“Overview of policies and directives on the ethics that guide working relations among us, and business relations with our Stakeholders.”
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The aim of Good Corporate Governance (GCG) is to help achieve an outstanding corporate performance company through moral and ethical means, and unswerving compliance with the prevailing statutory provisions and regulations.

We should have no doubt that a company that adheres to high moral and ethical standards over the long run will earn the trust of its stakeholders, and that this will result in a significant improvement in the performance of the company. Hence, as part of Garuda Indonesia’s ‘Quantum Leap’ strategy for the next five years, the introduction of Garuda Indonesia’s Business and Work Ethics marks a very significant step forward.

This manual of business and work ethics governs both appropriate and inappropriate behavior by all Garuda Indonesia personnel in their interaction with all Stakeholders, including our customers, employees, suppliers, agents and shareholders.

In its management supervisory capacity, the Board of Commissioners warmly welcomes the publication of Business and Work Ethics, which we believe will help prevent fraudulent conduct that is detrimental to the Company and its corporate image and reputation, and help avoid conflicts of interest in the management of the Company.
Therefore, let us all work together to the best of our abilities to uphold ethical behavior in Garuda Indonesia. Each and every one of us as a staff member of Garuda Indonesia can contribute to this endeavor by consistently complying with the prescribed ethics and by reporting any violations through the Company’s Whistleblower System (WBS). Garuda Indonesia provides protection for whistleblowers and guarantees their anonymity.

With the help of this manual, the WBS (as a management tool to control ethical violations), and the support and active participation of all Garuda Indonesia personnel in reporting violations, we believe that every member of Garuda Indonesia will be able to develop the desired ethical mindset and behavior over the long run.

The Board of Commissioners of Garuda Indonesia is fully committed to the long journey ahead of us that we believe will lead to the creation of an ethical, respected, law-abiding and high-performing Garuda Indonesia, as expected by all our Stakeholders.

PT GARUDA INDONESIA (PERSERO) Tbk.
PRESIDENT COMMISSIONER

HADIYANTO
Ladies and Gentlemen of Garuda Indonesia,

Our mission at Garuda Indonesia is to provide services as professionals. We must understand that being a professional means the ability to demonstrate top-class capabilities, dedication, and a high level of moral and ethical awareness.

Garuda Indonesia already has a set of core values known as ‘FLY-HI’, and the internalization of those values has been and will continue to be undertaken consistently at all levels of the organization. These corporate core values have been further defined into appropriate and inappropriate behaviors for personnel of Garuda Indonesia in their interactions with customers, employees, shareholders, business partners, the public and all other stakeholders. These appropriate and inappropriate behaviors for Garuda Indonesia personnel have been compiled in this manual of business and work ethics.
The rationale behind the preparation of the manual is that the Company wishes to avoid breaches of the law, abuses of power, and conflicts of interest that could be detrimental both to the perpetrators and the Company. To that end, the Company has identified certain behaviors that, if conducted in a conscious manner and repeated over time, may eventually lead to breaches of the law, abuses of power or conflicts of interest.

Together, let us purposively and diligently uphold ethical standards in our business and work. Let us refer to this manual of business and work ethics to guide our decisions and actions throughout our journey so as to achieve the Company’s vision. Let us all work together to build Garuda Indonesia into a company that is known as a high-performing and law abiding organization that adheres to the highest moral and ethical standards.

PT GARUDA INDONESIA (PERSERO) Tbk.
PRESIDENT DIRECTOR

EMIRSYAH SATAR
Introduction

1. Corporate Governance Principles
2. Compliance Responsibilities
Introduction

This manual of the Company’s business and work ethics sets out a series of commitments that consist of Garuda Indonesia’s business ethics and the work ethics applicable to all members of the Company. It has been compiled so as to influence, shape, regulate and change behaviors so as to ensure that they are consistent and in accordance with the culture of Garuda Indonesia in its quest to achieve its vision and mission.

The Company’s business and work ethics apply to all elements that act for and on behalf of Garuda Indonesia, its subsidiaries and affiliates under common control, its shareholders (investors), and all stakeholders and partners who do business with Garuda Indonesia.

Garuda Indonesia will consistently promote compliance with its Business and Work Ethics and is committed to their implementation, and will requires all management personnel at all levels within the Company to be responsible for ensuring that the Company’s Business and Work Ethics are complied with and effectively applied by all Garuda
Indonesia personnel. Subsequently, all Garuda Indonesia personnel will be required to sign a personal commitment to the Company’s business and work ethics.

The Company’s Business and Work Ethics will continue to be adjusted in accordance with legal, social, normative, and regulatory changes, and in line with the development of Garuda Indonesia’s business. An internalization and dissemination program will be implemented within the Company so that all personnel will be able to gain a proper understanding the Company’s Business and Work Ethics, and to effectively support their application.

It is hoped that all involved will provide input for the development of the Company’s Business and Work Ethics so as to ensure that they continue to be in line and in harmony with the values that prevail within Garuda Indonesia. The successful application of the Company’s Business and Work Ethics will be highly dependent on the willingness and commitment of all involved, as demonstrated in their day-to-day work and activities.
1. **Transparency**
   To ensure objectivity in the conduct of its business, the Company provides vital and relevant information by means that are easily accessible and understandable to the stakeholders. The Company has taken the initiative of disclosing not only information that must be disclosed under the laws and regulations, but also important information required by shareholders, creditors, and other stakeholders. However, the principle of transparency that is espoused by the Company does not neglect the obligation to maintain corporate confidentiality in accordance with the laws and regulations, the rules of professional confidentiality, and personal rights.

2. **Accountability**
   The Company strives to be accountable for its performance in a fair and transparent manner through management that is proper, measured, and in accordance with the interests of the Company, while consistently taking into account the interests of the shareholders and other stakeholders. Accountability is an essential precondition
to achieving sustainable growth. The Company applies a performance assessment system to all corporate levels in line with the Company’s business targets, as well as a rewards and punishment system.

3. **Responsibility**
The Company’s organs (General Meeting of Shareholders, Board of Commissioners and Board of Directors) comply with the laws and regulations, the Company’s articles of association and bylaws, and the principles of corporate social and environmental responsibility, thereby ensuring the sustainability of the Company’s business in the long term and its recognition as a good corporate citizen.

4. **Independence**
As part of its efforts to implement good corporate governance, the Company is independently managed so as to ensure that none of the company’s organs dominate the others, or are liable to outside intervention. The Company’s organs are not subject to certain interests, are free from conflicts of interest, and are immune to all forms of influence or pressure so as to ensure that decisions are made in an objective manner.

5. **Fairness and Equality**
In conducting its business, the Company always considers the interests of shareholders and other stakeholders based on the principles of fairness and equality.
The Company’s Business and Work Ethics describe the standards that are generally applied in Garuda Indonesia and which serve as a moral values system that is used to determine the things that are good and bad, that are praiseworthy and reprehensible, and that are appreciated and not appreciated.

