



ADAPTASI PERUBAHAN

ADAPTING CHANGES



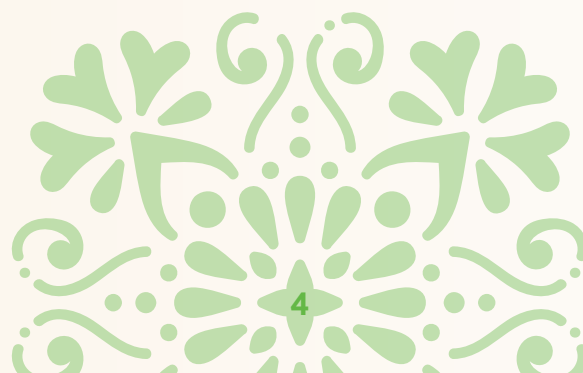
Tahun 2020 merupakan tahun yang penuh dinamika dengan tantangan yang besar akibat pandemi COVID-19 yang mengharuskan kita untuk berubah. Tidak hanya perubahan pada strategi, namun juga dalam cara menjalankan usaha, serta perubahan perilaku dalam kehidupan. Kondisi ini juga dialami oleh HERO Group, sebagai salah satu pelaku usaha yang terdampak pandemi COVID-19. HERO Group berupaya untuk beradaptasi dengan perubahan melalui penerapan kebiasaan-kebiasaan baru dan pengembangan optimalisasi ruang usaha, serta peningkatan layanan jasa kepada pelanggan. Meski penuh tantangan, proses adaptasi ini terus dilakukan dengan responsif dan komprehensif untuk mempertahankan keberlanjutan dan tetap dapat memberikan layanan yang terbaik untuk semua pemangku kepentingan.

2020 has been a year full of dynamics with vast challenges due to the COVID-19 pandemic that demanded us to change. Not only changes in strategy, but also in the way of doing a business, as well as changes in behavior in life. This condition is also experienced by HERO Group, as one of the business players affected by the COVID-19 pandemic. HERO Group strives to adapt to changes through the implementation of new habits and the development of optimizing business space, as well as improving services to customers. Although full of challenges, this adaptation process continues to be carried out in a responsive and comprehensive manner to maintain sustainability and still provide the best service for all stakeholders.

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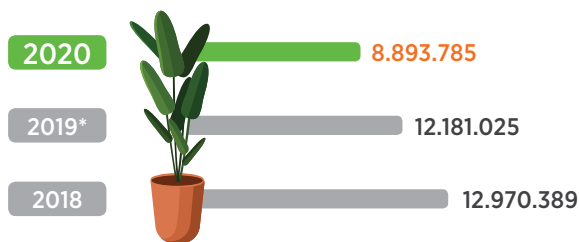


Ikhtisar Kinerja Keberlanjutan

Sustainability Performance Highlight

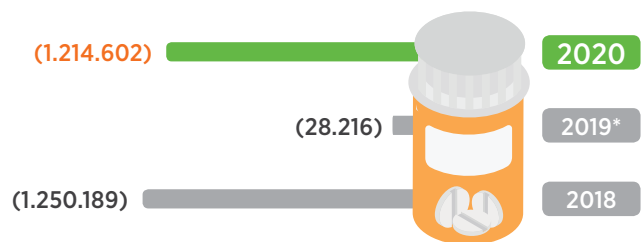
Kinerja Keberlanjutan Aspek Ekonomi Sustainability Performance in Economic Aspect

Pendapatan Bersih Net Income



Rp Juta | Rp Million

Laba/(Rugi) Tahun Berjalan Profit/(Loss) for the Year



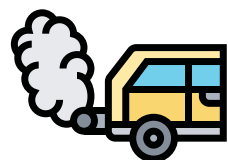
Rp Juta | Rp Million

Jumlah Pemasok Lokal Number of Local Suppliers



*) Disajikan kembali sesuai Laporan Keuangan 2020
Restated according to the 2020 Financial Statement

Kinerja Keberlanjutan Aspek Lingkungan Sustainability Performance in Environmental Aspect



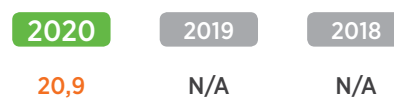
Penggunaan Energi Energy Use



GigaJoule



Pengurangan Limbah Waste Reduction



Ton

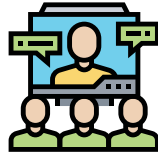
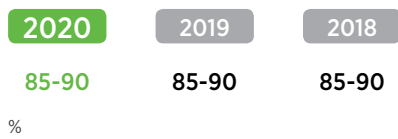


Kinerja Keberlanjutan Aspek Sosial

Sustainability Performance in Social Aspect



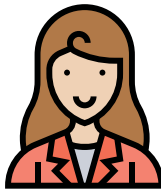
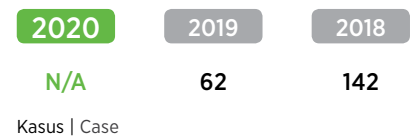
Pelibatan Tenaga Kerja Lokal
Local Employee Engagement



Jam Pelatihan Per Karyawan
Training Hours Per Employee



Kecelakaan Kerja
Work accident



Rasio Karyawan Perempuan
Female Employee Ratio



Indeks Kepuasan Pelanggan
Customer Satisfaction Index





Tahun 2020 yang penuh dinamika dan tantangan bagi bisnis kami menuntut perubahan dan adaptasi, tidak hanya bagi HERO Group, namun juga bagi para pelaku industri lain, yang juga harus beradaptasi dengan pola hidup sekarang. Bagi kami, perubahan ini menjadi tantangan untuk beradaptasi dengan cepat. Tidak hanya semata-mata agar tetap dapat melayani pelanggan, tetapi juga tetap berkelanjutan, dan mampu membagikan manfaat kepada semua pemangku kepentingan.

2020 was a year full of dynamics and challenges for our business that required change and adaptation, not only for HERO Group, but for other industry players as well, who also have to adapt to the current lifestyle. For us, this change was a challenge to adapt quickly. It was not merely to be able to continue to serve customers, but also to remain sustainable, and be able to share value to all stakeholders.



Penjelasan Direksi [102-14]

Board of Directors' Explanation

Para pemangku kepentingan yang terhormat, Tahun 2020 menjadi tahun penuh dinamika dan tantangan bagi bisnis kami. Pandemi COVID-19 yang diikuti penerapan kebijakan Pembatasan Sosial Berskala Besar (PSBB), dan perubahan pola belanja pelanggan, telah memberikan dampak terhadap kinerja HERO Group secara keseluruhan. PSBB berkontribusi kepada penurunan jumlah kunjungan pelanggan ke toko-toko HERO Group, serta mengubah perilaku belanja pelanggan, permintaan barang, termasuk pola distribusi rantai pasok.

Kondisi ini menuntut perubahan dan adaptasi, tidak hanya bagi HERO Group, namun juga bagi para pelaku industri lain yang juga dituntut penyesuaian pola hidup yang baru. Bagi kami, perubahan ini menjadi tantangan untuk beradaptasi dengan cepat. Tidak hanya semata-mata agar tetap dapat melayani pelanggan, tetapi juga tetap berkelanjutan dan mampu membagikan manfaat kepada semua pemangku kepentingan.

Dalam mencatat kinerja ekonomi, pendapatan usaha pada tahun 2020 mencapai Rp8,89 triliun turun 27% dibanding tahun 2019 sebesar Rp12,18 triliun. Perolehan Laba Kotor Perseroan tahun 2020 sebesar Rp2.400 miliar, menurun

Dear valued stakeholders, 2020 was a year full of dynamics and challenges for our business. The COVID-19 pandemic, followed by the implementation of the Large-Scale Social Restrictions (PSBB) policy, and changes in customer shopping patterns, have had an impact on the overall performance of HERO Group. PSBB contributed to a decrease in the number of customer visits to HERO Group's stores, as well as changing the customers' shopping behavior, demand for goods, including supply chain distribution patterns.

This condition required change and adaptation, not only for HERO Group, but for other industry players as well, who also required to adapt to the new lifestyle. For us, this change was a challenge to adapt quickly. It was not merely to be able to continue to serve customers, but also to remain sustainable, and be able to share value to all stakeholders.

In economic performance, we recorded operating revenues in 2020 reached Rp8.89 trillion, down 27% from Rp12.18 trillion in 2019. The Company's gross profit in 2020 was Rp2,400 billion, decrease compared in 2019 which reached Rp3,448 billion.

dibandingkan tahun 2019 yang mencapai Rp3.448 miliar. Di tengah situasi yang penuh tantangan, kami tetap melanjutkan perjalanan transformasi Multi-Tahun dan berhasil bertahan dalam bisnis.

Kami terus menyikapi kondisi tersebut secara positif dengan melakukan perubahan dan adaptasi. Secara bertahap, kami melakukan penyesuaian dengan pola belanja masyarakat, menerapkan kebiasaan-kebiasaan baru pada masa pandemi COVID-19, melakukan pengembangan optimalisasi ruang usaha, serta peningkatan layanan jasa kepada pelanggan.

Di sisi lain, kami terus berupaya mewujudkan komitmen untuk mengelola isu lingkungan, sosial, dan tata kelola (LST). Kami memberikan kontribusi pada upaya pelestarian lingkungan, pemberdayaan masyarakat di sekitar lokasi usaha gerai kami, setiap individu yang bekerja di Perseroan, menjaga kepuasan para pelanggan, dan turut memberikan dukungan pada capaian Tujuan Pembangunan Berkelanjutan (TPB).

Dukungan pada pelestarian lingkungan diwujudkan secara tak langsung melalui kebijakan HERO Group untuk mengurangi konsumsi listrik dengan pencapaian penghematan 16,3%-68% sepanjang tahun 2020. Kami juga mendukung program pengembangan energi terbarukan dengan mendorong penggunaan biofuel berupa biodiesel (B20) untuk kendaraan operasional dan kendaraan logistik yang digunakan pemasok. Selain itu, HERO Group juga berupaya menekan timbulan limbah, termasuk limbah plastik, dengan mendukung kebijakan untuk tidak menggunakan tas plastik bagi pelanggan, serta menerapkan prinsip *reduce, reuse, dan recycle* dalam pengelolaan limbah. Salah satu implementasi ini adalah menginisiasi kampanye Blue Bag Project di IKEA.

Penerapan keberlanjutan pada kinerja sosial dilaksanakan dengan melibatkan pemasok lokal bagi setiap toko. Selama tahun 2020, kami mencatat ada 2.628 pemasok lokal dan 635 pemasok nasional dalam rantai pasok HERO Group. Dalam hal menjaga lingkungan toko yang layak, sehat, dan aman bagi karyawan maupun pelanggan, kami telah menerapkan berbagai standar keselamatan dan kesehatan kerja (K3).

Selama pandemi COVID-19, HERO Group memberikan fasilitas tes *rapid* antigen dan tes reaksi rantai *polimerase* (PCR/SWAB) kepada karyawan, terutama yang berinteraksi dengan pelanggan. Kami juga mengurangi penyebaran COVID-19 melalui penerapan protokol kesehatan untuk memastikan kegiatan operasional tetap berjalan dan kesehatan karyawan

In the midst of such an unfavorable situation, we continued our Multi-Year transformation journey and managed to stay resilient in the business.

We keep responding positively to these conditions by making changes and adaptations. Gradually, we made adjustments to people's shopping patterns, implemented new habits during the COVID-19 pandemic, optimized business space, and improved our services to customers.

On the other hand, we continued the efforts to realize our commitment to managing environmental, social and governance (ESG) issues. We contributed to environmental conservation efforts, empowered the community around our outlet business locations, every individual working in the Company, maintained customer satisfaction, and contributed to the achievement of the Sustainable Development Goals (SDGs).

Support for environmental conservation is realized indirectly through policy to reduce electricity consumption of HERO Group by achieving 16.3%-68% saving during 2020. We also have been supporting renewable energy development programs by encouraging the use of biofuel in the form of biodiesel (B20) for operational vehicles and logistics vehicle used by the suppliers. In addition, HERO Group attempted to reduce waste generation, including plastic waste, by supporting the policy of not using plastic bags for customers, and applying the principles of reduce, reuse, and recycle in waste management. One of the implementations is realized by initiating the Blue Bag Project campaign at IKEA.

The application of sustainability to social performance is carried out by involving local suppliers for each store. During 2020, we recorded 2,628 local suppliers and 635 national suppliers in the supply chain of HERO Group. In terms of maintaining a decent, healthy and safe store environment for employees and customers, we have implemented various occupational health and safety (OHS) standards.

During the COVID-19 pandemic, HERO Group provided rapid antigen test facilities and polymerase chain reaction (PCR/SWAB) tests for employees, especially those who interacted with customers. We also reduced the spread of COVID-19 by implementing health protocols to ensure the continuity of operations and the health of employees and customers is

maupun pelanggan tetap terlindungi. Kami juga membantu memberikan 17.500 masker wajah pakai ulang dan 250 matras kepada Satgas Penanganan COVID-19 Jawa Barat.

Dalam bidang ketenagakerjaan, HERO Group telah menyelenggarakan 45.916 jam pelatihan yang diikuti 18.492 karyawan sebagai peserta. Kami juga menerapkan sistem manajemen kontrol kualitas terpadu melalui pergudangan, penyimpanan, hingga layanan unggul untuk menjamin keselamatan dan kesehatan pelanggan. Setiap daftar produk baru yang masuk ke sistem, wajib disertai dokumen sertifikat registrasi dari pihak-pihak berwenang, termasuk Badan Pengawas Obat dan Makanan (BPOM), dan sertifikasi halal.

Kami juga menjalankan program sumbangan pelanggan, dengan total donasi sepanjang tahun 2020 mencapai Rp49.929.193. Dana tersebut disalurkan melalui kerja sama dengan yayasan Human Initiative, dan telah disalurkan ke lebih dari 16 sekolah dasar dan taman kanak-kanak di seluruh Indonesia, dengan jumlah penerima manfaat lebih dari 2.500 siswa.

Penerapan keberlanjutan pada pelaksanaan tata kelola perusahaan yang baik (GCG), dijalankan dengan mematuhi setiap ketentuan, terutama dalam hal dampak dari penutupan toko. HERO Group senantiasa mematuhi setiap peraturan dan Undang-Undang Ketenagakerjaan untuk memastikan karyawan yang terkena dampak penutupan toko, tetap mendapatkan hak mereka.

Kami mengucapkan terima kasih atas dukungan selama ini sehingga terus menumbuhkan semangat di jajaran manajemen HERO Group untuk bersama-sama menghadapi tantangan dan dinamika selama tahun 2020. Ke depan, tantangan ini akan semakin besar, namun kami tetap positif untuk menerapkan strategi baru dan menggunakan kesempatan untuk tetap berkembang. Semoga dukungan dari semua pemangku kepentingan dapat terus berlanjut untuk masa-masa mendatang, dan bersama-sama melakukan perubahan untuk masa depan yang lebih baik lagi.

protected. We also helped provide 17,500 reusable face masks and 250 mattresses to the West Java COVID-19 Handling Task Force.

In the employment sector, HERO Group has organized 45,916 training hours attended by 18,492 employees as participants. We also implemented an integrated quality control management system through warehousing, storage, as well as service excellence to ensure customer safety and health. Each list of new products that enter the system must be accompanied by a registration certificate document from the authorities, including the National Agency of Food and Drug Control (NA-FDC), as well as halal certification.

We also held a customer donation program, with total donations in 2020 reaching Rp49,929,193. The funds were channeled through collaboration with the Human Initiative foundation, to more than 16 elementary schools and kindergartens across Indonesia, with a total number of beneficiaries of more than 2,500 students.

The sustainability application in the implementation of good corporate governance (GCG), conforms to every provision, especially in terms of store closure impact. HERO Group always complies with all regulations and Law on Manpower to ensure that employees affected by store closures retain their rights.

We thank you for the support that have been given all these years, which continued to motivate us in the HERO Group management to jointly face the challenges and dynamics during 2020. Going forward, these challenges will be even greater, but we need to remain positive to implement new strategies and take advantage of opportunities to keep growing. We hope the support from all stakeholders will continue and together we can make changes for a better future.

Tangerang Selatan | South Tangerang
Juni | June 2021

Ingemar Patrik Lindvall
President Direktur | President Director



Strategi Keberlanjutan HERO Group

HERO Group's Sustainability Strategy

PT Hero Supermarket Tbk atau Perseroan atau HERO Group menilai bahwa pertumbuhan yang berkelanjutan tidak hanya berasal dari keuntungan secara ekonomi, tetapi juga dari kontribusi Perseroan dalam memberdayakan masyarakat sekitar lokasi usaha gerai kami, setiap individu yang bekerja di Perseroan, lingkungan, serta kepuasan para pelanggan. Keberlanjutan ini juga disertai dengan strategi dalam melaksanakan tanggung jawab sosial dan dukungan pada Tujuan Pembangunan Berkelanjutan (TPB).

HERO Group berusaha memberikan manfaat dan kontribusi positif terhadap masyarakat sekitar. Selain pengembangan ekonomi, Perseroan juga berupaya membantu pelestarian lingkungan, pembangunan pendidikan, serta program kemanusiaan lainnya. HERO Group melakukan evaluasi dan pengukuran dampak pada semua kegiatannya untuk memastikan adanya lingkungan yang indah, bersih, dan sehat, baik untuk lingkungan kerja maupun lingkungan sekitarnya.

PT Hero Supermarket Tbk or Company or HERO Group believes that sustainable growth does not only come from economic benefits, but also from the Company's contribution in empowering the community around our store locations, every individual who works in the Company, the environment, and customer satisfaction. Sustainability is also accompanied by a strategy in implementing social responsibility and support for the Sustainable Development Goals (SDGs).

HERO Group strives to provide benefits and positive contributions to the surrounding community. In addition to economic development, the Company also puts its efforts to contribute to environmental conservation, education development, and other humanitarian programs. HERO Group evaluates and measures the impact of all its activities to ensure a beautiful, clean and healthy environment, both for the workplace and the surrounding environment.

Tentang Laporan Keberlanjutan dan Topik Material

About the Sustainability Report and Material Topics

Pengungkapan informasi kinerja keberlanjutan PT HERO Supermarket Tbk atau HERO Group dalam Laporan Keberlanjutan, didasarkan pada topik-topik material yang telah ditetapkan dengan mempertimbangkan pengaruhnya terhadap masing-masing pemangku kepentingan.

