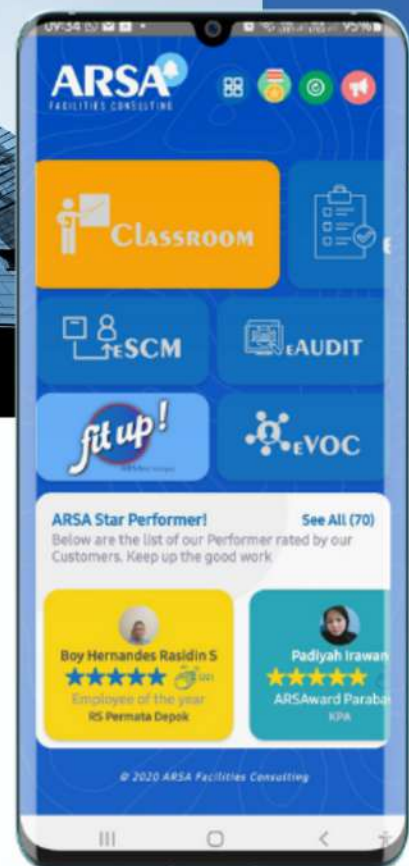


COMPANY PROFILE



Contents

1. About ARSA Indonesia
2. Areas of Expertise
3. Fields of Competence
4. Our Services
5. ARSAtech
6. ARSA Indonesia's Customers
7. Conclusion



About Us

ARSA Indonesia is a brand under the umbrella of PT. ARSA Manajemen Fasilitas, PT. ARSA Teknologi Fasilitas, and PT. BIMASENA Multi Trada. PT. ARSA Manajemen Fasilitas is duly incorporated (as evidenced by the Deed of Establishment issued by the Ministry of Law and Human Rights, Number AHU-04781.AH.01.02 of 2021). It holds the required licenses from the relevant ministry and conducts business activities under the following KBLI (Indonesian Standard Industrial Classification) codes:

1. KBLI 78200: Provision of labor for a specific period
2. KBLI 78300: Labor supply and human resources management
3. KBLI 78421: Private technical job training
4. KBLI 81100: Combined facilities support services
5. KBLI 81210: Building cleaning services
6. KBLI 81300: Landscape care and maintenance
7. KBLI 82190: Office support services
8. KBLI 82110: Integrated office administration services
9. KBLI 82200: Call center services
10. KBLI 80200: Security systems services
11. KBLI 80100: Private security services
12. KBLI 68110: Self-owned or rented real estate
13. KBLI 43304: Interior decoration
14. KBLI 43211: Electrical installations
15. KBLI 27409: Other lighting equipment industry

Vision

Our objective is to be recognized as the most reliable and preferred Integrated Facility Management company in Indonesia.