1. **Responsibilities of Garuda Indonesia Personnel**
   1.1. To study in detail the Company’s Business and Work Ethics that relate to their work. Every Garuda Indonesia member must understand the ethical standards that are incorporated in the Company’s Business and Work Ethics;
   1.2. To contact his or her direct superior or the Corporate Secretary Unit or the Human Capital Management Unit or the Internal Audit Unit or a party designated by the Board of Directors in the event that a Garuda Indonesia member has an inquiry regarding the implementation of the Company’s Business and Work Ethics;
1.3. To immediately discuss any problem pertaining to a violation of the Company’s Business and Work Ethics with a party duly designated by the Board of Directors;

1.4. To understand the procedures used to notify or report possible violations of the Company’s Business and Work Ethics;

1.5. To cooperate with an investigation of a possible violation of the Company’s Business and Work Ethics.

2. **Responsibility of Garuda Indonesia Management**

2.1. To build and maintain a corporate culture that complies with the Company’s Business and Work Ethics by:

   (a) Personally encouraging subordinate’s compliance with the Company’s Business and Work Ethics;

   (b) Properly supervising programs that encourage compliance by Garuda Indonesia personnel with the Company’s Business and Work Ethics;

   (c) Providing practical examples in terms of behavior and action on a daily basis.
2.2. To ensure that Garuda Indonesia personnel understand that complying with the Company’s Business and Work Ethics is as important as successfully performing one’s work;

2.3. To encourage Garuda Indonesia personnel to inquire about issues pertaining to integrity and business ethics;

2.4. To consider issues pertaining to compliance with the Company’s Business and Work Ethics in terms of evaluating and rewarding Garuda Indonesia personnel;

2.5. To prevent violations of the Company’s Business and Work Ethics through the following actions:
   (a) Ensuring the systematic and early identification of risks of violations of the Company’s Business and Work Ethics that are related to business processes;
   (b) Identifying and reporting based on established procedures any activities of subsidiaries, affiliates or business partners that could constitute violations of the Company’s Business and Work Ethics;
(c) Ensuring the provision of training on the Company’s Business and Work Ethics to all of personnel of Garuda Indonesia, and its subsidiaries and affiliates, and providing outreach to business partners to ensure that they have a comprehensive understanding and awareness of the Company’s Business and Work Ethics.

2.6. To identify possible violations of the Company’s Business and Work Ethics by:

(a) Establishing embedded controls so as to minimize the risk of possible violations of the Company’s Business and Work Ethics;

(b) Creating an appropriate reporting system for possible violations of the Company’s Business and Work Ethics in order to protect the confidentiality of whistleblowers within Garuda Indonesia;

(c) Ensuring that evaluations of the Company’s Business and Work Ethics are conducted regularly by the Internal Audit Unit to determine the effectiveness of their application and seek ways to correct weaknesses.
2.7. To follow up on reports of possible violations of the Company’s Business and Work Ethics by:
   (a) Quickly remedying any deficiencies that are discovered in the evaluation of compliance with the Company’s Business and Work Ethics;
   (b) Taking disciplinary action in accordance with work performed;
   (c) Consulting with the Corporate Secretary Unit in the event that a violation of the Company’s Business and Work Ethics requires the intervention of the law enforcement agencies or authorities.
Company Identity

1. Garuda Indonesia Vision and Mission
2. Garuda Indonesia Corporate Values (FLY-HI)
3. 10 Principle Behaviors of FLY-HI
1. **Garuda Indonesia vision** is a strong distinguished airline through providing quality services to serve people and goods around the world with Indonesian hospitality.

2. **Garuda Indonesia mission** is the flag carrier of Indonesia that promotes Indonesia to the world, supporting national economic development by delivering professional air travel services.
Since October 30, 2007, Garuda Indonesia has formulated a set of corporate values known as FLY-HI, which is the acronym of **eFficient & effective**; **Loyalty**; customer centrici**Y**; **Honesty & openness** and **Integrity**.

The five values of Fly-Hi are translated into 10 Principle Behaviors as follow:

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<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>eFficient &amp; effective</strong></td>
<td>1</td>
<td>Prompt, exact and accurate</td>
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<tr>
<td></td>
<td>2</td>
<td>Efficient</td>
</tr>
<tr>
<td><strong>Loyalty</strong></td>
<td>3</td>
<td>Discipline</td>
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<td></td>
<td>4</td>
<td>Hardworking, smart and thorough</td>
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<tr>
<td><strong>customer centrici</strong>Y</td>
<td>5</td>
<td>Amicable, warm and friendly</td>
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<td></td>
<td>6</td>
<td>Responsive and proactive</td>
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<td></td>
<td>7</td>
<td>Creative and innovative</td>
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<tr>
<td><strong>Honesty &amp; openness</strong></td>
<td>8</td>
<td>Honest, sincere and open</td>
</tr>
<tr>
<td></td>
<td>9</td>
<td>Guard confidential Company information</td>
</tr>
<tr>
<td><strong>Integrity</strong></td>
<td>10</td>
<td>Consistent and adhere to Company rules and regulations</td>
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<tr>
<td>CULTURAL VALUE</td>
<td>Meaning</td>
<td>Principle Behavior</td>
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<tr>
<td>Efficient &amp; Effective</td>
<td>Work in an accurate, efficient and timely manner to produce high-quality result</td>
<td>1. Prompt, exact and accurate 2. Efficient</td>
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<tr>
<td>Loyalty</td>
<td>Carry out duties with full dedication and responsibility</td>
<td>3. Discipline 4. Hardworking, smart and thorough</td>
</tr>
<tr>
<td>Customer Centricity</td>
<td>Serve with sincerity and focus on customer satisfaction</td>
<td>5. Amicable, warm and friendly 6. Responsive and proactive 7. Creative and innovative</td>
</tr>
<tr>
<td>Honesty &amp; openness</td>
<td>Uphold honesty, sincerity, openness and caution</td>
<td>8. Honest, sincere and open 9. Guard confidential Company information</td>
</tr>
<tr>
<td>Integrity</td>
<td>Maintain dignity and refrain from improper conduct that may damage Company image and profession</td>
<td>10. Consistent and adhere to Company rules and regulations</td>
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The Fly-Hi Values were incorporated into the 10 (ten) Principle Behaviors in which Garuda Indonesia’s personnel possess the same perception in regards to their comprehension of these values.

The values, which serve as a guide pertaining to the manner of thought and action, is elaborated into 10 (ten) Principle Behaviors and subsequently elaborated into the Company’s Code of Business Ethics and Work Ethics that must be adhered by all of Garuda Indonesia’s personnel in the course of implementing their daily activities.
eFficient and effective
The essence of eFficient and effective is to work accurately, efficiently and in a timely manner to provide quality results.

