



**GUIDELINE ON**  
***WHISTLEBLOWING SYSTEM OF***

P-002/0.11

**PT PERUSAHAAN GAS NEGARA Tbk**

**Jakarta, 2019**



GUIDELINE ON

WHISTLEBLOWING SYSTEM OF

PT PERUSAHAAN GAS NEGARA Tbk

No. Doc. : P-002/0.11

Revision: 00

Effective Date: June 25, 2019

Page: 1 of 28

## SHEET OF RATIFICATION

Ratified in Jakarta

On June 25, 2019

PT Perusahaan Gas Negara, Tbk

President Director

*signed*

**Gigih Prakoso**

	<b>GUIDELINE ON</b>
	<b>WHISTLEBLOWING SYSTEM OF</b>
	<b>PT PERUSAHAAN GAS NEGARA Tbk</b>

<b>No. Doc. : P-002/0.11</b>	<b>Revision: 00</b>	<b>Effective Date: June 25, 2019</b>	<b>Page: 2 of 28</b>
------------------------------	---------------------	--------------------------------------	----------------------

## **TABLE OF CONTENTS**

Sheet of Ratification

Table of Contents

### **CHAPTER I INTRODUCTION**

- 1.1. Background
- 1.2. Objectives
- 1.3. Definition
- 1.4. Reference

### **CHAPTER II WHISTLEBLOWING SYSTEM ORGAN**

- 2.1 Membership and Duties of Ethics Board
- 2.2 Membership of Committee for Ethics
- 2.3 Tasks of Committee for Ethics
- 2.4 Appointment of Ethics Board
- 2.5 Appointment of the Committee for Ethics
- 2.6 Resources (Devices)
- 2.7 Reportable Acts

### **CHAPTER III MANAGEMENT OF REPORTING ON BREACH**

- 3.1 Company's Obligation to Receive and Resolve Reporting on Breach
- 3.2 Receipt of Reporting on Breach

	<b>GUIDELINE ON</b>
	<b>WHISTLEBLOWING SYSTEM OF</b>
	<b>PT PERUSAHAAN GAS NEGARA Tbk</b>

<b>No. Doc. : P-002/0.11</b>	<b>Revision: 00</b>	<b>Effective Date: June 25, 2019</b>	<b>Page: 3 of 28</b>
------------------------------	---------------------	--------------------------------------	----------------------

- 3.3 Handling of Reporting on Breach
- 3.4 Implementation of Administrative Function
- 3.5 Monitoring of Follow Up
- 3.6 Submission of Response
- 3.7 Publication and Socialization

#### **CHAPTER IV WHISTLEBLOWER PROTECTION**

#### **CHAPTER V FLOW CHART**

#### **CHAPTER VI CLOSING**

Appendix 01 Form of Receipt of Reporting on Breach

Appendix 02 Form of Minutes of Opening of PO BOX

Appendix 03 Form of Minutes of Initial Study/Clarification

	<b>GUIDELINE ON</b>
	<b>WHISTLEBLOWING SYSTEM OF</b>
	<b>PT PERUSAHAAN GAS NEGARA Tbk</b>

<b>No. Doc. : P-002/0.11</b>	<b>Revision: 00</b>	<b>Effective Date: June 25, 2019</b>	<b>Page: 4 of 28</b>
------------------------------	---------------------	--------------------------------------	----------------------

## **CHAPTER I**

### **INTRODUCTION**

#### **1.1 Background**

In line with the Company's commitment in the implementation of GCG, PT Perusahaan Gas Negara Tbk always pays attention to the interest of every stakeholder based on the fairness and equality principle according to GCG principles. Of course to be able to materialize the same, there should various concrete efforts that are not easy to implement.

