No Dokumen *No. Documents* LGI/SOP-GS/004	No Revisi *Revise No.*	05	LGI a company of Hanwha
	Tanggal *Date*	8 Agustus 2025 *August 8, 2025*	
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SOP PEMELIHARAAN DAN PERBAIKAN SARANA DAN PRASARANA

SOP MAINTENANCE AND REPAIR OF FACILITIES AND INFRASTRUCTURE

PERSETUJUAN DIVISI/DEPARTEMEN/PEJABAT TERKAIT
Approval of Related Divisions/Departments/Official

NO.	DIVISI/DEPARTEMEN/JABATAN TERKAIT *Related Divisions/Departments/Position*	NAMA *Name*	TANDA TANGAN *Signature*
1	CHIEF COMPLIANCE OFFICER	Bezaliel Basuki Erlan	1
2	EVP - BROKERS & BRANCH COORDINATOR	Jessy Hutagalung	2
3	EVP - FINANCE & ACCOUNTING	Viyanty	3
4	SVP - CORPORATE RELATION	Rudy Tjahjadi	4
5	SVP - BUSINESS UNIT	Timmie Manglassa	5
6	SVP - CLAIM	Setiyo A. Murpiyanto	6
7	SVP - FINANCIAL INSTITUTION	Evan P. Hutagalung	7
8	VP - KOREA DESK	Jeon Myeonghwan	8
9	VP - PEOPLE DEVELOPMENT	Susanti Halim	9
10	VP - ACCOUNT DEVELOPMENT	Wisnu Erlangga	10
11	VP - BROKERS	Erik Aribowo	11
12	AVP - NEW BUSINESS	Jin Hun An	12
13	AVP - AGENCY	Maureen Indriaty	13
14	AVP - DIGITAL BUSINESS	Charles Hanafie	14
15	AVP - MARKETING COMMUNICATION	Wineke Winawati	15
16	AVP - INFORMATION SYSTEM TECHNOLOGY	Andreas Kusuma	16
17	DEPARTEMEN RISK ENGINEERING	Pondi Pratama	17
18	DEPARTEMEN TREATY & BUSINESS ANALYST	Imitatio Kristo Konstantino	18
19	DEPARTEMEN HEALTH UNDERWRITING	William Kusmono	19
20	DEPARTEMEN DATA ANALYTIC	M Farhan Ilhamy	20
21	DEPARTEMEN CONTACT CENTER	Dedi Susilo	21
22	DEPARTEMEN HEALTH CENTRAL PROCESSING	Ladyawati	22

PERSETUJUAN DIVISI/DEPARTEMEN/PEJABAT TERKAIT
Approval of Related Divisions/Departments/Official

NO.	DIVISI/DEPARTEMEN/JABATAN TERKAIT *Related Divisions/Departments/Position*	NAMA *Name*	TANDA TANGAN *Signature*	
23	DEPARTEMEN GENERAL CENTRAL PROCESSING	Putut H. Pangasto	23	24
24	CORPORATE SECRETARY	Satini Kartika Sari		
25	DEPARTEMEN LEGAL	Ivo Santri Lubis	25	26
26	DEPARTEMEN INTERNAL AUDIT	Samuel Hidayat		
27	DEPARTEMEN QUALITY ASSURANCE	Nadia Erlikasna Br P	27	

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Tanggal Pertama Terbit: 4 Maret 2013 *Date of First Publication : March 4, 2013*	Tanggal Berlaku / Revisi: 8 Agustus 2025 *Effective /Revision Date: August 8, 2025*		
DIVISI/DEPARTEMEN/KOMITE/UNIT PEMBUAT *Created by Division/Department/Committee/Unit*	DIBUAT OLEH *Created by*	DIPERIKSA OLEH *Reviewed by*	DISETUJUI OLEH *Approved by*
GENERAL SERVICES	Zengga Rio P	Imelda Dewijanti	Kwon Gi Han

