

Audit Committee

Audit Committee is a Committee established by the Board of Commissioners that works collectively, which functions to assist the Board of Commissioners in carrying out their duties as well as assisting the Board of Commissioners in ensuring the effectiveness of the internal control system and the effectiveness of carrying out the duties of the External Auditor and Internal Audit.

Komposisi Anggota Komite Audit

Komposisi Komite Audit ICON+ terdiri dari ketua yang berasal dari Dewan Komisaris dan bertindak independen serta anggota lainnya berasal dari pihak eksternal Perusahaan. Pada tahun 2019, keanggotaan Komite Audit ICON+ berjumlah 4 (empat) orang yang terdiri dari seorang ketua yang merupakan anggota Dewan Komisaris ICON+, dan 3 (tiga) orang anggota komite yang berasal dari pihak professional yang independen.

Komposisi keanggotaan Komite Audit ICON+ periode tahun 2019, adalah sebagai berikut:

Composition of Audit Committee Members

The composition of ICON+ Audit Committee consists of a Chairperson originated from the Board of Commissioners and act independently, and other members from external parties. In 2019, the member of ICON+' Audit Committee were 4 (four) people, consisting of a Chairperson who was a member of ICON+ Board of Commissioners, and 3 (three) members from independent professionals.

The composition of membership of ICON+ Audit Committee for the 2019 period is as follows:

Komposisi dan Masa Jabatan Komite Audit
Audit Committee Composition and Term of Office

Nama Name	Jabatan Position	Dasar Pengangkatan Basis of Appointment	Periode Masa Jabatan Term of Office	Ket Desc
Periode Januari 2019 | Period of January 2019				
Indra Kesuma	Ketua merangkap Anggota Chairperson concurrent Member	No. 10.SK/DEKOM/2018 tanggal 1 November 2018 No. 10.SK/DEKOM/2018 dated November 1, 2018	November 2018 – Februari 2019 November 2018 – February 2019	IK
Agus Sutiawan	Wakil Ketua merangkap Anggota Deputy Chairperson concurrent Member	No. 10.SK/DEKOM/2018 tanggal 1 November 2018 No. 10.SK/DEKOM/2018 dated November 1, 2018	November 2018 – Februari 2019 November 2018 – February 2019	AS

Komposisi dan Masa Jabatan Komite Audit
Audit Committee Composition and Term of Office

Nama Name	Jabatan Position	Dasar Pengangkatan Basis of Appointment	Periode Masa Jabatan Term of Office	Ket Desc
Ismir Kamili	Sekretaris merangkap Anggota Secretary concurrent Member	No. 10.SK/DEKOM/2018 tanggal 1 November 2018 No. 10.SK/DEKOM/2018 dated November 1, 2018	November 2018 – Februari 2019 November 2018 – February 2019	IK
Abdul Fatah Nasution	Anggota Komite Audit Member of the Audit Committee	No. 10.SK/DEKOM/2018 tanggal 1 November 2018 No. 10.SK/DEKOM/2018 dated November 1, 2018	November 2018 – Februari 2019 November 2018 – February 2019	AFN
Periode Februari – November 2019 | Period of February - November 2019				
Indra Kesuma	Ketua merangkap Anggota Chairperson concurrent Member	No. 01.SK/DEKOM/2019 tanggal 15 Februari 2019 No. 01.SK/DEKOM/2019 dated February 15, 2019	Februari – November 2019 February – November 2019	IK
Agus Sutiawan	Wakil Ketua merangkap Anggota Deputy Chairperson concurrent Member	No. 01.SK/DEKOM/2019 tanggal 15 Februari 2019 No. 01.SK/DEKOM/2019 dated February 15, 2019	Februari – November 2019 February – November 2019	AS
Ismir Kamili	Sekretaris merangkap Anggota Secretary concurrent Member	No. 01.SK/DEKOM/2019 tanggal 15 Februari 2019 No. 01.SK/DEKOM/2019 dated February 15, 2019	Februari – November 2019 February – November 2019	IK
Pardamean Matondang	Anggota Member of the Audit Committee	No. 01.SK/DEKOM/2019 tanggal 15 Februari 2019 No. 01.SK/DEKOM/2019 dated February 15, 2019	Februari – November 2019 February – November 2019	PM
Periode November 2019 – sekarang | Period of November 2019 - present				
Indra Kesuma	Ketua merangkap Anggota Chairperson concurrent Member	No. 07.SK/DEKOM/2019 tanggal 1 November 2019 No. 07.SK/DEKOM/2019 dated November 1, 2019	November 2019 – Sekarang November 2019 - present	IK
Agus Sutiawan	Wakil Ketua merangkap Anggota Deputy Chairperson concurrent Member	No. 07.SK/DEKOM/2019 tanggal 1 November 2019 No. 07.SK/DEKOM/2019 dated November 1, 2019	November 2019 – Sekarang November 2019 - present	AS
Ismir Kamili	Sekretaris merangkap Anggota Secretary concurrent Member	No. 07.SK/DEKOM/2019 tanggal 1 November 2019 No. 07.SK/DEKOM/2019 dated November 1, 2019	November 2019 – Sekarang November 2019 - present	IK
Pardamean Matondang	Anggota Member of the Audit Committee	No. 07.SK/DEKOM/2019 tanggal 1 November 2019 No. 07.SK/DEKOM/2019 dated November 1, 2019	November 2019 – Sekarang November 2019 - present	PM

Profil Komite Audit
Profile of the Audit Committee

Indra Kesuma
Ketua merangkap Anggota Komite Audit
Chairperson concurrently Member of the Audit Committee

Beliau merupakan Komisaris Independen ICON+ yang menjabat sebagai Ketua merangkap Anggota Komite Audit sejak November 2018 berdasarkan Keputusan Dewan Komisaris PT Indonesia Comnets Plus No. 10.SK/DEKOM/2018 tanggal 1 November 2018 dan diperbarui dengan Surat Keputusan Dewan Komisaris PT Indonesia Comnets Plus No. 07.SK/DEKOM/2019 tanggal 1 November 2019. Profil beliau telah disajikan dalam Profil Dewan Komisaris.

He is an Independent Commissioner of ICON+ who has served as Chairperson and concurrently Member of the Audit Committee since November 2018 based on the Decision of the Board of Commissioners of PT Indonesia Comnets Plus No. 10.SC/DEKOM/2018 dated November 1, 2018 and updated with the Decree of the Board of Commissioners of PT Indonesia Comnets Plus No. 07.SK/DEKOM/2019 on November 1, 2019. His profile has been presented in the Board of Commissioners' Profile.

Agus Sutiawan
Wakil Ketua merangkap Anggota Komite Audit
Deputy Chairperson concurrently Member of the Audit Committee

Beliau menjabat sebagai Wakil Ketua merangkap Anggota Komite Audit sejak November 2018 berdasarkan Keputusan Dewan Komisaris PT Indonesia Comnets Plus No. 10.SK/DEKOM/2018 tanggal 1 November 2018 dan diperbarui dengan Surat Keputusan Dewan Komisaris PT Indonesia Comnets Plus No. 07.SK/DEKOM/2019 tanggal 1 November 2019. Profil beliau telah disajikan dalam Profil Dewan Komisaris.

He has served as Deputy Chairperson and concurrently Member of the Audit Committee since November 2018 based on the Decision of the Board of Commissioners of PT Indonesia Comnets Plus No. 10.SC/DEKOM/2018 dated November 1, 2018 and updated with the Decree of the Board of Commissioners of PT Indonesia Comnets Plus No. 07.SK/DEKOM/2019 on November 1, 2019. His profile has been presented in the Board of Commissioners' Profile.

Ismir Kamili

Sekretaris merangkap Anggota Komite Audit

Secretary concurrently Member of the Audit Committee

Warga Negara Indonesia, berdomisili di Bandung. Lahir di Bogor pada tanggal 4 Agustus 1975. Saat ini berusia 44 tahun. Beliau meraih gelar Sarjana Informatika dari Institut Teknologi Bandung pada tahun 1998. Dalam perjalanan karirnya, beliau pernah menjabat sebagai penasihat PT Ihsan Solusi Informatika (ISI) periode 2015 hingga sekarang, sebagai penasihat produk inklusi keuangan GIZ GmbH periode 2017 hingga sekarang, dan sebagai Komite Manajemen Risiko Independen PT Bank BRI Syariah, Tbk periode 2018 hingga sekarang.

Saat ini beliau menjabat sebagai Sekretaris merangkap Anggota Komite Audit sejak November 2018 berdasarkan Keputusan Dewan Komisaris PT Indonesia Comnets Plus No. 10.SK/DEKOM/2018 tanggal 1 November 2018 dan diperbarui dengan Surat Keputusan Dewan Komisaris PT Indonesia Comnets Plus No. 07.SK/DEKOM/2019 tanggal 1 November 2019.

Indonesian citizen, resided in Bandung. Born in Bogor on August 4, 1975. He is currently 44 years old. He earned his Bachelor of Informatics degree from Institut Teknologi Bandung in 1998. In the course of his career, he has served as an advisor to PT Ihsan Solusi Informatika (ISI) for the period of 2015 to present, as an advisor for GIZ GmbH's financial inclusion products for the period of 2017 until present, and as the Independent Risk Management Committee of PT Bank BRI Syariah, Tbk for the period of 2018 until present.

He currently serves as Secretary and concurrently Member of the Audit Committee since November 2018 based on the Decision of the Board of Commissioners of PT Indonesia Comnets Plus No. 10.SC/DEKOM/2018 dated November 1, 2018 and updated with the Decree of the Board of Commissioners of PT Indonesia Comnets Plus No. 07.SK/DEKOM/2019 on November 1, 2019.

Pardamean Matondang

Anggota Komite Audit

Member of Audit Committee

Warga Negara Indonesia, berdomisili di Depok. Lahir di Kuta Tengah pada tanggal 11 April 1968. Saat ini berusia 52 tahun. Beliau meraih gelar Magister Manajemen Keuangan dari Universitas Sumatera Utara pada tahun 2010. Dalam perjalanan karirnya, beliau pernah menjabat sebagai Manajer Senior Akuntansi Segmen pada Divisi Akuntansi Direktorat Keuangan PT PLN (Persero) Kantor Pusat pada tahun 2017, sebagai Manajer Senior Akuntansi Korporat pada Divisi Akuntansi Direktorat Keuangan PT PLN (Persero) Kantor Pusat periode 2017 – 2018, dan sebagai Vice President Akuntansi Korporat pada Divisi Akuntansi Direktorat Keuangan PT PLN (Persero) Kantor Pusat periode 2018 hingga sekarang.

Saat ini beliau menjabat sebagai Anggota Komite Audit sejak Februari 2019 berdasarkan Keputusan Dewan Komisaris PT Indonesia Comnets Plus No. 01.SK/DEKOM/2019 tanggal 15 Februari 2019

Indonesian citizen, resided in Depok. Born in Center Kuta on April 11, 1968. He is presently 52 years old. He earned his Masters in Financial Management degree from Universitas Sumatera Utara in 2010. In the course of his career, he has served as Senior Manager Accounting Segment in the Accounting Division of the Directorate of Finance of PT PLN (Persero) Head Office in 2017, as Senior Manager of Corporate Accounting in the Accounting Division Finance Directorate of PT PLN (Persero) Head Office for the period of 2017 - 2018, and as Vice President of Corporate Accounting in the Accounting Division of the Directorate of Finance of PT PLN (Persero) Head Office for the period of 2018 until present.

He currently serves as a Member of the Audit Committee since February 2019 based on the Decision of the Board of Commissioners of PT Indonesia Comnets Plus No. 01.SK/DEKOM/2019 on February 15, 2019.

Kriteria Anggota Komite Audit

Anggota Komite Audit harus memenuhi persyaratan berikut ini :

1. Memiliki integritas yang baik dan pengetahuan serta pengalaman kerja yang cukup di bidang pengawasan/ pemeriksaan;
2. Tidak memiliki kepentingan/keterkaitan pribadi yang dapat menimbulkan dampak negatif dan konflik kepentingan terhadap Perusahaan;
3. Mampu berkomunikasi secara efektif;
4. Salah seorang dari anggota Komite Audit harus memiliki latar belakang pendidikan akuntansi atau keuangan dan memahami manajemen risiko, dan salah seorang harus memahami industri/bisnis Perusahaan;
5. Anggota Komite Audit wajib menyediakan waktu yang cukup untuk melaksanakan tugas;
6. Jika ada anggota Komite Audit berasal dari sebuah institusi tertentu, maka institusi dimana Komite Audit berasal tidak boleh memberikan jasa pada Perusahaan;
7. Terhadap BUMN tertentu yang ditetapkan oleh Rapat Umum Pemegang Saham/Pemilik Modal berdasarkan usul Komisaris Dewan Pengawas, dengan pertimbangan tidak mempunyai kemampuan finansial untuk membiayai Komite Audit, anggota Komite Audit dapat dirangkap oleh anggota Komisaris/Dewan Pengawas;
8. Anggota Komite Audit yang berasal dari luar BUMN dilarang mempunyai hubungan keluarga sedarah dan semenda sampai derajat ketiga baik menurut garis lurus maupun garis kesamping dengan anggota Komisaris/Dewan Pengawas dan/atau anggota Direksi;
9. Salah seorang dari anggota Komite Audit harus memiliki latar belakang pendidikan atau memiliki keahlian di bidang akuntansi atau keuangan dan salah seorang harus memahami industri/bisnis Perusahaan.

Criteria for Audit Committee Members

Audit Committee members must meet the following requirements:

1. Have good integrity, sufficient knowledge, and work experience in the field of supervision/inspection;
2. Do not have personal interests/relationships that can cause negative impacts and conflicts of interest towards the Company;
3. Able to communicate effectively;
4. One of the members of the Audit Committee must have an accounting or financial education background and understand risk management, and one must understand the Company's industry/business;
5. Members of the Audit Committee must provide sufficient time to carry out their duties;
6. If there are members of the Audit Committee from a particular institution, the institution where the Audit Committee is originated may not provide services to the Company;
7. With regard to certain SOEs determined by the General Meeting of Shareholders/Capital Owners based on the recommendations of the Board of Commissioners of the Supervisory Board, with the consideration that they do not have the financial capacity to finance the Audit Committee, members of the Audit Committee may be concurrently held by members of the Board of Commissioners/Supervisory Board;
8. Audit Committee members originated from outside the SOE are prohibited from having family relations and marriage to the third degree either according to a straight line or a lateral line with members of the Board of Commissioners/Supervisory Board and/or members of the Board of Directors;
9. One of the members of the Audit Committee must have an educational background or have expertise in accounting or finance and one must understand the Company's industry/business;

Pengangkatan dan Pemberhentian Komite Audit

Sepanjang tahun 2019, terdapat 2 (dua) kali perubahan komposisi Komite Audit berdasarkan keputusan Dewan Komisaris. Komite Audit bertanggung jawab kepada Dewan Komisaris. Sedangkan terkait pemberhentian, anggota Komite Audit dapat berhenti atau diberhentikan meskipun jabatannya belum berakhir, apabila yang bersangkutan:

1. Mengundurkan diri;
2. Kehilangan kewarganegaraan;
3. Meninggal dunia;
4. Melakukan sesuatu yang bersifat merugikan Perusahaan
5. Melanggar atau tidak memenuhi persyaratan sebagai anggota Komite Audit; dan
6. Tidak dapat melaksanakan tugas dan tanggung jawabnya yang dinyatakan oleh Dewan Komisaris.

Pedoman dan Tata Tertib Kerja Komite Audit

Dalam menjalankan tugas dan tanggung jawabnya, Komite Audit dilengkapi Piagam Komite Audit. Piagam Komite Audit tersebut telah disahkan dan ditandatangani oleh seluruh anggota Dewan Komisaris pada Februari 2011. Adapun isi dari Piagam Komite Audit memuat hal-hal seperti:

1. Pendahuluan;
2. Maksud dan Tujuan;
3. Fungsi dan Tugas Pokok;
4. Tanggung Jawab, Kewajiban dan Kewenangan;
5. Organisasi dan Keanggotaan;
6. Kode Etik Komite Audit;
7. Rapat;
8. Penutup.

Appointment and Dismissal of the Audit Committee

During 2019, there were 2 (two) changes in the composition of the Audit Committee based on the decision of the Board of Commissioners. The Audit Committee reports to the Board of Commissioners. Whereas related to dismissal, members of the Audit Committee may resign or be dismissed even though their term of office has not ended, if the concerned:

1. Resign;
2. Loss of citizenship;
3. Deceased;
4. Doing something that is detrimental to the Company;
5. Violating or not fulfilling the requirements as a member of the Audit Committee; and
6. Cannot carry out the duties and responsibilities stated by the Board of Commissioners.

Audit Committee Charter

In carrying out its duties and responsibilities, the Audit Committee is equipped with the Audit Committee Charter. The Audit Committee Charter was approved and signed by all members of the Board of Commissioners in February 2011. The contents of the Audit Committee Charter contain materials such as:

1. Introduction;
2. Purpose and Objectives;
3. Main Functions and Duties;
4. Responsibilities, Obligations, and Authority;
5. Organization and Membership;
6. Audit Committee Code of Ethics;
7. Meetings;
8. Closing.

Tugas dan Wewenang Komite Audit

Komite Audit berfungsi membantu Dewan Komisaris dalam melaksanakan tugas, antara lain sebagai penilai independen dalam melakukan penelaahan terhadap kegiatan manajemen ICON+ melalui laporan keuangan dan informasi keuangan yang disiapkan oleh manajemen ICON+, serta kegiatan lain yang masuk ke dalam lingkup pengawasan Dewan Komisaris terhadap kinerja manajemen ICON+.

Tugas Komite Audit meliputi:
1. Membuat program/ rencana kerja tahunan yang berisi rencana kegiatan, jadwal, dan penggunaan sumber daya;
2. Melakukan penelaahan atas informasi keuangan yang akan dikeluarkan Perusahaan seperti laporan keuangan, proyeksi, dan informasi keuangan lainnya;
3. Melakukan penelaahan atas ketaatan Perusahaan terhadap peraturan perundang-undangan yang berhubungan dengan kegiatan Perusahaan;
4. Membantu Komisaris untuk memastikan efektivitas sistem pengendalian intern dan efektivitas pelaksanaan tugas eksternal auditor dan internal auditor, termasuk di dalamnya melakukan penelaahan atas pelaksanaan pemeriksaan oleh auditor internal;
5. Memberikan rekomendasi mengenai penyempurnaan sistem pengendalian manajemen serta pelaksanaannya;
6. Menjaga kerahasiaan dokumen, data, dan informasi Perusahaan;
7. Tugas dan tanggung jawab lainnya yang diperkenankan oleh peraturan perundang-undangan yang berlaku;
8. Melakukan tugas-tugas khusus dari Dewan Komisaris terkait dengan fungsi pengawasan sesuai Anggaran Dasar Perusahaan;
9. Membuat laporan kepada Dewan Komisaris atas setiap penugasan yang diberikan;
10. Membuat laporan berkala atas pelaksanaan kegiatan Komite Audit kepada Dewan Komisaris.

Duties and Authorities of the Audit Committee

The Audit Committee assists the Board of Commissioners in carrying out their duties, including as an independent evaluator in conducting reviews of ICON+ management activities through financial reports and financial information prepared by ICON+ management, as well as other activities that fall within the scope of the Board of Commissioners' supervision of ICON+ management performance.

The duties of the Audit Committee include:
1. Making an annual program/work plan that contains planned activities, schedule, and use of resources;
2. Reviewing financial information to be released by the Company such as financial statements, projections, and other financial information;
3. Reviewing the Company's compliance towards the laws and regulations relating to the its activities;
4. Assisting the Commissioner to ensure the effectiveness of the internal control system and the effectiveness of the performance of external and internal auditors, including reviewing the implementation of audits by internal auditors;
5. Provide recommendations regarding improving the management control system and its implementation;
6. Maintaining the confidentiality of Company's documents, data, and information;
7. Other duties and responsibilities permitted by applicable laws and regulations;
8. Performing special tasks from the Board of Commissioners related to the supervisory function in accordance with the Company's Articles of Association;
9. Making report to the Board of Commissioners on each assignment given;
10. Making periodic reports on the implementation of activities of the Audit Committee to the Board of Commissioners.

Independensi Anggota Komite Audit

Komite Audit berperan secara profesional dan independen dalam pelaksanaan tugas dan pelaporan hasil kerjanya. Komite Audit wajib menjaga kerahasiaan dokumen, data dan informasi Perusahaan, baik dari pihak internal maupun pihak eksternal dan hanya digunakan untuk kepentingan pelaksanaan tugasnya.

Kualifikasi anggota komite audit adalah tidak boleh memiliki kepentingan/keterkaitan pribadi terkait hubungan keluarga dan keuangan dengan anggota Direksi dan Dewan Komisaris yang dapat menimbulkan dampak negatif dan benturan kepentingan terhadap Perusahaan. Serta tidak memiliki hubungan kepengurusan di ICON+, Anak Perusahaan maupun Perusahaan Patungan. Kualifikasi tersebut telah dipenuhi oleh anggota Komite Audit yaitu Ismir Kamili dan Pardamean Matondang.

Laporan Pelaksanaan Tugas Komite Audit

Sepanjang tahun 2019 Komite Audit telah melaporkan pelaksanaan tugasnya kepada Dewan Komisaris. Adapun laporan tersebut, antara lain:

1. Penyelenggaraan rapat Komite Audit sebanyak 18 (delapan belas) kali;
2. Penyampaian surat rekomendasi kepada Dewan Komisaris, antara lain:
   - Rekomendasi berdasarkan hasil rapat Komite Audit sepanjang tahun 2019;
   - Rekomendasi terkait laporan triwulan IV Satuan Audit Internal;
   - Rekomendasi terkait pengusulan Kantor Akuntan Publik kepada Pemegang Saham untuk melakukan audit tahun 2019;
   - Rekomendasi terkait laporan triwulan II atas hasil pemeriksaan Satuan Audit Internal.

Independence of Audit Committee Members

The Audit Committee has a professional and independent role in carrying out the duties and reporting of its work. The Audit Committee must maintain the confidentiality of Company's documents, data, and information, both from internal and external parties and is only used for the purpose of carrying out its duties.

Qualifications of members of the audit committee are not allowed to have personal interests/relationships related to family and financial relationships with members of the Board of Directors and the Board of Commissioners, which may have a negative impact and conflict of interest on the Company. And does not have a management relationship within ICON+, Subsidiaries, or Joint Ventures. These qualifications have been fulfilled by Audit Committee members namely Ismir Kamili and Pardamean Matondang.

Audit Committee Tasks Implementation Report

Throughout 2019, the Audit Committee has reported the implementation of its duties to the Board of Commissioners. As for the report, among others:

1. Organizing 18 (eighteen) Audit Committee meetings;

2. Submitting recommendation letters to the Board of Commissioners, including:
   - Recommendations based on the results of the Audit Committee meeting throughout 2019;
   - Recommendations regarding quarterly reports of the Internal Audit Unit;
   - Recommendations regarding the proposed Public Accounting Firm to Shareholders to conduct an audit in 2019;
   - Recommendations regarding the second quarter report on the results of the Internal Audit Unit's examination.

Rapat Kerja Komite Audit

Sepanjang tahun 2019, Komite Audit telah melakukan Rapat sebanyak 18 (delapan belas) kali. Rekapitulasi kehadiran anggota Komite Audit dalam rapat-rapat Komite Audit adalah sebagai berikut:

Audit Committee Work Meeting

Throughout 2019, the Audit Committee held 18 (eighteen) meetings. The recapitulation of the Audit Committee members attendance in those meetings is as follows:

Tingkat Kehadiran dalam Rapat Komite Audit 2019

Attendance of Audit Committee Meeting in 2019

Nama Name	Jabatan Position	Masa Jabatan Term of Office	Jumlah Rapat Number of Meetings	Jumlah Kehadiran Number of Attendance	% Kehadiran % Attendance
Indra Kesuma	Ketua merangkap Anggota Komite Audit Chairperson concurrently Member of the Audit Committee	November 2018 – Sekarang November 2018 - present	18	18	100%
Agus Sutiawan	Wakil Ketua merangkap Anggota Komite Audit Deputy Chairperson concurrently Member of the Audit Committee	November 2018 – Sekarang November 2018 - present	18	10	55,5%
Ismir Kamili	Sekretaris merangkap Anggota Komite Audit Secretary concurrently Member of the Audit Committee	November 2018 – Sekarang November 2018 - present	18	13	72,2%
Abdul Fatah Nasution	Anggota Komite Audit Member of the Audit Committee	November 2018 – Februari 2019 November 2018 – February 2019	1	1	100%
Pardamean Matondang	Anggota Komite Audit Member of the Audit Committee	Februari 2019 – Sekarang February 2019 - present	17	12	70,5%
Rata-rata kehadiran/ *Average attendance*					80%

Adapun agenda dan kehadiran anggota Komite Audit dalam rapat tahun 2019 adalah sebagai berikut:

The agenda and attendance of Audit Committee members at the 2019 meeting are as follows:

Agenda Rapat Komite Audit Tahun 2019

The Audit Committee Meetings Agenda In 2019

Tanggal Rapat Date Meeting	Agenda Rapat Agenda Meeting	Peserta Rapat Audience
8 Januari 2019 January 8, 2019	1. Tindak lanjut rekomendasi Komite Audit oleh Direksi; 2. Tindak lanjut hasil rapat Komite Audit terdahulu; 3. Review terhadap Laporan Satuan Audit Internal SBU Regional Surabaya; 4. Lain-lain. 1. Follow up on the recommendations of the Audit Committee by the Directors; 2. Follow up on the results of previous Audit Committee meetings; 3. Review of Regional Surabaya SBU Internal Audit Unit Report; 4. Others.	Indra Kesuma Agus Sutiawan Abdul Fatah Nasution

Agenda Rapat Komite Audit Tahun 2019
The Audit Committee Meetings Agenda In 2019

Tanggal Rapat Date Meeting	Agenda Rapat Agenda Meeting	Peserta Rapat Audience
19 Februari 2019 February 19, 2019	1. Pembahasan Penyampaian Laporan Satuan Audit Internal TW IV Tahun 2018; 2. Pembahasan penyampaian laporan SAI SBU Regional Pekanbaru. 1. Discussion on Submission of TW IV 2018 Internal Audit Unit Report; 2. Discussion on the submission of Regional Pekanbaru SBU SAI report.	Indra Kesuma Pardamean Matondang Ismir Kamili
14 Maret 2019 March 14, 2019	1. Analisis Keuangan pada bulan Januari dan Februari tahun 2019; 2. Pembahasan penyampaian laporan SAI SBU Regional Palembang; 3. Pembahasan Security System pada Aplikasi yang digunakan ICON+; 4. Lain-lain. 1. Financial Analysis in January and February 2019; 2. Discussion on the submission of Regional Palembang SBU SAI report; 3. Discussion of the Security System on Applications used by ICON+; 4. Others.	Indra Kesuma Agus Sutiawan Pardamean Matondang Ismir Kamili
28 Maret 2019 March 28, 2019	1. Pelaksanaan RKAP 2019 sampai dengan Februari 2019; 2. Lain-lain. 1. Implementation of 2019 RKAP until February 2019; 2. Others.	Indra Kesuma
2 April 2019 April 2, 2019	1. Pembahasan penyampaian laporan SAI SBU Regional Makassar; 2. Audit Rating; 3. Lain-lain. 1. Discussion on the submission of Regional Makassar SBU SAI report; 2. Rating Audit; 3. Others.	Indra Kesuma Agus Sutiawan Pardamean Matondang Ismir Kamili
8 Mei 2019 May 8, 2019	1. Pembahasan laporan Satuan Audit Internal SBU Regional Balikpapan; 2. Pembahasan laporan Satuan Audit Internal SBU Regional Jakarta; 3. Pembahasan laporan Satuan Audit Internal SBU Direktorat kualitas Layanan Operasi; 4. Lain-lain. 1. Discussion of Regional Balikpapan SBU Internal Audit Unit report; 2. Discussion of Regional Jakarta SBU Internal Audit Unit report; 3. Discussion on the report of the SBU Internal Audit Unit of the Directorate of Operational Services quality; 4. Others.	Indra Kesuma Agus Sutiawan Pardamean Matondang Ismir Kamili
8 Mei 2019 May 8, 2019	1. Perkembangan keuangan perusahaan s/d bulan April tahun 2019; 2. Lain-lain. 1. Development of the Company's finances up to April 2019; 2. Others.	Indra Kesuma Agus Sutiawan Pardamean Matondang Ismir Kamili
14 Mei 2019 May 14, 2019	Follow Up Hasil rapat Komite Audit tanggal 8 Mei 2019. Follow Up Results of the Audit Committee meeting on May 8, 2019.	Indra Kesuma Agus Sutiawan Ismir Kamili
9 Juli 2019 July 9, 2019	Perkembangan Keuangan Perusahaan sampai dengan bulan Mei tahun 2019. Development of Company's finances up to May 2019.	Indra Kesuma Agus Sutiawan Pardamean Matondang
9 Juli 2019 July 9, 2019	1. Pembahasan rencana kerja Satuan Audit Internal tahun 2019; 2. Pembahasan Laporan Satuan Audit Internal triwulan II Tahun 2019; 3. Lain-lain. 1. Discussion of the 2019 Internal Audit Unit work plan; 2. Discussion of the Internal Audit Unit's 2nd Quarter Report in 2019; 3. Others.	Indra Kesuma Agus Sutiawan Pardamean Matondang

Agenda Rapat Komite Audit Tahun 2019
The Audit Committee Meetings Agenda In 2019

Tanggal Rapat Date Meeting	Agenda Rapat Agenda Meeting	Peserta Rapat Audience
24 Juli 2019 July 24, 2019	Pembahasan penyampaian buku laporan manajemen triwulan IV-2018. Discussion on management book submission 4th Quarter of 2018.	Indra Kesuma Pardamean Matondang Ismir Kamili
21 Agustus 2019 August 21, 2019	1. Evaluasi perkembangan laporan keuangan perusahaan sampai dengan bulan Juli tahun 2019; 2. Lain-lain. 1. Evaluation on the development of the Company's financial statements up to July 2019; 2. Others.	Indra Kesuma Pardamean Matondang Ismir Kamili
21 Agustus 2019 August 21, 2019	1. Pembahasan penyampaian laporan hasil satuan audit internal SBU Regional Denpasar; 2. Lain-lain. 1. Discussion on the submission of reports on the results of Regional Denpasar SBU internal audit unit; 2. Others.	Indra Kesuma Pardamean Matondang Ismir Kamili
4 September 2019 September 4, 2019	1. Pembahasan tindak lanjut CRM; 2. Lain-lain 1. Discussion of CRM follow-up; 2. Others	Indra Kesuma Agus Sutiawan Ismir Kamili
10 Oktober 2019 October 10, 2019	1. Pembahasan Laporan SAI triwulan III Tahun 2019; 2. Lain-lain 1. Discussion of the Quarterly SAI Report in 2019; 2. Others	Indra Kesuma Agus Sutiawan Pardamean Matondang
23 Oktober 2019 October 23, 2019	1. Progress perkembangan keuangan perusahaan sampai dengan akhir September 2019; 2. Progress Solusi CRM; 3. Laporan Laba Rugi per Customer; 4. Lain-lain 1. Progress of the Company's financial development until the end of September 2019; 2. CRM Solution Progress; 3. Income Statement per Customer; 4. Others	Indra Kesuma Pardamean Matondang Ismir Kamili
23 Oktober 2019 October 23, 2019	1. Pembahasan penyampaian laporan hasil satuan audit internal SBU Regional Semarang; 2. Lain-lain 1. Discussion on the submission of reports on the results of Regional Semarang SBU internal audit unit; 2. Others	Indra Kesuma Ismir Kamili
26 November 2019 November 26, 2019	1. Evaluasi laporan manajemen triwulan III 2019; 2. Penetapan NKO Semester I; 3. Lain-lain 1. Evaluation of management reports for 3rd Quarter of 2019; 2. Determination of Semester I NKO; 3. Others	Indra Kesuma Ismir Kamili

Kebijakan Remunerasi Komite Audit

Remunerasi bagi Komite Audit ditetapkan dan diatur secara internal melalui Surat keputusan Dewan Komisaris No. 09.SK/DEKOM/2019 tentang Honorarium dan Kompensasi Bagi Komite Audit tanggal 1 November 2019. Dalam aturan tersebut menyebutkan bahwa honorarium bagi masing-masing anggota Komite Audit diberikan honorarium untuk sekretaris sebesar Rp11.000.000 per bulan dan untuk anggota sebesar Rp10.000.000 serta kompensasi rapat sebesar Rp300.000 yang diberikan kepada anggota Komite Audit pada setiap kehadiran pada rapat yang dilakukan Komite Audit, Komite Audit dengan Dewan Komisaris, Komite Audit dengan Direksi, serta Rapat Umum Pemegang Saham (RUPS).

Audit Committee Remuneration Policy

Remuneration for the Audit Committee is determined and regulated internally through the Decree of the Board of Commissioners No. 09.SK/DEKOM/2019 regarding Honorarium and Compensation for the Audit Committee on November 1, 2019. The regulation states that the honorarium given for a secretary is Rp11,000,000 per month and for members is Rp10,000,000; meeting compensation in the amount of Rp300,000 given to members of the Audit Committee at each attendance at meetings conducted by the Audit Committee, the Audit Committee with the Board of Commissioners, the Audit Committee with the Board of Directors, and the General Meeting of Shareholders (GMS).

Program Pengembangan Komite Audit

Sepanjang tahun 2019, program pengembangan kompetensi Komite Audit adalah sebagai berikut:

Audit Committee Development Program

Throughout 2019, the Audit Committee competency development program is as follows:

Pelatihan Komite Audit Tahun 2019
Audit Committee Training 2019

Nama Name	Jabatan Position	Materi Pelatihan Training Materials	Penyelenggara Organizer	Tempat & Waktu Pelaksanaan Place & Time
Indra Kesuma	Ketua merangkap Anggota Komite Audit Chairperson concurrently Member of the Audit Committee	PSAK 71-73	RSM Consultant	Aula Mampang, 3 September 2019 Mampang Hall, September 3, 2019
Agus Sutiawan	Wakil Ketua merangkap Anggota Komite Audit Deputy Chairperson concurrently Member of the Audit Committee			
Ismir Kamili	Sekretaris merangkap Anggota Komite Audit Secretary concurrently Member of the Audit Committee			
Pardamean Matondang	Anggota Komite Audit Member of the Audit Committee			

Komite Lain di bawah Dewan Komisaris
Other Committees under the Board of Commissioners

Komite Manajemen Risiko
Komite Manajemen Risiko merupakan organ penunjang Dewan Komisaris. Komite ini berfungsi untuk membantu memberikan pendapat profesional yang independen kepada Dewan Komisaris terkait bidang manajemen risiko, kebijakan operasional, marketing dan kebijakan sistem SDM, termasuk remunerasi yang dilakukan Direksi Perusahaan.

Hal ini merupakan bagian dari pelaksanaan Keputusan Menteri Badan Usaha Milik Negara Nomor: KEP-117/M-MBU/2002 tentang Penerapan Praktek *Good Corporate Governance* pada Badan Usaha Milik Negara (BUMN) serta sesuai dengan *Board Manual* ICON+.

Kriteria Anggota Komite Manajemen RIsiko
Kriteria anggota Komite Manajemen Risiko adalah sebagai berikut ini :
1. Memiliki integritas yang tinggi, kemampuan, pengetahuan, dan pengalaman yang memadai sesuai dengan latar belakang pendidikannya, serta mampu berkomunikasi dengan baik;
2. Memiliki pengetahuan yang cukup untuk membaca dan memahami laporan keuangan dan laporan-laporan terkait pemantauan pelaksanaan kebijakan manajemen risiko Perusahaan;
3. Bukan orang yang mempunyai wewenang dan tanggung jawab untuk merencanakan, memimpin, atau mengendalikan kegiatan Perusahaan dalam waktu 6 (enam) bulan terakhir sebelum diangkat, kecuali Komisaris Independen;
4. Tidak mempunyai hubungan keluarga karena perkawinan dan keturunan sampai derajat kedua, baik secara horizontal maupun vertikal dengan Komisaris, Direksi, atau Pemegang Saham Pengendali dan/ atau hubungan usaha, baik langsung maupun tidak langsung, yang berkaitan dengan kegiatan usaha ICON+.

Risk Management Committee
The Risk Management Committee is a supporting organ for the Board of Commissioners. This committee serves to provide independent professional opinions to the Board of Commissioners regarding risk management, operational policies, marketing and HR system policies, including remuneration by the Directors of the Company.

This is part of the implementation of the Decree of the Minister of State-Owned Enterprises Number: KEP-117/M-MBU/2002 regarding the Implementation of Good Corporate Governance Practices in State-Owned Enterprises (SOEs) and in accordance with the ICON+ Board Manual.

Criteria for Members of the Risk Management Committee
The criteria for members of the Risk Management Committee are as follows:
1. Having high integrity, ability, adequate knowledge and experience in accordance with their educational background, and able to communicate well;
2. Have sufficient knowledge to read and understand financial reports and reports related to monitoring the implementation of the Company's risk management policies;
3. Not an individual who has the authority and responsibility to plan, lead or control the Company's activities within the last 6 (six) months prior being appointed, except for an Independent Commissioner;
4. Do not have family relations due to marriage and descent to the second degree, both horizontally and vertically with Commissioners, Directors, or Controlling Shareholders and/or business relationships, both directly and indirectly, related to ICON+ business activities.

Pengangkatan dan Pemberhentian Komite Manajemen Risiko

Pembentukan Komite Manajemen Risiko Perusahaan mengacu pada Surat Keputusan Dewan Komisaris No.03.SK/DEKOM/2013 tanggal 9 April 2013 dan berdasarkan Surat Keputusan Dewan Komisaris Nomor 02.SK/DEKOM/2017 tanggal 23 Januari 2017 tentang Pembentukan Komite Manajemen Risiko. Anggota Komite Manajemen Risiko dapat berhenti atau diberhentikan meskipun jabatannya belum berakhir, apabila yang bersangkutan:

1. Mengundurkan diri;
2. Kehilangan kewarganegaraan;
3. Meninggal dunia;
4. Melakukan sesuatu yang bersifat merugikan Perusahaan;
5. Melanggar atau tidak memenuhi persyaratan sebagai anggota Komite Manajemen Risiko;
6. Tidak dapat melaksanakan tugas dan tanggung jawabnya yang dinyatakan oleh Dewan Komisaris.

Komposisi Anggota Komite Manajemen Risiko

Keanggotaan KMR ICON+ tahun 2019 berjumlah 5 (lima) orang yang terdiri dari 2 (dua) orang ketua yang merupakan anggota Dewan Komisaris ICON+ dan 3 (tiga) orang anggota komite. Komposisi keanggotaan Komite Manajemen Risiko ICON+ periode tahun 2019, adalah sebagai berikut:

Appointment and Dismissal of the Risk Management Committee

The establishment of the Company's Risk Management Committee refers to the Decree of the Board of Commissioners No. 03.SK/DEKOM/2013 dated April 9, 2013 and based on the Decree of the Board of Commissioners Number 02.SK/DEKOM/2017 dated January 23, 2017 regarding the Establishment of the Risk Management Committee. Member of the Risk Management Committee may resign or be dismissed even though his/her position has not ended, if the person concerned:

1. Resign;
2. Loss of citizenship;
3. Deceased;
4. Doing something that is detrimental to the Company;
5. Violating or not fulfilling the requirements as a member of the Risk Management Committee;
6. Cannot carry out the duties and responsibilities stated by the Board of Commissioners.

Composition of Risk Management Committee Members

The total of ICON+'s RMC member in 2019 were 5 (five) people consisted of 2 (two) chairpersons who were members of ICON+'s Board of Commissioners, and 3 (three) committee members. The composition of ICON+'s Risk Management Committee members for the 2019 period is as follows:

Komposisi dan Masa Jabatan Komite Manajemen Risiko
Risk Management Committee Composition and Term of Office

Nama Name	Jabatan Position	Dasar Pengangkatan Appointment	Periode Jabatan Term of Office
Periode Januari 2019 **Period of January 2019**			
Gong Matua Hasibuan	Ketua merangkap Anggota Chairperson concurrently Member	No.11.SK/DEKOM/2018 tanggal 1 November 2018 No.11.SK/DEKOM/2018 dated November 1, 2018	November 2018 – Februari 2019 November 2018 – February 2019
Agoes Triboesono	Wakil Ketua merangkap Anggota Deputy Chairperson concurrently Member	No.11.SK/DEKOM/2018 tanggal 1 November 2018 No.11.SK/DEKOM/2018 dated November 1, 2018	November 2018 – Februari 2019 November 2018 – February 2019
Tony Prianto	Sekretaris merangkap Anggota Secretary concurrently Member	No.11.SK/DEKOM/2018 tanggal 1 November 2018 No.11.SK/DEKOM/2018 dated November 1, 2018	November 2018 – Februari 2019 November 2018 – February 2019

Komposisi dan Masa Jabatan Komite Manajemen Risiko
Risk Management Committee Composition and Term of Office

Nama Name	Jabatan Position	Dasar Pengangkatan Appointment	Periode Jabatan Term of Office
AM. Ramli	Anggota Member	No.11.SK/DEKOM/2018 tanggal 1 November 2018 No.11.SK/DEKOM/2018 dated November 1, 2018	November 2018 – Februari 2019 November 2018 – February 2019
Pardamean Matondang	Anggota Member	No.11.SK/DEKOM/2018 tanggal 1 November 2018 No.11.SK/DEKOM/2018 dated November 1, 2018	November 2018 – Februari 2019 November 2018 – February 2019
Periode Februari – Maret 2019 **Period of February - March 2019**			
Gong Matua Hasibuan	Ketua merangkap Anggota Chairperson concurrently Member	No.02.SK/DEKOM/2019 tanggal 15 Februari 2019 No.02.SK/DEKOM/2019 dated February 15, 2019	Februari – Maret 2019 February – March 2019
Agoes Triboesono	Wakil Ketua merangkap Anggota Deputy Chairperson concurrently Member	No.02.SK/DEKOM/2019 tanggal 15 Februari 2019 No.02.SK/DEKOM/2019 dated February 15, 2019	Februari – Maret 2019 February – March 2019
Tony Prianto	Sekretaris merangkap Anggota Secretary concurrently Member	No.02.SK/DEKOM/2019 tanggal 15 Februari 2019 No.02.SK/DEKOM/2019 dated February 15, 2019	Februari – Maret 2019 February – March 2019
AM. Ramli	Anggota Member	No.02.SK/DEKOM/2019 tanggal 15 Februari 2019 No.02.SK/DEKOM/2019 dated February 15, 2019	Februari – Maret 2019 February – March 2019
Satriyo Wibowo	Anggota Member	No.02.SK/DEKOM/2019 tanggal 15 Februari 2019 No.02.SK/DEKOM/2019 dated February 15, 2019	Februari – Maret 2019 February – March 2019
Periode Maret – November 2019 **Period of March - November 2019**			
Gong Matua Hasibuan	Ketua merangkap Anggota Chairperson concurrently Member	No.05.SK/DEKOM/2019 tanggal 12 Maret 2019 No.05.SK/DEKOM/2019 dated March 12, 2019	Maret – November 2019 March – November 2019
Wanhar	Wakil Ketua merangkap Anggota Deputy Chairperson concurrently Member	No.05.SK/DEKOM/2019 tanggal 12 Maret 2019 No.05.SK/DEKOM/2019 dated March 12, 2019	Maret – November 2019 March – November 2019
Tony Prianto	Sekretaris merangkap Anggota Secretary concurrently Member	No.05.SK/DEKOM/2019 tanggal 12 Maret 2019 No.05.SK/DEKOM/2019 dated March 12, 2019	Maret – November 2019 March – November 2019
AM. Ramli	Anggota Member	No.05.SK/DEKOM/2019 tanggal 12 Maret 2019 No.05.SK/DEKOM/2019 dated March 12, 2019	Maret – November 2019 March – November 2019
Satriyo Wibowo	Anggota Member	No.05.SK/DEKOM/2019 tanggal 12 Maret 2019 No.05.SK/DEKOM/2019 dated March 12, 2019	Maret – November 2019 March – November 2019

Komposisi dan Masa Jabatan Komite Manajemen Risiko
Risk Management Committee Composition and Term of Office

Nama Name	Jabatan Position	Dasar Pengangkatan Appointment	Periode Jabatan Term of Office
Periode November 2019 – sekarang **Period of November 2019 - present**			
Gong Matua Hasibuan	Ketua merangkap Anggota Chairperson concurrently Member	No.08.SK/DEKOM/2019 tanggal 1 November 2019 No.08.SK/DEKOM/2019 dated November 1, 2019	November 2019 – Sekarang November 2019 – present
Wanhar	Wakil Ketua merangkap Anggota Deputy Chairperson concurrently Member	No.08.SK/DEKOM/2019 tanggal 1 November 2019 No.08.SK/DEKOM/2019 dated November 1, 2019	November 2019 – Sekarang November 2019 – present
Tony Prianto	Sekretaris merangkap Anggota Secretary concurrently Member	No.08.SK/DEKOM/2019 tanggal 1 November 2019 No.08.SK/DEKOM/2019 dated November 1, 2019	November 2019 – Sekarang November 2019 – present
AM. Ramli	Anggota Member	No.08.SK/DEKOM/2019 tanggal 1 November 2019 No.08.SK/DEKOM/2019 dated November 1, 2019	November 2019 – Sekarang November 2019 – present
Satriyo Wibowo	Anggota Member	No.08.SK/DEKOM/2019 tanggal 1 November 2019 No.08.SK/DEKOM/2019 dated November 1, 2019	November 2019 – Sekarang November 2019 – present

Profil Komite Manajemen Risiko
Profile of the Risk Management Committee

Gong Matua Hasibuan
Ketua merangkap Anggota Komite Manajemen Risiko
Chairperson and concurrently Member of the Risk Management Committee

Beliau menjabat sebagai Ketua merangkap Anggota Komite Manajemen Risiko sejak November 2018 berdasarkan Keputusan Dewan Komisaris PT Indonesia Comnets Plus No. 11.SK/DEKOM/2018 tanggal 1 November 2018 dan diperbarui dengan Keputusan Dewan Komisaris PT Indonesia Comnets Plus No. 08.SK/DEKOM/2019 tanggal 1 November 2019. Profil beliau telah disajikan dalam Profil Dewan Komisaris.

He has served as Chairperson and concurrently Member of the Risk Management Committee since November 2018 based on the Decision of the Board of Commissioners of PT Indonesia Comnets Plus No. 11. SK/DEKOM/2018 dated November 1, 2018 and updated with the Decree of the Board of Commissioners of PT Indonesia Comnets Plus No. 08.SK/DEKOM/2019 on November 1, 2019. His profile has been presented in the Board of Commissioners Profile.

Wanhar
Wakil Ketua merangkap Anggota Komite Manajemen Risiko
Deputy Chairperson and concurrently Member of the Risk Management Committee

Beliau menjabat sebagai Wakil Ketua merangkap Anggota Komite Manajemen Risiko sejak Maret 2019 berdasarkan Keputusan Dewan Komisaris PT Indonesia Comnets Plus No.05.SK/DEKOM/2019 tanggal 12 Maret 2019 dan diperbarui dengan Keputusan Dewan Komisaris PT Indonesia Comnets Plus No. 08.SK/DEKOM/2019 tanggal 1 November 2019. Profil beliau telah disajikan dalam Profil Dewan Komisaris.

He has served as Deputy Chairperson and concurrently Member of the Risk Management Committee since March 2019 based on the Decision of the Board of Commissioners of PT Indonesia Comnets Plus No.05.SK/DEKOM/2019 dated March 12, 2019 and updated with the Decree of the Board of Commissioners of PT Indonesia Comnets Plus No. 08.SK/DEKOM/2019 on November 1, 2019. His profile has been presented in the Board of Commissioners Profile.

Tony Prianto

Sekretaris merangkap Anggota Komite Manajemen Risiko

Secretary and concurrently Member of the Risk Management Committee

Warga Negara Indonesia, berdomisili di Jakarta. Lahir di Jakarta pada tanggal 11 April 1978. Saat ini berusia 42 tahun. Beliau meraih gelar Sarjana Ekonomi jurusan Akuntansi dari Universitas Lambung Mangkurat, Banjarmasin pada tahun 2002 dan gelar Master of Business (Banking & Finance) dari Monash University, Australia pada tahun 2006. Beliau memiliki sertifikasi Certified Risk Management Professional (CRMP) pada tahun 2016. Dalam perjalanan karirnya, beliau pernah menjabat sebagai Kepala Seksi Risiko Penugasan Non-PSO dan Investasi pada BUMN Direktorat Pengelolaan Risiko Keuangan Negara, Ditjen Pengelolaan Pembiayaan dan Risiko, Kemenkeu RI pada tahun 2015 dan sebagai Kepala Sub Direktorat Mitigasi Risiko BUMN, Direktorat Pengelolaan Risiko Keuangan Negara, Ditjen Pengelolaan Pembiayaan dan Risiko, Kemenkeu RI periode 2015 – sekarang.

Saat ini beliau menjabat sebagai Sekretaris merangkap Anggota Komite manajemen Risiko sejak November 2018 berdasarkan Keputusan Dewan Komisaris PT Indonesia Comnets Plus No. 11.SK/DEKOM/2018 tanggal 1 November 2018 dan diperbarui dengan Keputusan Dewan Komisaris PT Indonesia Comnets Plus No. 08.SK/DEKOM/2019 tanggal 1 November 2019.

Indonesian citizen, resided in Jakarta. Born in Jakarta on April 11, 1978. He is presently 42 years old. He earned his Bachelor of Economics degree majoring in Accounting from Universitas Lambung Mangkurat, Banjarmasin in 2002; and Master of Business (Banking & Finance) from Monash University, Australia in 2006. He owns a Certified Risk Management Professional (CRMP) certification in 2016. On the course of his career, he has served as Head of the Non-PSO Risk Assignment Section and Investment in SOEs Directorate of State Financial Risk Management, Directorate General of Financing and Risk Management, Ministry of Finance of the Republic of Indonesia in 2015, and as Head of SOEs Risk Mitigation Sub Directorate, Directorate of State Financial Risk Management, Directorate General of Financing Management and Risk, Ministry of Finance of the Republic of Indonesia for the period of 2015 - present.

He currently serves as Secretary and concurrently Member of the Risk Management Committee since November 2018 based on the Decision of the Board of Commissioners of PT Indonesia Comnets Plus No. 11. SK/DEKOM/2018 dated November 1, 2018 and updated with the Decree of the Board of Commissioners of PT Indonesia Comnets Plus No. 08.SK/DEKOM/2019 on November 1, 2019.

AM. Ramli

Anggota Komite Manajemen Risiko
Member of the Risk Management Committee

Beliau menjabat sebagai Anggota Komite Manajemen Risiko sejak November 2018 berdasarkan Keputusan Dewan Komisaris PT Indonesia Comnets Plus No. 11.SK/DEKOM/2018 tanggal 1 November 2018 dan diperbarui dengan Keputusan Dewan Komisaris PT Indonesia Comnets Plus No. 08.SK/DEKOM/2019 tanggal 1 November 2019. Profil beliau telah disajikan dalam Profil Dewan Komisaris.

He has served as a Member of the Risk Management Committee since November 2018 based on the Decision of the Board of Commissioners of PT Indonesia Comnets Plus No. 11.SK/DEKOM/2018 dated November 1, 2018 and updated with the Decree of the Board of Commissioners of PT Indonesia Comnets Plus No. 08.SK/DEKOM/2019 dated November 1, 2019. His profile has been presented in the Board of Commissioners Profile.

Satriyo Wibowo

Anggota Komite Manajemen Risiko
Member of the Risk Management Committee

Warga Negara Indonesia, berdomisili di Jakarta. Lahir di Semarang pada tanggal 28 Januari 1979. Saat ini berusia 41 tahun. Beliau meraih gelar Sarjana Teknik Elektro dari Institut Teknologi Bandung (ITB) dan Certified Network Engineer IPv6 level 1 & 2 di Penang pada tahun 2009. Dalam perjalanan karirnya, beliau pernah menjabat sebagai Direktur di PT Asworks Energi Nusapersada periode 2007 - 2009, sebagai Direktur di PT Esadiva periode 2007 - 2010, sebagai Direktur di CV Pilar Mahesa periode 2003 – 2005. Beliau juga aktif dalam asosiasi sebagai Sekretaris IPv6 Forum Indonesia, Asesor ID-IPV6TF sejak tahun 2010.

Saat ini beliau menjabat sebagai Anggota Komite Manajemen Risiko sejak Februari 2019 berdasarkan Keputusan Dewan Komisaris PT Indonesia Comnets Plus No.02.SK/DEKOM/2019 tanggal 15 Februari 2019 dan diperbarui dengan Keputusan Dewan Komisaris PT Indonesia Comnets Plus No. 08.SK/DEKOM/2019 tanggal 1 November 2019.

Indonesian citizen, resided in Jakarta. Born in Semarang on January 28, 1979. He is presently 41 years old. He earned his Bachelor of Electrical Engineering degree from Institut Teknologi Bandung (ITB) and Certified Network Engineer level 1 & 2 in Penang in 2009. On the course of his career, he served as a Director at PT Asworks Energi Nusapersada for the period of 2007 - 2009, as Director in PT Esadiva for the period of 2007 - 2010, as Director in CV Pilar Mahesa for the period of 2003 - 2005. He was also active in the association as Secretary of the Indonesian Forum IPv6, ID-IPV6TF assessor since 2010.

He currently serves as a Member of the Risk Management Committee since February 2019 based on the Decision of the Board of Commissioners of PT Indonesia Comnets Plus No.02. SK/DEKOM/2019 dated February 15, 2019 and updated with the Decree of the Board of Commissioners of PT Indonesia Comnets Plus No. 08.SK/DEKOM/2019 dated November 1, 2019.

Fungsi dan Tugas Komite Manajemen Risiko

Komite Manajemen Risiko dibentuk dalam rangka membantu tugas Dewan Komisaris untuk memastikan diterapkannya tata kelola perusahaan dalam proses bisnis Perusahaan dalam mencapai tujuannya. Hal ini mengacu pada Keputusan Menteri Badan Usaha Milik Negara (BUMN) Nomor: KEP-117/M-MBU/2002 tentang penerapan praktik GCG pada BUMN serta sesuai dengan *Board Manual* Perusahaan.

Tugas Komite Manajemen Risiko adalah memastikan bahwa perusahaan telah melakukan kajian risiko dalam pelaksanaan pengelolaan perusahaan dalam rangka mencapai tujuan Perusahaan dan mengamankan kepentingan *stakeholders*.

Adapun kewenangan Komite Manajemen Risiko antara lain:

1. Komite Manajemen Risiko berwenang untuk:
   - Mendapatkan informasi dan mengundang Manajemen terkait dengan tugasnya untuk memberikan informasi yang diperlukan;
   - Berhak memperoleh semua dokumen Kajian Risiko dan Kajian Kelayakan untuk kegiatan-kegiatan yang direncanakan dan dilakukan oleh Perusahaan;
   - Apabila diperlukan Komite Manajemen Risiko dapat mempekerjakan tenaga ahli dan atau konsultan untuk membantu Komite Manajemen Risiko dengan persetujuan tertulis Dewan Komisaris dan atas beban Perusahaan yang dialokasikan dari anggaran biaya Dewan Komisaris.
2. Dengan Piagam ini, Direksi memberikan pelimpahan wewenang kepada Manajemen untuk berkoordinasi dengan Komite Manajemen Risiko;
3. Dalam menjalankan tugasnya Komite Manajemen Risiko wajib menjaga kerahasiaan dokumen, data dan informasi Perusahaan.

Functions and Duties of the Risk Management Committee

The Risk Management Committee was established in order to assist the duties of the Board of Commissioners to ensure the implementation of corporate governance in the Company's business processes in achieving its objectives. This refers to the Decree of the Minister of State-Owned Enterprises (SOEs) Number: KEP-117/M-BU/2002 regarding the implementation of GCG practices in SOEs and in accordance with the Company's Board Manual.

The duty of the Risk Management Committee is to ensure that the Company has conducted risk assessment in the implementation of company management in order to achieve the Company's objectives and to secure the interests of stakeholders.

The authorities of the Risk Management Committee includes:

1. The Risk Management Committee is authorized to:
   - Obtain information and invite Management related to their duties to provide the required information;
   - Entitled to obtain all Risk Assessment and Feasibility Studies documents for activities planned and carried out by the Company;
   - If necessary, the Risk Management Committee can hire experts and or consultants to assist the Risk Management Committee with the written approval of the Board of Commissioners and at the expense of the Company allocated from the Board of Commissioners' budget.
2. With this Charter, the Board of Directors grants authority to Management to coordinate with the Risk Management Committee;
3. In carrying out its duties, the Risk Management Committee must maintain the confidentiality of Company's documents, data and information.

Independensi Komite Manajemen RIsiko

Anggota Komite Manajemen Risiko Perusahaan berasal dari pihak independen, dimana anggota tidak memiliki hubungan, kepengurusan, kepemilikan saham dan/atau hubungan keluarga dengan Dewan Komisaris, Direksi, Pemegang Saham Pengendali yang dapat memengaruhi independensi.

Sehingga Komite Manajemen Risiko menjalankan tugas dan tanggung jawabnya secara profesional dan independen tanpa campur tangan dari pihak manapun yang tidak sesuai dengan peraturan perundang-undangan.

Laporan Pelaksanaan Tugas Komite Manajemen Risiko

Sepanjang tahun 2019 Komite Manajemen Risiko telah melaporkan pelaksanaan tugasnya kepada Dewan Komisaris. Adapun laporan tersebut bersifat berkala dan laporan khusus, antara lain:

1. Penyelenggaraan rapat Komite Manajemen Risiko sebanyak 10 (sepuluh) kali;
2. Penyampaian surat rekomendasi kepada Dewan Komisaris, antara lain:
   - Rekomendasi terkait konversi laba ditahan menjadi tambahan modal disetor, Two Ways Meter System, dan pengembangan organisasi;
   - Rekomendasi terkait dengan usulan pengembangan organisasi;
   - Rekomendasi terkait permasalah kepegawaian;
   - Rekomendasi terkait program meter dua arah dan pengembangan AIrLOG;
   - Rekomendasi terkait analisis dan mitigasi risiko pencapaian target RKAP 2019;
   - Rekomendasi terkait permohonan persetujuan dan perubahan Anggaran Dasar Perusahaan;
   - Rekomendasi terkait perpanjangan perjanjian kerjasama antara ICON+ dengan PT First Media, Tbk dan Link Net, Tbk.

Independence of the Risk Management Committee

Members of the Company's Risk Management Committee come from independent parties, where members do not have a relationship, management, share ownership and/or family relationship with the Board of Commissioners, Directors, Controlling Shareholders who can influence their independence.

Thus, the Risk Management Committee carries out its duties and responsibilities professionally and independently without interference from any party that is not in accordance with the laws and regulations.

Report on the Implementation of Duties of the Risk Management Committee

Throughout 2019, the Risk Management Committee has reported the implementation of its duties to the Board of Commissioners. The report is periodic and special reports, include:

1. Conducting 10 (ten) Risk Management Committee meetings;
2. Submission of recommendation letters to the Board of Commissioners, including:
   - Recommendations regarding the conversion of retained earnings to additional paid-in capital, Two Ways Meter System, and organizational development;
   - Recommendations related to proposed organizational development;
   - Recommendations related to staffing issues;
   - Recommendations regarding the two-way meter program and the development of AIrLOG;
   - Recommendations related to risk analysis and mitigation to achieve the 2019 RKAP target;
   - Recommendations related to requests for approval and amendments to the Company's Articles of Association;
   - Recommendations regarding the extension of the cooperation agreement between ICON+ with PT First Media, Tbk and Link Net, Tbk.

Rapat Kerja Komite Manajemen Risiko

Sepanjang tahun 2019, Komite Manajemen Risiko telah melakukan Rapat sebanyak 10 (sepuluh) kali. Rekapitulasi kehadiran anggota Komite Manajemen Risiko dalam rapat-rapat adalah sebagai berikut:

Risk Management Committee Work Meeting

Throughout 2019, the Risk Management Committee held 10 (ten) meetings. The recapitulation of the Risk Management Committee members attendance in those meetings is as follows:

Tingkat Kehadiran dalam Rapat Komite Manajemen Risiko 2019

Attendance of Risk Management Committee Meeting in 2019

Nama Name	Jabatan Position	Masa Jabatan Term of Office	Jumlah Rapat Number of Meetings	Jumlah Kehadiran Number of Attendance	% Kehadiran % Attendance
Gong Matua Hasibuan	Ketua merangkap Anggota Chairperson concurrently Member	November 2018 – Sekarang November 2018 - present	10	8	80%
Agoes Triboesono	Wakil Ketua merangkap Anggota Deputy Chairperson concurrently Member	November 2018 – Maret 2019 November 2018 –March 2019	2	2	100%
Tony Prianto	Sekretaris merangkap Anggota Secretary concurrently Member	November 2018 – Sekarang November 2018 - present	10	3	30%
AM. Ramli	Anggota Member	November 2018 – Sekarang November 2018 - present	10	1	10%
Satriyo Wibowo	Anggota Member	Februari 2019 – Sekarang February 2019 - present	10	9	90%
Wanhar	Wakil Ketua merangkap Anggota Deputy Chairperson concurrently Member	Maret 2019 – Sekarang March 2019 - present	8	6	75%

Adapun agenda dan kehadiran anggota Komite Manajemen Risiko dalam rapat tahun 2019 adalah sebagai berikut:

The agenda and attendance of members of the Risk Management Committee at the 2019 meeting are as follows:

Agenda Rapat Komite Manajemen Risiko Tahun 2019
The Risk Management Committee Meetings Agenda In 2019

Tanggal Rapat Date Meeting	Agenda Rapat Agenda Meeting	Peserta Rapat Audience
27 Februari 2019 February 27, 2019	1. Usulan konversi laba ditahan menjadi tambahan modal disetor 2. Usulan perubahan organisasi 3. Implementasi two ways meter system 4. Lain-lain 1. Proposed conversion of retained earnings to additional paid-in capital 2. Proposed organizational changes 3. Implementation of the two ways meter system 4. Others	Gong Matua Hasibuan Agoes Triboesono Tony Prianto Satriyo Wibowo
6 Maret 2019 March 6, 2019	Usulan pengembangan organisasi Proposed organizational development	Agoes Triboesono Satriyo Wibowo
26 Maret 2019 March 26, 2019	Pembahasan Usulan pengembangan organisasi Discussion of Proposed organizational development	Satriyo Wibowo
14 Mei 2019 May 14, 2019	Pembahasan usulan pembentukan Anak Perusahaan ICON+ Discussion on the proposed establishment of ICON+ subsidiary	Gong Matua Hasibuan Wanhar Satriyo Wibowo
19 Juni 2019 June 19, 2019	Pembahasan Permasalahan Kepegawaian Discussion of Staffing Issues	Gong Matua Hasibuan Wanhar
29 Juli 2019 July 29, 2019	1. Progress meter dua arah 2. Progress airlog 1. Two-way meter progress 2. Airlog progress	Gong Matua Hasibuan Satriyo Wibowo
17 September 2019 September 17, 2019	1. Analisis dan mitigasi risiko pencapaian target RKAP-2019 2. Lain-lain 1. Risk analysis and mitigation in achieving the targets of RKAP-2019 2. Others	Gong Matua Hasibuan Wanhar Tony Prianto Satriyo Wibowo
6 November 2019 November 6, 2019	1. Pembahasan penambahan anggaran investasi penyambungan pelanggan 2019 2. Pembahasan rancangan RKAP 2020 1. Discussion on the addition of the 2019 customer connection investment budget 2. Discussion on the draft of RKAP 2020	Gong Matua Hasibuan Wanhar Satriyo Wibowo
3 Desember 2019 December 3, 2019	1. Usulan perubahan anggaran dasar ICON+ 2. Lain-lain 1. Proposed changes to the ICON+'s Articles of Association 2. Others	Gong Matua Hasibuan Wanhar AM. Ramli Tony Prianto Satriyo Wibowo
23 Desember 2019 December 23, 2019	1. Pembahasan usulan perpanjangan kontrak dengan first media (link-net) 2. Lain-lain 1. Discussion of proposed contract extension with first media (link-net) 2. Others	Gong Matua Hasibuan Wanhar Satriyo Wibowo

Kebijakan Remunerasi Komite Manajemen Risiko

Pemberian remunerasi bagi Komite Manajemen Risiko telah diatur dalam Surat keputusan Dewan Komisaris No. 10.SK/DEKOM/2019 tentang Honorarium dan Kompensasi Bagi Komite Manajemen Risiko tanggal 1 November 2019. Aturan tersebut menyebutkan bahwa honorarium bagi masing-masing anggota Komite Manajemen Risiko diberikan honorarium untuk sekretaris sebesar Rp11.000.000 per bulan dan untuk anggota sebesar Rp10.000.000 serta kompensasi rapat sebesar Rp300.000 yang diberikan kepada anggota Komite Manajemen Risiko pada setiap kehadiran pada rapat yang dilakukan Komite Manajemen Risiko, Komite Manajemen Risiko dengan Dewan Komisaris, Komite Manajemen Risiko dengan Direksi, serta Rapat Umum Pemegang Saham (RUPS).

Risk Management Committee Remuneration Policy

The granting of remuneration for the Risk Management Committee is stipulated in the Decree of the Board of Commissioners No. 10.SK/DEKOM/2019 regarding Honorarium and Compensation for the Risk Management Committee on November 1, 2019. The regulation states that the honorarium given for a secretary of Rp11,000,000 per month and for members of Rp10,000,000 and meeting compensation of Rp300,000 given to members of the Risk Management Committee at each attendance at meetings conducted by the Risk Management Committee, the Risk Management Committee with the Board of Commissioners, the Risk Management Committee with the Directors, and the General Meeting of Shareholders (GMS).

Program Pengembangan Komite Manajemen Risiko

Sepanjang tahun 2019, program pengembangan kompetensi Komite Manajemen RIsiko adalah sebagai berikut:

Risk Management Committee Development Program

Throughout 2019, the Risk Management Committee competency development program is as follows:

Pelatihan Komite Manajemen Risiko Tahun 2019
The Risk Management Committee Training 2019

Nama Name	Jabatan Position	Materi Pelatihan Training Materials	Penyelenggara Organizers	Tempat & Waktu Pelaksanaan Place & Time
Gong Matua Hasibuan	Ketua merangkap Anggota Chairperson concurrently Member	PSAK 71 - 73	RSM Consultant	Aula Mampang, 3 September 2019 Mampang Hall, September 3,2019
Agoes Triboesono	Wakil Ketua merangkap Anggota Deputy Chairperson concurrently Member			
Tony Prianto	Sekretaris merangkap Anggota Secretary concurrently Member			
AM. Ramli	Anggota Member			

Fungsi Nominasi dan Remunerasi

ICON+ belum memiliki komite tersendiri terkait fungsi nominasi dan remunerasi bagi Dewan Komisaris dan Direksi. Oleh karena itu, mekanisme nominasi dan pengangkatan sepenuhnya menjadi wewenang Pemegang Saham.

Mekanisme Remunerasi Dewan Komisaris dan Direksi

Besaran remunerasi Dewan Komisaris dan Direksi ditetapkan melalui RUPS dengan memperhatikan hasil kajian yang dilakukan oleh Perusahaan. Mekanisme penetapan remunerasi Dewan Komisaris dan Direksi ICON+ tergambar dalam skema sebagai berikut:

Function of the Nomination and Remuneration

ICON+ does not have a separate committee related to the nomination and remuneration functions for the Board of Commissioners and Directors. Therefore, the mechanism for nomination and appointment is fully the authority of the Shareholders.

Remuneration Mechanism for the Board of Commissioners and Directors

The remuneration amount for the Board of Commissioners and Directors is determined through the GMS by taking into account the results of studies conducted by the Company. The mechanism for determining the remuneration for ICON+'s Board of Commissioners and Directors is illustrated in the scheme as follows:

Pemegang Saham menetapkan honorarium bagi Komisaris Utama sebesar 45% dari gaji Direktur Utama dan Dewan Komisaris sebesar 90% dari honorarium Komisaris Utama. Sedangkan, tunjangan terdiri dari tunjangan hari raya, tunjangan transportasi dan tunjangan pulsa telepon.

Shareholders determine the honorarium for the President Commissioner of 45% of the salary of the President Director and the Board of Commissioners of 90% of the honorarium of the President Commissioner. Meanwhile, benefits consist of holiday allowances, transportation allowances, and telephone credit allowances.

Struktur dan Komponen Remunerasi Dewan Komisaris dan Direksi

Penetapan besaran remunerasi Dewan Komisaris dan Direksi ICON+ mengacu pada risalah RUPS tentang RUPS Tahunan Persetujuan Laporan Tahunan dan Pengesahan Laporan Keuangan Tahun Buku 2018 pada tanggal 13 Juni 2019. Pada risalah tersebut menyatakan bahwa RUPS memberi kuasa kepada Pemegang Saham mayoritas untuk menetapkan tantiem tahun buku 2018 dan remunerasi tahun buku 2019 bagi Direksi dan Dewan Komisaris.

Struktur dan komponen remunerasi yang diterima Dewan Komisaris dan Direksi di tahun 2019 adalah sebagai berikut:

Structure and Components of Remuneration for the Board of Commissioners and Directors

Determination of the remuneration amount for ICON+ Board of Commissioners and Directors refers to the minutes of the GMS regarding the Annual GMS Approval of the Annual Report and Ratification of the 2018 Fiscal Year on June 13, 2019. The minutes stated that the GMS authorized the majority Shareholders to determine the tantiem for the 2018 fiscal year and remuneration for fiscal year 2019 for the Directors and Board of Commissioners.

The structure and components of the remuneration received by the Board of Commissioners and Directors in 2019 are as follows:

	Dewan Komisaris Board of Commissioners	Direksi Board of Directors
Prosedur Penetapan Establishment Procedure	Penetapan remunerasi Dewan Komisaris ICON+ mengacu pada Peraturan Menteri BUMN Nomor Per-01/MBU/05/2019 Tentang Perubahan Keempat Atas Peraturan Menteri BUMN Nomor Per-4/MBU/2014 Tentang Pedoman Penetapan Penghasilan Direksi, Dewan Komisaris dan Dewan Pengawas Badan Usaha Milik Negara (BUMN). Dan berdasarkan Surat Pemegang Saham No.0902/MNJ.00.01/DIRUT/2019-R tanggal 01 Juli 2019, perihal Penentuan Tantiem Tahun 2018 dan Remunerasi Tahun 2019 Direksi dan Dekom serta Dividen Tahun 2018 Anak Perusahaan PT PLN (Persero). Determination of ICON+ Board of Commissioners' remuneration refers to SOE Ministerial Regulation Number Per-01/MBU/05/2019 regarding the Fourth Amendment to SOE Ministerial Regulation Number Per-4/MBU/2014 regarding Guidelines for Determination of Earning of Directors, Board of Commissioners, and Supervisory Board of State-Owned Enterprises (SOEs). And based on Shareholders' Letter No.0902/MNJ.00.01/DIRUT/2019-R dated July 1, 2019, regarding the Determination of the Year 2018 and the 2019 Remuneration of the Directors and the Board of Directors, and the 2018 Dividends of PT PLN (Persero) Subsidiaries.	
Indikator Indicator	Dalam menetapkan besaran nilai remunerasi bagi Dewan Komisaris dan Direksi dilakukan dengan mempertimbangkan faktor skala usaha, faktor kompleksitas usaha, tingkat inflasi, kondisi dan kemampuan keuangan perusahaan, dan faktor-faktor lain yang relevan, serta tidak boleh bertentangan dengan peraturan perundang-undangan. Sedangkan untuk penetapan penghasilan yang berupa Tantiem/Insentif Kinerja yang bersifat variabel (*merit rating*) dilakukan dengan mempertimbangkan faktor kinerja dan kemampuan keuangan perusahaan, serta faktor-faktor lain yang relevan. Honorarium Komisaris Utama adalah 45% dari gaji Direktur Utama Honorarium Komisaris lainnya adalah 90% dari gaji Komisaris Utama; In determining the amount of remuneration for the Board of Commissioners and Board of Directors, by considering business scale factors, business complexity factors, inflation rates, financial condition and capability of the Company, and other relevant factors, as well as must not conflict with the legislations. As for the determination of earning in the form of bonuses/Performance Incentives that are variable (merit rating) is done by considering the performance factors and financial capability of the Company, as well as other relevant factors. The Honorarium of the President Commissioner is 45% of the salary of the President Director Other Commissioners' fees are 90% of the salary of the President Commissioner;	

	Dewan Komisaris Board of Commissioners	Direksi Board of Directors
Komponen Component	1. Honorarium, terdiri dari: • Honorarium Komisaris Utama adalah 45% dari gaji Direktur Utama; • Honorarium Komisaris lainnya adalah 90% dari gaji Komisaris Utama; • Direktur Utama adalah 100%; • Direktur Finance and Human Capital adalah 90% dari Direktur Utama; • Direktur lainnya adalah 85% dari Direktur Utama. 2. Tunjangan yang terdiri atas Tunjangan Hari Raya, Tunjangan Transportasi, dan Asuransi Purna Jabatan; 3. Fasilitas yang terdiri atas fasilitas kesehatan, fasilitas bantuan hukum, dan komunikasi; 4. Tantiem/ insentif Kinerja; 5. Bentuk Tunjangan dan Fasilitas, serta komponen lain yang termasuk di dalam komponen penghasilan (selain gaji) mengacu pada ketentuan sebagaimana tertuang dalam Peraturan Menteri BUMN Nomor PER-04/MBU/2013 tanggal 19 April 2013 tentang Perubahan Atas Peraturan Menteri Negara BUMN Nomor PER-07/MBU/2010 dan berdasarkan surat dari Kementerian BUMN Nomor: S-68/D5.MBU/06/2016 tanggal 27 Juni 2016. 1. Honorarium, consisting of: • Honorarium of the President Commissioner is 45% of the salary of the President Director; • Other Commissioners' Honorarium is 90% of the salary of the President Commissioner; • President Director is 100%; • Director of Finance and Human Capital is 90% of the President Director; • Other Directors are 85% of the President Directors. 2. Allowances consisting of Holiday Allowances, Transportation Allowances, and Retirement Insurance; 3. Facilities consisting of health facilities, legal aid facilities, and communications; 4. Performance bonus/incentives; 5. Forms of Allowances and Facilities, as well as other components included in the income component (other than salary) refer to the provisions as stipulated in SOE Ministerial Regulation Number PER-04/MBU/2013 dated April 19, 2013 regarding Amendments to SOE Ministerial Regulation Number PER-07/MBU/2010 and based on a letter from the Ministry of SOEs Number: S-68/D5.MBU/06/2016 dated June 27, 2016.	
Struktur Structure	Jumlah honorarium dan tunjangan selama satu tahun bagi Dewan Komisaris adalah Rp259.875.000 dengan rincian: • Komisaris Utama Rp47.250.000 • Anggota Komisaris yang lain masing-masing sebesar Rp42.525.000 The total honorarium and allowances for one year for the Board of Commissioners is Rp259,875,000, with the details: • President Commissioner in the amount of Rp47,250,000 • Other members of the Board of Commissioners in the amount of Rp42,525,000 each	Jumlah gaji dan tunjangan selama satu tahun bagi seluruh Direksi sebesar Rp467.250.000 dengan rincian • Direktur Utama Rp105.000.000 • Direktur Finance and Human Capital Rp94.500.000 • Anggota Direksi yang lain masing-masing sebesar Rp89.250.000 The total salary and allowances for one year for all Directors is Rp467,250,000 with the details: • President Director in the amount of Rp105,000,000 • Director of Finance and Human Capital in the amount of Rp94,500,000 • Other members of the Board of Directors in the amount of Rp89,250,000 each

Direksi
Directors

Direksi adalah organ Perusahaan yang bertanggung jawab atas pengurusan kelangsungan usaha Perusahaan. Masing-masing anggota Direksi melaksanakan tugas sesuai dengan pembagian tugas dan wewenangnya yang bertujuan mencapai efektivitas pengelolaan dan pencapaian hasil yang maksimal. Pertanggungjawaban Direksi kepada RUPS merupakan perwujudan akuntabilitas pengelolaan Perusahaan sesuai dengan prinsip-prinsip GCG.

The Board of Directors is a Company's organ that is responsible for managing the continuity of the Company's business. Each member of the Board of Directors carries out their duties in accordance with the division of duties and authorities, which aims to achieve management effectiveness and maximum results. The Board of Directors' responsibility to the GMS is a manifestation of the accountability of the Company's management in accordance with the principles of GCG.

Kriteria Direksi

Proses pengangkatan Direksi ICON+ melalui beberapa syarat kualifikasi yang harus dipenuhi. Kualifikasi tersebut termaktub dalam Peraturan Menteri Negara Badan Usaha Milik Negara No. PER-03/MBU/2012 tentang Pedoman Pengangkatan Anggota Direksi dan Anggota Dewan Komisaris Anak Perusahaan Badan Usaha Milik Negara.

Persyaratan untuk dapat dicalonkan menjadi anggota Direksi adalah:

1. Syarat formal, yaitu orang perseorangan yang cakap melakukan perbuatan hukum, kecuali dalam waktu 5 (lima) tahun sebelum pengangkatannya pernah:
   a. Dinyatakan pailit;
   b. Menjadi anggota Direksi atau anggota Dewan Komisaris/ Dewan Pengawas yang dinyatakan bersalah menyebabkan suatu BUMN, Anak Perusahaan dan/ atau Perusahaan dinyatakan pailit;
   c. Dihukum karena melakukan tindak pidana yang merugikan keuangan negara, BUMN, Anak Perusahaan, Perusahaan, dan/ atau yang berkaitan dengan sektor keuangan.
2. Syarat materiil, yaitu meliputi:
   a. Pengalaman, dalam arti yang bersangkutan memiliki rekam jejak (track record) yang menunjukan keberhasilan dalam pengurusan BUMN/ anak Perusahaan/ Perusahaan/ lembaga tempat yang bersangkutan bekerja sebelum pencalonan;
   b. Keahlian, dalam arti yang bersangkutan memiliki pengetahuan yang memadai di bidang usaha Perusahaan yang bersangkutan;
   c. Integritas, dalam arti yang bersangkutan tidak pernah terlibat perbuatan yang dapat dikategorikan sebagai pelanggaran terhadap ketentuan yang berkaitan dengan prinsip-prinsip pengurusan perusahaan yang sehat (berperilaku tidak baik);
   d. Kepemimpinan;
   e. Memiliki kemauan yang kuat (antusias) dan dedikasi yang tinggi untuk memajukan dan mengembangkan Perusahaan yang bersangkutan.

Board of Directors Criteria

ICON+'s Board of Directors appointment process went through several qualification requirements that must be met. This qualification is contained in the Regulation of the State Minister for State-Owned Enterprises No. PER-03/MBU/2012 regarding Guidelines for the Appointment of Members of the Board of Directors and Members of the Board of Commissioners of State-Owned Enterprises' Subsidiaries.

The requirements to be nominated as a member of the Board of Directors are:

1. Formal requirements, which is individuals who are capable of taking legal actions, except within 5 (five) years prior to their appointment:
   a. Declared bankrupt;
   b. Become a member of the Board of Directors or a member of the Board of Commissioners/Board of Supervisors that found guilty of causing a SOE, a Subsidiary and/or a Company to be declared bankrupt;
   c. Convicted of committing a crime that caused losses to the state finances, SOEs, Subsidiaries, Companies, and/or related to the financial sector.
2. Material requirements, which include:
   a. Experience, in the sense that the person concerned has a track record that shows success in managing a SOE/Subsidiary/Company/Institution where they worked prior the nomination;
   b. Expertise, in the sense that the person concerned has adequate knowledge in the line of business of the Company concerned;
   c. Integrity, in the sense that the person concerned has never been involved in an act that can be categorized as a violation of the provisions relating to the principles of healthy corporate governance (disorderly conduct);
   d. Leadership;
   e. Have a strong will (enthusiasm) and high dedication to advance and develop the Company concerned.

3. Syarat lain, yang meliputi:
   a. Bukan pengurus partai politik, dan/ atau anggota legislatif, dan/ atau tidak sedang mencalonkan diri sebagai calon anggota legislatif;
   b. Bukan kepala/ wakil kepala daerah dan/atau tidak sedang mencalonkan diri sebagai calon kepala/ wakil kepala daerah;
   c. Tidak menjabat sebagai Anggota Direksi pada perusahaan yang bersangkutan selama 2 (dua) periode berturut-turut;
   d. Sehat jasmani dan rohani.

Pengangkatan dan Pemberhentian

Prosedur pengangkatan dan pemberhentian Direksi ICON+ mengacu pada Anggaran Dasar dan ketentuan perundang-undangan, dimana seluruh anggota Direksi diangkat dan diberhentikan oleh RUPS dan disetujui oleh PT PLN (Persero) serta Yayasan Pendidikan dan Kesejahteraan PT PLN (Persero) selaku Pemegang Saham Perusahaan.

Ketentuan mengenai berakhirnya jabatan Direktur berakhir apabila:
1. Meninggal dunia;
2. Masa jabatannya berakhir;
3. Diberhentikan berdasarkan keputusan RUPS;
4. Tidak lagi memenuhi persyaratan sesuai dengan Anggaran Dasar dan perundang-undangan yang berlaku; dan
5. Mengundurkan diri.

Selain itu, Direksi juga dapat diberhentikan sewaktu-waktu oleh RUPS dengan mekanisme sebagai berikut:
1. RUPS dapat memberhentikan jabatan Direktur sewaktu-waktu dengan menyebutkan alasannya;
2. Keputusan Pemberhentian sewaktu-waktu Direktur oleh RUPS diambil setelah yang bersangkutan diberikan kesempatan membela diri dalam RUPS. Pemberian kesempatan untuk membela diri tidak diisyaratkan sepanjang Direktur yang diberhentikan sewaktu-waktu tersebut tidak berkeberatan atas pemberhentian tersebut; dan
3. Dalam hal pemberhentian sewaktu-waktu Direktur dilakukan dengan keputusan di luar forum RUPS, maka Direktur yang bersangkutan diberitahukan terlebih dahulu tentang rencana pemberhentian dan diberikan kesempatan untuk membela diri sebelum keputusan pemberhentian.

3. Other requirements, which include:
   a. Not a political party official and/or members of the legislature and/or not currently running as candidates for legislative members;
   b. Not a regional head/deputy head and/or not currently running as a candidate for regional head/deputy head;
   c. Does not serve as a member of the Board of Directors of the Company concerned for 2 (two) consecutive terms;
   d. Physically and mentally healthy.

Appointment and Dismissal

The procedure for appointment and dismissal of ICON+'s Board of Directors refers to the Articles of Association and legislations, where all members of the Board of Directors are appointed and dismissed by the GMS and approved by PT PLN (Persero) and Yayasan Pendidikan dan Kesejahteraan PT PLN (Persero) as the Company's Shareholders.

The provisions regarding the termination of the Board of Directors position if:
1. Deceased;
2. The term of office ends;
3. Dismissed based on the resolution of the GMS;
4. No longer meets the requirements in accordance with the Articles of Association and applicable laws; and
5. Resign.

Furthermore, the Board of Directors can also be dismissed at any time by the GMS with the following mechanism:
1. The GMS may dismiss the position of Director at any time by stating the reasons;
2. The decision to dismiss the Director at any time by the GMS is taken after the person concerned is given the opportunity to defend themselves at the GMS. Granting of opportunity is not required as long as the dismissed Director has no objection to the dismissal; and
3. In the event that the Director's dismissal is carried out by a decision outside the GMS forum, the Director concerned is notified in advance of the plan to dismissal and is given the opportunity to defend themselves before the decision to dismissal.

Kebijakan Suksesi

Kebijakan terkait suksesi Direksi ICON+ dilakukan sesuai dengan ketentuan di dalam *Board manual* yang mengacu kepada ketentuan Anggaran Dasar dan peraturan perundang-undangan yang berlaku. Program suksesi Direksi dilakukan untuk mempersiapkan bakal calon anggota Direksi yang berasal dari internal Perusahaan dan/atau Pemegang Saham. Mekanisme suksesi Direksi diawali dengan mempertimbangkan integritas, dedikasi dan kompetensi individu yang dimiliki. Kemudian bakal calon anggota Direksi diajukan kepada Pemegang Saham dalam RUPS untuk mengikuti uji kelayakan dan kepatutan.

Succession Policy

Policies related to the succession of ICON+'s Board of Directors are carried out in accordance with the provisions in the Board Manual, which refers to the provisions of the Articles of Association and the prevailing laws and regulations. The succession program of the Board of Directors is carried out to prepare prospective candidates for members of the Board of Directors who come internally from within the Company and/or Shareholders. The succession mechanism for the Board of Directors begins by considering the integrity, dedication, and competence of the individual. Then the prospective candidates for members of the Board of Directors are submitted to the Shareholders at the GMS to participate in the fit and proper test.

Uji Kelayakan dan Kepatutan

Calon anggota Direksi yang telah diajukan kepada Pemegang Saham wajib lulus *fit and proper test* dan memperoleh persetujuan dari Pemegang Saham sebelum diangkat menjadi Direksi ICON+. Dalam *fit and proper test* tersebut seluruh anggota Direksi dinilai dalam hal integritas, kompetensi, reputasi dan pengalaman serta keahlian yang dibutuhkan dalam menjalankan fungsi dan tugasnya masing-masing. Kemudian seluruh anggota Direksi yang telah lulus *fit and proper test* memperoleh persetujuan seluruh Pemegang Saham.

Berikut tabel status uji kemampuan dan kepatutan (*fit & proper test*) Direksi ICON+ yang menjabat pada tahun 2019:

Fit and Proper Test

Prospective members of the Board of Directors who have been submitted to the Shareholders must pass fit and proper test, and obtain approval from the Shareholders before being appointed as ICON+ Board of Directors. In the fit and proper test, all members of the Board of Directors are assessed in terms of integrity, competence, reputation and experience as well as expertise required to carry out their respective functions and duties. Then all members of the Board of Directors who have passed the fit and proper test receive the approval of all Shareholders.

The following is the table of the fit & proper test status of ICON+ Board of Directors who served in 2019:

Hasil Uji Kemampuan dan Kepatutan Direksi
Fit and Proper Test Results of the Board of Directors

Nama Name	Lulus Fit & Proper Test Pass Fit and Proper Test
Iwan Purwana	✓
Anindita Eka Wibisono	✓
Zulheldi	✓
Ardian Cholid	✓
Ivan Cahya Permana	✓

Program Pengenalan Direksi Baru

Program pengenalan dilakukan untuk mengenalkan perusahaan kepada Direksi yang baru serta serta memberikan gambaran atas aktivitas bisnis, rencana Perusahaan ke depan, panduan kerja dan lain-lainnya yang menjadi tanggung jawab Direksi. Program pengenalan diberikan berupa presentasi, pertemuan, kunjungan, atau program lainnya yang dianggap sesuai dengan Perusahaan. Program pengenalan meliputi:

1. Pelaksanaan prinsip-prinsip GCG oleh Perusahaan;
2. Gambaran mengenai Perusahaan berkaitan dengan tujuan, sifat, dan lingkup kegiatan, kinerja keuangan, dan operasi, strategi, rencana usaha jangka pendek dan jangka panjang, posisi kompetitif, risiko, dan masalah-masalah strategis lainnya;
3. Keterangan berkaitan dengan kewenangan yang didelegasikan, audit internal dan eksternal, sistem dan kebijakan pengendalian internal, termasuk Komite Audit;
4. Keterangan mengenai tugas dan tanggung jawab Direksi dan Dewan Komisaris serta hal-hal yang tidak diperbolehkan. Program pengenalan bagi anggota Direksi ICON+ yang baru dapat presentasi, pertemuan, kunjungan ke Perusahaan dan pengkajian dokumen atau program lainnya yang dianggap sesuai dengan Perusahaan dimana program tersebut dilaksanakan; dan
5. Kebijakan/*soft structure* GCG yang dimiliki Perusahaan.

Program pengenalan anggota Direksi yang baru dilaksanakan berupa presentasi, pertemuan, kunjungan ke Perusahaan dan pengkajian dokumen atau program lainnya yang dianggap sesuai dengan Perusahaan dimana program tersebut dilaksanakan. Pada tahun 2019, Perusahaan telah mengadakan program orientasi Direksi baru.

Program pengembangan bagi Direktur dan Komisaris yang dilakukan secara berkelanjutan dimaksudkan untuk meningkatkan kompetensi dan kapabilitas Direktur dan/atau Komisaris dalam rangka pelaksanaan fungsi, tugas, dan tanggung jawabnya.

New Directors Orientation Program

The orientation program was conducted to acquaint the Company to the new Directors and provide an overview of business activities, the Company's plans ahead, work guidelines, and others that are the responsibility of the Board of Directors. The orientation programs are given in the form of presentations, meetings, visits, or other programs deemed appropriate by the Company. The orientation program includes:

1. Implementation of GCG principles by the Company;
2. An overview of the Company in relation to the objectives, nature and scope of activities, financial performance and operations, strategies, short and long term business plans, competitive position, risks, and other strategic issues;
3. Information relating to delegated authority, internal and external audits, internal control systems and policies, including the Audit Committee;
4. Description of the duties and responsibilities of the Board of Directors and the Board of Commissioners as well as matters that are not allowed. The orientation program for ICON+'s new Directors can be in the form of presentations, meetings, visits to the Company and review of documents, or other programs deemed appropriate by the Company where the program is implemented; and
5. The Company's GCG policies/soft structure.

The orientation program for new members of the Board of Directors includes presentations, meetings, visits to the Company and review of documents, or other programs deemed appropriate by the Company where the program is implemented. In 2019, the Company has held orientation program for the new Board of Directors.

The development program for Directors and Commissioners that is carried out on an ongoing basis is intended to improve the competence and capability of the Directors and/or Commissioners in the context of carrying out their functions, duties, and responsibilities.

Komposisi dan Masa Jabatan

Sepanjang tahun 2019, terdapat 2 (dua) kali perubahan susunan komposisi Direksi ICON+ melalui RUPS Sirkuler yaitu memberhentikan dengan segala hormat Hikmat Dradjat dan Kuswowo dari segala tugas dan tanggung jawabnya. Serta mengangkat dan menetapkan Iwan Purwana, Anindita Eka Wibisono dan Ivan Cahya Permana dengan tugas, hak, kewajiban, kewenangan dan tanggung jawab sesuai nomenklatur. Alasan perubahan susunan komposisi Direksi ini karena adanya perubahan struktur organisasi Perusahaan.

Composition and Term of Office

Throughout 2019, there were 2 (two) changes in ICON+'s Board of Directors composition over Circular GMS, they were dismissing with all respect Hikmat Dradjat and Kuswowo from all of their duties and responsibilities. As well as appoint and assign Iwan Purwana, Anindita Eka Wibisono, and Ivan Cahya Permana with duties, rights, obligations, authorities, and responsibilities according to the nomenclature. These changes were made due to a change in the Company's organizational structure.