Tentang Laporan Keberlanjutan

Laporan Keberlanjutan 2020 mengungkapkan informasi kinerja keberlanjutan HERO Group pada periode 1 Januari – 31 Desember 2020. Laporan ini merupakan pelaporan pertama dan selanjutnya akan diterbitkan setiap tahun bersama Laporan Tahunan Perseroan. Tidak ada perubahan signifikan pada Laporan maupun pernyataan kembali. [102-48][102-49][102-50][102-51][102-52]

Pengungkapan informasi mencakup data dan informasi dari *Store Support Centre* (SSC - Kantor Pusat) HERO Group termasuk Laporan Keuangan konsolidasian, serta toko dari unit bisnis tertentu. Perseroan belum melakukan penjaminan atas Laporan ini. [102-45][102-46][102-56]

Disclosure of information on the sustainability performance of PT HERO Supermarket Tbk, or HERO Group, is presented according to material topics that have been determined based on their impact on stakeholders.

About the Sustainability Report

The Sustainability Report 2020 discloses HERO Group's sustainability performance information for the period from January 1 to December 31, 2020. This report is the first report and will be published annually together with the Annual Report. There are no significant changes or restatements in this Report. [102-48][102-49][102-50][102-51][102-52]

The information disclosure encompasses data and information from Store Support Centre (SSC - Head Office) of HERO Group, including consolidated Financial Statements, as well as from stores of particular business units. The Company has not sought for third party verification of this Report. [102-45][102-46][102-56]



Kontak Pelaporan [102-53] Reporting Contact

Diky Risbianto

Head of Corporate and Consumer Affairs PT Hero Supermarket Tbk
Graha Hero, CBD Bintaro Jaya Sektor 7 Blok B7/A7, Tangerang Selatan 15224
Email : csr@hero.co.id
Telp : (021) 83788388

Isi Laporan

Laporan disusun berdasarkan POJK No.51/OJK.03/2017 dan Standar GRI dengan opsi "Core". Informasi yang memenuhi indikator dimaksud, ditandai dengan kode huruf dan angka pada bagian judul, kalimat atau alinea yang relevan. Laporan dilengkapi dengan indeks referensi di bagian akhir. [102-54][102-55]

Contents of the report

This report has been prepared based on the Financial Services Authority Regulation, POJK No.51/OJK.03/2017 and referred to the GRI Standards with the "Core" option. Information that fulfills the indicator is marked with a letter and number code in the relevant title, sentence, or paragraph. The report comes with a reference index at the end part. [102-54][102-55]










Topik Material

Terdapat enam topik material yang ditetapkan melalui diskusi internal dengan mempertimbangkan strategi, risiko, dan kesempatan usaha, serta dampaknya pada pemangku kepentingan. Pemenuhan setiap topik material juga disesuaikan dengan dukungan pada Tujuan Pembangunan Berkelanjutan (TPB). [102-42]

Material Topics

A total of six material topics have been determined through internal discussions by taking into account strategies, risks, and business opportunities, as well as their impacts on stakeholders. The fulfillment of each material topic is also adjusted to support for the Sustainable Development Goals (SDGs). [102-42]

Topik Material [102-47] Material Topics

Topik Material Material Topics	Dukungan Pada TPB Support to SDGs	Topik Material Material Topics	Dukungan Pada TPB Support to SDGs
Kesehatan dan Keselamatan Kerja Occupational Health and Safety	 	Pemasaran dan Pelabelan Marketing and Labeling	
Kinerja Ekonomi Economic Performance		Energi Energy	 
Praktik Pengadaan Procurement Practices	 	Limbah Waste	

Topik Material Pelaporan dan Batasan Dampak Terhadap Pemangku Kepentingan [102-46][102-47] Material Topic and Boundary



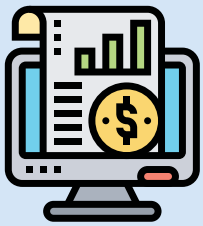
Kategori | Category
Ekonomi | Economic



Kategori | Category
Sosial | Social



Kategori | Category
Lingkungan | Environmental



Kinerja Ekonomi
Economic Performance

Informasi Penting

Nilai ekonomi diperoleh dan didistribusikan

Significant Information

Economic value generated and distributed

Dampak pada Pemangku Kepentingan | Impact on Stakeholders

Internal | Internal

- Pemegang Saham dan Investor
Shareholders and Investors
- Karyawan | Employee

Eksternal | External

- Pemerintah | Government
- OJK/BEI | Regulators
- Pemasok | Suppliers
- Pelanggan | Customers
- Masyarakat | Community
- Media Massa | Mass Media



Praktik Pengadaan
Procurement Practices

Informasi Penting

Rantai pasokan dan pemasok lokal

Significant Information

Local supply chain and suppliers

Dampak pada Pemangku Kepentingan | Impact on Stakeholders

Internal | Internal

- Pemegang Saham dan Investor
Shareholders and Investors

Eksternal | External

- Pemerintah | Government
- Pemasok | Suppliers
- Pelanggan | Customers
- Perguruan Tinggi | Universities



Kesehatan dan Keselamatan Kerja
Occupational Health and Safety

Informasi Penting

Pengendalian pandemi COVID-19

Significant Information

Controlling the COVID-19 pandemic

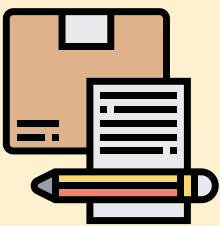
Dampak pada Pemangku Kepentingan | Impact on Stakeholders

Internal | Internal

- Pemegang Saham dan Investor
Shareholders and Investors
- Karyawan | Employee

Eksternal | External

- Pemerintah | Government
- Pemasok | Suppliers
- Pelanggan | Customers



Pemasaran dan Pelabelan
Marketing and Labeling

Informasi Penting

Jaminan kesehatan dan keselamatan produk

Significant Information

Product health & safety assurance

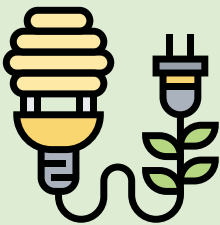
Dampak pada Pemangku Kepentingan | Impact on Stakeholders

Internal | Internal

- Pemegang Saham dan Investor
Shareholders and Investors
- Karyawan | Employee

Eksternal | External

- Pemerintah | Government
- Pemasok | Suppliers
- Pelanggan | Customers
- Masyarakat | Community
- Media Massa | Mass Media



Energi
Energy

Informasi Penting

Efisiensi pemakaian energi

Significant Information

Energy consumption efficiency

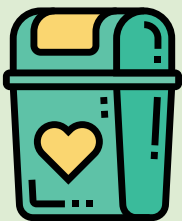
Dampak pada Pemangku Kepentingan | Impact on Stakeholders

Internal | Internal

- Pemegang Saham dan Investor
Shareholders and Investors
- Karyawan | Employee

Eksternal | External

- Pemerintah | Government
- Pemasok | Suppliers
- Pelanggan | Customers



Limbah
Waste

Informasi Penting

Mengurangi timbulan limbah padat

Significant Information

Reducing solid waste

Dampak pada Pemangku Kepentingan | Impact on Stakeholders

Internal | Internal

- Pemegang Saham dan Investor
Shareholders and Investors
- Karyawan | Employee

Eksternal | External

- Pemerintah | Government
- Pemasok | Suppliers
- Pelanggan | Customers
- Masyarakat | Community



Profil HERO Group

HERO Group Profile

Sejak memulai kegiatan usaha pada tahun 1971, PT Hero Supermarket Tbk atau HERO Group terus berinovasi untuk memenuhi kebutuhan dan pola konsumsi masyarakat, dengan menjaga kepercayaan, mutu, layanan dan nilai-nilai Perseroan.

Since the start of its operations in 1971, PT Hero Supermarket Tbk or HERO Group has continued to innovate to meet people's needs and consumption patterns. HERO Group strives to continue to maintain the trust, quality, service and values of the Company.

Sejarah Singkat

Keberadaan HERO Group berawal dari CV Hero, yang didirikan Muhammad Saleh Kurnia tahun 1954. Pada 23 Agustus 1971 HERO Mini Supermarket berdiri di Jalan Falatehan No.23, Kebayoran Baru Jakarta Selatan, dengan jumlah karyawan 16 orang. Berbagai inovasi terus dilakukan, mulai dari membangun gudang untuk makanan segar, mengatur waktu kerja para pegawai, hingga menjadi pelopor jam belanja alternatif di Indonesia karena beroperasi pada hari Minggu dan hari libur ketika toko-toko lain tutup.

Dari sebuah toko serba ada sederhana, Hero Supermarket terus berinovasi dan dikelola profesional, hingga berkembang menjadi grup retail modern terbesar di Indonesia. Pada tahun 1989, Perseroan mencatatkan saham di Bursa Efek Indonesia dengan kode saham "HERO", dan menjadi perusahaan terbuka: PT Hero Supermarket Tbk. Hingga tahun 2020, HERO Group mengoperasikan empat unit bisnis yakni Hero Supermarket, Giant, Guardian, dan IKEA.

Brief History

HERO Group first began with CV Hero which was founded by Muhammad Saleh Kurnia in 1954. On August 23, 1971, HERO Mini Supermarket was established at Jalan Falatehan No. 23, Kebayoran Baru, South Jakarta, with 16 employees. Various innovations continued to be made, from building warehouses for fresh food, managing employees' working hours, to being a pioneer in alternative shopping hours in Indonesia by operating on Sundays and holidays, when other stores were closed.

From a simple convenience store, Hero Supermarket keeps innovating and is managed professionally, to grow into the largest modern retail group in Indonesia. In 1989, the Company listed its shares on the Indonesia Stock Exchange with the stock code "HERO", and became a public company: PT Hero Supermarket Tbk. Now HERO Group operates four business units, including Hero Supermarket, Giant, Guardian, and IKEA.

Tujuan dan Nilai-Nilai [102-16]

Goal and Values



Tujuan

Goals

Untuk menghadirkan kepada pelanggan kita di seluruh Indonesia, toko yang Terpercaya, memberikan Kualitas, Layanan, dan Nilai.
To give our customers across Indonesia a store they Trust, delivering Quality, Service, and Value.

Nilai - Nilai

Values



Kita selalu mengutamakan pelanggan

We always put our customers first

Tidak ada bisnis ritel yang bisa bertahan tanpa mengutamakan pelanggan mereka. Jadi kita perlu melakukan hal yang kita percaya terbaik untuk mereka.

No retail business can survive without putting their customers first. Therefore, we need to do what we believe is best for them.



Kita menghargai satu sama lain

We respect each other

Siapapun kita dan apapun peran kita di perusahaan, kita semua di sini saling membantu dan mendukung untuk melakukan yang terbaik. Menghormati satu sama lain saat kita bekerja atau berkomunikasi sangat penting dalam menciptakan tempat yang nyaman untuk bekerja.

Whoever we are and whatever our role in the company, we are all here to help and support each other to do our best. Respecting each other when we work or communicate is very important in creating a comfortable place to work.



Kita sangat peduli

We care passionately

Ritel adalah bisnis yang hebat, bisnis yang sangat kita sukai; di mana kita sangat peduli dengan apa yang kita lakukan dan bangga dengan layanan yang kita berikan. Kita sangat peduli dengan toko, pelanggan, kualitas dan tentu saja karyawan kita.

Retail is a great business, one we are passionate about; where we care deeply about what we do and take pride in the service we give. We care passionately about our stores, customers, quality and of course our employees.



Kita melakukan hal yang benar

We do the right thing

Ini tidak memerlukan buku peraturan, karena secara naluriah kita tahu hal yang benar untuk dilakukan. Ini tentang integritas dan tentang mengambil tanggung jawab, dan kita diakui dan dihargai karena melakukan hal itu. Melakukan hal yang benar kepada pelanggan kita, perusahaan kita dan karyawan kita.

We instinctively know the right thing to do. It is about integrity and taking responsibility, and we are recognized and respected for doing so. Doing the right thing for our customers, our company and our employees.

Tentang HERO Group

About HERO GROUP



Nama Perusahaan [102-1]

Company Name

PT HERO Supermarket Tbk



Tanggal Pendirian

Establishment Date

5 Oktober | October 1971



Perubahan Nama Perusahaan

Change of company's name

Sebelumnya Perseroan bernama PT Hero Mini Supermarket, kemudian berganti nama menjadi PT Hero Supermarket per Rapat Umum Pemegang Saham tanggal 7 Juni 1991. The Company's previous name was PT Hero Mini Supermarket, then changed its name to PT Hero Supermarket at the General Meeting of Shareholders on June 7, 1991.



Jumlah Toko HERO Group

Number of HERO Group Stores

431



Alamat Store Support Centre [102-3] [102-4]

Store Support Centre Address

Graha Hero, CBD Bintaro Sektor 7 Blok B7/A7 Pondok Jaya, Pondok Aren, Tangerang Selatan, 15224, Indonesia.



Dasar Hukum Pendirian

Legal Basis of Establishment

Akta Notaris No. 19 dari Notaris Djojo Muljadi, S.H., tertanggal 5 Oktober 1971. Notary Deed No. 19 from Notary Djojo Muljadi, S.H., dated October 5, 1971.



Kontak | Contact

Telepon | Phone : +62 21 8378 8388

Faksimili | Facsimile: +62 21 2986 4950

Call Center : 0-800-1-998877

E-mail : investor@hero.co.id

Situs | Website : www.hero.co.id

www.herosupermarket.co.id

www.guardianindonesia.co.id

www.giant.co.id

www.IKEA.co.id

Kegiatan Usaha, Struktur Bisnis, Produk, dan Merek [102-2][102-6]

Business Activities, Business Structure, Products, and Brands

Kegiatan Usaha Business Activities	Struktur Bisnis Business Structure	Produk dan Merek Products and Brands
<ul style="list-style-type: none"> • Supermarket • Hypermarket 	<ul style="list-style-type: none"> • Bisnis Makanan Food Business 	<ul style="list-style-type: none"> • Hero Supermarket • Giant Ekstra • Giant Ekspres
<ul style="list-style-type: none"> • Ritel Khusus Special Retail 	<ul style="list-style-type: none"> • Bisnis Non-Makanan Non-Food Business 	<ul style="list-style-type: none"> • Guardian • IKEA

Kepemilikan Saham Per 31 Desember 2020 [102-5]

Shareholding as of December 31, 2020

Pemegang Saham Shareholder	Jumlah Lembar Saham Number of Shares	Persentase (%) Percentage
Mulgrave Corporation B.V	2.660.194.960	63,59
The Dairy Farm Company Limited*	1.075.607.367	25,71
PT Hero Pusaka Jati	112.123.931	2,68
Lainnya (Kepemilikan kurang dari 5%) Other (Less than 5% shareholding)	335.707.742	8,02
Jumlah Total	4.183.634.000	100,00

*) Jumlah saham termasuk saham yang dimiliki oleh pemegang saham melalui Credit Lyonnais Securities Asia (CLSA) Ltd.

*) Number of shares including shares owned by shareholders through Credit Lyonnais Securities Asia (CLSA) Ltd.

Skala Usaha [102-4][102-7]
Scale of Business

No	Uraian Description	Satuan Unit	2020	2019*	2018
1	Pekerja HERO Group HERO Group employees	Orang People	8.178	10.244	13.383
2	Total Pendapatan Usaha Total Revenues	Rp Juta Rp Million	8.893.785	12.181.025	12.970.389
3	Total Kapitalisasi Total Capitalization				
	Total Liabilitas Total Liabilities	Rp Juta Rp Million	2.983.729	2.387.822	2.455.007
	Total Ekuitas Total Equity		1.854.688	3.666.562	3.699.741
4	Total Aset Total Assets		4.838.417	6.054.384	6.154.748
5	Wilayah Operasional Operational Area				
	Negara Country		1	1	1

*) Disajikan kembali sesuai Laporan Keuangan 2020 | Restated according to the 2020 Financial Statement

Keanggotaan Asosiasi [102-13]
Association Membership



Penghargaan Tahun 2020 [102-12]
Awards 2020

Nama Penghargaan Name of Award	Pemberi Penghargaan Award-giving Body
TOP CSR Awards 2020	Top Business / MSI Group
The Best Circular Economy (Indonesia's Best Corporate Sustainability Initiatives Award 2020)	MIX Magazine
Penghargaan atas Kontribusi penanganan COVID-19 di Bogor Award for Contribution to COVID-19 handling in Bogor	PWI Kota Bogor Indonesian Journalists Association of Bogor City

Profil Karyawan
Employee Profile

Karyawan HERO Group hingga akhir periode pelaporan berjumlah 8.178 orang, terdiri dari 5.137 pria dan 3.041 wanita. Setiap karyawan memiliki latar belakang beragam, dengan penempatan di Store Support Center, di toko dan di pusat distribusi Cibitung. Pada Januari 2020, sebagai bentuk komunikasi antara Perseroan dengan karyawan dalam mencari solusi permasalahan, HERO Group telah menandatangani Perjanjian Kerja Bersama (PKB) dengan serikat pekerja Perseroan yang berlaku hingga tahun 2021.

[102-8][102-41]

Until the end of the reporting period, HERO Group employees were 8,178 people, consisting of 5,137 men and 3,041 women. The employees have diverse background, with placements at Store Support Center, in stores, and at the Cibitung distribution center. In January 2020, as a form of communication between the Company and employees in finding solutions to problems, HERO Group has signed a Collective Labor Agreement (PKB) with the Company's labor unions which is valid until 2021.