Daftar Penerima Salinan

List of Copy Recipients

	Divisi / Departemen / Penerima *Division / Department / Recipient*		Divisi / Departemen / Penerima *Division / Department / Recipient*
*	Board of Commisioners	☑	Budgeting & IFRS Reporting
☐	GCG Committee	☑	Technical Actuary
☐	Risk Oversight Committee	*	Investor Relation Division
☐	Audit Committee	☑	General Services
☐	Remuneration & Nominations Committee	☑	Operation Director
*	Board of Directors	*	Risk Management Division
*	President Director	☑	Risk Engineering
*	Vice President Director	☑	Treaty & Business Analyst
☐	Medical Committee	*	Health Underwriting & Data Analytic Division
☐	Investment Committee	☑	Data Analytic
☐	Product Development Committee	☑	Health Underwriting
☐	Information Technology Steering Committee	☑	Contact Center
☐	AML - CFT & CPF	*	Claim Division
☐	Consumer and Public Protection Unit	☑	Health Claim
☐	Corporate Social Responsibility Unit	☑	General Claim - MV
☐	Financial Literacy and Inclusion Unit	☑	General Claim - Non MV 1
☐	Asset & Liability Management Unit	☑	General Claim - Non MV 2
☐	Sustainable Financial Action Unit	☑	Provider & TPA Management
☐	Personal Data Protection Unit	*	Central Processing Division
☐	Anti Fraud Unit & WBS	☑	Health Central Processing
*	Internal Audit	☑	General Central Processing
*	Corporate Risk Management Unit	*	Strategy Director
☐	Risk Management Committee	*	Information System & Technology Division
*	Finance & Administration Director	☑	Application Development
*	Finance & Accounting Division	☑	Data Technology
☑	Health Finance	☑	IT Infrastructure & ISMS
☑	General Finance	☑	Special Project
☑	General Collection & Administration	☑	Helpdesk Support
☑	Accounting & Tax	*	Business Planning & Strategy

☑ Didistribusikan *(Distributed)* ☐ Tidak Didistribusikan *(Not Distributed)* * Wajib didistribusikan *(Mandatory Distributed)*

	Divisi / Departemen / Penerima *Division / Department / Recipient*		Divisi / Departemen / Penerima *Division / Department / Recipient*
*	New Business Division	☑	Brokers 1
☑	Digital Product	☑	Brokers 2
☑	Digital Marketing	*	Agency Division
*	Digital Business Division	☑	Karawaci
☑	Retail Health	☑	Surabaya
☑	Digital Partnership	☑	Semarang
*	Project Management Office Division	☑	Bandung
*	Commercial Director	☑	Medan
*	Financial Institution Division	☑	Solo
*	Marketing Communication Division	☑	Bali
*	Business Unit Division	☑	Makassar
☑	Marine & Miscellaneous Business Unit	☑	Balikpapan
☑	Property & Engineering Business Unit	☑	Palembang
☑	Retail Business Unit	☑	Jakarta
☑	Special Risk Business Unit	☑	Cikarang
*	Korea Desk Division	☑	Pekanbaru
*	Corporate Relation Division	*	Compliance Director
☑	Corporate Relation 1	*	Quality Assurance
☑	Corporate Relation 2	*	Legal
*	Account Development Division	*	Corporate Secretary
☑	Account Development 1	*	People Development Division
☑	Account Development 2	☑	Talent Management
*	Branches & Network Division	☑	Compensation & Benefit
*	Brokers Division		

☑ Didistribusikan *(Distributed)* ☐ Tidak Didistribusikan *(Not Distributed)* * Wajib didistribusikan *(Mandatory Distributed)*

Riwayat Revisi
Revision History

No *No*	Halaman *Pages*	Bentuk Perubahan *Form of Changes*
1.	1-17	Penyesuaian format SOP menjadi Bilingual. *Adjusting the SOP format to be bilingual.*
2.	1-2	Penyesuaian pihak yang bertanda tangan pada bagian pengesahan SOP. *Adjustment of signatories in the approval section of the SOP.*
3.	3-4	Penyesuaian Daftar Penerima Salinan sesuai Struktur Organisasi yang berlaku. *Adjustment of the Distribution List according to the current Organizational Structure.*
4.	10	Penyesuaian redaksional cadangan solar menjadi kapasitas minimal bahan bakar pada salah satu bagian Pemeliharaan Genset. *Adjustment of the wording from solar reserve to fuel minimum capacity in one section of the generator Maintenance.*
5.	15	Penambahan Prosedur Pemeliharaan dan Perbaikan Sarana dan Prasarana di Kantor Cabang/Kantor Pemasaran. *Addition of Maintenance and Repair Procedures for Infrastructure and Facilities at the Branch Office/Representative Office.*

DAFTAR ISI

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Bab III DOKUMEN PENDUKUNG

SUPPORTING DOCUMENTS

BAB I

KETENTUAN UMUM

GENERAL REQUIREMENTS

1. Tujuan

Standard Operating Procedure (SOP) ini memberikan panduan untuk memastikan semua sarana dan Prasarana, baik yang terkait ataupun yang tidak terkait dengan operasional Perseroan dapat berfungsi dengan baik.

1. Objective

This Standard Operating Procedure (SOP) provides guidelines to ensure that all facilities and infrastructure, whether related or unrelated to the Company's operations, function properly.

2. Ruang Lingkup

Standard Operating Procedure (SOP) ini berlaku untuk Pemeliharaan dan Perbaikan sarana dan Prasarana di PT Lippo General Insurance Tbk (Selanjutnya disebut “Perseroan”).

2. Scope

This Standard Operating Procedure (SOP) applies to the Maintenance and Repair of Facilities and Infrastructure at PT Lippo General Insurance Tbk (hereinafter referred to as the “Company”).

