



A SUSTAINABLE MILESTONE:

Contributions for Resilience



2023

LAPORAN KEBERLANJUTAN
SUSTAINABILITY REPORT



Pernyataan

Laporan Keberlanjutan ini berisikan pernyataan-pernyataan kinerja ekonomi, lingkungan, sosial, dan tata kelola, serta strategi Perseroan yang digolongkan sebagai pernyataan ke depan dalam pengertian perundang-undangan yang berlaku, kecuali hal-hal yang bersifat historis. Pernyataan-pernyataan tersebut bersifat prospektif yang memiliki risiko dan ketidakpastian, serta dapat mengakibatkan perkembangan aktual secara material berbeda dari yang tertulis dalam pernyataan-pernyataan tersebut.

Pernyataan prospektif dalam Laporan Keberlanjutan ini dibuat berdasarkan berbagai asumsi mengenai kondisi terkini dan kondisi mendatang dari Perseroan, serta lingkungan bisnis, tempat Perseroan menjalankan kegiatan usaha. Perseroan tidak menjamin bahwa segala tindakan yang telah diambil untuk memastikan keabsahan dokumen ini akan membawa hasil-hasil tertentu sesuai harapan. Penulisan angka-angka pada seluruh tabel dan grafik menggunakan notasi Bahasa Indonesia.

Disclaimer

This Sustainability Report contains statements on economic, environmental, social, and governance performance, as well as the Company's strategies classified as forward-looking statements under applicable laws, except for historical matters. These statements are prospective in nature, involving risks and uncertainties, and actual developments may materially differ from those expressed in these statements.

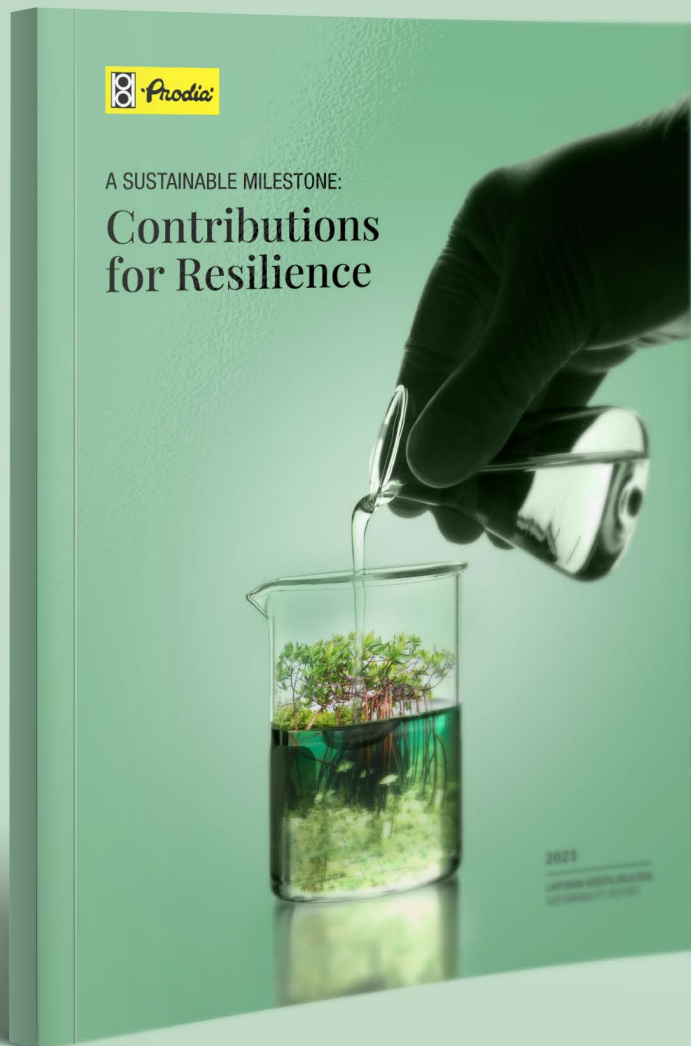
The forward-looking statements in this Sustainability Report are made based on various assumptions about the current and future conditions of the Company, as well as the business environment where the Company operates. The Company does not guarantee that all actions taken to ensure the authenticity of this document will yield specific results as expected. Numerical values in all tables and graphs are presented using the Indonesian language notation.

A SUSTAINABLE MILESTONE:

Contributions for Resilience

Sejalan dengan tema hari ulang tahun ke-50 PT Prodia Widyahusada Tbk atau Prodia, yakni *Personal and Precise Partner for Your Health*, Laporan ini mengangkat tema “*A Sustainable Milestone: Contributions for Resilience*.” Melalui tema ini, kami menegaskan komitmen keberlanjutan Prodia untuk menciptakan fondasi dalam menyediakan layanan kesehatan andal, terpercaya, dan berkelanjutan. Kami ingin terus menjadi mitra bagi seluruh pemangku kepentingan untuk menerapkan pola hidup sehat, membangun kolaborasi dengan berbagai mitra bisnis, hingga melakukan digitalisasi layanan kesehatan demi mendukung dan mewujudkan kesehatan berkelanjutan masyarakat Indonesia.

In line with the theme of the 50th anniversary of PT Prodia Widyahusada Tbk, or Prodia, which is “*Personal and Precise Partner for Your Health*,” this report adopts the theme “*A Sustainable Milestone: Contributions for Resilience*.” Through this theme, we reaffirm Prodia’s commitment to sustainability by establishing a foundation for providing reliable, trustworthy, and sustainable healthcare services. We aim to continue being a partner for all stakeholders in promoting a healthy lifestyle, building collaborations with various business partners, and implementing healthcare service digitization to support and realize sustainable health for the Indonesian people.



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Visi, Misi, Nilai, dan Budaya Keberlanjutan [16-C.1]

Vision, Mission, Values, and
Sustainability Culture



Visi dan Misi Perseroan Company's Vision and Mission

Visi | Vision

- Layanan Kesehatan Terpercaya menunjang Pengobatan Generasi Baru (*Transforming toward reliable Next Generation Health Care*)
- Sebagai "Center of Excellence"
- Being a Reliable Healthcare Service to support the New Generation of Medical Treatment (*Transforming toward reliable Next Generation Health Care*)
- As a "Center of Excellence"

Misi | Mission

- Untuk DIAGnosa yang Lebih Baik
- Untuk si DIA yang Bergabung dengan Prodia
- For a Better DIAGnosis
- For DIA that Joins Prodia

Visi dan Misi Keberlanjutan Sustainability Vision and Mission

Visi | Vision

Menjadi Penyedia Kesehatan Terpercaya, Meningkatkan Kesejahteraan Bangsa melalui Integrasi Lingkungan, Sosial, dan Tata Kelola

To be a Trusted Healthcare Provider, Enhancing the Nation's Welfare through Environmental, Social, and Governance Integration

Misi | Mission

- Memperluas layanan kesehatan dengan diagnosa terpercaya dan terpadu, sejalan dengan kemajuan ilmu pengetahuan dan inovasi di bidang kesehatan.
- Membangun keterlibatan proaktif pemangku kepentingan Prodia untuk mendukung layanan kesehatan yang andal dan unggul.
- Meningkatkan kontribusi pada lingkungan dan masyarakat melalui inisiatif tanggung jawab sosial dan lingkungan.
- Menerapkan manajemen bisnis yang efisien dan efektif, mempertimbangkan aspek lingkungan, sosial, dan tata kelola dalam operasional.
- Expand healthcare services with reliable and integrated diagnostics, aligned with advances in science and innovation in the healthcare field.
- Foster proactive engagement of Prodia stakeholders to support reliable and superior healthcare services.
- Increase contributions to the environment and society through social and environmental responsibility initiatives.
- Implement efficient and effective business management, considering environmental, social, and governance aspects in operations.

Nilai-nilai Keberlanjutan | Sustainability Values

Mengutamakan pelanggan

Prodia mengutamakan pentingnya pelanggan sebagai kunci keberhasilan dan keberlangsungan bisnis. Untuk itu, Prodia mengutamakan pelayanan terhadap pelanggan dengan menyediakan layanan kesehatan yang terpercaya.

Mengutamakan mutu

Prodia mengutamakan bisnis yang berorientasi terhadap mutu hasil, mutu layanan, dan penciptaan budaya *total quality management*.

Menjaga keseimbangan: bisnis & ilmu, bekerja-belajar-kebersamaan

Prodia mengutamakan keseimbangan bisnis dan pembelajaran dengan melaksanakan pengembangan bisnis dan ilmu kedokteran laboratorium, serta pelayanan kesehatan dengan memperhatikan kepentingan semua pemangku kepentingan. Prodia mengusung tema "*Learn Well, Work Well & Play Well*," yaitu belajar dengan baik (serius), bekerja dengan baik (berhasil & tuntas), dan santai (gembira) namun tetap bersemangat dan tidak jenuh dalam melaksanakan tugas.

Memiliki semangat 'The Spirit of Prodia'

Prodia terus mengobarkan semangat untuk melaksanakan Misi Perseroan yang luhur, meraih sukses, mengembangkan diri, dan mewujudkan impian menjadi kenyataan.

Sikap mental positif

Prodia menjunjung sikap mental yang positif dengan menjalankan komitmen untuk melaksanakan tugas lebih baik daripada kemarin, disiplin, korek, gesit, berorientasi pada hasil, produktif, taat terhadap azas, serta konsisten dengan visi, misi, dan nilai-nilai Perseroan.

Kekompakan tim

Prodia menjunjung tinggi nilai kebersamaan "*We Are All In This Together*," yaitu memahami bahwa seluruh insan Perseroan merupakan satu keluarga besar dan menumbuhkan rasa bangga menjadi bagian dari Prodia.

Keterbukaan

Prodia mengutamakan keterbukaan dengan menghilangkan konsep *nobody ever tells me anything* (NETMA) dan saling memberikan informasi terkait apa yang terjadi di sekitar. Prodia juga mengedepankan keterbukaan komunikasi antara superior dan sub-ordinat, serta melaksanakan *management by wandering around* (MBWA) yang mudah dihubungi.

To prioritize customers

Prodia prioritizes the importance of customers as the key to success and business sustainability. Therefore, Prodia emphasizes service to customers by providing reliable healthcare services.

To prioritize quality/Quality as a way of life

Prodia prioritizes a business that is oriented towards the quality of results, service quality, and the creation of a total quality management culture.

To maintain the business balance: business & science, work-learn-togetherness

Prodia prioritizes the balance between business and learning by implementing business and laboratory medical science, as well as healthcare services, considering the interests of all stakeholders. Prodia embraces the theme "*Learn Well, Work Well & Play Well*," which means learning well (seriously), working well (successfully & thoroughly), and relaxing well (joyful) but still being enthusiastic and not bored in carrying out tasks.

To have 'The Spirit of Prodia'

Prodia continues to ignite the spirit to carry out the noble Mission of the Company, achieve success, develop oneself, and make dreams come true.

Positive mental attitude

Prodia upholds a positive mental attitude by committing to perform tasks better than yesterday, being disciplined, proactive, goal-oriented, productive, adhering to principles, and consistent with the Company's vision, mission, and values.

HPTs: High Performing Teams

Prodia highly values the sense of togetherness "*We Are All In This Together*," understanding that all members of the Company are one big family and fostering pride in being part of Prodia.

Openness

Prodia prioritizes openness by eliminating the concept of "*nobody ever tells me anything*" (NETMA) and providing information about what is happening around. Prodia also emphasizes open communication between superiors and subordinates and implements management by wandering around (MBWA) that is easily accessible.

Budaya Keberlanjutan | Sustainability Culture



Perseroan menerapkan budaya keberlanjutan melalui sosialisasi dan penerapan prinsip *Environment, Social, and Governance* (ESG) secara berkala kepada Insan Prodia dan seluruh pemangku kepentingan. Adapun sosialisasi dan penerapan ESG dilakukan melalui 3 fase, yakni meningkatkan *awareness*, *engagement*, dan *retention* kepada seluruh pemangku kepentingan.

A culture of sustainability is fostered through regular dissemination and application of Environment, Social, and Governance (ESG) principles to Prodia personnel and all stakeholders. Such dissemination and application of ESG involves 3 phases, namely enhancing awareness, engagement, and retention of all stakeholders.

Ikhtisar Kinerja Keberlanjutan

[16-B]

Sustainability Performance Overview



Komitmen pada Pengelolaan Lingkungan [16-B.2] Commitment to Environmental Management

Lima dasawarsa memberikan layanan, Prodia terus menjaga komitmen mengelola lingkungan dengan mengedepankan kepatuhan terhadap regulasi dan standar yang berlaku, guna mencegah dampak terhadap lingkungan maupun kesehatan makhluk hidup lain. Pengelolaan limbah padatan maupun efluen dilakukan sesuai Pedoman Sistem Tanggap Darurat Instalasi Pengolahan Air Limbah (IPAL) dan Tempat Penyimpanan Sementara (TPS) Limbah. Pengolahan limbah dilaksanakan bekerja sama dengan pihak ketiga yang memiliki izin pengangkutan dan pengolahan limbah bahan berbahaya dan beracun (B3). Sampai akhir tahun 2023, sebanyak 41 cabang Prodia telah memiliki IPAL/ *sewage treatment plant* (STP) untuk mengolah limbah cair/efluen.

For five decades of providing services, Prodia has consistently upheld its commitment to environmental management by prioritizing compliance with applicable regulations and standards to prevent impacts on the environment and the health of other living organisms. The management of solid waste and effluents is carried out in accordance with the Guidelines for the Emergency Response System of Wastewater Treatment Plants (WWTP) and Temporary Storage Sites (TPS) for Waste. Waste processing is carried out in collaboration with third parties licensed for the transport and processing of hazardous and toxic waste (B3). By the end of 2023, 41 Prodia branches have installed Wastewater Treatment Plants or Sewage Treatment Plants (STP) to treat liquid waste/effluents.

| Kinerja Pengelolaan Lingkungan Environmental Management Performance | Satuan Unit | 2023 | 2022 | 2021 |
|--|--|-------------|-------------|-------------|
| Pemakaian Energi Energy Consumption | GJ | 9.119,540 | 8.943,70 | 8.747,59 |
| Intensitas Energi* Energy Intensity* | GJ/Orang GJ/Person | 16,40 | 16,44 | 17,57 |
| Reduksi Emisi GRK GHG Emissions Reduction | Ton CO ₂ eq Tons of CO ₂ eq | (270,84) | (284,67) | (869,33) |
| Pengurangan Timbulan Limbah Padatan Reducing Solid Waste Generation | m ³ | 2,64 | (62,02) | (331,76) |
| Pengurangan Timbulan Efluen Reduction of Effluent Generation | Megaliter Megaliters | (4,06) | (3,01) | 3,01 |
| Pemakaian Air* Water Consumption* | | 13,21 | 9,73 | 6,71 |
| Biaya Lingkungan Hidup Environmental Cost | Rupiah | 296.983.000 | 325.957.633 | 542.464.381 |

*Penyajian kembali informasi karena perubahan satuan perhitungan. [2-4]
 *Restatement due to changes in units of calculation



275

Pemberian bibit pohon buah.
 Distribution of fruit tree seedlings

1.050

batang | saplings

Penanaman mangrove
 Mangrove planting



Komitmen pada Pengelolaan Sosial [16-B.3]

Commitment to Social Management

Selama 50 tahun, Prodia mampu menjaga komitmen pada lingkungan kerja yang sehat, selamat, aman dan nyaman bagi pelanggan maupun karyawan, sesuai Sistem Manajemen Keselamatan dan Kesehatan Kerja (SMK3) di Fasilitas Pelayanan Kesehatan. Kami terus menjaga kepuasan pelanggan dengan meningkatkan layanan menuju *next generation healthcare* melalui inovasi dan transformasi digital yang didukung Prodia Corporate University (ProU) serta Prodia Education and Research Institute (PERI) sebagai pusat pengembangan kompetensi, pendidikan, dan pelatihan. Pencapaian Prodia tidak terlepas dari kepemimpinan serta manajemen yang visioner, inovatif, dan tanpa diskriminasi.

For 50 years, Prodia has been able to maintain its commitment to a healthy, safe, secure, and comfortable working environment for both customers and employees, in accordance with the Occupational Health and Safety Management System (SMK3) in Healthcare Facilities. We continue to enhance customer satisfaction by improving services towards next-generation healthcare through innovation and digital transformation, supported by Prodia Corporate University (ProU) and the Prodia Education and Research Institute (PERI) as centers for competency development, education, and training. Prodia's achievements are inseparable from visionary, innovative, and non-discriminatory leadership and management.

Jumlah Karyawan dan Perempuan dalam Jajaran Manajemen (Orang) Number of Employees and Female in Management (People)

| Uraian Description | 2023 | 2022 | 2021 |
|---|-------|-------|-------|
| Total Karyawan Total Employees | 3.734 | 3.743 | 3.675 |
| Jumlah Perempuan dalam Jajaran Direksi dan Dewan Komisaris Number of Female on the Board of Directors and Board of Commissioners | 6 | 6 | 6 |
| Jumlah Perempuan dalam Jajaran Manajemen Number of Female in Management | >50 | >50 | >50 |

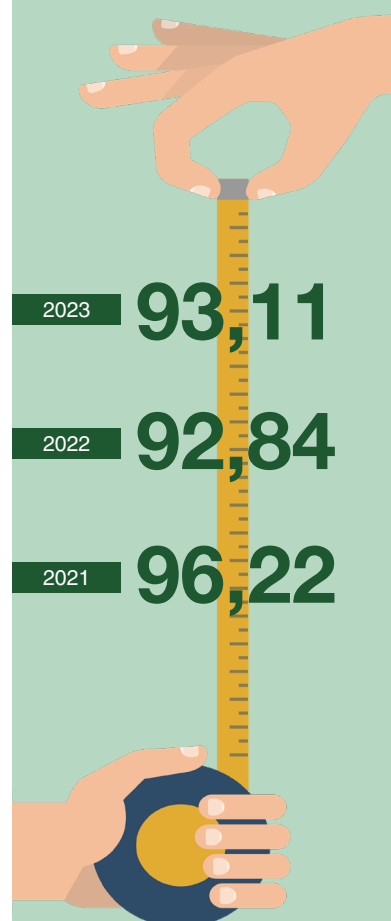
Jumlah Jam Pelatihan dan Rata-rata Jam Pelatihan Total Training Hours and Average Training Hours

| Uraian Description | Satuan Unit | 2023 | 2022 | 2021 |
|--|--------------|--------|--------|--------|
| Total Jam Pelatihan Total Training Hours | Jam Hours | 99.421 | 76.925 | 82.646 |
| Jumlah Peserta Pelatihan Number of Training Participants | Orang People | 4.707 | 3.958 | 3.643 |
| Rata-rata Jam Pelatihan per Total Karyawan Average Training Hours per Total Employees | Jam Hours | 22,08 | 20,55 | 22,49 |

Program Tanggung Jawab Sosial dan Lingkungan (TJSL) Corporate Social Responsibility (CSR) Programs

| Uraian Description | Satuan Unit | 2023 | 2022 | 2021 |
|-------------------------------------|-------------------------|------|------|------|
| Realisasi Biaya Cost Realization | Rp Miliar Billion Rp | 1,90 | 1,10 | 1,00 |

Indeks Kepuasan Pelanggan (Skala 1-100%) Customer Satisfaction Index (1-100% Scale)





Komitmen pada Tata Kelola Keberlanjutan Commitment to Sustainability Governance

Selama setengah abad berkarya dan melayani, Prodia menjalankan praktik tata kelola keberlanjutan yang mendukung penerapan tata kelola perusahaan yang baik (*good corporate governance/GCG*). Penerapan praktik tata kelola keberlanjutan didukung Pedoman Perilaku atau Kode Etik Prodia serta penilaian GCG setiap tahunnya untuk mengetahui tingkat kecukupan penerapan GCG di Perseroan, serta menggunakan berbagai acuan standar praktik baik yang berlaku di Indonesia maupun yang berlaku di luar negeri. Komitmen Prodia pada penerapan GCG pada tahun 2023 mendapatkan apresiasi Corporate Governance Award 2023 berdasarkan penilaian ASEAN CG Scorecard.

For half a century of dedication and service, Prodia has implemented sustainable governance practices that support the application of good corporate governance (GCG). The implementation of sustainable governance practices is reinforced by the Prodia Code of Conduct or Code of Ethics and an annual assessment of GCG to determine the adequacy of GCG implementation in the Company. In this endeavor, various references to applicable best practices standards in Indonesia and internationally are utilized. Prodia's commitment to GCG implementation in 2023 received recognition through the Corporate Governance Award 2023, based on the ASEAN CG Scorecard assessment.

| Penerapan Tata Kelola Keberlanjutan Implementation of Sustainability Governance | Satuan Unit | 2023 | 2022 | 2021 |
|--|-------------|-------|------|------|
| Penilaian GCG (ASEAN CG Scorecard) GCG Assessment (ASEAN CG Scorecard) | Skor Score | 79,62 | N/A | N/A |
| Pelaporan WBS WBS Reporting | Kasus Cases | 0 | 0 | 0 |
| Laporan Kebocoran Data Pelanggan Customer Data Leak Report | | 0 | 0 | 0 |





Komitmen pada Kinerja Ekonomi [16-B.1]

Commitment to Economic Performance

Prodia mampu mempertahankan kinerja meski kerap dihadapkan pada situasi global yang dinamis. Pencapaian tersebut tak terlepas dari kemampuan Perseroan menjaga stabilitas keuangan, peningkatan efisiensi operasional, dan memberikan layanan berkualitas. Selama tahun 2023, Prodia mencatatkan jumlah kunjungan sebanyak 2,83 juta. Perolehan Pendapatan Usaha tahun 2023 mencapai Rp2.222,46 juta, tumbuh 1,87% dari tahun 2022 sebesar Rp2.181,64 juta; dan Laba Usaha tahun 2023 mencapai Rp256,32 juta.

Prodia has been able to maintain its performance despite often facing dynamic global situations. This achievement is attributed to the Company's ability to maintain financial stability, improve operational efficiency, and provide quality services. During 2023, Prodia recorded a total of 2.83 million visits. The Business Revenue for 2023 reached Rp2,222.46 million, growing 1.87% from the 2022 figure of Rp2,181.64 million; and Operating Profit for 2023 reached Rp256.32 million.

Pencapaian Kinerja Ekonomi

Economic Achievements

| Uraian Description | | Satuan Unit | 2023 | 2022 | 2021 |
|---|--------------------------------------|------------------------------|----------|----------|----------|
| Kinerja Produksi Production Performance | Jumlah Kunjungan Number of Visits | Juta Orang Million People | 2,83 | 2,8 | 3,1 |
| Kinerja Finansial Financial Performance | Pendapatan Revenue | Rp Juta* Million Rp* | 2.222,46 | 2.181,64 | 2.652,26 |
| | Laba Bersih Net Profit | | 256,32 | 371,63 | 623,23 |
| Pelibatan Pihak Lokal Involvement of Local Parties | Pemasok Lokal Local Suppliers | % | 100 | 100 | 100 |
| | Karyawan Lokal Local Employees | | 100 | 100 | 100 |

*Pernyataan kembali informasi (restatement) karena perubahan satuan perhitungan. [2-4]

*Restatement of information due to change in unit of calculation.

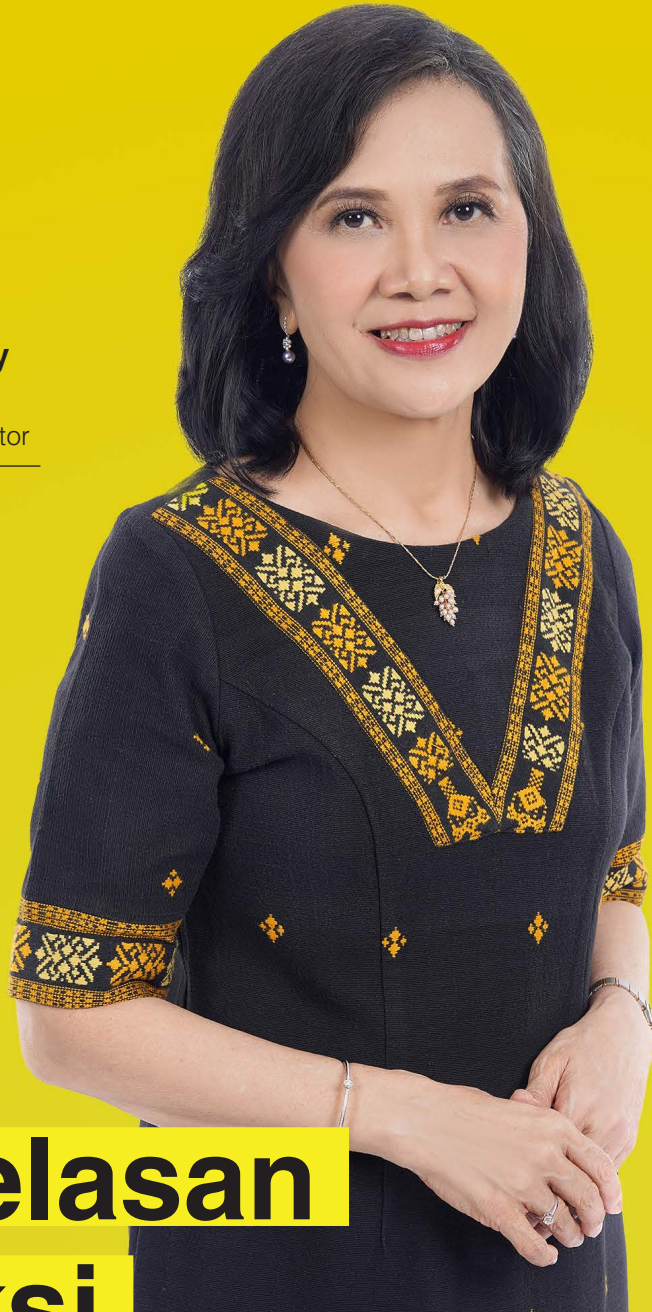
Jumlah Cabang dan Jangkauan Layanan

Number of Branches and Service Coverage

| Uraian Description | Satuan Unit | 2023 | 2022 | 2021 |
|---|--------------------------------|------|------|------|
| Jumlah Cabang Number of Branches | Unit Units | 295 | 276 | 259 |
| Jangkauan Kota/Kabupaten City/Regency Coverage | Kota/Kabupaten City/Regency | 168 | 164 | 141 |
| Jangkauan Provinsi Provincial Reach | Provinsi Province | 34 | 34 | 34 |

Dewi Muliaty

Direktur Utama
President Director



Penjelasan Direksi

[16-D.1][2-22]

Message from the Board of Directors

“**Prodia** terus bertumbuh untuk memberikan layanan kesehatan yang cepat, aman, nyaman, serta akurat agar dapat berkontribusi pada peningkatan kesehatan dan kualitas hidup masyarakat Indonesia.”

“Prodia continues to grow to provide fast, safe, comfortable, and accurate healthcare services to contribute to the improvement of health and quality of life of the Indonesian people.”

Para pemangku kepentingan yang terhormat,

“*A Legacy of Resilience*” merupakan pemikiran kami semua untuk menanamkan pola pikir dan perilaku bahwa Prodia hadir sebagai mitra kesehatan terpercaya yang dapat diandalkan. Setelah melewati perjalanan panjang lebih dari setengah abad di Indonesia, kini Prodia semakin tangkas dalam mengembangkan berbagai layanan kesehatan dan mengajak seluruh masyarakat untuk meningkatkan kualitas hidupnya.

Kebijakan Merespons Tantangan Keberlanjutan [16-D.1A]

Kami memahami bahwa sektor kesehatan berkaitan erat dengan rencana Pemerintah dalam pengelolaan perubahan iklim dan mendorong terbangunnya ekosistem ramah lingkungan. Lingkungan yang asri, udara yang segar, dan keanekaragaman hayati yang terpelihara merupakan ekosistem yang saling berkaitan dan berpengaruh signifikan pada kesehatan setiap makhluk hidup. Kewajiban menjaga ekosistem ini adalah kewajiban kita semua dan oleh karenanya keseimbangan dalam mengelola aspek lingkungan dan sosial sangat penting bagi kehidupan.

Prodia merespons tantangan pada kinerja lingkungan dan sosial dengan menerapkan praktik-praktik keberlanjutan sesuai dengan strategi dan prioritas kebutuhan pemangku kepentingan. Pada pengelolaan lingkungan, Prodia meningkatkan efisiensi energi, mengelola limbah dan efluen, serta memakai air dengan hemat. Pada pengelolaan sosial, Prodia mengutamakan keselamatan dan kesehatan tempat kerja untuk karyawan, pelanggan dan masyarakat; meningkatkan layanan unggul melalui sumber daya manusia (SDM) yang kompeten, inovasi dan riset berkelanjutan; transformasi digital; serta memastikan rantai pasok yang terpercaya.

Di samping kinerja lingkungan dan sosial, Prodia memperkuat pengelolaan tata kelola dengan memastikan kepatuhan pada regulasi, menjamin privasi dan keamanan data pelanggan, serta memberikan layanan prima yang bertanggung jawab. Perjalanan keberlanjutan ini masih panjang dan akan terus kami lakukan untuk memastikan kesejahteraan yang meningkat di masa depan. Kami mengharapkan apa yang telah kami lakukan akan menjadi ‘*legacy*’ bagi generasi yang akan datang.

Pencapaian Penerapan Keberlanjutan [16-D.1B]

Dalam mengelola lingkungan, Prodia mencatat pemakaian energi dan emisi menggunakan rasio Intensitas Konsumsi Energi (IKE) dan memperoleh hasil sebesar 16,40 GJ/orang/tahun. Capaian ini turun dari tahun 2022 yang sebesar 16,44

Dear respected stakeholders,

“*A Legacy of Resilience*” embodies our collective mindset and behavior to establish Prodia as a reliable and trusted healthcare partner. After a journey of more than half a century in Indonesia, Prodia is now more agile in developing various healthcare services and invites the entire community to improve their quality of life.

Policy in Responding to Sustainability Challenges [16-D.1A]

We understand that the healthcare sector is closely related to the government’s plans for climate change management and promoting the development of an environmentally friendly ecosystem. A lush environment, fresh air, and preserved biodiversity are interconnected ecosystems that significantly influence the health of every living creature. It is our collective obligation to preserve this ecosystem, and therefore, balance in managing environmental and social aspects is crucial for life.

Prodia responds to challenges in environmental and social performance by implementing sustainable practices in accordance with stakeholder needs, strategies, and priorities. In environmental management, Prodia enhances energy efficiency, manages waste and effluents, and conserves water. In social management, Prodia prioritizes workplace safety and health for employees, customers, and the community; enhances excellent service through competent human resources (HR), innovation, and sustainable research; digital transformation; and ensures a reliable supply chain.

In addition to environmental and social performance, Prodia strengthens governance management by ensuring compliance with regulations, guaranteeing customer data privacy and security, and providing responsible service excellence. This sustainability journey is still long, and we will continue to ensure increased prosperity in the future. We hope that what we have done will become a ‘*legacy*’ for future generations.

Achievements of Sustainability Implementation [16-D.1B]

In managing the environment, Prodia records its energy consumption and emissions using the Energy Consumption Intensity (ECI) ratio and obtained a result of 16.40 GJ per person per year for 2023. This signifies a decrease from

GJ/orang/tahun. Perhitungan menunjukkan pemakaian energi yang dihitung efisien. Adapun pengelolaan limbah kami lakukan dengan mengurangi, memanfaatkan kembali, serta mendaur ulang limbah yang dapat digunakan lagi atau mengelola limbah B3 bekerja sama dengan pihak independen yang mempunyai izin.

Kinerja pada aspek sosial terkait keselamatan dan keamanan di tempat kerja menunjukkan hasil yang baik tanpa terjadinya insiden yang bersifat fatal. Sementara itu, Prodia mampu menjaga layanan terbaik dalam memberikan produk atau jasa kepada masyarakat melalui pencapaian Indeks Kepuasan Pelanggan sebesar 93,11. Kami juga berhasil mencatatkan sebanyak 2,83 juta kunjungan pada tahun 2023. Prestasi ini menjadi semangat bagi kami untuk lebih meningkatkan layanan dan produk yang dibutuhkan bagi kesehatan.

Kami terus berupaya mewujudkan layanan terbaik melalui SDM yang unggul melalui berbagai kegiatan pelatihan dengan total 103.471 jam pelatihan dan rerata jam pelatihan sebesar 22,97 jam/karyawan. Langkah strategis lain adalah dengan meneruskan inovasi berkelanjutan melalui berbagai mekanisme. Selama tahun 2023, terdapat 2.255 usulan inovasi dari program *continuous improvement* (Conim) dan 2.560 usulan inovasi dari program Kaizen. Prodia juga mempercepat transformasi digital dengan membentuk anak usaha PT Prodia Digital Indonesia (PRDI) serta meningkatkan porsi investasi digitalisasi kesehatan melalui belanja modal/*capital expenditure* sebesar Rp400 miliar.

Maraknya teknologi juga membawa dampak yang tidak diinginkan, misalnya ancaman kejahatan siber. Prodia memastikan proses bisnis dijalankan dengan mengedepankan kepatuhan dan Pedoman Perilaku. Kami juga memperkuat perlindungan privasi dan data pelanggan, sejalan dengan transformasi digital yang terus kami lakukan.

Pencapaian positif kinerja keberlanjutan berpengaruh pada kinerja ekonomi. Pada tahun 2023, kami mencatat pendapatan usaha sebesar Rp2.222,46 juta, tumbuh 1,87% dari tahun 2022 sebesar Rp2.181,64 juta; dan laba usaha tahun 2023 mencapai Rp256,32 juta. Kinerja ekonomi yang baik ini akan menjadi nilai tambah bagi pemangku kepentingan.

Strategi Pencapaian Target dan Prospek Usaha [D.1.C]

Kami bersyukur bahwa selama tahun 2023, Prodia dapat mencapai kinerja positif untuk aspek lingkungan, sosial, dan tata kelola (LST). Pencapaian tersebut tak terlepas dari keinginan yang kuat dalam meninggalkan '*legacy*' terbaik bagi keberlanjutan masa depan melalui pelibatan para

16.44 GJ per person per year in 2022. Further, this figure denotes efficient energy use within the organization. As for waste management, we reduce, reuse, and recycle waste that can be reused and manage hazardous waste collaboratively with independent parties with permits.

In terms of social aspect performance related to workplace safety and security, this has shown good results with no fatal incidents occurring. Meanwhile, Prodia was able to maintain the best service in providing products or services to the community through a Customer Satisfaction Index achievement of 93.11. We also succeeded in recording 2.83 million visits in 2023. This achievement is our motivation to further improve our healthcare services and products.

We continue to strive to realize the best services through excellent HR via various training activities with a total of 103,471 training hours and an average training hour per employee of 22.97 hours. Another strategic step is to continue sustainable innovation through various mechanisms. During 2023, there were 2,255 innovation proposals from the continuous improvement (Conim) program and 2,560 innovation proposals from the Kaizen program. Prodia has accelerated digital transformation by establishing a subsidiary PT Prodia Digital Indonesia (PRDI) and increasing the portion of health digitalization investment through capital expenditure of Rp400 billion.

The proliferation of technology also brings unwanted impacts, such as cybercrime threats. Prodia ensures that business processes are conducted with compliance and Code of Conduct prioritization. We are also strengthening customer privacy and data protection, in line with the ongoing digital transformation.

Positive achievements in sustainability performance affect economic performance. In 2023, we recorded an operating income of Rp2,222.46 million, growing 1.87% from the 2022 figure of Rp2,181.64 million; and operating profit for 2023 reached Rp256.32 million. This good economic performance will be an added value for stakeholders.

Target Achievement Strategy and Business Prospects [D.1.C]

We are grateful that during 2023, Prodia was able to achieve positive performance in environmental, social, and governance (ESG) aspects. These achievements are inseparable from a strong desire to leave the best legacy for future sustainability through engagement with stakeholders. Our achievements in

pemangku kepentingan. Pencapaian lebih dari 50 tahun menjadi semangat kami untuk terus mempertahankan eksistensi, menjadi perusahaan yang resilien, terdepan, serta handal di industri layanan kesehatan.

