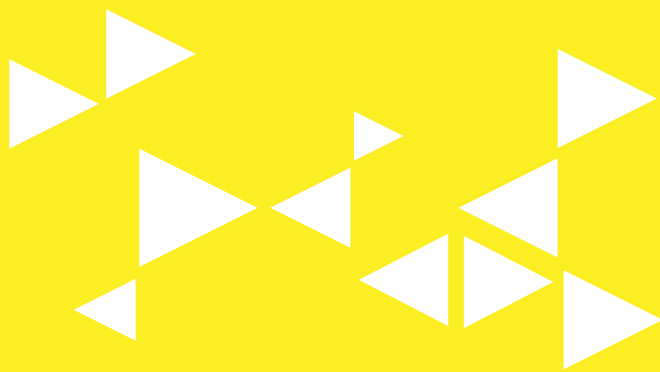


Together Healthier





Free

Together Healthier

Prodia melanjutkan komitmennya dalam memberikan layanan kesehatan yang komprehensif, inovatif, dan solutif sesuai kebutuhan pelanggan yang semakin berkembang. Kami menjalankan Prodia Sustainable Action Plan sebagai dasar untuk memperkuat kinerja lingkungan, sosial, dan tata kelola (LST). Kami percaya bahwa keberlanjutan dapat dicapai apabila didukung dengan kesehatan yang prima. Untuk itulah, kami ingin terus bertumbuh dan berkarya dalam menciptakan kehidupan yang lebih baik, untuk sekarang dan masa yang akan datang.

Prodia is consistently committed to provide comprehensive, innovative, and solution-based healthcare in keeping with the growing needs of customers. The Prodia Sustainable Action Plan is the basis to strengthen our environmental, social, and governance (ESG) performance. We believe that sustainability can be achieved if supported by excellent health. In this regard, we want to grow and work in creating a better life, for now and the future.





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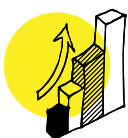
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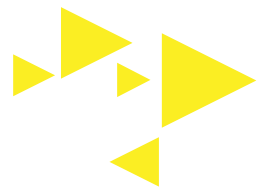
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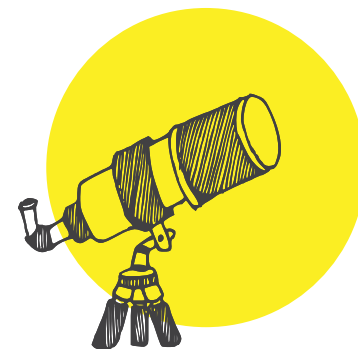


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Visi dan Misi, serta Budaya Keberlanjutan

Vision and Mission, and Sustainability Culture

Visi Vision

Layanan Kesehatan Terpercaya
menunjang Pengobatan Generasi
Baru (*Transforming toward reliable
Next Generation Health Care*)

Center of Excellence

- Menjadi pelopor pengembangan ilmu kedokteran laboratorium
- Pusat informasi diagnostik
- Sebagai laboratorium pusat rujukan nasional
- Sebagai pusat penunjang penelitian
- Laboratorium sentral untuk uji klinik obat
- Laboratorium sentral untuk semua bidang kedokteran

Being a Reliable Healthcare Service to
support the New Generation of Medical
Treatment (*Transforming towards the
reliable Next Generation of Health Care*)

Center of Excellence

- To become the pioneer in the development of laboratory medical science
- Diagnostic information center
- As the national reference laboratory center
- As the research supporting center
- Central laboratory for medical clinical testing
- Central laboratory for all medical fields

Misi Mission

Untuk Diagnosa Lebih Baik

- Diagnosa yang bermutu, akurasi, dan presisi yang tinggi
- Mampu mendiagnosa dini, sensitivitas & spesifisitas (menghindari pengulangan)
- Pemeriksaan lengkap & *up to date* sesuai perkembangan ilmu kedokteran laboratorium (sehingga mampu bersifat preventif)
- Mampu memberikan informasi Diagnostik, bukan sekedar hasil namun berisi 'makna' atas hasil

Untuk si DIA yang bergabung dengan Prodia.

- Untuk membina kesejahteraan keluarga bersama
- Untuk kebanggaan dan kepuasan kerja

For a Better Diagnosis

- High quality, accurate, and precise diagnosis
- Able to conduct an early diagnosis, being sensitive and specific (to avoid repetition)
- Complete & up to date data examination based on the development of medical laboratory science (in order to be able to be preventive)
- Able to provide the Diagnostic Information, not only as the result but it also containing the 'meaning' of the result.

For DIA that joins Prodia

- To develop the welfare of families
- For pride and work satisfaction

Falsafah Philosophy

Mengutamakan pelanggan

Karena pelanggan, bisnis kita bertahan.

Mengutamakan mutu (*quality as a way of life*)

- Orientasi pada mutu (mutu hasil dan mutu pelayanan)
- Budaya *Total Quality Management*
- Quality as a way of life.

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

- Bisnis & Pengembangan Ilmu Kedokteran Laboratorium
- Bisnis & Pelayanan Kesehatan.
- Pasien-Dokter-Laboratorium
- Kepentingan Semua *Stakeholder*
- *Learn Well, Work Well & Play Well*:
 - Belajar dengan baik (serius), bekerja dengan baik (berhasil & tuntas), dan santai (gembira).
 - Tetap bersemangat & tidak jenuh dalam melaksanakan tugas

Memiliki semangat '*The Spirit of Prodia*'

Terus mengobarkan:

- Semangat untuk melaksanakan Misi Prodia yang luhur
- Semangat untuk meraih sukses & mengembangkan diri
- Semangat untuk mewujudkan impian menjadi kenyataan

Sikap mental positif

- Hari ini harus lebih baik daripada kemarin, hari esok harus lebih baik dari hari ini
- Disiplin, Korek, Gesit (Diskoge).
- Berorientasi pada hasil & produktivitas
- Konsisten & Taat Azas, konsisten dengan nilai-nilai, misi, dan visi

Kekompakan tim

(HPTs: *High Performing Teams*)

Menjunjung tinggi nilai kebersamaan '*WE ARE ALL IN THIS TOGETHER*':

- Semua dalam satu keluarga besar Prodia
- Bangga menjadi warga Prodia

Keterbukaan

Berkomitmen untuk selalu:

- Menghilangkan NETMA (*Nobody Ever Tells Me Anything*): harus saling tahu apa yang terjadi di sekitar, keterbukaan komunikasi antara *superior* dan *sub-ordinat*.
- Melakukan *Management by Wandering Around* (MBWA): mudah dihubungi, informal.

To prioritize customers

Because of customers, our business endures.

To prioritize quality (*quality as a way of life*)

- Quality oriented (result quality and service quality)
- Total Quality Management culture
- Quality as a way of life.

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

- Business & Development of Laboratory Medical Science
- Business & Healthcare Service.
- Patient-Doctor-Laboratory
- Interests of All Stakeholders
- Learn Well, Work Well & Play Well:
 - Learn well (serious), work well (successfully & complete), and relax (happy)
 - Keep spirited & refreshed in performing the duties

To have '*The Spirit of Prodia*'

Keep inspired:

- The spirit to perform the noble mission of Prodia
- The spirit to reach the success & self-development
- The spirit to make the dream into realization

Positive mental attitude

- Today must be better than yesterday, tomorrow must be better than today
- Disciplined, Correct, Agile (Diskoge)
- Result and productivity oriented
- Consistent and ethical, consistent with the values, mission, and vision.

Team's unity

(HPTs: *High Performing Teams*)

Prioritizing the value of togetherness '*WE ARE ALL IN THIS TOGETHER*':

- All are in one big family of Prodia
- Proud to be the in Prodia's community

Openness

Committed to always:

- Eradicate NETMA (*Nobody Ever Tells Me Anything*): people must know what happen in their surrounding, communication openness between superior and sub-ordinate.
- Implement Management by Wandering Around (MBWA): easy to call, informal.

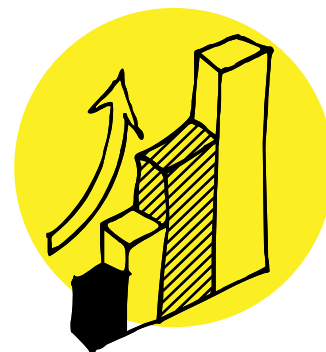
Budaya Keberlanjutan Sustainability Culture

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

Sustainability Performance Overview

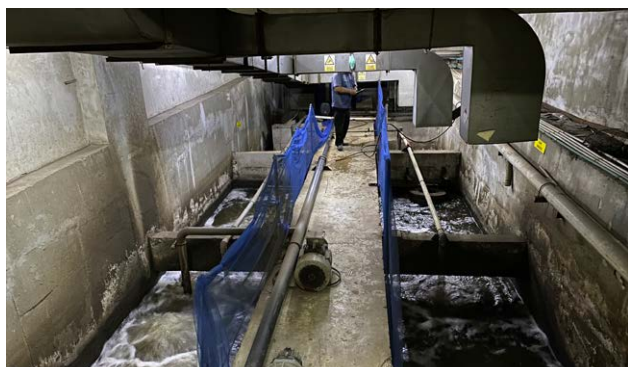


Komitmen pada Pengelolaan Lingkungan

Commitment to Environmental Management

Prodia memastikan pengelolaan limbah medis dan non-medis telah dilakukan sesuai ketentuan dan standar yang berlaku, sehingga tidak berdampak terhadap lingkungan serta kesehatan makhluk hidup lain. Dalam pengelolaan limbah padatan maupun efluen, seluruh cabang bekerja sama dengan pihak ketiga yang memiliki izin pengangkutan dan pengolahan limbah bahan berbahaya dan beracun (B3). Meskipun bekerja sama dengan pihak ketiga, terdapat 37 cabang kami yang telah memiliki Pengolahan Limbah Cair (IPAL) atau *Sewage Treatment Plant* (STP) sendiri untuk mengolah limbah cair/efluen.

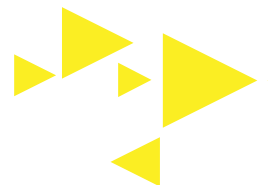
Prodia ensures that medical and non-medical waste are managed in accordance with applicable regulations and standards, to pre-empt any impact to the environment and living beings within its surroundings. In managing solid and effluent waste, all branches cooperate with third parties who have permits for the transportation and processing of hazardous and toxic waste (B3). Even though we work with third parties, there are 37 of our branches that already have their own Liquid Waste Treatment (WWTP) or Sewage Treatment Plant (STP) to treat liquid waste/effluent.



Kinerja Lingkungan

Environmental Performance

Deskripsi Description	Satuan Unit	2022	2021	2020
Pemakaian Energi Energy Consumption	GigaJoule (GJ)	8.943,7	8.747,59	8.086,91
Pengurangan (Penambahan) Konsumsi Energi Reduction (Increase) of Energy Consumption	GigaJoule (GJ)	(196,11)	(660,68)	(1.745,81)
Intensitas Konsumsi Energi Energy Consumption Intensity	kWh/m ² /tahun kWh/m ² /year	298,7	298,8	267,3
Konsumsi Air Water Consumption	Liter Liters	9.727	6.706	10.621
Pengurangan Limbah dan Efluen Reduction of Waste and Effluent	ton/liter	3.007,84	(3.008,11)	(3.372,23)
Biaya Lingkungan Hidup Environmental Cost	Rp Juta Million Rp	325.957.633	542.464.381	536.767.550



Komitmen pada Pengelolaan Sosial Commitment to Social Management

Kami berkomitmen menjaga keamanan, keselamatan, dan kesehatan pelanggan maupun karyawan. Layanan Prodia menjangkau seluruh wilayah Indonesia dan segala lapisan masyarakat. Kami terus meningkatkan layanan dengan inovasi dan transformasi digital berkelanjutan; serta mendirikan Prodia *Education and Research Institute* (PERI) sebagai pusat pendidikan dan penelitian. Kami menerapkan non-diskriminasi untuk berbagai hal, termasuk ketenagakerjaan dengan jumlah karyawan perempuan mencapai lebih dari 70%, dan separuh di antaranya menduduki jabatan *middle and senior level management*.

We are committed to safeguarding the security, safety and health of customers and employees. Prodia's services cover all walks of life and reach all regions across Indonesia. We strive to improve our services through continuous digital innovation and transformation, and through the establishment of the Prodia Education and Research Institute (PERI) as an education and research center. We have a strict policy of non-discrimination, including employment where female employees currently represent more than 70% of the workforce with over half occupying middle and senior level management positions.

Dukungan pada Pengendalian Pandemi COVID-19 (Orang) Support for COVID-19 Mitigation Measures (People)

Deskripsi Description	Satuan Unit	2022
Realisasi Layanan Vaksinasi Gotong Royong Gotong Royong Vaccination Service Realization		
Masyarakat Communities	Orang People	311
Karyawan Prodia (dosis 1 & 2) Prodia Employees (doses 1 & 2)	%	99

Jumlah Cabang, Kunjungan, dan Layanan Number of Branches, Visits, and Services

Deskripsi Description		Satuan Unit	2022	2021	2020
Cabang Branches	Jumlah Total	Unit	276	259	267
	Jangkauan Kota/Kabupaten Municipality/Regency Coverage	Kota/Kabupaten City/Regency	154	141	127
	Jangkauan Provinsi Provincial Coverage	Provinsi Province	34	34	34
Jumlah Pengunjung Total Visitors		Juta Orang Million People	2,8	3,1	2,5

Jumlah Karyawan dan Pelatihan, serta Keberagaman Number of Employees, Training, and Diversity

Jumlah Karyawan dan Pelatihan Number of Employees and Training	Satuan Unit	2022	2021	2020
Total Karyawan Number of Employees	Orang People	3.743	3.675	3.609
Jumlah Perempuan dalam Jajaran Direksi dan Dewan Komisaris Number of Women in the Board of Directors and Board of Commissioners	Orang People	6	6	5
Jumlah Perempuan dalam Jajaran Manajemen Number of Women in Management	%	>50	>50	>50
Total Jam Pelatihan Total Training Hours	Jam Hours	76.925	82.646	56.207
Rata-rata Jam Pelatihan per Karyawan Average Training Hours per Employee	Jam Hours	19,3	22,2*	17,3*

*Pernyataan kembali
Restatement [2-4]

Program Tanggung
Jawab Sosial (TJSL)
Corporate Social
Responsibility (CSR) Program

Program		Satuan Unit	2022	2021	2020
Bantuan Beasiswa Scholarship Assistance	Doktoral Doctorate	Orang People	1	4	-
	Master* Masters*		10	10	10
	Sarjana Bachelors		-	-	-
	Diploma		70	67	-

*Diberikan melalui PERI.
Given through PERI.

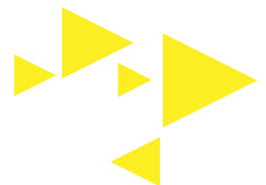
Komitmen Kami pada Tata Kelola Keberlanjutan

Our Commitment to Sustainability Governance



Kami menerapkan praktik tata kelola keberlanjutan sesuai standar praktik terbaik keberlanjutan serta mengedepankan kepatuhan pada peraturan perundang-undangan yang berlaku. Kami berkomitmen menjalankan bisnis berintegritas dan menerapkan kebijakan pelaporan pelanggaran (*whistleblowing policy*) untuk mendukung kepatuhan. Perseroan melibatkan pemangku kepentingan untuk mendukung bisnis yang berkelanjutan. Pada tahun 2022, Perseroan mampu merealisasikan target perolehan dan pendistribusian nilai ekonomi.

Sustainability governance practices are implemented in accordance with sustainability best practice standards, that prioritize compliance with applicable laws and regulations. We are committed to conducting business with integrity and implementing a whistleblowing policy to support compliance. The Company engages stakeholders to support a sustainable business. In 2022, the Company was successful in realizing its target of acquiring and distributing economic value.



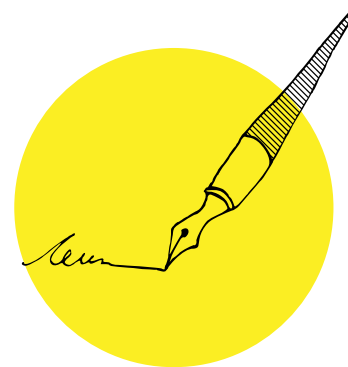
Pencapaian Kinerja Ekonomi Economic Achievements

Deskripsi Description	Satuan Unit	2022	2021	2020
Kinerja Produksi Production				
Jumlah Kunjungan Number of Visits	Juta Orang Million People	2,8	3,1	2,5
Kinerja Ekonomi Economic Performance				
Pendapatan Revenue	Rp Miliar Billion Rp	2.181,64	2.652,26*	1.873,38*
Laba Bersih Tahun Berjalan Net Profit for the Year		371,63	623,23*	268,75
Total Kapitalisasi Total Capitalization				
Liabilitas Liability	Rp Miliar Billion Rp	358,45	391,72*	370,79*
Ekuitas Equity		2.311,14	2.310,44*	1.845,21*
Aset Asset		2.669,59	2.702,16*	2.216,00*
Pelibatan Pemasok Lokal Local Supplier Engagement				
Jumlah Pemasok Lokal Number of Local Suppliers	%	100	100	100
Jumlah Karyawan Lokal Number of Local Employees	%	100	100	100

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

*Restatement of information due to changes in calculation methods.





Tentang Laporan Keberlanjutan

About the Sustainability Report

Dalam penyusunan laporan, Laporan Keberlanjutan Prodia mengacu kepada Undang-Undang (UU) No. 40 Tahun 2007 tentang Perseroan Terbatas, Peraturan Otoritas Jasa Keuangan (POJK) No.51/POJK.03/2017 tentang Penerapan Keuangan Berkelanjutan bagi Lembaga Jasa Keuangan, Emiten, dan Perusahaan Publik, dan Surat Edaran Otoritas Jasa Keuangan (SEOJK) No. 16/SEOJK.04/2021; serta merujuk kepada Standar Global Reporting Initiative (GRI) 2021, dengan kesesuaian: reference to the GRI Standards.

Prodia menerbitkan Laporan Keberlanjutan setiap tahun. Laporan periode sebelumnya diterbitkan pada 16 Maret 2022. Informasi kinerja keuangan dalam Laporan ini disampaikan berdasar Laporan Keuangan Perseroan konsolidasian untuk tahun buku yang berakhir 31 Desember 2022, dan telah diaudit Kantor Akuntan Publik. Lingkup pelaporan kinerja keberlanjutan meliputi seluruh kegiatan Perseroan dengan periode 1 Januari-31 Desember 2022, termasuk pada entitas anak untuk data dan informasi yang disebutkan khusus. [\[2-2\]](#)[\[2-3\]](#)

In its preparation, this Sustainability Report refers to Law (UU) No. 40 of 2007 concerning Limited Liability Companies, Financial Services Authority Regulation (POJK) No. 51/POJK.03/2017 concerning Implementation of Sustainable Finance for Financial Services Institutions, Issuers, and Public Companies; and refers to the Global Reporting Initiative (GRI) Standards 2021: reference to the GRI Standards.

Prodia publishes its Sustainability Report every year, where the previous report was published on March 16, 2022. Financial performance information presented in this Report is based on the Company's Consolidated Financial Statements for the financial year ending December 31, 2022 and has been audited by a Public Accounting Firm. The scope of sustainability performance reporting covers all of the Company's activities for the period January 1–December 31, 2022, including subsidiaries for data and information specifically mentioned. [\[2-2\]](#)[\[2-3\]](#)



Kontak Terkait Laporan | Report-Related Contact [\[2-3\]](#)

Marina Eka Amalia

AVP Legal & Corporate Secretary

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Surel | Email: corporate.secretary@prodia.co.id

Website: www.prodia.co.id

Tanggapan atas Umpan Balik

Response to Feedback

Kami mengucapkan terima kasih atas tanggapan terhadap laporan tahun sebelumnya. Semua kritik, masukan, dan saran telah kami tindaklanjuti dan kami sampaikan dalam Laporan Keberlanjutan Tahun 2022 ini. Pada bagian akhir Laporan ini, tersedia Lembaran Umpan Balik untuk menyampaikan pendapat, saran, maupun kritik atas Laporan ini. Perseroan akan menindaklanjuti setiap hal yang disampaikan untuk perbaikan pelaporan berikutnya.

We wish to thank you for the feedback provided to the previous year's report. We have followed up all criticisms, inputs and suggestions and reported them in this Sustainability Report 2022. Further, a Feedback Form is provided at the back of this Report to convey further opinions, suggestions, and criticisms. The Company endeavors to follow up all issues submitted towards improving the next report.

Verifikasi Eksternal

External Verification

Kami belum melakukan *assurance* sebagai verifikasi eksternal atas Laporan ini. Seluruh informasi dan data dalam Laporan telah disahkan Direksi, sebagai badan tertinggi tata kelola keberlanjutan Perseroan. Kami menyatakan kembali beberapa informasi dalam Laporan periode sebelumnya sebagai penyesuaian atas topik material serta menyertakan informasi dukungan Perseroan pada Tujuan Pembangunan Berkelanjutan (TPB) sesuai Metadata Indikator TPB Kementerian Perencanaan Pembangunan Nasional. [\[2-4\]](#)[\[2-5\]](#)[\[2-14\]](#)

We have not provided assurance through external verification of this report. All information and data presented have been approved by the Board of Directors as the highest body for corporate sustainability governance. We have restated some information disclosed in the previous Report as an adjustment to material topics and have included information on the Company's support for the Sustainable Development Goals (SDGs) in adherence to the Ministry of National Development Planning SDGs Indicators Metadata. [\[2-4\]](#)[\[2-5\]](#)[\[2-14\]](#)

Topik Material

Material Topics

Topik material ditetapkan berdasarkan hasil diskusi yang melibatkan pemangku kepentingan internal maupun eksternal. Diskusi difasilitasi pihak independen yang bertindak sebagai tim ahli. Berdasarkan hasil diskusi, Kami menetapkan delapan topik material. [\[3-1\]](#)[\[3-2\]](#)

Material topics have been determined based on discussions involving internal and external stakeholders. These discussions were facilitated by an external party having expertise in such issues. Based on the discussion outcomes, we have determined eight material topics. [\[3-1\]](#)[\[3-2\]](#)



Daftar Topik Material, Dampak terhadap Pemangku Kepentingan, dan Pengelolaannya [3-3] List of Material Topics, Impacts on Stakeholders, and Their Management

Topik Material dan Bahasan Material Topic and Discussion

ASPEK LINGKUNGAN | ENVIRONMENTAL ASPECT



Limbah
Waste

Mengurangi beban cemaran serta mencegah pencemaran lingkungan maupun badan air.

Air dan efluen
Water and effluent

To reduce contamination and prevent pollution of the environment and water bodies.

ASPEK SOSIAL | SOCIAL ASPECT



Keselamatan dan kesehatan kerja (K3)
Occupational health and safety (OHS)

Tempat kerja aman, layak, serta terhindar dari paparan/ penularan penyakit maupun radiasi radioaktif.

Safe and decent workplace that is free from exposure/ transmission of disease and radioactive radiation.

Keselamatan, kesehatan, dan kesetaraan pelanggan
Customer health, safety, and equity

Laboratorium klinik yang aman dan jangkauan layanan untuk semua masyarakat.

Safe clinical laboratory and service coverage for all communities.

Material dan rantai pasok
Material and supply chain

Pemakaian material ramah lingkungan dan pelibatan pemasok lokal.

Use of eco-friendly materials and involvement of local suppliers.

Pendidikan dan pelatihan
Training and education

Peningkatan kompetensi karyawan, dan kesetaraan kesempatan pengembangan karier.

To enhance employee competence and provide equal career development opportunities.

ASPEK TATA KELOLA | GOVERNANCE ASPECT



Perlindungan data dan privasi pelanggan
Customer privacy and data security

Jaminan keamanan dan kerahasiaan data pribadi pelanggan pengguna aplikasi mobile Prodia.

Guarantee of security and confidentiality of personal data of Prodia mobile application users.

Inovasi, riset, dan pengembangan
Innovation, research, and development

Akselerasi layanan digital kepada pelanggan, sebagai penyedia layanan kesehatan digital terbesar.

Acceleration of digital services to customers, as the largest digital health service provider.

Dampak dan Pengelolaan Topik Material
Impact and Management of Material Topic

Timbulan limbah, baik padatan maupun cairan (effluen), terutama limbah medis yang berasal dari kegiatan Perseroan berpotensi menimbulkan pencemaran serta membahayakan kesehatan lingkungan. Pengelolaan limbah padat dan cair dilakukan mandiri maupun bekerja sama dengan pihak lain berizin sesuai regulasi dan kesesuaian baku mutu yang berlaku. Evaluasi dilakukan melalui pemantauan maupun pengukuran yang kemudian hasilnya dilaporkan secara berkala kepada Direksi serta pihak-pihak berwenang.

