

Audit Report (SA1)

TUVNORD

Organisation PT Pupuk Sriwidjaja Palembang

Master Data of Organisation

Name of Organisation	PT Pupuk Sriwidjaja Palembang	
Name of corporate group (in case of group certification)	N/A	
Street	Jl. Mayor Zen, Palembang 30118, Indonesia	
Postcode / Town / Country	30118 / Palembang / Indonesia	
Contact	Mr. Amir Hamzah	
E-Mail	amir.hz@pusri.co.id	
Phone/Fax	0711 - 712222	0711 - 712111
Language	Indonesia	
Scope Description	Business Continuity Management System in Production of Fertilizer, Petrochemical and Other Chemical Products / Sistem Manajemen Kelangsungan Usaha pada Produksi Pupuk, Petrokimia dan Produk Kimia Lainnya	
	☐ more description regarding scope in annex	
Industry / Scope (EA, TA, ...)	12	

Audit profile

Standards under contract / Audit type	ISO 22301 : 2019	:
	1. Surveillance audit	---
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System documentation: Revision / Issue	Pedoman Sistem Manajemen Kelangsungan Usaha/Business Continuity Management System (BCMS) PSP-TKR-PD-008 Rev. 2 dated 08.04.2025	
Surveillance mode	Yearly surveillance	
Audit team leader / responsible	Amril Nugraha Adhi	
Audit team	Jeffri Girsang	
Technical Expert	--	
Trainee	--	
Senior Auditor	--	
Assessor / Observer	--	
Multisite-organisation	All sites are listed in: ☐ Questionnaire ☐ separate Listing	
Type of audit	☒ Single ☐ Combined ☐ Joint ☐ Integrated	
Shift operation	3 - Shift Operation	

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Audited Standards

22301 : 2019	Surveillance Audit 1
Exclusions: N/A	
Audit team leader: Amril Nugraha Adhi	Audit number(ZA): 24002
Certificate number: 05 21 E 24000343	Valid until: 2027 – 05 – 28
:	
Exclusions:	
Audit team leader:	Audit number(ZA):
Certificate number:	Valid until:
:	
Exclusions:	
Audit team leader:	Audit number(ZA):
Certificate number:	Valid until:
:	
Exclusions:	
Audit team leader:	Audit number(ZA):
Certificate number:	Valid until:

Audit-Details

Audited Sites	Jl. Mayor Zen, Palembang 30118, Indonesia
Audit date	21 – 23.04.2025
Remark	--
Audit duration	5,00 person days on site including 0,00 person days for stage 1 audit (separate report)

Details for Stage 1 – Audit (Only for Stage 2)

Stage 1 - Audit	not necessary.	
Remark	--	
Duration Stage 1 - Audit	:	0,00 person-day (s)
	:	0,00 person-day (s)
	:	0,00 person-day (s)
	:	0,00 person-day (s)
		0,00 total
Date Stage 1 - Audit	-	

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Details about the remote Audit (if applicable)

The audit was performed applying technology for information and communication ("remote") at 0%.

Effectiveness and efficiency of the remote-part was ensured by

- ☐ experienced application of engaged technology;
- ☐ the consecutive processing of the single sessions with the individual units;
- ☐ the online interviews with different people from diverse units and various hierarchical levels;
- ☐ the separation of the audit team in individual online sessions;
- ☐ reviewing an adequate sample of documented processes and/or information;
- ☐ the discussion of appropriate charts, diagrams, slides or any other relevant information;
- ☐ the presentation and discussion of photos, videos and audios of issues, being prepared on detailed guidance and governance of the audit team.

Details about reviewed information or documents, interviewed persons, content of videos & photos etc. are recorded in the report or (handwritten) notes and/or audit checklist.

If the audit was performed partly remote, the corresponding sessions are identified unambiguously in the audit plan.

Distribution/Confidentiality/Rights of ownership/Limitations/Responsibilities

This report is sent to the certification body or bodies, the members of the audit team and the audit representative of the organisation. All documents (such as this report) regarding the certification procedure are treated confidentially by the audit team and the certification body. This audit report remains the property of the certification body.

An audit is a procedure based on the principle of random sampling and cannot cover each detail of the management system. Therefore nonconformities of weaknesses may still exist which were not expressly mentioned by the auditors in the final meeting or in the audit report.

The responsibility for continuous effective operation of the management system always rests solely with the audited and certified organisation.

Salvo clause:

The audit report will be left to the organisation at the end of the audit - subject to approval by the certification body. The independent release process may cause modifications or additions. In these cases a modified revision will be sent to the audited organisation.