But in its implementation, there were frequently arise the reporting on breach from the stakeholders as the consequence of the lack of proper attention of the stakeholders' rights or even sometime ignored by the Company. The reporting on breach by the stakeholders, if not resolved properly will potentially harm the stakeholders and or the Company itself. A standard mechanism in the handling of reporting on breach is absolutely required to avoid from protracted dispute or disputes between the stakeholders and the Company. Therefore the problem does

	<b>GUIDELINE ON</b>
	<b>WHISTLEBLOWING SYSTEM OF</b>
	<b>PT PERUSAHAAN GAS NEGARA Tbk</b>

<b>No. Doc. : P-002/0.11</b>	<b>Revision: 00</b>	<b>Effective Date: June 25, 2019</b>	<b>Page: 5 of 28</b>
------------------------------	---------------------	--------------------------------------	----------------------

not continue to the issue of the decline in reputation and public trust in the Company.

The settlement of the reporting on breach by the stakeholders is one of forms of increase in the stakeholders' protection to secure their rights in dealing with the Company and secure the handling fulfilling the terms and conditions stipulated by the Company, the government and the competent authority. To this end, it is necessary to formulate the handling policy, system and procedure that are aligned to regulate the settlement of the reporting on breach for the stakeholders in a Policy on Management of Reporting on Breach.

Whistleblowing Policy is a system that can be used as a media for the whistleblower witness, to submit the information on breach indicated to occur in a Company.

The reporting obtained from this Reporting on Breach (Whistleblowing) mechanism should obtain attention and follow-up, including also the imposition of appropriate penalty in order to provide a deterrent effect for the perpetrators of breach and also for those intending to commit the same.

## **1.2 Objectives**

	<b>GUIDELINE ON</b>
	<b>WHISTLEBLOWING SYSTEM OF</b>
	<b>PT PERUSAHAAN GAS NEGARA Tbk</b>

<b>No. Doc. : P-002/0.11</b>	<b>Revision: 00</b>	<b>Effective Date: June 25, 2019</b>	<b>Page: 6 of 28</b>
------------------------------	---------------------	--------------------------------------	----------------------

1. As the basis or implementing guideline in the handling of reporting on breach from the stakeholders;
2. As channel for reporting on the matters that cannot be resolved through the organizational normal procedure;
3. To secure the implementation of effective settlement mechanism of Reporting on Breach in the adequate period by the stakeholders;
4. To avoid the negative publication on the Company;
5. To support the fairness principle in the relationship between the Company and the stakeholders as the business actors and the Company's partners;
6. As one of efforts to the disclosure of various problems in the company that are not according to the ethic standard prevailing in the Company.

### **1.3 Definition**

1. Ethics Board shall mean the representative of the Board of Directors and/or Board of Commissioners assigned to decide the cessation of investigation or instruction to carry out investigation, to recommend the status of Reporting on Breach, to impose sanctions and monitor the follow-up of Reporting on Breach.

	<b>GUIDELINE ON</b>
	<b>WHISTLEBLOWING SYSTEM OF</b>
	<b>PT PERUSAHAAN GAS NEGARA Tbk</b>

<b>No. Doc. : P-002/0.11</b>	<b>Revision: 00</b>	<b>Effective Date: June 25, 2019</b>	<b>Page: 7 of 28</b>
------------------------------	---------------------	--------------------------------------	----------------------

- a. Ethics Board I shall mean the representative of the Board of Directors consisting of 3 (three) Board of Directors assigned to decide the cessation of investigation or instruction to carry out investigation, to recommend the status of Reporting on Breach, impose sanction and monitor the follow-up of reporting on breach involving the employees and Board of Directors.
  - b. Ethics Board II shall mean consisting of the President Commissioner, President Director and Director assigned to decide the cessation of investigation or instruction to carry out investigation, to recommend the status of reporting on breach, impose sanction and monitor the follow-up of reporting on breach involving the President Director and Commissioner.
2. Board of Commissioners shall mean the Company's organ assigned to carry out supervision and provide advice to the Board of Directors in carrying out the Company's management activities;
  3. Board of Directors shall mean the Company's organ responsible for the Company's management in the interest

	<b>GUIDELINE ON</b>
	<b>WHISTLEBLOWING SYSTEM OF</b>
	<b>PT PERUSAHAAN GAS NEGARA Tbk</b>

<b>No. Doc. : P-002/0.11</b>	<b>Revision: 00</b>	<b>Effective Date: June 25, 2019</b>	<b>Page: 8 of 28</b>
------------------------------	---------------------	--------------------------------------	----------------------

and objectives of the Company and represent the Company both inside and outside the court;