The waste generated from the Company's operations, include both solids and liquids (effluents), and especially medical waste, which have the potential to cause pollution and endanger environmental health. Solid and liquid waste management is performed independently or in collaboration with other licensed parties in accordance with applicable regulations and quality standards. The waste management process is evaluated through monitoring and measurement, the results of which are reported regularly to the Board of Directors and authorized parties.

Penerapan K3 mendukung produktivitas karyawan dan dikelola dengan menerapkan standarisasi K3 nasional maupun global, termasuk keselamatan radiasi dan/atau keamanan sumber radioaktif. Evaluasi dilakukan dengan pemantauan maupun pengukuran dan hasilnya dilaporkan secara berkala kepada Direksi serta pihak-pihak berwenang.

OHS is implemented to support employee productivity and is managed in adherence to national and global OHS standards, which include radiation safety and/or radioactive source safety. Implementation is evaluated through monitoring and measurement and the results are reported regularly to the Board of Directors and authorized parties.

Seluruh laboratorium klinik Prodia dilengkapi fasilitas layanan untuk pelanggan/pasien balita hingga dewasa, baik umum maupun peserta JKN/KIS-BPJS Kesehatan untuk layanan tertentu, serta pelanggan/pasien penyandang disabilitas. Evaluasi dilakukan dengan survei kepuasan dan hasilnya dilaporkan kepada Direksi.

All Prodia clinical laboratories are equipped with facilities for customers/patients from toddlers to adults, both general and JKN/KIS-BPJS Kesehatan participants for certain services, and customers/patients with disabilities. Our services are evaluated through satisfaction surveys whose results are reported to the Board of Directors.

Prodia berkomitmen meningkatkan penggunaan material ramah lingkungan dan produk dalam negeri dengan melibatkan pemasok lokal. Evaluasi dilakukan melalui pencatatan dan pelaporan berkala kepada Direksi.

Prodia is committed to increase the use of eco-friendly materials and domestic products by involving local suppliers. This is evaluated through recording and periodic reporting to the Board of Directors.

Kompetensi karyawan berpengaruh pada produktivitas karyawan dan dikelola dengan menyelenggarakan pelatihan dan pendidikan. Upaya yang dilakukan melibatkan karyawan. Evaluasi dilakukan secara berkala dan dilaporkan berkala kepada Direksi.

Employee competence affects productivity and is managed by organizing training and education activities. In this regard, efforts are made to involve employees. Evaluation is conducted periodically and reported to the Board of Directors.

Pandemi COVID-19 memberikan pembelajaran karena mengubah kecenderungan pelanggan, sehingga menuntut inovasi di bidang digital untuk memudahkan masyarakat mendapatkan layanan kesehatan di Prodia. Inovasi yang dilakukan dibarengi penerapan menerapkan ISO 27001:2018 Sistem Manajemen Keamanan Informasi. Evaluasi dilakukan dengan asesmen berkala keamanan data dan informasi, serta dilaporkan berkala Direksi.

The COVID-19 pandemic has provided lessons in the way that customer trends have changed, thus demanding digital innovations to facilitate people to receive health services at Prodia. These digital innovations are accompanied by implementation of the ISO 27001:2018 Information Security Management System. Evaluation is conducted by periodic assessment of data and information security and reported to the Board of Directors on a periodic basis.



Penjelasan Direksi ^[2-22]

Statement of the Board of Directors

Kebijakan Merespons Tantangan

Para pemangku kepentingan yang terhormat,

Saat ini, dunia dihadapkan pada kesadaran bersama untuk menempatkan pengelolaan bisnis dengan mengedepankan pengelolaan lingkungan, sosial, dan tata kelola (LST), serta mendukung kinerja ekonomi berkelanjutan di masa mendatang. Pandemi COVID-19 pada 2 tahun lalu memberikan pembelajaran penting bagi industri kesehatan yang menjadi bidang usaha PT Prodia Widyahusada Tbk (Prodia). Sebagai perusahaan yang bergerak di sektor jasa layanan kesehatan, kami merespons pengelolaan ESG dengan Rencana Aksi Berkelanjutan Prodia sebagai kebijakan keberlanjutan Perseroan, yang terdiri atas peningkatan kualitas kesehatan masyarakat Indonesia, mengelola sumber daya manusia berdaya saing tinggi di bidang kesehatan, serta mengurangi dampak terhadap lingkungan.

Sampai dengan akhir tahun 2022, Perseroan telah melaksanakan berbagai langkah strategis untuk menguatkan pengelolaan ESG sesuai Rencana Aksi Berkelanjutan Prodia. Dalam upaya meningkatkan kualitas kesehatan masyarakat Indonesia, Prodia berkomitmen menjamin kualitas produk dan layanan kesehatan dengan mengedepankan pemanfaatan teknologi medis. Dalam hal mengelola sumber daya manusia berdaya saing tinggi di bidang kesehatan, Perseroan memberikan dukungan pada keberadaan Prodia *Education and Research Institute* (PERI) sebagai pusat pendidikan dan penelitian terbaik di bidang kedokteran dan kesehatan dengan lebih dari 3.000 penelitian dan mengerjakan hampir lebih dari 400 pemeriksaan baru untuk kebutuhan riset.

Komitmen mengurangi dampak terhadap lingkungan direalisasikan melalui pengelolaan dan pengolahan limbah yang terencana dengan baik mengingat sebagian besar merupakan limbah medis, sehingga telah sesuai dengan UU No. 32 Tahun 2009 tentang Perlindungan dan Pengelolaan Lingkungan Hidup, dan secara bertahap Perseroan membangun dan mengoperasikan gedung laboratorium klinik yang menerapkan konsep gedung hijau.

Policy Response to Challenges

Dear stakeholders,

Currently, the world is faced with a shared awareness to place business management by prioritizing environmental, social and governance (ESG) management, as well as supporting sustainable economic performance in the future. The COVID-19 pandemic 2 years ago provided important lessons for the health industry, which is PT Prodia Widyahusada Tbk (Prodia's) line of business. As a company engaged in the health service sector, we respond to ESG management with the Prodia Sustainable Action Plan (Prodia Sustainable Action Plan) as the Company's sustainability policy, which consists of improving the quality of Indonesian people's health, managing highly competitive human resources in the health sector, and reduce impact on the environment.

Until the end of 2022, the Company has carried out various strategic steps to strengthen ESG management according to Prodia's Sustainable Action Plan. In an effort to improve the health quality of the Indonesian people, Prodia is committed to guaranteeing the quality of health products and services by prioritizing the use of medical technology. In terms of managing highly competitive human resources in the health sector, the Company supports the existence of Prodia Education and Research Institute (PERI) as the best center for education and research in the field of medicine and health with more than 3,000 studies and carrying out almost more than 400 new examinations for research needs.

The commitment to reduce the impact on the environment is realized through well-planned waste management and treatment considering that most of it is medical waste, so that it is in accordance with Law no. 32 of 2009 concerning Environmental Protection and Management, and gradually the Company builds and operates a clinical laboratory building that applies the concept of a green building.

“Komitmen Prodia pada praktik-praktik keberlanjutan didukung penerapan tata kelola keberlanjutan, yang mengedepankan kepatuhan pada peraturan perundang-undangan.”

“Prodia’s commitment to sustainable practices is supported by the implementation of sustainable governance, which prioritizes compliance with laws and regulations.”

Dewi Muliaty
Direktur Utama
President Director



Pencapaian Kinerja Keberlanjutan

Para pemangku kepentingan yang terhormat.

Memasuki tahun 2022, kondisi ekonomi dan sosial di Indonesia memperlihatkan kondisi terus membaik seiring terkendalinya pandemi COVID-19. Selain itu, kesadaran masyarakat untuk sehat dan hidup sehat juga semakin meningkat. Kondisi tersebut memberikan pengaruh positif pada kinerja Prodia, sehingga Perseroan dituntut meningkatkan kinerja keberlanjutan dengan tetap mengedepankan Rencana Aksi Berkelanjutan Prodia yang disesuaikan dengan dinamika di lapangan.

Selama tahun 2022, kami mencatatkan pencapaian positif kinerja pengelolaan lingkungan, sosial, tata kelola, serta ekonomi. Kami berhasil mencatatkan pendapatan di tahun 2022 sebesar Rp2.181,64 miliar.

Achievement of Sustainability Performance

Dear stakeholders,

Entering 2022, economic and social conditions in Indonesia continue to improve as the COVID-19 pandemic is under control. In addition, public awareness for health and healthy living is also increasing. This condition has a positive influence on Prodia's performance, so that the Company is required to improve its sustainability performance by continuing to prioritize Prodia's Sustainable Action Plan which is adapted to the dynamics in the field.

During 2022, we recorded positive achievements in environmental, social, governance and economic management performance. We managed to record revenue in 2022 of Rp2,181.64 billion.



Selama tahun 2022, kami mencatatkan pencapaian positif kinerja pengelolaan lingkungan, sosial, tata kelola, serta ekonomi. Dalam pengelolaan lingkungan, salah satu perhatian kami adalah pengelolaan limbah terutama timbunan limbah medis yang dikelola sesuai regulasi yang berlaku dan standar praktik-praktik terbaik di dunia. Terkait pemakaian energi, Perseroan terus mendorong penghematan energi meski tak mudah dilakukan, mengingat Prodia terus menambah fasilitas dan peralatan baru, serta mesin yang harus dinyalakan selama 24/7 untuk meningkatkan layanan dan menjaga kualitas, sehingga dibutuhkan lebih banyak energi. Untuk pengelolaan pemanfaatan air, Perseroan mendorong pemakaian kembali olahan air limbah dari instalasi pengolahan air limbah (IPAL) sehingga mengurangi pemakaian air baru.

Kami menerapkan keselamatan dan kesehatan kerja (K3) untuk karyawan dan tenaga Kesehatan sesuai regulasi yang berlaku, dan pada tahun 2022 Prodia melakukan *surveillance* ISO 45001 serta sertifikasi SMK3 dengan ketercapaian hasil audit 93,97% kategori memuaskan. Terhadap para pelanggan, Perseroan memberikan pelayanan sepenuh hati dengan memperhatikan kenyamanan, keselamatan, dan kesehatan mereka ketika menjalani pemeriksaan; dan secara berkala Prodia melakukan kalibrasi dan pemantauan terhadap kualitas alat pemeriksaan kesehatan yang digunakan. Terhadap masyarakat, kami berkomitmen turut berkontribusi pada kesejahteraan masyarakat di wilayah operasi Prodia sehingga mereka dapat merasakan manfaat dari keberadaan Perseroan, melalui kegiatan tanggung jawab sosial (CSR) dengan total biaya kegiatan di tahun 2022 sebesar Rp1,10 miliar.

Komitmen Prodia pada praktik-praktik keberlanjutan didukung penerapan tata kelola keberlanjutan, yang mengedepankan kepatuhan pada peraturan perundang-undangan. Dalam menjalankan bisnis yang berintegritas dan berkelanjutan, Prodia memiliki pedoman prinsip dan standar etika bisnis yang mewajibkan setiap karyawan untuk berperilaku etis. Selama tahun 2022, kami tidak pernah mendapatkan sanksi terkait dugaan ketidakpatuhan dan pelanggaran lain.

Tantangan dan Strategi Pencapaian Kinerja Keberlanjutan

Para pemangku kepentingan yang terhormat,

Penerapan keberlanjutan selama tahun 2022 dihadapkan pada beberapa tantangan. Di lingkup internal, tantangan yang dihadapi adalah tersebarnya cabang Prodia yang

During 2022, we recorded positive achievements in environmental, social, governance and economic management performance. In environmental management, one of our concerns is waste management, especially the generation of medical waste which is managed according to applicable regulations and the best practice standards in the world. Regarding energy consumption, the Company continues to encourage energy savings even though it is not easy to do, bearing in mind that Prodia continues to add new facilities and equipment, as well as machines that must be turned on 24/7 to improve service and maintain quality, so that more energy is needed. For the management of water utilization, the Company encourages the reuse of treated wastewater from wastewater treatment plants (IPAL) thereby reducing the use of new water.

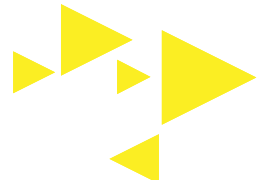
We implement occupational safety and health (K3) for employees and health workers in accordance with applicable regulations, and in 2022 Prodia conducted ISO 45001 *surveillance* and SMK3 certification with the achievement of 93.97% satisfactory audit results. For customers, the Company provides wholehearted service by paying attention to their comfort, safety and health when undergoing examinations; and periodically Prodia calibrates and monitors the quality of the medical examination tools used. To the community, we are committed to contributing to the welfare of the people in Prodia's operational areas so that they can benefit from the existence of the Company, through social responsibility (CSR) activities with a total cost of activities in 2022 of Rp1.10 billion.

Prodia's commitment to sustainable practices is supported by the implementation of sustainable governance, which prioritizes compliance with laws and regulations. In running a business with integrity and sustainability, Prodia has principles and standards of business ethics that require every employee to behave ethically. During 2022, we have never received any sanctions related to alleged non-compliance and other violations.

Challenges and Strategies for Achieving Sustainability Performance

Dear stakeholders,

The implementation of sustainability during 2022 is faced with several challenges. Internally, the challenges faced are the spread of Prodia's 276 outlets in Indonesia, thus



berjumlah 276 *outlet* di wilayah Indonesia sehingga menghadirkan dinamika yang berbeda satu sama lain, serta belum samanya pemahaman terkait kinerja keberlanjutan di antara karyawan dan manajemen. Kami menyikapi keadaan ini dengan melakukan sosialisasi terkait praktik-praktik terbaik keberlanjutan.

Di lingkup eksternal, tantangan yang dihadapi Perseroan adalah beragamnya standarisasi penilaian kinerja keberlanjutan dan inisiatif-inisiatif untuk mendukung pengelolaan LST. Kami menyikapi hal ini dengan berupaya secara bertahap memenuhi berbagai standarisasi dan inisiatif-inisiatif yang ada, dengan mempertimbangkan kebutuhan investor.

Kami juga menerapkan pengelolaan risiko untuk mengendalikan segala hal yang berpotensi menimbulkan risiko terhadap pengelolaan ESG dan merugikan Perseroan. Strategi yang dijalankan Perseroan adalah melakukan penggunaan teknologi dan inovasi digitalisasi berkelanjutan, serta pengembangan layanan maupun produk dengan tetap memperhatikan keselamatan dan perlindungan untuk semua.

Apresiasi

Para pemangku kepentingan yang terhormat,

mengakhiri penjelasan ini, kami menyampaikan terima kasih kepada seluruh pemangku kepentingan atas dukungan yang diberikan kepada Prodia dalam menerapkan praktik-praktik keberlanjutan. Kami berharap dukungan yang diberikan akan terus berlanjut, dan kerja sama yang sudah terbangun menjadi lebih baik lagi di masa mendatang.

presenting different dynamics from each other, and the lack of understanding regarding sustainability performance among employees and management. We respond to this situation by conducting outreach regarding sustainability best practices.

Externally, the challenges faced by the Company are the various standardization of sustainability performance assessments and initiatives to support ESG management. We respond to this by gradually trying to comply with various standards and existing initiatives, taking into account the needs of investors.

We also apply risk management to control everything that has the potential to pose a risk to ESG management and harm the Company. The strategy implemented by the Company is to continuously use digitalization technology and innovation, as well as develop services and products while still paying attention to safety and protection for all.

Appreciation

Dear stakeholders,

ending this explanation, we would like to thank all stakeholders for the support given to Prodia in implementing sustainable practices. We hope that the support provided will continue, and the cooperation that has been built will be even better in the future.

Jakarta, 20 Maret | March 2023

Dewi Muliaty

Direktur Utama
President Director



Surat Pernyataan Anggota Direksi dan Anggota Dewan Komisaris tentang Tanggung Jawab atas Laporan Keberlanjutan 2022 PT Prodia Widyahusada Tbk

Kami yang bertanda tangan di bawah ini menyatakan bahwa semua informasi dalam Laporan Keberlanjutan PT Prodia Widyahusada Tbk tahun 2022 telah dimuat secara lengkap, dan bertanggung jawab penuh atas kebenaran isi Laporan Keberlanjutan Perusahaan.

Demikian pernyataan ini dibuat dengan sebenarnya.

Jakarta, 20 Maret 2023

Dewan Komisaris
Board of Commissioners



ANDI WIDJAJA

Komisaris Utama
President Commissioner



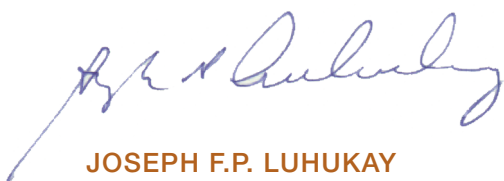
GUNAWAN P. SOEHARTO

Komisaris
Commissioner



ENDANG W. HOYARANDA

Komisaris
Commissioner



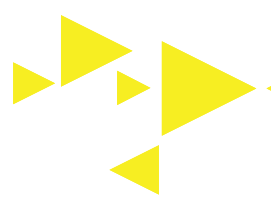
JOSEPH F.P. LUHUKAY

Komisaris Independen
Independent Commissioner



KERI LESTARI

Komisaris Independen
Independent Commissioner



Statement of The Board of Directors and The Board of Commissioners Regarding Responsibility for The 2022 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 2022 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 2023

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 PT Prodia Widyahusada Tbk ^[2-1]

About PT Prodia Widyahusada Tbk



Sekilas Perseroan Company in Brief

Selama tahun 2022, ada beberapa perubahan signifikan:

- Perseroan dan pemegang saham pengendalinya: PT Prodia Utama, mendirikan anak perusahaan baru: PT Prodia Digital Indonesia (PRDI) pada 22 Agustus 2022. PRDI bergerak dalam bidang aktivitas jasa informasi.
- Pemegang Saham mengangkat Joseph F.P. Luhukay sebagai Komisaris Independen Perseroan, menggantikan Kemal Imam Santoso yang wafat pada 28 Agustus 2022 lalu. Penunjukan dan pengangkatan tersebut menjadi agenda tunggal Rapat Umum Pemegang Saham Luar Biasa (RUPSLB) Prodia pada 18 Oktober 2022.

During 2022, several significant changes took place, as follows:

- The Company and its controlling shareholders: PT Prodia Utama, established a new subsidiary: PT Prodia Digital Indonesia (PRDI) on August 22, 2022. PRDI is engaged in the provision of information services.
- Shareholders appointed Joseph F.P. Luhukay as Independent Commissioner of the Company, replacing Kemal Imam Santoso who passed away on August 28, 2022. The appointment was the sole agenda of the Extraordinary General Meeting of Shareholders (EGMS) held on October 18, 2022.

Nama Perusahaan ^[2-1] Company Name

Sesuai akta:
PT Prodia Widyahusada Tbk
Nama lain: Prodia

As per Deed: PT Prodia Widyahusada Tbk
Other name: Prodia



Status Badan Hukum ^[2-1] Legal Status

Perseroan Terbatas Terbuka
Terdaftar pada Bursa Efek
Indonesia (BEI)
Kode Saham: PRDA

Public Limited Liability Company
Listed on the Indonesia Stock
Exchange (IDX)
Stock Code: PRDA



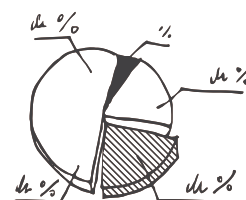
Lokasi dan Alamat Kantor Pusat ^[2-1] Location and Head Office Address

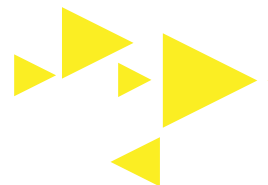
Prodia Tower
Jl. Kramat Raya No. 150
Jakarta Pusat 10430, Indonesia
Phone : +62-21-314 4182
Fax : +62-21-314 4181
Website : www.prodia.co.id
E-mail:
investor.relation@prodia.co.id
corporate.secretary@prodia.co.id



Kepemilikan Saham ^[2-1] Share Ownership

- PT Prodia Utama
57%
- Bio Majesty Pte. Ltd.
15%
- Masyarakat | Public
28%





Wilayah Operasi ^[2-1] Operational Area

Kami beroperasi di Indonesia, dan tidak memiliki wilayah operasi di negara lain. Sampai akhir tahun 2022, Perseroan memiliki 276 *outlet* yang tersebar di 34 provinsi, 75 kota, dan 79 kabupaten di Indonesia. Selain itu pada tahun 2022, Perseroan membuka 2 *outlet* baru, yakni POC CC mGanik Care Clinic (GJR) dan POC CC Klinik Pertamina RU IV Cilacap (CJR).

We operate in Indonesia and do not have branches in other countries. As of end- 2022, the Company has 276 outlets spread across 34 provinces, 75 cities, and 79 regencies in Indonesia. Furthermore, during the year 2 new outlets were inaugurated, namely POC CC mGanik Care Clinic (GJR) and POC CC Klinik Pertamina RU IV Cilacap (CJR).

Wilayah Region	Prodia Health Care & Speciality Clinics	Clinical Lab & Medical Lab	POC/POC GG	Kerja Sama Rumah Sakit (KRS)	Jumlah Total
Sumatera Sumatra	1	25	13	1	40
Jakarta dan Sekitarnya Jakarta and Surroundings	6	34	13	4	57
Jawa Barat West Java	-	20	11	-	31
Jawa Tengah Central Java	-	24	22	-	46
Jawa Timur, Bali, Nusa Tenggara East Java, Bali, Nusa Tenggara	4	15	32	4	55
Kalimantan Kalimantan	-	8	3	1	12
Sulawesi, Maluku, dan Papua Sulawesi, Maluku, and Papua	-	15	19	1	35
Jumlah Total	11	141	113	11	276

Kegiatan Usaha, Produk, dan Jasa Dihasilkan ^[2-6] Business Activity, Products and Services

Berdasarkan Anggaran Dasar, kegiatan usaha Perseroan adalah jasa pelayanan di bidang kesehatan (laboratorium klinik swasta). Pada periode pelaporan, Perseroan menjalankan kegiatan usaha:

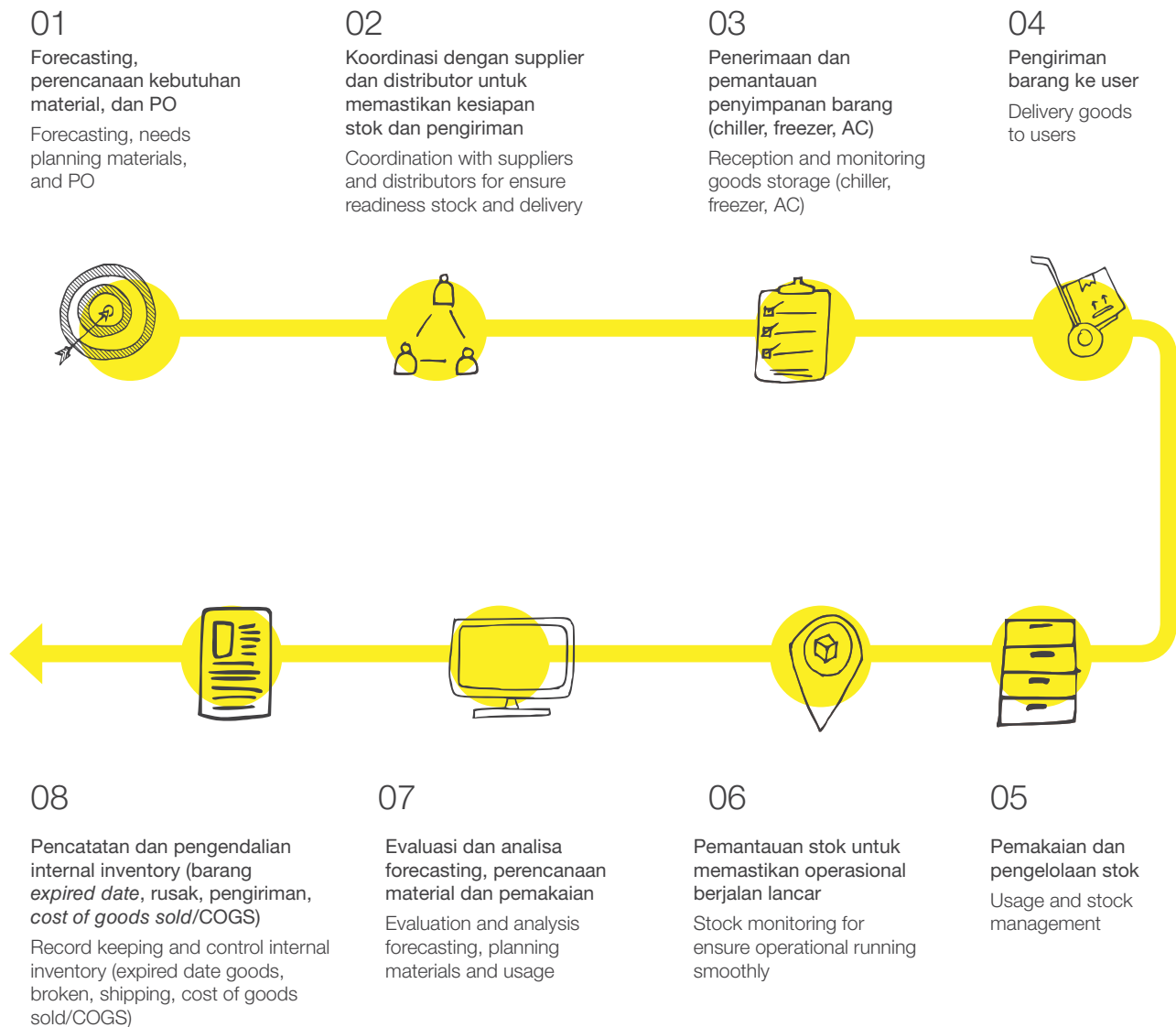
- **Kegiatan Usaha Utama**
 - Menjalankan usaha aktivitas pelayanan kesehatan yang dilakukan oleh paramedis;
 - Menjalankan usaha aktivitas pelayanan penunjang kesehatan; serta
 - Menjalankan usaha aktivitas poliklinik swasta.
- **Kegiatan Usaha Penunjang**
 - Menjalankan usaha-usaha lain, di antaranya perdagangan dan usaha yang berkaitan, serta mendukung bidang usaha kegiatan usaha utama Perseroan sesuai dengan peraturan perundang-undangan yang berlaku.