Annex/Enclosures

Annex/
corresponding audit documentation

- ☐ Questionnaire(s) / Checklist(s)
- ☐ Additional annexes, number

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Summary of results

						ISO 22301 : 2019					
Clause	Audited	Result*	Clause	Audited	Result*	Clause	Audited	Result*	Clause	Audited	Result*
4.1	☐		4.1	☐		4.1	☐		4.1	☒	1
4.2	☐		4.2	☐		4.2	☐		4.2	☒	1
4.3	☐		4.3	☐		4.3	☐		4.3	☒	1
4.4	☐		4.4	☐		4.4	☐		4.4	☒	1
5.1	☐		5.1	☐		5.1	☐		5.1	☒	1
5.2	☐		5.2	☐		5.2	☐		5.2	☒	1
5.3	☐		5.3	☐		5.3	☐		5.3	☒	1
6.1	☐		6.1	☐		5.4	☐		6.1	☒	1
6.2	☐		6.2	☐		6.1	☐		6.2	☒	1
6.3	☐		7.1	☐		6.2	☐		6.3	☒	1
7.1	☐		7.2	☐		7.1	☐		7.1	☒	1
7.2	☐		7.3	☐		7.2	☐		7.2	☒	1
7.3	☐		7.4	☐		7.3	☐		7.3	☒	1
7.4	☐		7.5	☐		7.4	☐		7.4	☒	1
7.5	☐		8.1	☐		7.5	☐		7.5	☒	1
8.1	☐		8.2	☐		8.1	☐		8.1	☒	1
8.2	☐		9.1	☐		8.2	☐		8.2	☒	2
8.3	☐		9.2	☐		9.1	☐		8.3	☒	2
8.4	☐		9.3	☐		9.2	☐		8.4	☒	1
8.5	☐		10.1	☐		9.3	☐		8.5	☒	2
8.6	☐		10.2	☐		10.1	☐		8.6	☒	1
8.7	☐		10.3	☐		10.2	☐		9.1	☒	1
9.1	☐			☐		10.3	☐		9.2	☒	2
9.2	☐			☐			☐		9.3	☒	1
9.3	☐			☐			☐		10.1	☒	1
10.1	☐			☐			☐		10.2	☒	1
10.2	☐			☐			☐			☐	
10.3	☐			☐			☐			☐	
Obligatory elements from ISO17021-1 :2015									Audited	Result	
a) internal audits and management review									☒	1	
b) review of actions taken on nonconformities identified in previous audit									☒	1	
c) responsiveness to complaints									☒	1	
d) effectiveness of the management system with regard to fulfilment of objectives									☒	1	
e) progress of planned activities aimed at continual improvement									☒	1	
f) the client's management system ability and its performance regarding meeting of applicable requirements									☒		
g) operational control of the client's processes									☒	1	
h) review of any changes including system documentation									☒	1	
i) use of marks and/or any other reference to certification (PMLF-TNI-028)									☒	1	
audited: ☒ = audited sections of the standard;											
Result: 1 = fulfilled; 2 = basically fulfilled / potential for improvement; 3 = not fulfilled / nonconformity ; - = not applicable / excluded.											
Details are listed in the section "Detailed results". Fields with a coloured background are obligatory elements in every audit.											

Obligatory elements

a) Are temporary sites (i.e installation sites, project locations etc.) available?	yes ☐	no ☒
b) Which one are visited?	---	

Organisations profile

Organization Profile

Business registration: NIB 9120304560876 dated 22.06.2023

Pupuk Sriwidjaja Palembang (Pusri) adalah perusahaan yang didirikan sebagai pelopor produsen pupuk urea di Indonesia pada tanggal 24 Desember 1959 di Palembang Sumatera Selatan, dengan nama PT Pupuk Sriwidjaja (Persero). Pusri memulai operasional usaha dengan tujuan utama untuk melaksanakan dan menunjang kebijaksanaan dan program pemerintah di bidang ekonomi dan pembangunan nasional, khususnya di industri pupuk dan kimia lainnya. Sejarah panjang Pusri sebagai pelopor produsen pupuk nasional selama lebih dari 50 tahun telah membuktikan kemampuan dan komitmen kami dalam melaksanakan tugas penting yang diberikan oleh pemerintah.

Selain sebagai produsen pupuk nasional, Pusri juga mengemban tugas dalam melaksanakan usaha perdagangan, pemberian jasa dan usaha lain yang berkaitan dengan industri pupuk. Pusri bertanggung jawab dalam melaksanakan distribusi dan pemasaran pupuk bersubsidi kepada petani sebagai bentuk pelaksanaan Public Service Obligation (PSO) untuk mendukung program pangan nasional dengan memprioritaskan produksi dan pendistribusian pupuk bagi petani di seluruh wilayah Indonesia. Penjualan pupuk urea non subsidi sebagai pemenuhan kebutuhan pupuk sektor perkebunan, industri maupun ekspor menjadi bagian kegiatan perusahaan yang lainnya diluar tanggung jawab pelaksanaan Public Service Obligation (PSO).

