Vendor Policy

GENERAL POLICY OF VENDOR
PT GARUDA INDONESIA (PERSERO) TBK

General Policies of Vendor PT. Garuda Indonesia (Persero) Tbk ("Garuda") are :

1. Garuda prioritizes purchase on the direct source basis, that is to the goods/services providers such as factories or sole distributors (Direct Sourcing Approach) and avoid the purchase to non-value-added agents / vendors.

2. Vendors which shall join procurement process should meet the general requirements as follows :

    a. Have the expertise, experience, technical and management capability in accordance with its business field.

    b. Have the resources (facilities, SDM, tools, and other resources) required in accordance with its business field.

    c. Legitimate registered company is preferred.

    d. Neither under legal sanction nor involved in legal case that can impact to operational failure.

3. Vendor must obey Indonesia’s government rules & regulations as well as within Garuda regulations applied in accordance with goods and/or services procurement

4. Garuda assign Approved Vendor List ("AVL") that will be used in routine procurement and non-bidding. Vendors in AVL are vendors who have passed the evaluation process conducted by Garuda.

5. Vendor who interest to registered in AVL must complete all of the requirements, follow the selection and evaluation process in accordance with Garuda provisions. Each vendor can be registered maximum 2 business field (category) in the AVL.

6. In an effort to encourage the capability improvement of the vendors and as part of vendor management program, Garuda sets vendor performance system to ensure the quality and as continuous improvement.
   Garuda will conduct vendor performance evaluation periodically on the basis of the criteria set out, such as quality, service, and delivery aspects in the procurement process of Garuda. The result of vendor performance evaluation will be used as consideration to give rewards, punishment, and reviewing existence of Vendor in AVL .
   If Vendor's performance result is below of Garuda’s standard (unsatisfying), Garuda has the right to do not include the Vendor in the next procurement process or will evaluate the Vendor existence in AVL.

7. Garuda has the right to eliminate Vendor list in the AVL if:

    a. Vendor act as broker or non-value-added agents / vendors.

    b. Vendor declare resignation by sending a letter of resignation from the vendor list to the

Garuda Business Support and General Affairs Unit.

c. Violation of the provisions as specified in the procurement of Garuda.

d. Not actively participate in the procurement of Garuda

e. Vendor’s performance result is below of Garuda’s standard repetitively or cause of loss and interfere operational activities in Garuda.

f. There is any changes or adjustments of business field (category) that maintained in the AVL.

8. Sanction of offense committed by Vendor are divided into two categories, as follows:

1. Red List

The determination of red list status based on the following criteria :

- Provide goods and/or services that does not meet the specifications.
- Refuse to carry out the goods and/or services after being appointed as the winner.
- Assign the main job to another party without PT. Garuda Indonesia (Persero) Tbk. permission.
- Not finishing the job and does not pay the penalty fees according to the agreement.

Sanction :
Vendor is not allowed to join the procurement process in theri category listed for 2 years since punishment letter published.

2. Black List

The determination of black list status based on the following criteria :

- Involved in corruption and conspiracy to set prices among participants .
- Provide gratuities to employees of PT Garuda Indonesia (Persero) Tbk.
- Documents forgery or data manipulation.
- Supply counterfeit goods which is provable by a statement from the competent authority / factory / dealer.
- Unable to provide goods and/or services in accordance with the contract and have fatal consequences for PT Garuda Indonesia (Persero) Tbk operation.
- Involved a criminal offense against the law stated by the competent authority.
- Misuse of documents for any purposes that not related to participation in the procurement process and/or not related to working process, without PT. Garuda Indonesia (Persero) Tbk. permission.

- Publish incorrect issues that can not legally proven and impact negatively to PT. Garuda Indonesia (Persero) Tbk.

- Create and/ or submit inapproriate documents and/ or information related to Domestic Component Level (TKDN) in goods/ services.