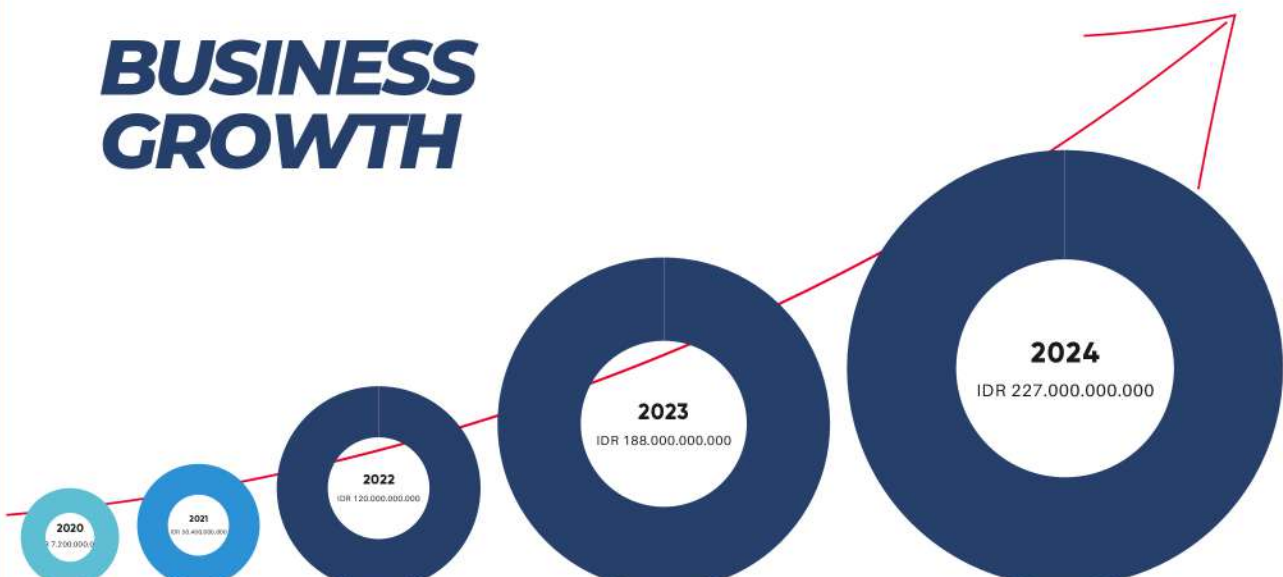
Mision

Creating an exceptional customer experience by employing skilled professionals, delivering high-quality services, implementing efficient and effective work systems, and prioritizing the safety and security of every task.

Values

Balance
Integrity
Growth
Quality
Teamwork

BUSINESS GROWTH



Our Strategy

Developing superior human resources through a structured process of selection, recruitment, training, supervision, and evaluation, thereby enabling continuous performance improvement.

Enhancing the knowledge and expertise of each individual so that ARSA Indonesia is recognized as an expert provider that not only offers the best service but also delivers effective solutions for customers.

Leading the Integrated Facility Management Services (IFMS) industry by mastering technology and continuously developing information technology solutions, benefitting both customers and all stakeholders.

Providing solutions that address quality, usability, cost efficiency, safety, health, and speed.

Consistently upholding corporate values while expanding existing business and acquiring new customers.

Exceeding customer expectations through quality results and extensive application of information technology, ensuring ARSA Indonesia remains compliant, transparent, and accountable.



Locations



Banten

Banten

Kantor Pusat
Jl. Ir. H. Juanda No. 15,
Komplek Niaga Ciputat Indah
Permai Blok D.27/28,
Tangerang Selatan
Banten 15419



Surabaya

Surabaya

Jl. Klampis Megah, Klampis,
Komplek Ruko Klampis Megah
Blok B.11 Ngasem, Sukolilo,
Surabaya
Jawa Timur 60117



Bali

Denpasar - Bali

Jl. Jl. By Pass Ngurah Rai No.
888xx, Pamogan,
Denpasar Selatan
Denpasar - Bali 55223



Lampung

Lampung

Jl. Hayam Wuruk, Putri Balau
No. 8C, Tanjung Karang
Timur, Kota Bandar Lampung
Lampung 35122



Yogyakarta

Yogyakarta

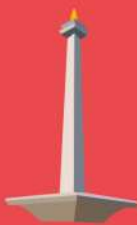
Jl. Prof. Herman Yohanes No.
53
Samirono, Depok, Sleman
DI Yogyakarta 55223



Medan

Medan

Grand Jati Junction
Jl. Perintis Kemerdekaan,
Medan Timur
Kota Medan
Sumatera Utara



DKI Jakarta

Jakarta

Belezza Shopping Arcade, Lt. 1,
106
Jl. Letjen Supeno, Kebayoran
Lama,
Jakarta Selatan
DKI Jakarta 12210



Semarang

Semarang

Jl. Jl. Indraprasta No. 74
Pendirikan Kidul
Semarang - Jawa Tengah



Bandung

Bandung

Graha DLA Lt. 2, Suite 06
Jl. Otto Iskandar Dinata No. 392
Bandung - Jawa Barat 40242

Quality Assurance Systems



Through PT. ARSA Manajemen Fasilitas, ARSA Indonesia is committed to delivering ISO-based quality services, including:

- SO 9001:2015 (Quality Management System)
- SO 45001:2018 (Occupational Health and Safety Management System)
- SO 14001:2015 (Environmental Management System)
- SMK3 : Sistem Manajemen Keselamatan dan Kesehatan Kerja

These certifications are issued by the United Accreditation Foundation (UAF), a certification body based in the United States.

Furthermore, PT. ARSA Manajemen Fasilitas is an active member of several professional associations, including:

- APKLINDO (Association of Indonesian Cleaning Services Companies)
- ASPPHAMI (Association of Indonesian Pest Control Companies)
- ABUJAPI (Association of Indonesian Security Services Business Entities)



Expertise

ARSA Indonesia is a facility service provider comprised of professionals with extensive experience in Integrated Facility Services.

This expertise is the key reason why building owners and managers choose ARSA Indonesia to fulfill their facility service needs.

