craftote
Gallery & Coffee

Natural, Handmade, Impactful



2024
Laporan Keberlanjutan
Sustainability Report

Tema
Theme



"Natural, Handmade, Impactful"

Kerajinan alami buatan tangan yang membawa dampak. Kami merajut keindahan serat alam menjadi produk kerajinan tangan fungsional dan artistik dengan sentuhan kearifan lokal. Craftote sebagai galeri dan coffee shop terpadu, menyajikan produk buatan tangan perajin Indonesia serta aneka makanan, minuman, dan kopi asli Indonesia. Setiap kreasi dan pengalaman di sini adalah bukti komitmen kami pada inovasi berkelanjutan, pemberdayaan masyarakat, dan pengelolaan lingkungan, yang membawa kebaikan dari setiap serat dan simpul yang kami anyam.

Handcrafted natural crafts with impact. We weave the beauty of natural fibers into functional and artistic handmade products infused with local wisdom. As an integrated gallery and coffee shop, Craftote presents handmade creations by Indonesian artisans alongside a variety of authentic Indonesian food, beverages, and coffee. Each creation and experience reflects our dedication to continuous innovation, community empowerment, and environmental management, delivering value through every fiber and knot we craft.

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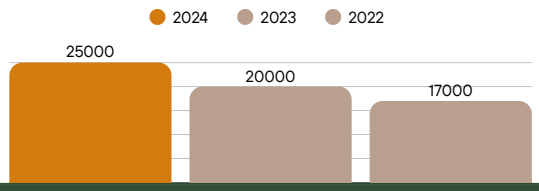
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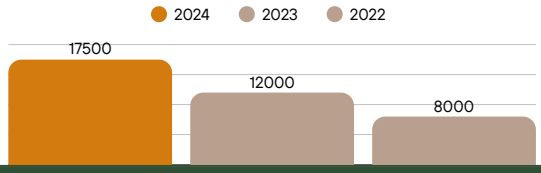
Ikhtisar Keberlanjutan
Sustainability Overview

Aspek Ekonomi [B.1]
Economic Aspect

Kuantitas Produk
Product Quantity



Produk yang Berasal dari Bahan Daur Ulang dan/atau Ramah Lingkungan
Products from Recycled and/or Eco-friendly Materials



Aspek Lingkungan [B.2]
Environmental Aspect

2.035
kWh/bulan
kWh/month

Konsumsi Listrik
Electricity Consumption

±35,7
kg/bulan
kg/month

Limbah Kopi yang Diolah menjadi Sabun & Lilin
Coffee Waste Processed into Soap & Candles

Zero Waste ke TPA
Zero Waste to Landfill

Edukasi staf untuk hemat energi melalui SOP penggunaan mesin kopi & pendingin
Staff trained on energy efficiency through SOPs for coffee machines and refrigeration

Mengganti penggunaan lampu ke LED di seluruh area Gallery dan Coffee Shop.
Replacing lighting with LED across the Gallery and Coffee Shop areas

Aspek Sosial [B.3]
Social Aspect

2
Jam
hours

Rata-rata Pelatihan per Karyawan Setiap Bulan
Average Training per Employee per Month

"Cukup Baik"
"Fairly Good"

Tingkat Kepuasan Pelanggan
Customer Satisfaction Level

- Pemberdayaan anak panti asuhan & remaja NTT melalui pelatihan barista
- Empowering orphanage children & youth from NTT through barista training
- Kolaborasi inklusif dengan komunitas disabilitas di kedai kopi
- Inclusive collaboration with disability communities in the coffee shop
- Edukasi keterampilan daur ulang bersama Dinas Sosial
- Recycling skills education in collaboration with the Social Service Department

Kata Sambutan Founder [D.1][2-22]
Founder's Message

Para Pemangku Kepentingan yang Kami Hormati,
Salam dari Craftote. Dengan rasa syukur, kami menyampaikan Laporan Keberlanjutan Craftote 2024 sebagai bentuk tanggung jawab membangun usaha yang berlandaskan nilai ekonomi, sosial, dan lingkungan. Craftote hadir untuk menyatukan keindahan kerajinan tangan alami dan dampak positif. Setiap produk kami — mulai dari keranjang hingga lampu gantung, kopi lokal hingga pelatihan barista — merupakan jembatan antara kreativitas dan praktik bisnis berkelanjutan.

Dear Stakeholders,
Greetings from Craftote. With gratitude, we present the Craftote 2024 Sustainability Report as a demonstration of our responsibility in building a business grounded in economic, social, and environmental values. Craftote was established to unite the beauty of natural handicrafts with positive impact. Every product we create — from baskets to pendant lamps, local coffee to barista training — serves as a bridge between creativity and sustainable business practices.



Pada 2024, sektor UMKM menghadapi persaingan industri kreatif yang ketat. Produk serupa dari pelaku lokal maupun internasional menuntut inovasi dalam desain, kualitas, dan nilai produk. Perubahan regulasi bahan baku ramah lingkungan serta ketergantungan pada pemasok lokal menjadi tantangan yang diantisipasi melalui diversifikasi rantai pasok, efisiensi produksi, dan penguatan kapasitas internal.

In 2024, the MSME sector faced intense competition in the creative industry. Similar products from local and international actors required us to continuously innovate in design, quality, and product value. Regulatory changes concerning eco-friendly raw materials and dependence on local suppliers posed challenges, addressed through supply chain diversification, production efficiency, and internal capacity strengthening.

Di sisi lain, peluang besar muncul dari meningkatnya permintaan produk berbasis kearifan lokal, pertumbuhan pasar internasional untuk produk artisan, dan kemajuan e-commerce. Craftote fokus pada digitalisasi, pengembangan kapasitas SDM, serta kolaborasi inklusif dengan anak panti asuhan, remaja NTT, dan komunitas disabilitas, memperkuat DNA bisnis kami: menciptakan dampak nyata melalui karya dan keterlibatan.

Di sisi lingkungan, Craftote konsisten menggunakan bahan biodegradable dan praktik produksi ramah lingkungan. Sekitar ±35,7 kg/bulan limbah kopi diolah menjadi sabun, lilin, dan pupuk, sehingga tidak berakhir di TPA dan sekaligus menjadi sumber pendapatan baru. Produk Craftote bersifat fungsional, estetis, dan dapat terurai secara alami mendukung gaya hidup hijau.

