

# ASEAN CORPORATE GOVERNANCE SCORECARD

Part C : Peran Pemangku Kepentingan

*Role of Stakeholders*

## Appendix

### Level 1

| <b>C. Role Of Stakeholders</b>  |  |
|---|--|
| <b>C.1 The rights of stakeholders that are established by law or through mutual agreements are to be respected</b>                              |  |
| <i>Does the company disclose a policy and practices that address:</i>   |  |
| C.1.1 The existence and scope of the company's efforts to address customers' welfare?   | <p>In 2021 Annual Report, Code of Conduct section, page 845-849.<br/> <a href="https://www.permatabank.com/sites/default/files/documents/pdf/AR2021_PB_26042022_hires_0.pdf">https://www.permatabank.com/sites/default/files/documents/pdf/AR2021_PB_26042022_hires_0.pdf</a></p> <p>In 2021 Sustainability Report, page 56-62:<br/> <a href="https://www.permatabank.com/sites/default/files/documents/pdf/Hires_PermataBank%20SR_2021.pdf">https://www.permatabank.com/sites/default/files/documents/pdf/Hires_PermataBank%20SR_2021.pdf</a></p>                             |
| C.1.2 Supplier/contractor selection procedures?   | <p>In 2021 Annual Report, Goods and Services Procurement Governance section, page 857-859.<br/> <a href="https://www.permatabank.com/sites/default/files/documents/pdf/AR2021_PB_26042022_hires_0.pdf">https://www.permatabank.com/sites/default/files/documents/pdf/AR2021_PB_26042022_hires_0.pdf</a></p> <p>In 2021 Sustainability Report, page 125-126.<br/> <a href="https://www.permatabank.com/sites/default/files/documents/pdf/Hires_PermataBank%20SR_2021.pdf">https://www.permatabank.com/sites/default/files/documents/pdf/Hires_PermataBank%20SR_2021.pdf</a></p> |
| C.1.3 The company's efforts to ensure that its value chain is environmentally friendly or is consistent with promoting sustainable development? | <p>In 2021 Sustainability Report, page 100-110.<br/> <a href="https://www.permatabank.com/sites/default/files/documents/pdf/Hires_PermataBank%20SR_2021.pdf">https://www.permatabank.com/sites/default/files/documents/pdf/Hires_PermataBank%20SR_2021.pdf</a></p>   |
| C.1.4 The company's efforts to interact with the communities in which they operate?   | <p>In 2021 Sustainability Report page 84-97:<br/> <a href="https://www.permatabank.com/sites/default/files/documents/pdf/Hires_PermataBank%20SR_2021.pdf">https://www.permatabank.com/sites/default/files/documents/pdf/Hires_PermataBank%20SR_2021.pdf</a></p>  |
| C.1.5 The company's anti-corruption programs and procedures?  | <p>In 2021 Annual Report, Anti-Corruption Policy section, page 864-865:<br/> <a href="https://www.permatabank.com/sites/default/files/documents/pdf/AR2021_PB_26042022_hires_0.pdf">https://www.permatabank.com/sites/default/files/documents/pdf/AR2021_PB_26042022_hires_0.pdf</a></p> <p>In 2021 Sustainability Report, page 119-123:<br/> <a href="https://www.permatabank.com/sites/default/files/documents/pdf/Hires_PermataBank%20SR_2021.pdf">https://www.permatabank.com/sites/default/files/documents/pdf/Hires_PermataBank%20SR_2021.pdf</a></p>                    |

C.1.6 How creditors' rights are safeguarded?