Leveraging this experience, ARSA Indonesia has the capability to develop an integrated information system tailored to the facility services sector. Below are insights from some of the executives currently working with ARSA Indonesia:



Adi Permadi

Founder & President Director

Adi, 51 years old, graduated from BPLP Bandung (a state-run hospitality school) in 1991. He has worked at Hotel Indonesia Jakarta, Grand Hyatt Bali, Millenium Sirih Jakarta, and Gran Melia Jakarta.

In 2000, he joined PT. ISS Indonesia, where he played a significant role in growing the company's workforce from 2,500 employees in 2000 to 45,000 employees by 2011. His last position at PT. ISS Indonesia was Chief Operating Officer, which he held until 2011. During his tenure, Adi led ISS Indonesia to receive various international accolades, including recognition as the world's best company in 2008.

From 2011 to 2020, he served as President Director of PT. Sinar Jernih Sarana (AEON delight Indonesia).

In April 2020, he decided to resign from his position and established PT. ARSA Manajemen Fasilitas and PT. ARSA Teknologi Fasilitas.

Organization Structure



KEY COMPETENCES

ARSA Indonesia maintains an affiliation with iPERFORM, a Sri Lankan-based IFM company, in which Adi Permadi holds a 20% share. ARSA Indonesia is a national company that places significant emphasis on human resource development. In Jakarta, the company provides three training classrooms for employees, in addition to ongoing online training programs.

To ensure high-quality services, ARSA Indonesia seeks partners who share its commitment to excellence. As such, it is supported by Diversey TASKI, a world-class company originating from Switzerland and currently listed on the New York Stock Exchange. Diversey TASKI has pledged its support for the continued growth of ARSA Indonesia.

 <p>ISO 9001 - 2015 Quality Management System</p>	 <p>ISO 45001 - 2018 Occupational Health and Safety Management System</p>	 <p>ISO 14001 - 2015 Environmental Management System</p>	 <p>Sustainable Machine Machinery used by us is made by TASKI a company based in Switzerland with more than 100 years in cleaning industry.</p>	 <p>EPA Certified United States Environment Protection Agency</p>
 <p>Sustainable Cleaning Solutions Green Seal, UL environment, USDA, EPA, SWAN/FLOWER/GOOD Environmental choice Australia</p>	 <p>Halal Certification for Cleaning Solution With the certification our chemicals are also used at Masjidil Haram, SA</p>	 <p>Employee are Insured As Employee is the critical important aspect in our business are providing both private and government insurance</p>	 <p>Sustainable System As we are utilizing electronic approach, we can reduce the use of paper up to 90%</p>	 <p>Associated APKLINDO ASPPHAMI ABUJAPI</p>

OUR SERVICES

Our goal is to become the leading provider of Integrated Facility Management Services (IFMS) in Indonesia by 2025, with a particular focus on setting a milestone in the Cleaning Service sector.