Laporan ini mencerminkan capaian dan proses sepanjang tahun, sekaligus mendukung Tujuan Pembangunan Berkelanjutan (TPB) melalui praktik bisnis inklusif, beretika, dan berdampak sosial-lingkungan. Kami berharap membangun komunikasi terbuka dengan semua pemangku kepentingan, termasuk mitra, pelanggan, dan komunitas. Terima kasih atas dukungan dan kepercayaan yang memperkuat langkah kami. Semoga semangat "Natural, Handmade, Impactful" menjadi pijakan untuk menciptakan perubahan yang lebih luas dan positif.

On the other hand, significant opportunities emerged from the growing demand for locally inspired products, the expanding international artisan market, and the advancement of e-commerce. Craftote focuses on digitalization, human resource development, and inclusive collaboration with orphanage youth, adolescents in East Nusa Tenggara (NTT), and disability communities, reinforcing our business DNA: creating tangible impact through products and engagement.

In terms of environmental management, Craftote consistently uses biodegradable materials and eco-friendly production practices. Approximately ±35.7 kg of coffee waste per month is processed into functional products such as soap, candles, and compost, preventing landfill disposal while generating additional revenue. Craftote products are functional, aesthetic, and naturally biodegradable, supporting a greener lifestyle.

This report reflects our achievements and processes throughout the year, while supporting the Sustainable Development Goals (SDGs) through inclusive, ethical, and socially and environmentally impactful business practices. We aim to maintain open communication with all stakeholders, including partners, customers, and local communities. We express our gratitude for the ongoing support and trust that strengthen our efforts. May the spirit of "Natural, Handmade, Impactful" serve as a foundation for creating broader positive change.

Jakarta, November 2025

Thio Siujinata dan Rika Christina R.
Founder Craftote
Founder of Craftote



SEKILAS CRAFTOTE

About Craftote

Tentang kami
About Us

Sejarah Perusahaan
Company History

Craftote lahir dari kepedulian pasangan wirausaha Thio Siujinata dan Rika Christina R. terhadap kurangnya apresiasi pada kerajinan lokal. Kami memadukan dua hal yang kami cintai, yaitu kerajinan tangan dan kopi, dalam satu ruang bernama Craftote Gallery & Coffee.

Di sini, pengunjung dapat menikmati kopi sambil mengapresiasi karya lokal berupa keranjang, lampu dekoratif, dekorasi rumah, hingga tas berbahan biodegradable, seperti rotan, bambu, eceng gondok, pelepah pisang, dan serat alam lainnya. Semua produk dibuat secara handmade oleh perajin terampil, mencerminkan nilai keberlanjutan dan kearifan tradisi.

Selama pandemi, Craftote mendukung Panti Asuhan Abhimata di Bintaro, Tangerang, melalui penyediaan makanan beku untuk penggalangan dana. Dari situ lahir inspirasi menghadirkan Craftote Coffee, yang bukan sekadar usaha, melainkan ruang pelatihan barista dan kewirausahaan bagi anak-anak panti.

Craftote juga membuka kesempatan kerja bagi remaja Nusa Tenggara Timur (NTT) dan Jakarta yang kurang mendapat akses pendidikan formal, agar mereka dapat berkarya, mandiri, dan membangun masa depan lebih baik. Inspirasi kami datang dari anggota keluarga yang berpengalaman lebih dari 30 tahun di industri kerajinan dan telah sukses menembus pasar ekspor.

Craftote was founded by entrepreneurial partners Thio Siujinata and Rika Christina R, driven by their concern over the lack of appreciation for local craftsmanship. We combined two passions—handicrafts and coffee—into one creative space called Craftote Gallery & Coffee.

Here, visitors can enjoy coffee while appreciating local crafts, including baskets, decorative lamps, home décor, and biodegradable bags made from rattan, bamboo, water hyacinth, banana fronds, and other natural fibers. Every product is handmade by skilled artisans, reflecting values of sustainability and traditional craftsmanship.

During the pandemic, Craftote supported Abhimata Orphanage in Bintaro, Tangerang, by providing frozen food for fundraising activities. This initiative inspired the creation of Craftote Coffee, which serves not only as a business but also as a training space for barista and entrepreneurship skills for orphaned youth.

Craftote also provides employment opportunities for youth from East Nusa Tenggara (NTT) and Jakarta with limited access to formal education, enabling them to work, become independent, and build a better future. Our inspiration comes from a family member with over 30 years of experience in the handicraft industry who has successfully reached international markets.

Nilai-nilai seperti keberlanjutan, etika, pelestarian budaya, dan kontribusi sosial sejak itu menjadi fondasi Craftote. Bagi kami, Craftote lebih dari sekadar bisnis. Ini adalah ruang untuk bertumbuh, memberi makna, dan menciptakan dampak nyata melalui karya lokal yang bernilai dan penuh tujuan.

Values such as sustainability, ethics, cultural preservation, and social contribution have since become the foundation of Craftote. For us, Craftote is more than just a business—it is a space to grow, create meaning, and generate real impact through purposeful and valuable local craftsmanship.

Jejak Langkah
Milestones

2021
21 Oktober 2021 – Grand Opening di Tomang.
October 21, 2021 – Grand Opening in Tomang.

2022
Membuka tiga gerai coffee shop baru.
Opened three new coffee shop outlets.

2023
- Berpartisipasi dalam pameran berskala nasional dan internasional.
- Mengoperasikan dua gerai coffee shop.
- Participated in national and international exhibitions.
- Operated two coffee shop outlets.

2024
- Berpartisipasi di TEI, Kriyanusa, dan Inacraft.
- Ekspor ke Kanada, AS, Jepang, dan Australia.
- Participated in TEI, Kriyanusa, and Inacraft.
- Exported to Canada, the US, Japan, and Australia.

Keterangan: Bekerja sama dengan Trade Export Indonesia (TEI) 2023 & 2024, Kriyanusa 2022-2024, dan Inacraft 2024, untuk memperkenalkan kerajinan tangan Indonesia kepada masyarakat luas dan memperluas jaringan bisnis
Note: Collaborated with Trade Export Indonesia (TEI) 2023 & 2024, Kriyanusa 2022–2024, and Inacraft 2024 to promote Indonesian handicrafts to a wider audience and expand business networks.