Based on the Articles of Association, the Company's business activity is the provision of health services (private clinical laboratory). During the reporting period, the Company conducted the following business activities:

- **Main Business Activity**
 - Provision of health services as carried out by paramedics;
 - Provision of health support services; and
 - Running a private polyclinic.
- **Supporting Business Activity**
 - Running other businesses, including trading and related businesses, and supporting the Company's main business activity in accordance with applicable laws and regulations.

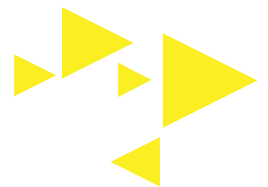


Proses Bisnis dan Rantai Pasok PT Prodia Widyahusada Tbk [2-6] Business Process and Supply Chain of PT Prodia Widyahusada Tbk



Perseroan memiliki syarat dan kriteria tertentu dalam memilih pemasok yang akan menjadi rekan serta mitra strategis dalam menjalankan kegiatan bisnisnya. Kebijakan Perseroan mengenai seleksi pemasok bertujuan untuk memastikan proses seleksi serta evaluasi atas pengadaan barang/jasa di Perseroan dilakukan secara efektif, efisien, kompetitif, adil, wajar, transparan, serta dapat dipertanggungjawabkan. Perseroan juga memiliki 100% pemasok lokal, yakni pemasok yang melakukan distribusi barang di Indonesia, baik barang yang didapatkan dari proses impor maupun tidak. [204-1]

The Company has specific requirements and criteria in selecting suppliers who will become associates and strategic partners in carrying out its business activities. The supplier selection policy aims to ensure that the selection and evaluation process for the procurement of goods/services is conducted in an effective, efficient, competitive, fair, reasonable, transparent, and accountable manner. Further, the Company works with 100% local suppliers who distribute goods in Indonesia, whether the goods are imported or not. [204-1]



Para Karyawan [2-7] Employees

Informasi terkait karyawan diperoleh dari Departemen Human Capital & General Affair berdasarkan data administrasi kepegawaian per 31 Desember 2022. Jumlah karyawan pada tahun 2022 ada 3.743 orang, terdiri dari 996 pria serta 2.747 wanita. Para pekerja yang ditempatkan tersebar di cabang-cabang Prodia di seluruh Indonesia. Sebanyak 3.743 orang atau 100% karyawan Prodia merupakan pekerja lokal, yakni mereka yang berasal dari daerah tempat cabang berada. Jumlah karyawan lokal yang merupakan staf senior dalam manajemen ada 160 orang atau 4% dari total karyawan. Pada tahun 2022, Prodia merekrut 403 karyawan baru terdiri dari 123 pria dan 280 wanita dengan tingkat *turnover* sebesar 5,2%. [202-2][401-1]

The information on employees is derived from the Department of Human Capital & General Affairs based on personnel administration data as of December 31, 2022. In 2022, the total number of employees was 3,743 people consisting of 996 male and 2,747 female. Furthermore, our employees are spread across Prodia's branches throughout Indonesia. Moreover, 3,743 persons or 100% employees are local workers, i.e., those who originate from the regions where the branches are located. The number of local employees in senior management is 160 or 4% of the total employees. In 2022, Prodia recruited 403 new employees consisting of 123 males and 280 females with 5.2% turnover rate. [202-2] [401-1]

Komposisi Karyawan Berdasarkan Gender [2-7] Employee Composition by Gender

2022			2021			2020*		
Pria Male	Wanita Female	Jumlah Total	Pria Male	Wanita Female	Jumlah Total	Pria Male	Wanita Female	Jumlah Total
996	2.747	3.743	973	2.702	3.675	959	2.667	3.626

*Penyajian kembali informasi | Restatement [2-4]

Komposisi Karyawan Berdasarkan Jabatan [2-7] Employee Composition by Position

Jabatan Position	2022	2021	2020*
Senior Manager	10	10	9
Manager	152	149	146
Supervisor	663	639	627
Staff	2.433	2.387	2.348
Admin	29	31	34
Attendant	118	128	142
Non-Employee (Pekerja Alih Daya) Non-Employee (Outsourced Worker)	338	331	320
Total	3.743	3.675	3.626

*Penyajian kembali informasi | Restatement [2-4]

Komposisi Karyawan Berdasarkan Kelompok Usia [2-7] Employee Composition by Age Group

Kelompok Usia (Tahun) Age Group (Years)	2022	2021	2020*
18-24	363	348	346
25-34	1.671	1.696	1.708
35-44	1.089	1.047	1.006
45-54	524	488	464
>55	96	96	102
Total	3.743	3.675	3.626

*Penyajian kembali informasi | Restatement [2-4]



Komposisi Karyawan Berdasarkan Tingkat Pendidikan [2-7] Employee Composition by Education Level

Tingkat Pendidikan Education Level	2022	2021	2020*
S3 Ph.D.	29	29	29
S2 Masters	233	227	212
S1 Bachelors	1.100	1.023	966
Diploma	1.967	1.940	1.836
SMA dan Sederajat High School and Equivalent	396	435	558
Di Bawah SMA Below High School	18	21	25
Total	3.743	3.675	3.626

*Penyajian kembali informasi | Restatement [2-4]

Komposisi Karyawan Berdasarkan Status Ketenagakerjaan [2-7] Employee Composition by Employment Status

Status Ketenagakerjaan Employment Status	2022	2021	2020*
Pegawai Tetap Permanent Employee	2.940	2.915	2.891
Pegawai Tidak Tetap/Kontrak Non-Permanent Employee/ Contracted	465	429	416
Mitra/Kerja Sama Partner	338	331	319
Total	3.743	3.675	3.626

*Penyajian kembali informasi | Restatement [2-4]

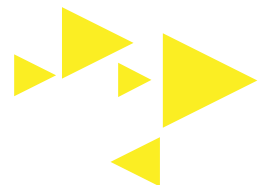
Pekerja Lain Bukan Karyawan Prodia [2-8] Other Non-Prodia Workers

Kami memiliki pekerja lain yang bukan karyawan Prodia, yang merupakan pekerja alihdaya. Mereka bekerja berdasarkan kesepakatan kontrak kerja antara Prodia dengan perusahaan penyedia jasa. Jumlah pekerja lain yang bukan karyawan Prodia pada tahun 2022 ada 967 orang, dengan penempatan terbanyak yakni 382 orang atau 40% di wilayah Jakarta dan sekitarnya termasuk Kantor Pusat (Prodia Tower).

We have other non-employees who are outsourced workers. They work based on the employment contract agreement between Prodia and the service provider company. In 2022, 967 other workers were employed at Prodia, with the most placement of 382 people or 40% in Jakarta and surrounding areas including the Head Office (Prodia Tower).

Jumlah Pekerja Bukan Karyawan Prodia Berdasarkan Wilayah Penempatan [2-8] Number of Prodia Non-Employees by Placement Area

Wilayah Penempatan Placement Area	2022		2021		2020	
	Jumlah Total	Persentase Percentage	Jumlah Total	Persentase Percentage	Jumlah Total	Persentase Percentage
Sumatera Sumatra	110	11	111	12	107	12
Jakarta dan Sekitarnya Jakarta and Surroundings	382	40	373	39	366	40
Jawa Barat West Java	96	10	93	10	89	10
Jawa Tengah Central Java	108	11	105	11	103	11
Jawa Timur, Bali, Nusa Tenggara East Java, Bali, Nusa Tenggara	159	16	155	16	142	15
Kalimantan Kalimantan	42	4	42	4	42	5
Sulawesi, Maluku, dan Papua Sulawesi, Maluku, and Papua	70	7	70	7	70	8
Jumlah Total	967	100	949	100	919	100



Keanggotaan Asosiasi [2-28] Association Memberships

Nasional | National



PERKUMPULAN KESEHATAN KIMIA KLINIK DAN LABORATORIUM INDONESIA
INDONESIAN ASSOCIATION FOR CLINICAL CHEMISTRY

Himpunan Kimia Klinik
Indonesia (HKKI)
Anggota | Member



PDS PatKLIn
PERHIMPUNAN DOKTER SPESIALIS
PATOLOGI KLINIK DAN KEDOKTERAN LABORATORIUM INDONESIA

Perhimpunan Dokter Spesialis
Patologi Klinik dan Kedokteran
Indonesia (PDS PATKLIN)
Anggota | Member



ISSO
Indonesian
Society for the Study
of Obesity
Himpunan Studi Obesitas Indonesia (HSOBI)

Himpunan Studi Obesitas
Indonesia (HSOBI)
Indonesian Society for the
Study of Obesity (ISSO)
Anggota | Member



Alzheimer
Indonesia (ALZI)
Anggota | Member



Asosiasi Healthtech Indo (AHI)
Anggota | Member



Asian and Pacific Federation of
Clinical Biochemistry (APFCB)
Pengurus | Administrator



Ikatan Laboratorium
Kesehatan Indonesia (ILKI)
Pengurus | Administrator



Persatuan Diabetes
Indonesia (Persadia)
Pengurus | Administrator



Asosiasi Klinik
Indonesia (ASKLIN)
Pengurus | Administrator



The Clinical & Laboratory
Standards Institute (CLSI)
Anggota | Member



Perhimpunan Klinik &
Fasilitas Pelayanan Kesehatan
Indonesia (PKFI)
Anggota | Member

Internasional | International



American Association for
Clinical Chemistry (AACC)
Anggota | Member



International Federation for
Clinical Chemistry (IFCC)
Anggota | Member

Sertifikasi Tahun 2022 Certifications in 2022

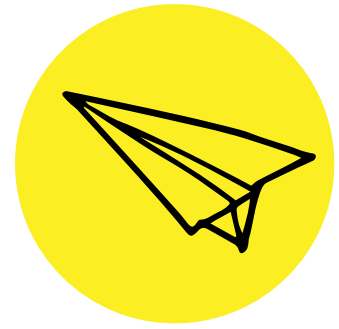
Nama Sertifikasi Name of Certification	Lembaga yang Memberikan Issuing Institution	Masa Berlaku Validity Period
ISO 15189 LM 001 IDN RA Prodia Kramat	Komite Akreditasi Nasional (KAN)	2026
SNI ISO 17025:2017		2024
ISO 9001:2015	Lloyd's Register Quality Assurance (LRQA)	2023
ISO 27001	TUV SUD	2025
Sistem Manajemen Keselamatan dan Kesehatan Kerja (SMK3) Occupational Health and Safety System (OHSS)	PT Superintending Company of Indonesia (SUCOFINDO)	2023
ISO 45001		2024
The College of American Pathologists (CAP)	The College of American Pathologists (CAP)	2024



Strategi Keberlanjutan

[2-22][2-23]

Sustainability Strategy



Berpegang pada nilai-nilai Prodia, kami berkomitmen meningkatkan kinerja lingkungan, sosial, dan tata kelola di seluruh kegiatan usaha melalui kolaborasi aktif dengan para pemangku kepentingan. Sebagai perusahaan yang bergerak di sektor jasa layanan kesehatan, Prodia telah menetapkan prinsip-prinsip keberlanjutan yang disusun sesuai POJK No.51/POJK.03/2017, pemilihan Tujuan Pembangunan Berkelanjutan/TPB (*Sustainable Development Goals*/SDGs), dan tata kelola berkelanjutan.

Adhering to the Prodia values, we are committed to improving environmental, social and governance performance in all business activities through active collaboration with stakeholders. As a healthcare company, Prodia has formulated sustainability principles in compliance with POJK No.51/POJK.03/2017, towards achievement of the Sustainable Development Goals (SDGs), along with sustainability governance.



Kebijakan Keberlanjutan Prodia Prodia Sustainability Policy



01 Prinsip Investasi Bertanggung Jawab Responsible Investment Principle

Prodia melakukan pendekatan investasi yang mempertimbangkan faktor ekonomi, sosial, lingkungan hidup, dan tata kelola.

Prodia adopts an investment approach which considers economic, social, environmental, and governance factors.

02 Prinsip Strategi dan Praktik Bisnis Berkelanjutan Sustainable Business Strategy and Practice Principle

Prodia membentuk nilai untuk berkontribusi kepada masyarakat melalui kebijakan dan praktik bisnisnya dengan cara meminimalkan dampak negatif dan mengintegrasikan aspek ekonomi, sosial, lingkungan hidup, dan tata kelola baik pada kegiatan usahanya.

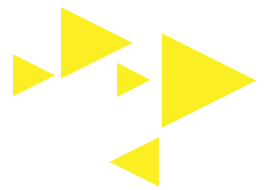
Prodia creates value by contributing to the community through its business policy and practices to minimize negative impacts and integrating economic, social, environmental, and governance aspects in business activities.

03 Prinsip Pengelolaan Risiko Sosial dan Lingkungan Hidup Social and Environmental Risk Management Principle

Prodia mengintegrasikan aspek tanggung jawab sosial, serta perlindungan dan pengelolaan lingkungan hidup dalam manajemen risiko untuk menghindari, mencegah, dan meminimalkan dampak negatif yang timbul akibat dari kegiatan usaha Perseroan.

Prodia integrates the social responsibility aspect, as well as environmental protection and management into risk management to avoid, prevent, and minimize the negative impacts that may arise from the Company's business activities.





04 Prinsip Tata Kelola Governance Principle

Prodia mengimplementasikan manajemen dan operasi bisnis yang transparan, akuntabel, bertanggung jawab, independen, setara, dan wajar pada aspek tanggung jawab sosial, serta perlindungan dan pengelolaan lingkungan hidup.

Prodia applies business operation and management practices that are transparent, accountable, responsible, independent, equitable and reasonable, in relation to the social responsibility aspect as well as environmental protection and management.

05 Prinsip Komunikasi yang Informatif Principles of Informative Communication

Prodia berupaya untuk menggunakan model komunikasi yang tepat kepada seluruh pemangku kepentingan terkait strategi organisasi, tata kelola, kinerja, dan prospek usaha melalui media komunikasi yang efektif dan dapat dijangkau.

Prodia endeavors to adopt appropriate models for communicating with stakeholders using effective and accessible media, to inform on organizational strategy, governance, performance, and business prospects.

06 Prinsip Inklusif Principle of Inclusion

Prodia berupaya melakukan pemerataan akses produk dan/atau jasa layanan kesehatan bagi seluruh masyarakat terutama yang belum memiliki akses terhadap layanan dan produk kesehatan Perseroan.

Prodia strives to ensure equality of access for the community to healthcare products and/or services, especially for those who currently have no access to the Company's services and products.

07 Prinsip Pengembangan Sektor Unggulan Prioritas Development Principles Priority Leading Sectors

Prodia memberikan dukungan terhadap sektor-sektor unggulan yang menjadi prioritas untuk mencapai tujuan pembangunan berkelanjutan, termasuk upaya peningkatan kesehatan, mitigasi, dan adaptasi terhadap perubahan iklim.

Prodia supports the development of priority leading sectors to reach the sustainable development goals, which include health improvement efforts, and mitigation and adaptation to climate change.

08 Prinsip Koordinasi dan Kolaborasi Coordination Principle and Collaboration

Prodia berpartisipasi secara aktif dalam berbagai kegiatan ataupun kerja sama dengan pemangku kepentingan yang memiliki program kerja terkait dengan implementasi pembangunan berkelanjutan untuk mempercepat peningkatan kualitas kesehatan, sosial, dan kualitas lingkungan hidup bagi seluruh rakyat Indonesia.

Prodia actively participates in various activities and collaborates with stakeholders running work programs on sustainable development towards improving the quality of health outcomes and social and environmental conditions for all Indonesians.





Konteks Keberlanjutan Perseroan ^{[2-22][2-24]} Corporate Sustainability Context

Pandemi COVID-19 yang masih berlanjut turut berdampak pada Prodia, sehingga mendorong kami menyiapkan strategi jangka pendek dan jangka panjang dalam menghadapi tantangan, guna memastikan kinerja Perseroan dapat berkelanjutan. Perseroan memiliki strategi penerapan Kebijakan Keberlanjutan, yakni Rencana Aksi Berkelanjutan Prodia, yang terdiri atas peningkatan kualitas kesehatan masyarakat Indonesia, mengelola sumber daya manusia berdaya saing tinggi di bidang kesehatan, serta mengurangi dampak terhadap lingkungan.

The ongoing COVID-19 pandemic has also impacted Prodia, which has encouraged us to prepare short- and long-term strategies in dealing with challenges to safeguard the Company's performance. The company has strategy on Sustainability Policy, called the Prodia Sustainable Action Plan, which comprises improving the health of Indonesians, managing highly competent health human resources, and reducing the impact on the environment.

Meningkatkan Kualitas Kesehatan Masyarakat Indonesia Improving the Health of Indonesians

- Menjamin Kualitas Produk dan Layanan Kesehatan

- Layanan Telekonsultasi

Dengan memanfaatkan teknologi medis secara daring atau *telemedicine*, Prodia menyediakan layanan telekonsultasi untuk memberikan kemudahan bagi pelanggan melakukan konsultasi kondisi kesehatan tanpa harus datang ke Prodia. Layanan telekonsultasi ini menjangkau seluruh cabang Prodia yang berizin klinik.

- Prodia In Your Car

Layanan Prodia *in Your Car* memungkinkan pengambilan sampel darah dilakukan dalam mobil pelanggan, sehingga pelanggan tidak perlu turun dari mobil. Petugas akan melakukan pengambilan sampel dengan tetap menerapkan protokol keamanan dan kesehatan. Pada tahun 2022, layanan Prodia *In Your Car* dimanfaatkan oleh 9.968 pelanggan.

- Layanan Home Service

Prodia memiliki layanan *home service* yang dapat dipesan melalui aplikasi Prodia *Mobile*, Kontak Prodia, ataupun menghubungi cabang terdekat. Pada tahun 2022, layanan *Home Service* dimanfaatkan oleh 146.491 pelanggan.

Ensuring the Quality of Healthcare Products and Services

- Teleconsultation Service

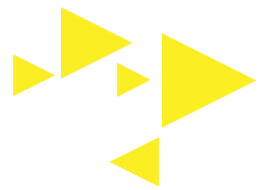
Through online medical technology or telemedicine, Prodia provides the teleconsultation service to facilitate customers in having health consultations without having to travel to Prodia outlets. This teleconsultation service reaches all Prodia branches with licensed clinics.

- Prodia In Your Car

The Prodia *In Your Car* service allows blood collection to be done in the customer's car, without requiring them to get out of the car. The Prodia technician will collect the sample while observing safety and health protocols. In 2022, the Prodia *In Your Car* service was utilized by 9,968 customers.

- Home Service

Prodia offers the Home Service where orders can be placed through the Prodia *Mobile* application, Kontak (Contact) Prodia, or contacting the nearest branch. In 2022, the Home Service was utilized by 146,491 customers.



- **Kontak Prodia All Channel
(Call, Email, Media Sosial, dan Chatbot)**

Kontak Prodia dapat melayani pelanggan dan masyarakat yang memerlukan informasi terkini seputar Prodia maupun menyampaikan keluhan, saran, dan masukan. Keberadaan Kontak Prodia menjadikan pelanggan bisa cepat mendapatkan jawaban atas informasi yang dibutuhkan. Selama tahun 2022, terdapat 823.567 *total traffic* interaksi melalui all *channel* Kontak Prodia, terdiri dari 528.640 interaksi melalui Call Prodia (1500 830), 10.055 interaksi melalui Email Prodia, 82.468 interaksi melalui *social media* Prodia, dan 202.404 interaksi melalui Chatbot TANIA.

- **Tanya Prodia (TANIA)**

Prodia meluncurkan *chatbot* TANIA yang beroperasi 24 jam setiap hari dan dapat diakses secara daring melalui LINE, Telegram, Facebook Messenger dan *website* Prodia. TANIA merupakan *personal assistant virtual* Prodia berbasis daring. Pada tahun 2022, tercatat ada 202.404 pelanggan yang memanfaatkan kanal TANIA.

- **Layanan Pendaftaran dan Pembayaran Daring**

Sejak tahun 2017, Prodia telah memiliki sistem pendaftaran dan pembayaran daring bagi pelanggan. Melalui layanan ini, pelanggan dapat dengan mudah mendaftarkan diri, memilih jenis pemeriksaan yang diinginkan, menentukan lokasi pemeriksaan, dan pembayaran dengan cara yang diinginkan. Pelanggan bisa *chat* dengan dokter untuk berkonsultasi tanpa dipungut biaya dan melakukan pemesanan layanan *Home Service*. Pada tahun 2022, layanan ini telah melengkapi aplikasi Prodia Mobile.

- **Prodia Customer Club (PCC)**

PCC adalah tanda keanggotaan yang diberikan kepada pelanggan setia Prodia sebagai bentuk apresiasi dari pihak manajemen. Sebagai anggota PCC, ada berbagai fasilitas istimewa yang dapat dimanfaatkan mulai dari keringanan biaya pemeriksaan laboratorium, informasi kesehatan melalui brosur seri edukasi dan majalah *Smartliving*, dan manfaat lain. Hingga tahun 2022, tercatat ada 8.985 anggota PCC.

- **Contact Prodia All Channel
(Call, Email, Social Media, and Chatbot)**

Prodia's contacts can serve customers and the public who need the latest information about Prodia as well as submit complaints, suggestions and feedback. Having a Kontak Prodia allows customers to quickly get answers to the information they need. During 2022, there were 823,567 total interaction traffic via all Kontak Prodia channels, consisting of 528,640 interactions via Call Prodia (1500 830), 10,055 interactions via Prodia Email, 82,468 interactions via Prodia's social media, and 202,404 interactions via the TANIA Chatbot.

- **Tanya Prodia (TANIA)**

Prodia has launched the chatbot Tanya Prodia (TANIA) or Ask Prodia that operates 24 hours a day and is accessible through LINE, Telegram, Facebook Messenger, and Prodia official website. TANIA is an online virtual personal assistant. In 2022, 202,404 customers utilized the TANIA service.

- **Online Registration and Payment Service**

Since 2017, Prodia has had an online registration and payment system. Through this service, customers can easily register themselves, choose the desired testing type, determine the testing location, and pay in the way they want. Customers can also chat with a doctor for a free consultation and book the Home Service. In 2022, this service complemented the Prodia Mobile application.

- **Prodia Customer Club (PCC)**

PCC is a membership token given to loyal customers as an appreciation from the management. PCC membership provides for special privileges ranging from fee waivers of laboratory examinations, provision of health information through educational series brochures and Smartliving magazine, along with other benefits. As of 2022, there were a total of 8,985 PCC members.



• Mempromosikan Paradigma Sehat

Memberikan edukasi kesehatan bagi pelanggan dan tenaga medis seperti seminar kesehatan untuk dokter, komunitas, dan rumah sakit; Prodia Scientific Day; *Scientific Marketing*; promosi *P4 Medicine* (*predictive, preventative, personalized, participatory*); program pengelolaan penyakit kronis (Prolanis); serta perlindungan kesehatan kelompok rentan.

• Skrining Thalassemia

Prodia membantu masyarakat untuk mengetahui sejak dini adanya indikasi penyakit Thalassemia, yang termasuk dalam kelompok delapan besar penyakit katastropik. Namun, mengingat adanya pandemi COVID-19, pada tahun 2022 program ini tidak dilaksanakan dan akan kembali dilaksanakan secara rutin di tahun 2023.