- Based on the inspection result, there is a discrepancy in the use of Domestic Component Level (TKDN) in goods/ services.
  Sanction:

    - PT Garuda Indonesia (Persero) Tbk prohibit the blacklisted company to join the procurement activities in PT Garuda Indonesia (Persero) Tbk for 3 years since punishment letter published.

    - PT Garuda Indonesia (Persero) Tbk has the right to announce Blacklist status on the Garuda e-Procurement website.

9. Garuda has the right to revised, insert or delete the terms in this website, with or without prior notice.

CONTACT US

If the Vendor has any comments or questions regarding this General Policy of Vendor, the Vendor may contact us via email at business-support@garuda-indonesia.com or contact us at the address provided below:

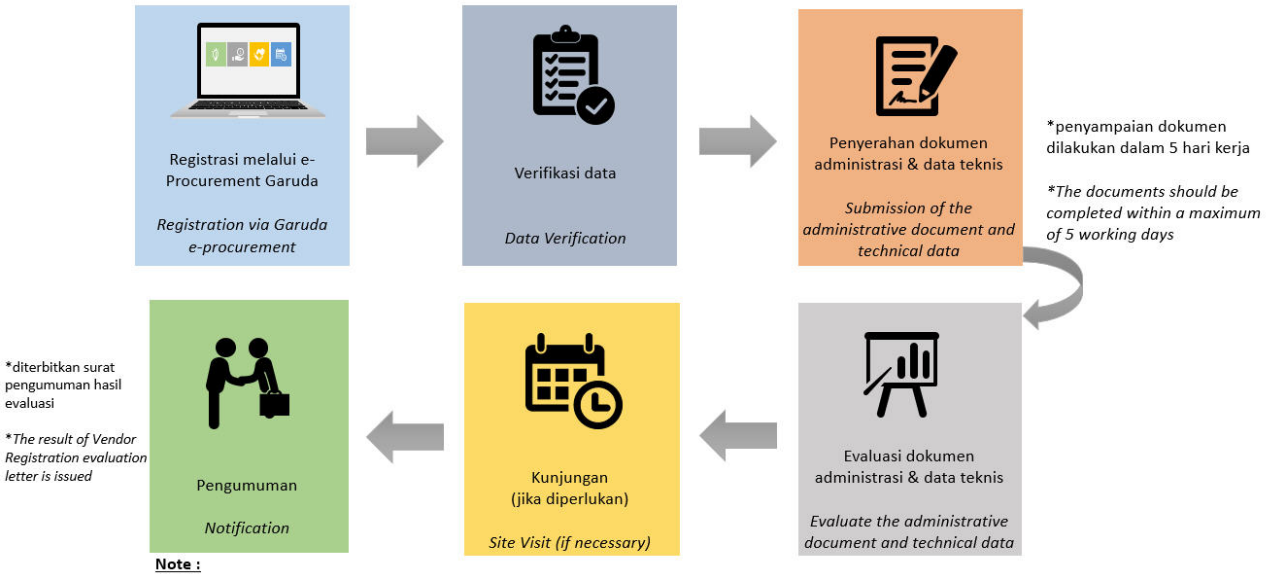
PT Garuda Indonesia (Persero) Tbk
Management Office
(Information System Building, Ground Floor)
Garuda City, Soekarno-Hatta International Airport
Tangerang 15111, Indonesia
P.O. BOX 1004 TNG BUSH

VENDOR REGISTRATION POLICY
PT GARUDA INDONESIA (PERSERO) TBK

1. Garuda opens opportunity for companies who have business field that suits Garuda needs which stated in e-Procurement website announcement. Garuda has its right and sole decision to do not evaluate the vendor registration that registered not in period of registration.

   Garuda Vendor Registration Process :

Alur Pendaftaran Vendor / *Vendor Registration Process*



Note :
Perusahaan yang dinyatakan diterima sebagai AVL Garuda merupakan perusahaan yang telah lulus seluruh tahapan evaluasi pendaftaran vendor.