ARSA INDONESIA

**Integrated
Facility Management
Services**

**Mechanical, Electrical, Plumbing &
Civil Service**

Security Service

Hygiene Service

Office Support Service

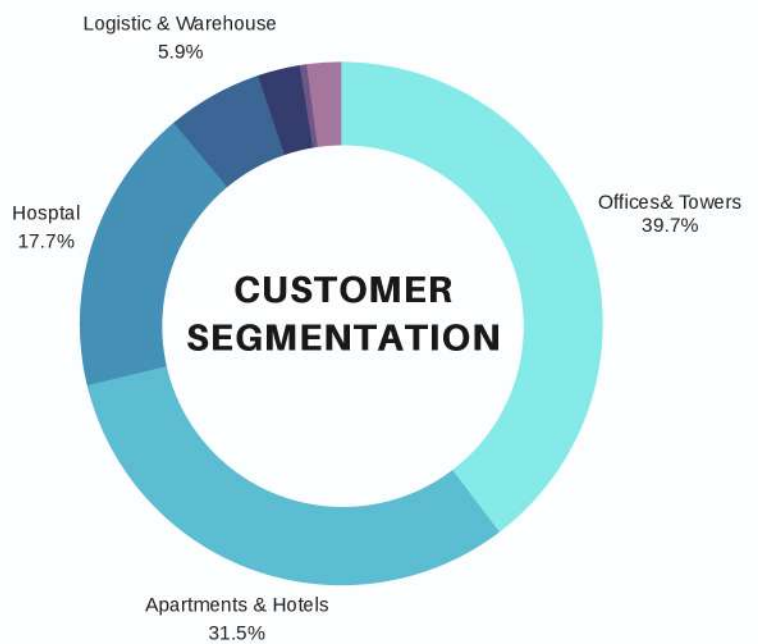
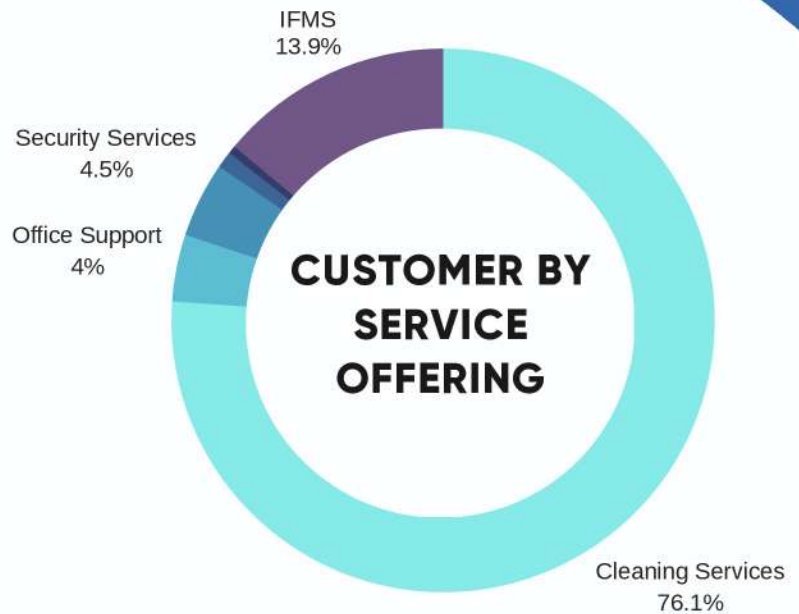
Labor Supply Service

Integrated Pest Control Service

Landscape Service

Cleaning Service





ARSA^{TECH}

MANAGEMENT TOOL

ARSAtech is an integrated information technology system developed by ARSA Indonesia.

By using a mobile device, employees and customers can easily record, view, evaluate, and improve service quality.

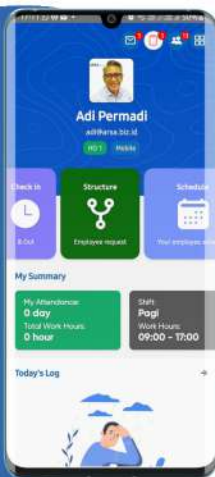
ARSAtech includes a variety of features tailored for employees, customers, facility users, suppliers, and ARSA Indonesia's management.





FitUP! (Customer Complaint Center)

is a feature that enables all ARSA Indonesia customers to report any issues or functionality concerns within a building's facilities. Reports, which may include images or short videos, are sent to the on-site Supervisor. If the issue remains unresolved for more than one hour, the information is escalated to the Operations Manager, COO, or CEO.



TimeAttendance (Employee Management)

1. Clock In/Out with timestamp, facial recognition, and location tracking
2. Employee Management: Automatically assigns relievers for absences using tracking technology
3. Employee Work Schedule
4. Employee Leave Requests
5. Work Schedule Change Requests
6. Special Event Work Requests
7. Overtime Requests
8. Birthday and Greeting Notifications
9. Central Messaging
10. Employee Personal Accounts
11. Attendance Summaries and Logs
12. Supervisor Mode (approvals for relievers, attendance, and overtime)
13. Absence and Attendance Tracking

features
advantages
and benefits

eWORKplan (Site Management)

1. Periodic Work Schedules (annual, monthly, weekly)
2. Work Performance Information (integrated with eFORM)
3. Option to Provide Feedback on Plans through the Application
4. Access to Job Completion Reports
5. Workforce Reports Accompanied by Photos
6. Compile Job Schedules by Location
7. Compile Job Schedules by Job Type
8. Compile Job Schedules by Date



eClassroom (Training Management)

This module manages training programs, which are divided into two categories: virtual training and in-class training. Its features include:

1. Online Classes
2. Digital Training Manuals / SOPs
3. Trainee Lists
4. Training Schedules
5. Group Training
6. Face-to-Face Training Requests
7. Employee Training and Skills Reports (Skill Matrix)
8. Training Statistics (by program, attendance, area, region, and company)



eAUDIT

This module is a collection of checklists integrated with eWORKplan. Each checklist can be customized to meet the specific needs of any given area. The eFORMs cover the following work domains:

1. Housekeeping
2. Mechanical & Electrical
3. Health and Safety
4. Quality Assurance
5. Security
6. Pest Control
7. Landscaping
8. Human Resources & Training
9. Daily Reports
10. Monthly Reports

eSCM (Supply Chain Management)