4. PGN Personnel, shall mean all levels in PGN covering the Members of Board of Commissioners, Director and Employees.
5. Committee for Ethic shall mean the management of reporting on breach responsible directly to the Ethics Board. The Committee shall be assigned to follow up on the reporting on breach made by the Board of Commissioners, Board of Directors and Employees of the Company.
6. Organ Supporting Board of Commissioners shall mean the organ assisting the Board of Commissioners in carrying out the Company's supervisory function, such as the Committees and Secretary of the Board of Commissioners;
7. Recipient of Reporting on Breach shall mean the Whistleblowing System Committee (Committee for Ethics);
8. Reporting on Breach shall mean:
  - a. Disclosure of act of breach or illegal act;
  - b. Unethical/immoral acts or other acts that may harm the organization and the stakeholder (breach of

	<b>GUIDELINE ON</b>
	<b>WHISTLEBLOWING SYSTEM OF</b>
	<b>PT PERUSAHAAN GAS NEGARA Tbk</b>

<b>No. Doc. : P-002/0.11</b>	<b>Revision: 00</b>	<b>Effective Date: June 25, 2019</b>	<b>Page: 9 of 28</b>
------------------------------	---------------------	--------------------------------------	----------------------

code of conduct), committed by PGN Personnel. This disclosure is generally carried out confidentially);

9. Whistleblower of Breach shall mean the internal parties i.e. PGN Personnel, and not covered in any of whistleblowers from the external parties i.e. the customer, partner, supplier and the community. The whistleblower should provide the clear evidence, information, or indication of occurrence of breach reported thereby can be traced or followed up. Without the adequate information, the report will be difficult to be followed up;
10. Stakeholders' Representative shall mean the individual, institution and or legal entity acting for and on behalf of the stakeholders based on the special power of attorney from the stakeholders;
11. PT Perusahaan Gas Negara Tbk shall mean the company established according to the Deed of Establishment of PGN No. 486 dated May 30, 1996, already amended recently according to the Articles of Association of PGN contained in the Deed No. 34 dated September 10, 2018 already obtaining approval through the Decree of the Minister of Law and Human Rights of the Republic

	<b>GUIDELINE ON</b>
	<b>WHISTLEBLOWING SYSTEM OF</b>
	<b>PT PERUSAHAAN GAS NEGARA Tbk</b>

<b>No. Doc. : P-002/0.11</b>	<b>Revision: 00</b>	<b>Effective Date: June 25, 2019</b>	<b>Page: 10 of 28</b>
------------------------------	---------------------	--------------------------------------	-----------------------

of Indonesia Number: AHU-AH.01.03-0252077 of 2018 dated October 12, 2018 regarding Receipt of Notification on Amendment to Articles of Association of PT PGN Tbk, hereinafter referred to as Company or PGN;

12. Stakeholders shall mean the party having interest with the Company.

#### **1.4 Reference**

1. Regulation of Minister of SOE No.Per-09/MBU/2012 regarding Amendment to Regulation of the Minister of SOE No.Per-01/MBU/2011 regarding Good Corporate Governance (GCG) In the State-Owned Enterprises;
2. Guideline on Quality Management System P-002/0.20
3. Guideline on Corporate Culture P-003/058
4. Guidance on Breach Reporting System of Committee on National Policy on Governance of 2008

	<b>GUIDELINE ON</b>
	<b>WHISTLEBLOWING SYSTEM OF</b>
	<b>PT PERUSAHAAN GAS NEGARA Tbk</b>

<b>No. Doc. : P-002/0.11</b>	<b>Revision: 00</b>	<b>Effective Date: June 25, 2019</b>	<b>Page: 11 of 28</b>
------------------------------	---------------------	--------------------------------------	-----------------------

## CHAPTER II

### WHISTLEBLOWING SYSTEM (WBS) ORGAN

#### 2.1 Membership and Duties of Ethics Board

1. Ethics Board shall constitute the organ responsible for deciding the cessation of investigation or instruction to carry out investigation, to recommend the status of reporting on breach, to impose sanction and monitor the follow-up of reporting on breach. The Ethics Board consisting of:

- a. Ethics Board I, consisting of 3 (three) Board of Directors assigned to decide the cessation of investigation or instruction to carry out investigation, to recommend the status of Reporting on Breach, to impose sanctions and monitor the follow-up of reporting on breach involving employees and the Board of Directors.
- b. Ethics Board II consisting of the President Commissioner, President Director and 1 (one) Director, assigned of decide the cessation of investigation or instruction to carry out investigation, to recommend the status of reporting

	<b>GUIDELINE ON</b>
	<b>WHISTLEBLOWING SYSTEM OF</b>
	<b>PT PERUSAHAAN GAS NEGARA Tbk</b>

<b>No. Doc. : P-002/0.11</b>	<b>Revision: 00</b>	<b>Effective Date: June 25, 2019</b>	<b>Page: 12 of 28</b>
------------------------------	---------------------	--------------------------------------	-----------------------

on breach, to impose sanctions and monitor the follow-up of reporting on breach involving the President Director and Member of Board of Commissioner.

2. The Ethics Board in carrying out the duties shall be assisted by the Committee for Ethics.
3. In case the investigation finding that can be proved involves the member of the Ethics Board, the whistleblower can be replaced by one of Members of the Board of Directors through the appointment of the President Director and/or the President Commissioner.

## **2.2 Membership of Committee for Ethic**

The Committee for Ethic shall constitute the independent function or unit of the daily operation of the Company and has access to the highest management in the Company.

If a separate unit does not yet established in the Company, then the management of WBS can be submitted to the Internal Audit, assisted by the Law, GCG and Human Resources functions if required.

## **2.3 Duties of Committee for Ethics**

	<b>GUIDELINE ON</b>
	<b>WHISTLEBLOWING SYSTEM OF</b>
	<b>PT PERUSAHAAN GAS NEGARA Tbk</b>

<b>No. Doc. : P-002/0.11</b>	<b>Revision: 00</b>	<b>Effective Date: June 25, 2019</b>	<b>Page: 13 of 28</b>
------------------------------	---------------------	--------------------------------------	-----------------------

The Committee for Ethic shall carry out the job description in the Committee. The job description shall cover the Report Receipt Division and Investigation Division

1. Report Receipt Division

i.e. the division assigned to receive the reporting on breach, select the report on breach for further process by the Investigation Division without opening the whistleblower's identity. The Report Receipt Division shall also be responsible for the implementation of the whistleblower protection program whistleblower, especially the confidentiality aspect and guarantee of the whistleblower security. To this end, the officer in this division shall obtain access to the legal, finance and operational assistance if required.

2. Investigation Division

i.e. the division assigned to carry out further investigation of the substance of breach reported. The objective shall be to search for and collect the evidences required to ensure that there was already breach. In case there is sufficient evidences, then

	<b>GUIDELINE ON</b>
	<b>WHISTLEBLOWING SYSTEM OF</b>
	<b>PT PERUSAHAAN GAS NEGARA Tbk</b>

<b>No. Doc. : P-002/0.11</b>	<b>Revision: 00</b>	<b>Effective Date: June 25, 2019</b>	<b>Page: 14 of 28</b>
------------------------------	---------------------	--------------------------------------	-----------------------

the recommendation on sanction to breach committed shall be provided to the Ethics Board to decide. But if there is no sufficient evidence, then the investigation process shall be stopped and the report on breach shall not be continued. In the interest of his duties, the officer in this division shall obtain assistance and operational access and information to all units investigated.

#### **2.4 Appointment of Ethics Board**

The Members of Ethics Board I shall be appointed by and be responsible to the President Director.

The Members of Ethics Board I shall be appointed by the President Director at approval of the President Commissioner, and be responsible to the President Commissioner.