Komposisi Direksi ICON+
Composition of ICON+ Board of Directors

Nama Name	Jabatan Position	Dasar Pengangkatan Basis of Appointment	Periode masa jabatan Term of Office
Periode Januari – Juli 2019 | Period of January – July 2019			
Hikmat Dradjat	Plt. Direktur Utama merangkap Plt. Direktur Niaga Act. President Director concurrently Act. Director of Commerce	RUPS Sirkuler tanggal 15 Februari 2018 Circular GMS on February 15, 2018	15 Februari 2018 – Juli 2019 February 15, 2018 – July 2019
Zulheldi	Plt. Direktur Perencanaan dan Operasi Jaringan Act. Director of Network Planning and Operations	RUPS Sirkuler tanggal 15 Februari 2018 Circular GMS on February 15, 2018	15 Februari 2018 – Juli 2019 February 15, 2018 – July 2019
Kuswowo	Plt. Direktur Keuangan dan SDM Act. Director of Finance and human capital	RUPS Sirkuler tanggal 15 Februari 2018 Circular GMS on February 15, 2018	15 Februari 2018 – Juli 2019 February 15, 2018 – July 2019
Ardian Cholid	Plt. Direktur Solusi dan Operasi Ketenagalistrikan Act. Director of Electricity Solutions and Operations	RUPS Sirkuler tanggal 15 Februari 2018 Circular GMS on February 15, 2018	15 Februari 2018 – Juli 2019 February 15, 2018 – July 2019
Periode Juli – Oktober 2019 | Period of July - October 2019			
Hikmat Dradjat	Plt. Direktur Utama merangkap Plt. Direktur Enterprise Business Act. President Director concurrently Act. Director of Business Enterprise	RUPS Sirkuler tanggal 31 Juli 2019 Circular GMS on July 31, 2019	31 Juli – Oktober 2019 July 31 – October 2019
Anindita Eka Wibisono	Direktur Finance and Human Capital Director of Finance and Human Capital	RUPS Sirkuler tanggal 31 Juli 2019 Circular GMS on July 31, 2019	31 Juli – Oktober 2019 July 31 – October 2019
Ardian Cholid	Plt. Direktur Electricity and Wholesale Business Act. Director of Electricity and Wholesale Business	RUPS Sirkuler tanggal 31 Juli 2019 Circular GMS on July 31, 2019	31 Juli – Oktober 2019 July 31 – October 2019
Zulheldi	Plt. Direktur Service Excellence Act. Director of Service Excellence	RUPS Sirkuler tanggal 31 Juli 2019 Circular GMS on July 31, 2019	31 Juli – Oktober 2019 July 31 – October 2019

Komposisi Direksi ICON+
Composition of ICON+ Board of Directors

Nama Name	Jabatan Position	Dasar Pengangkatan Basis of Appointment	Periode masa jabatan Term of Office
Periode Oktober 2019 – sekarang | Period of October 2019 - present			
Iwan Purwana	Plt. Direktur Utama Act. President Director	RUPS Sirkuler tanggal 25 Oktober 2019 Circular GMS on October 25, 2019	25 Oktober 2019 – Juni 2020 October 25, 2019 – June 2020
Anindita Eka Wibisono	Direktur Finance and Human Capital Director of Finance and Human Capital	RUPS Sirkuler tanggal 25 Oktober 2019 Circular GMS on October 25, 2019	25 Oktober 2019 – April 2020 October 25, 2019 – April 2020
Zulheldi	Plt. Direktur Service Excellence Act. Director of Service Excellence	RUPS Sirkuler tanggal 25 Oktober 2019 Circular GMS on October 25, 2019	25 Oktober 2019 – sekarang October 25, 2019 - present
Ardian Cholid	Plt. Direktur Electricity and Wholesale Business merangkap Plt. Direktur Enterprise Business Act. Director of Electricity and Wholesale Business concurrently Act. Director of Business Enterprise	RUPS Sirkuler tanggal 25 Oktober 2019 Circular GMS on October 25, 2019	25 Oktober 2019 – Juni 2020 October 25, 2019 – June 2020
Ivan Cahya Permana	Plt. Direktur Digital Solution and Business Development Act. Director of Digital Solutions and Business Development	RUPS Sirkuler tanggal 25 Oktober 2019 Circular GMS on October 25, 2019	25 Oktober 2019 – sekarang October 25, 2019 - present

Profil Direksi
Seluruh profil Direksi ICON+ tahun 2019 telah disajikan pada bab Profil Perusahaan Laporan Tahunan ini.

Profile of the Board of Directors
All profiles of ICON+'s Board of Directors in 2019 have been presented in the Company Profile chapter of this Annual Report.

Pedoman dan Tata Tertib
Direksi ICON+ melaksanakan tugas dan tanggung jawabnya dengan berpedoman pada *Board Manual* yang mengatur berbagai aspek dalam menjalankan operasional maupun hubungan kerja di perusahaan. *Board Manual* tersebut mengacu pada Keputusan Bersama Direksi dan Dewan Komisaris No. 279/SK/001/PUSAT/ICON+/2014 tentang Pedoman Tata Laksana Kerja Direksi dan Dewan Komisaris (*Board Manual*) PT Indonesia Comnets Plus yang mengatur mengenai susunan, persyaratan dan masa jabatan Direksi, program pengenalan pelaksanaan tugas dan tanggung jawab Direksi, remunerasi bagi Direksi, rapat Direksi serta hubungan kerja antara Direksi dan Dewan Komisaris.

Guidelines and Rules
ICON+ Board of Directors conduct their duties and responsibilities based on the Board Manual that regulates various aspects of running the operations and working relationships within the Company. The Board Manual refers to the Joint Decree of the Board of Directors and the Board of Commissioners No. 279/SK/001/PUSAT/ICON+/2014 regarding the Guidelines for the Work Procedure of the Board of Directors and the Board of Commissioners (Board Manual) of PT Indonesia Comnets Plus, which regulates the composition, requirements and terms of office of the Board of Directors, orientation program for the implementation of the duties and responsibilities of the Board of Directors, remuneration for Board of Directors, metings of the Board of Directors, and the working relationship between the Board of Directors and the Board of Commissioners.

Board Manual merupakan pedoman bagi Direksi dalam pengurusan atau pengelolaan perusahaan sesuai dengan peraturan perusahaan, ketentuan anggaran dasar, peraturan dan perundang-undangan yang berlaku, arahan pemegang saham serta praktik-praktik terbaik (*best practices*) GCG.

Tugas dan Tanggung Jawab

Tugas dan tanggung jawab Direksi sebagai berikut:

1. Menjalankan segala tindakan yang berkaitan dengan pengurusan perusahaan untuk kepentingan perusahaan dan sesuai dengan maksud dan tujuan perusahaan;
2. Mewakili perusahaan baik di dalam maupun di luar pengadilan tentang segala hal dan segala kejadian dengan pembatasan-pembatasan sebagaimana diatur dalam peraturan perundang-undangan, Anggaran Dasar, dan/ atau Keputusan RUPS;
3. Bertanggung jawab penuh dalam melaksanakan tugas untuk kepentingan perusahaan dalam mencapai maksud dan tujuan perusahaan;
4. Setiap Direktur wajib dengan itikad baik dan penuh tanggung jawab menjalankan tugasnya untuk kepentingan dan usaha perusahaan dengan mengindahkan peraturan perundang-undangan yang berlaku;
5. Setiap Direktur bertanggung jawab penuh secara pribadi atas kerugian perusahaan apabila yang bersangkutan bersalah atau lalai menjalankan tugasnya untuk kepentingan dan usaha perusahaan, kecuali apabila Direktur yang bersangkutan dapat membuktikan bahwa:
   a. Kerugian tersebut bukan karena kesalahan atau kelalaiannya;
   b. Telah melakukan pengurusan dengan itikad baik dan kehati-hatian untuk kepentingan dan sesuai dengan maksud dan tujuan perusahaan;
   c. Tidak mempunyai benturan kepentingan baik langsung atas tindakan pengurusan yang mengakibatkan kerugian;
   d. Telah mengambil tindakan untuk mencegah timbul atau berlanjutnya kerugian tersebut.

The Board Manual is a guideline for the Board of Directors in managing the Company in accordance with the Company's regulations, provisions of the Articles of Association, prevailing laws and regulations, Shareholder directions, as well as GCG best practices.

Duties and Responsibilities

The duties and responsibilities of the Board of Directors are as follows:

1. Conduct all actions related to the management of the Company for the benefit of the Company and in accordance with the Company's goals and objectives;
2. Represent the Company both inside and outside the court regarding all matters and all events with restrictions as stipulated in the laws and regulations, the Articles of Association, and/or GMS Resolutions
3. Take full responsibility in conducting duties for the benefit of the Company in achieving its the goals and objectives;
4. Each Director must in good faith and full of responsibility conduct their duties for the interests and business of the Company in accordance with the prevailing laws and regulations;
5. Each Director is fully responsible individually for the Company's losses if the person concerned is guilty or negligent in carrying out their duties for the interests and business of the Company, unless the Director concerned able to prove that:
   a. The loss is not due to their fault or negligence;
   b. Has carried out management in good faith and prudence for the interests and in accordance with the aims and objectives of the Company;
   c. Has no direct conflict of interest over management actions that result in losses;
   d. Have taken measures to prevent the loss from arising or continuing.

Pembagian Tugas

Berikut adalah pembagian tugas dan tanggung jawab Direksi sesuai dengan perubahan nomenklatur jabatan anggota Direksi pada 31 Juli 2019:

Division of Duties

The following is the division of duties and responsibilities of the Board of Directors in accordance with the changes in the nomenclature of positions of members of the Board of Directors on July 31, 2019:

Pembagian Tugas Direksi ICON+

The Division of Duties of the Board of Directors of ICON+

Jabatan Position	Tugas dan Tanggung Jawab Duties and Responsibilities
Direktur Utama President Director	Tanggung jawab Direktur Utama adalah memimpin, membina, dan mengelola perusahaan sesuai dengan maksud dan tujuan sebagaimana tertuang dalam Anggaran Dasar Perusahaan serta senantiasa meningkatkan kinerja untuk mencapai visi dan misi serta menguasai, memelihara, dan mengelola kekayaan perusahaan. Tugas Direktur Utama adalah: a. Memastikan bahwa arah pengelolaan ICON+ berjalan dengan benar menuju terwujudnya visi dan misi serta maksud dan tujuan ICON+; b. Bertanggung jawab dalam penyelenggaraan kebijakan dan operasional perusahaan yang mengacu kepada prinsip kepatuhan; c. Memastikan bahwa ICON+ dikelola sesuai dengan kaidah bisnis dan tata kelola perusahaan yang baik (*Good Corporate Governance*); d. Memastikan bahwa ICON+ terus berkembang dan memberikan nilai tambah bagi *shareholders*, *stakeholders*, dan perusahaan; e. Melaksanakan fungsi *corporate leader* untuk memastikan *engagement* seluruh komponen dan sumber daya ICON+ sekaligus sebagai inspirator dan motivator yang mengarahkan pada pencapaian visi dan misi, serta maksud dan tujuan ICON+. The President Director's responsibilities are to lead, nurture, and manage the Company in accordance with the aims and objectives as stated in the Company's Articles of Association, and continuously improve performance to achieve the vision and mission as well as to control, maintain, and manage the Company's assets. The duties of the President Director are: a. Ensuring that the direction of ICON+ management is running correctly towards the realization of the vision and mission as well as the aims and objectives of ICON+; b. Responsible for implementing the Company policies and operations that refer to compliance principles; c. Ensuring that ICON+ is managed in accordance with business principles and Good Corporate Governance; d. Ensuring that ICON+ continues to develop and provides added value for shareholders, stakeholders, and the Company; e. Carry out the function of the corporate leader to ensure the engagement of all components and resources of ICON+ as well as as an inspiration and motivator that leads to the achievement of the vision and mission, as well as the aims and objectives of ICON+.

Pembagian Tugas Direksi ICON+
The Division of Duties of the Board of Directors of ICON+

Jabatan Position	Tugas dan Tanggung Jawab Duties and Responsibilities
Direktur Finance and Human Capital *Director of Finance and Human Capital*	Tanggung jawab Direktur Finance & Human Capital adalah memimpin, membina, dan mengelola, Direktorat Finance & Human Capital meliput fungsi: a. Konsolidasi penyusunan visi dan misi, Rencana Jangka Panjang (RJP) ICON+, Rencana Kerja dan Anggaran Perusahaan (RKAP) ICON+, perencanaan korporat dan aksi korporasi, evaluasi kinerja korporat, portofolio korporat, perencanaan korporat yang mencakup perencanaan keuangan, SDM & perencanaan dan pemenuhan kebutuhan pengadaan; b. Pengembangan organisasi, perencanaan, dan pemenuhan tenaga kerja, pengembangan *human capital management system*, penilaian kinerja, pengembangan karir dan hubungan industrial; c. Keuangan korporat mencakup anggaran, perbendaharaan (*treasury*), akuntansi dan pajak; d. Pengadaan dan penyediaan fasilitas korporat. Tugas Direktur Finance & Human Capital adalah mengimplementasikan kebijakan dan memastikan berjalannya: a. Konsolidasi penyusunan visi dan misi perusahaan melalui perencanaan dan pengembangan bisnis perusahaan yang dituangkan dalam RJP ICON+ dan RKAP ICON+; b. Penyediaan dan pengelolaan keuangan, kebutuhan pendanaan, pengelolaan pinjaman dan pemenuhan terhadap kewajiban serta *covenant* ICON+; c. Pengelolaan kinerja keuangan ICON+, pengelolaan perbendaharaan (*treasury*), kepemilikan saham, pengelolaan kas dan likuiditas, pengelolaan pendapatan dan aset *liability management*, pengelolaan piutang, pengelolaan akuntansi, serta pengelolaan pajak dan asuransi; d. Pengelolaan perencanaan dan penetapan sistem remunerasi/ pemberian penghargaan dan informasi SDM, hubungan industrial, dan pengelolaan tenaga kerja alih daya; e. Pengelolaan perencanaan dan pengembangan organisasi & sumber daya manusia antara lain perencanaan tenaga kerja, pengelolaan rekrutmen dan penempatan, penetapan pengangkatan, mutasi, promosi, demosi, dan pemberhentian pegawai, pendidikan dan pelatihan, penetapan dan pengembangan kebijakan *human capital management* secara keseluruhan; f. Pengembangan proses bisnis dan pengelolaan risiko pada Direktorat Finance & Human Capital, serta melakukan pembinaan dan pengembangan unit dibawah Direktorat Finance & Human Capital; g. Pengelolaan pengadaan barang dan jasa untuk kebutuhan operasional layanan maupun kebutuhan korporat; h. Pengelolaan fasilitas kantor, *building management* dan administrasi kesekretariatan. The Director of Finance & Human Capital responsibilities are to lead, nurture, and manage the Directorate of Finance & Human Capital, covering the following functions: a. Consolidation of the preparation of vision and mission, ICON+ Long Term Plan (RJP), ICON+ Corporate Work Plan and Budget (RKAP), corporate planning and corporate action, corporate performance evaluation, corporate portfolio, corporate planning that includes financial planning, human resources & planning, and fulfillment of procurement needs; b. Organizational development, planning, and fulfillment of workforce, development of human capital management system, performance evaluation, career development, and industrial relations; c. Corporate finance includes budgeting, treasury, accounting, and taxes; d. Procurement and provision of corporate facilities. The duties of the Director of Finance & Human Capital are to implement policies and to ensure that: a. Consolidation of the preparation of vision and mission of the Company through planning and development of the Company's business as outlined in ICON+'s RJP and RKAP; b. Provision and management of finance, funding needs, loan management, and fulfillment of ICON+'s obligations and covenants; c. ICON+ financial performance management, treasury management, share ownership, cash and liquidity management, income and asset liability management, accounts receivable management, accounting management, and tax and insurance management; d. Management of planning and determination of remuneration/awarding systems and HR information, industrial relations, and management of outsourced workers; e. Management of planning and organizational development & human resources, including workforce planning, recruitment and placement management, appointments, transfers, promotions, demotion and dismissal of employees, education and training, establishment and development of overall human capital management policies; f. Development of business processes and risk management at the Directorate of Finance & Human Capital, as well as conducting training and development of units under the Directorate of Finance & Human Capital g. Management of the procurement of goods and services for service operational needs and corporate needs h. Management of office facilities, building management, and secretarial administration.

Pembagian Tugas Direksi ICON+
The Division of Duties of the Board of Directors of ICON+

Jabatan Position	Tugas dan Tanggung Jawab Duties and Responsibilities
Plt. Direktur Service Excellence Act. Director of Service Excellence	Tanggung jawab Direktur Service Excellence adalah memimpin, membina, dan mengelola Direktorat Service Excellence meliputi fungsi perencanaan dan pemenuhan kapasitas infrastruktur pendukung layanan (segmen pelanggan publik, segmen kelistrikan selain jaringan pendukung Supervisory Control and Data Acquisition (SCADA) dan Teleproteksi), serta pengoperasian layanan dan aplikasi segmen publik melalui pola kerjasama *managed service* maupun pola kerjasama lainnya yang memberikan manfaat (*benefit*) dan nilai tambah (*value added*) bagi ICON+ Tugas Direktur Service Excellence adalah merencanakan, mengatur, menetapkan kebijakan dan mengkoordinasikan penyelesaian untuk memastikan terlaksananya: a. Perencanaan dan pembangunan infrastruktur pendukung layanan jaringan untuk pelanggan segmen publik, segmen kelistrikan, dan kebutuhan program internal korporat; b. Perencanaan dan pembangunan infrastruktur pendukung layanan ICT untuk pelanggan segmen publik, segmen kelistrikan, dan kebutuhan program internal korporat; c. Pengelolaan operasi dan pemeliharaan layanan bagi pelanggan segmen publik dan segmen kelistrikan selain jaringan pendukung SCADA & Teleproteksi; d. Pengelolaan operasi dan pemeliharaan layanan bagi pelanggan segmen publik dan segmen kelistrikan selain jaringan pendukung SCADA & Teleproteksi melalui pola kerjasama *managed service* maupun pola kerjasama lainnya yang memberikan manfaat (*benefit*) dan nilai tambah (*value added*) bagi ICON+ e. Pengelolaan layanan berbasis infrastruktur *data center*; f. Pengoperasian layanan berbasis *financial technology*; g. *Monitoring* dan peningkatan kualitas *Service-Level Agreement* (SLA) layanan jaringan (segmen publik dan segmen kelistrikan selain jaringan pendukung SCADA & Teleproteksi), layanan berbasis infrastruktur *data center* dan layanan *financial technology* pelanggan segmen publik melalui pola kerjasama *managed service* maupun pola kerjasama lainnya yang memberikan manfaat (*benefit*) dan nilai tambah (*value added*) bagi ICON+; h. Penyediaan kapasitas dan sumber daya yang dibutuhkan untuk pemenuhan layanan jaringan (segmen publik dan segmen kelistrikan selain jaringan pendukung SCADA & Teleproteksi), layanan berbasis infrastruktur *data center* dan layanan *financial technology* melalui pola kerjasama *managed service* maupun pola kerjasama lainnya yang memberikan manfaat (*benefit*) dan nilai tambah (*value added*) bagi ICON+ untuk pelanggan segmen publik selain dari sumber daya yang harus disediakan oleh Direktur Finance & Human Capital; i. Pengelolaan pendataan aset jaringan dan infrastruktur pendukung layanan ICT; j. Pengelolaan kesehatan dan keselamatan kerja di lingkungan operasi layanan maupun lingkungan korporat; k. Pengelolaan ICT untuk kebutuhan internal korporat atau penunjang kebutuhan operasional layanan maupun untuk kebutuhan internal perusahaan; l. Pemeliharaan layanan aplikasi untuk pelanggan segmen publik. The Director of Service Excellence responsibilities are to lead, nurture, and manage the Service Excellence Directorate including planning and capacity fulfillment functions for service support infrastructure (public customer segment, electricity segment besides the Supervisory Control and Data Acquisition (SCADA) and Teleprotection support network), as well as service operations and public segment applications through managed service cooperation patterns and other cooperation patterns that provide benefits and added value for ICON+. The duties of the Service Excellence Director are to plan, organize, establish policies, and coordinate completion to ensure the implementation of: a. Planning and construction of network service support infrastructure for customers in the public segment, electricity segment, and corporate internal program needs b. Planning and construction of supporting infrastructure for ICT services for customers in the public segment, electricity segment, and corporate internal program needs c. Management of operation and maintenance services for customers in the public segment and electricity segment in addition to SCADA & Teleprotection support network d. Operational management and service maintenance for customers in the public and electricity segments in addition to SCADA & Teleprotection support network through managed service cooperation patterns and other cooperation patterns that provide benefits and added value for ICON+; e. Data center infrastructure-based service management; f. Operation of financial technology-based services; g. Monitoring and improving the quality of Service-Level Agreement (SLA) network services (public segments and electricity segments in addition to SCADA & Teleprotection support networks), data center infrastructure-based services and financial technology services for public segment customers through managed service cooperation patterns and other collaboration patterns that provide benefits and added value for ICON+; h. Provision of the capacity and resources needed to fulfill network services (public segments and electricity segments other than SCADA & Teleprotection support networks), data center infrastructure-based services and financial technology services through managed service cooperation patterns and other collaboration patterns that provide benefits and added value for ICON+ for public segment customers apart from the resources that must be provided by the Director of Finance & Human Capital; i. Management of data collection on network assets and infrastructure to support ICT services; j. Management of occupational health and safety in service operations and corporate environments; k. ICT management for internal corporate needs or support for service operational needs as well as for internal Company needs; l. Maintenance of application services for public segment customers.

Pembagian Tugas Direksi ICON+
The Division of Duties of the Board of Directors of ICON+

Jabatan Position	Tugas dan Tanggung Jawab Duties and Responsibilities
Plt. Direktur Electricity and Wholesale Business merangkap Plt. Direktur Enterprise Business *Act. Director of Electricity and Wholesale Business concurrently Act. Director of Business Enterprise*	Tanggung jawab Direktur Electricity and Wholesale Business adalah memimpin, membina, dan mengelola Direktorat Electricity & Wholesale Business meliputi fungsi penjualan, pemenuhan, pemeliharaan, dan pengoperasian layanan jaringan, aplikasi dan *managed service* untuk pelanggan segmen kelistrikan. Tugas Direktur Electricity and Wholesale Business adalah merencanakan, mengatur, menetapkan kebijakan, dan mengkoordinasikan penyelesaian untuk memastikan terlaksananya: a. Pemenuhan kebutuhan ICT kelistrikan; b. Pengelolaan kontrak dan piutang segmen kelistrikan; c. Penyediaan kapasitas dan sumber daya yang dibutuhkan untuk pemenuhan layanan ICT segmen kelistrikan selain yang harus disediakan oleh Direktur Finance & Human Capital; d. Desain dan pengembangan aplikasi layanan kelistrikan; e. SLA pengoperasian dan pemeliharaan aplikasi layanan kelistrikan; f. SLA pengeoperasian dan pemeliharaan jaringan pendukung SCADA & Teleproteksi; g. SLA pengoperasian dan pemeliharaan pada layanan segmen kelistrikan dengan pola kerjasama *managed service* maupun pola kerjasama lainnya yang memberikan manfaat (*benefit*) dan nilai tambah (*value added*) bagi ICON+. The Director of Electricity and Wholesale Business responsibilities are to lead, nurture, and manage the Electricity & Wholesale Business Directorate, covering sales, fulfillment, maintenance and operation of network services, applications and managed services for customers in the electricity segment. The duties of the Director of Electricity and Wholesale Business are to plan, regulate, establish policies, and coordinate settlement to ensure the implementation of: a. Fulfillment of electricity ICT needs; b. Management of contracts and receivables in the electricity segment; c. Provision of the capacity and resources needed to fulfill ICT services in the electricity segment other than those required by the Director of Finance & Human Capital; d. Design and development of electrical service applications; e. SLA for operation and maintenance of electrical service applications; f. SLA for operation and maintenance of SCADA & Teleprotection support network; g. SLA for operation and maintenance in the electricity segment services with a managed service collaboration pattern and other cooperation patterns that provide benefits and added value for ICON+.
Plt. Direktur Enterprise Business *Act. Director of Enterprise Business*	Tanggung jawab Direktur Enterprise Business adalah memimpin, membina, dan mengelola Direktorat Enterprise Business meliputi fungsi penjualan dan pemenuhan layanan, penagihan, dan *customer loyalty* segmen Government, Enterprise & Wholesale dan Ritel. Tugas Direktur Enterprise Business adalah merencanakan, mengatur, menetapkan kebijakan, dan mengkoordinasikan penyelesaian untuk memastikan terlaksananya: a. Pertumbuhan pendapatan dan jumlah pelanggan dari segmen Government, Enterprise & Wholesale dan Ritel; b. Pertumbuhan pendapatan dan jumlah pelanggan dari Strategic Business Unit (SBU) Regional; c. Pemenuhan kebutuhan layanan teknologi informasi dan telekomunikasi Government, Enterprise & Wholesale dan Ritel; d. Pengelolaan kontrak dan piutang pelanggan dari segment Government, Enterprise & Wholesale dan Ritel; e. Pengelolaan piutang pelanggan di SBU Regional; f. Pelayanan pelanggan *after sales* dengan meningkatkan tingkat kepuasan pelanggan serta mendapatkan potensi kebutuhan yang berkelanjutan dari pelanggan eksisting maupun pasar pengguna layanan teknologi informasi dan telekomunikasi. The Director of Business Enterprise responsibilities are to lead, nurture, and manage the Enterprise Business Directorate, covering the functions of sales and service fulfillment, billing, and customer loyalty for the Government, Enterprise, and Wholesale & Retail segments. The duties of the Director of Enterprise Business are to plan, organize, establish policies, and coordinate settlement to ensure the implementation of: a. Revenue growth and number of customers from the Government, Enterprise, and Wholesale & Retail segments; b. Growth in revenue and number of subscribers from the Regional Strategic Business Unit (SBU); c. Fulfilling the needs of information technology and telecommunications services for Government, Enterprise, and Wholesale & Retail; d. Management of contracts and customer receivables from the Government, Enterprise, and Wholesale & Retail segments; e. Management of customer receivables at Regional SBU; f. After sales customer service by increasing the level of customer satisfaction and obtaining potential sustainable needs from existing customers and market users of information technology and telecommunications services.

Pembagian Tugas Direksi ICON+
The Division of Duties of the Board of Directors of ICON+

Jabatan Position	Tugas dan Tanggung Jawab Duties and Responsibilities
Plt. Direktur Digital Solution and Business Development Act. Director of Digital Solutions and Business Development	Tanggung jawab Direktur Digital Solution and Business Development adalah memimpin, membina, dan mengelola Direktorat Digital Solution & Business Development meliputi fungsi pengembangan dan implementasi produk, kerjasama kemitraan bisnis, dan pengembangan teknologi dan riset. Tugas Direktur Digital Solution and Business Development adalah merencanakan, mengatur, menetapkan kebijakan, dan mengkoordinasikan penyelesaian untuk memastikan terlaksananya: a. Pengembangan produk berbasis digital; b. Pengembangan produk Teknologi Informasi & Komunikasi (TIK) spesifik yang prospektif sesuai kebutuhan pelanggan di seluruh SBU; c. Kerja sama bisnis, pengembangan bisnis, kemitraan dengan pihak ketiga sesuai peraturan dan kebijakan yang berlaku; d. Pengelolaan riset dan teknologi korporat untuk pengembangan bisnis maupun percepatan proses internal korporat. The Director of Digital Solution and Business Development responsibilities are to lead, nurture, and manage the Directorate of Digital Solution & Business Development, covering the functions of product development and implementation, business partnership cooperation, and technology development and research. The duties of the Director of Digital Solution and Business Development are to plan, regulate, establish policies, and coordinate settlement to ensure the implementation of: a. Digital-based product development; b. Development of specific prospective Information & Communication Technology (ICT) products according to customer needs in all SBUs; c. Business cooperation, business development, partnerships with third parties in accordance with applicable regulations and policies; d. Management of corporate research and technology for business development and acceleration of corporate internal processes.

Kewajiban Direksi
Kewajiban Direksi dalam melaksanakan tugas pokoknya adalah sebagai berikut:
1. Mengusahakan dan menjamin terlaksananya usaha dan kegiatan Perusahaan sesuai maksud dan tujuan serta kegiatan usaha Perusahaan;
2. Menyiapkan Rencana Jangka Perusahaan, Rencana Kerja dan Anggaran Perusahaan dan perubahannya serta menyampaikannya kepada Dewan Komisaris dan Pemegang Saham untuk mendapatkan pengesahan RUPS;
3. Memberikan penjelasan kepada RUPS mengenai Rencana Jangka Perusahaan dan Rencana Kerja dan Anggaran Perusahaan;
4. Membuat Daftar Pemegang Saham, Daftar Khusus, Risalah RUPS dan Risalah Rapat Direksi;
5. Membuat Laporan Tahunan sebagai wujud pertanggungjawaban pengurusan Perusahaan, serta dokumen keuangan Perusahaan sebagaimana dimaksud dalam Undang-Undang tentang Dokumen Perusahaan;
6. Menyusun Laporan Keuangan berdasarkan Standar Akuntansi Keuangan dan menyerahkan kepada Akuntan Publik untuk diaudit;

Obligations of the Board of Directors
Obligations of the Board of Directors in carrying out their main duties are:
1. Striving and ensuring the implementation of the Company's business and activities in accordance with the purposes and objectives as well as business activities of the Company;
2. Preparing the Company's Term Plan, Work Plan and Budget, and its amendments then submitting them to the Board of Commissioners and Shareholders to obtain approval in the GMS;
3. Providing an explanation to the GMS regarding the Company's Term Plan and Work Plan & Budget;
4. Making a List of Shareholders, Special Registers, Minutes of GMS and Minutes of Board of Directors Meetings;
5. Preparing the Annual Report as a form of accountability for the Company's management, as well as the Company's financial statement as referred to in Law regarding Company's Documents;
6. Preparing Financial Statements based on Financial Accounting Standards and submitting them to Public Accountants for auditing;

7. Menyampaikan Laporan Tahunan termasuk Laporan Keuangan kepada RUPS mengenai Laporan Tahunan;
8. Memberikan penjelasan kepada RUPS mengenai Laporan Tahunan;
9. Menyampaikan neraca dan laporan laba rugi yang telah disahkan oleh RUPS kepada Menteri yang membidangi Hukum dan Hak Asasi Manusia Republik Indonesia sesuai dengan ketentuan peraturan perundang-undangan;
10. Memelihara Daftar Pemegang Saham, Daftar Khusus, Risalah RUPS, Risalah Rapat Dewan Komisaris dan Risalah Rapat Direksi, Laporan Tahunan dan dokumen keuangan Perusahaan sebagaimana dimaksud pada nomor 4 dan 5 di atas, dan dokumen Perusahaan lainnya;
11. Menyimpan di tempat kedudukan Perusahaan: Daftar Pemegang Saham, Daftar Khusus, Risalah RUPS, Risalah Rapat Dewan Komisaris dan Risalah Rapat Direksi dan dokumen keuangan Perusahaan sebagaimana dimaksud pada nomor 10 di atas;
12. Menyusun sistem akuntansi sesuai dengan Standar Akuntansi Keuangan dan prinsip-prinsip pengendalian intern, terutama fungsi pengurusan, pencatatan, penyimpanan dan pengawasan;
13. Memberikan laporan berkala menurut cara dan waktu sesuai dengan ketentuan yang berlaku serta laporan lainnya setiap kali diminta oleh Dewan Komisaris dan/atau Pemegang Saham;
14. Menyiapkan susunan organisasi Perusahaan lengkap dengan perincian tugasnya;
15. Memberikan penjelasan tentang segala hal yang ditanyakan atau yang diminta Komisaris dan Pemegang Saham;
16. Menjalankan kewajiban-kewajiban lainnya sesuai dengan ketentuan-ketentuan yang diatur dalam Anggaran Dasar dan yang ditetapkan RUPS berdasarkan peraturan perundang-undangan;
17. Memastikan bahwa semua unit kerja telah melaksanakan kepatuhan terhadap peraturan dan perundang-undangan yang berlaku.

7. Submitting the Annual Report including the Financial Statement to the GMS regarding the Annual Report;
8. Providing an explanation to the GMS regarding the Annual Report;
9. Submitting the balance sheet and income statement that has been ratified by the GMS to the Minister of Law and Human Rights of the Republic of Indonesia in accordance with the provisions of legislation;
10. Maintaining List of Shareholders, Special Register, Minutes of GMS, Minutes of Board of Commissioners and Board of Directors Meetings, Annual Reports and Company financial statement as referred to in number 4 and 5 above, and other Company documents;
11. Storing at the Company's place of domiciled: List of Shareholders, Special Register, Minutes of GMS, Minutes of Board of Commissioners and Board of Directors Meeting and Company financial statement as referred to in number 10 above;
12. Developing accounting systems in accordance with the Financial Accounting Standards and the principles of internal control, especially the functions of management, registration, storage and supervision;
13. Providing periodic reports in a manner and time based on applicable regulations and other reports whenever requested by the Board of Commissioners and/or Shareholders;
14. Preparing the Company's organizational structure completed with details of the duties;
15. Providing an explanation of all matters that are inquired or requested by the Commissioners and Shareholders;
16. Carrying out other obligations in accordance with the provisions stipulated in the Articles of Association and stipulated by the GMS based on legislation;
17. Ensuring that all work units have carried out compliance of applicable laws and regulations.

Hak Wewenang

Hak Direksi adalah sebagai berikut:

1. Menetapkan kebijaksanaan dalam kepengurusan Perusahaan;
2. Mengatur penyerahan kekuasaan Direksi untuk mewakili Perusahaan di dalam dan di luar Pengadilan kepada seorang atau beberapa orang Direktur yang khusus ditunjuk untuk itu atau kepada seorang atau beberapa orang pegawai Perusahaan baik sendiri-sendiri maupun bersama-sama atau kepada orang lain atau badan lain;
3. Mengatur ketentuan-ketentuan tentang kepegawaian Perusahaan termasuk penetapan gaji pensiun dan jaminan hari tua dan penghasilan lain bagi pegawai Perusahaan berdasarkan peraturan perundang-undangan yang berlaku dan keputusan RUPS;
4. Mengangkat dan memberhentikan karyawan Perusahaan berdasarkan peraturan kepegawaian Perusahaan dan peraturan perundang-undangan yang berlaku;
5. Mengangkat seorang Sekretaris Perusahaan;
6. Menjalankan tindakan-tindakan lainnya baik mengenai kepengurusan maupun kepemilikan maupun pemilikan kekayaan Perusahaan, mengikat Perusahaan dengan pihak lain dan/atau pihak lain dengan Perusahaan serta mewakili Perusahaan di dalam dan di luar pengadilan tentang segala hal dan segala kejadian dengan pembatasan-pembatasan sebagaimana diatur di dalam peraturan perundang-undangan, Anggaran Dasar dan/ atau Keputusan RUPS.

Wewenang Direksi meliputi:

1. Mewakili Perusahaan di dalam dan di luar Pengadilan serta melakukan segala tindakan dan perbuatan baik mengenai pengurusan maupun mengenai pemilikan serta mengikat Perusahaan dengan pihak lain dan/atau pihak lain dengan Perusahaan, dengan pembatasan-pembatasan sesuai ketentuan Anggaran Dasar;
2. Melakukan tindakan mengenai pengurusan dan pemilikan serta mengikat perusahaan dengan pihak lain dan/ atau pihak lain dengan perusahaan.

Rights and Authorities

The rights of the Board of Directors are as follows:

1. Establishing policies in the management of the Company;
2. Regulating devolution of authority to the Board of Directors to represent the Company inside and outside the Court to one or several Directors specifically appointed to it or to one or several employees of the Company either individually or collegially or to another person or other parties;
3. Regulating the provisions regarding the Company's employment including stipulation of pension salaries and pension plan and other income for Company employees based on the applicable regulations and GMS resolutions;
4. Appointing and dismissing Company employees based on Company employment regulations and applicable regulations;
5. Appointing a Corporate Secretary;
6. Carrying out other actions regarding management and ownership of the Company's assets, binding the Company with other parties and/or other parties with the Company and, representing the Company inside and outside the court regarding all matters and events with restrictions as stipulated in legislation, Articles of Association and/or GMS Resolutions.

The authorities of the Board of Directors include:

1. Representing the Company inside and outside the court and taking all actions and deeds regarding the management and ownership and binding of the Company with other parties and/or other parties with the Company, with limitations in accordance with the provisions of the Articles of Association;
2. Taking actions regarding management and ownership and binding the Company with other parties and/or other parties with the Company.

Independensi Direksi

Independensi Direksi menjadi faktor penting dalam menjamin tanggung jawab pengelolaan kegiatan bisnis demi kepentingan perusahaan secara keseluruhan. Oleh karena itu, Direksi harus menjalankan segala tindakan pengurusan Perusahaan atau hubungan dengan pihak lain secara independen tanpa campur tangan pihak-pihak lain atau yang bertentangan dengan peraturan perundang-undangan dan Anggaran Dasar dan peraturan Perusahaan.

Selain itu terkait dengan dengan independensi, Direksi senantiasa menghindari terjadinya benturan kepentingan dalam setiap pengambilan keputusan. Untuk meminimalisir risiko terjadinya benturan kepentingan, maka setiap anggota Direksi menandatangani pernyataan tidak memiliki benturan kepentingan yang dilaksanakan pada awal pengangkatan sebagai Direktur dan diperbaharui setiap awal tahun.

Independence of the Board of Directors

The independence of the Board of Directors is an imperative factor in ensuring the responsibility for managing business activities for the benefit of the Company as a whole. Therefore, the Board of Directors must carry out all actions in the management of the Company or relationships with other parties independently without interference from other parties or that are contrary to the laws and regulations, Articles of Association, and Company regulations.

In addition, related to independence, the Board of Directors always avoids conflicts of interest in any decision making. To minimize the risk of conflict of interest, each member of the Board of Directors signs a statement having no conflict of interest, which is carried out at the beginning of their appointment as Director and is updated at the beginning of each year.

Rapat Direksi

Dalam Melaksanakan tugasnya serta penetapan keputusan dan kebijakan Direksi adalah melalui Rapat Direksi. Sepanjang tahun 2019, Direksi telah melakukan rapat sebanyak 15 (lima belas) kali dengan tingkat kehadiran sebagai berikut:

Board of Directors Meeting

The Board of Directors in carrying out its duties and determining decisions through the Board of Directors Meeting. Throughout 2019, the Board of Directors held 15 (fifteen) meetings with the attendance as follows:

Kehadiran Direksi Dalam Rapat Direksi Tahun 2019

Attendance of Directors in Meeting of the Board of Directors in 2019

Nama Name	Jabatan Position	Masa Jabatan Term of Office	Jumlah Rapat Number of Meetings	Frekuensi Kehadiran Attendance	Persentase Percentage
Hikmat Dradjat	Plt. Direktur Utama merangkap Plt. Direktur Niaga Act. President Director concurrently Act. Director of Commerce	2018 – 25 Oktober 2019 2018 – October 25, 2019	10	10	100%
Iwan Purwana	Plt. Direktur Utama Act. President Director	25 Oktober 2019 – Juni 2020 October 25, 2019 – June 2020	3	3	100%
Zulheldi	Plt. Direktur Perencanaan dan Operasi Jaringan Act. Director of Network Planning and Operations	2018 – sekarang 2018 - present	13	10	76,9%
Kuswowo	Plt. Direktur Keuangan dan SDM Act. Director of Finance and Human Capital	15 Februari 2018 – 31 Juli 2019 February 15, 2018 – July 31, 2019	6	6	100%

Kehadiran Direksi Dalam Rapat Direksi Tahun 2019
Attendance of Directors in Meeting of the Board of Directors in 2019

Nama Name	Jabatan Position	Masa Jabatan Term of Office	Jumlah Rapat Number of Meetings	Frekuensi Kehadiran Attendance	Persentase Percentage
Ardian Cholid	Plt. Direktur Solusi dan Operasi Ketenagalistrikan Act. Director of Electricity Solutions and Operations	2018 – Juni 2020 2018 – June 2020	13	11	84,6%
Anindita Eka Wibisono	Direktur Finance and Human Capital Director of Finance and Human Capital	31 Juli 2019 – April 2020 July 31, 2019 – April 2020	7	6	85,7%
Ivan Cahya Permana	Plt. Direktur Digital Solution and Business Development Act. Director of Digital Solution Business Development	25 Oktober 2019 – sekarang October 25, 2019 - present	3	3	100%
Rata-rata Kehadiran | Average Attendance					92%

Adapun agenda rapat Direksi adalah sebagai berikut :

The agenda for the Board of Directors meeting is as follows:

Agenda Rapat Direksi Tahun 2019
Agenda Meeting Of The Board Of Directors In 2019

Tanggal Date	Agenda Agenda	Peserta Rapat Participants
15 Januari 2019 January 15, 2019	Rapat Direksi Khusus: 1. Pembahasan teguran VP Ekonomi Digital tentang penyebaran informasi rekrutmen pegawai ICON+; 2. Pembahasan pemilihan kandidat GM SSU Ketenagalistrikan. Special Directors Meeting: 1. Discussion on VP Digital Economy reprimand regarding the dissemination of ICON+ employee recruitment information; 2. Discussion on the selection of GM SSU Electricity candidates.	HD, ZH, KW, AC
19 Februari 2019 February 19, 2019	1. Pembahasan penggantian perangkat *obsolete*; 2. Pembahasan SCADA Defense; 3. Pembahasan perjanjian kerja bersama. 1. Discussion of replacing the obsolete equipments; 2. Discussion on SCADA Defense; 3. Discussion on collective labor agreements.	HD, ZH, KW, AC
8 April 2019 April 8, 2019	1. Penggantian perangkat obsolete dan pembahasan SCADA Defense; 2. Pembahasan Laporan Manajemen triwulan 1. 1. Replacement of obsolete equipments and discussion of SCADA Defense; 2. Discussion on the 1st quarter Management Report.	HD, ZH, KW, AC

Agenda Rapat Direksi Tahun 2019
Agenda Meeting Of The Board Of Directors In 2019

Tanggal Date	Agenda Agenda	Peserta Rapat Participants
7 Mei 2019 May 7, 2019	1. Pembahasan progress meter 2 arah (pembelian PLN dan AMICON); 2. Pembahasan penggantian generator token untuk P2APST; 3. Pembahasan legalitas perusahaan izin bisnis ICON+ ke Bank Indonesia; 4. Pembahasan *audit rating*; 5. Pembahasan mengenai hasil temuan BPK di Kementerian Hukum dan HAM mengenai tidak bisa ter-*deliver*nya data-data yang diminta BPK. 1. Discussion of the 2-way progress meter (purchase of PLN and AMICON); 2. Discussion of token generator replacement for P2APST; 3. Discussion on the legality of ICON+ business license to Bank Indonesia; 4. Discussion of the rating audit; 5. Discussion of BPK's findings at the Ministry of Law and Human Rights regarding the inability to deliver the data requested by BPK (The Audit Board of RI).	HD, ZH, KW, AC
14 Mei 2019 May 14, 2019	1. Pembahasan infrastruktur P2APST; 2. Pembahasan pembangunan gedung baru ICON+. 1. Discussion of the P2APST infrastructure; 2. Discussion on the construction of the new ICON+ building.	HD, ZH, KW, AC
18 Juni 2019 June 18, 2019	1. Pembahasan *boosting* program semester 2 RKAP 2019; 2. Pembahasan Telco Infrastructure Readiness; 3. Lain-lain penggantian perangkat P2APST Nexus. 1. Discussion on boosting program for 2nd semester of 2019 RKAP; 2. Discussion on Telco Infrastructure Readiness; 3. Others: P2APST Nexus device replacement.	HD, ZH, KW
19 Agustus 2019 August 19, 2019	1. Pembahasan hasil rapat Direktur yang lalu (Kesiapan *launching* pemasaran bersama produk Stoomnet) 2. Lain – lain pendampingan atas risiko perusahaan dari sisi hukum dan pengembangan Organisasi di kehumasan dan komunikasi korporat; 3. Pembahasan pengadaan peremajaan P2APST dan GT Token; 4. Pembahasan progress kesiapan kapasitas Jaringan Sulawesi, Jawa Bali, Kalimantan dan Sumatera; 5. Pembahasan update progress recovery jaringan. 1. Discussion on the results of the previous Director's meeting (Readiness for launching marketing with Stoomnet products) 2. Other assistance on corporate risks from a legal perspective and organizational development in public relations and corporate communications; 3. Discussion of P2APST and GT Token management; 4. Discussion on the progress of network capacity readiness for Sulawesi, Java Bali, Kalimantan, and Sumatera; 5. Discussion of network progress recovery updates.	HD, AC, ZH
27 Agustus 2019 August 27, 2019	1. Pembahasan hasil *launching* pemasaran bersama produk Stoomnet; 2. Pembahasan bahan rapat Dewan Komisaris; 3. Pembahasan penugasan dari PLN terkait surat Plt. Dirut PLN (Model pengelolaan peralatan Telko saat ini dan rencana kedepan); 4. Pembahasan pemulihan *black out power system* 4 Agustus 2019; 5. Pembahasan harga KHS Kabel ADSS long span; 6. Pembahasan pembangunan gedung baru ICON+. 1. Discussion on the results of the joint marketing launching of Stoomnet products; 2. Discussion of materials for the Board of Commissioners meeting; 3. Discussion of assignments from PLN related to the Act. Director of PLN (Current Telco equipment management model and future plans); 4. Discussion on the black out power system recovery on August 4, 2019; 5. Discussion on KHS prices for long span ADSS cables; 6. Discussion on the construction of the new ICON+ building.	HD, AC. AEW

Agenda Rapat Direksi Tahun 2019
Agenda Meeting Of The Board Of Directors In 2019

Tanggal Date	Agenda Agenda	Peserta Rapat Participants
27 September 2019 September 27, 2019	1. Pembahasan permintaan diskon *free* 3 bulan sewa untuk PT LAMONG ENERGI (PT LEGI); 2. Pembahasan strategi pencapaian pendapatan; 3. Pembahasan usulan perubahan Anggaran Dasar; 4. Pembahasana *progress* DWDM. 1. Discussion of the request for a 3 month free rental discount for PT LAMONG ENERGI (PT LEGI); 2. Discussion of income achievement strategies; 3. Discussion of proposed amendments to the Articles of Association; 4. Discussion on DWDM progress.	HD, AC, AEW, ZH
14 Oktober 2019 October 14, 2019	1. Pembahasan Laporan Management triwulan III; 2. Pembahasan *boosting* program Ides, Stoomnet, Fiberisasi; 3. Lain – lain *project* dengan PLN (IPP HASANG) dan mengusulkan untuk Top Up Nilai KHS Aktivasi. 1. Discussion on the 3rd quarter Management Report; 2. Discussion on the boosting program Ides, Stoomnet, Fiberization; 3. Other projects with PLN (IPP HASANG) and proposing to Top Up the Activation KHS Value.	HD, AC, AEW
4 November 2019 November 4, 2019	1. Pengenalan perusahaan kepada Direktur baru; 2. Pembahasan evaluasi pencapaian bisnis November 2019; 3. Pembahasan rancangan RKAP 2020; 4. Lain-lain pembahasan struktur organisasi baru. 1. Introducing the Company to the new Directors; 2. Discussion on the evaluation of business achievements in November 2019; 3. Discussion on the draft of 2020 RKAP; 4. Others: discussion of new organizational structures.	IP, AC, AEW, ZH, ICP
14 – 15 November 2019 November 14-15, 2019	1. Pembahasan evaluasi pencapaian bisnis sampai dengan November 2019; 2. Pembahasan rancangan RKAP 2020; 3. Pembahasan *upgrade* P2APST; 4. Pembahasan penyesuaian biaya kendaraan operasional pejabat struktural; 5. Lain-lain pembahasan kerjasama MOU Energya, PKS Polri; 6. Pembahasan evaluasi bisnis sampai dengan November 2019; 7. Pembahasan rancangan RKAP 2020; 8. Lain-lain: pembahasan struktur organisasi baru. 1. Discussion on evaluation of business achievements up to November 2019; 2. Discussion on the draft of 2020 RKAP; 3. Discussion of P2APST upgrades; 4. Discussion on adjustments to operational vehicle costs for structural officials; 5. Other discussions on the cooperation of the MOU Energya, PKS Polri; 6. Discussion on business evaluation up to November 2019; 7. Discussion on the draft of 2020 RKAP; 8. Others: discussion of new organizational structures.	IP, AC, AEW, ZH, ICP
11 Desember 2019 December 11, 2019	1. *Update* Rapat Direksi yang lalu. 2. Evaluasi Bisnis sampai dengan November 2019. 1. Update on the previous Board of Directors Meeting. 2. Business Evaluation up to November 2019.	IP, ICP, ZH, AEW

Pelatihan Direksi

Untuk menunjang pelaksanaan tugasnya, Direksi ICON+ mengikuti program pelatihan dalam rangka peningkatan kompetensi Direksi yang dilaksanakan baik *in house training* maupun *public training*. Sepanjang tahun 2019, Direksi telah menghadiri dan berpartisipasi dalam berbagai pelatihan, workshop, konferensi, dan seminar, sebagai berikut:

Board of Directors Training

To support the implementation of their duties, ICON+'s Board of Directors participates in a training program in order to increase the competence of the Board of Directors, which is conducted both in house training and public training. Throughout 2019, the Board of Directors has attended and participated in various trainings, workshops, conferences and seminars, are as follows:

Pelatihan Direksi Tahun 2019
Board of Directors Trainings 2019

Nama Name	Jabatan Position	Judul Training/ Seminar Title of Training/ Seminar	Tanggal Date	Penyelenggara Organizer	Lokasi Location
Iwan Purwana	Plt. Direktur Utama Act. President Director	Managing Corporate University in Digital Era and Transforming Beyond The Core	27 November 2019 November 27, 2019	PT PLN (Persero) PUSDIKLAT (Corporate University)	Gedung Graha PLN Corporate University Graha PLN Corporate University Building
		Rapat Penugasan 2019 Assignment Meeting 2019	4 – 5 Desember 2019 December 4-5, 2019	PT PLN (Persero)	Pullman Vimala Hills, Ciawi
		Aspiration Workshop Implementasi Smart Grid	3 – 4 Desember 2019 December 3-4, 2019	PT PLN (Persero)	Gedung PLN Kantor Pusat PLN Headquarter
Anindita Eka Wibisono	Direktur Finance and Human Capital Director of Finance and Human Capital	Training PSAK 71 – 73	3 September 2019 September 3, 2019	Internal	Aula ICON+ Cawang ICON+ Cawang Hall
		Aspiration Workshop Implementasi Smart Grid	3 – 4 Desember 2019 December 3-4, 2019	PT PLN (Persero)	Gedung PLN Kantor Pusat PLN Headquarter
Kuswowo	Plt. Direktur Keuangan dan SDM Act. Director of Finance and Human Capital	Benchmark Learning Journey for Industri 4.0	14 - 17 Juli 2019 July 14-17, 2019	Indonesia Power Academy	Hotel Blue Sky, Malaysia

Pelatihan Direksi Tahun 2019
Board of Directors Trainings 2019

Nama Name	Jabatan Position	Judul Training/ Seminar Title of Training/ Seminar	Tanggal Date	Penyelenggara Organizer	Lokasi Location
Zulheldi	Plt. Direktur Service Excellence Act. Director of Service Excellence	Market Sounding FTTH Joint Investment	13 Maret 2019 March 13, 2019	Internal	Hotel Fairmont, Jakarta
		Bincang Kelistrikan Pemilu General Election Electricity Talk	28 Maret 2019 March 28, 2019	PT PLN (Persero)	Hotel Borobudur, Jakarta
		Executive Development Program	29 Maret 2019 March 29, 2019	PT Indonesia Power	Centenial Tower
		Corporation Merger & Acquisition and Managing Subsidiaries	16 – 19 September 2019 September 16-19, 2019	PT PLN (Persero)	Prasetya Mulya
		Aspiration Workshop Implementasi Smart Grid	3 – 4 Desember 2019 December 3-4, 2019	PT PLN (Persero)	Gedung PLN Kantor Pusat PLN Headquarter
Ardian Cholid	Plt. Direktur Electricity and Wholesale Business merangkap Plt. Direktur Enterprise Business Act. Director of Electricity and Wholesale Business concurrently Act. Director of Business Enterprise	Benchmark Implementasi dan Pabrikan Smart Metering dan Smart Grid Benchmark Implementation and Manufacturing Smart Metering and Smart Grid	18 – 22 November 2019 November 18-22, 2019	PT Dayamitra Telekomunikasi (Mitratel)	Beijing dan Shanghai, China Beijing and Shanghai, China
		Aspiration Workshop Implementasi Smart Grid	3 – 4 Desember 2019 December 3-4, 2019	PT PLN (Persero)	Gedung PLN Kantor Pusat PLN Headquarter
Ivan Cahya Permana	Plt. Direktur Digital Solution and Business Development Act. Director of Digital Solutions and Business Development	Benchmark Implementasi dan Pabrikan Smart Metering dan Smart Grid	18 – 22 November 2019 November 18-22, 2019	PT Dayamitra Telekomunikasi (Mitratel)	Beijing dan Shanghai, China Beijing and Shanghai, China
		Aspiration Workshop Implementasi Smart Grid	3 – 4 Desember 2019 December 3-4, 2019	PT PLN (Persero)	Gedung PLN Kantor Pusat PLN Headquarter

Penilaian Kinerja Unit Audit dan Manajemen Risiko

Direksi dalam pelaksanaan tugasnya adalah bertanggung jawab atas pengelolaan fungsi audit internal dan manajemen risiko. Sepanjang tahun 2019, Direksi menilai bahwa unit audit internal dan manajemen risiko telah melaksanakan tugasnya dengan baik dan optimal.

Pelaksanaan tugas internal audit sesuai Program Kerja Audit Tahunan (PKAT) terlaksana dengan progres mencapai rata-rata 100%, menuntaskan 91 hasil temuan dan 7 temuan masih dalam proses penuntasan. Pelaksanaan bidang manajemen risiko juga terlaksana optimal dengan realisasi mitigasi dari jenis-jenis risiko yang dihadapi perusahaan hingga triwulan IV tahun 2019. Penilaian ini didasarkan pada laporan berkala yang disampaikan serta hasil dari mitigasi risiko yang telah dilakukan sepanjang tahun buku 2019.

Performance Evaluation of the Audit and Risk Management Unit

In conducting its duties, the Board of Directors is responsible for managing the internal audit function and risk management. Throughout 2019, the Board of Directors considered that the internal audit and risk management units had carried out their duties properly and optimally.

The implementation of internal audit tasks in accordance with the Annual Audit Work Program (PKAT) that was carried out with an average progress of 100%, settling 91 findings and 7 findings are still in the process of being settled. The implementation of risk management is also carried out optimally with the realization of mitigation of the types of risks faced by the Company until the 4th quarter of 2019. This assessment is based on periodic reports submitted and the results of risk mitigation that have been carried out throughout the 2019 fiscal year.

Penilaian Kinerja Direksi

Evaluasi kinerja Direksi ICON+ sebagai anak perusahaan milik negara mengacu pada Indikator parameter berupa *Company Corporate Governance Scorecard* (CCGS) yang dikeluarkan oleh Kementerian BUMN berdasarkan Surat Keputusan Sekretaris Kementerian BUMN No. SK-16/S.MBU/2012 tentang Indikator Parameter Penilaian dan Evaluasi Atas Penerapan Tata Kelola Perusahaan yang Baik (GCG) Pada Badan Usaha Milik Negara.

Evaluasi kinerja Direksi tahun buku 2019 dilakukan oleh KAP Amir Abadi Jusuf, Aryanto, Mawar & Rekan dengan hasil sebagai berikut:

Performance Evaluation of the Board of Directors

Performance evaluation of ICON+'s Board of Directors as a state-owned subsidiary refers to the parameter indicator in the form of a Company Corporate Governance Scorecard (CCGS) issued by the Ministry of SOEs based on the Decree of the Secretary of the Ministry of SOEs No. SK-16/S.MBU/2012 regarding Indicator Parameters for Assessment and Evaluation of the Implementation of Good Corporate Governance (GCG) in State-Owned Enterprises.

The evaluation of the performance of the Board of Directors for the 2019 fiscal year was conducted by PAF Amir Abadi Jusuf, Aryanto, Mawar & Partner with the following results:

Pencapaian Kinerja Direksi 2019
2019 Board of Directors Performance Achievements

No	Perspektif/Indikator Perspectives/Indicators	Bobot Weight	Satuan Unit	Target Target	Realisasi Realization	Pencapaian* Achievement	Nilai Score
I	**Fokus Pelanggan** **Customer Focus**	**22**					
1	Pertumbuhan pelanggan baru New customer growth	8	Pelanggan Customer	375	384,00	100,00%	8,00
2	*Recovery Time* Segmen Ketenagalistrikan SCADA Redundant Distribusi & Transmisi Recovery Time Electricity Segment SCADA Redundant Distribution & Transmission	10	Menit Minute	57	54,41	100,00%	10,00

Pencapaian Kinerja Direksi 2019
2019 Board of Directors Performance Achievements

No	Perspektif/Indikator Perspectives/Indicators	Bobot Weight	Satuan Unit	Target Target	Realisasi Realization	Pencapaian* Achievement	Nilai Score
3	Service delivery inistiatif baru project PLN di luar optimalisasi aset berbasis IT Service delivery of new PLN project initiatives outside of optimization of IT-based assets	4	%	100	100,00	100,00%	4,00
II	**Efektivitas Produk dan Proses** **Product and Process Effectiveness**	**34**					
1	Service Level Agreement (SLA) Tingkat Respon Call Center Service Level Agreement (SLA) Call Center Response Rate						
	Call Center 123	5	%	100	116,89	100,00%	5,00
	Call Center ICON+	5	%	100	99,96	99,96%	4,99
2	Kecepatan penyambungan layanan jaringan dan jasa telekomunikasi ke pelanggan Speed of connection of network services and telecommunications services to customers	6	Hari Day	21	21,13	99,38%	5,96
3	Optimalisasi aset berbasis IT Optimization of IT-based assets						
	Pembangunan sistem pengukuran neraca energi terpusat Development of a centralized energy balance measurement system	6	%	100	75,00	75,00%	4,50
	Implementasi Enterprise Asset Management (EAM) Implementation of Enterprise Asset Management (EAM)	6	Unit	7	7,00	100,00%	6,00
	Implementasi Advanced Metering Infrastructure (AMI)** Implementation of Advanced Metering Infrastructure (AMI) **	6	Pelanggan Customer	100.000.000	0,00	-	-
III	**Fokus Tenaga Kerja** **Manpower Focus**	**8**					
1	Human Capital Readiness (HCR)	3	Level	4,12	4,12	100,00%	3,00
2	Organization Capital Readiness (OCR)	3	Level	4,12	4,12	100,00%	3,00
3	Information Capital Readiness (ICR)	2	Level	4,12	4,83	100,00%	2,00

Pencapaian Kinerja Direksi 2019
2019 Board of Directors Performance Achievements

No	Perspektif/Indikator Perspectives/Indicators	Bobot Weight	Satuan Unit	Target Target	Realisasi Realization	Pencapaian* Achievement	Nilai Score
IV	**Keuangan dan Pasar** **Finance and Markets**	**30**					
1	Pendapatan dari pasar non PLN Revenue from non PLN market	12	Rp Miliar Rp Billion	2.500,00	1,446,27	57,85%	6,94
2	Earnings Before Interest, Taxes. Depreciation, and Amortization (EBITDA) Margin	8	%	38	40,13	100,00%	8,00
3	*Market Share* Jaringan *Fixed Data* & Internet ICON+ Market Share Network Fixed Data & Internet ICON+	5	%	6,8	7,35	100,00%	5,00
4	Sinergi dengan Anak Perusahaan lain Synergy with other subsidiaries	5	Rp Miliar Rp Billion	142,9	127,13	88,96%	4,44
V	**Kepemimpinan, Tata Kelola, dan Tanggung jawab Kemasyarakatan** **Leadership, Governance, and Community Responsibility**	**6**					
1	Penerapan Good Corporate Governance (GCG) Implementation of Good Corporate Governance (GCG)	3	Skor Score	91,5	92,59	100,00%	3,00
2	Penyelesaian Temuan Auditor Auditor Findings Settlement	3	%	100	100,00	100,00%	3,00
3	Kepatuhan pada K3LH (Kesehatan, Keselamatan Kerja & Lingkungan Hidup) Compliance with HSE (Health, Safety & Environment)	Max - 10					-2,00
Jumlah Total		94					84,83
Nilai Kinerja Organisasi Organizational Performance Values		100					90,24

*) Bila pencapaian ≥100%, maka ditulis 100%
**) Untuk indikator2.3.c tidak dilakukan pengukuran karena masih dilakukan proses pengujian kWh meter oleh Puslitbang sebelum proses pengadaan, sehingga bobot total Kontrak Manajemen 2019 menjadi 94,00.

*) If the achievement is ≥100%, it is written as 100%
**) For indicator 2.3.c, no measurements were taken because the research and development center was still testing the kWh meter before the procurement process, so that the total weight of the 2019 Management Contract was 94.00.

Sekretaris Perusahaan
Corporate Secretary

Dalam tugas dan tanggung jawabnya di korporasi, Sekretaris Perusahaan memiliki peran penting terhadap kegiatan publikasi aktivitas Perusahaan serta memelihara kewajaran, konsistensi dan transparansi mengenai hal-hal terkait tata kelola perusahaan dan tindakan korporasi. Sebagai organ pendukung Direksi, Sekretaris Perusahaan juga bertugas memfasilitasi komunikasi antar organ Perusahaan, bertanggung jawab terhadap penerapan keterbukaan informasi, serta menjembatani kepentingan antara Perusahaan dengan *stakeholders* Perusahaan, terutama dalam menjaga citra Perusahaan yang baik secara konsisten dan berkesinambungan.

In its duties and responsibilities in the Company, the Corporate Secretary has an imperative role in the publication of the Company's activities, upholds fairness, consistency, and transparency on matters related to corporate governance and corporate actions. As a supporting organ of the Board of Directors, the Corporate Secretary is also in charge with facilitating communication between company organs, responsible for implementing information disclosure, and bridging interests between the Company and stakeholders, especially in maintaining good corporate image consistently and continuously.

Struktur Organisasi

Berdasarkan Keputusan Direksi Perusahaan No.18/SK/005/PST/2018 tentang Penjabaran Struktur Organisasi, Tugas Pokok dan Fungsi PT Indonesia Comnets Plus, berikut ini struktur organisasi Sekretaris Perusahaan ICON+, yaitu:

Organizational Structure

Based on the Decree of the Board of Directors of the Company No. 18/SK/005/PST/2018 regarding the Elaboration of the Organizational Structure, Main Duties and Functions of PT Indonesia Comnets Plus, the following is the organizational structure of ICON+ Corporate Secretary:

Struktur Organisasi Sekretaris Perusahaan | Corporate Secretary Organizational Structure

Profil Sekretaris Perusahaan

Corporate Secretary Profile

Tetty Indrawati
Sekretaris Perusahaan
Corporate Secretary

Beliau menjabat sebagai Sekretaris Perusahaan sejak September 2018. Profil Sekretaris Perusahaan telah disajikan pada Profil Perusahaan Laporan Tahunan ICON+ 2019.

She has served as the Corporate Secretary since September 2018. The profile of the Corporate Secretary has been presented in the Company Profile in ICON+ Annual Report 2019.

Kualifikasi Sekretaris Perusahaan

Sekretaris Perusahaan ICON+ harus memenuhi kualifikasi kompetensi jabatan, mampu berkomunikasi, membangun hubungan kerja, memiliki keterampilan administratif, serta pengalaman yang mendukung pelaksanaan tugasnya. Sedangkan untuk persyaratan sebagai Sekretaris Perusahaan mengacu pada Surat Keputusan Direksi No.18/SK/005/PST/2018, antara lain:

- Sekretaris Perusahaan diangkat, diberhentikan dan bertanggung jawab langsung kepada Direktur Utama;
- Sekretaris Perusahaan harus memiliki kualifikasi akademis, kompetensi yang memadai agar dapat melaksanakan tugas dan tanggung jawabnya.

Pengangkatan dan Pemberhentian

Dasar pengangkatan dan pemberhentian Sekretaris Perusahaan dilakukan oleh Direksi berdasarkan mekanisme internal Perusahaan serta persetujuan Dewan Komisaris.

Tugas dan Tanggung Jawab

Tugas dan tanggung jawab Sekretaris Perusahaan adalah sebagai berikut:

- Bertanggung jawab terhadap kelancaran agenda kegiatan Direksi dalam mengelola Perusahaan yang menunjang agenda Perusahaan dalam hubungannya dengan ketaatan terhadap Anggaran Dasar Perusahaan;
- Mendeteksi kemungkinan adanya ancaman-ancaman terkait citra Perusahaan serta menjaga keamanan perusahaan dari aspek Hukum;
- Bertanggung jawab terhadap kelengkapan, keabsahan dan kemutakhiran dokumen-dokumen vital Perusahaan;
- Menjaga pelaksanaan pengelolaan Perusahaan sesuai dengan norma-norma *Good Corporate Governance* (GCG);
- Mengkoordinasikan pemecahan masalah terkait pencapaian kinerja lintas direktorat dengan Manajemen melalui agenda dan rapat sirkuler Direksi;
- Mengelola informasi dan kegiatan komunikasi tentang perusahaan kepada pelanggan, Dewan Komisaris, Pemegang Saham, Pemerintah dan masyarakat (*stakeholder*) dalam rangka meningkatkan citra Perusahaan;
- Mengidentifikasi dan mengelola risiko-risiko yang menghambat pencapaian sasaran kerja Sekretariat.

Corporate Secretary Qualifications

ICON+ Corporate Secretary must meet job competency qualifications, able to communicate well and build working relationships, have administrative skills, and experience that supports the implementation of its duties. As for the requirements as a Corporate Secretary, it refers to the Decree of the Board of Directors No. 18/SK/005/PST/2018, including:

- The Corporate Secretary is appointed, dismissed, and responsible directly to the President Director;
- The Corporate Secretary must have adequate academic qualifications and competencies in order to conduct its duties and responsibilities.

Appointment and Dismissal

The basis for the appointment and dismissal of the Corporate Secretary is carried out by the Board of Directors based on the Company's internal mechanism and the approval of the Board of Commissioners.

Duties and Responsibilities

The duties and responsibilities of the Corporate Secretary are as follows:

- Responsible for the facile running of the Board of Directors' activity agenda in managing the Company, which supports the Company's agenda related to the adherence to the Company's Articles of Association;
- Detecting possible threats related to the Company's image and maintaining Company security from legal aspect;
- Responsible for the comprehensiveness, validity, and renewal of the Company's vital documents;
- Maintaining the implementation of Company management in accordance with the norms of Good Corporate Governance (GCG);
- Coordinate problem solving related to the achievement of cross-directorate performance with Management through the Board of Directors' agenda and circular meetings;
- Managing information and communication activities about the Company to customers, the Board of Commissioners, Shareholders, Government, and the public (stakeholders) in order to enhance the Company's image;
- Identifying and managing risks that hinder the achievement of the Secretariat's work objectives.

Fungsi Sekretaris Perusahaan

Fungsi Sekretaris Perusahaan ICON+ antara lain sebagai berikut:

- Mengkoordinir rapat rutin Manajemen yang mencakup Direksi, Direktorat Bidang, maupun rapat manajemen puncak Perusahaan dengan pihak eksternal Perusahaan;
- Memastikan kelengkapan dokumen rapat Manajemen Puncak terkait risalah rapat, Hasil Rapat Direksi Sirkuler dan ketentuan lainnya yang terdapat di dalam *Board Manual*;
- Mengkoordinasikan permasalahan antar bidang melalui Rapat Koordinasi Berkala (seperti *Performance Dialog*), Rapat Direksi Terbatas, atau melalui jalur komunikasi formal lainnya;
- Bertanggung jawab atas kelengkapan dokumen Vital Perusahaan seperti akta pendirian Perusahaan, izin usaha, lisensi layanan dan dokumen vital lainnya yang berdampak baik secara legal maupun terhadap kelangsungan bisnis Perusahaan;
- Memastikan tata kelola manajemen sesuai dengan prinsip-prinsip kepatuhan yang dipersyaratkan regulator, GCG dan Tata Kelola *Board Manual* Perusahaan;
- Membangun hubungan yang konstruktif dengan pihak regulator dan *stakeholder* telekomunikasi untuk memperkuat posisi dan citra Perusahaan;
- Bertanggung jawab terhadap pelaporan annual report ICON+ dan kesiapan dokumen pertanggungjawaban kinerja Perusahaan kepada *Shareholder*;
- Bertanggung jawab di dalam membina hubungan yang konstruktif antara pihak regulator/ pemerintah dengan Manajemen, serta hubungan Manajemen dengan *Stakeholder*;
- Memformulasikan sasaran pengelolaan risiko Sekretariat yang *Specific, Measurable, Achievable , Realistic, and Timely* (SMART), mengidentifikasi risiko yang mempunyai potensi mengganggu pencapaian sasaran, menetapkan rencana perlakuan mitigasi yang tepat serta memonitor pelaksanaan mitigasi risiko dan melaporkannya sesuai dengan Pedoman Manajemen Risiko yang berlaku.

Corporate Secretary Functions

ICON+ Corporate Secretary functions are as follows:

- Coordinating regular Management meetings, which include the Board of Directors, Directorate of Fields, as well as the Company's top management meetings with external parties of the Company;
- Ensuring the completeness of Top Management meeting documents related to minutes of meetings, Results of Circular Directors Meetings, and other provisions contained in the Board Manual;
- Coordinating matters between fields through Periodic Coordination Meetings (such as Performance Dialogue), Limited Board of Directors Meetings, or through other formal communication channels;
- Responsible for the completeness of the Company's vital documents such as the Company's Deed of Establishment, business licenses, service licenses, and other vital documents that have an impact both legally and for the Company's business continuity;
- Ensuring that management governance is in accordance with the compliance principles required by regulators, GCG, and the Corporate Governance Board Manual;
- Building constructive relationships with telecommunications regulators and stakeholders to strengthen the Company's position and image;
- Responsible for ICON+ annual report and the readiness of the Company's performance accountability documents to Shareholders;
- Responsible in fostering constructive relationships between regulators/government and management, as well as management relationships with stakeholders;
- Formulating Secretariat risk management targets that are Specific, Measurable, Achievable, Realistic, and Timely (SMART), identify risks that have the potential to interfere with target achievement, establish an appropriate mitigation treatment plan, and monitor the implementation of risk mitigation and report them in accordance with the applicable Risk Management Guidelines.

Pedoman Kerja

Sekretaris Perusahaan memberikan Laporan secara berkala mengenai pelaksanaan tugas dan tanggung jawabnya kepada direksi serta pelaksanaan tugas-tugas Lainnya dalam rangka membantu pelaksanaan tugas Direksi. Ketentuan pedoman kerja Sekretaris Perusahaan dalam menjalankan tugas dan fungsinya ditetapkan dalam Surat Keputusan Direksi No. 045/SK/001/PUSAT/ICON+/2012.

Work Guidelines

Corporate Secretary provides report periodically regarding its duties and responsibilities implementation to the Board of Directors as well as the implementation of other duties in order to assist the implementation of the duties of the Board of Directors. The provisions of the Corporate Secretary's work guideline in carrying out its duties and functions are stipulated in the Decree of the Board of Directors No. 045/SK/001/PUSAT/ICON+/2012.

Pelaksanaan Tugas tahun 2019

Pada tahun 2019, Sekretaris Perusahaan telah melaksanakan tugas dan tanggung jawabnya, antara lain:

1. Memonitor implementasi Tata Kelola Perusahaan yang Baik.
2. Mengelola pelaporan Korporat yang tepat waktu sesuai dengan jadwal yang ditetapkan induk Perusahaan;
3. Memastikan permasalahan hukum Perusahaan telah ditangani sesuai prosedur;
4. Memastikan Perusahaan mematuhi *compliance* atau regulasi yang terkait dengan bisnis Perusahaan;
5. Meningkatkan Corporate Image;

Implementation of Duties in 2019

In 2019, the Corporate Secretary has carried out its duties and responsibilities, including:

1. Monitoring the implementation of Good Corporate Governance.
2. Managing corporate reporting on a timely manner according to the schedule set by the holding company;
3. Ensuring that the Company's legal issues have been handled according to procedures;
4. Ensuring the Company's compliance with regulations related to the Company's business;
5. Enhancing Corporate Image.

Laporan Berkala

Berikut adalah rekapitulasi penyampaian laporan sekretaris perusahaan terkait laporan manajemen triwulanan dan laporan manajemen tahunan:

Periodic Reports

The following is the recapitulation of the submission of Corporate Secretary reports regarding quarterly and annually management reports:

Laporan Berkala Sekretaris Perusahaan
Corporate Secretary Periodic Report

Jenis Laporan Type of Reports	Periode Period	Tanggal Penyampaian Laporan Date of Report Delivery
Laporan Manajemen Management Report	Triwulan I 1st Quarter	15 April 2019 April 15, 2019
Laporan Manajemen Management Report	Triwulan II 2nd Quarter	10 Juli 2019 July 10, 2019
Laporan Manajemen Management Report	Triwulan III 3rd Quarter	10 Oktober 2019 October 10, 2019
Laporan Manajemen Management Report	Triwulan IV 4th Quarter	20 Januari 2020 January 20, 2020

Laporan Berkala Sekretaris Perusahaan
Corporate Secretary Periodic Report

Jenis Laporan Type of Reports	Periode Period	Tanggal Penyampaian Laporan Date of Report Delivery
Laporan Manajemen Risiko Risk Management Report	Triwulan I 1st Quarter	8 April 2019 April 8, 2019
Laporan Manajemen Risiko Risk Management Report	Triwulan II 2nd Quarter	11 Juli 2019 July 11, 2019
Laporan Manajemen Risiko Risk Management Report	Triwulan III 3rd Quarter	10 Oktober 2019 October 10, 2019
Laporan Manajemen Risiko Risk Management Report	Triwulan IV 4th Quarter	24 Januari 2020 January 24, 2020

Pelatihan Sekretaris Perusahaan
Sekretaris Perusahaan perlu meningkatkan pengetahuan dan kompetensinya. Sepanjang tahun 2019, Sekretaris Perusahaan telah mengikuti pelatihan dan pendidikan sebagai berikut:

Corporate Secretary Training
Corporate Secretary needs to increase their knowledge and competence. Throughout 2019, the Corporate Secretary has attended trainings and education as follow:

Pelatihan Sekretaris Perusahaan Tahun 2019
Corporate Secretary Trainings 2019

Materi Pelatihan Training Name	Penyelenggara Pelatihan Training Facilitator	Tempat & Waktu Pelaksanaan Date & Location
PSAK 71-73	RSM Consultant	3 September 2019 September 3, 2019

Satuan Audit Internal
Internal Audit Unit

Satuan Audit Internal ICON+ adalah organ di bawah Direksi yang bertugas membantu manajemen merealisasikan objektif atau sasarannya melalui pemeriksaan kecukupan dan pelaksanaan proses pengendalian internal, manajemen risiko dan tata kelola perusahaan.

ICON+ Internal Audit Unit is an organ under the Board of Directors that is in charge with assisting management in realizing its objectives or targets through adequate examination and implementation of internal control, risk management, and corporate governance processes.

Kedudukan dan Kualifikasi

Satuan Audit Internal memiliki kedudukan yang berada langsung dibawah Direktur Utama. Satuan Audit Internal memiliki peran sebagai mitra manajemen dalam mewujudkan GCG di lingkungan ICON+. Dalam menjalankan fungsinya, Satuan Audit Internal menginformasikan aktivitas internal Audit kepada Dewan Komisaris melalui Komite Audit. Kualifikasi Satuan Audit Internal mengacu pada peraturan yang berlaku serta memiliki kompetensi yang sesuai dalam melaksanakan tugas dan tanggung jawabnya.

Position and Qualifications

The Internal Audit Unit has a position of directly under the President Director. The Internal Audit Unit has a role as a management partner in realizing GCG within ICON+ environment. In carrying out its function, the Internal Audit Unit informs the internal audit activities to the Board of Commissioners through the Audit Committee. Qualification of the Internal Audit Unit refers to the applicable regulations and has the appropriate competence in carrying out its duties and responsibilities.

Pengangkatan dan Pemberhentian Kepala Audit Internal

Satuan Audit Internal ICON+ dipimpin oleh seorang Kepala Satuan Audit Internal yang diangkat dan diberhentikan oleh Direktur Utama atas persetujuan Dewan Komisaris, dan bertanggung jawab kepada Direktur Utama. Pengangkatan Kepala Audit Internal berdasarkan Surat Keputusan Direksi No. 053/ SK/001/ PUSAT/ICON+/2012 tanggal 25 Mei 2012 tentang Struktur Organisasi ICON+.

Appointment and Dismissal of the Head of Internal Audit

ICON+ Internal Audit Unit is led by a Head of Internal Audit Unit who is appointed and dismissed by the President Director with the approval of the Board of Commissioners, and is responsible to the President Director. The appointment of the Head of Internal Audit is based on the Decree of the Board of Directors No. 053/SK/001/PUSAT/ICON+/2012 dated May 25, 2012 regarding the Organizational Structure of ICON+.

Struktur Organisasi

Satuan Audit Internal berada di bawah Direktur Utama dan dikepalai oleh Kepala Satuan Audit Internal. Mengacu pada Surat Keputusan Direksi Nomor : 18/SK/005/ PST/2018 tanggal 1 Mei 2018 tentang Perubahan Struktur Organisasi, Penjabaran Tugas Pokok dan Fungsi PT Indonesia Comnets Plus.

Organizational Structure

The Internal Audit Unit is under the President Director and is lead by the Head of Internal Audit Unit. Referring to the Decree of the Board of Directors Number: 18/ SK/005/PST/2018 dated May 1, 2018 regarding Changes in Organizational Structure, Description of Main Duties and Functions of PT Indonesia Comnets Plus.

berikut adalah struktur Organisasi Satuan Audit Internal adalah sebagai berikut:

The following is the organizational structure of the Internal Audit Unit:

Struktur Organisasi Satuan Audit Internal | The Organizational Structure of the Internal Audit Unit

Profil Kepala Satuan Audit Internal

Profile of the Head of Internal Audit Unit

R. Setyo Harry

Kepala Satuan Audit Internal | *Head of Internal Audit Unit*

Beliau lahir di Purwokerto, pada tanggal 24 Desember 1967. Beliau memperoleh gelar Sarjana Teknik Elektronika dari Institut Teknologi Sepuluh Nopember, Surabaya, Jawa Timur tahun 1994. Saat ini beliau menjabat sebagai Kepala Satuan Audit Internal periode Juli 2019 - sekarang.

He was born in Purwokerto, on December 24, 1967. He earned his Bachelor of Electronics Engineering degree from Institut Teknologi Sepuluh Nopember, Surabaya, East Java in 1994. He currently serves as the Head of the Internal Audit Unit for the period of July 2019 - present.

Jumlah Komposisi dan Sertifikasi

Jumlah karyawan Satuan Audit Internal per Desember 2019 adalah 9 (sembilan) karyawan. Berikut rincian komposisi Satuan Audit Internal ICON+

Total Composition and Certification

The number of employees of the Internal Audit Unit as of December 2019 is 9 (nine) employees. The following described the composition of ICON+ Internal Audit Unit:

Komposisi Satuan Audit Internal

Composition of the Internal Audit Unit

Jabatan Position	Jumlah Personil Number of Personnel
Kepala Satuan (setingkat General Manager) Head of Unit (General Manager level)	1 orang | person
Manager	3 orang | people
Audit Officer	5 orang | people

Anggota Satuan Audit Internal merupakan profesional berpengalaman yang telah memenuhi kriteria independensi dan kompetensi lainnya, serta sertifikasi profesi audit. Hingga akhir tahun 2018, karyawan yang telah memiliki sertifikasi profesi audit internal ICON+ adalah sebagai berikut:

Members of the Internal Audit Unit are experienced professionals who have met the criteria for independence and other competencies, as well as professional audit certification. Until the end of 2018, employees who have the ICON+ internal audit professional certification are as follows:

Sertifikasi Profesi Audit Internal
Certification of Internal Auditor Profession

Sertifikasi yang Dimiliki Certification Owned	Jumlah Personil Number of Personnel
CRMP (Certified Risk Manajemen Profesional)	1 Orang | person
QIA (Qualified Internal Auditor)	2 Orang | people
Training Audit level Dasar, Lanjutan dan Manajerial	4 Orang | people
Lead Auditor ISO 9001 : 2008	1 Orang | person
Lead Auditor ISO 27001 : 2013	1 Orang | person
CFE (Certified Fraud Examiner) Preparation	1 Orang | person

Piagam Audit Internal
Dalam menjalankan fungsi audit internal, Satuan Audit Internal memiliki Piagam Audit Internal (*Internal Audit Charter*) yang telah ditetapkan oleh Direktur Utama dan disetujui oleh Dewan Komisaris PT Indonesia Comnets Plus pada 9 Januari 2019. Piagam tersebut digunakan sebagai pedoman dalam menjalankan tugas Satuan Audit Internal.

Piagam Audit Internal memuat hal-hal sebagai berikut:
1. Pendahuluan, mencakup pengertian umum, dasar hukum, serta visi dan misi;
2. Struktur dan Kedudukan Satuan Audit Internal, mencakup struktur organisasi, persyaratan auditor, dan larangan bagi auditor;
3. Tugas, tanggung jawab, dan wewenang Satuan Audit Internal;
4. Lingkup pekerjaan;
5. Pelaporan;
6. Hubungan dengan Auditor Eksternal dan Komite Audit;
7. Ketentuan Audit;
8. Standar profesi audit internal, kode etik, dan program quality assurance
9. Pertanggungjawaban Satuan Audit Internal.

Internal Audit Charter
In conducting the internal audit function, the Internal Audit Unit has an Internal Audit Charter, which was established by the President Director and approved by the Board of Commissioners of PT Indonesia Comnets Plus on January 9, 2019. This charter is used as a guide in conducting the duties of the Internal Audit Unit.

The Internal Audit Charter contains the following:
1. Introduction, covering general comprehension, legal basis, and vision and mission;
2. Structure and Position of the Internal Audit Unit, including organizational structure, auditor requirements, and restrictions for auditors;
3. Duties, responsibilities, and authorities of the Internal Audit Unit;
4. Scope of work;
5. Reporting;
6. Relationship with the External Auditor and Audit Committee;
7. Audit provisions;
8. Internal audit professional standards, code of conduct, and quality assurance program;
9. Accountability of the Internal Audit Unit.

Visi dan Misi

Visi

Dalam menjalankan tugas dan memenuhi tanggung jawabnya, Internal Audit mempunyai visi yang tertuang pada Piagam Audit Internal, yaitu:

Satuan Audit Internal berperan menyukseskan Quantum Leap New ICON+ melalui fungsi Strategic Business Partner dengan mengedepankan sikap profesionalisme sesuai prinsip Tata Kelola Perusahaan yang Baik/ Good Corporate Governance (GCG).

Misi

Audit Internal mempunyai misi sebagai berikut:

1. Membantu Direktur Utama perusahaan dalam meningkatkan pemahaman dan komitmen pimpinan perusahaan untuk secara terus menerus mengembangkan dan mengimplementasikan sistem pengendalian manajemen yang efektif;
2. Menumbuhkan dan mengembangkan kesamaan persepsi serta kerja sama antara Satuan Audit Internal (SAI) dan unit kerja lainnya di lingkungan perusahaan mengenai pentingnya pengawasan untuk mendorong terwujudnya Tata Kelola Perusahaan yang Baik di lingkungan perusahaan;
3. Meningkatkan relevansi dan kegunaan informasi hasil pengawasan Satuan Audit Internal untuk penyusunan dan evaluasi kebijakan, pengambilan keputusan, dan peningkatan kinerja perusahaan;
4. Meningkatkan sinergi peran Satuan Audit Internal sebagai auditor dan konsultan internal serta sebagai mitra bisnis strategis bagi unit kerja di lingkungan perusahaan;
5. Meningkatkan efektivitas informasi hasil pengawasan Satuan Audit Internal untuk mencegah, mendeteksi, dan mengungkapkan praktik kecurangan (Fraud) di lingkungan perusahaan. Menjadikan SAI sebagai konsultan internal bagi manajemen dan semua unit kerja, di dalam perspektif peningkatan efisiensi dan efektivitas kerja pada semua unit kerja di lingkungan perusahaan.

Vision and Mission

Vision

In conducting its duties and fulfilling its responsibilities, Internal Audit has a vision set out in the Internal Audit Charter, which is:

The Internal Audit Unit plays a role in the success of Quantum Leap New ICON+ through its Strategic Business Partner function by prioritizing professionalism in accordance with the principles of Good Corporate Governance (GCG).

Mission

Internal Audit has the following missions:

1. Assisting the President Director of the Company in increasing the understanding and commitment of the Company's leaders to continuously develop and implement an effective management control system;
2. Fostering and developing common perceptions and cooperation between the Internal Audit Unit (SAI) and other work units within the Company regarding the importance of supervision to encourage the realization of Good Corporate Governance within the Company;
3. Increase the relevance and usefulness of information from the results of supervision by the Internal Audit Unit for formulating and evaluating policies, decisions-making, and improving Company performance;
4. Increasing the synergy of the role of the Internal Audit Unit as an internal auditor and consultant as well as a strategic business partner for work units within the Company;
5. Increase the effectiveness of information on the results of supervision by the Internal Audit Unit to prevent, detect, and disclose fraudulent practices within the Company. Making SAI an internal consultant for management and all work units, in the perspective of increasing work efficiency and effectiveness in all work units within the Company.

Tugas dan Tanggung Jawab

Tugas dan Tanggung Jawab Satuan Audit Internal tercantum dalam Piagam Internal Audit adalah sebagai berikut:

1. Menyusun dan melaksanakan rencana Program Kerja Audit Tahunan (PKAT);
2. Menyusun dan memastikan terlaksananya pengembangan audit internal berbasis risiko dan audit menggunakan teknologi informasi (Audit Management System);
3. Memberikan saran perbaikan dan informasi yang objektif tentang kegiatan yang diperiksa pada semua tingkat manajemen;
4. Memantau, menganalisis dan melaporkan pelaksanaan tindak lanjut perbaikan yang telah disarankan;
5. Menyusun program untuk mengevaluasi mutu kegiatan audit internal yang dilakukan;
6. Melakukan pemeriksaan khusus dan *fraud investigation* apabila diperlukan.

Wewenang Audit Internal

Audit Internal memiliki wewenang sebagai berikut:

- Mengakses seluruh informasi yang relevan tentang perusahaan terkait dengan tugas dan fungsinya;
- Melakukan komunikasi secara langsung dengan Direksi, Dewan Komisaris, dan atau Komite Audit;
- Mengadakan rapat secara berkala dan insidentil dengan Direksi, Dewan Komisaris, dan atau Komite Audit
- Melakukan koordinasi kegiatannya dengan kegiatan auditor eksternal.

Sertifikasi dan Pengembangan Kompetensi

Dalam rangka meningkatkan pengetahuan, keahlian, dan profesionalisme Audit Internal, secara bertahap auditor internal diwajibkan mengikuti pelatihan profesi audit bertaraf internasional serta seminar-seminar yang menunjang profesi auditor.

Duties and Responsibilities

The duties and responsibilities of the Internal Audit Unit are listed in the Internal Audit Charter as follows:

1. Develop and implement Annual Audit Work Program (PKAT) plan;
2. Develop and ensure the implementation of risk-based internal audit development and audit using information technology (Audit Management System);
3. Provide recommendations for improvements and objective information on the activities examined at all levels of management;
4. Monitor, analyze and report on the implementation of the suggested improvements;
5. Develop program to evaluate the quality of internal audit activities carried out;
6. Conduct special examinations and fraud investigation if deemed necessary.

Authority of Internal Audit

Internal Audit has the following authorities:

- Accessing all relevant information on the Company in relation to its duties and functions;
- Communicating directly with the Board of Directors, Board of Commissioners, and/or the Audit Committee;
- Holding regular and incidental meetings with the Board of Directors, Board of Commissioners, and/or the Audit Committee;
- Coordinating activities with external auditors.

Certification and Competency Development

In order to increase the knowledge, expertise, and professionalism of Internal Audit, gradually, internal auditors are required to attend international standard auditing professional training and seminars that support their profession.

Sepanjang tahun 2019, pengembangan kompetensi terkait Audit Internal ICON+ adalah sebagai berikut:

Throughout 2019, the competency development related to ICON+ Internal Audit are as follows:

Program Kompetensi Divisi Audit Internal tahun 2019
Internal Audit Division Competency Program in 2019

Jabatan Position	Materi Pelatihan Training Material	Waktu Pelaksanaan Time	Penyelenggara Organizer
Manager Pengawasan Internal Bisnis Internal Business Monitoring Manager	Penugasan Training dan Sertifikasi Audit Intern Dasar II Assignment of Basic Internal Audit Training and Certification II	11 - 23 Maret 2019 March 11-23, 2019	Yayasan Pendidikan Internal Audit
Officer Analis Pengawasan Internal Bisnis Internal Business Monitoring Analyst Officer	Penugasan Training dan Sertifikasi Audit Intern Dasar II Assignment of Basic Internal Audit Training and Certification II	11 - 23 Maret 2019 March 11-23, 2019	Yayasan Pendidikan Internal Audit
Officer Perencanaan & Pengawasan Sistem Audit Audit System Planning & Monitoring Officer	ITIL Foundation Batch I 2019	24 - 26 April 2019 April 24-26, 2019	Internal Trainer
	Giac Security	19 - 20 Juli 2019 July 19-20, 2019	Wahyu Nuryanto
	CISA	26 - 30 Agustus 2019 August 26-30, 2019	Inixindo
Plt. Manager Perencanaan & Pengawasan Sistem Audit Act. Audit System Planning & Monitoring Manager	PSAK 71 - 73	3 September 2019 September 3, 2019	RSM Consultant
Officer Pengawasan Internal Bisnis Internal Business Monitoring Officer	PSAK 71 - 73	3 September 2019 September 3, 2019	RSM Consultant

Program Kerja dan Pelaksanaan Tugas 2019

Program Kerja Audit Tahunan (PKAT) 2019 antara lain:

1. Penugasan audit untuk SBU Regional Makassar pada triwulan I;
2. Penugasan audit untuk Sub Direktorat Kualitas Layanan Operasi pada triwulan I;
3. Penugasan audit untuk SBU Regional Denpasar pada triwulan I;
4. Penugasan audit untuk SSU Jaringan dan Infrastruktur pada triwulan I;
5. Penugasan audit untuk SBU Regional Surabaya pada triwulan I;
6. Penugasan audit untuk Sub Direktorat HCM dan K3 pada triwulan II;
7. Penugasan audit untuk SBU Regional Semarang pada triwulan II;
8. Penugasan audit untuk Sub Direktorat Keuangan pada triwulan II;
9. Penugasan audit untuk SBU Regional Bandung pada triwulan II;

Work Program and Implementation Duties 2019

The 2019 Annual Audit Work Program (PKAT) includes:

1. Audit assignment for Regional Makassar SBU in the 1st quarter;
2. Audit assignment for the Sub Directorate of Operations Service Quality in the 1st quarter;
3. Audit assignment for Regional Denpasar SBU in the 1st quarter;
4. Audit assignment for SSU Network and Infrastructure in the 1st quarter;
5. Audit assignment for Regional Surabaya SBU in the 1st quarter;
6. Audit assignment for the HCM and OHS Sub Directorate in the 2nd quarter;
7. Audit assignment for Regional Semarang SBU in the 2nd quarter;
8. Audit assignment for the Sub Directorate of Finance in the 2nd quarter;
9. Audit assignment for Regional Bandung SBU in the 2nd quarter;

10. Penugasan audit untuk Sub Direktorat Kapasitas Cakupan dan layanan pada triwulan II dan III;
11. Penugasan audit untuk SBU Regional Medan dan Pekanbaru pada triwulan III;
12. Penugasan audit untuk SSU Korporat pada triwulan III;
13. Penugasan audit untuk SSU Operasi TI Publik pada triwulan III;
14. Penugasan audit untuk Regional Palembang dan Balikpapan pada triwulan III;
15. Penugasan audit untuk SBU Solusi TIK Publik pada triwulan IV;
16. Penugasan audit untuk SBU Regional Jakarta dan Banten pada triwulan IV;
17. Monitoring hasil audit pada triwulan I, II, III, dan IV;
18. Penyusunan Rencana Program Kerja tahun 2020 pada triwulan IV;
19. Monitoring Proses Manajemen Risiko (PMR) pada triwulan I, II, III, dan IV;
20. Penyusunan Laporan manajemen pada triwulan I, II, III, dan IV;
21. Pelatihan audit/ sertifikasi/ seminar audit sepanjang tahun 2019.

10. Audit assignments for the Sub Directorate of Coverage and Service Capacity in the 2nd and 3rd quarters;
11. Audit assignments for Regional Medan and Pekanbaru SBU in the 3rd quarter;
12. Assignment of audits for Corporate SSU in the 3rd quarter;
13. Audit assignments for Public IT Operations SSU in the 3rd quarter;
14. Audit assignments for Regional Palembang and Balikpapan in the 3rd quarter;
15. Audit assignments for SBU Public ICT Solutions in the 4th quarter;
16. Audit assignments for Regional Jakarta and Banten SBU in the 4th quarter;
17. Monitoring of audit results in the 1st, 2nd, 3rd, and 4th quarter;
18. Preparation of the 2020 Work Program Plan in the 4th quarter;
19. Monitoring of the Risk Management Process (PMR) in the 1st, 2nd, 3rd, and 4th quarter;
20. Compilation of management reports for the 1st, 2nd, 3rd, and 4th quarter;
21. Audit training/certification/audit seminars throughout 2019.