Profil Perusahaan [2.1]
Company Profile

Nama Perusahaan Company Name	**Craftote Gallery & Coffee**
Lokasi Perusahaa [C.2] Company Location	Jl. Tomang Raya, Jakarta Barat, Indonesia Jl. Tomang Raya, West Jakarta, Indonesia **Wilayah Operasional** **Operational Area** Indonesia – Jakarta, Bali, dan beberapa pameran internasional Indonesia – Jakarta, Bali, and several international exhibitions
Kepemilikan Saham [C.3] Share Ownership	100% milik pribadi (Thio Siujinata dan Rika Christina R.) 100% privately owned (Thio Siujinata and Rika Christina R.)
Bentuk Legal Legal Form	Usaha Mikro, Kecil, dan Menengah (UMKM) Small and Medium Enterprise (SME)
Bidang Usaha [C.4][2-6] Line of Business	Kerajinan Tangan and Makanan & Minuman Handicraft and Food & Beverages
Tahun Pendirian Year of Establishment	2021
Kontak Perusahaan Company Contact	• Telepon/WA I Phone/WhatsApp: +62 811-127-7073 • Surel I Email: halo@craftote.com • Instagram: @craftote.gallery • Situs Web I Website: craftote.com
Segmentasi Pasar Market Segmentation	• Domestik: hotel, cafe, restoran, retailer lokal • Internasional: Eropa, Australia, Amerika, & Asia • Domestic: hotels, cafés, restaurants, and local retailers • International: Europe, Australia, America, and Asia
Kegiatan Usaha & Produk yang Dihasilkan Business Activities & Products Produced	• Kerajinan tangan dari serat alam (tas, keranjang, lampu, dekorasi, furnitur kecil) • Coffee shop dengan kopi dan makanan khas Indonesia • Program pemberdayaan (pelatihan barista, daur ulang limbah kopi, kolaborasi inklusif) • Handicrafts made from natural fibers (bags, baskets, lamps, decorations, small furniture) • Coffee shop serving Indonesian coffee and specialty foods • Empowerment programs (barista training, coffee waste recycling, inclusive collaborations)
Perubahan Signifikan [C.6] Significant Changes	Pembukaan gerai Craftote Coffee (F&B) di Kantor Pusat PT Kawan Lama, Puri, Jakarta. Opening of the Craftote Coffee (F&B) outlet at the Head Office of PT Kawan Lama, Puri, Jakarta.

Visi, Misi, dan Nilai Perusahaan [C.1]
Vision, Mission, and Corporate Values

Visi dan Misi
Vision and Mission

Visi
Vision

Menjadikan kerajinan tangan kami dikenal & dimiliki oleh konsumen seluruh dunia, sebagai produk bermakna juga relevan yang ramah lingkungan, unik, serta artistik dengan mempertahankan kearifan lokal Indonesia

To make our handcrafted products recognized and owned by consumers worldwide as meaningful, relevant, eco-friendly, unique, and artistic creations that preserve Indonesia's local wisdom.

Misi
Mission

Melalui usaha terpadu (gallery & café), mengembangkan kreativitas, keunikan, & keramahtamahan budaya Indonesia untuk meningkatkan ekonomi individu, lingkungan, hingga ekonomi bersama

Through an integrated business model (gallery & café), we aim to promote Indonesian creativity, uniqueness, and hospitality to enhance individual, environmental, and collective economic growth.

Nilai Perusahaan
Company Values

C – Competent People (Workforce)	Membangun tenaga kerja yang profesional dan kompeten untuk menghasilkan kualitas terbaik. Building a professional and competent workforce to deliver the highest quality outcomes.
R – Respect For the People	Menjunjung tinggi rasa hormat dan penghargaan terhadap setiap individu, baik karyawan maupun mitra kerja. Upholding respect and appreciation for every individual, including employees and business partners.
A – Awareness Environmental	Kesadaran penuh terhadap pentingnya menjaga lingkungan melalui praktik bisnis yang ramah lingkungan dan berkelanjutan. Demonstrating strong awareness of the importance of protecting the environment through sustainable and eco-friendly business practices.
F – Focus To Customer	Menempatkan kepuasan dan kebutuhan pelanggan sebagai pusat perhatian dalam setiap aspek layanan. Placing customer satisfaction and needs at the core of every service and operation.
T – Trust Workforce	Membangun kepercayaan yang kuat antara perusahaan dan tenaga kerja sebagai ondasi kerja sama yang kokoh. Fostering strong mutual trust between the company and its employees as the foundation of solid collaboration.

O – Objective Target Together	Menyatukan tujuan dan target perusahaan bersama seluruh tim untuk mencapai hasil maksimal. Aligning company objectives and targets with all team members to achieve optimal results.
T – Team Work Each Achieve More	Mengedepankan kerja sama tim agar pencapaian kolektif lebih besar daripada individu. Promoting teamwork to ensure that collective achievements exceed individual accomplishments.
E – Empathy Need	Mengutamakan empati dalam memahami dan memenuhi kebutuhan pelanggan, karyawan, dan komunitas sekitar. Prioritizing empathy in understanding and meeting the needs of customers, employees, and the surrounding community.

Filosofi Perusahaan
Company Philosophy

Craftote meyakini bahwa kerajinan tangan adalah jembatan antara budaya, lingkungan, dan kemanusiaan. Dengan memanfaatkan serat alam lokal dan teknik tradisional, kami berupaya menghasilkan karya yang bukan hanya estetis dan fungsional, tetapi juga ramah lingkungan dan berkelanjutan. Kami bangga memelihara kearifan lokal dan memberdayakan perajin serta komunitas sekitar agar tumbuh dan berkembang bersama. Bagi Craftote, keberhasilan usaha bukan hanya soal pertumbuhan ekonomi, tetapi juga dampak positif terhadap masyarakat dan alam.

Craftote believes that handicrafts serve as a bridge connecting culture, the environment, and humanity. By utilizing locally sourced natural fibers and traditional techniques, we strive to create works that are not only aesthetic and functional but also environmentally friendly and sustainable. We take pride in preserving local wisdom while empowering artisans and surrounding communities to grow and thrive together. For Craftote, business success is not merely about economic growth, but also about generating positive impacts on society and the environment.