• Penanganan Pandemi COVID-19

- Prodia telah memberikan bantuan vaksinasi gotong royong kepada masyarakat dengan realisasi pemberian vaksin kepada 311 orang.
- Pada tahun 2022, 99% karyawan Prodia telah menerima vaksin COVID-19 dosis 1 dan 2, 95% dosis 3, dan 36% dosis 4.
- Selain itu, Prodia menyediakan pemeriksaan laboratorium seperti pemeriksaan PCR dan Antigen, memberikan bantuan MCU bagi tenaga kesehatan, mengedukasi masyarakat terkait COVID-19 melalui berbagai kanal digital, serta bekerja sama dengan berbagai mitra dan fasilitas pelayanan kesehatan lainnya.

• Promoting a Healthy Paradigm

Providing health education for customers and medical personnel such as health seminars for doctors, communities, and hospitals; Prodia Scientific Day; *Scientific Marketing*; promotion of *P4 Medicine* (*predictive, preventive, personalized, participatory*); chronic disease management program (Prolanis), as well as health protection for vulnerable groups.

• Thalassemia Screening

Prodia helps the community in early detection and indication of thalassemia, which is listed as one of eight major catastrophic diseases. However, due to COVID-19 pandemic, in 2022 this program was not conducted and is planned to be held regularly from 2023.

• COVID-19 Handling

- Prodia has provided 'gotong royong' vaccination assistance to the community with the realization of giving vaccines to 311 people.
- By 2022, 99% of Prodia employees have received the COVID-19 vaccine doses 1 and 2, 95% dose 3, and 36% dose 4.
- In addition, Prodia provides laboratory tests such as PCR and Antigen tests, provides MCU assistance for health workers, educates the public regarding COVID-19 through various digital channels, and collaborates with various partners and other health service facilities.

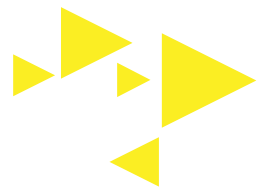
Mengelola Sumber Daya Manusia Berdaya Saing Tinggi di Bidang Kesehatan Managing Highly Competitive Human Resources in the Health Sector

• Program Beasiswa Karyawan

Sejak tahun 2019, Prodia memberikan beasiswa kepada karyawan dengan syarat-syarat tertentu. Program beasiswa dilaksanakan oleh Bagian Human Capital serta dilakukan setiap tahunnya. Sampai akhir tahun 2022, Prodia telah memberikan beasiswa kepada 446 karyawan (303 selesai dan 143 masih berjalan) untuk jenjang Diploma, Sarjana, dan Doktor.

• Employee Scholarship Program

Since 2019, Prodia has provided scholarships to employees with certain conditions. The scholarship program is implemented by Human Capital and is conducted annually. Until the end of 2022, Prodia has provided scholarships to 446 employees (303 completed and 143 are ongoing) for Diploma, Bachelor and Doctoral levels.



• Prodia Education and Research Institute (PERI)

Sejak didirikan pada tahun 2006, PERI disiapkan sebagai pusat pendidikan dan penelitian terbaik di bidang kedokteran dan kesehatan. Dalam menjalankan misinya, PERI turut mendukung perkembangan penelitian di bidang kedokteran dan kesehatan melalui pemberian beasiswa bagi peneliti untuk jenjang Master; pemberian hibah dana penelitian; mengadakan pelatihan, seminar, dan lokakarya; serta menerbitkan The Indonesian Biomedical Journal (InaBJ) yang berisikan hasil penelitian dan artikel pengembangan bidang ilmu biomedik. Melalui PERI, Prodia menjalin kerja sama dengan 45 institusi untuk meningkatkan kegiatan pendidikan dan penelitian kedokteran biomedik di Indonesia.

• Dukungan Penelitian

Sejak tahun 1991, Prodia telah mendukung lebih dari 3.000 penelitian dan mengerjakan hampir lebih dari 400 pemeriksaan baru untuk kebutuhan riset. Prodia menyelenggarakan *Scientific Day* sebagai wadah bagi karyawan, *scientist*, dan dokter untuk mendapatkan informasi terbaru seputar perkembangan pemeriksaan laboratorium serta penelitian yang telah dilakukan. Melalui kegiatan ini, diharapkan adanya inovasi-inovasi unggulan yang bermanfaat bagi masyarakat.

• Pendidikan dan Pelatihan

Melaksanakan sekitar 300 pelatihan setiap tahunnya terkait dengan *soft skill*, *hard skill*, *value*, dan *digital course*, dengan realisasi sebanyak 123 pelatihan yang diselenggarakan pusat untuk nasional dan 261 pelatihan yang diselenggarakan per wilayah di tahun 2022. Informasi lebih lanjut mengenai pendidikan dan pelatihan terdapat di halaman 57.

• Kepemimpinan Perempuan

Perseroan memegang teguh prinsip kesetaraan dan non-diskriminatif, serta melibatkan sebagian besar karyawan wanita dalam pengambilan keputusan dan pembuatan kebijakan mengenai layanan kesehatan, serta pengembangan riset dan tes-tes baru. Komitmen Prodia dalam memberikan kesempatan seluas-luasnya kepada wanita untuk memimpin membuahkan apresiasi dari Forbes Asia 2022 - 50 over 50 dengan menempatkan Direktur Utama Dewi Muliaty dalam daftar 50 wanita berpengaruh.

• Prodia Education and Research Institute (PERI)

Since its inception on 2006, PERI has been prepared to be the best center for education and research in medicine and health. In carrying out its mission, PERI supports research in medicine and health through the provision of scholarships for researchers at the Masters levels; awarding research funding grants; conducting training, seminars, and workshops; and publishing The Indonesian Biomedical Journal (InaBJ) which contains the results of research and development in the field of biomedical sciences. Through PERI, Prodia collaborates with 45 institutions to improve biomedical medicine education and research activities in Indonesia.

• Research Support

Since 1991, Prodia has supported more than 3,000 studies and conducted nearly 400 new investigations for research purposes. Prodia organizes the Scientific Day as a forum for employees, scientists, and doctors to obtain the latest information on developments in laboratory investigations and research. This endeavor is intended to stimulate and spur innovations to benefit the community. Through this activity, it is hoped that there will be superior innovations that are beneficial to the community.

• Training and Education

Carry out around 300 training annually related to soft skills, hard skills, values, and digital courses, with the realization of 123 trainings held by the national center and 261 trainings held per region in 2022. Further information on training and education can be found at page 57.

• Women's Leadership

The Company applies the principles of equality and non-discrimination, wherein many female employees are involved in decision- and policy-making regarding healthcare, research investigations and new tests. Prodia's commitment in providing the widest opportunity for women has earned the recognition of Forbes Asia - 50 over 50, with Prodia President Director Dewi Muliaty being named in the list of 50 influential women.



- Keselamatan dan Kesehatan Kerja (K3)

Prodia berkomitmen menciptakan kondisi dan tempat kerja aman bagi seluruh karyawan dengan menerapkan kebijakan untuk memenuhi seluruh standar dan kriteria K3. Penerapan kebijakan tersebut didukung oleh Direksi dan disosialisasikan kepada semua pemangku kepentingan, terutama karyawan. Prodia juga terus meningkatkan *safety awareness* karyawan sesuai peraturan yang berlaku mengenai K3.

- Occupational Health and Safety

Prodia is committed to fostering a safe and healthy occupational environment for all employees by implementing policies in adherence to prevailing OHS standards. This policy has the support of the Board of Directors and is disseminated to all stakeholders, especially employees. Furthermore, continuously enhances employee safety awareness in accordance with applicable OHS regulations.

Mengurangi Dampak terhadap Lingkungan Reducing Impact to the Environment



- Pengelolaan Limbah

Prodia mencegah dampak negatif dari kegiatan usaha yang dilakukan dengan melakukan pengelolaan dan pengolahan limbah sesuai UU No.32 Tahun 2009 tentang Perlindungan dan Pengelolaan Lingkungan Hidup. Kami memastikan pengelolaan dan pengolahan limbah telah memenuhi standar yang ditetapkan Pemerintah.

- Waste Management

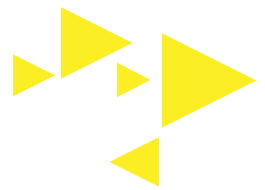
Prodia endeavors to prevent harmful effects from its business activities by managing and treating waste in accordance with Law No. 32 of 2009 concerning Environmental Protection and Management. We ensure that waste management and treatment meet government standards.

- Prodia in U

Prodia In U merupakan gerakan untuk mendukung pelestarian lingkungan dengan mengurangi penggunaan plastik serta membangun kesadaran penggunaan bahan ramah lingkungan.

- Prodia in U

Prodia In U represents an environmental conservation movement, which is carried out by reducing plastic use and building awareness about using eco-friendly materials.



- **Infrastruktur Hijau**

Kami berkomitmen membangun dan mengoperasikan gedung laboratorium klinik yang menerapkan konsep gedung hijau. Hingga tahun 2022, Perseroan telah mengoperasikan GRHA Prodia Surabaya yang menerapkan konsep gedung hijau dalam melakukan kegiatan operasional sehari-hari.

- **Penyelamatan Terumbu Karang**

Prodia bekerja sama dengan tim Indo CorAlliance, melakukan restorasi terumbu karang di Nusa Penida, Bali. Kegiatan ini bertujuan untuk turut menjaga kekayaan terumbu karang yang ada di perairan Indonesia. Kegiatan Penyelamatan Terumbu Karang ini juga turut membantu para pekerja bidang pariwisata di Bali yang terdampak oleh Pandemi COVID-19 yang kehilangan pekerjaannya.

- **Green Infrastructure**

We are committed to building and operating clinical laboratories that apply the green building concept. Starting in 2022, the Company operates GRHA Prodia Surabaya which applies the green building concept in carrying out daily operational activities.

- **Coral Reef Protection**

Prodia collaborates with the Indo CorAlliance team to restore coral reefs in Nusa Penida, Bali. This endeavor aims to help protect Indonesia's wealth of coral reefs. This Coral Reef Protection activity also helped tourism workers in Bali who were affected by the COVID-19 Pandemic who lost their jobs.



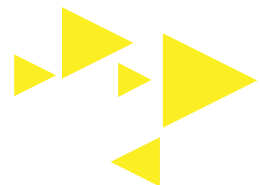
Kinerja Pengelolaan Lingkungan

Environmental Management Performance



PT Prodia Widyahusada Tbk memastikan pengelolaan limbah dilakukan sesuai ketentuan dan standar yang berlaku guna mencegah pencemaran lingkungan. Kami juga giat melakukan kampanye untuk mengurangi pemakaian plastik dan mengelola penggunaan air dengan bijak.

PT Prodia Widyahusada Tbk ensures that waste management is carried out according to applicable regulations and standards to prevent environmental pollution. Further, we actively conduct campaigns on plastic use reduction and water use management wisely.



Biaya Lingkungan dan Material Ramah Lingkungan Environmental and Eco-friendly Material Cost

Pada tahun 2022, Prodia menyediakan biaya lingkungan sebesar Rp325.957.633 untuk mendukung pengelolaan lingkungan. Sejalan dengan komitmen mengurangi limbah, kami meningkatkan pemakaian material ramah lingkungan, baik dari proses daur ulang, pemakaian kembali, maupun penggunaan material mudah terurai di alam. Selama tahun 2022, kami melanjutkan Program Prodia in U untuk mengurangi pemakaian material berbahan plastik yang sulit terurai di alam.

In 2022, Prodia allocated a budget of Rp325,957,633 to support environmental management. In line with the commitment on waste reduction, we are increasing the utilization of eco-friendly materials, namely through recycling, reuse, as well as using biodegradable materials. During 2022, we continued the Prodia in U initiative on reducing the use of non-biodegradable plastics.

Penggunaan dan Efisiensi Energi Energy Use and Efficiencies

Sampai dengan akhir tahun 2022, Prodia mengoperasikan 276 *outlets* di seluruh Indonesia. Uraian mengenai penggunaan energi dalam Laporan ini hanya mencakup pemakaian energi di Kantor Pusat sebagai representasi dari klinik, laboratorium, serta klinik & laboratorium. Total pemakaian energi dihitung sebagai jumlah volume pemakaian bahan bakar kendaraan operasional, listrik, dan sumber energi lain selama periode pelaporan, yang dinyatakan dalam satuan energi (GigaJoule).

As of end-2022, Prodia operates 276 outlets across Indonesia. The energy use details in this report only cover the Head Office as a representation of clinics, laboratories, and clinics & laboratories. Total energy consumption is calculated based on aggregate consumption of vehicle fuel, electricity, and other energy resources during the reporting period. This is expressed in energy units (GigaJoules).

Selama tahun 2022, jumlah pemakaian energi listrik mencapai 8.943,7 GJ, meningkat dibandingkan tahun sebelumnya. Sementara jumlah pemakaian BBM mencapai 209 GJ, menurun dibandingkan tahun sebelumnya. Adapun kenaikan penggunaan energi setiap tahunnya didorong oleh produktivitas Perseroan yang meningkat dengan adanya peralatan baru yang menunjang pekerjaan, peningkatan jumlah tes, dan sebagainya. Sementara penurunan energi BBM disebabkan karena adanya pengurangan mobilitas dan aktivitas perjalanan dinas selama pandemi COVID-19.

During 2022, total electricity consumption was calculated at 8,943.7 GJ, denoting an increase from the previous year. Further, fuel consumption was recorded at 209 GJ, or a decrease from the previous year. The increase in electricity consumption from year to year has been driven by the Company's increased productivity through the installation of new equipment in support of operations, an increase in the number of tests, and so forth. Meanwhile, the decline in fuel consumption was due to reduced mobility and business travel activities amidst the ongoing COVID-19 pandemic.

[302-1][302-2]

[302-1][302-2]

Volume Pemakaian Energi [302-1]

Energy Consumption

Sumber Energi Energy Source	Satuan Unit	2022	2021	2020
Listrik Electricity	kWh	2.426.316,8	2.353.905,5	2.171.417,0
	GJ	8.734,7	8.474,0	7.817,1
BBM Fuel	Liter	6.111,23	7.999,62	7.889,18
	GJ	209	273,59	269,81
Total Pemakaian Energi Total Energy Consumption	GJ	8.943,7	8.747,59	8.086,91





Intensitas Konsumsi Energi ^[302-4] Energy Consumption Intensity

Penghitungan Intensitas Konsumsi Energi (IKE) mencakup Kantor Pusat (Prodia Tower) Jakarta. Penghitungan IKE dinyatakan sebagai besaran penggunaan energi listrik untuk setiap satuan luas bangunan, mengacu Peraturan Gubernur DKI Jakarta Nomor 38 Tahun 2012 tentang Bangunan Gedung Hijau. Berdasarkan penghitungan yang dilakukan, diperoleh hasil: nilai IKE Kantor Pusat (Prodia Tower) Jakarta mencapai 298,7 kWh/m²/tahun.

Calculation of Energy Consumption Intensity (ECI) covers operations at the Head Office (Prodia Tower) Jakarta. As per Jakarta Governor Regulation No. 38 of 2012 concerning Green Buildings, ECI calculation is stated as the amount of electricity consumption for each building unit. Based on the calculations performed, the ECI score of the Head Office (Prodia Tower) Jakarta reached 298.7 kWh/m²/year.

Penghitungan IKE Kantor Pusat (Prodia Tower) ^[302-3]

Calculation of Energy Consumption Intensity (ECI) of Head Office (Prodia Tower)

Uraian Description	Satuan Unit	2022	2021	2020
Pemakaian Listrik Electricity Consumption	kWh	2.426.316,8	2.353.905,5	2.171.417,0
Luas Bangunan Building Area	m ²	8.122,48	8.122,48	8.122,48
IKE ECI	kWh/m ² /tahun kWh/m ² /year	298,7	298,8	267,3



Efisiensi Pemakaian Energi Energy Usage Efficiency

Selama tahun 2022, Kami melakukan beberapa upaya untuk mendukung penghematan dan efisiensi energi, di antaranya: ^[302-4]

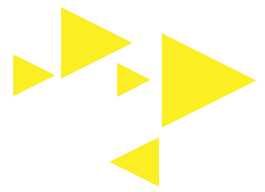
- Penggunaan lampu LED.
- Penggunaan *Air Conditioner* (AC) sensor panas/dingin di GRHA Surabaya.
- Transportasi dan distribusi reagen melalui jalur udara diganti menjadi melalui jalur laut dan darat.
- Mematikan listrik ruangan seperti AC dan lampu jika sedang tidak digunakan.
- Menggunakan anak tangga untuk naik turun 2 lantai.

Kami juga terus berupaya mengembangkan aplikasi untuk meningkatkan layanan kepada pelanggan. Secara tidak langsung, upaya tersebut mendukung penghematan energi karena pelanggan tidak perlu datang langsung berkendara ke laboratorium/klinik pada konsultasi awal. Namun, kami belum melakukan penghitungan besaran energi yang dihemat dari pemakaian aplikasi oleh pelanggan. ^[302-5]

During 2022, we made various efforts to support energy saving and efficiency measures, including the following: ^[302-4]

- Use of LED lights.
- Use of hot/cold sensor for air conditioners (AC) at GRHA Surabaya.
- Transportation and distribution of reagents by air was replaced by sea and land.
- Switching off electrical appliances such as air conditioner and lights when not in use.
- Using stairs to go up and down 2 floors.

We continue to develop applications to improve services to customers. Indirectly, these efforts support energy savings as customers no longer need to travel to the laboratory/clinic for an initial consultation. However, we have not yet calculated the amount of energy saved from the use of apps by customers. ^[302-5]

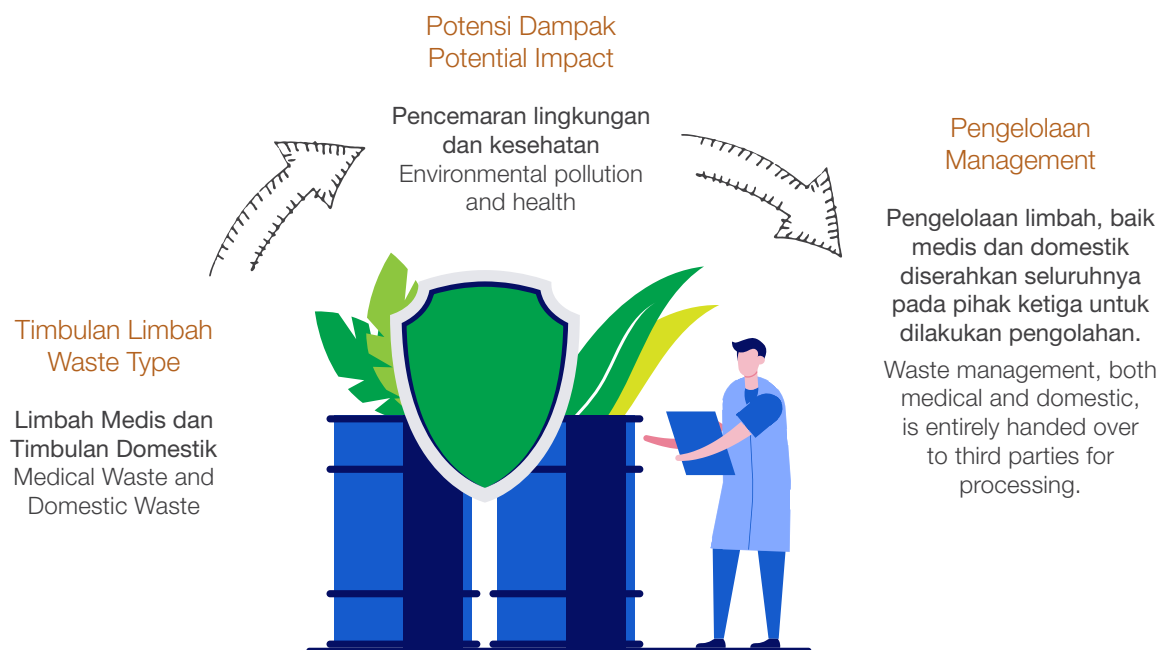


Pengelolaan Dampak Lingkungan Environmental Impact Management



Prodia memahami potensi dampak negatif dari kegiatan yang dijalankan, sehingga sejak awal, Perseroan telah menyiapkan pengelolaan guna meminimalkan dampak terhadap lingkungan. Salah satu potensi dampak negatif adalah timbulan limbah medis yang termasuk bahan berbahaya dan beracun (B3), baik padatan maupun cairan. Kami memiliki prosedur penanganan limbah sesuai regulasi yang berlaku dan standar praktik terbaik di dunia. Uraian terkait pengelolaan dan pengolahan limbah disampaikan dalam halaman 40 Laporan ini.

Prodia is mindful of potential negative impacts from its operational activities, therefore from the outset the Company has prepared a management plan to minimize the detrimental impacts on the environment. A potential negative impact is medical waste which includes hazardous and toxic materials, both solid and liquid. We have procedures for handling waste according to applicable regulations and have adopted international best practice standards. Details on waste management and treatment are presented on page 40 of this Report.



Potensi Dampak Negatif Kegiatan Prodia dan Pengelolaannya [2-25]
Potential Negative Impact of Prodia Activities and Its Management



Pengelolaan dan Pengolahan Limbah Waste Management and Treatment

Timbulan limbah dari kegiatan operasi adalah limbah medis yang mengandung B3 serta limbah domestik. Dalam mengelola limbah tersebut, Prodia memiliki Pedoman Sistem Tanggap Darurat Instalasi Pengolahan Air Limbah (IPAL) untuk limbah cair dan Tempat Penyimpanan Sementara (TPS) untuk limbah padatan. Perseroan bekerja sama dengan pihak ketiga yang memiliki fasilitas memadai serta izin pengangkutan dan pengolahan limbah B3, sehingga seluruh limbah yang dihasilkan akan diserahkan ke pihak ketiga untuk dilakukan pengolahan. [306-1]

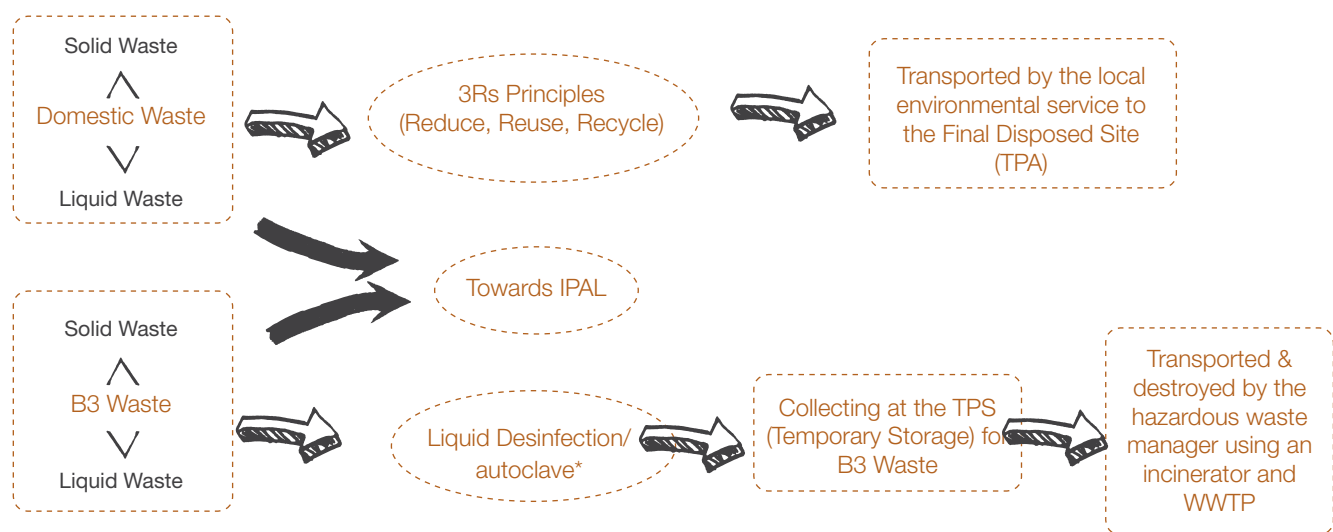
Untuk mengurangi limbah yang dihasilkan, Prodia juga memiliki program kaizen, yakni penggunaan kembali boks *styrofoam* untuk penyimpanan sampel. Prodia juga menggunakan kembali wadah/jerigen reagen menjadi jerigen limbah. Selain itu, beberapa klinik Prodia juga dilengkapi dengan fasilitas radiologi diagnostik berupa pemeriksaan *rontgen*. Kami tidak memiliki prosedur untuk pengelolaan limbah mengandung radioaktif dikarenakan alat yang dimiliki sudah baru dan canggih secara teknologi, sehingga tidak lagi memerlukan pencucian *rontgen*.