Vendor that approved to be registered in Garuda AVL is vendor who has passed all of the evaluation of vendor registration process .

2. Registration should be conducted via e-procurement website. For companies who have registered within pre-determined period suits with Garuda needs will receive notification and document guideline contains with terms & conditions. The documents should be completed within 5 working days after the notification received.

   The administrative and technical document should be submitted to the following address :

   PT Garuda Indonesia (Persero) Tbk
   "Vendor Registration – Category (company expertise in form of goods and services provisioning)"
   Unit Business Support & General Affairs / JKTIBGA
   Gedung Management Garuda, Ground Floor
   Garuda City, Soekarno-Hatta International
   Cengkareng 15111, Indonesia.
   P.O BOX 1004 TNG BUSH

   Late submission may lead to the rejection of registration.business-support@garuda-indonesia.com

3. List of documents should be submitted by Vendors are :

   A. Administrative Documents

No	Administrative Documents	Indonesian Registered Company	Non Indonesian Registered Company
1	Copy of Articles of Associations/Deed Establishment (or equivalent documents)	**Yes**	**Yes**
2	Copy of Certificate of Domicile (if applicable)	**Yes**	**Yes**

No	Administrative Documents	Indonesian Registered Company	Non Indonesian Registered Company
3	Copy of Letter of Business Permit	**Yes**	**No**
4	Copy of Tax Registration Number	**Yes**	**No**
5	Copy of Company Registration (or equivalent documents)	**Yes**	**Yes**
6	Copy of last 1 years recent tax payment	**Yes**	**No**
7	Copy of last 1 years corporate annual reports or financial statements. (Audited by the public auditor is preferred)	**Yes**	**Yes**
8	Copy of Company Certification which related to its business and achievement (if any)	**Yes**	**Yes**
9	Copy of nominated letter as PKP (if any)	**Yes**	**No**
10	Copy of Surat Ijin Usaha Jasa Konstruksi/SIUJK (specially for contractor)	**Yes**	**No**
11	Copy of Sertifikat Badan Usaha/SBU (specially for contractor)	**Yes**	**No**
12	Conflict of Interest Form	**Yes**	**Yes**
13	Company Statement Form	**Yes**	**Yes**
14	Personal Information Management Form	**Yes**	**Yes**
15	Contact Person Information Please fill the detail information of person who will coordinate with Garuda team • Company Name • Person’s Name • Title • Email Address • Telephone Number • Handphone • Facsimile Number		

Note :
The list of documents above can be adjusted to business fields (category) needs.

In certain conditions, when a vendor can not fulfill the administrative documents that are confidential, then the vendor must make a statement letter that signed by Director of the Company.

B. Technical Documents
Vendors must submit ***Company Profile*** contains of :

a. Company Organization Structure

b. Total employees and their qualification (for company with experts employee).

c. Portfolio of products/services offered by the company.

d. Production capacity and utilized capacity (for manufacture).

e. Business location, Branch Office and workshop ownership status information.

f. Main equipments and tools that are owned by the company utilized to support its operational activities.

g. Customers list for the last 2 years, include :

- Client Name
- Scope of Works
- Periode of Works
- Location

h. Photos that describe the condition of the office, workshop, warehouse, business activities, etc.

C. Others
If necessary, Vendors should submit specific data related with its expertise as requested in the Vendor registration announcement.

4. Garuda will conduct an evaluation of administrative documents and technical data that submitted by the Vendor in accordance with the requirements and regulations in Garuda Indonesia.

5. Garuda reserves the right to conduct due diligence, including but not limited to site visits, to confirm and verify the validity/accuracy of documents.

6. Site visit is part of the evaluation process to ensure the legality of the document with the factual business location and ensure operational / production activities in accordance with its business field that are registered and ensure that the company is not a broker or non-value-added middleman company.

