

CODE OF CONDUCT



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Name :

Department :



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INTRODUCTION

A. Background and Purposes

- 1 **Trisula Code of Conduct** is designed to be a reference to the personal behavior of the Board of Directors, Staff and Trisula employees in work and managing company.
- 2 Identifying values and standard ethics which is according to the company's Philosophy, vision and mission.
- 3 **Code of Conduct** is meant to enhance Trisula's core values while also functioning as guidance to all Trisula employees in making decisions that reflect Trisula's core values (Quality, Care and Commitment).
- 4 **Code of Conduct** provides guidance to every Trisula's individuals on how to MANAGE business and work with God, shareholders, employees, customers, suppliers and other business partners while also interacting with surroundings and one to another.

B. Trisula Core Values

Philosophy

To create a better life for all

Spirit

Quality, Care and Commitment

Vision

To be a valuable company

Mission

Profitable growth through customer satisfaction and strong leadership

Tagline

Keep the promise

QUALITY

Best and competitive quality is the ultimate choice, including:

- Competitive quality, which covers attitude, intelligence, moral, spirit, skills, creativity, communication and ability to build relationship compared with other companies in the same industry.
- Best Team-work qualities, which includes interpersonal, inter-departmental, inter-business units, and also with customers and suppliers.
- Best Product quality, starts from the quality of raw material, compliance towards standard working process and achieving the best end quality results compared to other companies in the same industry
- Best Service quality, starts from being responsive, understanding the problems and providing solutions to customer satisfaction.

CARE

Care is a form of caring for others and working environment.

- Care about work results.
- Care towards customers (internally, as well as externally).
- Care towards peers, superiors and subordinates and others.
- Care towards all companies assets and other tools and equipments.
- Care about work methods, cleanliness, tidiness, and the safety of the work environment/workplace.
- Care about accurate and timely information/data..

COMMITMENT

Commitment is a promised that must be kept and actualized.

- Highly committed to being on time.
- Highly committed to achieving better results
- Highly committed to work plans and standards
- Highly committed to complying with laws and regulations

TRISULA BUSINESS ETHICS

A. Trisula and God

Trisula is aware that the existence of Trisula people is created by God and everything is a temporary stake that we must be responsible for according to God's will.

B. Trisula and Employees

- 1 Trisula gives all employees the opportunity to work and show their achievements.
- 2 Trisula values employees' achievements in accordance with their performance.
- 3 Trisula prioritizes “The Right Motivated Person, Happy in the Right Place, Producing the Right KPI”
- 4 Trisula is committed to providing a safe and healthy working environment, along with conducive and productive communication.
- 5 Trisula values every individual needs, privacy and rights.

C. Trisula and Government

- 1 Trisula abides by government rules and regulations.
- 2 Trisula supports government programs by paying taxes in accordance with government regulations.

D. Trisula and Community

- 1 Trisula is a company that is responsible to the community where it operates.
- 2 Trisula complies with all national laws and local regulations and actively participates in improving the relationships and welfare of the entire community by protecting natural resources and engaging in community service activities.

E. Trisula and Customers

- 1 Trisula provides optimal Quality, Value and Services to consumers in an honest deal.
- 2 Trisula consistently strives to keep its promises and commitments.
- 3 Trisula conducts business with customers in accordance with appropriate laws and ethics.
- 4 Trisula prioritizes parties that support Trisula's interests and the values of QCC that it upholds.

F. Trisula and Suppliers/Partners

- 1 Trisula conducts business fairly and reliably.
- 2 Trisula establish long term partnerships.
- 3 Trisula prioritizes parties that support Trisula's interests and the QCC values that it upholds.

G. Trisula and Shareholder

- 1 Trisula works to provide optimal returns on investment to its shareholders.
- 2 Trisula protects investment values through the prudent management of company resources while adhering to the highest standards of legal and ethical behavior in all business conduct.
- 3 Trisula provides opportunities for employees to invest as shareholders.

H. Trisula and Competitor

- 1 Trisula competes in a healthy, enthusiastic, independent, and fair manner, with its business base in the value of competitive offerings.
- 2 Trisula opens business opportunities with competitors to enhance efficiency and synergy.