Produk, Layanan, dan Kegiatan Usaha yang Dijalankan [C.4][2-6]
Products, Services, and Business Activities

Craftote memproduksi dan memasarkan berbagai produk kerajinan tangan fungsional dan dekoratif, seperti tas anyaman dari serat alam, hasil karya perajin lokal terampil. Setiap produk dirancang dengan standar tinggi untuk menonjolkan keindahan alami Indonesia dan memenuhi kebutuhan pasar global.

Craftote produces and markets a variety of functional and decorative handicraft products, such as woven bags made from natural fibers, crafted by skilled local artisans. Each product is designed to highlight the natural beauty of Indonesia and is manufactured to high standards to meet global market demand.

Basket

Produk basket hadir dalam berbagai ukuran, bentuk, dan warna, berfungsi sebagai wadah serbaguna untuk menata aksesori, menyajikan makanan, atau menyimpan barang rumah tangga. Penggunaan basket membantu efisiensi ruang sekaligus mendorong pola konsumsi yang bertanggung jawab.

Basket products come in various sizes, shapes, and colors, serving as versatile storage solutions for organizing accessories, serving food, or storing household items. Their use promotes space efficiency and encourages responsible consumption habits.

Small Furniture

Produk furnitur mini dibuat dari bahan berkualitas tinggi dengan desain autentik dan tahan lama. Setiap produk, seperti sofa kecil dan meja mini, dirancang untuk memperindah ruangan secara estetis dengan penggunaan material yang efisien.

Mini furniture products are made from high-quality materials with authentic and durable designs. Each piece, such as compact sofas and small tables, is crafted to enhance interior aesthetics while optimizing material efficiency.

Decorative Lighting

Lampu dekoratif diproduksi dari serat alam lokal seperti rotan, bambu, eceng gondok, dan pelepah pisang. Proses pembuatan dilakukan secara handmade oleh perajin dengan teknik tradisional, mencerminkan nilai budaya dan mendorong ekonomi lokal.

Decorative lighting products are made from locally sourced natural fibers such as rattan, bamboo, water hyacinth, and banana bark. Each item is handcrafted by local artisans using traditional techniques, reflecting cultural value and supporting the local economy.

Aesthetic Wall Decor

Produk dekorasi dinding tersedia dalam berbagai desain modern hingga klasik. Produk ini membantu mempercantik ruangan dan memperpanjang umur hunian tanpa perlu renovasi besar yang menghasilkan limbah tambahan.

all decoration products are available in a variety of designs, from modern to classic. These products enhance interior beauty and extend the lifespan of living spaces without the need for large-scale renovations that generate excess waste.

Aesthetic Mirror

Cermin estetis berfungsi ganda sebagai alat kebutuhan harian dan elemen artistik ruangan. Desain presisi dan kualitas refleksi tinggi menjadikannya solusi dekoratif berkelanjutan dengan penggunaan material yang efisien.

Aesthetic mirrors serve both as practical daily tools and as artistic room elements. Their precise design and high-quality reflection make them a sustainable decorative solution with efficient material use.

Table Top & Kitchen Utility

Produk table top dan kitchen utility berfungsi melindungi permukaan dapur sekaligus memperindah tampilan ruang. Desainnya efisien, kuat, dan tahan lama, membantu menghemat ruang serta mengurangi kebutuhan konsumsi berulang.

Table top and kitchen utility products protect kitchen surfaces while adding visual appeal. Their durable and efficient designs save storage space and reduce repetitive consumption needs.

Selain produk kerajinan, Craftote juga mengelola coffee shop yang menyajikan kopi asli Indonesia dari Sumatra, Jawa, hingga Toraja. Biji kopi diperoleh langsung dari petani lokal melalui kerja sama perdagangan yang adil untuk menjaga keberlanjutan rantai pasok. Dengan metode seduh modern dan tradisional, pengunjung dapat menikmati cita rasa kopi nusantara sambil merasakan suasana seni dan budaya. Coffee shop ini memperkaya pengalaman pelanggan sekaligus mendukung pelestarian warisan kuliner lokal dan peluang ekonomi masyarakat sekitar.

In addition to handicraft products, Craftote operates a coffee shop that serves authentic Indonesian coffee sourced from regions such as Sumatra, Java, and Toraja. Coffee beans are obtained directly from local farmers through fair trade collaboration to ensure a sustainable supply chain. Through both modern and traditional brewing methods, visitors can enjoy authentic Indonesian coffee flavors while experiencing an atmosphere rich in art and culture. The coffee shop enhances customer experience while preserving local culinary heritage and fostering inclusive economic opportunities for surrounding communities.

Keanggotaan Asosiasi dan Kolaborasi [C.5][2-28]

Association Membership and Collaboration

Craftote tergabung dalam asosiasi perajin lokal yang berfokus pada pengembangan keterampilan, kolaborasi usaha kreatif, dan peningkatan kesejahteraan perajin. Melalui keanggotaan ini, Craftote berperan dalam membangun ekosistem ekonomi lokal yang berkelanjutan melalui praktik produksi etis dan penggunaan bahan ramah lingkungan.

Craftote is a member of a local artisan association that focuses on skill development, creative business collaboration, and improving artisans' welfare. Through this membership, Craftote contributes to building a sustainable local economic ecosystem through ethical production practices and the use of environmentally friendly materials.

Craftote juga berkolaborasi dengan Ego Amote dalam program pemberdayaan penyandang disabilitas untuk menciptakan peluang kerja inklusif dan memperkuat kapasitas komunitas.

Craftote also collaborates with Ego Amote in a program that empowers persons with disabilities to create inclusive employment opportunities and strengthen community capacity.