7. Garuda reserves the right to declare the Company is failed in Vendor registration if:

a. The Company is a broker or non-value-added middleman company;

b. Late submission of documents;

c. Incompleteness of the submitted documents;

d. There are documents that declared not genuine/false by the authorities for issuing the document;

e. The documents are not valid and are not accompanied by notification of renewal;

f. From the result of due diligence , Company is unable to meet the Garuda's criteria.

8. Garuda reserves the right to demand others supporting documents as required in the evaluation process. Evaluation to be done comprehensively by considering administrative/legal, technical aspects as well as compliance with Garuda needs.

9. The result of Vendor Registration evaluation will be informed by official letter or email to the Company. Garuda decision on the results of evaluation vendor registration is an absolute right that can not be inviolable.

10. Garuda does not collect any fees from participants in any procurement process, including the vendor registration process.

CONTACT US

If the Vendor has any comments or questions regarding this Vendor Registration Policy, the Vendor may contact us via email at business-support@garuda-indonesia.com or contact us at the address provided below:

PT Garuda Indonesia (Persero) Tbk
Management Office
(Information System Building, Ground Floor)
Garuda City, Soekarno-Hatta International Airport
Tangerang 15111, Indonesia
P.O. BOX 1004 TNG BUSH

SUPPLIER CODE OF CONDUCT
PT GARUDA INDONESIA (PERSERO) TBK

Garuda Indonesia is committed to fostering professional, ethical, transparent, and sustainable partnerships. This Supplier Code of Conduct serves as a guideline for all our suppliers and business partners in conducting business relationships that uphold compliance with applicable laws and regulations, fair business practices, the prevention of corruption and conflicts of interest, respect for human rights, occupational safety, and environmental responsibility.

All suppliers and business partners are required to understand, comply with, and consistently implement the principles set forth in this Code to support Good Corporate Governance (GCG), Environmental, Social,

and Governance (ESG) principles, and the establishment of a responsible and sustainable supply chain.

Suppliers shall operate their business activities in compliance with all applicable laws and regulations concerning the prohibition of monopolistic practices and unfair business competition.

Throughout all stages of the procurement process, Suppliers are required to adhere to the following principles, including but not limited to:

1. Supporting fair, transparent, and healthy competition;
2. Participating in procurement processes independently and professionally;
3. Refraining from any form of anti-competitive practices;
4. Refraining from bid rigging, price fixing, price manipulation, market allocation, cartels, or any other conduct that violates applicable laws and regulations concerning the prohibition of monopolistic practices and unfair business competition.

CONTACT US

If the Vendor has any comments or questions regarding this Supplier Code Of Conduct, the Vendor may contact us via email at business-support@garuda-indonesia.com or contact us at the address provided below:

PT Garuda Indonesia (Persero) Tbk
Management Office
(Information System Building, Ground Floor)
Garuda City, Soekarno-Hatta International Airport
Tangerang 15111, Indonesia
P.O. BOX 1004 TNG BUSH

E-PROCUREMENT PRIVACY POLICY
PT GARUDA INDONESIA (PERSERO) TBK

PT Garuda Indonesia (Persero) Tbk (hereinafter referred to as “We,” “Us,” “Our,” or the “Company”) respects the privacy rights of its vendors, suppliers, business partners, and consultants (hereinafter referred to collectively as “Vendors”). This Privacy Policy explains the details of the information We collect from Vendors through the Garuda Indonesia e-Procurement website, as well as how that information is used, processed, stored, and protected. We encourage Vendors to read this Privacy Policy carefully.

This policy is established to provide clarity and assurance to Vendors that all processes involving the collection, use, storage, access, exchange, and protection of data are carried out in accordance with information security principles, including confidentiality, integrity, and availability, and complies with applicable laws and regulations.