[102-8][102-41]

Jumlah Karyawan Berdasar Status Kepegawaian dan Gender [102-8]
Number of Employees by Employment Status and Gender

Status Kepegawaian Employment Status	2020		2019		2018	
	Pria Male	Wanita Female	Pria Male	Wanita Female	Pria Male	Wanita Female
Karyawan Tetap Permanent Employees	4.772	2.826	5.961	3.239	8.066	4.101
Karyawan Kontrak Contract Employees	350	209	467	553	618	571
Expatriate	15	6	18	6	19	8
Jumlah Total	5.137	3.041	6.446	3.798	8.703	4.680
	8.178		10.244		13.383	

Jumlah Karyawan Berdasar Tingkat Jabatan dan Gender [102-8]
Number of Employees by Level of Position and Gender

Tingkat Jabatan Level of Position	2020		2019		2018	
	Pria Male	Wanita Female	Pria Male	Wanita Female	Pria Male	Wanita Female
Director & Non-Executive Director	12	4	18	6	19	5
General Manager / Senior General Manager	41	26	47	24	48	24
Manager / Senior Specialist	179	89	194	94	512	262
Division Manager / Specialist / Senior Officer / Junior Specialist / Kepala Toko Store Manager	237	77	249	85	331	110
Officer/ Senior Supervisor / Department Head	498	200	616	208	908	217
Admin / Senior Employees / Supervisor / Wakil Kepala Toko Deputy Store Manager	93	60	697	568	960	633
Employees	4.077	2.585	4.625	2.813	5.925	3.439
Jumlah Total	5.137	3.041	6.446	3.798	8.703	4.680
	8.178		10.244		13.383	

Jumlah Karyawan Berdasar Kelompok Usia dan Gender [102-8]
Number of Employees by Age Group and Gender

Kelompok Usia Age Group	2020		2019		2018	
	Pria Male	Wanita Female	Pria Male	Wanita Female	Pria Male	Wanita Female
≥ 51	416	145	452	147	553	161
41 - 50	1.259	364	1.562	475	2.206	617
31 - 40	1.945	842	2.321	915	2.899	1.196
26 - 30	992	882	1.218	923	1.677	1.077
≤ 25	525	808	893	1.338	1.368	1.629
Jumlah Total	5.137	3.041	6.446	3.798	8.703	4.680
	8.178		10.244		13.383	

Jumlah Karyawan Berdasar Tingkat Pendidikan dan Gender [102-8]
Number of Employees Based on Education Level and Gender

Tingkat Pendidikan Education Level	2020		2019		2018	
	Pria Male	Wanita Female	Pria Male	Wanita Female	Pria Male	Wanita Female
Doktor Doctoral degree	-	-	-	-	-	-
Magister Master's degree	20	19	29	20	37	29
Sarjana Bachelor's degree	374	463	451	557	582	511
Diploma Associate degree	166	199	193	252	265	233
Sekolah Menengah Umum Senior High School	3.990	2.002	5.225	2.623	7.444	3.727
Sekolah Menengah Pertama Junior High School	19	3	29	4	49	7
Sekolah Dasar School	2	-	5	-	-	6
Lain-Lain Other	566	355	514	342	320	173
Jumlah Total	5.137	3.041	6.446	3.798	8.703	4.680
	8.178		10.244		13.383	

Jumlah Karyawan Berdasar Gender dan Penempatan [102-8]
Number of Employees based on Gender and Placement

Penempatan Placement	2020		2019		2018	
	Pria Male	Wanita Female	Pria Male	Wanita Female	Pria Male	Wanita Female
Store Support Centre	408	297	465	327	512	343
Hero Supermarket	531	169	774	281	840	307
Giant	2.808	942	3.699	1.366	5.874	2.360
Guardian	319	1.313	348	1.517	323	1.396
IKEA	502	268	424	236	337	194
DC & PDC	525	39	692	58	755	66
Regional Office	13	12	13	12	15	13
Property Store	31	1	31	1	47	1
Jumlah Total	5.137	3.041	6.446	3.798	8.703	4.680
	8.178		10.244		13.383	

Tata Kelola Keberlanjutan

Sustainability Governance



HERO Group berkomitmen menerapkan tata kelola keberlanjutan sebagai bagian dari tata kelola perusahaan yang baik (GCG). Penerapan ini bertujuan untuk memastikan pengelolaan usaha yang profesional, bertanggung jawab, dan beretika.

HERO Group is committed to implementing sustainable governance as part of good corporate governance (GCG). Its implementation aims to ensure professional, responsible, and ethical business management.

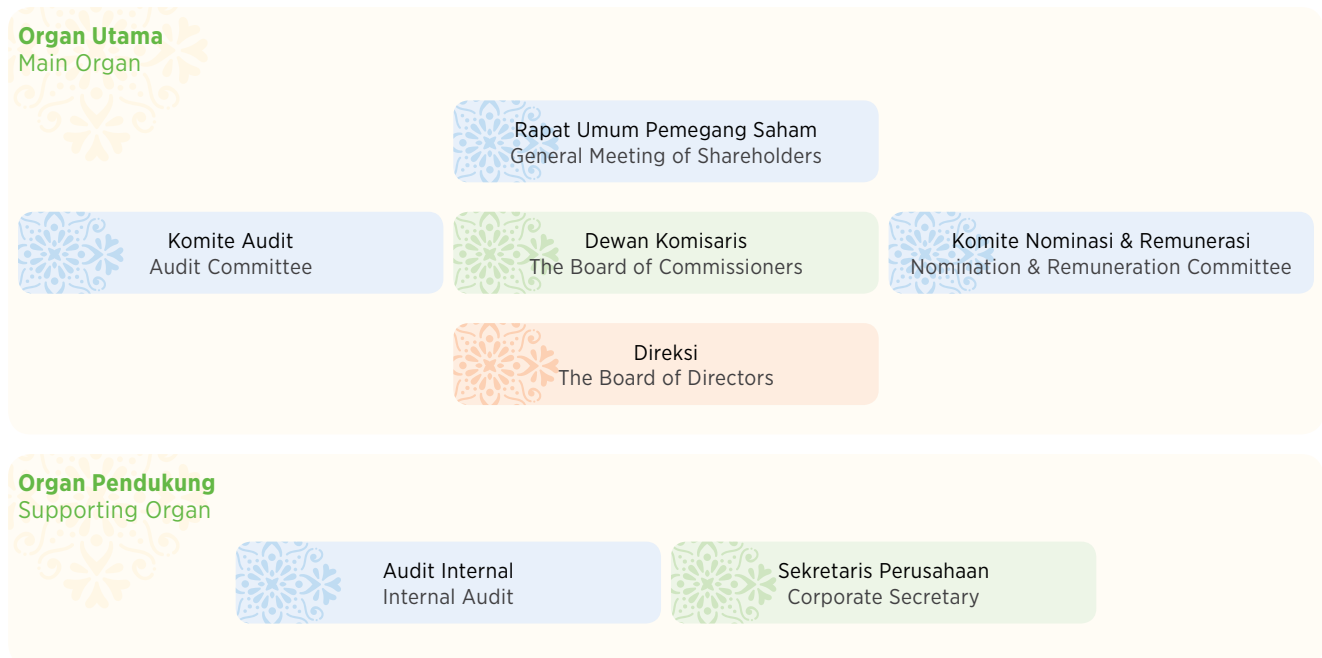
Struktur Tata Kelola

Governance Structure

Sesuai UU Perseroan Terbatas, struktur tata kelola HERO Group terdiri dari Rapat Umum Pemegang Saham (RUPS), Dewan Komisaris, dan Direksi, sesuai fungsi, tanggung jawab dan wewenang masing-masing. Pengungkapan informasi masing-masing organ tata kelola disampaikan terpisah dalam Laporan Tahunan 2020 PT HERO Supermarket Tbk. [102-18]

In accordance with the Limited Liability Company Law, the governance structure of HERO Group consists of the General Meeting of Shareholders (GMS), the Board of Commissioners, and the Board of Directors, with their respective functions, responsibilities and authorities. Disclosure of information on each governance organ is presented separately in the Annual Report 2020 of PT HERO Supermarket Tbk. [102-18]

Struktur Tata Kelola Perusahaan [102-18] Corporate Governance Structure





Penanggung Jawab Keberlanjutan

Penerapan keberlanjutan menjadi tugas bersama Direksi, sesuai tugas, tanggung jawab dan wewenang masing-masing Direktur. Perseroan menetapkan Direktur Hukum dan Group Counsel untuk bertanggung jawab menangani hal-hal yang berkaitan dengan *external communication & tanggung jawab sosial perusahaan (CSR)*. Direktur Hukum dan Group Counsel dapat mendelegasikan kewenangannya tersebut, kepada pejabat Perseroan yang ditunjuk untuk membangun komunikasi dengan para pemangku kepentingan. Selama periode pelaporan, Perseroan menyertakan Direksi dan pejabat eksekutif lain dalam beberapa kegiatan, untuk meningkatkan kompetensi mereka terkait penerapan keberlanjutan. Penilaian kinerja keberlanjutan dilakukan berdasarkan pencapaian target *key performance indicators (KPI)* yang telah ditetapkan.

Officer in Charge of Sustainability

The implementation of sustainability is a collective duty of the Board of Directors, in accordance with the responsibilities and authorities of each Director. The Company has appointed a Legal and Group Counsel Director to be responsible for handling matters related to external communication & corporate social responsibility (CSR). The Legal and Group Counsel Director may delegate the authority to the appointed Company officers to establish communication with stakeholders. During the reporting period, the Company included the Board of Directors and other executive officers in several activities, to improve their competencies in the sustainability implementation. Sustainability performance assessment is carried out based on the achievement of predetermined key performance indicators (KPIs).

Pengelolaan Risiko Keberlanjutan Sustainability Risk Management

Selama tahun 2020, HERO Group dihadapkan pada berbagai risiko yang mempengaruhi keberlanjutan usaha. Risiko-risiko dimaksud antara lain risiko akibat pandemi COVID-19, perubahan regulasi dan kebijakan, persaingan industri ritel, perubahan tren pasar dan dinamika perilaku konsumen, serta fluktuasi kurs mata uang Rupiah terhadap Dollar AS. Kondisi ini mendorong HERO Group menerapkan prinsip kehati-hatian, sehingga strategi pengembangan usaha tetap menjamin keberlanjutan di masa mendatang.

Secara berkala Komite Audit melakukan penilaian dan evaluasi terhadap efektivitas sistem pengelolaan risiko. Proses penilaian dan evaluasi meliputi pelaksanaan kegiatan usaha dan konsistensi kegiatan manajemen risiko, berikut rekomendasi untuk tindak lanjut ke depan, termasuk mengkaji penerapan *Business Continuity Plan*.

[102-11]

Pelaporan Kepada Perseroan

HERO Group memiliki program *whistleblower* yaitu HERO TRANSPARAN sebagai mekanisme penyampaian laporan pelanggaran atau informasi lain yang mendukung penerapan peraturan Perseroan, kode etik, maupun kepatuhan hukum lain. HERO TRANSPARAN dikelola pihak eksternal dan dilengkapi tiga akses pelaporan. Selama periode pelaporan, HERO Transparan menerima delapan laporan.

During 2020 HERO Group had to deal with various risks that could affect business sustainability. These risks occurred due to the COVID-19 pandemic, changes in regulations and policies, competition in the retail industry, changes in market trends and the dynamics of consumer behavior, as well as fluctuations in the Rupiah exchange rate against the US Dollar. This condition drove HERO Group to apply the prudential principle, in order to take into account future sustainability in the business development strategy.

Periodically, the Audit Committee performs assessment and evaluation the effectiveness of risk management system. The assessment and evaluation process includes the implementation of business activities and the consistency of risk management activities, as well as recommendations for future follow-ups, including reviewing the implementation of the Business Continuity Plan. [102-11]

Reporting to the Company

HERO Group implements HERO TRANSPARAN as a whistleblowing mechanism or other information reporting that supports the implementation of Company regulations, code of ethics, or other legal compliance. HERO TRANSPARAN is managed by an external party and is provided with three reporting accesses. During the reporting period, HERO Transparan received eight reports.

Saluran Pelaporan Reporting Channels



Hotline
0078036510031

Website
[www.thornhill.co.za/
kpmgethicslinereportquestionnaire/
main](http://www.thornhill.co.za/kpmgethicslinereportquestionnaire/main)

Email
dairyfarm.report@ethics-hotline.com

Pelaporan dan Tindak Lanjut Tahun 2020 Reporting and Follow up in 2020



Jumlah Laporan
Number of Reports
8

Tindak Lanjut
Follow Up

- Tidak Cukup Bukti : 1 Laporan
Lack of Evidence : 1 Report
- Investigasi : 5 Laporan
Investigation : 5 Reports
- Selesai : 2 Laporan
Completed : 2 Reports

Pengelolaan Dampak Ekonomi, Sosial, dan Lingkungan

Dalam mengelola dampak ekonomi, sosial, dan lingkungan, HERO Group melakukan identifikasi dan pengelolaan serta pemantauan tahap prakonstruksi, tahap konstruksi, dan tahap operasi. Metode yang digunakan berupa metode preskriptif, yaitu metode untuk mendapatkan saran dalam mengatasi masalah (metode observasi dan metode kualitatif). Proses identifikasi dilaksanakan oleh pengelola dan konsultan dari pihak ketiga. Lebih lanjut, pengelolaan dilakukan berdasarkan matrik pengelolaan, dan ditindaklanjuti dengan pembuatan pelaporan secara berkala.

Management of Economic, Social, and Environmental Impacts

In managing economic, social and environmental impacts, HERO Group identifies and monitors the pre-construction stage, construction stage, and operation stage. The method used is a prescriptive method, which is a method to get advice in overcoming problems (observation and qualitative methods). The identification process is carried out by managers and consultants from independent parties. Furthermore, management is carried out based on the management matrix, and is followed up with periodic reporting.

Pelibatan Pemangku Kepentingan Stakeholder Engagement

Para pemangku kepentingan Perseroan adalah pemegang saham dan investor, karyawan, pelanggan, pemasok, pemerintah, Otoritas Jasa Keuangan (OJK) dan Bursa Efek Indonesia (BEI), masyarakat, media massa, serta perguruan tinggi. Identifikasi pemangku kepentingan dilakukan berdasarkan interaksi yang saling memberikan pengaruh pada kesinambungan Perseroan. Pelibatan para pemangku kepentingan didasarkan pada kebutuhan mereka. [102-40] [102-42]

The Company's stakeholders are shareholders and investors, employees, customers, suppliers, government, the Financial Services Authority (FSA/OJK) and the Indonesia Stock Exchange (IDX), the public, mass media, and universities. Stakeholder identification is carried out based on interactions that have a mutual influence on the Company's business sustainability. Stakeholder engagement is carried out according to their needs. [102-40][102-42]

Daftar Pemangku Kepentingan, Topik Pembahasan, Bentuk Pelibatan, dan Pelaksanaan [102-40][102-42][102-43][102-44] List of Stakeholders, Topics of Discussion, Forms of Engagement, and Implementation

Pemangku Kepentingan Internal Internal Stakeholders



Pemegang Saham dan Investor
Shareholders and Investors

Topik Utama | Main Concern
Informasi kinerja Perseroan
Company performance information

Bentuk Pelibatan

- Penyampaian laporan kinerja dan laporan keuangan
- Rapat Umum Pemegang Saham (RUPS)
- Pembayaran dividen

Frekuensi dan Pelibatan Tahun 2020

- Laporan disampaikan setiap triwulan dan dapat diakses melalui web Perusahaan.
- RUPS Tahunan 2020 untuk tahun buku 2019 telah dilaksanakan pada 12 Agustus 2020 di Tangerang Selatan.
- Sesuai RUPS Tahunan 2020 untuk tahun buku 2019, Rapat menyetujui untuk tidak mendistribusikan dividen ke Pemegang Saham.

Form of Engagement

- Publication of performance reports and financial statements
- General Meeting of Shareholders (GMS)
- Dividend payment

Frequency and Engagement in 2020

- Reports are published quarterly and can be accessed through the Company's website.
- The Annual GMS 2020 for the fiscal year 2019 was held on August 12, 2020 in South Tangerang.
- In accordance with the Annual GMS 2020 for the fiscal year 2019, the Meeting agreed not to distribute dividends to Shareholders.



Karyawan Employee

Topik Utama | Main Concern
Pemenuhan hak karyawan
Fulfillment of employee rights

Topik Utama | Main Concern
Kebebasan berserikat
Freedom of association

Bentuk Pelibatan

Penyusunan perjanjian kerja bersama (PKB) dengan manajemen

Frekuensi dan Pelibatan Tahun 2020

Pembaharuan PKB dilakukan setiap dua tahun sekali.
PKB pada periode pelaporan adalah PKB 2019-2021.

Form of Engagement

Preparation of collective labor agreement (CLA) with management

Frequency and Engagement in 2020

The CLA is renewed every two years.

CLA in the reporting period is CLA 2019-2021.

Bentuk Pelibatan

Pembentukan serikat pekerja

Frekuensi dan Pelibatan Tahun 2020

Serikat Pekerja di Perseroan:
Serikat Pekerja Hero Supermarket (SPHS).

Form of Engagement

Formation of labor union

Frequency and Engagement in 2020

Labor Union in the Company:
Hero Supermarket Labor Union (SPHS).

Pemangku Kepentingan Eksternal External Stakeholders



Pemasok Supplier

Topik Utama | Main Concern
Keterbukaan informasi terkait pengadaan dan pelaksanaan pekerjaan yang berkeadilan
Disclosure of information on the procurement and implementation of fair work

Bentuk Pelibatan

Transparansi tender, kontrak kerja dan evaluasi

Frekuensi dan Pelibatan Tahun 2020

Penerapan Kebijakan Rantai Pasokan. Dilaksanakan sesuai kebutuhan.

Form of Engagement

Transparency of tenders, work contracts and evaluations

Frequency and Engagement in 2020

Supply Chain Policy Implementation. Executed as needed.



Pemerintah Government

Topik Utama | Main Concern
Kepatuhan regulasi dan penerapan tata kelola perusahaan yang baik (GCG)
Compliance with regulation and good corporate governance (GCG) implementation

Topik Utama | Main Concern
Pelaksanaan tanggung jawab sosial dan lingkungan (TJSL)
Implementation of corporate social and environmental responsibility (CSR)

Bentuk Pelibatan

Evaluasi berkala penerapan GCG

Frekuensi dan Pelibatan Tahun 2020

Dilaksanakan sesuai ketentuan. Lima aspek Tata Kelola Perusahaan Terbuka meliputi:
1. Hubungan Perusahaan Terbuka dengan Pemegang Saham dalam menjamin hak-hak Pemegang Saham;
2. Fungsi dan peran Dewan Komisaris;
3. Fungsi dan peran Direksi;
4. Partisipasi Pemangku Kepentingan; dan
5. Keterbukaan Informasi.

Bentuk Pelibatan

- Pembayaran pajak, dan penerimaan negara bukan pajak (PNBP)
- Penyelenggaraan TJSL

Frekuensi dan Pelibatan Tahun 2020

- Dibayarkan sesuai ketentuan pada masa periode pelaporan.
- Biaya program TJSL 2020 direalisasikan sesuai kebutuhan.

Form of Engagement

Periodic evaluation of GCG implementation

Frequency and Engagement in 2020

Executed according to regulations.

- Five aspects of Public Company Governance include:
1. Relationship between the Public Company and the Shareholders in guaranteeing the rights of the Shareholders;
 2. Functions and roles of the Board of Commissioners;
 3. Functions and roles of the Board of Directors;
 4. Stakeholder Participation; and
 5. Information Disclosure.