Principle Behaviors and Code of Conduct of eFficient and effective are:

1. **Prompt, exact and accurate**
   The business environment tends to change drastically and is full of uncertainty. This requires Garuda Indonesia to have the ability to change and adapt with speed and accuracy. Therefore, all of Garuda Indonesia’s personnel must work fast, appropriately, and accurately through the following ways:
   - Know your job’s objectives and goals
   - Always organize and plan ahead
   - Work according to plan and scale of priority
   - Re-check and make sure there are no mistakes
   - Refer to current work manual

2. **Efficient**
   To win the competition within the business world, the Company requires more than just competency to create products and services that meet customer expectations, but it also requires efficient products and services without compromising on quality.
To foster economical behavior, therefore, all of Garuda Indonesia’s personnel must constantly:

- Use efficient equipment or effective methods
- Use resources efficiently
- Use Company facilities as needed
- Consider the advantages and disadvantages when making a decision

**Loyalty**

Loyalty pertains to performing one’s tasks with dedication and responsibility. The Principle Behaviors and Code of Conduct of Loyalty are:

3. **Discipline**

To prepare products and services that meet the needs and expectations of customers, all of Garuda Indonesia’s personnel must be highly disciplined in work. Discipline is manifested in the following behaviors:

- Know your duties, responsibilities and authority
- Carry out duties and responsibilities to the best of your ability
- Make decisions within the scope of your duties and authority
- Fulfill promises and commitments
4. **Hardworking, smart and thorough**

As a dynamic organization, Garuda Indonesia is facing various challenges as well as intensifying competition. Garuda Indonesia has to constantly mobilize all the capability and talent at its disposal in order to survive and to grow, as well as thoroughly complete its primary tasks. Garuda Indonesia must constantly enhance its organizational capacity in line with the drastic developments in science and technology. As a result, to be able to work hard, smart, and thoroughly, all of Garuda Indonesia’s personnel must:

- Be diligent in your work, and never give up
- Always complete your work and produce results that meet expectations
- Always enhance personal competence
- Always endeavor to improve work quality to achieve the best possible result
- Always improve work procedures
- Share knowledge and skill with others to achieve mutual goal
- Be responsible of every decision and action taken
customer centricity

The essence of the customer centricity value is to serve with sincerity and place emphasis on customer satisfaction. Principle Behaviors and Code of Conduct of customer centricity are:

5. **Amicable, warm and friendly**

   All of Garuda Indonesia’s personnel are expected to be able to provide the best and superior services to customers through hospitable, warm, and friendly behavior, which is manifested through the following behaviors:
   - Always smile, greet and address others / customers first
   - Be polite and respect your conversation partner
   - Listen carefully to customer’s complaints; do not interrupt
   - Show empathy (place yourself in customer’s position)

6. **Responsive and proactive**

   All of Garuda Indonesia’s personnel must be able to fulfill the needs and demands of the customer through responsive and proactive behavior. This behavior is manifested through the following methods:
• Know and pay attention to customers’ needs
• Act quick when responding to customer’s demands
• Take the initiative to understand and fulfill customers’ demands
• Always show a willingness to help

7. **Creative and innovative**

In the face of business competition, the Company must continually produce products and services that are highly competitive. Therefore, all of Garuda Indonesia’s personnel must be able to think and act creatively to produce innovative products and services. Creative and Innovative behavior is possible if all of Garuda’s personnel is able to:

- Create new breakthroughs (in product/service/idea) to give added value
- Find the best solution to a problem
- Be active in convey positive ideas to achieve Company goals

**Honesty dan openness**

Honesty and openness refers to uphold honesty, sincerity, openness while taking into account the prudent principles.
The Principle Behaviors and Code of Conduct of Honesty and openness are:

8. **Honest, sincere and open**
   In working and relations with customers, Garuda’s personnel are expected to be honest, sincere, and open. This behavior is shown by:
   - Be truthful
   - Be open to criticism and suggestions for improvements
   - Think positive and constructive
   - Have the courage to admit to your faults and mistakes and try to correct them

9. **Guard confidential Company information**
   Honest and open behavior is expected to go hand in hand with the practice of prudent principles in order to ensure Company’s confidentiality. Behavior that is reflected in conjunction with upholding corporate confidentiality is through the following:
   - Be aware of information’s level of confidentiality
   - Be responsible of distribution of Company data, information and documents
   - Be aware of surroundings and media when discussing confidential matters
Integrity

Integrity refers to maintaining personal integrity and dignity as well as in avoiding misconduct that can damage the profession and company’s image.

Principle Behaviors and Code of Conduct for Integrity are:

10. **Consistent and adhere to Company rules and regulations**

Garuda Indonesia’s personnel is always expected to maintain their personal integrity so as to ensure the profession and company’s image is well maintained. To achieve these behaviors, Garuda Indonesia’s personnel is expected to:

- Be consistent in what you say and do
- Act and behave in accordance with moral ethics, prevailing law and Company regulations
- Avoid conflict of interest
- Guard Company reputation
- Be fair to yourself and others
Commendable Behavior

1. Relations among Garuda Indonesia’s Personnel
2. Relations with Customers
3. Relations with Business Partners
4. Relations with the Shareholders
5. Relations with the Competitors
Garuda Indonesia has the obligation to bring out the best possible performance from all of its personnel in the context of achieving the Company’s objectives.

Such optimum performance may be elicited by ensuring a conducive working environment that protects and respects the rights of personnel, and helps improve their welfare in accordance with the capacity of the Company.

1. **Security and comfort in the workplace**
   Garuda Indonesia ensures security and comfort in the workplace for Garuda Indonesia personnel by providing facilities and applying a security system that is based on prevailing laws and regulations. Garuda Indonesia routinely assesses and evaluates the effectiveness of the workplace security system.

   Safety and comfort in the workplace is the shared responsibility of all Garuda Indonesia personnel.
1.1. The following behaviors must be manifested by Garuda Indonesia personnel:

(1) Complying with established security policies and systems
(2) Immediately reporting any possible threats to the Company’s security
(3) Assisting investigations carried out by authorized parties
(4) Eliminating the likelihood of a crime or criminal act occurring in the workplace
(5) Participating in securing the workplace
(6) Using work facilities in accordance with their functions
(7) Safeguarding both internally and externally the confidentiality, storage, use, and dissemination of personal data belonging to Garuda Indonesia personnel that could be misused, such as the names of personnel, home and office contact data, salary details, training data, performance records and other relevant data.
1.2. The following behaviors should be avoided by Garuda Indonesia personnel:

(1) Engaging in, or not preventing, sexual harassment in the workplace.

(2) Acting in a way that endangers security or comfort in the workplace, such as eating or drinking at one’s desk, littering or drunkenness in the workplace.

(3) Engaging in trade transactions in the workplace in one’s personal interest.

2. **Occupational Safety and Health**

Garuda Indonesia ensures the safety and health of Garuda Indonesia personnel in the workplace by providing facilities and implementing an occupational safety and health system that is based on the prevailing laws and regulations. Garuda Indonesia regularly assesses and evaluates the effectiveness of its occupational safety and health system.

Garuda Indonesia personnel are required to understand and apply various occupational health and safety requirements in accordance with the demands of their work.
2.1. The following behaviors must be manifested by Garuda Indonesia personnel:

(1) Complying with the domestic and international laws and regulations pertaining to occupational health and safety that serve as references/benchmarks for the Company.

(2) Creating and maintaining a safe working environment and preventing accidents in the workplace by:
   (a) Using work equipment and facilities in accordance with the requirements of the occupational health and safety system.
   (b) Maintaining and caring for the Company’s safety equipment.
   (c) Reporting to the authorized parties of incidents/hazards that could potentially result in occupational accidents.

(3) Maintaining their health and fitness, and undergoing medical examinations in accordance with the requirements of their jobs.
2.2. The following behaviors should be avoided by Garuda Indonesia personnel:

(1) Non-compliance with procedures in performing work that directly affects flight safety.
(2) Alcohol or drug abuse in the workplace.
(3) Smoking in the workplace.
(4) Working when not in good health.
(5) Joking or not concentrating during times when high-risk work is being carried out.
(6) Performing work that is not in accordance with the employee’s skills certification.