Laporan Pelaksanaan Program Kerja

Berdasarkan Program Kerja Audit Tahunan Audit Internal tahun 2019, maka realisasi PKAT tahun 2019 adalah sebagai berikut:

Report on the Implementation of Work Program

Based on the 2019 Internal Audit Annual Audit Work Program, the realization of PKAT in 2019 are as follows:

Pelaksanaan Tugas Internal Audit
Internal Audit Duties Implementation

Inisiatif Strategis Strategic Initiative	Target Triwulan IV tahun 2019 4th Quarter Target in 2019 (dalam % | in%)	Progres Realisasi Program Realization Program Progress	% Progress % Progress
Mencapai kepatuhan terhadap penyelesaian temuan auditor Achieve compliance towards the completion of the auditor's findings	100%	1. Temuan SPI PLN untuk tahun 2019 dari 15 rekomendasi, sudah selesai 13 rekomendasi The findings of the SPI PLN for 2019 from 15 recommendations, 13 recommendations has been settled 2. Untuk temuan KAP tahun 2019 dari total 1 temuan, sudah selesai 1 temuan (100%) For the findings of KAP in 2019 from a total of 1 finding, that finding has been settled (100%).	87,5%
Mencapai target pembuatan program kerja audit tahunan untuk satu tahun Achieve the target of making an annual audit work program for one year	100%	Pembuatan PKAT sudah dilaksanakan pada awal tahun 2019 The making of PKAT was carried out in early 2019	100%
Implementasi aplikasi eRBAS (electronic Risk Based Audit System) Implementation of the eRBAS (electronic Risk Based Audit System) application	50%	Progress implementasi aplikasi eRBAS sedang progress deployment The progress of eRBAS application implementation is in progress of deployment	50%

Hasil Temuan 2019

Posisi tindak lanjut temuan per 31 Desember 2019, baik temuan Auditor Internal maupun Auditor Eksternal, dengan posisi sebagai berikut:

Findings in 2019

Position of follow-up on findings as of December 31, 2019, both findings from the Internal Auditor and External Auditor, with the following positions:

Hasil dan Tindak Lanjut Temuan
Results and Follow-up Findings

Auditor Auditor	Jumlah Temuan Findings	Tuntas Completed	Proses In process
Audit Internal Internal Auditor	46	41	5
Kantor Akuntan Publik (KAP) Public Accounting Firm	0	0	0
SPI PLN	52	50	2

Penyimpangan Internal

Dalam kurun waktu 3 (tiga) tahun terakhir, tidak terdapat penyimpangan yang dilakukan oleh organ Perusahaan

Internal Fraud

In the last 3 (three) years, there have been no fraud committed by the Company's organs:

Jumlah Penyimpangan Internal
Total of Internal Fraud

Penyimpangan internal Internal Fraud	Jumlah Penyimpangan Internal Number of Internal Deviants								
	Pengurus Management			Pegawai tetap Permanent Employees			Pegawai tidak tetap Non-Permanent Employees		
	2017	2018	2019	2017	2018	2019	2017	2018	2019
Telah diselesaikan Settled	-	-	-	-	1	-	-	-	-
Dalam proses penyelesaian di internal Internal Settlement in Progress	-	-	-	-	-	-	-	-	-
Belum diupayakan penyelesaiannya Unattempted Solution	-	-	-	-	-	-	-	-	-
Telah ditindaklanjuti melalui proses hukum Have been Followed Up through Legal Process	-	-	-	-	-	-	-	-	-
Total penyimpangan Internal Total of Internal Fraud	-	-	-	-	1	-	-	-	-

Rencana Kerja 2020

Satuan Audit Internal telah merancang sasaran dan tujuan pokok kedepan. Berdasarkan sasaran tersebut, Satuan Audit Internal telah membuat Program Kerja Audit Internal 2020. Berikut adalah program kerja Audit Internal Tahun 2020:

Work Plan 2020

The Internal Audit Unit has designed the main goals and objectives for the future. Based on these targets, the Internal Audit Unit has created a 2020 Internal Audit Work Program. The following is the 2020 Internal Audit work program:

Program Kerja Audit Internal Tahun 2020
Internal Audit Work Program in 2020

Kegiatan Activity	Waktu Time
Penugasan Audit untuk SBU Regional Jakarta & Banten Audit Assignment for Regional Jakarta & Banten SBU	Triwulan I 1st Quarter
Penugasan Audit untuk SBU Regional Sulawesi & Indonesia Bagian Timur Audit Assignment for Regional Sulawesi & Eastern Indonesia SBU	Triwulan II 2nd Quarter
Penugasan Audit untuk Electricity Application Operation & Maintenance Audit Assignment for Electricity Application Operation & Maintenance	Triwulan II 2nd Quarter
Penugasan Audit untuk Backbone & Coverage Planning Audit Assignment for Backbone & Coverage Planning	Triwulan II 2nd Quarter
Penugasan Audit untuk SBU Regional Bali & Nusa Tenggara Audit Assignment for Regional Bali & Nusa Tenggara SBU	Triwulan III 3rd Quarter
Penugasan Audit untuk SBU Regional Jawa Bagian Tengah Audit Assignment for Regional Central Java SBU	Triwulan III 3rd Quarter
Penugasan Audit untuk SBU Regional Jawa Bagian Timur Audit Assignment for Regional East Java SBU	Triwulan III 3rd Quarter
Penugasan Audit untuk SBU Regional Sumatera Bagian Utara Audit Assignment for Regional Jakarta & Banten SBU	Triwulan III 3rd Quarter
Penugasan Audit untuk SBU Regional Sumatera Bagian Selatan Audit Assignment for Regional North of Sumatera SBU	Triwulan III 3rd Quarter
Penugasan Audit untuk SBU Regional Sumatera Bagian Tengah Audit Assignment for Regional Central Sumatera SBU	Triwulan III 3rd Quarter
Penugasan Audit untuk SBU Regional Kalimantan Audit Assignment for Regional Kalimantan SBU	Triwulan IV 4th Quarter
Penugasan Audit untuk SBU Regional Jawa Bagian Barat Audit Assignment for Regional West Java SBU	Triwulan IV 4th Quarter
Penugasan Audit untuk Digital & Business Solution Audit Assignment for Digital & Business Solution	Triwulan IV 4th Quarter
Monitoring Hasil Audit Audit Result Monitoring	Triwulan I, II, III, IV 1st, 2nd, 3rd, 4th Quarter
Monitoring Proses Manajemen Risiko (PMR) Risk Management Process Monitoring (PMR)	Triwulan I, II, III, IV 1st, 2nd, 3rd, 4th Quarter
Penyusunan Laporan Manajemen Preparation of Management Reports	Triwulan I, II, III, IV 1st, 2nd, 3rd, 4th Quarter
Penyusunan Rencana Program Kerja tahun 2021 Preparation of the Work Program Plan for 2021	Triwulan IV 4th Quarter
Pelatihan Audit/ Sertifikasi/ Seminar Audit Audit Training/Certification/Audit Seminar	Sepanjang tahun 2020 Throughout 2020

Audit Eksternal
External Audit

Berdasarkan keputusan RUPS Tahunan tanggal 13 Juni 2019 memberi kuasa kepada pemegang saham mayoritas untuk menetapkan penunjukkan Kantor Akuntan Publik sebagai auditor yang akan mengaudit Laporan Keuangan Perseroan, Laporan Evaluasi Kinerja, dan Laporan Kepatuhan untuk tahun buku 2019.

Based on the Decision of the Annual GMS on June 13, 2019 authorizing the majority shareholders to determine the appointment of Public Accountant Office as an auditor that will audit the Company's Financial Statement, Performance Evaluation Report, and Compliance Report for fiscal year 2019.

Penunjukan Akuntan Publik

Audit laporan keuangan Perusahaan tahun 2019 dilakukan oleh:

Nama Kantor Akuntan Publik	| Name of Public Accountant Office	:	Amir Abadi Jusuf, Aryanto, Mawar & Rekan (RSM)
Akuntan Publik	| Public Accountant	:	Dedy Sukrisnadi
Nomor Izin Akuntan Publik	| Public Accountant License Number	:	AP.0645

Appointment of Public Accountant

The Company's financial statement audit in 2019 was carried out by:

Berikut adalah Kantor Akuntan Publik yang melakukan audit Laporan Keuangan ICON+ selama 5 tahun terakhir:

The following are Public Accounting Firms that have audited ICON+ Financial Statements for the last 5 years:

Kantor Akuntan Publik 5 Tahun Terakhir
Public Accountant Firm for 5 Recent Years

Tahun year	Kantor Akuntan Publik Public Accountant Firm	Nama Akuntan Accountant Name	Alamat Akuntan Address of Accountant	Professional Fee Professional Fee	Opini Audit Opinion
2019	Amir Abadi Jusuf, Aryanto, Mawar & Rekan (RSM)	Dedy Sukrisnadi No Izin AP/ PA License: AP.0645	RSM Indonesia Plaza ASIA, level 10 Jl. Jend. Sudirman Kav.59 Jakarta	Fee kantor akuntan publik dibayarkan oleh PT PLN (Persero) selaku Perusahaan Induk. Fee of Public Accounting Firm is paid by PT PLN (Persero) as the holding company.	Wajar dalam semua hal yang material Fair in all material respects
2018		Saptoto Agustomo No Izin AP/ PA License: AP.0499			
2017					
2016					
2015	Tanudiredja, Wibisana, Rintis dan Rekan (PwC)	Drs. Haryanto Sahari, CPA No Izin AP/ PA License: AP.0233	Plaza 89, Jl. H.R. Rasuna Said Kav. X-7 No. 6, Jakarta		

Dalam pelaksanaan audit oleh KAP, lingkup audit yang diberikan adalah seputar Laporan Keuangan ICON+ yang terdiri dari laporan posisi keuangan, laporan laba rugi komprehensif, laporan perubahan ekuitas dan laporan arus kas.

In conducting audits by PAF, the scope of the audit provided is around ICON+'s Financial Statements, which consist of statements of financial position, statements of comprehensive income, statements of changes in equity, and statements of cash flows.

Selain audit eksternal oleh KAP, ICON+ juga diaudit oleh Badan Pemeriksa Keuangan (BPK). Hal tersebut dilakukan guna mendorong penerapan sistem pengendalian internal yang efektif, ICON+ terus berupaya mengurangi terjadinya pelanggaran, kecurangan atau temuan audit baik oleh auditor internal maupun eksternal.

In addition to external audits by PAF, ICON+ is also audited by the Audit Board of the Republic of Indonesia (BPKRI). This was done to encourage the implementation of an effective internal control system, ICON+ continues to make an effort to reduce the findings of violations, fraud, or other audit findings by both internal and external auditors.

Jasa Lain yang Diberikan Audit Eksternal

Akuntan Publik yang ditunjuk melakukan audit laporan keuangan ICON+ serta melakukan audit laporan evaluasi kinerja dan laporan kepatuhan untuk tahun buku 2019. Besarnya fee untuk masing-masing jenis jasa yang diberikan adalah tanggung jawab PT PLN (Persero) sebagai induk Perusahaan.

Other Services Provided by External Audit

The appointed Public Accountant carry out ICON+'s financial statement audit, performance evaluation report audit, and compliance report for fiscal year 2019. The amount of fee for each type of service provided is the responsibility of PT PLN (Persero) as the holding Company.

Manajemen Risiko
Risk Management

Kondisi bisnis yang mudah berubah, disertai ketidakpastian, kompleksitas, dan ambiguitas dapat meningkatkan paparan risiko bagi Perusahaan. Oleh karena itu, Perusahaan berupaya meminimalisir potensi risiko yang harus dihadapi untuk mencapai Rencana Kerja Anggaran Perusahaan dan Rencana Jangka Panjang melalui manajemen risiko.

Sistem Manajemen Risiko yang efektif dapat menjadi landasan untuk menjelaskan Perusahaan dalam keadaan sehat, aman, dan baik serta diharapkan dapat memaksimalkan kesempatan, mempertahankan lingkungan kerja yang kondusif, membangun kepercayaan investor, meningkatkan nilai kepada pemegang saham, meningkatkan tata kelola perusahaan yang baik, dan mengintegrasikan strategi Perusahaan.

Prinsip-prinsip pelaksanaan manajemen risiko ICON+ yang dikelola oleh bidang manajemen risiko telah sesuai dengan ISO 31000.

The ever changing business conditions, added by uncertainty, complexity, and ambiguity may increase risk exposure for the Company. Hence, the Company seeks to minimize the potential risks that must be faced to achieve the Company's Budget Work Plan and Long-Term Plan through risk management.

An effective Risk Management System can be the basis to explain that the Company is in a healthy, safe, and good state, and is expected to maximize opportunities, maintain a conducive work environment, build investor confidence, increase value to shareholders, improve good corporate governance, and integrate corporate strategy.

The principles ICON+ risk management implementation managed by the risk management department are in accordance with ISO 31000.

Dasar Pelaksanaan Manajemen Risiko

Dasar pelaksanaan manajemen risiko di ICON+ adalah sebagai berikut:

- Surat Edaran Direksi No. 02171/SE/001/PUSAT/ICON+/2015 tanggal 18 Februari 2015 tentang Wewenang dan Tanggung Jawab Risk Owner dari Masing-masing Unit Kerja, Ruang Lingkup dan Mekanisme Pelaporan Manajemen Risiko;
- Keputusan Direksi PT Indonesia Comnets Plus No. 2196/SK/001/PUSAT/ICON+/2015 tanggal 24 November 2015 tentang Tata Kelola Penyusunan Standard Operating Procedure (SOP) Berbasis Risiko;
- Keputusan Direksi PT Indonesia Comnets Plus No. 2197/ SK/001/PUSAT/ICON+/2015 tanggal 30 November 2015 tentang Perubahan Ruang Lingkup Manajemen Risiko Pada Pedoman Manajemen Risiko;
- Traktat Manajemen Risiko PT Indonesia Comnets Plus, tanggal 25 April 2014;
- Peraturan Direksi PT PLN (Persero) No. 0355.K/DIR/2014 tanggal 22 Juli 2014 tentang Penerapan Manajemen Risiko di Lingkungan PT PLN (Persero);

Basis of Risk Management Implementation

The basis for implementing risk management at ICON+ are as follows:

- Directors' Circular No. 02171/SE/001/PUSAT/ICON+/2015 dated February 18, 2015 regarding Authority and Responsibility of Risk Owners of Each Work Unit, Scope, and Reporting Mechanisms of Risk Management;
- Decree of Directors of PT Indonesia Comnets Plus No. 2196/SK/001/PUSAT/ICON+/2015 dated November 24, 2015 regarding the Governance of Risk-Based Standard Operating Procedure (SOP) Compilation;
- Decree of Directors of PT Indonesia Comnets Plus No. 2197/ SK/001/PUSAT/ICON+/2015 dated November 30, 2015 regarding Changes in the Scope of Risk Management in the Risk Management Guidelines;
- PT Indonesia Comnets Plus Risk Management Treaty dated April 25, 2014;
- Regulation of the Directors of PT PLN (Persero) No. 0355.K/DIR/2014 dated July 22, 2014 regarding the Implementation of Risk Management in the Environment of PT PLN (Persero);

- Keputusan Direksi PT Indonesia Comnets Plus No. 366/SK/001/PUSAT/ICON+/2014 tanggal 30 November 2014 tentang Perubahan Matriks Risiko pada Pedoman Manajemen Risiko Perusahaan PT Indonesia Comnets Plus dan Penetapan Risk Tolerance, Risk Appetite, Risk Taxonomy dan Sistem Pelaporan Risiko;
- Surat Keputusan Direksi No. 053101/SK/001/PUSAT/ICON+/2016 tanggal 31 Mei 2016 tentang Pedoman Proses Manajemen Risiko Perusahaan.

- Decree of Directors of PT Indonesia Comnets Plus No. 366/SK/001/PUSAT/ICON+/ 2014 dated November 30, 2014 regarding Changes in Risk Matrix in PT Indonesia Comnets Plus Risk Management Guidelines and the Determination of Risk Tolerance, Risk Appetite, Risk Taxonomy, and Risk Reporting System;
- Decree of Directors No. 053101/SK/001/PUSAT/ICON+/2016 dated May 31, 2016 regarding Guidelines for the Company's Risk Management Process.

Roadmap Pengembangan Sistem Manajemen Risiko

Sistem manajemen risiko Perusahaan disusun melalui tahapan/ *roadmap* pengelolaan manajemen risiko. *Roadmap* tersebut menjadi acuan dalam menerapkan dan mengevaluasi manajemen risiko perusahaan. *Roadmap* implementasi pengembangan manajemen risiko ICON+ meliputi budaya, sistem, penguasaan keahlian, dan penerapan yang terintegrasi. Berikut adalah roadmap pengembangan manajemen risiko ICON+:

Roadmap for Development of a Risk Management System

The Company's risk management system is prepared through a risk management stages/roadmap. The roadmap becomes a reference in implementing and evaluating the Company's risk management. The roadmap implementation for ICON+ risk management development includes culture, systems, expertise mastery, and integrated application. The following is the roadmap for ICON+ risk management development:

Roadmap Pengembangan Manajemen Risiko ICON+
ICON+ Risk Management System Development Roadmap

Sasaran Target	Budaya Culture	Sistem System	Penguasaan Keahlian Expertise Mastery	Aplikasi/Penerapan Application/ Implementation
2019	Mempersiapkan dan menjalankan RKAP berbasis risiko. Prepare and run a risk-based RKAP.	Memastikan bahwa setiap Kepala Sub-Direktorat dan Bidang telah menjalankan dan menggunakan proses manajemen risiko dalam mencapai sasaran Perusahaan, Sub-Direktorat, dan Bidang. Ensure that each Head of Sub-Directorate and Department has carried out and used the risk management process in achieving the objectives of the Company, the Sub-Directorate, and Department.	1. Melaksanakan pelatihan-pelatihan *in-house* sesuai format yang sudah berjalan untuk *leader;* 2. Melakukan *benchmark* kepada perusahaan lain yang mempunyai *maturity level* lebih baik untuk perbaikan berkesinambungan. 1. Conducting in-house training according to the format that has been running for leaders; 2. Conducting a benchmark to other companies that have a better maturity level for continuous improvement.	1. Melakukan evaluasi dan merencanakan perbaikan aplikasi ERM untuk mendukung penggunaan aplikasi yang lebih maksimal; 2. Meningkatkan *maturity level* menuju 3,51. 1. Evaluating and planning improvements to the ERM application to support the maximum use of the application; 2. Increase the maturity level towards 3.51.

Roadmap Pengembangan Manajemen Risiko ICON+
ICON+ Risk Management System Development Roadmap

Sasaran Target	Budaya Culture	Sistem System	Penguasaan Keahlian Expertise Mastery	Aplikasi/Penerapan Application/ Implementation
2018	Seluruh jajaran ICON+ *aware* terhadap pengelolaan risiko serta tanggap dalam pelaksanaan mitigasinya. The entire ranks of ICON+ are aware of risk management and responsive in the implementation of mitigation.	Transformasi proses Manajemen Risiko dari ISO 31000 : 2009 ke ISO 31000 : 2018. Transforming the Risk Management process from ISO 31000:2009 to ISO 31000:2018.	Penguasaan pengelolaan risiko sesuai dengan kualifikasi dan keahlian dibidangnya. Mastery of risk management in accordance with qualifications and expertise in their respective fields.	Pengembangan sarana/ prasarana kearah yang lebih luas sesuai perkembangan organisasi dan menjangkau seluruh proses bisnis. Development of facilities/ infrastructure in a broader direction according to the development of the organization and reach all business processes.
2017	1. Memastikan komitmen berkelanjutan dari Dekom, Direksi dan para *Senior Manager*; 2. Melibatkan para *stakeholder* dalam pengelolaan risiko ICON+. 1. Ensure sustainable commitment from BOC, BOD, and Senior Manager. 2. Involve stakeholders in ICON+ risk management.	Melanjutkan investasi dalam peningkatan proses manajemen risiko, *tools*, dan teknik. Continue the investment in improving risk management process, tools, and techniques.	Melanjutkan investasi dalam peningkatan proses dan aplikasi *in-houses* maupun jumlah Pegawai yang bersertifikat. Continue the investment in improving in-house process and application and total of certified employees.	Menggunakan jasa *assessor* eksternal untuk mendapatkan *feedback* mengenai keandalan aplikasi yang diterapkan; Perluas penggunaan aplikasi ke arah yang proaktif dalam pengelolaan ketidakpastian, baik dalam hal risiko (*downside risks*) maupun (*upside risks*). Hire external assessor services to obtain feedback on applied application reliability; Expand the usage of application to be pro-active in managing uncertainty, both in terms of downside risks and upside risks.

Sertifikasi Manajemen Risiko
Hingga akhir tahun 2019, SDM Pengelola Risiko Perusahaan memiliki sertifikasi bidang manajemen risiko yaitu ERMAP dari CRMS Indonesia.

Risk Management Certification
Up to the end of 2019, the Company's Risk Manager HR has a certification in the field of risk management, namely ERMAP from CRMS Indonesia.

Lingkup Pelaksanaan Manajemen Risiko

Ruang lingkup pelaksanaan manajemen risiko dibagi menjadi dua kategori yaitu reguler dan spesifik dengan rincian sebagai berikut:

Scope of Risk Management Implementation

The scope of risk management is divided into two categories, they are regular and specific with the following details:

Lingkup Manajemen Risiko ICON+
ICON+ Risk Management Scope

Reguler Regular	Spesifik Specific
1. Program kerja sesuai tuntutan *Key Performance Indicator* (KPI) Divisi/Region/Unit/Direktorat/Sub-Direktorat menjadi program kerja sesuai sasaran masing-masing fungsi; 2. Program kerja CAPEX/OPEX dengan nilai di atas Rp10 miliar; 3. Semua program investasi yang menggunakan dana *shareholder loan* (SHL); 4. Penyusunan RJPP setiap 5 tahun dan evaluasi RJPP setiap tahun; 5. Penyusunan RKAP setiap tahun dan evaluasi RKAP; 6. Penyusunan SOP setiap proses bisnis; 7. Perubahan organisasi perusahaan (re-organisasi); 8. Pengembangan produk.	1. Kerja sama kemitraan; 2. Penyertaan modal pada badan usaha lainnya; 3. Mengambil, melepaskan baik sebagian atau seluruhnya penyertaan perusahaan atau ikut serta dalam perusahaan atau badan-badan lain atau menyelenggarakan perusahaan baru atau mendirikan perusahaan patungan; 4. Pembentukan anak perusahaan; 5. Menghapuskan dari pembukuan piutang macet dan menghapuskan persediaan barang mati; 6. Merger dan akuisisi (MA) Perusahaan; 7. Penghapusan atau pemindahan hak: • Menghapuskan aktiva bergerak dengan umur ekonomis yang lazim berlaku dalam industri pada umumnya sampai dengan 5 (lima) tahun; • Memindahtangankan aktiva tetap bergerak dengan umur ekonomis yang lazim berlaku dalam industri pada umumnya sampai dengan 5 (lima) tahun; 8. Melakukan transaksi lindung nilai (hedging); 9. Pengembangan Bisnis; 10. Mengubah penggunaan anggaran: • Melakukan kajian risiko pada setiap perubahan penggunaan anggaran investasi yang telah ditetapkan dalam RKAP; • Melakukan perubahan anggaran dalam RKAP selain anggaran investasi yang melebihi nilai tertentu yang ditetapkan oleh Dewan Komisaris; 11. Kajian atas permintaan khusus dari Direksi.
1. Work program according to Key Performance Indicator (KPI) demand of Division/Regional/Unit/Directorate/ Sub-Directorate to be work program in line with the target of respective functions; 2. CAPEX/OPEX work program with value above IDR10 billion; 3. All investment programs that are using shareholder loan (SHL) fund; 4. RJPP draft every 5 years and RJPP evaluation every year; 5. RKAP drafting every year and RKAP evaluation; 6. SOP drafting of every business process; 7. Corporate organization change (re-organization); 8. Product development.	1. Partnership cooperation; 2. Capital participation to other business entity; 3. Acquire, release either partially or entirely the corporate inclusion or participation in other companies or entities or organize new company or establish a joint-venture company; 4. Establishment of subsidiary; 5. Remove of bad debt bookkeeping and remove obsolete inventory; 6. Corporate merger and acquisition (MA); 7. Removal or transfer of right: • Remove movable asset with generally applied economic life in the industry up to 5 (five) years; • Handover fixed movable asset with generally applied economic life in the industry up to 5 (five) years; 8. Perform herdging transaction; 9. Business development; 10. Change budget utilization: • Conduct risk study on every change in investment budget utilization set in RKAP; • Apply budget changes in RKAP in addition to the investment budget that exceeds certain value set by the Board of Commissioners; 11. Study upon special request from the Directors.

Kerangka Kerja Manajemen Risiko

Perusahaan telah menerapkan ISO 31000 sebagai standar mutu manajemen risiko Perusahaan. Standar mutu tersebut mencakup kerangka kerja sebagai landasan dalam proses kerja manajemen risiko serta pengintegrasian penerapan manajemen risiko dalam proses bisnis Perusahaan.

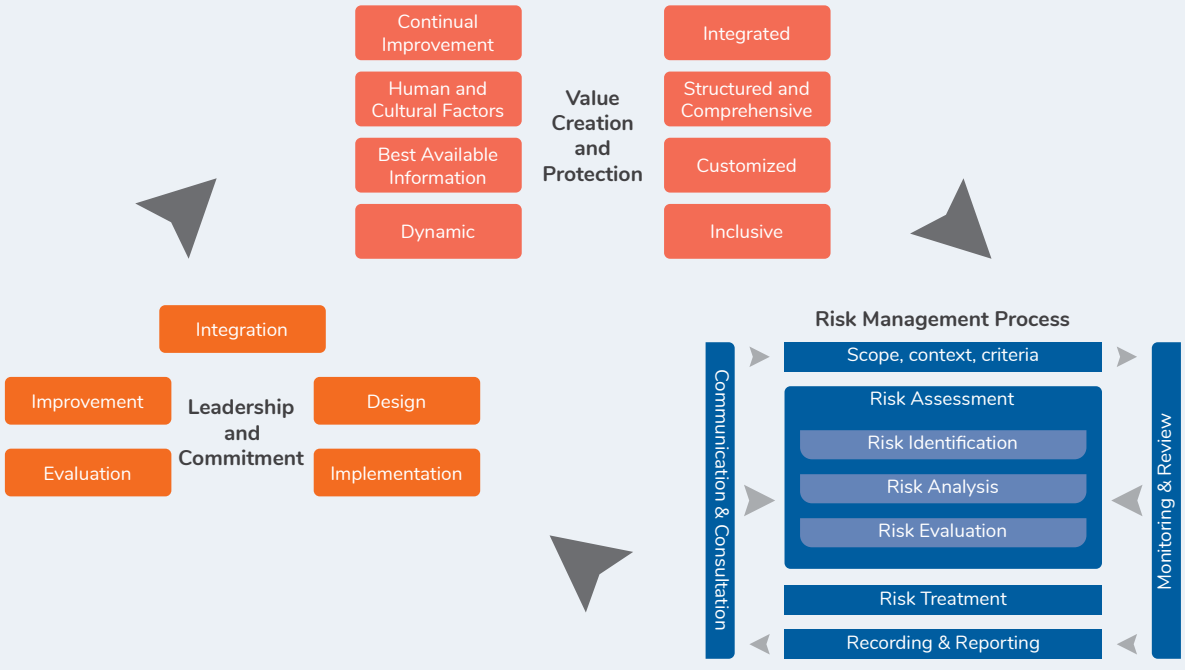
Proses pengelolaan risiko yang berulang akan membantu ICON+ untuk menciptakan dan melindungi nilai dalam organisasi dengan mengelola risiko, mengambil keputusan, menetapkan sasaran dan berupaya mencapainya, serta melakukan perbaikan kinerja. Berikut adalah bagan Hubungan antara Prinsip, Kerangka Kerja dan Proses Manajemen Risiko:

Risk Management Framework

The Company has implemented ISO 31000 as the quality standard for the Company's risk management. The quality standard includes a framework as a foundation in the work process of risk management and the integration of the implementation of risk management in the Company's business processes.

The recurring risk management process will help ICON+ to create and protect value in the organization by managing risk, making decisions, setting goals, and working to achieve them, as well as making performance improvements. The following is a chart of the Connection between Principles, Framework, and Risk Management Process:

Hubungan antara Prinsip, Kerangka Kerja dan Proses Manajemen Risiko
Chart of the Connection between Principles, Framework, and Risk Management Process:



Peta dan Mitigasi Risiko ICON+

Risiko-risiko baru yang dihadapi muncul karena perkembangan bisnis Perusahaan. Hal tersebut yang mendorong Perusahaan untuk senantiasa mengidentifikasi risiko baru serta mengelola risiko lainnya yang senantiasa dihadapi Perusahaan. Proses manajemen risiko yang telah dilakukan oleh Perusahaan antara lain mengelompokkan jenis-jenis risiko menjadi beberapa bagian.

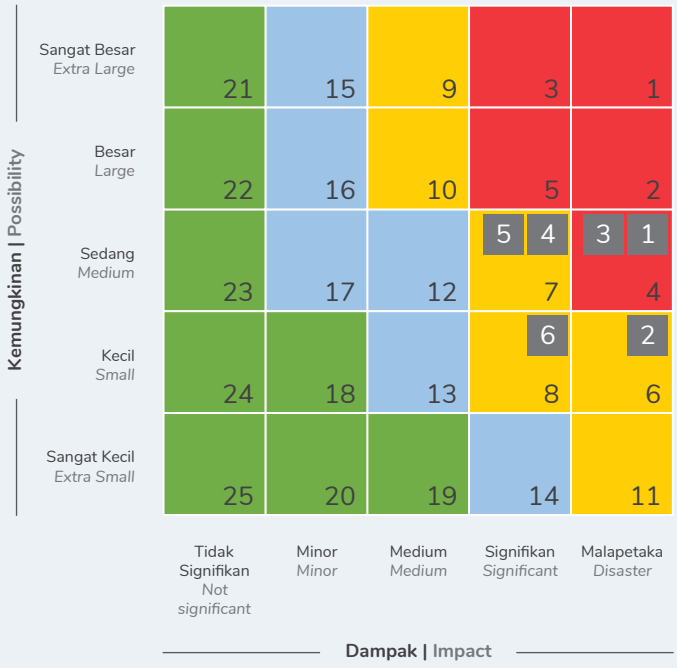
Jenis-jenis risiko yang dihadapi oleh Perusahaan telah dikelompokkan menjadi beberapa bagian. Perusahaan telah menyusun dan menetapkan Profil Risiko Korporat untuk RJPP tahun 2017 – 2021 dan RKAP tahun 2019 berbasis ISO 31000 dengan peta risiko Perusahaan di tahun 2019 digambarkan dalam matriks dibawah ini:

ICON+ Risk Mitigation and Map

New risks that encountered arise due to the development of the Company's business. This is what drives the Company to always identify new risks and manage other risks that are always encountered by the Company. The risk management process that has been carried out by the Company includes grouping the types of risk into several parts.

The types of risks encountered by the Company have been grouped into several parts. The Company has compiled and established Corporate Risk Profile for RJPP 2017-2021 and RKAP 2019 based on ISO 31000 with the Corporate risk map in 2019 illustrated in the matrix below:

Peta Risiko
Risk Map



Berdasarkan daftar risiko RKAP tahun 2019 serta monitoring profil risiko Perusahaan triwulan IV tahun 2019, maka hasil laporan *monitoring progress* risiko-risiko Perusahaan hingga akhir tahun 2019 adalah sebagai berikut:

Based on the RKAP risk list 2019 and monitoring of the Company's risk profile for the fourth quarter of 2019, the results of the progress monitoring report of the Company's risks until the end of 2019 are as follows:

Mitigasi Risiko Perusahaan
Corporate Risk Mitigation

No.	Jenis Risiko Type of Risk	Rencana Mitigasi Risiko Risk Mitigation Plan	Realisasi Mitigasi Risiko Risk Mitigation Realization
1	Business competitiveness berbasis customer experience Business competitiveness based on customer experience	1. Peningkatan kualitas SLA layanan sesuai dengan komitmen dengan pelanggan. 2. *Review* tarif layanan sesuai skala bisnis dan lama berlangganan. 3. Pengelolaan bisnis melalui pembentukan fokus kompetensi bisnis perusahaan. 4. Melakukan antisipasi terhadap perubahan pasar melalui transformasi dan inovasi layanan serta pengembangan layanan eksisting sesuai dengan kebutuhan pasar 1. Improving the quality of SLA services in accordance with commitments with customers. 2. Review of service tariffs according to business scale and length of subscription. 3. Business management through the establishment of a focus on the Company's business competencies. 4. Anticipating market changes through service transformation and innovation and the development of existing services in accordance with market needs.	1. Perluasan *coverage* nasional sampai dengan level kecamatan, dengan meningkatkan densitas jaringan/ PoP. 2. Implementasi kewenangan penentuan tarif layanan oleh GM SBU Regional melalui penerbitan SK harga layanan yang berlaku. 3. Menunggu arahan terkait dengan pembentukan anak perusahaan untuk eksekusi kompetensi bisnis baru. 4. Dilakukan pengkajian terkait pengembangan portofolio produk baru *smart service* dan *digital apps*. 5. *Progress and improvement* terkait keandalan infrastruktur jaringan, *data center*, dan keandalan PoP. 1. Expansion of national coverage up to the sub-district level, by increasing network density/PoP. 2. Implementation of the authority to determine service tariffs by the Regional SBU GM through the issuance of applicable service price Decrees. 3. Waiting for direction related to the establishment of subsidiary for the execution of new business competencies. 4. An assessment is conducted related to the development of a new smart service product portfolio and digital apps. 5. Progress and improvement related to network infrastructure, data center, and PoP reliability.
2	Likuiditas Liquidity	1. Intensifikasi proses penagihan pelanggan. 2. Percepatan penyelesaian kelengkapan kontrak dan dokumen penagihan serta efisiensi proses *billing* dan penagihan. 3. Kerjasama pendanaan dengan partner untuk *project investment*. 1. Intensify the customer collection process. 2. Accelerating the settlement of contract completion and collection documents as well as the efficiency of the billing and collection process. 3. Funding collaboration with partners for project investment.	1. Telah dilakukan intensifikasi penagihan sesuai dengan segmentasi dan regionalisasi terhadap masing-masing SBU Owner. 2. Digitalisasi proses bisnis *billing* dan penagihan. 3. Prioritas pendanaan masih secara internal. 1. Collection intensification has been carried out in accordance with the segmentation and regionalization of each SBU Owner. 2. Digitalization of the billing and collection business processes. 3. Funding priorities are still internally.

Mitigasi Risiko Perusahaan
Corporate Risk Mitigation

No.	Jenis Risiko Type of Risk	Rencana Mitigasi Risiko Risk Mitigation Plan	Realisasi Mitigasi Risiko Risk Mitigation Realization
3	Kualitas operasional dan aktivasi Operational and activation quality	1. Peningkatan proses aktivasi dan penanganan gangguan melalui pembenahan tim aktivasi dan Serpo. 2. Perbaikan proses perencanaan aktivasi dan penanganan gangguan melalui penyederhanaan SOP. 3. Melakukan pembenahan sistem manajemen aset jaringan dan material. 1. Enhancing the process of activation and handling of disturbances through revamping the activation team and Serpo. 2. Improving the process of planning the activation and handling of disturbances through simplification of SOPs. 3. Reforming the network and material asset management system.	1. Tersedianya kontrak KHS aktivasi baru 2019 sejumlah 97 mitra dan tersedianya kontrak Serpo pada SBU regional sejumlah 22 mitra pada 42 zona. 2. Digitalisasi proses bisnis, service delivery, dan fault management. 3. *Improvement* aplikasi Asset Management. 1. Availability of new activation KHS contracts in 2019 with 97 partners and the availability of Serpo contracts in regional SBU with 22 partners in 42 zones. 2. Digitalization of business processes, service delivery, and fault management. 3. Improvement of Asset Management applications.
4	Keamanan layanan Service security	1. Pembuatan SOP akses ke jaringan dan layanan jaringan. 2. Penambahan fungsi yang menangani keamanan layanan. 3. Pembenahan dan penyediaan *security system* secara menyeluruh. 4. Melakukan *monitoring* dan evaluasi *security system* secara reguler, dan peningkatan keamanan layanan melalui perbaikan SOP dan *tools*. 1. The making of SOP access to networks and network services. 2. Add functions that handle service security. 3. Reforming and providing a comprehensive security system. 4. Regularly monitor and evaluate the security system, and improve service security through improved SOPs and tools.	1. Mengevaluasi aliran trafik jaringan dan layanan melalui tools MRTG. 2. Perubahan struktur organisasi dengan fungsi pengelolaan keamanan informasi serta perekrutan expert information security officer. 3. Optimalisasi *tools security management* dan antivirus korporat. 1. Evaluating the flow of network traffic and services through MRTG tools. 2. Changing the organizational structure with information security management functions and the recruitment of expert information security officers. 3. Optimizing security management tools and corporate antivirus.
5	Kapasitas dan Kapabilitas SDM HR Capacity and Capability	1. Menyusun/melakukan evaluasi analisis beban kerja organisasi dengan cara justifikasi volume bisnis perusahaan. 2. Program penjenjangan karir fungsional. 3. Program knowledge manajemen dan menyusun strategi. 4. Program training. 1. Arranging/evaluating organizational workload analysis by justifying the Company's business volume. 2. Functional career laddering program. 3. Knowledge management programs and strategizing. 4. Training program.	1. Telah disusun Man Power Plan (MPP) berdasarkan analisis produktivitas unit kerja. 2. Sosialisasi regulasi atas ratifikasi SK PLN dalam pengembangan kompetensi pegawai 3. Memastikan kesiapan kapasitas dan SDM untuk mengeksekusi perubahan paradigma "PLN ICT Support" menjadi "Proactive Enabler ICT PLN" dalam mendukung pertumbuhan dan kelangsungan bisnis PLN di era disruptif. 4. Penerapan metode pengelolaan SDM yang efektif serta pelaksanaan *knowledge sharing* dan training internal. 1. Arranging Man Power Plan (MPP) based on work unit productivity analysis. 2. The socialization of regulations on the ratification of the PLN Decree in developing employee competencies. 3. Ensuring the capacity and HR readiness to execute the paradigm shift from "PLN ICT Support" to "Proactive Enabler PLN ICT" in supporting PLN's business growth and continuity in the disruptive era. 4. Implementing an effective HR management methods and carrying out knowledge sharing and internal training.
6	Tata Kelola Perusahaan Corporate Governance	Melakukan pengembangan sistem IT yang terintegrasi Developing an integrated IT system.	Mengimplementasikan *blueprint* ITMP ICON+ Implementing ITMP ICON+ blueprint.

Kegiatan Manajemen Risiko Tahun 2019

Sepanjang tahun 2019, aktivitas manajemen risiko yang dilakukan oleh Perusahaan dalam rangka mengelola risiko yang efektif dan efisien, antara lain:

1. Perusahaan secara rutin masih terus melaksanakan konsultasi proses manajemen risiko di triwulan 4 yaitu Kajian Risiko PKS First Media Link Net;
2. Perusahaan secara rutin dan aktif menghadiri undangan forum manajemen risiko Anak Perusahaan PT PLN (Persero). Pada tanggal 20-21 November 2019 di Sentul Bogor dengan tema Membangun GRC yang Efektif dan Berintegritas;
3. Menghadiri Forum Manajemen Risiko BUMN di Gresik pada tanggal 28 November 2019 dengan tema Unlocking the Business Value of Sustainability Using Risk and ESG.

Risk Management Activities in 2019

Throughout 2019, the risk management activities carried out by the Company in order to manage risks effectively and efficiently include:

1. The Company regularly continues to carry out risk management consultation process in the fourth quarter, which is the PKS First Media Link Net Risk Study;
2. The Company regularly and actively attend the risk management forum invitation of a subsidiary of PT PLN (Persero). On November 20-21, 2019 in Sentul Bogor with the theme of Building an Effective and Integrity GRC;
3. Attend the SOEs Risk Management Forum in Gresik on November 28, 2019 with the theme Unlocking the Business Value of Sustainability Using Risk and ESG.

Evaluasi Atas Efektivitas Sistem Manajemen Risiko

Untuk memastikan keefektivitasan pengelolaan risiko dalam pencapaian sasaran Perusahaan, maka perlu dilakukan evaluasi manajemen risiko. Unit pengelola manajemen risiko Perusahaan mengukur tingkat kematangan penerapan manajemen risiko yang terdiri dari 6 (enam) kategori penilaian. Hasil yang didapat selama tahun 2019, skor maturitas ICON+ adalah sebesar 3,51 atau meningkat dari tahun lalu yaitu sebesar 3,30. Skor tersebut menunjukkan level manajemen risiko ICON+ pada level repeatable. Secara rinci pengukuran tersebut adalah sebagai berikut:

Evaluation on the Effectiveness of the Risk Management System

To ensure the effectiveness of risk management in achieving the Company's goals, it is necessary to conduct an evaluation of risk management. The Company's risk management unit measures the maturity level of risk management application, which consists of 6 (six) evaluation categories. The results obtained throughout 2019, ICON+ maturity score was 3.51 or increased from previous year of 3.30. The score shows the level of ICON+ risk management at the repetable level. The measurements in detail are as follows:

Hasil Penilaian Tingkat Maturitas Penerapan Manajemen Risiko Tahun 2019
The Assessment Result of Maturity Level on 2019 Risk Management

Elemen Element	Persentase ICON+ terhadap PLN (%) ICON+ Percentage towards PLN (%)
Leadership	3,89
Business Policies	4,64
Business Process	2,50
People and Organization	3,33
Management Report	4,17
Methodologies	2,50
Total	3,51

Program Kerja Tahun 2020

Rencana ke depan unit pengelola manajemen risiko adalah berupaya meningkatkan pengelolaan risiko yang dihadapi Perusahaan dengan menetapkan rencana penanganan risiko ke depan. Berikut adalah rencana program kerja manajemen risiko tahun 2020:

1. Mempersiapkan pelaksanaan GRC (*Governance, Risk, Compliance*) untuk pengambilan keputusan perusahaan;
2. Memastikan bahwa setiap kepala Sub Direktorat dan Bidang telah menjalankan dan menggunakan proses manajemen risiko dalam mencapai sasaran Perusahaan, Sub Direktorat, dan Bidang;
3. Melaksanakan pelatihan-pelatihan in-house sesuai format yang sudah berjalan untuk *leader*;
4. Aktif mengikuti forum-forum manajemen risiko antar perusahaan untuk perbaikan berkesinambungan
5. Melakukan evaluasi dan merencanakan perbaikan aplikasi ERM untuk mendukung penggunaan aplikasi yang lebih maksimal;
6. Meningkatkan *maturity level* lebih dari 3,51.

Work Program in 2020

The plan ahead for the risk management unit is to try to improve the risk management encountered by the Company by setting a risk management plan going forward. The following is the plan for the risk management work program for 2020:

1. Preparing the implementation of GRC (Governance, Risk, Compliance) for corporate decision making;
2. Ensuring that each Head of the Sub-Directorate and Department has carried out and used the risk management process in achieving the objectives of the Company, Sub-directorate, and Department;
3. Conducting in-house trainings according to the already underway format for leaders;
4. Actively participates in inter-company risk management forums for continuous improvement;
5. Evaluating and planning for improvements to the ERM application to support the maximum use of the application;
6. Increasing the maturity level by more than 3.51.

Sistem Pengendalian Internal
Internal Control System

Sistem pengendalian internal yang efektif menjadi unsur penting dalam manajemen Perusahaan serta dasar kegiatan operasional bisnis Perusahaan yang sehat dan aman. Tujuan penerapan sistem pengendalian internal adalah menjamin pelaporan keuangan dan manajerial yang dapat dipercaya, meningkatkan kepatuhan perusahaan terhadap peraturan perundang-undangan, mengurangi risiko terjadinya kerugian, penyimpangan, dan pelanggaran aspek kehati-hatian.

An effective internal control system is the key element in the Company's management and the basis for a sound and secure Company business operations. The purpose of implementing an internal control system is to ensure a reliable financial and managerial reporting, increase Company compliance with laws and regulations, reduce the risk of loss, fraud, and violations of prudential aspects.

Oleh karena itu, ICON+ berupaya melakukan evaluasi keefektifan penerapan pengawasan dan pengendalian internal secara berkesinambungan. Pelaksanaan sistem pengendalian ICON+ berdasarkan kebijakan sistem pengendalian internal mengacu pada Piagam Audit Internal tanggal 9 Januari 2019. Hal-hal yang diatur dalam kebijakan tersebut adalah:

1. Pedoman Pelaksanaan Audit Internal ICON+;
2. Pedoman Pelaksanaan Audit Internal menjadi acuan dalam menjalankan kegiatan pemeriksaan sehingga diperoleh kesamaan kerangka dalam pelaksanaan tugas;
3. Program *Quality Assurance* yang mencakup penilaian kualitas pelaksanaan internal audit secara periodik serta pemantauan yang berkelanjutan.

Therefore, ICON+ seeks to evaluate the effectiveness of the implementation of internal supervision and control on an ongoing basis. The implementation of ICON+ control system based on the internal control system policy refers to the Internal Audit Charter dated January 9, 2019. The matters regulated in this policy are:

1. ICON+ Internal Audit Implementation Guidelines;
2. The Internal Audit Implementation Guidelines are used as a reference in conducting audit activities in order to obtain a common framework in conducting duties;
3. Quality Assurance Program, which includes periodic assessment of the quality of internal audit implementation as well as continuous monitoring.

Fungsi Satuan Audit Internal di Perusahaan merupakan bagian dari pengendalian internal sebab lingkup kegiatan Satuan Audit Internal adalah untuk memastikan bahwa pemantauan sistem pengendalian internal dilakukan secara efektif dan konsisten oleh seluruh jajaran manajemen.

The function of the Internal Audit Unit in a company is part of internal control due to the scope of activities of the Internal Audit Unit is to ensure that the monitoring of the internal control system is carried out effectively and consistently by all ranks of management.

Unsur-unsur Pengendalian Internal

Berikut adalah unsur-unsur pengendalian internal Perusahaan, yaitu:

1. Lingkungan pengendalian yang mencakup:
   - Efektivitas dan efisiensi kegiatan operasional;
   - Keandalan dan integritas informasi;
   - Kepatuhan terhadap peraturan perundang-undangan yang berlaku;
   - Pengamanan aset Perusahaan;
   - Memastikan sejauh mana sasaran dan tujuan serta kegiatan operasi telah ditetapkan dan dijalankan sesuai tujuan dan sasaran organisasi;
   - *Review* kegiatan operasi dan program untuk memastikan sampai sejauh mana hasil-hasil yang diperoleh, konsisten dengan tujuan dan sasaran yang telah ditetapkan;

Elements of Internal Control

The following are elements of the Company's internal control:

1. Control environment that includes:
   - The effectiveness and efficiency of operational activities;
   - Reliability and integrity of information;
   - Compliance with applicable laws and regulations;
   - Safeguarding Company assets;
   - Ensuring the extent to which the goals and objectives as well as operating activities have been determined and carried out according to the goals and objectives of the organization;
   - Review of operational activities and programs to ensure the extent to which the results obtained are consistent with the stated goals and objectives;

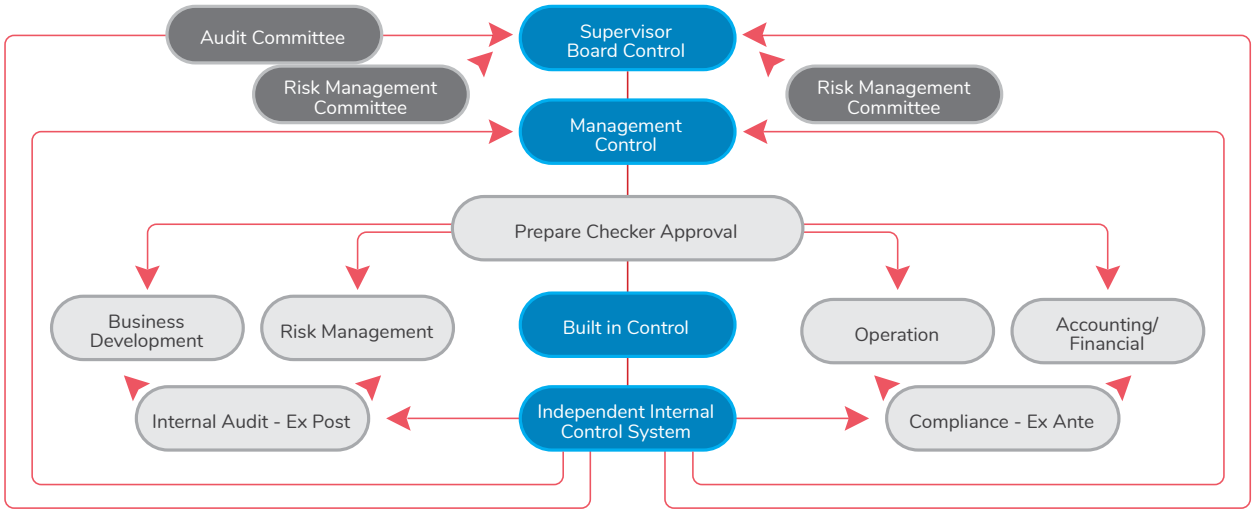
- Evaluasi sistem pengendalian internal dengan kriteria yang memadai.

2. Skema sistem pengendalian. Pada skema sistem pengendalian internal ICON+ diarahkan kepada keyakinan bahwa Perusahaan memiliki keandalan dan keakuratan laporan keuangan serta penggunaan aset yang sesuai dan mematuhi peraturan perundang-undangan yang berlaku. Hal tersebut guna mempertahankan *positioning* ICON+ sebagai perusahaan penyedia solusi TIK dengan memberikan pelayanan yang terbaik serta memberi kontribusi terhadap perkembangan telekomunikasi nasional. Berikut adalah skema sistem pengendalian ICON+

- Evaluation of the internal control system with adequate criteria.

2. Control system scheme. ICON+ internal control system scheme is directed towards the belief that the Company has the reliability and accuracy of its financial statements as well as the appropriate use of assets and complies with the applicable laws and regulations. This is to maintain ICON+'s positioning as an ICT solution provider Company by providing the best service and contributing to the development of national telecommunications. The following is the scheme of ICON+ control system:

Skema Sistem Pengendalian Internal ICON+
Scheme of ICON+ Internal Control System



Pengendalian Keuangan dan Operasional

Bentuk tanggung jawab Direksi ICON+ terkait sistem pengendalian internal adalah penerapan kebijakan dan prosedur perusahaan secara konsisten, baik terkait dengan kegiatan usaha perusahaan manajemen risiko, perencanaan strategis yang akurat, pembagian tugas dan pendelegasian wewenang yang jelas, serta kebijakan akuntansi yang memadai.

Sedangkan Dewan Komisaris bertugas mengawasi kecukupan dan kewajaran dalam penyusunan laporan keuangan, laporan operasional dan pengelolaan risiko dengan memperhatikan prinsip kehati-hatian yang dibantu oleh Komite Audit dan GCG.

Upaya yang dilakukan oleh ICON+ dalam pengendalian keuangan merupakan sebuah proses guna memberikan keyakinan terkait keandalan pelaporan keuangan dan penyusunan laporan keuangan yang ditujukan untuk keperluan eksternal sesuai dengan prinsip akuntansi yang berlaku. Sepanjang tahun 2019, perusahaan melakukan upaya pengendalian transaksional yang di-*monitoring* oleh masing-masing Strategic Business Unit (SBU)/ Shared Services Unit (SSU). Di samping itu, pengendalian keuangan ini juga di-*monitoring* oleh kantor pusat.

Upaya yang dilakukan oleh ICON+ dalam pengendalian operasional berdasarkan Program Kerja Audit Tahunan 2019 (PKAT 2019) yaitu dengan melakukan audit operasional di beberapa Strategic Business Unit (SBU)/ Shared Services Unit (SSU) dan audit atas permintaan atau audit khusus. Informasi lengkap mengenai audit tersebut terdapat pada laporan pelaksanaan program kerja Satuan Audit Internal dalam Laporan Tahunan 2019 ini. Hasil evaluasi menunjukkan tidak ada kelemahan yang signifikan sehingga dapat memengaruhi kinerja operasional Perusahaan.

Aktivitas Pengendalian Internal

Sistem akuntansi, informasi, dan komunikasi yang efektif dan optimal dilakukan agar Perusahaan dapat mengidentifikasi masalah yang muncul dan mengelola informasi dalam rangka pelaksanaan tugas sesuai dengan tanggung jawab masing-masing. Terkait aktivitas pengendalian internal lainnya, ICON+ berupaya menjaga efektivitas pengelolaan komunikasi dan informasi yang baik di lingkungan internal maupun eksternal Perusahaan melalui rapat internal Dewan Komisaris, rapat Direksi, rapat Komite Audit, dan rapat lainnya.

Financial and Operational Control

The form of ICON+ Board of Directors' responsibilities regarding the internal control system is the consistent implementation of Company policies and procedures, both related to risk management Company business activities, accurate strategic planning, clear division of tasks and delegation of authority, as well as adequate accounting policies.

While the Board of Commissioners oversees the adequacy and fairness in the preparation of the financial statements, operational and risk management reporting by taking into account the precautionary principle, which is assisted by the Audit Committee and GCG.

The efforts made by ICON+ in financial control are a process to provide assurance regarding the reliability of financial reporting and preparation of financial statements for external purposes in accordance with applicable accounting principles. Throughout 2019, the Company carried out transactional control efforts that were monitored by each Strategic Business Unit (SBU)/ Shared Services Unit (SSU). In addition, this financial control is also monitored by the head office.

The efforts made by ICON+ in operational control are based on the 2019 Annual Audit Work Program (PKAT 2019), which was by conducting operational audits in several Strategic Business Units (SBU)/Shared Services Units (SSU) and audits by demand or special audits. Complete information about the audit is contained in the report on the implementation of the Internal Audit Unit work program in this 2019 Annual Report. The evaluation results show that there are no significant weaknesses that can affect the Company's operational performance.

Internal Control Activities

An effective and optimal accounting, information and communication system is implemented so that the Company can identify problems that arise and manage information in the context of carrying out their duties according to their respective responsibilities. Regarding other internal control activities, ICON+ strives to maintain the effectiveness of good communication and information management in the internal and external environment of the Company through internal meetings of the Board of Commissioners, Board of Directors meetings, Audit Committee meetings, and other meetings.

Setiap divisi kerja di lingkungan ICON+ juga dituntut untuk melakukan aktivitas pengendalian internal yang berkaitan dengan pelaksanaan tugas pokok dan fungsi masing-masing divisi. Aktivitas tersebut antara lain adalah:

- Mengidentifikasi informasi
  Auditor internal harus mengidentifikasi informasi yang memadai, andal, relevan dan berguna untuk mencapai sasaran penugasan;
- Analisis dan evaluasi
  Auditor internal harus mendasarkan kesimpulan dan hasil penugasan pada analisis dan evaluasi yang tepat;
- Dokumentasi dan informasi
  Auditor internal harus mendokumentasikan informasi yang relevan untuk mendukung kesimpulan dan hasil penugasan;
- Supervisi penugasan
  Setiap penugasan harus di-supervisi dengan tepat untuk memastikan tercapainya sasaran, terjaminnya kualitas, dan meningkatkan kemampuan staf.

Pemantauan dan Tindakan Koreksi Penyimpangan

Tindakan pemantauan dan koreksi penyimpangan dilakukan untuk efektivitas seluruh pelaksanaan pengendalian internal Perusahaan. Pemantauan tersebut dilakukan oleh Satuan Audit Internal, Divisi Evaluasi Kinerja dan Proses Bisnis dan Divisi Manajemen Risiko.

Sedangkan tindakan koreksi penyimpangan dilakukan oleh Perusahaan jika terjadi kelemahan pengendalian internal, baik yang teridentifikasi oleh satuan kerja operasional (*risk taking unit*), Fungsi Satuan Audit Internal maupun pihak lainnya untuk selanjutnya dilaporkan kepada Pengurus atau Direksi untuk menjadi perhatian serta kelemahan pengendalian internal yang material juga dilaporkan kepada Dewan Komisaris.

Each work division within ICON+ is also required to carry out internal control activities related to the implementation of the main duties and functions of each division. These activities include:

- Identifying information
  Internal auditors must identify sufficient, reliable, relevant and useful information to achieve the target assignment;
- Analysis and evaluation
  Internal auditors must base their conclusions and assignment results on appropriate analysis and evaluation;
- Documentation and information
  Internal auditors must document relevant information to support their conclusions and assignment results;

- Supervision of assignments
  Each assignment must be properly supervised to ensure the achievement of targets, guaranteed quality, and improved staff capabilities.

Monitoring and Correction of Frauds

Monitoring and correction of frauds are carried out for the effectiveness of the entire implementation of the Company's internal control. The monitoring is carried out by the Internal Audit Unit, the Performance Evaluation Division and Business Process, and the Risk Management Division.

While the frauds correction action undertaken by the Company in the event of internal control weaknesses, whether identified by the operational work unit (risk taking unit), the Internal Audit Unit function, or other parties to be subsequently reported to the Management or Board of Directors to be of concern, and the material internal control weaknesses is also reported to the Board of Commissioners.

Identifikasi dan Penilaian Risiko

Perusahaan berupaya mengidentifikasi dan menilai risiko yang dapat memengaruhi pencapaian sasaran. Penilaian risiko tersebut dibantu oleh auditor internal sehingga cakupan audit yang dilakukan lebih luas dan menyeluruh. Sedangkan proses penilaian risiko terkait pencapaian tujuan suatu organisasi dan menentukan respon yang tepat dalam menghilangkan, meminimalisasi, atau menentukan risiko yang dapat diterima dilakukan oleh pengelola manajemen risiko. Pembahasan lebih rinci terkait identifikasi dan penilaian risiko terdapat pada bab Tata Kelola Perusahaan bagian Laporan Manajemen Risiko pada laporan tahunan ini.

Evaluasi Atas Pelaksanaan Sistem Pengendalian Internal 2019

ICON+ senantiasa melakukan evaluasi terhadap efektivitas sistem pengendalian internal baik pada aspek keuangan maupun operasional yang dilakukan oleh fungsi Satuan Audit Internal. Hasil evaluasi tersebut dikomunikasikan kepada Direksi dan Komite Audit untuk ditelaah sehingga menghasilkan rekomendasi untuk perbaikan sistem pengendalian internal.

Pada tahun 2019, dalam meningkatkan efektivitas sistem pengendalian internal, ICON+ telah melaksanakan langkah tindak lanjut atas laporan yang diterima serta melakukan upaya perbaikan sistem pengendalian dengan melakukan *monitoring* pelaksanaan audit dan tindak lanjut hasil audit serta telah berjalan dengan baik. Hal tersebut tercermin pada profitabilitas dan kinerja operasional yang telah diaktualisasikan oleh Perusahaan dan memberikan kepercayaan di hati seluruh pemangku kepentingan.

Kesesuaian Sistem Pengendalian Intern dengan Kerangka COSO

ICON+ telah melakukan proses sistem pengendalian internal berdasarkan pada kerangka Committee of Sponsoring Organizations of The Treadway Commissions (COSO) dengan memperhatikan 5 komponen, yaitu lingkungan pengendalian, penilaian risiko, kegiatan pengendalian, informasi dan komunikasi, serta pengawasan.

Risk Identification and Assessment

The Company seeks to identify and assess risks that can affect the achievement of goals. This risk assessment is assisted by an internal auditor so that the scope of the audit is broader and more comprehensive. Meanwhile, the risk assessment process related to achieving the goals of an organization and determining the appropriate response in eliminating, minimizing, or determining acceptable risk is carried out by risk management managers. A more detailed discussion regarding risk identification and assessment can be found in the Corporate Governance chapter of the Risk Management Report section of this Annual Report.

Evaluation on the Implementation of the 2019 Internal Control System

ICON+ constantly evaluates the effectiveness of the internal control system, both in financial and operational aspects, which is carried out by the Internal Audit Unit function. The results of the evaluation are communicated to the Board of Directors and the Audit Committee to be reviewed so as to produce recommendations for improving the internal control system.

In 2019, in increasing the effectiveness of the internal control system, ICON+ has taken follow-up measures on reports received and made efforts to improve the control system by monitoring the implementation of audits and following up on audit results and have been running well. This is reflected in the profitability and operational performance that has been actualized by the Company and has given confidence in the hearts of all stakeholders.

Compatibility of the Internal Control System with the COSO Framework

ICON+ has implemented an internal control system process based on the framework of the Committee of Sponsoring Organizations of The Treadway Commissions (COSO) by taking into account 5 components, namely the control environment, risk assessment, control activities, information and communication, and supervision.

Kesesuaian pelaksanaan pengendalian internal Perusahaan dengan kerangka kerja pengendalian internal COSO adalah sebagai berikut:

1. **Lingkungan Pengendalian**
   Perusahaan selalu menjunjung tinggi nilai integritas dan etika bagi semua karyawan, memastikan seluruh karyawan memiliki kompetensi pada setiap tingkatan jabatan di dalam Perusahaan, memiliki struktur organisasi dan deskripsi pekerjaan yang jelas, pemisahan tugas dan kewenangan, kebijakan sumber daya manusia, dan bekerja sesuai dengan filosofi yang dimiliki Perusahaan.
2. **Penilaian Risiko**
   Di dalam pengendalian keuangan, operasional, dan kepatuhan, Perusahaan mengidentifikasi tujuan secara keseluruhan dan setiap proses bisnis yang dijalankan, serta mengidentifikasi risiko yang ada untuk setiap proses, dan mengelola setiap perubahan untuk meminimalisir risiko dalam pencapaian tujuan Perusahaan.
3. **Pengendalian Aktivitas**
   Perusahaan memastikan pengendalian internal dijalankan dengan baik di dalam Perusahaan melalui pembuatan dan implementasi prosedur dan kebijakan untuk semua unit bisnis, keamanan atas aplikasi data dan jaringan, serta melakukan pemeliharaan atas setiap perubahan aplikasi bisnis yang dijalankan.
4. **Informasi dan Komunikasi**
   Perusahaan memastikan kualitas informasi dan efektivitas komunikasi terhadap penanganan risiko dan pengendalian internal terhadap setiap pemangku kepentingan.
5. **Pemantauan**
   Perusahaan menerapkan sistem pengawasan yang berlangsung terus-menerus melalui Satuan Audit Internal, adapun hasil dari proses pengawasan ini dilaporkan secara rutin kepada Direksi dan Komite Audit.

The compliance of the implementation of the Company's internal control with the COSO internal control framework is as follows:

1. **Control Environment**
   The Company always upholds the value of integrity and ethics for all employees, ensures that all employees have competence at every level of position within the Company, has a clear organizational structure and job description, segregation of duties and authorities, human resources policies, and works in accordance with the philosophy of the Company.

2. **Risk Assessment**
   In financial, operational and compliance controls, the Company identifies the overall objectives and every business process it carries out, and identifies the risks that exist for each process, and manages any changes to minimize risks in achieving the Company's goals.

3. **Control Activities**
   The Company ensures that internal control is properly implemented within the Company through the creation and implementation of procedures and policies for all business units, security for data and network applications, and maintenance of any changes in business applications that are carried out.
4. **Information and Communication**
   The Company ensures the quality of information and effectiveness of communication on risk management and internal control for each stakeholder.

5. **Supervision**
   The Company implements a continuous supervision system through the Internal Audit Unit, while the results of this supervision process are reported regularly to the Board of Directors and the Audit Committee.

Akses dan Keterbukaan Informasi
Access and Information Disclosure

ICON+ berkomitmen untuk menerapkan prinsip GCG melalui penerapan keterbukaan informasi baik secara internal maupun eksternal. ICON+ menyediakan akses informasi seluas-luasnya bagi pemegang saham dan pemangku kepentingan lainnya guna memperoleh informasi secara komprehensif terkait kinerja Perusahaan sesuai dengan ketentuan peraturan perundang-undangan yang berlaku.

ICON+ menyediakan akses informasi Perusahaan melalui berbagai media, antara lain kantor korespondensi, *email*, *website, contact center,* majalah ICON+ News, dan media lainnya yang mengacu pada Peraturan Direksi No 278-2/SK/001/PUSAT/ICON+/2014 Tentang Pedoman Pengelolaan Keterbukaan Informasi Publik di Lingkungan PT Indonesia Comnets Plus.

Berikut adalah rincian akses informasi dan data perusahaan berdasarkan khalayaknya:

ICON+ is committed to applying GCG principles through the implementation of information disclosure both internally and externally. ICON+ provides the widest possible access to information for shareholders and other stakeholders to obtain comprehensive information regarding the Company's performance in accordance with the provisions of the applicable laws and regulations.

ICON+ provides access to Company information through various media, including correspondence offices, e-mails, websites, contact centers, ICON+ News magazines, and other media, which refers to the Board of Directors Regulation No. 278-2/SK/001/PUSAT/ICON+/2014 regarding Guidelines for Managing Public Information Disclosure within PT Indonesia Comnets Plus.

The following is the itemization of access to Company information and data based on its audience:

Akses Informasi dan Data Perusahaan
Information Access and Company Data

Media	Akses Informasi dan Data Perusahaan Access to Company Information and Data				
	Pemegang Saham Shareholders	Karyawan Employees	Mitra Usaha Business Partners	Pelanggan Customers	Publik Public
Kantor Korepondensi Correspondence Office	✓	✓	✓	✓	✓
Telepon/Faksimili/*Email* Telephone/Facsimile/Email	✓	✓	✓	✓	✓
Contact Center	✓	✓	✓	✓	✓
Website	✓	✓	✓	✓	✓
Majalah ICON+ News ICON+ News Magazine	✓	✓	-	✓	-
Portal ICON+ | *ICON+ Portal*	-	✓	-	-	-
Knowledge Sharing Session	✓	✓	-	-	-
Mailing List	-	✓	-	-	-
Employee Gathering	✓	✓	-	-	-
Joint Planning Session	✓	-	-	✓	-
Social Media - Instagram	✓	✓	✓	✓	✓
Social Media - Youtube	✓	✓	✓	✓	✓
Coffee morning townhall meeting	-	✓	-	-	-
Senam dan Lesehan Direksi Gymnastic and Director's Gathering	-	✓	-	-	-

Keterbukaan dalam Komunikasi Eksternal

Sebagai bentuk transparansi kepada pihak eksternal, ICON+ secara berkala menyebarluaskan informasi material mengenai aktivitas dan kinerja yang sejalan dengan kewajiban pemenuhan keterbukaan informasi yang telah ditetapkan oleh regulator.

Laporan Tahunan

Laporan Tahunan merupakan dokumentasi resmi atas pencapaian kinerja ICON+ pada tahun buku. Laporan Tahunan didistribusikan kepada Pemegang Saham dan segenap pemangku kepentingan lainnya. Laporan Tahunan ICON+ tahun 2018 telah didistribusikan kepada Pemegang Saham dan pemangku kepentingan.

Laporan Keberlanjutan

ICON+ juga mendukung praktik keberlanjutan yang diwujudkan dengan menerbitkan Laporan Keberlanjutan setiap tahun bersamaan dengan Laporan Tahunan. Laporan Keberlanjutan ICON+ mengungkapkan kinerja ekonomi, sosial, dan lingkungan.

Hubungan Media

ICON+ secara berkala melakukan kegiatan *media relation* dalam bentuk, *press release,* dan lain sebagainya. Sepanjang tahun 2019, ICON+ telah mengeluarkan 9 (sembilan) siaran pers.

Media Sosial

ICON+ mengoptimalkan jejaring sosial atau media sosial sebagai sarana komunikasi antara perusahaan dengan stakeholders, termasuk pelanggan dan masyarakat. Selain itu, sarana komunikasi jejaring sosial juga digunakan sebagai penyebaran informasi produk. Media sosial perusahaan dapat diakses melalui:

Transparency in External Communication

As a form of transparency to external parties, ICON+ periodically disseminates material information on activities and performance that are in line with the obligation to fulfill information disclosure set by the regulator.

Annual Report

Annual Report is an official documentation of ICON+ performance achievements in a fiscal year. Annual Report is distributed to Shareholders and all other stakeholders. ICON+ Annual Report 2018 has been distributed to shareholders and stakeholders.

Sustainability Report

ICON+ also supports sustainability practices that are realized by publishing Sustainability Report each year along with the Annual Report. ICON+ Sustainability Report discloses economic, social, and environment performance.

Media Relations

ICON+ regularly conducts media relations activities in the form of press releases, and other activities. Throughout 2019, ICON+ has issued 9 (nine) press releases.

Social Media

ICON+ optimizes social networks or social media as a means of communication between the Company and stakeholders, including customers and the public. In addition, social networking communication facilities are also used to disseminate product information. The Company's social media can be accessed through:

@iconplus_

PT Indonesia Comnets Plus

Situs

Situs ICON+, yaitu www.iconpln.co.id, telah memuat informasi mengenai perusahaan antara lain sebagai berikut:

Website

ICON+ website; www.iconpln.co.id, contains information about the Company, including the following:

Tentang ICON+
About ICON+

- https://www.iconpln.co.id/about/peta-jaringan/ — Peta Jaringan / Network Map
- https://www.iconpln.co.id/about/visi-misi/ — Visi dan Misi / Vision and Mission
- https://www.iconpln.co.id/about/profil-direksi/ — Profil Direksi / Directors Profile
- https://www.iconpln.co.id/about/profil-komisaris/ — Profil Dewan Komisaris / Board of Commissioners Profile
- https://www.iconpln.co.id/about/nilai-nilai-perusahaan/ — Nilai-nilai Perusahaan / Corporate Values
- https://www.iconpln.co.id/about/penghargaan/ — Penghargaan / Awards
- Informasi Pemegang Saham / Shareholders Information
- https://www.iconpln.co.id/about/tata-kelola/ — **Tata Kelola Perusahaan** / **Corporate Governance**

(meliputi: Prinsip-prinsip Tata Kelola Perusahaan, Komite Pendukung Dewan Komisaris, *Board Manual*, Pedoman Tata Kelola Perusahaan, Manajemen Risiko, *Annual Report*, dan *Sustainability Report*
(include: Corporate Governance Principles, Board of Commissioners Supporting Committees, Board Manual, Corporate Governance Guidelines, Code of Ethics, Risk Management, Annual Report, and Sustainability Report)

Produk
Product

- http://www.iconpln.co.id/product/iconect/ — ICONect
- https://www.iconpln.co.id/product/iconapps/ — ICONApps
- https://www.iconpln.co.id/product/iconbase/ — ICONBase
- https://www.iconpln.co.id/product/iconweb/ — ICONWeb

Berita
News

- https://www.iconpln.co.id/news/berita-terbaru/ — Berita Terbaru / Latest News
- https://www.iconpln.co.id/news/kegiatan/ — CSR
- https://www.iconpln.co.id/news/csr/ — ICONews
- https://www.iconpln.co.id/news/iconews/ — Kegiatan / Activities
- https://www.iconpln.co.id/news/siaran-pers/ — Laporan CSR / CSR Report
- https://www.iconpln.co.id/news/blog/ — Pengumuman Lelang / Auction Announcement

Karir
Career

- https://www.iconpln.co.id/careers/testimony/ — Testimoni / Testimony
- https://www.iconpln.co.id/careers/ — Lowongan Kerja / Job Vacancy
- https://www.iconpln.co.id/careers/recruitment/ — Rekruitmen / Recruitment

Kontak Kami
Our Contact

- https://www.iconpln.co.id/contact/ — (Termasuk Pengaduan Pelanggan/Help Desk) / (Including Customer Complaint/Help Desk)

E-Proc

- https://www.iconpln.co.id/e-proc/ — Pengumuman lelang / Announcement of Auction

Alamat Kantor

Kantor Korespondensi/ Correspondence Office
Jl. KH Abdul Rochim No. 1
Kuningan Barat, Mampang
Jakarta Selatan, 12710
Telp : 021 – 525 3019
Fax : 021 – 525 3659
Email : humas@iconpln.co.id

Contact Center:
Telp : 1500071
Mobile : 0815 1837 222/0817 0177 799/0811 900 851
Email : cs@iconpln.co.id
Website: www.iconpln.co.id

Office Address

Kantor Korespondensi/ *Correspondence Office*
Jl. KH Abdul Rochim No. 1
Kuningan Barat, Mampang
Jakarta Selatan, 12710
Telp : 021 – 525 3019
Fax : 021 – 525 3659
Email : humas@iconpln.co.id

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Mobile : 0815 1837 222/0817 0177 799/0811 900 851
Email : cs@iconpln.co.id
Website: www.iconpln.co.id

Keterbukaan Dalam Komunikasi Internal

Ketersediaan Data dan Informasi

ICON+ senantiasa menciptakan komunikasi dua arah kepada karyawan melalui berbagai media komunikasi dalam rangka menciptakan iklim komunikasi internal yang kondusif untuk mendukung pencapaian kinerja. Komunikasi internal tersebut diantaranya adalah melalui:

- Majalah ICON+ News;
- Portal ICON+;
- Knowledge Sharing Session;
- Mailing list;
- Employee Gathering;
- Townhall Meeting;
- Senam dan Lesehan Direksi.

Tranparency in Internal Communications

Availability of Data and Information

ICON+ continuously creates two-way communication to employees through various communication media in order to create a conducive internal communication climate to support performance achievement. These internal communications include:

- ICON+ News Magazine;
- Portal ICON+;
- Knowledge Sharing Session;
- Mailing list;
- Employee Gathering;
- Townhall Meeting;
- Gymnastic and Director's Gathering.

Hubungan dengan Pemangku Kepentingan
Relations With Stakeholders

ICON+ berupaya menjaga hubungan dan komunikasi yang baik dengan para pemangku kepentingan untuk menjaga keberlangsungan usaha Perusahaan. Pengelolaan pemangku kepentingan Perusahaan didasarkan pada prinsip-prinsip GCG. Pemangku kepentingan Perusahaan di antaranya:

- Pemegang Saham (PT PLN Persero);
- Regulator (Kementerian Komunikasi dan Informatika);
- Pemerintah Daerah;
- Organisasi terkait (APJII, KADIN dan lain-lain);
- Pegawai;
- Konsumen;
- Rekanan;
- Media Massa.

ICON+ strives to maintain good relationships and communication with stakeholders to preserve the sustainability of the Company's business. The management of Company stakeholders is based on GCG principles. The Company's stakeholders include:

- Shareholders (PT PLN Persero);
- Regulator (Ministry of Communication and Informatics);
- Regional Government;
- Related organizations (APJII, KADIN and others);
- Employees;
- Consumers;
- Partners;
- Mass media.

Pola Hubungan Dengan Pemangku Kepentingan

Pemangku kepentingan adalah pihak-pihak yang memiliki kepentingan baik langsung maupun tidak langsung dengan Perusahaan, mencakup pemegang saham, pelanggan, pemasok, karyawan ICON+, dan keluarganya, komunitas masyarakat dan pemerintah.

Oleh karena itu Perusahaan senantiasa memperhatikan hak stakeholders yang timbul secara hukum karena peraturan perundang-undangan, perjanjian/ kontrak, nilai/ etika/ moral, serta tanggung jawab sosial perusahaan. Hal tersebut guna menjaga keseimbangan dalam pengelolaan stakeholders yang berdasarkan pada pola hubungannya, yaitu:

1. Pola hubungan Perusahaan dengan pemangku kepentingan seperti pemilik modal bersifat pola Hubungan yang proaktif (*proactive*); perusahaan cenderung berusaha untuk mengantisipasi kepentingan-kepentingan para *stakeholders*. Hal ini diimplementasikan dengan membentuk departemen khusus yang berada dibawah *Corporate Secretary* yaitu Bidang Hubungan Kelembagaan yang berfungsi untuk menjaga keberlangsungan hubungan Perusahaan dengan para stakeholders, pemerintah, Media massa, LSM dan masyarakat pada umumnya.
2. Pola Hubungan yang interaktif (*interactive*); juga tercermin antara hubungan Perusahaan dengan para pelanggannya. Dengan adanya Bidang *Customer Loyalty* dan *Premium Account* PLN serta kegiatan survei kepuasan pelanggan, perusahaan menggunakan pendekatan interaktif untuk mendapatkan masukan serta memenuhi kebutuhan para pelanggan.

Relations Patterns with Stakeholders

Stakeholders are parties that have direct or indirect interests with the Company, including shareholders, customers, suppliers, ICON+ employees, and their families, communities, and government.

Therefore the Company always pays attention to the rights of stakeholders that arise legally due to laws and regulations, agreements/contracts, values/ethics/morals, and corporate social responsibility. This is to maintain a balance in the management of stakeholders based on their relationship patterns, which is:

1. The relations pattern between the Company and stakeholders, such as the capital owners, is a proactive relationship pattern; the Company tends to try to anticipate the interests of stakeholders. This is implemented by forming a special department under the Corporate Secretary, namely the Division of Institutional Relations, which functions to maintain the sustainability of the Company's relationships with stakeholders, government, mass media, NGOs, and society in general.

2. Interactive Relations Patterns; is also reflected in the relationship between the Company and its customers. With the existence of PLN's Customer Loyalty and Premium Accounts and customer satisfaction survey activities, the Company uses an interactive approach to acquired input and meet the needs of customers.

Terkait *stakeholders* khususnya pelanggan, ICON+ membuka komunikasi melalui berbagai media (surat, telepon, email, media sosial) dan memiliki prosedur untuk menangani keluhan dengan penjelasan lebih lengkap pada bab Tanggung Jawab Sosial Perusahaan terhadap Pelanggan pada Laporan Tahunan ini. Tujuan komunikasi tersebut adalah:

- Tercapainya kinerja perusahaan;
- Terciptanya citra positif, suasana saling pengertian dan saling percaya antara perusahaan dengan *stakeholders*;
- Tercapainya sikap penerimaan dan dukungan *stakeholders* terhadap keberadaan dan kondisi perusahaan;
- Terciptanya transparansi perusahaan untuk mewujudkan GCG;
- Terciptanya *image*/ citra positif perusahaan.

Related to stakeholders, especially customers, ICON+ opens communication through various media (mails, telephone, email, social media) and has a procedure for handling complaints with more complete elaboration in the Corporate Social Responsibility to Customers chapter in this Annual Report. The objectives of the communication are to:

- The achievement of Company performance;
- Create a positive image, an atmosphere of mutual understanding and mutual trust between the Company and stakeholders;
- The achievement of stakeholders acceptance and support towards the existence and condition of the Company;
- Create corporate transparency to realize GCG;
- Create a positive image of the Company.

Kode Etik dan Etika Bisnis
Code of Conduct and Business Ethics

Kode etik bagi ICON+ merupakan pedoman perilaku professional bagi seluruh insan Perusahaan. Melalui penerapan kode etik tersebut, insan Perusahaan memiliki kesadaran untuk menjalankan etika yang baik serta menjaga reputasi Perusahaan. Penerapan kode etik Perusahaan dihubungkan dengan kepatuhan karyawan dalam memenuhi peraturan disiplin karyawan.

Code of conduct for ICON+ is a professional code of conduct for all Company's personnel. Through the application of this code of conduct, the Company's personnel have the awareness to implement good ethics and maintain the Company's reputation. The implementation of the Company's code of conduct is associated with employee compliance in meeting employee discipline regulations.

Kode etik dan etika bisnis ICON+ juga mencakup tata nilai dan budaya Perusahaan. Dimana setiap insan Perusahaan menjiwai tata nilai dan budaya ICON+ agar dapat menghadirkan produk dan layanan yang terbaik kepada seluruh pemangku kepentingan. Sepanjang tahun 2019, terdapat 61 *Agent of Change* (AoC) ICON+ yang berupaya mensosialisasikan budaya unggul ICON+ sebagai internalisasi budaya dan nilai Perusahaan.

ICON+ code of conduct and business ethics also includes corporate values and culture. Where every individual in the Company lives the ICON+ values and culture in order to be able to present the best products and services to all stakeholders. Throughout 2019, there were 61 ICON+ Agents of Change (AoC) who attempted to socialize ICON+'s excellent culture as an internalization of corporate culture and values.

Isi/Muatan Kode Etik

Pedoman Etika Perusahaan *(Corporate's Code of Conduct)* ICON+ telah disahkan oleh Direksi melalui Surat Keputusan No. 122801/SK/005/PUSAT/ICON+/2016 tentang Pedoman Etika Perusahaan *(Corporates's Code of Conduct)* PT Indonesia Comnets Plus dan berlaku bagi segenap unsur yang ada di ICON+.

Muatan *Code of Conduct* ICON+ terbagi menjadi 4 (empat) bagian utama, yaitu:
(1) Pendahuluan;
(2) Kebijakan Perilaku Perusahaan;
(3) Petunjuk Pelaksanaan;
(4) Pernyataan Komitmen.

Pada bagian Kebijakan Perilaku Perusahaan, diatur tentang standar etika bisnis dan etika perilaku setiap karyawan Perusahaan dalam hubungannya dengan berbagai *stakeholders* mulai dari Pemegang Saham, antar pegawai, pelanggan, pemasok, pesaing, dan mitra kerja serta hubungan dengan komunitas masyarakat dan pemerintah.

Content of the Code of Ethics

ICON+ Corporate's Code of Conduct has been ratified by the Board of Directors through Decree No. 122801/SK/005/PUSAT/ICON+/2016 regarding PT Indonesia Comnets Plus' Corporates's Code of Conduct and applies to all elements within ICON+.

The contents of ICON+ Code of Conduct are divided into 4 (four) main parts, they are:
(1) Introduction;
(2) Corporate Conduct Policy;
(3) Implementation Guidelines;
(4) Statement of Commitment.

The Corporate Conduct Policy section regulates the standards of business ethics and ethical behavior of every employee of the Company in relation to various stakeholders ranging from shareholders, among employees, customers, suppliers, competitors, and business partners as well as relationships with the community and government.

Cakupan *Code of Conduct* Perusahaan meliputi pengaturan aspek-aspek sebagai berikut:

The scope of the Company's Code of Conduct covers the following aspects:

Aspek yang Diatur The Regulated Aspects	Penjelasan Description
Hubungan ICONers dengan ICON+ dan Pemegang Saham ICONers Relationship with ICON+ and the Shareholders	• Menjalankan pengelolaan Perusahaan yang baik; • Menjaga keamanan informasi Perusahaan; • Menggunakan sumber daya dan aset Perusahaan dengan wajar; • Menghindari konflik kepentingan. • Running the Company's management well; • Maintaining the security of the Company's information; • Using the Company's resources and asset in a reasonable manner; • Avoiding the conflicts of interest.
Hubungan ICONers dengan Sesama ICONers ICONers Relationships with Other ICONers	• Menerapkan perlakukan adil dan setara; • Melayani dengan kepedulian dan empati; • Membangun lingkungan kerja yang transparan dan terbuka; • Menerima masukan dan melakukan introspeksi; • Menghindari tindak pelecehan; • Menjaga hak privasi dan kerahasiaan; • Memelihara kesehatan, keselamatan dan keamanan tempat kerja. • Applying fair and equal treatment; • Serving with care and empathy; • Building a work environment that is open and transparent; • Taking feedback and doing introspection; • Avoiding abusive behaviors; • Maintaining the right to privacy and confidentiality; • Maintaining the health, safety and security of workplace.
Hubungan ICONers dengan Pelanggan, Mitra Kerja, Pesaing dan Pemasok ICONers Relationships with Customers, Business Partners, Competitors and Suppliers	• Merepresentasikan produk Perusahaan dengan baik; • Menjaga kualitas produk dan layanan Perusahaan; • Melakukan komunikasi secara professional dengan pihak luar; • Menjaga kerahasiaan informasi pihak lain; • Menjaga tata krama kegiatan usaha; • Berkompetisi secara adil; • Menghindari suap; • Menjalin hubungan yang sesuai bagi para pemangku kepentingan (dalam hal ini Pemegang Saham, pegawai, mitra bisnis dan investor, pelanggan, masyarakat sekitar dan pemerintah) dengan asas kewajaran dan kesetaraan; serta saling menghormati sesuai Anggaran Dasar dan peraturan perundang-undangan yang berlaku. • Representing the Company's products well; • Maintaining the quality of the Company's products and services; • Communicating professionally with external party; • Maintaining confidentiality of information from other parties; • Maintaining proper business activity etiquette; • Competing fairly; • Avoiding bribes; • Developing suitable relationships with all of stakeholders (in this case, it means all of Shareholders, employees, business partners, investors, customers, local people, and the government) based on the principles of fairness and equality; and Respect each other in accordance with the Articles of Association and the applicable laws and regulations.
Hubungan ICONers dengan Komunitas Masyarakat dan Pemerintah ICONers Relationships with Community Public and Governments	• Mematuhi hukum; • Melakukan kegiatan sosial kemasyarakatan dan politik; • Menjaga kelestarian lingkungan. • Obeying the law; • Conducting social and political activities; • Preserving the environment.

Sosialisasi Code of Conduct

ICON+ melakukan sosialisasi terkait *Code of Conduct* kepada seluruh karyawan tanpa terkecuali, dari level operasional hingga *top management*. Sosialisasi tersebut dilakukan melalui pendistribusian buku *Code of Conduct*, tampilan pada website, dan lain-lain dengan tujuan supaya seluruh Insan perusahaan memahami dan dapat menerapkan kode etik yang berlaku. Selain itu penyebarluasan dan sosialisasi kode etik dilakukan dalam rangka menghindari perilaku menyimpang para karyawan yang tidak sesuai dengan kode etik perusahaan.

Sepanjang tahun 2019, perusahaan telah melakukan sosialisasi *Code of Conduct* kepada karyawan baru pada saat pengenalan Perusahaan dengan cara pendistribusian dokumen *Code of Conduct* yang berbentuk buku.

Penegakan Code of Conduct

Penerapan *Code of Conduct* berlaku bagi seluruh jajaran perusahaan, tanpa terkecuali, mulai dari Dewan Komisaris, Direksi, karyawan, dan individu lain yang terkait dengan bisnis perusahaan. Penegakan *Code of Conduct* dilakukan dengan cara menandatangani Surat Pernyataan Komitmen untuk mematuhi *Code of Conduct* oleh seluruh anggota Dewan Komisaris, Direksi, serta seluruh karyawan pada saat bergabung menjadi karyawan ICON+.

Selain itu, penerapan *Code of Conduct* juga membutuhkan kesadaran pribadi dari seluruh insan Perusahaan dalam aktivitas sehari-hari. Sebagai bentuk tanggung jawab penerapan kode etik antara lain kesediaan insan Perusahaan untuk melaporkan atau mengkonsultasikan tindakan pelanggaran *Code of Conduct* tersebut

Konsultasi dan pengaduan dapat dilakukan apabila karyawan:

- Menemukan bahwa sebuah keputusan atau tindakan yang tidak sesuai dengan standar etika yang tercantum dalam *Code of Conduct*;
- Karyawan Perusahaan merasa ragu-ragu atas tindakan atau keputusan yang akan diambil;
- Karyawan Perusahaan merasa tidak tahu apa yang harus dilakukan dalam situasi-situasi tertentu, maka karyawan Perusahaan harus segera memberitahukan atau mengkonsultasikan hal tersebut secepat mungkin kepada atasan langsung.

Socialization of Code of Conduct

ICON+ conducts socialization related to Code of Conduct to all employees without exception, from operational level to top management. This socialization is carried out through the distribution of Code of Conduct books, display on websites, and others with the aim that all Company personnel comprehend and able to apply the applicable code of conduct. In addition, the dissemination and socialization of the code of conduct is carried out in order to avoid irregular behavior of employees that is not in accordance with the Company's code of ethics.

Throughout 2019, the Company has socialized the Code of Conduct to new employees at orientation time by distributing Code of Conduct documents in a book form.

Enforcement of the Code of Conduct

The implementation of the Code of Conduct applies to all levels of the Company, without exception, starting from the Board of Commissioners, Board of Directors, employees, and other individuals related to the Company's business. Enforcement of the Code of Conduct is done by signing a Statement of Commitment letter to comply with the Code of Conduct by all members of the Board of Commissioners, Board of Directors, and all employees when joining ICON+ as employees.

In addition, implementing the Code of Conduct also requires personal awareness of all Company personnel in their daily activities. As a form of responsibility for implementing code of conduct, among others, the willingness of Company personnel to report or consult an act of violations of the Code of Conduct.

Consultation and complaints can be carried out if employees:

- Finds that a decision or action is not in accordance with the ethical standards stated in the Code of Conduct;
- Company employees are in doubt about the actions or decisions to be taken;
- Company employees feel that they do not know what to do in certain situations, thus they must immediately notify or consult their immediate superior.

Selanjutnya karyawan yang merasakan atau mengalami hal tersebut dapat mendiskusikan dengan atasan dari atasan langsung, Divisi Human Capital dan Admin, General Manager yang membawahi karyawan tersebut, anggota Direksi atau anggota Dewan Komisaris.

Pelanggaran dan Sanksi atas Pelanggaran Kode Etik

Tindakan penyimpangan atau pelanggaran yang dilakukan baik secara sengaja atau tidak sengaja (termasuk memberikan laporan palsu atau fitnah) dapat dikenai tindakan-tindakan disipliner berupa teguran lisan maupun tulisan, peringatan keras dengan skorsing sampai pemutusan hubungan kerja sebagaimana diatur dalam Peraturan Perusahaan. Jika kondisi yang ada melibatkan pelanggaran hukum, permasalahan dapat diteruskan kepada pihak yang berwajib untuk diproses sesuai dengan ketentuan hukum dan peraturan perundangan yang berlaku.

Pengenaan sanksi atas penyimpangan atau pelanggaran telah diatur dalam peraturan yang sesuai kebijakan perusahaan. Hal tersebut dilakukan dalam upaya penegakan pedoman *Code of Conduct* dan untuk keberlangsungan bisnis perusahaan. Berikut adalah jumlah pelanggaran *Code of Conduct* sepanjang tahun 2019:

Furthermore, employees who feel or experience these conditions can discuss with their immediate superior, Human Capital and Admin Division, General Manager in charge of the employee, members of the Board of Directors, or members of the Board of Commissioners.

Violation and Sanctions for Violating Code of Conduct

Fraud or violations committed either intentionally or unintentionally (including providing false or slanderous reports) may be subject to disciplinary actions in the form of oral or written warnings, stern warnings with suspension until termination of employment as regulated in Company Regulations. If the existing conditions involve violations of the law, the problem can be forwarded to the authorities for processing in accordance with the provisions of the applicable laws and regulations.

The imposition of sanctions for fraud or violations has been regulated in accordance with the Company policies. This is done as a measure to enforce Code of Conduct guidelines and for the sustainability of the Company's business. The following are the number of Code of Conduct violations throughout 2019:

Jumlah Pelanggaran Code of Conduct dan Sanksi dalam Kurun Waktu 3 Tahun
Number of Code of Conduct Violations and Sanctions within 3 Years

Jenis Teguran Types of Warnings	Jumlah Pelanggar Tahun 2019 Number of Offenders in 2019	Jumlah Pelanggar Tahun 2018 Number of Offenders in 2018	Jumlah Pelanggar Tahun 2017 Number of Offenders in 2017
Teguran Tertulis Written Warning	5	0	0
Surat Peringatan 1 Warning Letter 1	7	8	2
Surat Peringatan 2 Warning Letter 2	5	1	0
Surat Peringatan 3 Warning Letter 3	2	0	1

Tren Kualitas Penerapan Kode Etik

Kualitas penerapan kode etik di ICON+ telah berjalan dengan baik, mulai dari sosialisasi hingga adanya punishment terhadap pelanggaran kode etik. Seluruh peraturan yang tercantum dalam Kode Etik telah sesuai dan dipenuhi oleh insan Perusahaan.

Trends in the Quality of Implementing the Code of Conduct

The quality of the implementation of the code of conduct at ICON+ has been going well, from socialization to punishment for violations of the code of ethics. All regulations contained in the Code of Conduct have been complied with and fulfilled by the Company personnel.

Evaluasi dan Review Code of Conduct

ICON+ melakukan monitoring dan evaluasi secara berkala terhadap penerapan *Code of Conduct* di perusahaan. Evaluasi dilakukan minimal 3 (tiga) tahun sekali sesuai kebutuhan atau dalam rangka menyesuaikan dengan perkembangan peraturan perundang-undangan yang berlaku dan perkembangan bisnis ICON+.