Form of Engagement

- Payment of taxes and non-tax state revenues (PNBP)
- CSR Implementation

Frequency and Engagement in 2020

- Paid according to the provisions during the reporting period.
- CSR 2020 program costs were realized as needed.



Otoritas Jasa Keuangan dan Bursa Efek Indonesia
Financial Services Authority and the Indonesia Stock Exchange

Topik Utama | Main Concern
Keterbukaan informasi, kepatuhan dan penerapan GCG
Information disclosure, compliance and implementation of GCG

Bentuk Pelibatan

Penyampaian informasi terkait setiap rencana aksi korporasi, paparan publik, laporan kinerja Perseroan, dan penyelenggaraan RUPS.

Frekuensi dan Pelibatan Tahun 2020

Dilaksanakan sesuai kebutuhan dan ketentuan.
Tahun 2020 Perseroan telah melaksanakan seluruh kewajiban penyampaian informasi dan pelaporan, termasuk menyelenggarakan RUPS.

Form of Engagement

Submission of information regarding corporate action plan, public expose, Company performance report, and implementation of the GMS.

Frequency and Engagement in 2020

Implemented according to needs and conditions.
In 2020 the Company carried out all the obligations of publishing information and reporting, including holding a GMS.



Pelanggan
Customer

Topik Utama | Main Concern
Jaminan mutu, pasokan dan pelayanan
Quality assurance, supply and service

Bentuk Pelibatan

- Penerapan manajemen mutu
- Survei kepuasan pelanggan

Frekuensi dan Pelibatan Tahun 2020

- Perusahaan telah memiliki sertifikasi: penerapan standar pasokan produk biji kopi lokal bersertifikasi UTZ di restoran IKEA Indonesia.
Pembaharuan sertifikasi sesuai masa berlaku.

Form of Engagement

- Application of quality management
- Customer satisfaction survey

Frequency and Engagement in 2020

- The company has certification of: implementation of UTZ certified local coffee bean supply standards at IKEA Indonesia restaurants
Renewal of certification according to the validity period.



Masyarakat Lokal
Local Community

Topik Utama | Main Concern
Peningkatan kesejahteraan
Improved welfare

Bentuk Pelibatan

- Program Donasi Pelanggan
- Pelibatan tenaga kerja lokal

Frekuensi dan Pelibatan Tahun 2020

- Biaya program Donasi Pelanggan 2020 sebesar Rp49.929.193. Direalisasikan sesuai kebutuhan.
- Dilaksanakan sesuai kebutuhan. Jumlah tenaga kerja lokal pada tahun 2020 mencapai 85-90% dari total karyawan.

Form of Engagement

- Customer Donation Program
- Involvement of local workers

Frekuensi dan Pelibatan Tahun 2020

- The 2020 Customer Donation program expenses is Rp49,929,193. Realized as needed. Implemented as needed.
- The number of local workers in 2020 reached 85-90% of the total employees.



Media Massa
Mass media

Topik Utama | Main Concern
Keterbukaan informasi dan kinerja Perseroan
Information disclosure and Company performance

Bentuk Pelibatan

Penyampaian informasi dalam berbagai bentuk, dan penguatan pemahaman media terhadap kegiatan Perseroan

Frekuensi dan Pelibatan Tahun 2020

Dilakukan sesuai kebutuhan.
Pada tahun 2020 Perusahaan telah menerbitkan publikasi dalam bentuk *press release* kepada media.

Form of Engagement

Submission of information in various forms, and strengthening media awareness of the Company's activities

Frequency and Engagement in 2020

Conducted as needed.
In 2020 the Company has published publications in the form of press releases to the media.



Perguruan Tinggi
Perguruan Tinggi

Topik Utama | Main Concern
Pemberdayaan pemasok lokal
Local supplier Empowerment

Bentuk Pelibatan

Kerjasama pelatihan dan pendampingan pemasok lokal

Frekuensi dan Pelibatan Tahun 2020

Dilakukan sesuai kebutuhan.
Pada tahun 2020 Perseroan telah bekerja sama dengan universitas untuk pendampingan dan pemberdayaan pemasok lokal.

Form of Engagement

Cooperation in training and mentoring local suppliers

Frequency and Engagement in 2020

Conducted as needed.
In 2020 the Company collaborated with university for assistance and empowerment of local suppliers.



Kendala, Tantangan, dan Peluang Keberlanjutan Obstacles, Challenges, and Opportunities for Sustainability

Tantangan yang dihadapi HERO Group dalam penerapan keberlanjutan adalah luasnya jaringan toko dan belum samanya tingkat pemahaman atas prinsip-prinsip keberlanjutan di antara para pemangku kepentingan. Ke depan, tantangan keberlanjutan ini akan semakin berat, baik dari aspek ekonomi, sosial, dan lingkungan, yang akan berpengaruh pada semua lini usaha. Untuk itu, manajemen risiko dan beradaptasi pada perubahan, termasuk penerapan teknologi menjadi prioritas yang harus dilaksanakan.

The challenges faced by HERO Group in implementing sustainability have been the widespread network of stores and the lack of understanding of the sustainability principles among stakeholders. In the future, sustainability challenge will be more severe, both in the economic, social and environmental aspects, which will affect all lines of business. Therefore, risk management and adaptation to change, including the application of technology, are priorities that must be carried out.



Isu Utama | Main Issue Lingkungan | Environment

Tantangan

- Kebijakan pelarangan pemakaian plastik sebagai tas belanja
- Kebijakan pengelolaan sampah rumah tangga (Jakstranas)

Pengaruh Terhadap Perusahaan

- HERO Group tidak lagi menyediakan plastik sebagai tas belanja. HERO Group melalui unit bisnis Giant, Hero Supermarket, dan IKEA mendukung penuh upaya pemerintah dalam mengurangi sampah.
- HERO Group berkolaborasi dengan Nutrifood, Garnier, dan Tetra Pak Indonesia dalam program Dropbox Sampah Kemasan yang ditempatkan di beberapa gerai di daerah Jabodetabek sebagai wujud dukungan terhadap Jakstranas, sekaligus meningkatkan kesadaran pelanggan tentang manfaat pemilahan dan daur ulang.

Challenge

- Policy on prohibition of the use of plastic as shopping bags
- Household waste management policy (Jakstranas)

Impact on the Company

- HERO Group no longer provides plastic shopping bags. HERO Group, through GIANT, Hero Supermarket and IKEA business units, fully supports the government's efforts to reduce waste.
- HERO Group collaborates with Nutrifood, Garnier, and Tetra Pak Indonesia in the Packaging Waste Dropbox program which is placed in several outlets in the Greater Jakarta area as a form of support for Jakstranas, as well as raising customer awareness about the benefits of sorting and recycling.



Isu Utama | Main Issue
Sosial | Social

Tantangan

- Kebijakan rekrutmen warga lokal sebagai karyawan
- Kebijakan pemberdayaan kegiatan ekonomi warga lokal (UMKM)
- Kebiasaan baru dalam menghadapi pandemi COVID-19

Pengaruh Terhadap Perusahaan

- HERO Group melakukan penyerapan tenaga lokal di berbagai gerai yang tersebar di seluruh Indonesia. Tidak jauh berbeda dari tahun sebelumnya, penyerapan tenaga lokal di setiap daerah berkisar antara 85-90%.
- HERO Group mendukung kemajuan kegiatan ekonomi warga lokal, salah satunya dengan menyediakan *booth* untuk mempromosikan dan menjual berbagai produk yang dihasilkan UMKM. Selain itu, UMKM juga diberi pengetahuan tentang standar tampilan dan informasi mengenai *merchandising*, perencanaan stan, dan penataan produk.
- Pembatasan jam buka operasional dan penerapan protokol kesehatan. HERO Group melalui unit bisnisnya Hero Supermarket dan Giant menginisiasi jam berbelanja khusus bagi orang lanjut usia (lansia) pada tiap hari Selasa dan Kamis, dengan membuka satu jam lebih awal dari waktu normal. Hero Supermarket dan Giant juga memastikan proses pembayaran yang cepat bagi lansia, ibu hamil, ibu membawa anak, dan disabilitas.

Challenge

- Policy on the recruitment of local residents as employee
- The policy of empowering local residents' economic activities (MSMEs)
- New habits in dealing with the COVID-19 pandemic

Impact on the Company

- HERO Group employs local manpower in various outlets spread across Indonesia. Not much different from the previous year, local manpower absorption in each region ranged between 85 and 90%.
- HERO Group supports the advancement of local residents' economic activities, such as providing booths to promote and sell various products by MSMEs. In addition, MSMEs are also given knowledge about display standards and information on merchandising, booth planning, and product arrangement.
- Limited operating hours and implementation of health protocols. HERO Group through its business units, Hero Supermarket and Giant, has initiated special shopping hours for the elderly every Tuesday and Thursday, by opening one hour earlier than normal time. Hero Supermarket and Giant also ensure a fast payment process for the elderly, pregnant women, mothers with children, and people with disabilities.



Isu Utama | Main Issue
Tata Kelola | Governance

Tantangan

Perubahan regulasi yang cepat, dan ketidakpastian politik, serta pembatasan impor yang memengaruhi operasional usaha

Pengaruh Terhadap Perusahaan

Berdampak pada kegiatan usaha.

Challenge

Rapid regulatory changes, and political uncertainty, as well as import restrictions that affect business operations

Impact on the Company

Impact on business activities.



Isu Utama | Main Issue
Ekonomi | Economic

Tantangan

- Perubahan gaya hidup dan metode belanja dari toko fisik ke toko *online*
- Penutupan toko

Pengaruh Terhadap Perusahaan

- Mengurangi jumlah pelanggan berkunjung dan berbelanja ke toko fisik. HERO Group beradaptasi dengan menyediakan layanan IKEA di *platform e-commerce*, dan IKEA Online Point untuk memudahkan pelanggan berbelanja secara daring.
- Pengurangan tenaga kerja dan pemutusan hubungan kerja (PHK), yang dilaksanakan sesuai dengan ketentuan Undang-Undang Ketenagakerjaan, dengan memperhatikan hak-hak karyawan.

Challenge

- Changes in lifestyle and shopping method from physical stores to online stores
- Store closure

Impact on the Company

- Reducing the number of customers visiting and shopping at physical stores. HERO Group is adapting by providing IKEA services on the e-commerce platform, and IKEA Online Point for customers' convenience to shop online.
- Retrenchment and termination of employment (layoff), which are carried out in accordance with the provisions of the Law on Manpower, while taking into account the employees' rights.



Kinerja Keberlanjutan

Sustainability Performance



Pada 2020, transformasi multi-tahun terus berlanjut di tengah tantangan pasar. Program ini bertujuan untuk membentuk kembali portofolio bisnis di masa mendatang, serta menjamin kebutuhan para pemangku kepentingan.

In 2020, the multi-year transformation continues amid market challenges. This program aimed to reshape the business portfolio in the future, as well as to ensure to meet the stakeholders' needs.

Kinerja Ekonomi

Economic Performance

Pendekatan Manajemen [103-1][103-2][103-3]

Kinerja keuangan berpengaruh langsung pada keberlanjutan Perseroan. Dengan dukungan jaringan toko serta sumber daya manusia (SDM), pada 2020 HERO Group melanjutkan program transformasi multi-tahun dan berkelanjutan. Realisasi Pendapatan Usaha pada tahun 2020 mencapai Rp8.893.785 juta. Kinerja keuangan Perseroan berada di bawah pengawasan Divisi Keuangan yang bertanggung jawab kepada Direktur Keuangan. Secara berkala, kinerja keuangan Perseroan diaudit oleh pihak-pihak independen.

Management Approach [103-1][103-2][103-3]

Financial performance has a direct effect on the sustainability of the Company. With the support of store network and human resources (HR), in 2020 HERO Group continued its multi-year and sustainable transformation program. Realization of Operating Revenues in 2020 reached Rp8,893,785 million. The Company's financial performance is under the supervision of the Finance Division, which reports to the Finance Director. The Company's financial performance is periodically audited by independent parties.

Pencapaian Kinerja Keuangan

Financial Performance Achievement

Pendapatan Usaha HERO Group selama periode pelaporan berasal dari penjualan produk di gerai-gerai Perseroan, baik pada unit bisnis Makanan maupun Non-Makanan. Tidak ada pendapatan yang merupakan bantuan finansial dari Pemerintah. Perseroan belum melakukan penghitungan terkait implikasi finansial karena perubahan iklim. Pendapatan bersih tahun 2020 adalah sebesar Rp8.894 miliar, turun sebesar 27% dibandingkan tahun 2019 yang tercatat mencapai Rp12.181 miliar. Pada tahun 2020, laba kotor Perseroan adalah sebesar Rp2.400 miliar, turun sebesar 30,4% dibandingkan tahun 2019 yang mencapai Rp3.448 miliar. [201-1][201-2][201-4]

Perseroan terus menghadapi tantangan signifikan sepanjang tahun 2020 akibat pandemi COVID-19 terkait dengan penerapan PSBB dan perubahan pola belanja pelanggan. Secara portofolio perolehan dari bisnis Makanan pada tahun 2020 turun sebesar 32,7% menjadi Rp6.1 triliun. Sedangkan bisnis Non-Makanan untuk tahun 2020 juga mengalami penurunan sebesar 11% menjadi Rp2.8 triliun. [201-1]

Kinerja bisnis ritel Makanan HERO Group terkena dampak pandemi secara signifikan. Total penjualan ritel mengalami penurunan dikarenakan Perseroan mengoperasikan lebih sedikit toko sebagai pelaksanaan dari rencana optimasi toko Perseroan yang diterapkan sejak tahun 2019. Namun, kinerja keuangan pokok sebagian besar dipengaruhi oleh perubahan perilaku pelanggan yang semakin masif akibat dari pandemi serta kenaikan harga barang. PSBB yang ketat, larangan perjalanan domestik dan, khususnya, penutupan

HERO Group's Operating Revenues during the reporting period were generated from product sales at the Company's outlets, both in the Food and Non-Food business units. There was no income in the form of financial assistance from the Government. The company has not yet calculated the financial implications due to climate change. The Net income in 2020 amounted to Rp8,894 billion, decreased by 27% compared to 2019 reached Rp12,181 billion. In 2020, the Company's gross profit was Rp2,400 billion, decreased by 30.4% compared to 2019 which was Rp3,448 billion. [201-1][201-2][201-4]

The Company continued to face significant challenges throughout 2020 due to the COVID-19 pandemic related to the implementation of PSBB and changes in customer spending patterns. In terms of portfolio revenue from the Food business in 2020 decreased by 32.7% to Rp6.1 trillion. Meanwhile, the Non-Food business for 2020 also decreased by 11% to Rp2.8 trillion. [201-1]

The performance of HERO Group's Food retail business was significantly affected by the pandemic. Total retail sales decreased because the Company operates fewer stores, as an implementation of the Company's store optimization plan which has been implemented since 2019. However, the underlying financial performance is largely influenced by changes in customer behavior that are increasingly massive as a result of the pandemic and rising prices of goods. Strict PSBB, domestic travel bans, and, in particular,

atau pemberlakuan pembatasan perdagangan yang ketat di pusat perbelanjaan secara signifikan membatasi jumlah kunjungan pelanggan, dan secara material memengaruhi kinerja hipermarket sebagai destinasi belanja dalam format besar yang merupakan penyewa utama di pusat perbelanjaan/mal. Toko Hero Supermarket membukukan kinerja yang relatif lebih *solid* dengan kinerja penjualan *like-for-like* yang lebih baik dibandingkan toko Giant di sepanjang tahun. [201-1]

closing or imposing strict trade restrictions on shopping centers significantly limit the number of customer visits, and materially affects the performance of hypermarkets as large format shopping destinations which are the main tenants in shopping centers/malls. Hero Supermarket stores posted a relatively solid performance with better like-for-like sales performance than Giant stores throughout the year. [201-1]

Realisasi Kinerja Keuangan HERO Group (Rp Juta) [201-1]
Realization of HERO Group's Financial Performance (Rp Million)

Pencapaian Achievement	2020	2019*	2018
Pendapatan Revenues	8.893.785	12.181.025	12.970.389
Laba Kotor Gross Profit	2.399.865	3.447.648	3.694.499

*) Disajikan kembali sesuai Laporan Keuangan 2020 | Restated according to the 2020 Financial Statement

Sebagian dari nilai ekonomi yang didapat sebagai Pendapatan Usaha, didistribusikan kepada pemangku kepentingan sesuai kebutuhan masing-masing. HERO Group telah memutuskan untuk tidak mengeluarkan pembayaran dividen terkait rencana pengembangan jangka panjang HERO Group untuk menambah gerai baru di seluruh Indonesia secara terus-menerus. Keputusan ini telah diambil sejak tahun 1997 dan terus diterapkan selama dua tahun buku terakhir. Jika HERO Group memutuskan untuk membayar dividen di masa mendatang, kebijakan tersebut akan ditentukan berdasarkan persyaratan arus kas HERO Group di masa depan. Keputusan tersebut harus mendapat persetujuan pemegang saham pada Rapat Umum Pemegang Saham Tahunan (RUPST).

Part of the economic value generated as Operating Revenues is distributed to stakeholders according to their respective needs. HERO Group has decided not to issue a dividend payout concerning HERO Group's long-term development plan to add new stores throughout Indonesia continuously. This decision has been in place since 1997 and has continued to be applied for the past two financial years. In the event that HERO Group decides to pay dividends in the future, such policies will be determined based on HERO Group's future cash flow requirements. The decision is subject to the shareholders' approval at the Annual General Meeting of Shareholders (AGMS).

Praktik Pengadaan

Procurement Practice

Pendekatan Manajemen [103-1][103-2][103-3]

Kinerja HERO Group berkaitan erat dengan keberadaan pemasok. Perseroan melibatkan pemasok lokal sehingga turut menyediakan lapangan kerja bagi pekerja lokal. Realisasi nilai kontrak pengadaan bagi pemasok lokal pada tahun 2020 mencapai Rp3.804.977 juta atau 64,53% dari total nilai pengadaan pada periode pelaporan. Pengelolaan rantai pasok dan praktik pengadaan dilaksanakan oleh Divisi Commercial dan Divisi Supply Chain dan bertanggung jawab kepada Direksi.

Management Approach [103-1][103-2][103-3]

HERO Group's performance is closely related to the existence of suppliers. The Company involves local suppliers thus provide job opportunities for local workers. The realization of the procurement contract value for local suppliers in 2020 reached Rp3,804,977 million or 64.53% of the total procurement value in the reporting period. Supply chain management and procurement practices are carried out by Commercial Division and Supply Chain Division and reports to the Board of Directors.