Dengan semakin tingginya kesadaran masyarakat dalam menjalankan hidup sehat, Prodia percaya bahwa prospek usaha layanan kesehatan akan terus bertumbuh dan berkembang. Untuk itu, kemampuan beradaptasi terhadap dinamika dan perubahan, menjadi kunci agar mampu berkembang. Didukung inovasi dan transformasi digital, maka Prodia siap menghadapi era industri 4.0 dan mengukuhkan eksistensi menuju *the next generation health center* di Indonesia.

Apresiasi

Para pemangku kepentingan yang terhormat,

Mengakhiri penjelasan ini, izinkan kami atas nama Perseroan dan seluruh insan Prodia, mengucapkan terima kasih atas dukungan pemangku kepentingan selama tahun 2023. Kami menyadari bahwa masih banyak hal yang harus ditingkatkan dalam kebersamaan yang sudah terbangun dengan baik.

Mari, kita bersama-sama menerapkan praktik-praktik usaha terbaik untuk memberikan *'legacy'* yang tidak lekang oleh zaman. Mari menghadapi segala tantangan untuk semakin berkembang dan merenda masa mendatang. Harapan kami, kesehatan dan kesejahteraan menjadi kebahagiaan dalam kehidupan.

more than 50 years is our inspiration to continue maintaining our existence, becoming a resilient, leading, and reliable company in the healthcare industry.

With the increasing awareness of society in leading a healthy life, Prodia believes that the business prospects of healthcare services will continue to grow and develop. Therefore, the ability to adapt to dynamics and changes is the key to being able to thrive. Supported by innovation and digital transformation, Prodia is ready to face the era of industry 4.0 and strengthen its existence towards the next generation health center in Indonesia.

Appreciation

Dear respected stakeholders,

In concluding this explanation, allow us on behalf of the Company and all Prodia personnel, to express our gratitude for the support of stakeholders during the year 2023. We realize that there are still many things that need to be improved in the well-established partnership.

Let us together implement best business practices to provide a *'legacy'* that withstands the test of time. Let us face all challenges to further develop and weave the future. Our hope is that health and prosperity become the happiness in life.

Jakarta, 20 Maret | March 2024



DEWI MULIATY

Direktur Utama

President Director

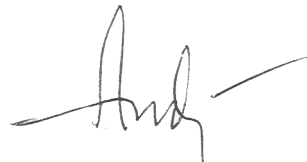
Surat Pernyataan Anggota Dewan Komisaris dan Anggota Direksi tentang Tanggung Jawab atas Laporan Keberlanjutan 2023 PT Prodia Widyahusada Tbk

Kami yang bertanda tangan di bawah ini menyatakan bahwa semua informasi dalam Laporan Keberlanjutan PT Prodia Widyahusada Tbk tahun 2023 telah dimuat secara lengkap, dan bertanggung jawab penuh atas kebenaran isi Laporan Keberlanjutan Perseroan.

Demikian pernyataan ini dibuat dengan sebenarnya.

Jakarta, 20 Maret 2024

Dewan Komisaris
Board of Commissioners



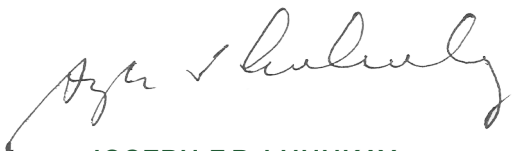
ANDI WIDJAJA
Komisaris Utama
President Commissioner



GUNAWAN P. SOEHARTO
Komisaris
Commissioner



ENDANG W. HOYARANDA
Komisaris
Commissioner



JOSEPH F.P. LUHUKAY
Komisaris Independen
Independent Commissioner



KERI LESTARI
Komisaris Independen
Independent Commissioner

Statement of The Board of Commissioners and The Board of Directors Regarding Responsibility for The 2023 Sustainability Report of PT Prodia Widyahusada Tbk

We, the undersigned, hereby declare that all information in the Sustainability Report of PT Prodia Widyahusada Tbk for the year 2023 has been presented in their entirety, and that we assume full responsibility for the accuracy of the contents of such Sustainability Report.

This statement is duly made in all integrity.

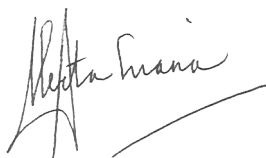
Jakarta, 20 March 2024

Direksi
Board of Directors



DEWI MULIATY

Direktur Utama
President Director



LIANA KUSWANDI

Direktur
Director



INDRIYANTI RAFI SUKMAWATI

Direktur
Director



ANDRI HIDAYAT

Direktur
Director



IDA ZURAIDA

Direktur
Director

Tentang Laporan Keberlanjutan

About the Sustainability Report

PT Prodia Widyahusada Tbk atau Prodia menerbitkan Laporan Keberlanjutan setiap tahun. Laporan periode sebelumnya diterbitkan pada 15 Maret 2023. Periode kinerja keberlanjutan pelaporan adalah 1 Januari–31 Desember 2023. Informasi kinerja keberlanjutan mencakup Perseroan dan entitas anak untuk informasi yang disebutkan khusus. Informasi kinerja keuangan dalam pelaporan disampaikan berdasarkan Laporan Keuangan Perseroan konsolidasian untuk tahun buku yang berakhir 31 Desember 2023. dan telah diaudit oleh Kantor Akuntan Publik. [2-2][2-3]

Penyusunan Laporan mengacu pada Peraturan Otoritas Jasa Keuangan (POJK) No.51/POJK.03/2017 tentang Penerapan Keuangan Berkelanjutan bagi Lembaga Jasa Keuangan, Emiten, dan Perusahaan Publik; Pedoman Teknis Penyusunan Laporan Keberlanjutan dalam SEOJK No.16/SEOJK.04/2021; serta merujuk pada (*reference with*) Standar Global Reporting Initiatives (GRI) 2021.

Laporan menyertakan pernyataan kembali informasi tertentu yang disampaikan dalam pelaporan terdahulu disertai penjelasannya, yaitu total pekerja Prodia, kinerja ekonomi, jumlah karyawan tetap, intensitas energi dan emisi, serta volume pemakaian air. Laporan ini belum diverifikasi (*assurance*) oleh lembaga independen, namun seluruh informasi dan data dalam Laporan telah disahkan Direksi selaku badan tertinggi tata kelola keberlanjutan Perseroan [16-G.1][16-G.4][2-4][2-5]

PT Prodia Widyahusada Tbk, or Prodia, publishes a Sustainability Report every year. The previous report was issued on March 15, 2023. The reporting period for sustainability performance is from January 1 to December 31, 2023. Sustainability performance information covers both the Company and its subsidiaries for the specified details. Financial performance information in the report is presented based on the Consolidated Financial Statements of the Company for the fiscal year ending December 31, 2023, and has been audited by a Public Accounting Firm. [2-2][2-3]

The preparation of this report adheres to the Financial Services Authority Regulation (POJK) No. 51/POJK.03/2017 concerning the Implementation of Sustainable Finance for Financial Institutions, Issuers, and Public Companies; Technical Guidelines for the Preparation of Sustainability Reports in SEOJK No. 16/SEOJK.04/2021; and references the Global Reporting Initiatives (GRI) 2021 Standards.

The report includes restatements of specific information previously reported, accompanied by explanations, namely Prodia's total workforce, economic performance, number of permanent employees, energy and emissions intensity, and volume of water usage. This report has not been verified (assured) by an independent institution, but all information and data in the report have been confirmed by the Board of Directors as the highest governing body for the sustainability governance of the Company. [16-G.1][16-G.4][2-4][2-5]

Kontak Terkait Laporan Report-Related Contact [2-3]

Marina Eka Amalia
AVP Legal & Corporate Secretary
Telp | Phone: (021) 314 4182 ext. 3816
Surel | Email: corporate.secretary@prodia.co.id
Website: www.prodia.co.id

Lembar Umpan Balik dan Tanggapan atas Umpan Balik Feedback Form and Responses to Feedback [16-G.2][16-G.3]

Laporan dilengkapi Lembar Umpan Balik yang bisa digunakan pemangku kepentingan untuk menyampaikan pendapat, saran maupun kritik atas Laporan ini. Kami mengucapkan terima kasih atas tanggapan terhadap laporan tahun sebelumnya. Kami menanggapi seluruh umpan balik dengan menyampaikan informasi yang lebih komprehensif dalam Laporan ini dengan penambahan topik material. Semua kritik, masukan, dan saran telah kami tindaklanjuti dan kami sampaikan dalam Laporan Keberlanjutan Tahun 2023 ini.






The report is accompanied by a Feedback Form that stakeholders can use to provide opinions, suggestions, or critiques on this report. We appreciate the feedback received on the previous year's report. We have addressed all feedback by providing more comprehensive information in this report with the addition of material topics. All criticisms, input, and suggestions have been taken into account and are presented in this Sustainability Report 2023.

Topik Material

Material Topics ^[3-1]_[3-2]

Laporan mengungkapkan informasi delapan topik material yang menjadi prioritas kinerja keberlanjutan Perseroan tahun 2023. Topik material ditetapkan berdasarkan diskusi grup terfokus (FGD) bersama pemangku kepentingan internal maupun eksternal. FGD difasilitasi pihak independen sebagai tim ahli serta dihadiri oleh Direksi selaku badan tertinggi tata kelola keberlanjutan Perseroan. Proses penetapan topik material melalui tahapan pemahaman konteks kegiatan dan bisnis Prodia; identifikasi dampak aktual maupun potensial selama periode pelaporan; analisis pengaruhnya terhadap Perseroan; dan disusun dalam daftar prioritas.

The report discloses information on eight material topics that are the priority focus for the sustainability performance of the Company in 2023. The material topics are determined based on focused group discussions (FGD) with both internal and external stakeholders. The FGDs were facilitated by an independent party as an expert team and attended by the Board of Directors as the highest governing body for the sustainability governance of the Company. The process of determining material topics involves understanding the context of Prodia's activities and business, identifying actual and potential impacts during the reporting period, analyzing their influence on the Company, and compiling them into a priority list.

| Aspek Aspect | Topik Material Material Topics | Indikator GRI GRI Indicator |
|---|--|--|
|  Ekonomi Economic | Layanan Unggul Service Excellence | GRI 404: Pendidikan dan Pelatihan Training and Education  |
| |  Sosial Social | Keselamatan dan Kesehatan Tempat Kerja Workplace Health and Safety |
| Pelibatan Pelanggan yang Berkualitas dan Kesetaraan Kesehatan Quality Customer Engagement and Health Equity | | GRI 413: Komunitas Lokal Local Communities GRI 417: Pemasaran dan Pelabelan Marketing and Labeling |
| Inovasi, Riset, dan Pengembangan Innovation, Research, and Development | | Indikator Khusus Special Indicator – non GRI |
| Material dan Rantai Pasok Berkelanjutan Materials and Sustainable Supply Chain | | GRI 204: Praktik Pengadaan Procurement Practices GRI 308: Asesmen Lingkungan Pemasok Supplier Environmental Assessment GRI 414: Asesmen Sosial Pemasok Supplier Social Assessment |
|  Tata Kelola Keberlanjutan Sustainability Governance | Keamanan Data dan Privasi Pelanggan Data Security and Customer Privacy | GRI 418: Privasi Pelanggan Customer Privacy |
| |  Lingkungan Environmental | Pengelolaan Energi dan Limbah Energy and Waste Management |
| Air dan Efluen Water and Effluent | | GRI 303: Air dan Efluen Water and Effluent |

Topik Material serta Dampak terhadap Pemangku Kepentingan dan Pengelolaannya Material Topics and Impact on Stakeholders and Management [3-3]

| Topik Material Material Topics | Dampak dan Pengelolaan Topik Material Impact and Management of Material Topics |
|--|---|
| Aspek Lingkungan Environmental Aspects | |
| <p>Pengelolaan Limbah dan Energi</p> <p>Waste and Energy Management</p> | <p>Pengelolaan energi dan limbah secara tidak langsung berpengaruh pada pengendalian emisi gas rumah kaca (GRK) serta perubahan iklim. Kami mengelola energi dengan pendekatan efisiensi energi, sementara pengelolaan limbah dilakukan dengan upaya mengurangi (<i>reduce</i>), pemakaian kembali (<i>reuse</i>) serta daur ulang (<i>recycle</i>). Kami juga memastikan agar limbah yang kami buang, baik B3 maupun non-B3 tidak berbahaya bagi masyarakat. Selama tahun 2023, Perseroan melakukan inisiatif transformasi digital yang mendukung efisiensi energi serta reduksi limbah yang melibatkan seluruh pemangku kepentingan serta dievaluasi berkala melalui pelaporan kepada Direksi maupun pihak-pihak berwenang.</p> <p>Management of energy and waste indirectly affects greenhouse gas (GHG) emissions control and climate change. We manage energy through an energy efficiency approach, while waste management involves reduction, reuse, and recycling efforts. We ensure that the waste we dispose of, both hazardous and non-hazardous, is not harmful to the community. In 2023, the Company initiated a digital transformation initiative that supports energy efficiency and waste reduction involving all stakeholders, evaluated periodically through reporting to the Board of Directors and relevant authorities.</p> |
| <p>Air dan Efluen</p> <p>Water and Effluent</p> | <p>Pengelolaan air dan pengolahan efluen dilakukan untuk mendukung sumber daya air yang terdampak langsung perubahan iklim. Pengelolaan air dilakukan dengan pendekatan efisiensi serta pengurangan volume air segar dengan memanfaatkan kembali olahan efluen dari instalasi pengolahan air limbah (IPAL). Selama tahun 2023, Prodia melakukan inisiatif melengkapi 41 cabang dengan unit IPAL yang melibatkan karyawan maupun pemerintah. Kinerja pengelolaan air dan efluen dievaluasi melalui pemantauan kualitas olahan air limbah, dan hasilnya dilaporkan kepada Direksi maupun pihak berwenang.</p> <p>Water management and effluent treatment are conducted to support water resources directly impacted by climate change. Water management is approached with efficiency and a reduction in freshwater volume by reusing treated effluent from wastewater treatment plants (WWTP). In 2023, Prodia initiated equipping 41 branches with WWTP units involving employees and government participation. The performance of water and effluent management is evaluated through monitoring the quality of treated wastewater, and the results are reported to the Board of Directors and relevant authorities.</p> |
| Aspek Sosial Social Aspects | |
| <p>Keselamatan dan Kesehatan Tempat Kerja</p> <p>Workplace Safety and Health</p> | <p>Prodia menerapkan Sistem Manajemen Keselamatan dan Kesehatan Kerja (K3) di Fasilitas Layanan Kesehatan guna menjamin keamanan dan keselamatan karyawan, pelanggan, maupun masyarakat. Perseroan berinisiatif menyelenggarakan Bulan K3 Nasional dan peningkatan kompetensi karyawan serta pekerja pemasok/vendor. Kegiatan dilaksanakan melibatkan karyawan, pemasok/vendor dan pekerja mereka, serta pemerintah. Evaluasi dilakukan melalui penilaian pencapaian Indikator Kinerja Kunci (KPI) yang hasilnya dilaporkan kepada Direksi, pemerintah maupun pihak-pihak berwenang lain.</p> <p>Prodia implements an Occupational Health and Safety Management System (OHS) in Healthcare Facilities to ensure the safety and health of employees, customers, and the community. The Company initiated the National Occupational Health and Safety Month and enhanced the competency of employees and supplier/vendor workers. The activities involve employees, suppliers/vendors and their workers, as well as the government. Evaluation is done through the assessment of Key Performance Indicator (KPI) achievements, and the results are reported to the Board of Directors, the government, and other relevant authorities.</p> |

| Topik Material Material Topics | Dampak dan Pengelolaan Topik Material Impact and Management of Material Topics |
|---|--|
| <p>Pelibatan Pelanggan yang Berkualitas dan Kesetaraan Kesehatan</p> <p>Quality Customer Engagement and Access to Health Care</p> | <p>Pelanggan adalah pemangku kepentingan yang berpengaruh langsung terhadap kinerja Prodia, sehingga kami berupaya melibatkan lebih banyak pelanggan dengan memberikan layanan berkualitas dan setara. Kami berinisiatif memperluas jangkauan layanan dengan membuka dua cabang baru. Secara berkala, kami melakukan evaluasi melalui pencapaian target Indikator Kinerja Kunci (KPI) yang hasilnya dilaporkan kepada Direksi.</p> <p>Customers are stakeholders directly influencing Prodia's performance, so we strive to engage more customers by providing quality and equivalent services. We initiated expanding service coverage by opening two new branches. Periodically, we evaluate the achievement of Key Performance Indicator (KPI) targets, and the results are reported to the Board of Directors.</p> |
| <p>Layanan Unggul</p> <p>Service Excellence</p> | <p>Layanan unggul menjadi kunci bagi bisnis berkelanjutan Prodia yang diwujudkan melalui komitmen kami dalam memberikan layanan unggul kepada pelanggan. Inisiatif yang dilakukan Perseroan pada tahun 2023 adalah pengembangan produk/jasa dan peningkatan kompetensi karyawan melalui Prodia Corporate University, serta Prodia Education and Research Institute (PERI). Evaluasi keunggulan layanan dilakukan melalui penilaian Indikator Kinerja Kunci (KPI) dan hasilnya dilaporkan kepada Direksi.</p> <p>Outstanding service is the key to Prodia's sustainable business, realized through our commitment to providing excellent services to customers. The Company's initiatives in 2023 include product/service development and employee competency improvement through Prodia Corporate University, and the Prodia Education and Research Institute (PERI). The evaluation of service excellence is done through the assessment of Key Performance Indicators (KPIs), and the results are reported to the Board of Directors.</p> |
| <p>Material dan Rantai Pasok</p> <p>Material and Supply Chain</p> | <p>Pencapaian Prodia tidak bisa dilepaskan dari rantai pasok berkelanjutan. Kami berkomitmen melibatkan pemasok/vendor lokal dan pekerja lokal. Inisiatif yang dilakukan Perseroan adalah menerapkan Pedoman Pengadaan Barang & Jasa untuk memastikan pengadaan dilakukan secara efektif, efisien, adil, wajar, dan transparan. Evaluasi dilakukan dengan menerapkan Pedoman Seleksi & Penilaian Calon Pemasok Barang & Jasa. Hasil evaluasi dilaporkan kepada Direksi, pemerintah, dan pihak berwenang lain.</p> <p>Prodia's achievements are inseparable from a sustainable supply chain. We are committed to engaging local suppliers/vendors and local workers. The Company's initiatives include implementing Goods & Services Procurement Guidelines to ensure effective, efficient, fair, reasonable, and transparent procurement. Evaluation is carried out by applying Supplier Selection & Assessment Guidelines. The evaluation results are reported to the Board of Directors, the government, and other relevant authorities.</p> |
| Aspek Ekonomi dan Tata Kelola Economic and Governance Aspects | |
| <p>Inovasi, Riset, dan Pengembangan</p> <p>Innovation, Research, and Development</p> | <p>Sektor kesehatan tidak terlepas dari pengaruh era industri 4.0. Kami menyiapkan kondisi tersebut dengan melakukan transformasi digital yang melibatkan seluruh pemangku kepentingan. Inisiatif Perseroan pada tahun 2023 adalah mengembangkan layanan digital U by Prodia serta mendirikan anak usaha PT Prodia Digital Indonesia yang berfokus pada pengembangan teknologi testing di laboratorium. Secara berkelanjutan, manajemen melakukan evaluasi transformasi digital melalui penilaian pencapaian target Indikator Kinerja Kunci (KPI). Hasil evaluasi dilaporkan ke Direksi, pemerintah, maupun pihak berwenang lain.</p> <p>The healthcare sector is not immune to the influence of the fourth industrial revolution or 4.0. We prepare for this condition by undergoing digital transformation involving all stakeholders. The Company's initiative in 2023 has been to develop the U by Prodia digital service and establish a subsidiary, PT Prodia Digital Indonesia, focusing on technology development in laboratory testing. Continuously, management evaluates digital transformation through the assessment of Key Performance Indicator (KPI) achievements. The results of the evaluation are reported to the Board of Directors, the government, and other relevant authorities.</p> |
| <p>Privasi Pelanggan, Keamanan Data, dan Teknologi</p> <p>Customer Privacy, Data Security, and Technology</p> | <p>Salah satu aspek penting dalam penerapan digitalisasi adalah keamanan dan perlindungan data pelanggan, sejalan kepatuhan terhadap Undang-Undang No.27 Tahun 2022 Perlindungan Data Pribadi. Perseroan berinisiatif mengembangkan teknologi untuk menyiapkan pemetaan dan perekaman aktivitas pengumpulan, pemrosesan data pribadi, melakukan penilaian risiko untuk pemrosesan data pribadi, serta memperbarui kebijakan dan prosedur terkait perlindungan data pribadi. Evaluasi dilakukan dengan melakukan penilaian pencapaian target Indikator Kinerja Kunci (KPI) yang hasilnya dilaporkan kepada Direksi, pemerintah, dan pihak berwenang lainnya.</p> <p>One crucial aspect of digitalization implementation is customer data security and protection, aligning with compliance to Law No. 27 of 2022 concerning Personal Data Protection. The Company initiated the development of technology to map and record the activities of collecting, processing personal data, assessing risks for personal data processing, and updating policies and procedures related to personal data protection. Evaluation is done by assessing the achievement of Key Performance Indicator (KPI) targets, and the results are reported to the Board of Directors, the government, and other relevant authorities.</p> |



06 Dukungan terhadap Tujuan Pembangunan Berkelanjutan (TPB) Support for Sustainable Development Goals (SDGs)

Dukungan terhadap Tujuan Pembangunan Berkelanjutan (TPB)

Support for Sustainable Development Goals (SDGs)

Prodia mempublikasikan Laporan Keberlanjutan setiap tahun sebagai dukungan pada pencapaian 11 Tujuan Pembangunan Berkelanjutan (TPB), yakni TPB 1, 3, 5, 6, 7, 8, 9, 10, 11, 12, dan 13 sesuai dengan Metadata TPB Kementerian Perencanaan Pembangunan Nasional/Badan Perencana Pembangunan Nasional (PPN/Bappenas).

Prodia publishes a Sustainability Report every year to support the achievement of the 11 Sustainable Development Goals (SDGs), namely SDG 1, 3, 5, 6, 7, 8, 9, 10, 11, 12, and 13 in accordance with the SDG Metadata of the Ministry of National Development Planning (Kementerian Perencanaan Pembangunan Nasional/PPN) or National Development Planning Agency (Badan Perencana Pembangunan Nasional/Bappenas).



Tujuan 1: Tanpa Kemiskinan | Goal 1: No Poverty

| Metadata TPB Kementerian PPN/Bappenas Ministry of National Development Planning/ Bappenas SDGs Metadata | | Dukungan PRODIA PRODIA Support | | |
|---|---|--|--|--|
| Target | Indikator Indicators | Target dan Pencapaian 2023 2023 Target and Achievement | Target 2024 2024 Target | |
| <p>1.3 Menerapkan secara nasional sistem dan upaya perlindungan sosial yang tepat bagi semua, termasuk kelompok yang paling miskin, dan pada tahun 2030 mencapai cakupan substansial bagi kelompok miskin dan rentan.</p> <p>To implement nationally appropriate social protection systems and measures for all, including the poorest, and by 2030 achieve substantial coverage of the poor and vulnerable.</p> | <p>1.3.1 Proporsi penduduk yang menerima program perlindungan sosial, menurut jenis kelamin, untuk kategori kelompok semua anak, pengangguran, lansia, penyandang difabilitas, ibu hamil/melahirkan, korban kecelakaan kerja, kelompok miskin dan rentan.</p> <p>Proportion of the population receiving social protection programs, according to gender, for the categories of all children, unemployed, elderly, people with disabilities, pregnant/giving birth mothers, work accident victims, poor, and vulnerable groups.</p> | <p>Prodia bekerja sama dan berkoordinasi dengan fasilitas kesehatan tingkat pertama serta BPJS Kesehatan melalui program pemberian gratis pemeriksaan serta program Prolanis maupun <i>Pap Smear</i> bagi para peserta BPJS Kesehatan yang memenuhi persyaratan.</p> <p>Prodia collaborates and coordinates with first-level healthcare facilities and the Health Insurance Administration Agency (BPJS Kesehatan) through free examination programs as well as Prolanis and Pap Smear programs for BPJS Kesehatan participants who meet the requirements.</p> | <p>Meningkatkan kontribusi BPJS Kesehatan dari 8,5% menjadi lebih dari 10%.</p> <p>Increase from 8.5% BPJS Kesehatan contribution to more than 10%.</p> | |
| | <p>1.3.1.(a) Proporsi peserta jaminan kesehatan melalui SJSN Bidang Kesehatan.</p> <p>Proportion of health insurance participants in the National Health Insurance Scheme (SJSN).</p> | <p>Selama tahun 2023, Prodia memberikan layanan kepada peserta BPJS Kesehatan sebanyak 8,5% dari total pendapatan Prodia.</p> <p>During 2023, Prodia provided services to BPJS Kesehatan participants totaling 8.5% of Prodia's total revenue.</p> | | |
| | <p>1.3.1.(b) Proporsi peserta Program Jaminan Sosial Bidang Ketenagakerjaan.</p> <p>Proportion of participants in the Employment Social Security Program.</p> | <p>Seluruh (100%) karyawan tetap maupun tidak tetap Prodia merupakan peserta BPJS Ketenagakerjaan.</p> <p>All (100%) permanent and non-permanent employees of Prodia are participants of the BPJS Ketenagakerjaan.</p> | <p>Seluruh (100%) karyawan tetap maupun tidak tetap Prodia merupakan peserta BPJS Ketenagakerjaan.</p> <p>All (100%) permanent and non-permanent employees of Prodia are participants of the BPJS Ketenagakerjaan.</p> | |
| <p>1.b Membuat kerangka kebijakan yang kuat di tingkat nasional, regional, dan internasional berdasarkan strategi pembangunan yang memihak pada kelompok miskin dan peka terhadap isu gender untuk mendukung investasi yang cepat dalam tindakan pemberantasan kemiskinan.</p> <p>Establishing a strong policy framework at the national, regional, and international levels based on development strategies that favor the poor and are sensitive to gender issues to support swift investments in poverty eradication actions.</p> | <p>1.b.1 Proporsi pengeluaran rutin dan pembangunan pada sektor-sektor yang memberi manfaat pada kelompok perempuan, kelompok miskin, dan rentan.</p> <p>The proportion of routine expenditures and development in sectors benefiting female, the poor, and vulnerable groups.</p> | <p>Prodia mengoperasikan Women's Health Center (PWHC) dan Children's Health Center (PCHC) untuk melayani pasien perempuan dan anak-anak. Selama tahun 2023, terdapat 55.499 kunjungan pengunjung <i>Specialty Clinic</i> atau 2% dari total pengunjung Prodia.</p> <p>Prodia operates the Women's Health Center (PWHC) and Children's Health Center (PCHC) to serve female and child patients. During 2023, there were 55,499 visits to Specialty Clinics, accounting for 2% of Prodia's total visitors.</p> | <p>Menetapkan 1-2 kerja sama regional dan internasional untuk mengekspansi kebijakan kesehatan yang inklusif di Indonesia.</p> <p>Establishing 1-2 regional and international collaborations to expand inclusive health policies in Indonesia.</p> <p>Meningkatkan jumlah pengunjung PWHC sebanyak 7,6% dan PCHC sebanyak 3,6%.</p> <p>Increasing the number of PWHC visitors by 7.6% and PCHC visitors by 3.6%.</p> | |



Tujuan 3: Kehidupan Sehat dan Sejahtera | Goal 3: Good Health and Well-being

Metadata TPB Kementerian PPN/Bappenas
Ministry of National Development Planning/
Bappenas SDGs Metadata

Dukungan PRODIA
PRODIA Support

| Target | Indikator Indicators | Target dan Pencapaian 2023 2023 Target and Achievement | Target 2024 2024 Target |
|--|--|---|--|
| <p>3.4 Pada tahun 2030, mengurangi hingga sepertiga angka kematian dini akibat penyakit tidak menular, melalui pencegahan dan pengobatan, serta meningkatkan kesehatan mental dan kesejahteraan.</p> <p>By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being.</p> | <p>3.4.1 Kematian akibat penyakit kardiovaskuler, kanker, diabetes atau penyakit pernapasan kronis. Death due to cardiovascular disease, cancer, diabetes, or chronic respiratory disease.</p> <p>3.4.1(a) Persentase merokok penduduk usia 10-18 tahun. Percentage of smoking of population aged 10-18 years.</p> <p>3.4.1(b) Prevalensi tekanan darah tinggi. Prevalence of high blood pressure.</p> <p>3.4.1(c) Prevalensi obesitas pada penduduk umur ≥18 tahun. Prevalence of obesity in the population aged ≥18 years.</p> | <p>Prodia menyediakan fasilitas laboratorium untuk pemeriksaan terkait penyakit tidak menular.</p> <p>Prodia provides laboratory facilities for examinations related to non-communicable diseases.</p> <p>Pada tahun 2023, terdapat 1,88 juta pengunjung untuk layanan untuk penyakit tidak menular.</p> <p>In 2023, there were 1.88 million visitors for non-communicable disease services.</p> | <p>Menyediakan layanan digital terkait <i>chronic disease management</i> yang mampu memfasilitasi para penderita penyakit kronis dalam memantau dan mengelola kesehatannya.</p> <p>Providing digital services related to chronic disease management that can facilitate individuals with chronic diseases in monitoring and managing their health.</p> <p>Pada tahun 2024, ditargetkan sebanyak 1,8 juta pelanggan dengan <i>chronic disease management</i> yang dapat dilayani Prodia dari total pengunjung Prodia.</p> <p>In 2024, the target is to serve 1.8 million customers with chronic disease management from the total number of Prodia visitors.</p> |
| <p>3.b Mendukung penelitian dan pengembangan vaksin dan obat penyakit menular dan tidak menular yang terutama berpengaruh terhadap negara berkembang, menyediakan akses terhadap obat dan vaksin dasar yang terjangkau sesuai The Doha Declaration tentang The TRIPS Agreement and Public Health yang menegaskan hak negara berkembang untuk menggunakan secara penuh ketentuan dalam Kesepakatan atas Aspek-aspek Perdagangan dari Hak Kekayaan Intelektual terkait kelangkaan untuk melindungi kesehatan masyarakat, dan khususnya, menyediakan akses obat bagi semua.</p> <p>Support research and development of vaccines and medicines for the communicable and non-communicable diseases that primarily affect developing countries, provide access to affordable essential medicines and vaccines, in accordance with the Doha Declaration which affirms the right of developing countries to use to the full the provisions in the TRIPS agreement regarding flexibilities to protect public health and, in particular, provide access to medicines for all.</p> | <p>3.b.2 <i>Total Official Development Assistant (ODA)</i> untuk penelitian medis dan sektor kesehatan dasar.</p> <p>Total Official Development Assistant (ODA) for medical research and basic health sectors.</p> | <p>Pada tahun 2023, Prodia menyediakan anggaran biaya penelitian sebesar Rp4,9 miliar, dengan realisasi mencapai Rp1,8 miliar atau 36% dari anggaran.</p> <p>In 2023, Prodia allocated research costs amounting to Rp4.9 billion, with actual expenditure reaching Rp1.8 billion or 36% of the budget.</p> <p>Total biaya penelitian mencapai 0,2% dari biaya operasional.</p> <p>Total research costs account for 0.2% of operational expenses.</p> | <p>Pada tahun 2024, Prodia akan menyediakan biaya penelitian sebesar Rp6,3 miliar atau 0,6% dari anggaran.</p> <p>In 2024, Prodia will provide research costs amounting to Rp6.3 billion or 0.6% of the budget.</p> <p>Total biaya penelitian mencapai 0,2% dari biaya operasional.</p> <p>Total research costs are expected to reach 0.2% of operational expenses.</p> |
| <p>3.c Meningkatkan secara signifikan pembiayaan kesehatan dan rekrutmen, pengembangan, pelatihan, dan retensi tenaga kesehatan di negara berkembang, khususnya negara kurang berkembang, dan negara berkembang pulau kecil.</p> <p>Increase substantially health financing and the recruitment, development and training and retention of the health workforce in developing countries, especially in Least Developed Countries (LDCs) and Small Island Developing States (SIDS).</p> | <p>3.c.1 Kepadatan dan distribusi tenaga kesehatan.</p> <p>Density and distribution of health workers.</p> | <p>Fasilitas laboratorium Prodia tersebar di 79 kota dan 89 kabupaten di seluruh Indonesia, dengan jumlah tenaga kesehatan mencapai 1.347 orang.</p> <p>Prodia's laboratory facilities are spread across 79 cities and 89 districts throughout Indonesia, with a total healthcare workforce of 1.347 people.</p> | <p>Di tahun 2024, fasilitas laboratorium Prodia akan tetap mencakup 34 provinsi di seluruh Indonesia, dengan jumlah tenaga kesehatan kurang lebih sama seperti tahun 2023.</p> <p>In 2024, Prodia's laboratory facilities will continue to cover 34 provinces across Indonesia, with approximately the same number of health workers as in 2023.</p> |



Tujuan 5: Kesetaraan Gender | Goal 5: Gender Equality

| Metadata TPB Kementerian PPN/Bappenas Ministry of National Development Planning/Bappenas SDGs Metadata | | Dukungan PRODIA PRODIA Support | |
|--|---|--|--|
| Target | Indikator Indicators | Target dan Pencapaian 2023 2023 Target and Achievement | Target 2024 2024 Target |
| <p>5.1 Mengakhiri segala bentuk diskriminasi terhadap kaum perempuan di manapun.</p> <p>End all forms of discrimination against female and girls everywhere.</p> | <p>5.1.1 Ketersediaan kerangka hukum yang mendorong, menetapkan, dan memantau kesetaraan gender dan penghapusan diskriminasi berdasarkan jenis kelamin.</p> <p>Availability of a legal framework that promotes, establishes, and monitors gender equality and the elimination of discrimination based on gender.</p> | <p>Prodia memiliki ketentuan dalam Peraturan Perusahaan dan Perjanjian Kerja Bersama (PKB) yang mengatur kesempatan setara dalam bekerja dan pengembangan karier kepada setiap karyawan. Selama tahun 2023, tidak ada keluhan maupun pengaduan terkait praktik-praktik diskriminasi terhadap karyawan dalam bekerja.</p> <p>Prodia has provisions in the Company Regulations and Collective Labor Agreement (CLA) which regulate equal opportunities in work and career development for every employee. During 2023, no complaints were logged regarding discriminatory practices against employees at work.</p> | <p>Memastikan tidak ada keluhan maupun pengaduan terkait praktik-praktik diskriminasi terhadap karyawan dalam bekerja.</p> <p>Ensure that there are no complaints on discriminatory practices against employees at work.</p> |
| <p>5.5 Menjamin partisipasi penuh dan efektif, dan kesempatan yang sama bagi perempuan untuk memimpin di semua tingkat pengambilan keputusan dalam kehidupan politik, ekonomi, dan masyarakat.</p> <p>Ensure female's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic, and public life.</p> | <p>5.5.2 Proporsi perempuan yang berada di posisi manajerial.</p> <p>Proportion of female in managerial positions.</p> | <p>Persentase karyawan perempuan mencapai 74% dari total karyawan Prodia. Jumlah karyawan perempuan dalam jajaran manajemen ada 112 orang atau 2,99% dari total karyawan Prodia.</p> <p>The percentage of female employees has reached 74% of Prodia's total employees. The number of female employees in management are 112 people or 2.99% of the total management of Prodia.</p> | <p>Meningkatkan jumlah karyawan perempuan yang menduduki jabatan manajemen.</p> <p>Increase the number of female employees in management positions.</p> |