Evaluation and Review of Code of Conduct

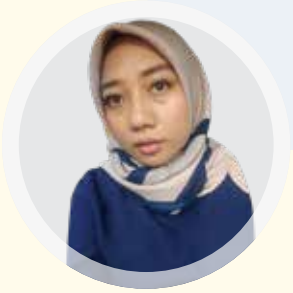
ICON+ conducts regular monitoring and evaluation of the implementation of the Code of Conduct within the Company. The evaluation is carried out at least once every 3 (three) years as needed or in order to adjust to the development of applicable laws and regulations and the development of ICON+ business.

Budaya Unggul

ICON+ melakukan penguatan implementasi budaya organisasi berdasarkan nilai-nilai Perusahaan. Pada tahun 2019, perusahaan telah melaksanakan kegiatan program budaya dalam rangka meningkatkan *engagement* karyawan dalam mendukung produktivitas perusahaan. Dalam rangka menyukseskan program tersebut, ICON+ menugaskan tim *Agent of Change* (AoC) yang telah dibentuk sejak tahun 2014. Tim AoC memiliki peran guna membantu menyosialisasikan *Branding* dan *Corporate Values* ICON+ serta menjadi *role model* bagi ICONers lain dalam penerapan tata nilai dan budaya perusahaan. Sesuai dengan ketentuan induk perusahaan, tim AoC berjumlah 10% dari total karyawan, multilayer (representatif dari setiap level jabatan), berprestasi, dan memiliki loyalitas tinggi. Pada tahun 2019, terdapat 61 karyawan yang menjadi AoC.

Excellent Culture

ICON+ strengthens the implementation of organizational culture based on Company values. In 2019, the Company carried out cultural program activities in order to increase employee engagement in supporting Company productivity. In order to make this program a success, ICON+ has assigned Agent of Change (AoC) team, which has been formed since 2014. The AoC team has a role to help socialize ICON+ Branding and Corporate Values as well as being a role model for other ICONers in implementing corporate values and culture. In accordance with the provisions of the holding company, the AoC team comprises 10% of the total employees, multilayer (representatives of each level of position), high achievers, and have high loyalty. In 2019, there were 61 employees who became AoC.



Bunnaya Assafa

Officer Facility Management, Bidang Fasilitas SSU Korporat
Officer Facility Management, Corporate SSU Facility Division

Nilai-nilai dan kultur ICON+ yang sudah ada itu menurut saya keren banget. Saya rasa akan sangat baik kalau semua orang bisa menerapkannya dalam keseharian. Itu alasan utama saya mau ditunjuk jadi AoC. Walau sebenarnya saya juga masih proses belajar untuk menerapkan nilai-nilai dan kultur ICON+. Tapi, belajar sambil mengajak yang lain akan lebih mengena di diri saya.

I personally think the existing values and culture of ICON+ are excellent. In my view, it would be great if everyone could apply it on a daily basis. That's the main reason I wanted to be appointed as AoC. Even though I am still in the process of learning to apply the values and culture of ICON+. However, learning by doing and inviting others while you do it will get it more deep-rooted within myself.

ICON+ Way

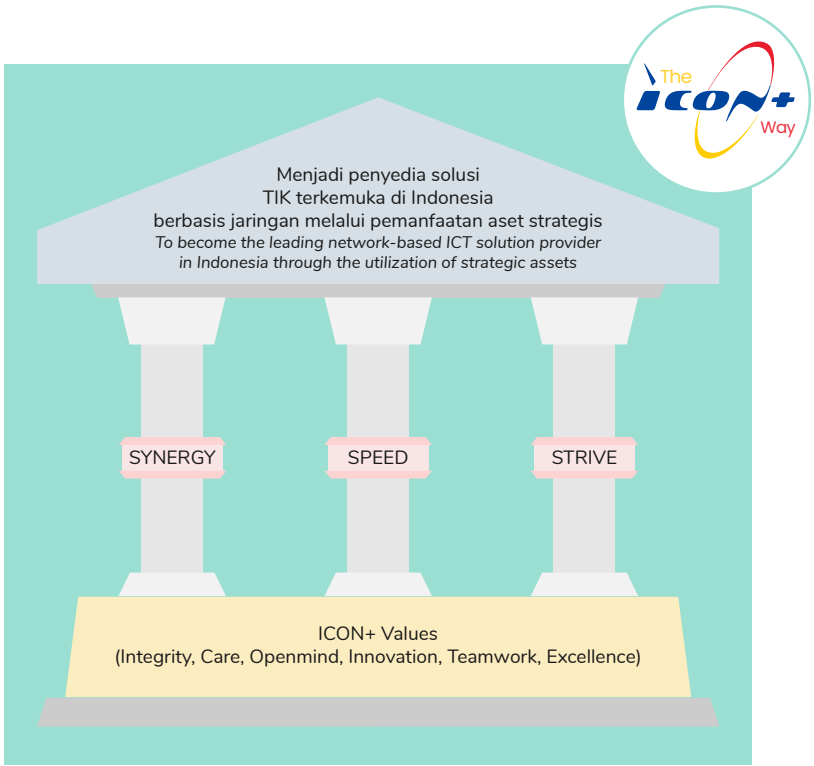
ICON+ memiliki pedoman standar perilaku bagi ICONers. Pedoman tersebut adalah ICON+ Way dimana pedoman ini menjadi wujud dari 6 (*enam*) values Perusahaan. ICON+ Way terdiri dari:

- *Synergy*
  Berkaitan dengan *values Care* dan *Teamwork*, yang menyelaraskan seluruh kemampuan ICONers untuk membangun kolaborasi antar divisi, serta saling percaya dan peduli dalam memberikan layanan terbaik kepada seluruh pelanggan.
- *Speed*
  Berkaitan dengan *values Open Mind* dan *Innovation*, yang berarti tanggap dalam merespons dan menyelesaikan pekerjaan, serta aktif meningkatkan kompetensi diri untuk bisa beradaptasi dengan perkembangan bisnis Perusahaan.
- *Strive*
  Berkaitan dengan dengan *values Excellence* dan *Integrity*, yang menunjukkan bahwa ICONers termotivasi untuk berjuang melebihi target kerja, berkomitmen penuh untuk mencapai kesuksesan Perusahaan, dan bertindak sesuai values ICON+.

ICON+ Way

ICON+ has a standard code of conduct for ICONers. The code of conduct called ICON+ Way whereas this guideline became the manifestation of the Company's 6 (six) values. ICON+ Way consists of:

- Synergy
  Related with the values of Care and Teamwork, which align all ICONers capabilities to build collaboration between divisions, as well as mutual trust and care in providing the best service to all customers.
- Speed
  Related with the values of Open Mind and Innovation, which means being responsive in responding and completing work, and actively increasing self-competence to adapt to the Company's business development.
- Strive
  Related with the values of Excellence and Integrity, which shows that ICONers are motivated to strive beyond work targets, are fully committed to achieving the Company's success, and act according to ICON+ values.



Melalui ICON+ Way sebagai pedoman standar perilaku diharapkan dapat meningkatkan kinerja berkelanjutan serta mendorong munculnya beragam inovasi di ICON+.

Through ICON+ Way as a code of conduct, it is hoped that it can improve sustainable performance and encourage various innovations at ICON+.

Pakta Integritas dan Gratifikasi

ICON+ menjunjung tinggi komitmen terkait prinsip-prinsip GCG serta menciptakan iklim usaha yang sehat. Jajaran manajemen serta seluruh insan Perusahaan berupaya menghindari tindakan, perilaku, ataupun perbuatan-perbuatan yang akan menimbulkan konflik kepentingan. Selain itu perusahaan juga menerapkan aturan untuk setiap bentuk pemberian, permintaan, dan penerimaan gratifikasi, serta usaha untuk mendapatkan suap.

Dalam proses penerapannya, insan Perusahaan wajib mematuhi ketentuan yang diatur dalam *Code of Conduct*. Selain itu dilakukan penandatanganan Pakta Integritas yang dilakukan oleh Dewan Komisaris dan Direksi. Hal tersebut merupakan upaya penerapan ICON+ Bersih, Berani Bersih yang mengacu pada program yang dikeluarkan oleh PT PLN (Persero) sebagai entitas induk, yaitu PLN Bersih.

Pedoman Pengendalian Gratifikasi

Setiap pelaksanaan kegiatan usaha, Perusahaan banyak berinteraksi dengan pihak luar serta tidak dapat dihindarkan atas potensi-potensi pemberian atau memberi gratifikasi. Dimana gratifikasi merupakan salah satu perhatian dari Komisi Pemberantasan Tindak Pidana Korupsi sebab sifatnya yang mengarah pada tindak pidana suap.

ICON+ berkomitmen untuk mencegah adanya gratifikasi melalui pedoman pengendalian gratifikasi berdasarkan Peraturan Direksi PT Indonesia Comnets Plus No. 112702/SK/001/PUSAT/ICON+/2017 tentang Pedoman Pengelolaan Pengendalian Gratifikasi di Lingkungan PT Indonesia Comnets Plus. Pedoman tersebut bertujuan untuk memberikan arah dan acuan bagi ICONers mengenai pentingnya kepatuhan untuk melaporkan gratifikasi bagi perlindungan dari kemungkinan dikenai tuduhan tindak pidana suap. Selain itu, ICON+ juga telah membentuk tim atau unit kerja untuk menangani gratifikasi, yaitu Unit Pengendali Gratifikasi ICON+ (UPG ICON+).

Klasifikasi Gratifikasi

ICON+ mengklasifikasikan gratifikasi dalam 2 (dua) kategori, yaitu:

1. Gratifikasi yang dianggap suap, yaitu pemberian uang, barang, rabat (*discount*), komisi, pinjaman tanpa bunga, tiket perjalanan, fasilitas penginapan, perjalanan wisata, pengobatan cuma-cuma, serta fasilitas lainnya yang diberikan kepada pegawai ICON+ yang dilakukan secara berlawanan dengan kewajiban dan tugas dari pegawai yang bersangkutan;

Integrity Pact and Gratification

ICON+ upholds its commitments related to the principles of GCG and creates a healthy business climate. The management as well as all employees of the Company strive to avoid actions or behavior that would create conflicts of interest. In addition, the Company also implements rules for every form of giving, requesting, and receiving gratification, as well as attempts to get bribes.

In the implementation process, the Company personnel must comply with the provisions stipulated in the Code of Conduct. In addition, an Integrity Pact was signed by the Board of Commissioners and Board of Directors. This is an effort to implement ICON+ Bersih, Berani Bersih (Clean, Dare to be Clean), which refers to the program issued by PT PLN (Persero) as the holding company, namely PLN Bersih (PLN Clean).

Guidelines for Gratification Control

In every business activity, the Company interacts a lot with outside parties and it is inevitable for the potential to give or to be given gratification. Whereas gratification is one of the concerns of the Corruption Eradication Commission (KPK) because of its nature that leads to bribery.

ICON+ is committed to prevent gratification through gratification control guidelines based on the Directors Regulation of PT Indonesia Comnets Plus No. 112702/SK/001/PUSAT/ICON+/2017 regarding Guidelines for the Management of Gratification Control in PT Indonesia Comnets Plus. The guideline aims to provide direction and reference for ICONers regarding the importance of compliance to report gratification for protection from the possibility of being charged with bribery. In addition, ICON+ has also formed a team or work unit to handle gratification; ICON+ Gratification Control Unit (GCU ICON+).

Classification of Gratification

ICON+ classifies gratification into 2 (two) categories:

1. Gratification that are considered bribery, such as giving of money, goods, rebates (discounts), commissions, interest-free loans, travel tickets, lodging facilities, travel tours, free medical treatment, and other facilities provided to ICON+ employees, which are done contrary with the obligations and duties of the employee concerned;

2. Gratifikasi dalam kedinasan, yaitu berupa hadiah/fasilitas resmi dari penyelenggara kegiatan yang diberikan kepada wakil resmi ICON+ dalam suatu kegiatan tertentu sebagai penghargaan atas keikutsertaan atau kontribusinya dalam kegiatan tersebut.

Mekanisme dan Sarana Pelaporan Gratifikasi

ICONers wajib melaporkan apabila telah menerima objek gratifikasi ataupun telah menolak suatu pemberian objek gratifikasi. Mekanisme pelaporan gratifikasi dilakukan melalui *Whistleblowing System* ICON+ (wbs.iconpln.co.id). Informasi lebih lengkap pada bab GCG terkait *Whistleblowing System* pada Laporan Tahunan ini.

Laporan Gratifikasi

Selama tahun 2019, terdapat 20 (dua puluh) objek gratifikasi yang disampaikan kepada Tim UPG ICON+. Keseluruhan laporan yang masuk telah selesai di tindak lanjuti oleh Tim UPG ICON+. Selain itu pada tahun ini, objek gratifikasi berupa parsel yang telah di terima berupa makanan, minuman, dan buah-buahan didistribusikan kepada anak-anak yatim piatu, panti asuhan, serta diberikan kepada security, office boy, office girl, dan cleaning service.

Benturan Kepentingan

ICON+ berupaya menerapkan *best practice* GCG diantaranya menghindari sebagai bentuk benturan kepentingan (*conflict of interest*) yang dapat merugikan Perusahaan. Salah satu upaya yang telah dilakukan ICON+ guna menghindari adanya benturan kepentingan adalah dengan menandatangani pernyataan Independensi dalam Pakta Integritas bagi seluruh jajaran Dewan Komisaris dan Direksi. Jajaran manajemen ICON+ harus menjadi *role model* terkait penerapan ICON+ Bersih, Berani Bersih.

ICON+ Berintegritas

ICON+ berintegritas merupakan bentuk komitmen Perusahaan guna mengedepankan integritas dalam setiap lini bisnis Perusahaan. Terkait program ICON+ berintegritas pada tahun 2019, ICON+ melaksanakan program Values Deployment Program (VDP) yang menjadi bagian dari internalisasi budaya ICON+ serta sosialisasi Values ICON+.

2. In-service gratification, in the form of official gifts/facilities from the organizer of the activity given to ICON+ official representatives in a certain activity as an appreciation for their participation or contribution in the activity.

Gratification Reporting Mechanism and Means

ICONers are obliged to report if they have received an object of gratification or have refused an object of gratification. The mechanism for reporting gratification is carried out through ICON+ Whistleblowing System (wbs.iconpln.co.id). The more complete information in the GCG chapter related to the Whistleblowing System in this Annual Report.

Gratification Report

During 2019, there were 20 (twenty) objects of gratification submitted to the GCU ICON+ Team. The entire report submitted has been followed up by the UPG ICON+ Team. In addition, this year, the objects of gratification in the form of parcels that have been received such as food, drinks and fruits are distributed to orphans, orphanages, and given to security, office boys, office girls, and cleaning services.

Conflict of Interest

ICON+ strives to implement GCG best practices, including avoiding conflicts of interest that can detriment the Company. One of the measures that ICON+ has made to avoid conflicts of interest is by signing a statement of independence in the Integrity Pact for all levels of the Board of Commissioners and Board of Directors. ICON+ management must become a role model regarding the implementation of ICON+ Bersih, Berani Bersih (Clean, Dare to be Clean).

ICON+ With Integrity

ICON+ with integrity is a form of Company commitment to promote integrity in every line of the Company's business. Regarding the ICON+ integrity program in 2019, ICON+ is implementing the Values Deployment Program (VDP), which is part of the ICON+ cultural internalization as well as the ICON+ Values socialization.

Pelaporan Harta Kekayaan Pejabat Negara
Reporting of Assets of State Officials

Implementasi Laporan Harta Kekayaan Pejabat Negara

Sebagai bentuk komitmen pencegahan dan pemberantasan korupsi serta untuk meningkatkan budaya bersih di lingkungan Perusahaan, ICON+ telah menetapkan kewajiban penyampaian laporan harta kekayaan bagi wajib lapor. Hal tersebut mengacu pada:

1. Peraturan KPK No. 07 tahun 2016 tentang Tata Cara Pendaftaran, Pengumuman, dan Pemeriksaan Harta Kekayaan Penyelenggaraan Negara;
2. Surat Edaran Pimpinan KPK No. 08 tahun 2016 tentang Petunjuk Teknis Penyampaian dan Pengelolaan Laporan Harta Kekayaan Penyelenggara Negara;
3. Peraturan Direksi PT PLN (Persero) No. 0074.P/DIR/2017 tentang Pedoman Laporan Harta Kekayaan Penyelenggara Negara (LHKPN) di lingkungan PT PLN (Persero);
4. Peraturan Direksi ICON+ No. 111201/SK/001/PUSAT/ICON+/2017 tentang Pedoman Laporan Harta Kekayaan Penyelenggara Negara (LHKPN) di lingkungan ICON+.

Perusahaan juga memberikan sanksi disiplin kepada para pejabat wajib lapor LHKPN yang tidak melakukan pelaporan berdasarkan Peraturan Disiplin Pegawai dan Sistem Penilaian Kinerja yang berlaku di lingkungan ICON+.

Pejabat wajib lapor LHKPN ICON+, yaitu Direksi, Dewan Komisaris, Pejabat satu level/setingkat dibawah Direksi, yaitu General Manager/Kepala Satuan/Sekretaris Perusahaan, Pejabat/Kepala Satuan atau Kantor Regional, yaitu Manager, dan Pejabat Fungsional I,II dan III.

Para pejabat tersebut diwajibkan melapor setiap 1 (satu) tahun sekali dan atau setiap terjadinya mutasi jabatan, untuk membuat dan/atau memutakhirkan serta menyampaikan LHKPN kepada Komisi Pemberantasan Korupsi (KPK) Republik Indonesia melalui aplikasi E-LHKPN. Dalam pengelolaan LHKPN di Perusahaan, pihak yang terlibat dalam mengelola LHKPN ICON+ adalah Ketua Unit Pengendali Gratifikasi ICON+ (UPG ICON+) yang bertugas untuk mengadministrasikan dan/ atau mencatat pejabat dan/atau pegawai wajib LHKPN di lingkungan ICON+. Pengadministrasian dan/ atau pencatatan ini dilakukan dalam rangka *monitoring* implementasi LHKPN.

Implementation of State Official Assets Report

As a form of commitment to the prevention and eradication of corruption and to enhance a clean culture within the Company's environment, ICON+ stipulates the obligation to submit reports on assets for officials who are mandatory to report. This refers to:

1. KPK (Corruption Eradication Commission) Regulation No. 07 of 2016 regarding Procedures for Registration, Announcement, and Investigation on Assets of State Officials;
2. KPK (Corruption Eradication Commission) Chairmen Circular No. 08 of 2016 regarding Technical Guidelines for the Submission and Management of Assets for State Officials;
3. Regulation of the Directors of PT PLN (Persero) No. 0074.P/DIR/2017 regarding the Guidelines for Reporting Assets for State Officials (LHKPN) within PT PLN (Persero);
4. ICON+ Board of Directors' Regulation No. 111201/SK/001/PUSAT/ICON+/2017 regarding the Guidelines for Reporting Assets for State Officials (LHKPN) within ICON+ environment.

The Company provides disciplinary sanctions either for officials who are mandatory to report LHKPN but did not do it, based on the Employee Discipline Regulations and Performance Evaluation System that applies within ICON+ environment.

ICON+'s Officials who are mandatory to report LHKPN are: Board of Directors; Board of Commissioners; Officials with the same level/one level below the Board of Directors, namely General Manager/Head of Unit/Corporate Secretary; Officials/Head of Units or Regional Offices, namely Managers, and Functional Officers I, II and III.

These officials are required to report once every 1 (one) year and/or every mutation of position, to make and/or update and submit LHKPN to the Corruption Eradication Commission (KPK) of the Republic of Indonesia through the E-LHKPN application. In managing LHKPN within the Company, the party involved in managing ICON+'s LHKPN is the Chairperson of ICON+ Gratification Control Unit (UPG ICON+) whose in charge to administer and/or record officials and/or employees who are mandatory to report LHKPN within ICON+. The administration and/or registration are carried out regarding of monitoring the implementation of LHKPN.

Sepanjang tahun 2019, ICON+ telah melaporkan LHKPN dengan capaian 100%. Berikut adalah data wajib lapor LHKPN:

Throughout 2019, ICON+ has reported LHKPN with 100% achievements. The following is mandatory to report LHKPN data:

Data Wajib Lapor LHKPN
LHKPN Required to Reports Data

Keterangan Description	Jumlah Wajib Lapor Total Required to Report	Sudah Lapor Had Report	Belum Lapor Not Yet Report
Jumlah LHKPN Total of LHKPN	131	131	0
Persentase LHKPN Percentage of LHKPN	100%	100%	0%

Permasalahan Hukum
Legal Issues

Sepanjang tahun 2019, ICON+ masih memiliki permasalahan hukum perdata dalam proses penyelesaian yang menyangkut Perusahaan. Namun tidak memiliki permasalahan hukum baik perdata, pidana, maupun hubungan industrial yang menyangkut Dewan Komisaris maupun Direksi Perusahaan yang masih aktif menjabat.

Throughout 2019, ICON+ still has civil law issues in the settlement process involving the Company. But it does not have legal issues, whether civil, criminal, or industrial relations involving the Board of Commissioners and Directors of the Company that are still active officially.

Selain itu tidak terdapatnya sanksi administratif dari regulator yang mempengaruhi kelangsungan usaha Perusahaan selama tahun 2019.

In addition there are no administrative sanctions from regulators that affect the Company's business continuity during 2019.

Berikut rincian permasalahan hukum yang dihadapi Perusahaan:

The following are the details of the legal issues faced by the Company:

Permasalahan Hukum yang Dihadapi Perusahaan Tahun 2019
Legal Issues Faced by Companies in 2019

Permasalahan Hukum Legal Issue	Total		
	Perdata Civil	Pidana Criminal	Hubungan Industrial Industrial Relation
Perusahaan | Company			
Telah selesai (mempunyai kekuatan hukum yang tetap) Settled (has permanent legal force)	-	-	-
Dalam proses penyelesaian | In the process of settlement	1	-	-
Dewan Komisaris dan Direksi | Board of Commissioners and Director			
Telah selesai (mempunyai kekuatan hukum yang tetap) Settled (has permanent legal force)	-	-	-
Dalam proses penyelesaian | In the process of settlement	-	-	-
Total	1	-	-

Perkara Penting yang Dihadapi Perusahaan

Beberapa kasus yang dihadapi Perusahaan sepanjang tahun 2019 sebagai berikut:

Significant Cases Faced by the Company

Some of the cases faced by the Company throughout 2019 are as follows:

Perkara No. 998/XI/ARB-BANI/2017
Case No. 998/XI/ARB-BANI/2017

Para pihak The parties	ICON+ sebagai pemohon dan BP3TI sebagai termohon ICON+ as the petitioner and BP3TI as the defendant
Pokok perkara Case of lawsuit	Permohonan arbitrase (perbuatan melawan hukum) Petition for arbitration (act against the law)
Nilai nominal Nominal value	Kerugian materiil Rp34.669.052.467,92 dan denda keterlambatan sebesar Rp10.000.000/hari keterlambatan Material loss of Rp34,669,052,467.92 and late fee of Rp10,000,000/day of delay
Status penyelesaian perkara Case settlement status	Hingga akhir tahun 2019, masih dalam proses berperkara di Badan Arbitrase Nasional Indonesia (BANI) Until the end of 2019, it is still in the process of litigating in the Indonesian National Arbitration Board (BANI)
Risiko yang dihadapi Perusahaan Risks faced by the Company	Permohonan arbitrase tidak dikabulkan/dikabulkan sebagian namun ICON+ tetap memiliki kewajiban diantaranya membayar biaya perkara, membayar fee konsultan hukum dan membayar biaya KAP yang ditunjuk oleh Majelis Arbitrase The petition for arbitration was not granted/partially granted, but ICON+ still has obligations to, among other: paying legal fees, paying legal consultant fees, and paying the PAF fees appointed by the Arbitration Tribunal.
Pengaruh terhadap Perusahaan Effect towards the Company	Kerugian materiil tidak terbayarkan. Material losses are not paid
Sanksi administrasi Administrative sanctions	-

Sistem Pelaporan Pelanggaran
Whistleblowing System

Prinsip Dasar
Sistem pelaporan pelanggaran (*Whistleblowing System*/ WBS) di ICON+ menjadi salah satu wujud nyata dalam mengimplementasikan GCG. WBS merupakan sistem yang diterapkan oleh Perusahaan dalam mengelola pengaduan atau pengungkapan mengenai perilaku melanggar hukum serta perbuatan tidak etis lainnya.

Pedoman WBS ICON+ berdasarkan Peraturan Direksi PT Indonesia Comnets Plus No. 277- 1/SK/001/ PUSAT/ICON+/2014 tentang Pedoman Pengelolaan Sistem Pelaporan pelanggaran WBS di Lingkungan PT Indonesia Comnets Plus pada tanggal 3 November 2014. WBS diharapkan mampu menjadi alat pendeteksi dini *(early warning system)* apabila terjadi pelanggaran yang dilakukan oleh ICONers maupun *stakeholders*.

ICON+ telah memiliki program "ICON+ Bersih, Berani Bersih" sebagai infrastruktur dari WBS yang diterapkan perusahaan. ICON+ Bersih adalah program berkelanjutan dan berkesinambungan yang dilakukan dalam rangka mencegah terjadinya praktik penyimpangan (*fraud*) yang berujung pada praktik Korupsi, Kolusi dan Nepotisme (KKN), program ini merupakan kebijakan ICON+ (*corporate policy*) yang tidak mentolerir (*zero tolerance*) adanya praktik-praktik penyimpangan (*fraud*) dan KKN agar nilai perusahaan (*corporate value*) dan budaya perusahaan (*corporate culture*) menjadi identitas dan entitas ICONERS.

Selain itu, penerapan WBS merupakan langkah maju dalam mencegah terjadinya kecurangan (*fraud*) pada setiap kebijakan/ program yang harus dilakukan seiring kemajuan teknologi dan kebutuhan terkini berdasarkan perkembangan lingkungan pengendalian yang ada.

Tujuan
Penerapan WBS di setiap aktivitas bisnis usaha ICON+ merupakan komitmen Perusahaan dalam upaya penegakan disiplin dengan melaporkan setiap dugaan pelanggaran nilai-nilai, etika, peraturan Perusahaan serta perundang-undangan yang berlaku.

Basic Principles
The Whistleblowing System (WBS) within ICON+ is one of concrete manifestation of GCG implementation. WBS is a system implemented by the Company in managing complaints or disclosures regarding unlawful behavior and other unethical acts.

ICON+ WBS Guidelines are based on the Board of Directors Regulation of PT Indonesia Comnets Plus No. 277-1/SK/001/PUSAT/ICON+/2014 regarding Guidelines for WBS Management within PT Indonesia Comnets Plus Environment on November 3, 2014. WBS is expected to be able to become an early warning system in the event of a violation committed by ICONers or stakeholders.

ICON+ has had a program of "ICON+ Clean, Dare to Clean" as the infrastructure for the WBS implemented by the Company. ICON+ Clean is a sustainable and continuous program that is carried out in order to prevent the occurrence of fraud practices that lead to the practice of Corruption, Collusion, and Nepotism (KKN), this is a corporate policy that has zero tolerance for fraud and KKN practices, in order for the corporate value and corporate culture to become the identity and entity of ICONERS.

Furthermore, the WBS implementation is a step forward in preventing the occurrence of fraud in every policy/ program that must be carried out in line with technological advances and the latest needs based on developments in the existing control environment.

Objectives
The implementation of WBS in each of ICON+'s business activity is the Company's commitment to uphold discipline by reporting any suspected violations of values, ethics, Company regulations, and applicable laws.

Maksud, tujuan dan manfaat dari penyelenggaraan WBS ICON+, antara lain:

1. Sebagai pedoman pengelolaan dan penanganan pengaduan/pelaporan ICONers serta pihak *stakeholders* ICON+;
2. Sebagai bentuk peningkatan perlindungan terhadap ICONers, para *stakeholders* ICON+ dan nama baik ICON+ (reputasi);
3. Tersedianya *tools* pelaporan informasi penting bagi ICON+ kepada pihak yang harus segera menanganinya secara cepat dan bertanggung jawab;
4. Sikap enggan, masa bodoh (apatis) dan tidak peduli terhadap pelanggaran-pelanggaran yang terjadi dan berpotensi terjadi akan semakin hilang karena munculnya WBS ICON+ yang efektif dan terpercaya;
5. Tersedianya sistem deteksi dini *(early warning system)* atas kemungkinan terjadinya masalah akibat suatu pelanggaran;
6. Tersedianya kesempatan untuk menangani masalah pelanggaran secara internal ICON+ terlebih dahulu, sebelum meluas menjadi masalah pelanggaran yang bersifat umum (publik);
7. Mengurangi risiko yang dihadapi ICON+ akibat dari pelanggaran baik dari segi finansial, operasional, hukum, keselamatan kerja dan reputasi.

Ruang Lingkup

Ruang lingkup WBS ICON+ mencakup segala tindakan yang dapat merugikan perusahaan dan/ atau karyawan terkait dengan tindakan *fraud*, penyuapan, pelanggaran hukum ketidakpatuhan terhadap peraturan perusahaan, panduan berperilaku, dan/ atau tindakan benturan kepentingan lainnya.

Di dalam kebijakan terkait WBS perusahaan, terdapat peran dan tanggung jawab seluruh insan perusahaan untuk dapat melaporkan tindak pelanggaran yang diketahuinya. Dimana pelaksanaannya, pelaporan tersebut harus berdasarkan bukti-bukti yang kuat serta dapat dipertanggungjawabkan, bukan sekedar asumsi atau persepsi yang berpotensi menimbulkan fitnah antar sesama ICONers maupun *stakeholders*. Selain itu, pelaporan tersebut harus didasari niat yang baik untuk kepentingan dan keberlangsungan ICON+ ke depan.

The objectives, goals, and benefits of ICON+ WBS, include:

1. As a guideline for managing and handling complaints/ reporting of ICONers and ICON+ stakeholders;
2. As a form of increased protection for ICONers, ICON+ stakeholders, and ICON+ reputation;
3. The availability of tools for reporting important information for ICON+ to parties who must immediately handle it swiftly and responsibly;
4. The behavior of reluctance, apathetic, and indifference towards violations that occur and have the potential to occur will be even vanish due to the emergence of an effective and reliable ICON+ WBS;
5. The availability of an early warning system for possible problems due to a violation;
6. The availability of opportunities to handle violations internally within ICON+ first, before they become public;
7. Reducing the risks faced by ICON+ as a result of violations in terms of financial, operational, legal, work safety, and reputation.

The Scope

The scope of ICON+ WBS includes all actions that can be detrimental to the Company and/or employees related to fraud, bribery, violations of the law, disobedience to Company regulations, code of conduct, and/or other conflicts of interest.

Within the policies related to the Company's WBS, there are roles and responsibilities of all Company personnel to be able to report known violations. In the implementation, the reporting must be based on strong and accountable evidence, not just assumptions or perceptions that have the potential to cause slander among fellow ICONers and stakeholders. Moreover, this reporting must be based on good intentions for the benefit and sustainability of ICON+ going forward.

Struktur Pengelola Sistem Pelaporan Pelanggaran

Manajemen pelaporan WBS diatur dalam prosedur yang tercantum pada Peraturan Direksi PT Indonesia Comnets Plus No. 277-1/SK/001/PUSAT/ICON+/2014 tentang Pedoman Pengelolaan Sistem Pelaporan pelanggaran WBS di Lingkungan PT Indonesia Comnets Plus pada tanggal 3 November 2014. Dimana pengelola sistem pelaporan pelanggaran adalah UPG ICON+ cq Ketua UPG ICON+ sebagai koordinator dan penanggung jawab WBS ICON+.

Mekanisme Sistem Pelaporan Pelanggaran

Mekanisme Whistleblowing di ICON+ berlaku bagi seluruh pemangku kepentingan Perusahaan yang telah sesuai dengan prinsip-prinsip GCG. Berikut adalah mekanisme pelaporan pelanggaran di ICON+:

1. Memberikan informasi mengenai nama diri yang didalamnya memuat nomor yang dapat dihubungi yaitu telepon/ handphone/ fax/ email atau dengan pilihan anonymous;
2. Memberikan indikasi awal yang dapat dipertanggungjawabkan sekurang-kurangnya berisi tentang penjelasan singkat, kejadian yang ingin dilaporkan, kapan dan dimana perbuatan/ kejadian tersebut dilakukan, nama dan jabatan terlapor, ICONers lain yang terlibat, saksi, kronologis kejadian/ perbuatan, estimasi kerugian finansial (jika kerugian nyata), dokumentasi dan/atau bukti lainnya (jika ada), dan hal-hal lain yang diatur dalam form Laporan WBS ICON+;
3. UPG ICON+ menerima dan menyaring (*filtering*) laporan/pengaduan pelanggaran yang diterima melalui sarana/saluran/media sebagaimana dimaksud dalam Pedoman ini. Dalam waktu 14 (empat belas) hari kerja UPG ICON+ menganalisis apakah terdapat indikasi awal atau sesuai dengan kriteria WBS ICON+ dan menentukan apakah laporan/pengadaan tersebut layak dan/atau patut untuk ditindaklanjuti. Bila YA, maka laporan/pengaduan tersebut diteruskan kepada Tim Investigasi yang dibentuk oleh Ketua UPG ICON+, bila TIDAK maka proses pelaporan/ pengaduan pelanggaran dianggap selesai;
4. Laporan yang berisi kategori YA dari Ketua UPG ICON+ (dilanjutkan untuk dilakukan investigasi) disampaikan kepada Tim Investigasi paling lambat 2 (dua) hari kerja sejak keputusan diambil oleh Ketua UPG ICON+. Setelah menerima laporan dari Ketua UPG ICON+. maka paling lambat 7 (tujuh) hari kerja, Tim Investigasi harus segera melakukan investigasi awal terhadap laporan/pengaduan pelanggaran tersebut;

Whistleblowing System Management Structure

WBS reporting management is regulated in the procedure stated in the Board of Directors Regulation of PT Indonesia Comnets Plus No. 277-1/SK/001/PUSAT/ICON+/2014 regarding Guidelines for WBS Management within PT Indonesia Comnets Plus on November 3, 2014. Whereas the management of the whistleblowing system is UPG ICON+ cq the Chairperson of UPG ICON+ as the coordinator and person in charge of ICON+ WBS.

Whistleblowing System Mechanism

The Whistleblowing mechanism at ICON+ applies to all Company's stakeholders who are in accordance with the principles of GCG. The following is the whistleblowing mechanism in ICON+:

1. Provide information regarding personal data, which includes numbers that can be reached, such as telephone/ mobile/fax/email or with an anonymous option;
2. Provide an initial indication that can be accounted for at least containing a brief explanation, the incident to be reported, when and where the action/ incident happened, the name and position of the reported person, other ICONers involved, witnesses, chronology of events/actions, estimated financial losses (if the loss is visible), documentation and/or other evidence (if any), and other matters stipulated in ICON+ WBS Report form;
3. UPG ICON+ receives and filters whistleblowing through the means/channels/media as mandated in this Guideline. Within 14 (fourteen) working days UPG ICON+ analyzes whether there is an initial indication or in accordance with ICON+ WBS criteria and determines whether the report/complaint is appropriate and/or worthy of being followed up. If YES, the report/complaint is forwarded to the Investigation Team formed by the Chairperson of UPG ICON+, if NO then the process of whistleblowing is considered settled;

4. Reports containing the YES category from the Chairperson of UPG ICON+ (continued for investigation) are submitted to the Investigation Team no later than 2 (two) working days after the decision was made by UPG ICON+ Chair. After receiving the report from the Chairman of UPG ICON+, then no later than 7 (seven) working days, the Investigation Team must immediately conduct an initial investigation of the whistleblowing;

5. Durasi (jangka waktu) investigasi awal yang dilakukan oleh Tim Investigasi adalah 14 (empat belas) hari kalender dan hanya dapat diperpanjang selama 14 (empat belas) hari kalender;
6. Setelah durasi investigasi awal berakhir, maka Tim Investigasi melaporkan kepada Ketua UPG hasil investigasi awal. Laporan Hasil Investigasi Awal berisi rekomendasi yang berisi ringkasan pelaporan/pengaduan pelanggaran;
7. Ketua UPG ICON+ memberikan keputusan atas rekomendasi yang disampaikan oleh Tim Investigasi paling lambat 5 (lima) hari kerja;
8. Apabila keputusan Ketua UPG ICON+ memutuskan dilakukan investigasi lanjut, maka Ketua UPG mengirimkan surat yang berisi laporan tentang terduga pelaku dan jenis pelanggaran serta potensi kerugian yang akan diderita oleh ICON+ kepada panel pejabat penindaklanjut pelaporan/pelanggaran WBS ICON+. Ketua UPG ICON+ memperhatikan struktur tindaklanjut proses penanganan pelaporan/pengaduan;
9. Ketua UPG ICON+ mengkoordinasikan dan mengatur jalannya investigasi lanjutan (penyidikan) yang dilakukan oleh panel;
10. Ketua UPG ICON+ cq Anggota UPG ICON+ yang ditunjuk oleh Ketua UPG dalam investigasi awal secara mutatis-mutandis menjadi anggota panel investigasi lanjutan yang memiliki tugas dan tanggungjawab yang sama dengan panel sebagaimana dimaksud dalam struktur penindaklanjut pelaporan/pengaduan pelanggaran;
11. Panel bekerja paling lambat 14 (empat belas) hari kerja dan hanya dapat diperpanjang 14 (empat belas) hari kerja.
12. Jika panel memutuskan Terlapor terbukti secara sah dan meyakinkan, maka panel memberikan rekomendasi kepada Divisi/Departement SDM ICON+ untuk melaksanakan putusan tersebut paling lambat 14 (empat belas) hari kerja. Putusan panel disampaikan secara resmi oleh Ketua UPG ICON+;
13. Seluruh proses investigasi atas pelaporan dan/atau pengaduan pelanggaran wajib dibuatkan Berita Acara;
14. Seluruh proses WBS ICON+ harus terdokumentasi dengan baik dan dapat dipertanggungjawabkan.

5. The duration (time period) of the initial investigation conducted by the Investigation Team is 14 (fourteen) calendar days and can only be extended for 14 (fourteen) calendar days;
6. After the initial investigation duration ends, the Investigation Team reports to the Chairperson of UPG the results of the initial investigation. The Initial Investigation Report contains recommendations containing a summary of whistleblowing;
7. The Chairperson of UPG ICON+ provides a decision on the recommendation submitted by the Investigation Team no later than 5 (five) working days;
8. If the Chairperson of UPG ICON+ decides to further investigate, then the Chairperson will send a letter containing reports on the the alleged perpetrator and types of violations as well as potential losses that will be suffered by ICON+ to the panel of officials who follow up the reporting/violation of ICON+ WBS. The Chairperson of UPG ICON+ pays attention to the follow-up structure of the whistleblowing handling process;
9. The Chairperson of UPG ICON+ coordinates and regulates the course of further investigations conducted by the panel;
10. The Chairperson of UPG ICON+ cq UPG ICON+ member who is appointed by the Chairperson of the UPG in the initial investigation shall mutatis-mutandis become a member of the follow-up investigation panel, which has the same duties and responsibilities as the panel as referred to in the follow-up structure for whistleblowing;
11. The panels work no later than 14 (fourteen) working days and can only be extended for 14 (fourteen) working days.
12. If the panel decides that the Reported Party is legally and convincingly proven, the panel will provide a recommendation to ICON+ HR Division/Department to implement the decision no later than 14 (fourteen) working days. The panel decision is officially conveyed by the Chairperson of UPG ICON+;
13. The entire process of investigating the whistleblowing must be made Minutes;
14. The entire ICON+ WBS process must be well documented and accountable.

Pengaduan pelanggaran terhadap Pedoman Etika Perusahaan dapat dilakukan melalui:
- Website Perusahaan: www.iconpln.co.id atau http://wbs.iconpln.co.id/
- Email: wbs.upg@iconpln.co.id
- Surat yang ditujukan ke alamat
  PT Indonesia Comnets Plus
  Up. Tim Pengelola Pengaduan Pelanggaran
  Kawasan PLN Cawang
  Jl. Mayjen Sutoyo No. 1, Cililitan
  Jakarta Timur, 13640

- Telpon : 021-5253019
- SMS : 081314304660
- Surat resmi melalui Drop Box

Adapun dokumen terkait pelaporan pelanggaran yang perlu dipersiapkan untuk melakukan pelaporan antara lain:
- Formulir laporan pelaporan/pengungkapan;
- Berita acara tentang investigasi awal/klarifikasi;
- Berita acara tentang hasil investigasi;
- Surat atau memo dari atau ke pengelola *Whistleblowing System*;
- Laporan berkala minimal per semester atas pengungkapan layanan *Whistleblowing System* oleh pengelola *Whistleblowing System.*

Whistleblowing towards the Company's Code of Ethics can be made through:
- Company website: www.iconpln.co.id atau http://wbs.iconpln.co.id/
- Email: wbs.upg@iconpln.co.id
- Mail addressed to:
  PT Indonesia Comnets Plus
  Att. Tim Pengelola Pengaduan Pelanggaran
  Kawasan PLN Cawang
  Jl. Mayjen Sutoyo No. 1, Cililitan
  East Jakarta, 13640

- Phone: 021-5253019
- SMS: 081314304660
- Official letter via Drop Box

The documents related to whistleblowing that need to be prepared for reporting include:

- Form of disclosure;
- Minutes of initial investigation/clarification;
- Minutes of investigation results;
- Letters or memos from or to the Whistleblowing System administrator;
- Periodic report at least every semester on the disclosure of Whistleblowing System services by Whistleblowing System managers.

Alur Pengelolaan Whistleblowing System

Berikut merupakan mekanisme penanganan Sistem Pelaporan Pelanggaran (*Whistleblowing System*) ICON+.

Whistleblowing System Management Flow

The following is the mechanism for handling ICON+ Whistleblowing System.

Alur Pengelolaan Whistleblowing System
Flow of Whistleblowing System Management

Penanganan Pelaporan Pelanggaran

Penanganan pelaporan pelanggaran dilakukan dengan memegang prinsip kerahasiaan dan keamanan terhadap pelapor. Setiap pelapor yang memberikan indikasi dan/atau bukti awal terkait pelanggaran akan diproses oleh tim investigasi yang kemudian dilaporkan kepada Tim UPG untuk penyelesaian pelanggaran. Apabila hasil investigasi terbukti adanya pelanggaran disiplin oleh ICONers, maka dapat diproses sesuai dengan ketentuan kebijakan penjatuhan sanksi.

Pengenaan sanksi yang tegas dan konsisten kepada terlapor yang terbukti bersalah, diharapkan dapat memberikan efek jera serta tidak menutup kemungkinan kepada pihak lain yang memiliki niat melakukan pelanggaran. Selain itu laporan yang diterima dapat menjadi masukan untuk perbaikan sistem bagi Perusahaan agar dapat menjadi lebih baik lagi.

Perlindungan Bagi Pelapor

Pada mekanisme WBS, pelapor mencantumkan identitasnya guna memudahkan kelancaran investigasi. Meskipun demikian, kerahasiaan identitas pelapor akan tetap dijaga oleh UPG dan dijamin oleh Direksi dan Dewan Komisaris sebagai bentuk perlindungan bagi pelapor.

UPG juga memberikan perlindungan kepada terlapor guna mengedepankan kerahasiaan, asas praduga tidak bersalah dan profesionalisme dalam rangka melakukan proses tindak lanjut atas setiap pengaduan/penyingkapan. Kebijakan perlindungan terhadap pelapor, yaitu sebagai berikut:

1. Dalam melakukan proses tindak lanjut atas setiap pengaduan wajib mengedepankan kerahasiaan, asas praduga tak bersalah dan profesionalisme;
2. Identitas pelapor dijamin kerahasiaan oleh ICON+;
3. ICON+ menjamin perlindungan terhadap pelapor dari segala bentuk ancaman, intimidasi, hukuman ataupun tindakan tidak menyenangkan dari pihak manapun selama pelapor menjaga kerahasiaan kasus yang diadukan kepada pihak manapun;
4. Perlindungan ini juga berlaku bagi ICONers yang melaksanakan investigasi maupun pihak-pihak yang memberikan informasi terkait dengan pengaduan;
5. Pihak yang melanggar prinsip kerahasiaan tersebut akan diberikan sanksi yang berat sesuai ketentuan yang berlaku di ICON+.

Handling Whistleblowing

The whistleblowing is handled by upholding the principle of confidentiality and safety for the whistleblower. Every whistleblower who provides an indication and/or preliminary evidence related to a violation will be processed by the investigation team, which is then reported to the UPG Team for resolution of the violation. If the results of the investigation prove that there is a disciplinary violation by ICONers, it can be processed in accordance with the provisions of the sanction imposition policy.

The imposition of firm and consistent sanctions on the reported guilty party is expected to provide a deterrent effect and does not rule out other parties who have the intention of committing violations. In addition, the reports received can be used as input for system improvement for the Company to become even better.

Protection for Whistleblower

In the WBS mechanism, the whistleblower includes his/her identity in order to facilitate the smooth running of the investigation. However, the UPG will maintain the confidentiality of the whistleblower's identity and guaranteed by the Board of Directors and the Board of Commissioners as a form of protection for the them.

UPG also provides protection to the reported to prioritize confidentiality, the presumption of innocence, and professionalism in order to carry out a follow-up process for any complaints/disclosures. The protection policy for whistleblowers is as follows:

1. In carrying out the follow-up process for each complaint, it is obligatory to prioritize confidentiality, the presumption of innocence, and professionalism;
2. ICON+ guarantees the confidentiality of the whistleblower's identity;
3. ICON+ guarantees protection of the whistleblower from all forms of threats, intimidation, punishment or unpleasant actions from any party as long as the whistleblower maintains the confidentiality of the case being reported to any party;
4. This protection also applies to ICONers who carry out investigations as well as parties providing information related to complaints;
5. Parties who violate the principle of confidentiality will be given severe sanctions in accordance with the applicable provisions within ICON+.

Sosialisasi dan Evaluasi

Pada tahun 2019, perusahaan telah melakukan kegiatan sosialisasi kepada seluruh insan perusahaan. Hal tersebut dilakukan agar tujuan dan pesan yang terkandung di dalamnya dapat tersampaikan dengan baik serta memberikan pemahaman atas kebijakan dan mekanisme pelaporan pelanggaran.

Sosialisasi WBS ICON+ dilakukan melalui tatap muka langsung dalam kegiatan *workshop*, media cetak, seperti *poster banner* atau majalah, serta media *online* seperti *website, web portal, email*, dan lain-lain. Selain itu sosialisasi terkait WBS juga dilakukan oleh *Agent of Change* (AoC).

Sedangkan untuk konten sosialisasi kebijakan WBS ICON+ mencakup kegiatan atau proses kerja yang dikategorikan menyimpang serta memberikan sanksi yang tegas kepada pelaku, penyimpangan akan diproses secara *fair* dan mengedepankan prinsip-prinsip GCG.

Socialization and Evaluation

In 2019, the Company has conducted socialization to all Company personnel. This is carried out so that the objectives and messages contained therein can be conveyed properly and provide an understanding of the policies and mechanisms for whistleblowing.

ICON+ WBS socialization is carried out face-to-face in workshops, print media, such as banner, posters, or magazines, as well as online media such as websites, web portals, e-mails, and others. In addition, the Agent of Change (AoC) also conducted socialization related to WBS.

Meanwhile, the content of ICON+ WBS policy socialization includes activities or work processes that are categorized as deviant and provides strict sanctions to the perpetrator, the deviations will be processed fairly and prioritizing GCG principles.

Jumlah pengaduan

Sampai dengan akhir Desember 2019, tidak terdapat laporan terkait pengaduan atas pelanggaran melalui pemeriksaan yang sebelumnya dilakukan oleh Internal Audit dan ditindaklanjuti dengan pembentukan Tim Pemeriksa Pelanggaran Peraturan Perusahaan (TP4) oleh Direksi. Berikut rincian jumlah pengaduan:

Number of Complaints

As of the end of December 2019, there were no reports regarding complaints of violations through examinations previously carried out by Internal Audit and followed up by the establishment of the Company Regulation Violation Examination Team (TP4) by the Board of Directors. The following is the breakdown of the number of complaints:

Keterangan Description	**Jumlah Pengaduan yang Masuk** Number of Incoming Complaints	**Jumlah Pengaduan yang Diproses** Number of Complaints Processed	**Jumlah Pengaduan yang Telah Selesai Diperoses** Number of Complaints Settled	**Jumlah Pengaduan yang Belum Selesai Diproses** Number of Complaints that have not been processed yet
Pelaporan Pelanggaran Reporting of Violations	0	0	0	0

Sanksi Terhadap Pelanggaran

Sanksi terhadap pelanggaran yang terbukti setelah dilakukannya investigasi akan mengacu pada peraturan perusahaan dan Undang-undang yang berlaku. Hingga akhir tahun 2019, tidak terdapat laporan terkait pengaduan atas pelanggaran sehingga tidak terdapat sanksi/ tindak lanjut atas pengaduan yang telah selesai diproses pada tahun buku.

Sanctions Towards Violations

Sanctions for proven violations after an investigation will refer to the Company regulations and applicable laws. Until the end of 2019, there were no reports regarding complaints of violations, thus there were no sanctions/ follow-ups for complaints that had been processed in the fiscal year.

Sumber Daya Manusia
Human Resources

ICON+ secara berkesinambungan meningkatkan pengelolaan Sumber Daya Manusia (SDM) guna mendukung tercapainya produktivitas Perusahaan dalam menghadapi perkembangan industri bisnis. Tahun 2019 ini, ICON+ menerapkan program budaya unggul dengan tema "Meningkatkan Engagement Pegawai Melalui Upaya Program Budaya New Way of Act & Thinking, Top Leaders Involvement Dan Business & Corporate Innovation."

Berbagai program Budaya Unggul dilakukan pada tahun 2019, hal tersebut diterapkan dengan tujuan menciptakan lingkungan kerja yang mendukung produktivitas karyawan, saling mendukung antar sesama karyawan, saling mendukung dan bekerjasama antar unit kerja, serta meningkatkan engagement pegawai untuk mendukung produktivitas organisasi.

Program budaya unggul menjadikan Perusahaan memiliki value yang lebih serta didukung oleh SDM yang kompeten, berdaya saing, memiliki integritas dalam mendukung tercapainya tujuan visi dan misi perusahaan.

ICON+ improves the management of Human Resources (HR) on an ongoing basis to support the achievement of Company's productivity in facing the business industry development. In 2019, ICON+ implemented excellence culture program with the theme "Increasing Employee Engagement Through the New Way of Act & Thinking, Top Leaders Involvement, and Business & Corporate Innovation Cultural Program."

Numerous Excellence Culture programs were carried out in 2019, with the aim of creating a work environment that supports employee productivity, mutual support among fellow employees, mutual support and collaborates between work units, and increases employee engagement to support organizational productivity.

The excellence culture program making the Company has added values and is supported by HR who are competent, competitive, have integrity in supporting the achievement of the Company's vision and mission.

Kebijakan Pengelolaan SDM

Perusahaan menetapkan kebijakan pengelolaan SDM guna mendukung strategi pengelolaan SDM. Kebijakan pengelolaan SDM tersebut adalah sebagai berikut:

1. Undang-Undang No. 1 Tahun 1970 tentang Keselamatan Kerja;
2. Undang-Undang No. 13 Tahun 2003 tentang Ketenagakerjaan;
3. Undang-Undang No. 40 Tahun 2007 tentang Perseroan Terbatas;
4. Surat Keputusan Direksi No. 019.K/DIR-ICON+/2002 tentang Pendidikan dan Pelatihan; 2297/SK/001/PUSAT/ICON+/2015 tanggal 31 Desember 2015 tentang Pelatihan Sumber Daya Manusia di PT Indonesia Comnets Plus
5. Surat Keputusan Direksi No. 099.K/010/DIR-ICON+/2007 tentang Sistem Manajemen Karir Berbasis Kompetensi, beserta perubahannya No. 103/SK/003/PUSAT/ICON+/2018 tentang Pengembangan Kompetensi dan Karir
6. Peraturan Perusahaan No. KEP.7355/PHIJSK-PKKAD/PP/XI/2010 tentang Pengesahan Peraturan Perusahaan PT Indonesia Comnets Plus;
7. Surat Keputusan Direksi No. 1147/SK/03/PST/2018 tentang Tata kelola Knowledge Management di lingkungan PT Indonesia Comnets Plus;
8. Surat Keputusan Direksi No. 007/SK/001/PUSAT/ICON+/2012 tentang Evaluasi Pendidikan dan Pelatihan;
9. Surat Keputusan Direksi No. 036-1/SK/001/PUSAT/ICON+/2015 tentang Sistem Rekrutmen dan Seleksi Pegawai;
10. Surat Keputusan Direksi No. 1345-1/SK/001/PUSAT/ICON+/2015 tentang Sistem Manajemen Kinerja Pegawai;
11. Surat Keputusan Direksi 18/SK/005/PST/2018 tentang Perubahan Struktur Organisasi; Penjabaran Tugas Pokok dan Fungsi;
12. Pedoman Etika Perusahaan;
13. Budaya Perusahaan.

HR Management Policy

The Company establishes HR management policies to support the HR management strategy. The HR management policies are as follows:

1. Law No. 1 of 1970 regarding Work Safety;
2. Law No. 13 of 2003 regarding Manpower;
3. Law No. 40 of 2007 regarding Limited Liability Companies;
4. Directors Decree No. 019.K/DIR-ICON+/2002 regarding Education and Training; No. 2297/SK/001/PUSAT/ICON+/2015 dated December 31, 2015 regarding Human Resources Training at PT Indonesia Comnets Plus;
5. Directors Decree No. 099.K/010/DIR-ICON+/2007 regarding Competency-Based Career Management System, and its amendments No. 103/SK/003/PUSAT/ICON+/ 2018 regarding Competency and Career Development;
6. Company Regulation No. KEP.7355/PHIJSK-PKKAD/PP/XI/2010 regarding Ratification of PT Indonesia Comnets Plus Company Regulations;
7. Directors Decree No. 1147/SK/03/PST/2018 regarding Knowledge Management Governance in PT Indonesia Comnets Plus;
8. Directors Decree No. 007/SK/001/PUSAT/ICON+/2012 regarding Evaluation of Education and Training;
9. Directors Decree No. 036-1/SK/001/PUSAT/ICON+/2015 regarding Employee Recruitment and Selection System;
10. Directors Decree No. 1345-1/SK/001/PUSAT/ICON+/2015 regarding Employee Performance Management System;
11. Directors Decree No. 18/SK/005/PST/2018 regarding Changes in Organizational Structure; Description of Main Duties and Functions;
12. Company Code of Conduct Guidelines;
13. Corporate Culture.

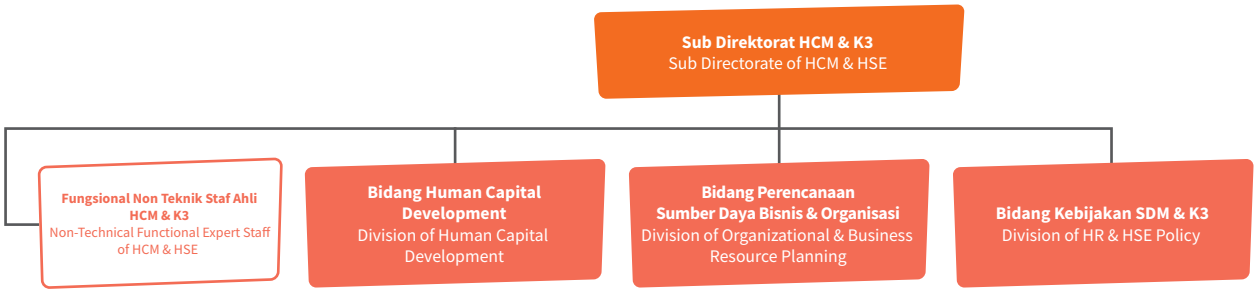
Pengelola Sumber Daya Manusia

Pengelolaan karyawan ICON+ dijalankan oleh Sub Direktorat SDM dan Umum. Sub Direktorat SDM dan Umum berada dibawah kendali Direktorat Keuangan dan SDM, dengan struktur pengelola berdasarkan Surat Keputusan Direksi No. 18/SK/005/PST/2018 tentang Perubahan Struktur Organisasi, Penjabaran Tugas Pokok dan Fungsi.

Human Resources Manager

The management of ICON+ employees is carried out by the Sub Directorate of HR and General Affairs. The Sub Directorate of HR and General Affairs is under the control of the Directorate of Finance and Human Resources, with a management structure based on the Directors Decree No. 18/SK/005/PST/2018 regarding Changes in Organizational Structure, Description of Main Duties and Functions.

Struktur Organisasi SDM | Human Resources Structure



Profil Pimpinan Sub Direktorat SDM dan Umum

Profile of the Sub Directorate of Human Resources and General Affairs

Gloria Magdalena Ndoen

Plt. Vice President Human Capital Management & K3
Act. Vice President of Human Capital Management & OHS

Beliau menjabat sebagai sebagai Plt. VP HCM & K3 sejak November 2019. Profil beliau telah disajikan dalam Profil Pejabat Eksekutif pada bab Profil Perusahaan
She served as Act. VP HCM & OHS since November 2019. Her profile has been presented in the Profile of Executive Officers in the Company Profile chapter

Tugas dan Tanggung Jawab Sub Direktorat SDM dan Umum

Tugas dan tanggung jawab Sub Direktorat SDM dan Umum antara lain:

- Bertanggung jawab terhadap efektivitas organisasi, evaluasi implementasi serta pengembangan organisasi untuk menunjang kelancaran operasional, mengelola penerapan tata nilai dan budaya Perusahaan berbasis organisasi pembelajar dan inovasi, menerapkan manajemen pengembangan SDM, mekanisme *reward*, strategi kompensasi dan *benefit* yang sesuai strategi bisnis dan kebutuhan perusahaan, serta menjaga hubungan industrial yang harmonis;
- Menyelaraskan strategi pengembangan organisasi dan pengembangan SDM yang selaras dengan strategi bisnis Perusahaan;
- Mengidentifikasi dan mengelola risiko-risiko yang menghambat pencapaian sasaran kerja Sub-Direktorat;
- Mengelola efektivitas organisasi Perusahaan sesuai dengan strategi bisnis Perusahaan;
- Mengelola penguatan budaya Perusahaan berbasis organisasi pembelajar dan inovasi melalui pengelolaan pengetahuan (*Knowledge Management*) di Perusahaan;
- Merencanakan pengembangan sistem SDM berbasis kompetensi dan budaya perusahaan yang mendukung visi, misi, dan strategi Perusahaan;
- Memenuhi kebutuhan SDM di Perusahaan baik jumlah maupun kualifikasi yang sesuai dalam mendukung pencapaian strategi Perusahaan;
- Mengidentifikasi dan menentukan inisiatif strategis dalam rangka meningkatkan tingkat kerekatan (*engagement*) dan pemberdayaan (*enablement*) pegawai;
- Mengelola hubungan industrial yang harmonis antara manajemen dengan pihak terkait sesuai ketentuan dan peraturan ketenagakerjaan;
- Memformulasikan sasaran pengelolaan risiko Sub-Direktorat yang SMART (*Specific, Measurable, Achievable, Realistic, and Timely*), mengidentifikasi risiko yang mempunyai potensi mengganggu pencapaian sasaran, menetapkan rencana perlakuan mitigasi yang tepat serta memonitor pelaksanaan mitigasi risiko dan melaporkannya sesuai dengan Pedoman Manajemen Risiko yang berlaku.

Duties and Responsibilities of the Sub Directorate of HR and General Affairs

Duties and responsibilities of the Sub Directorate of HR and General Affairs include:

- Responsible for organizational effectiveness, evaluation of implementation and organizational development to support smooth operations, managing the implementation of corporate values and culture based on learning and innovation organizations, implementing HR development management, reward mechanisms, compensation and benefits strategies that are in line with business strategies and the Company needs, as well as maintaining harmonious industrial relations;
- Align organizational development strategies and HR development in line with the Company's business strategy;
- Identify and manage risks that hinder the achievement of the Sub-Directorate's work objectives;
- Manage the effectiveness of the Company organization in accordance with the Company's business strategy;
- Manage the strengthening of corporate culture based on learning and innovation organizations through knowledge management in the Company;
- Plan the development of a competency-based HR system and corporate culture that supports the Company's vision, mission, and strategy;
- Fulfill the HR needs within the Company both in number and in appropriate qualifications to support the achievement of Company's strategy;
- Identify and determine strategic initiatives in order to increase the level of employee engagement and enablement;
- Manage a harmonious industrial relations between management and related parties in accordance with labor regulations;
- Formulate sub-directorate risk management targets that are SMART (Specific, Measurable, Achievable, Realistic, and Timely), identify risks that have the potential to interfere with target achievement, establish an appropriate mitigation treatment plan, and monitor the implementation of risk mitigation and report it in accordance with the applicable Risk Management Guidelines.

Strategi Pengelolaan SDM

Dalam rangka mencapai SDM Perusahaan yang unggul, ICON+ menerapkan strategi pengelolaan SDM yang terintegrasi dengan strategi Perusahaan agar SDM memiliki kompetensi, berdaya saing, serta mencapai kinerja terbaik bagi Perusahaan. Sub Direktorat SDM dan Umum ICON+ melakukan pengembangan SDM dengan program kerja strategis 2019. Program kerja tersebut berfokus pada 6 hal utama yaitu *values alignment, business transform readiness, improve business agility, piloting big/small initiative, future of work* dan *integrated talent management*.

HR Management Strategy

In order to achieve an excellent HR, ICON+ implements an HR management strategy that is integrated with the Company strategy so that HR has the competence, competitiveness, and achieve the best performance for the Company. ICON+ Sub Directorate of HR and General Affairs conducts HR development with the 2019 strategic work program. The work program focuses on 6 main issues, they are: values alignment, business transform readiness, improving business agility, piloting big/small initiatives, future of work, and integrated talent management.

Values alignment adalah fokus pada tata nilai dan budaya Perusahaan yang akan bermuara pada inovasi dan *customer*.

Business transform readiness merupakan kesadaran setiap karyawan untuk melakukan perubahan dalam hal peningkatan kinerjanya di Perusahaan yang disesuaikan dengan kemajuan era saat ini.

Improve business agility yaitu kelincahan berbisnis yang ditingkatkan dengan cara me-*review* proses bisnis dan memotong proses-proses yang sekiranya berulang atau sudah tidak diperlukan lagi. Hal ini perlu persiapan untuk menghadapi perubahan yang tidak pasti atau disebut *volatility, uncertainty, complexity,* dan *ambiguity* (VUCA).

Piloting big/small initiatives yang diimplementasikan pada program Kanvas ICON+.

Values alignment is a focus on corporate values and culture that will boils down to innovation and customers.

Business transform readiness is the awareness of every employee to make changes in terms of improving their performance in the Company adapted to the progress of the current era.

Improve business agility is enhanced business agility by reviewing business processes and cutting processes that are repetitive or no longer needed. This requires preparation to face uncertain changes or called volatility, uncertainty, complexity, and ambiguity (VUCA).

Piloting big/*small initiatives* that is implemented in the Kanvas ICON+ program.

Future of work dimana HR ICON+ merancang sebuah struktur organisasi ramping (*network structure*) yang bertujuan agar dalam proses pengambilan keputusan dapat lebih cepat.

Integrated talent management untuk membangun sistem pengelolaan *talent management* agar *pipeline of future leader* yang kredibel dan kompeten serta menciptakan pemimpin-pemimpin baru yang andal dan berwawasan.

Future of work where ICON+ HR designs a lean organizational structure (network structure) that aims to make the decision-making process faster.

Integrated talent management to build a talent management system so that the pipeline of future leaders is credible and competent and creates new, reliable, and insightful leaders.

Komposisi Karyawan

Jumlah karyawan ICON+ mengalami peningkatan menjadi 725 karyawan pada tahun 2019 dibandingkan tahun 2018 sebanyak 662 karyawan. Peningkatan tersebut disesuaikan dengan target Perusahaan yang terus meningkat sehingga diperlukannya perekrutan SDM. Berikut adalah informasi demografi karyawan:

Employee Composition

The number of ICON+ employees has increased to 725 employees in 2019 compared to 2018 of 662 employees. This increase is in line with the Company's ever-increasing target, thus HR recruitment is needed. The following is employee demographic information:

Jumlah Karyawan ICON+
Number of ICON+ Employees

Keterangan Description	YoY	2019	2018	2017
Jumlah Karyawan Number of Employees	9,52%	725	662	597

Komposisi Karyawan Berdasarkan Tingkat Pendidikan.

Komposisi karyawan berdasarkan tingkat pendidikan sebagian besar didominasi oleh lulusan Sarjana yaitu sebesar 87,59% dari total karyawan ICON+. Hal ini terkait dengan kualifikasi karyawan yang dibutuhkan ICON+ yakni semi profesional dan professional sesuai SK Rekrutmen nomor 36 tahun 2015.

Employee Composition Based on Education Level.

The composition of employees based on education level is mostly dominated by Bachelor graduates of 87.59% from the total ICON+ employees. This is related to the employee qualifications needed by ICON+, namely semi-professional and professional according to Recruitment Decree number 36 of 2015.

Komposisi Karyawan Berdasarkan Jenjang Pendidikan
Employee Composition Based on Educational Level

Keterangan Description	Persentase Percentage	2019	Persentase Percentage	2018	Persentase Percentage	2017
Pasca Sarjana/ Doktor Postgraduate / Doctoral	0,14	1	0,15	1	0	-
Pasca Sarjana/ Master Postgraduate / Masters	6,21	45	7,70	51	6,53	39
Sarjana Bachelor	87,59	635	86,10	570	84,92	507

Komposisi Karyawan Berdasarkan Jenjang Pendidikan
Employee Composition Based on Educational Level

Keterangan Description	Persentase Percentage	2019	Persentase Percentage	2018	Persentase Percentage	2017
D3 Associate's Degree	5,52	40	4,98	33	7,70	46
SLTA High Schools	0,55	4	1,06	7	0,83	5
Jumlah Total	100	725	100	662	100	597

Komposisi Karyawan Berdasarkan Level Organisasi
Pada level organisasi, 64,14% dari total karyawan merupakan level fungsional. Kemudian untuk level supervisor sebanyak 19,45% dan 16,41% adalah level manajemen.

Employee Composition Based on Organization Level
At the organizational level, 64.14% of the total employees are at the functional level. For the supervisor level in the amount of 19.45%, and for the management level is 16.41%.

Komposisi Karyawan Berdasarkan Level Organisasi
Employee Composition Based on Organizational Level

Keterangan Description	Persentase Percentage	2019	Persentase Percentage	2018	Persentase Percentage	2017
Manajemen Management	16,41	119	18,43	122	17,09	102
Supervisor Supervisor	19,45	141	20,24	134	18,43	110
Fungsional Functional	64,14	465	61,33	406	64,49	385
JumlahTotal	100	725	100	662	100	597

Komposisi Karyawan Berdasarkan Usia
Karyawan ICON+ didominasi oleh usia kerja produktif dengan 67,31% diisi oleh karyawan dengan rentang usia 30 – 50 tahun. Hal ini menggambarkan bahwa dominasi karyawan dengan usia produktif dapat menjadi pendorong produktivitas Perusahaan.

Employee Composition Based on Age
ICON+ employees are dominated by productive working age with 67.31% filled by employees with an age range of 30-50 years. This depicted that the dominance of employees with productive age can be a driver of Company productivity.

Komposisi Karyawan Berdasarkan Usia
Employee Composition Based on Age

Keterangan Description	Persentase Percentage	2019	Persentase Percentage	2018	Persentase Percentage	2017
<30 tahun | years	31,03	225	22,96	152	33,67	201
30-50 tahun | years	67,31	488	74,32	492	63,48	379
>50 Tahun | years	1,66	12	2,72	18	2,85	17
Jumlah | Total	100	725	100	662	100	597

Komposisi Karyawan Berdasarkan Status Kepegawaian

Dari total karyawan ICON+ tahun 2019 yang berjumlah 725 orang, 85,10% berstatus pegawai organik, 10,90% berstatus pegawai PKWT, dan 4,00% berstatus pegawai tugas karya.

Employee Composition Based on Employment Status

Of the total 725 ICON+ employees in 2019, 85.10% were organic employees, 10.90% were PKWT employees, and 4.00% were work assignment employees.

Komposisi Karyawan Berdasarkan Status Kepegawaian
Employee Composition Based on Employment Status

Keterangan Description	Persentase Percentage	2019	Persentase Percentage	2018	Persentase Percentage	2017
Pegawai Organik Organic Employees	85,10	617	79,31	525	83,08	496
Pegawai Tugas Karya Work Assignment Employees	4,00	29	5,74	38	6,20	37
Pegawai PKWT PKWT Employees	10,90	79	14,95	99	10,72	64
Jumlah Total	100	725	100	662	100	597

Komposisi Karyawan Berdasarkan Jenis Kelamin

Perbandingan komposisi karyawan ICON+ berdasarkan jenis kelamin didominasi oleh Laki-laki sebanyak 538 orang atau 74,21% dari total seluruh karyawan. Sedangkan jenis kelamin Perempuan sebanyak 187 orang atau 25,79%.

Employee Composition Based on Gender

Comparison of the composition of ICON+ employees based on gender is dominated by male as many as 538 people or 74.21% of the total employees. While the female as many as 187 people or 25.79%.

Komposisi Karyawan Berdasarkan Jenis Kelamin
Employee Composition Based on Gender

Keterangan Description	Persentase Percentage	2019	Persentase Percentage	2018	Persentase Percentage	2017
Laki-laki Male	74,21	538	74,02	490	73,53	439
Perempuan Female	25,79	187	25,98	172	26,47	158
Jumlah Total	100	725	100	662	100	597

Komposisi Karyawan Outsourcing

Jumlah karyawan outsourcing ICON+ yang menempati site Contact Center 123 sebanyak 1.288 orang dan karyawan pendukung kegiatan operasional sebanyak 1.786 orang.

Composition of Outsourcing Employees

The number of ICON+ outsourcing employees who occupied the 123 Contact Center site were 1,288 people, and the operational support employees were 1,786 people.

Komposisi Karyawan Outsourcing
Outsourcing Employee Composition

Keterangan Description	Persentase Percentage	2019	Persentase Percentage	2018	Persentase Percentage	2017
Site Contact Center 123 Site Contact Center 123	41,90	1.288	51,22	1.113	59,55	1.163
Pendukung Kegiatan Operasional Operational Support Activities	58,10	1.786	48,78	1.060	40,45	790
Jumlah Total	100	3.074	100	2.173	100	1.953

Program Rekrutmen Karyawan

Guna mendapatkan SDM yang berkualitas, ICON+ merancang strategi perekrutan karyawan baru dengan senantiasa memperhatikan kompetensi serta penerapan prinsip kesetaraan dan kesempatan kerja yang sama dalam proses rekrutmen. Melalui upaya tersebut, Perusahaan berharap dapat merekrut SDM yang berkualitas, mampu bertanggung jawab, dan memberikan kinerja terbaik.

Pada tahun 2019 dalam upaya menjawab tantangan bisnis untuk fokus pada digitalisasi proses bisnis, ICON+ melakukan perekrutan pegawai sebanyak 108 orang, yang terdiri dari 51 orang melalui mekanisme rekrutmen langsung dan 27 melalui skema OJT Regular PLN. Selain itu, ICON+ berupaya mempersiapkan SDM yang memiliki kompetensi dalam bisnis digital, salah satunya melalui program rekrutmen bersama khusus *programmer* yang bekerjasama dengan lembaga pendidikan *programmer* di Indonesia, sehingga diperoleh 30 pegawai baru yang memiliki kompetensi sesuai kebutuhan Perusahaan. Hal tersebut sebagai wujud komitmen Anak Perusahaan untuk mendukung program diversifikasi layanan PLN di luar ketenagalistrikan serta digitalisasi proses di PT PLN (Persero).

Employee Recruitment Program

For ICON+ to acquired a qualified HR, it designs a new employee recruitment strategy by always paying attention to competency and implementing the principles of equality and equal employment opportunities in the recruitment process. Through these measures, the Company hopes to recruit qualified HR who are able to be responsible, and provide the best performance.

In 2019, in an effort to answer business challenges to focus on digitizing business processes, ICON+ recruited 108 employees, consisting of 51 people through direct recruitment mechanisms, and 27 through PLN Regular OJT scheme. Moreover, ICON+ strives to prepare competent HR in digital business, one of which is through a special recruitment program for programmers in collaboration with programmer education institutions in Indonesia, thus 30 new employees who have competencies are recruited according to the needs of the Company. This is a manifestation of the subsidiary's commitment to support PLN service diversification program outside of electricity and the digitization of processes at PT PLN (Persero).

Pengembangan Kompetensi Karyawan

ICON+ sebagai Anak Usaha PT PLN (Persero) yang satu-satunya bergerak di bidang jasa solusi TIK harus mengambil momentum era digital sebagai enabler proses bisnis PLN yang lebih efisien. Untuk itu, pengembangan kualitas dan kompetensi karyawan perlu dilakukan dengan memberikan kesempatan yang sama kepada seluruh karyawan untuk mengikuti pendidikan dan pelatihan.

Program pengembangan SDM ini dilakukan berdasarkan pemenuhan *gap competency*, kebutuhan bisnis serta target kinerja yang dibutuhkan oleh Perusahaan. Sampai dengan Triwulan IV tahun 2019, kegiatan peningkatan kualitas, kompetensi, dan sertifikasi SDM yang telah dilaksanakan antara lain:

- Penyusunan *talent journey* bersama holding (PLN) dan seluruh Anak Perusahaan PLN, dalam rangka mempersiapkan *career path* bagi seluruh fungsi.
- Penyusunan *roadmap* implementasi *dual career system* (fungsional dan struktural).
- Melaksanakan *assessment* GAP Kompetensi pegawai.
- Penyusunan Training Need Analysis (TNA) dan jadwal pelaksanaan pengembangan pegawai.
- Pelaksanaan program CMC dalam rangka meningkatkan kinerja pegawai, melalui program i-ACC.

Sedangkan untuk pelatihan *soft skill* pegawai yang telah dilaksanakan adalah: *Executive Education* III, NLP, *Foundational Research, Levaraging Leader from with In, Corporate Coaching, Presentation Skill.* Pelatihan *hard skill* pegawai yang telah dilaksanakan adalah:

- Bidang ICT: SCADA, CCNA, CCIE, ITIL *Intermediate, Electric Power System Protection*, Mikrotik, ITIL *Service Design, Microsoft Project*, CDMS, CDRP, *Deep Offensive Hacking*, SAP HCM, TOGAF, GSEC *Security, Strategic IT Architecture.*
- Bidang Niaga: *Fintech*, *Foundational research, Sharing Product Knowledge.*
- Bidang *Supporting*: *Data Science, Six Sigma*, ISO 31000 2018, *Finance for Non Finance*, QIA, *Finance* 4.0, Audit Intern Dasar II, *Train for the Trainer*, Perpajakan, *Total Look.*

Employee Competency Development

ICON+ as a subsidiary of PT PLN (Persero) of the only one engaged in ICT solution services should take the momentum of the digital era as an enabler of PLN's more efficient business processes. Therefore, the development of employee quality and competence needs to be done by providing equal opportunities to all employees to attend education and training.

This HR development program is carried out based on meeting the gap competency, business needs and performance targets required by the Company. Until the 4th Quarter of 2019, activities to improve the quality, competency, and certification of HR that have been carried out include:

- Preparation of talent journey with the holding Company (PLN) and all PLN subsidiaries, in order to prepare career paths for all functions.
- Preparation of a dual career system implementation roadmap (functional and structural).
- Carry out employee competency GAP assessment.
- Preparation of Training Need Analysis (TNA) and schedule for the implementation of employee development.
- Implementation of CMC program in order to improve employee performance, through the i-ACC program.

Whereas for the soft skills training for employees that have been carried out are: Executive Education III, NLP, Foundational Research, Levaraging Leader from Within, Corporate Coaching, Presentation Skills. Employee hard skill training that has been carried out are:

- ICT field: SCADA, CCNA, CCIE, ITIL Intermediate, Electric Power System Protection, Mikrotik, ITIL Service Design, Microsoft Project, CDMS, CDRP, Deep Offensive Hacking, SAP HCM, TOGAF, GSEC Security, Strategic IT Architecture.
- Commerce field: Fintech, Foundational research, Sharing Product Knowledge.
- Supporting fields: Data Science, Six Sigma, ISO 31000 2018, Finance for Non Finance, QIA, Finance 4.0, Basic Internal Audit II, Train for the Trainer, Taxation, Total Look.

Program Pelatihan dan Biaya

Dalam peningkatan kompetensi SDM, ICON+ telah memberikan kesempatan pelatihan kepada karyawan, meliputi 73 *internal training* dan 37 *public training* dan diikuti oleh 537 karyawan dengan total biaya pelatihan sebesar Rp5,5 miliar. Rincian pelatihan sebagai berikut:

Training Programs and Cost

In improving HR competencies, ICON+ has provided training opportunities for employees, including 73 internal training and 37 public training and was attended by 537 employees with a total training cost of Rp5.5 billion. The details of the training are as follows:

Program Pelatihan Karyawan dalam kurun waktu 3 tahun

Employees Training Program in the period of 3 years

Indikator Indicator	2019	2018	2017
Jumlah pelatihan Number of Training	214 pelatihan | trainings	113 pelatihan | trainings	26 pelatihan | trainings
Jumlah karyawan yang mengikuti pelatihan Employees joining the Training	537 karyawan | employee	286 karyawan | employee	285 karyawan | employee
Realisasi biaya pelatihan Training Cost	Rp5,5 miliar | billion	Rp4,6 miliar | billion	Rp10,44 miliar | billion

Selain pelaksanaan program pelatihan dan pengembangan kompetensi SDM, ICON+ juga menyelenggarakan beberapa Program Budaya Unggul, yaitu:

In addition to implementing training programs and developing HR competencies, ICON+ also organizes several Excellent Culture Programs, they are:

Penyusunan Proposal Program Budaya Unggul

Merupakan program yang dapat mendukung produktivitas kerja dan sinergi antar tim. Terkait dengan penerapan nilai-nilai moral yang mengatur interaksi antar pegawai, ICON+ sejak semula telah memiliki nilai-nilai (*values*) perusahaan, salah satunya *teamwork*. *Teamwork* menjadi salah satu elemen penting yang dibutuhkan oleh ICON+ mengingat saat ini ICON+ memiliki 27 Sub Direktorat yang seluruhnya harus bersinergi demi tercapainya produktivitas pegawai. Oleh karena itu, pihak manajemen berharap tahun 2019 ini produktivitas pegawai dapat meningkat tajam melalui perbaikan proses kerjanya.

Preparation of Excellent Culture Program Proposal

Is a program that can support work productivity and synergy between teams. Related to the implementation of moral values that govern interactions between employees, ICON+ has had Company values from the beginning, one of which is teamwork. Teamwork is one of the important elements needed by ICON+ considering that currently ICON+ has 27 Sub Directorates, all of which have to synergize to achieve employee productivity. Therefore, the management expects in 2019, employee productivity can increase sharply through improvement of the work process.

Penetapan Surat Keputusan Tim Agent of Change ICON+

Penugasan Tim *Agent of Change* (AoC) adalah untuk periode 2019 sampai dengan 2020. AoC memiliki tugas sebagai berikut:

1. Menjadi kepanjangan tangan PLN Kantor Pusat untuk melaksanakan program internalisasi budaya perusahaan atau sesuai penugasan lebih lanjut;
2. Menjadi pelopor budaya integritas;
3. Membuat terobosan dalam perubahan *image* Perusahaan;

Determination of the Decree of ICON+ Agent of Change Team

The assignment of the Agent of Change (AoC) Team is for the period 2019 to 2020. AoC has the following tasks:

1. To become an extension of the hand of PLN Headquarter to carry out the corporate culture internalization program or in accordance with further assignments;
2. To become a pioneer of integrity culture;
3. To make a breakthrough in changing the Company's image;

4. Meningkatkan komunikasi antar unit, melalui komunitas *Change Agent*;
5. Membuat program dan mewujudkan dalam aktivitas *action plan*;
6. Mengimplementasikan program pelaksanaan ICON+ Way sesuai dengan *Roadmap* yang telah ditetapkan.

Pembekalan Tim Agent of Change

Tim AoC mendapatkan pembekalan terkait program budaya perusahaan dengan trainer internal. Jumlah tim AoC periode 2019 - 2020 sebanyak 61 orang yang terdiri dari 50% tim AoC periode sebelumnya dan 50% dari AoC yang baru terpilih oleh perwakilan manajemen sesuai dengan kriteria yang ditetapkan.

Values Deployment Program (CoC/VDP) Tematik Mingguan

Pelaksanaan CoC/VDP rutin dilaksanakan setiap minggu oleh seluruh unit kerja ICON+. Kegiatan CoC/VDP memiliki tema yang berbeda setiap minggunya. Tujuannya agar VDP lebih menarik, kreatif, dan membuat suasana kerja lebih menyenangkan *(break the routine)*.

Development Aplikasi Portal Culture untuk Monitoring Pelaksanaan CoC/VDP

Pelaksanaan *Value Deployment Program* (VDP) menjadi bagian penting dari internalisasi budaya ICON+, sehingga perlu adanya sistem *controlling* yang bisa memonitor program tersebut secara berkala. Untuk itu, pihak SDM membuat portal khusus berbasis *web* yang ditambahkan ke dalam menu Intranet ICON+.

Story Telling, Site Visit, & Lesehan Bareng Direksi

Merupakan media komunikasi antara manajemen dan karyawan. Divisi pengelola budaya dan hubungan kelembagaan menyusun program untuk Direksi dan pejabat level 1 melakukan *Story Telling, Site Visit* & Lesehan Bareng Direksi ke seluruh unit kerja ICON+.

4. To improve communication between units, through the Change Agent community;
5. To create a program and realizing it in action plan activities;
6. To implement ICON+ Way program in accordance with the established Roadmap.

Debriefing Agent of Change Team

The AoC team received training related to corporate culture programs with internal trainers. The number of AoC teams for the 2019 - 2020 period was 61 people consisting of 50% of the previous AoC team and 50% of the newly elected AoC by management representatives according to the established criteria.

Weekly Thematic Deployment Program (CoC/VDP)

The implementation of routine CoC/VDP is carried out weekly by all ICON+ work units. The CoC/VDP activities have a different theme each week. The objective is to make VDP more attractive, creative, and to make the work atmosphere more enjoyable (break the routine).

Development of a Culture Portal Application for Monitoring the Implementation of CoC/VDP

The implementation of the Value Deployment Program (VDP) is an important part of internalizing the ICON+ culture, so there is a need for a controlling system that can monitor the program periodically. Thus, HR created a special web-based portal, which is added to the ICON+ Intranet menu.

Story Telling, Site Visit, & Gathering with the Board of Directors

Is a communication medium between the management and employees. The division managing culture and institutional relations prepares programs for Board of Directors and level 1 officials to carry out Story Telling, Site Visit & Gathering with Board of Directors to all ICON+ work units.

Knowledge Sharing Forum

Kegiatan *Knowledge Sharing Forum* (KSF) adalah program rutin yang telah beberapa tahun dijalankan oleh Perusahaan guna memotivasi karyawan dalam pencapaian kinerja divisi/ regional masing-masing. Pada tahun 2019, ICON+ mengadakan 2 (dua) kegiatan KSF yang menghadirkan 2 (dua) pembicara yang berasal dari *startup* raksasa di Indonesia.

Knowledge Sharing Forum

The Knowledge Sharing Forum (KSF) activity is a routine program that has been run by the Company for several years to motivate employees to achieve the performance of their respective divisions/regions. ICON+ held 2 (two) KSF activities in 2019, which presented 2 (two) speakers from giant startups in Indonesia.

Pada Juni 2019, KSF menghadirkan Muhammad Fajrin Rasyid (Co-Founder & President of Bukalapak) dengan tema *Sharing Innovation in Digital Era*. Kegiatan ini merupakan persiapan penyelenggaraan IGEN+ sebagai *event* inovasi tahunan yang diikuti oleh ICONers.

Selanjutnya pada September 2019, KSF menghadirkan pembicara Siska Indah Pratiwi (Senior Communication & Service Culture, Tokopedia) dengan *tema Work Climate at Digital Company*.

In June 2019, KSF presented Muhammad Fajrin Rasyid (Co-Founder & President of Bukalapak) with the theme Sharing Innovation in Digital Era. KSF is a preparation for holding IGEN+ as an annual innovation event attended by ICONers.

Furthermore, in September 2019, KSF presented Siska Indah Pratiwi (Senior Communication & Service Culture, Tokopedia) with the theme; Work Climate at Digital Company.

Forum Group Discussion (FGD) Pengelola Budaya Perusahaan

Merupakan kegiatan dalam merumuskan program budaya Perusahaan. Kegiatan ini dilakukan oleh Tim Perencanaan Sumber Daya Bisnis & Organisasi bersama Tim Pengelola Budaya dan *Agent of Change*.

Forum Group Discussion (FGD) Corporate Culture Manager

Is an activity in formulating corporate culture program. This activity was carried out by the Business & Organizational Resource Planning Team together with the Cultural Management Team and Agent of Change.

Benchmark Pengelolaan SDM & Budaya

Benchmark merupakan bagian dari organisasi pembelajar dan membangun sinergi dengan induk Perusahaan/ antar Anak Perusahaan serta dengan Perusahaan lain. Sepanjang tahun 2019, terdapat 3 (tiga) kegiatan *Benchmark* yaitu *Benchmark* dari PLN E, *Benchmark* dari Smartfren, dan *Benchmark* pengelolaan inovasi dengan PT Telkom Indonesia.

HR & Culture Management Benchmark

Benchmarks are part of a learning organization and build synergies with the holding Company/between subsidiaries, and with other companies. Throughout 2019, there were 3 (three) Benchmark activities; Benchmark from PLN E, Benchmark from Smartfren, and Benchmark for innovation management with PT Telkom Indonesia.

Pelaksanaan Idea Generation ICON+ (iGen+)

Idea Generation merupakan pengembangan dari KANVAS (Karya Inovasi) ICON+ sebelumya untuk menjadi wadah yang disediakan ICON+ dalam menyaring usulan/ide/ inovasi yang sudah /akan diimplementasikan baik dari hasil perorangan maupun hasil kelompok kerja. Pada tahun 2019, terdapat 6 (enam) pemenang dengan 2 (dua) kategori yaitu *New Product* dan *Impovement Process*.

KANVAS PLN

KANVAS PLN juga merupakan agenda rutin tahunan dari induk Perusahaan, PT PLN (Persero). Setiap tahun, ICON+ mengirimkan tim dengan ide terbaiknya hasil dari seleksi KANVAS ICON+ untuk mewakili Perusahaan dalam ajang tersebut. Berikut adalah perwakilan ICON+ untuk mengikuti KANVAS PLN:

Implementation of the Idea Generation ICON+ (iGen+)

Idea Generation is the development of the previous KANVAS (Karya Invoasi/Innovation Works) ICON+ to become a forum provided by ICON+ in filtering proposals/ ideas/innovations that have been/will be implemented either from individual or from workgroups. In 2019, there were 6 (six) winners in 2 (two) categories, namely New Product and Impovement Process.

KANVAS PLN

KANVAS PLN is also an annual routine agenda of the holding Company, PT PLN (Persero). Each year, ICON+ sends the team with the best ideas from KANVAS ICON+ selection to represent the Company in the event. The following are ICON+ representatives to participate in KANVAS PLN:

Kanvas PLN tahun 2019
PLN KANVAS in 2019

No	Inovator Innovators	Judul Karya Inovasi Innovation Work Title
1	Buyung Febriansyah Fasla Fatchu Rohman Wachid Puguh Ardyanto	Pemasaran Bersama SPLU dengan Integrasi Wifi Cashless (SABU WICE) SPLU Joint Marketing with Wifi Cashless Integration (SABU WICE)
2	Wahyu Toni Hermawan Yandri Hidaya Yuli Astuti	Iconpay Sebagai Digital Payment Platform Guna Transformasi Proses Pembayaran Yang Lebih Cepat Dan Mudah Bagi Pelanggan Iconpay As A Digital Payment Platform To Transform An Easier and Faster Payment Process For Customers

Culture Leap Promotion

Merupakan penilaian untuk implementasi program budaya di masing-masing unit.

Wednesday is Casual Day

ICON+ merancang program satu hari berpakaian kasual, sebagai ruang ekspresi diri sekaligus menciptakan lingkungan kerja yang menyenangkan. Program ini berupaya menyesuaikan kebutuhan karyawan ICON+ yang saat ini didominasi generasi milenial serta memberikan suasana kerja yang lebih menyenangkan.

Culture Leap Promotion

An assessment for the implementation of cultural programs in each unit.

Wednesday is Casual Day

ICON+ designed a one-day dress casually program, as a space for self-expression while creating a pleasant work environment. This program seeks to match the needs of ICON+ employees who are currently dominated by the millennial generation and provide a more pleasant working atmosphere.

Leadership Quality Feedback (LIQUID)

LIQUID merupakan salah satu program untuk memberikan *feedback* terkait Efektivitas Kepemimpinan dan Pelayanan Unit Kerja. Tujuan pelaksanaan LIQUID adalah: (1) Menerapkan *core values Open Mind*; (2) Membangun atmosfer kerja yang hangat antara atasan dan bawahan; (3) Menciptakan budaya saling percaya dan mempercayai antara atasan dan bawahan; (4) Meningkatkan kemampuan *leader* untuk memengaruhi orang lain melalui komunikasi yang efektif; (5) Mendapatkan umpan balik ataupun usulan perbaikan dalam upaya meningkatkan kualitas Pelayanan Unit Kerja, dan (6) Meningkatkan kebersamaan dan kekompakan semua pegawai di semua Unit Organisasi.

Pelaksanaan Survei

Tahun 2019 Tim Budaya melakukan 2 survei, yaitu survei *Clarify Measurement Result* (CMR) untuk mengukur perilaku pendukung gigih & gesit serta peduli & kompeten dari pegawai dalam program budaya dan survei *Employee Engagement Survey* (EES) yang bertujuan untuk mengukur tingkat Kerekatan & Kepuasan Pegawai terhadap Perusahaan. Survei dilaksanakan secara *online* melalui aplikasi eSurvey (survey.iconpln.co.id)

Check Point Program Budaya (Review Program) Melalui Agent of Change

Kegiatan ini ditujukan untuk memastikan semangat dan konsistensi dari Tim *Agent of Change* untuk terus melaksanakan internalisasi Budaya Perusahaan di Unit Kerja masing-masing.

Apresiasi Pegawai Berprestasi

Bertepatan dengan perayaan HUT ke-19, ICON+ memberikan apresiasi kepada sejumlah ICONers yang berprestasi dengan kategorinya beragam. Diantaranya adalah apresiasi kepada ICONers yang berhasil berprestasi di ajang Hari Listrik Nasional (HLN) yang dihelat PLN, iGen+ (*Idea Generation* ICON+), Karya Inovasi Tingkat Nasional PLN, *Culture Leap Promotor*, *Achievement* pada OPEXCON (*Operational Excellence Conference*), Atlet Bapor/ Pegawai Berprestasi pada Lomba HLN ke-74 (*Billiard*, Tenis Meja, Renang, *Bowling*, Basket, *Defile*), *Achievement* pada *Contact Center Award*, dan penghargaan lainnya seperti Marketing Paper Nasional, Vlog Kompor Induksi PLN Group & Liga Basket Operator.

Leadership Quality Feedback (LIQUID)

LIQUID is a program to provide feedback regarding the Effectiveness of Work Unit Leadership and Service. The objectives of implementing LIQUID are: (1) Implementing the core values of Open Mind; (2) Building a warm working atmosphere between superiors and subordinates; (3) Creating a culture of mutual trust and trust between superiors and subordinates; (4) Increase the leader's ability to influence others through effective communication; (5) Getting feedback or suggestions for improvement in an effort to improve the quality of Work Unit Service, and (6) Increasing togetherness and cohesiveness of all employees in all organizational units.