Rantai Pasok dan Pelibatan Pemasok Lokal

Supply Chain and Local Supplier Engagement

Kebutuhan produk untuk toko-toko HERO Group diperoleh dari berbagai sumber, dan dikelola dalam suatu rantai pasok. Pasokan produk dilakukan pemasok, baik produsen langsung maupun distributor. Perseroan memiliki Kebijakan Rantai Pasokan untuk memastikan kesinambungan pasokan dengan harga kompetitif, dan kualitas baik. Cakupan kebijakan meliputi kriteria pemilihan pemasok, mekanisme pengadaan yang transparan, upaya peningkatan kemampuan pemasok, dan pemenuhan hak-hak pemasok. [102-9]

HERO Group berkomitmen melibatkan pemasok lokal bagi setiap toko, dengan pertimbangan kesegaran produk dan efisiensi karena lebih dekat dengan sumber pasokan. Pemasok lokal adalah penyedia barang/jasa yang beroperasi di satu daerah tertentu. Hingga akhir tahun 2020 ada 2.628 pemasok lokal dalam rantai pasok Perseroan. HERO Group juga melibatkan pemasok nasional, yaitu pemasok yang beroperasi di banyak daerah di Indonesia, contohnya satu pemasok menyediakan barang/jasa untuk kota Jakarta, Bandung, Semarang, dan Surabaya. Jumlah pemasok nasional pada tahun 2020 mencapai 635 pemasok. Hingga saat ini HERO Group belum memiliki pemasok dari luar Indonesia. [102-10][204-1]

Products for HERO Group's stores are supplied from various sources and are managed in a supply chain. The supply of products is provided by suppliers, both producers and distributors. The Company has a Supply Chain Policy to ensure continuity of supply at competitive prices and good quality. The policy encompasses supplier selection criteria, transparent procurement mechanisms, efforts to increase supplier capabilities, and fulfillment of their rights. [102-9]

HERO Group is committed to involving local suppliers for each store, with consideration of product freshness and efficiency because it is closer to the source of supply. Local suppliers are providers of goods/services operating in one particular area. By the end of 2020 there were 2,628 local suppliers in the Company's supply chain. HERO Group also involves national suppliers, which are suppliers operating in many areas in Indonesia, such as a supplier who provides goods/services for the cities of Jakarta, Bandung, Semarang, and Surabaya. The number of national suppliers in 2020 reached 635 suppliers. Until now HERO Group has not had suppliers from outside Indonesia. [102-10][204-1]

Rantai Pasok HERO Group
HERO Group Supply Chain



Jumlah Pemasok pada Rantai Pasok Perusahaan [102-9][102-10]
Number of Suppliers in the Company's Supply Chain

Uraian Description	2020		2019		2018	
	Barang Goods	Jasa Services	Barang Goods	Jasa Services	Barang Goods	Jasa Services
Pemasok Lokal Local Supplier	2.628	-	3.269	-	3.804	-
Pemasok Nasional National Supplier	635	-	720	-	741	-
Jumlah Total	3.263	-	3.989	-	4.545	-

Nilai Pengadaan Barang oleh Pemasok (Rp Juta) [102-9][102-10]
Value of Procurement of Goods by Suppliers (Rp Million)

Uraian Description	2020		2019		2018	
	Nilai Value	%	Nilai Value	%	Nilai Value	%
Pemasok Lokal Local Supplier	3.804.977	64,53%	5.199.327	62,12%	5.868.765	61,31%
Pemasok Nasional National Supplier	2.091.634	35,47%	3.170.861	37,88%	3.703.970	38,69%
Jumlah Total	5.896.611	100,00%	8.370.188	100,00%	9.572.735	100,00%

Kinerja Lingkungan

Environmental Performance



HERO Group turut berkontribusi pada upaya bersama dalam melestarikan lingkungan. Sesuai topik material, pengungkapan informasi pada bahasan lingkungan ini berkaitan dengan pengelolaan energi dan air. HERO Group also contributes to joint efforts in preserving the environment. In line with the material topic, the disclosure of information in this environmental discussion is related to energy and water management.

Penggunaan Energi

Energy Use

Pendekatan Manajemen [103-1][103-2][103-3]

Perseroan memanfaatkan energi untuk mendukung kegiatan operasional toko maupun Kantor Pusat. Kebutuhan energi diperoleh dari pemakaian listrik dan konsumsi bahan bakar minyak (BBM) kendaraan operasional. Realisasi konsumsi energi dari pemakaian listrik selama tahun 2020 mencapai 254.831,15 GJ, turun dibanding tahun 2019. Sejalan upaya transformasi multi-tahun dan berkelanjutan, HERO Group berkomitmen melakukan efisiensi energi. Pengelolaan energi dilaksanakan oleh Facility Maintenance yang bertanggung jawab kepada Direktur Supply Chain, dan secara berkala dievaluasi untuk memastikan terlaksananya program efisiensi energi.

Management Approach [103-1][103-2][103-3]

The Company uses energy to support store and Head Office operations. Energy needs are supplied from electricity and consumption of fuel oil for operational vehicles. Realized energy consumption from electricity during 2020 was 254,831.15 GJ, down from 2019. In line with its multi-year and sustainable transformation efforts, HERO Group is committed to energy efficiency. Energy management is carried out by Facility Maintenance who is under the Supply Chain Director and is regularly evaluated to ensure the implementation of energy efficiency programs.

Laporan ini mengungkapkan pemakaian energi di Kantor Pusat dan sebagian toko dari unit bisnis IKEA. Laporan belum menyertakan pengungkapan informasi pemakaian energi di seluruh toko maupun pemasok. Selama periode pelaporan, pemakaian energi berasal dari dua sumber, yakni listrik dan BBM kendaraan operasional. Penghitungan konsumsi energi dilakukan berdasar volume total pemakaian listrik (kWh) dan pemakaian BBM (Liter), yang dikonversi ke dalam satuan energi (GJ). Secara umum penggunaan energi pada tahun 2020 memperlihatkan penurunan dibanding tahun 2019, karena adanya penghematan sewa *container* dan penggantian lampu konvensional ke lampu LED. [302-1][302-2]

This report reveals energy consumption at the Head Office and some stores of the IKEA business unit. The report does not include disclosure of energy consumption information at the entire stores and suppliers. During the reporting period, energy consumption originated from two sources, namely electricity and fuel for operational vehicles. Energy consumption is calculated based on the total volume of electricity consumption (kWh) and fuel consumption (Liters), which are converted into Gigajoule (GJ) energy unit. In general, energy use in 2020 showed a decrease compared to 2019, due to savings in container rentals and replacement of conventional lamps with LED lamps. [302-1][302-2]

Volume Pemakaian Listrik Tahun 2020 [302-1][302-2]
Electricity Consumption Volume in 2020

Bentuk Energi Energy Form	Sumber Source	Pemanfaatan Usage	Volume Pemakaian Consumption Volume	
Listrik Electricity	PT PLN (Persero)	Operasional Kantor Pusat dan Toko Head Office and Store Operations	70.786.431 kWh	254.831,15 GJ
		Distribution Center	4.970.351 kWh	17.893,12 GJ

Keterangan | Notes: Penghitungan berdasar 1 kWh setara 0,0036GJ | Calculation based on 1 kWh equivalent to 0.0036GJ

Volume Pemakaian Listrik Tahun 2020 [302-1][302-2]
Electricity Consumption Volume

Bentuk Energi Energy Form	2020		2019		2018	
Listrik Electricity	70.786.431 KWH	254.831,15 GJ	79.271.669 KWH	285.378,01 GJ	79.563.036 KWH	286.486,93 GJ
	4.970.351 KWH	17.893,12 GJ	6.091.499 KWH	21.929,22 GJ	5.735.912 KWH	20.649,12 GJ

Keterangan | Notes: Data berasal dari Giant saja | Data was collected from Giant only

Intensitas Konsumsi Energi

Energy Consumption Intensity

Energi dari pemakaian listrik di Kantor Pusat maupun toko, digunakan untuk tata udara (pemakaian pendingin udara), tata cahaya (penggunaan penerang ruangan) dan peralatan pendukung lain. Laporan ini mengungkapkan informasi penghitungan Intensitas Konsumsi Energi (IKE) di *Distribution Center* (DC) dan toko unit bisnis IKEA. Penghitungan IKE dilakukan dengan membandingkan konsumsi listrik selama satu tahun terhadap luas ruangan, dan dinyatakan dalam satuan kWh/m². Hasil penghitungan dibandingkan dengan Standar IKE berdasar Peraturan Gubernur DKI No.38 Tahun 2012 tentang Bangunan Hijau.

[302-3]

Energy from electricity consumption at the Head Office and stores is used for air conditioning, lightings and other supporting equipment. This report discloses information on calculating the Intensity of Energy Consumption (IKE) at the Distribution Center (DC) and IKEA business unit stores. IKE calculation is done by comparing electricity consumption for one year to the area of the room and is expressed in units of kWh/m². The calculation results are compared with the IKE Standard based on Jakarta Governor Regulation No.38 of 2012 concerning Green Buildings. [302-3]

Intensitas Konsumsi Energi [302-3]
Energy Consumption Intensity

Lokasi Location	Kategori Category	Konsumsi Energi Energy Consumption (kWh)	Luas Area Area (m ²)	IKE (kWh/m ²)
<i>Distribution Center</i> (DC)	Gudang Warehouse	4.970,351	38.984	382,49
IKEA Alam Sutra	Pertokoan & Perkantoran Stores & Offices	9.787.000	37.938	258
IKEA Sentul City	Pertokoan & Perkantoran Stores & Offices	4.508.608	20.000	225

Standar Intensitas Konsumsi Energi Berdasarkan Pergub DKI No.38 Tahun 2012
Energy Consumption Intensity Standard Based on Jakarta Governor's Regulation No.38 of 2012

Kategori Category	Rentang IKE IKE Range			Waktu Operasi Acuan Operation Time Reference
	Batas Bawah Lower Limit	Acuan Reference	Batas Atas Upper Limit	
Perkantoran Offices	210	250	285	10 Jam/Hari, 5 Hari/Minggu, 52 Minggu/Tahun = 2.600 Jam/Tahun 10 Hours/Day, 5 Days/Week, 52 Weeks/Year = 2,600 Hours/Year
Pertokoan Stores	350	450	500	12 Jam/Hari, 7 Hari/Minggu, 52 Minggu/Tahun = 4.368 Jam/Tahun 12 Hours/Day, 7 Days/Week, 52 Weeks/Year = 4,368 Hours/Year

Reduksi Konsumsi Energi

Energy Consumption Reduction

Selama periode pelaporan, Perseroan telah melakukan berbagai upaya mengurangi konsumsi listrik dan BBM, baik di Kantor Pusat maupun toko. Penghitungan nilai penghematan disampaikan secara umum, yakni 16,3%-68% sesuai upaya penghematan yang dilakukan

During the reporting period, the Company has made various efforts to reduce electricity and fuel consumption, at the Head Office and stores. The calculation of the saving value is presented in general at 16.3%-68% according to the saving efforts made.

Efisiensi Energi [302-4][302-5] Energy Efficiency

Kegiatan Activities	Pencapaian Achievement
Penggantian lampu LED di semua toko Giant Replacement LED bulbs in all Giant stores	Penghematan 16,3%-68%. 16.3%-68% savings
Pemasangan <i>glass door showcase</i> Glass door showcase installation	
Pemasangan <i>inverter pump</i> pada pendingin udara (AC) Installation of the inverter pump on the air conditioners (AC)	
Pemasangan EC <i>fan evaporator</i> dan kondensor refrigerasi Installation of EC fan evaporator and refrigeration condenser	

Pengembangan Energi Terbarukan

Renewable Energy Development

Hingga akhir tahun 2020, Perseroan belum melakukan pemanfaatan energi terbarukan. Namun, HERO Group mendukung program pengembangan energi terbarukan, dengan mendorong penggunaan biofuel berupa biodiesel (B20) untuk kendaraan operasional dan kendaraan logistik yang digunakan pemasok.

Until the end of 2020, the Company has not used renewable energy. However, HERO Group supports the renewable energy development program, by encouraging the use of biofuel in the form of biodiesel (B20) for operational and logistics vehicles used by suppliers.



Penggunaan Air

Water Use

Selama periode pelaporan tidak ada sumber air yang digunakan bersama-sama antara HERO Group dengan masyarakat di sekitar Kantor Pusat maupun toko. Pengelolaan air bekas pakai dilaksanakan oleh pengelola gedung tempat Kantor Pusat maupun toko, melalui fasilitas pengelolaan air limbah yang ada.

Perseroan menggunakan air untuk kebutuhan domestik toko maupun Kantor Pusat. Kebutuhan air bersumber dari pasokan air minum dan air tanah. Secara berkala, pemakaian air dievaluasi untuk memastikan tidak ada sumber-sumber air di sekitar Kantor Pusat dan toko yang terganggu.

Kebutuhan air untuk masing-masing toko, sebagian besar juga diperoleh dari pasokan pemilik gedung yang disewa HERO Group. Demikian pula dengan pengelolaan air bekas pakai, dilakukan terintegrasi dengan fasilitas pengelolaan air limbah yang dikelola pemilik gedung.

Pengelolaan dan Pengolahan Limbah

Waste Management and Treatment

Pendekatan Manajemen [103-1][103-2][103-3]

Pengelolaan limbah padat dilakukan dengan cara pengurangan (*reduce*), pemakaian kembali (*reuse*) dan daur ulang (*recycle*) atau 3R. Perseroan juga bekerja sama dengan pihak ketiga yang bergerak di bidang daur ulang limbah. Selain itu, Perseroan juga selalu menghimbau pelanggan untuk membawa tas belanja karena gerai kami sudah tidak menyediakan kantong plastik. Kegiatan pengurangan limbah dimonitoring dan dievaluasi secara berkala. Selama tahun 2020, Perseroan berhasil mengurangi limbah padat hingga 20,9 ton.

During the reporting period, there were no water sources that were shared between HERO Group and the community around the Head Office or shops. The management of used water is carried out by the manager of the building where the Head Office or shop is located, through the existing wastewater management facilities.

The Company uses water for the domestic needs of shops and the Head Office. Water needs are sourced from the supply of drinking water and ground water. Water consumption is evaluated periodically to ensure that no water sources around the Head Office and stores are disturbed.

Most of the water needs for each store are also supplied by owners of buildings rented by HERO Group. Likewise, the management of grey water is carried out with waste water treatment plant managed by the building owner.

Management Approach [103-1][103-2][103-3]

Solid waste management is carried out by reducing, reusing and recycling or 3R. The Company also cooperates with third parties which engaged in waste recycling. In addition, the Company also always urges customers to bring shopping bags because our outlets no longer provide plastic bags. Waste reduction activities are monitored and evaluated on a regular basis. During 2020, the Company succeeded in reducing solid waste by up to 20.9 tons.

Timbulan limbah dominan dari kegiatan di Kantor Pusat adalah kertas bekas pakai untuk administrasi dan dokumentasi, sementara timbulan limbah dominan dari kegiatan di toko adalah kertas, kardus, plastik, dan kayu bekas kemasan produk maupun pembungkus belanja pelanggan. Cairan limbah (efluen) dominan adalah air bekas pakai dari kegiatan domestik karyawan maupun pelanggan. Pengelolaan serta pengolahan limbah dan efluen dilakukan dengan cara pengurangan (*reduce*), pemakaian kembali (*reuse*) dan daur ulang (*recycle*) atau 3R. Selama periode pelaporan tidak ada tumpahan efluen maupun cairan berbahaya lain yang terjadi, dan tidak ada pengangkutan limbah mengandung bahan berbahaya dan beracun (B3). Perseroan juga tidak pernah menerima pengaduan terganggunya badan air akibat pelepasan efluen. [306-1][306-2][306-3][306-4][306-5]

The dominant waste generation from activities at the Head Office is used paper for administration and documentation, while the dominant waste generation from activities in stores is paper, cardboard, plastic, and wood used for product packaging and customer shopping wrappers. The dominant effluent is grey water from the domestic activities of employees and customers. Waste and effluent management and treatment are carried out by reducing, reusing and recycling or 3R. During the reporting period, no spills of effluent or other hazardous liquids occurred, and there was no transportation of hazardous waste (B3). The Company has also never received a complaint about the disturbance to water bodies due to the discharge of effluent. [306-1][306-2][306-3][306-4][306-5]



Jenis dan Pengelolaan Limbah dan Efluen [306-1][306-2]
Waste and Effluent Types and Management

Jenis Limbah Waste Type	Metode Pengelolaan dan Pengolahan Management and Treatment Method
Kardus kemasan bekas pakai Used cardboard packaging	Dikumpulkan dan digunakan kembali sebagai pembungkus belanja pelanggan, pengganti tas plastik Collected and reused as customer shopping boxes, to replace plastic bags Dikumpulkan dan didaur ulang oleh pihak ketiga Collected and recycled by third parties
Kertas bekas pakai untuk administrasi Used paper for administration	Pengurangan dengan digitalisasi sistem administrasi dan pemanfaatan teknologi informasi Reduction by digitizing administrative systems and utilizing information technology
Plastik bekas pakai Used plastic	Pengurangan dengan meniadakan plastik pembungkus belanja, dan diganti dengan kardus kemasan bekas pakai Reduction by replacing plastic shopping bags with used cardboard packaging Dikumpulkan dan didaur ulang oleh pihak ketiga Collected and recycled by third parties
Kayu bekas pakai Used wood	Daur ulang oleh pihak ketiga Recycled by third parties
Limbah makanan Food waste	Program Fresher for Customer, mampu mengurangi 69% timbulan limbah Fresher for Customer program, able to reduce 69% of waste generation
Air bekas pakai Grey water	Pengurangan konsumsi air melalui kebijakan penghematan Reducing water consumption through efficiency policy Diolah di fasilitas instalasi pengolahan air limbah (IPAL) milik pengelola gedung Treated at the wastewater treatment plant (WWTP) owned by the building management

HERO Group mendukung kebijakan pengurangan penggunaan plastik sekali pakai yang diterapkan di berbagai daerah di Indonesia. Hingga akhir periode pelaporan, ada beberapa upaya yang telah dilakukan HERO Group untuk mengurangi penggunaan plastik:

- Sejak tahun 2016, unit bisnis IKEA melakukan kampanye “tas biru” (*blue bag*) untuk mengganti tas belanja dari plastik sekali pakai dengan tas belanja yang bisa dipakai berulang;
- Sebagai anggota Asosiasi Pengusaha Retail Indonesia (Aprindo), HERO Group mendukung pelaksanaan Program Kantong Plastik Tak Gratis (KPTG) yang diluncurkan kembali pada 1 Maret 2019;
- Edukasi kepada pelanggan untuk membawa tas belanja yang dapat digunakan berulang.