Waste generated from operating activities comprises medical waste containing hazardous and toxic materials, as well as domestic waste. To manage such waste, Prodia has Guidelines for Wastewater Treatment Plant Emergency Response System for liquid waste and Temporary Storage Site (TPS) for solid waste. The Company collaborates with third parties who own adequate facilities and permits to transport and process toxic waste, therefore all the waste generated is handed over to them for further treatment. [306-1]

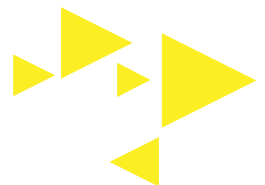
To reduce the waste generated, Prodia has a kaizen program, namely to reuse styrofoam boxes for storage of samples. Prodia also reuses reagent containers/jerrycan to store waste. In addition, several Prodia clinics are also equipped with diagnostic radiology facilities for X-ray examinations. We do not have a procedure for managing radioactive waste because the equipment we have is new and technologically advanced, so it no longer requires x-ray cleaning.

Pengelolaan Limbah Non-Radioaktif [306-2] Non-Radioactive Waste Management

Waste Management Strategy at Prodia Facilities (2) Post COVID-19



*specially for waste from COVID-19



Total Limbah Dihasilkan Berdasarkan Jenis [306-3]

Total Waste Generated by Type

Jenis Type	Satuan Unit	2022	2021	2020
Limbah Domestik Domestic Waste				
Limbah Cair Liquid Waste	m³	7.694,82	4.686,98	7.695,09
Limbah Padat Solid Waste		393,78	331,76	383,50
Total Limbah Domestik Total Domestic Waste		8.088,6	5.018,74	8.078,59
Limbah Medis (B3) Medical Waste (Hazardous Waste)				
Limbah Cair Liquid Waste	Ton	9,39	1,58	1,57
Limbah Padat Solid Waste		44,55	75,35	65,84
Total Limbah Medis Total Medical Waste		53,94	76,93	67,41

Total Limbah Dihasilkan Berdasarkan Metode Pengelolaan [306-4]

Total Waste Generated by Management Method

Metode Pengelolaan Management Method	Satuan Unit	2022	2021	2020
Limbah Domestik Domestic Waste				
Digunakan kembali/daur ulang Reused/recycled	m³	0	0	0
Diserahkan kepada pihak ketiga Handed over to a third party		393,78	331,76	383,50
Total Limbah Domestik Total Domestic Waste		393,78	331,76	383,50
Limbah Medis (B3) Medical Waste (Hazardous Waste)				
Digunakan kembali/daur ulang Reused/recycled	Ton	0	0	0
Diserahkan kepada pihak ketiga Handed over to a third party		53,94	76,93	67,41
Total Limbah Medis Total Medical Waste	Ton	54,94	76,93	67,41

Total Limbah yang Dikirimkan ke Pembuangan Akhir [306-5]

Total Waste Sent to Final Disposal

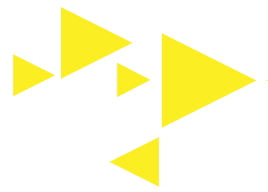
Metode Pengelolaan Management Method	Satuan Unit	2022	2021	2020
Limbah Domestik Domestic Waste				
Penimbunan (TPA) Landfilling (Final Disposal Site)	m ³	393,78	331,76	383,50
Limbah Medis (B3) Medical Waste (Hazardous Waste)				
Insinerasi Incineration	Ton	53,94	76,93	67,41



Kegiatan pengelolaan dan pengolahan limbah B3 pada masing-masing cabang telah dilengkapi dengan perizinan pihak berwenang. Secara berkala, Kami berkoordinasi serta melaporkan kegiatan pengelolaan dan pengolahan limbah B3 kepada pihak-pihak berwenang, di antaranya Dinas Lingkungan Hidup pada masing-masing wilayah tempat cabang berada.

The management and treatment of hazardous waste at every branch is backed by the requisite permits from the authorities. In this regard, we regularly coordinate and report our activities to the authorities, including the Environmental Agency in the region where the branches are located.





Pengelolaan Air Water Management



Air digunakan untuk kebutuhan operasional dan pendukung. Air yang dibutuhkan tidak ada yang berasal dari sumber air yang digunakan bersama oleh masyarakat di sekitar cabang Prodia berada, sehingga tidak ada interaksi yang terjadi. Kebutuhan air dipenuhi pasokan dari perusahaan air bersih (PDAM) setempat, maupun pengambilan air tanah sesuai perizinan yang berlaku. Kami mengelola pemakaian air dengan pemantauan berkala dan penerapan kebijakan penghematan air, untuk mencegah pengambilan air berlebihan yang dapat berdampak pada sumber daya air yang ada. Seluruh air yang diperoleh dari sumber air langsung digunakan, sehingga jumlah air yang dikonsumsi sama dengan jumlah air yang didapat dari sumber air. [303-1][303-2][303-3][303-5]

Water is used for daily business and other operational needs. In this regard, none of the water is obtained from water sources used by the community in the vicinity of Prodia branches, therefore no interactions take place with them. The water needs are solely met by supply from the local water utility company (PDAM) as well as groundwater extraction in accordance with applicable licenses. Water usage is managed through periodic monitoring and implementation of a 'save water' policy, which is meant to prevent excessive water extraction that may impact the existing water resources. All water obtained from water sources are utilized, thus the volume of water consumed is equal to the volume obtained from water sources. [303-1][303-2][303-3][303-5]

Volume Pemakaian Air di Kantor Pusat (m³)

[303-3][303-5]

Water Usage Volume in
Head Office (m³)

Sumber Air
Water Source:

Perusahaan Air (PDAM)
Water Utility Company (PDAM)

2022



9.727

2021

6.706

2020



10.621

Prodia juga berupaya melakukan efisiensi penggunaan air, di antaranya dengan mengatur debit air yang keluar, serta menghimbau untuk menggunakan air secukupnya dan untuk mematikan keran saat tidak digunakan.

The various measures on water efficiencies through regulating the water discharge, and encouraging to use of water in moderation and to turn off the faucet when not in use.



Pengelolaan Efluen

Effluent Management

Air bekas pakai terutama dari kegiatan operasional merupakan limbah cair (effluent) yang mengandung kontaminan, sehingga tidak langsung dilepaskan ke badan air. Limbah cair (effluent) non-B3/domestik akan diolah di IPAL. Air yang akan digunakan diolah kembali dengan sistem RO *filter* untuk memastikan kualitasnya dalam kegiatan klinik/laboratorium. Pada tahun 2022, Prodia menambah fasilitas IPAL baru di 2 cabang, yaitu Prodia Salatiga dan Prodia Semarang dengan total biaya sebesar Rp769.758.468.

Secara berkala, Kami memantau kualitas olahan effluent untuk memastikan kesesuaian dengan baku mutu yang ditetapkan pemerintah daerah pada wilayah masing-masing cabang Prodia melalui pengujian laboratorium. Parameter pengukuran meliputi baku mutu yang diatur perundang-undangan yang berlaku seperti: COD, BOD, pH, suhu, TSS, NH₃, dan lainnya. Dari hasil pemantauan, selama tahun 2022, diketahui olahan effluent telah memenuhi ambang batas baku mutu. Sebagian besar dari olahan air limbah dialirkan kembali ke badan air, dan sebagian ada yang digunakan kembali untuk berbagai keperluan domestik seperti menyiram taman, *flushing* toilet, dan dimanfaatkan untuk bio indikator alami, yakni kolam ikan.

Sementara untuk effluent B3 akan dengan diserahkan ke pihak ketiga yang memiliki izin dari Kementerian Lingkungan Hidup dan Kehutanan (KLHK). Effluent ditempatkan dalam wadah khusus untuk mencegah tumpahan dan/atau kebocoran. Selama tahun 2022, tidak ada tumpahan dan/atau kebocoran effluent baik saat di TPS maupun dalam proses pengiriman.

Used water, specifically from operational activities, represent liquid waste (effluent) that contain toxic and hazardous materials, which is therefore not directly discharged into water bodies. Non-B3/domestic liquid waste (effluent) will be processed at the WWTP. The water to be used is re-treated with an RO filter system to ensure its quality in clinical/laboratory activities. In 2022, Prodia will add new WWTP facilities at 2 branches, namely Prodia Salatiga and Prodia Semarang with a total cost of Rp769,758,468.

Moreover, Prodia periodically monitors the treated effluent to ensure compliance with local government quality standards within their respective regions, as conducted through laboratory testing. The parameters measured include quality standards regulated by applicable laws such as: COD, BOD, pH, temperature, TSS, NH₃, and others. Based on monitoring results, during 2022 the treated effluent had met the quality standard threshold. Most of the treated wastewater was discharged into water bodies, while some was reused for various domestic purposes such as watering gardens, flushing toilets, used for natural bio indicators, namely fish pond.

Meanwhile, the hazardous effluent will be handed over to a third party who has a permit from the Ministry of Environment and Forestry (KLHK). The effluent is placed in a special container to prevent spillage and/or leakage. During 2022, there will be no effluent spills and/or leaks either at TPS or in the shipping process.

Volume Efluen yang
Dibuang (m³) [\[303-4\]](#)
Volume of Effluent
Discharged (m³)

Uraian
Description:

Perusahaan Air (PDAM)
Water Utility Company (PDAM)

2022

7.694,82

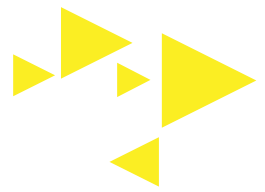
2021

4.686,98

2020

7.695,09





Informasi terkait Keanekaragaman Hayati dan Emisi Information on Biodiversity and Emissions

Pengelolaan Keanekaragaman Hayati

Seluruh cabang Prodia berlokasi di wilayah urban dan suburban. Tidak ada wilayah operasi yang berada dan/atau berdekatan dengan kawasan dilindungi maupun kawasan dengan nilai keanekaragaman hayati tinggi, sehingga tidak berpengaruh signifikan terhadap keanekaragaman hayati. Kami tidak melakukan pendataan terkait spesies dilindungi berdasarkan Daftar Merah IUCN maupun peraturan di Indonesia. [304-1][304-2][304-4]

Melalui kegiatan tanggung jawab sosial perusahaan (TJSL), kami mendukung restorasi terumbu karang di pantai utara Bajar Bodong dan Banjar Sental Kauh di Nusa Penida, Bali, yang merupakan kawasan konservasi perairan (KKP). Kegiatan restorasi terumbu karang dilaksanakan Prodia bekerja sama dengan tim Indo CorAlliance melalui Program *Indo Ocean Project*. Adapun tujuan program ini yaitu untuk mengedukasi komunitas lokal dan pelaku pariwisata, menciptakan lapangan pekerjaan bagi para pelaku pariwisata, dan membantu pertumbuhan terumbu karang. Luasan area restorasi terumbu karang mencapai 350 m² dengan total terumbu karang yang sudah ditanam sebanyak 10.665 koral hingga akhir tahun 2022. [304-3]

Pengendalian Emisi GRK

Bidang kegiatan Prodia adalah jasa layanan kesehatan, sehingga tidak berdampak signifikan terhadap emisi gas rumah kaca (GRK). Oleh karena itu, Laporan ini tidak mengungkapkan informasi terkait emisi GRK cakupan 1 dan 3. Laporan juga tidak mengungkapkan informasi terkait emisi substansi penipis ozon (ODS), NO_x, SO_x, maupun emisi lain yang signifikan. [305-1][305-3][305-6][305-7]

Biodiversity Management

All Prodia branches are located in urban and suburban areas. Our operational areas are not located to and/or adjacent to protected areas or areas with high biodiversity. Consequently, our operations do not have a significant effect on biodiversity. We do not collect data related to protected species based on the IUCN Red List or regulations in Indonesia. [304-1][304-2][304-4]

Through corporate social responsibility (CSR) activities, we support coral reef restoration on the north coast of Bajar Bodong and Banjar Sental Kauh in Nusa Penida, Bali, which are marine protected areas (KKP). Prodia's Coral reef restoration efforts are carried out in collaboration with the Indo CorAlliance team through the Indo Ocean Project Program. The aim of this program is to educate local communities and tourism stakeholders, create jobs, and help the growth of coral reefs. The coral reef restoration area is 350 m² with a total of 10,665 corals planted by the end of 2022. [304-3]

GHG Emission Control

Prodia's business is related to healthcare, which does not have a significant impact in terms of greenhouse gas (GHG) emissions. Therefore, this report does not disclose information regarding GHG scopes 1 and 3 emissions. The report also does not disclose information regarding emissions of ozone-depleting substances (ODS), NO_x, SO_x, or other significant emissions. [305-1][305-3][305-6][305-7]



Hasil Pengukuran Emisi GRK Tidak Langsung (Cakupan 2) dan Intensitas Emisi GRK [305-2][305-4]

Measurement of Indirect GHG Emissions (Scope 2) and GHG Emission Intensity

Keterangan Description	Satuan Unit	2022	2021	2020
Jumlah Emisi Berdasarkan Sumber Emisi Total Emissions by Emission Source				
Listrik Electricity	Ton CO ₂ eq	11.102,96	10.771,60	9.936,53
Solar Diesel		61,83	106,89	70,76
Bensin Petrol		10,23	11,86	13,74
Total Emisi Cakupan 2 Total Scope 2 Emissions		11.175,02	10.890,35	10.021,03
Intensitas Emisi GRK GHG Emission Intensity				
Total Karyawan Total Employees	Orang People	3.743	3.675	3.626*
Intensitas Emisi GRK GHG Emission Intensity	Ton CO ₂ eq/orang Ton CO ₂ eq/people	2,99	2,96	2,76

*Penyajian kembali informasi | Restatement [2-4]

Prodia turut mendukung upaya reduksi emisi GRK melalui beberapa program dan kegiatan yang dijalankan selama tahun 2022: [305-4]

- Program Prodia *in U* untuk pengurangan penggunaan plastik, karena selain sulit diurai di alam, siklus hidup plastik berkontribusi 3,8% dari emisi GRK secara global;
- Memberlakukan kebijakan sistem *Work from Home* (WFH) dan *Work from Office* (WFO);
- Menghimbau pelaksanaan *virtual meeting* untuk mengurangi pertemuan secara fisik; dan
- Mengurangi mobilisasi karyawan.

Prodia supported efforts on GHG emissions reduction through several programs and activities during 2022, as follows: [305-4]

- Running the Prodia *in U* program to reduce plastic use, because apart from being non-biodegradable, plastics contribute to 3.8% of global GHG emissions;
- Applying Work from Home (WFH) and Work from Office (WFO) policies;
- Promoting virtual meetings to reduce physical meetings; and
- Reducing employee travel.

Pengaduan terkait Pengelolaan Lingkungan Complaints related to Environmental Management

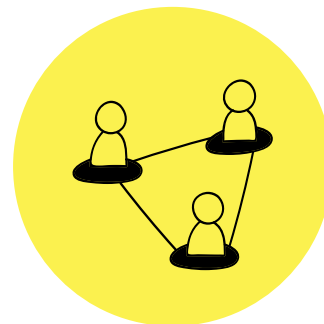
Perseroan memberikan akses kepada masyarakat maupun pemangku kepentingan lain untuk menyampaikan pengaduan terkait pengelolaan lingkungan. Pengaduan dapat disampaikan kepada Corporate Secretary di Kantor Pusat Prodia Tower, melalui alamat *email* corporate.secretary@prodia.co.id. Sesuai prosedur, setiap pengaduan akan ditindaklanjuti dengan melibatkan fungsi terkait. Selama tahun 2022, 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 to the public and other stakeholders to submit complaints related to environmental management. Complaints may be submitted to our Head Office at Prodia Tower, addressed to the Corporate Secretary at corporate.secretary@prodia.co.id. As per procedures, every complaint is followed up by the relevant units. During 2022, no complaints were lodged by stakeholders. Furthermore, Prodia has never received any sanctions from the authorities regarding alleged violations on environmental management regulations.



Kinerja Pengelolaan Sosial

Social Management Performance

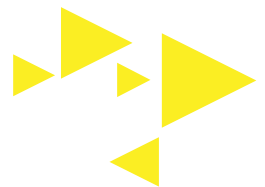


Layanan dan Perlindungan untuk Semua

PT Prodia Widyahusada Tbk berkomitmen menjadi pusat layanan kesehatan terbesar di Indonesia dan terus bertumbuh untuk memberikan serta meningkatkan layanan kepada semua pelanggan maupun mereka yang membutuhkan. Perseroan terus melakukan inovasi berkelanjutan dan pengembangan layanan maupun produk, dengan tetap memperhatikan keselamatan serta perlindungan untuk semua.

Service and Protection for All

PT Prodia Widyahusada Tbk is committed to be the largest healthcare center in Indonesia and continues to grow to provide and improve services to all customers and those in need. The Company conducts continuous innovation and development of services and products, while taking into account safety and protection for all.



Lingkungan Bekerja yang Layak dan Aman Decent and Safe Working Environment

Kebijakan Keselamatan dan Kesehatan Kerja (K3) Karyawan [403-1]

Kami menerapkan Sistem Manajemen Keselamatan dan Kesehatan Kerja (SMK3) sesuai Peraturan Menteri Tenaga Kerja No: PER.05/MEN/1996 tentang Sistem Manajemen Keselamatan dan Kesehatan Kerja serta Peraturan Menteri Kesehatan No. 411/Menkes/PER/111/2010 tentang Laboratorium Klinik serta Peraturan Menteri Kesehatan Indonesia No 52 Tahun 2018 tentang Keselamatan dan Kesehatan Kerja di Fasilitas Pelayanan Kesehatan. Pada tahun 2022, Prodia melakukan *Surveillance* ISO 45001 yang berjalan dengan lancar tanpa temuan *Major*. Prodia juga melakukan sertifikasi SMK3 dengan pencapaian 93,97% untuk kategori Tingkat Lanjutan (166 kriteria) dengan hasil bendera Emas. Sertifikat ini berlaku untuk jangka waktu 3 (tiga) tahun sejak dikeluarkan.

Prodia telah memiliki kebijakan yang telah dirumuskan dan dilaksanakan untuk memenuhi seluruh standar dan kriteria ketenagakerjaan dan K3 dalam rangka mencapai kinerja prima di bidang tersebut. Kebijakan tersebut senantiasa didukung oleh Direksi dan disosialisasikan kepada semua pemangku kepentingan, terutama karyawan. Penerapan K3 juga didukung peraturan dan prosedur internal. Secara internal, Prodia menetapkan tujuan, merencanakan, melaksanakan, dan mengevaluasi sasaran dan program K3 secara berkala sesuai dengan perkembangan kondisi Perseroan maupun standar yang berlaku.

Identifikasi Bahaya, Asesmen Risiko, dan Investigasi [403-2]

Prodia terus melakukan pencegahan kecelakaan dan penyakit akibat kerja (PAK), pencemaran lingkungan, serta identifikasi bahaya dan penilaian risiko. Seluruh kegiatan melibatkan semua pihak, baik karyawan maupun manajemen, serta dipantau dan diawasi oleh penanggung jawab K3 dan *top management*. [403-8]

Untuk menjamin penerapan K3 dilakukan sesuai prosedur yang berlaku, Prodia melakukan inspeksi secara rutin terhadap fasilitas dan proses kerja, pengukuran lingkungan kerja, pemantauan kesehatan karyawan, rapat rutin Panitia Pembina Keselamatan dan Kesehatan Kerja (P2K3),

Employee Occupational Health and Safety (OHS) Policy [403-1]

We implement an Occupational Health and Safety Management System (SMK3) in accordance with Minister of Manpower Regulation No: PER.05/MEN/1996 concerning Occupational Health and Safety Management System and Minister of Health Regulation No. 411/Menkes/PER/111/2010 concerning Clinical Laboratories and Minister of Health Regulation No. 52 of 2018 concerning Occupational Health and Safety in Healthcare Facilities. In 2022, Prodia carried out an ISO 45001 Surveillance Audit which ran smoothly without any major findings. Further, Prodia also carried out SMK3 certification with an achievement of 93.97% for the Advanced Level category (166 criteria) with a Gold flag result. This certificate is valid for a period of 3 (three) years from the time it was issued.

Prodia has a policy in place that has been prepared to meet all standards and criteria on employment and OHS, with the objective of achieving excellent performance in the field. This policy is consistently supported by the Board of Directors and disseminated to all stakeholders, especially employees. Further, OHS implementation is also buttressed by internal rules and procedures. Internally, Prodia sets goals, plans, implements, and evaluates OHS goals and programs on a periodic basis in accordance with developments in the Company conditions and applicable standards.

Hazard Identification, Risk Assessment, and Investigation

Prodia continues to prevent work-related accidents and diseases, environmental pollution, as well as hazard identification and risk assessment. All activities involve all parties, both employees and management, and are monitored and supervised by the OHS person in charge and top management. [403-8]

To ensure that OHS implementation is in line with applicable procedures, Prodia conducts routine inspections of work facilities and processes, measurements of the work environment, monitoring of employee health, regular meetings of the Occupational Health and Safety Advisory



identifikasi akar masalah dan perbaikan berkelanjutan. Secara berkala, kami melakukan audit SMK3 untuk memastikan keandalan seluruh fasilitas, serta menjamin keselamatan dan kesehatan kerja karyawan.

Dalam rangka meminimalisir potensi bahaya/kejadian kecelakaan akibat kerja, terdapat beberapa hal yang dilakukan oleh Prodia, antara lain dengan melakukan pelatihan, sertifikasi, dan campaign/promosi K3, menentukan standar penggunaan Alat Pelindung Diri (APD), serta inspeksi area kerja.

Layanan Kesehatan Kerja [403-3]

Perseroan telah memiliki *Integrated Management System* (IMS) yang melaksanakan fungsi *monitoring* risiko Perseroan yang berada di bawah Komite Manajemen Risiko yang mengatur mengenai identifikasi risiko dan bagaimana menghilangkan risiko atau meminimalkan risiko, termasuk dalam hal fungsi layanan kesehatan kerja yang memastikan kualitas layanan tersebut terjaga dengan baik dalam kegiatan operasional Perseroan.

Meskipun kasus pandemi COVID-19 sudah menurun, kami tetap menjalankan protokol kesehatan, seperti sistem kerja *hybrid*, penyediaan *hand sanitizer*, penyemprotan disinfektan secara berkala, serta memastikan seluruh karyawan dan pekerja lain telah mendapatkan vaksinasi *booster*. Perseroan juga membentuk Tim *Business Continuity Plan* (BCP) yang terdiri dari Departemen Human Capital dan Departemen Internal Audit untuk mengatur dan mengawasi prosedur bisnis dan operasional berdasarkan protokol kesehatan yang ada. Kami juga menyediakan ruang laktasi dan penyimpanan ASI bagi karyawan wanita di Kantor Pusat.

Kami menerapkan *hygiene industry* untuk mengidentifikasi, mengevaluasi, dan mengendalikan hal-hal yang berpotensi membahayakan kesehatan karyawan di tempat kerja. Penerapan *hygiene industry* antara lain meliputi: [403-7]

- Ergonomi: mengganti kursi atau *keyboard* yang digunakan karyawan, memperkenalkan alat untuk mengurangi tugas berulang, 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, dan memelihara peralatan untuk mencegah kebocoran maupun kerusakan.

Committee (P2K3), identification of root causes and continuous improvement. Periodically, we conduct SMK3 audits to ensure the reliability of all facilities, as well as ensure the safety and health of employees.

To minimize the potential of hazards/work-related accidents, several measures have been taken as follows conducting training, certification, and OHS campaign/promotions, determining standards for the use of Personal Protective Equipment (PPE), and conducting work area inspections.

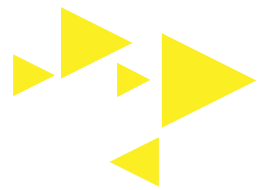
Occupational Health Services [403-3]

The Company has an Integrated Management System (IMS) that performs the organization's risk monitoring function, which is the responsibility of the Risk Management Committee. This Committee is tasked with identifying risks and determine the ways to eliminate or minimize risks, along with managing occupational health services to ensure that these services are of the highest quality in relation to day-to-day operations.

Even though the cases of the COVID-19 pandemic have decreased, we are still implementing health protocols, such as a hybrid work system, providing hand sanitizers, spraying disinfectants periodically, and ensured that all employees and other workers are vaccinated with booster shots. The Company also formed a Business Continuity Plan (BCP) Team consisting of the Human Capital Department and the Internal Audit Department to regulate and supervise business and operational procedures based on existing health protocols. We also provide lactation rooms and milk storage for female employees at Head Office.

We implement industrial hygiene to identify, evaluate, and control the factors that have the potential to harm the health of employees in the workplace. The application of industrial hygiene includes the following: [403-7]

- Ergonomics: changing chairs or keyboards of employees, introducing tools to reduce repetitive tasks, or limiting time on certain jobs;
- Indoor air quality: ensure proper ventilation to ensure circulation and air filtration to help remove contaminants from the air;
- Chemical exposure: adequate ventilation, proper personal hygiene such as washing hands to reduce the amount of chemicals absorbed by the skin, and maintaining equipment to prevent leaks or damage.



