



PT PG Indonesia

Capability statement

**In partnership with
Pilgrim Consulting Services**



Company Profile

PT PG Indonesia (Pilgrim) is a consulting and information research company supporting national and international business operations in Indonesia. First established in 2007, the company has a strong reputation based on its experience assisting businesses in assessing and managing business risks. The company came under new local ownership and management in 2011. Since then the company focus has been on its strengths in ICT, business, and risk based consulting and the provision of high quality business intelligence research. In 2012 we entered into a partnership arrangement with Pilgrim Consulting Services¹ to gain access to consulting and training expertise.

Company Mission

To inform, and enhance the business decision making cycle through the provision of high quality consulting and business intelligence research services that assist your business operations.

Company Values

Pilgrim has a simple set of three core values:

- a. do what we say, fairly, with respect and integrity.
- b. work as a team and value our people
- c. be accountable for our actions.

Company Ethos

To provide quality and value for money services to our clients. We seek to understand your business needs so our work helps you meet your goals. We strive to develop solutions that meets the requirements whilst also being conscious of cost.

We believe that by demonstrating our value to you that we can establish a long-term relationship to support your objectives now and in the future.

Our solutions are at all times compliant with country specific regulatory and labour laws. We work under the voluntary principles of human rights www.voluntaryprinciples.org and The Universal Declaration of Human Rights www.un.org/en/documents/udhr/.

Our Services

Pilgrim's provides services in business risk consulting and business intelligence research. They include:

- a. Preparation and evaluation of business cases. Our consultants have many years of experience in developing and evaluating projects ranging from multi-million dollar software development projects, through to multi-billion dollar national projects such as the Australian electronic personal health record.
- b. Provide business continuity, and crisis management planning, training, and testing. Our consultants are all members of the UK based Business Continuity Institute and have both theoretical and practical experience gained in a mix of environments such as:

¹ Pilgrim Group Indonesia

- I. planning for the continuity of Government communications in the event of disruptive action by telecommunication workers (real event),
 - II. crisis management and recovery of the loss of all telephone communications (internal and external) in a major teaching hospital (real event),
 - III. planning for the loss of electricity to a medium sized city, and
 - IV. the 2003 Canberra bush fire (real event)
- c. Deliver project and program management assistance including:
- I. provision of failed project recovery services,
 - II. project reviews (using the project gateway process), and
 - III. set up and operation of project and programme offices to support executive oversight needs.
- d. Undertake Threat and Risk Assessments (TRA)².
- e. Undertake research and investigation of corporate fraud, counterfeit operations, and other threats to business operations such as wage and contract negotiations.
- f. Undertake partner and sub-contractor due diligence research to support business activities including mergers and acquisitions, and property purchases.
- g. Undertake personnel screening research in support of corporate HR activities (including executive search).
- h. Delivery of specialist training in the areas of technology, information management, project management, and business continuity
- i. Provision of outsourced accounting, and HR services.

Our Approach

Our service offerings cover the entire business lifecycle: from identifying the opportunities and preparation of the business case through implementation and operations. Pilgrim's approach is based on the standard project lifecycle:



² Sometimes also referred to a Security Risk Assessments (SRA)

- a. **Requirements capture.** We work with you to understand the problem that they wish to address.
- b. **Planning.** We develop detailed plans that define the project, roles, and costs.
- c. **Execution**
 - i. **Research and Information collection.** We collect the information necessary to understand the risks and issues.
 - ii. **Analysis.** Our experienced analysts review the information to look for patterns and inferences that can reveal what is happening
 - iii. **Reporting.** We prepare a detailed report that sets out the information collected, the findings and any recommendations.
- d. **Review.** We sit down with you to present the results, and discuss in detail the findings and recommendations.

Differentiators

Our People

Pilgrim has built a company of talented people – their training, skills, experience differentiate us from our competitors. Our team have extensive experience gained in a wide range of businesses. This allows them to bring this experience to help solve similar problems in other businesses and industries.

We also maintain a regional network of consultants and sub-contractors who can be engaged to augment our permanent staff on an as needs basis.

Focus on building long-term business relationships.

