

Panduan Pengelolaan Komunikasi, Konsultasi dan Partisipasi Keselamatan, Kesehatan Kerja, Pengamanan dan Pengelolaan Lingkungan Serta Energi

Guidelines for Managing Communication, Consultation, and Participation in Occupational Safety, Health, Security, Environmental, and Energy Management

Pernyataan

Panduan Pengelolaan Komunikasi, Konsultasi dan Partisipasi Keselamatan, Kesehatan Kerja, Pengamanan dan Pengelolaan Lingkungan Serta Energi ini disusun oleh PT Perusahaan Gas Negara Tbk. sesuai dengan proses bisnis perusahaan dan mengacu pada regulasi serta standar yang relevan terkait pelaksanaan proses komunikasi, pengelolaan lingkungan, dan energi yang sistematis, transparan, dan melibatkan seluruh pemangku kepentingan baik internal maupun eksternal.

Statement

The Guidelines for Managing Communication, Consultation, and Participation in Occupational Safety, Health, Security, Environmental, and Energy Management were prepared by PT Perusahaan Gas Negara Tbk. in accordance with the company's business processes and refer to relevant regulations and standards related to the implementation of systematic, transparent communication, environmental, and energy management processes that involve all internal and external stakeholders.

Pendahuluan

PT Perusahaan Gas Negara Tbk, yang selanjutnya disebut sebagai "PGN", telah menyatakan komitmennya untuk mewujudkan proses bisnis berkelanjutan yang bertanggung jawab kepada lingkungan dan masyarakat. Guna melaksanakan visi tersebut, PGN menyusun Panduan Pengelolaan Komunikasi, Konsultasi dan Partisipasi Keselamatan, Kesehatan Kerja, Pengamanan dan Pengelolaan Lingkungan Serta Energi. Dokumen ini berfungsi sebagai acuan operasional yang sistematis bagi seluruh Satuan Kerja di lingkungan PT Perusahaan Gas Negara Tbk. dalam mengelola komunikasi, konsultasi, dan partisipasi terkait aspek K3P2L-E. Dengan adanya dokumen ini dipastikan bahwa informasi yang relevan disampaikan, diterima, dan ditindaklanjuti secara efektif, efisien, dan terdokumentasi, baik dalam konteks internal maupun eksternal perusahaan.

Introduction

PT Perusahaan Gas Negara Tbk, hereinafter referred to as "PGN", has declared its commitment to realizing a sustainable business process that is responsible to both the environment and society. To implement this vision, PGN has developed the Guidelines for Managing Communication, Consultation, and Participation in Occupational Safety, Health, Security, Environmental, and Energy Management. This document serves as a systematic operational reference for all Work Units within PGN in managing communication, consultation, and participation related to K3P2L-E aspects (Occupational Safety, Health, Security, Environmental, and Energy). The existence of this document ensures that relevant information is conveyed, received, and followed up effectively, efficiently, and in a well-documented manner—both internally and externally within the company.

Definisi

- **Informasi K3P2L-E**
Informasi atau masalah yang berkaitan dengan aspek Keselamatan, Kesehatan Kerja, Pengamanan dan Pengelolaan Lingkungan serta Energi yang berisikan kegiatan operasional sehari-hari, pertanyaan, pendapat atau laporan dari Pekerja/Pemerintah/Regulator/Kontraktor/Mitra kerja/Tamu/Masyarakat sekitar, serta hal-hal yang berhubungan dengan aspek/potensi bahaya dan dampak penting/risiko dalam pengelolaan usaha Perusahaan.
- **Konsultasi**
Proses komunikasi dua arah dilakukan untuk menghimpun pandangan dan saran dari pihak internal maupun eksternal perusahaan sebelum menetapkan keputusan peningkatan kinerja K3P2L-E.
- **Komunikasi Internal**
Segala pertukaran informasi yang terjadi antara pihak-pihak dalam Perusahaan seperti pekerja, tamu, rekanan/mitra kerja, kontraktor yang bekerja di bawah supervisi Perusahaan.
- **Komunikasi Eksternal**
Segala pertukaran informasi atau saran atau rekomendasi yang terjadi antara Perusahaan dengan pihak-pihak di luar lingkup perusahaan yang berkepentingan.
- **Partisipasi**
Keikutsertaan atau peran serta pekerja dalam kegiatan yang melibatkan baik pihak internal maupun pihak eksternal dalam pembuatan keputusan.