3. **Conducive Working Environment**

Harmonious relations among Garuda Indonesia personnel is fostered on the basis of mutual respect, mutual trust, mutual encouragement and cooperation in the performance of duties and responsibilities, as well as the creation of a conducive working environment.

Harmonious relations between management and staff must be constantly be maintained on both a formal and informal basis as part of the effort to successfully achieve the goals of line units and the Company’s overall objectives.
3.1. The following behaviors must be manifested by Garuda Indonesia personnel:

(1) Fostering good communications and coordination to achieve a solid work team.

(2) Providing recognition in appreciation of success achieved by colleagues.

(3) Mutually helping and reminding colleagues to constantly work innovatively and be goal-oriented.

(4) Providing moral support to colleagues that experience a loss or difficulties.

(5) Senior staff should provide clear and readily comprehensible directions and assignments in the context of achieving agreed targets, as provide objective assessments of work performed.

(6) Senior staff and employees must strive to build positive and productive cooperation, and mutual acceptance and respect that is based on sincerity and good faith.

(7) Senior staff should act as role models and mentors, and are responsible for the behavior and performance of their subordinates.
(8) Employees must comply with orders and/or directions of senior staff in the interests of the company (such as working overtime, job placement, business travel, and so forth) as long they do not conflict with ethics, morals or religious obligations.

(9) Employees are required to report to Management any incidents that could potentially result in financial losses or damage to the Company’s image.

3.2. The following behaviors should be avoided by Garuda Indonesia personnel:

(1) Defaming a colleague
(2) Gossiping or talking about matters that are not true.
(3) Discrediting colleagues on the basis of ethnicity, race, or religious differences
(4) Not respecting colleagues.
(5) Quarreling with colleagues.
(6) Reporting on performance in a manner that is not in accordance with facts.
(7) Failure by a senior staff member to provide information on the Company’s performance or other vital information to employees.

(8) Provision of false information by a senior staff member on the Company’s performance or other vital issues to employees.

(9) Disclosure of an employee’s weaknesses by a senior staff member to another employee.

(10) Disclosure by an employee of the weaknesses of a senior staff member to another employee.

(11) Senior Staff provides corrections or directions to an employee in an imprudent manner.

4. **Labor Union and Political Rights**

Garuda Indonesia guarantees the rights of all of Garuda Indonesia personnel to form labor unions and channel their political aspirations in so far as this does not conflict with the prevailing laws and regulations.
4.1. The following behaviors must be manifested by Garuda Indonesia personnel:

(1) Consistently prioritizing the Company’s interests.
(2) As regards labor union and political activities, staff must continue to consider, or even enhance, the Company’s performance.
(3) As regards the formation and joining of a labor union, professional association (either internal or external), non-governmental organization, socio-economic organization, or charitable/community organization, staff must inform their membership of such organizations to the Company through their direct superior.
(4) As regards participation in politics and the channeling of political aspirations, personnel must comply with all prevailing laws and regulations.

4.2. The following behaviors should be avoided by Garuda Indonesia personnel:

(1) Serving as the leader of a political party.
(2) Using Company facilities and human resources for political activities.
(3) Acting on behalf of the Company or providing contributions on behalf of the Company to a political party.
(4) Become a member of the legislative, executive, or judicial branches of government.
Relations with Customers

Customers are the principal reason for Garuda Indonesia’s existence. All of Garuda Indonesia’s resources are geared towards fulfilling the needs, desires, and expectations of the customer.

Fundamentally, customer rights must be fulfilled in accordance with the prevailing laws and regulations. Accordingly, customer rights in the form of safety, security, and comfort are the main focus and priority of the service programs of all Garuda Indonesia’s business units and functions.
1. The following behaviors must be manifested by Garuda Indonesia personnel:
   (1) Fulfillment of all of publicized commitments to customers.
   (2) Providing optimum services without regard to ethnicity, religion, race, skin color or social status.
   (3) Facilitating access to Company flight reservations and transactions.
   (4) Providing ease and comfort for customers in terms of flight reporting services.
   (5) Punctuality in terms of meeting a customer’s flight schedule.
   (6) Protecting the safety, security, and comfort of the customer throughout the flight.
   (7) Ensuring that customers and their belongings are safe.
   (8) Ensuring the accuracy and completeness of customer freight services.
   (9) Maintaining the confidentiality of customer information.
   (10) Providing relevant and accurate information to customers regarding the Company’s services.
(11) Resolving customer complaints by providing the best possible solutions.
(12) Showing gratitude for customer suggestions and criticism.
(13) Maintaining good relations with the customers.

2. The following behaviors should be avoided by Garuda Indonesia personnel:
   1) Using vital information on customers for personal gain.
   2) Leaving customers without clear and accurate information.
   3) Failing to respond to customer complaints.
   4) Failing to report the receipt of direct or indirect gratuities from customers.
   5) Accepting a gratuity from a customer that exceeds the limits set by the Company.
Relations with Business Partners

Garuda Indonesia personnel must be aware that to achieve the Company’s goals and objectives, Garuda Indonesia cannot provide all of the resources that it needs by itself, but instead needs the help business partners to satisfy those needs. This interdependence between Garuda Indonesia and its business partners is something that cannot be avoided. For that reason, Garuda Indonesia believes that its partnerships must be based on mutual trust and mutual benefit.

1. **Relations with Suppliers**
   To achieve a relationship of mutual trust, Garuda Indonesia personnel must always behave fairly in terms of providing equal opportunities and information to all suppliers that work together with Garuda Indonesia.
The work criteria for suppliers established by Garuda Indonesia personnel must be based on the prevailing laws and regulations.

1.1. The following behaviors must be manifested by Garuda Indonesia personnel:

(1) Providing accurate data and information on technical specifications and other requirements in accordance with the stages involved in the procurement process.

(2) Selecting suppliers in accordance with the prescribed criteria.

(3) Conducting the procurement process in accordance with the prevailing laws and regulations and GCG principles.

(4) Providing equal access to micro, small, and medium enterprises and cooperatives, including subsidiaries, to serve as suppliers.

(5) Avoiding conflicts of interest or choosing suppliers whose owners and/or management are affiliated to the Company.
1.2. The following behaviors should be avoided by Garuda Indonesia personnel:

(1) Failing to report receipt of a direct or indirect gratuity from a supplier.
(2) Receiving a gratuity from a supplier that exceed the limits set by the Company.
(3) Communicating with one or more participants in the tender, other than those that are designated by the Company.
(4) Revealing supplier data or information to other suppliers.
(5) Hampering the fulfillment of supplier rights.

2. **Relations with Agents**

In order to meet customer needs, Garuda Indonesia requires a distribution network that is easily accessible in strategic locations, including as regards claims administration settlement services. To fulfill these needs, Garuda Indonesia engages in partnerships with agents based on the principle of mutual benefit.
To achieve a relationship of mutual trust, Garuda Indonesia personnel must act reasonably by providing equal opportunities and information to all agents in accordance with the prevailing laws and regulations.

2.1. The following behaviors must be manifested by Garuda Indonesia personnel:

(1) Providing equal access to data and information to agents.

(2) Maintaining the confidentiality of corporate and personal data and information to agents.

(3) Avoiding conflicts of interest and favoring agents whose owners and/or management are affiliated with the Company.