- Radiasi: memakai alat pelindung diri (APD) radiasi bagi karyawan yang bertugas di fasilitas radiologi diagnostik.
- Bahaya biologis: mencuci tangan, ventilasi, peralatan pelindung pribadi seperti sarung tangan atau respirator, pemisahan pembuangan limbah biologis dan medik, serta dalam kasus tertentu isolasi.

- Radiation: wearing radiation personal protective equipment (PPE) for employees working in diagnostic radiology facilities.
- Biological hazards: hand washing, ventilation, and use of personal protective equipment such as gloves or respirators, and in certain cases isolation can help minimize risks associated with biological hazards.

Partisipasi, Konsultasi, dan Pelatihan Karyawan terkait K3 [\[403-4\]](#)

Prodia melibatkan seluruh pihak dalam pelaksanaan partisipasi dan konsultasi terkait K3, antara lain dengan melibatkan seluruh karyawan dalam membuat kebijakan K3, saling memberikan saran dan masukan terkait K3, pembuatan *Hazard Identification Risk Assessment and Determining Control* (HIRADC), serta seleksi dan evaluasi vendor/pihak ketiga sebelum bekerja sama dengan Prodia. Kami telah membentuk Panitia Pembina Keselamatan dan Kesehatan Kerja (P2K3) yang beranggotakan perwakilan karyawan dari Divisi Customer Experience, Digital Service Transformation & IT, General Affair, Human Capital, dan departemen lainnya

Selama tahun 2022, karyawan dan pekerja lain di Prodia melakukan beberapa kegiatan penerapan K3, yakni: pelaksanaan Bulan K3 Nasional; pembuatan poster dan *media campaign* K3; pemeriksaan kesehatan tenaga kerja dan lingkungan kerja, serta inspeksi K3; periksa uji utilitas gedung; serta pelatihan, sertifikasi, dan audit secara internal dan eksternal. Kami juga menyertakan karyawan pada berbagai pelatihan terkait K3, yakni pelatihan bagi petugas P3K, auditor SMK3, ahli K3 listrik, ahli K3 umum, ahli K3 listrik, petugas kebakaran kelas D, dan Penanggung Jawab Operasional Pengolahan Air Limbah (POPAL) dengan total peserta sebanyak 39 karyawan. [\[403-5\]](#)

Employee Participation, Consultation and Training related to OHS [\[403-4\]](#)

Prodia involves all parties on OHS participation and consultation, as follows involving all employees in making OHS policies, providing mutual advice and inputs related to OHS, preparing the Hazard Identification Risk Assessment and Determining Control (HIRADC), and participating in selection and evaluation of vendors/third parties before working with Prodia. We have formed an Occupational Health and Safety Advisory Committee (P2K3) consisting of employee representatives from the Customer Experience Division, Transformation & IT, General Affair, Human Capital, and other departments.

During 2022, employees and other workers at Prodia carried out several OHS implementation activities, namely implementation of the National OHS Month; making OHS posters and media campaigns; examination of workers' health and work environment, as well as OHS inspections; check the utility test of the building; and also Internal and external training, certification, and audits. We also include employees in various OHS-related trainings, namely training for first aid officers, SMK3 auditors, OHS electricians, general OHS experts, electrical OHS experts, class D fire officers, and Person in Charge of Operational Waste Water Treatment (POPAL) with a total participants of 39 employees. [\[403-5\]](#)



Promosi Kesehatan Pekerja [403-6]

Sebagai bentuk kepatuhan pada regulasi terkait penyelenggaraan jaminan sosial kesehatan, Prodia menyertakan seluruh karyawan pada kepesertaan BPJS Kesehatan dan BPJS Ketenagakerjaan. Prodia juga memberikan “Kartu Keluarga Prodia”, yakni pemeriksaan kesehatan bagi karyawan dan anggota keluarganya. Selama tahun 2022, terdapat 1.878 karyawan yang melakukan pemeriksaan kesehatan berkala (*medical check-up/MCU*). Kami juga menyelenggarakan kegiatan promosi kesehatan yang bersifat sukarela dan menjadi bagian dari dukungan pada program Pemerintah, seperti seminar, menerbitkan publikasi, memberikan wawasan terkait kesehatan pranikah, serta pencegahan dan pengendalian HIV/AIDS di tempat kerja.

Employee Health Promotion [403-6]

In compliance with the health social security regulation, Prodia has included all employees in the BPJS Kesehatan and BPJS Ketenagakerjaan schemes. Prodia also provides the Prodia Family Card (“Kartu Keluarga Prodia”), which offers health check-ups for employees and their family members. During 2022, there were 1,878 employees who carry out periodic medical check-ups (MCU). We also organized voluntary health promotion activities as part of our support to the Government program, as follows through seminars, publication, disseminating insights on pre-marital health, and HIV/AIDS prevention and control in the workplace.

Kinerja Keselamatan dan Kesehatan Kerja [403-9][403-10]

Selama tahun 2022, Kami mencatatkan kinerja keselamatan kerja yang cukup baik. Tidak ada insiden kecelakaan kerja yang 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.

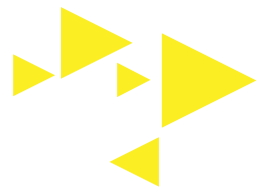
Occupational Health and Safety Performance [403-9][403-10]

During 2022, we recorded a fairly good performance on occupational safety, where no incidents of work accidents or occupational diseases causing fatalities were reported. The safety performance statistics are presented in the following table, calculated based on per 1,000,000 person-hours worked.

Statistik Kinerja Keselamatan Kerja [403-9]

Occupational Safety Statistics

Kategori Category	2022		2021		2020	
	Pria Male	Wanita Female	Pria Male	Wanita Female	Pria Male	Wanita Female
Near Miss	0	0	0	0	0	0
Ringan Light	8	18	12	24	7	25
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 Accident (NOA)	8	18	12	24	7	25
Severity Rate (SR)	0	0	0	0	0	0
Frequency Rate (FR)	11,01		16,18		11,11	
Total Recordable Injury Rate (TRIR)	1,3%		1,8%		1,5%	



Keselamatan, Kesehatan, dan Kesetaraan Pelanggan Customer Health, Safety, and Equity

Keselamatan dan Kesehatan Pelanggan

Kami berupaya memberikan pelayanan sepenuh hati dengan memperhatikan kenyamanan, keselamatan, dan kesehatan pelanggan ketika menjalani pemeriksaan. Penerapan mencakup semua aspek laboratorium klinik, mulai dari pengambilan sampel (pra-analitik) hingga penyerahan hasil (pasca-analitik). Prodia menerapkan jaminan mutu dalam memenuhi harapan pelanggan (*total solution patient safety*) dan peningkatan *outcome* (hasil pelayanan) pelanggan. Jaminan mutu pada proses pra-analitik juga diberikan terhadap kualitas sampel pelanggan, kenyamanan, dan keamanan pelanggan saat pengambilan darah, keselamatan sampel pelanggan, dan kualitas sampel selama pengiriman. Selama tahun 2022, tidak terdapat insiden ketidakpatuhan terkait dampak keselamatan dan kesehatan layanan yang diberikan. [416-1][416-2]

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 agar dapat memberikan layanan prima kepada pelanggan. Komitmen Kami pada keselamatan dan kesehatan pelanggan bahkan mendapatkan apresiasi dari berbagai pihak, di antaranya Anugerah Badan Pengawas Tenaga Nuklir (BAPETEN) dalam kategori Keselamatan dan Keamanan Nuklir untuk Kegiatan Radiologi Diagnostik dan Intervensional serta akreditasi *Laboratory Accreditation Program* (LAP) dari The College of American Pathologist (CAP).

Layanan Setara kepada Pelanggan

Sepanjang tahun 2022, fasilitas layanan jasa kesehatan kami menerima 2,8 juta kunjungan pelanggan. Kami melayani dan menerima pelanggan secara setara, yang terdiri dari segala kelompok usia dan *gender*, serta dari kalangan umum sesuai regulasi yang berlaku. Sejalan dengan komitmen Kami untuk melayani pelanggan dari seluruh lapisan masyarakat, Prodia melengkapi sejumlah fasilitas pendukung untuk melayani mereka, yaitu 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 (pemeriksaan berdasarkan gen); serta fasilitas pendukung untuk penyandang disabilitas (*lift* dengan huruf *braille* dan *ramp* untuk kursi roda).

Customer Safety and Health

We strive to provide wholehearted service by paying attention to the comfort, safety and health of customers when undergoing testing. This covers all aspects of clinical laboratory, from sampling (pre-analytics) to delivery of results (post-analytics). Prodia implements quality assurance in meeting customer expectations (total solution patient safety) and improving customer outcomes. Quality assurance in the pre-analytical process is also given to customers with respect to sample quality, convenience and safety during blood collection, sample safety, and sample quality during delivery. During 2022, no incidents of non-compliance were recorded on safety and health impacts in relation to services rendered. [416-1] [416-2]

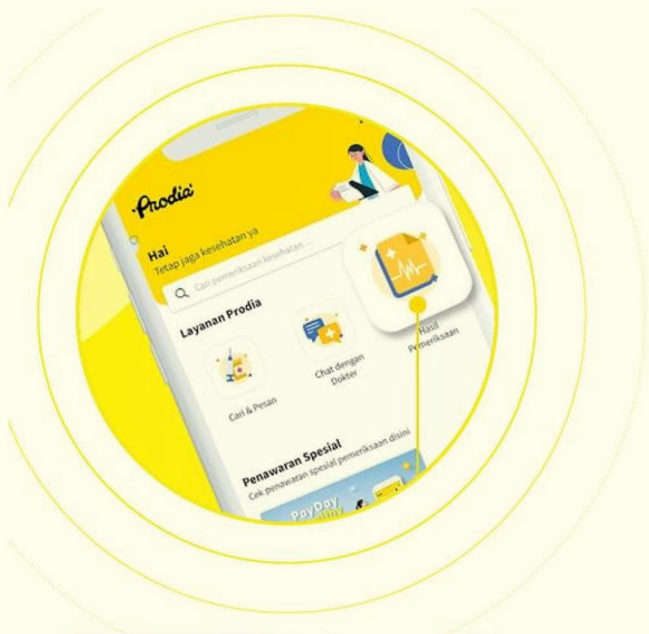
As a healthcare facility that provide diagnostic radiology services through X-ray examinations, we also comply with applicable rules and regulations to ensure customer safety and security. Prodia calibrates and monitors the quality of the medical examination tools on a periodic basis to ensure excellent service to customers. Our commitment to customer safety and health has been appreciated by various parties, including the Nuclear Energy Regulatory Agency (BAPETEN) Award in the Nuclear Safety and Security for Diagnostic and Interventional Radiology category and Laboratory Accreditation Program (LAP) accreditation from the College of American Pathologist (CAP).

Equal Service to Customers

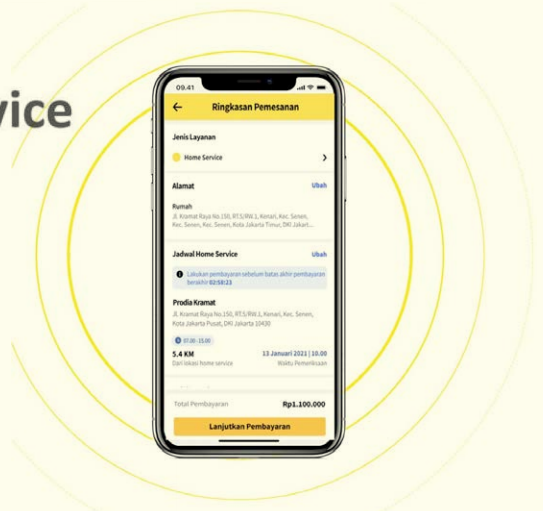
During 2022, our health service facilities received 2.8 million customer visits. We serve and accept customers equally, consisting of all age and gender groups, as well as from the general public according to applicable regulations. Consistent with our commitment to serving customers from all walks of life, Prodia has established a number of specialized supporting facilities as follows Prodia Children Health Center/Prodia Children/PCHC (for children aged neonates (0-4 weeks) to adolescents (18 years)); Prodia Women's Health Center/Prodia Women/PWHC (for women customers); Prodia Senior Health Center/Prodia Senior/PSHC (for elderly customers); Prodia Genomics (examination based on genes); as well as supporting facilities for persons with disabilities (lifts with braille letters and ramps for wheelchairs).



Inovasi Berkelanjutan dan Pengembangan Produk Sustainable Innovation and Product Development



Home Service PRODIA MOBILE



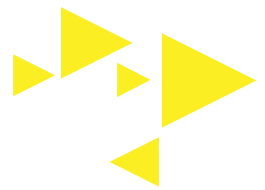
Keberadaan aplikasi Prodia *Mobile* mendorong peningkatan kinerja selama tahun 2022:

During 2022, Prodia Mobile Application boosted performance as per the following:

	Peningkatan transaksi <i>online registration</i> sebesar 132,77%; Increase in online registrations by 132.77%;	Peningkatan penggunaan <i>Online Result</i> sebesar 54,78%; Increase in use of Online Result by 54.78%;	Peningkatan penggunaan <i>Free Doctor Live Chat</i> sebesar 55,82%; Increase in use of Free Doctor Live Chat by 55.82%;
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Pertumbuhan jumlah pengunduh Prodia Mobile mencapai 0,70% yoy (*year on year*), dengan peningkatan *active users* 7,62% yoy, *order* meningkat 124,07% YoY, akuisisi pelanggan baru meningkat 63,44%.

Growth in the number Prodia Mobile downloads reached 0.70% YoY (*year on year*), with an increase in active users of 7.62% YoY, increase in order of 124.07% YoY, and new customers acquisition by 63.44%.



Kami membangun budaya keberlanjutan, termasuk di bidang inovasi untuk mendorong terus berkembangnya ide-ide inovasi serta memberikan apresiasi dari setiap ide yang dihasilkan Insan Prodia. Kegiatan inovasi berkelanjutan dikelola Bagian Riset dan Pengembangan di bawah Departemen Diagnostic Operation, yang didukung oleh 30 ilmuwan yang bergelar Sarjana, Magister, hingga Doktor serta *advisor* yang terdiri atas beberapa Profesor.

Dukungan pada inovasi berkelanjutan juga dijalankan dengan meningkatkan jejaring dalam bidang penelitian dan pendidikan. Sampai dengan akhir tahun 2022, Prodia telah menjalin kerja sama dengan 45 institusi yang terdiri dari fakultas kedokteran, farmasi, institusi sains dan teknologi, lembaga riset pemerintah, dan organisasi profesi untuk meningkatkan penelitian dan pendidikan, khususnya di bidang kedokteran biomedik di Indonesia. Kami juga melakukan transformasi menuju layanan kesehatan generasi baru yang terpercaya serta melakukan perluasan layanan dengan menjalankan inovasi digital (berfokus pada layanan *mobile*).

Perseroan memiliki beberapa kelompok besar inovasi, di antaranya:

- Pengembangan tes-tes baru yang digagas Bagian Penelitian dan Pengembangan;
- Inovasi produk dan layanan yang diusulkan karyawan sebagai individu melalui mekanisme Prodia Ber-Ide, program *crowdsourcing*, serta program ConIm (*Continuous Improvement*) yang dilakukan dalam dua periode per tahun.
- Program Kaizen, yang dikhususkan untuk ide perbaikan bersifat kualitatif dan dilakukan dalam tiga periode per tahun. Sepanjang tahun 2022, tercatat sebanyak 1.355 program *Continuous Improvement* (Conim) dan 2.168 program Kaizen yang diinisiasi oleh Insan Prodia, sehingga sudah terdapat lebih dari 6.835 proyek.
- Program Prodia on Promote (POP IN) yang dapat diikuti karyawan promosi level supervisor ke atas. Mereka dapat memberikan *innovation project* untuk departemen masing-masing.



We have built a culture of sustainability, which includes innovation that encourages the development of novel ideas and to appreciate every new idea that is conceived by Prodia personnel. Sustainable innovation pursuits are managed by the Research and Development Section under the Diagnostic Operations Department, which is led by a vice president who directly reports to the CEO. The Research and Development Unit is supported by 30 scientists with Bachelors, Masters, and Doctoral degrees, who are assisted by advisors consisting of several professors.

Sustainable innovation initiatives are also supported by enhancing research and education networks. As of end 2022, Prodia has collaborated with 45 institutions consisting of faculties of medicine, pharmacy, science and technology, government research institutions, and professional organizations that aimed at increasing research and education, especially in the field of biomedical medicine in Indonesia. We also continue to innovate to improve the quality of healthcare services to customers by transforming towards reliable next generation healthcare and service expansion by carrying out digital innovations (focus on mobile services).

The Company has several innovation clusters, as follows:

- Development of new tests initiated by the Research and Development Unit;
- Product and service innovations proposed by employees as individuals through the Prodia Ber-Ide (Prodia Ideates) initiative, a crowdsourcing program, and the ConIm (*Continuous Improvement*) program which are conducted twice in a year.
- The Kaizen program, which is devoted to qualitative improvement ideas and is carried out in three times per year. Throughout 2022, there were 1,355 Continuous Improvement (Conim) programs and 2,168 Kaizen programs initiated by Prodia personnel, so there were already more than 6,835 projects.
- Prodia on Promote (POP IN) program that can be participated by promoted employees at supervisor level and above. These employees can provide innovation projects for their respective departments.





Perlindungan Data dan Privasi Pelanggan Customer Privacy and Data Security

Sejalan dengan inovasi berkelanjutan serta transformasi layanan berbasis digital, Prodia meningkatkan perlindungan dan privasi pelanggan, terutama data pribadi sesuai UU No.27 Tahun 2022 tentang Perlindungan Data Pribadi. Prodia memastikan keamanan siber dengan sistem berlapis dan terus melakukan peningkatan keamanan siber sebagai antisipasi insiden keamanan siber. Pada periode pelaporan, kami melakukan langkah strategis dengan menggelar pertemuan bersama sejumlah *Chief Executive Officer* (CEO) untuk membahas pentingnya menjaga keamanan siber di industri layanan kesehatan. Digitalisasi layanan Perseroan juga telah dilengkapi dengan proteksi data pribadi pelanggan melalui penerapan keamanan siber. Prodia telah memperoleh sertifikasi ISO 27001 dan di tahun 2021 Prodia mendapatkan resertifikasi ISO 27001 tentang Sistem Manajemen Keamanan Informasi. Selama tahun 2022, tidak ada keluhan terkait kebocoran maupun penyalahgunaan data pribadi pelanggan. [\[418-1\]](#)

Consistent with sustainable innovation and transformation of digital-based services, Prodia has enhanced its customer protection and privacy safeguards, especially personal data in accordance with Law No. 27 of 2022 concerning Security of Personal Data. Prodia applies cybersecurity through a layered system and continues to improve its safeguards to anticipate online hacks. During the reporting period, we took strategic steps by holding meetings with several Chief Executive Officers (CEOs) to discuss the importance of maintaining cybersecurity in the healthcare industry. Digitalization of the Company's services is also complemented by customer data security through the implementation of cybersecurity protocols. Prodia has obtained ISO 27001 certification and in 2021 Prodia receive ISO 27001 recertification regarding Information Security Management Systems. During 2022, no complaints were recorded in relation to data leaks or misuse of customer personal information. [\[418-1\]](#)

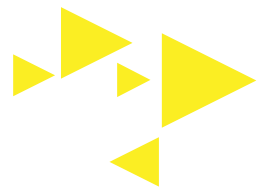
Survei Kepuasan Pelanggan Customer Satisfaction Survey

Berbagai inovasi dan pengembangan produk serta kesungguhan melakukan perlindungan data dan privasi pelanggan, turut meningkatkan kepuasan mereka atas layanan Prodia. Berdasarkan survei yang dilakukan tahun 2022, diperoleh pencapaian kepuasan pelanggan dan indikator lain yang melebihi target yang ditetapkan. Hal ini menandakan tingginya tingkat kepuasan pelanggan.

Prodia's various product innovations and developments along with earnestness in applying customer data and privacy protections have resulted in enhanced customer satisfaction on its services. Based on a 2022 survey, customer satisfaction and other indicators have exceeded the set targets, which is indicative of a high level of customer satisfaction.

Hasil Survei Indeks Kepuasan Pelanggan Customer Satisfaction Index Survey Results

Uraian Description	2022		2021	2020
	Target	Realisasi Realization	Realisasi Realization	Realisasi Realization
<i>Customer Satisfaction Index</i> (CSI) Layanan Customer Satisfaction Index (CSI) on Services	85	92,84	96,22%	88,30
Net Promoter Score (NPS)	65	70,53	87,28%	70,17



Informasi Lain terkait Tanggung Jawab Produk

Other Information related to Product Responsibility

Prodia melakukan evaluasi keamanan terhadap produk dan jasa yang diberikan kepada para pasien. Selama tahun 2022, sebanyak 100% produk dan jasa Prodia telah dievaluasi keamanannya. Kami melakukan berbagai upaya memberikan *value* (nilai) unggul dengan tetap mengutamakan keamanan dan keselamatan pelanggan dengan melakukan beberapa upaya, di antaranya melalui regenerasi alat, pemeliharaan alat, kalibrasi alat ukur, *quality control* (QC), *interfacing* alat, serta pelatihan secara berkala.

Prodia memiliki bagian *Integrated Management System* (IMS) dan *Technical Quality Assurance* (TQA) yang bertugas untuk memastikan *Standard Operating Procedure* (SOP) Prodia diimplementasikan secara menyeluruh, dan juga untuk memastikan agar setiap kantor cabang Prodia telah memenuhi standar ISO 9001:2018 dan ISO 15189. Kami juga melakukan program audit mutu internal dan eksternal dari badan sertifikasi secara berkala.

Prodia regularly evaluates the safety of its products and services. During 2022, 100% of Prodia's products and services were evaluated for safety purposes. We strive to provide superior value while prioritizing customer safety and security through various efforts, including equipment replacement, equipment maintenance, calibration of measuring instruments, quality control, equipment interfacing, and also regular training.

Prodia has a *Integrated Management System* (IMS) and *Technical Quality Assurance* (TQA) unit whose job is to ensure the organization's *Standard Operating Procedure* (SOP) is implemented thoroughly, and also to ensure that each Prodia branch office meets ISO 9001:2018 and ISO 15189 standards. Prodia also regularly runs internal and external quality audit programs from certification institution.

Pelatihan dan Pengembangan Kompetensi Karyawan

Employee Competency Training and Development

Melalui Prodia Corporate University (Prodia), pada tahun 2022, Prodia menyediakan program pembelajaran, baik *hard skill* maupun *soft skill* untuk mendukung produktivitas kinerja karyawan hingga program yang mendukung sasaran dan strategi Perseroan. Setiap tahunnya, Prodia menyelenggarakan sekitar 300 pelatihan yang terdiri dari pelatihan *soft skill*, *hard skill*, *value*, dan *digital course*. Selama tahun 2022, terdapat 123 pelatihan yang diselenggarakan pusat untuk nasional dan 261 pelatihan yang diselenggarakan per wilayah, dengan total 76.925 jam pelatihan yang diikuti oleh 3.958 peserta dan rata-rata jam pelatihan per karyawan sebesar 19,3 jam/karyawan. [404-1]

In 2022, Prodia Corporate University (ProU) provides learning programs, both hard skills and soft skills to support employee performance productivity to programs that support the Company's goals and strategies. Every year, Prodia organizes around 300 trainings consisting of soft skills, hard skills, values, and digital course training. During 2022, there were 123 trainings organized by the national center and 261 trainings held per region, with a total of 76,925 training hours attended by 3,958 participants and an average training hour per employee of 19.3 hours/employee. [404-1]





Rerata Jumlah Jam Pelatihan per Total Karyawan Prodia [404-1]

Average Training Hours per Employee

Keterangan Description	2022		2021		2020	
	Pria Male	Wanita Female	Pria Male	Wanita Female	Pria Male	Wanita Female
Jumlah Peserta Pelatihan Total Training Participants	1.024	2.934	908	2.735	842	2.498
Jumlah Karyawan Total Employees	996	2.747	973	2.702	959	2.667
	3.743		3.675		3.609	
Jumlah Jam Pelatihan Total Training Hours	18.179	58.746	18.876	63.770	13.049	43.158
	76.925		82.646		56.207	
Rata-rata Jam Pelatihan per Karyawan Average Training Hours Per Employee	17,75	20,02	20,79	23,32	15,50	17,28
	19,3		21,9		11,01	

Adapun program pembelajaran (*learning program*) dibedakan menjadi beberapa tujuan, yaitu: [404-2]

The learning program is divided into several objectives, namely: [404-2]

1. *Learning program yang mendukung pencapaian 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 untuk menghasilkan *revenue* (*I am Marketer*), serta pelatihan untuk *salesforce* (*marketing series*).