In 2021 Annual Report, Corporate Governance Guidelines for Public Companies section, page 855 which mentioned: *Each creditor's rights have been stipulated in the agreement between PermataBank and such creditor.*

[https://www.permatabank.com/sites/default/files/documents/pdf/AR2021\\_PB\\_26042022\\_hires\\_0.pdf](https://www.permatabank.com/sites/default/files/documents/pdf/AR2021_PB_26042022_hires_0.pdf)

In addition, creditor's rights are safeguarded and have been governed in the Articles of Association in accordance with the prevailing laws and regulations. Refer to Article 29 (7) of Articles of Association:

*The liquidator must announce it in the State Gazette and in 2 (two) daily newspapers in the Indonesian language, one of which having wide circulation within the territory of the Republic of Indonesia and the other being published at the Company's domicile as determined by the Board of Directors, with notification on such dissolution to the Company's creditors, and also notify it to the Minister of Laws and Human Rights of the Republic of Indonesia and the Chief Executive of Capital Market Supervisor of Financial Services Authority pursuant to the laws.*

<https://www.permatabank.com/sites/default/files/Articles%20of%20Association%20PermataBank%20%28English%20vers%29.pdf>

C.1.7 Does the company have a separate report/section that discusses its efforts on environment/economy and social issues?

Details as described in the 2021 Sustainability Report.

[https://www.permatabank.com/sites/default/files/documents/pdf/Hires\\_PermataBank%20SR\\_2021.pdf](https://www.permatabank.com/sites/default/files/documents/pdf/Hires_PermataBank%20SR_2021.pdf)

**C.2 Where stakeholder interests are protected by law, stakeholders should have the opportunity to obtain effective redress for violation of their rights.**

C.2.1 Does the company provide contact details via the company's website or Annual Report which stakeholders (e.g. customers, suppliers, general public etc.) can use to voice their concerns and/or complaints for possible violation of their rights?

In 2021 Annual Report, Whistleblowing System section, page 861-863 and page 209.

[https://www.permatabank.com/sites/default/files/documents/pdf/AR2021\\_PB\\_26042022\\_hires\\_0.pdf](https://www.permatabank.com/sites/default/files/documents/pdf/AR2021_PB_26042022_hires_0.pdf)

In 2021 Sustainability Report, page 61-62 and page 121.

[https://www.permatabank.com/sites/default/files/documents/pdf/Hires\\_PermataBank%20SR\\_2021.pdf](https://www.permatabank.com/sites/default/files/documents/pdf/Hires_PermataBank%20SR_2021.pdf)

**C.2 Stakeholders including individual employee and their representative bodies, should be able to freely communicate their concerns about illegal or unethical practices to the board and their rights should not be compromised for doing this**

C.2.1 Does the company have a whistle blowing policy which includes procedures for complaints by employees and other stakeholders concerning alleged illegal and unethical behavior and provide contact details via the company's website or annual report?

In 2021 Annual Report, Whistleblowing System section, page 861-863.  
[https://www.permatabank.com/sites/default/files/documents/pdf/AR2021\\_PB\\_26042022\\_hires\\_0.pdf](https://www.permatabank.com/sites/default/files/documents/pdf/AR2021_PB_26042022_hires_0.pdf)

In 2021 Sustainability Report, page 121.  
[https://www.permatabank.com/sites/default/files/documents/pdf/Hires\\_PermataBank%20SR\\_2021.pdf](https://www.permatabank.com/sites/default/files/documents/pdf/Hires_PermataBank%20SR_2021.pdf)

In the Company's website.  
[https://www.permatabank.com/en/tentang-kami/tata-kelola-perusahaan#!/Whistleblowing-System-\(%26quot;Speak-Up%26quot;\);](https://www.permatabank.com/en/tentang-kami/tata-kelola-perusahaan#!/Whistleblowing-System-(%26quot;Speak-Up%26quot;);)

C.2.2 Does the company have a policy or procedures to protect an employee/person who reveals alleged illegal/unethical behavior from retaliation?

In 2021 Annual Report, Whistleblowing System section, page 861-863:  
[https://www.permatabank.com/sites/default/files/documents/pdf/AR2021\\_PB\\_26042022\\_hires\\_0.pdf](https://www.permatabank.com/sites/default/files/documents/pdf/AR2021_PB_26042022_hires_0.pdf)

In 2021 Sustainability Report page 121:  
[https://www.permatabank.com/sites/default/files/documents/pdf/Hires\\_PermataBank%20SR\\_2021.pdf](https://www.permatabank.com/sites/default/files/documents/pdf/Hires_PermataBank%20SR_2021.pdf)