HERO Group supports policies to reduce the use of disposable plastics that are implemented in various regions in Indonesia. Until the end of the reporting period, HERO Group has made several efforts to reduce the use of plastic:

- Since 2016, the IKEA business unit has conducted a “blue bag” campaign to replace single-use plastic shopping bags with reusable ones;
- As a member of the Indonesian Retailers Association (Aprindo), HERO Group has been supporting the implementation of the Non-Free Plastic Bag Program (KPTG) which was re-launched on March 1, 2019;
- Educate customers to bring reusable shopping bags.

Biaya Lingkungan dan Material Ramah Lingkungan

Environmental Costs and Environmentally Friendly Materials

Pengelolaan lingkungan dijalankan bersama operasional Kantor Pusat dan masing-masing toko. Perseroan tidak secara khusus menyediakan biaya untuk pengelolaan lingkungan.

Produk-produk yang dijual di toko-toko HERO Group, sebagian besar telah menggunakan material ramah lingkungan. Selain itu, beberapa di antaranya ada yang merupakan hasil daur ulang.

Environmental management is carried out together with the operations of the Head Office and each store. The Company does not specifically provide funds for environmental management.

Majority of the products sold in HERO Group stores have used environmentally friendly materials. In addition, some of them are recycled.

Keanekaragaman Hayati

Biodiversity

Kantor Pusat dan toko-toko HERO Group tidak ada yang terletak atau berdekatan dengan kawasan dilindungi dan/atau kawasan konservasi keanekaragaman hayati, sehingga tidak berdampak langsung terhadap keanekaragaman hayati. Namun, Perseroan mendukung upaya konservasi keanekaragaman hayati melalui kegiatan TJSJ penghijauan area toko bekerja sama dengan masyarakat setempat.

HERO Group's Head Office and stores are not located or adjacent to protected areas and/or biodiversity conservation areas, therefore they do not have a direct impact on biodiversity. However, the Company supports biodiversity conservation efforts through CSR by greening the store area in collaboration with the local community.

Pengendalian Emisi dan Pengaduan Lingkungan


Emission Control and Environmental Complaints

Perusahaan belum melakukan penghitungan jumlah dan intensitas emisi yang dihasilkan. Adapun selama tahun 2020 HERO Group tidak menerima pengaduan dari masyarakat maupun pihak-pihak berwenang, terkait dengan pengelolaan lingkungan.

The company has not calculated the amount and intensity of the emissions generated. Meanwhile, during 2020 HERO Group did not receive any complaints from the community or the authorities, related to environmental management.

Kinerja Sosial

Social Performance



Sesuai topik material, pengungkapan informasi kinerja keberlanjutan PT HERO Supermarket Tbk atau HERO Group pada bidang sosial meliputi keselamatan dan kesehatan kerja (K3), serta pemasaran dan pelabelan. Pengungkapan informasi terkait K3 terutama pada dukungan Perseroan terhadap pengendalian pandemi COVID-19.

In accordance with the material topic, the disclosure of information on the sustainability performance of PT HERO Supermarket Tbk or HERO Group in the social sector includes occupational health and safety (OHS), as well as marketing and labeling. Disclosure of information on OHS especially on the Company's support for controlling the COVID-19 pandemic.

Lingkungan Kerja yang Layak dan Aman

Decent and Safe Work Environment

Pendekatan Manajemen [103-1][103-2][103-3]

Menghadapi situasi pandemi COVID-19, Perseroan berkomitmen menjamin keselamatan dan kesehatan seluruh karyawan serta pelanggan, melalui pengelolaan keselamatan dan kesehatan kerja (K3). Langkah yang dilakukan Perseroan di antaranya dengan penerapan protokol kesehatan dan mematuhi ketentuan jam operasional. Pengelolaan K3 dilaksanakan oleh Divisi Risk Management yang bertanggung jawab kepada Direksi, dan secara berkala dievaluasi untuk memastikan terlaksananya keselamatan dan kesehatan karyawan maupun pelanggan.

Management Approach [103-1][103-2][103-3]

In dealing with the COVID-19 pandemic situation, the Company is committed to ensuring the safety and health of all employees and customers, through the management of occupational health and safety (OHS). The Company has taken some measures including the implementation of health protocols and compliance with the rules of operating hours. OHS management is carried out by Risk Management Division who reports to the Board of Directors, and is periodically evaluated to ensure the safety and health of employees and customers.

Kantor pusat maupun toko HERO Group telah memenuhi ketentuan lingkungan kerja yang layak dan aman bagi karyawan maupun pelanggan. Selama tahun 2020, Perseroan melakukan beberapa upaya untuk menjaga keselamatan dan kesehatan karyawan dan pelanggan:

- Pelatihan evakuasi kebakaran, baik di *store support center* (SSC), toko, maupun pusat distribusi (DC);
- Inspeksi peralatan keamanan, pemeriksaan sistem hidran, perbaikan dan penggantian perlengkapan pemadam kebakaran yang tak berfungsi;
- Pelatihan dan sertifikasi pemadam kebakaran kepada Tim *Health and Safety* Perseroan;
- Pelatihan keamanan dan pertolongan pertama kepada seluruh petugas keamanan dan karyawan;
- Penilaian terhadap risiko kebakaran oleh auditor independen;
- Memastikan setiap toko memiliki perizinan dari Dinas Pemadam Kebakaran;
- Program *Fire Life Safety* (FLS) terkait keselamatan gedung dan penghuninya.

Kesehatan dan Keselamatan Kerja (K3) juga diterapkan secara menyeluruh pada kegiatan-kegiatan di kantor pusat maupun di setiap toko. Perseroan menyertakan karyawan melalui perwakilan di Serikat Pekerja dalam penyusunan Perjanjian Kerja Bersama (PKB), yang memuat antara lain hal-hal terkait penerapan dan pelaksanaan K3. Secara umum kinerja pengelolaan K3 selama tahun 2020 telah berjalan dengan baik. Tidak ada peristiwa kecelakaan kerja maupun penyakit akibat kerja (PAK), yang bersifat fatal terhadap karyawan maupun pelanggan. [403-4][403-9][403-10]

HERO Group memberikan asuransi kesehatan secara umum kepada karyawan. Perusahaan telah menambahkan *benefit/manfaat* bagi para karyawan wanita, sehingga semua karyawan wanita dapat menanggung asuransi kesehatan bagi anak dan suami karyawan.

HERO Group secara berkala melakukan pemeriksaan kesehatan menyeluruh (*medical check-up/MCU*) bagi karyawannya yang dilaksanakan berdasarkan area kerja. Pada tahun 2020 kegiatan MCU dihentikan sementara, dan penanganan kesehatan karyawan difokuskan pada pandemi COVID-19. Perseroan memberikan penjaminan tes rapid antigen dan tes reaksi rantai polimerase (PCR/SWAB) kepada karyawan, terutama yang berinteraksi dengan pelanggan karena memiliki risiko lebih besar. [403-2][403-3]

HERO Group's head office and stores have complied with the requirements of a decent and safe work environment for employees and customers. During 2020, the Company made several efforts to maintain the safety and health of employees and customers:

- Fire evacuation drill, at the store support center (SSC), stores, and distribution centers (DC);
- Inspection of safety equipment, inspection of hydrant systems, repair and replacement of malfunctioning fire fighting equipment;
- Training and certification of firefighters for the Company's Health and Safety Team;
- Security and first aid training for all security officers and employees;
- Assessment of fire risk by independent auditors;
- Ensure that every store has a permit from the Fire Department;
- Fire Life Safety (FLS) program related to the safety of buildings and their occupants.

Occupational Health and Safety (OHS) is also comprehensively applied to activities at the head office and in every store. The Company involves employees through representatives in the Labor Union in the preparation of the Collective Labor Agreement (CLA), which includes, among others, matters related to the implementation and implementation of OHS. In general, the OHS performance of K3 management during 2020 has been going well. There were no work accidents or occupational diseases (PAK), which were fatal to employees and customers. [403-4][403-9][403-10]

HERO Group provides general health insurance to employees. The company has added benefits for female employees, in which their health insurance can cover for their children and husbands.

HERO Group periodically conducts a comprehensive medical check-up (MCU) for its employees which is carried out based on the work area. In 2020 MCU activities were temporarily suspended, and the employee health management was focused on the COVID-19 pandemic. The Company provides guarantees for rapid antigen tests and polymerase chain reaction (PCR/SWAB) tests for employees, especially those who interact with customers because they have a greater risk. [403-2][403-3]



Upaya mengurangi penyebaran COVID-19 melalui penerapan protokol kesehatan untuk memastikan kegiatan operasional tetap berjalan dan kesehatan karyawan tetap terlindungi di masa pandemi, di antaranya:

- Memberlakukan kebijakan bekerja dari rumah (*work from home* atau WFH) dan bekerja dari kantor (*work from office* atau WFO) secara bergiliran;
- Melakukan pembatasan jumlah karyawan di lingkungan kantor, yakni 50% dari kapasitas gedung/ruangan;
- Mewajibkan pemakaian masker, baik di dalam maupun di luar gedung kantor;
- Menyediakan alat kesehatan seperti *hand sanitizer* di setiap lantai ruang kerja serta melakukan penyemprotan desinfektan secara rutin ke semua ruangan kerja;
- Melakukan pengecekan suhu bagi seluruh karyawan ataupun tamu yang masuk ke gedung perkantoran.

Khusus karyawan di toko, HERO Group menetapkan peraturan:

1. Mewajibkan pemeriksaan tes rapid antigen sebelum bertugas. Hanya karyawan yang menunjukkan hasil non-reaktif/negatif COVID-19 yang bekerja dan melayani pelanggan;
2. Mewajibkan pemakaian pelindung wajah dan masker, serta sarung tangan *latex food grade*;
3. Memberikan vitamin untuk meningkatkan daya tahan tubuh;
4. Menerapkan jarak sosial/fisik;
5. Melakukan pemeriksaan temperatur tubuh;
6. Melakukan desinfeksi pada area dan peralatan yang sering disentuh, seperti meja, kursi, dan meja kasir. Prosedur dilakukan setiap empat jam.

Efforts to reduce the spread of COVID-19 through the health protocols implementation to ensure operations continue and the employees' health is protected during the pandemic, including:

- Imposing policy on work from home (WFH) and work from office (WFO) alternately;
- Limiting the number of employees in the office environment to 50% of the capacity of the building/room;
- Mandatory wearing of masks, both inside and outside the office building;
- Providing medical supplies such as hand sanitizers on every floor of the workspace as well as spraying disinfectants regularly to all workspaces;
- Checking the temperature for all employees or guests who enter the office building.

For store employees, HERO Group has imposed the following rules:

1. Mandatory examination of rapid antigen test before serving. Only employees showing COVID-19 non-reactive/negative results who work and serve customers;
2. Mandatory use of face shields and masks, as well as food grade latex gloves;
3. Providing vitamins to boost endurance;
4. Practicing social/physical distancing;
5. Checking body temperature;
6. Disinfecting frequently touched areas and equipment, such as tables, chairs, and cash registers. The procedure is done every four hours.

Ketenagakerjaan

Employment

Kesempatan yang Setara

HERO Group memberikan kesempatan setara kepada setiap individu untuk menjadi karyawan, termasuk pekerja lokal dan penyandang disabilitas. Penyerapan pekerja lokal di setiap daerah berkisar antara 85%-90%. Pada tahun 2020, Perseroan merekrut 559 karyawan baru yang terdiri dari 330 pria dan 229 wanita, sementara tingkat perputaran (*turnover*) mencapai 26,40%. Tidak ada karyawan baru yang merupakan pekerja anak dan dipekerjakan secara paksa. [401-1]

Equal Opportunity

HERO Group provides equal opportunity to every individual to become an employee, including local workforce and people with disabilities. The absorption of local workforce in each region was between 85% and 90%. In 2020, the Company recruited 559 new employees consisting of 330 men and 229 women, while the turnover rate reached 26.40%. No new employees who were child labor and there was no forced labor. [401-1]

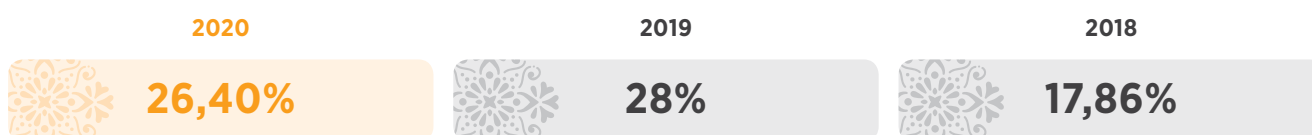
Jumlah Karyawan Baru dan Penempatan [401-1]

Number of New Employees and Placements

Penempatan Placement	2020		2019		2018	
	Pria Male	Wanita Female	Pria Male	Wanita Female	Pria Male	Wanita Female
Store Support Centre	13	19	31	33	13	26
Unit Bisnis Makanan Food Business Unit						
Supermarket	0	0	0	0	23	7
Giant Ekstra	58	32	126	91	135	82
Giant Ekspres	41	0	87	2	28	5
Unit Bisnis Non-Makanan Non-Food Business Unit						
Guardian	27	54	8	63	17	54
IKEA	191	124	112	68	102	90
Jumlah Total						
Jumlah Karyawan Baru Total New Employees	330	229	364	257	318	264

Tingkat Perputaran Karyawan [401-1]

Employee Turnover Rate



Perseroan juga memberikan kesempatan kepada mahasiswa maupun pelajar untuk berlatih kerja (magang) dan mendapatkan pengalaman bekerja. Pada tahun 2020 tercatat ada 57 peserta magang, terdiri dari 50 mahasiswa dan 7 pelajar.

The Company also provides internship opportunities for university students and high school students and gain work experience. In 2020, there were 57 interns, consisting of 50 university students and 7 high school students.

Data Peserta Kegiatan Magang dan Status Pendidikan
Data on Internship Participants and Education Status

Status Peserta Participant Status	2020		2019		2018	
	Jumlah Total	%	Jumlah Total	%	Jumlah Total	%
Mahasiswa University Student	50	7	80	10	56	7
Pelajar High School Student	7	1	5	0.6	2	0.2
Total	57	8	85	10.6	58	7.2

Persentase Remunerasi Karyawan Terhadap UMR

Remunerasi untuk karyawan terdiri atas gaji dan tunjangan. Secara umum, besaran remunerasi terendah karyawan HERO Group lebih besar dibanding upah minimum di daerah keberadaan toko maupun *Store Support Centre*.

Percentage of Employee Remuneration to Regional Minimum Wage

Remuneration for employees consists of salary and benefits. In general, the lowest remuneration for HERO Group's employees is higher than the minimum wage in the area where the store or Store Support Centre is located.

Pelatihan dan Pengembangan Karyawan

Employee Training and Development

Komitmen HERO Group untuk meningkatkan pengetahuan, keahlian, dan keterampilan para karyawan diwujudkan melalui pelatihan. Kegiatan pelatihan dilaksanakan di Hero Learning Center, dengan program yang dipusatkan pada peningkatan keterampilan sesuai bidang kerja setiap karyawan, meliputi beberapa program dan kelas.

HERO Group's commitment to improving the knowledge, expertise and skills of its employees is realized through training. The training activities are carried out at the Hero Learning Center, with focus on improving skills according to each employee's field of work, covering several programs and classes.

HERO Learning Center

Program	Competency Development Programme	Team Member Induction Programme
Talent Development Programme		
Program pengembangan karyawan bertalenta, baik dari dalam maupun dari luar untuk mempersiapkan kompetensi kepemimpinan dan menjadi pemimpin-pemimpin masa depan HERO Group.	Program pengembangan kompetensi individu, baik <i>technical skills</i> maupun <i>soft skills</i> , sehingga karyawan dapat melakukan tugasnya dengan lebih baik dan memberikan kontribusi di tempat kerjanya.	Program ini ditujukan kepada karyawan baru agar dapat beradaptasi dengan lingkungan kerja dan tim yang baru. Terdiri dua program, yaitu New Entry Training Program (NETP) untuk karyawan di toko yang baru beroperasi dan New Employee Orientation Program (NEOP) untuk karyawan yang bertanggung jawab selain dari toko.

Talent Development Programme	Competency Development Programme	Team Member Induction Programme
Development program for talented employees, both internal and external, to prepare leadership competencies and become future leaders of HERO Group.	Individual competency development programs, both technical skills and soft skills, that enable employees to perform their duties better and contribute to their workplace.	This program is aimed at new employees to be able to adapt with the new work environment and team. The program consists of the New Entry Training Program (NETP) for employees in newly opened stores and the New Employee Orientation Program (NEOP) for employees who are in charge of non-store aspects.
Tahun 2020 ada 833 karyawan menjadi peserta program. In 2020 there were 833 employees participating in the program.	Tahun 2020 ada 17.659 karyawan sebagai peserta program. In 2020 there were 17,659 employees participating in the program.	Tahun 2019 ada 8 kali pelaksanaan NETP, sementara NEOP tidak dilaksanakan karena ada penundaan rekrutmen. In 2019, 8 NETP were implemented, while NEOP was not implemented due to delays in recruitment.