Survey Implementation

In 2019, the Cultural Team conducted 2 surveys, they are the Clarify Measurement Result (CMR) Survey to measure Supporting Behavior of Persistent & Agile and Caring & Competent of Employees in the Cultural program, and the Employee Engagement Survey (EES) that aims to measure the level of closeness and satisfaction of employees towards the Company. These surveys were carried out online through the eSurvey application (survey.iconpln.co.id)

Cultural Program Check Point (Program Review) Through Agent of Change

This activity is aimed at ensuring the spirit and consistency of the Agent of Change Team to continue to conduct the internalization of the Corporate Culture in their respective Work Units.

Appreciation of Outstanding Employees

Coincide with the 19th anniversary celebration, ICON+ presents appreciation to a number of outstanding ICONers with various categories. Among others are the appreciation for ICONers who successfully performed at the National Electricity Day (HLN) event held by PLN, iGen+ (Idea Generation ICON+), PLN National Innovation Creation, Culture Leap Promoter, Achievements at OPEXCON (Operational Excellence Conference), Bapor (Sports Development Board) Athletes/Outstanding Employees on the 74th HLN Competition (Billiard, Table Tennis, Swimming, Bowling, Basketball, Defile), Achievement at the Contact Center Award, and other awards such as the National Marketing Paper, PLN Group Induction Stove Vlog & Basketball Operators League.

Community of Practices (CoP)

Pada tahun 2019, terdapat 6 orang dalam *Community of Practices* (CoP). CoP tersebut dibentuk untuk mencapai *Improvement Procedur Problem Solving*, pengembangan SOP yang dibutuhkan, dan menciptakan inovasi di Perusahaan. Berikut adalah tim CoP pada tahun 2019:

Community of Practices (CoP)

In 2019, there were 6 people in the Community of Practices (CoP). The CoP was formed to attain Improvement Procedure Problem Solving, develop the required SOPs, and create innovation within the Company. The following are the CoP teams in 2019:

Tim Community of Practices (CoP) tahun 2019
Community of Practices (CoP) Team in 2019

No	Nama CoP CoP name	Person in Charge
1	*Assesment Proses Service Operation* pada Fungsi TI Internal menggunakan pendekatan ITIL The Service Operation Process Assessment on Internal IT Functions uses the ITIL approach	Bagus Prayogo Dwi Budi Susetiyo
2	SCRUM *as Agile Framework in Product Development*	Nurkholis Ari Sugianto
3	e-RKAP	Irawan Hernanda
4	Olive	Yanti Yulianti Argadinata
5	*Project Management*	FX Yunianto
6	AIR *Chat*	Aji Shidiq Mabud

Program Pengembangan dan Manajemen Karir

Perusahaan memberikan peluang bagi setiap ICONers untuk mengembangkan karir sesuai dengan kapasitas dan kapabilitasnya. Oleh karena itu, perusahaan juga turut mempersiapkan strategi pengembangan manajemen dan SDM dengan memperhatikan kebutuhan pengembangan setiap karyawan. Pada tahun 2019, Perusahaan telah merancang program pengembangan manajemen dan organisasi berdasarkan modul pengembangan sebagai berikut:

1. Pelaksanaan Uji Kompetensi:
   - Pelaksanaan *assessment* kompetensi inti dan peran bagi kandidat pegawai *talent*
   - Pelaksanaan *assessment* dan *fit & proper test* untuk mengisi kebutuhan jabatan General Manager, Manager dan Supervisor
2. Penyusunan *Individual Development Plan* (IDP);
3. Penyusunan *Individual Development Plan* untuk masing-masing posisi pada *Critical Job Family*;
4. Program *Coaching* Pejabat Struktural, untuk level GM dan Manager di SBU Regional.

Career Development and Management Program

The Company provides opportunities for every ICONers to develop a career according to their capacities and capabilities. Thus, the Company also prepares management and HR development strategies by taking into account the development needs of each employee. In 2019, the Company has designed a management and organizational development program based on the following development modules:

1. Implementation of Competency Test:
   - Implementation of core competency and role assessment for talent employee candidates
   - Implementation of assessment and fit & proper tests to fill the needs of General Manager, Manager, and Supervisor positions
2. Preparation of an Individual Development Plan (IDP);
3. Preparation of an Individual Development Plan for each position in the Critical Job Family;
4. Structural Officer Coaching Program, for GM and Manager level at SBU Regional.

Selain kemampuan dalam manajemen dan organisasi, pada tahun 2019 ICON+ juga menyelenggarakan pengembangan yang bertujuan untuk mempersiapkan karyawan dalam menghadapi persaingan bisnis digital. Hal tersebut dilakukan dengan menyelenggarakan pengembangan melalui modul sebagai berikut:

- *Digital Marketing;*
- *Data Scientist Program;*
- *Scrum;*
- *Business Analysis Body of Knowledge;*
- ITIL.

Program Penilaian Kinerja Karyawan

ICON+ melakukan penilaian atas pencapaian karyawan guna mengevaluasi produktivitas kinerjanya. Evaluasi tersebut bertujuan untuk mengetahui sejauh mana kinerja dari setiap karyawan serta mengevaluasi efektivitas sistem-sistem yang berlaku di Perusahaan.

Dalam penilaian kinerja karyawan, Perusahaan mengacu pada pedoman dan prosedur Keputusan Direksi PT Indonesia Comnets Plus Nomor: 010201/SK/003/PUSAT/ICON+/2018 Tentang Sistem Manajemen Kinerja Pegawai Direksi PT Indonesia Comnets Plus. Sesuai dengan pedoman tersebut, penilaian kinerja karyawan dilakukan dengan komprehensif, objektif, dan transparan.

Metode penilaian dilakukan oleh atasan langsung dengan melakukan monitoring pencapaian KPI serta *Coaching Mentoring Counselling* (CMC) secara berkala dan/atau hasil Lembaga *assessment* yang dinilai kredibel dan/atau mekanisme lain yang di tetapkan lebih lanjut oleh unit kerja pengelola *Human Capital Management* (HCM).

Selain penilaian terhadap pencapaian KPI Individu, ICON+ juga melakukan penilaian berdasarkan produktivitas SDM. Hal ini dilakukan dengan membandingkan antara pendapatan Perusahaan dengan jumlah SDM yang dimiliki. Pada tahun 2019, tingkat produktivitas SDM ICON+ mencapai Rp3,5 miliar per SDM, menurun dibandingkan tahun 2018 yang mencapai Rp3,73 miliar per SDM. Penurunan produktivitas SDM Perusahaan salah satunya dipengaruhi oleh kenaikan jumlah karyawan yang tidak sebanding dengan naiknya pendapatan.

In addition to skills in management and organization, in 2019 ICON+ also organized developments aimed at preparing employees to face digital business competition. This is done by carrying out development through the following modules:

- Digital Marketing;
- Data Scientist Program;
- Scrum;
- Business Analysis Body of Knowledge;
- ITIL.

Employee Performance Evaluation Program

ICON+ conducts an evaluation of employee achievement in order to assess the productivity of their performance. The evaluation aims to determine the extent of the performance of each employee and to evaluate the effectiveness of the systems applicable within the Company.

In evaluating the employee performance, the Company refers to the guidelines and procedures of the Board of Directors Decree of PT Indonesia Comnets Plus Number: 010201/SK/003/PUSAT/ICON+/2018 regarding Board of Directors Employee Performance Management System of PT Indonesia Comnets Plus. In accordance with these guidelines, employee performance evaluation are carried out comprehensively, objectively and transparently.

The assessment method is conducted by the direct supervisor by monitoring the achievement of KPI and Coaching Mentoring Counseling (CMC) on a regular basis and/or the results of the assessment institutions that are considered credible and/or other mechanisms that are further determined by the Human Capital Management (HCM) management unit.

In addition to evaluating the achievement of Individual KPIs, ICON+ also conducts assessments based on HR productivity. This is done by comparing the Company's revenue with the number of HR it has. In 2019, the productivity level of ICON+ HR reached Rp3.5 billion per HR, decreased compared to 2018 that reached Rp3.73 billion per HR. The decrease in the productivity of the Company's HR was influenced by the increase in the number of employees that was disproportionate to the increase of income.

Program Kesejahteraan dan Remunerasi Karyawan

Remunerasi diperlukan guna meningkatkan kesejahteraan karyawan sekaligus meningkatkan keterikatan karyawan dengan Perusahaan. Oleh karena itu, Perusahaan berupaya menjamin kesejahteraan karyawannya dengan memperhatikan kesehatan dan keselamatan kerja, remunerasi yang layak, serta kebebasan berserikat dan berkumpul.

Remunerasi yang diberikan kepada karyawan ditetapkan berdasarkan jenjang karir, kompetensi, akuntabilitas serta menerapkan prinsip kesetaraan. Selain itu dilakukan penyesuaian dengan keadaan pasar dan ekonomi perusahaan. Adapun komponen remunerasi karyawan yang disediakan perusahaan adalah pemberian gaji, bonus dan insentif, tunjangan, perawatan kesehatan, pajak penghasilan karyawan, imbalan kerja, pendidikan, pelatihan, dan lain-lain.

Disamping pemberian remunerasi yang bersifat tetap, perusahaan juga memberikan penghargaan kepada karyawan diantaranya melalui pemberian kompensasi, baik yang bersifat rutin maupun bersifat non rutin, seperti bonus (baik material maupun non material). Terkait remunerasi dalam bentuk penghargaan tersebut, Perusahaan mengacu pada peraturan perundang-undangan yang berlaku, dengan mempertimbangkan aspek-aspek kompetensi (*person*), kinerja (*performance*), dan posisi jabatan (*position*). Melalui pemberian penghargaan (*reward*) diharapkan para pegawai lebih loyal kepada Perusahaan dan lebih terpacu untuk mencapai tujuan bersama Perusahaan.

Penghargaan Khusus untuk Karyawan

ICON+ senantiasa memberikan apresiasi atas kinerja, pelaksanaan tugas, inovasi, juga kesetiaan para karyawan. Bagi karyawan yang telah bekerja selama masa kerja minimal 8 tahun dan 16 tahun, Perusahaan memberikan penghargaan melalui program penganugerahan koin emas.

Pada tahun 2019 terdapat 15 karyawan penerima koin emas yang telah setia mengabdi serta bekerja penuh loyalitas. Penghargaan yang diterima oleh karyawan untuk masa kerja 8 tahun adalah koin emas seberat 8 gram bersertifikat, plakat, dan piagam penghargaan. Sedangkan karyawan untuk masa kerja 16 tahun adalah koin emas seberat 16 gram bersertifikat, plakat, dan piagam penghargaan.

Employee Welfare and Remuneration Program

Remuneration is needed to improve employee welfare as well as increase employee engagement with the Company. Therefore, the Company strives to ensure the welfare of its employees by paying attention to occupational health and safety, proper remuneration, and freedom to associate and assemble.

The remuneration given to employees is determined based on career paths, competence, accountability, and applies the principle of equality. In addition, adjustments are made to market conditions and the Company's economy. The components of employee remuneration provided by the Company include the provision of salaries, bonuses and incentives, allowances, health care, employee income tax, employee benefits, education, training, and others.

In addition to providing permanent remuneration, the Company also provides awards to employees, including through compensation, both routine and non-routine, such as bonuses (both material and non-material). Related to remuneration in the form of awards mnetioned before, the Company refers to the prevailing laws and regulations, by taking into account aspects of competence (person), performance, and position. Through rewarding, it is expected that employees will be more loyal to the Company and more motivated to achieve the common goals of the Company.

Special Rewards for Employees

ICON+ continuously gives appreciation for performance, task implementation, innovation, and employee loyalty. For employees who have worked for at least 8 years and 16 years of service, the Company rewards it with gold coin.

In 2019, there were 15 employees who received gold coins who had been faithfully serve and loyal. The rewards received by the employees with 8 years of service are a certified 8 gram of gold coin, a plaque, and a certificate of merit. Meanwhile, for the employees with 16 years of service are a certified 16 gram of gold coin, a plaque, and a certificate of merit.

Selain penghargaan atas masa kerja, ICON+ juga memberikan penghargaan kepada SDM yang berprestasi *(Pay for Performance*). Penghargaan yang diberikan berupa pengembangan karir, pemberian bonus dan kompensasi, serta manfaat lainnya. Pemberian penghargaan tersebut dilakukan guna memotivasi SDM senantiasa menunjukkan kinerja terbaiknya bagi Perusahaan.

In addition to appreciation for years of service, ICON+ also gives rewards for outstanding HR (Pay for Performance). The rewards are given in the form of career development, bonus and compensation, and other benefits. This rewards were given to motivate HR to always show their best performance for the Company.

Program Cuti

ICON+ memberikan cuti kepada karyawan sesuai kebijakan pemerintah. Ketentuan mengenai program cuti mengatur tentang cuti tahunan, cuti besar, cuti keagamaan, cuti melahirkan, cuti karena sakit, dan cuti haid bagi karyawan wanita. Mengenai ketentuan cuti tahunan diberikan kepada pekerja yang telah bekerja sekurang-kurangnya 1 (satu) tahun terus menerus di perusahaan. Lamanya cuti tahunan adalah 12 (dua belas) hari kerja untuk setiap tahun.

Leave Program

ICON+ provides leave to employees in accordance to government policy. The provisions regarding the leave program regulate on annual leave, long service leave, religious leave, maternity leave, sick leave, and menstrual leave for female employees. Regarding the provisions of annual leave, it is given to employees who have worked for the Company at least 1 (one) year continuously. The length of annual leave is 12 (twelve) working days for each year.

Program Benefit Hari Tua

Perusahaan memiliki program bagi karyawan yang akan memasuki masa pasca purna tugas yaitu Program Pensiun Manfaat Pasti yang dikelola oleh Dana Pensiun PT PLN (Persero) atau DPPLN, Program Pensiun Iuran Pasti yang dikelola oleh Dana Pensiun Lembaga Keuangan (DPLK) BRI dan Dana Pensiun Lembaga Keuangan (DPLK) BNI. Kepesertaan program Dana Pensiun tersebut tidak wajib. Saat ini jumlah karyawan yang terdaftar pada DPPLN adalah sebanyak 244 karyawan, jumlah karyawan yang terdaftar pada DPLK BRI sebanyak 104 pegawai, dan pada DPLK BNI sebanyak 112 karyawan. Pada tahun 2019, tidak terdapat karyawan ICON+ yang memasuki masa pensiun.

Retirement Benefit Program

The Company has a program for employees who are about to enter post-retirement, which is the Definite Benefit Pension Plan Program that is managed by Dana Pensiun of PT PLN (Persero) or DPPLN, the Definite Contribution Pension Program that is managed by Dana Pensiun Lembaga Keuangan (DPLK) BRI and Dana Pensiun Lembaga Keuangan (DPLK) BNI. The participation in the Pension Fund program is not mandatory. Currently, the number of employees registered with the DPPLN is 244 employees, 104 employees are registered with DPLK BRI, and 112 employees with DPLK BNI. In 2019, none of the ICON+ employees entered retirement.

Tingkat Turnover Karyawan

Selain masuknya karyawan baru, karyawan yang keluar (*turn over*) merupakan hal yang lumrah terjadi pada setiap Perusahaan, termasuk ICON+. Oleh karena itu, ICON+ senantiasa menjaga lingkungan kerja yang nyaman.

Pada tahun 2019, jumlah *turn over* tercatat sebanyak 31 orang atau sebesar 4,3%, meningkat dibandingkan dengan tahun 2018 yang sebesar 18 orang atau 2,7%.

Employee Turnover Rate

Apart from the entry of new employees, employee turnover is a common thing in every Company, ICON+ is no exception. Thus, ICON+ constantly maintains a comfortable work environment.

In 2019, the number of turnover was recorded at 31 people or 4.3%, an increase compared to 2018 which amounted to 18 people or 2.7%.

Hal tersebut terjadi karena sejumlah penyebab, antara lain pensiun, mengundurkan diri secara sukarela, meninggal dunia, atau sebab-sebab lain.

This occurs due to a number of causes, including retirement, voluntary resignation, death, or other causes.

Tingkat Turnover Karyawan ICON+
ICON+ Employee Turnover Rate

Tahun Year	Jumlah Total	% Turnover
2019	31	4,3
2018	18	2,7
2017	11	1,9

Survei Kepuasan Karyawan
Pada tahun 2019, ICON+ melakukan survei kepuasan karyawan untuk mengetahui tingkat *engagement* karyawan terhadap Perusahaan yang dilakukan secara internal. Perusahaan percaya bahwa karyawan dapat mencapai produktivitas optimal di perusahaan, maka mereka perlu memiliki perasaan terikat (*engage*) terhadap perusahaan, termasuk terhadap elemen kerja yang ada di dalamnya. Keterikatan karyawan merupakan komitmen mereka terhadap perusahaan yang direpresentasikan pada persepsi positif mereka secara intelektual dan emosional terhadap elemen lingkungan kerja.

Berdasarkan hasil survei kepuasaan karyawan, maka pada tahun 2019, Indeks Kepuasan kerja karyawan ICON+ adalah 85% dan masuk dalam kategori *high* dimana secara umum karyawan ICON+ sudah puas dengan kondisi kerja yang ada di perusahaan. Namun masih memiliki harapan yang cukup tinggi agar adanya peningkatan pada aspek-aspek kondisi kerja di Perusahaan. Sedangkan untuk tingkat keterikatan kerja sebesar 77% dan masuk dalam kategori *Top Quartile*, yang berarti indeks engagement di ICON+ sudah baik. Namun tetap perlu ada usaha-usaha yang giat dan berkesinambungan untuk mempertahankan serta meningkatkannya.

Hubungan Industrial
ICON+ berupaya untuk menciptakan hubungan industrial yang harmonis antara karyawan dan Perusahaan. Hubungan tersebut dilandasi pada asas saling menghormati untuk menciptakan keseimbangan antara pemenuhan hak dan pelaksanaan kewajiban.

Employee Satisfaction Survey
In 2019, ICON+ conducted an internally employee satisfaction survey to determine the level of employee engagement with the Company. The Company believes that in order for the employees to achieve optimal productivity, they need to have a feeling of engagement with the Company, including the work elements in it. Employee engagement is their commitment to the Company, which is represented by their positive perceptions intellectually and emotionally towards elements of the work environment.

Based on the results of the employee satisfaction survey, in 2019, ICON+ employee satisfaction index was 85% and included in the high category whereas generally ICON+ employees were satisfied with the working conditions in the Company. However, there are still high hopes for improvement in aspects of working conditions within the Company. Meanwhile, the level of work engagement was 77% and is included in the Top Quartile category, which means that the engagement index at ICON+ is good. However, active and continuous measures are still needed to maintain and improve it.

Industrial Relations
ICON+ strives to create harmonious industrial relations between employees and the Company. This relationship is based on the principle of mutual respect to create a balance between fulfillment of rights and implementation of obligations.

Pada September 2018, ICON+ membentuk sebuah Lembaga Kerja sama (LKS) Bipartit dan telah dicatatkan pada dinas tenaga kerja dan transmigrasi Jakarta Timur sesuai surat nomor 1290/SKU/03/PST/2018 tanggal 21 September 2018. Fungsi LKS Bipartit adalah sebagai forum komunikasi antara perwakilan manajemen dan perwakilan Serikat Pekerja untuk menciptakan hubungan yang harmonis antara Perusahaan dan Serikat Pekerja.
Pada Desember 2019, ICON+ melakukan survei pemahaman hubungan industrial dengan jumlah responden level struktural sebanyak 52 orang dan level fungsional 47 orang. Hasil survei tersebut, 98,25% dari level struktural dan 95,87% dari level fungsional.

Dalam pelaksanaan pembinaan hubungan industrial sepanjang tahun 2019, telah dilaksanakan:
- Pertemuan LKS Bipartit yang dilakukan setiap bulan;
- Sosialisasi terkait dengan program kesehatan untuk seluruh pegawai;
- Penyusunan laporan progress kegiatan LKS Bipartit hubungan industrial;
- Penyusunan laporan progress pelaksanaan KPI Hubungan Industrial;
- Penyusunan laporan progress keberhasilan pembinaan hubungan industrial
- Pelaporan kegiatan LKS Bipartit kepada Dinas Ketenagakerjaan Jakarta Selatan berdasarkan SKU No.:5203/SKU/00/PST/2019.

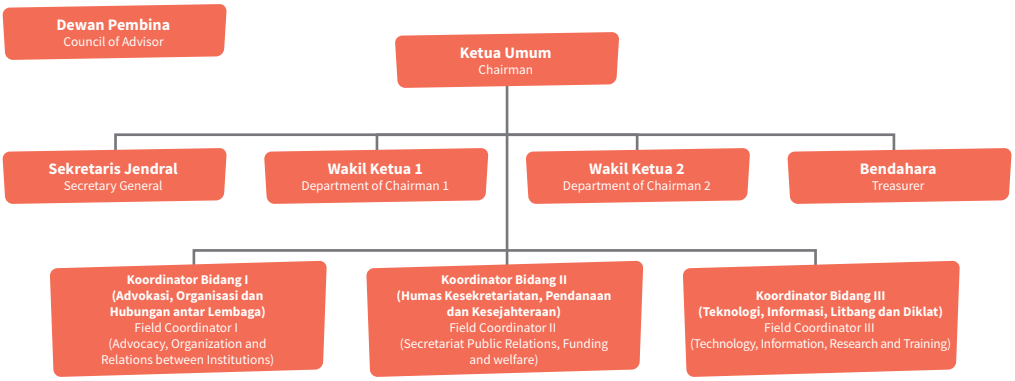
Struktur organisasi Serikat Pekerja ICON+ adalah sebagai berikut:

In September 2018, ICON+ formed a Bipartite Cooperation Institution (LKS) and was registered with the East Jakarta Manpower and Transmigration Office according to Letter No. 1290/SKU/03/PST/2018 dated September 21, 2018. The function of the Bipartite Institution is as a communication forum between the management representatives and the Workers Union representatives to create a harmonious relationship between the Company and the Trade Union. In December 2019, ICON+ conducted a survey on understanding of industrial relations with 52 respondents at the structural level and 47 respondents at the functional level. The results was, 98.25% from the structural level and 95.87% from the functional level.

In its implementation, the industrial relations development throughout 2019:
- Holding Bipartite Cooperation Institution Meetings every month;
- Socializing related to health programs for all employees;
- Preparing progress reports on the activities of the Bipartite Cooperation Institution Industrial Relations;
- Preparing progress reports on the implementation of KPIs Industrial Relations;
- Preparing progress reports on the success of industrial relations development;
- Reporting of Bipartite Cooperation Institution activities to the South Jakarta Manpower Office based on SKU No. 5203/SKU/00/PST/2019.

The ICON+ Workers Union organizational structure is as follows:

Struktur Organisasi Serikat Pekerja ICON+
The organizational structure of ICON+ Workers Union



Rencana dan Strategi Pengelolaan Karyawan 2020

Dalam menjamin kesinambungan program Strategic Human Capital pada tahun 2019 serta meningkatkan performa bisnis tahun 2020, ICON+ menyusun sebuah *HR strategy framework* dalam pengembangan SDM yang berfokus pada 4 hal utama sebagai berikut :

Engage Our Customer merupakan kesadaran setiap karyawan untuk memiliki kemampuan memberikan layanan terbaik bagi *internal* maupun *external customer* serta menjamin kepuasan *customer*. Oleh karena itu, setiap karyawan harus men-*deliver* pekerjaan ataupun layanan dengan kualitas sesuai keinginan *customer*. Fokus dari poin ini adalah *Quality* dan *Customer Satisfaction* melalui pengembangan terkait *Service Excellence* dan *Quality Management*.

Empower Our Employee adalah upaya memastikan setiap karyawan di ICON+ memiliki hak yang sama dalam pengembangan kompetensi maupun karir. Hal tersebut dilakukan dengan penyusunan *career path* yang dapat mengakomodasi minat karyawan dari sisi manajerial ataupun sisi *technical*. Diharapkan dengan adanya *career path* ini menjadi dasar dalam pembuatan program pengembangan karyawan menjadi lebih jelas dan tepat sasaran, sesuai kompetensi yang dibutuhkan dalam setiap jenjang karir.

Optimize Our Operation adalah upaya untuk melakukan efisiensi dalam proses *Human Capital* dengan melakukan digitalisasi proses administrasi mulai dari proses *recruitment*, pelatihan, hingga proses *assesment* kompetensi melalui pembuatan aplikasi Human Capital yang terintegrasi.

Transform Our Product. *Output* akhir dari seluruh strategi pengelolaan SDM ICON+ adalah memastikan setiap karyawan memiliki kesadaran bahwa perlunya melakukan *customization* pada setiap layanan yang di-*deliver* kepada *customer*. Serta memastikan produk layanan ICON+ adalah produk yang kompetitif dan merupakan transformasi dari ide inovasi ICONers yang berorientasi pada obsesi untuk memberikan kepuasan bagi pelanggan (*customer satisfaction*).

Employee Management Plan and Strategy 2020

In ensuring the sustainability of the Strategic Human Capital program in 2019, and improving the business performance in 2020, ICON+ compiles an HR strategy framework in HR development that focuses on 4 main issues as follows:

Engage Our Customer is the awareness of every employee to have the ability to provide the best service for internal and external customers and to ensure customer satisfaction. Therefore, every employee must deliver work or service of the quality as expected by the customer. The focus of this point is Quality and Customer Satisfaction through developments related to Service Excellence and Quality Management.

Empower Our Employee is an effort to ensure that every employee at ICON+ has the same rights in competency and career development. This is done by preparing a career path that can accommodate employee interests from a managerial or technical side. It is expected that this career path will become the basis for making employee development programs clearer and on target, according to the competencies required in each career path.

Optimize Our Operation is an effort to make efficiency in the Human Capital process by digitizing the administrative process starting from the recruitment, training, to the competency assessment process through the creation of an integrated Human Capital application.

Transform Our Product. The final output of all ICON+ HR management strategies is to ensure that every employee has the awareness that the need for customization on every service delivered to customers. As well as ensuring that ICON+ service products are competitive products and are a transformation from ICONers' innovative ideas, which are oriented towards providing customer satisfaction.

Teknologi Informasi
Information Technology

Menyambut era industri 4.0, teknologi memiliki pengaruh signifikan pada proses bisnis ICON+. Melalui inovasi digital, Perusahaan berupaya memaksimalkan bisnis eksisting dan mengembangkan proses bisnis baru. Selain itu, ICON+ sebagai Anak Perusahaan PLN, diharapkan mampu mendukung bisnis PLN yang bukan sekedar menjadi *enabler*, tetapi menjadi *driver* dalam proses digitalisasi terhadap PLN Group, termasuk dalam rangka menghadapi tantangan bisnis ketenagalistrikan ke depan.

Pada tahun 2019, fokus ICON+ pada bidang teknologi informasi adalah pengembangan *Information and Communication Technologies (ICT)* untuk mendukung *Internet of Things (IoT)* infrastruktur dan *big data analytic* dalam melakukan penyempurnaan tata kelola, serta peningkatan penjualan dari bisnis ICT pasar publik.

Oleh karena itu Perusahaan berupaya meningkatkan dan mengoptimalisasikan sarana dan prasarana Teknologi Informasi (TI) secara berkala, khususnya pengembangan layanan berbasis TI. Melalui pengembangan tersebut, Perusahaan mampu meningkatkan dan memudahkan pelayanan dengan inovasi produk dalam mendukung proses bisnis Perusahaan dan induk Perusahaan.

Welcoming the 4.0 industrial era, technology has a significant influence on ICON+'s business process. Through digital innovation, the Company seeks to maximize the existing business and develop new business process. In addition, ICON+ as a subsidiary of PLN is expected to be able to support PLN's business, which is not just as an enabler, rather become a driver in the digitization process of the PLN Group, including in order to face the electricity business challenges going forward.

In 2019, ICON+'s focus on the information technology sector is to developing Information and Communication Technologies (ICT) to support Internet of Things (IoT) infrastructure and big data analytics in improving governance, as well as increasing sales from the public market ICT business.

Therefore, the Company strives to improve and optimize Information Technology (IT) facilities and infrastructure periodically, particularly the development of IT-based services. Through this development, the Company is able to improve and facilitate services with product innovation to support the Company's and its holding company's business processes.

Selain itu efisiensi proses juga dilakukan dengan cara merevitalisasi tools yang telah ada. Hal ini menjadi bagian dari komitmen dan semangat perusahaan menuju status driver dalam proses digitalisasi PLN Group.

Furthermore, the efficiency process is also carried out by revitalizing the existing tools. This is part of the Company's commitment and eagerness heading towards the driver status in the PLN Group digitization process.

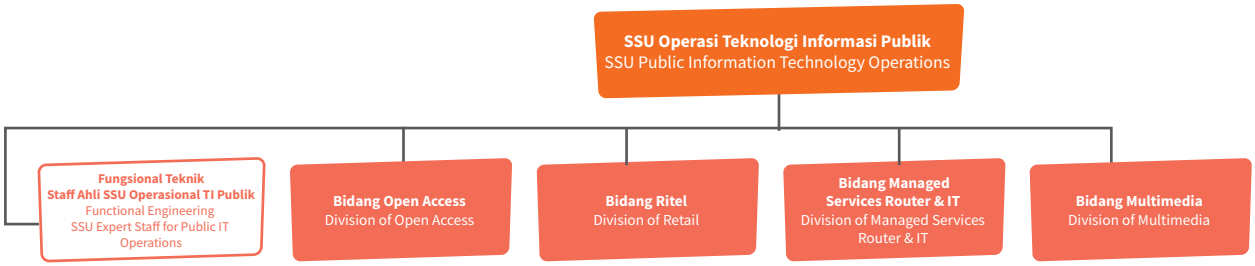
Tata Kelola Informasi

Pengelolaan teknologi informasi ICON+ berada dibawah tanggung jawab Shared Service Unit (SSU) Jaringan dan Infrastruktur berdasarkan Surat Keputusan Direksi Nomor: 631/SK/001/PST/2019.

Information Governance

ICON+'s information technology management is under the responsibility of the Network and Infrastructure Shared Service Unit (SSU) based on the Decree of the Board of Directors Number: 631/SK/001/PST/2019.

Struktur Organisasi IT | Information Technology Structure



Visi dan Misi Pengelolaan Teknologi Informasi

Visi
To Deliver Strategic Services for Business

Misi
Menjadi penyedia sistem TI yang dapat meningkatkan *business Key Performance Indicator* (KPI) dengan sistem TI yang handal, aman, dan terpercaya yang sesuai dengan perkembangan bisnis.

Vision and Mission of Information Technology Management

Vision
To Deliver Strategic Services for Business

Mission
To become an IT system provider that can enhance the business Key Performance Indicator (KPI) with a reliable, secure, and reliable IT system that is in line with business developments.

Profil Pimpinan Teknologi Informasi

Profile of the Head of Information Technology

Julius Siallagan

General Manager Shared Service Unit Operasi TI Publik
General Manager of Shared Service Unit IT Public Operations

Beliau menjabat sebagai GM SSU Operasi TI Publik sejak Juni 2019 – Februari 2020. Profil beliau telah disajikan pada Profil Perusahaan Laporan Tahunan ICON+ 2019.
He has served as GM SSU IP Public Operations from June 2019 - February 2020. His profile has been presented in the Company Profile of ICON+ Annual Report 2019.

Pengembangan Layanan Sistem Teknologi Informasi

Program pengembangan layanan sistem teknologi informasi pada tahun 2019 meliputi:

Information Technology System Service Development

The information technology system service development program in 2019 includes:

Program Pengembangan Layanan Sistem Teknologi Informasi
The Information Technology System Service Development Program

No	Program Program	Uraian Description
1	Penyediaan ITSM Tools untuk layanan MS IT Provision of ITSM Tools for MS IT services	Sistem layanan *trouble ticketing* untuk PLN dan ICON+ Trouble ticketing service system for PLN and ICON+
2	Peremajaan dan Pemutakhiran Firewall Korporat Corporate Firewall Upgrade and Updates	Perangkat dan Sistem Keamanan Jaringan Korporat Corporate Network Security Devices and Systems
3	Penyediaan Antivirus Server dan Endpoint Korporat Provision of Antivirus Server and Corporate Endpoints	Sistem perlindungan antivirus untuk server dan alat kerja pegawai (PC/Laptop) Antivirus protection system for servers and employee work tools (PC/Laptop)

Aplikasi Teknologi Informasi

Untuk mendukung kelancaran proses bisnis, maka ICON+ telah menerapkan beberapa sistem dan aplikasi teknologi informasi berikut:

Information Technology Applications

To support the facile running of the business processes, ICON+ has implemented the following information technology systems and applications:

Aplikasi Teknologi Informasi Perusahaan
Company Information Technology Applications

No	Sistem / Aplikasi System/Application	Proses Bisnis Business Process	Fungsi Sistem / Aplikasi System/Application Functions
Aplikasi Teknologi Informasi Internal Perusahaan | Internal Company Information Technology Applications			
1	Aplikasi Monitoring Collection dan Cash In Korporat Monitoring Collection and Corporate Cash In Application	Penagihan Billing	Sistem Monitoring Collection dan Cash In Korporat Monitoring Collection and Corporate Cash In System
2	Aplikasi Reporting dan Supporting Penjualan Sales Reporting and Supporting Application	Penjualan Sales	Sistem Tambahan untuk melengkapi aplikasi Dynamic CRM dan Dynamic AX Additional system to complement Dynamic CRM and Dynamic AX applications
3	Aplikasi iAbsen+ iAbsen+ Application	Absensi/ HR Attendance/HR	Aplikasi absensi *mobile* yang berbasis *geolocation* untuk IT Support PLN Geolocation-based mobile attendance application for PLN IT Support
4	Aplikasi Korespondensi Korporat Corporate Correspondence Application	Sekretariat Perusahaan Corporate Secretariat	Aplikasi untuk Korespondensi antar unit Korporat Application for Correspondence between Corporate units
Aplikasi Teknologi Informasi Eksternal Perusahaan | Company External Information Technology Applications			
1	Billing Retail Korporat Corporate Retail Billing	Billing	Sistem Billing Retail Korporat Corporate Retail Billing System
2	Aplikasi iCustomer iCustomer Application	Customer Account	Pelaporan gangguan untuk pelanggan Disruption reporting for customers
3	MRTG	CM	Pelaporan penggunaan trafik layanan ICON+ ICON+ service traffic usage reporting
4	OpManager	Customer Account	*Monitoring Network* Jaringan PLN PLN Network Monitoring

Laporan Kinerja Program Teknologi Informasi

Sepanjang tahun 2019, ICON+ telah mengembangkan berbagai sistem, aplikasi, dan program untuk meningkatkan efisiensi dan efektivitas kegiatan operasional Perusahaan, di antaranya sebagai berikut:

Information Technology Program Performance Report

Throughout 2019, ICON+ has developed various systems, applications, and programs to improve the efficiency and effectiveness of the Company's operational activities, including the following:

Laporan Kinerja Program Teknologi Informasi
Information Technology Program Performance Report

No	Program Program	Uraian Description	Realisasi Realization
1	Penyediaan ITSM Tools untuk layanan MS IT Provision of ITSM Tools for MS IT services	Sistem layanan *trouble ticketing* untuk PLN dan ICON+ Trouble ticketing service system for PLN and ICON+	100%
2	Peremajaan dan Pemutakhiran Firewall Korporat Corporate Firewall Upgrade and Updates	Perangkat dan Sistem Keamanan Jaringan Korporat Corporate Network Security Devices and Systems	100%
3	Pemutakhiran Lisensi Cisco Ironport Korporat Cisco Ironport Corporate License Upgrade	Perangkat dan Sistem Keamanan email Korporat Corporate email Security Devices and Systems	100%
4	Project Recovery Active Directory dan Exchange Active Directory and Exchange Recovery Project	Untuk memperbaiki sistem *Active Directory* dan *Microsoft Exchange* agar dapat berjalan dengan normal, memiliki redudansi dan keamanan yang baik, dan dapat terintegrasi dengan Office 365 To improve Active Directory and Microsoft Exchange systems so they can run normally, have good redundancy and security, and can be integrated with Office 365	100%
5	Penyediaan Antivirus Server dan Endpoint Korporat Provision of Antivirus Server and Corporate Endpoints	Sistem perlindungan antivirus untuk server dan alat kerja pegawai (PC/ Laptop) Antivirus protection system for servers and employee work tools (PC/ Laptop)	100%
6	Implementasi Aplikasi Monitoring Collection dan Cash In Korporat Implementation of Monitoring Collection and Corporate Cash In Applications	Sistem Monitoring Collection dan Cash In Korporat Monitoring Collection and Corporate Cash In System	100%
7	Aplikasi Reporting dan Supporting Penjualan Sales Reporting and Supporting Application	Sistem Tambahan untuk melengkapi aplikasi Dynamic CRM dan Dynamic AX Additional system to complement Dynamic CRM and Dynamic AX applications	100%
8	Implementasi Aplikasi iAbsen+ iAbsen+ Application Implementation	Aplikasi absensi mobile yang berbasis *geolocation* untuk IT Support PLN Geolocation-based mobile attendance application for PLN IT Support	100%
9	Implementasi Aplikasi Korespondensi Korporat Implementation of Corporate Correspondence Applications	Aplikasi untuk Korespondensi antar unit Korporat Application for Correspondence between Corporate units	100%
10	Billing Korporat Corporate Billing	Sistem Billing Retail Korporat Corporate Retail Billing System	100%
11	Penanganan Insiden Incident Handling	SOP Penanganan Insiden SOP for Incident Handling	100%
12	Security Awareness Security Awareness	SOP Security Awareness SOP Security Awareness	100%

Audit Teknologi Informasi

Kantor Akuntan Publik RSM Indonesia melakukan audit dan berdasarkan hasil audit tidak terdapat temuan terkait Teknologi Informasi Perusahaan.

Information Technology Audit

RSM Indonesia Public Accounting Firm conducted an audit, and based on the audit results there were no findings related to the Company's Information Technology.

Rencana/ Strategi Pengembangan IT tahun 2020

Rencana/ strategi pengembangan IT tahun 2020 adalah sebagai berikut:

IT Development Plan/Strategy for 2020

The 2020 IT development plans/strategies are as follows:

Rencana/ Strategi Pengembangan IT tahun 2020
IT Development Plan/Strategy for 2020

No	Program Program	Uraian Description
1	Tools Monitoring Aplikasi (APM) Application Monitoring Tools (APM)	Aplikasi ini digunakan untuk *monitoring* kinerja server-server yang di-*handle* IT This application is used for monitoring the performance of servers handled by IT
2	Pengembangan Security Incident Event Management (SIEM) Security Incident Event Management (SIEM) Development	*Monitoring traffic* keamanan Informasi yang masuk dan keluar jaringan ICON+ Monitoring the incoming and outgoing traffic security Information of ICON+ network
3	Implementasi Privilege Access Management (PAM) Implementation of Privilege Access Management (PAM)	Pemenuhan standar Keamanan ISO 27001 mencakup hak akses *logical*, pengelolaan aset informasi, kebijakan keamanan Informasi, pengelolaan jaringan perusahaan Compliance with ISO 27001 Security standards includes logical access rights, management of information assets, information security policies, management of corporate networks
4	Pengembangan Asset Planning Tools Development of Asset Planning Tools	*Improvement* aplikasi Aset Manajemen dan integrasi dengan CRM Improvement of the Asset Management application and integration with CRM
5	Peremajaan dan Pemutakhiran Email Security Appliance Email Security Appliance Upgrade and Update	Perangkat dan Sistem Keamanan Email Korporat Corporate Email Security Devices and Systems
6	Penyediaan Sandbox Firewall Korporat Provision of Corporate Firewall Sandbox	Sistem perlindungan ekstra pada keamanan jaringan dan email korporat untuk melindungi dari *Zero-Day Threat*. Extra protection system for network security and corporate email to protect against Zero-Day Threat.

Manajemen Persediaan, Pengadaan Barang & Jasa
Management of Inventory, Procurement of Goods & Services

Proses pengadaan barang dan jasa dilakukan sebagai sarana dan prasarana penunjang perusahaan. Pengadaan barang dan jasa ICON+ diterapkan secara efektif dan efisien serta berdasarkan perhitungan kebutuhan dalam menunjang kegiatan operasional Perusahaan yang mengacu pada peraturan dan penerapan tata kelola perusahaan yang baik.

Proses pengadaan barang dan jasa di ICON+ dilakukan secara terbuka bagi penyedia barang dan jasa yang memenuhi persyaratan dan dilakukan melalui persaingan yang sehat dan wajar berdasarkan ketentuan dan prosedur yang jelas dan transparan. Proses pengadaan barang dan jasa dilakukan dengan tujuan untuk memperoleh barang dan jasa pada waktu dan tempat yang telah ditentukan dengan volume *(quantity)* dan kualitas yang diperlukan, harga yang pantas dan dari sumber yang tepat.

The process of procuring goods and services is conducted as supporting facilities and infrastructure for the Company. The procurement of ICON+ goods and services is implemented effectively and efficiently, based on the calculation of needs in supporting the Company's operational activities, which refer to the regulations and implementation of good corporate governance.

The goods and services procuring process at ICON+ is carried out openly for the providers that meet the requirements and is carried out through fair and impartial competition based on clear and transparent terms and procedures. The procuring process is carried out with the aim of obtaining goods and services at a predetermined time and place, with the required quantity and quality, at a reasonable price, and from the right source.

Kebijakan Pengadaan Barang dan Jasa

Pedoman terkait pengadaan barang dan jasa Perusahaan telah ditetapkan oleh Direksi berdasarkan Peraturan Direksi No.051701/SK/001/Pusat/ICON+/2016 kemudian dilakukan perubahan dengan Peraturan Direksi No.020902/SK/001/Pusat/ICON+/2017 tentang Perubahan pertama pedoman umum dan petunjuk teknis pengadaan barang/ jasa PT Indonesia Comnets Plus serta perubahan kedua dengan Peraturan Direksi No 5/SK/03/PUSAT/ICON+/2019

Selain itu, Perusahaan juga menetapkan pedoman terkait etika bisnis dalam aktivitas pengadaan barang/ jasa di lingkungan ICON+. Pedoman tersebut mengatur hubungan karyawan dengan rekanan atau calon rekanan dalam aktivitas pengadaan barang/ jasa, yaitu:

1. Transparansi;
2. Tidak menerima suap;
3. Menghindari konflik kepentingan/ benturan kepentingan;
4. Vendor pengadaan barang/ jasa telah sesuai dengan peraturan terkait pengadaan barang/ jasa yang berlaku di Perusahaan.

Procurement of Goods and Services Policy

Guidelines related to the procurement of goods and services of the Company has been set by the Board of Directors based on the Directors Regulation No. 051701/SK/001/Pusat/ICON+/2016 then amended by Directors Regulation No. 020902/SK/001/Pusat/ICON+/2017 regarding the first amendment to general guidelines and technical instructions for the procurement of goods/ services of PT Indonesia Comnets Plus as well as the second amendment with Directors Regulation No. 5/SK/03/PUSAT/ICON+/2019.

In addition, the Company also establishes guidelines related to business ethics in goods/services procurement activities within ICON+. These guidelines govern employee relationships with partners or potential partners in goods/service procurement activities, namely:

1. Transparency;
2. Not accepting bribes;
3. Avoiding conflicts of interest;
4. Goods/services procurement vendors are in accordance with the regulations related to the procurement of goods/services applicable within the Company.

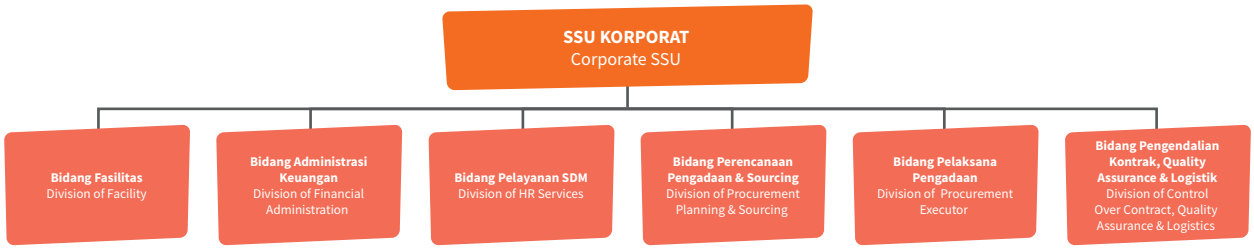
Struktur Pengelola Pengadaan Barang dan Jasa

Pengadaan barang dan jasa di lingkungan ICON+ dikelola oleh SSU Korporat bidang pelaksana pengadaan. Berikut adalah struktur organisasi supply chain management:

Structure of Goods and Services Procurement Management

Procurement of goods and services within ICON+ environment is managed by the Corporate SSU in the procurement field. The following is the supply chain management organizational structure:

Struktur Pengelola Pengadaan Barang dan Jasa | Structure of Goods and Services Procurement Management



Pengembangan Kompetensi SDM Pengadaan dan Logistik

Guna meningkatkan pengetahuan dan kompetensi, karyawan pada SSU Korporat mengikuti berbagai pelatihan, seminar, dan workshop, antara lain:

HR Competency Development for Procurement and Logistics

In order to increase knowledge and competence, employees at SSU Corporate attend various trainings, seminars, and workshops, including:

Pengembangan Kompetensi SDM Pengadaan dan Logistik ICON+ Tahun 2019

Development of ICON+ Procurement and Logistics HR Competency Year 2019

Materi Pengembangan Kompetensi /Pelatihan Development Materials Competency/Training	Penyelenggara Pelatihan Organizer	Waktu dan Tempat Pelaksanaan Time and Place Implementation	Jumlah Peserta Number of Participants
Sertifikasi Pengadaan Barang dan Jasa PLN PLN Goods and Services Procurement Certification	Udiklat PLN Slipi	13 – 17 Mei 2019 May 13-17, 2019	9 karyawan 9 employees
Data Science	Heru Wiryono	19 – 20 Februari 2019 February 19-20, 2019	1 karyawan 1 employee

Metode Pengadaan Barang dan Jasa

Pengadaan barang dan jasa dilakukan berdasarkan Portfolio Rencana Pengadaan tahunan yang berisi jenis pengadaan, jadwal pengadaan, kategori dan metode pengadaan.

Terdapat 4 metode pengadaan yang dilakukan oleh ICON+, yakni Pelelangan Terbatas, Pelelangan Terbuka, Pengecualian dari Kompetisi (Penunjukan Langsung dan Pengadaan Langsung) dan Pengadaan Khusus.

Sesuai dengan Peraturan Direksi No No.051701/SK/001/Pusat/ICON+/2016, perubahan pertama No.020902/SK/001/Pusat/ICON+/2017 dan perubahan kedua No 5/SK/03/PUSAT/ICON+/2019 maka metode pengadaan barang dan jasa yang dapat dilakukan oleh ICON+ sebagai berikut :

Methods of Procurement of Goods and Services

Procurement of goods and services is conducted based on the annual Procurement Plan Portfolio that contains procurement type, procurement schedule, and procurement category and method.

There are 4 procurement methods conducted by ICON+, they are: Limited Tender, Open Tender, Exclusion from Competition (Direct Appointment and Direct Procurement), and Special Procurement.

In accordance with the Board of Directors Regulation No. 051701/SK/001/Pusat/ICON+/2016, the first amendment No. 020902/SK/001/ Pusat/ICON+/2017, and the second amendment No. 5/SK/03/PUSAT/ICON+/2019, hence the methods of procuring goods and services that can be conducted by ICON+ are as follows:

Metode Pengadaan Barang dan Jasa ICON+

ICON+ Products and Services Procurement Method

No.	Metode Pengadaan Barang dan Jasa Procurement Method Products and Services	Deskripsi Description
1	Pelelangan Terbatas Limited Auction	Merupakan strategi utama pengadaan barang/jasa yang dilaksanakan dengan cara mengundang penyedia barang/jasa yang terdapat dalam Daftar Penyedia Barang/Jasa Terseleksi (DPT). The main strategy of procurement of products/services is implemented by inviting providers of products/services contained in the List of Selected Providers/Services (DPT).
2	Pelelangan Terbuka Open Auction	Pengadaan barang dan/atau jasa yang dilaksanakan dengan cara mengundang penyedia barang/jasa melalui pengumuman pada portal guna memberi kesempatan kepada penyedia barang/jasa yang memenuhi kualifikasi untuk mengikuti lelang, baik melalui proses prakualifikasi maupun pasca kualifikasi. Procurement of products and/or services that is implemented by inviting providers of products/services through announcements in the portal to provide an opportunity for qualified products/service providers to enter the auction, either through pre-qualification or post-qualification process.

Metode Pengadaan Barang dan Jasa ICON+
ICON+ Products and Services Procurement Method

No.	Metode Pengadaan Barang dan Jasa Procurement Method Products and Services	Deskripsi Description
3	Pengecualian dari Kompetisi (Penunjukan Langsung dan Pengadaan Langsung) Exclusion from Competition (Direct Appointment and Direct Procurement)	a. Pengadaan Langsung Direct Procurement Pengadaan barang/jasa yang ada di pasaran untuk memenuhi kebutuhan operasional yang diyakini bahwa harga tersebut merupakan hasil persaingan di pasar, berteknologi sederhana dan berisiko kecil. Procurement of products/services occurring in the market to meet operational needs believed that the price is the result of competition in the market, simple technology and a small risk. b. Pelelangan Terbatas Limited Auction Merupakan strategi utama pengadaan barang/jasa yang dilaksanakan dengan cara mengundang penyedia barang/jasa yang terdapat dalam Daftar Penyedia Barang/Jasa Terseleksi (DPT), sekurang-kurangnya 2 penyedia. The main strategy of procurement of products/services is implemented by inviting providers of products/services contained in the List of Selected Providers/Services (DPT), at least 2 providers.
4	Pengadaan Khusus Special Procurement	Merupakan strategi pengadaan yang dilakukan secara khusus, terutama karena sudah ada regulasi/ peraturan dari Pemerintah atau pihak lain yang mengikat ICON+ dan mengatur pengadaannya secara tersendiri atau khusus serta perjanjian/kontrak yang telah ditetapkan sebelumnya oleh pihak lain tersebut, untuk kemudahan operasional pengadaan. A procurement strategy that is carried out specifically, especially because there are already regulations from the Government or other parties that bind ICON+ and regulate its procurement separately or specifically as well as agreements/contracts that have been predetermined by other parties, for ease of procurement operations.

Wewenang dan Tanggung Jawab Pengadaan Barang/ Jasa

Unit Layanan Pengadaan melaksanakan tugas Perusahaan sesuai aturan yang berlaku di bidang pengelolaan pengadaan barang dan jasa di lingkungan Perusahaan. Dalam melaksanakan tugas, Unit Layanan Pengadaan mempunyai fungsi sebagai pengelola pengadaan kebutuhan barang dan jasa perusahaan serta pengidentifikasi dan pengelola risiko-risiko yang menghambat pencapaian sasaran kerjanya. Berikut adalah proses aktivitas pengadaan barang dan/ jasa:

Authority and Responsibility for the Procurement of Goods/Services

The Procurement Service Unit carries out the Company's duties in accordance with applicable regulations in the management of procurement of goods and services within the Company. In carrying out its duties, the Procurement Service Unit has the function of managing the procurement of the Company's goods and services as well as identifying and managing risks that hinder the achievement of its work targets. The following is the process of goods and/service procurement activities:

Proses Aktivitas Pengadaan Procurement Activity Process	Pelaksanaan Implementation
Perencanaan Planning	Pelaksana Anggaran dan/ atau Pemilik Anggaran menentukan spesifikasi Teknis/ Kerangka Acuan Kerja dan gambar design, melakukan budgeting, serta penyusunan dokumen pengadaan. The Budget Implementer and/or Budget Owner determines the Technical specifications/Terms of Reference and design drawings, carries out budgeting, and prepares procurement documents.
Pembuatan RKS / HPE Making RKS/HPE	Perencana Pengadaan membuat dokumen Rencana Kerja dan Syarat (RKS) pengadaan berikut juga Harga Perkiraan Engineering (HPE) yaitu harga modal pengadaan tersebut The Procurement Planner makes the procurement Work Plan and Requirements (RKS) document as well as the Estimated Engineering Price (HPE), which is the base price for the procurement
Pembuatan HPS Making HPS	Pelaksanaan Pengadaan menghitung Harga Perkiraan sendiri (HPS) dengan harga pasar termasuk ROK. The Procurement implementation calculates its own Estimated Price (HPS) with market prices including ROK.

Proses Aktivitas Pengadaan Procurement Activity Process	Pelaksanaan Implementation
Undangan/ Pengumuman dan Aanwizjing Invitation/Announcement and Aanwizjing	Pelaksana Pengadaan mengundang rekanan atau melakukan pengumuman terkait pengadaan, dan melakukan proses *Aanwizjing* dengan rekanan yaitu proses tanya jawab terkait pengadaan tersebut baik teknis maupun non teknis. The Procurement Committee invites partners or makes announcements related to procurement, and carries out the Aanwizjing with partners, which is a question and answer process related to procurement, both technical and non-technical.
Evaluasi Admin dan Teknis Admin and Technical Evaluation	Pelaksana Pengadaan melakukan evaluasi terkait kelengkapan administrasi berikut kesesuaian dokumen penawaran teknis yang di submit rekanan dengan dibantu *user*/ pengaju SPP. The Procurement Implementer evaluates the completeness of the administration along with the suitability of the technical bidding documents submitted by the partner with the assistance of the SPP user/applicant.
Negosiasi Negotiation	Pelaksana Pengadaan bernegosiasi untuk mendapatkan harga yang paling efisien. The Procurement implementer negotiate to get the most efficient price.

Alur Proses Pengadaan Barang dan Logistik

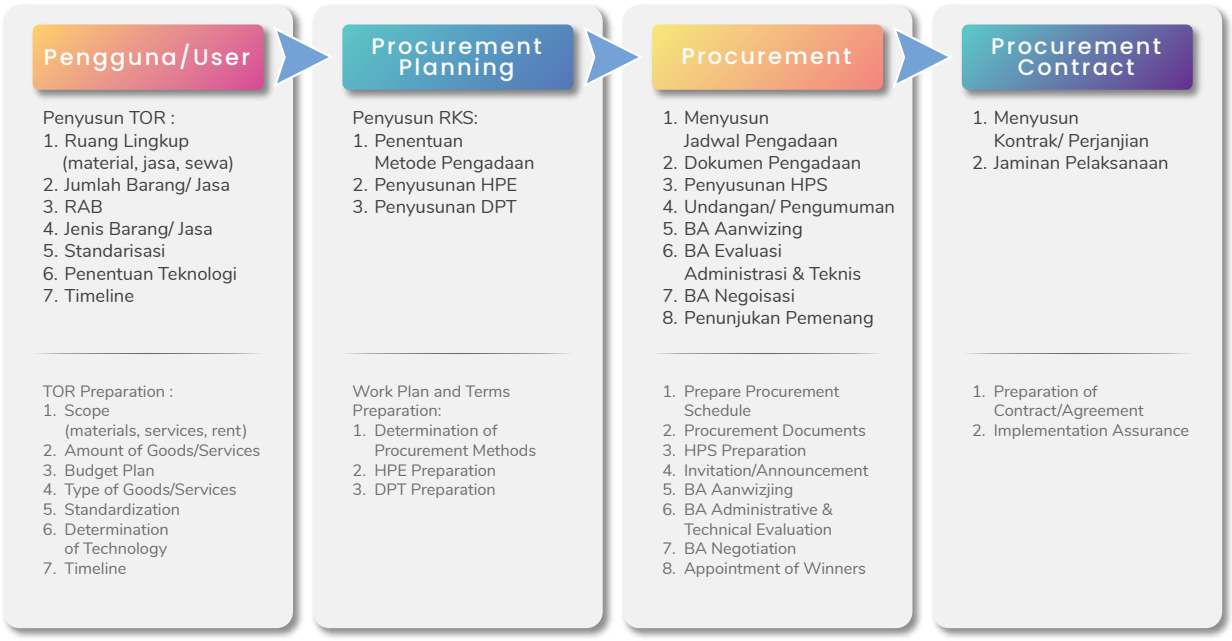
Fungsi Unit Layanan Pengadaan senantiasa menyelenggarakan proses pengadaan barang dan jasa secara cepat, fleksibel, efektif dan efisien guna meraih momentum bisnis Perusahaan. Dalam prosesnya, fungsi Unit Layanan Pengadaan mengacu pada Pedoman Pengadaan Barang Jasa dan Pedoman Kelogistikan. Pedoman tersebut selaras dengan prinsip-prinsip tata kelola perusahaan yang baik serta visi misi perusahaan.

Berikut adalah alur proses pengadaan barang dan jasa yang ditetapkan ICON+:

Process Flow of Goods and Logistics Procurement

The function of the Procurement Service Unit is to continually carry out the process of procuring goods and services swiftly, flexibly, effectively, and efficiently in order to gain the Company's business momentum. In the process, the function of the Procurement Service Unit refers to the Guidelines for the Procurement of Goods and Services and the Guidelines for Logistics. These guidelines are in line with the principles of good corporate governance and the Company's vision and mission.

The following is the flow of the goods and services procurement process determined by ICON+:



Pelaksanaan Kegiatan Pengadaan Barang dan Jasa Tahun 2019

Laporan pelaksanaan kegiatan pengadaan barang dan jasa tahun 2019 diantaranya adalah pengelolaan sistem pasokan barang dan jasa yang telah diupayakan untuk mengurangi gap waktu antara penerbitan Purchase Order (PO) dan *Signed* Kontrak kurang dari 5 hari. Hal tersebut dilakukan sebagai penerapan Service-Level Agreement (SLA) sesuai Key Performance Indicator (KPI) baru, yaitu *draft* oleh PIC ICON+ selama 2 (dua) hari dan *Signed*/ Tanda tangan selama 3 (tiga) hari.

Sepanjang tahun 2019, jumlah rekanan yang dimiliki ICON+ adalah 858 rekanan aktif, 27 rekanan baru dalam proses verifikasi, dan 1 rekanan daftar hitam/ *blacklist*. Di samping itu, jumlah Surat Permintaan Pengadaan (SPP) pada tahun 2019 sebanyak 1.062 pengadaan.

Berikut adalah rincian order pengadaan (iSPP) ICON+ yang terdiri dari 388 Capital Expenditure (CAPEX) dan 674 Operating Expenses (OPEX) dengan proses pelaksana pengadaan rata-rata 16,10 hari:

The Implementation of Goods and Services Procurement Activities in 2019

The report on the implementation of goods and services procurement activities in 2019 includes the management of the goods and services supply system that has been strived to reduce the time gap between issuing Purchase Orders (POs) and signed contracts of less than 5 days. This is done as the implementation of Service-Level Agreement (SLA) according to the new Key Performance Indicator (KPI), that is the draft by PIC ICON+ for 2 (two) days and Signed for 3 (three) days.

Throughout 2019, the number of ICON+ partners is 858 active partners, 27 new partners in the verification process, and 1 blacklisted partner. In addition, the number of Procurement Request Letters (SPP) in 2019 amounted to 1,062 procurement.

The following are the details of ICON+ procurement orders (iSPP) consisting of 388 Capital Expenditure (CAPEX) and 674 Operating Expenses (OPEX) with an average procurement process of 16.10 days:

Order Pengadaan ICON+ tahun 2019
ICON+ Procurement Orders for 2019

dalam jutaan Rupiah
in million rupiah

Deskripsi Description	CAPEX		OPEX	
	Jumlah SPP Amount of SPP	Nilai Value	Jumlah SPP Amount of SPP	Nilai Value
Surat Penunjukan Pelaksanaan Pekerjaan (SP2K) atau Purchase Order (PO) Work Implementation Appointment Letter (SP2K) or Purchase Order (PO)	361	Rp965.300	638	Rp1.136.658
Dalam Proses In Process	27	Rp79.702	36	Rp74.512

Inventory

Program kerja Inventory yang telah dilaksanakan hingga akhir tahun 2019 antara lain: (a) Memastikan dengan persediaan material yang ada di gudang telah didistribusikan untuk memenuhi kebutuhan material pemeliharaan di seluruh gudang ICON+; (b) Memastikan dengan persediaan material yang ada di gudang telah didistribusikan untuk memenuhi kebutuhan material aktivasi di seluruh gudang ICON+; dan (c) Memastikan pelaksanaan penyimpanan material pemeliharaan di pemenang KHS Serpo yang baru sebagai perpanjangan tangan Gudang dalam penyimpanan material pemeliharaan di Serpo sebagai program lanjutan dari tahun sebelumnya.

Audit Pengadaan Barang dan Jasa

ICON+ melakukan audit secara berkala maupun sewaktu-waktu oleh Auditor Internal maupun Auditor Eksternal. Hal tersebut dilakukan guna mengetahui dan memastikan bahwa kegiatan pengadaan barang dan jasa telah sesuai dengan kebijakan dan prosedur yang telah ditentukan, serta dilakukan secara efektif dan efisien.

Temuan audit internal dan eksternal pada fungsi pengadaan barang dan jasa selama tahun 2019 adalah sebagai berikut:

Inventory

Inventory work programs that have been implemented until the end of 2019 include: (a) Ensuring that the inventory of materials in the warehouse has been distributed to meet the needs for maintenance materials in all ICON+ warehouses; (b) Ensuring that the material inventory in the warehouse has been distributed to meet the activation material needs in all ICON+ warehouses; and (c) Ensuring the implementation of maintenance material storage at the new KHS Serpo winner as an extension of the Warehouse's arm in the storage of maintenance materials at Serpo as a continuation program from the previous year.

Goods and Services Procurement Audit

ICON+ conducts audits periodically or at anytime by the Internal and External Auditors. This is done in order to identify and ensure that the goods and services procurement activities are in accordance with predetermined policies and procedures, and are carried out effectively and efficiently.

Internal and external audit findings on the goods and services procurement function during 2019 are as follows:

Audit Pengadaan Barang dan Jasa ICON+ Tahun 2019
2019 ICON+ Products and Services Procurement Audit

Jenis Audit Audit Type	Jumlah Temuan Number of Findings	Tindak Lanjut | Follow Up	
		Dalam proses On Progress	Selesai Finish
Audit Internal Internal Audit	-	-	-
Audit Eksternal External Audit	1	-	1

Manajemen Mutu
Quality Management

Komitmen ICON+ dalam menjaga mutu layanan dan produknya guna memberikan layanan terbaik kepada pelanggan sehingga meningkatkan nilai Perusahaan. Di samping itu, Perusahaan memastikan bahwa proses bisnis telah dilaksanakan sesuai dengan prosedur yang ditetapkan dan telah dilakukan upaya perbaikan terus menerus untuk memenuhi kepercayaan pelanggan yang berkelanjutan.

Sistem manajemen mutu ICON+ berada di bawah tanggung jawab Divisi Perencanaan Korporat, Sub Direktorat Perencanaan, yang dikendalikan oleh Direktorat Perencanaan dan Operasi. Pada tahun 2019, terdapat beberapa sertifikasi yang telah dilakukan evaluasi dan pembaruan sertifikasi yaitu:

ICON+ is committed to sustain the quality of its services and products in order to provide the best service to customers so as to increase the Company value. Furthermore, the Company ensures that the business processes have been carried out in accordance with established procedures and that constant improvement efforts have been made to meet continuous customer trust.

ICON+ quality management system is under the responsibility of the Corporate Planning Division, Sub Directorate of Planning, which is controlled by the Directorate of Planning and Operations. In 2019, there were several certifications that had been evaluated and renewed, that are:

Sertifikasi Sistem Manajemen Keselamatan dan Kesehatan Kerja (SMK3)

Komitmen ICON+ dalam menerapkan prinsip K3 di setiap lini proses bisnis membuahkan nilai *excellent* pada hasil Audit Sertifikasi Sistem Manajemen Keselamatan dan Kesehatan Kerja (SMK3) yang dilakukan oleh PT Sucofindo. Sertifikasi tersebut dilakukan di Kantor ICON+ Cawang, Mampang, Durentiga, dan Gandul guna melindungi dan meminimalkan risiko bahaya kerja dan gangguan kesehatan saat bekerja, serta meningkatkan kepercayaan konsumen karena SMK3 menjadi salah satu jaminan terselenggaranya proses kerja yang aman, tertib dan bersih.

Sertifikasi Sistem Manajemen Keamanan Informasi ISO 27001:2013

ICON+ memperoleh Sertifikasi Sistem Manajemen Keamanan Informasi ISO 27001:2013 pada November 2016 Sertifikasi ini bermanfaat antara lain untuk memastikan organisasi memiliki kontrol yang memadai terkait keamanan informasi, menunjukkan tata kelola yang baik dalam penanganan dan pengamanan informasi, sebagai mekanisme untuk mengukur berhasil atau tidaknya kontrol pengamanan Keamanan Informasi, adanya *review* independen terkait Keamanan Informasi melalui audit berkala, meminimalkan risiko melalui proses *risk assessment* yang baku, meningkatkan efektivitas dan keandalan pengamanan informasi, dan sebagai bentuk kepatuhan terhadap regulasi, hukum, dan undang-undang terkait Keamanan Informasi. Sertifikasi tersebut dilakukan oleh British Standards Institution.

ICON+ telah menerapkan standar ISO 27001 tersebut sejak tahun 2013 (ISO 27001:2005), dimutakhirkan dengan ISO 27001:2013 pada tahun 2016. Pada tahun 2019, ruang lingkup implementasi SMKI berbasis ISO 27001:2013 mencakup pengelolaan keamanan informasi pada layanan:

- IP Network's Backbone and Cloud Computing Services – Clear Channel SCADA
- Layanan Aplikasi Pengaduan dan Keluhan Terpadu (APKT)
- Layanan Aplikasi Pelayanan Pelanggan Terpusat bagi pelanggan PLN (AP2T) – Layanan Pelanggan

Occupational Health and Safety (OHS) Management System Certification

ICON+' commitment in implementing the OHS principles in every line of business processes has resulted excellent in value of the Occupational Health and Safety (OHS) Management System Certification Audit conducted by PT Sucofindo. This certification is carried out at ICON+ Cawang, Mampang, Durentiga, and Gandul Offices to protect and minimize the risk of occupational hazards and health problems during work, and increase consumer confidence because OHS is one of the guarantees of a safe, orderly, and clean work process.

Information Security Management System Certification ISO 27001:2013

ICON+ acquired the Information Security Management System Certification ISO 27001:2013 in November 2016. This certification is beneficial, among other; to ensure that organizations have adequate control over information security, demonstrate good governance in information handling and security, as a mechanism to measure the success or failure of security controls. Information Security, an independent review related to Information Security through periodic audits, minimizing risk through a standard risk assessment process, increasing the effectiveness and reliability of information security, and as a form of compliance with regulations, laws, and legislations related to Information Security. The certification is conducted by the British Standards Institution.

ICON+ has implemented the ISO 27001 standard since 2013 (ISO 27001:2005), updated with ISO 27001:2013 in 2016. In 2019, the scope of implementation of the ISO 27001:2013 based ISMS includes managing information security in services:

- IP Network's Backbone and Cloud Computing Services - Clear Channel SCADA
- Integrated Complaints Application Service (APKT)
- Centralized Customer Service Application for PLN customers (AP2T) - Customer Service

- Layanan Aplikasi Pengawasan Arus Pendapatan Secara Terpusat (P2APST) – Payment Gateway
- Layanan Aplikasi EAM Maximo
- Layanan Aplikasi BatuBara Online (BBO)
- Layanan Eproc PLN
- Layanan ICONect (Metro Ethernet , IPVPN)
- Layanan ICONWeb (Internet Corporat)
- Layanan ICONApps (I-VIP)

Sertifikasi Sistem Manajemen Mutu ISO 9001:2015

Sistem Manajemen Mutu ISO 9001:2015 merupakan sertifikasi yang menjamin kualitas layanan ICON+. Berikut cakupan ruang lingkup ISO 9001:2015:

- Penanganan gangguan reaktif hingga analisis gangguan awal pada proses SLA *Management Customer Violation (Response Time)* produk Layanan *Network* dan IT;
- Tata Kelola Material Gudang;
- Response Time pada layanan *Contact Center* PLN 123.

Pada tahun 2019, sertifikasi tersebut telah dipisahkan khusus untuk ruang lingkup Contact Center (CC) 123 dimana standar mutu layanan Contact Center 123 sudah mampu disetarakan dengan standar mutu layanan internasional. Manfaat ISO 9001:2015 bagi CC 123 adalah sebagai berikut:

- Meningkatkan kepercayaan dan kepuasan pelanggan;
- Memotivasi karyawan;
- Menciptakan budaya perbaikan secara berkelanjutan;
- Meminimalisir pekerjaan yang berulang;
- Meningkatkan produktivitas organisasi.

- Centralized Management and Supervision of Revenue Flows (P2APST) - Payment Gateway
- Maximo EAM Application Services
- BatuBara Online (BBO) Application
- PLN Eproc Service
- ICONect (Metro Ethernet, IPVPN) Service
- ICONWeb (Corporate Internet) Service
- ICONApps (I-VIP) Service

ISO 9001:2015 Quality Management System Certification

The Quality Management System ISO 9001:2015 is a certification that guarantees the quality of ICON+ services. The following is the scope of ISO 9001:2015:

- Handling reactive disturbances to analysis of initial disturbances in the SLA Management Customer Violation (Response Time) process for Network and IT Services products;
- Warehouse Material Governance;
- Response Time on the PLN 123 Contact Center.

In 2019, this certification has been separated specifically for the scope of 123 Contact Center (CC) whereas the 123 Contact Center service quality standard has been able to be equalized with international service quality standards. The benefits of ISO 9001:2015 for 123 CC are as follows:

- Increases customer trust and satisfaction;
- Motivates employees;
- Creates a culture of continuous improvement;
- Minimizes repetitive work;
- Increases organizational productivity.

Sertifikasi Sistem Manajemen Layanan Teknologi Informasi ISO 20000-1:2018

Sertifikasi Manajemen Layanan Teknologi Informasi ISO/IEC 20000-1:2018 merupakan sertifikasi penerapan sistem manajemen layanan IT.

Pada tahun 2019, cakupan pengelolaan sistem manajemen layanan yaitu pada:

- Layanan Aplikasi Pengaduan dan Keluhan Terpadu (APKT)
- Layanan Aplikasi Pelayanan Pelanggan Terpusat bagi pelanggan PLN (AP2T) – Layanan Pelanggan
- Layanan Aplikasi Pengawasan Arus Pendapatan Secara Terpusat (P2APST) – Payment Gateway
- Layanan Aplikasi EAM Maximo
- Layanan Aplikasi BatuBara Online (BBO)
- Layanan Eproc PLN
- Layanan ICONect (Metro Ethernet , IPVPN)
- Layanan ICONWeb (Internet Corporat)
- Layanan ICONApps (I-VIP)

Metro Ethernet Forum (MEF)

ICON+ memperoleh MEF dan konsisten memperbaharuinya setiap tahun. Dengan memiliki MEF, ICON+ memiliki *standard Next Generation Carrier Ethernet* yang meliputi konsep multi *class of service, standard* interkoneksi dan *standard* manajemen jaringan serta beberapa *standard service* lainnya. MEF merupakan organisasi internasional yang mengembangkan, dan menetapkan standard global bagi layanan operator Ethernet.

ISO 20000-1:2018 Information Technology Service Management System Certification

The Information Technology Service Management Certification ISO/IEC 20000-1:2018 is a certification for the implementation of IT service management system.

In 2019, the coverage of the service management system is at the:

- Integrated Complaints Application Service (APKT)
- Centralized Customer Service Application for PLN customers (AP2T) - Customer Service
- Centralized Management and Supervision of Revenue Flows (P2APST) - Payment Gateway
- Maximo EAM Application Services
- BatuBara Online (BBO) Application
- PLN Eproc Service
- ICONect (Metro Ethernet, IPVPN) Service
- ICONWeb (Corporate Internet) Service
- ICONApps (I-VIP) Service

Metro Ethernet Forum (MEF)

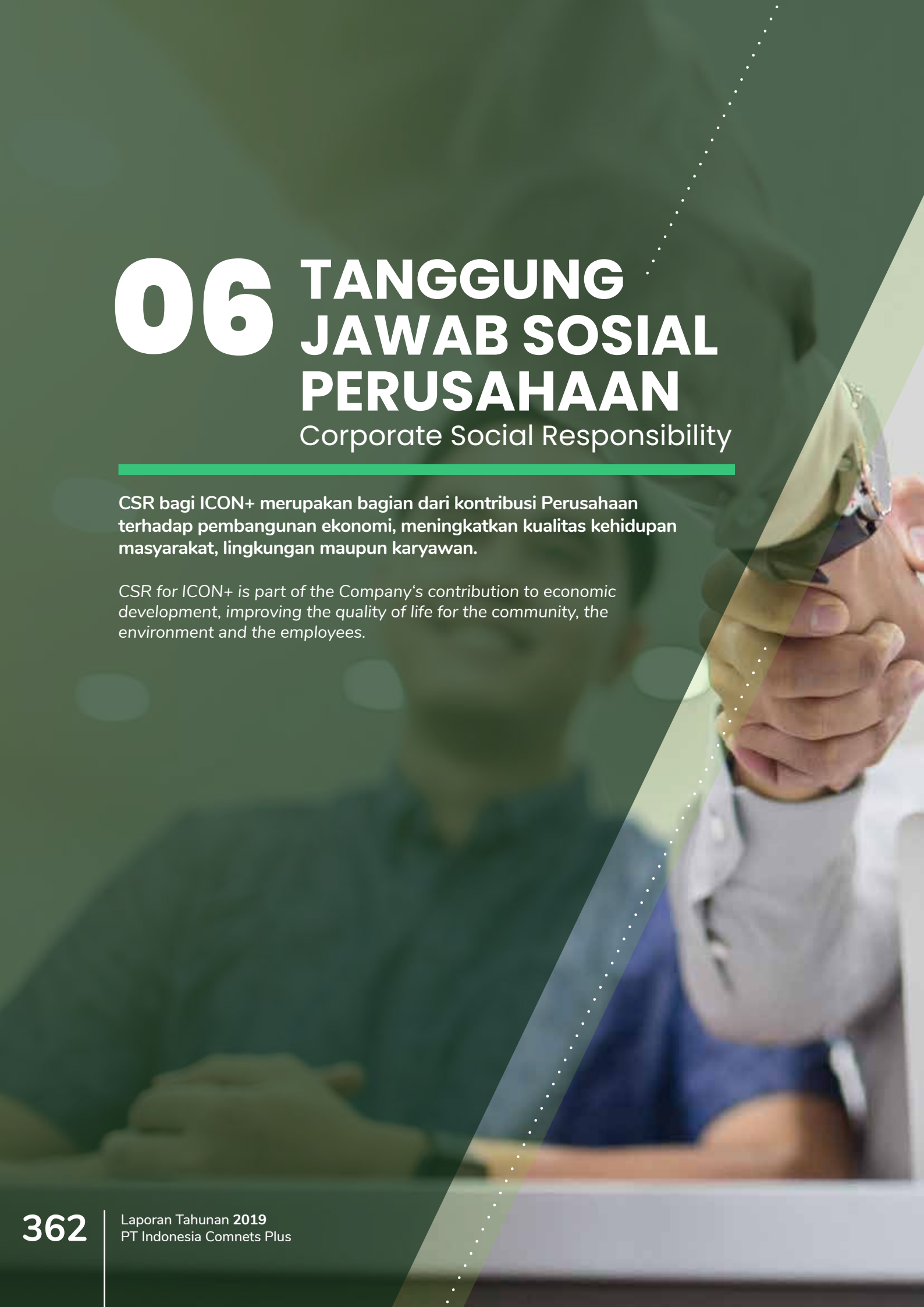
ICON+ attained MEF and consistently updates it every year. By having MEF, ICON+ has the Next Generation Carrier Ethernet standard, which includes the concept of multi class of service, interconnection standards and network management standards, and several other standard services. MEF is an international organization that develops, and sets global standards for Ethernet operator services.

06 TANGGUNG JAWAB SOSIAL PERUSAHAAN

Corporate Social Responsibility

CSR bagi ICON+ merupakan bagian dari kontribusi Perusahaan terhadap pembangunan ekonomi, meningkatkan kualitas kehidupan masyarakat, lingkungan maupun karyawan.

CSR for ICON+ is part of the Company's contribution to economic development, improving the quality of life for the community, the environment and the employees.



Corporate Social Responsibility ICON+

Corporate Social Responsibility ICON+

Komitmen CSR ICON+

ICON+ menyadari sepenuhnya bahwa tanggung jawab sosial perusahaan merupakan wujud kesadaran perusahaan dalam upaya meningkatkan hubungannya dengan masyarakat dan lingkungan. Untuk itu kami terus berkomitmen dalam melaksanakan program Tanggung Jawab Sosial Perusahaan (*Corporate Social Responsibility*/ CSR). Kami juga meyakini bahwa CSR merupakan bagian dari kontribusi perusahaan terhadap pembangunan ekonomi, meningkatkan kualitas kehidupan masyarakat, lingkungan maupun perusahaan.

Komitmen tersebut diwujudkan melalui berbagai program serta kegiatan yang sebagaimana dapat kami sampaikan dalam laporan tahunan ini. Komitmen ini sekaligus sebagai bentuk dari ketaatan ICON+ terhadap setiap regulasi, perundang-undangan serta aturan lain yang berlaku di Indonesia dalam hal implementasi kegiatan CSR. Adapun sejumlah regulasi menjadi pedoman kebijakan bagi ICON+, adalah sebagai berikut:

- Undang-Undang No. 40 Tahun 2007 Pasal 74 Tentang Tanggung Jawab Sosial dan Lingkungan Perusahaan;
- Undang-Undang No. 9 Tahun 1995 Tentang Usaha Kecil;
- Peraturan Menteri BUMN No. KEP-100/MBU/2002 Tanggal 4 Juni 2002 Tentang Penilaian Tingkat Kesehatan Badan Usaha Milik Negara;
- Peraturan Menteri BUMN No. PER-05/MBU/2007 Tanggal 27 April 2007 Tentang Program Kemitraan Badan Usaha Milik Negara dengan Usaha Kecil dan Program Bina Lingkungan;
- Surat Edaran Kementerian BUMN No. SE-02/MBU/Wk/2012 Tanggal 23 Februari 2012 Tentang Penetapan Pedoman Akuntansi Program Kemitraan dan Bina Lingkungan;
- Peraturan Menteri BUMN No. PER-08/MBU/2013 Bulan September 2013 Tentang Perubahan Keempat atas Peraturan Menteri Negara BUMN No. PER-05/MBU/2007;
- Peraturan Menteri Badan Usaha Milik Negara No. PER-09/MBU/07/2015 tanggal 03 Juli 2015 tentang Program Kemitraan dan Program Bina Lingkungan Badan Usaha Milik Negara;
- Keputusan Direksi PT PLN (Persero) Nomor 366.K/DIR/2017 Tentang *Standard Operation Procedure* (SOP) Pelaksanaan Program Kemitraan BUMN dengan Usaha Kecil dan Program Bina Lingkungan/ Program Partisipasi Pemberdayaan Lingkungan (PKBL/P3L);

ICON+ CSR Commitment

ICON+ is fully aware that corporate social responsibility is a form of corporate awareness in an effort to improve its relationships with the community and the environment. Thus, we continue to be committed to implementing Corporate Social Responsibility (CSR) programs. We also believe that CSR is part of the Company's contribution to economic development, improving the quality of life for the community, the environment, and the Company.

The commitment is manifested through various programs and activities as we convey in this Annual Report. This commitment is also a form of ICON+ compliance with every regulations, laws, and other rules that apply in Indonesia in terms of implementing CSR activities. A number of regulations serve as policy guidelines for ICON+, as follows:

- Law No. 40 of 2007 Article 74 regarding Corporate Social and Environmental Responsibility;
- Law No. 9 of 1995 regarding Small Business;
- Minister of SOEs Regulation No. KEP-100/MBU/2002 dated June 4, 2002 regarding Health Level Assessment of State-Owned Enterprises;
- Minister of SOEs Regulation No. PER-05/MBU/2007 dated April 27, 2007 regarding the Partnership Program for State-Owned Enterprises with Small Businesses and the Community Development Program;
- Ministry of SOEs Circular No. SE-02/MBU/Wk/2012 dated February 23, 2012 regarding the Establishment of Accounting Guidelines for Partnership and Community Development Programs;
- Minister of SOEs Regulation No. PER-08/MBU/2013 on September 2013 regarding the Fourth Amendment to the Regulation of the Minister of SOEs No. PER-05/MBU/2007;
- Minister of SOEs Regulation No. PER-09/MBU/07/2015 dated July 3, 2015 regarding the Partnership Program and Community Development Program for State-Owned Enterprises;
- Decree of the Board of Directors of PT PLN (Persero) No. 366.K/DIR/2017 regarding the Standard Operation Procedure (SOP) for the Implementation of the SOEs Partnership Program with Small Businesses and the Community Development Program/Participation Program for Environmental Empowerment (PKBL/P3L);

- Surat Keputusan Direksi No. 072/SK/001/Pusat/ICON+/2010 tanggal 6 September 2010 tentang Panduan Penyelenggaraan Program *Corporate Social Responsibility* (CSR).
- Keputusan Direksi PT Indonesia Comnets Plus Nomor 1501/SK/001/PUSAT/ICON+/2015 Tentang Penetapan Komunitas Utama Perusahaan PT Indonesia Comnets Plus;

Lingkup dan Tanggung Jawab CSR

Lingkup tanggung jawab sosial ICON+ meliputi enam aspek yaitu: (1) Tanggung jawab sosial terhadap pengelolaan operasi yang adil; (2) Tanggung jawab sosial terhadap Hak Asasi Manusia; (3) Tanggung jawab sosial terhadap lingkungan; (4) Tanggung jawab sosial terhadap masyarakat; (5) Tanggung jawab sosial terhadap Ketenagakerjaan, Kesehatan, dan Keselamatan Kerja; (6) Tanggung jawab sosial terhadap pelanggan.

Isu dan Strategi Perusahaan Terkait Sosial, Ekonomi, dan Lingkungan

Kami memiliki visi untuk menjadikan CSR ICON+ sebagai program pendukung perusahaan dalam menjadi penyedia solusi Teknologi Informasi dan Komunikasi (TIK) terkemuka, serta untuk meningkatkan mutu pendidikan, kesejahteraan dan lingkungan hidup di masyarakat.

Sedangkan Misi CSR ICON+ adalah melaksanakan kegiatan sosial untuk membantu menjembatani semua kepentingan *stakeholders* perusahaan agar dapat berjalan sinergis dan memajukan citra Perusahaan, dengan memperhatikan keharmonisan seluruh lapisan *stakeholders* dan lingkungan.

ICON+ membentuk suatu tim pengelola CSR yang bertugas untuk menangani seluruh program dan kegiatan CSR di lingkungan Perusahaan, yakni dengan menunjuk Divisi Hubungan Kelembagaan sebagai tim pengelola CSR yang telah ditetapkan melalui Surat Keputusan No. 18/SK/005/PST/2018 tentang Penjabaran Struktur Organisasi, Tugas Pokok dan Fungsi PT Indonesia Comnets Plus. Melalui surat keputusan tersebut, maka tugas Bidang Hubungan Kelembagaan sebagai penanggung jawab hubungan masyarakat juga mencakup program kerja untuk menangani kegiatan CSR.

- Decree of the Board of Directors No. 072/SK/001/Pusat/ICON+/2010 dated September 6, 2010 regarding Guidelines for Implementing Corporate Social Responsibility (CSR) Programs;
- Decree of the Board of Directors of PT Indonesia Comnets Plus No. 1501/SK/001/PUSAT/ICON+/2015 regarding the Establishment of the Main Community of PT Indonesia Comnets Plus.

Scope and Responsibilities of CSR

The scope of ICON+ social responsibility includes six aspects, they are: (1) Social responsibility towards fair operations management; (2) Social responsibility towards Human Rights; (3) Social responsibility towards the environment; (4) Social responsibility towards the community; (5) Social responsibility towards Labor, Health, and Work Safety; (6) Social responsibility towards customers.

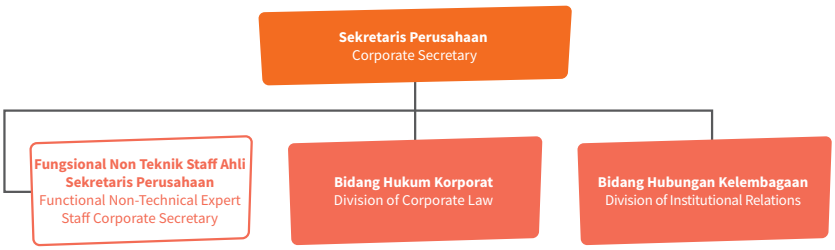
Corporate Issues and Strategies Related to Social, Economy and Environment

We have a vision to make ICON+ CSR as a company support program in becoming a leading Information and Communication Technology (ICT) solution provider, as well as to improve the quality of education, welfare, and environment in community.

Meanwhile, ICON+ CSR mission is to carry out social activities to help bridge all the interests of the Company's stakeholders in order to run synergistically and to advance the Company's image, by considering to the suitability of all levels of stakeholders and the environment.

ICON+ established a CSR management team that is in charge of handling all CSR programs and activities within the Company, which is by appointing the Institutional Relations Division as a CSR management team that has been determined by Decree No. 18/SK/005/PST/2018 regarding the Elaboration of the Organizational Structure, Main Duties and Functions of PT Indonesia Comnets Plus. Through this Decree, the task of the Institutional Relations Division as the responsible division of public relations also includes work program to handle CSR activities.

Struktur Organisasi CSR | CSR Organizational Structure



Kami juga meyakini bahwa berbagai kegiatan yang dilaksanakan dari tahun ke tahun dalam rangka implementasi CSR senantiasa memberikan manfaat dan nilai tambah yang baik bagi perusahaan, masyarakat, dan lingkungan sekitar wilayah operasional perusahaan. Tujuan tersebut sebagai perwujudan komitmen perusahaan terhadap prinsip-prinsip keberlanjutan yaitu:

We also believe that the various activities carried out each year in the context of implementing CSR will always provide good benefits and added value for the Company, community, and the environment around the Company's operational area. These goals are a manifestation of the Company's commitment to the principles of sustainability:

Strategi Keberlanjutan ICON+
ICON+ Sustainability Strategy

Transparan Transparent	Harus jelas kepada siapa dan mengapa dana diberikan Clarity on to who and reason on why the fund is granted
Akuntabilitas Accountability	Harus jelas pertanggungjawaban, dapat diverivikasi/diaudit Accountability needs to be clear, veriable/auditable
Fairness Fairness	Harus dilaksanakan secara jujur Implementation in an honest manner
Fleksibel Flexible	Dalam penyalurannya, harus jelas kriterianya In its distribution, criteria must be clear
Azas Manfaat Principle of Benefit	Memberikan manfaat terbesar bagi tujuan ICON+ Provides the greatest benefit for ICON+'s objectives

Anggaran Biaya Tanggung Jawab Sosial Perusahaan

Selama tahun 2019 Perusahaan telah merealisasikan anggaran Rp745 juta atau naik dibanding tahun 2018 sebesar Rp538 juta.

Budget for Corporate Social Responsibility

During 2019, the Company realized a budget of Rp745 million or an increase compared to 2018 of Rp538 million.

Realisasi Anggaran Dana CSR ICON+ 2017 – 2019

2017 – 2019 CSR ICON+ Budget Realization

dalam juta Rupiah
in million Rupiah

Uraian Description	Pertumbuhan Growth (%)	2019	2018	2017
Anggaran CSR CSR Budget	38,48%	745	538	510

Evaluasi Kebijakan Perusahaan Terkait CSR

Evaluasi atas kebijakan perusahaan di bidang CSR dilakukan dalam bentuk penyusunan laporan kegiatan CSR yang disampaikan kepada induk perusahaan dan Direksi Perusahaan. Selain itu monitoring pelaksanaan CSR dilakukan setiap 3 bulan untuk memantau efektivitas pelaksanaan di lapangan.

Evaluation of Company Policies Related to CSR

Evaluation of Company policies in the field of CSR is carried out in the form of compiling reports on CSR activities that are submitted to the holding company and the Company's Board of Directors. In addition, the monitoring of CSR implementation is carried out every 3 months to monitor the effectiveness of implementation in the field.

Pengukuran Dampak Pelaksanaan CSR

Pengukuran dampak pelaksanaan CSR dilakukan dengan memonitor perubahan yang terjadi di target program yang dilaksanakan. Pengukuran ini dilaksanakan untuk mengetahui sejauh mana program CSR sudah berjalan sesuai perencanaan.

Measuring the Impact of CSR Implementation

Measuring the impact of CSR implementation is carried out by monitoring changes that occur in the implemented program targets. This measurement is carried out to determine the extent to which the CSR program has went according to plan.

Tanggung Jawab Sosial Terhadap Lingkungan
Social Responsibility Towards The Environment

Komitmen dan Kebijakan
ICON+ menyadari bahwa menjaga kelestarian lingkungan hidup merupakan tugas dan tanggung jawab bersama warga dunia, termasuk bagi Perusahaan. Sekecil apapun tindakan dan kebijakan yang berdampak positif bagi lingkungan, hal itu harus diwujudkan. Kepedulian serupa itu harus ditumbuhkan karena kerusakan lingkungan bumi kian memburuk dari waktu ke waktu.

Sebagai korporasi yang bertanggung jawab, ICON+ memberikan dukungan dan komitmen untuk menjaga kelestarian bumi melalui berbagai kebijakan. Dalam melakukan kegiatan usahanya ICON+ berkomitmen untuk mendukung program pelestarian lingkungan. Dengan upaya itu, maka ICON+ ikut berperan untuk mengurangi dampak negatif kerusakan lingkungan bumi bagi manusia, sekaligus bermanfaat bagi generasi mendatang agar bisa menikmati kehidupan yang lebih baik di bumi. Keberlanjutan kehidupan di bumi akan menjadi berkah pula bagi keberlanjutan perusahaan.

Commitment and Policy
ICON+ apprehends that conserving the environment is a shared duty and responsibility for the world's citizens, including for the Company. No matter how small the actions and policies that have a positive impact on the environment, they must be realized. Such awareness must be raised because environmental damage has deteriorated over time.

As a responsible corporation, ICON+ provides support and commitment to preserving the earth through various policies. In conducting its business activities, ICON+ is committed to supporting environmental conservation programs. With this measure, ICON+ plays a role in reducing the negative impact of environmental damage to humans, as well as benefiting future generations to enjoy a better life on earth. The sustainability of life on earth will also be a blessing for the sustainability of the Company.

Rumusan dan Rencana Kegiatan
Program CSR bidang lingkungan yang dilakukan oleh ICON+ terbagi menjadi 2 (dua), yaitu kegiatan CSR terkait lingkungan hidup yang secara langsung berhubungan dengan operasional Perusahaan dan kegiatan yang secara khusus diselenggarakan ICON+ yang bermanfaat bagi masyarakat luas. Berikut adalah program-program yang telah dilakukan ICON+ terkait dengan CSR lingkungan hidup yang berkaitan secara langsung dengan operasional Perusahaan.

Activity Formulation and Plans
The environmental CSR program carried out by ICON+ is divided into 2 (two), they are: CSR activities related to the environment, which are directly related to the Company's operations, and activities specifically organized by ICON+, which are beneficial to the wider community. The following are programs that have been carried out by ICON+ in relation to environmental CSR that are directly related to the Company's operations.

Kegiatan yang Dilaksanakan dan Capaiannya
ICON+ berkomitmen penuh terhadap upaya pengelolaan dan pelestarian lingkungan. Pada tahun 2019, perusahaan turut melibatkan seluruh ICONers dalam bersama-sama menjaga dan memperhatikan lingkungan hidup terutama di sekitar wilayah operasional perusahaan melalui gerakan Green Office, pengendalian emisi, pengelolaan sampah dan limbah, serta pelestarian lingkungan di sekitar kantor wilayah kerja ICON+.

Activities Carried Out and Its Achievements
ICON+ is fully committed to environmental management and preservation efforts. In 2019, the Company involved all ICONers in jointly protecting and paying attention to the environment, especially around the Company's operational areas through the Green Office movement, emission control, garbage and waste management, and environmental preservation around ICON+ work area.

Green Office

Adapun kegiatan dan aktivitas yang dipraktikan guna mendukung terciptanya *green office* adalah sebagai berikut:

Gaya Hidup Sehat dan Bersih

- Melakukan sosialisasi gaya hidup bersih dengan tidak membuang sampah bekas makanan di dalam lingkungan kerja. Hal ini untuk menjaga kebersihan lingkungan kerja dari hama tikus dan serangga;
- Mengurangi polusi udara dengan cara mengeluarkan imbauan/ larangan bagi karyawan untuk tidak merokok di seluruh area dalam gedung. Merokok hanya diperbolehkan di tempat yang telah disediakan.

