



TITIAN

QUALITY, HEALTH, SAFETY AND ENVIRONMENT POLICY

QHSE POLICY STATEMENT

PT Titian Servis Indonesia is committed to implement and maintain a Quality, Occupational Health, Safety and Environmental Management System that continually improves the effectiveness and performance, providing products and services that meet the requirements of our internal and external customers, applicable standards, and comply with all relevant legal and regulatory requirements.

PT Titian Servis Indonesia promotes a positive culture based on a passionate QHSE leadership. We are firmly committed to prevention of injury and ill-health of all employees as well as other people working within our premises and minimizing our environmental footprint through pollution prevention practices.


To achieve this, we shall:

- Provide adequate resources to establish, effectively implement, maintain and continually improve our QHSE Management System.
- Develop and sustain a culture of routinely doing things right, adopting best practices while building successful relationships both internally and externally.
- Provide a safe working environment to all employees, as well as other parties inside our premises.
- Identify the hazards and assessing the risks associated with our activities and taking action to eliminate, reduce or control the effects of each risks to an acceptable level.
- Promote ecological sustainability through waste reduction, reuse and recycling opportunities.
- Empower employees to raise QHSE concerns and effectively managing the necessary actions.
- Empower employees, contractors and visitors to stop and challenge any work that is considered unsafe or not in line with the QHSE Policy, relevant standards and procedures.
- Enhance the competency of our employees through knowledge sharing, training and motivation.
- Establish, review and report publicly the QHSE performance measured against objectives and targets.
- Ensure the management system is integrated throughout all parts of our business processes and is driving continual improvement.
- Communicate the policy to personnel at all levels within the organization and other interested parties.

This QHSE Policy and the Management System shall be reviewed periodically to ensure continuing suitability to meet the requirements of PT Titian Servis Indonesia, our customers and the industry we operate.




Tanta Tarigan
Director

Rev.03, March 23, 2021

	POLICY		
	COMPLIANCE AND DECORUM		
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Issue Date	Revision #	Description of Change

COMPLIANCE AND DECORUM POLICY

Prepared By  <u>Mulia Sinta Dewi</u> QHSE & Document control Date: 15 March 2023	Reviewed by  <u>Maya Adwitia</u> QHSE Date: 15 March 2023	Approved by:  <u>Tanta Tarigan</u> Director Date: 15 March 2023
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1. PURPOSE	1. TUJUAN
To encourage compliance with laws and regulations and create decorum value in TITIAN Business.	Untuk mendorong kepatuhan kepada peraturan perundang-undangan dan menciptakan nilai kepatutan dalam Bisnis TITIAN.
2. SCOPE	2. LINGKUP
All workers which include: employees and contractors	Seluruh pekerja termasuk karyawan dan kontraktor.
3. POLICY STATEMENT	3. PERNYATAAN KEBIJAKAN
<p>A. General Working Hours</p> <p>Refer to company regulation and memorandum.</p> <p>Employees are expected to perform their tasks during office hours. Conduct of personal business like doing personal errands, selling, meeting with personal clients and other similar activities are prohibited.</p> <p>Employee shall report in writing to superior and HRD in case of not reporting to work, leaving workplace early or coming late.</p> <p>B. Energy Savings</p> <p>All employees are encouraged to observe measures to ensure proper energy saving in their workplace for utilization of air conditioner, computer, lighting and other electrical equipment.</p> <p>Employees away from their workplace for longer intervals may switch off device that being used.</p> <p>Only print if it's really important. Always preview your page to avoid waste. Unwanted waste papers shall be trashed or cross marked on the printed side and put around printer area for re-used paper.</p> <p>C. Office Compliance</p> <ol style="list-style-type: none"> All employees are required to be co-operative, organized, disciplined and contribute to the overall office ambience in a positive manner. All telephone interactions with outside clientele, vendors should be 	<p>A. Jam Kerja Umum</p> <p>Mengacu pada peraturan dan memorandum perusahaan.</p> <p>Karyawan diharapkan untuk melakukan tugas mereka selama jam kantor. Dilarang melakukan bisnis pribadi seperti melakukan pesanan pribadi, menjual, bertemu dengan klien pribadi, dan kegiatan serupa lainnya.</p> <p>Karyawan harus melaporkan secara tertulis kepada atasan dan HRD jika tidak melapor ke tempat kerja, meninggalkan tempat kerja lebih awal atau datang terlambat.</p> <p>B. Penghematan Energi</p> <p>Semua karyawan didorong untuk mematuhi langkah-langkah untuk memastikan penghematan energi yang tepat di tempat kerja mereka untuk penggunaan AC, komputer, penerangan dan peralatan listrik lainnya.</p> <p>Karyawan yang jauh dari tempat kerja mereka untuk interval yang lebih lama dapat mematikan perangkat yang sedang digunakan.</p> <p>Cetak hanya jika benar-benar penting. Selalu pratinjau halaman Anda untuk menghindari pemborosan. Kertas bekas yang tidak diinginkan harus dibuang atau diberi tanda silang pada sisi yang dicetak dan diletakkan di sekitar area printer untuk digunakan kembali.</p> <p>C. Kepatuhan di Kantor</p> <ol style="list-style-type: none"> Semua karyawan harus kooperatif, terorganisir, disiplin dan