#### **2.5 Appointment of Committee for Ethics**

The criteria of Employee for the report receipt division shall be inter alia:

- a. Have high integrity;
- b. Trustable;

	<b>GUIDELINE ON</b>
	<b>WHISTLEBLOWING SYSTEM OF</b>
	<b>PT PERUSAHAAN GAS NEGARA Tbk</b>

<b>No. Doc. : P-002/0.11</b>	<b>Revision: 00</b>	<b>Effective Date: June 25, 2019</b>	<b>Page: 15 of 28</b>
------------------------------	---------------------	--------------------------------------	-----------------------

- c. Able to communicate and relate well as well as able to convince the people;
- d. Able to diplomacy properly and quite tactical, without making angry the opponent of speech;
- e. Objective and decisive.

The criteria of Employee for investigation division shall be inter alia:

- a. Have high integrity;
- b. Have capability to carry out investigation;
- c. High analytical skill;
- d. Capability to carry out the good assessment;
- e. Objective and decisive;
- f. Have good communication skills;
- g. Have good diplomatic skills.

## **2.6 Resources (Devices)**

The adequate resources shall be made available to be able to implement WBS program. The resources required shall be inter alia:

- a. The adequacy of quality and quantity of personnel to carry out the duties as member of the Committee for Ethics;

	<b>GUIDELINE ON</b>
	<b>WHISTLEBLOWING SYSTEM OF</b>
	<b>PT PERUSAHAAN GAS NEGARA Tbk</b>

<b>No. Doc. : P-002/0.11</b>	<b>Revision: 00</b>	<b>Effective Date: June 25, 2019</b>	<b>Page: 16 of 28</b>
------------------------------	---------------------	--------------------------------------	-----------------------

- b. Communication media (telephone, e-mail, mail box) for reporting on breach, both internal and external channels, according to the need;
- c. Adequate training for WBS executive officers;
- d. Support and commitment on funding for WBS implementation.

## **2.7 Reportable Acts**

The acts that can be reported shall be the acts deeds that according to the whistleblower in good faith shall be the acts as follows:

1. Corruption;
2. Bribery;
3. Gratification;
4. Conflict of interest;
5. Theft;
6. Fraud;
7. Acts breaching law and the Company regulation (including theft, use of violence against the employees, extortion, drug consumption, harassment, other criminal acts);
8. Breach of the provisions on taxes or other legislation;
9. Breach of the Guideline on Business Ethics and Work Ethics;

	<b>GUIDELINE ON</b>
	<b>WHISTLEBLOWING SYSTEM OF</b>
	<b>PT PERUSAHAAN GAS NEGARA Tbk</b>

<b>No. Doc. : P-002/0.11</b>	<b>Revision: 00</b>	<b>Effective Date: June 25, 2019</b>	<b>Page: 17 of 28</b>
------------------------------	---------------------	--------------------------------------	-----------------------

10. Acts endangering the work safety and health and/or endangering the company security;

11. Acts that may render the financial or non- financial losses to the company or harm the company's interests;

12. Breach of standard operation procedure (SOP) of the company, especially related to the goods and service procurement, provision of benefit and remuneration;

13. Falsification, hidden or destruction of document/ report, and or use of the false document for business.

The Company may add or decrease the list of acts that can be reported to facilitate the employees to detect the acts that can be reported.

	<b>GUIDELINE ON</b>
	<b>WHISTLEBLOWING SYSTEM OF</b>
	<b>PT PERUSAHAAN GAS NEGARA Tbk</b>

<b>No. Doc. : P-002/0.11</b>	<b>Revision: 00</b>	<b>Effective Date: June 25, 2019</b>	<b>Page: 18 of 28</b>
------------------------------	---------------------	--------------------------------------	-----------------------

### **CHAPTER III**

#### **MANAGEMENT OF REPORTING ON BREACH**

#### **3.1 Company's Obligation to Receive and Resolve Reporting on Breach**

1. The Company shall receive the Reporting on Breach from internal and external parties;
2. The Company shall receive and resolve the Reporting on Breach from the whistleblower mentioning his identity or not (anonymously);
3. The Company shall make available the management channel of reporting on breach, i.e. through the Committee for Ethics.
4. The Committee for Ethic will continue the reporting on breach according to the whistleblower's context.