3. Referensi

3.1. POJK Nomor 44/POJK.05/2020 tentang Penerapan Manajemen Risiko Bagi Lembaga Jasa Keuangan Nonbank

3.2. Pedoman Mutu dan Keamanan Informasi

3.3. Persyaratan Standar ISO 9001:2015

3.4. Persyaratan Standar ISO/IEC 27001:2022

3. Reference

3.1. POJK Number 44/POJK.05/2020 concerning the Implementation of Risk Management for Non-Bank Financial Services Institutions

3.2. Quality and Information Security Guidelines

3.3. ISO 9001:2015 Standard Requirements

3.4. ISO/IEC 27001:2022 Standard Requirements

4. Definisi/Istilah

4.1 Departemen Terkait adalah Departemen/Bagian/Unit yang mengajukan Pemeliharaan dan Perbaikan sarana dan Prasarana di Kantor Pusat Perseroan.

4.2 Pemeliharaan adalah perawatan sarana maupun Prasarana yang digunakan.

4.3 Perbaikan adalah tindakan yang dilakukan agar sarana atau Prasarana dalam keadaan siap digunakan.

4.4 Sarana adalah segala sesuatu yang dapat dipakai sebagai alat atau media dalam mencapai maksud atau tujuan, seperti alat transportasi, meja, kursi, dll.

4.5 Prasarana adalah segala sesuatu yang merupakan penunjang utama terselenggaranya suatu proses, seperti gedung dan ruangan kantor.

5. Aturan Umum

5.1 Permintaan untuk Perbaikan Sarana dan Prasarana dari Departemen Terkait dikirimkan melalui *e-mail* yang ditujukan ke Departemen General Services, disertai dengan melampirkan foto objek Sarana dan Prasarana yang rusak.

5.2 Untuk Perbaikan Sarana dan Prasarana disesuaikan dengan kebutuhan dari Departemen Terkait.

5.3 Pemeliharaan Sarana dan Prasarana di tempat kerja yang digunakan secara pribadi (misalkan meja dan kursi) menjadi tanggung jawab Karyawan masing-masing

4. Definition/Terms

4.1 Related Department refers to Department/Section/Unit that proposes Maintenance and Repair of Facilities and Infrastructure at the Company's Head Office.

4.2 Maintenance refers to maintenance of the Facilities and Infrastructure used.

4.3 Repair refers to actions taken to ensure that Facilities or Infrastructure are ready to use.

4.4 Facilities refers to everything that can be used as a tool or medium to achieve a goal or objective, such as transportation, tables, chairs, etc.

4.5 Infrastructure refers to everything that is the main support for the implementation of a process, such as buildings and office space.

5. Objective

5.1 Requests for Repairs of Facilities and Infrastructure from the Related Department are sent via e-mail addressed to the General Services Department, accompanied by a photo of the damaged Facilities and Infrastructure.

5.2 Repairs of Facilities and Infrastructure are adjusted according to the needs of the Related Department.

5.3 Maintenance of facilities and infrastructure at the workplace used personally (such as desks and chairs) is the responsibility of each Employee within the respective

di setiap Departemen Terkait, sedangkan Perbaikan dan Pemeliharaan Sarana dan Prasarana secara umum menjadi tanggung jawab Departemen General Services.

Department, while the Repair and Maintenance of general facilities and infrastructure are the responsibility of the General Services Department.

5.4 Pemeliharaan dan Perbaikan Sarana dan Prasarana yang dilakukan oleh Departemen General Services harus dapat dibuktikan. Berikut adalah detail jenis Pemeliharaan untuk masing-masing Sarana dan Prasarana yang harus dilakukan.

5.4 Maintenance and Repairs of Facilities and Infrastructure by the General Services Department must be verifiable. The following are the details of the types of Maintenance for each facility and Infrastructure that must be carried out.

No.	Jenis Sarana dan Prasarana *Types of Facilities and Infrastructure*	Jenis Pemeliharaan *Maintenance Type*	Periode *Period*
1.	AC	Instalasi dan fungsi *Installation and function*	3 (tiga) bulan sekali (tergantung kondisi AC) *Every 3 (three) months (depending on the condition of the AC)*
2.	Genset *Generator Set*	Pemeliharaan total *Total Maintenance*	250 jam sekali (minimal 1 (satu) tahun sekali) *Every 250 hours (at least once a year)*
		Pemanasan *Heating*	1 (satu) kali seminggu (-/+15 menit) *Once a week (±15 minutes)*
		Kapasitas minimal bahan bakar *Minimum Fuel Capacity*	Minimal ¾ volume *Minimum ¾ of volume*
3.	Infrastruktur dan Perabot Kantor *Catatan: Untuk jenis infrastruktur/perabot kantor disesuaikan dengan *checklist* Pemeliharaan Perseroan *Office Infrastructure and Furniture* **Note: For types of Infrastructure/furniture, refer*	Fungsi *Function*	Jika terjadi masalah *If a problem occurs*
		Kebersihan *Cleanliness*	Setiap hari *Everyday*
		Renovasi	Sesuai dengan kebutuhan