- handled in a professional and courteous manner. Employees should also refrain from engaging in personal calls except in case of emergency.
3. Threats, hostile acts, and use of word or gestures which are obscene, insulting or disrespectful are punishable referring to company regulation
 4. Every employee shall take proper care to keep his surroundings clean. Work space should be neat at all times particularly at the end of the day.
 5. Avoid unnecessary loitering / hanging around individually or in groups ,in the office or at each other's workstation .
 6. Eating and drinking are only allowed in pantry and not allowed in workplace or near computer and other electronic equipment.
 7. Gifts, hospitality acceptance and other business ethics are covered in company anti-bribery and anti-corruption policy
 8. Please refer to valid employee handbook/company regulation from time to time to ensure proper office conduct.
 9. Employees are not allowed to bring family member/s or friend to loiter in company premises within working hours except in case of emergency.

If employee observed any act/s of non-compliance, company encourage to report this matter to compliance@titianservices.com immediately to ensure punishment/sanction are immediately implemented which might include termination from work. Such employees are ensured being protected by company from being harassed in the future.

D. Anti Harassment

To create an environment in which employees feel respected as individual

- berkontribusi pada suasana kantor secara keseluruhan dengan cara yang positif.
2. Semua interaksi telepon dengan klien luar, vendor harus ditangani secara profesional dan sopan. Karyawan juga harus menahan diri untuk tidak melakukan panggilan pribadi kecuali dalam keadaan darurat.
 3. Ancaman, tindakan permusuhan, dan penggunaan kata-kata atau gerak tubuh yang cabul, menghina atau tidak sopan dapat dihukum sesuai dengan peraturan perusahaan
 4. Setiap karyawan wajib menjaga kebersihan lingkungan sekitar. Ruang kerja harus rapi setiap saat terutama di penghujung hari.
 5. Hindari berkeliaran/berkeliaran yang tidak perlu secara individu atau kelompok, di kantor atau di tempat kerja masing-masing.
 6. Makan dan minum hanya diperbolehkan di pantry dan tidak diperbolehkan di tempat kerja atau di dekat komputer dan peralatan elektronik lainnya.
 7. Hadiah, penerimaan keramahtamahan, dan etika bisnis lainnya tercakup dalam kebijakan anti-suap dan anti-korupsi perusahaan
 8. Harap mengacu pada buku pedoman karyawan/peraturan perusahaan yang berlaku dari waktu ke waktu untuk memastikan perilaku kantor yang benar.
 9. Karyawan tidak diperbolehkan membawa anggota keluarga atau teman untuk berkeliaran di lingkungan perusahaan dalam jam kerja kecuali dalam keadaan darurat.