1. *Learning Program that supports revenue achievement*

It consists of training for doctor partners (*Learning Series for Doctors*), training for New Branch Manager Readiness, training for mobilizing Prodia personnel to generate revenue (*I am Marketer*), as well as training for *salesforce* (*marketing series*).

2. *Learning program yang mendukung pengembangan kompetensi leader dan pembentukan talent*

Terdiri dari pelatihan kepemimpinan bagi *selected employee* atau *talent* di level Supervisor untuk menjadi *Self-Disruptive Talent* (*Talent Acceleration Program/TAP*), program khusus yang diberikan kepada *selected employee* untuk bertemu dan berdiskusi dengan Direksi (*Meet The Board*), program pengembangan untuk *leader* Perseroan (*Coaching & Feedback Loop Skill*), serta program pengembangan bagi *leader* yang bertujuan untuk membentuk karakteristik *Self-Disruptive Leader*.

2. *Learning Program that supports leader competency development and talent formation*

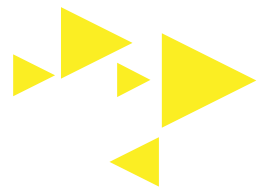
Consists of leadership training for selected employees or talents at the Supervisor level to become *Self-Disruptive Talent* (*Talent Acceleration Program/TAP*), special programs given to selected employees to meet and discuss with the Board of Directors (*Meet The Board*), development programs for Company leaders (*Coaching & Feedback Loop Skill*), as well as development programs for leaders that aim to shape the characteristics of *Self-Disruptive Leaders*.

3. *Program pengembangan khusus lainnya*

Terdiri dari program yang dibentuk untuk membangun keterampilan dan menciptakan budaya berani berbicara Bahasa Inggris (*Prodia English Program/PEP*), program pengembangan yang ditujukan kepada

3. *Other special development programs*

It consists of programs designed to build skills and create a culture of speaking English boldly (*Prodia English Program/PEP*), development programs aimed at Prodia personnel to build digital skills and data literacy (*Digital*



Insan Prodia untuk membangun kemampuan digital dan *data literacy* (*Digital & Data Management Series*), program pengembangan yang ditujukan kepada Insan Prodia untuk meningkatkan pengetahuan dan keterampilan di bidang laboratorium diagnostik (*Technical Skill for Diagnostic Operation*), serta program *management trainee* (MT) eksternal yang diberikan kepada mitra *mobile home service* (*Phlebotomist Development Program/PDP*).

& Data Management Series), development programs aimed at Prodia personnel to improve knowledge and skills in the field of diagnostic laboratories (Technical Skills for Diagnostic Operations), as well as an external management trainee (MT) program given to mobile home service partners (Phlebotomist Development Program/PDP).

Selain itu, ProU juga fokus mengelola sertifikasi profesi dan sertifikasi untuk memenuhi kebutuhan regulasi pemerintah dengan total 65 sertifikasi profesi dan 50 sertifikasi pemerintah. Pada tahun 2022, ProU juga memberikan program pendidikan formal jenjang Diploma IV Teknologi Laboratorium Medik sebanyak 140 karyawan di Kampus STIKES NASIONAL Surakarta (beasiswa) dan STIKES Wira Medika (*softloan*).

In addition, ProU also focuses on managing professional certification and certification to meet government regulatory needs with a total of 65 professional certifications and 50 government certifications. In 2022, ProU will also provide formal education programs at the Diploma IV level of Medical Laboratory Technology for 140 employees at the Surakarta NASIONAL STIKES (scholarship) and Wira Medika STIKES (soft loan) campuses.

Pelatihan Persiapan Pensiun untuk Karyawan [201-3][404-2]

Pada tahun 2022, terdapat 56 karyawan yang akan pensiun di tahun 2023-2026 dan telah mengikuti pelatihan persiapan pensiun, dengan metode pelatihan yang diberikan yaitu melalui *online learning* (LMS) dan juga *live webinar* bersama praktisi pensiunan Prodia dan *subject matter expert*. Adapun materi *online learning* dan pembahasan yang diberikan pada sesi webinar meliputi kesehatan lansia, pengelolaan keuangan, dan kiat berwirausaha.

Retirement Preparation Training for Employees [201-3][404-2]

In 2022, there are 56 employees who will retire in 2023-2026 and have attended retirement preparation training, with the training method provided, namely through online learning (LMS) and also live webinars with retired Prodia practitioners and subject matter experts. The online learning materials and discussions provided in the webinar session include elderly health, financial management, and entrepreneurship tips.

Penilaian Kinerja Karyawan [404-3]

Prodia menerapkan penilaian kinerja kepada seluruh (100%) karyawan yang dilakukan secara berkala. Penilaian kinerja dilakukan berkala setiap tahun. Selama tahun 2022, terdapat 2.581 karyawan yang menerima tinjauan rutin serta menetapkan promosi jabatan/karier bagi 77 karyawan atau 2% dari total karyawan. Penilaian kinerja juga berpengaruh terhadap penetapan remunerasi yang akan diterima.

Employee Performance Assessment [404-3]

Prodia conducts performance assessment of all (100%) employees on a periodic basis. In this regard, performance is appraised every year. During 2022, 2,581 employees underwent regular reviews and based on appraisal outcomes, 77 employees were promoted or 2% of total employees. Furthermore, performance appraisal is also the basis for the remuneration received by employees.



Informasi Lain terkait Ketenagakerjaan Other Information related to Employment

Kesetaraan Kesempatan Bekerja

Kami memegang teguh prinsip kesetaraan dan non-diskriminasi pada segala aspek terkait proses rekrutmen, serta membuka seluas-luasnya kesempatan setara bagi Insan Prodia untuk berkarya dan bekerja di Perseroan maupun entitas anak. Kami juga memperlakukan setiap tenaga kerja dengan HIV/AIDS secara setara dalam hal mendapatkan kesempatan kerja, promosi, pendidikan, pelatihan, serta pelayanan kesehatan kerja. Kami juga memastikan adanya perlakuan yang adil dan setara kepada karyawan, termasuk memberikan kesempatan yang sama dalam penerimaan karyawan dan perkembangan karier tanpa membedakan suku, agama, jenis kelamin, dan kondisi fisik.

Seluruh (100%) karyawan Prodia maupun mitra kerja telah sepenuhnya tercakup dalam Perjanjian Kerja Bersama (PKB). Sesuai Peraturan Perusahaan, usia minimal karyawan Prodia adalah 21 tahun. Perseroan juga mengatur jam kerja sesuai Undang-Undang No. 13 Tahun 2003 tentang Ketenagakerjaan. Dengan demikian, tidak adanya tenaga kerja anak maupun paksa di dalam Perseroan, serta tidak adanya pelanggaran terkait Hak Asasi Manusia (HAM). [2-30]

Persentase Remunerasi Karyawan terhadap UMR

Perseroan memberikan remunerasi kepada seluruh (100%) karyawan sesuai (rasio 1:1) dengan ketentuan Upah Minimum Regional Provinsi/UMP, tingkat upah yang berlaku di bidang industri sejenis, serta peraturan ketenagakerjaan yang berlaku. Pemberian imbal jasa/remunerasi diberikan secara adil, tanpa diskriminasi gender, suku, agama, maupun latar belakang lainnya, namun berdasarkan hasil penilaian/perhitungan kinerja dan kompetensi karyawan, serta pencapaian KPI masing-masing karyawan.

Selain itu, kami juga memberikan tunjangan kepada karyawan untuk melengkapi remunerasi berdasarkan kriteria-kriteria tertentu. Beberapa tunjangan yang diberikan, yakni: [401-2]

- Tunjangan penempatan: diberikan kepada karyawan yang ditempatkan di unit kerja yang jaraknya memenuhi kriteria untuk diberikan tunjangan penempatan.

Equal Employment Opportunity

We uphold the principles of equality and non-discrimination in all aspects related to the recruitment process, and open up as wide as possible equal opportunities for Prodia personnel to work and work in the Company and its subsidiaries. Furthermore, employees with HIV/AIDS are also treated equally in terms of availing job opportunities, promotions, education, training, and occupational health services. We ensure fair and equal treatment of employees, including providing equal opportunities in employee recruitment and career development regardless of ethnicity, religion, gender, and physical status.

All (100%) of Prodia's employees and work partners are fully covered in the Collective Labor Agreement According to company regulations, the minimum age for Prodia employees is 21 years old. The company also regulates working hours according to Law no. 13 of 2003 concerning Manpower. Thus, there is no child or forced labor in the Company, and there are no violations related to Human Rights (HAM). [2-30]

Employee Remuneration Relative to Minimum Wage

The Company provides remuneration to all (100%) employees in accordance (1:1 ratio) with the provisions of the Regional Provincial Minimum Wage/UMP, applicable wage rates in similar industrial fields, as well as applicable labor regulations. Provision of compensation/remuneration is given fairly, without discrimination of gender, ethnicity, religion or other background, but based on the results of employee performance and competence assessment/calculations, as well as the achievement of each employee's KPI.

In addition, we also provide benefits to employees based on certain criteria. Some of the benefits provided include the following: [401-2]

- Placement allowance: provided to employees who are placed in a work unit whose location meets the criteria for being given a placement allowance.



- Tunjangan kemahalan: diberikan kepada karyawan berdasarkan tempat kerja di beberapa kota yang mempunyai karakteristik tertentu yang telah ditetapkan oleh Perseroan.
- Tunjangan khusus: diberikan untuk jabatan atau kriteria tertentu, misalnya radiografer.
- Tunjangan transportasi: diberikan kepada karyawan dengan Band III ke atas.
- Tunjangan kehadiran: tunjangan tidak tetap yang diberikan kepada karyawan dari Band IV sampai dengan Band VI.
- Dearness allowance: given to employees based in several cities having certain characteristics set by the Company.
- Special allowance: provided for certain positions or criteria, e.g. radiographer.
- Transportation allowance: given to employees in Band III and above.
- Attendance allowance: non-fixed allowance given to employees in Band IV to Band VI.

Tanggung Jawab Sosial Perusahaan (TJSL) Corporate Social Responsibility (CSR)



Sejak berdiri 49 tahun silam, kami berkomitmen turut berkontribusi pada masyarakat sekitar, sehingga mereka dapat merasakan manfaat dari dampak positif keberadaan Prodia. Adapun dampak positif yang diberikan di antaranya membuka lapangan kerja bagi pekerja lokal serta turut serta dalam meningkatkan kesehatan masyarakat. Kontribusi ini dilakukan melalui kegiatan tanggung jawab sosial perusahaan (TJSL), dengan total biaya kegiatan di tahun 2022 sebesar Rp1,10 miliar, di antaranya:

Since our establishment 49 years ago, we have committed to contributing to surrounding communities to allow them to benefit from our positive impacts. The positive impacts include opening jobs for local workers and participating in improving public health. This contribution is made through our corporate social responsibility (CSR) activities. In 2022, CSR spending totaled Rp1.10 billion with the following initiatives:



- Dukungan dana pendidikan kepada Prodia Education and Research Institute melalui program beasiswa senilai Rp1 miliar setiap tahunnya.
- Bekerja sama dengan BPJS Kesehatan melalui Program Pengelolaan Penyakit Kronis (Prolanis) untuk mendorong peserta BPJS Kesehatan penyandang penyakit kronis agar mencapai kualitas hidup optimal. Kami berkontribusi dengan melakukan pemeriksaan laboratorium terhadap penyakit DM tipe II dan Hipertensi, sehingga berdasarkan hasil pemeriksaan, fasilitas kesehatan yang menjadi rujukan dapat mengambil langkah promotif, preventif, dan kuratif dengan tepat.
- Pada tahun 2022, Prodia Cabang Pontianak membantu pembiayaan iuran kepesertaan BPJS Kesehatan selama 14 bulan bagi 50 warga kurang mampu di Kota Singkawang, Kalimantan Barat melalui Program Pendanaan Masyarakat Peduli Jaminan Kesehatan.
- Prodia Cabang Surabaya mendukung Program Gerakan Nasional Peduli Perlindungan Pekerja Rentan (GN Lingkaran) BPJS Ketenagakerjaan dengan memberikan bantuan iuran kepesertaan selama 3 bulan bagi 40 pekerja rentan paguyuban pedagang Pasar Keputran Surabaya.
- Melaksanakan skrining hematologi lengkap terhadap 50 siswi di SMAN 1 Gamping Yogyakarta, 50 kader Remaja Putri Ceria Aktif Menarik (Ratri Cantik) Kota Solo, serta 250 remaja putri tingkat SMP dan SMA di Kota Madiun untuk melihat status anemia.
- Laboratorium Klinik Prodia Semarang bersama Dinas Kesehatan Provinsi Jawa Tengah melaksanakan sosialisasi dan praktek Gerakan Masyarakat Sehat (GERMAS) melalui kegiatan edukasi dan layanan pemeriksaan laboratorium (kolesterol, asam urat, serta konsultasi singkat) secara gratis kepada masyarakat dengan melibatkan 200 peserta.
- Prodia bekerja sama dengan Tim Puskesmas Desa Suana, Nusa Penida, memberikan bantuan pemeriksaan layanan kesehatan dan pemberian vitamin untuk 200 pasien yang menjadi korban bencana banjir.
- Prodia bersama PATELKI melalui Prodia Peduli memberikan bantuan donasi kepada korban bencana gempa Cianjur berupa pakaian layak pakai, popok anak dan dewasa, pembalut, obat-obatan, tenda, alas terpal, makan instan, dan sebagainya. Pemberian bantuan akan terus dilakukan hingga *post-trauma healing* yang rencana dilakukan di bulan Februari 2023.
- Educational funding support for the Prodia Education and Research Institute through a scholarship program, worth Rp1 billion annually.
- In collaboration with BPJS Kesehatan, Prodia supports public health efforts through the Chronic Disease Management Program (Prolanis). The program's aim is to encourage BPJS participants with chronic illnesses to achieve optimal quality of life. We contribute by conducting laboratory tests on type II DM and hypertension, so that based on the testing results, the referred health facilities can take appropriate promotive, preventive, and curative steps.
- In 2022, Prodia Pontianak Branch assisted in providing BPJS Kesehatan contributions for a duration of 14 months to 50 underprivileged residents in Singkawang City, West Kalimantan through the Health Insurance Care Community Funding Program.
- Prodia Surabaya Branch supported the BPJS Ketenagakerjaan National Movement for the Protection of Vulnerable Workers (GN Lingkaran) Program by providing 3 months contribution assistance for 40 vulnerable workers from the Surabaya Keputran Market traders association.
- Carry out a complete hematology screening of 50 female students at SMAN 1 Gamping Yogyakarta, 50 members of Ratri Cantik Solo City, and 250 junior and senior high school girls in Madiun City to see anemia status.
- Prodia Semarang Clinical Laboratory together with the Central Java Provincial Health Office disseminated the Healthy Community Movement through educational activities and free laboratory examinations (cholesterol, uric acid, and brief consultations) for the public. This activity involved 200 participants who would later actively promote healthy values and lifestyles within their respective communities.
- Prodia collaborated with the Community Health Center Team in Suana Village, Nusa Penida, to assist with health examinations and provide vitamins for 200 patients who were flood victims.
- Prodia and PATELKI through Prodia Peduli (Prodia Cares) donated to Cianjur earthquake victims in the form of appropriate clothing, children's and adult diapers, sanitary napkins, medicine, tents, tarpaulins, instant food, and so on. Such assistance will continued until the post-trauma healing stage in February 2023.

Selain dampak sosial positif, kami menyadari keberadaan Prodia juga menimbulkan dampak sosial negatif. Salah satunya 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. Kami juga memberikan program promosi untuk harga khusus. [2-25]

In addition to positive social impacts, we are aware that Prodia's presence also has negative social impacts. Among them is the opinion of some people that medical examinations at Prodia laboratories are quite expensive, giving the impression that they are only accessible to certain sections of society. We respond to this by continuously disseminating to the public that pricing is adjusted to the quality and services provided by Prodia. Moreover, there are various promotional programs that offer special prices. [2-25]

Mekanisme Pengaduan Masyarakat

Public Complaints Mechanism

Kami terus membangun komunikasi dengan masyarakat dan memberikan akses kepada mereka untuk menyampaikan pengaduan terkait pengelolaan dampak sosial. Kami juga senantiasa menjaga kepercayaan pelanggan melalui keterbukaan informasi dengan pelanggan. Adapun pengaduan, keluhan, kritik, maupun saran dapat disampaikan melalui *e-mail*, telepon, surat tertulis yang dikirimkan kepada Perseroan, serta *official channel* seperti situs *web* Prodia: www.prodia.co.id, Facebook Fan Page Laboratorium Klinik Prodia, YouTube Channel Laboratorium Klinik Prodia, Twitter @Prodia_Lab, serta Instagram @Prodia_Lab. Sesuai mekanisme yang berlaku, adanya pengaduan akan ditindaklanjuti secara cermat oleh Perseroan dengan melibatkan departemen terkait. Selama tahun 2022, kami tidak menerima laporan pengaduan dari masyarakat.

We continue to communicate with the community and provide access for them to submit complaints on social impact management. We strive to uphold customer trust through information disclosures. Complaints, criticisms, and suggestions can be submitted via e-mail, telephone, letters sent to the Company, and official communication channels such as Prodia website: www.prodia.co.id, Prodia Clinical Laboratory Facebook Fan Page, Prodia Clinical Laboratory YouTube Channel, Twitter @Prodia_Lab, and Instagram @Prodia_Lab. In accordance with the applicable mechanism, any complaints will be followed up carefully by the Company by involving the relevant departments. During 2022, we did not receive reports of complaints from the public.



Dukungan pada Tujuan Pembangunan Berkelanjutan (TPB)

Support for Sustainable Development Goals (SDGs)



Melalui kinerja keberlanjutan yang dijalankan selama periode pelaporan, Kami mendukung upaya pencapaian TPB. Perseroan fokus pada dukungan kepada enam tujuan yang disesuaikan dengan Target dan Indikator dalam Metadata Indikator TPB Kementerian PPN.

During the reporting period, our sustainability performance is proof of our efforts towards achieving the SDGs. Our focus is towards achievement of six goals as per Targets and Indicators in the Ministry of National Development Planning's (PPN) SDG Indicator Metadata.

TPB SDGs	Target
	Kepesertaan BPJS Ketenagakerjaan dan BPJS Kesehatan untuk karyawan serta mitra Prodia (dokter) BPJS Ketenagakerjaan and BPJS Kesehatan membership for employees and Prodia' partners (doctors).
	- Memutus mata rantai pandemi COVID-19 di lingkungan Perseroan dan masyarakat melalui vaksinasi gotong royong. - Pemenuhan akan kebutuhan beragam tes/pemeriksaan yang berkaitan dengan COVID-19. - Breaking the chain of COVID-19 transmission in the Company and the community through the gotong royong vaccination. - Fulfilling the needs of various tests/examinations related to COVID-19.
	Meningkatkan proporsi dan persentase jumlah karyawan wanita di posisi manajerial Perseroan dan entitas anak. Increasing the proportion and percentage of female employees in managerial positions of the Company and its subsidiaries.
	Pemberian imbal jasa pekerjaan (upah) kepada karyawan yang dapat memenuhi kebutuhan hidup layak. Providing wages to employees that are commensurate with the needs of a decent life.
	Mencegah insiden kecelakaan kerja dan penyakit akibat kerja (PAK). Preventing workplace accidents and occupational diseases.
	Asesmen penerapan HAM. Assessing the application of human rights protocols.
	Kepesertaan BPJS Ketenagakerjaan untuk seluruh karyawan, pekerja lain bukan karyawan Perseroan, dan mitra Prodia (dokter). BPJS Ketenagakerjaan participation for all employees, other non-employed workers, and Prodia' partners (doctors).
	- Penurunan volume timbunan limbah B3. - Peningkatan volume limbah B3 terkelola untuk mengurangi potensi dan beban cemaran lingkungan. - Decrease in volume of hazardous waste generated. - Increase in volume of hazardous waste managed to reduce the potential and burden of environmental contamination.
	Penurunan volume sampah dan peningkatan volume sampah yang dikelola. Decrease in waste volume and increase in managed waste.
	Penerbitan Laporan Keberlanjutan. Issuance of Sustainability Report.
	Mendukung restorasi terumbu karang. Support for coral reef restoration.
	Mencegah segala bentuk tindakan atau perbuatan yang dapat diklasifikasikan sebagai korupsi. Preventing all forms of action or conduct that can be classified as corruption.

	Strategi Strategy	Pencapaian 2022 2022 Achievements
	Mewajibkan kepesertaan BPJS Kesehatan dan BPJS Ketenagakerjaan kepada karyawan Prodia dan mitra Prodia (dokter) Requiring membership of BPJS Health and BPJS Employment for Prodia employees and Prodia partners (doctors)	Realisasi kepesertaan BPJS Kesehatan dan BPJS Ketenagakerjaan untuk karyawan dan mitra Prodia (dokter) mencapai 100%. BPJS Kesehatan and BPJS Ketenagakerjaan membership of employees and Prodia' partners (doctors) is 100%.
	- Menyelenggarakan vaksin COVID-19 bagi karyawan Prodia dan anggota masyarakat. - Menyediakan beragam tes/pemeriksaan yang berkaitan dengan COVID-19. - Organizing COVID-19 vaccine for Prodia employees and community members. - Providing various tests/examinations related to COVID-19.	- Realisasi vaksinasi gotong royong COVID-19 Prodia mencapai 99% untuk dosis 1 dan 2, 95% untuk dosis 3, dan 36% untuk dosis 4, serta 311 orang masyarakat. - Realisasi pemenuhan akan kebutuhan beragam tes/pemeriksaan yang berkaitan dengan COVID-19 mencapai 100%, Prodia mampu melakukan semua pemeriksaan yang berkaitan dengan COVID-19. - The realization of Prodia's COVID-19 mutual cooperation vaccination reached 99% for doses 1 and 2, 95% for dose 3, and 36% for dose 4, as well as 311 people from the community. - The fulfillment of the needs for various tests/examinations related to COVID-19 reached 100%, Prodia was able to carry out all tests related to COVID-19.
	Pelatihan dan pengembangan kompetensi serta kepemimpinan bagi karyawan wanita. Competency and leadership training and development for female employees.	Jumlah perempuan di posisi manajerial Perseroan melebihi 50% dan 6 perempuan dalam jajaran Direksi dan Dewan Komisaris. The number of women in the Company's managerial positions exceeds 50% and 6 women in the Board of Directors and Board of Commissioners.
	- Menerapkan formulasi upah karyawan, dan kebijakan kenaikan upah berkala. - Memenuhi ketentuan upah minimum yang ditetapkan pemerintah. - To apply a specific formula for employee wages and have a policy of periodic wage increases. - To meet the minimum wage requirements set by the government.	Pada tahun 2022, Prodia telah memberlakukan kenaikan gaji berkala karyawan sesuai dengan ketentuan UMR daerah dari upah tahun 2021. Secara keseluruhan, besaran upah terendah yang diterima karyawan telah memenuhi upah minimum yang berlaku di wilayah yang menjadi lokasi operasi cabang. In 2022, Prodia has implemented periodic salary increases for employees in accordance with the provisions of the regional minimum wage from 2021 wages. Overall, the lowest wage of employees has met the minimum wage applicable in the regions where the branches operate.
	- Menerapkan pengelolaan K3 berdasar Sistem Manajemen K3. - Pelatihan K3 dan penyediaan alat pelindung diri (APD). - Pemeriksaan kesehatan berkala kepada karyawan. - To implement OHS management based on the OHS Management System. - OHS training and provision of personal protective equipment (PPE). - Periodic health checks for employees.	Tidak ada kecelakaan kerja dan PAK bersifat fatal. No fatal work accidents and occupational diseases were recorded during the year.
	- Kesetaraan kesempatan bekerja dan berkarier bagi setiap individu. - Pencegahan pemaksaan bekerja dan pekerja anak. - Dukungan pada kebebasan berserikat. - Equal employment and career opportunities for all individuals. - Preventing forced labor and child labor. - Support for freedom of association.	Perseroan tidak pernah menerima pengaduan diskriminatif dalam bekerja dari karyawan, terutama karyawan wanita maupun pelanggaran HAM lain. The Company has never received complaints of workplace discrimination from employees, especially female employees, or of human rights violations.
	Mendaftarkan kepesertaan BPJS Ketenagakerjaan bagi karyawan, dan memenuhi pembayaran iuran kepesertaan yang menjadi kewajiban Perseroan. Registering BPJS Ketenagakerjaan membership for employees and fulfilling the payment of membership contributions that are the Company's obligations.	Seluruh karyawan Prodia telah menjadi peserta BPJS Ketenagakerjaan. All Prodia employees have been registered as BPJS Ketenagakerjaan participants.
	Pengelolaan limbah dengan menerapkan 4R: pengurangan (reduce), pemakaian kembali (reuse), daur ulang (recycle), dan penggantian (replacement). Waste management by implementing the 4Rs: reduce, reuse, recycle, and replace.	- Volume timbulan limbah B3 tahun 2022 mencapai 53,94 ton, turun 43% dari tahun 2021. - Persentase timbulan limbah B3 terkelola tahun 2022 sebesar 100% - The volume of hazardous waste generated in 2022 was 53.94 tons, down 43% from 2021. - The percentage of hazardous waste managed in 2022 was 100%.
	Pengelolaan sampah secara mandiri maupun bekerja sama dengan pihak ketiga. Waste management independently or in collaboration with third parties.	Volume sampah yang dikelola selama tahun 2022 mencapai 8.088,6 m³ atau 100% dari volume timbulan sampah. The volume of waste managed during 2022 was 8,088.6 m³ or 100% of the waste generated.
	Penyusunan Laporan Keberlanjutan sesuai POJK No. 51/POJK.03/2017. Preparation of Sustainability Report in accordance with POJK No. 51/POJK.03/2017.	Perseroan menerbitkan Laporan Keberlanjutan setiap tahun sejak tahun 2019. The Company has published the Sustainability Report every year since 2019.
	Berkerja sama dengan Indo CorAlliance untuk melakukan program revitalisasi terumbu karang yang berada di Pulau Nusa Penida, Bali. Collaboration with Indo CorAlliance to conduct a coral reef revitalization program on Nusa Penida Island, Bali.	Luasan kawasan revitalisasi terumbu karang mencapai 350 m². Coral reef revitalization area totaled 350 m².
	- Menyusun Kebijakan Antikorupsi. - Sosialisasi Kebijakan Antikorupsi kepada karyawan, pekerja lain bukan karyawan Perseroan, dan pekerja pemasok/vendor. - To develop an Anti-corruption Policy. - Dissemination of the Anti-corruption Policy to employees, other non-employed workers, and supplier/vendor workers.	- Pemberlakuan Kebijakan Antikorupsi di Perseroan dan entitas anak. - Realisasi sosialisasi Kebijakan Antikorupsi melalui newsletter email kepada seluruh karyawan. - Implementation of the Anti-corruption Policy in the Company and its subsidiaries. - Realization of Anti-corruption Policy dissemination through email newsletters to all employees.