(4) Maintaining good relations with agents so as to enhance the Company’s earnings.
2.2. The following behaviors should be avoided by Garuda Indonesia personnel:

(1) Selecting agents without taking into account the criteria and procedures set by the Company.
(2) Failing to report the receipt of a direct or indirect gratuity from an agent.
(3) Receiving a gratuity from an agent that exceeds the limits set by the Company.
(4) Communicating with one or more agents other than those designated by the Company.
(5) Revealing an agent’s data and/or information to another agent.
(6) Hampering the fulfillment of an agent’s rights.
Relations with Shareholders

In conducting its business, the Company requires capital from, among other sources, the Company’s Shareholders. Accordingly, Garuda Indonesia greatly appreciates and values its Shareholders, both minority and majority, in accordance with the prevailing laws and regulations.

Garuda Indonesia maintains good long-term relations with Shareholders that are based on good faith, mutual trust, and mutual benefit.

Garuda Indonesia personnel are committed to continually striving hard to ensure that the Company can grow sustainably based on business standards that are mutually beneficial and thereby contribute maximum value to Shareholders.
1. The following behaviors must be manifested by Garuda Indonesia personnel:

   (1) Fulfilling the right of every Shareholder to receive fair and reasonable treatment in accordance with requirements of the laws and regulations.
   
   (2) Fulfilling the rights of every Shareholder to vote in accordance their share classification and amount of shares owned.
   
   (3) Providing to every Shareholder complete and accurate material information on the Company through the various channels at its disposal.
   
   (4) Ensuring that the sale and purchase of shares are conducted openly in accordance with prevailing market mechanisms.
   
   (5) Protecting the rights of minority Shareholders against domination by majority Shareholders.
   
   (6) Ensuring that optimum performance is achieved and strengthening the Company’s image in terms of providing added value to Shareholders.
(7) Ensuring that every report, statement, and information disclosure to investors is transparent, clear, accurate, complete and does not contain aspects that could be wrongly perceived as anything other than information, save where the Board of Directors has valid reasons and justifiable reasons not to provide such information.

(8) Ensuring that the dividend determined by the Shareholders through the General Meeting of Shareholders is based on the Company’s interests, taking into consideration various aspects such as business continuity, ongoing or future strategy, and investment plans.

2. The following behaviors should be avoided by Garuda Indonesia personnel:

(1) Allowing shareholders to intervene in the Company’s operations, which are the responsibility of the Board of Directors in accordance with what is specified in the Garuda Indonesia’s Articles of Association and the prevailing laws and regulations.

(2) Disseminating inaccurate or incomplete corporate information or data to Shareholders.

(3) Violating the rules issued by Bapepam-LK and the Indonesia Stock Exchange.
(4) Communicating with Shareholders in any way other than through the one-door policy mechanism.

(5) Buying/selling Company’s shares or shares of companies that conduct transactions with the Company (what is known as “insider trading”).

(6) Influencing other people to buy or sell the Company’s shares.

(7) Providing insider information to any parties whom it should be reasonably suspected will such information to buy or sell shares (what is known as “insider information”)

(8) Engaging in the buying/selling of Company shares with other employees of the Company.
Relations with Competitors

Garuda Indonesia truly believes that healthy competition is a positive factor that can spur the Company to perform optimally while at the same time making continuous improvements.

Garuda Indonesia must actively take the initiative to ensure healthy competition. Therefore, the Company strives to ensure that all Company management policies are based on the principles of fair competition.

1. The following behaviors must be manifested by Garuda Indonesia personnel:
   (1) Establishing an open market for trade and investment.
   (2) Encouraging healthy and socially beneficial competition, and mutual respect between competitors.
   (3) Respecting the intellectual property rights of competitors.
2. The following behaviors should be avoided by Garuda Indonesia personnel:

(1) Trying to beat the competition using unethical or unlawful means.
(2) Trying to obtain confidential information on competitors using unethical or unlawful means.
(3) Engaging in negative campaigning against competitors.
Work Compliance

1. Transparency in Communications and Financial Information
2. Handling Conflicts of Interest
3. Gratuities
4. Protecting Company Assets
5. Protecting Corporate Confidentiality
All Garuda Indonesia personnel must have a proper understanding of work processes and scopes, and operational and financial performance in order to increase their work involvement and contribution, as well as to ensure the submission of transparent and accountable reports.

A good understanding must be balanced with corporate strategy and policy in disseminating both material and non-material information in accordance with the respective position of the employee.
1. The following behaviors must be manifested by Garuda Indonesia personnel:

   (1) Divulging corporate information prudently and in accordance with one’s level of authority.

   (2) Valuing and upholding honesty, sincerity, and openness, while adhering to prudent principles.

   (3) Complying with standards for divulging financial information as specified by the prevailing laws and regulations.

   (4) Constantly providing information that is complete, fair, accurate, timely and easily understood in the form of reports and documents that are archived by Garuda Indonesia, or which are submitted to stakeholders.

   (5) Using financial information as an activities control tool.

   (6) Reporting various types of information that has a significant impact on the Company’s image and reputation to direct superiors or authorized work units.

   (7) Constantly protecting the distribution of material information against potential leaks.
2. The following behaviors should be avoided by Garuda Indonesia personnel:

(1) Providing opinions on the Company’s performance and prospects to external parties through various forums, the print media, electronic media or other information technology media, except in the case of personnel who are specifically assigned by the Company for such purposes.

(2) Discussing with one’s spouse, relative or other unauthorized party information that has a significant impact on the Company, except for information that has been officially disclosed by the Company.

(3) Divulging misleading information.

(4) Discussing sensitive matters with respect to the Company in public areas.
Garuda Indonesia realizes that all Garuda Indonesia personnel have the right to take part in activities pertaining to finance, business, socio-cultural, political, and other activities deemed lawful outside of their jobs at Garuda Indonesia, while at the same time consistently considering their obligations to the Company. These activities must always be legitimate and not conflict with their responsibilities as Garuda Indonesia personnel. Garuda Indonesia personnel must not misuse Garuda Indonesia resources or influence in such a way as to damage Garuda Indonesia’s good name and reputation.

Potential conflicts of interest that arise need to be managed with the aim of preventing the emergence of a non-conducive working environment while at the same time encouraging an independent working spirit and prioritizing corporate interests over the interests of the individual or groups.
1. The following behaviors must be manifested by Garuda Indonesia personnel:
   (1) Always maintaining one’s integrity so that the image of the Company are maintained.
   (2) Reporting to one’s direct superior or Corporate Secretary Unit any business activity or other relations that could potentially result in a conflict of interest.
   (3) Avoiding actions or relations that could conflict with the work or interests of Garuda Indonesia.
   (4) Obtaining the approval of one’s direct superior before accepting a position as an official on the Board of a Non-Governmental Organization that may have business relations with Garuda Indonesia or where this Organization seeks to secure financial support or other forms of support from Garuda Indonesia.
   (5) The Board of Directors and Board of Commissioners shall prepare an annual statement pertaining to conflicts of interest.
2. The following behaviors should be avoided by Garuda Indonesia personnel:

(1) Using the Company’s resources, information on the Company, intellectual property rights, time and facilities of Garuda Indonesia, including office equipment such as the telephones, facsimile machines, e-mail, computers and other things, in one’s personal interests or the interests of a specific group/party.