Tujuan 6: Air Bersih dan Sanitasi Layak | Goal 6: Clean Water and Sanitation

| Metadata TPB Kementerian PPN/Bappenas Ministry of National Development Planning/ Bappenas SDGs Metadata | | Dukungan PRODIA PRODIA Support | |
|---|---|--|---|
| Target | Indikator Indicators | Target dan Pencapaian 2023 2023 Target and Achievement | Target 2024 2024 Target |
| <p>6.3. Pada tahun 2030, meningkatkan kualitas air dengan mengurangi polusi, menghilangkan pembuangan, dan meminimalkan pelepasan material dan bahan kimia berbahaya, mengurangi setengah proporsi air limbah yang tidak diolah, dan secara signifikan meningkatkan daur ulang, serta penggunaan kembali barang daur ulang yang aman secara global.</p> <p>By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally.</p> | <p>6.3.1.(a) Persentase limbah cair industri yang dikelola secara aman.</p> <p>Percentage of industrial liquid waste that is managed safely.</p> | <p>Total volume limbah cair (efluen) pada tahun 2023 mencapai 11.752,64 m³. Dari jumlah tersebut, seluruhnya (100%) dikelola dengan cara diolah di instalasi pengolahan air limbah (IPAL) dan dialirkan ke badan air. Secara berkala, Prodia melakukan pemantauan kualitas olahan efluen dari IPAL untuk memastikan pemenuhan baku mutu.</p> <p>The total volume of liquid waste (effluent) in 2023 was 11,752,64 m³. Of this amount, all (100%) was managed through processing in wastewater treatment plants (WWTP) and discharged into water bodies. Periodically, Prodia monitors the quality of processed effluent from WWTP to ensure compliance with quality standards.</p> | <p>Produksi olahan efluen yang yang dilepas ke lingkungan tidak melampaui 14.959,37 m³.</p> <p>The production of treated effluent released to the environment does not exceed 14,959.37 m³.</p> |
| <p>6.4. Pada tahun 2030, secara signifikan meningkatkan efisiensi penggunaan air di semua sektor, dan menjamin penggunaan dan pasokan air tawar yang berkelanjutan untuk mengatasi kelangkaan air, dan secara signifikan mengurangi jumlah orang yang menderita akibat kelangkaan air.</p> <p>By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity, and substantially reduce the number of people suffering from water scarcity.</p> | <p>6.4.1. Perubahan efisiensi penggunaan air dari waktu ke waktu.</p> <p>Changes in water use efficiency over time.</p> | <p>Total volume pemakaian air tahun 2023 mencapai 13,21 megaliter, meningkat 3,49 megaliter atau 35,8% dari tahun 2022 sebesar 9,73 megaliter.</p> <p>The total volume of water use in 2023 was 13,21 megaliters, increasing 3.49 megaliters or 35.8% from 2022 at 9.73 megaliters.</p> | <p>Kenaikan pemakaian air bersih tidak melebihi 23,03%.</p> <p>The increase in water usage does not exceed 23.03%.</p> |



Tujuan 7: Energi Bersih dan Terjangkau | Goal 7: Affordable and Clean Energy

| Metadata TPB Kementerian PPN/Bappenas Ministry of National Development Planning/ Bappenas SDGs Metadata | | Dukungan PRODIA PRODIA Support | |
|---|--|---|--|
| Target | Indikator Indicators | Target dan Pencapaian 2023 2023 Target and Achievement | Target 2024 2024 Target |
| <p>7.2 Pada tahun 2030, meningkatkan secara substansial pangsa energi terbarukan dalam bauran energi global.</p> <p>Increase substantially the share of renewable energy in the global energy mix by 2030.</p> | <p>7.2.1 Bauran energi terbarukan Renewable energy mix</p> | <p>Total konsumsi energi terbarukan Biodiesel B30 mencapai 133,57 GJ atau 0,01% dari total konsumsi energi sebesar 9.119,54 GJ.</p> <p>The total renewable energy consumption of Biodiesel B30 was 133.57 GJ or 0.01% of the total energy consumption of 9,119.54 GJ.</p> | <p>Mempertahankan 100% konsumsi energi terbarukan Biodiesel B30.</p> <p>Maintain 100% consumption of renewable energy Biodiesel B30.</p> |
| <p>7.3 Pada tahun 2030, melakukan perbaikan efisiensi energi di tingkat global sebanyak dua kali lipat.</p> <p>Double the global rate of improvement in energy efficiency by 2030.</p> | <p>7.3.1 Intensitas energi primer Primary energy intensity</p> | <p>Nilai Intensitas Konsumsi Energi (IKE) Kantor Pusat Prodia tahun 2023 sebesar 16,40 GJ/orang, lebih rendah dari tahun 2022 sebesar 16,44 GJ/orang.</p> <p>The value of Energy Consumption Intensity (IKE) for Prodia's Head Office in 2023 is 16.40 GJ/person, lower than in 2022 which was 16.44 GJ/person.</p> | <p>Menekan intensitas energi menjadi 15,76 GJ/orang.</p> <p>Reduced energy intensity to 15.76 GJ/person.</p> |



Tujuan 8: Pekerjaan Layak dan Pertumbuhan Ekonomi | Goal 8: Decent Work and Economic Growth

| Metadata TPB Kementerian PPN/Bappenas Ministry of National Development Planning/ Bappenas SDGs Metadata | | Dukungan PRODIA PRODIA Support | |
|---|---|---|--|
| Target | Indikator Indicators | Target dan Pencapaian 2023 2023 Target and Achievement | Target 2024 2024 Target |
| <p>8.7 Mengambil tindakan cepat dan untuk memberantas kerja paksa, mengakhiri perbudakan dan penjualan manusia, mengamankan larangan dan penghapusan bentuk terburuk tenaga kerja anak, termasuk perekrutan dan penggunaan tentara anak-anak, dan pada tahun 2025 mengakhiri tenaga kerja anak dalam segala bentuknya.</p> <p>Take immediate and effective measures to eradicate forced labor, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labor, including recruitment and use of child soldiers, and by 2025 end child labor in all its forms.</p> | <p>8.7.1(a) Persentase dan jumlah anak usia 10-17 tahun yang bekerja, dibedakan berdasarkan jenis kelamin dan kelompok umur.</p> <p>The percentage and number of children aged 10-17 years who work, categorized by gender and age group.</p> | <p>Sesuai Peraturan Perusahaan, usia minimal karyawan Prodia adalah 18 tahun. Selama tahun 2023, tidak adanya pekerja anak di Prodia.</p> <p>According to Company Regulations, the minimum age for Prodia employees is 18 years. During 2023, no instances of child labor were recorded at Prodia.</p> | <p>Prodia mendorong perusahaan mitra, pemasok, dan vendor untuk melarang pekerja anak menjadi pekerja mereka.</p> <p>Prodia encourages partner companies, suppliers, and vendors to prohibit child labor in their workforce.</p> |
| <p>8.8 Melindungi hak-hak tenaga kerja dan mempromosikan lingkungan kerja yang aman dan terjamin bagi semua pekerja, termasuk pekerja migran, khususnya pekerja migran perempuan, dan mereka yang bekerja dalam pekerjaan berbahaya.</p> <p>Protect labor rights and promote safe and secure working environments of all workers, including migrant workers, particularly female migrants, and those in precarious employment.</p> | <p>8.8.1.(a) Jumlah perusahaan yang menerapkan norma K3.</p> <p>Number of companies implementing OHS norms.</p> | <p>Prodia menerapkan Sistem Manajemen K3 di Fasilitas Layanan Kesehatan yang berlaku nasional, dan telah disesuaikan dengan ISO 45001:2018. Selama tahun 2023, tidak ada kecelakaan kerja yang berakibat fatal.</p> <p>Prodia implements Occupational Health and Safety Management System in its national healthcare facilities, adapted to ISO 45001:2018 standards. In 2023, no work accidents resulting in fatalities were reported.</p> | <p>Nihil kecelakaan kerja (<i>zero accident</i>).</p> <p>Achieving zero work accidents.</p> <p>Mendorong penerapan SMK3 kepada pemasok/vendor.</p> <p>Encouraging the implementation of the Occupational Health and Safety Management System (SMK3) among suppliers/vendors.</p> |



Tujuan 9: Industri, Inovasi dan Infrastruktur | Goal 9: Industry, Innovation and Infrastructure

| Metadana TPB Kementerian PPN/Bappenas Ministry of National Development Planning/ Bappenas SDGs Metadata | | Dukungan PRODIA PRODIA Support | |
|---|--|--|--|
| Target | Indikator Indicators | Target dan Pencapaian 2023 2023 Target and Achievement | Target 2024 2024 Target |
| <p>9.4 Pada tahun 2030, meningkatkan infrastruktur dan <i>retrofit</i> industri agar dapat berkelanjutan, dengan peningkatan efisiensi penggunaan sumber daya dan adopsi yang lebih baik dari teknologi dan proses industri bersih dan ramah lingkungan, yang dilaksanakan semua negara sesuai kemampuan masing-masing.</p> <p>By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, all countries taking action in accordance with their respective capabilities.</p> | <p>9.4.1 Rasio emisi CO₂/emisi gas rumah kaca dengan nilai tambah sektor industri manufaktur.</p> <p>The ratio of CO₂ emissions to greenhouse gas emissions with the value added of the manufacturing industry sector.</p> <p>9.4.1.(a) Penurunan emisi gas rumah kaca sektor industri.</p> <p>Reduction in greenhouse gas emissions from the industrial sector.</p> <p>9.4.1.(b) Intensitas emisi sektor industri.</p> <p>Emission intensity of the industrial sector.</p> | <p>Volume emisi GRK tahun 2023 mencapai 11.445,86 ton CO₂eq, naik sebesar 270,84 ton CO₂eq atau 0,02% dari tahun 2022 sebesar 11.175,02 ton CO₂eq.</p> <p>The volume of GHG emissions in 2023 reached 11,445.86 tons of CO₂eq, increasing by 270.84 tons of CO₂eq or 0.02% from the 2022 level of 11,175.02 tons of CO₂eq.</p> <p>Intensitas Emisi GRK tahun 2023 mencapai 20,59 ton CO₂eq/orang, lebih tinggi dari tahun 2022 sebesar 20,54 ton CO₂eq/orang.</p> <p>GHG Emission Intensity in 2023 reached 20.59 tons of CO₂eq/person, higher than the 2022 level of 20.54 tons of CO₂eq/person.</p> <p>Prodia menganggarkan biaya riset dan penelitian tahun 2023 sebesar Rp4,9 miliar, dengan realisasi mencapai Rp1,8 miliar.</p> <p>Prodia budgeted research and development costs for the year 2023 amounting to Rp4.9 billion, with actual expenditure reaching Rp1.8 billion.</p> <p>Prodia didukung oleh tenaga ahli dengan latar belakang Doktor (S3) sebanyak 32 orang atau 0,86% dari total karyawan.</p> <p>Prodia is supported by experts with a Doctorate (Ph.D.) background totaling 32 people, or 0,86% of total employees.</p> | <p>2% reduksi emisi GRK menjadi 11.608,66 ton CO₂ eq.</p> <p>2% GHG emission reduction to 11,608.66 tons CO₂ eq.</p> <p>Nilai intensitas emisi GRK tidak melebihi 19,81 ton CO₂eq/orang.</p> <p>The GHG emission intensity value does not exceed 19.81 tons CO₂eq/person.</p> <p>Prodia menganggarkan biaya riset dan penelitian tahun 2024 sebesar Rp6,3 miliar, bertambah Rp4,5 miliar dibandingkan realisasi tahun 2023.</p> <p>Prodia has budgeted research and development costs for 2024 amounting to Rp6.3 billion, an increase of Rp4.5 billion compared to the realization in 2023.</p> |
| <p>9.5 Memperkuat riset ilmiah, meningkatkan kapabilitas teknologi sektor industri di semua negara, terutama negara-negara berkembang, termasuk pada tahun 2030, mendorong inovasi dan secara substansial meningkatkan jumlah pekerja penelitian dan pengembangan per 1 juta orang dan meningkatkan pembelanjaan publik dan swasta untuk penelitian dan pengembangan.</p> <p>Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries, in particular developing countries, including, by 2030, encouraging innovation and substantially increasing the number of research and development workers per 1 million people and public and private research and development spending.</p> | <p>9.5.1 Proporsi anggaran riset pemerintah terhadap PDB.</p> <p>Proportion of government research budget to GDP.</p> <p>9.5.2.(a) Proporsi sumber daya manusia bidang ilmu pengetahuan dan teknologi dengan gelar Doktor (S3).</p> <p>Proportion of human resources in the field of science and technology with a Doctoral degree (Ph.D.).</p> | <p>Prodia menganggarkan biaya riset dan penelitian tahun 2023 sebesar Rp4,9 miliar, dengan realisasi mencapai Rp1,8 miliar.</p> <p>Prodia budgeted research and development costs for the year 2023 amounting to Rp4.9 billion, with actual expenditure reaching Rp1.8 billion.</p> <p>Prodia didukung oleh tenaga ahli dengan latar belakang Doktor (S3) sebanyak 32 orang atau 0,86% dari total karyawan.</p> <p>Prodia is supported by experts with a Doctorate (Ph.D.) background totaling 32 people, or 0,86% of total employees.</p> | <p>Prodia menganggarkan biaya riset dan penelitian tahun 2024 sebesar Rp6,3 miliar, bertambah Rp4,5 miliar dibandingkan realisasi tahun 2023.</p> <p>Prodia has budgeted research and development costs for 2024 amounting to Rp6.3 billion, an increase of Rp4.5 billion compared to the realization in 2023.</p> |



Tujuan 10: Berkurangnya Kesenjangan | Goal 10: Reduced Inequalities

| Metadana TPB Kementerian PPN/Bappenas Ministry of National Development Planning/Bappenas SDGs Metadata | | Dukungan PRODIA PRODIA Support | |
|---|---|---|---|
| Target | Indikator Indicators | Target dan Pencapaian 2023 2023 Target and Achievement | Target 2024 2024 Target |
| <p>10.4 Mengadopsi kebijakan, terutama kebijakan fiskal, upah dan perlindungan sosial, serta secara progresif mencapai kesetaraan yang lebih besar.</p> <p>Adopt policies especially fiscal, wage, and social protection policies and progressively achieve greater equality.</p> | <p>10.4.1. (b) Proporsi peserta Program Jaminan Sosial Bidang Ketenagakerjaan.</p> <p>Proportion of participants in the Employment Social Security Program.</p> | <p>Tingkat kepesertaan karyawan Prodia pada BPJS Ketenagakerjaan mencapai 100%.</p> <p>The participation rate of Prodia employees in the BPJS Ketenagakerjaan Social Security program reached 100%.</p> | <p>Menjaga tingkat kepesertaan karyawan Prodia dan pekerja perusahaan mitra, pemasok pada BPJS Ketenagakerjaan tetap 100%. Mendorong kepatuhan pemasok/ vendor pada kepesertaan BPJS Ketenagakerjaan untuk pekerja mereka.</p> <p>Maintaining the participation rate of Prodia employees and workers of partner companies, suppliers in the BPJS Ketenagakerjaan Social Security program at 100%.</p> <p>Encouraging the compliance of suppliers/vendors with the membership in BPJS Ketenagakerjaan Social Security for their workers.</p> |



Tujuan 11: Kota dan Pemukiman yang Berkelanjutan | Goal 11: Sustainable Cities and Communities

| Metadana TPB Kementerian PPN/Bappenas Ministry of National Development Planning/ Bappenas SDGs Metadata | | Dukungan PRODIA PRODIA Support | |
|---|---|---|--|
| Target | Indikator Indicators | Target dan Pencapaian 2023 2023 Target and Achievement | Target 2024 2024 Target |
| <p>11.6 Pada tahun 2030, mengurangi dampak lingkungan perkotaan per kapita yang merugikan, termasuk dengan memberi perhatian khusus pada kualitas udara, termasuk penanganan sampah kota.</p> <p>By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality, municipal and other waste management.</p> | <p>11.6.1.(b) Persentase sampah nasional yang terkelola.</p> <p>Percentage of national waste managed.</p> <hr/> <p>11.6.2.(a) Rata-rata tahunan materi partikulat halus PM 10.</p> <p>Annual average of fine particulate matter PM 10.</p> <hr/> <p>11.6.2.(b) Indeks Kualitas Udara.</p> <p>Air Quality Index.</p> | <p>Volume sampah yang dikelola pada tahun 2023 mencapai 59,4 ton atau 100% dari total volume timbulan sampah.</p> <p>The volume of waste managed in 2023 reached 59.4 tons or 100% of the total volume of waste generated.</p> <hr/> <p>Hasil pengukuran kualitas udara ambien tahun 2023 yakni 100% memenuhi baku mutu.</p> <p>The result of ambient air quality measurement in 2023 is 100% meeting the quality standard.</p> | <p>100% pengelolaan timbulan sampah.</p> <p>100% waste management.</p> <hr/> <p>100% pemenuhan baku mutu pengukuran kualitas udara ambien.</p> <p>100% fulfillment of ambient air quality measurement quality standards.</p> |



Tujuan 12: Konsumsi dan Produksi yang Bertanggung Jawab | Goal 12: Responsible Consumption and Production

Metadata TPB Kementerian PPN/Bappenas
Ministry of National Development Planning/
Bappenas SDGs Metadata

Dukungan PRODIA
PRODIA Support

| Target | Indikator Indicators | Target dan Pencapaian 2023 2023 Target and Achievement | Target 2024 2024 Target |
|--|---|--|---|
| <p>12.4 Pada tahun 2030 mencapai pengelolaan bahan kimia dan semua jenis limbah yang ramah lingkungan, di sepanjang siklus hidupnya, sesuai kerangka kerja internasional yang disepakati dan secara signifikan mengurangi pencemaran bahan kimia dan limbah tersebut ke udara, air, dan tanah untuk meminimalkan dampak buruk terhadap kesehatan manusia dan lingkungan.</p> <p>By 2030, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment.</p> | <p>12.4.2 (a) Limbah B3 yang dihasilkan per kapita; dan (b) Proporsi limbah B3 yang ditangani/diolah berdasarkan jenis penanganannya/pengolahannya.</p> <p>(a) Hazardous waste generated per capita; and (b) Proportion of hazardous waste handled/processed based on the type of treatment/processing.</p> | <p>Total volume timbulan limbah B3 tahun 2023 mencapai 59,4 ton. Tidak ada timbulan limbah B3 tersebut yang dapat diolah kembali. Namun demikian, seluruh (100%) pengolahan timbulan limbah B3 Perseroan dikerjasamakan dengan pihak ketiga yang berizin resmi.</p> <p>The total volume of hazardous waste generation in 2023 reached 59.4 tons. None of the hazardous waste generation can be reprocessed. However, all (100%) of the Company's hazardous waste processing is carried out in cooperation with licensed third parties.</p> | <p>100% limbah B3 dikelola oleh pihak ketiga yang berizin resmi.</p> <p>100% of hazardous waste is managed by a licensed third party.</p> |
| <p>12.6 Mendorong perusahaan, terutama perusahaan besar dan transnasional, untuk mengadopsi praktek-praktek berkelanjutan dan mengintegrasikan informasi keberlanjutan dalam siklus pelaporan mereka.</p> <p>Encourage companies, especially large and trans-national companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.</p> | <p>12.6.1. Jumlah perusahaan yang mempublikasi laporan keberlanjutannya.</p> <p>Number of companies publishing sustainability reports.</p> | <p>Prodia telah menerbitkan dan mempublikasikan Laporan Keberlanjutan sejak tahun 2019.</p> <p>Prodia has been issuing and publishing its Sustainability Report since 2019.</p> | <p>Prodia akan senantiasa menerbitkan dan mempublikasikan Laporan Keberlanjutan yang terus diperbaharui dari tahun ke tahun dengan kualitas yang semakin baik tidak hanya dalam bentuk laporan kualitatif tetapi juga kuantitatif yang terukur.</p> <p>Prodia will continue to publish and release an updated Sustainability Report each year, with improving quality, not only in the form of qualitative reports but also measurable quantitative data.</p> |

| Tujuan 13: Penanganan Perubahan Iklim Goal 13: Climate Action | | | | |
|--|---|--|---|--|
| Metadata TPB Kementerian PPN/Bappenas Ministry of National Development Planning/ Bappenas SDGs Metadata | | Dukungan PRODIA PRODIA Support | | |
| Target | Indikator Indicators | Target dan Pencapaian 2023 2023 Target and Achievement | Target 2024 2024 Target | |
| <p>13.2 Mengintegrasikan tindakan antisipasi perubahan iklim ke dalam kebijakan, strategi dan perencanaan nasional.</p> <p>Integrate climate change measures into national policies, strategies, and planning.</p> | <p>13.2.1. Terwujudnya penyelenggaraan inventarisasi gas rumah kaca (GRK), serta monitoring, pelaporan dan verifikasi emisi GRK yang dilaporkan dalam dokumen <i>Biennial Update Report</i> (BUR) dan <i>National Communications</i>.</p> <p>Implementation of greenhouse gas (GHG) inventory, as well as monitoring, reporting and verification of GHG emissions reported in the Biennial Update Report (BUR) and National Communications documents.</p> | <p>Prodia telah melakukan inventarisasi sumber emisi GRK sejak tahun 2008. Berdasarkan inventarisasi pada tahun 2023, sumber emisi GRK antara lain listrik dan bahan bakar minyak (BBM). Total volume emisi GRK tahun 2023 mencapai 11.445,86 ton CO₂eq, bertambah dari tahun 2022 sebesar 11.175,02 ton CO₂eq.</p> <p>Prodia has been conducting an inventory of greenhouse gas (GHG) emissions sources since 2008. Based on the inventory in 2023, GHG emission sources include electricity and fuel oil (BBM). The total volume of GHG emissions in 2023 reached 11,445.86 tons of CO₂eq, a reduction from the 2022 level of 11,175.02 tons of CO₂eq.</p> | <p>2% reduksi emisi GRK menjadi 11.608,66 ton CO₂ eq.</p> <p>2% GHG emission reduction to 11,608.66 tons CO₂ eq.</p> | |
| | <p>13.2.2 Jumlah emisi gas rumah kaca (GRK) per tahun.</p> <p>Total greenhouse gas (GHG) emissions per year.</p> | <p>13.2.2.(a) Potensi Penurunan emisi gas rumah kaca (GRK).</p> <p>Potential for reducing greenhouse gas (GHG) emissions.</p> | <p>Potensi reduksi emisi GRK pada tahun 2023 antara lain berasal dari penggunaan bahan bakar biodiesel/ramah lingkungan.</p> <p>The potential reduction in GHG emissions in 2023 comes from the use of biodiesel/ environmentally friendly fuels.</p> | |
| | <p>13.2.2.(b) Potensi Penurunan intensitas emisi gas rumah kaca (GRK).</p> <p>Potential for reducing the intensity of greenhouse gas (GHG) emissions.</p> | | | |
| | | | | |



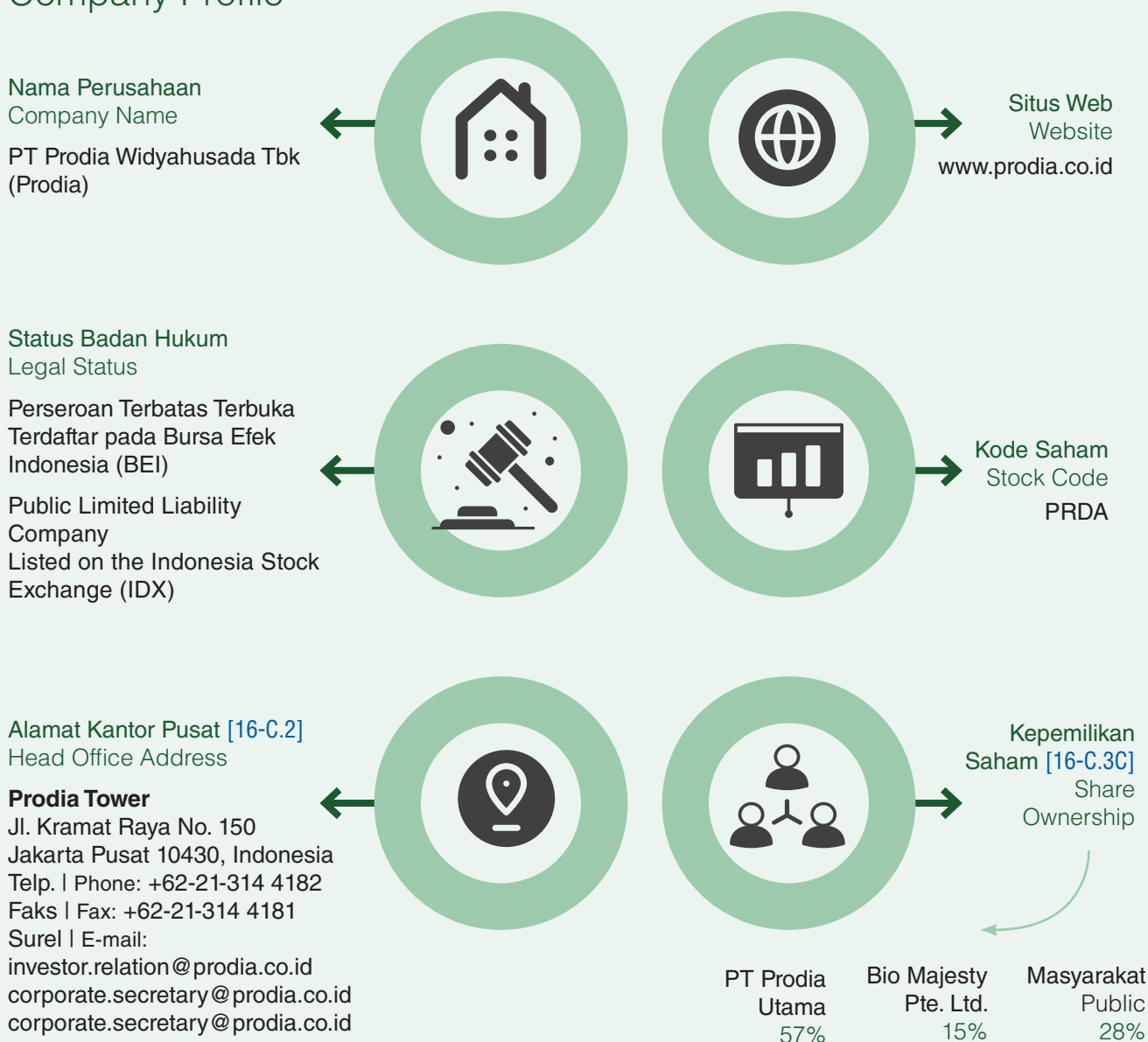
Tentang Prodia [16-C]

About Prodia

Perjalanan 50 tahun Prodia dimulai pada 7 Mei 1973 di Kota Solo, Jawa Tengah. Pada 8 Februari 1988, PT Prodia Widyahusada resmi berdiri dan menjadi perusahaan terbuka pada 7 Desember 2016. Dari laboratorium klinik sederhana, kami kemudian hadir dan menjangkau 34 provinsi di Indonesia, memiliki ribuan jenis tes yang tersedia, serta mendapat pengakuan nasional maupun internasional, di antaranya akreditasi dari College of American Pathologist (CAP) selama 10 tahun berturut-turut. Pencapaian ini membawa Prodia sejajar dengan kualitas laboratorium internasional dan menjadi layanan kesehatan terpercaya guna menunjang pengobatan generasi baru.

Prodia's 50-year journey began on May 7, 1973, in Solo, Central Java. On February 8, 1988, PT Prodia Widyahusada was officially established, and it became a publicly listed company on December 7, 2016. From a simple clinical laboratory, we have expanded our presence to reach all 34 provinces in Indonesia, offering thousands of types of tests and gaining national and international recognition, including accreditation from the College of American Pathologists (CAP) for 10 consecutive years. These achievements place Prodia on par with international laboratory standards, establishing it as a trusted healthcare service to support the healthcare needs of the new generation.

Profil Perusahaan [2-1] Company Profile



Skala Usaha [16-C.3] Organizational Scale

| Uraian Description | Satuan Unit | 2023 | 2022 | 2021 |
|---|-------------------------|--------------|---------------|---------------|
| Jumlah Pekerja Number of Employees | | | | |
| Karyawan Prodia Prodia Employees | Orang People | 3.734 | 3.743* | 3.675* |
| Non-Employee (Alihdaya) [2-8] Non-Employee (Outsourcing) | | 983 | 803 | 760* |
| Jumlah Total | | 4.717 | 4.546* | 4.435* |
| Jumlah Kunjungan Number of Visits | Juta Million | 2,83 | 2,80 | 3,10 |
| Total Pendapatan Total Revenue | Rp Juta* Billion Rp* | 2.222,46 | 2.181,64 | 2.662,26 |
| Laba Bersih Tahun Berjalan Net Profit for the Year | | 256,32 | 371,63 | 623,23 |
| Total Kapitalisasi Total Capitalization [16-C.3A] | | | | |
| Total Liabilitas Total Liabilities | Rp Juta* Billion Rp* | 350,02 | 358,45 | 391,72 |
| Total Ekuitas Total Equity | | 2.355,10 | 2.311,14 | 2.310,44 |
| Total Aset Total Assets | | 2.705,12 | 2.669,59 | 2.702,16 |

*Penyajian kembali informasi | Restatement [2-4]

Wilayah Operasi [16-C.3D][2-1] Operational Area



295 GERAI
BRANCHES

34 PROVINSI
PROVINCES

79 KOTA
CITIES

79 KABUPATEN
REGENCIES

Seluruh wilayah operasi Prodia berada di Indonesia dan tidak memiliki wilayah operasi di negara lain. Sampai akhir tahun 2023, Perseroan memiliki 295 gerai yang tersebar di 34 provinsi, meliputi 79 kota dan 89 kabupaten.

All of Prodia's operational areas are located in Indonesia, and the Company does not have any operations in other countries. By the end of 2023, the Company has 295 branches spread across 34 provinces, encompassing 79 cities and 89 regencies.

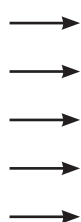
Wilayah Operasi Prodia Tahun 2023 Prodia's Operational Areas in 2023

| Wilayah Area | Prodia Health Care & Speciality Clinics | Clinical Lab & Medical Lab | POC/POC GG | Kerja Sama Rumah Sakit Hospital Collaboration | Jumlah Total |
|---|---|----------------------------|------------|---|--------------|
| Sumatra | 1 | 25 | 12 | 1 | 39 |
| Jakarta dan Sekitarnya Jakarta and Surrounding Areas | 6 | 35 | 18 | 4 | 63 |
| Jawa Barat West Java | - | 19 | 14 | 1 | 34 |
| Jawa Tengah Central Java | - | 24 | 25 | - | 49 |
| Jawa Timur, Bali, Nusa Tenggara East Java, Bali, Nusa Tenggara | 4 | 15 | 36 | 2 | 57 |
| Kalimantan | - | 8 | 3 | 1 | 12 |
| Sulawesi, Maluku, Papua | - | 15 | 25 | 1 | 41 |
| Jumlah Total | 11 | 141 | 133 | 10 | 295 |

Kegiatan Usaha, Produk Dhasilkan, dan Rantai Nilai [16-C.4][2-6] Business Activities, Products, and Value Chain

Prodia menjalankan kegiatan usaha yang terdiri dari kegiatan usaha utama dan kegiatan usaha penunjang dengan rincian sebagai berikut:

Prodia engages in business activities that consist of primary business activities and supporting business activities, detailed as follows:



Kegiatan Usaha Utama Primary Business Activities

- Menjalankan usaha aktivitas pelayanan kesehatan yang dilakukan oleh paramedis;
Conducting health service activities carried out by paramedics;
- Menjalankan usaha aktivitas pelayanan penunjang kesehatan; serta
Engaging in health support service activities; and
- Menjalankan usaha aktivitas poliklinik swasta.
Operating private polyclinics.

Kegiatan Usaha Utama Primary Business Activities

- Menjalankan usaha-usaha lain, di antaranya perdagangan dan usaha yang berkaitan, serta mendukung bidang usaha kegiatan usaha utama Perseroan sesuai dengan peraturan perundang-undangan yang berlaku.
Undertaking other businesses, including trade and related ventures, as well as supporting the primary business activities of the Company in accordance with applicable laws and regulations.



Pengungkapan informasi lebih lanjut terkait rantai nilai dalam kegiatan usaha Perseroan, dan produk dihasilkan disampaikan Laporan Tahunan Prodia 2023.

Further disclosure of information related to the value chain in the Company's business activities, and the products produced are presented on Prodia's Annual Report 2023.

Keanggotaan Asosiasi [16-C.5][2-28] Association Memberships

Nasional | National

| | | | |
|--|---|--|--|
|  <p>Himpunan Kimia Klinik Indonesia (HKKI) Anggota Member</p> |  <p>Perhimpunan Dokter Spesialis Patologi Klinik dan Kedokteran Indonesia (PDS PATKLIN) Anggota Member</p> |  <p>Himpunan Studi Obesitas Indonesia (HISOBI) Indonesian Society for the Study of Obesity (ISSO) Anggota Member</p> |  <p>Alzheimer Indonesia (ALZI) Anggota Member</p> |
|  <p>Asosiasi Healthtech Indo (AHI) Anggota Member</p> |  <p>Asian and Pacific Federation of Clinical Biochemistry (APFCB) Pengurus Administrator</p> |  <p>Ikatan Laboratorium Kesehatan Indonesia (ILKI) Pengurus Administrator</p> |  <p>Persatuan Diabetes Indonesia (Persadia) Pengurus Administrator</p> |
|  <p>Asosiasi Klinik Indonesia (ASKLIN) Pengurus Administrator</p> |  <p>The Clinical & Laboratory Standards Institute (CLSI) Anggota Member</p> |  <p>Perhimpunan Klinik & Fasilitas Pelayanan Kesehatan Indonesia (PKFI) Anggota Member</p> | |
| <p>Internasional International</p> | |  <p>American Association for Clinical Chemistry (AACC) Anggota Member</p> |  <p>International Federation for Clinical Chemistry (IFCC) Anggota Member</p> |



Sertifikasi dan Penghargaan Eksternal Certifications and External Awards



Sertifikasi Certifications

| Sertifikasi Certification | Lembaga Penerbit Issuing Institution | Tahun Berlaku Validity Period |
|---|--|----------------------------------|
| ISO 15189 LM 001 IDN RA Prodia Kramat | Komite Akreditasi Nasional | 2026 |
| SNI ISO 17025:2017 | | 2024 |
| ISO 9001:2015 Sistem Jaminan Mutu Quality Management System | Lloyd's Register Quality Assurance (LRQA) | 2026 |
| Sistem Manajemen Keselamatan dan Kesehatan Kerja (SMK3) Occupational Health and Safety System (OHSS) | PT Superintending Company of Indonesia (SUCOFINDO) | 2026 |
| ISO 45001 | | 2024 |
| The College of American Pathologists (CAP) | The College of American Pathologists (CAP) | 2024 |

Penghargaan Eksternal External Awards

Prodia meraih penghargaan Bisnis Indonesia Award (BIA) 2023 sektor Peralatan & Perlengkapan & Penyedia Jasa Kesehatan. Penghargaan diberikan oleh Harian Bisnis Indonesia pada 31 Mei 2023.

Prodia won the Bisnis Indonesia Award (BIA) 2023 in the Equipment & Supplies & Health Service Provider sector. The award was given by the Bisnis Indonesia Daily on May 31, 2023.

Prodia mendapatkan penghargaan Contact Center World Awards 2023 sebagai Best Contact Center in Asia Pacific dalam ajang The 18th Annual NEXT GENERATION Contact Center & CX Best Practices 2023 pada 27 Juli 2023 di Nusa Dua, Bali.

Prodia received the 2023 Contact Center World Awards as Best Contact Center in Asia Pacific at the 18th Annual NEXT GENERATION Contact Center & CX Best Practices 2023 event on July 27, 2023 in Nusa Dua, Bali.

Prodia meraih penghargaan Indonesia Original Brands Award 2023 dalam kategori Clinical Laboratory dengan predikat excellence. Penghargaan diberikan pada 15 September 2023 oleh SWA Media dan Business Digest.

Prodia received the Indonesia Original Brands Award 2023 in the Clinical Laboratory category with the title of excellence. The award was presented on September 15, 2023, by SWA Media and Business Digest.