No.	Jenis Sarana dan Prasarana *Types of Facilities and Infrastructure*	Jenis Pemeliharaan *Maintenance Type*	Periode *Period*
	to the Company's Maintenance checklist	*Renovation*	*As needed*
4.	Papan Nama Perusahaan (Logo/Reklame/Neon *Sign*) *Company Name Plate (Logo/Advertising/Neon Sign)*	Struktur konstruksi reklame *Billboard structure*	Dilakukan pengecekan minimal 1 (satu) tahun sekali/tergantung kondisi *Checked at least once a year/depending on condition*
		Kondisi Visual (Cat) *Visual condition (paint)*	Dilakukan pengecekan minimal 1 (satu) tahun sekali/tergantung kondisi *Inspection to be carried out at least once a year/depending on condition*
		Fungsi pengatur waktu (*timer*) dan lampu, jika ada. *Function of timer and lights, if applicable.*	Dilakukan pengecekan minimal 1 (satu) tahun sekali/tergantung kondisi *Inspection to be performed at least once a year/depending on condition*
5.	Kendaraan Operasional *Operational Vehicle*	*Service* berkala dan Perbaikan fungsi lainnya *Regular Maintenance and Repair of other functions*	Sesuai petunjuk *service*/tergantung kondisi *According to service instructions/depending on condition*
		Kebersihan kendaraan *Vehicle cleanliness*	Setiap hari *Everyday*

5.5 Jika ada kegiatan Pemeliharaan atau Perbaikan yang menggunakan Pihak Eksternal di seluruh bagian gedung kantor termasuk *data center*, maka harus dilakukan pemantauan oleh Pihak Internal Perseroan yang ditunjuk oleh *Deputy Department/Department Head General Services.*

5.5 If Maintenance or Repairs involving external parties are conducted throughout the office building, including the data center, monitoring must be performed by an Internal Party appointed by the Deputy Department/Department Head General Services.

5.6 Pemeliharaan dan Perbaikan Sarana dan Prasarana di Kantor Cabang/Kantor Pemasaran menjadi tanggung jawab Kantor Cabang/Kantor Pemasaran

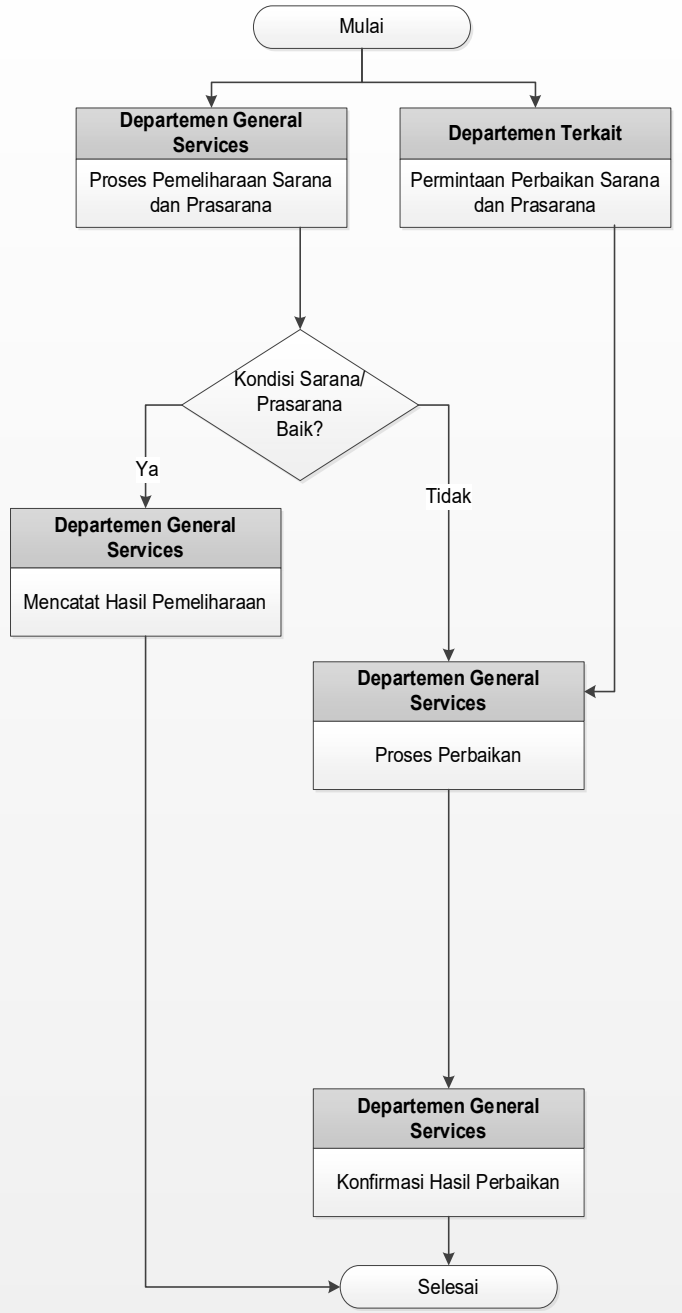
5.6 Maintenance and Repair of Facilities and Infrastructure at Branch Offices/Marketing Offices are the responsibility of those offices. However, if Maintenance and

