

Asean Corporate Governance Scorecard (ACGS) – self assesment
PT BFI Finance Indonesia Tbk

Part	Questions	Notes	Annual Report
C	<i>Role of Stakeholders</i>		
C.1	<i>Does the company disclose a policy that:</i>		
C.1	<i>The rights of stakeholders that are established by law or through mutual agreements are to be respected.</i>		
C.1.1	<i>Stipulates the existence and scope of the company's efforts to address customers' health and safety?</i>		
C.1.2	<i>Explains supplier/contractor selection practice?</i>		Page 322
C.1.3	<i>Describes the company's efforts to ensure that its value chain is environmentally friendly or is consistent with promoting sustainable development?</i>		Page 333; Page 338-339
C.1.4	<i>Elaborates the company's efforts to interact with the communities in which they operate?</i>		Page 330-331
C.1.5	<i>Directs the company's anti-corruption programmes and procedures?</i>		Page 321
C.1.6	<i>Describes how creditors' rights are safeguarded?</i>		
C.1.6	<i>Does the company disclose the activities that it has undertaken to implement the above-mentioned policies?</i>		
C.1.7	<i>Customer health and safety</i>		
C.1.8	<i>Supplier/Contractor selection and criteria</i>		Page 322
C.1.9	<i>Environmentally-friendly value chain</i>		Page 333; Page 338-339
C.1.10	<i>Interaction with the communities</i>		Page 330-331
C.1.11	<i>Anti-corruption programmes and procedures</i>		Page 321-326
C.1.12	<i>Creditors' rights</i>		

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C.1.13	<i>Does the company have a separate corporate social responsibility (CSR) report/section or sustainability report/section?</i>	Integrated Annual Report 2018 Embracing A New Normal	Page 3; Page 330-339
C.2	<i>Where stakeholder interests are protected by law, stakeholders should have the opportunity to obtain effective redress for violation of their rights.</i>		
C.2.1	<i>Does the company provide contact details via the company's website or Annual Report which stakeholders (e.g. customers, suppliers, general public etc.) can use to voice their concerns and/or complaints for possible violation of their rights?</i>	Whistleblowing System	Page 325
C.3	<i>Performance-enhancing mechanisms for employee participation should be permitted to develop.</i>		
C.3.1	<i>Does the company explicitly disclose the health, safety and welfare policy for its employees?</i>		Page 117-118
C.3.2	<i>Does the company publish data relating to health, safety and welfare of its employees?</i>		Page 118
C.3.3	<i>Does the company have training and development programmes for its employees?</i>		Page 110
C.3.4	<i>Does the company publish data on training and development programmes for its employees?</i>		Page 110

Part	Questions	Notes	Annual Report
C.3.5	<i>Does the company have a reward/compensation policy that accounts for the performance of the company beyond short-term financial measures?</i>		Page 335-336; Page 393
C.4	<i>Stakeholders including individual employee and their representative bodies, should be able to freely communicate their concerns about illegal or unethical practices to the board and their rights should not be compromised for doing this.</i>		
C.4.1	<i>Does the company have procedures for complaints by employees concerning illegal (including corruption) and unethical behaviour?</i>	Whistleblowing System	Page 317-321; Page 325
C.4.2	<i>Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation?</i>	Whistleblowing System	Page 325