Jika karyawan menemukan tindakan ketidakpatuhan, perusahaan mendorong untuk segera melaporkan hal ini pada email: compliance@titianservices.com untuk memastikan hukuman/sanksi segera diterapkan yang mungkin termasuk pemutusan hubungan kerja. Karyawan



and having their rights to communicate, perform, and come to work without being harrassed irrespective of their Gender, Grade, Caste etc.

All the employees should feel protected from any kind of physical and/or mental harassment and/or abuse at work.

Employees are prohibited to do:

1. Verbal communications, such as usage of foul language or making graphics or degrading comments about an individual and/or personal/physical characteristics or using epithets or derogatory comments or slurs
2. Written communications, such as sending inappropriate jokes or comments in print or email or graffiti in and around office premises
3. Visual acts or displays , such as derogatory cartoons or drawings or posters or inappropriate gestures
4. Making unwelcome signs , advances or gestures of pervasion towards any gender of employee

E. Dress Code

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image our company presents to customers and visitors. During business hours or when representing our company, you are expected to present a clean, neat, and busines-proper appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards.

In addition, Marketing department will not be allowed to wear jeans or t-shirts etc., only trousers and shirts will be allowed to wear in marketing department.

The following are examples of items that are not acceptable:

- Ripped or torn clothing
- Colored hair, extreme hairstyle
- Slipper or Sandals

tersebut dipastikan dilindungi oleh perusahaan agar tidak dilecehkan di kemudian hari.

D. Anti Pelecehan

Untuk menciptakan lingkungan di mana karyawan merasa dihormati sebagai individu dan memiliki hak mereka untuk berkomunikasi, tampil, dan bekerja tanpa dilecehkan terlepas dari Gender, Kelas, Kasta, dll.

Semua karyawan harus merasa terlindungi dari segala bentuk pelecehan fisik dan/atau mental dan/atau pelecehan di tempat kerja.

Karyawan dilarang melakukan:

1. Komunikasi verbal, seperti penggunaan bahasa kotor atau membuat grafik atau komentar yang merendahkan tentang individu dan/atau karakteristik pribadi/fisik atau menggunakan julukan atau komentar atau cercaan yang menghina
2. Komunikasi tertulis, seperti mengirim lelucon atau komentar yang tidak pantas di media cetak atau email atau grafiti di dalam dan di sekitar gedung kantor
3. Tindakan atau tampilan visual, seperti kartun atau gambar atau poster yang menghina atau gerakan yang tidak pantas
4. Membuat tanda-tanda, kemajuan, atau isyarat yang tidak diinginkan terhadap semua jenis kelamin karyawan

E. Kode Berpakaian

Standar pakaian, dandanan, dan kebersihan pribadi berkontribusi pada moral semua karyawan dan memengaruhi citra bisnis yang diberikan perusahaan kami kepada pelanggan dan pengunjung. Selama jam kerja atau saat mewakili perusahaan kami, Anda diharapkan untuk menampilkan penampilan yang bersih, rapi, dan layak bisnis. Anda harus berpakaian dan berdandan sesuai dengan

➤ sportswear

Direct superior reserve the right to request a staff member to dress to an appropriate standard as a condition of employment.

Site/workshop personnel shall wear proper PPE such as coverall, safety shoe, helmet and other PPE as required for the task being performed.

If you are in a work environment with inappropriate clothing you may be sent home to change, before returning to work.