tersebut. Namun jika terdapat Pemeliharaan dan Perbaikan Sarana dan Prasarana, maka Kantor Cabang/Kantor Pemasaran wajib mengajukan *approval* biaya dan estimasi pengerjaan terlebih dahulu ke *Deputy Department/Department Head General Services.* Jika sudah disetujui oleh *Deputy Department/Department Head General Services* maka dapat dilanjutkan ke proses pengerjaan oleh Kantor Cabang/Kantor Pemasaran.	Repair are required, the Branch Office/Marketing Office must first submit a cost approval and work estimate to the Deputy Department/Department Head General Services. Once approved by the Deputy Department/Department Head General Services, the work may proceed by the Branch Office/Marketing Office.
*Catatan: Jika diperlukan, maka persetujuan Pemeliharaan dan Perbaikan Sarana dan Prasarana Kantor Cabang/Kantor Pemasaran akan diajukan ke Direktur terkait oleh *Deputy Department/Department Head General Services.*	*Note: If necessary, approval for Maintenance and Repair of Branch Office/Marketing Office Facilities and Infrastructure will be submitted to the related Director by the Deputy Department/Department Head General Services.
5.7 Proses pada SOP ini memperhatikan prinsip penerapan manajemen risiko sesuai dengan Pedoman Penerapan Manajemen Risiko yang berlaku.	5.7 The process in this SOP takes into account the principles of risk management implementation in accordance with the applicable Guideline for Risk Management Implementation.