Sertifikat dan Penghargaan
Certifications and Awards

Sertifikat
Certificate

Sertifikat Halal – Minuman dengan Pengolahan
Halal Certification – Processed Beverage Products

Penghargaan
Awards



Sertifikat Siddhakarya oleh Pemerintah Provinsi DKI Jakarta – Kualifikasi Berkembang
Siddhakarya Certification by the Provincial Government of DKI Jakarta – Developing Level

Tentang Laporan Keberlanjutan [2-3][2-4]
About the Sustainability Report

Laporan Keberlanjutan ini merupakan laporan pertama Craftote Gallery & Coffee untuk periode 1 Januari–31 Desember 2024, tanpa penyajian ulang data sebelumnya. Laporan ini menampilkan kinerja operasional yang mencakup aspek ekonomi, sosial, dan lingkungan. [2-2][2-3][2-4]

Penyusunan laporan mengacu pada Global Reporting Initiative (GRI) Standards 2021 dengan tingkat kesesuaian with reference to the GRI Standards, serta mengikuti POJK No. 51/POJK.03/2017, SEOJK No. 16/SEOJK.04/2021, dan Tujuan Pembangunan Berkelanjutan (TPB).

This Sustainability Report is the first published by Craftote Gallery & Coffee, covering the period January 1–December 31, 2024, with no restatement of previous data. The report presents the company's operational performance encompassing economic, social, and environmental aspects.

The report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards 2021, with a conformity level "with reference to the GRI Standards", and aligned with Financial Services Authority Regulation (POJK) No. 51/POJK.03/2017, OJK Circular Letter No. 16/SEOJK.04/2021, and the Sustainable Development Goals (SDGs).

Cakupan laporan meliputi kinerja, program, dan kegiatan di seluruh area operasi Craftote, termasuk gudang, kantor, lokasi pengolahan, dan pemasaran produk. Aspek yang dilaporkan mencakup hak asasi manusia, ketenagakerjaan, kepatuhan hukum, serta dampak lingkungan, sosial, dan ekonomi perusahaan. [2-3]

The scope of this report includes Craftote's performance, programs, and operational activities across its warehouse, office, processing site, and product marketing areas. The report covers human rights, labor practices, legal compliance, and the company's environmental, social, and economic impacts. [2-3]

Jaminan Eksternal [G.1][2-5][2-14]

Craftote Gallery & Coffee belum melakukan penjaminan dari pihak ketiga yang independen. Namun, kami tetap menjamin bahwa seluruh data dan informasi yang diungkapkan dalam laporan keberlanjutan ini telah diverifikasi oleh kontributor data serta divalidasi oleh CEO untuk memastikan kebenaran, keakuratan, dan keandalan penyajiannya.

External Assurance [G.1][2-5][2-14]

Craftote Gallery & Coffee has not yet conducted third-party independent assurance. However, all data and information disclosed in this sustainability report have been verified by data contributors and validated by the CEO to ensure their accuracy, reliability, and credibility.

Tanggapan terhadap Umpan Balik Laporan Keberlanjutan Tahun Sebelumnya [G.2][G.3]

Sebagai salah satu upaya kami dalam mewujudkan terciptanya komunikasi dua arah, kami menyediakan Lembar Umpan Balik pada bagian akhir laporan keberlanjutan ini. Para pembaca dan pengguna laporan ini diharapkan dapat memberikan umpan balik, opini, masukkan, dan lain sebagainya, yang akan berguna untuk meningkatkan kualitas pelaporan tahun berikutnya. Laporan keberlanjutan ini merupakan laporan pertama yang diterbitkan oleh Craftote Gallery & Coffee, sehingga belum terdapat umpan balik atau tanggapan dari laporan tahun sebelumnya.

Response to Feedback on the Previous Sustainability Report [G.2][G.3]

As part of our efforts to establish two-way communication, a Feedback Form is provided at the end of this report. Readers and users are encouraged to share their feedback, opinions, and suggestions to help improve the quality of future sustainability reporting. This report marks the first sustainability report issued by Craftote Gallery & Coffee; therefore, no feedback or responses from previous reports are available.



Akses Informasi atas Laporan
External Assurance [2-3]

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STRATEGI KEBERLANJUTAN CRAFTOTE

CRAFTOTE'S SUSTAINABILITY STRATEGY

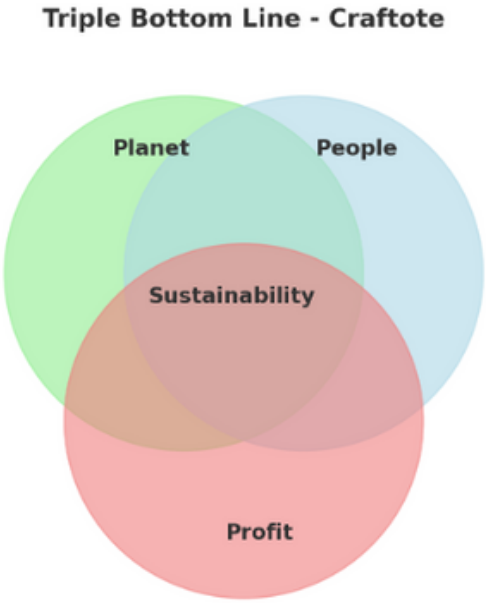
Craftote Gallery & Coffee meyakini bahwa keberlanjutan dan keberlangsungan bisnis saling berkaitan. Dengan mengintegrasikan aspek ekonomi, sosial, dan lingkungan ke dalam operasional, Craftote berupaya memaksimalkan nilai dan mendukung pencapaian TPB. Rencana Strategis Jangka Pendek (2024–2029) dan Jangka Panjang (2029–2034) menjadi panduan utama. Pada periode 2024–2026, fokus diarahkan pada Pemetaan dan Penguatan Infrastruktur melalui penelitian pasar, digitalisasi, penguatan merek lokal, dan kepatuhan peraturan untuk membangun bisnis yang adaptif, inklusif, dan berkelanjutan. [2-23]

Craftote Gallery & Coffee believes that sustainability and business continuity are interrelated and inseparable. By integrating economic, social, and environmental aspects into its operations, Craftote seeks to maximize value while supporting the achievement of the SDGs. The Short-Term Strategic Plan (2024–2029) and Long-Term Strategic Plan (2029–2034) serve as key roadmaps. For the 2024–2026 period, the focus is on Mapping and Strengthening Infrastructure through market research, digitalization, brand enhancement, and regulatory compliance to build an adaptive, inclusive, and sustainable business foundation. [2-23]

Pilar Sasaran Keberlanjutan [A.1][2-23]
Sustainability Goal Pillars

Keberlanjutan Craftote berfokus pada tiga pilar Triple Bottom Line: Profit, People, dan Planet. Selain mendorong pertumbuhan usaha, Craftote meningkatkan kesejahteraan perajin lokal dan komunitas sekitar (people), serta menggunakan material ramah lingkungan dan praktik produksi bertanggung jawab untuk menjaga kelestarian alam (planet).

raftote's sustainability approach is guided by the Triple Bottom Line principles: Profit, People, and Planet. In addition to driving business growth, Craftote enhances the welfare of local artisans and surrounding communities (people), while utilizing eco-friendly natural fibers and implementing responsible production practices to preserve the environment (planet).