(2) Exploiting business opportunities with business partners that are related to the Company’s business so as to advance one’s personal interest.

(3) Abusing one’s authority and position in various business activities of the Company for the advancement of one’s personal or group interests.

(4) Allowing Garuda Indonesia personnel that are laboring under a conflict of interest to participate in discussions and the decision making process.

(5) Accepting offers to buy shares from another company, even though the work of the Garuda Indonesia staff member in question is related to that Company.

(6) Giving special preference in hiring or promoting one’s spouse, family member, or close friend.
The Company’s policy on gratuities has been prepared for the purpose of protecting its reputation as a reliable airline company that acts with integrity and bases all of its decision on business considerations in accordance with the law.

In principle, the giving/receiving of gratuities is a reasonable business practice as long as this is done in the Company’s best interests and to maintain the Company’s reputation based on the principle of integrity, with every such decision being founded on legitimate professional considerations.
1. The following behaviors must be manifested by Garuda Indonesia personnel:

   (1) Gratuities extended on behalf of the Company shall not exceed in amount or frequency the limits that have been determined or otherwise established by the Company.

   (2) Donations made on behalf of the Company for social/charitable or other purposes that do not conflict with the prevailing laws and regulations must not exceed the limits that have been determined by the authorized company official.

   (3) Disclosure reports must be provided for all gratuities received / given in accordance with the methods determined by the Company.

2. The following behaviors should be avoided by Garuda Indonesia personnel:

   (1) Offering bribes or directing others to commit bribery.

   (2) Receiving any form of bribe from any party.

   (3) Providing gratuities to third parties, either directly or indirectly, with the intent to influence the party that receives the gratuity to carry out that which may conflict with one’s responsibilities.
(4) Providing donations with a hidden intent or motive to (negatively) influence other parties and/or which could result in a conflict of interest.

(5) Receiving money or its equivalent, prizes or gifts of specific types and forms where it is known, or ought to be known, that this is associated with the specific job or position of the Garuda Indonesia staff member concerned. Restrictions on the receiving of money or its equivalent are waived in the event the provision is of a fair/compliant amount within the context of a donation for victims of natural disaster or in commemoration of a local religious event.

(6) Receiving a gratuity from a third party that has business relations and interests with the Company where the amount of which exceeds, both in terms of value and frequency, what has been determined by the Company or violates other rules established by the Company.
Protecting Company Assets

Protection of Company assets is meant to ensure that all physical, financial and intellectual property assets, as well as other assets, are optimally used and protected.

1. The following behaviors must be manifested by Garuda Indonesia personnel:
   (1) Following the generally accepted accounting and reporting standards in recording and reporting company assets;
   (2) Effectively and efficiently using Company assets to achieve the Company’s objectives;
   (3) All of the Company’s assets, whether physical, financial, or other types of assets, must be protected from misuse, including embezzlement and fraud;
(4) Garuda Indonesia personnel are restricted from using Company assets other than in the interests of the Company;
(5) Implementing an effective and efficient control process over the use of Company asset so as to avoid possible losses.
(6) Reporting indications or occurrences of fraud within the Company at the earliest possible time to one’s direct superior or the Corporate Secretary Unit or other parties appointed by the Directors.

2. The following behaviors should be avoided by Garuda Indonesia personnel:

(1) Using the Company’s assets for purposes other than the Company’s own interests.
(2) The excessive use of physical assets or other resources, or their illegal transfer or removal from the books.
(3) Weak control over business units that are situated far from Head Office.
(4) Lack of effective controls to protect the Company’s assets from financial risk and fraud.
(5) Issuing of new products or services that do not take into account property rights, patent rights, or trademark rights.

(6) Failing to report inventions associated with the Company’s business and produced both during Company working hours or outside working hours.
Protecting Corporate Confidentiality

Policies on the protection of corporate confidentiality have been formulated to ensure the security of information and ensure that information that is revealed by Garuda Indonesia is done in a fair and equitable basis to interested parties without any special considerations or treatment being accorded to specific parties.

Information that is deemed confidential involves the Company’s business plans and strategies, the results of research and development activities used in the production process, corporate standards and operational procedures, internal documents that are signed by senior staff, intellectual property rights and other pertinent information that could affect the Company’s performance if it was disseminated outside of Garuda Indonesia, save where the information is officially disclosed.
1. The following behaviors must be manifested by Garuda Indonesia personnel:

(1) Protecting corporate data, information and documents that are deemed confidential from the date they were prepared until the date when they are destroyed.

(2) Utilizing corporate data, information and documents that are deemed confidential in accordance with the prescribed authority.

(3) Immediately reporting to a superior any information involving the misuse of confidential corporate data, information, and documents.

(4) Protecting the rights of shareholders from potential losses resulting from insider trading.

(5) Respecting the ownership rights to information of other companies and obeying all laws and regulations pertaining to ownership rights to information.

(6) The collection of information from other companies must be carried out with the full knowledge of the direct superior or the Corporate Secretary Work Unit.
(7) Contacting the Corporate Secretary Work Unit in the event of doubtful issues that may arise in relation to corporate information matters.

2. The following behaviors should be avoided by Garuda Indonesia personnel:

(1) Revealing either verbally or in writing any corporate data, information, or documents outside of one’s work, or area of responsibility and authority, including material information that could affect the value of the Company.

(2) Accessing, copying, or reproducing data or information and corporate documents deemed confidential either directly or indirectly, except in the course of performing one’s duties and work for the Company.

(3) Keeping corporate data, information and documents that are deemed confidential in a personal computer or other medium that is not owned by the Company, except where determined otherwise and/or with the consent of one’s direct superior.
(4) Discussing “material information” concerning the Company with anyone. This restriction applies to husbands, wives, partners at home, siblings, partner’s siblings, (stock) brokers and other Garuda Indonesia personnel (with the exception of colleagues that are privy to such information).

(5) Buying or selling the Company’s shares on the basis of information received that affects Garuda Indonesia’s share price.

(6) Unlawfully using, or providing confidential information to external parties, without the knowledge of the Corporate Secretary Unit.

(7) Garuda Indonesia personnel that no longer work with the Company are strictly forbidden from taking with them confidential information prior to leaving the Company. All documents that were made by such Garuda Indonesia personnel become the exclusive property of the Company. Garuda Indonesia personnel are not allowed to take with them any documents prior to leaving the Company.
(8) Compiling external information that was obtained illegally, such as through espionage, information theft, or by falsifying one’s identity.

(9) Garuda Indonesia personnel that are no longer with the Company are strictly forbidden from falsifying their identities by using the name of Garuda Indonesia to obtain confidential information from other companies.
Responsibilities of Garuda Indonesia Personnel

1. Responsibilities to the Public
2. Responsibilities to Government
3. Environmental Responsibilities
Responsibilities to the Public

In line with the Good Garuda Citizenship program, the Company will not be able to grow without helping those around us to grow and develop as well.

Garuda Indonesia has the mission of playing the role of an agent of national economic development. In this respect, the Company has a responsibility to the public that resides in the communities in which it operates. The Company’s responsibility to the public takes the form of corporate social responsibility that must be carried out in accordance with the prevailing laws and regulations.