#### **3.2 Receipt of Reporting on Breach**

1. The Reporting on Breach shall be submitted to the Committee for Ethics, both related to the Board of Commissioners, the Board of Directors and the Employees of the Company.
2. The Reporting on Breach can be made during/outside the working hours;

	<b>GUIDELINE ON</b>
	<b>WHISTLEBLOWING SYSTEM OF</b>
	<b>PT PERUSAHAAN GAS NEGARA Tbk</b>

<b>No. Doc. : P-002/0.11</b>	<b>Revision: 00</b>	<b>Effective Date: June 25, 2019</b>	<b>Page: 19 of 28</b>
------------------------------	---------------------	--------------------------------------	-----------------------

3. The Reporting on Breach shall be submitted through the Company's official channel.
4. The Company shall receive every Reporting on Breach submitted by the stakeholders and/or Stakeholders' Representative verbally or in writing;
5. The Company shall provide the explanation on policy on and procedure for completion of Reporting on Breach when the stakeholders and/or stakeholders' Representatives submits the Reporting on Breach;
6. The Reporting on Breach presumed of committed as referred to in point (1) hereof shall be made in writing or verbally with the mechanism as follows:
  - a. Through the Company's website [www.pgn.co.id](http://www.pgn.co.id), sub part "Reporting on Breach"
  - b. By email in [etik@pgn.co.id](mailto:etik@pgn.co.id)
  - c. Submitting the official letter addressed to the Company c.q. the Committee for Ethic of PGN, by hand-delivered, or via post to the Company with address:

**Committee for Ethic of PT PGN Tbk**

**Graha PGAS 3<sup>rd</sup> Floor**

**Internal Audit Division**

	<b>GUIDELINE ON</b>
	<b>WHISTLEBLOWING SYSTEM OF</b>
	<b>PT PERUSAHAAN GAS NEGARA Tbk</b>

<b>No. Doc. : P-002/0.11</b>	<b>Revision: 00</b>	<b>Effective Date: June 25, 2019</b>	<b>Page: 20 of 28</b>
------------------------------	---------------------	--------------------------------------	-----------------------

7. The Reporting on Breach in writing is suggested to be equipped with the supporting evidence such as: document related to the evidence of initial indication of breach
8. If the reporting on breach is submitted in writing with identity, the Company will provide the receipt, and if the reporting on breach is not equipped with identity, it will be recorded in the list of reporting on breach.
9. If the reporting on breach is submitted by the stakeholders' Representative, then besides the documents above, the other documents shall also be submitted, i.e.:
  - a. Photocopy of identity card of stakeholders and stakeholders' Representative;
  - b. Power of Attorneys of the stakeholders to the stakeholders' Representative stating that the stakeholders confers authority to act for and on behalf of the stakeholders; If the stakeholders' Representative is an institution or legal entity, it shall be attached by the document stating that the parties submitting the reporting on breach has

	<b>GUIDELINE ON</b>
	<b>WHISTLEBLOWING SYSTEM OF</b>
	<b>PT PERUSAHAAN GAS NEGARA Tbk</b>

<b>No. Doc. : P-002/0.11</b>	<b>Revision: 00</b>	<b>Effective Date: June 25, 2019</b>	<b>Page: 21 of 28</b>
------------------------------	---------------------	--------------------------------------	-----------------------

authority to represent the institution or the legal entity.

10. The Company shall submit the evidence of receipt of Reporting on Breach to the stakeholders and/or stakeholders' Representatives submitting report.

### **3.3 Handling of Reporting on Breach**

1. The Committee for Ethics shall verify the report submitted for recommendation on necessity of investigation on Reporting on Breach within 10 (ten) business days;
2. Based on the result of initial verification, the Committee for Ethic shall provide recommendation to the Ethics Board to decide whether or not an investigation of reporting on breach should be conducted within 10 (ten) working days;
3. If the result of verification as referred to in point 2 (two) of this sub-chapter indicates that the reporting on breach is untrue and there is no evidence, then further process will not be made. To this end, the Minutes shall be made and signed by the Ethics Board;
4. If the result of verification indicates the indication of breach furnished with the sufficient evidences, the