Pengungkapan informasi lebih lanjut mengenai penghargaan dapat dilihat pada Laporan Tahunan Prodia 2023.

Further disclosure of information related to awards are presented Prodia's Annual Report 2023.

Perubahan Signifikan [16-C.6] Significant Changes

Pada tahun 2023, Prodia melakukan beberapa perubahan signifikan:

- Rapat Umum Pemegang Saham Luar Biasa pada 13 April 2023 menyetujui perubahan atas Anggaran Dasar Perseroan, yakni Pasal 21 ayat (6) dan Pasal 3. Uraian lengkap tentang hal ini disampaikan dalam Laporan Tahunan 2023 PT Prodia Widyahusada Tbk;
- Pembukaan Klinik Prodia Cabang Grand Wisata, Kabupaten Bekasi, Jawa Barat. Kehadiran cabang baru diharapkan memberikan kenyamanan dan kemudahan layanan klinik dan pemeriksaan laboratorium yang komprehensif bagi pelanggan di Kawasan Grand Wisata dan sekitarnya.
- Pada 22 Agustus 2022, Prodia mendirikan anak usaha baru, yaitu PT Prodia Digital Indonesia yang mulai resmi beroperasi di bulan Maret Tahun 2023 dengan aplikasinya yang bernama "U by Prodia." "U by Prodia" menjadi tonggak bersejarah Prodia dalam mewujudkan pengalaman pelanggan terbaik melalui konsep digitalisasi layanan kesehatan yang personal, akurat, dan presisi. Aplikasi ini dilengkapi dengan fitur *Health Score* yang nantinya dapat menjadi acuan untuk mengatur pola hidup sehat sesuai dengan profil pengguna aplikasi ini.

In 2023, Prodia underwent several significant changes as follows:

- The Extraordinary General Meeting of Shareholders on April 13, 2023, approved amendments to the Company's Articles of Association, namely Article 21 paragraph (6) and Article 3. A comprehensive description of this is provided in the 2023 Annual Report 2023 of PT Prodia Widyahusada Tbk.
- Opening of the Prodia Clinic Branch in Grand Wisata, Bekasi Regency, West Java. The presence of this new branch is expected to provide convenience and comprehensive clinic and laboratory examination services for customers in the Grand Wisata area and its surroundings.
- On August 22, 2022, Prodia established a new subsidiary, namely PT Prodia Digital Indonesia, which officially commenced operations in March 2023 with its application called "U by Prodia." "U by Prodia" marks a historic milestone for Prodia in realizing the best customer experience through the concept of digitalizing personalized, accurate, and precise healthcare services. The application is equipped with a *Health Score* feature that can serve as a reference for maintaining a healthy lifestyle based on the user's profile.



Ketenagakerjaan

Employment

Prodia memberikan kesempatan setara kepada setiap individu untuk bekerja dan berkarier di Perseroan, tanpa melihat latar belakang gender, suku, agama, ras, golongan, afiliasi politik, dan hal lain yang bersifat diskriminatif. Perseroan memastikan tidak adanya tenaga kerja anak, baik di Prodia, pemasok/vendor, maupun pekerjaan dalam rantai pasok yang berisiko terhadap tenaga kerja anak. Selain itu, seluruh (100%) karyawan Prodia telah tercakup dalam Perjanjian Kerja Bersama (PKB), termasuk mengenai penetapan jam kerja di Prodia. Kami tidak melakukan praktik-praktik kerja paksa terhadap pekerja, dan menerapkan jam istirahat untuk pekerja selama 60 menit untuk setiap 8 jam kerja. Perseroan juga memberikan kompensasi untuk karyawan yang bekerja melebihi ketentuan jam kerja (upah lembur). [16-F.18][16-F.19][2-30][408-1][409-1]

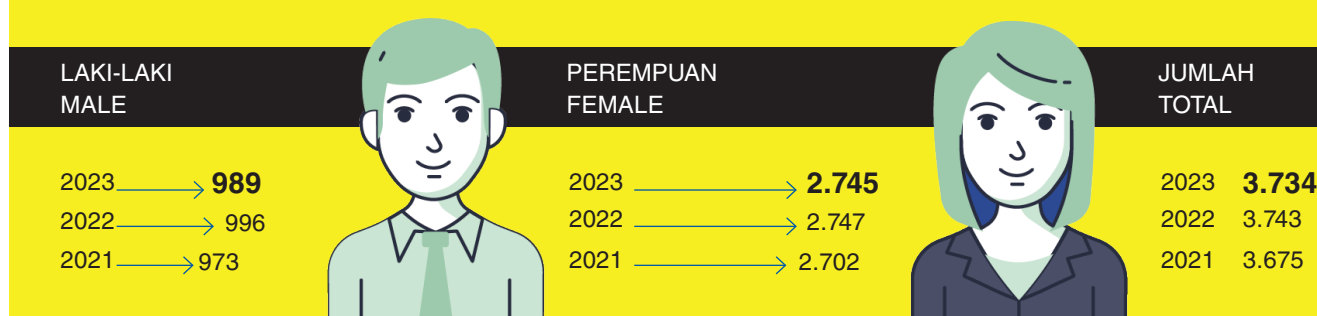
Prodia provides equal opportunities for every individual to work and build a career within the Company, regardless of gender, ethnicity, religion, race, social class, political affiliation, and other discriminatory factors. The Company ensures the absence of child labor, both within Prodia, among suppliers/vendors, and in jobs within the supply chain that pose risks to child labor. Additionally, all (100%) Prodia employees are covered by a Collective Labor Agreement (CLA), including provisions regarding working hours at the organization. We do not engage in forced labor practices, and we implement a 60-minute rest break for workers during every 8-hour workday. The Company also provides compensation for employees who work beyond the stipulated working hours (overtime pay). [16-F.18][16-F.19][2-30][408-1][409-1]

Komposisi Karyawan [16-C.3B][2-7][2-8][401-1] Employee Composition

Jumlah pekerja Prodia per 31 Desember 2023 ada 4.717 orang, meliputi 3.734 karyawan Prodia dan 983 non-employee/*outsourcing* (pekerja alih daya). Selain itu, pada tahun 2023, kami menerima 226 karyawan baru, terdiri dari 61 atau 27% karyawan laki-laki serta 165 atau 73% karyawan perempuan. Tingkat perputaran karyawan tahun 2023 mencapai 3,5% dan jumlah karyawan meninggalkan Prodia ada 104 orang karena keluarga (50%), wirausaha (21%), pindah kerja (14%), dan lainnya (15%).

As of December 31, 2023, the total number of Prodia workers is 4,717 individuals, comprising 3,734 Prodia employees and 983 non-employee (outsourcing) workers. Additionally, in 2023, we welcomed 226 new employees, consisting of 61 males or 27% and 165 females or 73% of the total workforce. The employee turnover rate in 2023 reached 3.5%. The number of employees who left Prodia was 104 people, and the reasons for departure include family (50%), health, entrepreneur (21%), job transfer (14%), and others (15%).

Komposisi Karyawan Berdasarkan Gender Employee Composition by Gender



| Komposisi Karyawan Berdasarkan Status Kepegawaian Employee Composition by Employment Status | 2023 | 2022 | 2021 |
|--|--------------|--------------|--------------|
| Karyawan Tetap Permanent Employee | 2.966 | 2.900* | 2.915 |
| Karyawan Tidak Tetap/Kontrak Non-Permanent Employee/Contracted | 365 | 465 | 429 |
| Mitra Kerja Sama Partner | 357 | 338 | 331 |
| Masa Percobaan (per 31 Desember 2023) Trial Period (as of 31 December 2023) | 46 | 40 | 0 |
| Jumlah Total | 3.734 | 3.743 | 3.675 |

*Penyajian kembali informasi karena penambahan kategori status kepegawaian. [2-4]

*Restatement due to the addition of employment status categories.

| Komposisi Karyawan Berdasarkan Kelompok Usia (Tahun) Employee Composition by Age Group (Years) | 2023 | 2022 | 2021 |
|---|--------------|--------------|--------------|
| 18-24 | 166 | 363 | 348 |
| 25-34 | 1.606 | 1.671 | 1.696 |
| 35-44 | 1.203 | 1.089 | 1.047 |
| 45-54 | 617 | 523 | 488 |
| >55 | 142 | 96 | 96 |
| Jumlah Total | 3.734 | 3.743 | 3.675 |

| Komposisi Karyawan Berdasarkan Tingkat Pendidikan Employee Composition by Education Level | 2023 | 2022 | 2021 |
|--|--------------|--------------|--------------|
| S3 | 32 | 29 | 29 |
| S2 | 278 | 233 | 227 |
| S1 | 1.102 | 1.100 | 1.023 |
| Diploma | 2.088 | 1.967 | 1.940 |
| SMA dan Sederajat High School and Equivalent | 234 | 396 | 435 |
| Di Bawah SMA Below High School | 0 | 18 | 21 |
| Jumlah Total | 3.734 | 3.743 | 3.675 |

| Komposisi Karyawan Berdasarkan Jabatan Employee Composition by Position | 2023 | 2022 | 2021 |
|--|--------------|--------------|--------------|
| Senior Manager | 10 | 10 | 10 |
| Manager | 155 | 152 | 149 |
| Supervisor | 676 | 663 | 639 |
| Staff | 2.396 | 2.433 | 2.387 |
| Admin | 28 | 29 | 31 |
| Attendant | 112 | 118 | 128 |
| Non-Employee (Pekerja Alihdaya) Non-Employee (Outsourced Worker) | 357 | 338 | 331 |
| Jumlah Total | 3.734 | 3.743 | 3.675 |

Tunjangan dan Remunerasi Karyawan Employee Benefits and Remuneration

Perseroan memberikan tunjangan dan fasilitas kepada karyawan sesuai dengan status kepegawaian, jabatan, dan kriteria tertentu lainnya, bukan berdasarkan faktor diskriminasi. Ada beberapa jenis tunjangan, yakni tunjangan penempatan untuk karyawan di tempat kerja dengan kondisi tertentu; tunjangan khusus untuk jabatan atau kriteria tertentu; tunjangan transportasi untuk karyawan dengan Band III ke atas; dan tunjangan kehadiran untuk karyawan dengan Band IV sampai dengan Band VI. Tunjangan dan fasilitas untuk karyawan tetap meliputi *medical checkup* tahunan, klaim kesehatan karyawan, fasilitas pinjaman, cuti tahunan, serta BPJS Ketenagakerjaan dan Kesehatan. Sementara tunjangan dan fasilitas untuk karyawan tidak tetap meliputi lembur dan uang makan. [401-2]

Sementara remunerasi/imbal jasa pekerjaan yang diberikan kepada karyawan mengacu pada Prosedur Operasi Baku: Pengelolaan Remunerasi. Berdasarkan ketentuan tersebut, remunerasi karyawan terdiri dari gaji dasar dan tunjangan, tunjangan hari raya (THR), penghargaan masa kerja, bonus, dan uang pisah. Khusus untuk gaji dasar, diberikan tanpa ada perbedaan perlakuan berdasarkan gender, atau rasio 1:1 antara karyawan laki-laki maupun perempuan. Besaran imbal jasa pekerjaan/remunerasi karyawan Prodia pada tingkat jabatan terendah telah memenuhi ketentuan upah minimum regional (UMR) yang ditetapkan pemerintah daerah di setiap wilayah operasi Perseroan. [16-F.20][202-1][405-2]

Cuti Melahirkan [401-3] Maternity Leave

Hak cuti melahirkan diberikan selama 92 hari kalender kepada karyawan perempuan yang melahirkan dan selama 2 hari bagi karyawan laki-laki yang istrinya akan melahirkan. Prodia menjamin karyawan perempuan yang selesai cuti melahirkan untuk kembali bekerja pada jabatan semula. Selama tahun 2023, ada 158 karyawan perempuan dan 57 karyawan laki-laki yang mengambil cuti melahirkan, dan sebanyak 215 orang atau 100% di antaranya telah kembali bekerja.

The Company provides allowances and facilities to employees based on employment status, position, and other specific criteria, not on discriminatory factors. There are several types of allowances, namely placement allowances for employees working in specific conditions; special allowances for specific positions or criteria; transportation allowances for employees in Band III and above; and attendance allowances for employees in Band IV to Band VI. Allowances and facilities for permanent employees include annual medical checkups, employee health claims, loan facilities, annual leave, and also BPJS Ketenagakerjaan and Kesehatan. Meanwhile, allowances and facilities for non-permanent employees include overtime and meal allowances. [401-2]

As for the remuneration/compensation provided to employees, it follows the Standard Operating Procedure: Remuneration Management. According to these provisions, employee remuneration consists of basic salary and allowances, holiday allowance (THR), length of service awards, bonuses, and severance pay. Specifically for the basic salary, it is provided without any gender-based discrimination, maintaining a 1:1 ratio between male and female employees. The amount of employee compensation/remuneration at the lowest job level in Prodia meets the regional minimum wage (UMR) requirements set by regional governments in each operational area of the Company. [16-F.20][202-1][405-2]

Maternity leave rights are granted for 92 calendar days for female employees who give birth and for 2 days for male employees whose wives are giving birth. Prodia ensures that female employees who have completed maternity leave return to their original positions. During 2023, there were 158 female employees and 57 male employees who took maternity leave, and a total of 215 people or 100% of them have returned to work.

Kebebasan Berserikat dan Perjanjian Kerja Bersama (PKB) [2-30][407-1] Freedom of Association and Collective Labor Agreement (CLA)

Prodia mendukung kebebasan berserikat dan pembentukan serikat pekerja. Sampai dengan akhir tahun 2023, terdapat 1 serikat pekerja dengan cakupan keanggotaan sebanyak 1.000 orang atau sekitar 33% dari seluruh karyawan. Perseroan bersama serikat pekerja telah menyusun dan menetapkan Perjanjian Kerja Bersama (PKB), yang melindungi seluruh (100%) karyawan termasuk bukan anggota serikat pekerja.

Prodia supports freedom of association and the formation of labor unions. Until the end of 2023, there is 1 labor union with a membership of 1,000 people or about 33% of all employees. The Company, together with the labor union, has developed and established a Collective Labor Agreement (CLA), which protects all (100%) employees, including non-union members.

KINERJA EKONOMI: Mitra bagi Kesehatan Berkelanjutan

Economic Performance:
A Partner for Sustainable
Health



Membangun Layanan Unggul Kesehatan Berkelanjutan Building Sustainable Excellent Healthcare Services

Kinerja Prodia tahun 2023 menunjukkan tingkat resiliensi yang baik, meski dihadapi oleh berbagai tantangan. Perseroan mampu berkembang serta menumbuhkan bisnis berkelanjutan melalui adaptasi teknologi dan inovasi dunia laboratorium medis.

Prodia's performance in 2023 demonstrated a good level of resilience despite facing various challenges. The Company was able to grow and foster sustainable business through the adaptation of technology and innovation in the field of medical laboratories.

Perbandingan Target dengan Realisasi Kinerja [16-F.2][201-4] Comparison of Performance Targets with Actual Results

Perolehan Pendapatan Usaha berasal dari produk serta layanan kepada pelanggan dan tidak adanya bantuan finansial yang berasal dari Pemerintah. Total pendapatan usaha tahun 2023 mencapai Rp2.222,46 juta, tumbuh 1,87% dari tahun 2022 sebesar Rp2.181,64 juta. Laba Usaha tahun 2023 mencapai Rp256,32 juta, menurun 31% dari tahun 2022 sebesar Rp371,63 juta. Sebagian dari pendapatan usaha didistribusikan kepada pemangku kepentingan sesuai kebutuhan masing-masing.

Revenue is generated from products and services provided to customers, without financial assistance from the government. The total revenue in 2023 totaled Rp2,222.46 million, growing 1.87% from 2022's Rp2,181.64 million. The operating income in 2023 was Rp256.32 million, decreasing 31% from the 2022's Rp371.63 million. A portion of the revenue is distributed to stakeholders according to their respective needs.

Perbandingan Target dengan Realisasi Kinerja 2023 (Rp Juta) Comparison of Performance Targets with 2023 Results (Million Rp)

| Uraian Description | Target 2023 2023 Target | Realisasi 2023 2023 Realization | % Pencapaian Dibandingkan Target 2023 % Achievement Compared to 2023 Target | Proyeksi 2024 2024 Projection Target |
|------------------------------|----------------------------|------------------------------------|--|---|
| Pendapatan Bersih Revenue | 2.435,69 | 2.222,46 | 91,4% | 2.454,35 |
| Laba Bersih Net Profit | 428,01 | 256,32 | 65,4% | 357,92 |



Pembayaran Manfaat kepada Karyawan [201-3] Employee Benefit Payments

Kami juga menyertakan karyawan dalam Program Jaminan Hari Tua dan Jaminan Pensiun dari BPJS Ketenagakerjaan. Iuran kepesertaan dibayarkan bersama oleh karyawan dan Prodia sesuai Peraturan Pemerintah (PP) No. 84 Tahun 2013. Pengelolaan dana iuran kepesertaan dan pembayaran manfaat menjadi tanggung jawab BPJS Ketenagakerjaan, sehingga Laporan ini tidak menyampaikan informasi RKD guna memenuhi kewajiban kepada peserta dan pihak yang berhak.

We also include our employees in the Old Age Security Program and Pension Guarantee from BPJS Ketenagakerjaan. Membership contributions are jointly paid by employees and Prodia in accordance with Government Regulation (PP) No. 84 of 2013. The management of membership contribution funds and benefit payments is the responsibility of BPJS Ketenagakerjaan, therefore this report does not provide FAR information to fulfill obligations to participants and eligible parties.

Perilaku Anti-kompetitif dan Persaingan Usaha Sehat [206-1] Anti-competitive Behavior and Fair Business Competition

Keberhasilan Prodia menjadi pemimpin pasar tidak terlepas dari penerapan sikap profesional, tangguh, dan kompak dalam menjalankan bisnis. Kami menolak segala bentuk persaingan usaha tidak sehat dan perilaku anti-kompetitif serta praktik-praktik monopoli maupun oligopoli. Selama tahun 2023, kami tidak pernah mendapatkan sanksi dari regulator maupun pihak berwenang lain karena sangkaan melakukan persaingan usaha tidak sehat.

Prodia's success become a market leader is inseparable from the application of a professional, resilient, and cohesive attitude in conducting business. We reject any form of unfair business competition, anti-competitive behavior, as well as monopoly and oligopoly practices. Throughout 2023, we have not faced any sanctions from regulators or other authorities due to allegations of engaging in unfair business competition.



Layanan Unggul oleh SDM Unggul Excellent Service through Excellent Human Resources

Pencapaian Prodia selama setengah abad tidak terlepas dari kemampuan Prodia dalam beradaptasi, berinovasi, dan meningkatkan standar mutu pelayanan hingga dapat menghadirkan layanan unggul. Keberhasilan Prodia menyelenggarakan layanan unggul didukung pengelolaan sumber daya manusia (SDM) berdasarkan Manual Sistem: Manajemen Proses Pengelolaan SDM & Hubungan Industrial.

Sesuai ketentuan tersebut, langkah strategis yang dilakukan Prodia dalam mengelola SDM unggul adalah pengembangan kepemimpinan dari dalam atau *Creating Leaders from Within*. Dengan demikian, pengelolaan SDM dilakukan secara holistik, mulai dari perekrutan, *on-boarding*, pengembangan talenta dan kinerja, hingga pensiun. Program pengelolaan SDM tersebut di antaranya:

- Prodia Career untuk *acquiring & On-Boarding* karyawan baru;
- Pengembangan talenta dan karier melalui Program Prodia *Resource Optimization Program* (PROP) dan *Talent Acceleration Program* (TAP);
- Pengelolaan kesehatan karyawan melalui Prodia *Employee Genomic Program* (Program *Wellness*);
- Pengembangan dan pelatihan ketenagakerjaan melalui *training* yang dilakukan oleh Prodia Corporate University (ProU) serta persiapan pensiun karyawan melalui Prodia *Pre-Retirement Program*.

Prodia's achievements over half a century are attributed to its ability to adapt, innovate, and elevate service quality standards to provide excellent services. The success of Prodia in providing excellent services is supported by human resources (HR) management based on the System Manual: HR Management Process & Industrial Relations.

According to these provisions, Prodia's strategic steps in managing excellent HR involve leadership development from within or *Creating Leaders from Within*. Therefore, HR management is carried out holistically, covering recruitment, on-boarding, talent and performance development, up to retirement. Some of the HR management programs include:

- Prodia Career for *acquiring & On-Boarding* new employees;
- Talent development and career through Prodia *Resource Optimization Program* (PROP) and *Talent Acceleration Program* (TAP);
- Employee health management through Prodia *Employee Genomic Program* (*Wellness Program*);
- Development and training in employment through training conducted by Prodia Corporate University (ProU) and retirement preparation for employees through the Prodia *Pre-Retirement Program*.





Pelatihan dan Pengembangan Kemampuan Pekerja [16-F.22][404-1][404-2] Employee Skills Training and Development

Hingga akhir periode pelaporan, kami telah melaksanakan sejumlah program pengembangan dan pengelolaan SDM, salah satunya mengoptimalkan ProU sebagai pusat pengembangan kompetensi dan wawasan SDM Prodia. Kami berharap di masa depan ProU dapat menjadi pusat unggulan pembelajaran yang terpercaya dan terdepan bagi setiap insan bidang *health care provider*.

Kami juga ingin Insan Prodia berada di budaya belajar, selalu belajar, terus mempertahankan semangat dalam memberikan layanan kesehatan berkualitas tinggi yang didukung program-program pengembangan:

- **Learning Program for Support Revenue**
Terdiri dari pelatihan untuk mitra dokter (*Learning Series for Doctor*), pelatihan untuk Branch Manager Baru (*New Branch Manager Readiness*), pelatihan untuk menggerakkan Insan Prodia menghasilkan *revenue* (*I am Marketer*), serta pelatihan untuk *salesforce* (*marketing series*).
- **Learning Program for Leadership & Talent Forming**
Terdiri dari pelatihan kepemimpinan bagi karyawan atau talenta terpilih di level penyelia (*supervisor*) untuk menjadi *Self-Disruptive Talent* (*Talent Acceleration Program/TAP*), program khusus yang diberikan kepada karyawan terpilih untuk bertemu dan berdiskusi dengan Direksi (*Meet The Board*), program pengembangan untuk pimpinan Perseroan (*Coaching & Feedback Loop Skill*), serta program pengembangan bagi pemimpin yang bertujuan membentuk karakteristik *Self-Disruptive Leader*.

By the end of the reporting period, we have implemented several HR development and management programs, one of which optimizing ProU as the center for Prodia HR competence and insight development. We hope that in the future, ProU can become a trusted and leading learning center for every healthcare provider.

We also want Prodia personnel to be in a learning culture, always learning, and maintaining enthusiasm in providing high-quality healthcare services supported by the following development programs:

- **Learning Program for Support Revenue**
Includes training for doctor partners (*Learning Series for Doctor*), training for New Branch Managers (*New Branch Manager Readiness*), training to motivate Prodia personnel to generate revenue (*I am Marketer*), and training for the *salesforce* (*marketing series*).
- **Learning Program for Leadership & Talent Forming**
Includes leadership training for selected employees or talents at the supervisor level to become *Self-Disruptive Talent* (*Talent Acceleration Program/TAP*), a special program provided to selected employees to meet and discuss with the Board of Directors (*Meet the Board*), development program for company leaders (*Coaching & Feedback Loop Skill*), and development program for leaders aiming to shape the characteristics of a *Self-Disruptive Leader*.

- Learning Program mendukung pengembangan kompetensi leader dan pembentukan talenta**
 Terdiri dari program untuk membangun keterampilan dan menciptakan budaya berani berbicara bahasa Inggris (*Prodia English Program/PEP*), program pengembangan Insan Prodia untuk membangun kemampuan digital dan *data literacy (Digital & Data Management Series)*, program pengembangan untuk meningkatkan pengetahuan dan keterampilan di bidang laboratorium diagnostik (*Technical Skill for Diagnostic Operation*), serta program *management trainee (MT)* eksternal kepada mitra *mobile home service (Phlebotomist Development Program/PDP)*.
- ProU**
 ProU juga fokus mengelola sertifikasi profesi dan sertifikasi untuk memenuhi kebutuhan regulasi pemerintah dengan total 65 sertifikasi profesi dan 50 sertifikasi pemerintah. Pada tahun 2023, ProU memberikan program pendidikan formal jenjang Diploma IV Teknologi Laboratorium Medik sebanyak 70 karyawan di STIKES Wira Medika dengan mekanisme *soft loan*.

Secara keseluruhan, selama tahun 2023, kami menyelenggarakan sekitar 250 pelatihan yang terdiri dari pelatihan *soft skill, hard skill, value, sertifikasi, dan digital course* dengan total 99.421 jam pelatihan untuk karyawan yang diikuti oleh 4.707 peserta. Dengan demikian, rata-rata jam pelatihan per karyawan mencapai sebesar 22,08 jam/karyawan.



- Learning Program supporting the development of leadership competencies and talent formation.**
 Includes programs to build skills and create a culture of speaking English (*Prodia English Program/PEP*), a development program for Prodia personnel to build digital and data literacy skills (*Digital & Data Management Series*), a development program to enhance knowledge and skills in the field of diagnostic laboratory operations (*Technical Skill for Diagnostic Operation*), and a management trainee (*MT*) program external to mobile home service partners (*Phlebotomist Development Program/PDP*).
- ProU**
 ProU also focuses on managing professional certifications and certifications to meet government regulations, totaling 65 professional certifications and 50 government certifications. In 2023, ProU provided a formal education program at the Diploma IV level in Medical Laboratory Technology for 70 employees at STIKES Wira Medika through soft loan mechanisms.

Overall, during 2023, we organized approximately 250 trainings consisting of soft skills, hard skills, value, certification, and digital courses with a total of 99,421 training hours for employees attended by 4,707 participants. Thus, the average training hours per employee amounted to 22.08 hours/employee.



Rerata Jumlah Jam Pelatihan [404-1] Average Training Hours

| Uraian Description | 2023 | | | 2022 | | | 2021 | | |
|---|--------------|------------------|-----------------|--------------|------------------|-----------------|--------------|------------------|-----------------|
| | Pria Male | Wanita Female | Jumlah Total | Pria Male | Wanita Female | Jumlah Total | Pria Male | Wanita Female | Jumlah Total |
| Peserta Pelatihan (Orang) Training Participants (People) | 1.796 | 3.688 | 4.707 | 1.024 | 2.934 | 3.958 | 908 | 2.735 | 3.643 |
| Jam Pelatihan (Jam) Training Hours (Hours) | 24.035 | 77.691 | 99.421 | 28.179 | 58.746 | 76.925 | 18.876 | 63.770 | 82.646 |
| Jumlah Karyawan (Orang) Total Employees (People) | 989 | 2.745 | 3.734 | 996 | 2.747 | 3.743 | 973 | 2.702 | 3.675 |
| Rerata Jam Pelatihan (Jam/Orang) Average Training Hours (Hours/Person) | 22,08 | | | 20,55 | | | 22,49 | | |

Pelatihan Persiapan Pensiun untuk Karyawan [201-3][404-2] Retirement Preparation Training for Employees

Pada rentang waktu tahun 2023-2027, terdapat 17 karyawan Prodia yang akan pensiun. Perseroan tidak menyiapkan pelatihan pensiun untuk karyawan. Perseroan memastikan bahwa setiap karyawan Prodia yang akan pensiun mendapatkan hak-hak seperti pesangon pensiun sesuai dengan kebijakan peraturan yang berlaku.

Within the time frame of 2023-2027, there are 17 Prodia employees who will retire. The Company does not prepare retirement training for employees. The Company ensures that every Prodia employee who will retire gets the rights such as retirement severance pay in accordance with the prevailing regulatory policies.

Penilaian Kinerja, Keberagaman, dan Kesetaraan Gender [404-3][405-1][406-1] Performance Assessment, Diversity, and Gender Equality

Kami memberikan kesempatan setara kepada setiap karyawan untuk mengembangkan karier. Secara berkala, Perseroan melakukan evaluasi kinerja karyawan melalui pelaksanaan penilaian kinerja karyawan disertai *coaching & counseling*. Hasil penilaian ini akan dievaluasi dan dilakukan tindak lanjut, termasuk menjadi pertimbangan promosi jabatan dan pengembangan yang dibutuhkan oleh karyawan. Penilaian kinerja dilakukan kepada seluruh (100%) karyawan *eligible*, yaitu karyawan yang memenuhi persyaratan pelaksanaan penilaian kinerja.

We provide equal opportunities to every employee to develop their career. Periodically, the Company evaluates employee performance through employee performance assessments accompanied by coaching & counseling. The results of this assessment will be evaluated and follow-up will be carried out, including consideration for promotion and development required by employees. Performance assessments are carried out on all (100%) eligible employees, namely employees who meet the requirements for carrying out performance assessments.

Pada tahun 2023, telah dilakukan penilaian tengah tahun pada 2.904 karyawan. Sementara penilaian akhir atas kinerja tahun 2023 secara keseluruhan dilakukan di awal tahun 2023. Promosi jabatan/karier tahun 2023 sebanyak 53 karyawan atau 1,43% dari total karyawan atau 6,36% dari total jabatan manajerial. Hasil penilaian kinerja mengabaikan faktor-faktor yang dapat menimbulkan praktik diskriminatif, di antaranya gender, suku, agama, ras, golongan, maupun afiliasi politik. Hal ini menjadikan manajemen Prodia memiliki keberagaman, termasuk manajer yang berasal dari masyarakat di sekitar wilayah operasi. [202-1]

In 2023, mid-year assessments will be carried out on 2,904 employees. Meanwhile, the final assessment of overall 2023 performance will be carried out at the beginning of 2023. Position/career promotions in 2023 will be 53 employees or 1.43% of total employees or 6.36% of total managerial positions. Performance assessment results ignore factors that can give rise to discriminatory practices, including gender, ethnicity, religion, race, class and political affiliation. This makes Prodia's management diverse, including managers who come from communities around the operational area. [202-1]

Prodia juga memberikan kesempatan luas kepada karyawan perempuan untuk membangun karier dan terlibat dalam pengambilan keputusan maupun pembuatan kebijakan di Perseroan. Sampai dengan akhir periode pelaporan, jumlah karyawan perempuan mencapai 2.745 orang atau 73,51% dari total karyawan. Mereka aktif terlibat dalam layanan kesehatan serta riset dan penelitian pengembangan tes-tes kesehatan terbaru. Di jajaran manajemen, Prodia memiliki 4 perempuan pada jajaran Direksi atau 80% dari total anggota Direksi, serta 2 perempuan pada jajaran Dewan Komisaris atau 40% dari total anggota Dewan Komisaris. Kami terus mendorong lebih banyak karyawan perempuan menduduki jabatan di manajemen Prodia.

Prodia also provides extensive opportunities for female employees to build their careers and participate in decision-making and policy-making within the Company. By the end of the reporting period, the number of female employees was 2,745 or 73.51% of total employees. They actively engage in healthcare services as well as research and development of the latest health tests. In the management ranks, Prodia has 4 women in the Board of Directors or 80% of the total Directors, and 2 women in the Board of Commissioners or 40% of the total Commissioners. We continue to encourage more female employees to take leadership roles in Prodia's management.

KINERJA LINGKUNGAN: Mitra untuk Indonesia Lestari Berkelanjutan

Environmental Performance:
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Prodia mengelola lingkungan di wilayah operasi untuk meminimalisasi dampak terhadap lingkungan dan makhluk hidup di dalamnya. Sejalan dengan komitmen Pemerintah untuk mengelola perubahan iklim dan mendorong dekarbonisasi pada sektor kesehatan, kami turut mendukung upaya reduksi konsumsi energi dan emisi gas rumah kaca (GRK). Untuk mendukung pengelolaan lingkungan selama tahun 2023, Prodia menyediakan biaya lingkungan sebesar Rp296.983.000. Realisasi biaya lingkungan tersebut antara lain untuk pengolahan limbah B3 padat dan cair dari aktivitas laboratorium di Prodia Tower. [16-F.4]

Prodia manages the environment in its operational areas to minimize impacts on the environment and its inhabitants. In line with the government's commitment to climate change management and decarbonization in the healthcare sector, we support efforts to reduce energy consumption and greenhouse gas (GHG) emissions. To support environmental management in 2023, Prodia allocated environmental costs amounting to Rp296,983,000. The realization of these environmental costs includes the treatment of solid and liquid hazardous and toxic waste from laboratory activities in Prodia Tower. [16-F.4]

Pengelolaan Energi dan Emisi [3-3] Energy and Emission Management

Penggunaan energi menjadi hal yang sangat penting untuk dikelola, mengingat operasional Prodia memerlukan energi dalam jumlah yang cukup signifikan. Kami menggunakan energi dari berbagai sumber energi, baik terbarukan maupun bukan terbarukan, yaitu bahan bakar minyak (BBM) jenis biodiesel (terbarukan) dan bensin (tidak terbarukan), listrik, serta sumber energi lainnya. Prodia melakukan upaya efisiensi energi dan meningkatkan inisiatif penggunaan energi terbarukan yang ramah lingkungan. Pengelolaan energi juga penting dilakukan, karena jika terjadi pemadaman listrik maka dapat mengganggu kualitas dan stabilitas sampel pada laboratorium.

The use of energy is crucial to manage, given that Prodia's operations require a significant amount of energy. We use energy from various sources, both renewable and non-renewable, such as biodiesel (renewable) and gasoline (non-renewable), electricity, and other energy sources. Prodia makes efforts for energy efficiency and enhances initiatives for the use of environmentally friendly renewable energy. Energy management is also crucial because power outages can disrupt the quality and stability of samples in the laboratory.

Selain itu, sejalan dengan kebijakan Pemerintah untuk mendorong penurunan emisi GRK di sektor kesehatan, kami secara bertahap melakukan kegiatan inventarisasi, penghitungan, dan pelaporan emisi GRK. Kami juga mengendalikan emisi GRK melalui upaya tidak langsung dengan mengelola pemakaian energi. Kami belum menetapkan emisi *baseline* sebagai acuan untuk mengukur keberhasilan pelaksanaan kegiatan reduksi emisi GRK serta belum menetapkan target penurunan emisi GRK untuk periode pelaporan. Adapun sumber emisi Prodia berasal dari operasional fasilitas layanan kesehatan (cakupan 1), sumber energi yang dibeli (cakupan 2), serta rantai pasokan (cakupan 3).

Additionally, in line with the government's policy to promote the reduction of GHG emissions in the healthcare sector, we gradually carry out activities such as inventory, calculation, and reporting of GHG emissions. We also control GHG emissions through indirect efforts by managing energy consumption. We have not established a baseline emission as a reference to measure the success of GHG emission reduction activities and have not set targets for reducing GHG emissions for the reporting period. Prodia's emission sources come from the operational facilities of healthcare services (Scope 1), purchased energy sources (Scope 2), and the supply chain (Scope 3).