BAB II
PROSEDUR
PROCEDURE

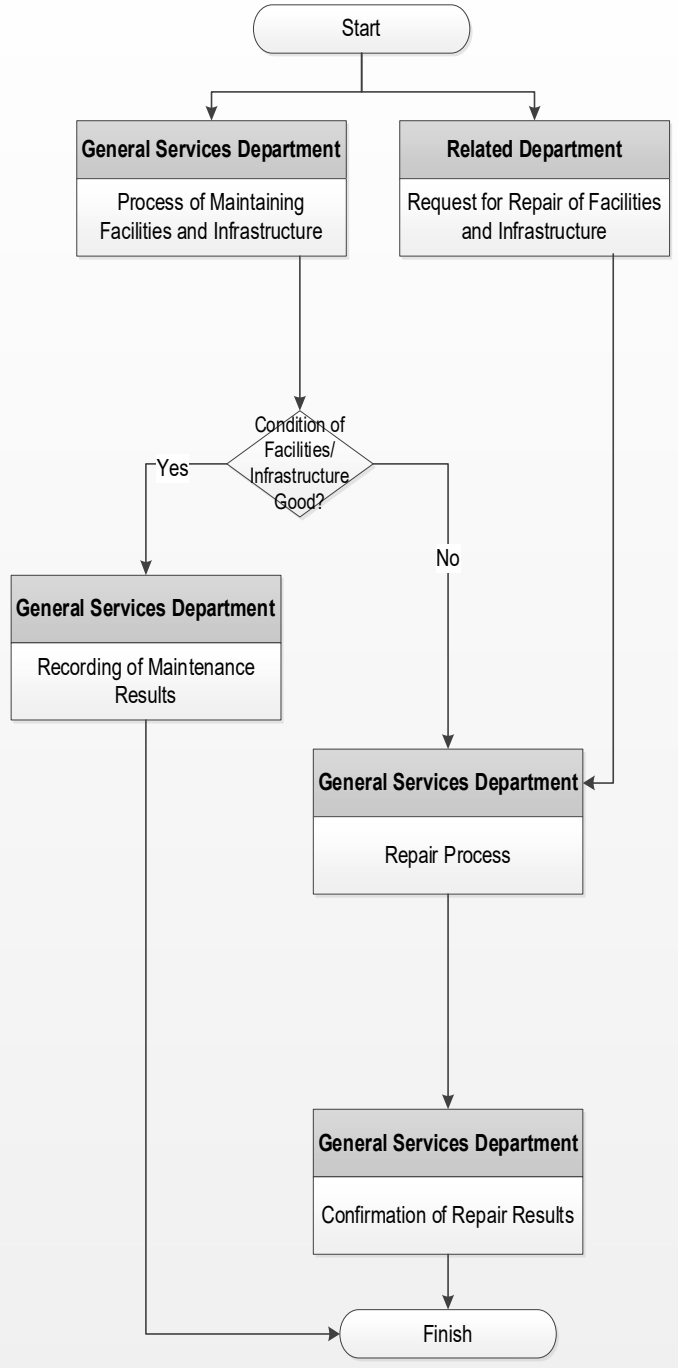
1. PROSEDUR PEMELIHARAAN DAN PERBAIKAN SARANA DAN PRASARANA DI KANTOR PUSAT

PEMELIHARAAN DAN PERBAIKAN SARANA DAN PRASARANA DI KANTOR PUSAT

AKTIVITAS	DOKUMEN	KETERANGAN
	E-Mail Bukti Pemeliharaan Bukti Pemeliharaan Laporan/E-Mail Kerusakan Bukti Perbaikan Bukti Perbaikan	**Departemen General Services:** • Melakukan Pemeliharaan Sarana dan Prasarana sesuai jadwal yang telah ditentukan. • Jika diperlukan Pemeliharaan Sarana dan Prasarana menggunakan Pihak Eksternal, maka dilakukan pengajuan kepada Direktur. • Menerbitkan laporan kerusakan bila ditemukan kerusakan yang harus diperbaiki. **Departemen Terkait:** • Melakukan permintaan Perbaikan Sarana dan Prasarana melalui e-Mail dengan melampirkan bukti objek Sarana dan Prasarana yang ingin diperbaiki ke Departemen General Services. **Departemen General Services:** • Mencatat hasil Pemeliharaan dalam bukti Pemeliharaan Sarana dan Prasarana. **Departemen General Services:** • Memeriksa laporan kerusakan/pengajuan Perbaikan Sarana dan Prasarana melalui e-mail. • Menganalisis masalah dan memutuskan Perbaikan yang dilakukan (internal atau eksternal). • Jika diperlukan Perbaikan Sarana dan Prasarana menggunakan Pihak Eksternal, maka dilakukan pengajuan kepada Direktur. • Melakukan Perbaikan sesuai dengan jenis kerusakan. • Memeriksa kembali/menguji fungsi Sarana dan Prasarana setelah dilakukan Perbaikan. • Melakukan analisis dan Perbaikan kembali bila hasil pemeriksaan masih menunjukkan kerusakan. **Departemen General Services:** • Menginformasikan ke Departemen Terkait bila Perbaikan telah dilakukan dan Sarana dan Prasarana telah berfungsi dengan baik.

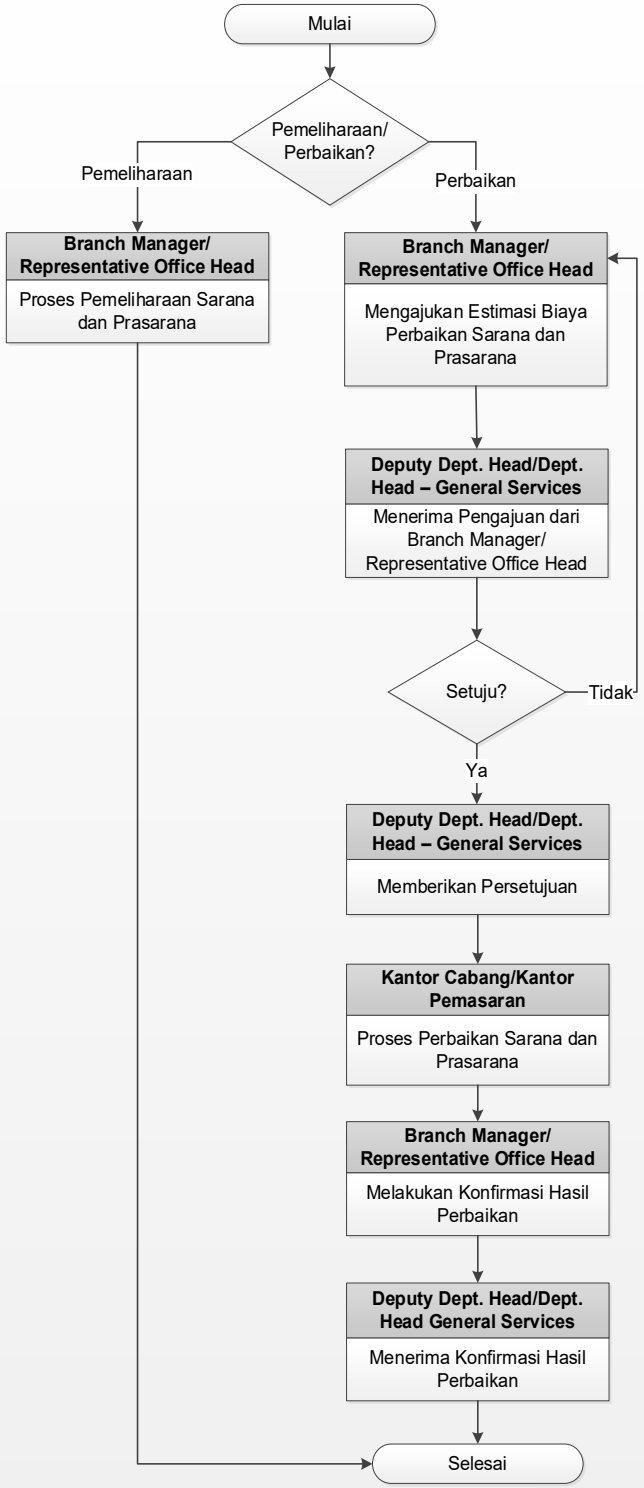
1. PROCEDURE FOR MAINTENANCE AND REPAIR OF FACILITIES AND INFRASTRUCTURE AT THE HEAD OFFICE