CODE OF ETHIC

Trisula's Code of Ethic can be translated into 3 core values, such as:

QUALITY, CARE and COMMITMENT (QCC)

Quality

Every individual in Trisula has the quality of Faith, Leadership, Humility, Responsibility, Honesty, Integrity and Good Behaviour

1 Faith and Devotion

Trisula employees are individuals of faith, devoted to God Almighty, with their lives reflecting acceptance and gratitude. This gratitude is demonstrated through a continual appreciation for life.

The action of Trisula's individuals must align with norms and rules that follow the guidance and beliefs in God Almighty

Through the power of prayer and belief in God's grace, individuals of Trisula are empowered to provide the best for themselves and the company.

2 Leadership

- Provide good role model in attitude and work result.
- Always ready to assists anyone.
- Courageous in offering correction and speaking the truth with compassion.
- Actively handling mistakes.
- Proactively preventing problems.
- Taking the initiative to foster coordination and harmonious collaboration.
- Exhibiting a spirit of autonomy, with a strong drive for self-direction and initiative
- Continuously motivate others

3 Humility

- Enjoy seeking advise.
- Willing to listen to criticism and feedback.
- Have the courage to admit mistakes and apologize publicly.
- Always willing to learn.
- Willing to change for the sake of progress.
- Sincerely appreciating the achievements of coworkers.

4 Responsibility

- Always open and responsible for the work results.
- Courageous in admitting mistakes and taking responsibility to actively seek solutions, both individually and as a team.
- Creating a work environment that is orderly, safe, comfortable, and environmentally friendly.

5 Honest and Loyal

- Company's Assets
 - Not using company assets or facilities for purposes outside of the company's interests.
 - Take responsibility to safeguarding company assets from damage and loss.
 - Implementing energy savings and other facility efficiencies.

6 Information, Administrations and Reporting

- Always transparent and addressing issues openly.
- Delivering reports in a timely, accurate, concise, and clear manner.
- Recording data and preparing reports based on accurate and verifiable sources.

7 Confidentiality of information, Data and Company's Assets

- Avoiding the dissemination of data and information to unauthorized parties both during employment and after termination
- Submitting all data related to the company upon termination of employment.

8 Integrity

- **To avoid conflict of interest and abuse of authority**
 - Every Trisula individual is obligated to prioritize the interests of the company and avoid any form of conflict of interest with the company.
 - Trisula individuals are not permitted to conduct business within the company.
 - Trisula individuals are prohibited from engaging in business outside the company that relates to the company's line of business without written permission from the Board of Directors or Commissioners.
- **Giving and Accepting Gifts and Entertainments**

Trisula individuals are not permitted to give or receive gifts. If gifts or entertainment in the context of work cannot be avoided, it must be ensured that the gifts/entertainment are:

- Have been adequately informed and approved by the relevant directors or commissioners.
 - Are not considered bribery intended to facilitate any business transactions or to create inappropriate conduct.
 - Will not damage the company's reputation if disclosed to the public.
- **Political Activity**
 - Not engaging in political activities or affiliating with any political parties, nor contributing to any political activities.
 - Refraining from bringing politics into company activities.

8 Well Behaved – Politeness, Order and Immoral

- Consistently maintaining appropriate behavior and decorum both inside and outside of duties.
- Upholding the good name of Trisula and its family members.
- Refraining from intoxication, addiction, or the use of narcotics and dangerous substances, as well as the trade of alcoholic beverages, narcotics, and similar items in the workplace or outside the company.
- Not engaging in immoral conduct or sexual harassment.

- Always loyal to marriage and family commitments.
- Not engaging in marriages that are inconsistent with religious teachings and the laws of Indonesia.
- "Refraining from any form of coercion, intimidation, humiliation, offensive language, harassment, or provocation."
- "Respecting and honoring the personal aspects of fellow individuals, including religion, religious/national holidays, status, ethnicity/race, culture, and customs."
- "Avoiding illegal activities such as gambling, theft, embezzlement of company assets, fraud against superiors, subordinates, coworkers, or others, and the illegal trade of company property or facilities."

Care

Empathy towards oneself, surroundings and workplace which reflect an attention to preserve and maintain the quality of work that perceived corporate members, interested parties involved with sensitivity to any issues faced by the company and find the right solution so that the employees and the company can grow and develop together.

Care can be reflected in the following behavior:

- Willing to listen carefully and understand the feelings of others.
- Ready to assist coworkers wholeheartedly.
- Polite, courteous, patient, and respectful of others' interests.
- Pay attention to and take responsibility for both personal and team work results.
- Alert and proactive in seeking solutions to emerging problems.
- Willing to provide constructive feedback and expect positive changes.
- Vigilant and observant of signs and issues in the workplace, and not tolerating any deviations.