We are committed to safeguarding the privacy of our Vendors and ensuring the protection of their

Personal Data. Accordingly, we are committed to providing security and trust through the implementation of information security controls, system access management, activity monitoring, and technical as well as administrative safeguards to ensure the security of Personal Data and Vendors company data stored or processed within the Garuda Indonesia e-Procurement website.

SCOPE OF WORK

This Privacy Policy covers the following matters:

1. All Vendors, both those currently engaged in active business relationships and prospective Vendors that are still undergoing procurement, selection, or evaluation processes.

2. All business processes involving the Personal Data of Vendors or the Vendors company data , including but not limited to procurement activities, Vendors evaluation and selection, contractual processes, work execution, payment processing, performance monitoring, audits, and the management of business relationships.

3. All information systems, whether manual or electronic, used in the management of Personal Data. Manual systems include physical documents, paper forms, archives, and other non-digital storage media containing Personal Data. Electronic systems include applications, databases, e-Procurement systems, email, software, and other information technology infrastructure used to collect, store, process, transmit, and delete Personal Data.

CATEGORIES OF PERSONAL DATA COLLECTED

Garuda Indonesia may collect the Vendor's Personal Data as follows:

A. Legal Documents

Legal documents are documents required from prospective Vendors participating in procurement processes organized by the Company. Such legal documents include, but are not limited to:

1. Company Experience List

2. Deed Establishment of the Company, including:

2.1. Deed number;
2.2. Shareholder information (name, national identity number, place and date of birth);
2.3. Composition of the Board of Directors and Board of Commissioners (name, national identity number, place and date of birth).

3. Deed of Amendment to the Articles of Association, including:

3.1. Share ownership composition of shareholders;
3.2. Shareholder information (name, national identity number, place and date of birth);
3.3. Composition of the Board of Directors and Board of Commissioners (name, national identity number, place and date of birth).

4. Company Registration.

5. Power of Attorney from the Vendor’s Board of Directors to the Vendor’s authorized officer, including supporting data (name, national identity number, place and date of birth).

6. Taxpayer Identification Number

7. Business License

8. Business Entity Certificate

9. Financial Statements, including:

9.1. Profit and Loss Statement;
9.2. Balance Sheet for a specific period;
9.3. Total Assets;
9.4. Total Liabilities;
9.5. Total Equity.

10. Other relevant documents.

B. Administrative Documents

Administrative Documents are documents used to complement the legal documentation required from prospective Vendors participating in procurement processes organized by Company. The Administrative Documents include, but are not limited to, the following:

1. Personal Information Management: Signed consent for the management and processing of Personal Information in procurement activities.

2. Domestic Component Level (TKDN): Information on the percentage of domestic content utilization.

3. Conflict of Interest (COI) Declaration Letter.

4. Company Declaration Letter.

5. Employee Curriculum Vitae (CV), including:

5.1. Profile photograph
5.2. Educational background
5.3. Professional qualifications

INFORMATION COLLECTION

Garuda Indonesia may collect Vendors Personal Data when Vendors access or interact with our website or application. We may collect information such as IP address, browser type, operating system, referring website, web browsing behavior, device ID (for mobile applications only), and application usage.

PURPOSE OF USING YOUR INFORMATION

The collection of Personal Data and Vendor company data may be carried out, stored, used, processed, and shared by us and/or other institutions legally authorized to request such data, for one or more of the following purposes:

1. To comply with legal requirements, audits, and applicable laws and regulations, both within and outside the territory of Indonesia, as applicable to Company;

2. For the purposes of goods and/or services procurement processes, including the selection, evaluation, and management of Company Vendors;

3. For the execution of contracts, cooperation agreements, and other business relationships;

4. For administrative purposes, verification, invoicing, payment processing, and other financial transactions;

5. For the provision, exchange, and/or disclosure of data to subsidiaries, affiliated companies, or entities within the Garuda Indonesia Group, to the extent necessary to support operational activities, procurement processes, administrative functions, and the implementation of business cooperation in accordance with applicable regulations.

