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TANGGUNG JAWAB SOSIAL PERUSAHAAN

Sebagai wujud tanggung jawab sosial, Perseroan melakukan kegiatan CSR pada beberapa aspek sebagai berikut:

- Lingkungan hidup
- Ketenagakerjaan, kesehatan dan keselamatan kerja
- Pengembangan sosial dan kemasyarakatan
- Tanggung jawab kepada konsumen

As a form of social responsibility, the Company had performed CSR activities in the following aspects:

- Environment
- Occupational health, safety and employment
- Social and community development
- Responsibility to costumers

Aspek Lingkungan Hidup Environmental Aspects

Kegiatan: Sistem Pengolahan Limbah

Dalam mewujudkan tanggung jawab sosial di bidang lingkungan hidup, Perseroan mendukung masyarakat disekitar Perseroan beroperasi dalam pengelolaan serta pengolahan limbah sehari-hari. Dukungan ini disampaikan Perseroan dalam bentuk pemberian bantuan dana sebanyak Rp32,9 juta selama tahun 2020.

Activity: Waste Management System

In exercising social responsibility in the environmental sector, the Company supports the society live around the Company's operational area on daily waste treatment and processing. This support was realized by the Company in form of financial assistance of Rp32.9 million in 2020.

Sertifikasi di Bidang Lingkungan Hidup

Saat ini Perseroan belum memiliki Sertifikasi di bidang Lingkungan Hidup.

Environmental Sector Certification

Currently, the Company does not have a certification in the Environmental sector.

Aspek Ketenagakerjaan, Kesehatan dan Keselamatan Kerja Aspects of Labor, Occupational Health and Workplace Safety

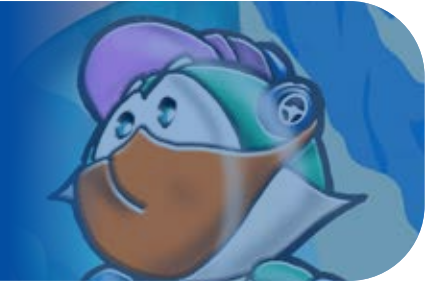
Kegiatan: Kesetaraan Gender

Pelaksanaan tanggung jawab sosial Perseroan di bidang ketenagakerjaan salah satunya adalah kesetaraan gender. Tidak terdapat diskriminasi

Activity: Gender Equality

One of the Company's social responsibility implementation in manpower sector is gender equality. There is no discrimination against gender,

CORPORATE SOCIAL RESPONSIBILITY



gender, ras, suku dan agama dalam kegiatan bisnis yang Perseroan lakukan. Kesempatan kerja serta pengembangan karir yang diberikan sama rata kepada seluruh individu dengan tetap memperhatikan potensi serta etos kerja yang diberikan.

Kegiatan: Kesehatan dan Keselamatan Kerja

Perseroan memberikan fasilitas kesehatan berupa asuransi kesehatan kepada setiap karyawan. Perseroan juga selalu mengutamakan keselamatan kerja bagi seluruh stakeholder, dengan menciptakan lingkungan kerja yang aman dan nyaman serta mengkomunikasikan Kesehatan dan Keselamatan Kerja (K3) melalui *Business Continuity Plan* (BCP), menyediakan perlengkapan medis di lingkungan kerja, melakukan simulasi tanggap darurat secara berkala. Pada tahun 2020, di tengah pandemi Covid-19, Perseroan menerapkan protokol kesehatan yang dianjurkan oleh pemerintah bagi karyawan yang diharuskan bekerja di kantor.

race, ethnicity and religion in the business activities in the Company's environment. Job opportunities and career development are given equally to all employees by prioritizing the employee's potential and work ethic.

Activity: Occupational Health and Safety

The Company provides health facilities in form of health insurance to every employee. The Company also always prioritizes occupational safety for all stakeholders, by creating a safe and comfortable work environment and disseminating Occupational Health and Safety (K3) through a Business Continuity Plan (BCP), providing medical equipment in the work circumstances, conducting regular emergency response drilling. In 2020, amid the Covid-19 pandemic, the Company applied a health protocol recommended by the government for employees who were required to work from the offices.