Hemat Energi

- Mengeluarkan imbauan "Ayo Jaga Keselamatan dan Keamanan Lingkungan Kantor ICON+ selama Libur Lebaran" di antaranya dengan mematikan lampu di ruang kerja dan meminimalisir penggunaan lampu; Mematikan seluruh peralatan yang menggunakan listrik bila tidak diperlukan; Tidak meninggalkan alat kerja laptop di kantor; Memastikan kran air sudah tertutup dengan baik; Mengunci semua laci pribadi. Simpan dokumentasi barang berharga di dalam laci terkunci; Melakukan koordinasi dengan petugas keamanan untuk kegiatan yang dilakukan pada masa libur Lebaran;
- Melakukan sosialisasi hemat listrik di antaranya dengan memaksimalkan kerja komputer dan AC, yakni dengan cara mematikan saat tidak digunakan dalam waktu lama seperti saat jam makan siang, pergi rapat ataupun saat pulang kantor;
- ICON+ telah menggunakan solar panel di kantor pusat. Penggunaan solar panel tersebut bertujuan untuk menurunkan emisi karbon yang menyebabkan perubahan iklim dan juga menjadi bagian dari solusi mengamankan energi berkelanjutan di masa depan. Penggunaan solar panel tersebut sebagai sumber listrik untuk alat elektronik di sebagian area Direksi;
- Penerapan pencahayaan alami dengan menggunakan warna interior yang terang sehingga memberikan kesan terang serta skylight platform sebagai jalan pencahayaan alami yang meminimalisir penggunaan lampu berlebihan

Green Office

As for the activities practiced to support the creation of a green office are as follows:

Clean and Healthy Lifestyle

- Socializing a clean lifestyle by not throwing out food waste within the work environment. This is to keep the working environment clean from rats and insects;
- Reducing air pollution by issuing an appeal/ prohibition for employees to not smoke in all areas within the building. Smoking is only allowed in the space provided.

Save Energy

- Issued an appeal of "Let's Maintain the Safety and Security of ICON+ Office Environment during Eid Holidays", among others by turning off lights in the workspace and minimizing the use of lights; Turning off all equipment that uses electricity when not needed; Not leaving your laptop in the office; Making sure the water tap is properly closed; Locking all personal drawers. Storing valuables in a locked drawer; Coordinating with security officers for activities carried out during the Eid holidays;
- Socializing on saving electricity, among others by maximizing the work of computers and air conditioners by turning them off when not in use for a long time, such as during lunch hours, going to meetings, or as leaving the office;
- ICON+ has used solar panels at the head office. The use of solar panels aims to reduce carbon emissions that cause climate change and is also part of the solution to securing sustainable energy in the future. The use of solar panels as a source of electricity for electronic devices in some areas of the Board of Directors;
- The use of natural lighting by using bright interior colors therefore give a bright impression, and skylight platforms as a natural lighting path that minimizes the use of excessive lighting.

Hemat Kertas
- Melakukan sosialisasi hemat kertas dan tinta, di antaranya dengan menyimpan dokumen dalam bentuk soft copy, memanfaatkan email sebagai media pemberitahuan, memanfaatkan kertas bekas untuk mencetak dokumen yang belum final dan penggunaan versi economode ketika melakukan pencetakan pada alat printer;
- Media penyebarluasan sosialisasi terkait kegiatan penghematan tersebut di kalangan internal Perusahaan dilakukan melalui media email (iconers@iconpln.co.id) dan portal intranet. Selain itu, ICON+ juga memiliki aplikasi ICON+ Business Coresspondence (IBC) yang berfungsi untuk pengiriman surat-surat internal tanpa harus melakukan print dengan kertas.

Hemat Air
Melakukan sosialisasi hemat air di antaranya dengan menggunakan air sesuai kebutuhan dan menutup kran air apabila tidak digunakan.

Pengendalian Emisi
Tidak hanya konsep *green office* dalam upaya hemat energi, ICON+ juga melakukan gerakan hemat emisi untuk menekan biaya operasional Perusahaan, di antaranya dengan melakukan perawatan dan mengganti onderdil kendaraan operasional secara berkala, serta mengatur jadwal perjalanan dinas dengan selektif dan efektif.

Pengelolaan Sampah dan Limbah B3
ICON+ juga *concern* terhadap masalah limbah B3 yang dihasilkan dari kegiatan operasional Perusahaan seperti tinta *printer dan* baterai. Sebagai antisipasi akan dampak jangka panjang limbah B3 tersebut bagi lingkungan, maka Perusahaan bekerjasama dengan pihak ketiga yang sudah tersertifikasi oleh Kementerian Lingkungan Hidup untuk melakukan pengelolaan limbah B3 tersebut. Inisiatif pengelolaan sampah dan limbah dilaksanakan di bidang HSE Korporat dibawah bidang General Affairs.

Save Paper
- Socializing paper and ink saving, including by saving documents in the form of soft copy, utilizing email as notification media, utilizing used paper to print documents that are not final yet, and using the economode version when printing on printers;
- Media for the dissemination of socialization related to these savings activities among the Company's internal circles is carried out via email (iconers@iconpln.co.id) and the intranet portal. In addition, ICON+ also has an ICON+ Business Correspondence (IBC) application, which functions for sending internal mails without having to print on paper.

Save Water
Socializing water saving, including using water as needed and closing water taps when not in use.

Emission Control
Other than the green office concept in a measure to save energy, ICON+ also carries out emission-saving measures to reduce the Company's operational costs, including by performing maintenance and replacing operational vehicle parts on a regular basis, as well as arranging business travel schedules selectively and effectively.

Garbage and Hazardous Waste Management
ICON+ is also concerned about the problem of hazardous waste generated from the Company's operational activities, such as printer ink and batteries. In anticipation of the long-term impact of hazardous waste on the environment, the Company collaborates with a third party that has been certified by the Ministry of Environment to manage the waste. In addition, the Company also continues to recycle plastic waste originating from the Company's operations. Garbage and waste management initiatives are carried out in the Corporate HSE sector under General Affairs.

Lingkup Pengaruh Perusahaan Terhadap Lingkungan Hidup

ICON+ menjalankan usaha di bidang jasa konsultansi teknologi informasi, dimana seluruh rangkaian kegiatan operasional tidak memberikan pengaruh negatif terhadap lingkungan hidup. Produk dan jasa ICON+ bukanlah industri yang mengeluarkan limbah sehingga tidak berpotensi terhadap pencemaran lingkungan.

Mekanisme Penanganan Konflik Terkait Lingkungan Hidup

Sepanjang tahun 2019 tidak terjadi konflik terkait lingkungan hidup sebagai akibat dari operasi bisnis ICON+. Karena itu manajemen tidak melaksanakan penanganan konflik lingkungan dengan pihak-pihak mana pun yang merasa dirugikan atau terkena dampak.

Sertifikasi atau Penghargaan di Bidang Lingkungan Hidup

Hingga akhir tahun 2019, ICON+ tidak memiliki sertifikasi atau penghargaan di bidang lingkungan hidup.

Pengaduan Terkait Pengelolaan Lingkungan

Sepanjang tahun 2019 ICON+ tidak memperoleh pengaduan terkait lingkungan hidup dari pihak-pihak yang merasakan dirugikan sebagai akibat dari operasi bisnis kami. Meskipun demikian, praktik usaha ICON+ senantiasa tunduk terhadap perundang-undangan yang berlaku baik terkait operasi bisnis maupun yang mengatur masalah lingkungan hidup.

Dampak Kualitatif Kegiatan

Berbagai kegiatan dan program pengelolaan lingkungan yang telah dijalankan selama ini telah ikut memberikan pengaruh terhadap terjaganya kelestarian lingkungan. Kegiatan *green office* telah ikut menciptakan lingkungan kerja yang bersih dan sehat di seluruh kantor regional ICON+.

Scope of Company Influence on the Environment

ICON+ runs a business in the field of information technology consulting services, whereas the entire series of operational activities does not have a negative impact on the environment. ICON+ products and services are not industries that emit waste, so they have no potential for environmental pollution.

Mechanism for Handling Conflict Related to the Environment

Throughout 2019, there were no conflicts related to the environment as a result of ICON+ business operations. Therefore, the management does not resolve any environmental conflicts with any parties who feel harmed or affected.

Environmental Certification or Award

Up to the end of 2019, ICON+ had no certification or award in the environmental sector.

Complaints related to Environmental Management

Throughout 2019, ICON+ did not received any complaints regarding the environment from parties who felt that they were harmed as a result of our business operations. Nonetheless, ICON+'s business practices are always subject to the prevailing laws and regulations concerning both business operations and those regulating environmental issues.

Qualitative Impacts of Activities

Various activities and environmental management programs that have been carried out so far have contributed to the preservation of the environment. Green office activities have contributed to creating a clean and healthy work environment in all ICON+ regional offices.

Tanggung Jawab Sosial Terhadap Masyarakat
Social Responsibility Towards The Community

Komitmen dan Kebijakan
ICON+ berkomitmen memberikan manfaat positif dan berkelanjutan bagi seluruh pemangku kepentingan, khususnya masyarakat di sekitar wilayah operasional perusahaan. Komitmen tersebut direalisasikan dengan menyelenggarakan program-program yang berdampak baik dan positif terhadap masyarakat. Pelaksanaan CSR juga dirancang dengan memperhatikan tujuan pembangunan berkelanjutan yang berprinsip memenuhi kebutuhan saat ini, tanpa mengabaikan hak generasi mendatang.

Rumusan dan Rencana Kegiatan
Kegiatan tanggung jawab sosial perusahaan bidang kemasyarakatan ICON+ dilaksanakan melalui Program Kemitraan dan Bina Lingkungan (PKBL). Kegiatan tersebut ditujukan untuk meningkatkan kegiatan ekonomi usaha kecil dan pemberdayaan sosial masyarakat yang bekerjasama dengan BUMN lain. Kegiatan PKBL ICON+ difokuskan pada tiga hal yaitu:

1. Pendidikan
   Pada sektor bantuan PKBL Pendidikan, ICON+ memberikan bantuan dana kegiatan di Sekolah dan Universitas serta menerima kunjungan edukatif para Mahasiswa dari berbagai perguruan tinggi ke Kantor Operasional I ICON+ di Gandul. Melalui tanggung jawab sosial kemasyarakatan dalam sektor pendidikan, ICON+ berupaya mendukung pembangunan berkelanjutan serta meningkatkan kualitas SDM di masyarakat.

2. Sosial
   Pada sektor sosial, merupakan bentuk kepedulian ICON+ kepada masyarakat di lingkungan kerja ICON+. Dengan memberikan bantuan dana bantuan bencana alam, kegiatan masyarakat, kegiatan keagamaan, pengembangan desa, serta inspeksi instalasi pelanggan PLN.

3. Layanan
   Terkait dengan bidang usahanya, ICON+ juga melakukan kegiatan tanggung jawab sosialnya terkait dengan layanan melalui program Internet Goes to School, program Desa Berinternet di NTB, Kalimantan Barat, Sumatera Utara, Jawa Tengah, dan Kalimantan Timur, Belitung Timur.

Commitment and Policy
ICON+ is committed to provide positive and sustainable benefits for all stakeholders, especially the communities around the Company's operational areas. This commitment is realized by organizing programs that have a good and positive impact on society. CSR implementation is also designed with attention to the goals of sustainable development based on the principle of meeting the needs of the present, without neglecting the rights of future generations.

Formulation and Activity Plans
ICON+ corporate social responsibility activities are carried out through the Partnership and Community Development Program (PKBL). These activities are aimed at increasing the economic activities of small businesses and social empowerment of the community in collaboration with other SOEs. PKBL ICON+ activities are focused on three issue, they are:

1. Education
   In the PKBL Education assistance sector, ICON+ provides funding for activities at schools and universities and receives educational visits of students from various universities to ICON+ Operational Office I in Gandul. Through social responsibility in the education sector, ICON+ seeks to support sustainable development and improve the quality of human resources in society.

2. Social
   In the social sector, is ICON+ form of concern for the community around ICON+ work environment. By providing natural disaster relief funds, community activities, religious activities, village development, and inspection of PLN customer installations.

3. Services
   Regarding its business sector, ICON+ also carries out its social responsibility activities related to services through the Internet Goes to School program, the Village with Internet program in NTB, West Kalimantan, North Sumatera, Central Java, East Kalimantan, and East Belitung,

Kegiatan yang Dilaksanakan dan Capaiannya

Sepanjang tahun 2019, ICON+ telah melaksanakan sejumlah kegiatan meliputi: kunjungan ke lembaga-lembaga pendidikan, bantuan bencana, bantuan kemanusiaan, bantuan pembangunan sekolah, bantuan kegiatan keagamaan, bantuan anak yatim, serta kegiatan donor darah. Selain itu Perusahaan juga melaksanakan Program Internet Goes to School dengan memberikan layanan Internet gratis.

Perusahaan juga melaksanakan Program Desa Berinternet di Mandalika (NTB), Ketapang (Kalimantan Barat), Dolok Nauli (Sumatera Utara), Magelang (Jawa Tengah) dan Mukti Jaya (Kalimantan Timur), Manggar (Belitung Timur).

Activities Carried Out and Its Achievements

Throughout 2019, ICON+ has carried out a number of activities including: visits to educational institutions, disaster relief, humanitarian assistance, school building assistance, assistance for religious activities, assistance for orphans, and blood donation activities. In addition, the Company also implements the Internet Goes to School Program by providing free Internet services.

The Company also implements the Village with Internet Program in Mandalika (NTB), Ketapang (West Kalimantan), Dolok Nauli (North Sumatera), Magelang (Central Java), Mukti Jaya (East Kalimantan), and Manggar (East Belitung).

Lingkup Pengaruh Perusahaan Terkait Isu Sosial dan Kemasyarakatan

Kegiatan pengembangan sosial kemasyarakat dilaksanakan melalui Program PKBL yang ditujukan untuk meningkatkan kegiatan ekonomi usaha kecil dan pemberdayaan sosial masyarakat. Program telah memberikan dampak positif bagi peningkatan ekonomi masyarakat serta peningkatan kualitas hidup melalui kesehatan dan Pendidikan.

Scope of Company Influence Related to Social and Community Issues

Community social development activities are carried out through the PKBL Program aimed at increasing small business economic activities and community social empowerment. The program has had a positive impact on improving the community's economy and improving the quality of life through health and education.

Mekanisme Penanganan Konflik Terkait Sosial dan Kemasyarakatan

Sepanjang tahun 2019 tidak terjadi konflik antara ICON+ dengan masyarakat sebagai akibat dari operasi bisnis Perusahaan. Karena itu manajemen tidak melaksanakan penanganan konflik sosial kemasyarakatan dengan pihak-pihak mana pun yang merasa dirugikan atau terkena dampak.

Mechanism for Handling Conflict Related to Social and Community

Throughout 2019, there were no conflicts between ICON+ and the community as a result of the Company's business operations. Therefore, management does not resolve any social conflicts with any parties who feel harmed or affected.

Evaluasi Regulasi Terkait Sosial Kemasyarakatan

Evaluasi atas kebijakan perusahaan di bidang CSR dilakukan dalam bentuk penyusunan laporan kegiatan CSR yang disampaikan kepada Direksi Perusahaan.

Evaluation of Social Related Regulations

Evaluation of Company's policies in the field of CSR is carried out in the form of compiling reports on CSR activities that are submitted to the Company's Board of Directors.

Anggaran Biaya Tanggung Jawab Sosial Kemasyarakatan

Berikut adalah total alokasi dana CSR Bidang Sosial Kemasyarakatan ICON+ sepanjang tahun 2019:

Budget for Social Responsibility for the Community

The following is the total allocation of ICON+ Community Social Affairs CSR funds throughout 2019:

Biaya CSR Bidang Sosial Kemasyarakatan Tahun 2019

CSR Costs for Social Affairs in 2019

No	Program / Kegiatan Program/Activity	Triwulan Quarter	Realisasi Dana CSR Realization of CSR Funds
Pendidikan | Education			
1	Kunjungan dari SMK 1 Sawit Boyolali, SMK Binakarya Mandiri 2 Kota Bekasi, Politeknik Negeri Semarang, Universitas Pakuan Bogor Visits from SMK 1 Sawit Boyolali, SMK Binakarya Mandiri 2, Bekasi City, Politeknik Negeri Semarang, Universitas Pakuan Bogor	I	Rp0
2	ICON+ memberikan bantuan dana acara Gloicesfest Global Islamic School ICON+ provides funding for the Gloicesfest Global Islamic School event		Rp2.500.000
3	Kunjungan dari Universitas Budi Luhur Visit from Universitas Budi Luhur	II	Rp0
4	ICON+ memberikan bantuan dana untuk acara Comfest Universitas Indonesia ICON+ provides financial assistance for the Comfest Universitas Indonesia event		Rp5.000.000
5	Kunjungan dari Politeknik Harapan Bersama Tegal Visit from Politeknik Harapan Bersama Tegal	III	Rp0
6	Kunjungan dari Politeknik Negeri Semarang Visit from Politeknik Negeri Semarang		Rp0
7	Kunjungan dari SMKN 1 Purbalingga Visit from SMKN 1 Purbalingga		Rp0
8	Kunjungan dari STMIK Nusa Mandiri Visit from STMIK Nusa Mandiri	IV	Rp0

Biaya CSR Bidang Sosial Kemasyarakatan Tahun 2019
CSR Costs for Social Affairs in 2019

No	Program / Kegiatan Program/Activity	Triwulan Quarter	Realisasi Dana CSR Realization of CSR Funds
Sosial | Social			
1	ICON+ memberikan bantuan kepada korban bencana tsunami Banten ICON+ provides assistance to victims of the Banten tsunami disaster	I	Rp30.000.000
2	ICON+ memberikan bantuan berupa rumah huni sementara bagi korban bencana Tsunami Lampung ICON+ provided assistance in the form of temporary housing for victims of the Lampung Tsunami disaster		Rp30.000.000
3	ICON+ memberikan bantuan acara peringatan Maulid Nabi Muhammad SAW Mushola At-Taufiq ICON+ provided assistance to commemorate the birthday of Prophet Muhammad SAW at Mushola At-Taufiq		Rp1.500.000
4	ICON+ memberikan bantuan acara Tabligh Akbar Masjid Al Latief ICON+ provided assistance for the Al Latief Mosque Tabligh Akbar event		Rp2.500.000
5	Perusahaan memberikan bantuan acara Haul Pangeran Ke 440 Masjid Al Mubarok The Company provided assistance for the 440th Haul Pangeran of Al Mubarok Mosque		Rp2.000.000
6	Bantuan Dana Maulid Isra Mi'raj Musholla Azzainab Financial assistance for Maulid Isra Mi'raj at Musholla Azzainab		Rp2.000.000
7	ICON+ memberikan bantuan Pembangunan Ponpes Raudhatus Shibyan ICON+ provided assistance for the construction of the Raudhatus Shibyan Islamic Boarding School		Rp1.000.000
8	ICON+ memberikan Bantuan Dana Peringatan Maulid, Isra Miraj Nabi Besar Muhammad SAW dan Santunan Yatim Piatu Musholla An Nur ICON+ provides financial assistance for the Commemoration of Maulid, Isra Miraj of the Great Prophet Muhammad SAW and Donations for Orphans at An Nur Musholla		Rp1.500.000
9	ICON+ memberikan bantuan untuk acara Nuzulul Quran dan Santunan Yatim Masjid Nurul Attaqwa ICON+ provides assistance for Nuzulul Quran events and Nurul Attaqwa Mosque Orphanage	II	Rp1.000.000
10	ICON+ memberikan bantuan dana pembelian AC untuk Masjid An-Nur PLN Kawasan Cawang ICON+ provides financial assistance for the purchase of air conditioning for the An-Nur Mosque, PLN, Cawang area		Rp13.000.000
11	Bantuan dana Buka Bareng 1000 Anak Yatim & Dhuafa Alumni ITS-PW Jatim Financial assistance for Breakfasting with 1000 Orphans & Dhuafa Alumni of ITS-PW East Java		Rp5.000.000
12	Memberikan infaq kepada Masjid Al-Furqon Infaq to Masjid Al-Furqon		Rp1.000.000
13	Memberikan santunan kepada 50 anak yatim Donations to 50 orphans		Rp12.500.000
14	Bantuan dana kepada 5 Yayasan Yatim Piatu Financial assistance to 5 orphanage foundations		Rp50.000.000

Biaya CSR Bidang Sosial Kemasyarakatan Tahun 2019
CSR Costs for Social Affairs in 2019

No	Program / Kegiatan Program/Activity	Triwulan Quarter	Realisasi Dana CSR Realization of CSR Funds
15	ICON+ memberikan bantuan untuk kegiatan HUT RI Cililitan ICON+ provides assistance for the activities of commemorate RI's Independence Day at the Cililitan	III	Rp2.000.000
16	ICON+ melakukan pemotongan kurban di hari raya Idul Adha ICON+ donate sacrificial animals on Eid al-Adha		Rp82.000.000
17	Bantuan dana Pengembangan Desa ke Desa Sidayu Klungkung Bali Village Development Fund assistance to the Village of Sidayu Klungkung Bali		Rp25.000.000
18	Memberikan bantuan Hari Raya Idul Adha Surabaya Provide assistance for the Eid al-Adha in Surabaya		Rp7.207.500
19	CSR Inspeksi Instalasi Pelanggan PLN PLN Customer Installation Inspection CSR		Rp338.000.000
20	Donor Darah Blood Donors		Rp18.453.030
21	Bantuan pembangunan Kampung Air Labuan Bajo Assistance for the construction of Kampung Air Labuan Bajo	IV	Rp25.000.000
22	Bantuan dana untuk Warga Palestina Financial assistance for Palestinians		Rp5.000.000
23	Bantuan Maulid Nabi Muhammad DKM Nurul Hikmah Aid for the birthday of the Prophet Muhammad at DKM Nurul Hikmah		Rp17.530.000
24	Bantuan dana Natal dan Paskah PLN Group PLN Group Christmas and Easter financial assistance		Rp30.000.000
25	Bantuan dana Natal PLN Disjaya PLN Disjaya Christmas financial assistance		Rp30.000.000
26	Bantuan dana untuk pembangunan Masjid Al Anwar Financial assistance for the construction of Al Anwar Mosque		Rp3.000.000
27	ICON+ memberikan Tabligh Akbar Santunan Yatim & Piatu Pemuda Pancasila Kuningan Barat Tabligh Akbar Donation for Pemuda Pancasila orphans at Kuningan Barat		Rp1.500.000
	Jumlah **Total**		**Rp745.190.530**

Kesehatan dan Keselamatan Kerja (K3)
Occupational Health and Safety (OHS)

Komitmen dan Kebijakan

ICON+ berkomitmen untuk mengelola SDM sesuai dengan peraturan perundang-undangan yang berlaku, antara lain menjamin terciptanya lingkungan kerja yang aman, sehat, kondusif, serta meminimalisir potensi terjadinya kecelakaan kerja dan penyakit yang timbul dari aktivitas kerja. Komitmen tersebut dituangkan dalam penerapan prosedur kerja yang sesuai dengan Sistem Manajemen Keselamatan & Kesehatan Kerja serta program-program pencegahan insiden kecelakaan kerja lainnya.

Sebagai bukti komitmen pengelolaan K3, ICON+ secara khusus menyusun kebijakan diantaranya sebagai berikut:

1. Anggaran Dasar PT Indonesia Comnets Plus;
2. Peraturan Menteri Dalam Negeri PER.04/MEN/1987 tentang Ahli Keselamatan Kerja;
3. Surat Keputusan Direksi PT PLN (Persero) No. 0250.P/DIR/2016 tentang Pedoman Keselamatan Kerja di Lingkungan PT PLN (Persero);
4. Surat Keputusan Direksi PT PLN (Persero) No. 0123.K/DIR/2016 tentang Standar Implementasi Sistem Manajemen Keselamatan dan Kesehatan Kerja (SMK3) PT PLN (Persero);
5. Surat Keputusan Direksi 18/SK/005/PST/2018 tentang Perubahan Struktur Organisasi, Penjabaran Tugas Pokok dan Fungsi; 020753/SK/03/PST/2020 tentang perubahan struktur organisasi, tugas pokok dan fungsi di lingkungan PT Indonesia Comnets plus;
6. Prosedur-prosedur terkait Sistem Manajemen Keselamatan dan Kesehatan Kerja (SMK3) yang telah disahkan oleh Direksi ICON+. Kebijakan-kebijakan tersebut disusun sebagai upaya untuk menjamin kesehatan dan keselamatan kerja, meningkatkan budaya kerja, serta untuk menghasilkan layanan jasa penyelenggara jaringan dan jasa telekomunikasi yang berkualitas dan kompetitif.

Commitment and Policy

ICON+ is committed to manage HR in accordance with applicable laws and regulations, including ensuring the creation of a safe, healthy, conducive work environment and minimizing the potential for work accidents and diseases arising from work activities. This commitment is embodied in the implementation of work procedures in accordance with the Occupational Health & Safety Management System and other work accident prevention programs.

As proof of commitment to OHS management, ICON+ has specifically formulated policies including the following:

1. PT Indonesia Comnets Plus' Articles of Association;
2. Regulation of the Minister of Home Affairs No. PER.04/MEN/1987 regarding Safety Experts;
3. Decree of the Board of Directors of PT PLN (Persero) No. 0250.P/DIR/2016 regarding Work Safety Guidelines in the Environment of PT PLN (Persero);
4. Decree of the Board of Directors of PT PLN (Persero) No. 0123.K/DIR/2016 regarding Standards for the Implementation of PT PLN (Persero)'s Occupational Health and Safety Management System (OHSMS);
5. Decree of the Board of Directors No. 18/SK/005/PST/2018 regarding Changes in Organizational Structure, Description of Main Duties and Functions; and No. 020753/SK/03/PST/2020 regarding Changes in Organizational Structure, Main Duties and Functions within PT Indonesia Comnets plus;
6. Procedures related to the Occupational Health and Safety Management System (OHSMS), which have been approved by ICON+ Board of Directors. These policies are formulated as an effort to guarantee occupational health and safety, improve work culture, and to produce quality and competitive network and telecommunication service provider services.

Rumusan dan Rencana Kegiatan

Perusahaan senantiasa menempatkan K3 sebagai prioritas utama dalam setiap pekerjaan dan aktivitas operasionalnya. Oleh karena itu, ICON+ membentuk Komite Keselamatan dan Kesehatan Kerja melalui Keputusan Direksi No. 12235/SK/03/PST/2018 tentang Panitia Pembina Keselamatan Kesehatan Kerja (P2K3) di Lingkungan PT Indonesia Comnets Plus tanggal 7 Desember 2018.

Rencana kegiatan K3 di perusahaan adalah dilakukannya peninjauan secara berkala terkait kebijakan K3 agar berjalan secara efektif, efisien, dan berkelanjutan. Disamping itu juga penerapan K3 sebagai budaya perusahaan untuk mencapai nihil kecelakaan kerja (*zero accident*) melalui *monitoring* sarana penunjang K3, pelatihan dan sertifikasi K3, serta sosialisasi terkait K3.

Formulation and Activity Plans

The Company always put OHS as the top priority in every work and operational activity. Therefore, ICON+ established an Occupational Health and Safety Committee through the Decree of the Board of Directors No. 12235/SK/03/PST/2018 regarding the Occupational Health and Safety Guidance Committee (P2K3) in PT Indonesia Commets Plus Environment on December 7, 2018.

The OHS plan activities in the Company is to carry out periodic reviews related to OHS policies so that they run effectively, efficiently, and sustainably. In addition, the implementation of OHS as a corporate culture to achieve zero accidents through monitoring of OHS supporting facilities, training, and certification of OHS, and socialization related to OHS.

Kegiatan yang Dilaksanakan dan Capaiannya

Sebagai upaya mengurangi jumlah kecelakaan kerja para karyawan ICON+ memberikan pelatihan-pelatihan K3 selama tahun 2019 adalah sebagai berikut:

Activities Carried Out and Its Achievements

In an effort to reduce the number of work accidents, ICON+ employees provide OHS trainings during 2019 as follows:

Pelatihan K3 tahun 2019
OHS Trainings in 2019

Tanggal Date	Jenis Kegiatan Type of Activity
27 – 29 Maret 2019 March 27 – 29, 2019	Pelatihan Pengawas K2/K3 pada Pekerjaan Transmisi SBU Regional Surabaya Training for K2/K3 Supervisors at SBU Regional Surabaya Transmission Work
21 – 23 Oktober 2019 October 21 – 23, 2019	Pengawas K3/K2 pada Transmisi SBU Regional Bandung K3/K2 Supervisors on SBU Regional Bandung Transmission
21 – 23 Oktober 2019 October 21 – 23, 2019	Pengawas K3/K2 pada Transmisi SBU Regional Denpasar K3/K2 Supervisors on SBU Regional Denpasar Transmission
21 – 23 Oktober 2019 October 21 – 23, 2019	Pengawas K3/K2 pada Transmisi SBU Regional Pekanbaru K3/K2 Supervisors on SBU Regional Pekanbaru Transmission

Selain itu, ICON+ turut serta dalam kegiatan PLN Group terkait menyambut bulan K3 Nasional 2019 yang menjadikan K3 sebagai budaya bersama. Budaya K3 merupakan sikap yang mengutamakan nilai-nilai kesehatan dan keselamatan kerja ditandai dengan dipatuhinya kebijakan atau peraturan yang berlaku. Melalui kegiatan tersebut diharapkan K3 dapat menjadi *mindset* dan budaya yang tertanam sebagai nilai positif bagi seluruh insan perusahaan. Disertai komitmen bersama antara karyawan dan manajemen dalam setiap aktivitas operasional perusahaan.

In addition, ICON+ participates in PLN Group activities related to welcoming the 2019 National OHS month, which makes OHS a shared culture. The OHS culture is an attitude that prioritizes occupational health and safety values as indicated by compliance with applicable policies or regulations. Through these activities, it is hoped that OHS can become a mindset and culture that is embedded as positive values for all Company's personnel. Accompanied by a joint commitment between employees and management in every operational activity of the Company.

Program kerja budaya HSE/ K3 yang dilaksanakan oleh ICON+ antara lain:

1. Online Safety Talk Online (*Safety morning talk* atau *toolbox meeting*), adalah pertemuan rutin yang dilakukan antara ahli K3/ pengawas K3 dengan para pekerja atau karyawan untuk membicarakan hal-hal mengenai K3, baik tentang isu terbaru, regulasi, prosedur kerja, alat pelindung diri, potensi bahaya, dan lain sebagainya yang menyangkut dengan perihal K3 di perusahaan;
2. Sertifikasi SMK3, merupakan bukti pengakuan tingkat pemenuhan penerapan peraturan perundang-undangan SMK3;
3. HSE Awareness Program, merupakan program awareness yang di terapkan melalui media ICON+ mengenai materi-materi pada *scope* HSE/ K3 dalam bentuk poster dan video;
4. Real Time Online Monitoring HSE/ K3, merupakan Program Budaya K3/HSE untuk me-*monitoring* pekerjaan kepada seluruh SBU Regional akan keselamatan dan kesehatan kerja sampai dengan *reporting* kemudian dilakukan evaluasi dan *improvement* pada standar paremeter kepatuhan HSE/K3 .

The HSE/OHS cultural work program implemented by ICON+ includes:

1. Online Safety Talk Online (Safety morning talk or toolbox meeting), is a routine meeting held between OHS experts/OHSsupervisors and workers or employees to discuss matters concerning OHS, about the latest issues, regulations, work procedures, tools personal protection, potential hazards, etc. relating to OHS matters in the Company;
2. OHSMS certification is a testament of recognition on the level of compliance with the implementation of OHSMS laws and regulations;
3. HSE Awareness Program, is an awareness program implemented through ICON+ media regarding materials in the HSE/OHS scope in the form of posters and videos;
4. Real Time Online HSE/OHS Monitoring, is a HSE/ OHS Cultural Program to monitor the work of all Regional SBUs for occupational health and safety up to reporting, then evaluating and improving the standards of HSE/OHS compliance parameters.

Ketenagakerjaan

Kesetaraan dan Kesempatan Kerja

ICON+ senantiasa memastikan bahwa proses rekrutmen dilakukan secara adil dengan memberikan kesempatan kerja yang sama bagi semua kandidat baik laki-laki maupun tanpa memandang suku, agama, ras, golongan politik, serta tingkatan sosial. Selain itu perusahaan juga mengutamakan tenaga kerja lokal (dalam negeri) sebagai bentuk pemberian kesempatan kerja seluas-luasnya bagi masyarakat Indonesia. Pemberian kesempatan kerja juga menyesuaikan kebutuhan atau prioritas kompetensi SDM di perusahaan.

Prinsip non diskriminasi dan kesetaraan tersebut tidak hanya diwujudkan pada proses rekrutmen tetapi juga dalam pencapaian karir, pengembangan diri, serta *reward* dan *punishment* tanpa memandang unsur SARA dan jenis kelamin dengan memperhatikan kinerja dan kompetensi masing-masing karyawan. Sepanjang tahun 2019, ICON+ telah memberikan kesempatan pelatihan kepada karyawan, meliputi 73 internal training dan 37 *public training* dan diikuti oleh 537 karyawan dengan total biaya pelatihan sebesar Rp5,5 miliar.

Manpower

Equality and Job Opportunities

ICON+ constantly ensures that the recruitment process is carried out fairly by providing equal employment opportunities for all candidates, both male and female regardless of ethnicity, religion, race, political class, and social level. In addition, the Company also prioritizes local (domestic) labor as a form of providing the widest possible job opportunities for Indonesian people. Providing job opportunities adjusts the needs or priorities of HR competencies in the Company.

The principle of non-discrimination and equality is not only manifested in the recruitment process but also in career achievement, self-development, as well as rewards and punishments regardless of racial and gender elements by paying attention to the performance and competence of each employee. Throughout 2019, ICON+ has provided training opportunities for employees, including 73 internal training and 37 public training and was attended by 537 employees with a total training cost of Rp5.5 billion.

Selain program pelatihan dan pengembangan, untuk meningkatkan produktivitas SDM, Uraian terkait pelatihan dan pengembangan karyawan tersebut dapat dilihat pada pembahasan Sumber Daya Manusia dalam Laporan Tahunan ini.

In addition to training and development programs, to increase HR productivity, descriptions related to employee training and development can be seen in the discussion of Human Resources in this Annual Report.

Kesejahteraan Karyawan dan Remunerasi

Perusahaan senantiasa memperhatikan kesejahteraan karyawan melalui imbalan kerja atau remunerasi bagi karyawan yang kompetitif di industri bisnis perusahaan. Remunerasi yang diberikan berupa gaji, bonus dan insentif, tunjangan, perawatan kesehatan, pajak penghasilan karyawan, imbalan kerja, pendidikan, pelatihan, dan lain-lain. Dalam memberikan remunerasi kepada setiap karyawan.

Employee Welfare and Remuneration

The Company always pays attention to employee welfare through employee benefits or remuneration that are competitive within the Company's business industry. Remuneration provided includes salaries, bonuses and incentives, allowances, health care, employee income tax, employee benefits, education, training, and others. In providing remuneration to each employee.

Terkait dengan remunerasi, rasio gaji tertinggi dan terendah selama tahun 2019 adalah sebagai berikut:

With regard to remuneration, the ratio of the highest and lowest salaries in 2019 is as follows:

Rasio Gaji Tertinggi dan Terendah Tahun 2019
2019 Ratio of the Highest and Lowest Salary

Uraian Description	Rasio Ratio
Gaji Pegawai Tertinggi dan Terendah Ratio of the Highest and Lowest Salary	5,59 : 1
Gaji Direksi Tertinggi dan Terendah Highest and Lowest Directors Salary	1,13 : 1
Gaji Komisaris Tertinggi dan Terendah Highest and Lowest Commissioners Salary	1,11 : 1
Gaji Direksi tertinggi dan Pegawai Tertinggi Highest Directors salary and Highest Employee salary	3,96 : 1

Selain itu, Perusahaan juga memberikan penghargaan kepada karyawan diantaranya melalui pemberian kompensasi, baik yang bersifat rutin maupun bersifat non rutin, seperti bonus (baik material maupun non material). Pemberian penghargaan tersebut sesuai dengan peraturan perundang-undangan yang berlaku, dengan mempertimbangkan aspek-aspek kompetensi (*person*), kinerja (*performance*), dan posisi jabatan (*position*). Melalui pemberian penghargaan (*reward*) diharapkan para pegawai lebih loyal kepada perusahaan dan lebih terpacu untuk mencapai tujuan bersama perusahaan.

In addition, the Company also provides rewards to employees, among others through compensation, both routine and non-routine, such as bonuses (both material and non-material). The rewarding is in accordance with the prevailing laws and regulations, taking into account the aspects of competence (person), performance, and position. Through rewarding, it is hoped that employees will be more loyal to the Company and more motivated to achieve its common goals.

Jaminan kesejahteraan dan kesehatan karyawan ICON+ tertera dalam Peraturan Perusahaan No.KEP.7355/PHIJSK-PKKAD/PP/XI/2010 tanggal 8 Oktober tentang Pengesahan Peraturan Perusahaan PT Indonesia Comnets Plus. Berikut adalah rincian *benefit* yang diterima oleh karyawan ICON+:

The welfare and health insurance for ICON+ employees is stated in Company Regulation No. KEP.7355/PHIJSK-PKKAD/PP/XI/2010 dated October 8 regarding the Ratification of PT Indonesia Comnets Plus Company Regulations. The following are the benefits details received by ICON+ employees:

Benefit yang diterima oleh Karyawan ICON+
Benefits received by ICON+ employees

Jenis Benefit Type of Benefit	Pegawai Tetap Permanent Employee	Pegawai Tidak Tetap Outsourcing
Gaji | Salary	✓	✓
Tunjangan Hari Raya | Holiday Allowance	✓	✓
Tunjangan Cuti Tahunan | Annual Leave Allowance	✓	-
Tunjangan Cuti Besar | Major Leave Allowance	✓	-
Tujangan Winduan | 8 Years Leave Allowance	✓	-
Insentif Produktivitas Kerja | Work Productivity Incentives	✓	-
Insentif Kerja Kelompok/ Tim | Group/ Team Work Incentive	✓	-
Penghargaan Prestasi | Achievement Award	✓	-
Lembur | Overtime	✓	✓
Premi | Premium	✓	✓
Jaminan Kecelakaan Kerja | Work Accident Insurance	✓	✓
Jaminan Kematian | Life Insurance	✓	✓
Jaminan Pemeliharaan Kesehatan | Health Care Insurance	✓	✓
Pensiun/ Jaminan Hari Tua (JHT) | Pension/ Retirement Insurance	✓	✓
PPh pasal 21 | Income Tax Article 21	✓	✓
Pinjaman Lunak | Soft Loan	✓	-
Penghargaan Masa Kerja | Period of Services Award	✓	-
Perjalanan Dinas | Business Trip	✓	✓
Fasilitas Alat Kerja | Occupational Tools Facilities	✓	✓
Pakaian Dinas | Office Uniform	✓	✓
Pulsa Telepon Genggam | Mobile Phone Credit Top Up	✓	✓
Pendidikan dan Pelatihan | Education and Training	✓	✓
Pembinaan Kesenian, Olahraga dan Rohani Arts, Sports, and Spiritual Development	✓	✓

Program Pensiun Karyawan

Perusahaan menyediakan program dana pensiun bagi karyawannya, namun kepesertaan program dana pensiun tersebut tidak wajib. Saat ini jumlah karyawan yang terdaftar pada DPPLN adalah sebanyak 244 karyawan, jumlah karyawan yang terdaftar pada DPLK BRI sebanyak 104 pegawai, dan pada DPLK BNI sebanyak 112 karyawan. Pada tahun 2019, tidak terdapat karyawan yang memasuki masa pensiun.

Employee Pension Program

The Company provides a pension plan for its employees, but participation in the pension fund program is not mandatory. Currently, the number of employees registered with the DPPLN is 244 employees, the number of employees registered with DPLK BRI is 104 employees, and DPLK BNI is 112 employees. In 2019, there were no employees who entered retirement.

Fasilitas dan Cuti Karyawan

Dalam upaya menciptakan lingkungan kerja yang mendukung produktivitas karyawan, ICON+ memberikan fasilitas sosial salah satunya adalah fasilitas ruang khusus ibu menyusui sebagai bentuk menghormati hak pekerja. Disamping itu, terkait cuti karyawan, perusahaan mengacu pada kebijakan pemerintah. Ketentuan tersebut mengatur antara lain cuti tahunan, cuti besar, cuti keagamaan, cuti melahirkan, cuti karena sakit, dan cuti haid bagi karyawan wanita. Cuti tahunan diberikan kepada Pekerja yang telah bekerja sekurang-kurangnya 1 (satu) tahun terus menerus di Perusahaan. Lamanya cuti tahunan adalah 12 (dua belas) hari kerja untuk setiap tahun.

Employee Facilities and Leave

In an effort to create a work environment that supports employee productivity, ICON+ provides social facilities, one of which is a special room for breastfeeding mothers as a form of respect for workers' rights. Moreover, related to employee leave, the Company refers to government policy. These provisions regulate, among others; annual leave, long leave, religious leave, maternity leave, sick leave, and menstrual leave for female employees. Annual leave is given to employees who have worked for at least 1 (one) year continuously at the Company. The length of annual leave is 12 (twelve) working days for each year.

Penghargaan Karyawan

Sebagai bentuk apresiasi terhadap kinerja dan dedikasi karyawan, ICON+ melaksanakan program penganugerahan koin emas. Program tersebut ditujukan kepada karyawan yang telah mengabdi kepada perusahaan dengan masa kerja 8 tahun dan 16 tahun. Melalui penghargaan ini diharapkan dapat meningkatkan *value* perusahaan dalam lingkungan kerja bagi karyawan. Pada tahun 2019, terdapat 15 karyawan yang mendapatkan penghargaan koin emas. Berikut adalah rincian penerima koin emas ICON+ pada tahun 2019:

Employee Appreciation

As a token of appreciation for the performance and dedication of employees, ICON+ carries out gold coin awarding program. The program is aimed at employees who have served the Company with a working period of 8 and 16 years. This award is expected to increase the Company's value in the work environment for employees. In 2019, there were 15 employees who were awarded gold coins. The following are the details of ICON+ gold coin recipients in 2019:

Program Penganugerahan Koin Emas ICON+ 2019
ICON+ Gold Coin Award 2019 Program

Tahun Year	Penerima Koin Emas Dengan Masa Kerja 8 Tahun Gold Coin Recipient With 8-years of Service	Penerima Koin Emas Dengan Masa Kerja 16 Tahun Gold Coin Recipient With 16-years of Service
2019	2	13

Lingkup Pengaruh Perusahaan Dalam Bidang Ketenagakerjaan

Kehadiran ICON+ telah memberikan pengaruh dan dampak positif di bidang ketenagakerjaan dengan turut serta memberikan kesempatan bagi masyarakat seluas-luasnya untuk bekerja sesuai kapasitas dan persyaratan yang kerja yang berlaku. Sepanjang sejarahnya, perusahaan ini telah ikut memberikan kesempatan bagi masyarakat untuk ikut menikmati manfaat ekonomi melalui remunerasi yang mereka terima sebagai karyawan. Saat ini ICON+ mempekerjakan karyawan sebanyak 725 orang.

Mekanisme Penanganan Konflik Terkait Ketenagakerjaan

Dalam hubungan industrial antara perusahaan dan pekerja, tidak dipungkiri akan adanya masalah-masalah yang timbul. Untuk itu dalam menjalin hubungan yang harmonis antara perusahaan dan pekerja, LKS Bipartit menjalankan fungsinya sebagai forum komunikasi, konsultasi dan musyawarah antara manajemen dan pekerja. LKS Bipartit dibentuk dengan tujuan untuk:

1. Mewujudkan ketenangan kerja, disiplin kerja dan keefektifan usaha;
2. Peningkatan kesejahteraan pegawai dan perkembangan serta kelangsungan hidup Perusahaan;
3. Pengembangan motivasi dan partisipasi Pegawai sebagai mitra kerja Perusahaan.

Due Diligence Terhadap Tanggung Jawab Sosial Terkait Ketenagakerjaan

Manajemen melakukan kajian atas berbagai permasalahan dan isu yang berkembang terkait ketenagakerjaan. Pada tahun 2019 perusahaan tidak menemukan permasalahan terkait ketenagakerjaan yang berpengaruh terhadap perkembangan bisnis perusahaan.

Scope of Company Influence in the Manpower Sector

The presence of ICON+ has had a positive influence and impact in the field of manpower by participating in providing opportunities for the widest possible community to work in accordance with applicable capacities and work requirements. Throughout its history, this Company has provided opportunities for people to enjoy economic benefits through the remuneration they receive as employees. ICON+ currently employs 725 people.

Manpower-Related Conflict Handling Mechanisms

In industrial relations between the Company and its workers, it is undeniable that there are problems that occur. Hence, in establishing a harmonious relationship between the Company and its employees, the Bipartite Cooperation Institution carries out its function as a forum for communication, consultation, and deliberation between management and employees. Bipartite Cooperation Institution was formed with the aim of:

1. Realizing peace in the workplace, work discipline, and business effectiveness;
2. Increasing employee welfare, development, and survival of the Company;
3. Developing motivation and participation of employees as partners of the Company.

Due Diligence Towards Social Responsibilities Related to Employment

The management conducts studies on various problems and issues that develop related to manpower. In 2019, the Company did not find any problems related to manpower that affected the Company's business development.

Evaluasi Regulasi Terkait Ketenagakerjaan

Pada tahun 2019 manajemen melaksanakan evaluasi kebijakan tentang penyesuaian dan kenaikan pay for person pegawai tahun 2019 dengan Surat Keputusan Direksi No. 1520/SK/03/PST/2019 serta kebijakan tunjangan hari raya keagamaan dengan Surat Keputusan Direksi No. 570/SK/03/PST/2019.

Regulations Evaluation Related to Manpower

In 2019, the management carried out a policy evaluation regarding the adjustment and increase of pay for person in 2019 with the Decree of the Board of Directors No. 1520/SK/03/PST/2019 as well as the religious holiday allowance policy with the Decree of the Board of Directors No. 570/SK/03/PST/2019.

Anggaran Biaya Tanggung Jawab Sosial Terkait Ketenagakerjaan

Komitmen Perusahaan terhadap kegiatan Ketenagakerjaan merupakan bagian dari tanggung jawab Perusahaan untuk mewujudkan lingkungan kerja yang tidak hanya nyaman tetapi juga aman. Di tahun 2019, untuk menunjang berbagai kegiatan ketenagakerjaan, perusahaan mengeluarkan biaya sebesar Rp6,5 miliar untuk pembayaran asuransi karyawan, pelatihan dan sertifikasi, serta bantuan sosial lainnya.

Manpower-Related Social Responsibility Budget

The Company's commitment to manpower activities is part of the Company's responsibility to create a work environment that is not only comfortable but also safe. In 2019, to support various manpower activities, the Company spent Rp6.5 billion for employee insurance payments, training and certification, as well as other social assistance.

Sertifikat Penghargaan
Certificate of Appreciation

Sertifikasi atau Penghargaan di Bidang Ketenagakerjaan

Sertifikasi yang diperoleh ICON+ adalah Sertifikasi SMK 3 serta 8 (delapan) orang yang mengikuti sertifikasi K3 umum dari pihak eksternal pada tanggal 9 – 21 September 2019 dan 14 – 28 Oktober 2019.

Certification or Award in the Field of Manpower

The certification obtained by ICON+ is the OHSMS certification and 8 (eight) people who took the general OHS certification from an external party on September 9-21, 2019 and October 14-28, 2019.

Dampak Kuantitatif Terkait Praktik Kesehatan dan Keselamatan Kerja

ICON+ berkomitmen senantiasa memperhatikan kesehatan, keselamatan dan keamanan pekerja sebagai aset yang paling berharga. Komitmen tersebut diwujudkan dalam penerapan praktek Kesehatan, Keselamatan, Keamanan Kerja dan Lingkungan (*Health, Safety, Security, Environment*) secara konsisten. Serta menerapkan prosedur kerja yang ketat sesuai sistem operasional terakreditasi yaitu Sistem Manajemen Keselamatan & Kesehatan Kerja (SMK3) serta berkomitmen dalam patuh padu hukum dan regulasi terkait K3. Hal tersebut guna memastikan tidak ada kejadian kecelakaan yang diakibatkan kegagalan pada sistem keselamatan pekerja.

Program kesehatan dan keselamatan kerja yang dijalankan secara konsisten telah memberikan dampak positif yaitu kondusifitas dan kelangsungan operasi perusahaan yang terjaga dengan baik. Hingga akhir tahun 2019, tidak terjadinya kecelakaan kerja pada pegawai ICON+. Hal tersebut sebagai bukti komitmen perusahaan yang berupaya melakukan tindak preventif melalui berbagai kegiatan seperti edukasi, hingga kelengkapan atribut dan alat baik yang digunakan maupun yang ada di lingkungan kerja para pegawai.

Quantitative Impacts Related to Occupational Health and Safety Practices

ICON+ is committed to always paying attention to the health, safety, and security of its workers as it is the most valuable asset. This commitment is manifested in the consistent implementation of Health, Safety, Security, and Environment (Health, Safety, Security, Environment) practices. As well as implementing strict work procedures in accordance with an accredited operational system, namely the Occupational Health & Safety Management System (OHSMS) and committed to complying with laws and regulations related to OHS. This is to ensure that there are no accidents caused by failures in the worker safety system.

The work health and safety program that has been implemented consistently has had a positive impact, which is the conduciveness and continuity of Company operations that are well maintained. Until the end of 2019, there were no work accidents to ICON+ employees. This is proof of the Company's commitment to take preventive action through various activities such as education, to the completeness of attributes and tools both used and in the work environment of employees.

Dampak Kualitatif Terhadap Turnover Karyawan

Lingkungan kerja yang nyaman berpengaruh signifikan terhadap tingkat *turnover* karyawan. Hingga akhir tahun 2019, tercatat sebanyak 31 karyawan merupakan akumulasi dari bertambahnya karyawan baru melalui rekrutmen serta berkurangnya karyawan karena tidak lagi bekerja di ICON+. Berdasarkan data tersebut, tingkat *turn over* karyawan di tahun 2019 masih tergolong rendah sehingga tidak mempengaruhi kinerja operasi perusahaan.

Qualitative Impact on Employee Turnover

A comfortable work environment has a significant effect on employee turnover rates. Until the end of 2019, there were 31 employees recorded as an accumulation of the addition of new employees through recruitment and a reduction in employees because they no longer work at ICON+. Based on these data, the employee turnover rate in 2019 is still low, so it does not affect the Company's operating performance.

Tingkat Turnover Karyawan ICON+
ICON+ Employee Turnover Rate

Tahun Year	Jumlah Total	% Turnover
2019	31	4,3%
2018	18	2,7%
2017	11	1,9%

Dampak Kuantitatif Kegiatan

Pada tahun 2019, pengelolaan ketenagakerjaan ICON+ berfokus pada penerapan program budaya unggul guna menciptakan lingkungan kerja yang kondusif, mendukung produktivitas karyawan, dan meningkatkan kerekatan karyawan. Hal tersebut memberikan dampak kepuasan karyawan yang cukup signifikan. Hal ini ditunjukkan dengan hasil tingkat kepuasan karyawan mencapai 85% dimana secara umum karyawan sudah puas dengan kondisi kerja yang ada di perusahaan.

Sedangkan, pelaksanaan kegiatan CSR terkait keselamatan kerja karyawan telah memberikan dampak yang efektif, yaitu dengan tidak terjadinya kecelakaan kerja pada pegawai (*zero accident*) sepanjang tahun 2019.

The Quantitative Impact of Activities

In 2019, ICON+'s manpower management focuses on implementing excellent culture programs to create a conducive work environment, support employee productivity, and increase employee engagement. This has a significant impact on employee satisfaction. This is indicated by the results of the level of employee satisfaction reaching 85% whereas in general, employees are satisfied with the existing working conditions in the Company.

Meanwhile, the implementation of CSR activities related to employee safety has had an effective impact, by the absence of work accidents (zero accidents) throughout 2019.

Tanggung Jawab Sosial Perusahaan Terhadap Hak Asasi Manusia

Corporate Social Responsibility Towards Human Rights

Komitmen dan Kebijakan

ICON+ berkomitmen untuk senantiasa menjunjung tinggi Hak Asasi Manusia (HAM). Sebab HAM merupakan hak dasar yang dimiliki oleh setiap manusia. Maka dalam dimensi internal perusahaan hal tersebut terkait dengan hubungan karyawan (*industrial relation*), manajemen sumber daya manusia (*Human Resource Management*), serta kesehatan dan keselamatan kerja (*health and safety at work*). Komitmen terkait HAM dituangkan dalam Kode Etik dan peraturan perusahaan yang mengatur hak dan kewajiban perusahaan serta karyawan.

Kebijakan perusahaan terkait dengan tanggung jawab sosial perusahaan terhadap HAM mengacu dalam beberapa peraturan perusahaan terkait dengan pengelolaan SDM sebagai berikut:

1. Surat Keputusan Direksi No. 019.K/DIR-ICON+/2002 tentang Pendidikan dan Pelatihan; 2297/SK/001/PUSAT/ICON+/2015 tanggal 31 Desember 2015 tentang Pelatihan Sumber Daya Manusia di PT Indonesia Comnets Plus;
2. Surat Keputusan Direksi No. 099.K/010/DIR-ICON+/2007 tentang Sistem Manajemen Karir Berbasis Kompetensi, beserta perubahannya; 103/SK/003/PUSAT/ICON+/2018 tentang Pengembangan Kompetensi dan Karir;
3. Peraturan Perusahaan No. KEP.7355/PHIJSK-PKKAD/PP/XI/2010 tentang Pengesahan Peraturan Perusahaan PT Indonesia Comnets Plus;
4. Surat Keputusan Direksi No. 031/SK/001/PUSAT/ICON+/2010 tentang Knowledge Management; 1147/SK/03/PST/2018 tentang Tata kelola Knowledge Management di lingkungan PT Indonesia Comnets Plus
5. Surat Keputusan Direksi No. 007/SK/001/PUSAT/ICON+/2012 tentang Evaluasi Pendidikan dan Pelatihan;
6. Surat Keputusan Direksi No. 036-1/SK/001/PUSAT/ICON+/2015 tentang Sistem Rekrutmen dan Seleksi Pegawai;
7. Surat Keputusan Direksi No. 1345-1/SK/001/PUSAT/ICON+/2015 tentang Sistem Manajemen Kinerja Pegawai; 010201/SK/003/PUSAT/ICON+/2018 tentang Sistem Manajemen Kinerja Pegawai;
8. Pedoman Etika Perusahaan;
9. Budaya Perusahaan.

Commitment and Policy

ICON+ is committed to continuously upholding Human Rights. Because Human Rights are basic rights that are owned by every human being. So in the internal dimension of the Company it is related to employee relations (industrial relations), human resource management, as well as occupational health and safety. Commitments related to human rights are stated in the Code of Ethics and Company regulations governing the rights and obligations of the Company and employees.

Company policies related to corporate social responsibility towards human rights refer to several Company regulations related to HR management as follows:

1. Board of Directors Decree No. 019.K/DIR-ICON+/2002 regarding Education and Training; No. 2297/SK/001/PUSAT/ICON+/2015 dated December 31, 2015 regarding Human Resources Training at PT Indonesia Comnets Plus;
2. Board of Directors Decree No. 099.K/010/DIR-ICON+/2007 regarding Competency-Based Career Management System, and its amendment; No. 103/SK/003/PUSAT/ICON+/2018 regarding Competency and Career Development;
3. Company Regulation No. KEP.7355/PHIJSK-PKKAD/PP/XI/2010 regarding Ratification of PT Indonesia Comnets Plus Company Regulations;
4. Board of Directors Decree No. 031/SK/001/PUSAT/ICON+/2010 regarding Knowledge Management; No. 1147/SK/03/PST/2018 regarding Knowledge Management Governance in PT Indonesia Comnets Plus
5. Board of Directors Decree No. 007/SK/001/PUSAT/ICON+/2012 regarding Evaluation of Education and Training;
6. Board of Directors Decree No. 036-1/SK/001/PUSAT/ICON+/2015 regarding Employee Recruitment and Selection System;
7. Board of Directors Decree No. 1345-1/SK/001/PUSAT/ICON+/2015 regarding Employee Performance Management System; No. 010201/SK/003/PUSAT/ICON+/2018 regarding Employee Performance Management System
8. Company Ethical Guidelines;
9. Corporate Culture.

Rencana Kegiatan dan Capaiannya

Sepanjang tahun 2019 Perusahaan telah menyusun rencana kegiatan terkait dengan tanggung jawab sosial terhadap HAM. Diantaranya adalah sejumlah inisiatif yang mendorong seluruh insan ICON+ untuk senantiasa memegang teguh komitmen HAM yaitu: saling menghormati (*to respect*); melindungi (*to protect*); mempromosikan (*to promote*); serta memenuhi (*to fulfill*) hak asasi manusia.

Pokok-pokok tanggung jawab sosial terhadap HAM ICON+ mengacu pada pedoman etika perusahaan yang berlaku berlaku bagi seluruh ICONers. Dalam pedoman mengatur bahwa setiap individu atau badan yang bekerja di lingkungan ICON+ diberi wewenang secara resmi untuk bertindak mewakili Perusahaan, dengan tidak membedakan kedudukan dan dimana ditempatkan.

Adapun tanggung jawab sosial terhadap HAM yang diterapkan di ICON+ antara lain: (1) Menerapkan Perlakuan Adil dan Setara; (2) Melayani Dengan Kepedulian dan Empati; (3) Membangun Lingkungan Kerja yang Transparan dan Terbuka; (4) Menerima Masukan dan Melakukan Introspeksi; (5) Menghindari Tindak Pelecehan; (6) Menjaga Hak Privasi dan Kerahasiaan; (7) Memelihara Kesehatan, Keselamatan dan Keamanan Tempat Kerja.

Sebagai tindak lanjut dan peningkatan program yang telah diupayakan dari tahun-tahun sebelumnya, pada tahun 2019, kami terus mempertahankan komitmen penuh terhadap upaya memelihara dan mempertahankan HAM melalui *Code of Conduct* dan Budaya Perusahaan. Dalam pelaksanaannya Perusahaan melibatkan seluruh pemangku kepentingan untuk bersama-sama menjaga dan menerapkan etika dan budaya perusahaan dalam setiap aktivitas pekerjaannya. Dokumen CoC juga kami sosialisasikan secara terus menerus baik melalui media web, pertemuan-pertemuan, maupun diskusi.

Activity Plans and Its Achievements

Throughout 2019, the Company has prepared a plan of activities related to social responsibility towards human rights. Among them are a number of initiatives that encourage all ICON+ personnel to continually uphold human rights commitments of: to respect; to protect; to promote; and to fulfill human rights.

The principals of ICON+'s social responsibility towards human rights ICON+ refer to the Company's ethical guidelines that apply to all ICONers. The guidelines stipulate that every individual or institution working within ICON+ is legally authorized to act on behalf of the Company, regardless of their position and where they are placed.

As for the social responsibility towards human rights that is implemented in ICON+ includes: (1) Implementing Fair and Equal Treatment; (2) Serving with care and empathy; (3) Developing a Transparent and Open Work Environment; (4) Receiving Input and Conducting Introspection; (5) Avoiding Harassment; (6) Maintaining the Privacy and Confidentiality Rights; (7) Preserving Occupational Health, Safety, and Security.

As a follow-up and improvement of programs that have been pursued from previous years, in 2019, we continue to maintain our full commitment to maintain and defend the human rights through the Code of Conduct and Corporate Culture. In its implementation, the Company involves all stakeholders to jointly maintain and implement corporate ethics and culture in every work activity. We also socialize the CoC document continuously through web media, meetings, and discussions.

Pelaksanaan Kegiatan

Pelaksanaan inisiatif CSR terkait HAM yang dilaksanakan perusahaan meliputi:

1. Penerapan prinsip kesetaraan dan kesempatan yang sama serta tanpa adanya unsur diskriminasi dilakukan pada program perekrutan pegawai. Hal tersebut dimaksudkan agar perusahaan dapat menghasilkan SDM yang berkualitas, mampu melaksanakan tanggung jawab, dan memberikan kinerja terbaik. Berlaku pula prinsip tersebut untuk pengembangan kompetensi karyawan, perusahaan memberikan kesempatan yang sama kepada seluruh karyawan untuk mengikuti pendidikan dan pelatihan.
2. ICON+ berusaha membangun lingkungan kerja yang kondusif bagi karyawan. Hal tersebut diterapkan dalam program budaya unggul. Melalui kegiatan program budaya perusahaan dalam menciptakan lingkungan kerja yang mendukung produktivitas karyawan, antar karyawan, serta antar unit kerja yang bertujuan meningkatkan *engagement* karyawan untuk mendukung produktivitas organisasi.
3. Penerapan budaya K3 demi memelihara kesehatan, keselamatan, dan keamanan tempat kerja bagi para karyawan.

Mekanisme dan Prosedur Penerapan HAM

Mekanisme dan prosedur HAM dilaksanakan melalui sikap dan perilaku untuk saling menghormati, melindungi, dan memenuhi hak asasi manusia antara ICONers. Sebab pengakuan dan penghormatan terhadap Hak Asasi Manusia secara luas sebagai hal penting dalam aturan hukum dan konsep keadilan sosial. Maka ICON+ berkomitmen untuk mencegah segala bentuk diskriminasi ditempat kerja terutama untuk kelompok yang rentan terhadap pelanggaran hak asasi manusia.

Implementation of Activities

The implementation of CSR related human rights initiatives by the Company includes:

1. The implementation of the principles of equality and equal opportunity without any element of discrimination is carried out in employee recruitment programs. This is intended so that the Company can produce qualified HR, capable of carrying out responsibilities, and giving the best performance. This principle also applies to the development of employee competencies, the Company provides equal opportunities for all employees to attend education and training.
2. ICON+ strives to build a conducive work environment for employees. This is applied in an excellent culture program. Through corporate culture program activities in creating a work environment that supports employee productivity, among employees, and between work units that aim to increase employee engagement to support organizational productivity.
3. Implementing OHS culture to maintain occupational health, safety, and security for employees.

Mechanisms and Procedures for the Implementation of Human Rights

The mechanisms and procedures of Human Rights are implemented through manners and behaviors to respect, protect, and fulfill human rights among ICONers. Because recognition and respect for human rights are broadly important in the rule of law and the concept of social justice. Thus ICON+ is committed to preventing all forms of discrimination in the workplace, especially for groups that are vulnerable to human rights violations.

Tanggung Jawab Sosial Perusahaan Terhadap Operasi yang Adil

Corporate Social Responsibility for Fair Operations

Praktik operasi yang adil merupakan perilaku beretika dalam transaksi organisasi dengan organisasi lain. Dalam hal ini termasuk hubungan antara perusahaan dengan pemegang saham, regulator, pemerintah daerah, mitra, pemasok, pelanggan, media massa, serta organisasi terkait. Maka perusahaan berkomitmen dalam memberlakukan praktik operasi yang adil dalam setiap kegiatan usahanya.

Fair operating practices are ethical behavior in the organization's transactions with other organizations. This includes the relationship between the Company and shareholders, regulators, local governments, partners, suppliers, customers, the mass media, and related organizations. So the Company is committed to enforcing fair operating practices in all of its business activities.

Komitmen dan Kebijakan

Komitmen dan kebijakan tanggung jawab sosial perusahaan terkait dengan operasi yang adil dituangkan dalam beberapa kebijakan khususnya kebijakan etika bisnis dalam *code of conduct*, anti korupsi, benturan kepentingan, gratifikasi, keterlibatan politik yang tidak bertanggungjawab, serta persaingan yang tidak adil.

Commitment and Policy

Corporate commitment and social responsibility policies related to fair operations are stated in several policies, especially policies on business ethics in code of conduct, anti-corruption, conflict of interest, gratification, irresponsible political involvement, and unfair competition.

Rumusan dan Rencana Kegiatan

Perusahaan berupaya dalam melaksanakan berbagai kebijakan tanggung jawab sosial terkait dengan operasi yang adil secara konsisten sehingga dapat memberikan manfaat bagi perusahaan, pemegang saham, dan para pemangku kepentingan lainnya.

Oleh karena itu, ICON+ merumuskan bentuk-bentuk kegiatan terkait praktik operasi yang adil dalam setiap kegiatan usahanya, diantaranya adalah pencegahan benturan kepentingan, gratifikasi, praktik anti korupsi, praktik operasi yang adil dalam proses pengadaan barang dan jasa di perusahaan, serta penanaman budaya perusahaan yang berkaitan dengan etika bisnis.

Formulation and Activity Plans

The Company strives to implement various social responsibility policies related to fair operations consistently so that it can provide benefits to the Company, shareholders, and other stakeholders.

Therefore, ICON+ formulates activities related to fair operating practices in each of its business activities, including prevention of conflicts of interest, gratification, anti-corruption practices, fair operating practices in the process of procuring goods and services in the Company, as well as planting a corporate culture that is related to business ethics.

Kegiatan yang Dilaksanakan dan Capaiannya

Mencegah Benturan Kepentingan

ICONers berpegang teguh pada *code of conduct* untuk menghindari benturan kepentingan dalam melaksanakan segala aktivitas operasional tidak merugikan perusahaan. Pada tahun 2019, tidak ada transaksi yang memiliki benturan kepentingan di ICON+ sebab setiap transaksi dilakukan sesuai dengan ketentuan yang berlaku dan selalu memperhatikan prinsip-prinsip GCG. ICON+ juga tidak terlibat di dalam kegiatan politik dan tidak memberikan donasi atau bantuan untuk kepentingan politik.

Activities Carried Out and Its Achievements

Preventing Conflicts of Interest

ICONers adhere to the code of conduct to avoid conflicts of interest in carrying out all operational activities that do not detrimental the Company. In 2019, there were no transactions with conflicts of interest at ICON+ because every transaction was carried out in accordance with applicable regulations and always paid attention to the principles of GCG. ICON+ is also not involved in political activities and does not provide donations or assistance for political purposes.

Selain itu praktik operasi yang adil telah diatur dalam *code of conduct* dan Budaya Perusahaan dimana seluruh karyawan telah mengikuti sosialisasi dan mendapatkan buku *Code of Conduct*. Penegakan *Code of Conduct* juga dilakukan dengan cara menandatangani Surat Pernyataan Komitmen untuk mematuhi *Code of Conduct* oleh seluruh anggota Dewan Komisaris, Direksi, serta seluruh karyawan pada saat bergabung menjadi karyawan ICON+. Serta adanya sanksi terhadap setiap setiap ICONers yang terbukti melakukan pelanggaran terhadap *Code of Conduct*. Pengenaan sanksi tersebut diatur dalam peraturan yang sesuai kebijakan perusahaan.

Gratifikasi

Perusahaan tidak memperlakukan secara istimewa terhadap vendor/ pemasok/ rekanan yang telah menjadi mitra kerja perusahaan. Demikian pula halnya perusahaan tidak akan memberikan perlakukan khusus terkait hubungan bisnis yang terjalin dengan perusahaan. Informasi lebih lengkap mengenai gratifikasi telah disajikan pada bab GCG, Kode Etik dan Etika Bisnis, pada Laporan Tahunan ini.

Praktik Operasi yang Adil dalam Proses Pengadaan Barang dan Jasa

Dalam setiap proses pengadaan barang dan jasanya, ICON+ melakukan secara terbuka bagi penyedia barang dan jasa yang memenuhi persyaratan dan dilakukan melalui persaingan yang sehat dan wajar diantara penyedia barang dan jasa dan memenuhi syarat tertentu berdasarkan ketentuan dan prosedur yang jelas dan transparan. Oleh karena itu setiap proses pengadaan barang dan jasa ICON+ dilakukan berdasarkan perhitungan kebutuhan yang telah sesuai, efektif, dan efisien.

Seluruh mitra kerja juga telah melakukan penandatangan perjanjian dan berkomitmen bersama dalam rangka mewujudkan integritas yang berjalan sesuai dengan peraturan perusahaan dan mengacu pada GCG.

Aktivitas Politik

Terkait dengan aktivitas politik, ICON+ menjamin seluruh karyawan untuk dapat melaksanakan hak atas kesempatan untuk menyalurkan aspirasi politiknya. Namun demikian, perusahaan tidak memberikan kontribusi politik dan tidak berafilisasi ke partai politik manapun.

Moreover, fair operating practices have been regulated in code of conduct and corporate culture where all employees have participated in the socialization and received a Code of Conduct book. Code of Conduct enforcement is also carried out by signing a Statement of Commitment to comply with the Code of Conduct by all members of the Board of Commissioners, Board of Directors, and all employees when joining ICON+. As well as the existence of sanctions against every ICONers who are proven to have violated the Code of Conduct. The imposition of these sanctions is stipulated in regulations in accordance with the Company policies.

Gratification

The Company does not treat vendors/suppliers/partners who have become partners of the Company in a special way. Likewise, the Company will not give special treatment related to its business relationship with other companies. More detailed information regarding gratification has been presented in the GCG chapter, Code of Ethics and Business Ethics, in this Annual Report.

Fair Operating Practices in the Process of Procurement of Goods and Services

In every process of procuring goods and services, ICON+ does it openly for goods and services providers that meet the requirements and is carried out through fair and healthy competition and fulfills particular requirements based on clear and transparent terms and procedures. Therefore, every ICON+ goods and service procurement process is carried out based on the calculation of needs that are correct, effective, and efficient.

All work partners have also signed the agreement and are committed together in order to create integrity that runs in accordance with the Company regulations and refers to GCG.

Political Activity

Regarding political activities, ICON+ guarantees all employees to be able to exercise their rights to channel their political aspirations. However, the Company does not make political contributions and is not affiliated to any political party.

Capaian Kegiatan

Capaian penerapan praktik operasi yang adil di ICON+ adalah pencegahan korupsi dan nepotisme, mencapai keterlibatan yang bertanggung jawab dalam ruang publik, adanya persaingan yang adil, serta perilaku yang bertanggung jawab secara sosial. ICON+ meyakini bahwa penerapan praktik operasi yang adil dapat memberikan manfaat bersama antara perusahaan dengan Pemegang Saham, perusahaan lain, pelanggan, pemasok, pesaing, mitra kerja, komunitas masyarakat, pemerintah, dan khususnya dapat meningkatkan dan memperkuat reputasi perusahaan.

Activity Achievements

The achievements of implementing fair operating practices at ICON+ are the prevention of corruption and nepotism, achieving responsible engagement in the public sphere, fair competition, and socially responsible behavior. ICON+ believes that the implementation of fair operating practices can provide mutual benefits between the Company and shareholders, other companies, customers, suppliers, competitors, business partners, the community, the government, and in particular can enhance and strengthen the Company's reputation.

Mekanisme Penanganan Konflik Terkait Operasi yang Adil

Setiap pelaksanaan kegiatan operasi yang adil tidak selamanya berjalan dengan lancar, adakalanya terdapat kesalahpahaman yang dapat mengakibatkan konflik. Namun ICON+ berupaya untuk menurunkan dampak konflik tersebut dengan cara membuka komunikasi dengan para *stakeholders* melalui berbagai media (surat, telepon, *email*, *social media*) serta adanya prosedur penanganan keluhan dari para *stakeholder* khususnya pelanggan.

Mechanisms for Handling Conflicts Related to Fair Operations

Every implementation of fair operating activities does not always run smoothly, occasionally there are misunderstandings that can lead to conflicts. However, ICON+ strives to reduce the impact of the conflict by opening communication with stakeholders through various media (mails, telephone, email, social media) as well as a procedure for handling complaints from stakeholders, especially customers.

Evaluasi Regulasi Terkait Operasi yang Adil

ICON+ berupaya melakukan *monitoring* dan evaluasi secara berkala terhadap penerapan *Code of Conduct* serta pedoman lainnya terkait praktik operasi yang adil di perusahaan. Evaluasi tersebut dilakukan minimal 3 (tiga) tahun sekali sesuai kebutuhan atau dalam rangka menyesuaikan dengan perkembangan peraturan perundang-undangan yang berlaku dan perkembangan bisnis ICON+.

Evaluation of Regulations Related to Fair Operations

ICON+ strives to periodically monitor and evaluate the implementation of the Code of Conduct and other guidelines related to fair operating practices within the Company. The evaluation is carried out at least once every 3 (three) years as needed or in order to adjust to the development of applicable laws and regulations and the development of ICON+ business.

Tanggung Jawab Sosial Perusahaan Terhadap Pelanggan

Corporate Social Responsibility Towards Customers

Komitmen dan Kebijakan

Pelanggan ICON+ merupakan pihak eksternal perusahaan yang sangat berpengaruh bagi keberlanjutan ICON+ ke depan. Pelanggan juga menjadi pihak yang menjadi perhatian perusahaan untuk senantiasa ditunjang dengan fasilitas yang memadai dan memuaskan, sehingga diharapkan terciptanya keterikatan pelanggan.

Perusahaan memprioritaskan kepentingan pelanggan dengan memberikan pelayanan prima. Pelayanan tersebut meliputi memberikan informasi yang akurat, adil, transparan, membantu informasi pemasaran, serta reaksi cepat tanggap dalam setiap pengaduan yang ditujukan kepada Contact Center.

Program CSR terkait dengan produk dan layanan pelanggan mengacu pada Undang-Undang pemerintah nomor 8 tahun 1999 tentang Perlindungan Konsumen. Oleh karena itu ICON+ berkomitmen untuk memberikan pelayanan terbaik bagi kepuasaan pelanggan.

Commitment and Policy

ICON+ customers are external parties of the Company who are very influential for the sustainability of ICON+ going forward. Customers are also the party of concern to the Company to always be supported with adequate and satisfying facilities, so that it is expected to create customer engagement.

The Company prioritizes the interests of customers by providing excellent service. These services include providing accurate, fair, transparent information, assisting marketing information, as well as quick response to any complaints sent to the Contact Center.

CSR programs related to customer products and services refer to Government Law No. 8 of 1999 regarding Consumer Protection. Hence, ICON+ is committed to providing the best service for customer satisfaction.

Rumusan dan Rencana Kegiatan

Pada tahun 2019, pelaksanaan program CSR terkait produk dan pelanggan menargetkan rata-rata waktu (durasi) penanganan gangguan untuk layanan jaringan dan jasa telekomunikasi segmen Ketenagalistrikan SCADA distribusi dan transmisi sebesar 57 menit, penyambungan pelanggan baru dengan durasi 21 hari kalender, serta pencapaian *Service Level Agreement* (SLA) sebesar 100%. Hal ini ditujukan untuk meningkatkan kepercayaan pelanggan pada kinerja perusahaan.

Formulation and Activity Plans

In 2019, the implementation of the CSR program related to products and customers targets an average time (duration) for handling disruptions for network services and telecommunication services for the electricity segment SCADA distribution and transmission of 57 minutes, connecting new subscribers with a duration of 21 calendar days, and achieving Service Level Agreement (SLA) of 100%. This is intended to increase customer confidence in Company performance.

Kegiatan yang Dilaksanakan dan Capaiannya

Program Peningkatan Kualitas Produk dan Layanan

Guna meningkatkan kepercayaan pelanggan, perusahaan meningkatkan pelayanan dengan melakukan program sebagai berikut:

- Program pemeliharaan layanan jaringan dan *cloud*;
- Program perluasan *coverage* jaringan;
- Program pemasaran;
- Program survei kepuasan pelanggan.

Activities Carried Out and Its Achievements

Product and Service Quality Improvement Program

In order to increase customer trust, the Company improves services by carrying out the following programs:

- Network and cloud service maintenance programs;
- Network coverage expansion program;
- Marketing program;
- Customer satisfaction survey program.

Selain itu dalam hal meningkatkan kualitas layanan, ICON+ melakukan program melalui *Customer Loyalty*. *Customer Loyalty* ICON+ terdiri dari tiga sub-Bidang, yaitu Sub-Bidang *Contact Center* ICON+, Sub-Bidang Infrastruktur *Contact Center* (CC 123 dan CC ICON+), dan Sub-Bidang *Customer Account Publik*. *Customer Loyalty* ICON+ bekerja dengan menempatkan pelanggan sebagai aset terbesar perusahaan dan kunci dari bisnis perusahaan.

Tim Contact Center 123 ICON+ yang mengelola langsung Contact Center PLN 123 memperoleh penghargaan The Best Contact Center Indonesia pada tahun 2019 yaitu penghargaan Bronze untuk kategori The Best Business Contribution, Gold untuk kategori The Best Customer Experience, Silver untuk kategori The Best People Development, dan Silver untuk kategori The Best Technology Innovation.

Informasi Produk dan Layanan Jasa

Informasi produk dan jasa yang ditawarkan oleh ICON+ dapat dengan mudah diakses informasinya melalui beberapa media, yaitu:

1. Website: http://www.iconpln.co.id/product/;
2. *Newsletter Internal* ICON+ berjudul ICONews;
3. Brosur;
4. Banner;
5. Iklan Sponsorship;
6. *Annual Report* (Laporan Tahunan)

Pusat Pengaduan Pelanggan

ICON+ menyediakan saluran untuk menampung keluhan pelanggan sehingga dapat memberikan respon cepat atas pengaduan yang masuk dan penyelesaian secara baik. ICON+ menyediakan saluran untuk keluhan pelanggan melalui beberapa saluran antara lain:

In addition, in terms of improving service quality, ICON+ conducts programs through Customer Loyalty. ICON+ Customer Loyalty consists of three sub-fields of: ICON+ Contact Center Sub-Fields, Contact Center Infrastructure Sub-Fields (CC 123 and CC ICON+), and the Public Account Customer Sub-Fields. ICON+ Customer Loyalty works by placing customers as the Company's greatest asset and key to the Company's business.

ICON+ Contact Center 123 team, which directly manages the PLN 123 Contact Center received the Best Contact Center Indonesia award in 2019, namely the Bronze award for the Best Business Contribution category, Gold for the Best Customer Experience category, Silver for the Best People Development category, and Silver for The Best Technology Innovation category.

Product and Service Information

Information on products and services offered by ICON+ can be easily accessed through several media:

1. Website: http://www.iconpln.co.id/product/;
2. ICON+ Internal Newsletter titled ICONews;
3. Brochures;
4. Banner;
5. Sponsorship advertising;
6. Annual Report.

Customer Service Center

ICON+ provides channels to accommodate customer complaints so that it can provide fast response to incoming complaints and good resolution. ICON+ provides channels for customer complaints through several channels including:

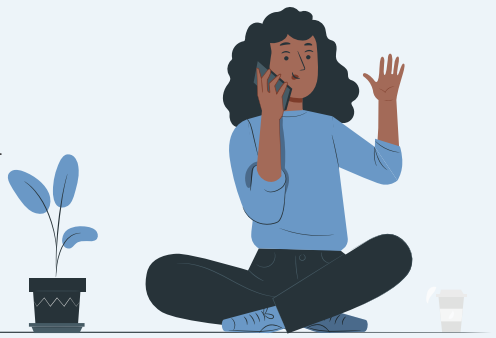
Contact Center:

021 – 150 0071 021 – 754 5679 (fax)

0815 1837 222 / 0817 0177 799 / 0811 900 851

cs@iconpln.co.id, humas@iconpln.co.id

http://www.iconpln.co.id/contact/



Tim CC PLN 123 pada Oktober 2019, membuat layanan baru di kanal Facebook (FB). Layanan tersebut dapat digunakan oleh pelanggan untuk mengajukan pertanyaan dan mendapatkan jawaban secara langsung. Pada kanal Facebook tersebut, CC PLN 123 juga menambahkan fitur baru yaitu *Live Sales* yang berisi konten-konten strategis terkait dengan penjualan seperti penambahan daya, pemasangan baru, pemasangan sementara, hingga penyediaan informasi mengenai prosedur pengajuan transaksi dan promo-promo produk PLN lainnya.

Sejak diluncurkan pada Oktober 2019, Live Sales FB PLN 123 telah empat kali tayang, yakni pada 10 Oktober, 16 Oktober, 23 Oktober, dan 30 Oktober. Tercatat pada tayangan Live Sales 10 Oktober 2019 jumlah transaksi mencapai 205 transaksi. Kemudian pada 16 Oktober jumlah transaksi tercatat sebanyak 234 transaksi, lalu 23 Oktober sebanyak 183 transaksi, dan tanggal 30 Oktober 2019 sebanyak 486 transaksi.

Lingkup Pengaruh Perusahaan Terkait Isu Konsumen

Penanganan serta perhatian yang diberikan oleh Perseroan terkait isu-isu yang dibutuhkan oleh konsumen sejauh ini telah berjalan dengan baik sehingga tidak memberikan pengaruh yang signifikan terhadap kelangsungan hubungan bisnis.

Mekanisme Stakeholder Engagement, Pelibatan Konsumen, dan Pengaduan Keluhan

Sepanjang tahun 2019, ICON+ telah menerima 72.165 tiket aduan yang bersifat keluhan. Semua aduan yang masuk telah diselesaikan dengan baik, dengan menghasilkan satu komitmen yang menguntungkan bagi kedua belah pihak. Perusahaan menyadari bahwa semua aduan merupakan kritik yang membangun dalam pengembangan perusahaan dan sebagai upaya membangun sinergitas yang baik antara Perusahaan dan Pelanggan.

Layanan *Contact Center* 123 beroperasi 24 jam yang tersebar di 9 (sembilan) kota di Indonesia yaitu Jakarta, Medan, Makassar, Palembang, Surabaya, Denpasar, Balikpapan, Bandung, dan Semarang. Terdapat 836 agen *Contact Center* yang tersebar di wilayah tersebut dan untuk wilayah Jakarta terdapat 187 agen (di luar agen sosial media, *live chat, telesales*, telemarketing dan *email*) yang mampu melayani lebih dari 280.000 panggilan setiap bulan.

The CC PLN 123 team in October 2019, created a new service on the Facebook channel (FB). This service can be used by customers to inquire questions and get answers directly. On the Facebook channel, CC PLN 123 also adds a new feature called Live Sales, which contains strategic content related to sales, such as adding power, new installations, temporary installations, and providing information on procedures for submitting transactions and other PLN product promos.

Since its launch in October 2019, Live Sales FB PLN 123 has aired four times, on October 10; October 16; October 23; and October 30. In the Live Sales broadcast on October 10, 2019, the number of transactions reached 205 transactions. Then on October 16, there were 234 transactions recorded, on October 23 there were 183 transactions, and on October 30, 2019 there were 486 transactions.

Scope of Company Influence Related to Costumers Issues

The handling and attention given by the Company regarding the issues required by costumers, have so far been going well so that they do not have a significant impact on the continuity of business relationships.

Mechanisms for Stakeholder Engagement, Costumers Involvement, and Complaints

Throughout 2019, ICON+ has received 72,165 complaints tickets. All complaints have been resolved properly, resulting in a commitment that is beneficial to both parties. The Company realizes that all complaints are constructive criticism for the Company development and as an effort to build good synergy between the Company and Customers.

The Contact Center 123 services operate 24 hours in 9 (nine) cities in Indonesia, namely Jakarta, Medan, Makassar, Palembang, Surabaya, Denpasar, Balikpapan, Bandung and Semarang. There are 836 Contact Center agents spread across the region and for the Jakarta area there are 187 agents (excluding social media agencies, live chat, telesales, telemarketing, and e-mail) that can serve more than 280,000 calls every month.

Sedangkan *update time* atau waktu yang dibutuhkan pelanggan untuk mendapatkan informasi lanjutan atas progres penanganan gangguan hingga *close ticket* adalah setiap 2 jam. Seluruh kegiatan dan penanganan yang dilakukan oleh Tim *Contact Center* ICON+ telah diatur di dalam Standar Operasional Prosedur (SOP) Tim *Contact Center*.

Meanwhile, the update time or time needed by customers to get further information on the progress of handling the disturbance until the ticket closes is every 2 hours. All activities and handling carried out by ICON+ Contact Center Team have been regulated in the Contact Center Team's Standard Operating Procedure (SOP).

Evaluasi Regulasi Terkait Konsumen

Secara umum segmen bisnis yang dijalankan Perusahaan selama tahun 2019 tidak berkaitan langsung dengan keselamatan pelanggan. Namun demikian dalam menjalankan bisnisnya, ICON+ berkomitmen menjamin keselamatan semua pemangku kepentingan termasuk pelanggan, pemasok dan juga pekerja.

Keselamatan menjadi hal mutlak bagi ICON+ dalam menjalankan segmen bisnis jasa konsultansi teknologi informasi. Perusahaan berkomitmen memenuhi aspek-aspek keselamatan dan mematuhi setiap regulasi yang mengatur keselamatan, yaitu keselamatan di saat berlangsungnya pengerjaan proyek-proyek jasa konsultansinya.

Evaluation of Costumers Related Regulations

In general, the business segments carried out by the Company during 2019 were not directly related to customer safety. However, in running its business, ICON+ is committed to ensuring the safety of all stakeholders including customers, suppliers, as well as employees.

Safety is an absolute must for ICON+ in running its information technology consulting services business segment. The Company is committed to fulfilling safety aspects and complying with every regulation that governs safety, which is safety when working on its consulting service projects.

Dampak Kualitatif Terkait Tanggung Jawab Produk

ICON+ tumbuh bersama kepercayaan konsumen sehingga mampu menciptakan peningkatan kinerja usaha yang berkelanjutan. Berbagai inisiatif yang dilakukan ICON+ terkait tanggung jawab produk dan jasa memberikan dampak terhadap kepercayaan konsumen yang terjaga. Hal ini dibuktikan dengan hasil survei terkait tingkat kepuasan produk yaitu sebesar 88,61% dan termasuk kategori *high*.

Qualitative Impact Related to Product Responsibility

ICON+ grows with costumer's trust so as to create sustainable business performance improvements. Various initiatives carried out by ICON+ related to product and service responsibility have an impact on maintained consumer confidence. This is evidenced by the results of the survey related to the level of product satisfaction, which is 88.61% and included in the high category.

Penanggulangan atas Pengaduan Konsumen

Pelaksanaan kegiatan CSR terkait dengan pelanggan memberikan dampak pada kenaikan indeks kepuasan pengguna jasa atas kualitas pelayanan yang diberikan oleh Perusahaan. ICON+ terus berupaya untuk menciptakan manfaat bersama antara perusahaan dan pelanggan melalui aktivitas *Contact Center*. Penanggulangan atas pengaduan pelanggan dilakukan melalui tim *Customer Care* di bawah tanggung jawab Direktorat jaringan dan infrastruktur yang fokus untuk menangani dan menindaklanjuti pengaduan/ keluhan pelanggan. Pengaduan tersebut dapat disampaikan melalui *Contact Center, email*, atau fax

Sedangkan terkait dengan pelanggan PLN sebagai induk perusahaan, ICON+ merancang inovasi dalam membantu mengefektifkan pekerjaan layanan gangguan yang dikeluhkan pelanggan PLN. Inovasi tersebut berupa Aplikasi Pengaduan dan Keluhan Terpadu Mobil (APKT Mobile). APKT Mobile dirancang khusus untuk seluruh petugas regu *mobile* gangguan PLN yang ada di semua rayon posko. Melalui APKT Mobile tersebut diharapkan setiap ada laporan gangguan atau Work Order (WO) dapat segera ditangani petugas pelayanan teknik (yantek) dengan batasan *response time* 45 menit dan *recovery time* dalam waktu 180 menit. Namun cakupan layanannya hanya terbatas pada aliran listrik menuju ke meter. Sedangkan dari meter ke instalasi rumah pelanggan menjadi tanggung jawab pelanggan. Berikut adalah alur proses APKT Mobile:

Handling Costumer Complaints

The implementation of CSR activities related to customers has an impact on increasing the service user satisfaction index for the quality of services provided by the Company. ICON+ continues to strive to create mutual benefits between the Company and its customers through Contact Center activities. The response to customer complaints is carried out through the Customer Care team under the responsibility of the Network and Infrastructure Directorate that focuses on handling and following up on customer complaints. Complaints can be submitted through the Contact Center, email, or fax

Meanwhile, related to PLN customers as the holding company, ICON+ designs innovations to help streamline the work of disruption services that PLN customers complain about. This innovation is in the form of an Integrated Mobile Complaints Application (APKT Mobile). APKT Mobile is specially designed for all officers of the PLN mobile disruption team in all postal districts. Through the APKT Mobile, it is hoped that every time there is a disturbance report or Work Order (WO) it can be immediately handled by a technical service officer (Yantek) with a response time limit of 45 minutes and a recovery time within 180 minutes. However, its service coverage is limited to the flow of electricity to the meter. Whereas, from the meter to the customer's home installation is the responsibility of the customer. The following is the APKT Mobile process flow:

Survei Kepuasan Pelanggan

Dalam upaya untuk terus menjaga dan meningkatkan pelayanan kepada pelanggan, ICON+ telah melaksanakan survei kepuasan pelanggan. Survei kepuasan pelanggan yang dilaksanakan tahun 2019 dilakukan oleh Bidang Produk dan Pemasaran yang bekerjasama dengan sebuah surveyor independen yaitu Kinas Consultant.

Berikut adalah rincian hasil survei kepuasan pelanggan ICON+ tahun 2019:

Customer Satisfaction Survey

In a measure to continue to maintain and improve services to customers, ICON+ has conducted customer satisfaction surveys. The Product and Marketing Division conducted the customer satisfaction survey in 2019, in collaboration with an independent surveyor, Kinas Consultant.

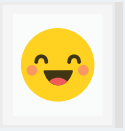
The following are details of the results of ICON+ customer satisfaction survey 2019:

Hasil Survei Kepuasan Pelanggan ICON+
The Results of ICON+ Customer Satisfaction Survey

Keterangan Description	Nilai Score	Kategori Category
Tingkat Kepuasan Pelanggan Customer Satisfaction Index	89,98%	Tinggi High
Tingkat Ketidakpuasan Pelanggan Customer Dissatisfaction Index	2,65%	Sangat Rendah Very Low
Tingkat Layanan Tanpa Kendala Hassle Free Index	85,33%	Tinggi High
Tingkat Loyalitas Pelanggan Customer Loyalty Index	85,87%	Tinggi High
Tingkat Kerekatan Pelanggan Customer Engagement Index	87,33%	Tinggi High
Tingkat Dampak Pelanggan Customer Impact Index	89,56%	Tinggi High

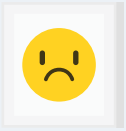
Hasil Survei Kepuasan Pelanggan ICON+

The Results of ICON+ Customer Satisfaction Survey



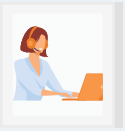
Tingkat Kepuasan Pelanggan
Customer Satisfaction Index

89,98% High



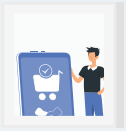
Tingkat Ketidakpuasan Pelanggan
Customer Dissatisfaction Index

2,65% Very Low



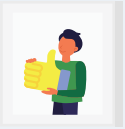
Tingkat Layanan Tanpa Kendala
Hassle Free Index

85,33% High



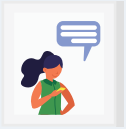
Tingkat Loyalitas Pelanggan
Customer Loyalty Index

85,87% High



Tingkat Kelekatan Pelanggan
Customer Engagement Index

87,33% High



Tingkat Dampak Pelanggan
Customer Impact Index

89,56% High

PT INDONESIA COMNETS PLUS

Laporan Keuangan
Untuk Tahun-tahun yang Berakhir pada
Tanggal 31 Desember 2019 dan 2018

Financial Statements
For the Years Ended
December 31, 2019 and 2018

PT INDONESIA COMNETS PLUS

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Laporan Keuangan Untuk Tahun-tahun yang Berakhir pada Tanggal 31 Desember 2019 dan 2018		***Financial Statements For the Years Ended December 31, 2019 and 2018***
Laporan Posisi Keuangan	1	*Statements of Financial Position*
Laporan Laba Rugi dan Penghasilan Komprehensif Lain	2	*Statements of Profit or Loss and Other Comprehensive Income*
Laporan Perubahan Ekuitas	3	*Statements of Changes in Equity*
Laporan Arus Kas	4	*Statements of Cash Flows*
Catatan Atas Laporan Keuangan	5	*Notes to the Financial Statements*

SURAT PERNYATAAN DIREKSI TENTANG TANGGUNG JAWAB ATAS LAPORAN KEUANGAN PADA TANGGAL 31 DESEMBER 2019 DAN 2018 DAN UNTUK TAHUN-TAHUN YANG BERAKHIR PADA TANGGAL 31 DESEMBER 2019 DAN 2018

DIRECTOR'S STATEMENT LETTER RELATING TO THE RESPONSIBILITY ON THE FINANCIAL STATEMENTS AS OF DECEMBER 31, 2019 AND 2018 AND FOR THE YEARS ENDED DECEMBER 31, 2019 AND 2018

Kami yang bertandatangan dibawah ini/ *We, the undersigned*:

1. Nama/ *Name* : Iwan Purwana
   Alamat kantor/ *Office address* : PT Indonesia Comnets Plus
   JL. Mayjen Sutoyo No. 1 – Kramat Jati, Jakarta Timur

   Alamat domisili sesuai KTP atau kartu identitas lain/ *Domicile as stated in ID Card* : Sweet Antapani Residence B-7 RT 010/ RW 012
   : Kelurahan Antapani Wetan, Kecamatan Antapani,
   : Kota Bandung, Jawa Barat

   Nomor telepon/*Phone number* : (021) 525 3019

   Jabatan/ *Position* : Pelaksana Tugas Direktur Utama/
   Task Executor President Director

2. Nama/ *Name* : Anindita Eka Wibisono
   Alamat kantor/ *Office address* : PT Indonesia Comnets Plus
   JL. Mayjen Sutoyo No. 1 – Kramat Jati, Jakarta Timur

   Alamat domisili sesuai KTP atau kartu identitas lain/ *Domicile as stated in ID Card* : Pondok Mekar Sari Blok O No.6 Kelurahan Mekarsari,
   : Kecamatan Cimanggis, Kota Depok, Jawa Barat

   Nomor telepon/*Phone number* : (021) 525 3019

   Jabatan/ *Position* : Direktur *Finance and Human Capitall*
   Finance and Human Capital Director

menyatakan bahwa/*state that*:

1. Kami bertanggung jawab atas penyusunan dan penyajian Laporan Keuangan;
2. Laporan Keuangan telah disusun dan disajikan sesuai dengan Standar Akuntansi Keuangan di Indonesia;
3. a. Semua informasi dalam Laporan Keuangan telah dimuat secara lengkap dan benar;
   b. Laporan Keuangan tidak mengandung informasi atau fakta material yang tidak benar dan tidak menghilangkan informasi atau fakta material;
4. Kami bertanggung jawab atas sistem pengendalian intern Perusahaan.