Pilgrim understands the importance of establishing long term relationships with you. We focus on providing the customer a professional service that leads to tangible long term benefits for your business operations. We can only become successful you become successful.

Service Quality

We maintain an in house quality management system designed to ensure that our products and services meet your requirements. At an operational level, the operations managers and coordinators are responsible for ensuring quality standards are understood and enforced at all levels. In implementing it's a quality system Pilgrim used the principals of Quality Standard ISO 9000. Our work in risk assessment and management is based on AS/NZS 4360-2004 Risk Management.

Governance

Core Management Philosophy

Pilgrim Group has an established system of internal controls policies and procedures which ensures the sustainability of its operations in support of our your needs.

Staff Engagement & Motivation

Pilgrim's people are our greatest asset. To ensure we source and retain the very best in the industry we adhere to the following principles and practices:

- a. Remuneration in line with industry standards;
- b. Actively seek regular feedback from our staff and sub contractors
- c. A collaborative leadership approach to operations; and
- d. We encourage our staff to take ownership and accountability of their assigned tasks.

Health Safety and Environmental leadership.

Pilgrim has a commitment to a zero harm philosophy and continually strives to build a positive Health and Environment culture in the workplace. Zero harm means that Pilgrim will not cause harm to any person or the environment in the workplace and communities we operate in.

We are committed to maintaining and enhancing our safety performance and systems to ensure safety to our employees and subcontractors remains a constant primary consideration in all approved company activities. This commitment is outlined in our corporate Health, Safety Environment Policy. Pilgrim's HSE management philosophy is based on both a proactive and re active approach to safety

Corporate Social Responsibility

Pilgrim embraces the responsibility for the impact of its activities on the environment, consumers, employees, communities, stakeholders and all other members of the public sphere. The Company proactively promotes the public interest by encouraging community growth and development, and eliminating practices that could lead to harm.

Insurance & Liability

Maintaining insurance is imperative to achieve corporate accountability and meeting regulatory requirements. Pilgrim maintains a range of insurance products to protect is directors, shareholders, employees and clients that include, professional indemnity, public liability, as well as employee medical & health coverage

Customer Focus & Satisfaction

Pilgrim's mission is to inform and empower your business decision making cycle. We provide a personalized service where a focus on your needs is of the highest priority.

Our own growth and success is the result of the reputation our employees in providing quality service and dedicated support to our customers. Our personnel are well versed in delivering successful projects in Indonesia. Our approach is underpinned by best practice operating procedures. Our personnel are assisted in the delivery of their objectives by a corporate support team.

We believe the key to our success are characterised by the following principles:


- a. Understand what you needs.
- b. Assign qualified people who are customer orientated and have the skills, experience, ability and desire to get the job done.
- c. Provide administrative and financial oversight to ensure contract compliance, task order responsiveness and accurate invoicing.
- d. Maintain communications with the customer to ensure problems are avoided or solved, future needs are anticipated and all requirements are understood and met.
- e. Deliver what we promise.


These principles are more than words at Pilgrim. This is what we do every day and it has resulted in customer satisfaction, client referrals and sustained business growth. We know our future depends on how well we respond to your needs and expectations today.


Past Performance


As businesses continue to grow in size and complexity Pilgrim’s experience in risk management solutions can provide an indispensable independent service that can help businesses understand and manage their risks.


Pilgrim has the track record and systems necessary to support large-scale and complex projects. We have experience in a wide range of industries, and business operations. Some examples of recent clients assignment are included below:


<p>Client details:</p>	
<p>Client name: Tigers Realm Group</p>	
<p>Description of delivered services:</p> <p>Through it’s Indonesia subsidiary, PT Emas Mineral Murnie, Tigers are developing a large copper mine opportunity in Aceh. In response to corporate concerns over the threats to the operation resulting from the 2012 Aceh elections, Pilgrim was engaged to conduct a detailed Threat and Risk Assessment along with an analysis of compliance with the UN voluntary principles:</p>	
<p>Performance of work:</p> <p>PT PG conducted extensive research of the political and social situation in Aceh and the area surrounding the exploration facility. The research was enhanced through the creation of a local on the ground information network that can provide up to the minute information of the ongoing situation. PT PG conducted site visits to examine a range of security, business continuity, and safety issued. The final report contained details of all key local personnel and their roles and activities, along with a range of specific recommendation to address the identified risks.</p> <p>A key component of the report was a gap analysis against the UN Voluntary Principles on Human Rights.</p>	
<p>Place of performance:</p>	<p>Indonesia</p>
<p>Period of performance:</p>	<p>2012</p>