Definitions

- **K3P2L-E Information**
Information or issues related to aspects of Occupational Health and Safety, Security, Environmental and Energy Management, which include daily operational activities, questions, opinions, or reports from Employees/Government/Regulators/Contractors/Business Partners/Guests/Surrounding Communities, as well as matters related to aspects/potential hazards and significant impacts/risks in the Company's business management.
- **Consultation**
A two-way communication process carried out to gather views and suggestions from both internal and external parties of the company before determining decisions for improving K3P2L-E performance.
- **Internal Communication**
All exchanges of information that occur between parties within the Company such as employees, guests, partners/business partners, contractors working under the supervision of the Company.
- **External Communication**
All exchanges of information, suggestions, or recommendations that occur between the Company and external parties outside the company's scope who have an interest.
- **Participation**
The involvement or participation of employees in activities that engage both internal and external parties in the decision-making process.

Panduan Komunikasi

Dokumen ini mengatur bahwa setiap pekerja dan unit kerja di PGN dapat menyampaikan informasi terkait K3P2L-E sesuai kewenangan masing-masing secara efektif dan efisien, baik secara lisan maupun tertulis, menggunakan media komunikasi yang tersedia. Informasi yang dikelola mencakup kebijakan, identifikasi bahaya, prosedur pengendalian, sasaran, tanggung jawab, wewenang, yang diklasifikasikan dalam dua jenis komunikasi yaitu internal dan eksternal.

1. Komunikasi Internal

- a. Setiap Direktorat atau Unit Kerja wajib merekam dan memelihara informasi dari komunikasi internal yang telah dilakukan.
- b. Saran atau permasalahan terkait K3P2L-E dapat disampaikan langsung kepada Group HSSE.
- c. Semua komunikasi K3P2L-E harus didokumentasikan dalam bentuk nota dinas, survei, atau risalah rapat.

2. Komunikasi Eksternal

- a. Informasi dari pihak eksternal seperti saran, keluhan, atau pertanyaan wajib disampaikan oleh pihak internal kepada atasan langsung atau Group HSSE.
- b. Group HSSE dan unit kerja terkait menindaklanjuti informasi tersebut sesuai kewenangan dan tanggung jawab masing-masing.
- c. Informasi berupa regulasi atau persyaratan baru didokumentasikan oleh Group HSSE dalam website Holistic modul regulasi.

Communication Guidelines

This document stipulates that every employee and work unit in PGN may deliver information related to K3P2L-E in accordance with their respective authority effectively and efficiently, either verbally or in writing, using the available communication media. The information managed includes policies, hazard identification, control procedures, objectives, responsibilities, and authorities, which are classified into two types of communication: internal and external.

1. Internal Communication

- a. Each Directorate or Work Unit is required to record and maintain information from internal communications that have been carried out.
- b. Suggestions or issues related to K3P2L-E may be submitted directly to the HSSE Group.
- c. All K3P2L-E communications must be documented in the form of official memos, surveys, or meeting minutes.

2. External Communication

- a. Information from external parties such as suggestions, complaints, or questions must be submitted by internal parties to their direct superior or the HSSE Group.
- b. The HSSE Group and relevant work units follow up on the information in accordance with their respective authority and responsibility.
- c. Information in the form of new regulations or requirements is documented by the HSSE Group in the Holistic regulation module website.
- d. Documentation of external