Demikian pernyataan ini dibuat dengan sebenarnya.

1. *We are responsible for the preparation and presentation of the Financial Statements;*
2. *The Financial Statements have been prepared and presented in accordance with Indonesian Financial Accounting Standards;*
3. a. *All information contained in the Financial statements is complete and correct;*
   b. *The Financial Statements do not contain misleading material information or facts, and do not omit material information or facts;*
4. *We are responsible for the internal control system of the Company.*

The statement letter is made truthfully.

Jakarta 31 Maret 2020/March 31st, *2020*

METERAI TEMPEL 2CEA3AHF358463841 6000 ENAM RIBU RUPIAH

Iwan Purwana	Anindita Eka Wibisono
Pelaksana Tugas Direktur Utama/	Direktur Finance dan Human Capital/
Task Eksekutor President Director	*Finance and HC Director*

RSM

Amir Abadi Jusuf, Aryanto, Mawar & Rekan

Amir Abadi Jusuf, Aryanto, Mawar & Rekan
Registered Public Accountants

RSM Indonesia
Plaza ASIA, Level 10
Jl. Jend. Sudirman Kav. 59
Jakarta 12190 Indonesia

T +62 21 5140 1340
F +62 21 5140 1350

www.rsm.id

Nomor/*Number* : 00356/2.1030/AU.1/06/0645-1/1/III/2020

Laporan Auditor Independen/ *Independent Auditor's Report*

Pemegang Saham, Dewan Komisaris dan Direksi/
The Shareholders, Board of Commissioners, and Directors

PT Indonesia Comnets Plus

Kami telah mengaudit laporan keuangan PT Indonesia Comnets Plus ("Perusahaan") terlampir, yang terdiri dari laporan posisi keuangan tanggal 31 Desember 2019, serta laporan laba rugi dan penghasilan komprehensif lain, laporan perubahan ekuitas, dan laporan arus kas untuk tahun yang berakhir pada tanggal tersebut, dan suatu ikhtisar kebijakan akuntansi signifikan dan informasi penjelasan lainnya.

We have audited the accompanying financial statements of PT Indonesia Comnets Plus ("the Company"), which comprise the statement of financial position as of December 31, 2019, and the statement of profit or loss and other comprehensive income, statement of changes in equity, and statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Tanggung jawab manajemen atas laporan keuangan
Manajemen bertanggung jawab atas penyusunan dan penyajian wajar laporan keuangan ini sesuai dengan Standar Akuntansi Keuangan di Indonesia, dan atas pengendalian internal yang dianggap perlu oleh manajemen untuk memungkinkan penyusunan laporan keuangan yang bebas dari kesalahan penyajian material, baik yang disebabkan oleh kecurangan maupun kesalahan.

Management's responsibility for the financial statements
Management is responsible for the preparation and fair presentation of these financial statements in accordance with Indonesian Financial Accounting Standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Tanggung jawab auditor
Tanggung jawab kami adalah untuk menyatakan suatu opini atas laporan keuangan ini berdasarkan audit kami. Kami melaksanakan audit kami berdasarkan Standar Audit yang ditetapkan oleh Institut Akuntan Publik Indonesia. Standar tersebut mengharuskan kami untuk mematuhi ketentuan etika serta merencanakan dan melaksanakan audit untuk memperoleh keyakinan memadai tentang apakah laporan keuangan bebas dari kesalahan penyajian material.

Auditor's responsibility
Our responsibility is to express an opinion on the financial statements based on our audit. We conducted our audit in accordance with Standards on Auditing established by the Indonesian Institute of Certified Public Accountants. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

Amir Abadi Jusuf, Aryanto, Mawar & Rekan is a member of the RSM network. RSM is the trading name used by the members of the RSM network. Each member of the RSM network is an independent accounting and consulting firm which practices in its own right. The RSM network is not itself a separate legal entity in any jurisdiction.

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Registered at the Indonesia
Financial Services Authority (OJK)

Suatu audit melibatkan pelaksanaan prosedur untuk memperoleh bukti audit tentang angka-angka dan pengungkapan dalam laporan keuangan. Prosedur yang dipilih bergantung pada pertimbangan auditor, termasuk penilaian atas risiko kesalahan penyajian material dalam laporan keuangan, baik yang disebabkan oleh kecurangan maupun kesalahan. Dalam melakukan penilaian risiko tersebut, auditor mempertimbangkan pengendalian internal yang relevan dengan penyusunan dan penyajian wajar laporan keuangan entitas untuk merancang prosedur audit yang tepat sesuai dengan kondisinya, tetapi bukan untuk tujuan menyatakan opini atas keefektivitasan pengendalian internal entitas. Suatu audit juga mencakup pengevaluasian atas ketepatan kebijakan akuntansi yang digunakan dan kewajaran estimasi akuntansi yang dibuat oleh manajemen, serta pengevaluasian atas penyajian laporan keuangan secara keseluruhan.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditors consider internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

Kami yakin bahwa bukti audit yang telah kami peroleh adalah cukup dan tepat untuk menyediakan suatu basis bagi opini audit kami.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opini

Menurut opini kami, laporan keuangan terlampir menyajikan secara wajar, dalam semua hal yang material, posisi keuangan PT Indonesia Comnets Plus tanggal 31 Desember 2019, serta kinerja keuangan dan arus kas untuk tahun yang berakhir pada tanggal tersebut, sesuai dengan Standar Akuntansi Keuangan di Indonesia.

Opinion

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of PT Indonesia Comnets Plus as of December 31, 2019, and their financial performance and cash flows for the year then ended, in accordance with Indonesian Financial Accounting Standards.

Penekanan suatu hal

Kami membawa perhatian pada Catatan 30 atas laporan keuangan yang menjelaskan tentang dampak pandemi Covid-19 terhadap bisnis dan operasi PT Indonesia Comnets Plus serta asesmen manajemen bahwa tidak terdapat dampak negatif dalam jangka pendek. Meskipun demikian terdapat ketidakpastian dampak dari situasi ini dalam jangka panjang. Opini kami tidak dimodifikasi sehubungan dengan hal tersebut.

Emphasis of matter

We draw attention to Note 30 to the financial statements which describes impact of the Covid-19 pandemic on the business and operations PT Indonesia Comnets Plus and the management assessment that there were no negative impacts in the short term. However there is uncertainty in the impact of this situation in the longer term. Our opinion is not modified in respect of this matter.

Amir Abadi Jusuf, Aryanto, Mawar & Rekan

Dedy Sukrisnadi
Nomor Izin Akuntan Publik: AP. 0645/
Public Accountant License Number: AP. 0645

Jakarta, 31 Maret / *March 31,* 2020

PT INDONESIA COMNETS PLUS

LAPORAN POSISI KEUANGAN
31 Desember 2019 dan 2018
(Dalam Jutaan Rupiah, kecuali dinyatakan lain)

STATEMENTS OF FINANCIAL POSITION
December 31, 2019 and 2018
(In Millions of Rupiah, unless otherwise stated)

	Catatan/ *Notes*	2019 Rp	2018 Rp	
ASET				***ASSETS***
ASET LANCAR				***CURRENT ASSETS***
Kas dan setara kas	5	598,307	424,115	*Cash and cash equivalents*
Piutang usaha	6			*Trade receivables*
Pihak berelasi		561,845	802,446	*Related parties*
Pihak ketiga		254,466	190,261	*Third parties*
Piutang lain-lain		15,229	14,644	*Other receivables*
Persediaan	7	104,185	80,848	*Inventories*
Pajak dibayar di muka	22	263,283	176,486	*Prepaid taxes*
Biaya dibayar di muka dan uang muka	8	47,292	45,697	*Prepaid expenses and advances*
Jumlah Aset Lancar		**1,844,607**	**1,734,497**	***Total Current Assets***
ASET TIDAK LANCAR				***NON-CURRENT ASSETS***
Rekening bank yang dibatasi penggunaannya	9	30,575	27,862	*Restricted cash in banks*
Piutang lain-lain		4,584	4,572	*Other receivables*
Aset pajak tangguhan	22	82,802	61,171	*Deferred tax assets*
Aset tetap	10	1,648,755	1,225,716	*Property and equipment*
Aset tidak lancar lain	11	63,124	44,406	*Other non-current assets*
Jumlah Aset Tidak Lancar		**1,829,840**	**1,363,727**	***Total Non-current Assets***
JUMLAH ASET		**3,674,447**	**3,098,224**	***TOTAL ASSETS***
LIABILITAS DAN EKUITAS				***LIABILITIES AND EQUITY***
LIABILITAS JANGKA PENDEK				***CURRENT LIABILITIES***
Utang usaha	12			*Trade payables*
Pihak berelasi		165	90	*Related parties*
Pihak ketiga		362,444	294,815	*Third parties*
Utang lain-lain		62	62	*Other payables*
Utang pajak	22	66,836	92,774	*Taxes payables*
Pendapatan diterima di muka	13	43,611	37,035	*Unearned revenues*
Biaya masih harus dibayar	14	365,297	302,674	*Accrued expenses*
Pinjaman yang jatuh tempo dalam satu tahun	15	37,419	72,379	*Long-term loan - current maturities*
Jumlah Liabilitas Jangka Pendek		**875,834**	**799,829**	***Total Current Liabilities***
LIABLILITAS JANGKA PANJANG				***NON-CURRENT LIABILITIES***
Uang jaminan langganan		1,309	1,321	*Customer security deposits*
Pinjaman jangka panjang setelah dikurangi bagian jatuh tempo dalam satu tahun	15	47,181	84,600	*Long-term loan - net of current maturities*
Liabilitas imbalan kerja	23	150,254	105,707	*Employee benefits liabilities*
Jumlah Liabilitas Jangka Panjang		**198,744**	**191,628**	***Total Non-current Liabilities***
JUMLAH LIABILITAS		**1,074,578**	**991,457**	***TOTAL LIABILITIES***
EKUITAS				***EQUITY***
Modal Saham - nilai nominal Rp1.000 (angka penuh) per saham Modal dasar - 204.000.000 saham Modal ditempatkan dan disetor penuh 84.859.000 saham	16	84,859	84,859	*Capital stock - par value of Rp1,000 (full amount) per share Authorized - 204,000,000 shares Subscribed and paid-up 84,859,000 shares*
Saldo laba				*Retained earnings*
Ditentukan penggunaannya		48,829	48,829	*Appropriated*
Tidak ditentukan penggunaannya		2,486,832	1,976,123	*Unappropriate*
Penghasilan komprehensif lain		(20,651)	(3,044)	*Other comprehensive income*
JUMLAH EKUITAS		**2,599,869**	**2,106,767**	***TOTAL EQUITY***
JUMLAH LIABILITAS DAN EKUITAS		**3,674,447**	**3,098,224**	***TOTAL LIABILITIES AND EQUITY***

Catatan terlampir merupakan bagian yang tidak terpisahkan dari laporan keuangan secara keseluruhan

The accompanying notes form an integral part of these financial statements as a whole

LAPORAN LABA RUGI DAN PENGHASILAN KOMPREHENSIF LAIN
Untuk Tahun-tahun yang Berakhir pada Tanggal 31 Desember 2019 dan 2018
(Dalam Jutaan Rupiah, kecuali dinyatakan lain)

STATEMENTS OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
For the Years Ended December 31, 2019 and 2018
(In Millions of Rupiah, unless otherwise stated)

	Catatan/ *Notes*	2019 Rp	2018 Rp	
PENDAPATAN	17	2,533,753	2,169,204	***REVENUES***
BEBAN USAHA				***OPERATING EXPENSES***
Koneksi dan beban langsung lainnya	18	1,031,058	833,413	*Connection and other direct expenses*
Penyusutan	10	269,879	230,967	*Depreciation*
Kepegawaian	19	309,083	271,160	*Personnel*
Pemeliharaan	20	192,294	159,968	*Maintenance*
Pemasaran	21	35,201	28,152	*Marketing*
Jumlah Beban Usaha		1,837,515	1,523,660	*Total Operating Expenses*
LABA USAHA		**696,238**	**645,544**	***OPERATING INCOME***
Penghasilan keuangan		19,592	15,938	*Financial income*
Keuntungan (kerugian) kurs mata uang asing - bersih		(68)	171	*Gain (loss) on foreign exchange - net*
Beban keuangan		(12,869)	(21,405)	*Financial cost*
Lain-lain - bersih		2,005	(17,203)	*Other - net*
LABA SEBELUM PAJAK		**704,898**	**623,045**	***INCOME BEFORE TAX***
BEBAN PAJAK	22	**(194,189)**	**(180,661)**	***TAX EXPENSES***
LABA TAHUN BERJALAN		**510,709**	**442,384**	***INCOME FOR THE YEAR***
Penghasilan komprehensif lain tahun berjalan				***Other comprehensive income for the year***
Pos-pos yang tidak akan direklasifikasi ke laba-rugi:				*Items that will not be reclassified to profit or loss:*
Pengukuran kembali atas program imbalan pasti		(23,476)	17,311	*Remeasurement on defined benefit plans*
Manfaat pajak terkait	22	5,869	(4,328)	*Related income tax*
Penghasilan komprehensif lain tahun berjalan setelah pajak		**(17,607)**	**12,983**	***Other comprehensive income for the year after tax***
JUMLAH PENGHASILAN KOMPREHENSIF TAHUN BERJALAN		**493,102**	**455,367**	***TOTAL COMPREHENSIVE INCOME FOR THE YEAR***

Catatan terlampir merupakan bagian yang tidak terpisahkan dari laporan keuangan secara keseluruhan

The accompanying notes form an integral part of these financial statements as a whole

PT INDONESIA COMNETS PLUS

LAPORAN PERUBAHAN EKUITAS
Untuk Tahun-tahun yang Berakhir pada
Tanggal 31 Desember 2019 dan 2018
(Dalam Jutaan Rupiah, kecuali dinyatakan kembali)

STATEMENTS OF CHANGES IN EQUITY
For the Years Ended
December 31, 2019 and 2018
(In Million of Rupiah, unless otherwise stated)

	Catatan/ *Notes*	Modal ditempatkan dan disetor penuh/ *Subscribed and paid-up capital stock* Rp	Saldo Laba/ *Retained Earnings*		Penghasilan komprehensif lain/ *Other comprehensive income* Rp	Jumlah Ekuitas/ *Total equity* Rp	
			Ditentukan penggunaannya/ *Appropriated* Rp	Tidak ditentukan penggunaannya/ *Unappropriated* Rp			
Saldo per 1 Januari 2018	16	**84,859**	**48,829**	**1,618,266**	**(16,027)**	**1,735,927**	***Balance as of January 1, 2018***
Laba tahun berjalan		--	--	442,384	--	442,384	*Income for the year*
Penghasilan komprehensif lain tahun berjalan		--	--	--	12,983	12,983	*Other comprehensive income for the year*
Dividen tunai		--	--	(84,527)	--	(84,527)	*Cash dividend*
Saldo per 31 Desember 2018	16	**84,859**	**48,829**	**1,976,123**	**(3,044)**	**2,106,767**	***Balance as of December 31, 2018***
Laba tahun berjalan		--	--	510,709	--	510,709	*Income for the year*
Penghasilan komprehensif lain tahun berjalan		--	--	--	(17,607)	(17,607)	*Other comprehensive income for the year*
Saldo per 31 Desember 2019	16	**84,859**	**48,829**	**2,486,832**	**(20,651)**	**2,599,869**	***Balance as of December 31, 2019***

Catatan terlampir merupakan bagian yang tidak terpisahkan dari laporan keuangan secara keseluruhan

The accompanying notes form an integral part of these financial statements as a whole

PT INDONESIA COMNETS PLUS

LAPORAN ARUS KAS
Untuk Tahun-tahun yang Berakhir pada
Tanggal 31 Desember 2019 dan 2018
(Dalam Jutaan Rupiah, kecuali dinyatakan lain)

STATEMENTS OF CASH FLOWS
For the Years Ended
December 31, 2019 and 2018
(In Million of Rupiah, unless otherwise stated)

	2019 Rp	2018 Rp	
ARUS KAS DARI AKTIVITAS OPERASI			***CASH FLOWS FROM OPERATING ACTIVITIES***
Penerimaan kas dari pelanggan	2,716,117	1,978,065	*Cash receipts from customers*
Pembayaran kas kepada pemasok dan karyawan	(1,404,792)	(1,135,369)	*Cash paid to suppliers and employees*
Penerimaan bunga	19,592	15,938	*Interest received*
Pembayaran pajak penghasilan	(327,117)	(223,920)	*Income tax paid*
Kas bersih diperoleh dari aktivitas operasi	**1,003,799**	**634,714**	***Net cash provided by operating activities***
ARUS KAS DARI AKTIVITAS INVESTASI			***CASH FLOWS FROM INVESTING ACTIVITIES***
Perolehan aset tetap	(692,918)	(461,030)	*Addition of property and equipment*
Perolehan perangkat lunak	(47,768)	(9,724)	*Addition of software*
Penempatan rekening bank yang dibatasi penggunaannya	(2,713)	(5,611)	*Placement of restricted cash in bank*
Kas bersih digunakan untuk aktivitas investasi	**(743,399)**	**(476,365)**	***Net cash used in investing activities***
ARUS KAS DARI AKTIVITAS PENDANAAN			***CASH FLOWS FROM FINANCING ACTIVITIES***
Pembayaran pinjaman jangka panjang	(72,379)	(92,379)	*Payments of long-term loan*
Pembayaran bunga	(13,829)	(22,295)	*Interest expenses paid*
Pembayaran dividen	--	(84,527)	*Dividend paid*
Kas bersih digunakan untuk aktivitas pendanaan	**(86,208)**	**(199,201)**	***Net cash used in financing activities***
(PENURUNAN) KENAIKAN BERSIH KAS DAN SETARA KAS	**174,192**	**(40,852)**	***NET (DECREASE) INCREASE IN CASH AND CASH EQUIVALENTS***
KAS DAN SETARA KAS AWAL TAHUN	**424,115**	**464,967**	***CASH AND CASH EQUIVALENTS AT BEGINNING OF THE YEAR***
KAS DAN SETARA KAS AKHIR TAHUN	**598,307**	**424,115**	***CASH AND CASH EQUIVALENTS AT END OF THE YEAR***

Tambahan informasi transasksi non-kas disajikan dalam catatan 27

Additional information of non-cash transaction are presented in note 27

Catatan terlampir merupakan bagian yang tidak terpisahkan dari laporan keuangan secara keseluruhan

The accompanying notes form an integral part of these financial statements as a whole

1. Umum

a. Pendirian dan Informasi Umum

PT Indonesia Comnets Plus ("Perusahaan") didirikan berdasarkan Akta Notaris No. 3 dari Ny. Raden Roro Hariyanti Poerbiantari S.H., CN, notaris di Jakarta, pengganti Ny. Poerbaningsih Adi Warsito S.H., notaris di Jakarta tanggal 3 Oktober 2000. Akta pendirian ini telah disahkan oleh Menteri Kehakiman dan Hak Asasi Manusia dengan Surat Keputusan No. C-23506.HT.01.01.TH.2000 tanggal 1 November 2000 serta diumumkan dalam Berita Negara Republik Indonesia No. 34 tanggal 27 April 2001, Tambahan No. 2672.

Anggaran dasar Perusahaan mengalami beberapa kali perubahan, terakhir dengan Akta Notaris No. 04 tanggal 4 Mei 2012 dari M. Nova Faisal, SH., M.kn, notaris di Jakarta, dalam rangka penambahan modal ditempatkan dan disetor secara *inbreng* (penyerahan aset) oleh PT PLN (Persero) ("PLN"). Akta perubahan ini telah diterima dan dicatat di Departemen Hukum dan Hak Asasi Manusia Republik Indonesia Direktorat Jenderal Administrasi Hukum Umum dengan Surat No. AHU-AH.01.10-1776 tanggal 16 Mei 2012.

Sesuai dengan Pasal 3 anggaran dasar Perusahaan, ruang lingkup kegiatan Perusahaan meliputi:

a. Penyediaan jaringan telekomunikasi;
b. Penyediaan peralatan dan/atau jasa telekomunikasi;
c. Penyediaan konten telekomunikasi;
d. Penyediaan piranti lunak dan/atau piranti keras dan/atau jasa teknologi informasi;
e. Penyediaan manajemen dan pengoperasian sistem komputer dan/atau fasilitas pengolahan data serta kegiatan profesional lainnya dan kegiatan terkait teknologi informasi yang berhubungan dengan bidang sumber daya manusia, bidang keuangan & akuntasi dan bidang pelayanan pelanggan;
f. Penyediaan layanan lainnya yang berkaitan dengan telekomunikasi dan teknologi informasi untuk menunjang kegiatan usaha bidang ketenagalistrikan.

1. General

a. Establishment and General Information

PT Indonesia Comnets Plus (the "Company") was established based on Notarial Deed No. 3 of Mrs. Raden Roro Hariyanti Poerbiantari S.H., CN, notary in Jakarta, who replaced Mrs. Poerbaningsih Adi Warsito S.H., notary in Jakarta dated October 3, 2000. The deed of establishment was approved by the Minister of Justice and Human Rights of the Republic of Indonesia in his Decision Letter No. C-23506.HT.01.01. TH.2000 dated November 1, 2000 and was published in State Gazette No. 34 dated April 27, 2001, Supplement No. 2672.

The Company's articles of association have been amended several times, most recently by the Notarial Deed No. 04 dated May 4, 2012 of M. Nova Faisal, SH., M.kn, notary in Jakarta, in relation with the increase in subscribed and paid-up capital through exchange of assets (inbreng) by PT PLN (Persero) ("PLN"). This change was received and recorded in the Directorate General of Public Law Administration of the Department of Law and Human Rights of the Republic of Indonesia, with Letter No. AHU-AH.01.10-1776 dated May 16, 2012.

In accordance with Article 3 of the Company's articles of association, the scope of its activities includes:

a. Telecommunication network provider;
b. Telecommunication equipment and/or service provider;
c. Telecommunication content provider;
d. Software and/or hardware and/or technology services provider;
e. Management and operation of computer systems and/or data processing facilities and other professional activities provider and activities related to information technology related to human resources, finance & accounting, and customer service;
f. Other services related to telecommunications and informations technology to support business activities in the electricity sector.

Berdasarkan Surat No. KP.355 tanggal 14 Oktober 2010, Kementerian Perhubungan Republik Indonesia telah memberikan izin penyelenggaraan jaringan tetap lokal kewajiban pelayanan universal telekomunikasi.

Based on Letter No. KP.355 dated October 14, 2010, the Ministry of Transportation of the Republic of Indonesia has given the local fixed network of universal service obligation permission.

Pada tanggal 10 Desember 2014, berdasarkan Keputusan Direktur Jenderal Penyelenggaraan Pos dan Informatika No. 997 tahun 2014, Perusahaan telah diberikan izin penyelenggaraan jasa interkoneksi internet *Network Access Point* ("NAP").

On December 10, 2014, based on Decision of Director General of Post and Information Technology No. 997 year 2014, the Company has been given the Network Access Point ("NAP") service permission.

Pada tanggal 28 Januari 2015, Kementerian Komunikasi dan Informatika Republik Indonesia melalui Direktorat Jenderal Penyelenggaraan Pos dan Informatika menerbitkan Surat Keputusan Direktur Jenderal Pos dan Informatika No. 55 tahun 2015 tentang penyelenggaraan jasa internet dan pemberian izin bagi Perusahaan untuk menyelenggarakan jasa akses internet.

On January 28, 2015, the Ministry of Communications and Information Technology of the Republic of Indonesia, through the Directorate General of Post and Information Technology, issued a Decision Letter No. 55 year 2015 regarding the implementation of internet services and permission for the Company to provide internet access service.

Berdasarkan Keputusan Direktur Jenderal Penyelenggaraan Pos dan Informatika No. 37 tahun 2017, Perusahaan telah diberikan izin penyelenggaraan jaringan tetap tertutup.

Based on Decision of Director General of Post and Information Technology No. 37 year 2017, the Company has been given the secured permanent network permission.

Berdasarkan Surat Keputusan Domisili tanggal 15 Agustus 2017, Perusahaan beralamat di Gedung PLN Jl. KH Abdul Rochim Kuningan Barat 1, RT/RW 009/001, Kelurahan Kuningan Barat, Kecamatan Mampang Prapatan, Jakarta Selatan.

Based on the Domicile Decree dated August 15, 2017, the Company is located in Gedung PLN Jl. KH Abdul Rochim Kuningan Barat 1, RT/RW 009/001, Kelurahan Kuningan Barat, Kecamatan Mampang Prapatan Jakarta Selatan.

Perusahaan memulai kegiatan komersialnya pada tahun 2001.

The Company started its commercial operations in 2001.

b. Susunan Pengurus dan Informasi Lain

Pada tanggal 31 Desember 2019 dan 2018, susunan pengurus Perusahaan adalah sebagai berikut:

b. Management and Other Information

The Company's management at December 31, 2019 and 2018 consisted of the following:

	2019	2018	
Komisaris			***Commisioner***
Komisaris Utama	Edwin Hidayat Abdullah	Edwin Hidayat Abdullah	*President Commisioner*
Komisaris	Gong Matua Hasibuan	Gong Matua Hasibuan	*Commisioner*
Komisaris	Agus Sutiawan	Agus Sutiawan	*Commisioner*
PLT Komisaris	Ahmad M. Ramli	Ahmad M. Ramli	*Acting Commisioner*
PLT Komisaris	Wanhar*)	Agoes Tribusono	*Acting Commisioner*
PLT Komisaris	Indra Kesuma	Indra Kesuma	*Acting Commisioner*

*) Berdasarkan Akta No.45 tanggal 25 Juni 2019, dari M. Nova Faisal, SH., M.Kn di Jakarta tentang Pernyataan Keputusan Pemegang Saham Secara Sirkuler

*) *Based on deed No.45 dated June 25, 2019 of M. Nova Faisal, SH. Mkn, notary in Jakarta related to Statement of Circular Shareholder Decision*

	2019	2018	
Direksi			***Director***
PLT Direktur Utama	Iwan Purwana**)	Hikmat Dradjat	*Acting President Director*
PLT Direktur *Service Excellence*	Zulheldi	Zulheldi	*Acting Director of Service Excellence*
Direktur Keuangan dan *Human Capital*	Anindita Eka Wibisono***)	Kuswowo	*Director of Finance and Human Capital*
PLT Direktur *Electricity* dan *Whole Sales Business*	Ardian Cholid	Ardian Cholid	*Acting Director of Electricity and Wholesale Business*
PLT Direktur *Digital Solution* dan B*usiness Development*	Ivan Cahya Permana****)	--	*Acting Director of Digital Solution and Business Development*

**) Berdasarkan Akta No.69 tanggal 19 November 2019, dari M. Nova Faisal, SH., M.Kn di Jakarta tentang Pernyataan Keputusan Pemegang Saham Secara Sirkuler.
***) Berdasarkan Akta No.10 tanggal 13 Agustus 2019, dari M. Nova Faisal, SH., M.Kn di Jakarta tentang Pernyataan Keputusan Pemegang Saham Secara Sirkuler.
****) Berdasarkan Akta No.69 tanggal 19 November 2019, dari M. Nova Faisal, SH., M.Kn di Jakarta tentang Pernyataan Keputusan Pemegang Saham Secara Sirkuler.

***) Based on deed No. 69 dated November 19, 2019 of M. Nova Faisal, SH. Mkn, notary in Jakarta related to Statement of Circular Shareholder Decision*
****) Based on deed No.10 dated August 13, 2019 of M. Nova Faisal, SH. Mkn, notary in Jakarta related to Statement of Circular Shareholder Decision.*
*****) Based on deed No. 69 dated November 19, 2019 of M. Nova Faisal, SH. Mkn, notary in Jakarta related to Statement of Circular Shareholder Decision*

Pada tanggal 31 Desember 2019 dan 2018, jumlah karyawan Perusahaan masing-masing 723 karyawan (tidak diaudit) dan 597 karyawan (tidak diaudit).

As of December 31, 2019 dan 2018, the Company had a total number of employees of 723 (unaudited) and 597 (unaudited), respectively.

2. Penerapan Pernyataan Standar Akuntansi Keuangan ("PSAK") Baru dan Revisi, serta Interpretasi Standar Akuntansi Keuangan ("ISAK")

2. New and Revised Statements of Financial Accounting Standard ("SFAS") and Interpretation of Financial Accounting Standards ("ISFAS")

a. PSAK Baru dan Revisi, serta ISAK yang berlaku efektif untuk tahun buku yang dimulai pada atau setelah tanggal 1 Januari 2019

Pengesahan amandemen dan penyesuaian atas PSAK dan ISAK yang telah diterbitkan oleh Dewan Standar Akuntansi Keuangan Ikatan Akuntan Indonesia ("DSAK-IAI"), berlaku efektif untuk tahun buku yang dimulai pada atau setelah tanggal 1 Januari 2019, adalah sebagai berikut:

- PSAK 22 (Penyesuaian 2018): Kombinasi Bisnis;
- PSAK 24 (Amandemen 2018): Imbalan Kerja tentang Amandemen, Kurtailmen atau Penyelesaian Program;
- PSAK 46 (Penyesuaian 2018): Pajak Penghasilan;
- PSAK 66 (Penyesuaian 2018): Pengaturan Bersama;
- ISAK 33: Transaksi Valuta Asing dan Imbalan Di muka;
- ISAK 34: Ketidakpastian dalam Perlakuan Pajak Penghasilan.

a. New and Revised SFAS and ISFAS effective for the year beginning on or after January 1, 2019

Ratification of amendments and improvements of SFAS and ISFAS issued by the Financial Accounting Standard Board of the Indonesian Institute of Accounting ("DSAK-IAI"), effective for the year beginning on or after January 1, 2019, are as follows:

- *SFAS 22 (Improvement 2018): Business Combination;*
- *SFAS 24 (Amendment 2018): Employee Benefit regarding Plan Amendment, Curtailment or Settlement;*
- *SFAS 46 (Improvement 2018): Income Tax;*
- *SFAS 66 (Improvement 2018): Joint Arrangement;*
- *ISFAS 33 : Foreign Currency Transactions and Advance Consideration;*
- *ISFAS 34: Uncertainty Over Income Tax Treatments.*

Implementasi dari standar-standar tersebut tidak memiliki dampak yang signifikan terhadap jumlah yang dilaporkan di periode berjalan atau tahun sebelumnya.

b. PSAK Baru dan Revisi, serta ISAK yang berlaku efektif untuk tahun buku yang dimulai pada atau setelah tanggal 1 Januari 2020 dan setelahnya

Amandemen standar dan interpretasi berikut ini efektif untuk periode yang dimulai pada atau setelah 1 Januari 2020 dengan penerapan dini diperkenankan, yaitu:

- PSAK 15 (Amandemen 2017): Investasi pada Entitas Asosiasi dan Ventura Bersama tentang Kepentingan Jangka Panjang pada Entitas Asosiasi dan Ventura Bersama;
- PSAK 62 (Amandemen 2017): Kontrak Asuransi - Menerapkan PSAK 71: Instrumen Keuangan dengan PSAK 62: Kontrak Asuransi;
- PSAK 71: Instrumen Keuangan;
- PSAK 71 (Amandemen 2018): Instrumen Keuangan tentang Fitur Percepatan Pelunasan dengan Kompensasi Negatif;
- PSAK 72: Pendapatan dari Kontrak dengan Pelanggan;
- PSAK 1 (Amendemen 2019): "Penyajian Laporan Keuangan tentang Judul Laporan Keuangan";
- PSAK 1 (Penyesuaian Tahunan 2019): "Penyajian Laporan Keuangan";

Standar berikut efektif untuk periode yang dimulai pada atau setelah tanggal 1 Januari 2021, dengan penerapan dini diperkenankan yaitu:

- PSAK 112: Akuntansi Wakaf.

Pada saat penerbitan laporan keuangan, Perusahaan masih mempelajari dampak yang mungkin timbul dari penerapan standar baru, amandemen standar, dan interpretasi atas standar serta pengaruhnya pada laporan keuangan Perusahaan.

The implementation of the above standards had no significant effect on the amounts reported for the current period or prior financial years.

b. New and Revised SFAS and ISFAS effective for the year beginning on or after January 1, 2020 and onwards

The following amendments and interpretations of standard will be effective for the year beginning on or after January 1, 2020, for which early adoption is permitted, namely:

- *SFAS 15 (Amendment 2017): Investments in Associates and Joint Ventures: Long-term Interest in Associate and Joint Ventures;*
- *SFAS 62 (Amendment 2017): Insurance Contract - Applying SFAS 71: Financial Instruments with SFAS 62: Insurance Contracts;*
- *SFAS 71: Financial Instruments;*
- *SFAS 71 (Amendment 2018): Financial Instruments: Prepayment Features with Negative Compensation;*
- *SFAS 72: Revenue from Contracts with Customers;*
- *SFAS 1 (Amendment 2019): "Presentation of Financial Statements regarding Title of Financial Statements";*
- *SFAS 1 (Improvement 2019): "Presentation of Financial Statements;*

Standard effective for periods beginning on or after January 1, 2021, with early application is permitted are:

- *SFAS 112: Wakaf Accounting.*

As of the authorization date of these financial statements, the Company are still evaluating the potential impact of these new standards, amendments, and interpretations of standards to the Company's financial statements.

3. Kebijakan Akuntansi Penting / 3. *Significant Accounting Policies*

a. Pernyataan Kepatuhan
Laporan keuangan telah disusun dan disajikan sesuai dengan Standar Akuntansi Keuangan di Indonesia, yang meliputi PSAK dan ISAK yang diterbitkan oleh DSAK-IAI.

a. Statement of Compliance
The financial statements were prepared and presented in accordance with Indonesian Financial Accounting Standards which include SFAS and ISFAS issued by the DSAK – IAI.

b. Dasar Penyusunan

Dasar penyusunan laporan keuangan, kecuali untuk laporan arus kas adalah dasar akrual. Mata uang penyajian yang digunakan untuk penyusunan laporan keuangan adalah mata uang Rupiah ("Rp"), yang juga merupakan mata uang fungsional Perusahaan. Laporan keuangan disusun berdasarkan nilai historis, kecuali beberapa akun tertentu disusun berdasarkan pengukuran lain sebagaimana diuraikan dalam kebijakan akuntansi masing-masing akun tersebut.

Laporan arus kas disusun dengan menggunakan metode langsung dengan mengelompokkan arus kas dalam aktivitas operasi, investasi dan pendanaan.

b. Basis of Preparation

The financial statements, except for the statements of cash flows, are prepared on the accrual basis of accounting. The presentation currency used in the preparation of the financial statements is the Indonesian Rupiah ("Rp"), which is also the functional currency of the Company. The measurement basis is the historical cost, except for certain accounts which are measured on the basis described in the related accounting policies.

The statements of cash flows are prepared using the direct method with classifications of cash flows into operating, investing and financing activities.

c. Transaksi dan Saldo Mata Uang Asing

Pembukuan Perusahaan diselenggarakan dalam mata uang Rupiah, mata uang dari lingkungan ekonomi utama dimana entitas beroperasi (mata uang fungsionalnya). Transaksi-transaksi selama periode berjalan dalam mata uang asing dicatat dengan kurs yang berlaku pada saat terjadinya transaksi. Pada tanggal pelaporan, aset dan kewajiban moneter dalam mata uang asing disesuaikan untuk mencerminkan kurs yang berlaku pada tanggal tersebut. Keuntungan atau kerugian kurs yang timbul dikreditkan atau dibebankan dalam laporan laba rugi komprehensif, kecuali selisih kurs mata uang asing yang dikapitalisasi sebagai biaya pinjaman.

Pada tanggal 31 Desember 2019 dan 2018, kurs konversi yang digunakan Perusahaan sebagai berikut:

c. Foreign Currency Transactions and Balances

The accounts of the Company, is maintained in Indonesian Rupiah, the currency of the primary economic environment in which the entity operates (its functional currency). Transactions during the period involving foreign currencies are recorded at the rates of exchange prevailing at the time the transactions are made. At the reporting date, monetary assets and liabilities denominated in foreign currencies are adjusted to reflect the rates of exchange prevailing at that date. The resulting gains or losses are credited or charged to profit or loss, except those foreign exchange differences which are capitalized as borrowing costs.

The conversion rates used by the Company on December 31, 2019 and 2018 are as follows:

Mata uang/ *Currency*	2019 Kurs tengah/ *Middle rate* Rp *)	2018 Kurs tengah/ *Middle rate* Rp *)
US$	13.901	14.481

d. Transaksi dengan Pihak-pihak Berelasi

Pihak-pihak berelasi adalah orang atau entitas yang terkait dengan Perusahaan (entitas pelapor):

a. Orang atau anggota keluarga dekatnya mempunyai relasi dengan entitas pelapor jika orang tersebut:
   i. memiliki pengendalian atau pengendalian bersama atas entitas pelapor;
   ii. memiliki pengaruh signifikan atas entitas pelapor; atau
   iii. merupakan personil manajemen kunci entitas pelapor atau entitas induk dari entitas pelapor.

b. Suatu entitas berelasi dengan entitas pelapor jika memenuhi salah satu hal berikut:
   i. Entitas dan entitas pelapor adalah anggota dari kelompok usaha yang sama (artinya entitas induk, entitas anak dan entitas anak berikutnya saling berelasi dengan entitas lain).
   ii. Satu entitas adalah entitas asosiasi atau ventura bersama dari entitas lain (atau entitas asosiasi atau ventura bersama yang merupakan anggota suatu kelompok usaha, yang mana entitas lain tersebut adalah anggotanya).
   iii. Kedua entitas tersebut adalah ventura bersama dari pihak ketiga yang sama.
   iv. Satu entitas adalah ventura bersama dari entitas ketiga dan entitas yang lain adalah entitas asosiasi dari entitas ketiga.
   v. Entitas tersebut adalah suatu program imbalan pascakerja untuk imbalan kerja dari salah satu entitas pelapor atau entitas yang terkait dengan entitas pelapor. Jika entitas pelapor adalah entitas yang menyelenggarakan program tersebut, maka entitas sponsor juga berelasi dengan entitas pelapor.
   vi. Entitas yang dikendalikan atau dikendalikan bersama oleh orang yang diidentifikasi dalam huruf (a).

d. Transactions with Related Parties

A related party is a person or entity that is related to the Company (the reporting entity):

a. A person or a close member of that person's family is related to a reporting entity if that person:
   i. has control or joint control over the reporting entity;
   ii. has significant influence over the reporting entity; or
   iii. is a member of the key management personnel of the reporting entity or of a parent of the reporting entity.

b. An entity is related to a reporting entity if any of the following conditions apply:
   i. The entity and the reporting entity are members of the same group (which means that each parent, subsidiary and fellow subsidiary is related to the others).
   ii. One entity is an associate or joint venture of the other entity (or an associate or joint venture of a member of a group of which the other entity is a member).
   iii. Both entities are joint ventures of the same third party.
   iv. One entity is a joint venture of a third entity and the other entity is an associate of the third entity.
   v. The entity is a post-employment benefit *plan for the benefit of employees of either the reporting entity or an entity related to the reporting entity. If the reporting entity is itself such a plan, the sponsoring employers are also related to the reporting entity.*
   vi. The entity is controlled or jointly controlled by a person identified in (a).

vii. Orang yang diidentifikasi dalam huruf (a) (i) memiliki pengaruh signifikan atas entitas atau personil manajemen kunci entitas (atau entitas induk dari entitas), atau

viii. Entitas, atau anggota dari kelompok yang mana entitas merupakan bagian dari kelompok tersebut, menyediakan jasa personil manajemen kunci kepada entitas pelapor atau kepada entitas induk dari entitas pelapor.

vii. A person identified in (a) (i) has significant influence over the entity or is a member of the key management personnel of the entity (or of a parent of the entity), or

viii. The entity, or any member of a group of which it is a part, provides key management personnel services to the reporting entity or to the parent of the reporting entity.

Entitas yang berelasi dengan Pemerintah adalah entitas yang dikendalikan, dikendalikan bersama, atau dipengaruhi oleh Pemerintah. Pemerintah mengacu kepada Pemerintah, instansi Pemerintah dan badan yang serupa baik lokal, nasional maupun internasional.

A government related entity is an entity that is controlled, jointly controlled or significantly influenced by a government. Government refers to government, government agencies and similar bodies whether local, national or international.

Entitas yang berelasi dengan Pemerintah dapat berupa entitas yang dikendalikan atau dipengaruhi secara signifikan oleh Kementerian Keuangan atau Pemerintah Daerah yang merupakan Pemegang Saham entitas, atau entitas yang dikendalikan oleh Pemerintah Republik Indonesia melalui Kementerian BUMN sebagai kuasa pemegang saham.

Government related entity can be an entity which is controlled or significantly influenced by the Ministry of Finance or Local Government being the shareholders of the entity or an entity controlled by the Government of Republic of Indonesia, represented by the Ministry of BUMN as shareholder's representative.

Seluruh transaksi dan saldo yang signifikan dengan pihak berelasi diungkapkan dalam Catatan yang relevan.

All significant transactions and balances with related parties are disclosed in the relevant Notes.

e. Aset Keuangan

Pengakuan dan Pengukuran Awal

Seluruh aset keuangan diakui dan dihentikan pengakuannya pada tanggal diperdagangkan dimana pembelian dan penjualan aset keuangan berdasarkan kontrak yang mensyaratkan penyerahan aset keuangan dalam kurun waktu yang ditetapkan oleh kebiasaan pasar yang berlaku dan awalnya diukur sebesar nilai wajar ditambah biaya transaksi, kecuali untuk aset keuangan yang diukur pada nilai wajar melalui laba rugi, yang awalnya diukur sebesar nilai wajar.

e. Financial Assets

Initial Recognition and Measurement

All financial assets are recognized and derecognized on the trade date where the purchase or sale of a financial asset is under a contract whose terms require delivery of the financial asset within the time frame established by the market concerned and are initially measured at fair value plus transaction costs, except for those financial assets classified as a fair value through profit or loss, which are initially measured at fair value.

Pengukuran Selanjutnya Aset Keuangan

Aset keuangan Perusahaan diklasifikasikan sebagai berikut: aset keuangan yang diukur pada nilai wajar melalui laba rugi, pinjaman yang diberikan dan piutang, dan yang tersedia untuk dijual.

Pada tanggal 31 Desember 2019 dan 2018, aset keuangan Perusahaan terdiri dari pinjaman yang diberikan dan piutang.

Pinjaman yang Diberikan dan Piutang
Pinjaman yang diberikan dan piutang adalah aset keuangan nonderivatif dengan pembayaran tetap atau telah ditentukan dan tidak mempunyai kuotasi di pasar aktif, kecuali:

(a) pinjaman yang diberikan dan piutang yang dimaksudkan untuk dijual dalam waktu dekat dan yang pada saat pengakuan awal ditetapkan sebagai aset keuangan yang diukur pada nilai wajar melalui laba rugi;
(b) pinjaman yang diberikan dan piutang yang pada saat pengakuan awal ditetapkan sebagai tersedia untuk dijual; atau
(c) pinjaman yang diberikan dan piutang dalam hal pemilik mungkin tidak akan memperoleh kembali investasi awal secara substansial kecuali yang disebabkan oleh penurunan kualitas pinjaman.

Setelah pengakuan awal, pinjaman yang diberikan dan piutang diukur pada biaya perolehan diamortisasi dengan menggunakan metode suku bunga efektif.

Metode Suku Bunga Efektif
Metode suku bunga efektif adalah metode yang digunakan untuk menghitung biaya perolehan diamortisasi dari instrumen keuangan dan metode untuk mengalokasikan pendapatan bunga atau beban bunga selama periode yang relevan. Suku bunga efektif adalah suku bunga yang secara tepat mendiskontokan estimasi pembayaran dan penerimaan kas di masa datang (mencakup seluruh komisi dan bentuk lain yang dibayarkan atau diterima yang merupakan bagian yang tak terpisahkan dari suku bunga efektif, biaya transaksi dan premium dan diskonto lainnya) selama perkiraan umur instrumen keuangan, atau, jika lebih tepat, digunakan

Subsequent Measurement of Financial Assets
The Company financial assets are classified into the following specified categories: financial assets at fair value through profit or loss, loans and receivables, and available-for-sale.

As of December 31, 2019 and 2018, The Company's financial assets consist of loans and receivables.

Loans and Receivables
Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market, other than:

(a) those that intends to sell immediately or in the near term and upon initial recognition designated as at fair value through profit or loss;

(b) those that upon initial recognition designated as available for sale; or

(c) those for which the holder may not recover substantially all of its initial investment, other than because of credit deterioration.

After initial recognition, loans and receivable are measured at amortized cost using the effective interest method.

Effective Interest Method
The effective interest method is a method of calculating the amortized cost of a financial instrument and of allocating interest income or interest expense over the relevant period. The effective interest rate is the rate that exactly discount estimated future cash payments or receipts (including all fees and other forms paid or received that form an integral part of the effective interest rate, transaction costs and other premiums or discounts) through the expected life of the financial instrument, or, where appropriate, a shorter period to the net carrying amount of the financial instrument on initial recognition.

periode yang lebih singkat untuk memperoleh nilai tercatat bersih dari instrumen keuangan pada saat pengakuan awal.

Pendapatan diakui berdasarkan suku bunga efektif untuk instrumen keuangan.

Income is recognized on an effective interest basis for financial instruments.

Penurunan Nilai Aset Keuangan

Aset keuangan dievaluasi terhadap indikator penurunan nilai pada setiap akhir tanggal pelaporan. Aset keuangan diturunkan nilainya bila terdapat bukti objektif, sebagai akibat dari satu atau lebih peristiwa yang terjadi setelah pengakuan awal aset keuangan dan peristiwa yang merugikan tersebut berdampak pada estimasi arus kas masa depan atas aset keuangan yang dapat diestimasi secara handal.

Impairment of Financial Assets

Financial assets are assessed for indicators of impairment at the end of each reporting date. Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset and the estimated future cash flows of the investment have been affected.

Bukti objektif penurunan nilai termasuk sebagai berikut:

- kesulitan keuangan signifikan yang dialami penerbit atau pihak peminjam; atau
- pelanggaran kontrak, seperti terjadinya wanprestasi atau tunggakan pembayaran pokok atau bunga; atau
- terdapat kemungkinan bahwa pihak peminjam akan dinyatakan pailit atau melakukan reorganisasi keuangan; atau
- Terdapat data yang dapat diobservasi yang mengindikasikan adanya penurunan yang dapat diukur atas estimasi arus kas masa depan dari kelompok aset keuangan sejak pengakuan awal aset, seperti memburuknya status pembayaran pihak peminjam atau kondisi ekonomi yang berkorelasi dengan gagal bayar.

Objective evidence of impairment could include:

- *significant financial difficulty of the issuer or obligor; or*
- *a breach of contract, such as default or delinquency in interest or principal payments; or*
- *it becoming probable that the borrower will enter bankruptcy or other financial re-organization; or*
- *Observable data indicating that there is a measurable decrease in the estimated future cash flows from a group of financial assets since the initial recognition, such as adverse changes in the payment status of borrowers or economic condition that correlate with defaults.*

Untuk kelompok aset keuangan tertentu, seperti piutang, aset yang dinilai tidak akan diturunkan secara individual tetapi penurunan secara kolektif. Bukti objektif dari penurunan nilai portofolio piutang dapat termasuk pengalaman Perusahaan atas tertagihnya piutang di masa lalu, peningkatan keterlambatan penerimaan pembayaran piutang dari rata-rata periode kredit, dan juga pengamatan atas perubahan kondisi ekonomi nasional atau lokal yang berkorelasi dengan *default* atas piutang.

For certain categories of financial asset, such as receivables, assets that are assessed not to be impaired individually are, in addition, assessed for impairment on a collective basis. Objective evidence of impairment for a portfolio of receivables could include the Company's past experiences of collecting payments, an increase in the number of delayed payments in the portfolio past the average credit period, as well as observable changes in national or local economic conditions that correlate with default on receivables.

Penghentian Pengakuan Aset Keuangan

Perusahaan menghentikan pengakuan aset keuangan jika dan hanya jika hak kontraktual atas arus kas yang berasal dari aset berakhir, atau Perusahaan mentransfer aset keuangan dan secara substansial mentransfer seluruh risiko dan manfaat atas kepemilikan aset kepada entitas lain. Jika Perusahaan tidak mentransfer serta tidak memiliki secara substansial atas seluruh risiko dan manfaat kepemilikan serta masih mengendalikan aset yang ditransfer, maka Perusahaan mengakui keterlibatan berkelanjutan atas aset yang ditransfer dan liabilitas terkait sebesar jumlah yang mungkin harus dibayar. Jika Perusahaan memiliki secara substansial seluruh risiko dan manfaat kepemilikan aset keuangan yang ditransfer, Perusahaan masih mengakui aset keuangan dan juga mengakui pinjaman yang dijamin sebesar pinjaman yang diterima.

Derecognition of Financial Assets

The Company derecognize a financial asset only when the contractual rights to the cash flows from the asset expire, or when they transfer the financial asset and substantially all the risks and rewards of ownership of the asset to another entity. If the Company neither transfer nor retain substantially all the risks and rewards of ownership and continue to control the transferred asset, the Company recognize their retained interest in the asset and an associated liability for amounts they may have to pay. If the Company retain substantially all the risks and rewards of ownership of a transferred financial asset, the Company continue to recognize the financial asset and also recognize a collateralized borrowing for the proceeds received.

Saat penghentian pengakuan aset keuangan secara keseluruhan, selisih antara jumlah tercatat aset dan jumlah pembayaran dan piutang yang diterima dan keuntungan atau kerugian kumulatif yang telah diakui dalam pendapatan komprehensif lain dan terakumulasi dalam ekuitas diakui dalam laba rugi.

On derecognition of a financial asset in its entirety, the difference between the asset's carrying amount and the sum of the consideration received and receivable and the cumulative gain or loss that had been recognized in other comprehensive income and accumulated in equity is recognized in profit or loss.

Saat penghentian pengakuan aset keuangan terhadap satu bagian saja (misalnya ketika Perusahaan masih memiliki hak untuk membeli kembali bagian aset yang ditransfer), Perusahaan mengalokasikan jumlah tercatat sebelumnya dari aset keuangan tersebut pada bagian yang tetap diakui berdasarkan keterlibatan berkelanjutan dan bagian yang tidak lagi diakui berdasarkan nilai wajar relatif dari kedua bagian tersebut pada tanggal transfer. Selisih antara jumlah tercatat yang dialokasikan pada bagian yang tidak lagi diakui dan jumlah dari pembayaran yang diterima untuk bagian yang yang tidak lagi diakui dan setiap keuntungan atau kerugian kumulatif yang dialokasikan pada bagian yang tidak lagi diakui tersebut yang sebelumnya telah diakui dalam penghasilan komprehensif lain diakui pada laba rugi. Keuntungan dan kerugian

On derecognition of a financial asset other than in its entirety (e.g., when the Company retain an option to repurchase part of a transferred asset), the Company allocate the previous carrying amount of the financial asset between the part they continue to recognize under continuing involvement and the part they no longer recognize on the basis of the relative fair values of those parts on the date of the transfer. The difference between the carrying amount allocated to the part that is no longer recognized and the sum of the consideration received for the part no longer recognized and any cumulative gain or loss allocated to it that had been recognized in other comprehensive income is recognized in profit or loss. A cumulative gain or loss that had been recognized in other comprehensive income is allocated between the part that continues to be recognized and the part that is no longer

kumulatif yang sebelumnya diakui dalam penghasilan komprehensif lain dialokasikan pada bagian yang tetap diakui dan bagian yang dihentikan pengakuannya, berdasarkan nilai wajar relatif kedua bagian tersebut.

recognized on the basis of the relative fair values of those parts.

Reklasifikasi

Perusahaan tidak mereklasifikasi instrumen derivatif dari diukur pada nilai wajar melalui laba rugi selama derivatif tersebut dimiliki atau diterbitkan dan tidak mereklasifikasi setiap instrumen keuangan dari diukur melalui laba rugi jika pada pengakuan awal instrumen keuangan tersebut ditetapkan oleh Perusahaan sebagai diukur pada nilai wajar melalui laba rugi. Perusahaan dapat mereklasifikasi aset keuangan yang diukur pada nilai wajar melalui laba rugi, jika aset keuangan tidak lagi dimiliki untuk tujuan penjualan atau pembelian kembali aset keuangan tersebut dalam waktu dekat. Perusahaan tidak mereklasifikasi setiap instrumen keuangan pada nilai wajar melalui laba rugi setelah pengakuan awal.

Reclassification

The Company shall not reclassify a derivative instrument out of the fair value through profit or loss category while it is held or issued and not reclassify any financial instrument out of the fair value through profit or loss category if upon initial recognition it was designated by the Company as at fair value through profit or loss. The Company may reclassify the financial asset out of the fair value through profit or loss category if it is no longer held for the purpose of selling or repurchasing it in the near term. The Company shall not reclassify any financial instrument into the fair value through profit or loss category after initial recognition.

Jika, karena perubahan intensi atau kemampuan Perusahaan, instrumen tersebut tidak tepat lagi diklasifikasikan sebagai investasi dimiliki hingga jatuh tempo, maka investasi tersebut direklasifikasi menjadi tersedia untuk dijual dan diukur kembali pada nilai wajar. Jika terjadi penjualan atau reklasifikasi atas investasi dimiliki hingga jatuh tempo dalam jumlah yang lebih dari jumlah yang tidak signifikan, maka sisa investasi dimiliki hingga jatuh tempo direklasifikasi menjadi tersedia untuk dijual, kecuali penjualan atau reklasifikasi tersebut dilakukan ketika aset keuangan sudah mendekati jatuh tempo atau tanggal pembelian kembali, terjadi setelah seluruh jumlah pokok telah diperoleh secara substansial sesuai jadwal pembayaran atau telah diperoleh pelunasan dipercepat; atau terkait dengan kejadian tertentu yang berada di luar kendali, tidak berulang, dan tidak dapat diantisipasi secara wajar.

If, as a result of a change in the Company's intention or ability, it is no longer appropriate to classify an investment as held-to-maturity investments, it shall be reclassified to available-for–sale investments and remeasured at fair value. Whenever sales or reclassification of more than insignificant amount of held-to-maturity investments, any remaining held-to-maturity investments shall be reclassified as available for sale, other than sale or reclassification that are so close to maturity or the financial asset's call date, occur after all the financial asset's original principal has been collected substantially through scheduled payments or prepayments, or are attributable to an isolated event that is beyond control, non-recurring, and could not have been reasonably anticipated.

Pengukuran Nilai Wajar
Nilai wajar adalah harga yang akan diterima untuk menjual suatu aset atau harga yang akan dibayar untuk mengalihkan suatu liabilitas dalam transaksi teratur antara pelaku pasar pada tanggal pengukuran.

Nilai wajar aset dan liabillitas keuangan diestimasi untuk keperluan pengakuan dan pengukuran atau untuk keperluan pengungkapan.

Nilai wajar dikategorikan dalam level yang berbeda dalam suatu hirarki nilai wajar berdasarkan pada apakah input suatu pengukuran dapat diobservasi dan signifikansi input terhadap keseluruhan pengukuran nilai wajar:
(i) Harga kuotasian (tanpa penyesuaian) di pasar aktif untuk aset atau liabilitas yang identik yang dapat diakses pada tanggal pengukuran (Level 1);
(ii) Input selain harga kuotasian yang termasuk dalam Level 1 yang dapat diobservasi untuk aset atau liabilitas, baik secara langsung maupun tidak langsung (Level 2);
(iii) Input yang tidak dapat diobservasi untuk aset atau liabilitas (Level 3).

Dalam mengukur nilai wajar aset atau liabilitas, Perusahaan sebisa mungkin menggunakan data pasar yang dapat diobservasi. Apabila nilai wajar aset atau liabilitas tidak dapat diobservasi secara langsung, Perusahaan menggunakan teknik penilaian yang sesuai dengan keadaannya dan memaksimalkan penggunaan input yang dapat diobservasi yang relevan dan meminimalkan penggunaan input yang tidak dapat diobservasi.

Perpindahan antara level hirarki nilai wajar diakui oleh Perusahaan pada akhir periode pelaporan dimana perpindahan terjadi.

Fair Value Measurement
Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date.

The fair value of financial assets and financial liabilities is estimated for recognition and measurement or for disclosure purposes.

Fair values are categorized into different levels in a fair value hierarchy based on the degree to which the inputs to the measurement are observable and the significance of the inputs to the fair value measurement in its entirety:
(i) Quoted prices (unadjusted) in active markets for identical assets or liabilities that can be accessed at the measurement date (Level 1);
(ii) Inputs other than quoted prices included in Level 1 that are observable for the assets or liabilities, either directly or indirectly (Level 2);

(iii) Unobservable inputs for the assets or liabilities (Level 3).

When measuring the fair value of an asset or a liability, the Company use market observable data to the extent possible. If the fair value of an asset or a liability is not directly observable, the Company use valuation techniques that are appropriate in the circumstances and maximizes the use of relevant observable inputs and minimizes the use of unobservable inputs.

Transfers between levels of the fair value hierarchy are recognized by the Company at the end of the reporting period during which the change occurred.

f. Liabilitas Keuangan dan Instrumen Ekuitas
Klasifikasi Sebagai Liabilitas atau Ekuitas
Liabilitas keuangan dan instrumen ekuitas yang diterbitkan oleh Perusahaan diklasifikasikan sesuai dengan substansi

f. Financial Liabilities and Equity Instruments
Classification as Liabilities or Equity
Financial liabilities and equity instruments issued by the Company are classified according to the substance of the

perjanjian kontraktual dan definisi liabilitas keuangan dan instrumen ekuitas.

contractual arrangements entered into and the definitions of a financial liability and an equity instrument.

Instrumen Ekuitas
Instrumen ekuitas adalah setiap kontrak yang memberikan hak residual atas aset Perusahaan setelah dikurangi dengan seluruh liabilitasnya. Instrumen ekuitas dicatat sebesar hasil penerimaan bersih setelah dikurangi biaya penerbitan langsung.

Equity Instruments
An equity instrument is any contract that evidences a residual interest in the assets of the Company after deducting all of its liabilities. Equity instruments are recorded as the proceeds received, net of direct issue costs.

Liabilitas Keuangan
Utang usaha, biaya yang masih harus dibayar, utang lain-lain dan pinjaman lainnya pada awalnya diukur pada nilai wajar, setelah dikurangi biaya transaksi, dan selanjutnya diukur pada biaya perolehan diamortisasi dengan menggunakan metode suku bunga efektif, dengan beban bunga diakui berdasarkan metode suku bunga efektif.

Financial Liabilities
Accounts payable, accrued expenses, other payables and other borrowings are initially measured at fair value, net of transaction costs and are subsequently measured at amortized cost, using the effective interest rate method, with interest expense recognized on an effective yield basis.

Penghentian Pengakuan Liabilitas Keuangan
Perusahaan menghentikan pengakuan liabilitas keuangan, jika dan hanya jika, liabilitas Perusahaan telah dilepaskan, dibatalkan atau kadaluarsa. Selisih antara jumlah tercatat liabilitas keuangan yang dihentikan pengakuannya dan imbalan yang dibayarkan dan utang diakui dalam laba rugi.

Derecognition of Financial Liabilities

The Company derecognize financial liabilities, when and only when the Company's obligations are discharged, cancelled or expired. The difference between the carrying amount of the financial liability derecognized and the considerations paid and payable is recognized in profit or loss.

g. Saling Hapus Antar Aset Keuangan dan Liabilitas Keuangan
Aset dan liabilitas keuangan Perusahaan saling hapus dan nilai bersihnya disajikan dalam laporan posisi keuangan jika dan hanya jika:
- saat ini memiliki hak yang berkekuatan hukum untuk melakukan saling hapus atas jumlah yang telah diakui tersebut; dan
- berniat untuk menyelesaikan secara neto atau untuk merealisasikan aset dan menyelesaikan liabilitasnya secara simultan.

g. Netting of Financial Assets and Financial Liabilities
The Company only offset financial assets and liabilities and present the net amount in the statement of financial position where they:
- *currently have a legal enforceable right to set off the recognized amount; and*
- *intend either to settle on a net basis, or to realize the asset and settle the liability simultaneously.*

h. Kas dan Setara Kas
Untuk tujuan penyajian arus kas, kas dan setara kas terdiri dari kas, bank dan semua investasi yang jatuh tempo dalam waktu tiga bulan atau kurang dari tanggal perolehannya dan tidak dijaminkan serta

h. Cash and Cash Equivalents
For cash flow presentation purposes, cash and cash equivalents consist of cash on hand and in banks and all unrestricted investments with maturities of three months or less from the date of placement

tidak dibatasi penggunaannya yang tidak digunakan sebagai jaminan atau tidak dibatasi penggunaannya.

that are not used as collateral or unrestricted.

i. Persediaan
Persediaan dinyatakan berdasarkan biaya perolehan atau nilai realisasi bersih, mana yang lebih rendah. Biaya perolehan ditentukan dengan metode rata-rata tertimbang.

i. Inventories
Inventories are stated at cost or net realizable value, whichever is lower. Cost is determined using the weighted average method.

j. Biaya Dibayar Di muka
Biaya dibayar di muka diamortisasi selama manfaat masing-masing biaya dengan menggunakan metode garis lurus.

j. Prepaid Expenses
Prepayments are amortised over their beneficial periods using the straight-line method.

k. Aset Tetap
Aset tetap yang dimiliki untuk digunakan dalam produksi atau penyediaan barang atau jasa atau untuk tujuan administratif dicatat berdasarkan biaya perolehan setelah dikurangi akumulasi penyusutan dan akumulasi kerugian penurunan nilai.

k. Property and Equipment
Property and equipment held for use in the production or supply of goods or services, or for administrative purposes, are stated at cost, less accumulated depreciation and any accumulated impairment losses.

Biaya awal untuk mendapatkan hak atas tanah diakui sebagai bagian biaya akuisisi tanah, biaya-biaya tersebut tidak disusutkan. Penyusutan diakui dengan menggunakan metode garis lurus berdasarkan taksiran masa manfaat ekonomis aset tetap sebagai berikut:

Initial costs incurred to obtain land rights are recognised as part of the acquisition cost of the land, and these costs are not depreciated. Depreciation is recognised using the straight-line method based on their estimated economic useful lives as follows:

	Tahun/ *Years*	
Bangunan	25	*Buildings*
Peralatan jaringan	10	*Transmission equipment*
Peralatan distribusi	5	*Distribution equipment*
Peralatan umum	5	*General equipment*
Kendaraan	5	*Vehicles*

Masa manfaat ekonomis, nilai residu dan metode penyusutan dievaluasi setiap akhir tahun dan pengaruh dari setiap perubahan estimasi tersebut berlaku prospektif.

The estimated useful lives, residual values and depreciation method are reviewed at each year end, with the effect of any changes in estimate accounted for on a prospective basis.

Beban pemeliharaan dan perbaikan dibebankan pada laporan laba rugi pada saat terjadinya. Biaya-biaya lain yang terjadi selanjutnya yang timbul untuk menambah, mengganti atau memperbaiki aset tetap dicatat sebagai biaya perolehan aset jika dan hanya jika besar kemungkinan manfaat ekonomis di masa depan berkenaan dengan aset tersebut akan mengalir ke entitas dan biaya perolehan aset dapat diukur secara andal.

The cost of maintenance and repairs are charged to profit or loss as incurred. Other costs incurred subsequently to add, to replace part of, or service an item of property and equipment, are recognised as asset if, and only if it is probable that future economic benefits associated with the item will flow to the entity and the cost of the item can be measured reliably.

Aset tetap yang sudah tidak digunakan lagi atau yang dijual, nilai tercatatnya dikeluarkan dari kelompok aset tetap. Keuntungan atau kerugian dari penjualan aset tetap tersebut dibukukan dalam laba rugi.

When assets are retired or otherwise disposed of, their carrying values are removed from the accounts and any resulting gain or loss is reflected in the profit or loss.

Aset yang untuk sementara waktu tidak digunakan dalam operasi dicatat sebagai bagian dari aset tetap. Aset yang sementara waktu tidak digunakan dalam operasi disusutkan dengan metode dan berdasarkan taksiran masa manfaat ekonomis yang sama dengan aset tetap.

Assets that are temporary not used in operations are recorded as part of property and equipment. Assets not used in operations are depreciated using the same method and based on the economic useful lives of the property and equipment.

l. Pekerjaan Dalam Pelaksanaan

Pekerjaan dalam pelaksanaan merupakan biaya-biaya yang berhubungan langsung dengan pembangunan aset tetap. Pekerjaan dalam pelaksanaan dinyatakan sebesar biaya perolehan, termasuk biaya pinjaman selama masa pembangunan dari pinjaman yang digunakan untuk pembangunan dan beban penyusutan aset tetap yang digunakan dalam pekerjaan pembangunan. Akumulasi biaya perolehan akan dipindahkan ke masing-masing aset tetap yang bersangkutan pada saat selesai dan siap digunakan.

l. Construction in Progress

Construction in progress represents costs directly related to the construction of property and equipment. Construction in progress is stated at cost, which includes borrowing costs during construction on debts incurred to finance the construction and depreciation of property and equipment that were used in the construction. Construction in progress is transferred to the respective property and equipment account when completed and ready for use.

m. Penurunan Nilai Aset Non-keuangan

Aset yang diamortisasi atau disusutkan dikaji untuk penurunan nilai jika terdapat kejadian atau perubahan keadaan yang mengindikasikan bahwa jumlah tercatat kemungkinan tidak dapat dipulihkan. Kerugian penurunan nilai diakui sebesar kelebihan jumlah tercatat aset atas jumlah terpulihkannya. Jumlah terpulihkan merupakan jumlah yang lebih tinggi antara nilai wajar aset dikurangi biaya untuk menjual dan nilai pakainya. Dalam rangka menguji penurunan nilai, aset dikelompokkan hingga unit terkecil yang menghasilkan arus kas terpisah (unit penghasil kas). Aset non-keuangan yang mengalami penurunan nilai, ditelaah untuk menentukan apakah terdapat kemungkinan pembalikan penurunan nilai, pada setiap tanggal pelaporan.

m. Impairment of Non-Financial Asset

Assets that are subject to amortization or depreciation are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognized for the amount by which the asset's carrying amount exceeds its recoverable amount. The recoverable amount is the higher of an asset's fair value less cost to sell and its value-in-use. For the purposes of assessing impairment, assets are grouped at the lowest level for which there are separately identifiable cash flows (cash generating units). Non-financial assets that have suffered an impairment are reviewed for possible reversal of the impairment at each reporting date.

Pembalikan rugi penurunan nilai, diakui jika, dan hanya jika, terdapat perubahan estimasi yang digunakan dalam menentukan jumlah terpulihkan aset sejak

Reversal on impairment loss for assets would be recognized if, and only if, there has been a change in the estimates used to determine the asset's recoverable

pengujian penurunan nilai terakhir kali. Pembalikan rugi penurunan nilai tersebut diakui segera dalam laba rugi. Pembalikan tersebut tidak boleh mengakibatkan nilai tercatat aset melebihi biaya perolehan didepresiasi sebelum adanya pengakuan penurunan nilai pada tanggal pembalikan dilakukan.

amount since the last impairment test was carried out. Reversal on impairment losses will be immediately recognized in profit or loss. The reversal will not result in the carrying amount of an asset that exceeds what the depreciated cost would have been had the impairment not been recognized at the date at which the impairment was reversed.

n. Sewa

Sewa diklasifikasikan sebagai sewa pembiayaan jika sewa tersebut mengalihkan secara substansial seluruh risiko dan manfaat yang terkait dengan kepemilikan aset kepada *lessee*. Sewa lainnya, yang tidak memenuhi kriteria tersebut, diklasifikasikan sebagai sewa operasi.

n. Leases

Leases are classified as finance leases whenever the terms of the lease transfer substantially all the risks and rewards of ownership to the lessee. All other leases are classified as operating leases.

o. Aset Tak Berwujud dan Beban Ditangguhkan

Biaya perangkat lunak

Biaya yang terkait dengan pemeliharaan program piranti lunak komputer diakui sebagai beban pada saat terjadinya. Biaya pengembangan yang dapat secara langsung diatribusikan kepada desain dan pengujian produk piranti lunak yang dapat diidentifikasi dan unik yang dikendalikan oleh Perusahaan diakui sebagai aset tak berwujud.

Biaya yang dapat diatribusikan secara langsung dikapitalisasi sebagai bagian produk piranti lunak mencakup beban pekerja pengembang piranti lunak dan bagian *overhead* yang relevan.

Pengeluaran pengembangan yang lain yang tidak memenuhi kriteria ini diakui sebagai beban pada saat terjadinya. Biaya pengembangan yang sebelumnya diakui sebagai beban tidak dapat diakui sebagai aset pada periode berikutnya.

Beban tangguhan hak atas tanah

Biaya pembaruan atau pengurusan perpanjangan hak atas tanah diakui sebagai aset tidak berwujud dan diamortisasi selama periode hak atas tanah sebagaimana tercantum dalam kontrak atau umur ekonomis aset, mana yang lebih pendek.

o. Intangible Assets and Deferred Charges

Software cost

Costs associated with maintaining computer software programs are recognised as an expense as incurred. Development costs that are directly attributable to the design and testing of identifiable and unique software products controlled by the Company are recognised as intangible assets.

Directly attributable costs that are capitalised as part of the software product include the software development employee costs and an appropriate portion of relevant overheads.

Other development expenditures that do not meet these criteria are recognised as an expense as incurred. Development cost previously recognised as an expense are not recognised as an asset in a subsequent period.

Deferred charges for landrights

The cost of renewal or extension of legal rights on land is recognised as an intangible asset and amortised over the period of land rights as stated in the contract or economic life of the asset, whichever is shorter.

p. Pengakuan Pendapatan dan Beban

Pendapatan dari penyediaan jaringan telekomunikasi, jasa telekomunikasi dan jasa lainnya diakui pada saat jasa diberikan. Pendapatan atas jasa pemasangan baru dan mutasi diakui pada saat terminal pelanggan siap untuk digunakan.

Beban diakui pada saat terjadi dengan menggunakan dasar akrual.

p. Revenues and Expenses Recognition

Revenues from the supply of telecommunication network, telecommunication service and others services is recognised when the services are delivered. Revenue from new installations and transfers is recognised when the terminal is ready for use by the customer.

Expenses are recognised when they are incurred, on an accrual basis.

q. Imbalan Kerja

Imbalan Pascakerja

Perusahaan menyelenggarakan program pensiun imbalan pasti untuk semua karyawan tetap yang memenuhi syarat. Perusahaan juga memberikan imbalan pascakerja lain tanpa pendanaan kepada karyawan yang memenuhi persyaratan sesuai dengan kebijakan Perusahaan.

Sehubungan dengan program imbalan pasti, liabilitas diakui pada laporan posisi keuangan sebesar nilai kini kewajiban imbalan pasti pada akhir periode pelaporan dikurangi nilai wajar aset program. Kewajiban imbalan pasti dihitung setiap tahun oleh aktuaris yang independen dengan menggunakan metode *Projected Unit Credit*. Nilai kini kewajiban imbalan pasti ditentukan dengan mendiskontokan arus kas keluar yang diestimasi dengan menggunakan tingkat bunga Obligasi Pemerintah (dikarenakan saat ini tidak ada pasar aktif untuk obligasi perusahaan yang berkualitas tinggi) yang didenominasikan dalam mata uang dimana imbalan akan dibayarkan dan memiliki jangka waktu jatuh tempo mendekati jangka waktu kewajiban pensiun.

Keuntungan dan kerugian aktuarial yang timbul dari penyesuaian dan perubahan dalam asumsi-asumsi aktuarial langsung diakui seluruhnya melalui pendapatan komprehensif lainnya pada saat terjadinya.

Biaya jasa lalu diakui segera dalam laba rugi.

q. Employee Benefits

Post-employment Benefits

The Company have established a defined benefit pension plan covering all of their eligible permanent employees. The Company also provide other unfunded defined post-employment benefit plans for their qualifying employees based on the Company's policies.

The liability recognized in the statement of financial position in respect of defined benefit pension plans is the present value of the defined benefit obligation at the end of the reporting period less the fair value of plan assets. The defined benefit obligation is calculated annually by independent actuaries using the Projected Unit Credit Method. The present value of the defined benefit obligation is determined by discounting the estimated future cash outflows using interest rates of Government Bonds (considering currently there is no deep market for high-quality corporate bonds) that are denominated in the currency in which the benefits will be paid and that have terms to maturity approximating to the terms of the related pension obligation.

Actuarial gains and losses arising from experience adjustments and changes in actuarial assumptions charged or credited to equity in other comprehensive income in the period in which they arise.

Past-service costs are recognized immediately in profit or loss.

Imbalan Kerja Jangka Panjang
Perhitungan imbalan kerja jangka panjang ditentukan dengan menggunakan metode *Projected Unit Credit*. Biaya jasa lalu diakui segera dalam laba rugi. Perusahaan mengakui keuntungan dan kerugian atas kurtailmen atau penyelesaian suatu program imbalan pasti ketika kurtailmen atau penyelesaian tersebut terjadi. Keuntungan atau kerugian atas kurtailmen atau penyelesaian program manfaat pasti diakui di laba rugi ketika kurtailmen atau penyelesaian tersebut terjadi.

Keuntungan dan kerugian aktuarial yang timbul dari penyesuaian dan perubahan dalam asumsi-asumsi aktuarial langsung diakui seluruhnya melalui laba rugi.

Jumlah yang diakui sebagai liabilitas imbalan kerja jangka panjang di laporan posisi keuangan merupakan nilai kini liabilitas imbalan kerja pasti.

Long-term Benefits
Long-term benefits are determined using the Projected Unit Credit Method. Past service costs are recognized immediately in profit or loss. The Company recognized gains or losses on the curtailment or settlement of a defined benefit plan when the curtailment or settlement occurs. The gain or loss on a curtailment or settlement of a defined benefit plan is recognized in profit or loss when the curtailment or settlement occurs.

Actuarial gains and losses arising from experience adjustments and changes in actuarial assumptions charged to profit or loss.

The long-term employee benefits obligation recognized in the statement of financial position represents the present value of the defined benefit obligation.

r. Provisi
Provisi diakui ketika Perusahaan memiliki kewajiban kini (baik bersifat hukum maupun konstruktif) sebagai akibat peristiwa masa lalu, kemungkinan besar Perusahaan diharuskan menyelesaikan kewajiban dan estimasi andal mengenai jumlah kewajiban tersebut dapat dibuat.

Jumlah yang diakui sebagai provisi merupakan estimasi terbaik dari pertimbangan yang diperlukan untuk menyelesaikan kewajiban kini pada akhir periode pelaporan, dengan mempertimbangkan risiko dan ketidakpastian yang kewajibannya. Apabila suatu provisi diukur menggunakan arus kas yang diperkirakan untuk menyelesaikan kewajiban kini, maka nilai tercatatnya adalah nilai kini dari arus kas.

Ketika beberapa atau seluruh manfaat ekonomi untuk penyelesaian provisi yang diharapkan dapat dipulihkan dari pihak ketiga, piutang diakui sebagai aset apabila terdapat kepastian bahwa penggantian akan diterima dan jumlah piutang dapat diukur secara andal.

r. Provisions
Provisions are recognized when the Company have a present obligation (legal or constructive) as a result of a past event and it is probable that the Company will be required to settle the obligation and a reliable estimate can be made of the amount of the obligation.

The amount recognized as a provision is the best estimate of the consideration required to settle the present obligation at the end of the reporting period, taking into account the risks and uncertainties surrounding the obligation. Where a provision is measured using the cash flows estimated to settle the present obligation, its carrying amount is the present value of those cash flows.

When some or all of the economic benefits required to settle a provision are expected to be recovered from a third party, a receivable is recognized as an asset if it is virtually certain that reimbursement will be received and the amount of the receivable can be measured reliably.

s. Pajak penghasilan

Beban pajak adalah jumlah gabungan pajak kini dan pajak tangguhan yang diperhitungkan dalam menentukan laba rugi pada suatu periode. Beban pajak kini ditentukan berdasarkan laba kena pajak dalam tahun yang bersangkutan yang dihitung berdasarkan tarif pajak yang berlaku.

Pajak kini dan pajak tangguhan diakui sebagai beban atau penghasilan dalam laba rugi, kecuali sepanjang pajak penghasilan yang berasal dari transaksi atau kejadian yang diakui, diluar laba rugi (baik dalam pendapatan komprehensif lain maupun secara langsung di ekuitas), dalam hal tersebut pajak juga diakui di luar laporan laba rugi atau yang timbul dari akuntansi awal atau kombinasi bisnis. Dalam kasus kombinasi bisnis, pengaruh pajak termasuk dalam akuntansi kombinasi bisnis.

Untuk pendapatan yang menjadi subjek pajak penghasilan final, beban pajak diakui secara proporsional dengan jumlah pendapatan akuntansi yang diakui dan disajikan dalam sebagai bagian dari akun beban operasional pada tahun berjalan dikarenakan pajak tersebut tidak memenuhi kriteria sebagai pajak penghasilan.

Jumlah pajak kini untuk periode berjalan dan periode sebelumnya yang belum dibayar diakui sebagai liabilitas. Jika jumlah pajak yang telah dibayar untuk periode berjalan dan periode-periode sebelumnya melebihi jumlah pajak yang terutang untuk periode tersebut, maka kelebihannya diakui sebagai aset. Liabilitas (aset) pajak kini untuk periode berjalan dan periode sebelumnya diukur sebesar jumlah yang diperkirakan akan dibayar kepada (direstitusi dari) otoritas perpajakan, yang dihitung menggunakan tarif pajak (dan undang-undang pajak) yang telah berlaku atau secara substantif telah berlaku pada akhir periode pelaporan.

Manfaat terkait dengan rugi pajak yang dapat ditarik untuk memulihkan pajak kini dari periode sebelumnya diakui sebagai aset. Aset pajak tangguhan diakui untuk

s. Income tax

Tax expense is the aggregate amount included in the determination of profit or loss for the period in respect of current tax and deferred tax. Current tax expense is determined based on the taxable profit for the year computed using the prevailing tax rates.

Current and deferred taxes are recognized as an expense or income in profit or loss, except when they relate to items that are recognized outside profit or loss (whether in other comprehensive income or directly in equity), in which case the tax is also recognized outside profit or loss, or where they arise from the initial accounting for a business combination. In the case of a business combination, the tax effect is included in the accounting for the business combination.

For income which is subject to final tax, tax expenses are recognized proportionally with the accounting revenue recognized and presented as part of the operating expenses account in the current year as such tax does not satisfy the criteria of income tax.

Current tax for current and prior periods shall, to the extent unpaid, be recognized as a liability. If the amounts already paid in respect of current and prior periods exceed the amounts due for those periods, the excess shall be recognized as an asset. Current tax liabilities (assets) for the current and prior periods shall be measured at the amount expected to be paid to (recovered from) the taxation authorities, using the tax rates (and tax laws) that have been enacted or substantively enacted by the end of the reporting period.

Tax benefits relating to tax loss that can be carried back to recover current tax of a previous periods is recognized as an asset. Deferred tax asset is recognized for

akumulasi rugi pajak belum dikompensasi dan kredit pajak belum dimanfaatkan sepanjang kemungkinan besar laba kena pajak masa depan akan tersedia untuk dimanfaatkan dengan rugi pajak belum dikompensasi dan kredit pajak belum dimanfaatkan.

the carryforward of unused tax losses and unused tax credit to the extent that it is probable that future taxable profit will be available against which the unused tax losses and unused tax credits can be utilized.

Seluruh perbedaan temporer kena pajak diakui sebagai liabilitas pajak tangguhan, kecuali perbedaan temporer kena pajak yang berasal dari:

a) pengakuan awal *goodwill*; atau
b) pengakuan awal aset atau liabilitas dari transaksi yang bukan kombinasi bisnis dan pada saat transaksi tidak mempengaruhi laba akuntansi atau laba kena pajak (rugi pajak).

A deferred tax liability shall be recognized for all taxable temporary differences, except to the extent that the deferred tax liability arises from:

a) the initial recognition of goodwill; or
b) the initial recognition of an asset or liability in a transaction which is not a business combination and at the time of the transaction, affects neither accounting profit nor taxable profit (tax loss).

Aset dan liabilitas pajak tangguhan diakui atas konsekuensi pajak periode mendatang yang timbul dari perbedaan jumlah tercatat aset dan liabilitas menurut laporan keuangan dengan dasar pengenaan pajak aset dan liabilitas. Liabilitas pajak tangguhan diakui untuk semua perbedaan temporer kena pajak dan aset pajak tangguhan diakui untuk perbedaan temporer yang boleh dikurangkan, sepanjang besar kemungkinan dapat dimanfaatkan untuk mengurangi laba kena pajak pada masa datang.

Deferred tax assets and liabilities are recognized for the future tax consequences attributable to differences between the financial statement carrying amounts of assets and liabilities and their respective tax bases. Deferred tax liabilities are recognized for all taxable temporary differences and deferred tax assets are recognized for deductible temporary differences to the extent that it is probable that taxable income will be available in future periods against which the deductible temporary differences can be utilized.

Aset dan liabilitas pajak tangguhan diukur dengan menggunakan tarif pajak yang diekspektasikan berlaku dalam periode ketika liabilitas diselesaikan atau aset dipulihkan dengan tarif pajak (dan peraturan pajak) yang telah berlaku atau secara substantif telah berlaku pada akhir periode pelaporan.

Deferred tax assets and liabilities are measured at the tax rates that are expected to apply in the period in which the liability is settled or the asset realized, based on the tax rates (and tax laws) that have been enacted, or substantively enacted, by the end of the reporting period.

Pengukuran aset dan liabilitas pajak tangguhan mencerminkan konsekuensi pajak yang sesuai dengan cara Perusahaan ekspektasikan, pada akhir periode pelaporan, untuk memulihkan atau menyelesaikan jumlah tercatat aset dan liabilitasnya.

The measurement of deferred tax assets and deferred tax liabilities reflects the consequences that would follow from the manner in which the Company expect, at the end of the reporting period, to recover or settle the carrying amount of their assets and liabilities.

Jumlah tercatat aset pajak tangguhan dikaji ulang pada akhir periode pelaporan dan dikurangi jumlah tercatatnya jika kemungkinan besar laba kena pajak tidak

The carrying amount of deferred tax asset is reviewed at the end of each reporting period and reduced to the extent that it is no longer probable that sufficient taxable

lagi tersedia dalam jumlah yang memadai untuk mengkompensasikan sebagian atau seluruh aset pajak tangguhan tersebut.

Aset dan liabilitas pajak tangguhan saling hapus, jika dan hanya jika, ketika entitas memiliki hak yang dapat dipaksakan secara hukum untuk melakukan saling hapus aset pajak kini terhadap liabilitas pajak kini dan ketika aset pajak tangguhan dan ketika liabilitas pajak tangguhan terkait dengan pajak penghasilan yang dikenakan oleh otoritas perpajakan yang sama serta Perusahaan yang berbeda yang bermaksud untuk memulihkan aset dan liabilitas pajak kini dengan dasar neto, atau merealisasikan aset dan menyelesaikan liabilitas secara bersamaan, pada setiap periode masa depan dimana jumlah signifikan atas aset atau liabilitas pajak tangguhan diperkirakan untuk diselesaikan atau dipulihkan.

profits will be available to allow all or part of the asset to be recovered.

Deferred tax assets and liabilities are offset, if and only if, when there is legally enforceable right to set off current tax assets against current tax liabilities and when they relate to income taxes levied by the same taxation authority and the Company intend to settle their current tax assets and current tax liabilities on a net basis, or to reliaze the assets and settle the liabilities simultaneously, in each future period in which significant amounts of deferred tax liabilities or assets are expected to be settled or recovered.

4. Pertimbangan Akuntansi dan Estimasi Akuntansi yang Signifikan

4. Significant Accounting Judgements and Estimates

Dalam rangka penerapan kebijakan akuntansi Perusahaan, sebagaimana dijelaskan dalam Catatan 3, manajemen diharuskan untuk membuat pertimbangan, estimasi dan asumsi tentang nilai aset dan liabilitas yang tidak tersedia dari sumber lain. Estimasi dan asumsi berdasarkan pengalaman historis dan faktor lain yang dianggap relevan. Hasil aktual dapat berbeda dari estimasi tersebut.

In the application of the Company's accounting policies, which are described in Note 3, the management is required to make judgments, estimates and assumptions about the carrying amounts of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

Estimasi dan asumsi yang mendasari direviu secara berkelanjutan. Revisi terhadap estimasi akuntansi akan diakui pada periode dimana estimasi tersebut direvisi, jika revisi tersebut hanya berpengaruh terhadap periode tersebut, atau pada periode revisi dan periode berikutnya jika revisi tersebut mempengaruhi periode tersebut.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognized in the period which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

Pertimbangan kritis dalam penerapan kebijakan akuntansi
Dalam proses penerapan kebijakan akuntansi yang dijelaskan dalam Catatan 3, manajemen belum melakukan pertimbangan kritis yang memiliki dampak signifikan terhadap jumlah yang diakui dalam laporan keuangan, selain dari yang melibatkan estimasi, yang diatur di bawah ini.

Critical judgments in applying accounting policies
In the process of applying the accounting policies described in Note 3, management has not made any critical judgment that has significant impact on the amounts recognized in the financial statements, apart from those involving estimates, which are dealt below.

Sumber Estimasi Ketidakpastian

Asumsi utama mengenai masa depan dan sumber estimasi lainnya pada akhir periode pelaporan, yang memiliki risiko signifikan yang mengakibatkan penyesuaian material terhadap jumlah tercatat aset dan liabilitas dalam periode pelaporan berikutnya dijelaskan dibawah ini:

Rugi penurunan nilai pinjaman yang diberikan dan piutang

Perusahaan menilai penurunan nilai pinjaman diberikan dan piutang pada setiap tanggal pelaporan. Dalam menentukan apakah rugi penurunan nilai harus dicatat dalam laba rugi, manajemen membuat penilaian, apakah terdapat bukti objektif bahwa kerugian telah terjadi. Manajemen juga membuat penilaian atas metodologi dan asumsi untuk memperkirakan jumlah dan waktu arus kas masa depan yang direviu secara berkala untuk mengurangi perbedaan antara estimasi kerugian dan kerugian aktualnya. Nilai tercatat pinjaman diberikan dan piutang diungkapkan dalam Catatan 6.

Taksiran masa manfaat ekonomis aset tetap

Masa manfaat setiap aset tetap Perusahaan ditentukan berdasarkan kegunaan yang diharapkan dari penggunaan aset tersebut. Estimasi ini ditentukan berdasarkan evaluasi teknis internal dan pengalaman atas aset sejenis. Masa manfaat setiap aset ditelaah secara periodik dan disesuaikan apabila prakiraan berbeda dengan estimasi sebelumnya karena keausan, keusangan teknis dan komersial, hukum atau keterbatasan lainnya atas pemakaian aset. Namun terdapat kemungkinan bahwa hasil operasi dimasa mendatang dapat dipengaruhi secara signifikan oleh perubahan atas jumlah serta periode pencatatan biaya yang diakibatkan karena perubahan faktor yang disebutkan di atas.

Perubahan masa manfaat aset tetap dapat mempengaruhi jumlah biaya penyusutan yang diakui dan penurunan nilai tercatat aset tetap.

Nilai tercatat aset tetap diungkapkan dalam Catatan 10.

Key Sources of Estimation Uncertainty

The key assumptions concerning future and other key sources of estimation at the end of the reporting period, which have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year, are discussed below:

Impairment loss on loans and receivables

The Company assess their loans and receivables for impairment at each reporting date. In determining whether an impairment loss should be recorded in profit or loss, management makes a judgement as to whether there is an objective evidence that the loss event has occurred. Management also makes judgement as to the methodology and assumptions for estimating the amount and timing of future cash flows which are reviewed regularly to reduce any difference between loss estimate and actual loss. The carrying amount of loans and receivables are disclosed in Notes 6.

Estimated useful lives of property and equipment

The useful life of each item of the Company's property and equipment are estimated based on the period over which the asset is expected to be available for use. Such estimation is based on an internal technical evaluation and experience with similar assets. The estimated useful life of each asset is reviewed periodically and updated if expectations differ from previous estimates due to physical wear and tear, technical or commercial obsolescence and legal or other limits on the use of the asset. It is possible, however, that future results of operations could be materially affected by changes in the amounts and timing of recorded expenses brought about by changes in the factors mentioned above.

A change in the estimated useful life of any item of property and equipment would affect the amount of recorded depreciation expense and lead to a decrease in the carrying values of property and equipment.

The carrying amounts of property and equipment are disclosed in Note 10.

Imbalan Pascakerja
Penentuan liabilitas imbalan pascakerja tergantung pada pemilihan asumsi tertentu yang digunakan oleh aktuaris dalam menghitung jumlah liabilitas tersebut. Asumsi tersebut termasuk antara lain tingkat diskonto dan tingkat kenaikan gaji. Realisasi yang berbeda dari asumsi Perusahaan diakumulasi dan diamortisasi selama periode mendatang dan akibatnya akan berpengaruh terhadap jumlah biaya serta liabilitas yang diakui di masa mendatang. Walaupun asumsi Perusahaan dianggap tepat dan wajar, namun perubahan signifikan pada kenyataannya atau perubahan signifikan dalam asumsi yang digunakan dapat berpengaruh secara signifikan terhadap liabilitas imbalan pascakerja Perusahaan.

Post-employment benefits
The determination of the post-employment benefits is dependent on the selection of certain assumptions used by actuaries in calculating such amounts. Those assumptions include among others, discount rate and rate of salary increase. Actual results that differ from the Company's assumptions are accumulated and amortized over future periods and therefore, generally affect the recognized expense and liabilities recorded in such future periods. While it is believed that the Company's assumptions are reasonable and appropriate, significant differences in actual experience or significant changes in assumptions may materially affect the Company's post-employment benefit.