	<b>GUIDELINE ON</b>
	<b>WHISTLEBLOWING SYSTEM OF</b>
	<b>PT PERUSAHAAN GAS NEGARA Tbk</b>

<b>No. Doc. : P-002/0.11</b>	<b>Revision: 00</b>	<b>Effective Date: June 25, 2019</b>	<b>Page: 22 of 28</b>
------------------------------	---------------------	--------------------------------------	-----------------------

- Ethics Board shall decide in order that the reporting on breach can be processed to the investigation phase;
5. Related to the Reporting on Breach involving the element of PGN Personnel requiring the investigation, it shall be followed up with the investigation conducted by the Committee for Ethics and if required, it may use the assistance of the other relevant function as well as the external parties;
  6. The Committee for Ethics shall report the result of investigation conducted to the Ethics Board.
  7. The Ethics Board will decide the follow-up of result of investigation and determine the status of the reporting on breach whether closed if it is not proven or provided with sanction, as well as report to the President Director or the Board of Directors
  8. In case the result of investigation that can be proven relates to PGN Personnel, then the follow-up will be resolved by the Ethics Board without involving the involved parties.
  9. In case the result of investigation that can be proven involves the member of the Board of Directors, member of the Board of Commissioners, Organ Supporting Board

	<b>GUIDELINE ON</b>
	<b>WHISTLEBLOWING SYSTEM OF</b>
	<b>PT PERUSAHAAN GAS NEGARA Tbk</b>

<b>No. Doc. : P-002/0.11</b>	<b>Revision: 00</b>	<b>Effective Date: June 25, 2019</b>	<b>Page: 23 of 28</b>
------------------------------	---------------------	--------------------------------------	-----------------------

of Commissioners, and members of the Ethics Board, then the follow shall be settled by the Board of Directors without involving the involved parties.

10. The perpetrator already proven based on the result of investigation, will be processed according to the prevailing regulation.

### **3.4 Implementation of Administrative Function**

1. All documentation on reporting on breach shall be administered well by the Committee for Ethics
2. The notes on receipt and status of reporting on breach shall contain at least:
  - a. Registration number;
  - b. Receipt date;
  - c. Recipient Officer;
  - d. Short description; and
  - e. Status of completion furnished with explanation.

### **3.5 Monitoring of Follow-up**

1. The monitoring of follow-up of the Reporting on Breach shall be made by the Ethics Board;
2. The Ethics Board shall inform the incoming Reporting on Breach, investigated, and considered completed, to

	<b>GUIDELINE ON</b>
	<b>WHISTLEBLOWING SYSTEM OF</b>
	<b>PT PERUSAHAAN GAS NEGARA Tbk</b>

<b>No. Doc. : P-002/0.11</b>	<b>Revision: 00</b>	<b>Effective Date: June 25, 2019</b>	<b>Page: 24 of 28</b>
------------------------------	---------------------	--------------------------------------	-----------------------

the President Director and Board of Commissioners at any time required.

### **3.6 Submission of Response**

1. The Company through the Ethics Board may inform and/or provide response on the status of the resolution process of reporting on breach to stakeholders and/or stakeholders' Representative asking the explanation to the Company on the reporting on breach it proposes;
2. For the Reporting on Breach without identity, there is no obligation of the Company to provide response.

### **3.7 Publication and Socialization**

The Company shall publish as well as socialize this Guideline on Whistleblowing System to all PGN Personnel and the Company's stakeholders through various media of the Company, such as:

1. Print and distribute this policy document;
2. Company's Website;
3. Employees' internal Forum;
4. Internal Training/Socialization.

	<b>GUIDELINE ON</b>
	<b>WHISTLEBLOWING SYSTEM OF</b>
	<b>PT PERUSAHAAN GAS NEGARA Tbk</b>

<b>No. Doc. : P-002/0.11</b>	<b>Revision: 00</b>	<b>Effective Date: June 25, 2019</b>	<b>Page: 25 of 28</b>
------------------------------	---------------------	--------------------------------------	-----------------------

## CHAPTER IV

### WHISTLEBLOWER PROTECTION

#### 4.1 Whistleblower Protection

1. The Company shall protect the Whistleblower of breach;
2. The protection of whistleblower of breach is intended to encourage the courage to report the breach;
3. The Whistleblower protection shall cover:
  - a. Confidentiality guarantee of the whistleblower's identity and report contents;
  - b. Security guarantee for Whistleblowers and their families.
4. A Whistleblower of breach will obtain protection from the company against the adverse treatment, such as:
  - a. Unfair dismissal;
  - b. Decline in position or rank;
  - c. Harassment or discrimination in all its forms, and;
  - d. Disadvantaged note in the personal file record.