MAINTENANCE AND REPAIR OF FACILITIES AND INFRASTRUCTURE AT THE HEAD OFFICE



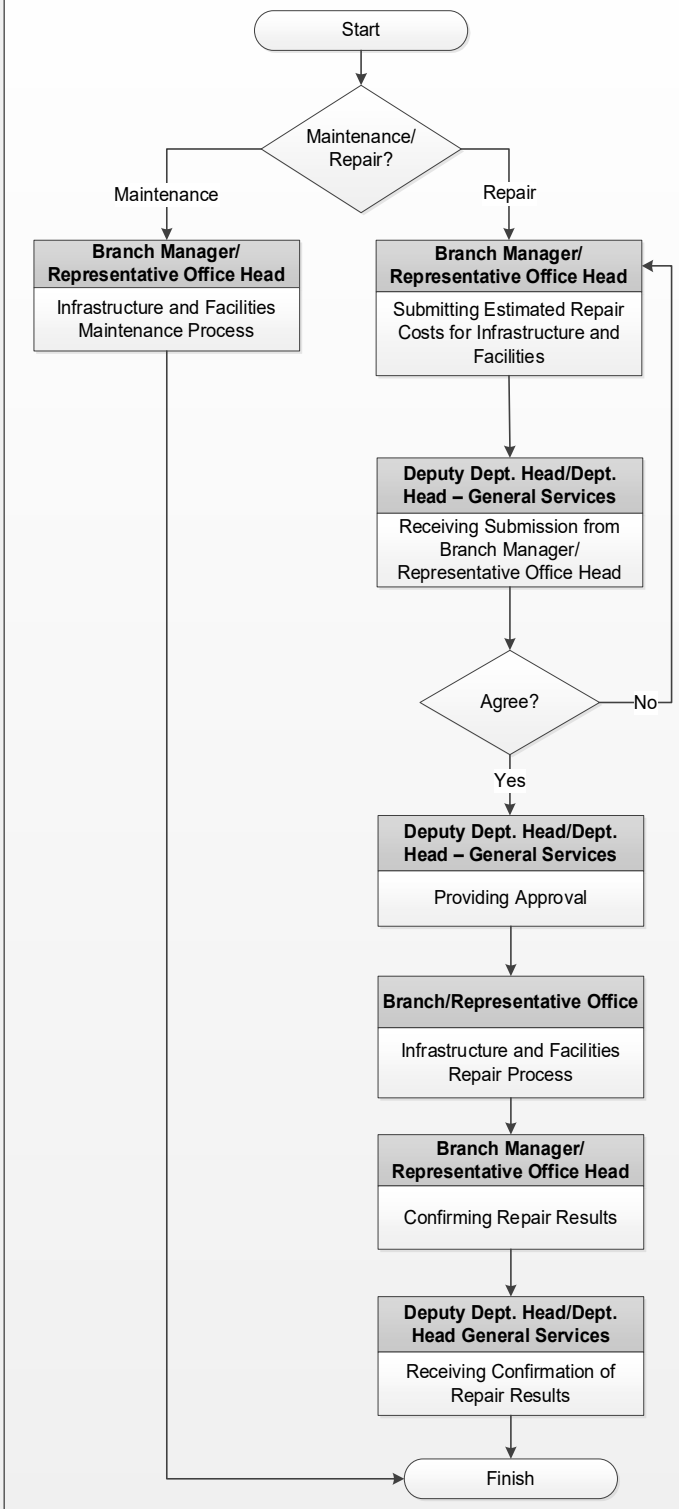
2. PROSEDUR PEMELIHARAAN DAN PERBAIKAN SARANA DAN PRASARANA DI KANTOR CABANG/KANTOR PEMASARAN