- d. Dokumentasi komunikasi eksternal dilakukan dalam bentuk risalah rapat, laporan survei, laporan audit, surat, dan media lainnya.
- e. Penanganan keluhan masyarakat
 - i. Keluhan disampaikan ke atasan dan Group HSSE, lalu dilaporkan di aplikasi Holistic.
 - ii. Jika bisa langsung ditindaklanjuti, unit kerja menanganinya sesuai kewenangan; jika perlu data tambahan, dilakukan koordinasi dan verifikasi lapangan.
 - iii. Unit kerja bersama Corporate Communication melakukan komunikasi kepada masyarakat untuk klarifikasi dan penyelesaian.
 - iv. Jika keluhan terbukti disebabkan oleh perusahaan, dilakukan perbaikan dan/atau ganti rugi.
 - v. Pimpinan unit kerja memastikan penyelesaian dan melaporkan hasilnya di Holistic.
 - vi. Group HSSE memantau tindak lanjut dan mengirim notifikasi jika belum ada laporan.

communication is carried out in the form of meeting minutes, survey reports, audit reports, letters, and other media.

- e. Handling of Public Complaints
 - i. Complaints are submitted to the superior and the HSSE Group, then reported in the Holistic application.
 - ii. If they can be immediately followed up, the work unit handles them in accordance with its authority; if additional data is required, coordination and field verification are conducted.
 - iii. The work unit together with Corporate Communication conducts communication with the community for clarification and resolution.
 - iv. If the complaint is proven to be caused by the company, corrective measures and/or compensation are provided.
 - v. The head of the work unit ensures completion and reports the results in Holistic.
 - vi. The HSSE Group monitors the follow-up and sends a notification if no report has been submitted.

Panduan Partisipasi

Bentuk partisipasi dapat dilaksanakan mengikuti panduan sebagai berikut:

Participation Guidelines

Forms of participation may be carried out following the guidelines below:

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| <ol style="list-style-type: none"> 1. Setiap Satuan/Unit Kerja wajib mendorong partisipasi aktif seluruh pekerja, kontraktor, dan mitra kerja agar tercipta komunikasi dua arah melalui kegiatan konsultasi dan komunikasi. 2. Kepala Satuan/Unit Kerja bertanggung jawab memonitor penerapan partisipasi di lingkup masing-masing. 3. Proses partisipasi dapat dilakukan bersamaan maupun terpisah dengan komunikasi internal maupun eksternal 4. Topik Partisipasi Pekerja (non-manajerial): <ol style="list-style-type: none"> a. Mekanisme komunikasi, konsultasi, dan partisipasi. b. Identifikasi bahaya serta asesmen risiko dan peluang. c. Tindakan eliminasi bahaya dan pengendalian risiko. d. Persyaratan kompetensi, kebutuhan, pelaksanaan, dan evaluasi training. e. Materi komunikasi dan metode penyampaiannya. f. Penentuan ukuran pengendalian dan efektivitasnya. g. Investigasi insiden/ketidaksesuaian serta tindakan perbaikan. 5. Bentuk Partisipasi Internal: <ol style="list-style-type: none"> a. Observasi dan Risk Containment Audit (RCA). b. Pelaporan insiden K3P2L-E (kecelakaan kerja, gangguan keamanan, tumpahan limbah, kebocoran, kebakaran, penyakit akibat kerja, gangguan kesehatan, dll.). c. Safety Briefing, HSSE Contact, dan sejenisnya. | <ol style="list-style-type: none"> 1. Each Division/Work Unit is required to encourage active participation from all employees, contractors, and business partners to create two-way communication through consultation and communication activities. 2. The Head of Division/Work Unit is responsible for monitoring the implementation of participation within their respective scope. 3. The participation process may be conducted simultaneously or separately with internal and external communication. 4. Worker Participation Topics (non-managerial): <ol style="list-style-type: none"> a. Mechanisms for communication, consultation, and participation. b. Hazard identification as well as risk and opportunity assessments. c. Hazard elimination actions and risk controls. d. Competency requirements, needs, implementation, and evaluation of training. e. Communication materials and methods of delivery. f. Determination of control measures and their effectiveness. g. Investigation of incidents/nonconformities and corrective actions. 5. Forms of Internal Participation: <ol style="list-style-type: none"> a. Observation and Risk Containment Audit (RCA). b. Reporting of K3P2L-E incidents (occupational accidents, security disturbances, waste spills, leaks, fires, occupational diseases, health disorders, etc.). c. Safety Briefings, HSSE Contacts, and the like. d. Preparation of Hazard |
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| <ul style="list-style-type: none"> d. Penyusunan Identifikasi Bahaya dan Penilaian Risiko (IBAPR), Identifikasi Aspek dan Dampak Lingkungan (IADL), <i>Job Safety Analysis</i> (JSA), kebijakan, dan target K3P2L-E. e. Management Visit. f. Rapat Central Safety Committee (CSC)/HSSE Meeting. g. Rapat keselamatan bulanan, toolbox/pre-job meeting. h. Penerapan prosedur K3P2L-E. i. Dukungan program evaluasi (audit internal/eksternal, inspeksi, audit <i>Sustainability Pertamina Expectations for HSSE Management Excellence</i> (SUPREME), survey budaya, dll.), termasuk tindak lanjut hasil audit/inspeksi. j. Kepatuhan pada peraturan perundangan dan persyaratan kerja. k. Dukungan program lain seperti edukasi kesehatan, hemat energi, hemat kertas dan air. <p>6. Bentuk Partisipasi Eksternal:</p> <ul style="list-style-type: none"> a. Pelaporan kendala terkait produk gas ke <i>Call Center</i> 135. b. Patroli keamanan bersama instansi terkait. c. <i>Focus Group Discussion</i> dengan Kepolisian. d. Penyampaian informasi intelijen dari Kepolisian. e. Survei budaya dan implementasi K3P2L-E lainnya. | <ul style="list-style-type: none"> Identification and Risk Assessment (HIRA), Environmental Aspect and Impact (EAI), <i>Job Safety Analysis</i> (JSA), K3P2L-E policies, and targets. e. Management Visits. f. Central Safety Committee (CSC) Meetings/HSSE Meetings. g. Monthly safety meetings, toolbox/pre-job meetings. h. Implementation of K3P2L-E procedures. i. Support for evaluation programs (internal/external audits, inspections, <i>Sustainability Pertamina Expectations for HSSE Management Excellence</i> (SUPREME) audits, cultural surveys, etc.), including follow-up on audit/inspection results. j. Compliance with laws and regulations as well as work requirements. k. Support for other programs such as health education, energy saving, paper saving, and water saving. <p>l.</p> <p>6. Forms of External Participation:</p> <ul style="list-style-type: none"> a. Reporting issues related to gas products to <i>Call Center</i> 135. b. Joint security patrols with relevant agencies. c. Focus Group Discussions with the Police. d. Submission of intelligence information from the Police. e. Cultural surveys and other K3P2L-E implementations. |
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Kesimpulan

Panduan Pengelolaan Komunikasi, Konsultasi dan Partisipasi Keselamatan, Kesehatan Kerja, Pengamanan dan Pengelolaan Lingkungan Serta Energi yang disusun merupakan wujud komitmen PGN dalam memperkuat tata kelola keselamatan, kesehatan kerja, pengamanan, lingkungan, dan energi melalui komunikasi yang transparan, konsultasi partisipatif, serta keterlibatan aktif pekerja, kontraktor, mitra kerja, dan pemangku kepentingan eksternal. Penerapannya mendukung aspek ESG perusahaan dengan memastikan pengendalian risiko dan efisiensi energi, membangun budaya keselamatan dan kesehatan kerja serta kolaborasi dengan masyarakat, serta memperkuat akuntabilitas dan kepatuhan melalui sistem dokumentasi, audit, dan tindak lanjut yang transparan.

Referensi

Referensi yang digunakan dalam penyusunan pedoman ini antara lain:

1. Undang-Undang Nomor 22 Tahun 2001 tentang Minyak dan Gas Bumi.
2. Undang-Undang Nomor 1 Tahun 1970 tentang Keselamatan Kerja.
3. Undang-Undang Nomor 23 Tahun 1992 tentang Kesehatan.
4. Undang-Undang Nomor 32 Tahun 2009 tentang Pengelolaan Lingkungan Hidup.
5. Peraturan Pemerintah Republik Indonesia Nomor 50 Tahun 2012 tentang Penerapan Sistem Manajemen Keselamatan dan Kesehatan Kerja.