Penentuan Topik Material [3-1][3-2][3-3]
Determination of Material Topics

Dalam penyusunan laporan keberlanjutan ini, Craftote memperhatikan aspek ekonomi, lingkungan, dan sosial yang mencerminkan prinsip keberlanjutan. Penilaian materialitas dilakukan melalui tahapan yang mengacu pada standar Global Reporting Initiative (GRI) untuk menentukan isi laporan. Topik-topik material yang relevan dengan kegiatan usaha telah diidentifikasi dan dijabarkan dalam laporan ini.

n preparing this sustainability report, Craftote considers economic, environmental, and social aspects that reflect the principles of sustainability. The materiality assessment is carried out through stages that refer to the Global Reporting Initiative (GRI) Standards to determine the report's content. Relevant material topics related to Craftote's business activities have been identified and are further described in this report.

Proses penentuan materialitas dilakukan melalui empat tahap:
The materiality determination process consists of four stages:

1. Identifikasi: Menentukan topik material dan batasan laporan.
2. Prioritas: Menetapkan tingkat kepentingan setiap topik material.
3. Validasi: Memastikan relevansi dan akurasi topik material.
4. Reviu: Meninjau hasil pelaporan untuk peningkatan kualitas di tahun berikutnya.

1. Identification: Determining material topics and report boundaries.
2. Prioritization: Establishing the level of importance for each material topic.
3. Validation: Ensuring the relevance and accuracy of material topics.
4. Review: Evaluating the report to improve its quality in the following year.

Daftar Topik Materialitas
List of Material Topics

Profit	1. Kinerja Ekonomi 2. Dampak Ekonomi Tidak Langsung	1. Economic Performance 2. Indirect Economic Impacts
Planet	1. Rantai Pasokan yang Bertanggung Jawab 2. Pengelolaan Limbah 3. Manajemen Energi	1. Responsible Supply Chain 2. Waste Management 3. Energy Management
People	1. Kesempatan yang Setara 2. Kesehatan dan Keselamatan Kerja 3. Pelestarian Budaya 4. Kualitas dan Keamanan Produk 5. Inovasi dan Desain Kemasan 6. Kesejahteraan Masyarakat	1. Equal Opportunities 2. Occupational Health and Safety 3. Cultural Preservation 4. Product Quality and Safety 5. Innovation and Packaging Design 6. Community Well-being

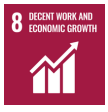
Batasan Dampak Topik Material terhadap Pemangku Kepentingan
Boundaries of Material Topic Impacts on Stakeholders

No	Topik Material Material Topics	Pemangku Kepentingan Terdampak Affected Stakeholders	Kepentingan Topik untuk Disampaikan dalam Laporan Relevance of the Topic in the Report
1.	**Kinerja Ekonomi** **Economic Performance**	Investor, Karyawan, Pemasok, Pelanggan, Pemerintah Investors, Employees, Suppliers, Customers, Government	Craftote berupaya menjaga kinerja ekonomi positif untuk mendukung pertumbuhan perusahaan serta memenuhi kewajiban perpajakan sesuai ketentuan yang berlaku. Craftote strives to maintain positive economic performance to support business growth and fulfill tax obligations in accordance with applicable regulations.
2.	**Dampak Tidak Langsung Ekonomi** **Indirect Economic Impact**	Masyarakat Communities	Craftote memprioritaskan perekrutan tenaga kerja dari masyarakat sekitar dan memberikan pelatihan keterampilan guna meningkatkan kesejahteraan mereka. Craftote prioritizes hiring from the surrounding communities and provides skills training to improve their welfare.
3.	**Rantai Pasokan yang Bertanggung Jawab** **Responsible Supply Chain**	Pemasok, Karyawan, Pemerintah Suppliers, Employees, Government	Setiap kegiatan operasional dalam rantai pasokan dijalankan sesuai pedoman perusahaan dengan mempertimbangkan aspek keberlanjutan. All operational activities within the supply chain are carried out in accordance with company guidelines while considering sustainability aspects.
4.	**Pengelolaan Limbah** **Waste Management**	Karyawan, Pemerintah, Masyarakat Employees, Government, Communities	Craftote mengurangi volume limbah dan memastikan pengelolaannya sesuai peraturan yang berlaku. Craftote minimizes waste generation and ensures its management complies with prevailing regulations.
5.	**Manajemen Energi** **Energy Management**	Karyawan, Pemerintah, Masyarakat Employees, Government, Communities	Penghematan energi diterapkan dengan penggunaan lampu LED di hampir seluruh area operasional. Energy efficiency is implemented through the use of LED lighting across nearly all operational areas.
6.	**Kesempatan yang Setara** **Equal Opportunity**	Karyawan Employees	Craftote menjunjung tinggi prinsip kesetaraan, memberikan kesempatan yang sama, dan menolak segala bentuk diskriminasi di tempat kerja. Craftote upholds the principle of equality, provides equal opportunities, and rejects all forms of workplace discrimination.