PEMELIHARAAN DAN PERBAIKAN SARANA DAN PRASARANA DI KANTOR CABANG/KANTOR PEMASARAN

AKTIVITAS	DOKUMEN	KETERANGAN
	E-Mail Laporan/E-Mail Kerusakan Bukti Perbaikan Bukti Perbaikan	**<u>Branch Manager/Representative Office Head:</u>** • Jika merupakan pemeliharaan Sarana dan Prasarana, maka dilanjutkan dengan proses pemeliharaan sarana dan prasarana. • Jika diperlukan Perbaikan Sarana dan Prasarana menggunakan Pihak Eksternal, maka dilakukan pengajuan kepada Deputy Dept. Head/Dept. Head General Services. **<u>Branch Manager/Representative Office Head:</u>** • Melakukan proses pemeliharaan sarana dan prasarana di Kantor Cabang/Kantor Pemasaran. • Mengajukan estimasi biaya perbaikan sarana dan prasarana di Kantor Cabang/Kantor Pemasaran dengan melampirkan bukti objek Sarana dan Prasarana yang ingin diperbaiki. **<u>Deputy Dept. Head/Dept. Head – General Services:</u>** • Menerima pengajuan estimasi biaya perbaikan sarana dan prasarana dari Branch Manager/ Representative Office Head. • Memeriksa laporan kerusakan/pengajuan Perbaikan Sarana dan Prasarana melalui e-mail. • Jika setuju, maka dilanjutkan dengan memberikan persetujuan. • Jika tidak setuju, maka Branch Manager/ Representative Office Head melakukan pengajuan kembali. **<u>Deputy Dept. Head/Dept. Head – General Services:</u>** • Memberikan persetujuan estimasi perbaikan sarana dan prasarana di Kantor Cabang/Kantor Pemasaran. **<u>Kantor Cabang/Kantor Pemasaran:</u>** • Melakukan proses perbaikan sarana dan prasarana sesuai jenis kerusakan. • Memeriksa kembali/menguji fungsi Sarana dan Prasarana setelah dilakukan Perbaikan. **<u>Branch Manager/Representative Office Head:</u>** • Melakukan konfirmasi hasil perbaikan kepada Deputy Dept. Head/Dept. Head General Services. **<u>Deputy Dept. Head/Dept. Head – General Services:</u>** • Menerima konfirmasi hasil perbaikan dari Branch Manager/Representative Office Head.

2. PROCEDURE FOR MAINTENANCE AND REPAIR OF FACILITIES AND INFRASTRUCTURE AT THE BRANCH/REPRESENTATIVE OFFICE

MAINTENANCE AND REPAIR OF FACILITIES AND INFRASTRUCTURE AT THE BRANCH/REPRESENTATIVE OFFICE



Branch Manager/Representative Office Head:
- If it concerns the maintenance of infrastructure and facilities, the process continues with the maintenance procedure.
- If repair of infrastructure and facilities requires involvement of an external party, a submission must be made to the Deputy Dept. Head/Dept. Head of General Services.

Branch Manager/Representative Office Head:
- Carrying out the maintenance process of infrastructure and facilities at the Branch Office/ Representative Office.
- Submitting estimated repair costs for infrastructure and facilities at the Branch Office/ Representative Office by attaching evidence of the infrastructure and facilities to be repaired.

Deputy Dept. Head/Dept. Head – General Services:
- Receiving the estimated repair cost submission for infrastructure and facilities from the Branch Manager/Representative Office Head.
- Reviewing the damage report/repair request for infrastructure and facilities via email.
- If approved, the process continues with providing approval.
- If not approved, the Branch Manager/ Representative Office Head must resubmit the request.

Deputy Dept. Head/Dept. Head – General Services:
- Providing approval for the estimated repair costs of infrastructure and facilities at the Branch Office/Representative Office.

Branch/Representative Office:
- Carrying out the repair process for infrastructure and facilities according to the type of damage.
- Rechecking/testing the functionality of the infrastructure and facilities after the repair has been completed.

Branch Manager/Representative Office Head:
- Confirming the repair results to the Deputy Dept. Head/Dept. Head of General Services.

Deputy Dept. Head/Dept. Head – General Services:
- Receiving confirmation of repair results from the Branch Manager/Representative Office Head.

BAB III

DOKUMEN PENDUKUNG

SUPPORTING DOCUMENTS

1. REKAMAN

1.1. Laporan/*E-mail* Kerusakan

1.2. *Checklist*/Bukti Pemeliharaan Sarana dan Prasarana

1.3. Bukti Perbaikan

2. DOKUMEN TERKAIT

2.1. Pedoman Mutu dan Keamanan Informasi

2.2. Pedoman Penerapan Manajemen Risiko

2.3. Surat Keputusan Direksi tentang Tabel Otorisasi Pejabat Khusus Urusan Logistik & IT Persetujuan Pengeluaran untuk Pengadaan Sarana dan Prasarana Kerja serta Biaya yang Berkaitan dengan Kegiatan Operasional Kantor

1. RECORDS

1.1. Damage Report/Email

1.2. Checklist/ Proof of Facilities and Infrastructure Maintenance

1.3. Proof of Repair

2. RELATED DOCUMENT

2.1. Quality and Information Security Guidelines

2.2. Guideline for Risk Management Implementation

2.3. Board of Directors Decree on the Authorization Table for Special Officers in Logistics & IT Matters, Approval for the Procurement of Work Facilities and Infrastructure, and Expenses Related to Office Operational Activities