Client details:	
Client name: Killarra Resources	
<p>Description of delivered services:</p> <p>Killara Resources Limited is an Australian Securities Exchange listed mining company specialising in precious metals, energy and base metal resources, with an emphasis on sustainable mining practices and community engagement. PT Killara Resources is an Indonesian company that represents Killara in Indonesia.</p>	
<p>Performance of work:</p> <p>Killara engaged Paladin to undertake a management risk assessment of its Indonesian operations. The review consisted of a number of interviews, together with background research. The aim of the review was to identify and report any risk that could affect operations in Indonesia. The scope included business operations, risk around partner and site evaluation as well risks involved in the day to day exploration activities of its staff.</p>	
Place of performance:	Indonesia
Period of performance:	2012


Client details:	
Client name: Nokia Siemens Networks	
Description of delivered services: Across South East Asia Paladin provides a due diligence service targeting NSN supplier and personnel consisting of the following: <ul style="list-style-type: none"> • Business Registration & Reference Checks • Conflicts of Interest & Collusion checking • Politically Exposed Persons, Media & Industry checking • Criminal & Civil Litigation checks • Litigation, Arbitration action & Dept. Manpower/Labour checks • International Compliance and Regulatory searches • Risk Register 	
Performance of work: NSN selected PT PG as one of four Due Diligence providers including Control Risk, Hill & Associates and URG to support Nokia due diligence requirements in Indonesia. Central to servicing the contract is PT PG’s analyst cell that maintains a detailed analytical database capable of cross-referencing, sorting and interrogating data provided by field officers. The project is focused at this stage on Indonesia with the intention expand support NSN’s operations throughout the East Asia Pacific.	
Place of performance:	South East Asia
Period of performance:	2010 - current


Client details:	
Client name:	Australian Government, Department of Finance (Australian Government Information Management Office)
Description of delivered services: One of PT PG Indonesia’s consultants provide advice and support to the Department of Finance and Deregulation to undertake the following activities: <ul style="list-style-type: none"> • Development of a whole of Government ICT Strategy • Development of the ICT Two Pass business case process used for all major projects with an ICT component that are submitted to the Australian Government Cabinet for budget funding. • Assistance is the evaluation of ICT business cases within the Department of Finance • Provide assistance to other Government departments in the preparation and development of business cases. • Assistance in conducting project reviews for large scale projects that were subject to ongoing Government oversight through the Department of Prime Minister and Cabinet (qualified project gateway assessor). 	
Performance of work: The Australian Government spends annually in excess of AUD 3 billion on new ICT projects to support the function of government and the delivery of government services. Management oversight of ICT within Government is performed by the Australian Government Information Management Office (AGIMO) within the Department of Finance and Administration. The location of AGIMO in the Department of Finance provides recognition of the importance that the role of ICT plays in the function of the Australian Government. Through AGIMO, the Government ensures that standards based value for money ICT solutions are adopted to avoid waste, and ensure the continuous delivery of ICT services.	
Place of performance:	Canberra, Australia
Period of performance:	2008 -2010

Client details:	
Client name:	Paladin Solutions PNG Limited
Description of delivered services:	
Provision of outsourced finance and accounting services.	
Performance of work:	
<p>Paladin Solutions PNG Limited provides security services to support the oil and gas industry in PNG. Their core business operates 7X24 in support of organisations that range from multi-national companies from across the globe, to supporting local community groups through the establishment of joint ventures to provide sustainable services.</p> <p>Finding skilled professionals to perform core corporate functions such as finance, accounting and HR in PNG had proved to be problematic for the companies’ management team. Through its work with Paladin, Pilgrim offered its services to outsource this key business services. Pilgrim took on the role that included the retrospective data capture of historical transactional data. Today Pilgrim provides a complete bespoke package of services including support for the company’s governance functions.</p> <p>Today Paladin Solutions PNG Limited has grown from a small niche player in the PNG market to be a multi-million dollar operation renown in PNG for its provision of world-class solutions. Being able to rely on a knowledgeable and responsive back office team to support the quotation, and invoicing functions in the complex PNG business environment was seen as a key factor in the success of the company.</p>	
Place of performance:	Indonesia and PNG
Period of performance:	2010 – Ongoing