LEGAL BASIS FOR THE COLLECTION OF PERSONAL DATA

1. We will collect the Vendor's personal information (i) where we have the Vendor's consent to do so, (ii) where we need the information to perform a contract with the Vendor, or (iii) where processing is necessary for our legitimate interests and such interests are not overridden by the Vendor's rights. In certain circumstances, we may also have a legal obligation to collect the Vendor's personal information.

2. Where we collect and use the Vendor's personal information in connection with our legitimate interests (or those of any third party), we will explain to the Vendor, at the relevant time, what those legitimate interests are.

DISCLOSURE OF YOUR INFORMATION

We may disclose the Vendor's personal information to third parties for the following purposes:

1. Requests from Authorities

In the event of any process or action suspected of leading to unlawful conduct or non-compliance with applicable laws and regulations, we may disclose or share the Vendor’s information where we are required to do so to comply with any legal obligation, or when requested by a competent authority, or to enforce or apply our policies and other agreements, or to protect the rights, property, or safety of our users or others. This includes the exchange of information with other companies and organizations in relation to criminal violations.

2. To Support Our Services

We engage third parties to assist in providing our services, such as IT support providers. Such third parties are required to adequately protect the Vendor’s personal data and may only process such data in accordance with Company instructions.

3. Garuda Indonesia Group Procurement Centralization

The provision, exchange, and/or transfer of data to subsidiaries, affiliated companies, or entities within the Garuda Indonesia Group, to the extent necessary to support Vendors sourcing activities, procurement processes, and the implementation of cooperation arrangements in accordance with applicable regulations.

DATA RETENTION AND SECURITY

1. We retain the personal data we collect from Vendors where we have an ongoing legitimate business need to do so (ex. to perform verification in order to comply with applicable legal, tax, or accounting requirements), or for as long as necessary to fulfill the purposes described in this Privacy Policy.

2. Garuda Indonesia will take appropriate technical and organizational measures to protect Vendor’s personal data from loss, misuse, or unlawful processing by implementing appropriate technical measures and organizational policies.

VENDOR’S RIGHTS

Vendors have certain rights under applicable laws and regulations, including the right to obtain information regarding the processing of Personal Data and company data, the right to update and/or correct such data to ensure its accuracy, the right to access and obtain copies of data under Garuda Indonesia’s possession and control through the e-Procurement system, as well as the right to request the deletion of Personal Data to the extent permitted by applicable laws and regulations. To the extent such rights are available to Vendors under applicable laws and regulations, Vendors may exercise these rights by contacting the administrator of Garuda Indonesia’s e-Procurement system through the official communication channels provided.

Garuda Indonesia reserves the right to reject a Vendors request for access to, modification of, and/or deletion of part or all Personal Data and company data under its possession and/or control, based on the results of its verification process, where such rejection is permitted or required under applicable Personal Data Protection laws and regulations, company procurement policies, contractual obligations, audit requirements, dispute resolution processes, or any other applicable legal provisions.

PRIVACY POLICY UPDATE

We are committed to protecting the security and confidentiality of our Vendor’s information. Accordingly, this Privacy Policy may be updated from time to time to reflect changes in our Personal Data processing practices and applicable laws and regulations. If we update this Privacy Policy, we will take appropriate measures to notify Vendors, considering the significance of the changes made. Any updates or amendments will be published on our website.

CONTACT US

If the Vendor has any complaints, comments, or questions regarding this Privacy Policy, or wishes to access and/or correct its Personal Data, the Vendor may contact us via email at dataprotectionofficer@garuda-indonesia.com or contact us at the address below by clearly stating the subject line “PRIVACY POLICY” to:

PT Garuda Indonesia (Persero) Tbk
Management Office
Garuda City, Soekarno-Hatta International Airport
Tangerang 15111, Indonesia
P.O. Box 1004 TNG BUSH