Jumlah dan Intensitas Energi dan Emisi GRK ^{[16-F.6][16-F.11]} Quantity and Intensity of Energy and GHG Emissions

Selama tahun 2023, total pemakaian energi tahun 2023 mencapai 9.119,54 GJ, meningkat 0,02% dari tahun 2022 sebesar 8.943,70 GJ. Secara terbatas, kami juga telah menggunakan energi terbarukan biodiesel B30, yakni Biosolar yang termasuk bahan bakar nabati (BBN) untuk kendaraan operasional. Total volume pemakaian biodiesel tahun 2023 mencapai 3.906 liter, meningkat 143% dari tahun 2022 sebesar 1.606 liter. Jumlah tersebut setara dengan 133,57 GJ atau 0,01% dari total pemakaian energi tahun 2023, meningkat sebesar 0,004% dari total pemakaian energi tahun 2022. [\[302-1\]](#)

Dari penggunaan energi tersebut, kegiatan operasional Prodia menghasilkan emisi GRK cakupan 1 dan 2 sebesar 11.445,86 ton CO₂ eq. Adapun kenaikan penggunaan energi dan emisi yang dihasilkan disebabkan oleh peningkatan proses layanan laboratorium serta berlakunya pola kerja *work from office* (WFO). Sampai akhir tahun 2023, Prodia belum melakukan perhitungan konsumsi energi dan emisi yang dihasilkan di luar Prodia (cakupan 3). [\[302-1\]\[302-2\]\[305-1\]\[305-2\]\[305-3\]](#)

Selain itu, kami juga tidak melakukan pemantauan, pengukuran, dan penghitungan kadar emisi lain bukan GRK yakni NO_x, SO_x, maupun partikulat karena kegiatan operasional Prodia tidak langsung melepaskan emisi gas tersebut. Terkait dengan emisi mengandung substansi penipis ozon (ODS), kami menggunakan *freon* ramah lingkungan yang memiliki *Ozone Depleting Potential* (ODP) = 0, sehingga emisi yang dilepaskan tidak menimbulkan penipisan lapisan ozon. [\[305-6\]\[305-7\]](#)

In 2023, the total energy consumption reached 9,119.54 GJ, increasing by 0.02% compared to 2022's 8,943.70 GJ. In a limited capacity, we also utilized renewable energy, specifically B30 biodiesel, known as Biosolar, which is a biofuel (BBN) used for operational vehicles. The total volume of biodiesel consumption in 2023 was 3,906 liters, increasing by 143% from 2022's 1,606 liters. This amount is equivalent to 133.57 GJ or 0.01% of the total energy consumption in 2023, an increase of 0.004% of total energy use in 2022. [\[302-1\]](#)

From the energy used, Prodia's operational activities resulted in GHG emissions of Scope 1 and 2, amounting to 11,445.86 tons of CO₂ eq. The increase in energy usage and emissions is caused by the increase in laboratory service processes and the enactment of work from office (WFO) patterns. Until the end of 2023, Prodia has not calculated the energy consumption and emissions produced outside of the Company (Scope 3). [\[302-1\]\[302-2\]\[305-1\]\[305-2\]\[305-3\]](#)

Additionally, we did not monitor, measure, and calculate other non-GHG emissions such as NO_x, SO_x, or particulate matter because Prodia's operational activities do not directly release these gas emissions. Regarding emissions containing ozone-depleting substances (ODS), we use environmentally friendly freon with an Ozone Depleting Potential (ODP) = 0, ensuring that the released emissions do not deplete the ozone layer. [\[305-6\]\[305-7\]](#)



| Jumlah dan Intensitas Energi dan Emisi GRK di Kantor Pusat [302-1][302-3][305-1][305-2][305-4] Total and Intensity of Energy and GHG Emissions at Head Office | | | | | |
|--|--------------------------------|---|------------------|------------------|------------------|
| Jenis Energi Energy Type | Sumber Energi Energy Source | Satuan Unit | 2023 | 2022 | 2021 |
| Terbarukan Renewable | Biodiesel | Liter | 3.905,59 | 1.606,00 | 2.776,35 |
| | | GJ | 133,57 | 54,92 | 94,95 |
| Tidak Terbarukan Non-Renewable | Bensin Fuel | Liter | 3.077,63 | 4.505,23 | 5.223,27 |
| | | GJ | 105,26 | 154,08 | 178,64 |
| Jumlah Emisi Cakupan 1 Total Emission Scope 1 | | Ton CO₂ eq | 157,35 | 72,06 | 118,75 |
| Listrik Electricity | | MWh | 2.466,86 | 2.426,32 | 2.353,91 |
| | | GJ | 8.880,71 | 8.734,70 | 8.474,00 |
| Jumlah Emisi Cakupan 2 Total Emission Scope 2 | | Ton CO₂ eq | 11.288,51 | 11.102,96 | 10.771,60 |
| Jumlah Pemakaian Energi* Total Energy Consumption* | | GJ | 9.119,54 | 8.943,70 | 8.747,59 |
| Jumlah Emisi yang Dihasilkan* Total Emission Generated* | | Ton CO ₂ eq | 11.445,86 | 11.175,02 | 10.890,35 |
| Jumlah Karyawan dan Pengunjung Kantor Pusat Number of Head Office Employees and Visitors | | Orang Persons | 556 | 544 | 498 |
| Intensitas Pemakaian Energi* Energy Consumption Intensity* | | GJ/Orang GJ/Person | 16,40 | 16,44 | 17,57 |
| Intensitas Emisi GRK* GHG Emission Intensity* | | Ton CO₂ eq/Orang Ton CO ₂ eq/Person | 20,59 | 20,54 | 21,87 |

Keterangan | Notes:

Perhitungan konsumsi energi dan emisi yang dihasilkan hanya mencakup Kantor Pusat sebagai representasi dari klinik, laboratorium, serta klinik & laboratorium.

The calculation of energy consumption and emissions produced only includes the Head Office as a representation of clinics, laboratories, and clinics & laboratories.

*Penyajian kembali informasi karena adanya perubahan metode perhitungan. [2-4]

Restatement of information due to a change in calculation methods. [2-4]

Upaya Efisiensi Energi dan Reduksi Emisi GRK [16-F.7][16-F.12][302-4][302-5][305-5] Energy Efficiency and GHG Emission Reduction Efforts

Selama tahun 2023, kami melanjutkan berbagai upaya mendukung efisiensi energi dan pengurangan emisi GRK:

- Pemakaian lampu LED untuk penerangan ruangan;
- Pembatasan suhu minimum untuk pemakaian pendingin udara;
- Pengembangan aplikasi "U by Prodia" yang lebih memudahkan pelanggan berinteraksi dengan Prodia tanpa harus datang berkendara, sehingga mengurangi penggunaan BBM;

Throughout 2023, we continued various efforts to support energy efficiency and reduce GHG emissions:

- Use of LED lights for room lighting;
- Setting a minimum temperature for air conditioning usage;
- Development of the "U by Prodia" app, making it easier for customers to interact with Prodia without having to travel, thereby reducing the use of fossil fuels;

- Pelaksanaan uji emisi berkala kendaraan operasional oleh pihak berwenang yakni Dinas Perhubungan setempat. Dari hasil uji emisi, diketahui seluruh kendaraan operasional Prodia telah memenuhi ambang batas yang ditetapkan pemerintah.
- Promosi gerakan hemat energi melalui program Pro in U.
- Implementation of periodic emission tests for operational vehicles by the relevant authorities, namely the local Transportation Agency. From the emission test results, it was found that all Prodia operational vehicles have met the government-set emission standards.”
- Promotion of energy saving movement through Pro in U program.

Pengelolaan Limbah dan Penanganan Tumpahan [16-F.13][16-F.14][16-F.15] Waste Management and Spill Handling

Pengelolaan limbah di Prodia diatur dalam Prosedur Operasi Baku Penanganan Limbah. Ketentuan tersebut mengacu regulasi yang berlaku di Indonesia, di antaranya Peraturan Pemerintah Nomor 101 Tahun 2014 tentang Pengelolaan Limbah Bahan Berbahaya dan Beracun serta Peraturan Menteri Lingkungan Hidup dan Kehutanan (Permen LHK) No 56 Tahun 2015 tentang Tata Cara dan Persyaratan Teknis Pengelolaan Limbah Bahan Berbahaya dan Beracun dari Fasilitas Pelayanan Kesehatan. [3-3]

Waste management at Prodia is regulated by the Standard Operating Procedure for Waste Handling. These provisions refer to the applicable regulations in Indonesia, including Government Regulation No. 101 of 2014 concerning Management of Hazardous and Toxic Waste, as well as Minister of Environment and Forestry Regulation (*Permen LHK*) No. 56 of 2015 concerning Procedures and Technical Requirements for the Management of Hazardous and Toxic Waste from Health Service Facilities. [3-3]

Pengendalian Dampak Timbulan Limbah [306-1][306-2] Control of Waste Generation Impact

Kami menyadari timbulan limbah dari kegiatan operasional berpotensi memberikan dampak terhadap lingkungan dan makhluk hidup. Selain potensi cemaran, timbulan limbah juga melepaskan emisi GRK yang mempengaruhi perubahan iklim. Prodia berkomitmen mengendalikan dampak tersebut dengan melakukan pengelolaan limbah yang meliputi pengurangan (*reduce*), penggunaan kembali (*reuse*), daur ulang (*recycle*), dan perlakuan (*treatment*) di antaranya melalui Instalasi Pengelolaan Air Limbah (IPAL).

We are aware that waste generated from operational activities has the potential impact to the environment and organism. In addition to the potential for pollution, waste generation also releases GHG emissions that affect climate change. Prodia is committed to controlling these impacts by managing waste, including reduction, reuse, recycling, and treatment, including through the Wastewater Treatment Plant (WWTP).

Pengolahan Timbulan Limbah [306-3][306-4][306-5] Waste Generation Processing

Pengelolaan limbah dilaksanakan dalam prosedur tahapan penyimpanan dan pemilahan limbah, penanganan limbah, serta dokumentasi dan pencatatan. Berdasarkan bentuknya, timbulan limbah terdiri atas padatan dan cairan (efluen). Adapun berdasar potensi cemaran, timbulan limbah dibedakan atas limbah B3 dan non-B3/domestik. Sebagian timbulan limbah dikelola sendiri, dan sebagian yang lain terutama timbulan limbah B3 dikelola pihak ketiga berizin. Proses pengangkutan limbah B3 disertai kondisi dan persyaratan ketat, sementara petugas yang terlibat harus dilengkapi dengan alat pelindung diri (APD).

Waste management is carried out in stages involving waste storage and sorting, waste handling, as well as documentation and recording. Based on their form, waste generation consists of solid and liquid (effluent) waste. Based on the potential for pollution, waste generation is differentiated into hazardous (B3) and non-hazardous/domestic waste. Some waste generation is managed internally, while others, especially hazardous waste, are managed by licensed third parties. The transportation of hazardous waste is accompanied by strict conditions and requirements, and personnel involved must be equipped with personal protective equipment (PPE).

Kami juga telah mengelola timbulan limbah medis yang dihasilkan, baik infeksius maupun cairan tubuh sesuai dengan regulasi yang berlaku pada seluruh tahapan, mulai dari pemilahan, penyimpanan di Tempat Pembuangan Sementara (TPS), pengangkutan, sampai pengolahan yang dilakukan oleh pihak ketiga. Selama tahun 2023, tidak ada timbulan limbah mengandung radioaktif dikarenakan alat yang dimiliki Prodia tidak lagi memerlukan pencucian *rontgen*.

We have also managed the medical waste generated, both infectious and bodily fluids, in accordance with regulations at all stages, from sorting, temporary storage in Temporary Storage Sites (TPS), transportation, to processing carried out by third parties. During 2023, there was no generation of radioactive waste because Prodia's equipment no longer requires X-ray cleaning.

Alur Pengelolaan Limbah Non-Radioaktif
Management Flow of Non-Radioactive Waste



Total volume timbulan limbah non-B3 padatan yang diolah dan dibawa ke tempat pembuangan akhir (TPA) tahun 2023 mencapai 391,14 m³, berkurang 0,006% dari tahun 2022 sebesar 393,78 m³. Total volume limbah B3 padatan tahun 2023 yang diangkut pihak ketiga dari tempat penampungan sementara (TPS) menuju ke lokasi pemusnahan mencapai 59,40 ton, bertambah 0,10% dari tahun 2022 sebesar 53,94 ton.

The total volume of non-hazardous solid waste generated and transported to landfills (TPA) in 2023 was 391.14 m³, decreasing by 0.006% compared to 2022, which amounted to 393.78 m³. The total volume of hazardous solid waste in 2023 transported by third parties from temporary storage sites (TPS) to disposal sites was 59.40 tons, increasing by 0.10% compared to 2022, which amounted to 53.94 tons.

Total Volume Limbah Padatan [306-3][306-4][306-5]
Total Volume of Solid Waste

| Jenis Type | Satuan Unit | Tujuan/Asal Destination/Origin | 2023 | 2022 | 2021 |
|---|----------------|---|--------|--------|--------|
| Limbah Non-B3 Non-Hazardous and Toxic Waste | m ³ | Tempat Pembuangan Akhir Landfill | 391,14 | 393,78 | 331,76 |
| Limbah B3 Hazardous and Toxic Waste | Ton | Tempat Penampungan Sementara Temporary Storage Site | 59,40 | 53,94 | 76,93 |

Penanganan Tumpahan Spill Management

Kegiatan operasional Prodia menggunakan bahan kimia sebagai material pendukung. Prosedur penanganan bahan kimia dilaksanakan sesuai Pedoman: Pengendalian Bahan Kimia di Tempat Kerja. Dalam pedoman tersebut, diatur Penanggulangan Keadaan Darurat dan Tumpahan yang menyebutkan bila terjadi tumpahan zat kimia dilakukan langkah kerja sesuai ketentuan Penanganan Zat Kimia Tumpah. Selama tahun 2023, tidak ada peristiwa tumpahan bahan kimia berbahaya dalam jumlah signifikan, yang berpotensi menimbulkan dampak terhadap karyawan, pelanggan, maupun lingkungan.

Prodia's operational activities involve the use of chemicals as supporting materials. The procedure for handling chemicals is carried out according to the Guidelines: Control of Chemicals in the Workplace. This guideline specifies Emergency Response and Spill Management procedures to be followed in case of a chemical spill. Throughout 2023, there were no significant incidents of hazardous chemical spills that could potentially impact employees, customers, or the environment.

Pengelolaan Air dan Efluen Water and Effluent Management

Air dengan fasilitas sanitasi yang baik menjadi hal penting dalam operasional dan layanan. Prodia berupaya memenuhi kebutuhan air dan melengkapi setiap klinik, laboratorium, maupun klinik & laboratorium dengan fasilitas sanitasi yang baik. Ketersediaan air yang cukup dan fasilitas sanitasi yang baik termasuk ketersediaan IPAL akan mengurangi risiko penyebaran infeksi, serta mencegah emisi GRK. [3-3]

Water with proper sanitation facilities is crucial in operations and services. Prodia strives to meet water needs and equips each clinic, laboratory, and clinic & laboratory with proper sanitation facilities. Adequate water availability and good sanitation facilities, including the availability of a Wastewater Treatment Plant (WWTP), will reduce the risk of infection spread and prevent greenhouse gas emissions. [3-3]

Pemakaian Air [16-F.8] Water Usage

Pemakaian Sumber Air Bersama dan Pengendalian Dampak [303-1][303-2] Shared Water Source Usage and Impact Control

Kebutuhan air dipenuhi dari berbagai sumber, namun tidak ada interaksi dari sumber air bersama yang digunakan masyarakat. Prodia juga tidak mengambil air dari sumber air di wilayah stres air. Selama tahun 2023, tidak ada sumber air yang digunakan masyarakat yang terganggu karena pengambilan air oleh Prodia.

Water needs are met from various sources, but there is no interaction with shared water sources used by the community. Prodia also does not extract water from water-stressed areas. During 2023, no community water sources were disrupted due to Prodia's water extraction.

Volume Debit dan Penarikan Air [303-3][303-4] Water Flow Volume and Withdrawal

Kami memenuhi kebutuhan air dengan membeli dari perusahaan air bersih (Perusahaan Daerah Air Minum/PDAM) setempat dan/atau mengambil dari sumber air tanah sesuai perizinan yang berlaku. Pengambilan air tanah menggunakan mesin pompa. Sebagian sudah dilengkapi alat untuk mengukur volume dan debit pengambilan air tanah, namun sebagian lainnya belum. Dengan demikian, Laporan ini belum dapat menyertakan informasi menyeluruh terkait volume, debit, dan penarikan air.

We fulfill our water needs by purchasing from the local clean water company (Local Water Company/PDAM) and/or extracting from groundwater sources according to applicable permits. Groundwater extraction is done using a pump machine. Some are equipped with devices to measure the volume and flow rate of groundwater extraction, but others are not. Therefore, this report cannot yet provide comprehensive information regarding water volume, flow, and withdrawal.

Laporan ini baru mengungkapkan informasi pemakaian air di Kantor Pusat yang juga memiliki operasional klinik dan laboratorium, sehingga dapat menggambarkan pemakaian air di cabang-cabang Prodia. Kebutuhan air di Kantor Pusat diperoleh dari pasokan perusahaan air bersih. Total volume debit air yang dialirkan ke Kantor Pusat sebesar 0,42 liter/detik, dan kemudian dialirkan ke sistem tangki untuk digunakan sesuai kebutuhan. Secara keseluruhan, volume penarikan/pasokan air di Kantor Pusat pada tahun 2023 mencapai 13,21 megaliter.

This report only reveals information about water usage at the Head Office, which also has the operational clinics and laboratories, providing an overview of water usage across Prodia branches. Water needs at the Head Office are supplied by the clean water company. The total volume of water flow into the Head Office is 0.42 liters per second, which is then directed into the tank system for use as needed. Overall, the volume of water withdrawal/supply at the Head Office in 2023 was 13.21 megaliters.

Volume Pemakaian Air [303-5]
Volume of Water Use

Seluruh air yang ditarik/dipasok dari perusahaan air bersih langsung digunakan untuk operasional Kantor Pusat, tidak ada yang disimpan sebagai cadangan. Total volume pemakaian air di Kantor Pusat tahun 2023 sebesar 13,21 megaliter, bertambah 35% dari tahun 2022 yang mencapai 9,73 megaliter. Seluruh (100%) air tersebut merupakan air baru.

All water drawn/supplied from the clean water company is used directly for the operations of the Head Office, with none stored as reserves. The total volume of water usage at the Head Office in 2023 is 13.21 megaliters, increasing by 35% from 2022 at 9.73 megaliters. All of the water (100%) is fresh water.

Volume Pemakaian Air di Kantor Pusat (Megaliter)*
Water Use Volume at Head Office (Megaliters)*

| Uraian Description | Sumber Air Water Source | 2023 | | 2022 | | 2021 | |
|----------------------|-------------------------|--------|-----|--------|-----|--------|-----|
| | | Volume | % | Volume | % | Volume | % |
| Air Baru Fresh Water | PDAM | 13,21 | 100 | 9,73 | 100 | 6,71 | 100 |

Keterangan:
*Kami menyertakan pernyataan ulang terkait pengungkapan informasi satuan volume pemakaian air menjadi megaliter sesuai GRI, dari m³ pada pelaporan sebelumnya. [2-4]

Notes:
*We include a restatement regarding the disclosure of the unit of water usage volume in megaliters in accordance with GRI, from m³ in the previous reporting. [2-4]

Dampak Kemarau Panjang dan Dukungan Konservasi Sumber Daya Air [201-2]
Impact of Prolonged Drought and Support for Water Resource Conservation

Selama periode pelaporan, kami memastikan pasokan dan ketersediaan air bersih tidak terganggu, mengingat kemarau panjang di Indonesia akibat fenomena El Nino. Prodia tetap dapat memenuhi kebutuhan air bersih di seluruh cabang meskipun beberapa cabang melakukan pembelian ekstra, sehingga harus mengeluarkan biaya dan mempengaruhi kinerja finansial cabang tersebut. Namun demikian, secara keseluruhan hal ini tidak berpengaruh signifikan terhadap keuangan Perseroan.

During the reporting period, we ensured that the supply and availability of clean water were not disrupted, considering the prolonged drought in Indonesia due to El Niño. Prodia was able to meet the demand for clean water across all branches, although some branches made extra purchases, incurring additional costs that affected the financial performance of those branches. However, overall, this did not have a significant impact on the Company's finances.

Sejalan dengan komitmen menerapkan keberlanjutan, Prodia mendukung upaya konservasi sumber daya air melalui beberapa kegiatan, antara lain:

In line with the commitment to implement sustainability, Prodia supports water resources conservation efforts through several activities, among others:

- Pembangunan Instalasi Pengolahan Air Limbah (IPAL);
- Pemanfaatan air olahan IPAL menjadi *recycle* di cabang Grha Surabaya dan Semarang, serta penyiraman taman di cabang Jember, Kupang, dan Cilacap; serta
- Promosi penghematan penggunaan air.

- Construction of Wastewater Treatment Plant (WWTP);
- Utilization of WWTP processed water into recycle in Grha Surabaya and Semarang branches, as well as garden watering in Jember, Kupang, and Cilacap branches; and
- Promotion of water saving.

Pengelolaan Air Limbah/Efluen Wastewater/Effluent Management

Efluen non-B3 dari kegiatan operasional dikelola dengan membangun fasilitas sanitasi yang baik dan unit IPAL. Pada tahun 2023, Prodia menambah fasilitas IPAL baru di 5 cabang, yakni Kupang, Jember, Cilacap, Makassar, dan Semarang. Dengan demikian, sampai akhir tahun 2023, jumlah cabang Prodia yang memiliki unit IPAL ada 41 atau 30% dari total cabang Prodia. Untuk cabang yang tidak memiliki unit IPAL, pengelolaan efluen dilakukan oleh pihak ketiga berizin.

Adapun efluen B3 akan diserahkan ke pihak ketiga yang memiliki izin dari Kementerian Lingkungan Hidup dan Kehutanan (KLHK). Efluen ditempatkan dalam wadah khusus untuk mencegah kebocoran/tumpahan. Pengolahan efluen non-B3 di unit IPAL disertai pemeriksaan berkala kualitas olahan air limbah untuk memastikan kesesuaian baku mutu berdasarkan Peraturan Pemerintah (PP) No. 22 Tahun 2021 atau peraturan daerah setempat. Kami memastikan seluruh olahan efluen telah memenuhi baku mutu yang ditetapkan.

Total volume timbulan efluen non-B3 di Kantor Pusat tahun 2023 mencapai 11,75 megaliter, lebih tinggi dari tahun 2022 sebesar 7,69 megaliter. Kami belum melakukan penghitungan besaran volume olahan air limbah dari IPAL yang dialirkan kembali ke badan air, dan yang digunakan kembali.

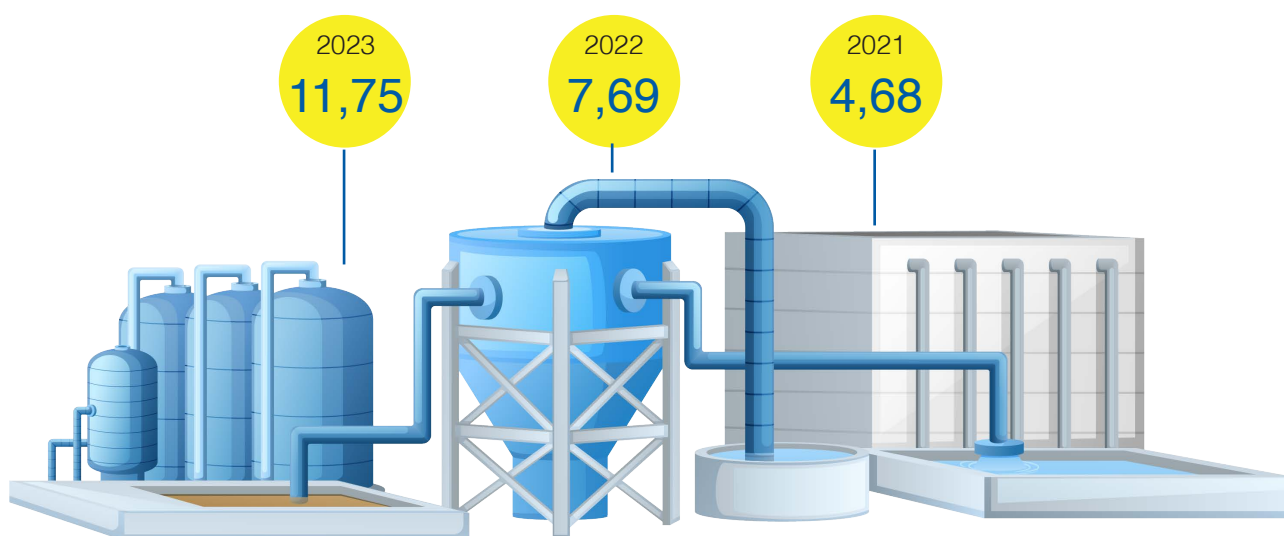
Non-hazardous effluent from operational activities is managed by establishing good sanitation facilities and a Wastewater Treatment Plant (WWTP) unit. In 2023, Prodia added a new WWTP facility in 5 branches, namely Kupang, Jember, Cilacap, Makassar, and Semarang. Thus, by the end of 2023, the number of Prodia branches with WWTP units is 41 or 30% of the total Prodia branches. For branches without WWTP units, effluent management is carried out by licensed third parties.

As for hazardous effluents (B3), they are handed over to third parties licensed by the Ministry of Environment and Forestry (KLHK). Effluents are placed in certain containers to prevent leakage/spills. The treatment of non-hazardous effluents in the WWTP unit is accompanied by regular inspections of the treated wastewater quality to ensure compliance with quality standards based on Government Regulation (PP) No. 22 of 2021 or local regulations. We ensure that all treated effluents meet the specified quality standards.

The total volume of non-hazardous effluent generated at the Head Office in 2023 was 11.75 megaliters, higher than the 2022 volume of 7.69 megaliters. We have not calculated the volume of treated wastewater from the WWTP that is discharged back into the water bodies and reused.

Volume Timbulan Efluen Non-B3 Kantor Pusat yang Diolah Unit IPAL (Megaliter)*

Volume of Non-Hazardous and Toxic Effluent Generated by the Head Office Treated by the WWTP (Megaliters)*



Keterangan:

*Kami menyertakan pernyataan ulang terkait pengungkapan informasi satuan volume timbulan efluen menjadi Megaliter sesuai GRI, dari m³ pada pelaporan sebelumnya. [2-4]

Notes:

*We include a restatement regarding the disclosure of effluent volume unit information in Megaliters according to GRI, previously reported in cubic meters (m³). [2-4]

Dampak terhadap Keanekaragaman Hayati dan Upaya Konservasi [16-F.9][16-F.10]

Impacts on Biodiversity and Conservation Efforts

Lokasi Kantor Pusat dan cabang Prodia di seluruh Indonesia, tidak ada yang berlokasi di dalam dan/atau berdekatan dengan kawasan dilindungi/kawasan dengan nilai keanekaragaman hayati tinggi. Dengan demikian, tidak ada kegiatan operasional kami yang berdampak pada kawasan tersebut. [304-1][304-2]

Kami turut berpartisipasi pada program dan kegiatan konservasi, baik yang dilaksanakan di kawasan dilindungi/kawasan dengan nilai keanekaragaman hayati tinggi maupun wilayah lain. Program/kegiatan yang dijalankan belum menyertakan identifikasi keberadaan spesies yang termasuk dalam Daftar Merah IUCN. Kegiatan konservasi yang dijalankan tahun 2023 antara lain: [304-3][304-4]

- Penanaman lebih dari 1.050 bibit mangrove di Kawasan Pusat Restorasi dan Pembelajaran Mangrove (PRPM) Muara Tawar, Kabupaten Bekasi, Jawa Barat. Mangrove dipilih karena nantinya dapat dimanfaatkan sebagai tanggul alami, kawasan hijau penyerap CO₂, perbaikan ekosistem bawah air, maupun sumber penghasilan masyarakat melalui pengolahan buah mangrove. Lokasi penanaman mangrove berbatasan langsung dengan Pembangkit Listrik Tenaga Uap (PLTU) Muara Tawar, sehingga bila tumbuh dengan baik, mangrove akan mampu menyerap emisi karbon yang dilepaskan PLTU Muara Tawar dan industri lain di sekitarnya. Berdasarkan asumsi penghitungan yang dilakukan, bila seluruh bibit mangrove yang ditanam tumbuh baik (tumbuh hingga 100 cm), maka potensi penyerapan emisi karbon mencapai 397,53 gram CO₂eq/pohon mangrove. Kami berkomitmen untuk memastikan seluruh bibit mangrove yang ditanam tumbuh dengan baik.

The locations of Prodia's Head Office and branches throughout Indonesia are not situated within or near protected areas/sites with high biodiversity value. Therefore, none of our operational activities have an impact on these areas. [304-1][304-2]

We actively participate in conservation programs and activities, both those conducted in protected areas/sites with high biodiversity value and other regions. The programs/activities implemented did not include the identified species listed in the IUCN Red List. Conservation activities carried out in 2023 include the following: [304-3][304-4]

- Planting more than 1,050 mangrove seedlings in the Mangrove Restoration and Learning Center Area (PRPM) Muara Tawar, Bekasi Regency, West Java. Mangroves were chosen because they can serve as natural barriers, CO₂-absorbing green areas, underwater ecosystem enhancers, and a source of income for the community through mangrove fruit processing. The mangrove planting location directly borders the Muara Tawar Steam Power Plant (PLTU), so if the mangroves grow well, they will be able to absorb carbon emissions released by the Muara Tawar PLTU and other industries in the surrounding area. Based on the calculation assumptions, if all mangrove seedlings planted grow well (grows up to 100 cm), the potential carbon absorption could reach 397.53 grams of CO₂eq/mangrove tree. We are committed to ensuring the successful growth of all planted mangrove seedlings.

Material Digunakan dan Ramah Lingkungan [16-F.5][301-1][301-2][301-3]

Material Usage and Environmental-Friendly Materials

Material yang digunakan untuk kegiatan operasi dan pendukung Prodia selama tahun 2023, terdiri dari berbagai jenis. Kami belum melakukan penghitungan volume pemakaian material termasuk material ramah lingkungan, karena bukan topik material pelaporan.

The materials used for Prodia's operational and support activities during 2023 consist of various types. We have not calculated the volume of material usage, including environmentally-friendly materials, as it is not reporting material topic.

Pengaduan terkait Pengelolaan Lingkungan [16-F.16] Complaints related to Environmental Management

Perseroan memberikan akses kepada masyarakat maupun pemangku kepentingan lain untuk menyampaikan pengaduan terkait pengelolaan lingkungan. Pengaduan dapat disampaikan kepada Corporate Secretary di Kantor Pusat Prodia Tower melalui surel corporate.secretary@prodia.co.id. Sesuai prosedur, setiap pengaduan akan ditindaklanjuti dengan melibatkan fungsi terkait. Selama tahun 2023, tidak ada pengaduan yang disampaikan para pemangku kepentingan. Prodia juga tidak pernah menerima sanksi dari pihak-pihak berwenang terkait dugaan pelanggaran regulasi pengelolaan lingkungan.

The company provides access for the public and other stakeholders to submit complaints regarding environmental management. Complaints can be sent to the Corporate Secretary at the Prodia Tower Head Office via email at corporate.secretary@prodia.co.id. According to procedures, each complaint will be followed up by involving the relevant functions. During 2023, there were no complaints submitted by stakeholders. Prodia has also not received sanctions from authorities regarding alleged violations of environmental management regulations.

Asesmen Pemasok terkait Pengelolaan Lingkungan [308-1][308-2] Supplier Assessment Regarding Environmental Management

Prodia belum memiliki mekanisme khusus asesmen pemasok/vendor terkait pengelolaan lingkungan. Kami baru menerapkan Pedoman Seleksi & Penilaian Calon Pemasok Barang & Jasa. Di samping itu, di akhir tahun 2023, kami menggunakan form *Supplier Sustainability Questionnaire* (SSQ) yang menjadi salah satu pelengkap *tools* yang digunakan untuk melakukan skrining calon/mitra kerja berdasarkan prinsip ESG. Berdasarkan pedoman tersebut, selama tahun 2023, Prodia melakukan seleksi terhadap 1 pemasok/vendor, dengan hasil seluruh pemasok/vendor yang dinyatakan tidak memenuhi persyaratan yang ditentukan Perseroan.

Prodia does not yet have a specific mechanism for assessing suppliers/vendors regarding environmental management. We have recently implemented the Supplier Selection & Evaluation Guidelines. In addition, by the end of 2023, we used the Supplier Sustainability Questionnaire (SSQ) form, which is one of the complementary tools used for screening potential business partners based on ESG principles. Based on these guidelines, in 2023, Prodia selected from 1 suppliers/vendors, with all of them found not to meet the Company's specified requirements.



KINERJA SOSIAL: Mitra untuk Indonesia Sehat Berkelanjutan

Social Performance:
A Partner for Sustainable
Health in Indonesia





Selama 50 tahun berkarya, PT Prodia Widyahusada Tbk (Prodia) semakin memperkokoh posisi dan peran dalam ekosistem kesehatan di Indonesia. Kami berkomitmen terus tumbuh dan berkembang, serta berkontribusi untuk Indonesia sehat berkelanjutan. Komitmen tersebut diwujudkan dengan menyediakan layanan dan fasilitas yang aman bagi karyawan, pengunjung dan masyarakat; disertai layanan unggul dengan dukungan rantai pasok berkelanjutan.

Throughout 50 years of operation, PT Prodia Widyahusada Tbk (Prodia) has strengthened its position and role in the Indonesian health ecosystem. We are committed to continuous growth and development, contributing to sustainable health in Indonesia. This commitment is manifested through providing safe facilities and environments for employees, visitors, and the community, along with excellent services supported by a sustainable supply chain.

Lingkungan Bekerja Layak dan Aman untuk Semua [16-F.21] Safe and Secure Working Environment for All

Prodia memahami bahwa fasilitas dan lingkungan kerja maupun layanan harus aman bagi karyawan, pengunjung, maupun masyarakat. Kami memastikan seluruh fasilitas lingkungan kerja maupun layanan dikelola dengan baik untuk mengurangi dan mengendalikan bahaya dan risiko, yang dapat mengancam keselamatan karyawan maupun pengunjung.

Prodia understands that facilities, work environments, and services must be safe for employees, visitors, and the community. We ensure that all work environment facilities and services are well-managed to reduce and control hazards and risks that may threaten the safety of employees and visitors.

Pengelolaan Keselamatan dan Kesehatan Tempat Kerja (K3) Occupational Health and Safety (OHS) Management

Manajemen K3 dan Cakupan terhadap Pekerja [403-1][403-8] OHS Management and Coverage of Workers

Keselamatan dan keamanan kerja maupun layanan di Prodia dijalankan dengan menerapkan Manual Sistem Manajemen Proses Keselamatan dan Kesehatan Kerja (K3) yang mengacu pada Sistem Manajemen Keselamatan dan Kesehatan Kerja di Fasilitas Layanan Kesehatan (SMK3 Fasyankes). Kami juga mengacu pada Peraturan Menteri Tenaga Kerja No:PER.05/MEN/1996 tentang Sistem Manajemen Keselamatan dan Kesehatan Kerja serta Peraturan Menteri Kesehatan (Permenkes) No.411/Menkes/PER/111/2010 tentang Laboratorium Klinik serta Permenkes No 52 Tahun 2018 tentang Keselamatan dan Kesehatan Kerja di Fasilitas Pelayanan Kesehatan.

Occupational health and safety at Prodia is implemented by applying the Process Safety and Health Management System Manual, referring to the Occupational Health and Safety Management System in Health Service Facilities (SMK3 Fasyankes). We also adhere to the Minister of Manpower Regulation No: PER.05/MEN/1996 concerning Occupational Health and Safety Management System, as well as the Minister of Health Regulation (Permenkes) No. 411/Menkes/PER/111/2010 concerning Clinical Laboratory and Permenkes No. 52 of 2018 concerning Occupational Health and Safety in Health Service Facilities.

Pengelolaan K3 menjadi tanggung jawab Facility Care-HSE Specialist, sedangkan penanggung jawab di wilayah maupun cabang adalah HRGAM dan ROM. Pengelolaan K3 dievaluasi berkala pihak eksternal, di antaranya melalui Re-Sertifikasi ISO 45001:2018 tahun 2023 serta terbitnya Sertifikat SMK3 dengan hasil pencapaian 90,96% untuk kategori tingkat lanjutan (166 kriteria) yang berlaku sampai dengan tahun 2026.

OHS Management is the responsibility of the Facility Care-HSE Specialist, while the responsible person at the regional or branch level is HRGAM and ROM. OHS Management is periodically evaluated by external parties, including the ISO 45001: 2018 Re-Certification in 2023 and the issuance of a SMK3 Certificate with 90.96% achievement results for the advanced level category (166 criteria) which is valid until 2026.