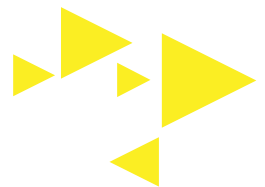
Tata Kelola Keberlanjutan

Sustainability Governance



Komitmen PT Prodia Widyahusada Tbk pada praktik-praktik keberlanjutan didukung penerapan tata kelola keberlanjutan yang mengedepankan kepatuhan pada peraturan perundang-undangan yang berlaku. Selama tahun 2022, kami tidak pernah mendapatkan mendapatkan sanksi terkait dugaan ketidakpatuhan dan pelanggaran lain. [\[2-27\]](#)

PT Prodia Widyahusada Tbk's commitment to sustainability practices is supported by the implementation of sustainability governance that prioritizes compliance with applicable laws and regulations. During 2022, we did not receive any sanctions related to alleged non-compliance and other violations. [\[2-27\]](#)



Dalam menjalankan bisnis yang berintegritas dan berkelanjutan, Prodia memiliki pedoman prinsip dan standar etika bisnis yang mewajibkan setiap karyawan Prodia untuk berperilaku etis. Pedoman perilaku ini berlaku bagi semua Insan Prodia tanpa terkecuali, meliputi *Board Manual* bagi Dewan Komisaris dan Direksi, Kebijakan Antikorupsi, Kebijakan Pencegahan *Insider Trading*; Kebijakan Manajemen Risiko; Kebijakan *Whistleblowing*, dan sebagainya.

In running a business with integrity and sustainability, Prodia has adopted business ethics principles and standards that require every Prodia employee to behave in an ethical manner. This code of conduct applies to all Prodia personnel without exception, and covers the Board Manual for the Board of Commissioners and Directors, Anti-Corruption Policy, Insider Trading Prevention Policy; Risk Management Policy; Whistleblowing Policy, and so on.

Struktur dan Uraian Tugas Tata Kelola Keberlanjutan Sustainability Governance Structure and Job Descriptions

Tugas Direksi, Dewan Komisaris, dan Pejabat Tata Kelola Keberlanjutan

Perseroan belum memiliki organ tata kelola khusus yang bertanggung jawab atas penerapan tata kelola keberlanjutan, dan dijalankan secara kolegal oleh Direksi sebagai badan tertinggi tata kelola keberlanjutan dengan pengawasan Dewan Komisaris. Meskipun demikian, kinerja keberlanjutan Perseroan merupakan tanggung jawab Corporate Secretary di bawah Direktur Utama yang juga didelegasikan untuk turut membidangi kegiatan *Corporate Communication* dan *Corporate Social Responsibility* (CSR), serta pengelolaan dampak sebagai bagian dari penerapan LST. Direksi juga bertugas untuk menyetujui dan mengawasi pelaksanaan program CSR. [\[2-9\]\[2-11\]\[2-12\]\[2-13\]\[2-14\]](#)

Secara berkala, Direksi mengadakan rapat bersama manajemen guna memantau pengelolaan dampak. Direksi juga mengadakan pertemuan/rapat bersama Dewan Komisaris dan komite-komite di bawahnya. Kami juga memastikan tidak adanya konflik kepentingan sesama anggota Direksi maupun dengan anggota Dewan Komisaris. Uraian lebih lanjut mengenai nominasi, pemilihan, tugas, tanggung jawab, evaluasi kinerja, kebijakan dan proses penentuan remunerasi, serta rasio kompensasi total tahunan Direksi dan Dewan Komisaris dapat dilihat pada Laporan Tahunan 2022 PT Prodia Widyahusada Tbk. [\[2-10\]\[2-15\]\[2-18\]\[2-19\]\[2-20\]\[2-21\]](#)

Duties of the Board of Directors, Board of Commissioners and Sustainability Governance Officers

The Company does not yet have a specific body that is responsible for implementing sustainability governance. This function is currently performed on a collegial basis by the Board of Directors as the highest sustainability governance body with the oversight of the Board of Commissioners. Nonetheless, the Company's sustainability performance is the responsibility of the Corporate Secretary under the Main Director who is also delegated to participate in Corporate Communication and Corporate Social Responsibility (CSR) activities, as well as impact management as part of the implementation of ESG. The Board of Directors is also tasked with approving and overseeing the implementation of CSR programs. [\[2-9\]\[2-11\]\[2-12\]\[2-13\]\[2-14\]](#)

The Board of Directors holds meetings with management on a periodic basis to monitor impact management. The Board of Directors also schedules meetings with the Board of Commissioners and the committees under it. We also ensure that there are no conflicts of interest between members of the Board of Directors and members of the Board of Commissioners. Further details regarding the nomination, selection, duties, responsibilities, performance evaluation, policies and processes for determining remuneration, as well as the annual total compensation ratio for the Directors and the Board of Commissioners can be seen in the 2022 Annual Report of PT Prodia Widyahusada Tbk. [\[2-10\]\[2-15\]\[2-18\]\[2-19\]\[2-20\]\[2-21\]](#)



Pengembangan Kompetensi Pejabat Tata Kelola Keberlanjutan

Pada tahun 2022, ada beberapa kegiatan pengembangan kompetensi terkait keberlanjutan yang diikuti Direksi maupun pejabat tata kelola keberlanjutan lain, di antaranya: [2-17]

Competency Development of Sustainability Governance Officer

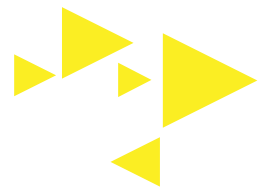
In 2022, several competency development activities on sustainability were attended by the Board Directors and other sustainability governance officers, as follows: [2-17]

No.	Kegiatan Activities	Penyelenggara Organizer	Waktu dan Tempat Pelaksanaan Time and Place of Implementation
1.	Integrating ESG into ERM Discussion Integrating ESG into ERM Discussion	Deloitte	14 Juli 2022, virtual 14 July 2022, virtual
2.	Webinar Green Bond for Green Financing Webinar Green Bond for Green Financing	Pefindo	29 September 2022, virtual 29 September 2022, virtual
3.	Pelatihan dengan topik: • Digital Medicine • Social Innovation in Health • Digital Transformation in Health & Healthcare • Delivering Better Healthcare in the post-COVID era • Performance Measurement: Recent Development Training with topics: • Digital Medicine • Social Innovation in Health • Digital Transformation in Health & Healthcare • Delivering Better Healthcare in the post-COVID era • Performance Measurement: Recent Development	Abbot	3-6 Agustus 2022, Singapura 3-6 August 2022, Singapore

Penyampaian Hal-hal Kritis dan Pemulihan Dampak Information on Critical Matters and Impact Recovery

Kami memiliki mekanisme yang dapat digunakan para pemangku kepentingan untuk menyampaikan hal-hal kritis dari kegiatan Perseroan yang berpotensi menimbulkan dampak negatif maupun kerugian terhadap pemangku kepentingan, yaitu melalui Kontak Prodia. Selama tahun 2022, terdapat 823.567 interaksi yang disampaikan pelanggan maupun masyarakat melalui Kontak Prodia. Dari jumlah tersebut, Perseroan telah menindaklanjuti seluruh interaksi dan hasil dari tindak lanjut yang dilakukan telah disampaikan kepada pihak-pihak yang menyampaikan pengaduan maupun pihak-pihak berkepentingan lain. [2-16][2-25]

We have a mechanism that can be used to convey critical matters from the Company's operations that can potentially cause negative impacts or losses to stakeholders through Kontak Prodia. During 2022, 823,567 interactions with customers and the public were recorded through Kontak Prodia. Of this number, the Company followed up all interactions and the follow-up actions were conveyed to the parties who submitted the complaint along with other interested parties. [2-16][2-25]



Pengelolaan Risiko [2-25]

Risk Management

Prodia memiliki proses untuk mengurangi dampak negatif dari kegiatan operasi yang dijalankan melalui pengelolaan risiko keberlanjutan, sehingga dapat menghindari potensi kerugian terhadap Perseroan. Prosedur dalam mengidentifikasi, mengukur, memantau, dan mengendalikan risiko terkait aspek ekonomi, lingkungan, dan sosial dikelola dan dilaporkan secara berkala kepada Direksi dan Dewan Komisaris. Telaah berkala dan peninjauan efektivitas proses manajemen risiko Perseroan juga dilakukan sesuai dengan Prosedur Pengelolaan Risiko.

Secara berkala, sekurang-kurangnya sekali dalam sebulan, Direksi melaporkan perkembangan terkait Status Risiko Korporasi kepada Komite Manajemen Risiko yang diketuai oleh Komisaris Independen yang juga menjabat sebagai Ketua Komite Manajemen Risiko. Pembahasan pada setiap laporan terkait risiko tersebut mencakup uraian risiko dengan beberapa kriteria, mulai dari *low* hingga *very high*, serta langkah-langkah mitigasi yang diperlukan untuk mengurangi risiko yang ada.

Prodia has adopted a sustainability risk management process to reduce the negative impacts of its operations, and to avoid potential losses to the Company. Procedures for identifying, measuring, monitoring, and controlling risks related to economic, environmental, and social aspects are managed and reported periodically to the Board of Directors and Board of Commissioners. Periodic reviews and assessments of the effectiveness of the Company's risk management process are also carried out in accordance with the Risk Management Procedure.

At least once a month on a periodic basis, the Board of Directors reports developments related to Corporate Risk Status to the Risk Management Committee which is chaired by an Independent Commissioner who also serves as Chair of the Risk Management Committee. This report is then discussed, which includes a description of the risks with several criteria, ranging from low to very high, as well as the mitigation steps needed to reduce the existing risks.

Pengelolaan Risiko Keberlanjutan

Sustainability Risk Management

Risiko Utama Main Risk	Pengaruh terhadap Risiko Keberlanjutan dan Mitigasi yang Dilakukan Influence on Sustainability Risk and Mitigation Actions	
Risiko Operasional Operating Risk	Risiko Lingkungan Environmental Risk	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. Generation of medical waste must be properly managed to minimize risks to the environment and the health of living beings. Waste management is carried out independently or in collaboration with other parties who own permits, which is supervised by the authorities including the local Environmental Agency.
Risiko Bisnis dan Keuangan Business and Finance Risk	Risiko Sosial Social Risk	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. Business continuity and the Company's financial performance are affected by customer visits for laboratory examination services, and to make Prodia as the first choice for such services. We continuously strive to minimize risks that can reduce customer trust and satisfaction by maintaining quality of service; conducting sustainable digital innovation and transformation; along with a commitment to the security, safety and health of customers and employees.
Risiko Reputasi Reputational Risk	Risiko Tata Kelola Governance Risk	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. All business processes involve governance processes that prioritize compliance with applicable regulations, thereby reducing risks that may harm Prodia's efforts to build a reputation of being a center of excellence for clinical laboratory services in Indonesia.



Mekanisme Meningkatkan Kepatuhan ^[2-26]

Mechanism to Increase Compliance

Kami menerapkan Sistem Pelaporan Pelanggaran (*Whistleblowing System* atau WBS) yang dapat diakses dan digunakan setiap individu untuk meningkatkan kepatuhan dalam penerapan tata kelola keberlanjutan dengan melaporkan setiap dugaan pelanggaran Kode Perilaku Prodia atau perilaku ilegal lainnya. Pelaporan dapat disampaikan melalui surat elektronik whistleblower@prodia.co.id. Setiap pelaporan akan ditindaklanjuti oleh Tim Whistleblowing. Pada tahun 2022, kami tidak menerima adanya laporan.

We implement a Whistleblowing System (WBS) that can be accessed and used by every individual to improve compliance in sustainable governance by reporting any suspected violations of Prodia's Code of Conduct or other illegal behavior. Reports can be submitted via email to whistleblower@prodia.co.id. Each report is followed up by the Whistleblowing Team. In 2022, we receive no reports.

Pelibatan Pemangku Kepentingan ^[2-29]

Stakeholder Engagement

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. Berdasarkan identifikasi yang dilakukan, pemangku kepentingan Prodia adalah pelanggan, pemerintah, karyawan, pemegang saham, mitra usaha/pemasok, media, serta masyarakat/komunitas.

We identify stakeholders as strategic partners who are important elements of Prodia's sustainability agenda. The stakeholders are identified based on the type of interaction that took place during the reporting period and its influence on the achievement of the Company's objectives. Based on such identification, Prodia's stakeholders are customers, government, employees, shareholders, business partners/suppliers, the media, and the public/community.

Pemangku Kepentingan Stakeholder	Basis Identifikasi Identification Basis	Topik Topics	Metode dan Frekuensi Pelibatan Method and Engagement Frequency
Pelanggan Customers	• Ketergantungan • Tanggung Jawab • Pengaruh • Dependency • Responsibility • Influence	• 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.	• 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 Stakeholder	Basis Identifikasi Identification Basis	Topik Topics	Metode dan Frekuensi Pelibatan Method and Engagement Frequency
Pemerintah Government	- Ketergantungan - Tanggung Jawab - Pengaruh - Dependency - Responsibility - Influence	- Perizinan. - Kepatuhan terhadap peraturan yang berlaku. - Pemenuhan kewajiban. - Licensing. - Compliance with applicable regulations. - Fulfillment of obligations.	- Konsultasi dan koordinasi, dilaksanakan sesuai kebutuhan. - Pelaporan berkala kinerja pengelolaan LST, dilaksanakan sesuai kebutuhan. - Pembayaran pajak dan Penerimaan Negara Bukan Pajak (PNBP), dilaksanakan sesuai peraturan yang berlaku. - Rapat setiap sesuai kebutuhan, minimal satu kali dalam setahun - Kunjungan ke kantor, minimal dua kali dalam setahun - Consultation and coordination carried out as needed. - Periodic reporting of ESG management performance, carried out as needed. - Payment of taxes and non-tax state revenues (PNBP), carried out in accordance with applicable regulations. - Meetings as needed, at least once a year. - Visits to the office, at least twice a year.
Karyawan Employees	- Ketergantungan - Tanggung Jawab - Pengaruh - Keterwakilan - Dependency - Responsibility - Influence - Representation	- 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.	- 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 bipartite dan tripartite, 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.
Pemegang Saham Shareholders	- Ketergantungan - Tanggung Jawab - Pengaruh - Proksimitas - Dependency - Responsibility - Influence - Proximity	- 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.	- 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, Non-Deal Roadshow, dan Investment Conference, dilaksanakan sesuai kebutuhan. - Penyelenggaraan Paparan Publik (Public Expose), minimal satu kali dalam setahun. - Preparation of the Company's 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 Stakeholder	Basis Identifikasi Identification Basis	Topik Topics	Metode dan Frekuensi Pelibatan Method and Engagement Frequency
Mitra Usaha dan Pemasok Business Partners and Suppliers	- Ketergantungan - Tanggung Jawab - Dependency - Responsibility	Hubungan dan kontrak kerja yang transparan, berkeadilan, dan saling menguntungkan. Transparent, equitable and mutually beneficial working relationships and contracts.	- Proses tender dan kontrak kerja pengadaan barang dan jasa, dilaksanakan sesuai dengan kebutuhan Perseroan. - Evaluasi berkala, dilaksanakan sesuai kebutuhan. - Tenders and work contracts for the procurement of goods and services, carried out in accordance with the needs of the Company. - Periodic evaluation, carried out as needed.
Media	Pengaruh Influence	Penyampaian informasi sesuai prinsip-prinsip keterbukaan informasi dan kebutuhan Perseroan. Submission of information in accordance with the principles of information disclosure and the needs of the Company.	Pelaksanaan siaran pers, konferensi pers, kunjungan media, dan media gathering, dilaksanakan sesuai kebutuhan. Conducting press release, press conference, media visit, and media gathering, implemented as needed.
Masyarakat dan Komunitas People and Community	Pengaruh Proksimitas Influence Proximity	Informasi terkait upaya peningkatan kualitas kesehatan. Information related to efforts to improve the quality of health.	- Kegiatan promosi dan edukasi kesehatan. - Pemenuhan TJSL - Seluruhnya dilaksanakan sesuai kebutuhan. - Health promotion and education activities. - CSR fulfillment - All are implemented as needed.

Masalah Terkait Keberlanjutan dan Pengaruhnya terhadap Perseroan ^[201-2]

Issues Related to Sustainability and Their Impact on the Company

Prodia memiliki berbagai hambatan dan tantangan dalam menerapkan keberlanjutan di lingkungan Perseroan. Tantangan untuk mewujudkan industri layanan kesehatan yang ramah lingkungan yaitu harus menyesuaikan kemajuan teknologi serta sumber daya manusia yang unggul dalam mengoptimalkan pemberian layanan. Tantangan dalam efisiensi energi dan air menjadi krusial karena operasional Prodia memerlukan energi dan air yang cukup besar. Selain itu, pengolahan dan peningkatan limbah juga menjadi tantangan tersendiri karena layanan Perseroan yang menghasilkan limbah, sehingga kenaikan jumlah pelayanan juga menyebabkan kenaikan jumlah limbah. Dengan demikian, Perseroan dihadapkan dengan tantangan untuk penggunaan material daur ulang.

Meskipun Perseroan belum melakukan perhitungan dampak finansial akibat perubahan iklim, adanya dampak akibat perubahan iklim, seperti terjadinya banjir, perubahan cuaca ekstrem, dan gempa juga menjadi tantangan. Terjadinya banjir dan perubahan cuaca ekstrem membuat akses pelanggan untuk memasuki outlet menjadi sulit. Terjadinya banjir dan gempa juga berpotensi untuk menyebabkan konslet listrik, kerusakan mesin dan peralatan, serta rusaknya material untuk pemeriksaan, sehingga berpotensi menyebabkan kebakaran dan bahaya biologis. Adapun tantangan yang dihadapi perlu mendapatkan dukungan tidak hanya dari Perseroan, tetapi juga seluruh pemangku kepentingan.

Prodia has faced various obstacles and challenges in implementing sustainability within the Company. The challenge to create an environmentally friendly healthcare industry is that it must adapt technological advances and superior human resources in optimizing service delivery. In addition, there are challenges in generating efficiencies because Prodia's operations require a large amount of energy and water. In addition, the management and improvement of waste is also a challenge in itself because the Company's services generate waste, so that an increase in the number of services also causes an increase in the amount of waste. Thus, the Company is faced with the challenge of using recycled materials.

Although the Company has not yet calculated the financial impact due to climate change, the impact due to climate change, such as floods, extreme weather changes and earthquakes is also a challenge. Floods and extreme weather changes make it difficult for customers to enter outlets. The occurrence of floods and earthquakes also has the potential to cause electrical short circuits, damage to machines and equipment, as well as damage to materials for inspection, so that they have the potential to cause fires and biological hazards. The challenges faced need to get support not only from the Company, but also from all stakeholders.

Lembar Umpan Balik

Feedback Form

Laporan Keberlanjutan PT Prodia Widyahusada Tbk (Prodia) tahun buku 2022 telah memberikan gambaran tentang kinerja keberlanjutan Perseroan. Kami mengharapkan saran dan kritik dari Bapak/Ibu/Saudara sekalian atas Laporan Keberlanjutan ini melalui surel di bagian bawah lembar ini.

PT Prodia Widyahusada Tbk (Prodia) Sustainability Report for the 2022 fiscal year has provided an overview of the Company's sustainability performance. We look forward to your suggestions and criticisms for this Sustainability Report via email at the bottom of this form.

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/Komunitas Communities |
| ☐ Pelanggan Customers | ☐ Media Media |
| ☐ Karyawan Employees | ☐ Asosiasi Association |
| ☐ Mitra Usaha/Pemasok Business Partners/Suppliers | ☐ Pemerintah Government |
| | ☐ Lain-lain Others |

Terima kasih atas masukan anda. Mohon lembar umpan balik dapat dikirim melalui surat elektronik kepada kontak yang tertera di laporan ini.

Thank you for your feedback. Please kindly send this feedback form to the contact mentioned in this report.

E-mail:
corporate.secretary@prodia.co.id

Mohon pilih jawaban yang paling sesuai

Please select an answer that best represent your opinions

- 1 Laporan ini mudah dimengerti.
The report is comprehensible.

☐ Setuju | Agree ☐ Tidak Setuju | Disagree

- 2 Laporan ini sudah menggambarkan kinerja Perseroan dalam mendukung pembangunan berkelanjutan.
The report describes the Company's performance in supporting sustainable development.

☐ Setuju | Agree ☐ Tidak Setuju | Disagree

- 3 Penilaian terhadap aspek material PT Prodia Widyahusada Tbk
Appraisal on material aspects of PT Prodia Widyahusada Tbk

(Mohon berikan nilai 1= paling tidak penting hingga 3= paling penting)
(Please give score 1 for the least important to 3 for the most important)

- | | |
|--|-----|
| • Limbah Waste | [] |
| • Air dan Efluen Water and Effluent | [] |
| • Keselamatan dan Kesehatan Kerja (K3)
Occupational Health and Safety (OHS) | [] |
| • Keselamatan, Kesehatan, dan Kesenjangan Pelanggan
Customer Health, Safety, and Equity | [] |
| • Material dan Rantai Pasok Material and Supply Chain | [] |
| • Pendidikan dan Pelatihan Training and Education | [] |
| • Perlindungan Data dan Privasi Pelanggan
Customer Privacy and Data Security | [] |
| • Inovasi, Riset, dan Pengembangan
Innovation, Research, and Development | [] |

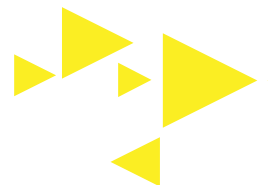
- 4 Mohon berikan saran/usul/komentar anda atas laporan ini:

Please provide other suggestions or information related to the report:

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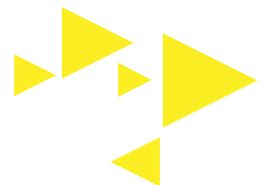


Referensi POJK No.51/POJK.03/2017 dan SEOJK No. 16/SEOJK.16/2021
POJK No.51/POJK.03/2017 and SEOJK No. 16/SEOJK.04/2021 References

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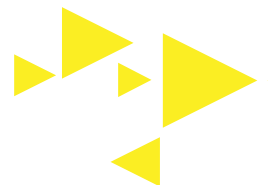
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Indeks Isi Standar Global Reporting Initiative (GRI) 2021

Global Reporting Initiative (GRI) Standards 2021 Content Index

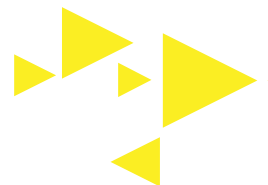
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Test orders: 27

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