Conclusion

The Guidelines for the Management of Communication, Consultation, and Participation in Occupational Health and Safety, Security, Environmental and Energy Management were prepared as a manifestation of PGN's commitment to strengthening governance in occupational health and safety, security, environment, and energy through transparent communication, participatory consultation, and active involvement of employees, contractors, business partners, and external stakeholders. Its implementation supports the company's ESG aspects by ensuring risk control and energy efficiency, fostering a culture of occupational health and safety as well as collaboration with communities, and strengthening accountability and compliance through transparent systems of documentation, audits, and follow-up actions.

References

The references used in the preparation of these guidelines include:

1. Law of the Republic of Indonesia Number 22 of 2001 concerning Oil and Gas.
2. Law of the Republic of Indonesia Number 1 of 1970 concerning Occupational Safety.
3. Law of the Republic of Indonesia Number 23 of 1992 concerning Health.
4. Law of the Republic of Indonesia Number 32 of 2009 concerning Environmental Management.
5. Government Regulation of the Republic of Indonesia Number 50 of 2012 concerning the Implementation

6. Peraturan Pemerintah Republik Indonesia Nomor 22 Tahun 2021 tentang Penyelenggaraan dan Pengelolaan Lingkungan Hidup.
 7. Keputusan Presiden Nomor 63 Tahun 2004 tentang Pengamanan Obyek Vital Nasional.
 8. Peraturan Kepolisian Negara Republik Indonesia Nomor 7 Tahun 2019 tentang Perubahan Kedua Atas Peraturan Kapolri Nomor 13 Tahun 2017 mengenai Bantuan Pengamanan pada Obyek Vital Nasional dan Obyek Tertentu.
 9. Peraturan Kepala Badan Pemelihara Keamanan Polri Nomor 1 Tahun 2019 tentang Prosedur Pemberian Jasa Pengamanan pada Obyek Vital Nasional dan Obyek Tertentu.
 10. Pertamina Standard No. ID: PS-Sy-0001-15-2019 tentang SUPREME (Sustainability Pertamina Expectations for HSSE Management Excellence).
 11. Pedoman Process Safety & Asset Integrity Management Systems (PSAIMS) Nomor A4.5-01/S00000/2023-S9.
 12. ISO 45001 tentang Sistem Manajemen Keselamatan dan Kesehatan Kerja.
 13. ISO 14001 tentang Sistem Manajemen Lingkungan.
 14. Pedoman Sistem Manajemen Mutu Keselamatan dan Kesehatan Kerja, Pengamanan serta Anti Penyuapan No. P-002/15.03.
- of the Occupational Safety and Health Management System.
 6. Government Regulation of the Republic of Indonesia Number 22 of 2021 concerning the Administration and Management of the Environment.
 7. Presidential Decree Number 63 of 2004 concerning the Security of National Vital Objects.
 8. Regulation of the Indonesian National Police Number 7 of 2019 concerning the Second Amendment to Regulation of the Chief of Police Number 13 of 2017 regarding Security Assistance for National Vital Objects and Certain Objects.
 9. Regulation of the Head of the Security Maintenance Agency of the Indonesian National Police Number 1 of 2019 concerning Procedures for Providing Security Services for National Vital Objects and Certain Objects.
 10. Pertamina Standard No. ID: PS-Sy-0001-15-2019 concerning SUPREME (Sustainability Pertamina Expectations for HSSE Management Excellence).
 11. Guidelines for Process Safety & Asset Integrity Management Systems (PSAIMS) Number A4.5-01/S00000/2023-S9.
 12. ISO 45001 concerning Occupational Health and Safety Management Systems.
 13. ISO 14001 concerning Environmental Management Systems.
 14. Guidelines for the Quality, Occupational Health and Safety, Security, and Anti-Bribery Management System No. P-002/15.03.