The eSCM module serves as a platform for ordering equipment and other supporting materials for each area. Its features include:

1. List of Materials and Tools
2. Electronic Material Requests
3. Material Request Process (request, review, approval, packing, shipping, receiving)
4. Material Request Summary by Area
5. Material Demand Summary by Cluster
6. Material Request Summary by Region
7. Material Request Summary by Company
8. Stock Materials by Area
9. Machine and Equipment Location Records
10. Returns (return of requested materials)
11. Purchase Orders and Delivery Orders



eVOC

We understand that, ultimately, our performance is defined by how our customers perceive our services. For us, the customer's voice is paramount, and every piece of feedback becomes valuable input.

Our eVOC (Electronic Voice of Customer) is a streamlined customer satisfaction survey that aggregates customer feedback on a monthly basis. It also allows customers to track their service ratings each month.

Customers complete a brief questionnaire in which each question is assigned a specific weight. By utilizing eVOC, we can pinpoint areas for quality improvement and ensure that our corrective actions are effectively targeted.



Client Solution

ARSA Indonesia's customers are provided with direct access to various application modules, including facility reports featuring Defect Report, FitUP, eWORKplan, Attendance Reports, Classroom, Audit Findings, and Follow-Up for those findings. Customers can also rate ARSA Indonesia employees working at their locations using the ARSA Star Performers solution.



EMPLOYEE ENGAGEMENT PROCESS

Our employees are the cornerstone of our business and the foundation of our services. We strive to cultivate a strong emotional and intellectual connection between employees and their work, which encourages them to exceed expectations and perform effectively and efficiently.

Our initiatives include:

1. The Parama and Parabawa Awards

Held every six months, this event honors outstanding employees.

Parama: Awarded to employees who achieve the highest performance scores over a six-month period, as well as receive commendations from customers.

Parabawa: Awarded to employees who have found and returned valuables belonging to visitors or customers at their site.

2. ARSA Leadership Development Program (ALDP)

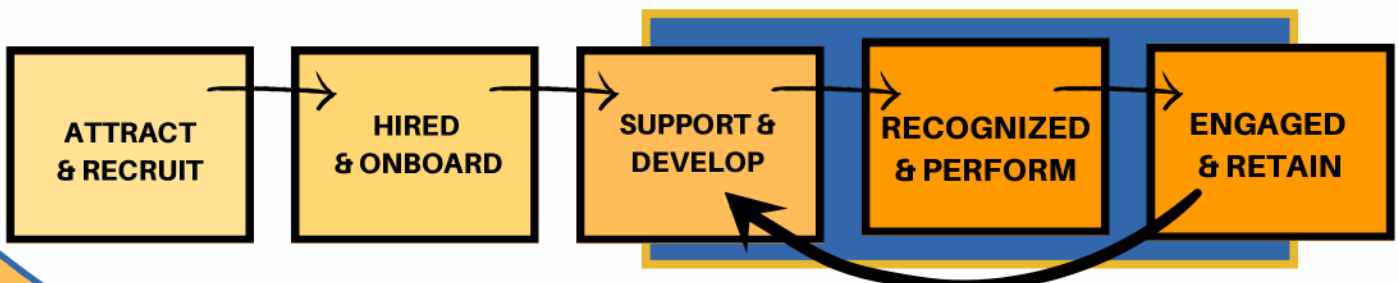
A mandatory educational program for all current and aspiring leaders within ARSA Indonesia. Conducted over five continuous days, it is led by leadership consultants, management representatives, and top-performing supervisors.

3. ARSA Basic Competency Training (ABC)

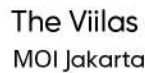
Designed specifically for newly hired employees, this training is tailored to each position and typically spans 10 days. Instructors focus on developing professional behavior, knowledge, and skills, along with integrating relevant technology into daily tasks.

4. ARKA Club

A forum where employees with shared talents engage in both indoor and outdoor activities. The goal is to help them channel their skills and interests in a positive and productive way.



CUSTOMERS



ARSA INDONESIA

CONCLUSION

ARSA Indonesia is an Integrated Facility Management company established in Indonesia. Our extensive and in-depth experience in this field has enabled us to develop the systems and methods required by both our customers and all stakeholders. We firmly believe that through our dedicated efforts and commitment, ARSA Indonesia will fulfill its vision of becoming the most resilient and preferred integrated facility management service provider in Indonesia.





ARSA INDONESIA



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website: www.arsaindonesia.co.id
telp: +62 21 740 3734