Kelas Classes		
Program Khusus	Special Program	Jumlah Peserta Pelatihan Number of Training Participants
Pelayanan pelanggan Pelatihan diselenggarakan untuk meningkatkan pengetahuan, keterampilan, dan sikap karyawan toko kepada pelanggan.	Customer service Training is held to improve the knowledge, skills, and manners of store employees to customers	2.222
Pengurangan Shrinkage Pelatihan dengan program "Train the Trainer", diselenggarakan bersama Tim Loss Prevention Perseroan, dan bertujuan mendukung program penurunan shrinkage yang diterapkan Unit Bisnis.	Shrinkage Reduction The "Train the Trainer" program, which is held jointly with the Company's Loss Prevention Team and is aimed at supporting the shrinkage reduction program implemented by business units.	814
Food Safety Pelatihan dengan program "Train the Trainer", yang diikuti perwakilan dari setiap wilayah untuk menjadi mentor internal, guna menyebarkan pengetahuan dan implementasi keamanan pangan di toko-toko dalam ruang lingkup kerja mereka.	Food Safety The "Train the Trainer" program, which is attended by representatives from each region to become internal mentors, to disseminate knowledge and implement food safety in stores within their scope of work.	5.423
Pelatihan Sistem Komputer Pelatihan diselenggarakan untuk meningkatkan proses operasional dan kompetensi karyawan yang bekerja di toko dan <i>store support center</i> (SSC).	Computer System Training The training is held to improve operational processes and the competence of employees working in stores and store support centers (SSC).	1.499
Pelatihan Umum untuk Pribadi yang Efektif Pelatihan bertujuan untuk membangun budaya unggul serta memotivasi karyawan untuk menjadi lebih produktif dalam pekerjaan.	General Training for Effective Individual The training aims to build a culture of excellence and motivate employees to be more productive at work.	23
Pelatihan Keterampilan Dasar Khusus Pelatihan bertujuan untuk menciptakan operasional yang efektif dan efisien, serta meningkatkan efektivitas manajemen pada sistem dan prosedur.	Special Basic Skills Training The training aims to create effective and efficient operations, as well as improve management effectiveness on systems and procedures.	7.327
Pelatihan Kepemimpinan Pelatihan yang telah dijalankan adalah BEST Leaders (Becoming Engaging & Supportive Team Leaders), yang diikuti karyawan manajerial.	Leadership Training The training that has been carried out is BEST Leaders (Becoming Engaging & Supportive Team Leaders), which is attended by managerial employees.	1.184



Jam Pelatihan Per Karyawan

Selama periode pelaporan, Perseroan telah menyelenggarakan 45.916 jam pelatihan dan diikuti 18.492 karyawan sebagai peserta. Dengan jumlah karyawan HERO Group per 31 Desember sebanyak 8.178 orang, maka rerata jumlah jam pelatihan per karyawan pada tahun 2020 adalah 3 jam. [404-1]

Training Hours Per Employee

During the reporting period, the Company held 45,916 hours of training, which was participated by 18,492 employees. With a total 8,178 employees of HERO Group as of December 31, the average number of training hours per employee in 2020 was 3 hours. [404-1]

Rerata Jam Pelatihan Per Karyawan Tahun 2020 [404-1]
Average Training Hours Per Employee in 2020

Jenis Pelatihan Type of Training	Peserta Participant		Total Jam Pelatihan Total Training Hours	Rerata Jam Pelatihan / Karyawan Average Training Hours/Employee
	Pria Male	Wanita Female		
Technical Skill	8.662	5.213	3	3
Soft Skill	1.595	2.189	3	3
General	218	615	3	3
Jumlah Total	10.475	8.017	3	3

Jumlah Peserta Pelatihan Berdasarkan Tingkat Jabatan dan Gender Tahun 2020 [404-1]
Number of Training Participants by Level of Position and Gender in 2020

Tingkat Jabatan Level of Position	Pria male	Wanita Female
Manager/Setara ke Atas Manager/Equivalent and Above	2.548	779
Staf Staff	7.927	7.239
Jumlah Total	10.475	8.017

Pemasaran dan Pelabelan

Marketing and Labeling

Pendekatan Manajemen [103-1][103-2][103-3]

HERO Group berkomitmen memberikan perlindungan kepada pelanggan, di antaranya memastikan produk yang dijual dilengkapi label informasi. Perseroan juga melakukan komunikasi pemasaran untuk menarik pelanggan. Perseroan menerapkan sistem pengawasan terhadap label produk dan menjalankan komunikasi pemasaran yang beretika. Secara berkala Direksi melakukan evaluasi kinerja terkait pengawasan informasi produk dan komunikasi pemasaran. Selama tahun 2020 tidak ada pelanggaran regulasi terkait pencantuman label informasi produk maupun promosi/komunikasi pemasaran.

Management Approach [103-1][103-2][103-3]

HERO Group is committed to providing protection to customers, including ensuring that the products sold are equipped with information labels. The Company also conducts marketing communications to attract customers. The Company implements a monitoring system for product labels and carries out ethical marketing communications. The Board of Directors periodically evaluates performance of product information monitoring and marketing communications. During 2020 there were no violations of regulations on the inclusion of product information labels and promotions/marketing communications.

Inovasi dan Pengembangan Produk

HERO Group senantiasa melakukan inovasi dan pengembangan produk maupun layanan, sebagai solusi berbelanja yang bertanggung jawab kepada pelanggan. Selama tahun 2020 ada beberapa produk yang dikembangkan untuk memenuhi kebutuhan pelanggan terhadap produk berkualitas dengan harga terjangkau. Selain itu, Perseroan juga melakukan inovasi untuk memberi kemudahan, keamanan, dan kenyamanan pelanggan.

Product Innovation and Development

HERO Group continues to innovate and develop products and services, as a responsible shopping solution to customers. During 2020, several products have been developed to meet customer needs for quality products at affordable prices. In addition, the Company also made innovations to provide ease, security, and customer convenience.



Pengembangan Produk | Product Development

- Kemasan ramah lingkungan | Eco-friendly packaging

Inovasi Layanan Pelanggan | Customer Service Innovation

- Program Harga Teman | Harga Teman Program
- Green Line, layanan tanpa antrian | Green Line, no queue service
- Eye level display shelf | Eye level display shelf
- In store RTE | In-store RTE

Perseroan menerapkan sistem manajemen kontrol kualitas terpadu melalui pergudangan, penyimpanan, hingga layanan unggul. Setiap daftar produk baru yang masuk ke sistem wajib disertai dokumen sertifikat registrasi, seperti nomor Badan Pengawas Obat dan Makanan (BPOM), Pangan Industri Rumah Tangga (PIRT), sertifikasi halal, dan sertifikasi Standar Nasional Indonesia (SNI). HERO Group juga memastikan pencantuman label informasi pada setiap produk yang dijual. Selama periode pelaporan, tidak ada insiden dugaan ketidakpatuhan pengelolaan keamanan produk terhadap keselamatan dan kesehatan pelanggan, maupun terkait regulasi pencantuman label informasi. [416-1][416-2][417-1][417-2]

The Company implements an integrated quality control management system through warehousing, storage, and service excellence. Each list of new products that enter the system must be accompanied by registration certificate documents, such as the number of the National Agency of Drug and Food Control (NA-DFC/BPOM), Home Industry Food (PIRT), halal certification, and Indonesian National Standard (SNI) certification. HERO Group also ensures the inclusion of information labels on every product sold. During the reporting period, there were no incidents of alleged non-compliance with product safety management on customer safety and health, nor related to regulations for the inclusion of information labels. [416-1][416-2][417-1][417-2]

Evaluasi Keamanan Produk [416-1][416-2] Product Safety Evaluation



Keamanan Produk | Product Safety

Program ini bertujuan untuk memastikan keamanan dan kualitas dari produk merek sendiri, serta memastikan pemasok mengadopsi pedoman *Three Steps to Quality* dalam proses produksi produk mereka.

This program aims to ensure safety and quality of own-brand products, as well as ensuring suppliers adopt the Three Steps to Quality guidelines in the production process of their products.

Three Steps to Quality

1. Pemilihan atau seleksi pemasok.
Pemasok harus dapat dipercaya dan berpengalaman, memiliki fasilitas produksi yang baik, dan legalitas sesuai peraturan yang berlaku.
2. Pengembangan Produk
Produk diproduksi berdasarkan kebutuhan konsumen dan telah melewati beberapa tahap pengujian untuk memastikan keamanan, kualitas serta legalitas.
3. Pengawasan Produk
Semua produk merek sendiri yang dijual selalu diawasi keamanan dan mutunya. Apabila ada ketidaksesuaian maka akan dilakukan tindakan perbaikan dan pencegahan. Khusus untuk produk makanan, pengawasan melibatkan mitra yang kompeten dari luar Perseroan.

Three Steps to Quality

1. Selection of suppliers.
Suppliers must be reliable and experienced, have good production facilities, and legality as required by applicable regulations.
2. Product Development
Products are manufactured based on consumer needs and have passed several stages of testing to ensure safety, quality and legality.
3. Product Control
All own-brand products are always monitored for safety and quality. If there is a discrepancy, corrective and preventive actions will be taken. Especially for food products, supervision involves competent external partners of the Company.



Pencegahan Risiko Produk | Product Risk Prevention

Perseroan senantiasa mengikuti semua peraturan yang berlaku, termasuk perizinan dan rekomendasi dari pihak-pihak berwenang, seperti Badan Pengawasan Obat dan Makanan (BPOM), Kementerian Kesehatan, dan Kementerian Pertanian.

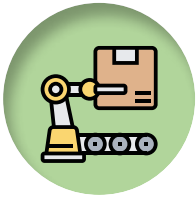
The Company always complies with all applicable regulations, including permits and recommendations from the authorities, such as the National Agency of Drug and Food Control (NA-DFC/BPOM), the Ministry of Health, and the Ministry of Agriculture.

Tindakan yang telah dilakukan

- *Supplier Audit Management* (Manajemen Audit Pemasok), dilakukan secara rutin setahun sekali atau tergantung dari tingkat risiko. Proses audit dilakukan di fasilitas produksi pemasok;
- *Food Labeling Audit* (Audit Label Produk Makanan), dilakukan sebelum peluncuran produk atau kemasan baru, untuk memastikan kepatuhan terhadap peraturan label pada makanan; [417-1]
- *Forum Group Discussion* bersama Badan POM;
- *Food Safety Workshop* untuk pemasok
- *Food Safety Buddy Trainer*;
- *Store Food Safety Audit*;
- Memasang GPS & Termolog pada transporter;
- Pengujian Dermatologi;
- Pengujian terhadap *First Production Sample*;
- Pengujian *Final Random Inspection*; dan
- *Quality routine test*.

Actions that have been taken

- *Supplier Audit Management*, conducted regularly once a year or depending on the level of risk. The audit process is conducted at the supplier's production facility;
- *Food Labeling Audit* (Product Label Audit Food), carried out prior to the launch of a new product or packaging, to ensure compliance with label regulations on food; [417-1]
- *Forum Group Discussion* with NA-DFC;
- *Food Safety Workshop* for suppliers;
- *Food Safety Buddy Trainer*;
- *Store Food Safety Audit*;
- *Installing GPS & Thermolog* on transporter;
- *Dermatological testing*;
- *Testing of the First Production Sample*;
- *Final Random Inspection test*; and
- *Quality routine tests*.



Uji Keamanan Produk | Product Safety Test

Pemeriksaan maupun pengujian terhadap semua produk merek sendiri yang dijual, dengan contoh produk di toko dan diuji di laboratorium independen yang terakreditasi. Setiap temuan selalu diikuti dengan tindakan perbaikan maupun pencegahan.

Inspection and testing of all own-brand products, with product samples in stores and tested in accredited independent laboratories. Each finding is always followed by corrective and preventive actions.



Menjaga Kualitas Produk | Maintaining Product Quality

Untuk menjaga kualitas dari produk merek sendiri, Perseroan melakukan *sensory test* yang dinamakan *Central Location Test* (CLT). Tes ini dilakukan untuk memastikan kualitas produk merek sendiri setara atau bahkan lebih baik dari produk kompetitor. CLT melibatkan konsumen konsumen dari berbagai latar belakang untuk memberikan ulasan pada produk merek Giant.

To maintain the quality of its own-brand products, the Company conducts a sensory test called the Central Location Test (CLT). This test is carried out to ensure the quality of the own-brand products is equal to or even better than competitors' products. CLT engages consumers from all walks of life to review Giant brand products.



Pasokan Bertanggung Jawab | Responsible Sourcing

Perseroan memastikan kualitas dan sertifikasi pasokan produk, yang memenuhi persyaratan nasional maupun global, seperti sertifikasi UTZ untuk biji kopi lokal pada restoran IKEA, sertifikasi FSC untuk legalitas sumber kayu atau kayu daur ulang.

The Company ensures the quality and certification of product supply meets to national and global requirements, such as UTZ certification for local coffee beans at IKEA restaurants, FSC certification for legality of sources of wood or recycled wood.

Penarikan Kembali Produk

HERO Group mengembangkan sistem penarikan produk apabila terdapat indikasi yang tidak sesuai dan berisiko terhadap konsumen. Pada tahun 2020, terdapat tujuh produk pemasok dari Unit Bisnis Makanan, tiga produk farmasi dari Unit Bisnis Non-Makanan Guardian, sementara IKEA melakukan perbaikan layanan pada produk meja ganti SUNDVIK.

Product Recall

HERO Group has developed product recall system if there are indications of defect and pose a risk to consumers. In 2020, there were seven supplier products from the Food Business Unit, three pharmaceutical products from Non-Food Business Unit Guardian, while IKEA provided repair service on SUNDVIK changing table products.

Penarikan Kembali Produk dan Alasannya Product Recalls and the Reasons

Unit Bisnis Business unit	Toko Store	Jumlah Produk Number of Products	Alasan Penarikan Reason for Recall
Makanan Food		7	Perubahan kualitas keamanan pangan dari masing-masing produk. Changes in the food safety quality of each product.
Non-Makanan Non-Food	Guardian	3	Rekomendasi pihak berwenang. Perubahan kemasan masing-masing produk. Authorities recommendation. Changes to the packaging of each product.
	IKEA	-	Penarikan bersifat perbaikan layanan pada meja ganti SUNDVIK dengan memberikan alat kelengkapan baru, gratis. The recall was in the form of repair service for SUNDVIK changing tables by providing replacement of fittings, free of charge.

Survei Kepuasan Pelanggan

Secara berkala HERO Group melakukan survei untuk mengetahui kepuasan pelanggan. Survei dilakukan oleh IKEA Customer Satisfaction Survey (ICSS) dengan metode survei lapangan. Akan tetapi, pada tahun 2020 Perseroan tidak melakukan survei Indeks Kepuasan Pelanggan karena adanya pandemi COVID-19.

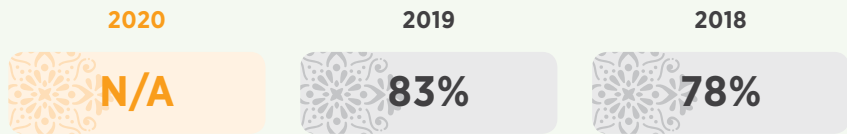
Customer Satisfaction Survey

HERO Group periodically conducts surveys to determine customer satisfaction. The survey was conducted by the IKEA Customer Satisfaction Survey (ICSS). However, in 2020 the Company did not conduct a Customer Satisfaction Index survey due to the COVID-19 pandemic.



Survei Kepuasan Pelanggan Customer Satisfaction Survey

Indeks Kepuasan Pelanggan
Customer Satisfaction Index



Promosi dan Komunikasi Pemasaran

HERO Group terus memperbaiki cara komunikasi atas harga dan promosi, demi kenyamanan berbelanja bagi pelanggan. Selama periode pelaporan, ada beberapa kegiatan komunikasi pemasaran yang dilakukan Perseroan, di antaranya dengan memanfaatkan media massa cetak dan penerbitan katalog secara berkala. Kegiatan ini bertujuan agar pelanggan memperoleh informasi terbaru atas harga dan produk yang dijual.

Perseroan juga memanfaatkan media sosial dalam menjalin hubungan dengan pelanggan. Ada berbagai platform media sosial yang digunakan, termasuk Instagram yang menjadi fokus utama, seiring dengan populernya penggunaan media sosial tersebut di Indonesia.

HERO Group melakukan kerja sama dengan beberapa mitra, untuk mendukung kebijakan pemasaran multichannel sebagai respon atas semakin populernya media sosial di Indonesia. Perseroan juga merilis pemberitaan melalui semua saluran media untuk menyebarkan informasi, baik media konvensional dan digital, seperti radio, maupun media cetak, dan media sosial serta kegiatan promosi di tempat-tempat umum, seperti hari bebas kendaraan di Jakarta.

Selama tahun 2020, tidak terdapat sangkaan atas kegiatan komunikasi pemasaran yang melanggar regulasi, baik terkait cara-cara penyampaian informasi maupun konten/ isi dari informasi yang disampaikan. [417-3]

Promotion and Marketing Communication

HERO Group continuously renew the way of communicating on prices and promotions, for the customers' convenience. During the reporting period, the Company carried out several marketing communication activities, including through printed mass media and publishing catalogs on a regular basis. This activity aimed to provide customers with the latest information on prices and products.

The Company also uses social media in maintaining relationships with customers. Various social media platforms have been used, including Instagram which is the main focus, along with the popularity of the social media in Indonesia.

HERO Group collaborates with several partners to support multichannel marketing policies in response to the growing popularity of social media in Indonesia. The Company also releases news through all media channels to spread information, both conventional and digital media, such as radio, as well as print media, and social media as well as promotional activities in public places, such as car-free day areas in Jakarta.

During 2020, there were no allegations of marketing communication activities that violated regulations, either the methods of delivering information or the content of the information. [417-3]

Tanggung Jawab Sosial Kemasyarakatan dan Dukungan pada Tujuan Pembangunan Berkelanjutan

Social Responsibility and Support for
Sustainable Development Goals

Kegiatan untuk Masyarakat

Perseroan selalu mengelola setiap dampak negatif yang mungkin terjadi dari keberadaan toko-toko yang dioperasikan. Sesuai dengan Peraturan Menteri Negara Lingkungan Hidup No. 05 Tahun 2012 Tentang Jenis Rencana Usaha dan/atau Kegiatan yang Wajib Memiliki Analisis Mengenai Dampak Lingkungan Hidup (Amdal), HERO Group selalu menyertakan Dokumen Amdal pada kegiatan pembangunan gedung untuk toko dengan luasan tertentu.

Pada tahun 2020, Perseroan menyelesaikan pembangunan dan menjalankan usaha di dua toko baru IKEA yakni di Kota Baru Parahyangan, Bandung, Jawa Barat dan Jakarta Garden City di Jakarta. Kedua toko baru IKEA telah dilengkapi dokumen Amdal.

Secara umum, kegiatan usaha yang dijalankan HERO Group selama tahun 2020 tidak menimbulkan dampak negatif signifikan terhadap masyarakat. Namun kebijakan penutupan sejumlah toko seiring pelaksanaan transformasi multi-tahun dan berkelanjutan, berdampak pada terjadinya pemutusan hubungan kerja (PHK) karyawan, termasuk mereka yang merupakan tenaga kerja lokal.