Garuda Indonesia personnel are required to successfully and continuously implement the Company’s corporate social responsibility program, and are expected to act as dignified and responsible citizens.
1. The following behaviors must be manifested by Garuda Indonesia personnel:

(1) Constantly stressing the commitment that wherever it operates, the Company’s line units will, as the basis for the Company’s long-term success, maintain good relations with and strive to develop the community.

(2) Appreciating each partnership activity that contributes to the community and enhances social values, as well as the Company’s image;

(3) Building and maintaining cordial and harmonious relations with, and providing benefits to, communities.

(4) Assisting communities that are affected by tragic events and natural disasters.

(5) Being sincere and responsible in the implementation of corporate social responsibility.

(6) Taking part in efforts to foster dignity in accordance with local social and cultural conditions.

(7) Serving as a role model for local communities.
2. The following behaviors should be avoided by Garuda Indonesia personnel:
   (1) Being insensitive towards problems in the communities close to the Company’s operations.
   (2) Taking advantage for personal interests at a time when donations are being channeled to assist the unfortunate victims of a tragedy or natural disaster.
Responsibilities to Government

In conducting its business, Garuda Indonesia is required to comply with all of the prevailing laws and regulations that are issued by the Government in its position as the regulator. Aside from its role as regulator, the Government is also a Shareholder and so the Company is obliged to maximize Shareholder value for the Government. Consequently, the Company strives to foster and maintain a harmonious partnership with the Government.

Garuda Indonesia personnel must be able to maximize their ability to support the Company in fulfilling its corporate responsibilities to the Government.

Accordingly, Garuda Indonesia personnel must be able to maintain a harmonious and mutual respectful relationship between Garuda Indonesia and the Government so as to ensure that the Company’s business continues to grow and develop in a sustainable manner.
1. The following behaviors must be manifested by Garuda Indonesia personnel:
   (1) Obeying and complying with all of the prevailing laws and regulations.
   (2) Maintaining harmonious, transparent, and constructive relations with Government institutions.
   (3) Supporting and successfully carrying out the Government’s policies, particularly in the tourism, cultural, education, and social sectors.

2. The following behaviors should be avoided by Garuda Indonesia personnel:
   (1) Failing to obey the laws and regulations pertaining to restrictions on providing gifts and other forms of gratuities to Government officials
   (2) Provide incomplete or inaccurate corporate data, information and documents to the Government.
In conducting its business, Garuda Indonesia not only focuses on the economic aspects but also the environmental aspects. Important environmental aspects are the point of departure for the formulation of the Company’s environmental strategies and policies.

Garuda Indonesia personnel have the responsibility to contribute to all of the Company’s environmental programs and activities in line with its strategies and policies for controlling environmental impacts. By being continuously proactive and responsive towards controlling environmental impacts, Garuda Indonesia personnel will be seen as respected and responsible members of society.
1. The following behaviors must be manifested by Garuda Indonesia personnel:
   (1) Using operational equipment in accordance with procedures that comply with the laws and regulations pertaining to the environment, particularly pertaining to gas emissions and noise pollution.
   (2) Taking responsibility for and actively participating in environmental conservation programs, both locally and internationally.
   (3) Being creative in providing services that provide added value to the economy and the business ecosystem.

2. The following behaviors should be avoided by Garuda Indonesia personnel:
   (1) Being careless in determining the amount of fuel required, thereby resulting in inefficiency and higher gas emissions.
   (2) Failing to regularly maintain operating equipment resulting in increased noise pollution.
Upholding Business and Work Ethics

1. Reporting of Violations
2. Sanctions for Violations
3. Dissemination
4. Integrity Pact
Reporting of Violations

With the existence of Garuda Indonesia Business and Work Ethics, it is sometimes difficult to identify when there are issues pertaining to the Business and Work Ethics in the workplace due to the interaction between Garuda Indonesia personnel. There may be different business perspectives and pressures, and this can serve to reduce the awareness and sensitivity of Garuda Indonesia personnel as regards the risk of ethical violation.

Each Garuda Indonesia staff member is responsible for behaving in accordance with the Business and Work Ethics. If a Garuda Indonesia staff member has doubts as to whether a particular action or decision is in accordance with the Business and Work Ethics, he or she can discuss this with their immediate superior or the parties designated in the Business and Work Ethics.
1. Guidelines for Reporting Violations
   If a Garuda Indonesia staff member discovers that a decision or an action is inconsistent with the Business and Work Ethics, he or she must immediately report this matter to their immediate superior or the parties designated in the Business and Work Ethics.

2. Whistleblower System (WBS)
   Garuda Indonesia will resolve every report of a violation that is submitted by a Stakeholder, including a Garuda Indonesia staff member and/or a representative of a Stakeholders, pertaining to the Business and Work Ethics;

   The resolution of violation reports is just one way of enhancing the protection of Stakeholder rights in the context of ensuring that Stakeholders rights are respected in the Company;

   A violations report that is submitted by a Stakeholder that is not immediately processed could potentially increase the reputational risk for the Company;
The Company has as part of its efforts to resolve violation reports established policies and procedures that cover:

(1) Receiving reports of violations;
(2) Handling and resolving violation reports;
(3) Protecting those who submit violation reports;
(4) Monitoring the handling and resolution of violation reports.

Anyone who reports a violation has the right to be protected by the Company.

Anyone who contributes to the effort to safeguard the Company by exposing cases that could potentially inflect material or non-material losses on the Company has the right be rewarded by the Company.

A complaint pertaining to a violation of the Business and Work Ethics by a Garuda Indonesia staff member may be submitted through the Garuda Indonesia Whistleblower System (WBS) at PO Box 744 or www.ga-whistleblower.com.

Full details and conditions are set out in PT Garuda Indonesia’s (Persero) Tbk Whistleblower System.
Sanctions for Violations

The following consequences shall arise in respect of violations of the Business and Work Ethics:

(1) A Garuda Indonesia staff member who is proved to have violated the Business and Work Ethics will face disciplinary action in the form of oral or written warnings, stern warnings with suspension, and possible termination of employment;

(2) A Garuda Indonesia business partner that is proved to have violated the Business and Work Ethics will face sanctions in accordance with the policies and regulations adopted by the Company;

(3) If the situation involves a criminal violation, the matter may be forwarded to the authorities;
(4) If it is proved that there has been a violation of the Business and Work Ethics, the nature of the disciplinary action that will be taken will be determined by the Ethics Executive Committee.

(5) The nature of the disciplinary action taken will depend on the seriousness of the violation.
Garuda Indonesia believes that dissemination constitutes a vital part of the implementation of the Business and Work Ethics. The Ethics Bureau or the Corporate Secretary Unit shall be responsible for coordinating effective and comprehensive dissemination by focusing on the following aspects:

1. The dissemination of information on the Business and Work Ethics through the Garuda Indonesia orientation and refresher programs that are routinely conducted for all of Garuda Indonesia personnel;
2. Building a common commitment among all Business Partners;
3. Making ethics an integral part of business practices and the performance assessments of all Garuda Indonesia personnel;
Garuda Indonesia personnel are intelligent and responsible people. As such, Garuda Indonesia personnel are therefore able to adhere and to implement the Business and Work Ethics as determined by the Company. Every member of Garuda Indonesia must, as a sign of compliance and commitment to the application of the Business and Work Ethics, sign an Integrity Pact (Statement of Compliance and Commitment to the Business and Work Ethics).