Aspek Pengembangan Sosial dan Kemasyarakatan Social and Community Development Aspects

Kegiatan: Pembangunan & Keamanan Sosial

Perseroan menyadari keberhasilan yang diperoleh hingga saat ini juga didukung oleh masyarakat sekitar Perseroan berada. Bentuk hubungan baik yang dibangun oleh Perseroan ke masyarakat sekitar dengan memberikan bantuan dengan berpartisipasi dalam pembangunan fasilitas umum, sumbangan kegiatan sosial, serta bantuan dalam meningkatkan ketertiban di masyarakat. Selama tahun 2020 bantuan yang diberikan oleh Perseroan sebanyak Rp82,93 juta.

Activities: Development & Social Security

The Company understands that its success is also supported by the community around the Company itself. A good relationship of the Company to the surrounding community was dedicated by participating in the construction of public facilities, donating to social activities, organizational activities in the community, and also by providing the assistance to improve disciplinary in the society. During 2020, the support provided by the Company was Rp82.93 million.

Kegiatan: Kesehatan Masyarakat

Tahun 2020 dilanda oleh pandemi Covid-19, kesehatan menjadi prioritas utama Perseroan dalam menjalankan bisnisnya. Kepedulian kesehatan tidak hanya berfokus pada internal, melainkan juga eksternal. Di tahun 2020 Perseroan memberikan bantuan ke masyarakat sebesar Rp53,36 juta sebagai bentuk tanggung jawab sosial dibidang kesehatan.

Kegiatan: Bantuan Bencana Alam

Pada tahun 2020, perseroan turut serta dalam membantu korban bencana alam banjir yang menimpa di beberapa wilayah Indonesia. Total bantuan yang diberikan sebesar Rp92,05 juta untuk meringankan beban masyarakat yang menjadi korban bencana alam.

Kegiatan: Keagamaan

Perseroan mendukung kegiatan keagamaan yang dilakukan oleh masyarakat. Selama tahun 2020 wujud dukungan yang diberikan Perseroan sejumlah Rp39,61 juta.

Kegiatan: Pendidikan dan Kegiatan Sosial

Perseroan mendukung kegiatan pendidikan dan kegiatan sosial yang dilakukan untuk masyarakat. Selama tahun 2020 wujud dukungan yang diberikan Perseroan sejumlah Rp93,19 juta.

Activity: Public Health

The year 2020 was heavily suffered by the Covid-19 pandemic, which made the health sector became the Company's main priority in running its business. The Company's support in health care is not only focus on internal organization, but also to the external parties. In 2020, the Company has provided assistance to the community amounted of Rp53.36 million as a form of social responsibility in the health sector.

Activity: Natural Disaster Relief

In 2020 the Company has participated in helping the victims of natural disasters in several parts of Indonesia. The assistance that was given was Rp92.05 million which aimed to support the people that became the victims of natural disasters.

Activity: Related with Religious

The Company has supported religious activities carried out by the community. During 2020 the support that was provided by the Company was amounted of Rp39.61 million.

Activity: Education and Social Activities

The Company has supported education and social activities for the community. During 2020 the support provided by the Company amounted of Rp93.19 million.

Aspek Tanggung Jawab Kepada Konsumen Responsibility to Customers

Kegiatan: Layanan Pelanggan

Perseroan membangun OTO Call Center 1500 686, email cs@oto.co.id dan website www.otofinance.co.id sebagai sarana yang mudah diakses oleh pelanggan untuk menyampaikan pertanyaan, informasi dan pengaduan. Dengan dukungan teknologi komunikasi yang handal serta database pelanggan yang lengkap, layanan pelanggan dapat memberikan solusi yang terbaik, cepat dan tepat dan menciptakan kepuasan para pelanggan. Perseroan juga tetap dapat melayani pelanggan yang datang langsung maupun melalui surat untuk mendapatkan solusi terbaik.

Activities: Customer Service

The Company established OTO Call Center 1500 686, email cs@oto.co.id and website www.otofinance.co.id as the channels that can be easily accessed by the customers to submit inquiries, information and complaints. Supported by a reliable communication technology and a complete customer database, our customer service is capable to provide excellent, fast and accurate solutions and create customer satisfaction. The Company is also available to serve customers who conducted direct visit or via mail to acquire the best solution.