Identifikasi Bahaya, Penilaian Risiko, dan Investigasi Insiden [403-2] Hazard Identification, Risk Assessment, and Incident Investigation

Prodia melakukan identifikasi risiko terkait K3 yang dihadapi pekerja berdasar *Hazard Identification, Risk Assessment & Determining Control* (HIRADC). Dalam kondisi normal dan rutin, risiko terkait K3 yang dihadapi karyawan pada tahun 2023 antara lain terkait bahaya fisik, kimia, biologi, dan ergonomi.

Kami melakukan mitigasi dan mekanisme pengendalian melalui beberapa upaya:

- Pengaturan kualitas udara dalam ruangan dengan memastikan ventilasi yang tepat untuk sirkulasi dan penyaringan udara guna membantu menghilangkan kontaminan dari udara;
- Penyediaan dan penggunaan alat perlindungan diri (APD) serta pemasangan alat pemadam api ringan (APAR);
- Ergonomi dengan menerapkan Prosedur Operasi Baku Penataan Fasilitas Kerja yang Ergonomi, termasuk memperkenalkan alat untuk mengurangi tugas berulang atau membatasi waktu pada pekerjaan tertentu;
- Paparan kimiawi dengan menerapkan ventilasi, kebersihan pribadi seperti mencuci tangan untuk mengurangi jumlah bahan kimia yang diserap kulit, serta memelihara peralatan untuk mencegah kebocoran maupun kerusakan;
- Bahaya biologis dengan mencuci tangan, ventilasi, peralatan pelindung pribadi, pemisahan pembuangan limbah biologis dan medik, serta isolasi dalam kasus tertentu.
- Pengujian lingkungan kerja dengan Balai K3 dan Higiene Perusahaan dan Kesehatan Kerja (Hiperkes).
- Pemeriksaan dan inspeksi rutin sarana prasarana gedung melalui riksa uji, *checklist*, dan lainnya.
- Sosialisasi dan *drilling* kegawatdaruratan, penggunaan APAR, serta manajemen bencana.

Prodia memiliki mekanisme bagi karyawan untuk melaporkan tindakan dan/atau kondisi tidak aman, serta insiden lingkungan yang bisa menjadi sumber bahaya. Laporan disampaikan kepada penanggung jawab K3 untuk ditindaklanjuti dengan penanganan. Selama tahun 2023, tidak ada laporan terkait sumber bahaya yang mengancam keselamatan maupun kesehatan karyawan.

Sesuai SMK3 Fasyankes, setiap kejadian terkait K3 ditindaklanjuti dengan investigasi dan perbaikan guna pencegahan. Pelaksanaan investigasi diatur dalam PN-K3-PST-015B tentang Analisa dan Pelaporan Kecelakaan Akibat Kerja. Investigasi dilakukan dalam sebuah tim dengan salah satu anggota tim memiliki kompetensi serta memenuhi persyaratan untuk menyelidiki insiden kecelakaan. Laporan hasil investigasi dilaporkan ke Direksi dan pihak-pihak eksternal lain sesuai ketentuan yang berlaku. Selama tahun 2023, kami telah melakukan investigasi terhadap 17 insiden kecelakaan kerja yang terjadi dan menerbitkan rekomendasi perbaikan sebagai upaya pencegahan.

Prodia identifies occupational health and safety risks faced by workers based on Hazard Identification, Risk Assessment & Determining Control (HIRADC). Under normal and routine conditions, the OHS risks faced by employees in 2023 include physical, chemical, biological, and ergonomic hazards.

We mitigate and control risks through various efforts:

- Regulation of indoor air quality by ensuring proper ventilation for air circulation and filtration to help eliminate contaminants from the air;
- Provision and use of personal protective equipment (PPE) and installation of light fire extinguishers (APAR);
- Ergonomics by implementing Standard Operating Procedures for Ergonomic Workplace Arrangement, including introducing tools to reduce repetitive tasks or limit time on specific jobs;
- Chemical exposure by applying ventilation, personal hygiene such as handwashing to reduce the amount of chemicals absorbed through the skin, and maintaining equipment to prevent leaks or damage;
- Biological hazards by handwashing, ventilation, personal protective equipment, separation of biological and medical waste disposal, and isolation in certain cases.
- Work environment testing with the OHS Center and Company Hygiene and Occupational Health (Hiperkes).
- Routine checks and inspections of building infrastructure through test checks, checklists, etc.
- Socialization and drilling of emergencies, use of fire extinguishers, and disaster management.

Prodia has mechanisms for employees to report unsafe actions and/or conditions, as well as environmental incidents that could be sources of danger. Reports are submitted to the OHS responsible person for follow-up and handling. In 2023, there were no reports related to hazards threatening the safety or health of employees.

According to SMK3 Fasyankes, every OHS-related incident is followed by an investigation and improvement for prevention. The investigation is regulated in PN-K3-PST-015B on Analysis and Reporting of Occupational Accidents. Investigations are conducted by a team with one team member having the competence and meeting the requirements to investigate accident incidents. Investigation results are reported to the Board of Directors and other external parties as required. In 2023, we conducted investigations into 17 occupational accidents and issued improvement recommendations as preventive measures.

Layanan dan Promosi Kesehatan Kerja [403-3][403-6] Occupational Health Services and Promotion

Prodia mengelola kesehatan kerja dan karyawan untuk mempertahankan tingkat kesehatan mereka. Upaya yang kami lakukan adalah menerapkan kesehatan industri (*hygiene industry*) untuk mengidentifikasi, mengevaluasi, dan mengendalikan hal-hal yang berpotensi membahayakan kesehatan karyawan di tempat kerja. Upaya yang kami lakukan selama tahun 2023, antara lain:

- Ergonomi: mengganti kursi atau *keyboard* yang digunakan karyawan, memperkenalkan alat untuk mengurangi tugas berkurang, atau membatasi waktu pada pekerjaan tertentu.
- Kualitas udara dalam ruangan: memastikan ventilasi yang tepat untuk memastikan sirkulasi dan penyaringan udara guna membantu menghilangkan kontaminan dari udara.
- Paparan kimiawi: menerapkan ventilasi, kebersihan pribadi seperti mencuci tangan karena dapat mengurangi jumlah bahan kimia yang diserap kulit, serta pemerlihara peralatan untuk mencegah kebocoran maupun kerusakan.
- Radiasi: memakai alat pelindung diri (APD) radiasi bagi karyawan yang bertugas di fasilitas radiologi diagnostik.

Kami menyertakan seluruh karyawan pada kepesertaan jaminan kesehatan BPJS Kesehatan, dan mengharuskan pemasok/vendor menyertakan pekerja mereka pada kepesertaan BPJS Kesehatan. Selain itu, Perseroan juga melakukan pemeriksaan kesehatan bagi karyawan dan anggota keluarganya melalui "Kartu Keluarga Prodia." Secara rutin, kami melaksanakan program-program preventif (pencegahan), promotif (promosi), dan edukatif guna meminimalkan risiko gangguan kesehatan saat bekerja maupun kesehatan pekerja. Kami juga menyelenggarakan kegiatan promosi yang bersifat sukarela untuk mendukung program Pemerintah, seperti seminar, penerbitan/publikasi, pemberian wawasan kesehatan pranikah, serta pencegahan dan pengendalian HIV/AIDS di lingkungan kerja.



Prodia manages the occupational health of employees to maintain their health levels. Our efforts include implementing industrial hygiene to identify, evaluate, and control factors that could potentially endanger the health of employees in the workplace. Efforts made during 2023 include:

- Ergonomics: replacing chairs or keyboards used by employees, introducing tools to reduce repetitive tasks, or limiting time on specific jobs.
- Indoor air quality: ensuring proper ventilation for air circulation and air filtration to help eliminate contaminants from the air.
- Chemical exposure: implementing ventilation, personal hygiene practices such as handwashing to reduce the amount of chemicals absorbed through the skin, and maintaining equipment to prevent leaks or damage.
- Radiation: providing radiation protective equipment (PPE) for employees working in diagnostic radiology facilities.

We include all employees in the BPJS Kesehatan health insurance program and require suppliers/vendors to include their workers in BPJS Kesehatan membership. Additionally, the Company conducts health examinations for employees and their family members through the "Prodia Family Card." Routinely, we implement preventive, promotive, and educational programs to minimize the risk of health disorders during work and overall employee health. We also organize voluntary promotional activities to support government programs, such as seminars, publications, providing insights into premarital health, and preventing and controlling HIV/AIDS in the workplace.



Partisipasi, Konsultasi, dan Komunikasi Karyawan terkait K3 [403-4] Occupational Health Services and Promotion

Prodia menyediakan akses bagi karyawan untuk berpartisipasi, berkonsultasi, maupun berkomunikasi terkait K3 melalui:

- Pembentukan Panitia Pembina Keselamatan dan Kesehatan Kerja (P2K3), beranggotakan perwakilan manajemen dan pekerja. Pada tahun 2023, perwakilan pekerja dalam P2K3 ada 15 orang atau 18 dari total karyawan Prodia Kramat;
- Pelibatan seluruh karyawan dalam membuat kebijakan K3, memberikan saran dan masukan terkait K3, serta pembuatan HIRADC.

Prodia provides access for employees to participate, consult, and communicate regarding OHS through:

- Formation of the Occupational Safety and Health Committee (P2K3), consisting of management and employee representatives. In 2023, the number of employee representatives in P2K3 was 15 or 18% of total Prodia Kramat employees;
- Involving all employees in creating OHS policies, providing suggestions and input on OHS, and conducting HIRADC.

Keanggotaan P2K3 P2K3 Membership

| Tahun Year | Jumlah Anggota Total Members | Perwakilan Manajemen Management Representative | | Perwakilan Pekerja Worker Representative | |
|---------------|---------------------------------|---|----|---|----|
| | | Jumlah Total | % | Jumlah Total | % |
| 2023 | 15 | 3 | 20 | 12 | 80 |
| 2022 | 15 | 3 | 20 | 12 | 80 |
| 2021 | 15 | 3 | 20 | 12 | 80 |

Pelatihan terkait K3 [403-5] OHS related Training

Salah satu aspek penting pengelolaan K3 adalah peningkatan kompetensi terkait K3. Pada tahun 2023, Prodia menyelenggarakan 17 pelatihan K3, baik secara internal maupun eksternal yang diikuti 635 karyawan Prodia.

One crucial aspect of OHS management is the enhancement of competencies related to OHS. In 2023, Prodia conducted 17 OHS training sessions, both internally and externally, which were attended by 635 Prodia employees.

Pelatihan terkait K3 Tahun 2023 [403-5] OHS related Training in 2023

| Jenis Pelatihan Training Type | Jumlah Peserta (Orang) Total Participants (People) | Jumlah Pelatihan Total Trainings |
|---|---|-------------------------------------|
| Ahli K3 Umum General OHS Expert | 6 | 5 |
| K3 Awareness OHS Awareness | 576 | 3 |
| Pelatihan Petugas P3K First Aid Officer Training | 2 | 1 |
| Penanggung Jawab Operasional Pengolahan Air Limbah (POPAL) Person in Charge of Wastewater Treatment Operations (POPAL) | 3 | 1 |
| Petugas Kebakaran Kelas D Class D Firefighter | 5 | 3 |
| Sanitary and Hygiene | 1 | 1 |
| Simulasi Tanggap Darurat Emergency Response Simulation | 42 | 3 |
| Jumlah Total | 635 | 17 |

Pencegahan dan Mitigasi Dampak K3 terkait Relasi Bisnis [403-7]

Prevention and Mitigation of OHS Impacts related to Business Relations

Kami berkomitmen menerapkan pencegahan dan mitigasi dampak K3 kepada pemasok/vendor melalui Pedoman Seleksi dan Penilaian Calon Pemasok Barang & Jasa. Dalam pedoman tersebut, diatur mengenai aspek K3, di antaranya perlengkapan APD, termasuk APD khusus bila perlu; perizinan Perusahaan Jasa Keselamatan dan Kesehatan Kerja; memiliki personel yang tersertifikasi K3 sesuai bidang pekerjaannya; serta mampu menjaga keamanan, keselamatan, dan kesehatan kerja pada saat melakukan pekerjaannya.

We are committed to implementing prevention and mitigation measures for OHS impacts on suppliers/vendors through the Guidelines for Selection and Assessment of Prospective Suppliers of Goods & Services. In these guidelines, OHS aspects are regulated, including the provision of PPE equipment, including specific PPE if necessary; licensing of Occupational Health and Safety Services Companies; having personnel certified in OHS according to their field of work; and being able to maintain occupational safety, security, and health while performing their duties.

Kinerja Penerapan K3 [403-9][403-10]

OHS Implementation Performance

Kami menyertakan seluruh karyawan pada Program Jaminan Kecelakaan Kerja (JKK) BPJS Ketenagakerjaan dan mengharuskan pemasok/vendor menyertakan pekerja mereka pada Program JKK BPJS Ketenagakerjaan. Melalui kesertaan Program JKK, Prodia memberikan perlindungan atas risiko-risiko kecelakaan dalam hubungan kerja. Selama tahun 2023, Prodia mencatatkan kinerja keselamatan kerja yang baik. Tidak ada insiden kecelakaan kerja bersifat fatal maupun penyakit akibat kerja (PAK) yang menyebabkan fatalitas. Statistik kinerja keselamatan kerja disampaikan dalam tabulasi berikut, dengan pendekatan penghitungan per 1.000.000 jam kerja orang.

We include all employees in the Workers Accident Insurance Program (JKK) of the Workers Social Security Agency (*BPJS Ketenagakerjaan*) and require suppliers/vendors to also include their workers in the same scheme. Through participation in the JKK Program, Prodia provides protection against the risks of work-related accidents. In 2023, Prodia recorded good occupational safety performance. There were no fatal work-related accidents or occupational diseases (PAK) resulting in fatalities. Occupational safety performance statistics are presented in the following tabulation, calculated on a per 1,000,000 person-hours basis.

Statistik Kinerja Keselamatan Kerja [403-9]

Occupational Safety Performance Statistics

| Kategori Category | 2023 | | 2022 | | 2021 | |
|--|--------------|------------------|--------------|------------------|--------------|------------------|
| | Pria Male | Wanita Female | Pria Male | Wanita Female | Pria Male | Wanita Female |
| Near Miss | 0 | 0 | 0 | 0 | 0 | 0 |
| Ringan Light | 3 | 14 | 8 | 18 | 12 | 24 |
| Sementara Tidak Mampu Bekerja (SMTB) Temporarily Unable to Work | 0 | 0 | 0 | 0 | 0 | 0 |
| Berat Heavy | 0 | 0 | 0 | 0 | 0 | 0 |
| Fatal/Meninggal Fatal/Death | 0 | 0 | 0 | 0 | 0 | 0 |
| Number of Accidents | 3 | 14 | 8 | 18 | 12 | 24 |
| Severity Rate | 0 | 0 | 0 | 0 | 0 | 0 |
| Frequency Rate | 5,27 | | 11,01 | | 16,18 | |
| Total Recordable Injury Rate (TRIR) | 0,80% | | 1,36% | | 1,8% | |



Selama periode pelaporan, terdapat 2.878 karyawan Prodia yang mendapatkan fasilitas MCU melalui Program “Kartu Keluarga Prodia”. Pada tahun 2023, terdapat 1.154 karyawan yang melakukan pemeriksaan kesehatan berkala (*medical check-up/MCU*). Dari hasil yang diperoleh, diketahui ada beberapa PAK dominan diderita pegawai, dan telah ditindaklanjuti Perseroan.

During the reporting period, there were 2,878 Prodia employees undergoing the Employee Health Program “Prodia Family Card.” In 2023, there were 1,154 employees who underwent periodic health examinations (*medical check-ups/MCUs*). From the obtained results, it was identified that several Occupational Diseases (PAK) were dominant among employees, and the Company has taken appropriate follow-up actions.

Penanggulangan Keadaan Darurat Emergency Response

Kami memiliki prosedur penanggulangan keadaan darurat untuk menanggulangi suatu situasi darurat guna mencegah atau mengurangi kerugian, serta menjaga keselamatan karyawan, pengunjung, maupun masyarakat. Keadaan darurat mencakup bencana alamiah, kegagalan teknis, dan huru-hara. Prosedur penanggulangan keadaan darurat di Prodia diatur dalam Prosedur Operasi Baku: Sistem Kesiagaan & Penanggulangan Keadaan Darurat.

Melalui prosedur ini, kami menerapkan peringatan dini, sehingga dapat menjamin agar karyawan lebih waspada dan mengetahui langkah-langkah yang dilakukan dalam keadaan darurat. Salah satu bentuk penerapan prosedur penanggulangan keadaan darurat adalah melakukan simulasi minimal satu kali dalam setiap tahun. Kegiatan simulasi ditujukan untuk melatih kesiapan dan kerja sama setiap karyawan dalam menghadapi dan melayani pada situasi kondisi kedaruratan, sesuai fungsi dan tugas yang ditetapkan manajemen. Pada tahun 2023, simulasi dilaksanakan di November 2023 dalam bentuk simulasi keadaan darurat karena gempa bumi.

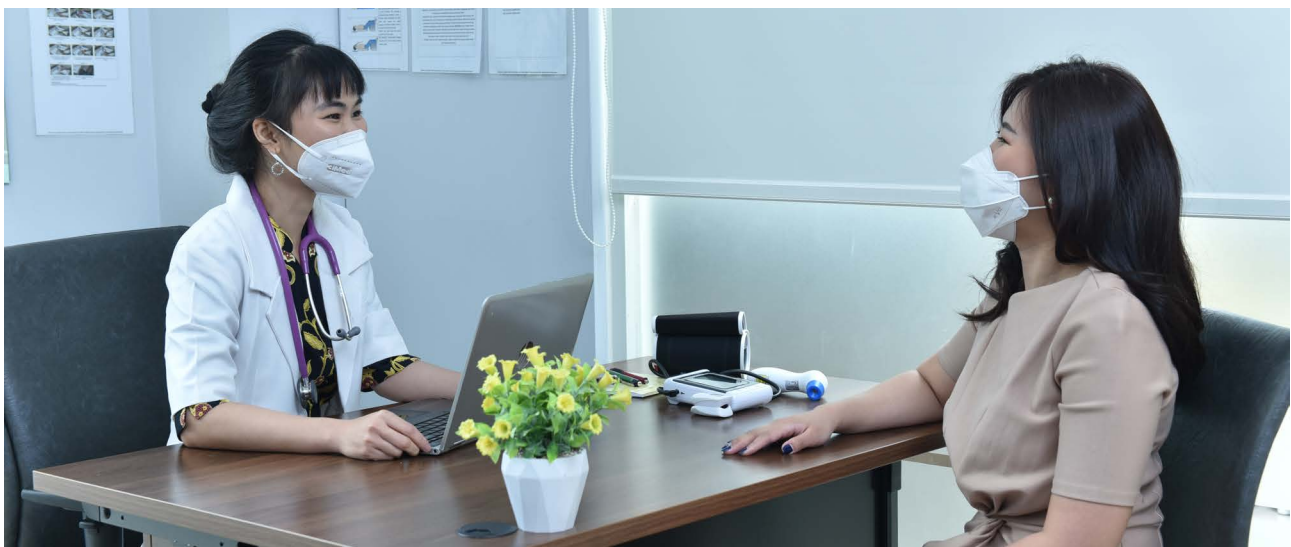
We have emergency response procedures to address emergency situations to prevent or minimize losses and ensure the safety of employees, visitors, and the public. Emergencies include natural disasters, technical failures, and riots. The emergency response procedures at Prodia are governed by the Standard Operating Procedure: Alertness System & Emergency Response.

Through these procedures, we implement early warnings to ensure that employees are more vigilant and aware of the steps to take in emergency situations. One form of implementing emergency response procedures is conducting simulations at least once a year. Simulation activities aim to train the preparedness and collaboration of each employee in facing and serving emergency situations, according to the functions and tasks set by management. In 2023, a simulation was conducted in November 2023 in the form of emergency response in the event of an earthquake.

Keselamatan dan Kesehatan Pelanggan Customer Safety and Health

Kami senantiasa memperhatikan keselamatan dan kesehatan pelanggan, serta berupaya mencegah segala insiden yang dapat membahayakan keselamatan pelanggan, baik saat datang, saat mendapatkan pelayanan, maupun saat meninggalkan Prodia. Secara berkala, seluruh fasilitas dan peralatan yang ada di Prodia dievaluasi dan diperiksa untuk menjamin keamanannya.

We always pay attention to the safety and health of customers and strive to prevent any incidents that may endanger customer safety, whether when they arrive, receive services, or leave Prodia. Periodically, all facilities and equipment at Prodia are evaluated and inspected to ensure their safety.



Dampak Produk/Jasa dan Evaluasi Keamanan Pelanggan [16-F.27][16-F.28][416-1][416-2] Product/Service Impact and Customer Safety Evaluation

Kami memberikan pelayanan sepenuh hati dengan memperhatikan kenyamanan, keselamatan, dan kesehatan pelanggan yang mencakup semua aspek laboratorium klinik, mulai dari pengambilan sampel (pra-analitik) hingga penyerahan hasil (pascaanalitik). Prodia menerapkan jaminan mutu pada proses pra-analitik diberikan terhadap kualitas sampel pelanggan, kenyamanan, serta keamanan pelanggan saat pengambilan darah, keselamatan sampel pelanggan, dan kualitas sampel selama pengiriman. Selama tahun 2023, tidak terdapat insiden ketidakpatuhan terkait dampak keselamatan dan kesehatan layanan yang diberikan.

Prodia memiliki bagian Integrated Management System (IMS) dan Technical Quality Assurance (TQA) yang bertugas memastikan standar prosedur operasi (SOP) diterapkan menyeluruh dan memastikan setiap kantor cabang Prodia telah memenuhi standar ISO 9001:2018 dan ISO 15189. Kami melakukan berbagai upaya memberikan nilai unggul dengan tetap mengutamakan keamanan dan keselamatan pelanggan, di antaranya regenerasi alat, pemeliharaan alat, kalibrasi alat ukur, *quality control* (QC), *interfacing* alat, serta pelatihan. Secara berkala, Perseroan melakukan program audit mutu internal dan eksternal dari badan sertifikasi.

Sebagai salah satu fasilitas layanan kesehatan yang melakukan kegiatan radiologi diagnostik berupa pemeriksaan rontgen, kami juga mematuhi ketentuan dan peraturan yang berlaku demi menjamin keamanan dan keselamatan pelanggan. Secara berkala, Prodia melakukan kalibrasi dan pemantauan terhadap kualitas alat pemeriksaan kesehatan yang digunakan.

We provide wholehearted service by considering the comfort, safety, and health of customers, covering all aspects of clinical laboratory services, from sample collection (pre-analytical) to result delivery (post-analytical). Prodia applies quality assurance to pre-analytical processes concerning the quality of customer samples, customer comfort, and safety during blood collection, the safety of customer samples, and the quality of samples during transportation. In 2023, there were no incidents of non-compliance related to the safety and health impact of the services provided.

Prodia has an Integrated Management System (IMS) and Technical Quality Assurance (TQA) department responsible for ensuring that standard operating procedures (SOP) are comprehensively implemented and ensuring that each Prodia branch office has met the ISO 9001:2018 and ISO 15189 standards. We make various efforts to provide excellent value while prioritizing customer safety and security, including equipment replacement, equipment maintenance, calibration of measuring instruments, quality control (QC), instrument interfacing, and training. Periodically, the Company conducts internal and external quality audit programs from certification bodies.

As one of the diagnostic radiology service facilities performing X-ray examinations, we also comply with applicable regulations to ensure customer safety and security. Periodically, Prodia calibrates and monitors the quality of health examination equipment used.

Produk/Jasa yang Ditarik Kembali dan Survei Kepuasan Pelanggan [16-F.29][16-F.30] Product/Service Recalls and Customer Satisfaction Surveys

Sepanjang tahun 2023, tidak ada produk/jasa maupun layanan Prodia yang dihentikan atas permintaan pihak berwenang. Kami berupaya meningkatkan produk/jasa maupun layanan kepada pelanggan, dan secara berkala melakukan survei kepuasan pelanggan. Berdasarkan survei tahun 2023, diketahui Indeks Kepuasan Pelanggan mencapai 93,11 dari target 85,00.

During 2023, no Prodia products/services or services were discontinued at the request of authorities. We strive to improve our products/services and periodically conduct customer satisfaction surveys. Based on the 2023 survey, the Customer Satisfaction Index was 93.11 out of the target of 85.00.

Hasil Survei Kepuasan Pelanggan [16-F.30] Customer Satisfaction Survey Results

| Uraian Description | Skala Scale | 2023 | | 2022 | 2021 |
|--|----------------|--------|--------------------------|--------|--------------------------|
| | | Target | Realisasi Realization | Target | Realisasi Realization |
| Indeks Kepuasan Pelanggan Layanan Customer Satisfaction Index (CSI) on Services | 0-100 | 85,00 | 93,11 | 92,84 | 96,22 |
| Net Promoter Score (NPS) | 0-100 | 65,00 | 70,89 | 70,53 | 87,28 |

Pelibatan Pelanggan dan Kesetaraan Kesehatan Customer Engagement and Health Equality

Prodia berkomitmen meningkatkan kesadaran dan wawasan masyarakat tentang pemeliharaan gaya hidup sehat sebagai langkah preventif menghindari risiko kesehatan. Pelibatan masyarakat dilakukan melalui kegiatan yang menyenangkan, dan mengedepankan kesetaraan dalam memberikan kesehatan kepada semua orang.

Prodia is committed to raising awareness and educating the community about maintaining a healthy lifestyle as a preventive measure to avoid health risks. Community engagement is carried out through entertaining and fun activities, emphasizing equality in providing health services to everyone.

Komitmen Layanan Setara kepada Pelanggan [16-F.17] Equal Service Commitment to Customers

Sepanjang tahun 2023, Prodia menerima 2,83 juta kunjungan pelanggan. Kami menerima dan melayani pelanggan secara setara untuk segala kelompok usia, gender, dan berbagai kalangan. Prodia melengkapi fasilitas pendukung untuk melayani pelanggan sesuai dengan kondisi mereka:

- Prodia *Children Health Centre/Prodia Children/PCHC* untuk anak usia neonatus (0-4 minggu) hingga usia remaja (18 tahun);
- Prodia *Women's Health Centre/Prodia Women/PWHC*, untuk pelanggan wanita;
- Prodia *Senior Health Centre/Prodia Senior/PSHC* untuk pelanggan usia lanjut;
- Prodia Genomik untuk pemeriksaan berdasarkan gen;
- Fasilitas pendukung untuk penyandang disabilitas, mulai dari ketersediaan kursi roda, *lift* dengan huruf *braille*, dan *ramp* untuk kursi roda; serta
- Untuk pelanggan yang memiliki keterbatasan untuk datang ke Prodia atau berkebutuhan khusus, kami menyediakan *Home Service* atau *Home Care*. Adapun layanan *home service* yang dapat diberikan yaitu pemeriksaan lab.

Prodia aktif melibatkan masyarakat menumbuhkan kesadaran gaya hidup sehat. Kami mendorong masyarakat melakukan langkah preventif melindungi diri dari risiko penyakit melalui pemeriksaan kesehatan berkala. Tujuannya agar masyarakat secara dini mengetahui risiko penyakit yang mungkin terjadi dalam keluarga berdasarkan usia, pengaruh faktor genetik, dan gaya hidup. Uraian kegiatan ini disampaikan pada halaman 80 Laporan ini, dalam bahasan Tanggung Jawab Sosial dan Lingkungan (TJSL).

Throughout 2023, Prodia received 2.83 million customer visits. We receive and serve customers equally for all age groups, genders, and various backgrounds. Prodia provides supporting facilities to serve customers according to their conditions, as follows:

- Prodia *Children Health Centre/Prodia Children/PCHC* for neonatal (0-4 weeks) to adolescent (18 years) customers;
- Prodia *Women's Health Centre/Prodia Women/PWHC*, for female customers;
- Prodia *Senior Health Centre/Prodia Senior/PSHC* for elderly customers;
- Prodia Genomic for genetic-based examinations;
- Supporting facilities for people with disabilities, including the availability of wheelchairs, lifts with Braille letters, and ramps for wheelchairs; and
- For customers who have limitations in coming to Prodia or have special needs, we provide *Home Service* or *Home Care*. Home service can include lab tests.

Prodia actively engages the community to promote awareness of a healthy lifestyle. We encourage the community to take preventive steps to protect themselves from the risk of diseases through regular health check-ups. The goal is for the community to early detect the risk of diseases that may occur in the family based on age, genetic factors, and lifestyle. A detailed description of these activities is provided on page 80 of this report, in the section on Corporate Social Responsibility (CSR).

Pemasaran, Pelabelan, dan Kepatuhan [417-1][417-2][417-3] Marketing, Labeling and Compliance

Prodia terus membangun *omnichannel* dan *personalized marketing communication* dengan *social media management* yang terstruktur sesuai persona pelanggan. Strategi yang dilakukan adalah melalui penerapan pemasaran digital melalui situs Perseroan serta menyediakan setiap informasi secara akurat dan cepat. Situs Perseroan: www.prodia.co.id menjadi kanal utama dalam mempublikasikan setiap informasi terkait Prodia, sekaligus memasarkan produk dan layanan yang disediakan untuk pelanggan.

Prodia continues to build omnichannel and personalized marketing communication with structured social media management tailored to customer personas. The strategy involves the implementation of digital marketing through the Company's website, providing accurate and timely information. The Company's website: www.prodia.co.id is the main channel for publishing information related to Prodia, as well as marketing products and services provided to customers.

Layanan Prodia juga dapat dijangkau melalui Aplikasi U by Prodia yang dapat diunduh melalui App Store dan Play Store. Kami juga menyediakan saluran komunikasi interaktif lainnya, yaitu:

Prodia's services can also be accessed through U by Prodia App which can be downloaded from App Store and Play Store. We also provide other interactive communication channels, namely:



Contact Centre
1500-830

Personal Assistant Virtual

Tanya Prodia (TANIA)

08551500830

Media Sosial | Social Media:

LINE

@prodia.id

@prodia.id

Lainnya | Other:



Untuk memperkuat pasar dan memperluas cakupan pelanggan, Prodia melakukan berbagai kegiatan komunikasi pemasaran, termasuk promosi dan iklan. Seluruh kegiatan dilaksanakan dengan memperhatikan ketentuan perundang-undangan, di antaranya Undang-Undang No. 8 Tahun 1999 tentang Perlindungan Konsumen, serta Etika Pariwara Indonesia dari Dewan Periklanan Indonesia. Bentuk komunikasi pemasaran yang dijalankan Prodia berupa *Scientific Marketing*, di mana kami melakukan promosi kesehatan melalui edukasi kepada pelanggan. Selama tahun 2023, kami aktif dalam melakukan promosi paradigma kesehatan dengan topik-topik kesehatan dan gaya hidup sehat melalui: kanal komunikasi Perseroan seperti Youtube, Instagram, *podcast*, serta acara Prodia *Healthy Fun Festival*.

Komitmen Perseroan mengembangkan pemasaran digital membuahkan apresiasi dari berbagai pihak. Kami juga tidak pernah mendapatkan sanksi dalam bentuk apapun karena sangkaan ketidakpatuhan penyampaian informasi maupun komunikasi pemasaran. Melalui kegiatan komunikasi pemasaran yang dijalankan, Prodia mampu meningkatkan jumlah kunjungan sebesar 0,4% menjadi 2,83 juta pada tahun 2023.

To strengthen the market and expand customer coverage, Prodia engages in various marketing communication activities, including promotions and advertisements. All activities are carried out in compliance with legal regulations, including Law No. 8 of 1999 concerning Consumer Protection, as well as the Indonesian Advertising Code of Ethics from the Indonesian Advertising Council. Prodia's marketing communication takes the form of Scientific Marketing, where we promote health through education to customers. During 2023, we actively engaged in promoting health paradigms with topics on health and a healthy lifestyle through the Company's communication channels such as YouTube, Instagram, podcasts, and the Prodia Healthy Fun Festival.

The Company's commitment to developing digital marketing has garnered appreciation from various parties. We have also never received any sanctions for allegations of non-compliance with information disclosure or marketing communication. Through the implemented marketing communication activities, Prodia has been able to increase the number of visits by 0.4% to 2.83 million in 2023.

Inovasi Berkelanjutan dan Transformasi Digital [16-F.26] Sustainable Innovation and Digital Transformation

Inovasi berkelanjutan menjadi bagian dari bisnis Prodia, sehingga terus bertumbuh dan berkembang. Selain inovasi berkelanjutan, Perseroan juga melangkah cepat dalam transformasi digital, dengan menyediakan dan mengembangkan layanan berbasis digital.

Sustainable innovation is an integral part of Prodia's business, enabling continuous growth and development. In addition to sustainable innovation, the Company is also rapidly advancing in digital transformation by providing and developing digital-based services.

Inovasi Berkelanjutan Sustainable Innovation

Prodia memiliki beberapa mekanisme untuk mendukung inovasi berkelanjutan. Ide-ide inovasi tersebut akan dinilai oleh tim penilai yang kompeten. Proses penilaian dilaksanakan bertahap meliputi pengumpulan, seleksi, evaluasi, hingga implementasi dan pasca-implementasi. Adapun mekanisme pendukung inovasi berkelanjutan tersebut di antaranya:

Prodia has several mechanisms to support sustainable innovation. Innovative ideas are evaluated by a competent assessment team. The assessment process is carried out in stages, including collection, selection, evaluation, implementation, and post-implementation. The supporting mechanisms for sustainable innovation include:

- Inovasi pengembangan tes-tes baru, yang digagas Bagian Penelitian dan Pengembangan. Pada tahun 2023, terdapat 18 tes baru untuk melayani pelanggan;
- Inovasi produk dan layanan yang diusulkan karyawan melalui mekanisme yang diatur Bagian Integrated Management System (IMS) serta melalui jalur Human Capital. Melalui mekanisme ini, setiap karyawan dapat menyampaikan ide inovasi melalui beberapa kanal, yakni

- Development of new tests, initiated by the Research and Development Department. In 2023, 18 new tests were introduced to serve customers.
- Product and service innovations proposed by employees through mechanisms regulated by the Integrated Management System (IMS) and through the Human Capital channel. Through these mechanisms, every employee can submit innovative ideas through various

“Prodia Ber-Ide,” *crowdsourcing* ide-ide tematik, dan pengembangan berkelanjutan (*continuous improvement* atau *Conim*).

- Program *Kaizen* untuk ide perbaikan yang bersifat kualitatif dan dilakukan dalam tiga periode per tahun. Pada tahun 2023, terdapat 2.255 usulan inovasi dari program Conim dan 2.560 usulan dari program Kaizen.
- Pelaksanaan *On Boarding (On the Job Training)* untuk insan Prodia yang baru bergabung dengan memberikan ide pengembangan untuk bagian masing-masing dan dijalankan selama tiga bulan.
- Program *Prodia on Promote (POP IN)* yang diikuti karyawan promosi level *supervisor* ke atas.

channels, including “Prodia Ber-Ide (Prodia Ideates)”, thematic crowdsourcing, and continuous improvement (Conim).

- Kaizen program for qualitative improvement ideas conducted three times a year. In 2023, 2,255 proposals on innovation were recorded from the Conim program and 2,560 proposals on Kaizen programs.
- Onboarding (On the Job Training) for new Prodia members to provide development ideas for their respective departments, conducted over three months.
- Prodia on Promote (POP IN) program, participated by employees promoted to supervisor level and above.



Transformasi Digital dan Realisasi Investasi [16-F.3] Digital Transformation and Investment Realization

Kami memahami industri layanan kesehatan tidak terlepas dari pengaruh era industri 4.0. Kondisi ini menjadikan laboratorium klinis akan beralih dari produksi data menjadi pengambilan keputusan, sehingga mendorong Perseroan melakukan transformasi digital. Pada tahun 2023, strategi pengembangan teknologi informasi Prodia berfokus pada percepatan transformasi digital di bagian operasi dan inovasi layanan kepada pelanggan.