Pajak penghasilan
Perhitungan beban pajak penghasilan Perusahaan memerlukan pertimbangan dan asumsi dalam menentukan pengurangan beban tertentu selama proses pengestimasian. Semua pertimbangan dan estimasi yang dibuat manajemen dapat dipertanyakan oleh Direktorat Jenderal Pajak ("DJP"). Sebagai akibatnya, terjadi ketidakpastian dalam penentuan pajak. Resolusi posisi pajak yang diambil oleh Perusahaan, melalui negosiasi dengan otoritas pajak yang relevan dapat berlangsung bertahun-tahun dan sangat sulit untuk memprediksi hasil akhirnya. Apabila terdapat perbedaan perhitungan pajak dengan jumlah yang telah dicatat, perbedaan tersebut akan berdampak pada pajak penghasilan dan pajak tangguhan dalam tahun dimana penentuan pajak tersebut dibuat.

Aset pajak tangguhan, termasuk yang timbul dari rugi fiskal dan perbedaan temporer, diakui apabila dianggap lebih mungkin daripada tidak bahwa mereka dapat diterima kembali, dimana hal ini tergantung pada kecukupan pembentukan laba kena pajak di masa depan. Asumsi atas pembentukan laba kena pajak sangat dipengaruhi oleh estimasi dan asumsi manajemen atas tingkat penjualan dan biaya-biaya terkait yang terdapat risiko ketidakpastian, sehingga ada kemungkinan perubahan estimasi dan asumsi tersebut akan mengubah proyeksi laba kena pajak di masa mendatang.

Income taxes
The calculations of income tax expense for the Company require judgements and assumptions in determining the deductibility of certain expenses during the estimation process. All judgement and estimates made by management may be challenged by the Directorate General of Taxation ("DGT"). As a result, the ultimate tax determination becomes uncertain. The resolution of tax positions taken by the Company, through negotiations with the relevant tax authorities can take several years to complete and in some cases it is difficult to predict the ultimate outcome. Where the final outcome of these matters is different from the amounts initially recorded, such differences will have an impact on the income tax and deferred income tax provision in the year in which this determination is made.

Deferred tax assets, including those arising from tax losses carried forward and temporary differences, are recognized only where it is considered more likely than not that they will be recovered, which is dependent on the generation of sufficient future taxable profits. The assumptions about the generation of future taxable profits are heavily affected by management's estimates of the expected sales level and the associated costs which are subject to risk and uncertainty and hence there is a possibility that changes in circumstances will alter the projected future taxable profits.

5. Kas dan Setara Kas / *5. Cash and Cash Equivalents*

	2019 Rp	2018 Rp	
Kas	298	672	*Cash on hand*
Bank			*Cash in banks*
Pihak berelasi (Catatan 24)	85,164	75,309	*Related parties (Note 24)*
Pihak ketiga			*Third parties*
PT Bank Bukopin Tbk	4,175	21,763	*PT Bank Bukopin Tbk*
PT Bank Mega Tbk	1,459	7,645	*PT Bank Mega Tbk*
PT Bank Pembangunan Daerah Jawa Barat dan Banten	901	5,758	*PT Bank Pembangunan Daerah Jawa Barat dan Banten*
PT Bank Pembangunan Daerah Sulawesi Utara dan Sulawesi Selatan	1,599	1,937	*PT Bank Pembangunan Daerah Sulawesi Utara dan Sulawesi Selatan*
PT Bank Pembangunan Daerah Riau Kepri	328	108	*PT Bank Pembangunan Daerah Riau Kepri*
PT Bank Pembangunan Daerah Sumatera Barat	3,783	23	*PT Bank Pembangunan Daerah Sumatera Barat*
Jumlah pihak ketiga	12,245	37,234	*Total third parties*
Jumlah kas dan bank	**97,707**	**113,215**	***Total cash on hand and in banks***
Setara kas - deposito berjangka			*Cash equivalents - time deposits*
Pihak berelasi (Catatan 24)	320,000	165,500	*Related party (Note 24)*
Pihak ketiga			*Third parties*
PT Bank Bukopin Tbk	180,000	110,000	*PT Bank Bukopin Tbk*
PT Bank Mega Tbk	--	35,000	*PT Bank Mega Tbk*
Bank Woori Saudara	600	400	*Bank Woori Saudara*
Jumlah pihak ketiga	180,600	145,400	*Total third parties*
Jumlah deposito berjangka	**500,600**	**310,900**	***Total time deposits***
Jumlah Kas dan Setara Kas	**598,307**	**424,115**	***Total Cash and Cash Equivalents***
Tingkat bunga deposito berjangka	6.00% - 7.25%	6.35% - 7.50%	*Interest rates per annum on time deposits*

6. Piutang Usaha / *6. Trade Receivables*

a. Berdasarkan pelanggan / *a. By customers*

	2019 Rp	2018 Rp	
Pihak berelasi (Catatan 24)			*Related parties (Note 24)*
PT PLN (Persero)	339,734	562,781	*PT PLN (Persero)*
Kementerian Komunikasi dan Informatika Republik Indonesia	101,676	124,387	*Kementerian Komunikasi dan Informatika Republik Indonesia*
PT Telekomunikasi Indonesia (Persero) Tbk	37,855	21,808	*PT Telekomunikasi Indonesia (Persero) Tbk*
PT Pertamina (Persero)	12,720	15,986	*PT Pertamina (Persero)*
PT Pertamina EP	11,011	14,568	*PT Pertamina EP*
PT Bank Rakyat Indonesia (Persero) Tbk	28,680	7,256	*PT Bank Rakyat Indonesia (Persero) Tbk*
Lainnya	30,169	55,660	*Lainnya*
Jumlah pihak berelasi - bersih	561,845	802,446	*Total of related parties - net*
Pihak ketiga	332,924	243,513	*Third parties*
Cadangan kerugian penurunan nilai	(78,458)	(53,252)	*Allowances for impairment losses*
Jumlah pihak ketiga - bersih	254,466	190,261	*Total of third parties - net*
Bersih	**816,311**	**992,707**	***Net***

b. Berdasarkan umur piutang usaha yang belum diturunkan nilainya / *b. By age category of receivables that are not impaired*

	2019 Rp	2018 Rp	
Belum jatuh tempo	339,289	675,595	*Not yet due*
Lewat jatuh tempo			*Past due*
1 s/d 90 hari	162,558	133,633	*1 to 90 days*
Lebih dari 90 hari	392,922	236,731	*More than 90 days*
Jumlah	**894,769**	**1,045,959**	***Total***

	2019 Rp	2018 Rp	
Mutasi cadangan kerugian penurunan nilai			*Changes in the allowance for impairment losses*
Saldo awal tahun	(53,252)	(35,820)	*Balance at beginning of year*
Penambahan	(25,206)	(17,432)	*Additions*
Saldo akhir tahun	**(78,458)**	**(53,252)**	***Balance at end of year***

Manajemen berpendapat bahwa cadangan kerugian penurunan nilai atas piutang usaha adalah cukup. Pada tanggal 31 Desember 2019, jumlah piutang usaha Perusahaan yang telah jatuh tempo tapi tidak mengalami penurunan nilai adalah sebesar Rp477.022. Manajemen Perusahaan berkeyakinan bahwa piutang usaha tersebut dapat tertagih.

Management believes that the allowance made for impairment losses are adequate. As of December 31, 2019, the Company's trade receivables that are past due but hasn't been impaired amounted to Rp477,022. The Company's Management believes that all such receivables are collectible.

7. Persediaan / *7. Inventories*

	2019 Rp	2018 Rp	
Suku cadang	105,119	81,643	*Spareparts*
Penyisihan penurunan nilai	(934)	(795)	*Allowance for decline in value*
Bersih	**104,185**	**80,848**	***Net***

	2019 Rp	2018 Rp	
Mutasi penyisihan penurunan nilai			*Changes in allowance for decline in value*
Saldo awal tahun	(795)	(588)	*Balance at beginning of year*
Penambahan	(139)	(207)	*Addition*
Saldo akhir tahun	**(934)**	**(795)**	***Balance at end of year***

Manajemen berpendapat bahwa penyisihan yang ditetapkan memadai untuk menutup risiko penurunan nilai persediaan.

Management believes that the allowance is adequate to cover possible losses on the decline in value of inventories.

8. Biaya Dibayar Di muka dan Uang Muka / *8. Prepaid Expenses and Advances*

	2019 Rp	2018 Rp	
Uang muka	25,040	25,037	*Advance payment*
Lain-lain	22,252	20,660	*Others*
Jumlah	**47,292**	**45,697**	***Total***

Uang muka pekerjaan merupakan pembayaran di muka kepada PT Nipress Tbk dan PT Azet Surya Lestari atas pekerjaan Proyek Telekomunikasi Desa *Universal Service Obligation* ("*USO*") Indonesia Timur (Catatan 26).

Advance payment of work represents the prepayment to PT Nipress Tbk and PT Azet Surya Lestari for Eastern Indonesia Village Telecommunication Universal Service Obligation ("USO") Projects (Note 26).

9. Rekening Bank yang Dibatasi Penggunaannya / *9. Restricted Cash in Banks*

Pada tanggal 31 Desember 2019 dan 2018, rekening bank yang dibatasi penggunaannya masing-masing sebesar Rp30.575 dan Rp27.862 merupakan penempatan pada PT Bank Mandiri (Persero) Tbk yang digunakan sebagai bank garansi sehubungan dengan pekerjaan atau pemberian jasa oleh Perusahaan.

As of December 31, 2019 and 2018, restricted cash in banks were amounted to Rp30,575 and Rp27,862, respectively, represents placements at PT Bank Mandiri (Persero) Tbk, which were used as collateral in relation to the projects or services provided by the Company.

10. Aset Tetap / *10. Property and Equipment*

	2019				
	Saldo awal/ *Beginning balance*	Penambahan/ *Additions*	Reklasifikasi/ *Reclassifications*	Saldo akhir/ *Ending balance*	
Biaya perolehan					***Acquisition cost***
Tanah	1,480	--	--	1,480	*Land*
Bangunan	206,822	--	13,980	220,802	*Building*
Peralatan jaringan	1,089,230	--	266,122	1,355,352	*Transmission equipment*
Peralatan distribusi	1,322,062	--	287,951	1,610,013	*Distribution equipment*
Peralatan umum	314,537	--	42,174	356,711	*General equipment*
Kendaraan	679	--	--	679	*Vehicles*
Subjumlah	2,934,810	--	610,227	3,545,037	*Subtotal*
Pekerjaan dalam pelaksanaan	277,007	692,918	(618,533)	351,392	*Construction in progress*
Aset tidak digunakan dalam operasi	84,329	--	8,306	92,635	*Asset not used in operation*
Jumlah	3,296,146	692,918	--	3,989,064	*Total*
Akumulasi penyusutan					***Accumulated depreciation***
Bangunan	59,225	9,148	--	68,373	*Building*
Peralatan jaringan	629,364	105,577	--	734,941	*Transmission equipment*
Peralatan distribusi	990,100	133,131	8,306	1,131,537	*Distribution equipment*
Peralatan umum	287,517	22,023	--	309,540	*General equipment*
Kendaraan	679	--	--	679	*Vehicles*
Sub jumlah	1,966,885	269,879	8,306	2,245,070	*Subtotal*
Aset tidak digunakan dalam operasi	84,329	--	(8,306)	76,023	*Asset not used in operation*
Jumlah	2,051,214	269,879	--	2,321,093	*Total*
Akumulasi penurunan nilai	19,216	--	--	19,216	***Accumulated impairment loss***
Jumlah tercatat	**1,225,716**			**1,648,755**	***Net carrying value***

	2018				
	Saldo awal/ *Beginning balance*	Penambahan/ *Additions*	Reklasifikasi/ *Reclassifications*	Saldo akhir/ *Ending balance*	
Biaya perolehan					***Acquisition cost***
Tanah	1,480	--	--	1,480	*Land*
Bangunan	203,966	--	2,856	206,822	*Building*
Peralatan jaringan	912,045	--	177,185	1,089,230	*Transmission equipment*
Peralatan distribusi	1,159,774	--	162,288	1,322,062	*Distribution equipment*
Peralatan umum	303,034	20	11,483	314,537	*General equipment*
Kendaraan	679	--	--	679	*Vehicles*
Subjumlah	2,580,978	20	353,812	2,934,810	*Subtotal*
Pekerjaan dalam pelaksanaan	173,693	461,010	(357,696)	277,007	*Construction in progress*
Aset tidak digunakan dalam operasi	80,445	--	3,884	84,329	*Asset not used in operation*
Jumlah	2,835,116	461,030	--	3,296,146	*Total*

Pada tahun 2019 dan 2018, beban penyusutan masing-masing sebesar Rp269.879 dan Rp230.967 dialokasikan ke dalam beban usaha.

In 2019 and 2018, depreciation expenses amounting to Rp269,879 and Rp230,967, respectively, were allocated to operating expenses.

Pekerjaan dalam pelaksanaan
Pekerjaan dalam pelaksanaan merupakan biaya-biaya yang terjadi sehubungan dengan pembangunan fiber optik.

Construction in progress
Construction in progress consists of costs incurred relates to the construction of fibre optic.

11. Aset Tidak Lancar Lain / *11. Other Non-Current Assets*

	2019 Rp	2018 Rp	
Piranti lunak	17,882	26,365	*Software*
Biaya tangguhan	42,486	15,317	*Deferred cost*
Lain-lain	2,756	2,724	*Others*
Jumlah	**63,124**	**44,406**	***Total***

Beban amortisasi aset tak berwujud tahun 2019 dan 2018 masing-masing sebesar Rp29.051 dan Rp23.735 (Catatan 18).

Amortization of intangible assets in 2019 and 2018 were amounted to Rp29,051 and Rp23,735 respectively (Note 18).

12. Utang Usaha / *12. Trade Payables*

Akun ini merupakan liabilitas sehubungan dengan pembelian barang dan jasa.

This account represents payables arising from purchases goods and services.

Rincian utang usaha adalah sebagai berikut:

Details of trade payables are as follows:

	2019 Rp	2018 Rp	
Pihak berelasi (Catatan 24)			*Related parties (Note 24)*
PT Pelayanan Listrik Nasional Batam	116	87	*PT Pelayanan Listrik Nasional Batam*
Lain-lain	49	3	*Lain-lain*
Subjumlah	165	90	*Subtotal*
Pihak ketiga	362,444	294,815	*Third parties*
Jumlah	**362,609**	**294,905**	***Total***

13. Pendapatan Diterima Di muka / *13. Unearned Revenues*

	2019 Rp	2018 Rp	
Kementerian komunikasi dan informatika	32,324	32,324	*Ministry of communication and information technology*
Lain-lain	11,287	4,711	*Others*
Jumlah	**43,611**	**37,035**	***Total***

Pendapatan diterima di muka dari Kementerian Komunikasi dan Informatika merupakan pembayaran di muka atas penyediaan jaringan telekomunikasi dan jasa lainnya.

Unearned revenue from Ministry of Communication and Information Technology represents payments received in advance for providing telecommunication network and other services.

14. Biaya Masih Harus Dibayar / *14. Accrued Expenses*

	2019 Rp	2018 Rp	
Sewa	327,746	269,915	*Rent*
Beban penggunaan frekuensi	35,930	30,167	*Frequency usage charges*
Bunga pinjaman	1,091	2,413	*Interest loan*
Lain-lain	530	179	*Others*
Jumlah	**365,297**	**302,674**	***Total***

15. Pinjaman Jangka Panjang / *15. Long-Term Loan*

	2019 Rp	2018 Rp	
Jumlah pokok pinjaman (Catatan 24)	84,600	156,979	*Principal amount (Note 24)*
Bagian jatuh tempo dalam satu tahun	(37,419)	(72,379)	*Current maturities*
Bagian jangka panjang	**47,181**	**84,600**	***Long-term portion***

Akun ini merupakan pinjaman pemegang saham yang diberikan kepada Perusahaan untuk membiayai proyek-proyek Perusahaan. Rincian pinjaman tersebut adalah sebagai berikut:

This account represents shareholder loans which are given to the Company to finance its projects. The details of the shareholder loans are as follows:

31 Desember/*December 31*, 2019

Nama pinjaman/ *Name of loan*	Tanggal perjanjian/ *Date of agreement*	Jumlah plafon/ *Total limit*	Jumlah penarikan/ *Total disbursement*	Saldo/ *Balances*	Periode/ *Period*	Tingkat bunga per tahun/ *Interest rate per annum*
SHL 2013	19 September/*September 19*, 2013	200,000	174,797	--	2013 - 2019	9.71%
SHL 2014-I	19 September/*September 19*, 2014	74,190	62,633	21,921	2015 - 2021	12.44%
SHL 2014-II	19 Desember/*December 19*, 2014	40,000	40,000	12,000	2015 - 2021	11.75%
SHL 2016	27 September/*September 27*, 2016	101,939	84,464	50,678	2016 - 2022	11.08%
				84,600		

31 Desember/*December 31*, 2018

Nama pinjaman/ *Name of loan*	Tanggal perjanjian/ *Date of agreement*	Jumlah plafon/ *Total limit*	Jumlah penarikan/ *Total disbursement*	Saldo/ *Balances*	Periode/ *Period*	Tingkat bunga per tahun/ *Interest rate per annum*
SHL 2013	19 September/*September 19*, 2013	200,000	174,797	34,960	2013 - 2019	9.71%
SHL 2014-I	19 September/*September 19*, 2014	74,190	62,633	34,448	2015 - 2021	12.44%
SHL 2014-II	19 Desember/*December 19*, 2014	40,000	40,000	20,000	2015 - 2021	11.75%
SHL 2016	27 September/*September 27*, 2016	101,939	84,464	67,571	2016 - 2022	11.08%
				156,979		

16. Modal Saham / *16. Capital Stock*

Pemegang saham/Stockholder	2019 dan/ *and* 2018 Jumlah saham/ *Number of share*)*	Persentase pemilikan/ *Percentage of ownership*	Jumlah modal disetor/ *Total paid-capital *)*
PLN	84,858,999	100%	84,858,999,000
Yayasan Pendidikan dan Kesejahteraan PT PLN (Persero) ("YPK PLN")	1	--	1,000
Jumlah/ *Total*	**84,859,000**	**1**	**84,859,000,000**

*) Dinyatakan dalam nilai penuh/ *stated in full amount*

17. Pendapatan / *17. Revenues*

	2019 Rp	2018 Rp	
Jaringan telekomunikasi	2,040,558	1,716,970	*Telecommunication networks*
Jasa *contact center*	147,235	165,706	*Contact center services*
Jasa infrastruktur	111,088	108,444	*Infrastructure services*
Jasa aplikasi teknologi informasi	103,698	59,371	*Information technology application services*
Jasa lainnya	131,174	118,713	*Other services*
Jumlah	**2,533,753**	**2,169,204**	***Total***

18. Beban Koneksi dan Beban Langsung Lainnya / *18. Connection and Other Direct Expenses*

	2019 Rp	2018 Rp	
Sewa peralatan produksi	320,797	224,624	*Lease of production equipment*
Jasa pengelolaan	177,109	216,269	*Managed service fees*
Beban penyambungan	238,592	161,685	*Connection expenses*
Sewa sarana kerja	81,286	52,023	*Lease of operating facilities*
Beban penggunaan frekuensi	35,930	30,167	*Frequency usage charges*
Beban amortisasi (Catatan 11)	29,051	23,735	*Amortization (Note 11)*
Telepon, listrik dan air	25,952	23,198	*Telephone, electricity and water*
Perjalanan dinas	23,752	17,449	*Travelling*
Kerugian penurunan piutang	25,206	17,432	*Impairment losses of receivable*
Lain-lain	73,383	66,831	*Others*
Jumlah	**1,031,058**	**833,413**	***Total***

19. Beban Kepegawaian / *19. Personnel Expenses*

	2019 Rp	2018 Rp	
Bonus dan insentif	81,275	68,725	*Bonus and incentives*
Gaji	69,811	62,896	*Salaries*
Tunjangan	61,330	55,297	*Allowances*
Pajak penghasilan karyawan	27,657	27,257	*Personnel income tax*
Imbalan kerja karyawan (Catatan 23)	24,739	19,424	*Employee benefits (Note 23)*
Perawatan kesehatan	18,140	15,684	*Medical*
Pendidikan, pelatihan dan pengembangan	5,557	4,624	*Education, training and development*
Lain-lain	20,574	17,253	*Others*
Jumlah	**309,083**	**271,160**	***Total***

20. Beban Pemeliharaan / *20. Maintenance Expenses*

	2019 Rp	2018 Rp	
Jasa borongan	120,563	105,514	*Service fees*
Pemakaian material	71,731	54,454	*Spare parts used*
Jumlah	**192,294**	**159,968**	***Total***

21. Beban Pemasaran / *21. Marketing Expenses*

	2019 Rp	2018 Rp	
Beban insentif dan riset	21,319	20,608	*Incentives and research expenses*
Beban *contact center*	11,838	6,786	*Contact center expenses*
Lain-lain	2,044	758	*Others*
Jumlah	**35,201**	**28,152**	***Total***

22. Perpajakan / *22. Taxation*

a. Pajak dibayar di muka / *a. Prepaid taxes*

	2019 Rp	2018 Rp	
Pajak Pertambahan Nilai	177,037	90,240	*Value Added Tax*
Pembayaran dimuka atas Surat Ketetapan Pajak Kurang Bayar	86,246	86,246	*Prepayment of Tax Assessment Letter of Underpayment*
Jumlah	**263,283**	**176,486**	***Total***

Pada tahun 2018, Perusahaan telah menerima beberapa Surat Ketetapan Pajak Kurang Bayar ("SKPKB") dan "Surat Tagihan Pajak" atas berbagai Pajak Penghasilan ("PPh") dan Pajak Pertambahan Nilai "PPN" tahun 2014 dan 2015 dengan jumlah sebesar Rp125.555 Perusahaan telah membayar seluruh SKPKB dan SPT tersebut.

On 2018, The Company has received various Tax Assesment Letter for underpayment ("SKPKB") and Tax Collection Letter ("STP") for various income tax ("PPh") and Value Added Tax ("VAT") for 2014 and 2015 fiscal year amounting to Rp125.555. The Company has paid all the SKPKB and STP.

Pada tahun 2018 Perusahaan mengajukan keberatan dan pembatalan ke DJP sebesar Rp86.246 yang dicatat sebagai pajak dibayar di muka dan pembayaran sebesar Rp39.309 sebagai beban lain-lain.

In 2018 The Company had submitted the objection letter and request of cancellation to DJP amounting to Rp86,246, recorded as prepaid tax and payment amounting to Rp39,309, recorded as other expense.

b. Utang Pajak / *b. Taxes payable*

	2019 Rp	2018 Rp	
Pajak kini	22,308	66,437	*Current tax*
Pajak penghasilan			*Income taxes*
Pasal 4(2)	474	284	*Article 4(2)*
Pasal 21	6,249	5,559	*Article 21*
Pasal 22/23/26	5,910	2,360	*Article 23/26*
Pajak pertambahan nilai	31,895	18,134	*Value added tax*
Jumlah	**66,836**	**92,774**	***Total***

c. Pajak penghasilan / *c. Income tax*

Beban pajak Perusahaan terdiri dari:

Tax Expense of the Company consists of the following:

	2019 Rp	2018 Rp	
Pajak kini	209,951	187,029	*Current tax*
Pajak tangguhan	(15,762)	(6,368)	*Deferred tax*
Jumlah	**194,189**	**180,661**	***Total***

Pajak kini / ***Current tax***

Rekonsiliasi antara laba sebelum pajak menurut laporan laba rugi dan laba kena pajak Perusahaan adalah sebagai berikut:

A reconciliation between income before tax per statements of profit or loss and taxable income of the Company is as follows:

	2019 Rp	2018 Rp	
Laba sebelum pajak menurut laporan laba rugi	704,898	623,048	*Income before tax per statement of profit or loss*
Perbedaan waktu:			*Timing differences:*
Imbalan kerja	21,071	14,604	*Employee benefits*
Cadangan kerugian penurunan nilai piutang	25,206	17,432	*Allowance for impairment losses of receivables*
Penyisihan penurunan nilai persediaan	139	207	*Allowance for decline in value of inventories*
Perbedaan penyusutan komersial dan fiskal	16,633	(6,773)	*Difference in commercial and fiscal depreciation*
Biaya (pendapatan) yang tidak dapat diperhitungkan menurut fiskal			*Nondeductible expenses (nontaxable income)*
Kesejahteraan karyawan	18,140	15,684	*Employee welfare*
Representasi dan jamuan	2,255	1,938	*Representation and entertainment*
Penghasilan bunga telah dikenakan pajak final	(19,591)	(15,938)	*Interest income subjected to final tax*
Beban pajak	178	7,624	*Tax expense*
Beban lain-lain	70,877	90,290	*Other expenses*
Laba kena pajak Perusahaan tahun berjalan	**839,806**	**748,116**	***The Company's taxable income for the year***

	2019 Rp	2018 Rp	
Beban pajak kini	209,951	187,029	*Current tax expense*
Dikurangi:			*Less:*
Pembayaran pajak dibayar dimuka			*Prepaid taxes*
Pajak penghasilan pasal 22	(214)	(63)	*Income tax Article 22*
Pajak penghasilan Pasal 23	(41,464)	(28,204)	*Income tax Article 23*
Pajak penghasilan Pasal 25	(145,965)	(92,325)	*Income tax Article 25*
Kekurangan pembayaran pajak penghasilan Perusahaan	**22,308**	**66,437**	***Underpayment of Corporate income tax***

Pajak penghasilan kini dihitung berdasarkan taksiran penghasilan kena pajak. Nilai tersebut mungkin disesuaikan pada saat Surat Pemberitahuan Tahunan Pajak yang disampaikan ke Kantor Pelayanan Pajak.

Current income tax is computed based on estimated taxable income. The amount may be adjusted when the Annual Tax returns are filed with the Tax Office.

Pajak tangguhan
Rincian dari aset dan liabilitas pajak tangguhan Perusahaan adalah sebagai berikut:

Deferred tax
The details of the Company's deferred tax *assets and liabilities are as follows:*

	31 Desember/ *December 31, 2018* Rp	Dikreditkan (dibebankan) ke laba rugi/ *Credited (charged) to profit or loss* Rp	Dibebankan ke penghasilan komprehensif lain/ *Charged to other comprehensive income* Rp	31 Desember/ *December 31, 2019* Rp	
Liabilitas imbalan kerja	26,427	5,268	5,869	37,564	*Employee benefit liabilities*
Penyisihan penurunan nilai persediaan	199	35	--	234	*Allowance for decline in value of inventories*
Cadangan kerugian penurunan nilai piutang usaha	13,313	6,301	--	19,614	*Allowance for impairment losses of account receivables*
Aset tetap	16,428	4,158	--	20,586	*Property and equipment*
Penurunan nilai aset tetap	4,804	--	--	4,804	*Impairment of property and equipment*
Jumlah	**61,171**	**15,762**	**5,869**	**82,802**	***Total***

	31 Desember/ *December 31, 2018* Rp	Dikreditkan (dibebankan) ke laba rugi/ *Credited (charged) to profit or loss* Rp	Dibebankan ke penghasilan komprehensif lain/ *Charged to other comprehensive income* Rp	31 Desember/ *December 31, 2018* Rp	
Liabilitas imbalan kerja	27,104	3,651	(4,328)	26,427	*Employee benefit liabilities*
Penyisihan penurunan nilai persediaan	147	52	--	199	*Allowance for decline in value of inventories*
Cadangan kerugian penurunan nilai piutang usaha	8,955	4,358	--	13,313	*Allowance for impairment losses of account receivables*
Aset tetap	18,121	(1,693)	--	16,428	*Property and equipment*
Penurunan nilai aset tetap	4,804	--	--	4,804	*Impairment of property and equipment*
Jumlah	**59,131**	**6,368**	**(4,328)**	**61,171**	***Total***

Rekonsiliasi antara beban pajak dan hasil perkalian laba akuntansi sebelum pajak dengan tarif pajak yang berlaku adalah sebagai berikut:

A reconciliation between the total tax expense and the amounts computed by applying the prevailing tax rates to income before tax is as follows:

	2019 Rp	2018 Rp	
Laba sebelum pajak menurut laporan laba rugi	704,898	623,048	*Profit before tax per statements of profit or loss*
Beban pajak sesuai tarif tarif yang berlaku	176,225	155,762	*Tax expenses at prevailing tax rates*
Pengaruh pajak atas:			*Tax effect on:*
Kesejahteraan karyawan	4,535	3,921	*Employees welfare*
Representasi dan jamuan	564	485	*Representation and entertainment*
Beban pajak	44	1,906	*Tax expense*
Penghasilan bunga telah dikenakan pajak final	(4,898)	(3,985)	*Interest income subjected to final tax*
Beban lain-lain	17,719	22,572	*Other expenses*
Jumlah	**17,964**	**24,899**	***Total***
Beban pajak penghasilan	**194,189**	**180,661**	***Income tax expenses***

23. Liabilitas Imbalan Kerja / *23. Employee Benefits Liabilities*

	2019 Rp	2018 Rp	
Liabilitas diakui di laporan posisi keuangan:			*Liabilities recognized on statements of financial position:*
Imbalan pascakerja			*Post-employment benefits*
Program pensiun	374	1,311	*Pension plan*
Imbalan pascakerja lainnya	67,802	52,041	*Other post-employment benefits*
Imbalan pemeliharaan kesehatan	68,477	41,401	*Health care benefits*
Imbalan jangka panjang lainnya	13,601	10,954	*Other long-term benefits*
Jumlah	**150,254**	**105,707**	***Total***

	2019 Rp	2018 Rp	
Jumlah diakui di laba rugi: (Catatan 19)			*Amount recognize in profit or loss: (Note 19)*
Imbalan pascakerja			*Post-employment benefits*
Program pensiun	450	218	*Pension plan*
Imbalan pascakerja lainnya	11,644	9,873	*Other post-employment benefits*
Imbalan pemeliharaan kesehatan	8,932	6,457	*Health care benefits*
Imbalan jangka panjang lainnya	3,713	2,875	*Other long-term benefits*
Jumlah	**24,739**	**19,423**	***Total***
Pengukuran kembali program imbalan pasti diakui di penghasilan komprehensif lain:			*Remeasurement on defined benefit plan recognized in other comprehensive income:*
Program pensiun	72	(1,635)	*Pension plan*
Imbalan pascakerja lainnya	(4,243)	12,490	*Other post-employment benefits*
Imbalan pemeliharaan kesehatan	(19,305)	6,456	*Health care benefits*
Jumlah	**(23,476)**	**17,311**	***Total***

Imbalan pascakerja

Program imbalan pasti

Perusahaan menyelenggarakan program pensiun imbalan pasti untuk semua karyawan tetap. Program pensiun ini memberikan imbalan pensiun yang ditentukan berdasarkan penghasilan dasar pensiun dan masa kerja karyawan. Program pensiun ini dikelola oleh Dana Pensiun PLN (Persero) ("DP-PLN") yang akta pendiriannya telah disahkan oleh Menteri Keuangan Republik Indonesia dengan Surat Keputusannya No. KEP-284/KM.17/1997 tanggal 15 Mei 1997.

DP-PLN telah mendapat persetujuan Menteri Keuangan Republik Indonesia dalam surat keputusan No. KEP-078/KM.12/2006 tanggal 29 Agustus 2006 atas peningkatan imbalan pasti pensiun yang disediakan Perusahaan dalam program dana pensiun.

Pendanaan DP-PLN terutama berasal dari iuran karyawan sebesar 6% dan pemberi kerja sebesar 15,45% dari penghasilan dasar karyawan.

Imbalan pascakerja lain

Perusahaan juga memberikan imbalan pascakerja lain tanpa pendanaan selain program pensiun DP-PLN berupa uang pesangon, penghargaan masa kerja, ganti kerugian dan masa persiapan pensiun kepada karyawan yang memenuhi persyaratan sesuai dengan kebijakan Perusahaan. Program ini ditentukan berdasarkan penghasilan dan masa kerja karyawan.

Post-employment benefits

Defined benefit plan

The Company established a defined benefit pension plan covering all its permanent employees. This plan provides pension benefits based on salaries and years of service of the employees. The pension plan is managed by Dana Pensiun PLN (Persero) ("DP-PLN"), which deed of establishment was approved by the Minister of Finance of the Republic of Indonesia in its decision letter No. KEP-284/KM.17/1997 dated May 15, 1997.

DP-PLN has obtained an approval from the Minister of Finance of the Republic of Indonesia No. KEP-078/KM.12/2006 dated on August 29, 2006 in relation to the increase in pension benefits provided by the Company's pension plan.

DP-PLN is funded by contributions from employees of 6% and the employer of 15.45% from employee's basic salary.

Other post-employment benefits

The Company also provides other unfunded post-employment benefits aside from DP-PLN pension plan including severance pay, service awards, loss compensation and pension preparation period for its qualifying employees based on the Company's policy. This program is determined based on salaries and years of service of the employees.

Imbalan pemeliharaan kesehatan

Selain program pensiun DP-PLN dan imbalan pascakerja lain, Perusahaan juga menyediakan imbalan program kesehatan tanpa pendanaan bagi pensiunan dan keluarganya yang memenuhi persyaratan.

Health care benefits

In addition to the DP-PLN pension plan and other post-employment benefits, the Company provides unfunded defined health care plans for their pensioners and its eligible dependents.

Imbalan kerja jangka panjang lainnya

Perusahaan juga memberikan imbalan kerja jangka panjang lainnya untuk karyawan yang diperbantukan dan karyawan tetap berupa uang cuti besar, tunjangan kecelakaan dinas, bantuan kematian dan pemakaman, penghargaan winduan berdasarkan penghasilan yang diterima dari Perusahaan.

Other long-term benefits

The Company also provides long-term benefits for assigned employees and permanent employees such as long service leave, work accident, death and funeral allowances, and eight years service award based on income earned from the Company.

Perhitungan imbalan kerja untuk karyawan tetap dihitung oleh PT Binaputera Jaga Hikmah, aktuaris independen. Asumsi utama yang digunakan oleh aktuaris adalah sebagai berikut:

The Company's cost of providing employee benefits is calculated by PT Binaputera Jaga Hikmah, an independent actuary. The actuarial calculations were carried out using the following key assumptions:

	2019	2018	
Umur pensiun normal	56 tahun/ years	56 tahun/ years	*Normal retirement age*
Hasil diharapkan dari aset program	8,90%	7,32%	*Expected rate of return on plan assets*
Tingkat diskonto per tahun:			*Discount rate per annum:*
Program pensiun, jaminan pemeliharaan kesehatan	7,82%	8,90%	*Pension plan, health care benefits*
Program pascakerja lainnya, imbalan kerja jangka panjang lainnya	7,78%	8,63%	*Other post-employment benefits, other long-term benefits*
Tingkat kenaikan gaji per tahun	7,20%	7,20%	*Rate of salary increase per annum*
Tingkat kenaikan biaya kesehatan	7,00%	7,00%	*Rate of health cost increase*

Asumsi yang berhubungan dengan pengalaman mortalitas masa depan ditentukan berdasarkan saran aktuaris menurut statistik yang telah diterbitkan dan pengalaman Perusahaan. Asumsi mortalitas yang digunakan adalah tabel mortalita CSO-58 yang diterapkan dalam penghitungan liabilitas kerja jangka panjang yang diakui dalam laporan posisi keuangan.

Assumptions regarding future mortality experience are set based on actuarial advice in accordance with published statistics and experience by the Company. The mortality assumptions used are based on the CSO-58 mortality table which applied in calculating the long term benefits liability recognised within the statements of financial position.

Beban imbalan kerja Perusahaan selain program iuran pasti yang dicatat pada beban kepegawaian adalah sebagai berikut:

The total employee benefits expense of the Company which were allocated to personnel expenses other than the defined contribution plan were as follows:

	31 Desember/*December 31*, 2019					
	Imbalan pascakerja/ *Post-employment benefit*					
	Program pensiun/ *Pension plan*	Pasca - kerja lain/ *Other post-employment*	Pemeliharaan kesehatan/ *Health care benefits*	Imbalan kerja jangka panjang/ *Long-term benefits*	Jumlah/ *Total*	
Biaya jasa kini	871	7,158	5,299	3,390	16,718	*Current service cost*
Beban bunga	872	4,486	3,633	900	9,891	*Interest costs*
Hasil aset program diharapkan	(840)	--	--		(840)	*Expected return on plan assets*
Iuran karyawan	(453)	--	--	--	(453)	*Employee contributios*
Keuntungan aktuaria	--	--	--	(577)	(577)	*Actuarial gain*
Jumlah	**450**	**11,644**	**8,932**	**3,713**	**24,739**	***Total***

	31 Desember/*December 31*, 2018					
	Imbalan pascakerja/ *Post-employment benefit*					
	Program pensiun/ *Pension plan*	**Pasca - kerja lain/ *Other post-employment***	**Pemeliharaan kesehatan/ *Health care benefits***	**Imbalan kerja jangka panjang/ *Long-term benefits***	**Jumlah/ *Total***	
Biaya jasa kini	707	5,901	3,416	3,053	13,077	*Current service cost*
Beban bunga	731	3,972	3,041	706	8,450	*Interest costs*
Hasil aset program diharapkan	(754)	--	--	--	(754)	*Expected return on plan assets*
Iuran karyawan	(466)	--	--	--	(466)	*Employee contributios*
Keuntungan aktuaria	--	--	--	(883)	(883)	*Actuarial gain*
Jumlah	**218**	**9,873**	**6,457**	**2,876**	**19,424**	***Total***

Liabilitas imbalan kerja Perusahaan adalah sebagai berikut:

The Company's employee benefits obligation were as follows:

	31 Desember/*December 31*, 2019					
	Imbalan pascakerja/ *Post-employment benefit*					
	Program pensiun/ *Pension plan*	**Pasca - kerja lain/ *Other post-employment***	**Pemeliharaan kesehatan/ *Health care benefits***	**Imbalan kerja jangka panjang/ *Long-term benefits***	**Jumlah/ *Total***	
Nilai kini liabilitas	12,741	67,802	68,477	13,601	162,621	*Present value of obligation*
Kekayaan yang tidak diakui					--	*Asset non recognized*
Nilai wajar aset program	(12,367)	--	--	--	(12,367)	*Fair value of plan assets*
Liabilitas imbalan kerja	374	67,802	68,477	13,601	150,254	*Employee benefit obligation*
Bagian jatuh tempo dalam satu tahun	--	--	--	--	--	*Current maturities*
Bagian jangka panjang	**374**	**67,802**	**68,477**	**13,601**	**150,254**	*Long-term portion*

	31 Desember/*December 31*, 2018					
	Imbalan pascakerja/ *Post-employment benefit*					
	Program pensiun/ *Pension plan*	**Pasca - kerja lain/ *Other post-employment***	**Pemeliharaan kesehatan/ *Health care benefits***	**Imbalan kerja jangka panjang/ *Long-term benefits***	**Jumlah/ *Total***	
Nilai kini liabilitas	9,837	52,041	41,401	10,954	114,233	*Present value of obligation*
Kekayaan yang tidak diakui	--	--	--	--	--	*Asset non recognized*
Nilai wajar aset program	(8,526)	--	--	--	(8,526)	*Fair value of plan assets*
Liabilitas imbalan kerja	1,311	52,041	41,401	10,954	105,707	*Employee benefit obligation*
Bagian jatuh tempo dalam satu tahun	--	--	--	--	--	*Current maturities*
Bagian jangka panjang	**1,311**	**52,041**	**41,401**	**10,954**	**105,707**	*Long-term portion*

Mutasi nilai kini liabilitas imbalan kerja Perusahaan adalah sebagai berikut:

The Company's movements in the present value of employee benefits obligation were as follows:

	31 Desember/*December 31*, 2019					
	Imbalan pascakerja/ *Post-employment benefit*					
	Program pensiun/ *Pension plan*	**Pasca - kerja lain/ *Other post-employment***	**Pemeliharaan kesehatan/ *Health care benefits***	**Imbalan kerja jangka panjang/ *Long-term benefits***	**Jumlah/ *Total***	
Saldo awal	9,837	52,041	41,401	10,954	114,233	*Beginning balance*
Biaya jasa kini	872	7,158	5,299	3,390	16,719	*Current service cost*
Beban bunga	873	4,486	3,633	900	9,892	*Interest cost*
(Keuntungan)/kerugian aktuaria	1,223	4,243	19,305	(577)	24,194	*Actuarial (gain)/losses*
Manfaat yang dibayarkan	(64)	(126)	(1,161)	(1,066)	(2,417)	*Benefits paid*
Saldo akhir	**12,741**	**67,802**	**68,477**	**13,601**	**162,621**	***Ending balance***

	31 Desember/*December 31*, 2018					
	Imbalan pascakerja/ *Post-employment benefit*					
	Program pensiun/ *Pension plan*	Pasca - kerja lain/ *Other post-employment*	Pemeliharaan kesehatan/ *Health care benefits*	Imbalan kerja jangka panjang/ *Long-term benefits*	Jumlah/ *Total*	
Saldo awal	10,032	54,800	41,697	11,378	117,907	*Beginning balance*
Biaya jasa kini	707	5,901	3,416	3,053	13,077	*Current service cost*
Beban bunga	731	3,972	3,041	706	8,450	*Interest cost*
(Keuntungan)/kerugian aktuaria	(1,563)	(12,490)	(6,456)	(883)	(21,392)	*Actuarial (gain)/losses*
Manfaat yang dibayarkan	(70)	(142)	(297)	(3,300)	(3,809)	*Benefits paid*
Saldo akhir	**9,837**	**52,041**	**41,401**	**10,954**	**114,233**	***Ending balance***

Mutasi nilai wajar aset program imbalan kerja Perusahaan sehubungan dengan program pensiun adalah sebagai berikut:

Movements in the Company's fair value of employee benefits plan assets related to the pension plan were as follows:

	2019 Rp	2018 Rp	
Saldo awal	8,526	9,491	*Beginning balance*
Imbal hasil atas aset program	840	754	*Expected return on plan asset*
Iuran pemberi kerja	1,315	1,084	*Employer's contribution*
Iuran pekerja	454	466	*Employee's contribution*
Pembayaran manfaat	(64)	(71)	*Benefit payment*
Keuntungan aktuaria	1,296	(3,198)	*Actuarial gains*
Saldo akhir	**12,367**	**8,526**	***Ending balance***

Kategori utama dari aset program adalah sebagai berikut:

The major categories of plan assets is as follows:

	2019 Rp	2018 Rp	
Instrumen utang	5,070	4,583	*Debt instruments*
Deposito	1,064	572	*Deposits*
Instrumen ekuitas	2,494	1,211	*Equity instruments*
Lain-lain	3,739	2,160	*Others*
Jumlah	**12,367**	**8,526**	***Total***

Efek satu persen perubahan pada biaya imbalan manfaat kesehatan pascakerja yang diasumsikan akan menyebabkan perubahan agregat biaya jasa dan bunga akumulasi liabilitas manfaat kesehatan pada periode-periode berikut:

The effect of a one percentage point change in assumed health care benefits rate would result in aggregate service and interest costs and accumulated healthcare benefit obligation as of these periods:

	2019 Rp	2018 Rp	
Kenaikan 1%			*Increase 1%*
Biaya jasa agregat dan bunga	120,610	73,118	*Aggregate service and interest cost*
Akumulasi liabilitas imbalan kerja untuk biaya kesehatan	87,704	52,869	*Accumulated post retirement obligation for health care*
Penurunan 1%			*Decrease 1%*
Biaya jasa agregat dan bunga	159,207	95,921	*Aggregate service and interest cost*
Akumulasi liabilitas imbalan kerja untuk biaya kesehatan	53,892	32,683	*Accumulated post retirement obligation for health care*

Analisa jatuh tempo yang diharapkan dari imbalan pascakerja dan imbalan jangka panjang lainnya yang tidak terdiskonto adalah sebagai berikut:

Expected maturity analysis of undiscounted post-employment benefit and long-term benefit is as follow:

	Kurang dari 1 tahun/ *Less than a year*	1 sampai 5 tahun/ *Between 1-5 years*	Lebih dari 5 tahun/ *Over 5 years*	Jumlah/ *Total*	
Imbalan pascakerja					*Post-employment benefits*
Program pensiun	48	235	93,975	94,258	*Pension plan*
Imbalan pascakerja lainnya	--	3,678	848,141	851,819	*Other post-employmnet benefits*
Imbalan pemeliharaan kesehatan	82	568	453,329	453,979	*Health care benefits*
Imbalan jangka panjang lainnya	2,626	16,661	24,595	43,882	*Other long term benefits*
Jumlah	**2,756**	**21,142**	**1,420,040**	**1,443,938**	***Total***

24. Sifat dan Transaksi Dengan Pihak Berelasi

24. Nature of Relationship and Transactions With Related Parties

Sifat hubungan berelasi

a. PLN adalah pemegang saham mayoritas Perusahaan yang seluruh sahamnya dimiliki oleh Pemerintah Republik Indonesia.
b. Perusahaan yang pemegang sahamnya sama dengan pemegang saham utama Perusahaan dan atau sebagian pengurusnya sama dengan Perusahaan, yaitu Yayasan Pendidikan dan Kesejahteraan PLN ("YPK PLN"), PT Indonesia Power ("IP"), PT Pembangkitan Jawa Bali ("PJB"), PT Pelayanan Listrik Nasional Batam ("PLN Batam"), PT PLN Enjiniring ("PLN-E"), PT PLN Gas dan Geothermal ("PLN Gas dan Geothermal"), PT PLN Batubara("PLN BB"), PT Pelayanan Listrik Nasional Tarakan ("PLN Tarakan"), PT Bahtera Adhiguna ("BAG") dan PT Haleyora Power ("HP").
c. Pemerintah dalam hal ini adalah Kementerian Keuangan Republik Indonesia merupakan pemegang saham PLN dan Badan Usaha Milik Negara ("BUMN").
d. Dewan Komisaris dan Direksi merupakan personil manajemen kunci Perusahaan.

Nature of relationship

a. PLN is the majority shareholder of the Company whose shares of stock are wholly owned by the Government of the Republic of Indonesia.
b. Yayasan Pendidikan dan Kesejahteraan PLN ("YPK PLN"), PT Indonesia Power ("IP"), PT Pembangkitan Jawa Bali ("PJB"), PT Pelayanan Listrik Nasional Batam ("PLN Batam"), PT PLN Enjiniring ("PLN-E"), PT PLN Gas dan Geothermal ("PLN Gas dan Geothermal"), PT PLN Batubara ("PLN BB"), PT Pelayanan Listrik Nasional Tarakan ("PLN Tarakan"), PT Bahtera Adhiguna ("BAG") and PT Haleyora Power ("HP") are companies which have the same principal shareholder and/or management as the Company.
c. The government is the Ministry of Finance of the Republic of Indonesia, which is the shareholder of PLN and State-Owned Enterprises ("BUMN"*).*
d. Board of Commissioners and Directors are members of the key management of the Company.

Berikut ini adalah daftar pihak berelasi yang memiliki transaksi dengan Perusahaan:

Below is the list of related parties with which the Company has transactions:

	Catatan/ *Notes*	31 Desember/ *December 31,* 2019		31 Desember/ *December 31,* 2018		
		Rp	%*)	Rp	%*)	
Bank	**5**					***Cash in bank***
PT Bank Mandiri (Persero) Tbk		67,811	1.85%	55,677	1.80%	*PT Bank Mandiri (Persero) Tbk*
PT Bank Rakyat Indonesia (Persero) Tbk		13,742	0.37%	15,325	0.49%	*PT Bank Rakyat Indonesia (Persero)Tbk*
PT Bank Negara Indonesia (Persero) Tbk		1,440	0.04%	3,390	0.11%	*PT Bank Negara Indonesia (Persero) Tbk*
PT Bank BNI Syariah		504	0.01%	504	0.02%	*PT Bank Negara Indonesia (Persero) Tbk*
PT Bank Tabungan Negara		1,667	0.05%	413	0.01%	*PT Bank Tabungan Negara*
Subjumlah		85,164	2.32%	75,309	2.43%	*Subtotal*
Setara kas - deposito berjangka						*Cash equivalents - time deposits*
PT Bank Rakyat Indonesia (Persero) Tbk	**5**	155,000	4.22%	81,500	2.63%	*PT Bank Rakyat Indonesia (Persero) Tbk*
PT Bank Negara Indonesia (Persero) Tbk		165,000	4.49%	--	--	
PT Bank Mandiri (Persero) Tbk		--	--	84,000	2.71%	*PT Bank Mandiri (Persero) Tbk*
Subjumlah		320,000	8.71%	165,500	5.34%	*Subtotal*
Jumlah kas dan setara kas		**405,164**	**11.03%**	**240,809**	**7.77%**	***Total cash and cash equivalents***
Piutang usaha	**6**					***Trade receivables***
PT PLN (Persero)		339,734	9.25%	562,781	18.16%	*PT PLN (Persero)*
Kementerian Komunikasi dan Informatika Republik Indonesia		101,676	2.77%	124,387	4.01%	*Kementerian Komunikasi dan Informatika Republik Indonesia*
PT Telekomunikasi Indonesia (Persero) Tbk		37,855	1.03%	21,808	0.70%	*PT Telekomunikasi Indonesia (Persero) Tbk*
PT Pertamina (Persero)		12,720	0.35%	15,986	0.52%	*PT Pertamina (Persero)*
PT Pertamina EP		11,011	0.30%	14,568	0.47%	*PT Pertamina EP*
PT Bank Rakyat Indonesia (Persero) Tbk		28,680	0.78%	7,256	0.23%	*PT Bank Rakyat Indonesia (Persero) Tbk*
Lainnya (di bawah Rp 5 Milyar)		30,169	0.82%	55,660	1.80%	*Others (each below Rp 5 Billion)*
Jumlah		**561,845**	**15.29%**	**802,446**	**25.90%**	***Total***
Rekening bank dan deposito berjangka yang dibatasi penggunaannya	**9**					***Restricted cash in banks and time deposits***
PT Bank Mandiri (Persero) Tbk		30,575	0.83%	27,862	0.90%	*PT Bank Mandiri (Persero), Tbk*
Utang usaha	**12**					***Trade payables***
PT Pelayanan Listrik Nasional Batam		116	0.01%	87	0.01%	*PT Pelayanan Listrik Nasional Batam*
Lainnya (masing-masing di Bawah Rp 1 Milyar)		49	0.00%	3	0.00%	*Others (each below Rp 1 Billion)*
Jumlah		**165**	**0.02%**	**90**	**0.01%**	***Total***
Biaya masih harus dibayar	**14**					***Accrued expenses***
PT PLN (Persero)		33,866	3.15%	36,144	3.65%	*PT PLN (Persero)*
Pinjaman jangka panjang	**15**					***Long - term loan***
PT PLN (Persero)		84,600	7.87%	156,979	15.83%	*PT PLN (Persero)*
Jumlah		**118,466**	**11.02%**	**193,123**	**19.48%**	***Total***
Pendapatan	**17**					***Revenue***
PT PLN (Persero)		960,498	37.91%	422,748	19.49%	*PT PLN (Persero)*
PT Telekomunikasi Indonesia Tbk		25,219	1.00%	11,339	0.52%	*PT Telekomunikasi Indonesia Tbk*
PT Indonesia Power		25,436	1.00%	6,869	0.32%	*PT Indonesia Power*
PT Bank Rakyat Indonesia (Persero) Tbk		63,774	2.52%	6,333	0.29%	*PT Bank Rakyat Indonesia (Persero) Tbk*
PT Bank Syariah Mandiri		10,887	0.43%	4,589	0.21%	*PT Bank Syariah Mandiri*
PT Telekomunikasi Selular Tbk		--	--	17	0.00%	*PT Telekomunikasi Selular Tbk*
Lainnya (masing-masing di bawah Rp 5 Milyar)		488,680	19.29%	27,522	1.27%	*Others (each below Rp 5 billion)*
Jumlah		**1,574,494**	**72.58%**	**479,417**	**22.10%**	***Total***
Beban Koneksi dan beban langsung lainnya	**18**					***Connection and other direct expenses***
PT Telekomunikasi Indonesia Tbk		156,237	15.15%	96,016	11.52%	*PT Telekomunikasi Indonesia Tbk*
PT PGAS Telekomunikasi Nusantara		5,729	0.56%	4,539	0.54%	*PT PGAS Telekomunikasi Nusantara*
PT PLN (Persero)		685	0.07%	603	0.07%	*PT PLN (Persero)*
Lainnya (masing-masing di bawah Rp 2 Milyar)		114,597	11.11%	118,073	14.17%	*Others (each below Rp 2 Billion)*
Jumlah		**277,248**	**26.89%**	**219,231**	**26.31%**	***Total***
Beban bunga						***Interest expenses***
PT PLN (Persero)		**12,869**	**100.00%**	**21,405**	**100.00%**	*PT PLN (Persero)*

* Persentase terhadap jumlah aset/ liabilitas/ pendapatan/ beban yang bersangkutan.

* *Percentage to related total assets/ liabilities/ revenues/ expenses.*

Pada 31 Desember 2019 dan 2018, Perusahaan memberikan kompensasi kepada komisaris dan direksi Perusahaan berupa gaji, fasilitas, tunjangan dan tantiem masing-masing sebesar Rp17.661 dan Rp13.272.

On December 31, 2019 and 2018, the Company provided compensation to its commissioners and directors, which includes salaries, facilities, allowances and bonus amounting to Rp 17,661 and Rp13,272, respectively.

25. Perjanjian Signifikan / *25. Significant Agreement*

a. Pada tanggal 19 Juli 2011, Perusahaan menandatangani perjanjian dengan PLN mengenai Kerjasama Pemanfaatan Aset Ketenagalistrikan PLN untuk Kepentingan Telekomunikasi, Multimedia dan Informatika (Telematika). Perjanjian ini berakhir apabila PLN tidak lagi menjadi pemegang saham mayoritas Perusahaan. Para pihak sepakat bahwa pemanfaatan aset ketenagalistrikan untuk kepentingan Telematika oleh Perusahaan adalah meliputi sebagai berikut:
   - Hak untuk memanfaatkan aset ketenagalistrikan PLN untuk kepentingan Telematika.
   - Hak untuk mengelola sistem telekomunikasi di lingkungan PLN.
   - Kegiatan pengelolaan dan pemanfaatan Aset Ketenagalistrikan untuk Kepentingan Telematika oleh Perusahaan yang antara lain meliputi pada perencanaan, pembangunan, pengoperasian, pengelolaan dan pemeliharaan sistem telematika berdasarkan *Standard Operation Procedures* (”SoP”).

a. On July 19, 2011, Company entered into an agreement with PLN regarding Cooperation of Utilization Electricity Assets of PLN for Telecommunication, Multimedia and Informatics (Telematics). This agreement ended until PLN is no longer the major shareholder of Company. Every party agreed that utilization electricity assets for Telematics benefit of Company are follows:

   - *Right to utilize the electricity assets of PLN for the purpose of Telematics.*
   - *Right to manage the telecommunication system in PLN.*
   - *Manage and utilize the electricity assets for the Telematics purpose by the Company which includes the planning, construction, operation, management and maintenance of telecommunication system based on Standard Operating Procedures (”SoP”).*

b. Pada tanggal 17 September 2010, perusahaan mengadakan perjanjian Implementasi, Operasi serta Pemeliharaan Aplikasi Pelayanan Pelanggan Terpusat (“AP2T”) dengan PLN. Kontrak ini bernilai Rp56.182 per tahun dan berlaku selama lima tahun terhitung sejak ditandatangani perjanjian dan dapat diperpanjang berdasarkan kesepakatan secara tertulis perusahaan dengan PLN. Perjanjian ini telah mengalami beberapa kali perubahan sebagaimana terakhir kali diubah pada tanggal 2 Maret 2018 dan berlaku sampai dengan tanggal 16 September 2020. Perubahan tersebut berisi tentang perubahan harga layanan dan jangka waktu layanan.

b. On September 17, 2010, the Company entered into an agreement with PLN for Implementation, Operation and Maintenance of Centralized Customer Services Application (“AP2T”). The agreement amounted to Rp56,182 per annum and is effective for five years starting from the date of signing of its agreement and can be extended based on a written mutual agreement with PLN. This agreement has been amended several times as last amended on March 2, 2018 and valid until September 16, 2020. The changes set the service price changes and period of service.

c. Pada tanggal 19 September 2014, Perusahaan mengadakan perjanjian pelayanan dengan PLN dimana Perusahaan menyediakan jasa optimalisasi *database* dan konsolidasi aplikasi terpusat, dengan nilai kontrak sebesar Rp89.934 dan biaya layanan bulanan sebesar Rp1.609. Perjanjian ini berlaku untuk jangka waktu lima tahun

c. On September 19, 2014, the Company entered into a service agreement with PLN whereby the Company provides database upgrading and consolidation of centralized applications services, with total contract value of Rp89,934 and monthly services fee of Rp1,609. This agreement is valid for five years since the signing of completion report of the implementation. In 2019, this

terhitung sejak ditandatanganinya berita acara penyelesaian implementasi. Di tahun 2019 kontrak sudah berakhir dan pada saat laporan keuangan disusun perpanjangan kontrak sedang dalam diskusi dengan pihak PT PLN (Persero)

contract already ended, and during the audit process, ICON+ and PLN (Persero) is in the process of discussion for contract renewal

26. Litigasi / *26. Litigation*

a. Pada tanggal 23 September 2015, Perusahaan mengajukan permohonan arbitrase (perbuatan melawan hukum) terkait "Pekerjaan USO Indonesia Bagian Timur Desa Pinter" untuk Paket Pekerjaan 4 Termin VII, VIII, IX, X, XI, XII, XIII, XIV, XV, XVI dan "Paket Pekerjaan 6 Termin - VII, VIII, IX, X, XI, XII, XIII, XIV, XV, XVI dengan nomor perkara 749/IX/ARB-BANI/2015 antara Perusahaan sebagai pemohon dan BP3TI sebagai termohon, dimana termohon diharuskan untuk mengganti kerugian materiil sebesar Rp68.943, dan kerugian immateriil sebesar Rp10.000.

Pada tanggal 21 Oktober 2016, permohonan tersebut telah diputus dengan dikabulkan sebagian, sebagai berikut: (i) Menyatakan BP3TI telah terbukti melakukan perbuatan melawan hukum yang mengakibatkan kerugian bagi Perusahaan; (ii) Menghukum dan memerintahkan BP3TI untuk membayar kerugian sebesar Rp17.620; (iii) Menolak Permohonan Perusahaan agar BP3TI mengganti kerugian immaterial; (iv) Menghukum dan memerintahkan Perusahaan dan BP3TI untuk membayar biaya administrasi, biaya arbiter dan biaya pemeriksaan; (v) Menghukum dan memerintahkan Perusahaan dan BP3TI membayar biaya jasa verifikator independen.

Hingga tanggal pelaporan, Perusahaan telah mengajukan *aanmaning* dan mendapatkan penetapan putusan *aanmaning* No.63/Eks.ARB/2018/PN/Jkt.Sel tanggal 24 Oktober 2018 serta Berita Acara Teguran/Peringatan No. No.63/Eks.ARB/2018/PN/Jkt.Sel tanggal 14 November 2018.

a. *On September 23, 2015, The Company filed arbitration petition related with "Pekerjaan USO Indonesia Bagian Timur Desa Pinter" for "Paket Pekerjaan 4 Termin VII, VIII, IX, X, XI, XII, XIII, XIV, XV, XVI and "Paket Pekerjaan 6 Termin VII, VIII, IX, X, XI, XII, XIII, XIV, XV, XVI" with case number: 749/IX/ARB-BANI/2015 between the Company as the applicant and BP3TI as the defendant, whereas the defendant has to pay the compensation for material loss amounted to Rp68,943 and immaterial loss amounted to Rp10,000.*

On October 21, 2016, the petition has been concluded partially, as follows: (i) That BP3TI has proven conduct the unlawful acts that affects in losses for the Company; (ii) Punishing and ordered BP3TI to make a payment to the Company in the amounted of Rp17,620; (iii) Reject the Company's request to BP3TI to make a payment for immaterial losses; (iv) Punishing and ordered the Company and BP3TI to pay related administration, arbitration, and investigation costs and; (v) Punishing and ordered the Company and BP3TI to pay the independent verifier service.

As of the reporting date, the Company has conducted aanmaning and received "Penetapan Aanmaning", Number 63/Eks.ARB/2018/PN/Jkt.Sel, date 24 october 2018 and "Berita Acara Teguran/ Peringatan" Number 63/Eks.ARB/2018/PN/ Jkt.Sel, date 14 November 2018 in regards of Badan Arbitrase Nasional Indonesia (BANI)'s decision.

b. Pada tanggal 22 Februari 2017, Perusahaan mengajukan permohonan arbitrase (wanprestasi) terkait "Pekerjaan USO Indonesia Bagian Timur Desa Pinter" untuk Paket Pekerjaan 1 Termin XV, XVI, XVII dan Paket Pekerjaan 2 Termin XV, XVI, XVII, XVIII, XIX and XX dengan nomor perkara 927/II/ARB-BANI/2017 antara Perusahaan sebagai pemohon dan BP3TI sebagai termohon dimana termohon diharuskan untuk mengganti kerugian sebesar Rp104.252 dan denda keterlambatan sebesar Rp 7.819.

Pada tanggal 30 Mei 2018, permohonan tersebut telah diputus dengan dikabulkan sebagian, sebagai berikut: (i) Menyatakan BP3TI telah terbukti melakukan perbuatan wanprestasi yang mengakibatkan kerugian bagi Perusahaan; (ii) Menghukum dan memerintahkan BP3TI untuk membayar kerugian sebesar Rp 83.402, (iii) Menghukum dan memerintahkan BP3TI untuk mengembalikan biaya administrasi, biaya arbiter dan biaya pemeriksaan kepada Perusahaan sebesar Rp 609.

Hingga tanggal pelaporan, Perusahaan telah mengajukan *aanmaning* dan mendapatkan penetapan putusan *aanmaning* No. 84/Eks.ARB/2018/PN/Jkt.Sel tanggal 13 Desember 2018 serta Berita Acara Teguran/Peringatan No. 84/Eks.ARB/2018/PN/Jkt.Sel tanggal 9 Januari 2019.

b. On Februari 22, 2017, The Company filed arbitration petition related with "Pekerjaan USO Indonesia Bagian Timur Desa Pinter" for "Paket Pekerjaan 1 Termin XV, XVI, XVII" and "Paket Pekerjaan 2 Termin XV, XVI, XVII, XVIII, XIX and XX" with case number: 927/II/ARB-BANI/2017 between the Company as the applicant and BP3TI as the defendant whereas the defendant has to pay compensation amounting to Rp 104.252 *and penalty for late payment amounting to Rp7,819.*

On May 30, 2018, the petition has been concluded partially, as follows: (i) That BP3TI has proven conduct the unlawful acts that affects in losses for the Company; (ii) Punishing and ordered BP3TI to make a payment to the Company in the amounted of Rp 83.402 *(iii) Punishing and ordered BP3TI to pay related administration, arbitration, and investigation costs to the Company in the amounted of Rp* 609.

As of the reporting date, the Company has conducted aanmaning and received "Penetapan Aanmaning", Number 84/Eks.ARB/2018/PN/Jkt.Sel, date 13 December 2018 and "Berita Acara Teguran/ Peringatan" Number 84/Eks.ARB/2018/PN/Jkt.Sel, dated 9 January 2019 in regards of Badan Arbitrase Nasional Indonesia (BANI)'s decision.

c. Pada tanggal 24 November 2017, Perusahaan mengajukan permohonan arbitrase (wanprestasi) terkait Pekerjaan Upgrading Desa Pinter untuk Paket Pekerjaan 4 dan Paket Pekerjaan 6 Termin XI, XII, XIII, XIV, XV and XVI dengan nomor perkara 998/XI/ARB-BANI/2017 antara Perusahaan sebagai pemohon dan BP3TI sebagai termohon dimana termohon diharuskan untuk mengganti kerugian sebesar Rp34.669 dan denda keterlambatan sebesar Rp10.000/hari keterlambatan.

Hingga tanggal pelaporan ini, masih dalam proses berperkara di Badan Arbitrase Nasional Indonesia (BANI).

*c. On November 24, 2017, The Company filed arbitration petition related with "*Pekerjaan Upgrading Desa Pinter Paket Pekerjaan 4 and 6" *for Termin XI, XII, XIII, XIV, XV and XVI with case number: 998/XI/ARB-BANI/2017 between the Company as the applicant and BP3TI as the defendant whereas the defendant has to pay compensation amounting to Rp34,669 and penalty for late payment amounting to Rp10,000/each day.*

As of the reporting date, this case in Badan Arbitrase Nasional Indonesia (BANI) is still on progress.

27. Transaksi Non-Kas / *27. Non-Cash Transaction*

Tabel di bawah ini menjelaskan perubahan dalam liabilitas Perusahaan yang timbul dari aktivitas pendanaan, termasuk perubahan yang timbul dari arus kas dan perubahan nonkas. Liabilitas yang timbul dari aktivitas pendanaan adalah liabilitas yang arus kas, atau arus kas masa depannya, diklasifikasikan dalam laporan arus kas Perusahaan sebagai arus kas dari aktivitas pendanaan.

The table below details changes in the Company's liabilities arising from financing activities, including both cash and non-cash changes. Liabilities arising from financing activities are those for which cash flow were, or future cash flows will be, classified in the Company's statement of cash flows as cash flows from financing activities.

	Arus kas dari aktivitas pendanaan/ *Cash flows from financing activities*				
	31 Desember/ *December 31, 2018* Rp	**Penambahan/ *Additional* Rp**	**Pembayaran/ *Payment* Rp**	**31 Desember/ *December 31, 2019* Rp**	
Pinjaman jangka panjang kepada pemegang saham	156,979	-	(72,379)	84,600	*Long-term liabilities to shareholder*

	Arus kas dari aktivitas pendanaan/ *Cash flows from financing activities*				
	31 Desember/ *December 31, 2017* Rp	**Penambahan/ *Additional* Rp**	**Pembayaran/ *Payment* Rp**	**31 Desember/ *December 31, 2018* Rp**	
Pinjaman jangka panjang kepada pemegang saham	249,358	-	(92,379)	156,979	*Long-term liabilities to shareholder*

28. Aset dan Liabilitas Moneter Dalam Mata Uang Asing / *28. Monetary Assets and Liability In Foreign Currency*

Pada tanggal 31 Desember 2019 dan 31 Desember 2018, jumlah aset moneter dalam mata uang asing berasal dari kas dan setara kas sejumlah USD302.979 dan USD289.900

As of December 31, 2019 and December 31, 2018, monetary assets denominated in foreign currency are derived from cash and cash equivalents amounting to USD302,979 and USD289,900.

29. Instrumen Keuangan, Manajemen Risiko Keuangan dan Risiko Modal / *29. Financial Instruments, Financial Risk and Capital Risk Management*

a. Kategori dan klasifikasi instrumen keuangan
Tabel berikut ini mengungkapkan rincian instrumen keuangan Perusahaan berdasarkan klasifikasi instrumen keuangan:

a. Categories and classes of financial instruments
The following table discloses the details of the Company financial instruments based on financial instruments classification:

31 Desember/*December 31*, 2019

	Aset Keuangan/*Financial Assets*				Liabilitas keuangan/Financial Liabilities			
	Dimiliki hingga jatuh tempo/ *Held to maturity*	Pinjaman yang diberikan dan piutang/ *Loans and receivables*	Tersedia untuk dijual/ *Available for sale*	Nilai wajar melalui laba rugi/ *Fair value through profit or loss*	Liabilitas keuangan diukur pada biaya perolehan diamortisasi/ *Financial liabilities at amortized cost*	Nilai wajar melalui laba rugi/ *Fair value through profit or loss*	Jumlah aset dan liabilitas keuangan/ *Total financial asset and liabilities*	
Aset keuangan								***Financial assets***
Aset keuangan lancar								***Current financial assets***
Kas dan setara kas	--	598,307	--	--	--	--	598,307	*Cash and cash equivalents*
Piutang usaha	--	816,311	--	--	--	--	816,311	*Trade receivables*
Piutang lain-lain	--	15,229	--	--	--	--	15,229	*Other receivables*
Jumlah aset keuangan lancar	--	1,429,847	--	--	--	--	1,429,847	*Total current financial assets*
Aset keuangan tidak lancar								***Non-current financial assets***
Rekening bank yang yang dibatasi penggunaannya	--	30,575	--	--	--	--	30,575	*Restricted cash in banks*
Piutang lain-lain	--	4,584	--	--	--	--	4,584	*Other receivables*
Jumlah aset keuangan tidak lancar	--	**35,159**	--	--	--	--	35,159	*Total non-current financial assets*
Jumlah aset keuangan	--	**1,465,006**	--	--	--	--	**1,465,006**	***Total financial assets***
Liabilitas keuangan								***Financial liabilities***
Liabilitas keuangan jangka pendek								***Current financial liabilities***
Utang usaha	--	--	--	--	362,609	--	362,609	*Trade payables*
Biaya masih harus dibayar	--	--	--	--	365,297	--	365,297	*Accrued expenses*
Utang lain-lain	--	--	--	--	62	--	62	*Other payables*
Pinjaman jangka panjang - yang jatuh tempo dalam satu tahun	--	--	--	--	37,419	--	37,419	*Current maturities of long-term loan*
Jumlah liabilitas keuangan jangka pendek	--	--	--	--	765,387	--	765,387	*Total current financial liabilities*
Liabilitas keuangan jangka panjang								***Non-current financial liabilities***
Uang jaminan langganan	--	--	--	--	1,309	--	1,309	*Customer security deposits*
Pinjaman jangka panjang - setelah dikurangi bagian jatuh tempo dalam satu tahun	--	--	--	--	47,181	--	47,181	*Long-term loan - net of current maturities within one year*
Jumlah liabilitas keuangan jangka panjang	--	--	--	--	48,490	--	48,490	*Total non-current financial liabilities*
Jumlah liabilitas keuangan	--	--	--	--	**813,877**	--	**813,877**	***Total financial liabilities***

31 Desember/*December 31*, 2018

	Aset Keuangan/*Financial Assets*				Liabilitas keuangan/Financial Liabilities			
	Dimiliki hingga jatuh tempo/ *Held to maturity*	Pinjaman yang diberikan dan piutang/ *Loans and receivables*	Tersedia untuk dijual/ *Available for sale*	Nilai wajar melalui laba rugi/ *Fair value through profit or loss*	Liabilitas keuangan diukur pada biaya perolehan diamortisasi/ *Financial liabilities at amortized cost*	Nilai wajar melalui laba rugi/ *Fair value through profit or loss*	Jumlah aset dan liabilitas keuangan/ *Total financial asset and liabilities*	
Aset keuangan								***Financial assets***
Aset keuangan lancar								***Current financial assets***
Kas dan setara kas	--	424,115	--	--	--	--	424,115	*Cash and cash equivalents*
Piutang usaha	--	992,707	--	--	--	--	992,707	*Trade receivables*
Piutang lain-lain	--	14,644	--	--	--	--	14,644	*Other receivables*
Jumlah aset keuangan lancar	--	1,431,466	--	--	--	--	1,431,466	*Total current financial assets*
Aset keuangan tidak lancar								***Non-current financial assets***
Rekening bank yang yang dibatasi penggunaannya	--	27,862	--	--	--	--	27,862	*Restricted cash in banks*
Piutang lain-lain	--	4,572	--	--	--	--	4,572	*Other receivables*
Jumlah aset keuangan tidak lancar	--	**32,434**	--	--	--	--	32,434	*Total non-current financial assets*
Jumlah aset keuangan	--	**1,463,900**	--	--	--	--	**1,463,900**	***Total financial assets***
Liabilitas keuangan								***Financial liabilities***
Liabilitas keuangan jangka pendek								***Current financial liabilities***
Utang usaha	--	--	--	--	294,905	--	294,905	*Trade payables*
Biaya masih harus dibayar	--	--	--	--	302,674	--	302,674	*Accrued expenses*
Utang lain-lain	--	--	--	--	62	--	62	*Other payables*
Pinjaman jangka panjang - yang jatuh tempo dalam satu tahun	--	--	--	--	72,379	--	72,379	*Current maturities of long-term loan*
Jumlah liabilitas keuangan jangka pendek	--	--	--	--	670,020	--	670,020	*Total current financial liabilities*
Liabilitas keuangan jangka panjang								***Non-current financial liabilities***
Uang jaminan langganan	--	--	--	--	1,321	--	1,321	*Customer security deposits*
Pinjaman jangka panjang - setelah dikurangi bagian jatuh tempo dalam satu tahun	--	--	--	--	84,600	--	84,600	*Long-term loan - net of current maturities within one year*
Jumlah liabilitas keuangan jangka panjang	--	--	--	--	85,921	--	85,921	*Total non-current financial liabilities*
Jumlah liabilitas keuangan	--	--	--	--	**755,941**	--	**755,941**	***Total financial liabilities***

b. Manajemen risiko modal

Perusahaan mengelola risiko modal untuk memastikan bahwa mereka akan mampu untuk melanjutkan kelangsungan usaha dan untuk memastikan pemenuhan batasan rasio kecukupan modal. Struktur modal Perusahaan terdiri dari ekuitas pemegang saham, yang terdiri dari modal saham (Catatan 16) dan saldo laba.

b. Capital risk management

The Company manages capital risk to ensure that they will be able to continue as going concern and to ensure compliance with covenants of capital adequacy ratio. The Company capital structure consist of equity shareholders that consist of capital stock (Note 16) and retained earnings.

Direksi Perusahaan secara berkala melakukan tinjauan struktur permodalan. Sebagai bagian dari tinjauan ini, Direksi mempertimbangkan biaya permodalan dan risiko yang berhubungan.

Directors of the Company periodically review capital structure. As part of this review, the Directors consider the cost of capital and related risks.

Perusahaan berusaha untuk meminimalkan biaya modal sehingga dapat memaksimalkan nilai Perusahaan. Oleh karena itu, kebijakan Perusahaan dalam mencari pendanaan akan selalu memperhitungkan risiko keuangan yang mungkin timbul di masa depan.

The Company seeks to minimize the cost of capital, in order to maximize their value. Therefore, the Company policy to seek funding that will always take into account the financial risk that may arise in the future.

Rasio utang terhadap ekuitas pada tanggal 31 Desember 2019 dan 31 Desember 2018 adalah sebagai berikut:

The debt to equity ratios as of December 31, 2019 and December 31, 2018 were as follows:

	2019 Rp	2018 Rp	
Jumlah utang	1,074,578	991,457	*Total liabilities*
Jumlah ekuitas	2,599,868	2,106,767	*Total equity*
Rasio utang terhadap ekuitas	**0.41**	**0.47**	***Debt to equity ratio***

c. Tujuan dan kebijakan manajemen risiko keuangan

Tujuan dan kebijakan manajemen risiko keuangan Perusahaan adalah untuk memastikan bahwa sumber daya keuangan yang memadai tersedia untuk operasi dan pengembangan bisnis, serta untuk mengelola risiko keuangan, antara lain risiko pasar (termasuk risiko mata uang asing dan risiko tingkat suku bunga), risiko kredit dan risiko likuiditas. Perusahaan beroperasi dengan pedoman yang telah ditentukan oleh Dewan Direksi.

c. Financial risk management objectives and policies

The Company overall financial risk management and policies is to ensure that adequate financial resources are available for operation and development of their business, while managing their exposure to financial risk, which are market risk (including foreign currency risk and interest rate risk) credit risk, and liquidity risks. The Company operate within defined policy that are approved by the Board of Directors.

i. Manajemen risiko mata uang asing

Perusahaan melakukan sejumlah transaksi dalam mata uang asing. Akibatnya, timbul eksposur terhadap fluktuasi nilai tukar mata uang asing. Kebijakan Perusahaan adalah untuk menjaga risiko mata uang asing dalam batas yang dapat diterima. Perusahaan mencadangkan jumlah mata uang asing pada saat nilai tukar rupiah menguat dengan jumlah sesuai kebutuhan.

i. Foreign currency risk management

The Company undertake many transactions denominated in foreign currencies. Consequently, there are exposures to exchange rate fluctuations. The Company policy is to maintain foreign currency exposure within acceptable limits. The Company reserve the foreign currency amount at the time the rupiah strengthened with amount as needed.

Sensitivitas mata uang asing

Pada tanggal 31 Desember 2019, jika Rupiah melemah/menguat sebesar 10% terhadap USD dengan seluruh variabel lain konstan, jumlah penghasilan komprehensif tahun berjalan lebih tinggi/rendah sebesar Rp316 (31 Desember 2018: Rp393),

Foreign currency sensitivity

As of December 31, 2019, if Rupiah had weakened/strengthened by 10% against USD with all other variables held constant, total comprehensive income for the year would have been Rp316 higher/lower (31 Desember 2018: Rp393) mainly as a result of

terutama diakibatkan keuntungan (kerugian) dari penjabaran kas dan setara kas. Dampak terhadap ekuitas sama dengan dampak terhadap laba setelah pajak tahun berjalan.

foreign exchange gains (losses) on the translation of cash and cash equivalents. The impact on equity would have been the same as the impact on post-tax profit for the year.

ii. Manajemen risiko tingkat bunga

Risiko tingkat suku bunga Perusahaan timbul dari pinjaman jangka panjang. Risiko tingkat suku bunga dari kas tidak signifikan.

Pinjaman dengan tingkat suku bunga tetap mengekspos Perusahaan terhadap risiko nilai wajar suku bunga.

Pada tanggal 31 Desember 2019 dan 31 Desember 2018, pinjaman dengan tingkat suku bunga tetap berkaitan dengan pinjaman jangka panjang (Catatan 15). Perusahaan tidak mempunyai pinjaman dengan tingkat suku bunga tetap yang diukur dengan nilai wajar melalui laba rugi. Oleh karena itu, perubahan tingkat suku bunga pada tanggal pelaporan tidak akan mempengaruhi laba rugi.

ii. Interest rate risk management

The Company's interest rate risk arises from long-term loans. The interest rate risk from cash is not significant.

Fixed rate loans expose the Company to fair value interest rate risk.

As of 31 December 2019 and 31 December 2018, fixed rate long-term loan (Note 15). The Company does not account for any fixed rate loan at fair value through profit or loss. Therefore, a change in interest rates at the reporting date would not affect profit or loss.

iii. Manajemen risiko kredit

Risiko kredit mengacu pada risiko bahwa pelanggan gagal dalam memenuhi kewajiban kontraktualnya yang mengakibatkan kerugian bagi Perusahaan. Dalam usaha meminimalkan risiko tidak tertagihnya piutang, Perusahaan melakukan isolir dan pemutusan sambungan/deaktivasi ke pelanggan jika pelanggan tidak membayar pada waktu yang telah ditentukan.

Piutang usaha terdiri dari sejumlah besar pelanggan, tersebar di berbagai industri dan wilayah geografis. Evaluasi kredit berkelanjutan dilakukan pada kondisi keuangan piutang dan, bila perlu, jaminan yang disediakan.

Perusahaan tidak memiliki eksposur risiko kredit yang signifikan terhadap satu pelanggan atau kelompok pelanggan tertentu yang mempunyai karakteristik yang sama.

iii. Credit risk management

Credit risk refers to the risk that the customer will failed on its contractual obligations resulting in a loss to the Company. In minimising the risk of uncollectible receivables, the Company will terminate the connection to the customer if the customer does not pay ontime, which is determined (to be) less than a month.

Trade receivables are spread over a large number of customers, spread across divers industries and geographic areas. Ongoing credit evaluation is being performed on the financial condition of accounts receivable and, where appropriate, credit guarantee insurance cover is purchased.

The Company does not have significant credit risk exposure to any single customer or group customers having similar characteristics.

Nilai tercatat aset keuangan pada laporan keuangan setelah dikurangi dengan penyisihan untuk kerugian mencerminkan eksposur Perusahaan terhadap risiko kredit.

The carrying amount of financial assets recorded in the financial statements, net of any allowance for losses represents the Company exposure to credit risk.

Kualitas kredit aset keuangan
Tabel berikut ini menunjukkan kualitas aset keuangan Perusahaan:

Credit quality of financial assets
The following table shows the quality of the Company's financial assets:

	31 Desember/*December* 2019				
	Belum jatuh Tempo dan Penurunan nilai/ ***Neither Past due Nor impaired***	**Telah jatuh tempo tetapi tidak mengalami penurunan nilai/** ***Past due but not impaired***	**Mengalami penurunan nilai/** ***Impaired***	**Jumlah/** ***Total***	
Kas dan setara kas	598,307	--	--	598,307	*Cash and cash equivalents*
Piutang usaha	339,289	162,558	314,464	816,311	*Trade receivables*
Piutang lain-lain	15,229	4,584	--	19,813	*Others receivables*
Rekening bank yang dibatasi penggunaannya	30,575	--	--	30,575	*Restricted cash in banks*
Jumlah	**983,400**	**167,142**	**314,464**	**1,465,006**	***Total***

	31 Desember/*December 31*, 2018				
	Belum jatuh tempo dan tidak mengalami penurunan nilai/ ***Neither past due nor impaired***	**Telah jatuh tempo tetapi tidak mengalami penurunan nilai/** ***Past due but not impaired***	**Mengalami penurunan nilai/** ***Impaired***	**Jumlah/** ***Total***	
Kas dan setara kas	424,115	--	--	424,115	*Cash and cash equivalents*
Piutang usaha	675,595	133,633	183,479	992,707	*Trade receivables*
Piutang lain-lain	14,644	4,572	--	19,216	*Others receivables*
Rekening bank yang dibatasi penggunaannya	27,862	--	--	27,862	*Restricted cash in banks*
Jumlah	**1,142,216**	**138,205**	**183,479**	**1,463,900**	***Total***

Aset keuangan tertentu dinilai secara individu untuk penurunan nilai dan, jika ditemukan terjadi penurunan nilai, rugi penurunan nilai harus diterapkan secara individu.

Certain financial assets are individually assessed for impairment and, if found to be impaired, have impairment loss assigned to them on an individual basis.

Tabel di atas termasuk aset keuangan yang mana penurunan nilainya dilakukan secara kolektif. Tidak praktis untuk mengidentifikasi penurunan nilai aset keuangan tersebut secara individual dalam portofolio aset keuangan dengan karakteristik risiko yang sama dimana penurunan nilainya dilakukan secara kolektif.

The above table includes financial assets on which collective impairment have been assessed. It is not practicable to individually identify impaired financial assets within the portfolio of financial assets with similar risk characteristics which are collectively assessed for impairment.

iv. Manajemen risiko likuiditas

Risiko likuiditas muncul apabila Perusahaan mengalami kesulitan dalam mendapatkan sumber pendanaan. Manajemen risiko likuiditas berarti menjaga kecukupan saldo kas dan setara kas. Perusahaan mengelola risiko likuiditas dengan terus memantau perkiraan dan arus kas aktual serta dengan cara pencocokan profil jatuh tempo aset keuangan dan liabilitas keuangan.

Tabel berikut ini merangkum liabilitas keuangan Perusahaan pada tanggal pelaporan dan mengelompokkan liabilitas tersebut berdasarkan periode yang tersisa sampai dengan tanggal jatuh tempo kontraktual. Jumlah yang diungkapkan dalam tabel adalah arus kas kontraktual yang tidak didiskontokan termasuk estimasi pembayaran bunga.

iv. Liquidity risk management

Liquidity risk arises in situations where the Company has difficulties in obtaining funding. Prudent liquidity risk management implies maintaining sufficient cash and cash equivalents. The Company manages liquidity risk by continuously monitoring forecast and actual cash flows and matching the maturity profiles of financial assets and liabilities.

The table below summarises the Company's financial liabilities at the reporting date and separate these liabilities into relevant maturity groupings based on the remaining period to the contractual maturity date. The amounts disclosed in the table are the contractual undiscounted cash flows including estimated interest payments.

	31 Desember/*December 31,* 2019					
	Dalam satu tahun/ *Within one year*	Lebih dari satu tahun tetapi tidak lebih dari tiga tahun/ *Over one year but not longer than three years*	Lebih dari tiga tahun tetapi tidak lebih dari lima tahun/ *Over three years but not longer than five years*	Lebih dari lima tahun/ *Over five years*	Jumlah/ *Total*	
Utang usaha	362.609	--	--	--	362.609	*Trade payables*
Biaya masih harus dibayar	365.297	--	--	--	365.297	*Accrued expenses*
Pinjaman jangka panjang - pihak berelasi	37.419	47.181	--	--	84.600	*Long-term loan - related party*
Utang lain-lain	62	--	--	--	62	*Others payable*
Uang jaminan langganan	1.309	--	--	--	1.309	*Customer security deposits*
Jumlah	**766.696**	**47.181**	**--**	**--**	**813.877**	***Total***

	31 Desember/*December 31,* 2018					
	Dalam satu tahun/ *Within one year*	Lebih dari satu tahun tetapi tidak lebih dari tiga tahun/ *Over one year but not longer than three years*	Lebih dari tiga tahun tetapi tidak lebih dari lima tahun/ *Over three years but not longer than five years*	Lebih dari lima tahun/ *Over five years*	Jumlah/ *Total*	
Utang usaha	294.905	--	--	--	294.905	*Trade payables*
Biaya masih harus dibayar	302.674	--	--	--	302.674	*Accrued expenses*
Pinjaman jangka panjang - pihak berelasi	72.379	17.029	67.571	--	156.979	*Long-term loan - related party*
Utang lain-lain	62	--	--	--	62	*Others payable*
Uang jaminan langganan	1.321	--	--	--	1.321	*Customer security deposits*
Jumlah	**671.341**	**17.029**	**67.571**	**--**	**755.941**	***Total***

d. Nilai wajar instrumen keuangan

Nilai wajar instrumen keuangan diatas ditentukan dengan mendiskontokan estimasi arus kas masa depan menggunakan suku bunga pasar dengan penyesuaian kredit pada tanggal pelaporan. Manajemen berpendapat bahwa nilai tercatat aset dan liabilitas

d. Fair value of financial instruments

The fair value for the above financial instruments was determined by discounting estimated future cash flows with credit adjusted market interest rates at the reporting date. Management considers that the carrying amounts of financial assets and financial liabilities recorded

keuangan yang dicatat mendekati nilai wajarnya, baik karena jatuh tempo dalam jangka pendek atau mempunyai tingkat suku bunga pasar.

approximate their fair values either because of their short-term maturities or because they carry market interest rate.

30. Peristiwa Setelah Periode Pelaporan

30. Events After Reporting Period

a. Pada awal tahun 2020 Pemerintah mengumumkan "status keadaan tertentu darurat bencana wabah penyakit akibat virus corona". Hal tersebut berdampak pada penurunan ekonomi dalam negeri, yaitu melemahnya nilai tukar rupiah dan penurunan harga sekuritas di pasar modal. Manajemen telah menilai dampak peristiwa tersebut terhadap operasi Perusahaan dan percaya bahwa tidak ada dampak negatif yang signifikan dalam jangka pendek meskipun dampak jangka panjang sulit diprediksi pada saat ini. Manajemen akan terus memantau ini dan mengambil tindakan yang diperlukan untuk mengatasi risiko dan ketidakpastian pada masa yang akan datang.

a. In early 2020 the Government announced "the status of a specific state of emergency from the corona virus". This has an impact on the decline in the domestic economy, namely the weakening of the rupiah and the decline in prices of securities on the capital market. Management has assessed the impact of these events on the Company's operations and believes that there are no significant negative impacts in the short term even though long-term impacts are difficult to predict at this time. Management will continue to monitor this and take action as needed to overcome risks and uncertainties in the future.

b. Peraturan Pemerintah No. 1 Tahun 2020

b. Government Regulation No. 1 Year 2020

Peraturan Pemerintah Pengganti Undang Undang No. 1 Tahun 2020 (“Peraturan”) telah diterbitkan pada tanggal 31 Maret 2020

Government Regulation in Lieu of Law No. 1 Year 2020 (“the Regulation”) has been issued on March 31, 2020.

Peraturan ini mengatur mengenai kebijakan keuangan Negara dan stabilitas sistem keuangan untuk penanganan pandemi COVID-19 dan/atau dalam rangka menghadapi ancaman yang membahayakan perekonomian nasional dan/atau stabilitas sistem keuangan. Peraturan ini salah satunya mengatur penyesuaian tarif PPh Badan dalam negeri menjadi sebesar 22% pada tahun pajak 2020 dan tahun pajak 2021, dan 20% pada tahun pajak 2022.

The Regulation is concerning the state financial policy and financial system stability in response of the COVID-19 pandemic and/or the threats that endanger the national economy and/or financial system stability. The Regulation, among others, regulates the adjustment of Corporate Income Tax rate for domestic company to become 22% in the fiscal years of 2020 and 2021 and 20% in 2022 fiscal year.

Peraturan tersebut tidak berdampak kepada pengukuran aset dan kewajiban pajak kini maupun tangguhan, termasuk beban terkait, yang dilaporkan pada laporan keuangan 31 Desember 2019 dan baru berdampak pada pelaporan keuangan setelah tahun 2019. Jika Perusahaan menggunakan tarif pajak 22% untuk tahun 2019, aset pajak tangguhan yang dilaporkan oleh Perusahaan pada tanggal 31 Desember 2019 akan turun sebesar Rp2.484.

The Regulation does not affect the measurement of the current and deferred tax assets and liabilities, including its related expenses, which were reported in the financial statements of December 31, 2019 and would only impact the financial reporting after 2019. Had the Company used the 22% tax rate in 2019, the deferred tax assets reported by the Company as of December 31, 2019 would have decreased by Rp2,484.

31. Tanggung Jawab Manajemen dan Persetujuan atas Laporan Keuangan

Penyusunan dan penyajian wajar laporan keuangan merupakan tanggung jawab manajemen, dan telah disetujui Direksi Perusahaan untuk diterbitkan pada tanggal 31 Maret 2020.

31. Management's Responsibility and Approval of Financial Statements

The preparation and fair presentation of the financial statements were the responsilibities of the management, and were approved by the Company's Directors and authorised for issue on Maret 31, 2020.

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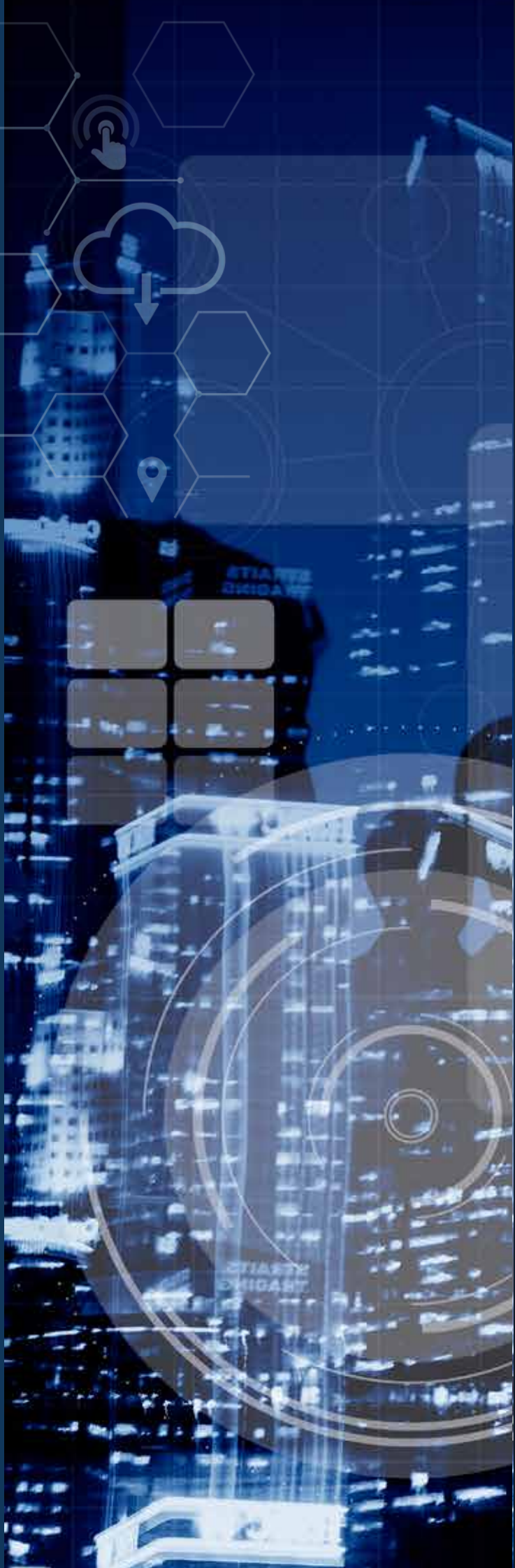

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