Client details:	
Client name:	Holcim Indonesia
Description of delivered services: Provision of commercial intelligence & investigative capability in support of operations at their Naragong Cement manufacturing facility.	
Performance of work: HOLCIM had identified that their operations were being target by organized criminal group that had internal and external entities working in a coordinated effort to steal cement from the company to an estimated value of USD 4million per year. In response Paladin engineered a commercial intelligence solution involving company field officers, managing a network of sub operatives supported by an analyst cell. Through detailed source development, the initial objective was to acquire information in order to identify the process & methodology by which the criminal group was orchestrating the theft. This phase revealed the involvement of local authorities in the theft, removing the possibility of utilising organic Indonesian entities such as the government and police to effect a solution. To effect a solution Paladin used the understanding of the theft process & methodology to constantly change & improve Holcim internal systems and procedure. Over time this initiative made stealing from HOLCIM too difficult and resulted in the organized criminal elements focusing their efforts on other competitors in the industry. As a result Paladin was successful in reducing targeted theft towards HOLCIM to negligible levels.	
Place of performance:	Indonesia
Period of performance:	August 2008 – March 2010

Client details:	THOMAS MILLER
Client name:	Thomas Miller (UK P&I Club) Maritime Insurance
Description of delivered services:	
Provision of commercial intelligence & investigative capability in support of an ongoing maritime insurance claim case.	
Performance of work:	
Subsequent to a large maritime incident, the client was facing continued difficulty navigating the local elements involved in an on shore environmental pollution claim of approximately USD 100 million. Paladin architected a commercial intelligence capability to develop considerable situation awareness of the elements involved. Using this information Paladin then assisted the client to shape the operating environment in order to regain control of the situation. Paladin's combined efforts were successful in reducing the claim to USD 400,000.	
Place of performance:	South East Asia
Period of performance:	May 2007 – Current

Client details:	
Client name:	PT. Laing O'Rourke Indonesia
<p>Description of delivered services:</p> <p>Provision of commercial intelligence & investigative capability to conduct due diligence on Laing O'Rourke's potential partners.</p>	
<p>Performance of work:</p> <p>Laing O'Rourke is a private engineering and construction company that has interests in the provision of infrastructure and services for government, mining and oil and gas entities worldwide. Laing O'Rourke has recently expanded into Indonesia and has expressed interests in support of coal mining projects, railways and tol roads. Laing O'Rourke have engaged Paladin's commercial intelligence and investigative capability to provide the due diligence necessary for their complete understanding of their future investment partners and clients. This due diligence support satisfies their global compliance checks on their investments and allows them vital information to shape their decision making cycle for their future interests with their potential partners and clients.</p>	
Place of performance:	Indonesia
Period of performance:	March 2010 – Current

Client details:	
Client name:	PT Siddharta Consulting - KPMG Indonesia
<p>Description of delivered services:</p> <p>Provision of commercial intelligence & investigative capability to conduct due diligence on KPMG client’s suppliers.</p>	
<p>Performance of work:</p> <p>KPMG provides forensic investigations services to clients in relation to allegations of commercial impropriety. As a result of outcomes from KPMG’s initial investigation, they have been requested by their client to provide more detailed corporate intelligence services on a series of the client’s suppliers.</p> <p>Paladin was contracted by KPMG to conduct detailed corporate intelligence investigations on 4 of the client’s suppliers. Through discrete on the ground infiltration of the targeted companies supplemented by government and association based background checks Paladin were able to provide the client with the necessary supplier due diligence to identify any evidence of commercial impropriety.</p> <p>Paladin’s corporate intelligence services allowed KPMG’s client to grasp a greater understanding of their suppliers and an ability to confidently move forward with their operations.</p>	
Place of performance:	Indonesia
Period of performance:	May 2009 – Current