Setiap tahunnya, kami menyelenggarakan kegiatan Prodia *Scientific Day* dengan tema tahun 2023 yaitu *Digital Transformation in Clinical Laboratory Practice*. Kegiatan ini merupakan wadah bagi ilmuwan, karyawan, serta dokter untuk mendapatkan pembaruan informasi dan inspirasi seputar perkembangan pemeriksaan laboratorium, serta penelitian-penelitian yang telah dilakukan, baik oleh Prodia sendiri maupun para dokter atau ilmuwan yang bekerja sama dengan Prodia selama ini.

We understand that the healthcare service industry is influenced by the era of Industry 4.0. This situation has led to the transformation of clinical laboratories from data production to becoming decision-making centers, prompting the Company to undergo digital transformation. In 2023, Prodia’s information technology development strategy focuses on accelerating digital transformation in operations and service innovation to customers.

Every year, we organize the Prodia *Scientific Day* with the theme for 2023 being *Digital Transformation in Clinical Laboratory Practice*. This event serves as a platform for scientists, employees, and doctors to receive updates and inspiration regarding laboratory examination developments and research conducted by Prodia and collaborating doctors or scientists.

Kami terus mengembangkan ekosistem kesehatan digital melalui aplikasi “U by Prodia,” yang dirancang untuk dapat memeriksa dan mengecek risiko kesehatan, menyediakan layanan konsultasi dokter daring dan layanan rumah, memesan tes laboratorium, dan bahkan memberikan rekomendasi perbaikan gaya hidup. Aplikasi ini melengkapi berbagai aplikasi yang sudah ada, yakni Prodia *Mobile Apps*, Prodia *Home Service*, dan Prodia *Mobile for Doctor*. Ke depannya aplikasi “U by Prodia” akan menjadi satu-satunya aplikasi digital Prodia yang ditargetkan digunakan lebih dari 1 juta pengguna.

Prodia membentuk anak usaha baru, yaitu PT Prodia Digital Indonesia (PRDI), yang merupakan pengembang aplikasi “U by Prodia.” Sebagai dukungan bagi pengembangan digitalisasi oleh PRDI, Perseroan terus meningkatkan porsi investasi digitalisasi kesehatan. Untuk tahun 2023, Prodia menyediakan belanja modal/*capital expenditure* (capex) sebanyak Rp400 miliar. Dari jumlah tersebut, sebanyak 50% di antaranya untuk investasi lini bisnis digitalisasi kesehatan serta penerapan *security information and management system* ((SIEM). Informasi lebih lanjut mengenai pengembangan teknologi informasi Prodia dapat dilihat pada Laporan Tahunan Prodia 2023.

We continue to develop the digital health ecosystem through the “U by Prodia” app, designed for health risk checking, online doctor consultation, home services, laboratory test ordering, and lifestyle improvement recommendations. This app complements existing applications such as Prodia Mobile Apps, Prodia Home Service, and Prodia Mobile for Doctors. In the future, the “U by Prodia” app aims to be the only Prodia digital application targeted to be used by more than 1 million users.

Prodia has formed a new subsidiary, PT Prodia Digital Indonesia (PRDI), the developer of the “U by Prodia” app. To support digital development by PRDI, investment in digital health continues to be enhanced. In this context, in 2023 Prodia allocated capital expenditure (capex) of Rp 400 billion. Of this amount, 50% has been allocated for digital health business line investment and the implementation of the security information and management system (SIEM). Further information on the development of Prodia’s information technology can be seen in Prodia’s Annual Report 2023.

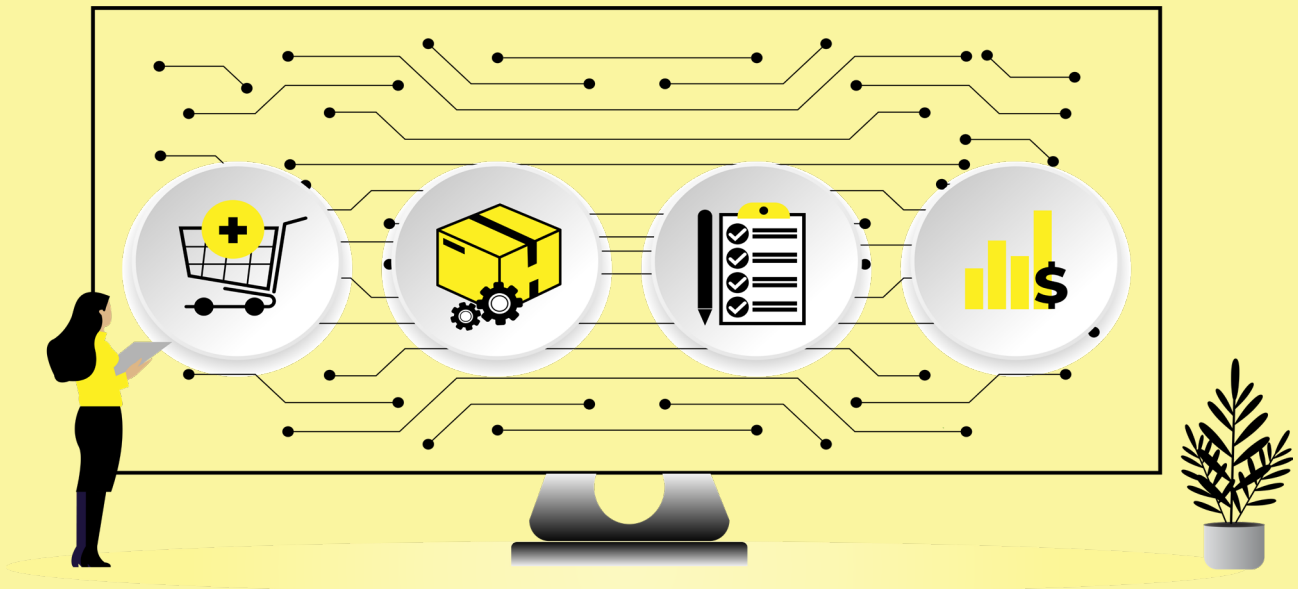
Material dan Rantai Pasok Berkelanjutan Material and Sustainable Supply Chain

Pencapaian Prodia selama 50 tahun tidak terlepas dari berbagai tantangan. Salah satunya yaitu terkait persoalan logistik dan rantai pasok dikarenakan sebagian besar material masih bergantung dari impor, termasuk reagen-reagen diagnostik. Selain faktor pengiriman, pasokan material tersebut juga dipengaruhi fluktuasi kurs terhadap Rupiah. Kami mengatasi keadaan ini dengan menerapkan kontrak jangka panjang pembelian reagen dari pihak luar.

Selain itu, maraknya isu global terkait perang Rusia-Ukraina serta isu geopolitik lainnya, juga membuat Prodia melakukan langkah mitigasi dengan membentuk tim Business Continuity Plan (BCP)-Supply Chain untuk memastikan Prodia mampu mengambil langkah-langkah yang tepat dalam hal terjadi kendala rantai pasok bahan baku utama sebagai inti bisnis Perseroan. Langkah mitigasi yang dilakukan Prodia melalui Tim BCP-Supply Chain ini dilakukan melalui serangkaian simulasi atas beberapa alternatif prosedur untuk memperoleh reagen alternatif yang berkualitas dalam waktu yang singkat dan genting. Langkah-langkah ini telah tertuang dalam satu pedoman khusus Perseroan.

Prodia’s achievements over the past 50 years have faced various challenges, including logistical and supply chain issues due to the dependency on imported materials, including diagnostic reagents. In addition to delivery factors, the supply of these materials is also affected by fluctuations in the exchange rate against the Rupiah. We have sought to address this situation by implementing long-term contracts for purchasing reagents from external parties.

Furthermore, the impact of global uncertainties related to the Russia-Ukraine war and other geopolitical issues has prompted Prodia to take mitigation steps by forming a Business Continuity Plan (BCP)-Supply Chain team to ensure the Company can take appropriate steps in case of supply chain hindrances for essential raw materials, a core business of the Company. Prodia’s mitigation steps through this BCP-Supply Chain team involve a series of simulations of alternative procedures to obtain alternative reagents of high quality in a short and urgent timeframe. These steps are documented in a special Company guideline.



Praktik Pengadaan dan Pelibatan Pemasok Lokal [204-1] Procurement Practices and Engagement of Local Suppliers

Kami berkomitmen melibatkan perusahaan lokal dalam rantai pasok Perseroan sebagai mitra strategis. Perusahaan lokal adalah badan usaha berbadan hukum Indonesia dan beroperasi di Indonesia. Sampai akhir tahun 2023, 100% perusahaan dalam rantai pasok Prodia merupakan pemasok lokal.

Perseroan juga terus berupaya mendorong kompetensi para pemasok agar dapat bersaing dan berpegang pada prinsip GCG. Perseroan secara berkala juga melakukan evaluasi atas efektivitas, efisiensi, serta kualitas dari pengadaan barang/jasa. Perseroan juga mengadakan acara *vendor gathering* secara berkala sebagai bentuk apresiasi kepada pemasok.

We are committed to involving local companies in the Company's supply chain as strategic partners. Local companies are legal entities based in Indonesia and operate within the country. By the end of 2023, 100% of the companies in Prodia's supply chain are local suppliers.

The Company also continues to encourage the competence of suppliers to compete and adhere to GCG principles. The Company also periodically evaluates the effectiveness, efficiency, and quality of the procurement of goods/services. The Company also holds regular vendor gathering events as a form of appreciation to suppliers.

Asesmen ESG terhadap Mitra Usaha/Pemasok [308-1][308-2][414-1][414-2] ESG Assessment of Business Partners/Suppliers

Pelibatan pemasok/vendor disertai evaluasi yang dilakukan sesuai Prosedur Operasi Baku Pengadaan Barang/Jasa serta Pedoman Pengadaan Barang dan/atau Jasa Terkait TI & Pengelolaan Pemasok. Berdasarkan ketentuan tersebut, kami memastikan penyedia barang/jasa yang menerapkan standar LST menjadi prioritas dalam proses pemilihan penyedia barang/jasa. Evaluasi dilakukan oleh bagian Purchasing dan Logistik.

Prodia juga telah menerbitkan Formulir *Supplier Sustainability Questionnaire* (SSQ) yang merupakan formulir untuk memeriksa dan memantau tingkat keberlanjutan, termasuk isu LST dari praktik bisnis para pemasok. Pada tahun 2023, seluruh pemasok baru sudah menjalani proses penilaian dengan hasil 100% telah memenuhi ketentuan yang ada.

Supplier/vendor engagement is accompanied by evaluations conducted in accordance with the Standard Operating Procedure for Procurement of Goods/Services and the Guidelines for Procurement of IT-Related Goods and/or Services & Supplier Management. Based on these provisions, we ensure that providers of goods/services applying ESG standards are prioritized in the selection process. Evaluation is carried out by the Purchasing and Logistics department.

Prodia has also issued Supplier Sustainability Questionnaire (SSQ) Form which is a form to check and monitor the level of sustainability, including ESG issues, of the suppliers' business practices. In 2023, all new suppliers have undergone the assessment process with 100% results in compliance with existing requirements.

Kemasyarakatan dan Pelibatan Pemangku Kepentingan Community and Stakeholder Engagement

Selama 50 tahun berdiri dan beroperasi di Indonesia, kami berkomitmen turut berkontribusi pada kesejahteraan masyarakat sekitar. Prodia melaksanakan kegiatan pemberdayaan masyarakat di bidang kesehatan agar dapat meningkatkan kesehatan masyarakat, sehingga berdampak positif pada aspek pendidikan dan daya saing masyarakat. Dengan demikian, mereka dapat merasakan manfaat dari keberadaan Prodia, baik langsung maupun tidak langsung.

During our 50 years of existence and operation in Indonesia, we are committed to contributing to the well-being of the surrounding community. Prodia carries out community empowerment activities in the health sector to improve public health, thereby positively impacting education and the competitiveness of the community. Thus, they can benefit directly or indirectly from the existence of Prodia.

Dampak Operasi, Pelibatan, dan Pemberdayaan Masyarakat [16-F.23][2-25][413-1][413-2] Community and Stakeholder Engagement

Prodia belum melakukan kajian dampak secara khusus dari kegiatan operasi terhadap masyarakat di sekitar wilayah operasi. Namun, kami berkomitmen melibatkan sebanyak mungkin masyarakat dalam operasional Perseroan maupun pemenuhan tanggung jawab sosial dan lingkungan (TJSL).

Prodia has not conducted a specific impact assessment of operational activities on the local community. However, we are committed to involving as many community members as possible in the Company's operations and in fulfilling corporate social responsibilities (CSR).

Berdasarkan interaksi yang terbangun selama ini, kami mencatat bahwa dampak sosial positif/manfaat dari keberadaan Prodia adalah membuka lapangan kerja bagi pekerja lokal. Adapun dampak sosial negatif adalah anggapan sebagian masyarakat bahwa pemeriksaan kesehatan di laboratorium Prodia terbilang mahal, sehingga timbul kesan hanya untuk kalangan tertentu. Kami menyikapi hal ini dengan terus melakukan sosialisasi kepada masyarakat bahwa penetapan harga disesuaikan dengan mutu dan layanan yang diberikan, serta melaksanakan pemenuhan TJSL dalam bentuk layanan pemeriksaan laboratorium cuma-cuma untuk seluruh masyarakat.

Based on the interactions that have been built over time, we note that the positive social impact/benefit of Prodia's presence is the creation of job opportunities for local workers. The negative social impact is the perception among some members of the community that health examinations at Prodia laboratories are considered expensive, creating the impression that they are only for a certain group. We address this by continually educating the public that pricing is adjusted based on the quality and services provided, and by implementing CSR fulfillment in the form of free laboratory examinations for the entire community.

Pemenuhan TJSL dan Manfaat Tidak Langsung [16-F.25][203-1][203-2][413-1][413-2] CSR Fulfillment and Indirect Benefits

Pemenuhan TJSL dijalankan sesuai Prosedur Operasi Baku: Pengelolaan Kegiatan Sosial dan *Corporate Social Responsibility* (CSR). Sesuai bidang usaha Perseroan, pemenuhan TJSL diprioritaskan pada dukungan untuk meningkatkan kesehatan masyarakat, sehingga mereka merasakan manfaat tidak langsung dari keberadaan Prodia. Hal ini kami lakukan dengan mengingat infrastruktur yang dibangun Prodia tidak dapat dimanfaatkan langsung oleh masyarakat di sekitar wilayah operasi. Secara terbatas, kami juga turut serta melestarikan lingkungan dengan fokus pada kegiatan yang mendukung kebijakan Pemerintah dalam penanganan perubahan iklim.

CSR fulfillment is carried out in accordance with the Standard Operating Procedure: Social Activities and Corporate Social Responsibility (CSR). In line with the Company's business sector, CSR fulfillment prioritizes support to improve public health, allowing them to experience indirect benefits from Prodia's presence. We do this considering that the infrastructure built by Prodia cannot be directly utilized by the community around the operational area. To a limited extent, we also participate in environmental preservation with a focus on activities that support government policies in climate change mitigation.

Realisasi biaya TJSL selama tahun 2023 mencapai Rp1,90 miliar, meningkat dari tahun 2022 sebesar Rp1,10 miliar. Secara umum, program/kegiatan yang dijalankan terdiri atas:

1. Kegiatan yang langsung berhubungan dengan bidang usaha Prodia

- Penyelenggaraan Prodia *Healthy Fun Festival* (HFF) yang telah diinisiasi sejak tahun 2017 dengan tujuan meningkatkan kesadaran dan wawasan masyarakat akan pemeliharaan gaya hidup sehat sebagai langkah preventif menghindari risiko kesehatan. Pada tahun 2023, kegiatan Prodia HFF diselenggarakan di Bandung, Jawa Barat; Semarang, Jawa Tengah; serta DKI Jakarta. Secara keseluruhan, kegiatan Prodia HFF tahun 2023 dihadiri oleh lebih dari 12.000 pengunjung yang diisi dengan kegiatan untuk mengedukasi masyarakat seputar kesehatan dan keluarga, serta pemberian 5.000 *check-up* gratis, meliputi pemeriksaan kolesterol total, pemeriksaan hati, dan glukosa kepada pengunjung.
- Prodia bersama Perkumpulan *Indonesia Rare Disorders* (IRD) menggelar pemeriksaan genetik ProChromosomal. Pemeriksaan berbasis *Chromosomal Micro-Array Analysis* (CMA) untuk orang dengan penyakit langka (*Odalangka*). Pemeriksaan dilaksanakan terhadap 150 *Odalangka* dengan melibatkan sejumlah cabang Prodia di seluruh Indonesia dan diberikan secara gratis. Program ini adalah bentuk dukungan Prodia kepada *Odalangka* dan keluarganya.
- Prodia mendukung Kabupaten Purbalingga mewujudkan target nihil kelahiran *Thalassemia* Mayor tahun 2027 melalui kolaborasi dengan Persatuan Orang Tua Penderita *Thalassemia* Indonesia (POPTI) cabang Purbalingga untuk pemeriksaan skrining *thalassaemia* gratis kepada 1.001 remaja dari 60 sekolah SMA/SMK di 18 kecamatan di Purbalingga. Pemeriksaan *thalassaemia* menjadi salah satu prioritas Prodia mengingat Indonesia termasuk ke dalam negara “sabuk *thalassaemia*” yang mengindikasikan tingkat prevalensi penderita cukup tinggi, sementara Kabupaten Purbalingga dipilih karena berupaya serius menekan angka penderita *thalassaemia*.



The realization of CSR costs in 2023 totaled Rp1.90 billion, an increase from 2022 of Rp1.10 billion. Overall, the programs/activities carried out include:

1. Activities directly related to Prodia's business sector

- Organizing the Prodia *Healthy Fun Festival* (HFF), initiated since 2017 with the aim of increasing public awareness and understanding of maintaining a healthy lifestyle as a preventive step to avoid health risks. In 2023, the Prodia HFF was held in Bandung, West Java; Semarang, Central Java; and DKI Jakarta. Overall, the Prodia HFF activities in 2023 were attended by more than 12,000 visitors, filled with activities to educate the public about health and family, and providing 5,000 free check-ups, including total cholesterol examination, liver examination, and random blood glucose examination to visitors.
- Prodia, together with the Indonesian Rare Disorders Association (IRD), conducted the ProChromosomal genetic examination. The examination is based on Chromosomal Micro-Array Analysis (CMA) for people with rare diseases (*Odalangka*). The examination was carried out on 150 *Odalangka*, involving several Prodia branches throughout Indonesia, and provided free of charge. This program is Prodia's support for *Odalangka* and their families.
- Support for Purbalingga Regency in achieving the target of zero births of *Thalassemia* Major by 2027 through collaboration with the Indonesian *Thalassemia* Parents Association (POPTI) Purbalingga branch for free *thalassaemia* screening for 1,001 adolescents from 60 high schools in 18 sub-districts in Purbalingga. *Thalassemia* screening has become one of Prodia's priorities as Indonesia is classified as a “*thalassaemia* belt,” indicating a relatively high prevalence of sufferers, while Purbalingga Regency has been chosen because it is making serious efforts to reduce the number of *thalassaemia* patients.



2. Kegiatan pemberdayaan masyarakat

- Prodia menggelar kegiatan penanaman bibit pohon buah bersama masyarakat di kawasan Kelurahan Giriwono, Wonogiri, Jawa Tengah. Sebanyak 275 bibit pohon buah diserahkan kepada masyarakat Kelurahan Giriwono. Bibit pohon buah tersebut akan disumbangkan dan dikelola sepenuhnya masyarakat untuk menjadi pohon produktif dan menjadi sumber komoditas masyarakat Kelurahan Giriwono. Program ini diharapkan akan memberdayakan masyarakat secara berkelanjutan dengan memanfaatkan hasil panen untuk dijual, sehingga mendapatkan penghasilan tambahan dan membuka lapangan kerja.



2. Community empowerment activities

- Prodia organized a fruit tree planting activity with the community in the Giriwono Village area, Wonogiri, Central Java. A total of 275 fruit tree seedlings were handed over to the Giriwono Village community. These fruit tree seedlings will be donated and fully managed by the community to become productive trees and a source of commodities for the Giriwono Village community. This program is expected to empower the community sustainably by utilizing the harvest for sale, thus generating additional income and creating job opportunities.



3. Kegiatan yang tidak langsung berhubungan dengan operasional/bidang usaha Prodia

- Prodia bersama Pemerintah Kabupaten Bekasi melakukan penanaman 1.050 bibit mangrove di Pusat Restorasi dan Pembelajaran Mangrove (PRPM) Muara Tawar Bekasi, Jawa Barat. Kegiatan ini merupakan aksi Perseroan menjaga kelestarian lingkungan sekaligus mengurangi dampak negatif dari perubahan iklim dan polusi udara. Informasi lebih lanjut mengenai penanaman mangrove dapat dilihat pada Bab "Dampak terhadap Keanekaragaman Hayati dan Upaya Konservasi" di halaman 62.

3. Activities indirectly related to Prodia's operations/ Business Sector

- Prodia, in collaboration with the Bekasi Regency Government, planted 1,050 mangrove seedlings at the Mangrove Restoration and Learning Center (PRPM) Muara Tawar, Bekasi, West Java. This activity is Prodia's action to preserve the environment and reduce the negative impacts of climate change and air pollution. Further information about mangrove planting can be found in the "Impact on Biodiversity and Conservation Efforts" section on page 62.



Mekanisme Pengaduan Masyarakat [16-F.24][411-1]

Public Complaints Mechanism

Wilayah kerja Prodia tidak ada yang berada di daerah yang ditinggali penduduk asli/masyarakat adat. Namun demikian, Prodia memberikan akses kepada seluruh masyarakat melalui berbagai media untuk menyampaikan keluhan maupun pengaduan terkait dampak kegiatan operasi dan pengelolaannya. Masyarakat dapat menyampaikan keluhannya melalui **Kontak Prodia 1-500-830** (telepon) ataupun melalui email: **info@prodia.co.id**. Seluruh pengaduan akan ditangani oleh Tim Customer Service (CS) dan dieskalasi ke unit/bagian terkait. Selama periode pelaporan, tidak adanya keluhan/pengaduan dari masyarakat ataupun kegiatan Perseroan yang mengakibatkan perselisihan dengan penduduk asli/masyarakat adat dan tindak kekerasan terhadap mereka.

Prodia's operational areas do not include regions inhabited by indigenous people/customary communities. Nevertheless, Prodia provides access to the entire community through various media to submit complaints or reports related to the impact of its operational activities and management. The community can submit their complaints through **Contact Prodia 1-500-830** (phone) or via email: **info@prodia.co.id**. All complaints will be handled by the Customer Service (CS) Team and escalated to the relevant unit/department. During the reporting period, there were no complaints/reports from the community or any activities by the Company that resulted in disputes with indigenous people/customary communities or acts of violence against them.



Kontribusi Politik [415-1]

Political Contributions

Prodia berkomitmen untuk tidak memberikan kontribusi dalam bentuk apapun dan melarang penggunaan fasilitas Perseroan untuk kegiatan politik, partai politik, maupun individu politisi. Namun, kami tidak melarang setiap karyawan menggunakan hak politik mereka. Khusus untuk karyawan yang mencalonkan diri dalam pemilihan kepala daerah maupun legislatif, diwajibkan mengundurkan diri dari Prodia.

Prodia is committed to not providing contributions in any form and prohibits the use of Company facilities for political, political party, or individual political activities. However, we do not prohibit employees from exercising their political rights. Nevertheless, employees running for regional or legislative elections are required to resign from Prodia.

Praktik Pengamanan [410-1]

Security Practices

Praktik pengamanan terhadap aset, pekerja, maupun kegiatan Prodia dilaksanakan personel satuan pengamanan (satpam). Jumlah personel satpam tahun 2023 ada 202 orang yang seluruhnya merupakan pekerja alihdaya. Personel satpam mendapatkan pelatihan terkait hak asasi manusia (HAM) melalui pelatihan dan sertifikasi kompetensi satpam dari Kepolisian Republik Indonesia (Polri). Jumlah personel satpam yang memiliki sertifikasi kompetensi satpam (Gada Pratama, Gada Madya, dan Gada Utama) ada 12 orang atau 6% dari total personel satpam di Prodia.

Security practices for Prodia's assets, employees, and activities are carried out by security personnel (*satpam*). In 2023, there were 202 people security personnel, all of whom are outsourced workers. Security personnel receive training related to human rights (HAM) through training and certification of security competencies from the Indonesian National Police (*Polri*). At present, 12 people or 6% of the total security personnel at Prodia have obtained security competency certifications (Gada Pratama, Gada Madya, and Gada Utama).

STRATEGI DAN TATA KELOLA KEBERLANJUTAN: Mitra untuk Tata Kelola Kesehatan Berkelanjutan

Sustainability Strategy
and Governance:
A Partner for Sustainable
Health Governance



Ferry Setiawan

Clinics Review Articles
HEMATOLOGY / ONCOLOGY CLINICS
Prostate Cancer
EDITORS
Christopher J. Swenson
CONSULTING EDITORS
George P. Cantor
H. Franklin Bunn

Tata kelola perusahaan yang kurang memadai dapat menimbulkan berbagai risiko, seperti risiko reputasi, hukum, keuangan, operasional, dan sebagainya. Untuk mengurangi risiko yang ada, Prodia menerapkan tata kelola keberlanjutan sejalan dengan Tata Kelola Perusahaan yang Baik (*Good Corporate Governance/GCG*) sebagai pedoman utama untuk menjaga performa bisnis yang sehat dan bersih. Kami mengupayakan agar prinsip GCG secara konsisten terus diterapkan di lingkungan Perseroan. Melalui penerapan prinsip GCG dan rencana bisnis yang efektif, Prodia dapat mengukur kesuksesan Perseroan dalam mencapai tujuannya.

Inadequate corporate governance can pose various risks, including reputation, legal, financial, operational, and others. To mitigate these risks, Prodia implements sustainable governance in line with Good Corporate Governance (GCG) as the primary guideline to maintain a healthy and clean business performance. We strive to consistently apply GCG principles throughout the Company. Through the implementation of GCG principles and effective business plans, Prodia can measure the Company's success in achieving its goals.



Strategi Keberlanjutan [16-A.1][2-22] Sustainability Strategy

Prodia berkomitmen meningkatkan kinerja keberlanjutannya dalam mengelola lingkungan, sosial, dan penerapan tata kelola (LST) di seluruh kegiatan usaha. Hal ini diwujudkan melalui kebijakan keberlanjutan sebagai komitmen Perseroan dalam merencanakan dan mengimplementasikan inisiatif-inisiatif keberlanjutan dalam rangka mendukung pencapaian Tujuan Pembangunan Berkelanjutan (TPB). Kebijakan dan strategi keberlanjutan Prodia dilaksanakan oleh seluruh Insan Prodia secara holistik. Implementasi kebijakan dan strategi keberlanjutan ini dipimpin oleh Direksi yang akan melakukan pemantauan dan evaluasi atas penerapannya.

Prodia is committed to improving its sustainability performance in managing the environment, social, and governance (ESG) aspects across all business activities. This commitment is manifested through sustainability policies as the Company's dedication to planning and implementing sustainability initiatives to support the achievement of Sustainable Development Goals (SDGs). Prodia's sustainability policies and strategies are implemented holistically by all Prodia personnel. The implementation of these sustainability policies and strategies is led by the Board of Directors, who will monitor and evaluate their implementation.

Strategi keberlanjutan terdiri atas empat pilar keberlanjutan. Pelaksanaan strategi keberlanjutan pada setiap pilar dibagi ke dalam 3 fase pelaksanaan hingga tahun 2030.

The sustainability strategy consists of four sustainability pillars. The implementation of sustainability strategy for each pillar is divided into three phases until 2030.

| PRODIA | | | |
|---|--|--|--|
| PRO: | D: | I: | A: |
| PROMOTING HEALTHCARE SERVICES FOR ALL | DEVELOPING GOOD CORPORATE GOVERNANCE | INVOLVING PEOPLE | ACTUALIZING SUSTAINABLE ENVIRONMENT |
| <p>Memberikan yang terbaik dan terpercaya pada pelanggan melalui layanan yang berorientasi pada mutu serta sejalan dengan semangat perkembangan ilmu pengetahuan. Melalui pilar ini, Prodia memastikan adanya layanan prima yang mendukung kesehatan dan kesejahteraan bersama.</p> <p>Providing the best and reliable services to customers through quality-oriented services that align with the spirit of scientific development. Through this pillar, Prodia ensures the existence of excellent services that support health and collective well-being.</p> | <p>Membangun tata kelola yang berintegritas dan berkelanjutan dengan mengedepankan kepatuhan pada peraturan perundang-undangan yang berlaku. Melalui pilar ini, Prodia menerapkan prinsip tata kelola dan standar etika bisnis bagi karyawan.</p> <p>Building governance with integrity and sustainability by prioritizing compliance with applicable laws and regulations. Through this pillar, Prodia applies governance principles and business ethics standards for its employees.</p> | <p>Meningkatkan kesehatan dan kesejahteraan karyawan serta masyarakat melalui program-program pengembangan dan edukasi karyawan, serta pemberdayaan masyarakat secara berkelanjutan. Melalui pilar ini, Prodia memastikan lingkungan kerja yang sehat, nyaman, inklusif, adil, dan melibatkan pemangku kepentingan untuk memastikan keberlanjutan.</p> <p>Enhancing the health and well-being of employees and the community through ongoing employee development and education programs, as well as sustainable community empowerment initiatives. Through this pillar, Prodia ensures a healthy, comfortable, inclusive, fair work environment, involving stakeholders to ensure sustainability.</p> | <p>Meningkatkan pengelolaan lingkungan yang berkelanjutan dan bertanggung jawab sesuai dengan standar dan regulasi yang relevan dengan proses bisnis kesehatan. Melalui pilar ini, Prodia berupaya meminimalkan dampak negatif lingkungan.</p> <p>Improving sustainable and responsible environmental management in accordance with standards and regulations relevant to health business processes. Through this pillar, Prodia strives to minimize negative environmental impacts.</p> |

Menanamkan Komitmen Kebijakan dan Budaya Keberlanjutan [16-F.1][2-24] Instilling Commitment to Sustainability Policy and Culture

Selama tahun 2023, Prodia mengadakan berbagai kegiatan untuk sosialisasi dan menanamkan komitmen Kebijakan Keberlanjutan serta menumbuhkan budaya keberlanjutan, antara lain:

- Sosialisasi dan *Focus Group Discussion* (FGD) terkait pembuatan Sustainability Blueprint Prodia;
- Sosialisasi Formulir *Sustainability Supplier Questionnaire*; serta
- Sosialisasi Formulir Pelaporan Gratifikasi.

During 2023, Prodia organized various activities to socialize and instill commitment to Sustainability Policy as well as cultivate a culture of sustainability, such as:

- Socialization and Focus Group Discussion (FGD) related to the creation of Prodia's Sustainability Blueprint;
- Socialization of Sustainability Supplier Questionnaire Form; and
- Socialization of Gratification Reporting Form.

Permasalahan terhadap Penerapan Keberlanjutan [16-E.5] Challenges in Implementing Sustainability

Sampai dengan akhir tahun 2023, kami mencatat masih ada permasalahan, termasuk hambatan dan tantangan dalam menerapkan keberlanjutan di lingkungan Prodia. Salah satunya yaitu terkait perubahan iklim yang berpengaruh pada perubahan jumlah penyakit terkait iklim yang akan berpengaruh terhadap profil kesehatan generasi yang akan datang. Hal ini menuntut Prodia untuk terus melakukan berbagai inovasi berkelanjutan, baik terkait teknologi maupun produk/layanan untuk mendukung Prodia sebagai *the next generation healthcenter*, dan saat bersamaan turut berkontribusi pada upaya bersama mengendalikan perubahan iklim.

Until the end of 2023, we noted that there are still issues, including obstacles and challenges in implementing sustainability within Prodia. One of them is related to climate change, which affects the prevalence of climate-related diseases that will impact the health profile of future generations. This demands Prodia to continue implementing various sustainable innovations, both in terms of technology and products/services, to support Prodia as the **next-generation health center** while simultaneously contributing to collective efforts to control climate change.

Struktur dan Peran Badan Tata Kelola Keberlanjutan Structure and Role of the Sustainability Governance Body

Penanggung Jawab Tata Kelola Keberlanjutan [16-E.1][2-9][2-11] Person in Charge of Sustainability Governance

Sesuai Undang-Undang (UU) No. 40 Tahun 2007 tentang Perseroan Terbatas, struktur tata kelola perusahaan di Prodia terdiri tiga organ utama, yakni Rapat Umum Pemegang Saham (RUPS), Dewan Komisaris, dan Direksi. Sampai dengan akhir tahun 2023, Perseroan belum membentuk organ pendukung yang khusus bertanggung jawab atas penerapan tata kelola keberlanjutan, dan dijalankan kolektif kolegial oleh Direksi sebagai badan tertinggi tata kelola keberlanjutan, dengan diawasi Dewan Komisaris. Direksi dipimpin Direktur Utama sebagai pejabat tertinggi tata kelola keberlanjutan.

Anggota Direksi berjumlah lima orang, dengan empat orang atau 80% di antaranya perempuan. Tidak ada anggota Direksi yang merangkap sebagai pejabat eksekutif Perseroan. Setiap anggota Direksi bertugas selama 5 tahun untuk satu periode jabatan, tanpa menghilangkan hak RUPS memberhentikan sewaktu-waktu. Direksi dibantu pejabat perusahaan yang ditunjuk untuk membantu merencanakan, melaksanakan dan melakukan evaluasi penerapan keberlanjutan.

In line with Law No. 40 of 2007 concerning Limited Liability Companies, the corporate governance structure in Prodia consists of three main organs, namely the General Meeting of Shareholders (RUPS), the Board of Commissioners, and the Board of Directors. Until the end of 2023, the Company has not formed a dedicated supporting body specifically responsible for the implementation of sustainability governance, and it is collectively carried out by the Board of Directors as the highest body for sustainability governance, overseen by the Board of Commissioners. The Board of Directors is led by the President Director as the highest official responsible for sustainability governance.

The Board of Directors consists of five members, with four of them, or 80%, being female. No member of the Board of Directors holds executive positions within the Company. Each member serves for 5 years for one term, without eliminating the right of the General Meeting of Shareholders to dismiss them at any time. The Board of Directors is assisted by appointed corporate officers to help plan, implement, and evaluate the implementation of sustainability.

Nominasi dan Seleksi Pejabat Tata Kelola Keberlanjutan [2-10][2-19][2-20][2-21]

Nomination and Selection of Sustainability Governance Officials

Nominasi dan seleksi anggota Direksi yang merupakan badan tertinggi tata kelola keberlanjutan menjadi kewenangan Pemegang Saham dengan mempertimbangkan kompetensi masing-masing dan mengabaikan latar belakang hal-hal diskriminatif. Adapun ketentuan remunerasi anggota Direksi dan Dewan Komisaris mengacu pada Piagam Komite Nominasi dan Remunerasi bagi anggota Direksi dan Dewan Komisaris dengan mempertimbangkan berbagai faktor serta tidak boleh bertentangan dengan peraturan perundang-undangan.

Sementara untuk Tantiem/Insentif Kinerja ditetapkan dengan mempertimbangkan:

- Remunerasi yang berlaku pada industri sesuai dengan kegiatan usaha Perseroan dan perusahaan sejenis, serta skala usaha dari Perseroan dalam industrinya;
- Tugas, tanggung jawab, dan wewenang anggota Direksi dan/atau anggota Dewan Komisaris dikaitkan dengan pencapaian tujuan dan kinerja Perseroan;
- Target kinerja atau kinerja masing-masing anggota Direksi dan/atau anggota Dewan Komisaris; serta
- Keseimbangan antara tunjangan yang bersifat tetap dan bersifat *variable*.

The nomination and selection of members of the Board of Directors, which is the highest body for sustainability governance, is within the authority of the Shareholders, considering their respective competencies and disregarding discriminatory backgrounds. The provisions for the remuneration of members of the Board of Directors and the Board of Commissioners refer to Nomination and Remuneration Committee Charter for members of the Board of Directors and the Board of Commissioners by considering various factors and must not contradict laws and regulations.