The type of mindset and action that is in accordance with the Business and Work Ethics will ensure that Garuda Indonesia personnel consistently maintain their dignity and refrain from actions that could damage one’s image and the Company’s reputation. As a result, any violation of the Business and Work Ethics will result in the imposition of stringent sanctions.
Conclusion

1. Glossary
2. Integrity Pact Form
PT Garuda Indonesia (Persero) Tbk’s Business and Work Ethics are normative rules and represent the minimum standards that must be adhered to by every member of Garuda Indonesia as regards the performance of his or her day-to-day tasks.

The Business and Work Ethics are to be implemented in parallel with other rules in PT Garuda Indonesia (Persero) Tbk and/or the prevailing laws and regulations.

Should there be any rules in these Business and Work Ethics that are less stringent than those already applied by Garuda Indonesia and/or other rules and regulations, the most stringent shall prevail.

The Company’s Business and Work Ethics may be amended from time to time in line with the needs of the Company. During the amendment process, the existing Business and Work Ethics will continue to be binding until such time the changes take effect.
• **Affiliate** refers to a company in the form of a limited liability company or other similar form of enterprise that is directly or indirectly controlled by the Company through a shareholding of 50% (fifty percent) or less.

• **Professional Association** is an association whose members have a common interest.

• **Company Asset** is a resource that is owned by the Company and which is expected to provide benefit in the future.

• **Agent** is a business entity that assists the Company in marketing or selling Garuda Indonesia products.

• **Conflict of Interest** is a difference between the Company’s interests on the one hand and the interests of Garuda Indonesia personnel on the other, either individually or collectively, with the potential to harm Garuda Indonesia.

• **Board of Commissioners** is the highest corporate organ and comprises the President Commissioner and a number of Commissioners.
• **Board of Directors** is a corporate organ that comprises a number of Directors and is headed by a President Director.

• **Business and Work Ethics** are the moral standards that arise from custom, and comprise of a compilation of thought and behavior patterns that are associated with Garuda Indonesia personnel throughout their daily activities in order to achieve the Company’s daily operations and fulfill its vision and mission.

• **Gratuity** refers to the giving or receiving of an item, generally in the form of money, a good, a commission, a discount, an interest free loan, a travel ticket, accommodation, a tour, free medical care or other facility.

• **Material Information** is data and information that is deemed fundamental.

• **Garuda Indonesia personnel** comprise the members of the Board of Commissioners, Board of Directors, senior staff and employees of the Company who are hired either on a permanent or temporary basis.

• **Executive Ethics Committee** is a committee that is accountable to the Board of Commissioners that is responsible for monitoring and handling violations as well as imposing sanctions on Garuda Indonesia personnel who violate the Business and Work Ethics.
• **Environment** is the physical environment covering natural resources, such as land, water, solar energy, minerals, and the flora and fauna found above and below ground.

• **Society** is a group of people that form a system whereby most interaction takes place between individuals that form part of this specific group.

• **Mass Media** refers to the Institutional communications medium that covers the print and electronic media and which seeks to provide information, education, promotion, social control, and entertainment.

• **Mission** refers to the basic principle of conducting a business that includes elements pertaining to faith, values, and corporate identity in fulfillment of all of the stakeholders’ needs.

• **Guidelines for Reporting Violations** refers to the guidelines and references used by the Company in handling reports of violations that are received by the Company.

• **Senior Staff** are employees that occupy certain positions of authority within a line unit and who are authorized to make decisions as determined by the Company.
• **Employee** is any individual who is legally bound under an employment relationship with the Company.

• **Customer** is an individual or institution that utilizes products or enjoys the use of services provided by Garuda Indonesia.

• **Supplier** is a corporate entity that provides goods and/or services that are required by the Company.

• **Government** is the state executing/governing institution along with its apparatus that covers the legislative, executive, judicial and other agencies, both at the central and regional levels.

• **Stakeholder** refers to Garuda Indonesia personnel, customers, sales agents, private companies, state owned companies, central government and regional government institutions/agencies, suppliers and creditors.

• **Company** is PT Garuda Indonesia (Persero) Tbk, abbreviated as Garuda Indonesia.

• **Competitor** is an entity that operates in a similar line of business to that operated by the Company.

• **Subsidiary** is an entity in the form of a limited liability company, all of whose shares, or more than 50% (fifty percent) of whose shares are held by the Company.

• **Representation** is a gift provided on behalf of the Company.
• **Staff member** is a person who works for the Company and assists a Leader in managing a specific type of work.

• **Labor Union** is an organization that is formed from, by, and for the Employees of the Company and which is free, open, independent, democratic, and responsible in nature.

• **Values** are a set of principles that are adhered to by all of Garuda Indonesia’s personnel and which serves as the basis for thought and action in order to accomplish the Company’s vision and mission.

• **Vision** is a general statement about the direction or aspirations and goals that must be achieved within a specific timeframe.
STATEMENT OF COMPLIANCE AND COMMITMENT
TO PT GARUDA INDONESIA (PERSERO) TbK’s.
BUSINESS AND WORK ETHICS

I, the undersigned:

Name / Employee ID : ..............................................................................
Line Unit : ......................................................................................
Position : .......................................................................................,

Hereby declare:
1) That I have received and read PT Garuda Indonesia (Persero) TbK’s
   Business and Work Ethics
2) That I solemnly promise to adhere to my utmost to all of the policies
   and ethics that are set out in PT Garuda Indonesia (Persero) TbK’s
   Business and Work Ethics
3) That I am prepared to be penalized as stipulated in the PT
   Garuda Indonesia (Persero) TbK’s. Business and Work Ethics as a
   consequence of failing to comply with these guidelines, including
   but not limited to my responsibilities under the prevailing
   regulations of PT Garuda Indonesia (Persero) TbK. and / or the laws
   and regulations in effect.

I therefore knowingly submit this statement, without coercion from
any party and am willing to bear all the consequences for violating this
statement.

..........................................................,

( ________________________________ )
Name and Signature

Copy for Garuda Indonesia Member
STATEMENT OF COMPLIANCE AND COMMITMENT
TO PT GARUDA INDONESIA (PERSERO) Tbk’s.
BUSINESS AND WORK ETHICS

I, the undersigned:

Name / Employee ID : .................................................................
Line Unit : ..............................................................................
Position : ............................................................................... 

Hereby declare:
1) That I have received and read PT Garuda Indonesia (Persero) Tbk’s Business and Work Ethics
2) That I solemnly promise to adhere to my utmost to all of the policies and ethics that are set out in PT Garuda Indonesia (Persero) Tbk’s Business and Work Ethics
3) That I am prepared to be penalized as stipulated in the PT Garuda Indonesia (Persero) Tbk’s. Business and Work Ethics as a consequence of failing to comply with these guidelines, including but not limited to my responsibilities under the prevailing regulations of PT Garuda Indonesia (Persero) Tbk. and / or the laws and regulations in effect.

I therefore knowingly submit this statement, without coercion from any party and am willing to bear all the consequences for violating this statement.

.................................................................

( __________________________)
Name and Signature

Copy for the Company
“Overview of policies and directives on the ethics that guide working relations among us, and business relations with our Stakeholders.”
PT Garuda Indonesia (Persero) Tbk.
Business and Work Ethics