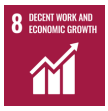
No	**Topik Material** Material Topics	**Pemangku Kepentingan Terdampak** Affected Stakeholders	**Kepentingan Topik untuk Disampaikan dalam Laporan** Relevance of the Topic in the Report
7.	**Kesehatan dan Keselamatan Kerja** **Occupational Health and Safety**	Karyawan Employees	Aspek kesehatan dan keselamatan kerja dijaga melalui briefing rutin dan penerapan prosedur K3 di seluruh aktivitas operasional. Occupational health and safety are maintained through regular briefings and the implementation of OHS procedures in all operational activities.
8.	**Kualitas dan Keamanan Produk** **Product Quality and Safety**	Pemasok, Karyawan, Pelanggan, Pemerintah Suppliers, Employees, Customers, Government	Seluruh produk dipastikan memiliki kualitas dan cita rasa baik serta diolah sesuai standar keamanan pangan. All products are ensured to have high quality and taste and are produced in compliance with food safety standards.
9.	**Inovasi dan Desain Kemasan** **Innovation and Packaging Design**	Pemasok, Karyawan, Pelanggan Suppliers, Employees, Customers	Craftote menggunakan kemasan eco-craft ramah lingkungan dan mencantumkan panduan penyajian serta pengelolaan kemasan bekas pada label produk. Craftote uses eco-craft packaging materials and includes product serving information and packaging disposal guidance on each label.
10.	**Pelestarian Budaya** **Cultural Preservation**	Pelanggan Customers	Craftote menampilkan kekayaan kuliner nusantara dengan menghadirkan menu khas Indonesia di samping hidangan internasional. Craftote showcases Indonesia's cultural heritage by featuring local Indonesian dishes alongside international cuisines.
11.	**Kesejahteraan Masyarakat** **Community Welfare**	Masyarakat Communities	Craftote berkontribusi bagi masyarakat melalui donasi kepada anak yatim serta kegiatan kebersihan lingkungan bersama karyawan dan warga sekitar. Craftote contributes to community welfare by providing donations to orphans and organizing environmental clean-up activities with employees and local residents.

Identifikasi Risiko, Strategi Tindak Lanjut, dan Target Pencapaian Topik Material

Identification of Risks, Follow-up Strategies, and Achievement Targets for Material Topics

No.	**Topik Material** Material Topics	**Risiko** Risk	**Strategi/Tindakan Mitigasi** Mitigation Strategy/Action	**Target**	**Dukungan pada Prioritas TPB** Support for SDG Priorities
1.	**Kinerja Ekonomi** **Economic Performance**	Fluktuasi pendapatan akibat kondisi pasar dan kebijakan ekonomi Revenue fluctuation due to market conditions and economic policies	Diversifikasi produk, efisiensi biaya operasional, dan penguatan strategi pemasaran Product diversification, operational cost efficiency, and strengthened marketing strategy	Peningkatan pendapatan sebesar 10% pada tahun 2025 10% revenue growth by 2025	
2.	**Dampak Tidak Langsung Ekonomi** **Indirect Economic Impact**	Partisipasi masyarakat yang rendah dalam program pelatihan Low community participation in training programs	Mengadakan pelatihan dan pemberdayaan masyarakat secara rutin Conducting regular community training and empowerment programs	Meningkatkan jumlah peserta pelatihan masyarakat sebesar 20% Increase community training participants by 20%	 
3.	**Rantai Pasokan yang Bertanggung Jawab** **Responsible Supply Chain**	Ketergantungan pada pemasok tertentu Dependence on specific suppliers	Meningkatkan kerja sama dengan pemasok lokal dan menilai kinerja mereka secara berkala Strengthening cooperation with local suppliers and conducting regular performance evaluations	100% pemasok utama memenuhi standar keberlanjutan internal 100% of main suppliers meet internal sustainability standards	 

No.	Topik Material Material Topics	Risiko Risk	Strategi/Tindakan Mitigasi Mitigation Strategy/Action	Target	Dukungan pada Prioritas TPB Support for SDG Priorities
4.	**Pengelolaan Limbah** **Waste Management**	Limbah produksi meningkat seiring peningkatan volume operasional Management Increased production waste along with higher operational volume	Pemilahan dan pengelolaan limbah sesuai dengan SOP serta kerja sama dengan pihak ketiga Waste segregation and management according to SOP, in collaboration with third parties	Mengurangi limbah nonorganik hingga 20% Reduce non-organic waste by 20%	
5.	**Manajemen Energi** **Energy Management**	Penggunaan energi yang berlebihan Excessive energy consumption	Mengganti peralatan dengan yang menghemat energi dan meningkatkan kesadaran karyawan Replacing equipment with energy-efficient ones and raising employee awareness	Penurunan konsumsi energi sebesar 5% per tahun 5% annual reduction in energy consumption	
6.	**Kesempatan yang Setara** **Equal Opportunity**	Risiko diskriminasi atau ketimpangan kesempatan kerja Risk of discrimination or unequal job opportunities	Penerapan kebijakan nondiskriminasi dan pelatihan kesetaraan gender Implementation of non-discrimination policies and gender equality training	Menjaga rasio keseimbangan gender minimal 50:50 di lingkungan kerja Maintain a minimum 50:50 gender balance in the workplace	
7.	**Kesehatan dan Keselamatan Kerja** **Occupational Health and Safety**	Potensi kecelakaan kerja di area produksi Potential workplace accidents in production areas	Pelatihan K3 rutin, pemeriksaan peralatan, dan penggunaan Alat Pelindung Diri (APD) Regular OHS training, equipment inspections, and use of Personal Protective Equipment (PPE)	*Zero accident* sepanjang tahun pelaporan Zero accidents throughout the reporting year	

No.	**Topik Material** Material Topics	**Risiko** Risk	**Strategi/Tindakan Mitigasi** Mitigation Strategy/Action	**Target**	**Dukungan pada Prioritas TPB** Support for SDG Priorities
8.	**Kualitas dan Keamanan Produk** **Product Quality and Safety**	Risiko kontaminasi atau produk tidak sesuai standar Risk of contamination or non-compliance with standards	Penerapan SOP ketat dalam produksi dan kontrol kualitas berkala Strict SOP implementation in production and regular quality control	Tingkat keluhan pelanggan <2% per tahun Customer complaint rate <2% per year	
9.	**Inovasi dan Desain Kemasan** **Innovation and Packaging Design**	Inovasi tidak berkelanjutan atau tidak ramah lingkungan Unsustainable or non-eco-friendly innovation	Pengembangan kemasan ramah lingkungan dan desain fungsional Development of eco-friendly and functional packaging designs	100% produk menggunakan bahan *eco-craft* *100% of products use eco-craft materials*	
10.	**Pelestarian Budaya** **Cultural Preservation**	Minimnya minat pelanggan terhadap nilai budaya lokal Low customer interest in local cultural values	Mengintegrasikan elemen budaya dalam produk dan interior Integrating cultural elements into products and interiors	Minimal 2 kegiatan promosi budaya per tahun At least 2 cultural promotion activities per year	
11.	**Kesejahteraan Masyarakat** **Community Welfare**	Partisipasi masyarakat dalam program sosial menurun Declining community participation in social programs	Mengadakan program sosial secara berkelanjutan dengan kolaborasi komunitas Conducting continuous social programs in collaboration with local communities	Pelaksanaan program sosial minimal 3 kali per tahun Implement at least 3 social programs annually	