Meanwhile, Tantiem/Performance Incentives are determined by considering:

- Remuneration prevailing in the industry in accordance with the business activities of the Company and similar companies, as well as the business scale of the Company in its industry;
- Duties, responsibilities, and authorities of members of the Board of Directors and/or members of the Board of Commissioners in relation to the achievement of the Company's objectives and performance;
- Performance targets or performance of each member of the Board of Directors and/or member of the Board of Commissioners; and
- Balance between fixed and variable benefits and variable.



Pengungkapan informasi lebih lanjut mengenai nominasi, seleksi, kebijakan dan proses penentuan remunerasi, serta rasio kompensasi total tahunan dari anggota Direksi dan Dewan Komisaris lebih lanjut disampaikan pada Laporan Tahunan 2023 Perseroan.

Further information on nominations, selections, policies, and processes for determining remuneration, as well as the annual total compensation ratio of members of the Board of Directors and the Board of Commissioners, is disclosed in the Company's 2023 Annual Report.

Peningkatan Kompetensi Pejabat Tata Kelola Keberlanjutan [16-E.2][2-17]

Enhancing the Competence of Sustainability Governance Officials

Pada tahun 2023, kami menyertakan anggota Direksi, Dewan Komisaris, maupun pejabat Perseroan, pada kegiatan peningkatan pengetahuan maupun kompetensi terkait keberlanjutan, keberlanjutan. Salah satu pelatihan yang diikuti yaitu *Executive Strategic ESG Workshop* dalam rangka penyusunan *Sustainability Blueprint* Prodia.

In 2023, we involved members of the Board of Directors, the Board of Commissioners, and Company officials in activities aimed at enhancing knowledge and competence related to sustainability. One of the trainings attended was the *Executive Strategic ESG Workshop* in the context of Prodia's *Sustainability Blueprint* preparation.

Peran Badan Tata Kelola Keberlanjutan dalam Pengelolaan Dampak [2-12] The Role of the Sustainability Governance Body in Impact Management

Sebagai badan tertinggi tata kelola keberlanjutan, Direksi memiliki peran strategis mengelola dampak terhadap LST yang ditimbulkan dari kegiatan Perseroan. Direksi merumuskan hal-hal terkait kebijakan keberlanjutan, memastikan pelaksanaan, serta melakukan evaluasi. Direksi mengadakan pertemuan/rapat berkala dengan organ pendukung maupun pemangku kepentingan untuk memastikan kepatuhan dan evaluasi atas penerapan Kebijakan Keberlanjutan di Perseroan. Uraian mengenai pelaksanaan pertemuan/rapat Direksi selama periode pelaporan, disampaikan terpisah dalam Laporan Tahunan 2023 Perseroan.

As the highest body for sustainability governance, the Board of Directors plays a strategic role in managing the impacts on ESG resulting from the Company's activities. The Board of Directors formulates policies related to sustainability, ensures their implementation, and conducts evaluations. The Board of Directors holds periodic meetings with supporting bodies and stakeholders to ensure compliance and evaluate the implementation of the Sustainability Policy in the Company. Details regarding the conduct of meetings of the Board of Directors during the reporting period are presented separately in the Company's 2023 Annual Report.

Pendelegasian Kewenangan dan Penanggung Jawab Pelaporan [2-13][2-14] Delegation of Authority and Reporting Responsibility

Direksi dapat mendelegasikan kewenangan terkait penerapan keberlanjutan serta pengelolaan dampak kepada pejabat perusahaan yang ditunjuk. Pejabat perusahaan yang menerima pendelegasian kewenangan, mewakili Direksi melakukan dan membangun komunikasi dengan pemangku kepentingan. Dalam pemenuhan TJSL di Prodia, Direksi memberikan delegasi kewenangan kepada *Corporate Secretary* untuk mengelola TJSL. Dalam penyusunan Laporan Keberlanjutan, Direksi memberikan delegasi kewenangan kepada pejabat perusahaan yang ditunjuk sebagai penanggung jawab:

The Board of Directors may delegate authority related to sustainability implementation and impact management to designated Company officials. Company officials receiving delegated authority represent the Board of Directors in conducting and building communication with stakeholders. In fulfilling CSR at Prodia, the Board of Directors delegates authority to the Corporate Secretary to manage CSR. In the preparation of the Sustainability Report, the Board of Directors delegates authority to the designated Company official responsible for it:

Kontak terkait Laporan:
Report-Related Contact: [2-3]



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Etika Bisnis, Kepatuhan Hukum, dan Regulasi [2-27] Business Ethics, Legal Compliance, and Regulations

Kami berkomitmen meningkatkan penerapan GCG sesuai standar praktik-praktik terbaik dan ketentuan yang berlaku. Penerapan GCG mengedepankan kepatuhan guna mendukung bisnis yang beretika, bersih dan berintegritas, serta pencapaian tujuan Prodia dalam hal pertumbuhan usaha, profitabilitas, maupun keberlangsungan usaha jangka panjang.

Perseroan memiliki Pedoman Perilaku atau Kode Etik Prodia yang berfungsi mengatur hubungan antara insan Prodia dengan berbagai pihak eksternal seperti pelanggan, masyarakat umum, dokter, perusahaan, rumah sakit, laboratorium klinik, mitra kerja, pelaku usaha sejenis, pemerintah, kreditur, investor, media massa, maupun penegak hukum. Pedoman Perilaku ini berlaku bagi seluruh insan Prodia mulai dari Dewan Komisaris, Direksi, sampai dengan karyawan, termasuk mereka yang bertindak atas nama Perseroan, perusahaan afiliasi, maupun mitra kerja sama.

We are committed to enhancing the implementation of Good Corporate Governance (GCG) in accordance with the best practices and applicable regulations. The implementation of GCG emphasizes compliance to support ethical, clean, and integrity-driven business, as well as the achievement of Prodia's goals in terms of business growth, profitability, and long-term business sustainability.

The Company has a Code of Conduct or Prodia's Code of Ethics that regulates the relationship between Prodia personnel and various external parties such as customers, the general public, doctors, companies, hospitals, clinical laboratories, business partners, similar industry players, government, creditors, investors, mass media, and law enforcement. This Code of Conduct applies to all Prodia's personnel, from the Board of Commissioners, Directors, up to employees, including those acting on behalf of the Company, affiliate companies, or collaboration partners.

Mekanisme Mendapatkan Advis dan Meningkatkan Kepatuhan [2-26] Mechanisms for Obtaining Advice and Enhancing Compliance

Prodia memiliki Kebijakan *Whistleblowing System* (WBS) atau Sistem Pelaporan Pelanggaran untuk meningkatkan efektivitas penerapan sistem pengendalian dan kepatuhan terhadap penerapan GCG. WBS juga memberikan dorongan serta kesadaran kepada individu Prodia untuk melaporkan kecurangan atau pelanggaran terhadap hukum, peraturan perusahaan, kode etik, maupun benturan kepentingan yang terjadi di Perseroan tanpa rasa takut atau khawatir.

Para pemangku kepentingan dapat menyampaikan laporan dugaan pelanggaran yang dilakukan oleh insan Prodia melalui *e-mail* whistleblower@prodia.co.id. Setiap laporan akan ditindaklanjuti Tim WBS dan Tim Investigasi. Kedua Tim tersebut wajib merahasiakan identitas pelapor dan seluruh informasi rahasia yang dilaporkan, serta memberikan perlindungan kepada pelapor agar terhindar dari intimidasi, pemerasan, dan kekerasan dari berbagai pihak.

Hasil investigasi disampaikan kepada atasan terlapor untuk kemudian diputuskan bentuk tindak lanjut sesuai Peraturan Perusahaan dan/atau peraturan perundangan yang berlaku. Selama tahun 2023, tidak terdapat laporan pelanggaran yang disampaikan melalui WBS.

Prodia has a Whistleblowing System (WBS) Policy or Violation Reporting System to improve the effectiveness of control systems and compliance with GCG implementation. The WBS also encourages and raises awareness among Prodia individuals to report fraud or violations of laws, corporate regulations, ethical codes, or conflicts of interest that occur in the Company without fear or concern.

Stakeholders can submit reports of alleged violations committed by Prodia personnel through the email whistleblower@prodia.co.id. Each report will be followed up by the WBS Team and the Investigation Team. Both teams are required to keep the identity of the reporter and all information reported confidential and to protect the reporter from intimidation, extortion, and violence from various parties.

The investigation results are communicated to the reported superiors for subsequent follow-up actions in accordance with Company Regulations and/or applicable laws. During 2023, no reports of violations were submitted through WBS.

Dukungan terhadap Antikorupsi Support for Anti-Corruption

Kami berkomitmen dan patuh terhadap ketentuan perundang-undangan yang berlaku serta mendukung Pemerintah dalam memberantas korupsi. Prodia menetapkan Kebijakan Antikorupsi yang berlaku di lingkungan Perseroan dengan melibatkan seluruh pemangku kepentingan.

We are committed to complying with applicable laws and supporting the Government in combating corruption. Prodia has established an Anti-Corruption Policy that applies throughout the Company involving all stakeholders.

Risiko Korupsi pada Kegiatan Operasi dan Insiden Korupsi [205-1][205-3] Risk of Corruption in Operations and Corruption Incidents

Prodia belum melakukan asesmen kegiatan operasi yang memiliki risiko terhadap perbuatan korupsi. Namun sejalan dengan Kebijakan Antikorupsi, kami melakukan mekanisme pencegahan korupsi pada seluruh proses bisnis termasuk pengadaan barang/jasa. Langkah ini mampu mencegah terjadinya insiden korupsi pada tahun 2023.

Prodia has not conducted an assessment of operational activities that pose a risk of corruption. However, in line with the Anti-Corruption Policy, we implement anti-corruption mechanisms in all business processes, including procurement of goods/services. This step has prevented incidents of corruption in 2023.

Komunikasi dan Pelatihan Antikorupsi [205-2] Anti-Corruption Communication and Training

Selama tahun 2023, kami melakukan kegiatan sosialisasi maupun pelatihan antikorupsi yang diikuti anggota Direksi, Dewan Komisaris, pejabat Perseroan, karyawan Prodia, maupun pemasok/vendor, salah satunya yaitu Sosialisasi Formulir Laporan Gratifikasi.

During 2023, we conducted anti-corruption socialization and training activities attended by members of the Board of Directors, the Board of Commissioners, corporate officers, Prodia employees, and suppliers/vendors, one of which was the Socialization of Gratification Report Form.

Pengelolaan Benturan Kepentingan [2-15] Management of Conflicts of Interest

Perseroan melakukan pengelolaan benturan kepentingan sesuai Pedoman Perilaku. Kami menerapkan beberapa hal untuk mencegah benturan kepentingan, di antaranya memastikan tidak ada hubungan langsung maupun tidak langsung, baik hubungan finansial maupun semenda di antara anggota Direksi maupun dengan anggota Dewan Komisaris dan/atau Pemegang Saham. Perseroan juga mengharuskan anggota Dewan Komisaris dan Direksi menandatangani Pernyataan Kepatuhan serta menyediakan sistem pelaporan pelanggaran (WBS).

The Company manages conflicts of interest in accordance with the Code of Conduct. We implement several measures to prevent conflicts of interest, including ensuring there are no direct or indirect relationships, whether financial or non-financial, between members of the Board of Directors and/or the Board of Commissioners and/or Shareholders. The Company also requires members of the Board of Commissioners and Directors to sign Compliance Statements and provides a whistleblowing system (WBS).



Komunikasi terkait Hal Kritis [2-16] Communication regarding Critical Matters

Prodia memiliki beberapa mekanisme dan akses yang dapat dimanfaatkan pemangku kepentingan untuk mengomunikasikan hal-hal kritis, salah satunya adalah Kontak Prodia. Selama tahun 2023, tidak terdapat interaksi yang disampaikan pelanggan maupun masyarakat melalui Kontak Prodia.

Selain itu, Prodia juga menyediakan beberapa mekanisme lain, di antaranya:

- Tatap muka manajemen dengan karyawan melalui *town hall meeting* dan/atau *gathering*;
- Tatap muka dengan pemasok melalui penyelenggaraan *Vendor Day*;
- Pertemuan koordinasi dengan pemerintah dan regulator; dan

Prodia has several mechanisms and access that stakeholders can use to communicate critical matters, one of which is Prodia Contact Center. During 2023, there were no interactions with customers and the public were recorded through the Prodia Contact Center.

Additionally, Prodia provides other mechanisms, including:

- Face-to-face meetings between management and employees through town hall meetings and/or gatherings;
- Face-to-face meetings with suppliers through the organization of Vendor Days;
- Coordination meetings with the government and regulators; and

Penilaian Kinerja (Evaluasi) Badan Tata Kelola Keberlanjutan [2-18] Performance Evaluation of the Sustainability Governance Body

Penilaian kinerja atau evaluasi badan tata kelola keberlanjutan dilakukan melalui penilaian penerapan GCG yang dilakukan setiap tahun, baik secara mandiri atau oleh pihak independen. Penilaian yang dilakukan menggunakan berbagai acuan standar praktik yang berlaku di Indonesia maupun di luar negeri, di antaranya ASEAN *Corporate Governance* (CG) *Scorecard*. Penilaian mencakup hak pemegang saham, perlakuan setara antar pemegang saham, peran pemegang saham, keterbukaan informasi dan transparansi, serta tanggung jawab Dewan Komisaris dan Direksi. Berdasarkan penilaian tahun 2023, diperoleh hasil persentase kepatuhan GCG mencapai 79,62%. Hal ini menunjukkan komitmen Prodia dalam mematuhi prinsip GCG sebagai pedoman keberlangsungan Perseroan dalam jangka panjang.

The performance evaluation or assessment of the sustainability governance body is conducted through the assessment of GCG implementation carried out annually, either independently or by independent parties. The assessment is conducted using various reference standards and practices applicable in Indonesia and internationally, including the ASEAN Corporate Governance (CG) Scorecard. The assessment covers shareholder rights, equal treatment among shareholders, the role of shareholders, information disclosure and transparency, as well as the responsibilities of the Board of Commissioners and Directors. Based on the 2023 assessment, the GCG compliance percentage was 79.62%. This proves Prodia's commitment in complying with GCG principles as a guideline for the Company's long-term sustainability.

Hasil Penilaian Penerapan
GCG Prodia Berdasarkan
ASEAN CG *Scorecard*
Results of Prodia's
GCG Implementation
Assessment Based on
ASEAN CG *Scorecard*



Penilaian Manajemen Risiko terhadap Kinerja Keberlanjutan [16-E.3] Risk Management Assessment for Sustainability Performance

Prodia menerapkan sistem manajemen risiko untuk menghadapi berbagai risiko dalam menjalankan kegiatan usaha Perseroan, termasuk risiko yang dapat mempengaruhi kinerja keberlanjutan. Melalui penerapan sistem manajemen risiko, semua risiko dapat diidentifikasi, dikelola, dan dimitigasi secara tepat, sehingga dapat mengurangi dampak negatif terhadap kinerja keberlanjutan Perseroan, serta meningkatkan kepercayaan para pemangku kepentingan.

Prodia implements a risk management system to address various risks in carrying out the Company's business activities, including risks that can affect sustainability performance. Through the implementation of the risk management system, all risks can be identified, managed, and mitigated appropriately, thereby reducing the negative impact on the Company's sustainability performance, and increasing the confidence of stakeholders.

Telaah berkala dan peninjauan efektivitas proses manajemen risiko Perseroan dilakukan sesuai Prosedur Pengelolaan Risiko. Secara berkala, Direksi melaporkan perkembangan terkait Status Risiko Korporasi kepada Komite Manajemen Risiko yang diketuai Komisaris Independen. Pembahasan pada setiap laporan terkait risiko mencakup uraian risiko dengan beberapa kriteria, mulai dari *low* hingga *very high*, serta langkah-langkah mitigasi untuk mengurangi risiko yang ada. Berdasarkan pengelolaan risiko yang dilakukan selama tahun 2023, diketahui ada beberapa risiko utama yang dapat mempengaruhi kinerja keberlanjutan.

Regular reviews and the effectiveness review of the Company's risk management process are carried out according to the Risk Management Procedure. Periodically, the Board of Directors reports on the development related to Corporate Risk Status to the Risk Management Committee chaired by the Independent Commissioner. Discussions on each risk-related report include a description of risks with various criteria, ranging from low to very high, and mitigation measures to reduce existing risks. Based on the risk management conducted during 2023, several key risks have been identified that can affect sustainability performance.

Pengelolaan Risiko Perseroan terhadap Kinerja Keberlanjutan Perseroan Company Risk Management on the Corporate Sustainability Performance

| Risiko Utama Main Risk | Pengaruh terhadap Risiko Keberlanjutan dan Mitigasi yang Dilakukan Impact on Sustainability Risks and Mitigation Actions | |
|---|---|---|
| Risiko Operasional Operating Risk | Risiko Lingkungan Environmental Risk | <p>Timbulan limbah medis harus dikelola dengan baik untuk meminimalkan risiko terhadap lingkungan dan kesehatan makhluk hidup. Pengelolaan limbah dilakukan secara mandiri maupun bekerja sama dengan pihak lain yang memiliki izin resmi, disertai pengawasan oleh pihak-pihak berwenang, termasuk Dinas Lingkungan Hidup setempat.</p> <p>Generation of medical waste must be managed properly to minimize risks to the environment and the health of living organisms. Waste management is carried out independently or in collaboration with others who have official permits, under the supervision of authorized parties, including the local Environmental Agency.</p> |
| Risiko Bisnis dan Keuangan Business and Finance Risk | Risiko Sosial Social Risk | <p>Kesinambungan bisnis dan kinerja keuangan Perseroan dipengaruhi oleh kunjungan pelanggan yang membutuhkan layanan jasa kesehatan pemeriksaan laboratorium dan menjadikan Prodia sebagai pilihan utama. Kami terus berupaya meminimalkan risiko-risiko yang dapat mengurangi kepercayaan dan kepuasan pelanggan dengan menjaga mutu dan layanan; melakukan inovasi dan transformasi digital berkelanjutan; disertai komitmen terhadap keamanan, keselamatan, dan kesehatan pelanggan maupun karyawan.</p> <p>Business continuity and the Company's financial performance are influenced by customer visits requiring laboratory examination healthcare services, making Prodia their preferred choice. We continue to make efforts to minimize risks that could reduce customer trust and satisfaction by maintaining quality and services, engaging in continuous innovation and digital transformation, accompanied by a commitment to the safety and health of both customers and employees.</p> |
| Risiko Reputasi Reputational Risk | Risiko Tata Kelola Governance Risk | <p>Seluruh proses bisnis dijalankan dengan menerapkan tata kelola yang mengedepankan kepatuhan pada regulasi yang berlaku, sehingga mengurangi risiko yang dapat merugikan upaya membangun reputasi Prodia sebagai pusat keunggulan layanan jasa kesehatan laboratorium klinik di Indonesia.</p> <p>All business processes are conducted by applying governance processes that emphasize compliance with applicable regulations, thus reducing the risks that could harm efforts to build Prodia's reputation as a center of excellence for laboratory healthcare services in Indonesia.</p> |

Hubungan dengan Pemangku Kepentingan [16-E.4] Relationship with Stakeholders

Identifikasi dan Pendekatan kepada Pemangku Kepentingan [2-29] Identification and Approach to Stakeholders

Kami mengidentifikasi pemangku kepentingan sebagai mitra strategis yang merupakan elemen penting dari agenda keberlanjutan Prodia. Identifikasi dilakukan dengan pendekatan pada bentuk interaksi yang berlangsung selama periode pelaporan dan pengaruhnya terhadap pencapaian tujuan Perseroan. Kami melakukan pendekatan dan pelibatan terhadap para pemangku kepentingan melalui metode dan frekuensi.

We identify stakeholders as strategic partners who are essential elements of Prodia's sustainability agenda. Identification is carried out by focusing on the forms of interaction that take place during the reporting period and their influence on achieving the Company's goals. We approach and engage stakeholders through various methods and frequencies.

Daftar Pemangku Kepentingan Terdampak, Dasar Penetapan, serta Metode dan Frekuensi Pelibatan [2-29] List of Impacted Stakeholders, Basis of Determination, and Methods and Frequency of Engagement

| Pemangku Kepentingan Stakeholders | Basis Identifikasi Identification Basis | Topik Topics | Metode dan Frekuensi Pelibatan Method and Engagement Frequency |
|--|--|--|--|
| 1 PELANGGAN CUSTOMERS | <ul style="list-style-type: none"> Ketertanggung Tanggung Jawab Pengaruh Dependency Responsibility Influence | <ul style="list-style-type: none"> Jaminan kualitas layanan, jaminan keselamatan sampel, akurasi hasil pemeriksaan, dan waktu selesai hasil pemeriksaan. Keamanan, kenyamanan, kerahasiaan data, privasi, keselamatan, dan kesehatan pelanggan. Jaminan keselamatan sampel. Akurasi dan hasil pemeriksaan. Service quality assurance, safety assurance of samples, and accuracy and completion time of examination results. Customer safety, convenience, data confidentiality, privacy, safety, and health. Sample safety assurance. Accuracy of examination results. | <ul style="list-style-type: none"> Survei kepuasan pelanggan, dilaksanakan minimal satu kali dalam setiap tahun. Inovasi berkelanjutan dan pengembangan produk, dilaksanakan sesuai kebutuhan. Transformasi digital, dilaksanakan sesuai kebutuhan. Kerja sama dengan berbagai pihak penyelenggara layanan kesehatan, pelaksanaan disesuaikan dengan kebutuhan. Layanan pelanggan, dilaksanakan setiap waktu. Acara pemasaran (seminar umum), dilaksanakan secara reguler setiap tahun. Customer satisfaction survey conducted at least once every year. Continuous innovation and product development, implemented as required. Digital transformation, implemented as needed. Cooperation with various health service providers, implemented as needed. Customer service, implemented at all times. Marketing events (public seminars), held regularly every year. |



| Pemangku Kepentingan Stakeholders | Basis Identifikasi Identification Basis | Topik Topics | Metode dan Frekuensi Pelibatan Method and Engagement Frequency |
|---|---|---|--|
| <p>PEMERINTAH GOVERNMENT</p> <p style="font-size: 48pt; font-weight: bold; text-align: center;">2</p> | <ul style="list-style-type: none"> • Ketergantungan • Tanggung Jawab • Pengaruh • Keterwakilan • Dependency • Responsibility • Influence • Representation | <ul style="list-style-type: none"> • Pemenuhan hak-hak normatif, kesejahteraan, dan remunerasi. • Tempat kerja sehat, nyaman, dan aman. • Keselamatan dan kesehatan kerja (K3). • Jaminan kesetaraan kesempatan untuk pengembangan karier berdasarkan penilaian kinerja. • Kesetaraan gender. • Fulfillment of normative rights, welfare, and remuneration. • Healthy, comfortable, and safe workplace. • Occupational health and safety (OHS). • Guaranteed equal opportunity for career development based on performance appraisal. • Gender equality. | <ul style="list-style-type: none"> • Penetapan upah sesuai ketentuan ketenagakerjaan, dilaksanakan berkala sesuai regulasi dan pencapaian kinerja Perseroan. • Penyusunan Perjanjian Kerja Bersama (PKB), diperbaharui setiap 2 tahun sekali. • Penerapan Sistem Manajemen Keselamatan dan Kesehatan Kerja (SMK3), dilaksanakan setiap waktu dan audit berkala satu kali dalam setahun. • Penilaian kinerja, dilaksanakan setiap tahun. • Membentuk forum <i>bipartite</i> dan <i>tripartite</i>, serta serikat karyawan. • Determination of wages, carried out periodically in accordance with regulations and the Company's achievements. • Preparation of the Collective Labor Agreement (CLA), to be renewed every 2 years. • Implementation of the Occupational Health and Safety Management System (SMK3) at all times and periodic audits once a year. • Performance appraisal every year. • Establishing bipartite and tripartite forums, as well as an employee union. |
| <p>PEMEGANG SAHAM SHAREHOLDERS</p> <p style="font-size: 48pt; font-weight: bold; text-align: center;">3</p> | <ul style="list-style-type: none"> • Ketergantungan • Tanggung Jawab • Pengaruh • Proksimitas • Dependency • Responsibility • Influence • Proximity | <ul style="list-style-type: none"> • Tingkat pengembalian investasi melalui peningkatan kinerja. • Pelaporan kinerja Perseroan. • Pemenuhan hak-hak pemegang saham. • Pembayaran dividen. • Pengungkapan informasi material terkait keberlangsungan usaha secara transparan dan tepat waktu. • Pertanggungjawaban tata kelola. • Return on investment through improved performance. • Reporting of Company performance. • Fulfillment of shareholder rights. • Dividend payment. • Disclosure of material information related to business continuity in a transparent and timely manner. • Governance accountability. | <ul style="list-style-type: none"> • Penyusunan Rencana Kerja dan Anggaran Perusahaan (RKAP), dilaksanakan di awal tahun. • Pelaporan berkala kinerja operasi dan keuangan, dilaksanakan per triwulan, per semester, dan per tahun. • Rapat Umum Pemegang Saham (RUPS), dilaksanakan satu kali setiap tahun buku. • RUPS Luar Biasa dilaksanakan sesuai kebutuhan. • Pembayaran dividen, dilaksanakan sesuai putusan RUPS Tahunan. • Penerbitan Laporan Tahunan dan Laporan Keberlanjutan, dilaksanakan satu kali setiap tahun. • Pertemuan Analisis, <i>Non-Deal Roadshow</i>, dan <i>Investment Conference</i>, dilaksanakan sesuai kebutuhan. • Penyelenggaraan Paparan Publik (<i>Public Expose</i>), minimal satu kali dalam setahun. • Preparation of the Company Work Plan and Budget (RKAP) at the beginning of the year. • Periodic reporting of operating and financial performance, conducted quarterly, per semester, and per year. • Annual General Meeting of Shareholders (GMS), held once every fiscal year. • Extraordinary GMS, held as needed. • Payment of dividends, carried out in accordance with the decision of the Annual GMS. • Issuance of the Annual Report and Sustainability Report, carried out once a year. • Analyst Meeting, Non-Deal Roadshow, and Investment Conference, organized as needed. • Organizing Public Expose, at least once per year. |



| Pemangku Kepentingan Stakeholders | Basis Identifikasi Identification Basis | Topik Topics | Metode dan Frekuensi Pelibatan Method and Engagement Frequency |
|---|---|---|--|
| MITRA USAHA DAN PEMASOK BUSINESS PARTNERS AND SUPPLIERS 4 | <ul style="list-style-type: none"> Ketertanggung Tanggung Jawab Dependency Responsibility | Hubungan dan kontrak kerja yang transparan, berkeadilan, dan saling menguntungkan. Transparent, fair, and mutually beneficial relationships and employment contracts. | <ul style="list-style-type: none"> Proses tender dan kontrak kerja pengadaan barang dan jasa, dilaksanakan sesuai dengan kebutuhan Perseroan. Evaluasi berkala, dilaksanakan sesuai kebutuhan. The procurement process for goods and services, including tendering and contract execution, is carried out according to the Company's needs. Periodic evaluations, conducted as needed. |
| MEDIA 5 | Pengaruh Influence | Penyampaian informasi sesuai prinsip-prinsip keterbukaan informasi dan kebutuhan Perseroan. Information dissemination follows the principles of transparency and the Company's requirements. | Pelaksanaan siaran pers, konferensi pers, kunjungan media, dan <i>media gathering</i> , dilaksanakan sesuai kebutuhan. Press releases, press conferences, media visits, and media gatherings are organized as needed. |
| MASYARAKAT DAN KOMUNITAS PEOPLE AND COMMUNITY 6 | <ul style="list-style-type: none"> Pengaruh Proksimitas Influence Proximity | Informasi terkait upaya peningkatan kualitas kesehatan. Information related to efforts to improve health quality. | <ul style="list-style-type: none"> Kegiatan promosi dan edukasi kesehatan sesuai kebutuhan. Pemenuhan TJSL sesuai kebutuhan. Health promotion and education activities, conducted as needed. CSR fulfillment, as needed. |
| KARYAWAN EMPLOYEES 7 | <ul style="list-style-type: none"> Ketertanggung Tanggung Jawab Dependency Responsibility | <ul style="list-style-type: none"> Keselamatan dan Kesehatan Kerja (K3). Hak-hak karyawan. Kesetaraan, keberagaman, dan kesempatan dalam pengembangan karier serta proses rekrutmen. Occupational Health and Safety (OHS). Employee rights. Equality, diversity, and opportunities in career development and recruitment processes. | <ul style="list-style-type: none"> Sosialisasi internal, dilaksanakan jika terdapat informasi yang perlu disampaikan. Pelatihan, <i>workshop</i>, dan <i>sharing session</i> yang dilaksanakan sesuai kebutuhan. Survei kepuasan karyawan setiap tahun sekali. Internal outreach, carried out if there is information that needs to be conveyed. Training, workshops and sharing sessions carried out as needed. Employee satisfaction survey once every year. |



Privasi dan Perlindungan Data Pelanggan [418-1] Privacy and Customer Data Protection

Seiring dengan perkembangan digitalisasi di industri kesehatan dan transformasi digital yang terus berlangsung di Prodia, peningkatan proteksi dan keamanan data menjadi salah satu prioritas kami. Hal ini disebabkan oleh perkembangan teknologi pada sistem informasi yang menjadikan keamanan dan privasi data menghadapi beberapa ancaman utama, yaitu ancaman eksternal (*external threat*) berupa serangan *malware* dan pencurian data serta ancaman internal yang berkaitan dengan *password*. Perseroan memahami pentingnya menjaga data yang dimiliki secara berhati-hati. Untuk itu, kami menerapkan Kebijakan Privasi yang merupakan ketentuan-ketentuan penggunaan data/informasi pribadi pelanggan yang terdapat pada layanan di Prodia.

Melalui penerapan Kebijakan Privasi, Prodia memperlakukan data/informasi pribadi pelanggan sesuai ketentuan yang berlaku, di antaranya Undang-Undang Nomor 27 Tahun 2022 tentang Perlindungan Data Pribadi; Undang-Undang No. 11 Tahun 2008 tentang Informasi dan Transaksi Elektronik sebagaimana telah diubah dengan Undang-Undang No. 19 Tahun 2016 tentang Perubahan atas Undang-Undang No. 11 Tahun 2008; serta sejumlah peraturan lainnya dari kementerian.

Komitmen Prodia dalam melindungi keamanan data menjadikan Perseroan tidak pernah menerima laporan/keluhan/pengaduan terkait dugaan kebocoran, pencurian dan/atau penyalahgunaan data pelanggan. Kami terus berupaya membangun keamanan data guna mendukung penerapan transformasi digital dengan melakukan beberapa upaya, antara lain:

- Sosialisasi untuk tidak menyebarkan data pribadi seperti *password*, id, dan data lainnya kepada pihak lain.
- *User/customer* dapat melakukan pengkinian data dengan mengajukan permohonan kepada Prodia.
- Sosialisasi untuk selalu *update password* setiap 2 bulan sekali bagi karyawan.
- Penggunaan IT *Security* yang *advanced* dan *diupdate* secara berkala untuk mengelola data pasien.

With the ongoing digitalization in the healthcare industry and the continuous digital transformation at Prodia, enhancing data protection and security has become one of our priorities. This is due to technological developments in information systems that expose data security and privacy to several main threats, including external threats such as malware attacks and data theft, as well as internal threats related to passwords. The Company understands the importance of carefully safeguarding the data it holds. Therefore, we implement a Privacy Policy, outlining the terms of use for customer's personal data within Prodia's services.

Through the implementation of the Privacy Policy, Prodia handles customer's personal data in accordance with applicable regulations, including Law No. 27 of 2022 concerning Personal Data Protection; Law No. 11 of 2008 concerning Electronic Information and Transactions, as amended by Law No. 19 of 2016 concerning Amendments to Law No. 11 of 2008; and various other regulations from relevant ministries.

Prodia's commitment to protecting data security has ensured that the Company has never received reports/complaints related to alleged leaks, theft, and/or misuse of customer data. We continue to work towards building data security to support the implementation of digital transformation through various efforts, including:

- Socialization not to share personal data such as password, ID, and other data to other parties.
- User/customer can update their data by submitting a request to Prodia.
- Socialization to update passwords every 2 months for employees.
- The use of advanced and regularly updated IT Security to manage patient data.

Referensi Silang Peraturan Otoritas Jasa Keuangan (POJK) Nomor 51/POJK.03/2017 [16-G.4]

Financial Services Authority Regulation (POJK) Number 51/POJK.03/2017 References

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HEALTH CARE
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RECEPTION AREA

COUNTER 6 **COUNTER 5**

CLOSED

Information brochures:

- YEAR END WELNESS
- WORLD DIABETES DAY AND WORLD THYROID DAY
- PANEL ALERGI
- YAKIN INFLUENZA

Hand sanitizer: **MOQUEL**

Computers: **DELL**

Decorative plants: **ORCHIDS**



Lembar Umpan Balik

Feedback Form

[16-G.2]

Laporan Keberlanjutan 2023 PT Prodia Widyahusada Tbk telah memberikan gambaran mengenai kinerja keberlanjutan Perseroan. Kami mengharapkan masukan dari Bapak/Ibu/Saudara sekalian atas Laporan Keberlanjutan ini, baik melalui e-mail atau formulir ini.

The 2023 Sustainability Report of PT Prodia Widyahusada Tbk has provided an overview of the Company's sustainability performance. We look forward to receiving inputs from you on this Sustainability Report either by email or on this form.

Mohon pilih jawaban yang paling sesuai

Please select an answer that best represent your opinions

1 Laporan ini mudah dimengerti.

This report was easy to understand.

Setuju | Agree

Tidak Setuju | Disagree

2 Laporan ini sudah menggambarkan informasi aspek material yang sesuai dengan kegiatan usaha Perseroan.

The report describes the Company's relevant material topics according to its business.

Setuju | Agree

Tidak Setuju | Disagree

3 Mohon berikan penilaian untuk topik material yang paling penting menurut anda (nilai 1 = paling tidak penting s/d 5 = paling penting)

Please score the material topics you consider as important (score 1 = least important to 5 = most important)

• Layanan Unggul

Service Excellence

[]

• Keselamatan dan Kesehatan Tempat Kerja

Workplace Health and Safety

[]

• Pelibatan Pelanggan yang Berkualitas dan Kesenjangan Kesehatan

Quality Customer Engagement and Health Equity

[]

• Inovasi, Riset, dan Pengembangan

Customer Innovation, Research, and Development

[]

• Material dan Rantai Pasok Berkelanjutan

Materials and Sustainable Supply Chain

[]

• Keamanan Data dan Privasi Pelanggan

Keamanan Data dan Privasi Pelanggan

[]

• Pengelolaan Energi dan Limbah

Energy and Waste Management

[]

• Air dan Efluen

Water and Effluent

[]

4 Mohon berikan saran/usul/komentar anda atas laporan ini:

Please provide other suggestions or information related to the report:

.....
.....

Profil Anda Your Profile

Nama (bila berkenan) Name (if you please) :

Institusi/Perusahaan Institution/Company :

Surel E-mail:

Golongan Pemangku Kepentingan Stakeholders Category:

Pemegang Saham
Shareholders

Masyarakat dan Komunitas
People and Community

Pelanggan
Consumers

Media

Karyawan
Employees

Pemerintah
Government

Mitra Usaha/dan Pemasok
Business Partners and Suppliers

Lain-lain
Others

Terima kasih atas masukan anda. Mohon lembar umpan balik dapat dikirim melalui surat elektronik kepada kontak yang tertera di Laporan ini, atau langsung ke:

Thank you for your feedback. Please kindly send this feedback form to the contact mentioned in this Report, or directly send to:

MARINA EKA AMALIA
AVP Legal & Corporate Secretary
Telp | Phone: (021) 314 4182 ext. 3816
Surel | E-mail:
corporate.secretary@prodia.co.id
Website: www.prodia.co.id





2023

LAPORAN KEBERLANJUTAN
SUSTAINABILITY REPORT

A SUSTAINABLE MILESTONE:

Contributions for Resilience

Kantor Pusat | Head Office

Jl. Kramat Raya No. 150

Jakarta Pusat 10430

021 3144182

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