HERO Group memahami kekhawatiran banyak pihak terkait dampak yang kurang menguntungkan bagi pelaku usaha kecil dan menengah (UKM). Perseroan menyikapi hal tersebut dengan berupaya agar kehadiran toko-toko HERO Group dapat mendukung kemajuan UKM. Upaya yang telah dilakukan, antara lain menyediakan "UKM Corner" di unit bisnis Giant, sehingga pelaku UKM dapat menjual produk-produk mereka kepada pelanggan. Perseroan melakukan pendampingan terhadap UKM dan menggandeng mereka untuk menjadi mitra pemasok sesuai kualifikasi dan standar yang ditetapkan.



Activities for the Community

The Company manages any negative impact that may occur from the existence of its stores. In accordance with the Regulation of the State Minister for the Environment No. 05 of 2012 concerning Types of Business Plans and/or Activities Required to Have an Environmental Impact Analysis (EIA), HERO Group has always EIA documents in building construction activities for stores with a particular space area.

In 2020, the Company completed construction and operated two new IKEA stores in Kota Baru Parahyangan, Bandung, West Java and Jakarta Garden City in Jakarta. The two new IKEA stores have been equipped with EIA documents.

In general, the business activities carried out by HERO Group during 2020 did not have a significant negative impact on the community. However, the policy of closing a number of stores in line with the implementation of a multi-year and sustainable transformation, has an impact on employees due to layoffs, including on those who were local workers.

HERO Group acknowledged the concerns of many parties regarding the unfavorable impact for small and medium enterprises (SMEs). The Company responded to this by ensuring the presence of HERO Group stores can support the SMEs' development. Efforts that have been made, included providing an "UKM Corner" in the Giant business unit, for SMEs to sell their products to customers. The Company provided assistance to SMEs and partners with them to become suppliers according to the qualifications and standards.



Mekanisme Pengaduan Masyarakat

HERO Group menyediakan *call center* sebagai akses bagi masyarakat maupun pelanggan untuk menyampaikan keluhan/pengaduan. Perseroan juga melakukan pemantauan terhadap media cetak maupun *online* untuk mengetahui ada tidaknya pendapat, keluhan/pengaduan dari masyarakat maupun pelanggan, yang disampaikan melalui surat pembaca. Secara keseluruhan selama tahun 2020, HERO Group menerima 768 keluhan/pengaduan dari masyarakat maupun pelanggan, dan seluruhnya telah diselesaikan secara langsung dan paling lambat dua atau tiga hari setelah diterimanya pengaduan.

Community Grievance Mechanism

HERO Group provides a call center as access for the community and customers to file complaints/grievances. The Company also monitors print and online media to find out whether there are opinions, complaints/grievances from the community or customers, which are submitted through letters to readers. Overall during 2020, HERO Group received 768 complaints/grievances from the public and customers, and all of them have been resolved directly and no later than two or three days after receiving the complaint.

Jumlah dan Media Keluhan Dari Masyarakat dan/atau Pelanggan
Number and Media of Complaints from the Community and/or Customers

Media Penerimaan Keluhan Complaint Receiving Media	2020		2019		2018	
	Jumlah Total	Selesai Completed	Jumlah Total	Selesai Completed	Jumlah Total	Selesai Completed
Call Center	165	165	252	252	305	305
Website	20	20	-	-	-	-
Social Media	580	580	-	-	-	-
Media	3	3				
Jumlah Total	768	768	252	252	305	305
		100%		100%		100%

Pelaksanaan TJSL dan Dukungan Pada TPB

Sepanjang 2020, Perseroan melakukan kegiatan tanggung jawab sosial perusahaan yang diselaraskan dengan dukungan pada pencapaian Tujuan Pembangunan Berkelanjutan (TPB):

- Pemberdayaan UKM yang bertujuan untuk membuka akses pasar bagi para pelaku bisnis kecil serta meningkatkan daya saing mereka;
- Pendidikan;
- Aksi kemanusiaan;
- Pelestarian Lingkungan (RW Gaul).

Implementation of CSR and Support for SDGs

During 2020, the Company carried out corporate social responsibility activities that were aligned with support for the achievement of the Sustainable Development Goals (SDGs):

- Empowerment of SMEs which aims to open market access for small business actors and increase their competitiveness;
- Education;
- Humanitarian action;
- Environmental Preservation (RW Gaul).

Pelaksanaan TJSL dan Dukungan pada TPB Implementation of CSR and Support for SDGs

Kegiatan
Activities
UKM Corner

Unit Bisnis
Business Unit
Giant

Dukungan pada TPB
Support to SDGs



Uraian | Description

- Menyediakan *booth* bagi UKM untuk menjual berbagai macam produk yang dihasilkan.
- Providing booths for SMEs to sell a variety of their products.

Kegiatan
Activities
Teras Indonesia

Unit Bisnis
Business Unit
IKEA

Dukungan pada TPB
Support to SDGs



Uraian | Description

- Kerja sama dengan Yayasan Dharma Bhakti Astra (YDBA) untuk mempromosikan produk-produk lokal, melalui kegiatan pameran pada pekan pertama setiap bulan di toko IKEA dan pendampingan terkait perencanaan stan, serta penataan produk.
- Jumlah penerima manfaat 24 UKM.
- Cooperation with the Dharma Bhakti Astra Foundation (YDBA) to promote local products, through exhibitions on the first week of every month at IKEA stores and assistance for booth planning and product arrangement.
- Number of beneficiaries 24 SMEs

Kegiatan
Activities
HERO & FSC Goes To School

Unit Bisnis
Business Unit
Giant

Dukungan pada TPB
Support to SDGs



Uraian | Description

- Berkolaborasi dengan FSC Indonesia, program ini dilaksanakan di tujuh lokasi Giant dan melibatkan lebih dari 2.500 peserta yang terdiri dari siswa, guru, dan orang tua. Program pendidikan dan sosialisasi bagi masyarakat tentang pengemasan produk yang bertanggung jawab.
- Jumlah penerima manfaat 10 sekolah.
- In collaboration with FSC Indonesia, this program was carried out in seven Giant locations and involved more than 2,500 participants consisting of students, teachers, and parents. Education and dissemination programs for the community about responsible product packaging.
- Number of beneficiaries 10 schools.

Kegiatan
Activities
HERO Peduli

Unit Bisnis
Business Unit
Seluruh Unit Bisnis
All Business Units

Dukungan pada TPB
Support to SDGs



Uraian | Description

- Bantuan kemanusiaan untuk bencana alam. Sepanjang tahun 2019, Perseroan telah memberikan bantuan peralatan kepada masyarakat di Lombok & Banten, serta darurat kabut asap di Pekanbaru dan sekitarnya.
- Humanitarian assistance for natural disasters. During 2019, the Company has provided equipment assistance to communities in Lombok & Banten, as well as haze emergency in Pekanbaru and its surroundings.

Kegiatan
Activities
RW Gaul

Unit Bisnis
Business Unit
Giant

Dukungan pada TPB
Support to SDGs



Uraian | Description

- Kependekan dari Giant Aksi Untuk Lingkungan, yakni program kolaborasi dengan LabTanya untuk membawa antusiasme dalam menjadikan Kota Tangerang Selatan sebagai model kota masa depan tanpa masalah sampah.
- Penerima manfaat: Warga RW 02 Pondok Jaya
- The abbreviation for *Giant Aksi Untuk Lingkungan* (Giant Action for the Environment), which is a collaboration program with LabTanya to bring enthusiasm in making South Tangerang City a model city of the future without waste problems.
- Beneficiaries: Residents of RW 02 Pondok Jaya

Kegiatan
Activities
Donor Darah

Unit Bisnis
Business Unit
HERO Group

Dukungan pada TPB
Support to SDGs



Uraian | Description

HERO Group berkolaborasi dengan Palang Merah Indonesia dan pemerintah Kota Depok dalam menyelenggarakan kegiatan donor darah secara rutin.
HERO Group collaborates with the Indonesian Red Cross and the Depok City government in organizing regular blood donation activities.

Kegiatan
Activities
Giat Indonesia & FSC
Goes To School

Unit Bisnis
Business Unit
HERO Group

Dukungan pada TPB
Support to SDGs



Uraian | Description

Pendidikan menjadi salah satu prioritas program CSR HERO Group, melalui program GIAT dan FSC Goes To School, HERO Group memberikan bantuan perbaikan sekolah dan edukasi berbelanja kepada siswa sekolah dasar.
Education is one of the priorities of HERO Group's CSR program, through the GIAT and FSC Goes to School programs, HERO Group provides school rehabilitation assistance and shopping education to elementary school students.

Kegiatan
Activities
HERO for Nature

Unit Bisnis
Business Unit
HERO Group

Dukungan pada TPB
Support to SDGs



Uraian | Description

Sejalan dengan Tujuan Pembangunan Berkelanjutan 12, HERO Group juga berkomitmen dalam mengurangi sampah dan limbah makanan. Melalui program HERO for Nature, Perusahaan memastikan pola konsumsi dan produksi yang berkelanjutan. Tahun 2020, HERO Group menyerahkan donasi pangan layak konsumsi guna memenuhi kebutuhan pakan satwa di Taman Safari Indonesia, selama pandemi COVID-19.
In line with Sustainable Development Goal 12, HERO Group is also committed to reducing garbage and food waste. Through the HERO for Nature program, the Company ensures sustainable consumption and production patterns. In 2020, HERO Group donated food fit for consumption to meet the needs of animal feed at Taman Safari Indonesia, during the COVID-19 pandemic.



Pada tahun 2020, IKEA mendonasikan 17.500 masker wajah pakai ulang dan 250 matras kepada Satgas Penanganan COVID-19 Jawa Barat, yang merupakan bagian dari kampanye *Blue Bag Project*, sebuah wadah inisiatif sosial untuk memfasilitasi upaya kolaboratif antara IKEA dan pelanggan. Setiap keuntungan yang didapatkan dari penjualan IKEA FRAKTA *blue bag* pada periode 1 Mei sampai 31 Juli 2020, dikonversikan menjadi masker wajah pakai ulang dan matras. Donasi matras dipilih untuk melengkapi ruang isolasi di wilayah Jawa Barat.

In 2020, IKEA donated 17,500 reusable face masks and 250 mattresses to the West Java COVID-19 Handling Task Force, which was part of the Blue Bag Project campaign, a social initiative platform to facilitate collaborative efforts between IKEA and customers. Every profit from the sale of IKEA FRAKTA blue bags in the period of May 1 to July 31, 2020, was converted into reusable face masks and mattresses. The mattress donation was chosen to supply the isolation room in the West Java region.

Donasi Pelanggan

Perseroan menjalankan program sumbangan pelanggan di HERO Supermarket dan Giant setiap tahunnya. Total donasi pelanggan sepanjang tahun 2020, mencapai Rp49.929.193. Dana tersebut disalurkan melalui Program Giat Indonesia dan Senyum Indonesia, bekerja sama dengan yayasan Human Initiative. Program-program tersebut berfokus pada pengembangan pendidikan, masing-masing Giat Indonesia untuk sekolah dasar/setara dan Senyum Indonesia untuk pendidikan anak usia dini (taman kanak-kanak). Secara keseluruhan donasi pelanggan yang terkumpul telah disalurkan ke lebih dari 16 sekolah dasar dan taman kanak-kanak di seluruh Indonesia, dengan lebih dari 2.500 siswa penerima.

Sebagai bentuk dukungan pada pendidikan, HERO Group meluncurkan Program Rumah Belajar Online (RBO) di Cimanggis, Depok. Melalui program RBO ini, HERO Group memberikan fasilitas gawai dan akses internet untuk menunjang kegiatan belajar anak usia sekolah yang mengalami keterbatasan akses selama masa pandemi COVID-19. Selain di Depok, HERO Group juga akan menyediakan RBO di Tangerang Selatan dan beberapa lokasi lainnya. Selain ketersediaan fasilitas, RBO juga melakukan pendampingan belajar untuk para siswa di setiap sesi kegiatan pembelajaran jarak jauh (PJJ).

Customer Donation

The Company organizes a customer donation program at HERO Supermarket and Giant every year. Total customer donations in 2020, reached Rp49,929,193. The funds were channeled through the Giat Indonesia and Senyum Indonesia Programs, in collaboration with the Human Initiative foundation. These programs focus on the development of education, namely Giat Indonesia for elementary/equivalent schools and Senyum Indonesia for early childhood education (kindergarten). Overall customer donations collected have been distributed to more than 16 elementary schools and kindergartens across Indonesia, with more than 2,500 students as beneficiaries.

As a form of support for education, HERO Group launched the Rumah Belajar Online (RBO) or Online Learning House Program in Cimanggis, Depok. Through this RBO program, HERO Group provides gadgets and internet access to support learning activities for school-age children who have limited access during the COVID-19 pandemic. Aside from Depok, HERO Group will also provide RBO in South Tangerang and several other locations. In addition to the availability of facilities, RBO also provides learning assistance for students in each distance learning activity (PJJ) session.



Surat Pernyataan Anggota Dewan Komisaris tentang Tanggung Jawab atas Laporan Keberlanjutan 2020 PT Hero Supermarket Tbk

Statement Letter of the Board of Commissioners regarding Responsibility for the 2020 Sustainability Report of PT Hero Supermarket Tbk

Kami yang bertandatangan di bawah ini menyatakan bahwa semua informasi dalam laporan keberlanjutan PT Hero Supermarket Tbk tahun 2020 telah disampaikan secara lengkap dan bertanggung jawab penuh atas kebenaran isi laporan sesuai dengan POJK 51/POJK.03/2017.

Demikian pernyataan ini dibuat dengan sebenarnya.

We, the undersigned, hereby state that all information in the PT Hero Supermarket Tbk 2020 Sustainability Report has been disclosed completely and assume full responsibility for the accuracy of the content of the report in accordance with POJK 51/POJK.03/2017.

This statement is hereby made in all integrity.

Tangerang Selatan | South Tangerang
Juni | June 2021

Dewan Komisaris | Board of Commissioners



Ipung Kurnia

Presiden Komisaris
President Commissioner



Erry Riyana Hardjapamekas

Komisaris Independen
Independent Commissioner



Lindawati Gani

Komisaris Independen
Independent Commissioner



Natalia P. P. Soebagjo

Komisaris Independen
Independent Commissioner



Ian James Winward McLeod

Komisaris
Commissioner



Jan Martin Onni Lindstrom

Komisaris
Commissioner



Samuel Sanghyun Kim

Komisaris
Commissioner



Tom C. G. van der Lee

Komisaris
Commissioner



Christopher Bryan Bush

Komisaris
Commissioner

Surat Pernyataan Anggota Direksi tentang Tanggung Jawab atas Laporan Keberlanjutan 2020 PT Hero Supermarket Tbk

Statement Letter of the Board of Directors regarding Responsibility for the 2020 Sustainability Report of PT Hero Supermarket Tbk

Kami yang bertandatangan di bawah ini menyatakan bahwa semua informasi dalam laporan keberlanjutan PT Hero Supermarket Tbk tahun 2020 telah disampaikan secara lengkap dan bertanggung jawab penuh atas kebenaran isi laporan sesuai dengan POJK 51/POJK.03/2017.

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This statement is hereby made in all integrity.

Tangerang Selatan | South Tangerang
Juni | June 2021

Direksi | Board of Directors



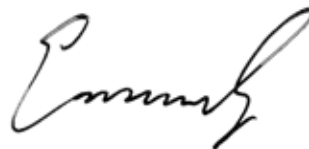
Ingemar Patrik Linvall

Presiden Direktur
President Director



Hadrianus Wahyu Trikusumo

Direktur
Director



Erwantho Siregar

Direktur
Director



Kalani Naresh Kumar

Direktur
Director



Dina Sandri Fani

Direktur
Director

Referensi POJK 51/OJK.03/2017 dan Indeks Standar GRI [102-55]

Reference of POJK 51/OJK.03/2017 and GRI Standards Index

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	6.b.2 Perbandingan target dan kinerja portofolio, target pembiayaan, atau investasi pada instrumen keuangan atau proyek yang sejalan dengan penerapan Keuangan Berkelanjutan Comparison between portfolio target and performance, funding or investment target on financial instruments or projects in line with the implementation of Sustainable Finance	-
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Umpan Balik

Feedback Form

Laporan Keberlanjutan 2020 PT Hero Supermarket Tbk telah memberikan gambaran kinerja keberlanjutan perusahaan. Kami mengharapkan masukan dari Bapak/Ibu/Saudara atas Laporan Keberlanjutan ini melalui e-mail atau formulir ini.

PT Hero Supermarket Tbk Sustainability Report 2020 provides an overview of our sustainability performance. We look forward to receiving any input from you regarding this Sustainability Report by sending an email, or completing this form.

Profil Anda | Your profile

Nama (bila berkenan) | Name (if you please) :
Institusi/Perusahaan | Institution/Company :
Surel | E-mail :
Telp/Hp | Phone/Mobile :

Golongan Pemangku Kepentingan | Stakeholder Group:

- | | | | |
|--|--|--|---|
| <input type="checkbox"/> Pemegang Saham dan Investor
Shareholders and Investors | <input type="checkbox"/> Karyawan
Employee | <input type="checkbox"/> Masyarakat
Community | <input type="checkbox"/> Pemerintah
Government |
| <input type="checkbox"/> Pelanggan
Customer | <input type="checkbox"/> Media Massa
Mass Media | <input type="checkbox"/> Lainnya, mohon sebutkan ...
Others, please state ... | |

Laporan ini mudah dimengerti | This report is easy to understand:

- Setuju | Agree Netral | Neutral Tidak Setuju | Disagree

Laporan ini sudah menggambarkan informasi positif dan negatif Perusahaan

The report has described positive and negative information of the Company

- Setuju | Agree Netral | Neutral Tidak Setuju | Disagree

Topik material apa yang paling penting bagi anda: (nilai 1= paling penting s/d 6 = paling tidak penting)

Material topic(s) which is(are) the most important to you: (score 1= most important, 6=least important)

- | | |
|---|--|
| <input type="checkbox"/> Kesehatan dan Keselamatan Kerja (K3)
Occupational Health and Safety | <input type="checkbox"/> Kinerja Ekonomi
Economic Performance |
| <input type="checkbox"/> Praktik Pengadaan
Procurement Practices | <input type="checkbox"/> Pemasaran dan Pelabelan
Marketing and Labeling |
| <input type="checkbox"/> Energi
Energy | <input type="checkbox"/> Limbah
Waste |

Mohon berikan saran/usul/komentar Anda atas laporan ini

Please advice/suggestion/comments on this report statements

.....
.....

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

Thank you for your feedback. Please send this feedback form to the contact listed in this this report or directly to:

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2020

Laporan Keberlanjutan
Sustainability Report



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