Sebagai perusahaan yang bertanggung jawab atas kelangsungan industri pupuk nasional, Pusri telah mengalami berbagai perubahan dalam manajemen dan wewenang yang sangat berkaitan dengan kebijakan-kebijakan pemerintah. Sejak tanggal 18 April 2012, Kementerian BUMN meresmikan PT Pupuk Indonesia (Persero) sebagai nama induk perusahaan pupuk yang baru, menggantikan nama PT Pusri (Persero).

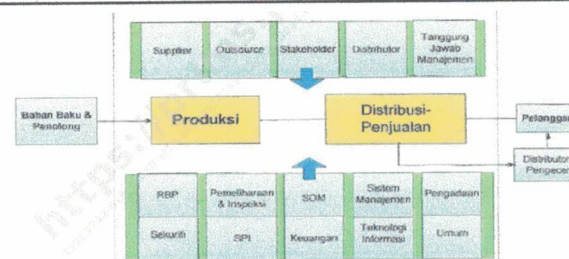
Pupuk Indonesia (persero) merupakan pemegang saham utama dan pengendali Pusri dengan kepemilikan sebesar 99,9998%. Sementara entitas pemilik akhir dari Pupuk Indonesia adalah Pemerintah Republik Indonesia yang memiliki seluruh (100,00%) saham PT Pupuk Indonesia (Persero). Hingga saat ini Pusri secara resmi beroperasi dengan nama PT Pupuk Sriwidjaja Palembang dan tetap menggunakan brand dan merek dagang Pusri.

Shift operation: 3 shifts

Office hour: 07.30 – 16.30

Shift duration: Shift 1: 07.00 – 15.00, Shift 2: 15.00-23.00, Shift 3: 23.00 – 07.00

Process Description Observed to Find Audit Based on Process Approach



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Product Types / Services & Application Requirements	Products /or services: Production of Fertilizer, Petrochemical and Other Chemical Products
EMS:	N/A
- Significant aspect / impact and control	
- Technologies implemented by outside party, could be from government or authorities or service provider (external)	N/A
- Technologies implemented by the company itself (internal)	N/A
- Significant legal requirements	N/A
- Environmental facilities	N/A
- Compulsory and important approval license (significant approval)	N/A
- Legally demanded representatives	N/A
- EMS Risk classification in the technical area	N/A
Safety & Health	N/A
- Significant hazard / risk and control	
- Legally demanded representatives of occupational health & safety	N/A
- Legally demanded representatives of occupational health & safety	N/A
- Serious accident cases with >3 days absent	
- Accident rate	
- Investigation outcome	
- Interview persons	N/A
- Closing meeting participants	N/A
Legal Or Mutual Relationship With The Central Office (Multisite)	N/A

Summary / explanations of results

The practical implementation of the standard(s) was evaluated and compared with the organization management system manual and supporting documents. The audit was conducted through discussions and interviews with personnel at various locations and functions throughout the facility. The audit covered relevant processes / areas of the organisation in order to obtain an overall picture of the degree of management system implementation. Although performed to reasonable depth, not every detail of the complete management system could be checked.

The processes and their associated areas of organisation were checked in accordance with the pre-agreed schedule. Particular questions were used in support of the audit plan.

Remote audit (if using remote audit): Not applicable

Conclusion

Taking into account the size and structure of the organisation, the products/services supplied and the process used, the organisation has basically demonstrated that it operates and develops its management system effectively in order to ensure fulfilment of its own requirements, the requirements of its customers and the relevant legal requirements.

This includes in particular:

- The policies from 02.11.2023, objectives and their implementation in the organisation
- The processes which exist in the management system and their interaction
- The management system documentation
- The recording system
- The resource management
- The measuring and analysis (management review from 15.04.2025, audit planning from 25.11.2024, audit report(s) from 13.12.2024 and examples for indicators)
- The continual improvement process

also the implementation and the effectiveness of the management system and the processes for providing services/production/product realisation were assessed by the audit team by means of on-site inspection and examination of documents on a random sample basis.

PT. Pupuk Sriwidjaja Palembang has implemented the requirement of ISO 22301:2019 and the accuracy, effectiveness and sufficiency of certification scope Business Continuity Management System in Production of Fertilizer, Petrochemical and Other Chemical Products Need improvement.

Nonconformities, observations and the potential for improvement are described in the "Detailed Results" section.