- Consistently fostering a spirit of teamwork to achieve success.
- Ready to assist during difficult situations or emergencies caused by crises, security threats, accidents, or natural disasters.

Commitment

A committed Trisula individual is a hardworking, diligent, and reliable professional.

High commitment is reflected in proactive behavior, a positive work attitude, dedication, and contribution to the company.

Having a positive work attitude means:

- Working hard, being honest, and disciplined, adhering to the organization and applicable regulations.
- Keeping promises, being accountable, proactive, diligent, and persistent.
- Showing mutual respect, being open, and continuously learning to enhance work competencies.
- Assisting, motivating, and collaborating to complete tasks.
- Valuing others' ideas and input for the company's progress.
- Making a strong, positive effort toward the company's growth and advancement.
- Willing to go the extra mile for even better achievements.

Customer Satisfaction

Trisula individuals are customer satisfaction-oriented, able to deliver the best service and provide added value to both customers and the growth of Trisula.

Trisula individuals are capable of satisfying both external and internal customers. External customers include buyers, suppliers, and other parties involved in Trisula's business operations, while internal customers include subordinates, coworkers, supervisors, other departments, and other parties within the operational scope of the Company and the Trisula Group.

In order to achieving Customer Satisfaction, Trisula individuals must understand and apply the following principles:

- **Speed** is fast response towards to any good or bad event. Immediate attention and attendance to any kind of problems will provide satisfactory customers feeling.
- **Accuracy** refers to precise communication of data to customers, ensuring the ability to provide correct responses and feedback.
- **Relationship** means the ability to foster strong and continuous communication with customers, thereby maintaining their trust and satisfaction

Customer oriented attitudes include:

- Ability to learn and understand the business and customer needs.
- Providing the best possible service to fellow employees, customers, and business partners.
- Prioritizing customer satisfaction and considering the interests of all stakeholders.
- Seeking feedback to improve product and service quality.
- Establishing practical procedures and workflows that facilitate ease for others.
- Embracing challenges and future changes with enthusiasm to enhance the company's competitiveness.

IMPLEMENTATION OF THE CODE OF CONDUCT

All Trisula individuals are responsible for implementing this Code of Conduct into real actions in their daily work practices

A. Monitoring the Implementation of the Code of Conduct

- 1 The Board of Commissioners oversees compliance with the Code of Conduct within the Company
- 2 The Board of Directors and designated officials responsible for the Code of Conduct are accountable for its implementation and application within the Company.
- 3 Managers and Assistant Managers are responsible for the enforcement of the Code of Conduct in their respective work environments.

B. Reporting Violations of the Code of Conduct

- 1 Every individual is obligated to report any violations of the Code of Conduct committed by others, providing sufficient evidence to the appropriate authorities. Reports from external parties will be accepted as long as they are supported by evidence and a clear identity of the reporter.

- 2 The appropriate department is required to document each report of Code of Conduct violations and submit it to the Board of Directors, supported by sufficient and verifiable evidence.
- 3 The appropriate department must also provide protection to the reporter

C. Sanctions for Violations of the Code of Conduct

- 1 Sanctions for violations of the Code of Conduct committed by employees are issued by the Board of Directors or authorized officials in accordance with applicable regulations.
- 2 Written warnings may be issued progressively, and termination of employment is within the authority of the Board of Directors, taking into consideration the severity of the violation.

“Better Than You Think”

Renungkan hatimu
Gapailah tujuan
Buka matamu
Raihlah visinya

Berjuta tantangan
Membentang di dunia
Padukan tekad
Membangun Karya

Reff.

Semangat Trisula
Quality, Care, and Commitment

Bersatu jiwa kita
Ingatlah....
We're all better than you think
Bersatu jiwa kita
Ingatlah...

We're all better than you think
We're all better than you think

“Better Than You Think”

Seek in to your heart
Then you'll know what you want
Looking through your eyes
Get the vision in mind

Do you realize
The world is our playground
It's a matter of trust
Working side by side

Reff.

Trisula spirit is
Quality, Care, and Commitment

One Spirit, for all of us
Remember...
We're all better than you think
One Spirit, for all of us
Remember...

We're all better than you think
We're all better than you think