**GUIDELINE ON  
WHISTLEBLOWING SYSTEM OF  
PT PERUSAHAAN GAS NEGARA Tbk**

**No. Doc. : P-002/0.11      Revision: 00      Effective Date: June 25, 2019      Page: 26 of 28**

**CHAPTER V  
FLOW CHART**

No	Procedure	Whistleblower	Committee For Ethic	Ethics Board	President Director	President Commissioner
1.	Prepare the report/complaint	1				
2.	Receive the report/complaint as well as carry out the initial verification whether or not the complaints are received.		2 OK NO Report			
3.	Decide whether or not further investigation on complaint will be made			3 OK NO Report		
4.	The Committee for Ethic (and other relevant functions if required) carry out investigation and present the result to the Ethics Board		4			
5.	Based on the presentation of result of investigation of the Committee for Ethics, the Ethics Board shall decide: 1. Closed if not proven 2. Impose sanction according to the prevailing provisions			5 OK Report YES		
6.	The Ethics Board stipulate the sanction: 1. Administrative according to PKB in coordination with HCM 2. Forward to the investigator for further process if proven related to crime, in coordination with the Legal Division			6		
7.	The report of Ethics Board shall be submitted to: 1. President Director if the whistleblower is the employee until the Board of Directors 2. President Commissioner if the whistleblower assigns the President Director and the division of the Commissioner level					REPORT OF PRESIDENT DIRECTOR OR PRESIDENT COMMISSIONER

	<b>GUIDELINE ON</b>
	<b>WHISTLEBLOWING SYSTEM OF</b>
	<b>PT PERUSAHAAN GAS NEGARA Tbk</b>

<b>No. Doc. : P-002/0.11</b>	<b>Revision: 00</b>	<b>Effective Date: June 25, 2019</b>	<b>Page: 27 of 28</b>
------------------------------	---------------------	--------------------------------------	-----------------------

## CHAPTER VI

### CLOSING

1. This guideline shall be used as the main reference by PGN Personnel in carrying out his duties and obligations.
2. IAD at approval of the Board of Directors, shall carry out the review periodically to Guideline on WBS according to the Company's business development, change of business environment and the prevailing legislation.
3. This guideline shall be declared effective as of the stipulation by the President Director.
4. Any matters requiring more specific explanation will be regulated further in a separate document.
5. Any matters not yet regulated in this Guideline shall remain refer to the prevailing provisions and regulations.
6. Internalization and communication on Guideline on WBS shall become responsibility of the Board of Directors through the Committee for Ethics. Every PGN employee shall also be involved in the internalization and communication process of this guideline



	<b>GUIDELINE ON</b>
	<b>WHISTLEBLOWING SYSTEM OF</b>
	<b>PT PERUSAHAAN GAS NEGARA Tbk</b>

No. Doc. : P-002/0.11	Revision: 00	Effective Date: June 25, 2019	Page: 28 of 28
-----------------------	--------------	-------------------------------	----------------

Appendix 1


P-002/0.11/F01

**RECEIPT OF**

**REPORTING ON BREACH**

**Number: ...../PPWBS/20.....**

1. Name .....  
.....
2. Address .....  
.....
3. Phone No.: .....  
 Fax: .....  
 HP: .....  
 E-mail: .....
4. name of Organization/ .....  
 Institution .....
5. Has submitted the .....  
 Report on Reporting on .....  
 Breach on: .....  
 .....  
 .....  
 .....  
 .....  
 .....  
 .....  
 .....

Jakarta, .....

Whistleblower, .....  
Committee for Ethics

Recipient,