Detailed results

The evaluation of the audit results basically follows the scheme shown below:

Stage	Classification	Meaning
NC A	Major Nonconformity (Nonconformity A)	Nonconformities could be classified as major in the following circumstances: - if there is a significant doubt that effective process control is in place, or that products or services will meet specified requirements; - a number of minor nonconformities associated with the same requirement or issue could demonstrate a systemic failure and thus constitute a major nonconformity.
NC B	Minor Nonconformity (Nonconformity B)	Nonconformities could be classified as minor, if these do not affect the capability of the management system to achieve the intended results.
PI	Potential for improvement	Items which would allow optimisation of the management system in relation to the requirements of the relevant standard. It is recommended that the company implements these items. Should be traced in the next audit.
GP	Positive aspects/ Good Practice	Positive aspects of the management system worthy of special mention (see also point 4.3 if applicable)
CM	Comments	Special situation and information to be traced in next audit

Follow-up action(*): Action plan with follow-up Audit or action plan with documents or action plan (review of effectiveness in the next audit)

No.	Major Nonconformity (Nonconformity A)	Area / Process	Standard:clause	Follow-up action *	Set date
--	NIL				

No.	Minor Nonconformity (Nonconformity B)	Area / Process	Standard:clause	Follow-up action *	Set date
--	NIL				

No.	PI	Area / Process	Standard:clause
1	Baik sekali untuk ditambahkan klausul standard ISO 22301 pada Jadwal Audit Internal	Tim BCSM / Internal Audit	ISO 22301:2019 Clause 9.2.2
2	Sebaiknya dipertimbangkan untuk mereview kembali Business Impact Analysis agar: - dapat dipastikan lebih relevan dengan situasi dan kondisi saat ini - level dampak sesuai dengan range level yang telah ditetapkan yakni 1 = Low, 3 = Medium dan 5 = High	Tim BCMS / Kompartemen Operasi / Kompartemen Teknologi dan K3LH	ISO 22301:2019 Clause 8.2.2
3	Dalam laporan simulasi BCP, sebaiknya langkah-langkah pemulihan yang akan diambil oleh setiap kompartemen dituangkan secara lengkap sesuai dengan strategi dan solusi yang telah dirancang	All	ISO 22301:2019 Clause 8.5
4	Disarankan agar strategi dan solusi BCMS yang dikembangkan selaras dengan risiko-risiko yang teridentifikasi dalam penilaian risiko	All	ISO 22301:2019 Clause 8.3.3

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No.	GP	Area / Process	Standard:clause
1	Melakukan stress test terkait kenaikan nilai mata uang USD	Top Manajemen	ISO 22301:2019 Clause 8.5

No.	CM	Area / Process	Standard:clause
--	NIL		

Management of non-conformities

- ☒ Nonconformities were not found - the procedure can continue.
☐ Nonconformities were found.

In case of non-conformities:

☐ Action Plan and Follow-up Audit:

A scheduled plan of actions with the serial number of the findings, root cause analysis, corrections (to eliminate the non-conformity) and corrective actions (to eliminate the cause of the non-conformity) have to be submitted to the auditors for reviewing. Based upon the action plan the on-site review and evaluation of the introduction, implementation and effectiveness of implemented guided corrections and corrective actions take place.

or

☐ Action Plan:

A scheduled plan of actions with the serial number of the findings, root cause analysis, corrections (to eliminate the non-conformity) and corrective actions (to eliminate the cause of the non-conformity) have to be submitted to the auditors for reviewing.

Verification of effectiveness:

☐ On a Follow-up Audit:

☐ By submission of documents:

Evidence of the effectiveness of correction and corrective action is to explain to the deadline set by the Audit Team Leader submission of documents.

☐ In the next audit:

The final proof of the effectiveness of the corrections and corrective actions will be reviewed in the next regular audit.

Auditor in Charge:

The audit team leader directs the non-conformities as needed to the responsible auditor for processing.

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Results				
Results	ISO 22301:2019	..	..	..
Fulfilled	☒	☐	☐	☐
Open nonconformities	☐	☐	☐	☐
Not fulfilled	☐	☐	☐	☐
Follow up actions				
None	☒	☐	☐	☐
Action plan	☐	☐	☐	☐
Document review	☐	☐	☐	☐
Follow up audit	☐	☐	☐	☐
Next audit	☐	☐	☐	☐
Recommendations				
Grant/ Renewal/ Extension*	☐	☐	☐	☐
Maintenance*	☒	☐	☐	☐
Suspension	☐	☐	☐	☐
Refuse / Withdrawal	☐	☐	☐	☐
	☐	☐	☐	☐

***) Grant / Renewal / Extension / Maintenance in the case of open nonconformities assumes that the nonconformities will be cleared as agreed**

Comments for next audit

In the next audit, the final evidence of effectiveness, corrections and corrective actions will be assessed for the possible nonconformities from this audit as well as comments (CM) and potentials for improvement (PI) will be reviewed again.

For the next audit, it is preliminarily agreed: **May 2026 for Surveillance Audit 2**

Signatures

Date: 23.04.2025

Name: Amril Nugraha Adhi

Signature Audit team leader



Date: 23.04.2025

Name: Mr. Amir Hamzah

Signature Representative of organisation