F. Internet, Email and Data Usage

Employees shall **NOT** do the following:

1. Share their email password.
2. Share any work data (include client data)
3. Use designated office email address for personal use or register it to certain website for personal purpose
4. Downloads, browses/stores data for personal matters and/or any other illegal material as deemed by government and local regulation
5. Stream movies, access social media and do other non-work related activity during working hours
6. Store any non-work related data on server
7. Self repair his/her own machine, always report to IT dept in case any issue
8. Use other employee machine or otherwise let their machine used by other party
9. Use non-authorized software (always check with IT and superior)
10. Delete company owned data without permission (considered as crime act)

Employee are responsible for their own data, keep important copy of file at all time and contact IT department to update your antivirus and software.

Employee shall not send email to external party without copying his/her superior.

persyaratan posisi Anda dan standar sosial yang diterima.

Selain itu, bagian Pemasaran tidak diperbolehkan mengenakan celana jeans atau t-shirt dll, hanya celana panjang dan kemeja yang diperbolehkan untuk dikenakan di bagian pemasaran.

Berikut ini adalah contoh item yang tidak dapat diterima:

- pakaian robek atau robek
- Rambut berwarna, gaya rambut ekstrim
- Sandal atau Sandal
- Pakaian olahraga

Atasan langsung berhak meminta seorang anggota staf untuk berpakaian dengan standar yang pantas sebagai syarat pekerjaan.

Personil lokasi/bengkel harus mengenakan APD yang tepat seperti coverall, sepatu keselamatan, helm, dan APD lainnya sesuai kebutuhan untuk tugas yang dilakukan.

Jika Anda berada di lingkungan kerja dengan pakaian yang tidak pantas, Anda mungkin disuruh pulang untuk berganti pakaian, sebelum kembali bekerja.

F. Penggunaan Internet, Email dan Data

Karyawan TIDAK boleh melakukan hal berikut:

1. Bagikan kata sandi email mereka.
2. Bagikan data pekerjaan apa pun (termasuk data klien)
3. Gunakan alamat email kantor yang ditunjuk untuk penggunaan pribadi atau daftarkan ke situs web tertentu untuk tujuan pribadi
4. Mengunduh, menelusuri/menyimpan data untuk hal-hal pribadi dan/atau materi ilegal lainnya sebagaimana diatur oleh peraturan pemerintah dan lokal
5. Streaming film, akses media sosial, dan lakukan aktivitas lain yang tidak terkait dengan pekerjaan selama jam kerja



Unless instructed, always consult to superior prior sending any attachment to external party.

G. Business Cards

Business cards are provided by the company to all employees who are required to visit other offices. The design of the business card is common for all categories.

Name and designation of the employees is printed on the card alongwith Company logo, address, telephone numbers, fax number, dept e-mail id, company website and mobile nos. Requisition of such cards should be forwarded to the HRD.

- 6. Simpan semua data yang tidak terkait dengan pekerjaan di server
- 7. Perbaiki sendiri mesinnya sendiri, selalu laporkan ke departemen TI jika ada masalah
- 8. Gunakan mesin karyawan lain atau biarkan mesin mereka digunakan oleh pihak lain
- 9. Gunakan software yang tidak resmi (selalu cek dengan IT dan superior)
- 10. Menghapus data milik perusahaan tanpa izin (dianggap sebagai tindak pidana)

Karyawan bertanggung jawab atas data mereka sendiri, menyimpan salinan file penting setiap saat dan menghubungi departemen TI untuk memperbarui antivirus dan perangkat lunak Anda.

Karyawan tidak boleh mengirim email ke pihak luar tanpa menyalin atasannya. Kecuali diinstruksikan, selalu berkonsultasi dengan atasan sebelum mengirim lampiran apa pun ke pihak luar.

G. Kartu Nama

Kartu nama diberikan oleh perusahaan kepada seluruh karyawan yang diharuskan mengunjungi kantor lain. Desain kartu nama umum untuk semua kategori.

Nama dan penunjukan karyawan dicetak pada kartu beserta logo Perusahaan, alamat, nomor telepon, nomor faks, id e-mail dept, situs web perusahaan dan nomor ponsel. Permintaan kartu tersebut harus diteruskan ke HRD.