Mendukung Tujuan Pembangunan Berkelanjutan (TPB) [2-22]

Supporting the Sustainable Development Goals (SDGs)

Craftote Gallery & Coffee berpartisipasi dalam mendukung pencapaian Tujuan Pembangunan Berkelanjutan (TPB) melalui berbagai inisiatif ekonomi, sosial, dan lingkungan. Fokus utama diarahkan pada TPB 3, 4, 5, 8, 9, 12, dan 13, yang relevan dengan kegiatan usaha dan nilai keberlanjutan perusahaan, tanpa mengesampingkan dukungan terhadap keseluruhan tujuan TPB.

- **Tanpa Kemiskinan –** Menyelenggarakan kunjungan rutin ke panti asuhan dan memberikan donasi kepada anak yatim.
- **Tanpa Kelaparan –** Menyalurkan sembako kepada masyarakat dan mengadakan kegiatan buka puasa bersama.
- **Kehidupan Sehat dan Sejahtera –** Menerapkan SOP K3 dan protokol kesehatan, termasuk penggunaan masker, penyediaan fasilitas cuci tangan dan hand sanitizer, pengaturan jarak meja, serta pemeriksaan suhu bagi karyawan dan pengunjung.
- **Pendidikan Berkualitas** – Melaksanakan pelatihan internal dan eksternal bagi karyawan.
- **Kesetaraan Gender** – Memberikan kesempatan yang sama bagi seluruh karyawan untuk berkarier dan berinovasi di lingkungan kerja yang inklusif.
- **Air Bersih dan Sanitasi Layak** – Mengelola sumber daya air melalui pembuatan sumur resapan dan penerapan biopori untuk efisiensi air.

Craftote Gallery & Coffee contributes to the achievement of the Sustainable Development Goals (SDGs) in Indonesia through various economic, social, and environmental initiatives. The Company focuses its contributions on SDGs 3, 4, 5, 8, 9, 12, and 13, which align with Craftote's business activities, material topics, and sustainability values, while also supporting the overall achievement of other SDGs.

- **No Poverty** – Conducts regular visits to orphanages and provides donations to orphans.
- **Zero Hunger** – Distributes basic necessities to underprivileged communities and organizes communal iftar events.
- **Good Health and Well-being** – Implements Occupational Health and Safety (OHS) Standard Operating Procedures (SOPs), enforces mask use, provides handwashing stations and sanitizers, arranges safe seating distances, and ensures temperature checks for all employees and visitors.
- **Quality Education** – Organizes internal and external training programs for employees.
- **Gender Equality** – Ensures equal opportunities for male and female employees to innovate and grow in an inclusive work environment.
- **Clean Water and Sanitation** – Conserves water resources through infiltration wells and water-saving strategies using biopores.

- **Energi Bersih dan Terjangkau** – Mendorong budaya hemat energi dengan menggunakan lampu LED dan memastikan peralatan dimatikan saat tidak digunakan.
- **Pekerjaan Layak dan Pertumbuhan Ekonomi** – Menjamin perlakuan adil bagi seluruh karyawan, bebas dari kerja paksa dan pekerja anak, serta menerapkan upah sesuai ketentuan UMP.
- **Berkurangnya Ketimpangan** – Menjaga hubungan harmonis dengan seluruh pemangku kepentingan serta menjunjung tinggi kesetaraan dan saling menghormati.
- **Kota dan Komunitas Berkelanjutan** –: Mengajak karyawan dan masyarakat menjaga kebersihan lingkungan melalui kegiatan pembersihan bersama.
- **Konsumsi dan Produksi yang Bertanggung Jawab** – Mengelola limbah cair melalui pembangunan Instalasi Pengolahan Air Limbah (IPAL).
- **Perdamaian, Keadilan, dan Kelembagaan yang Tangguh** – Mematuhi ketentuan lingkungan, termasuk UU No. 32 Tahun 2009 dan PP No. 27 Tahun 1999.
- **Kemitraan untuk Mencapai Tujuan** – Bekerja sama dengan masyarakat sekitar dalam kegiatan kebersihan dan membuka kesempatan kerja bagi warga lokal.

- **Affordable and Clean Energy** – Promotes energy efficiency by encouraging employees to switch off unused lights and stoves, and utilizes LED lighting throughout operational areas.
- **Decent Work and Economic Growth** – Treats all employees fairly, ensures freedom from forced and child labor, and complies with the Provincial Minimum Wage regulations.
- **Reduced Inequalities** – Maintains harmonious relationships with stakeholders, respects diversity, and upholds equality in the workplace.
- **Sustainable Cities and Communities** – Encourages employees and local communities to maintain cleanliness through joint waste management activities.
- **Responsible Consumption and Production** – Manages liquid waste through the construction of a Wastewater Treatment Plant (WWTP).
- **Peace, Justice and Strong Institutions** – Complies with environmental regulations, including Law No. 32 of 2009 on Environmental Protection and Management and Government Regulation No. 27 of 1999 on Environmental Impact Analysis.
- **Partnerships for the Goals** – Collaborates with local communities to carry out environmental clean-up programs and empowers them through employment opportunities to improve their quality of life.



TATA KELOLA KEBERLANJUTAN
SUSTAINABILITY GOVERNANCE

Craftote Gallery & Coffee menerapkan prinsip Tata Kelola Perusahaan yang Baik (Good Corporate Governance/GCG) untuk mewujudkan tujuan bisnis berkelanjutan yang selaras dengan visi dan misi perusahaan. Empat pilar ETAK—Etika, Transparansi, Akuntabilitas, dan Keberlanjutan—menjadi dasar dalam setiap pengambilan keputusan dan kegiatan operasional. Penerapan prinsip tersebut memastikan praktik bisnis yang bertanggung jawab, etis, dan berorientasi pada keberlanjutan jangka panjang.

Craftote Gallery & Coffee implements the principles of Good Corporate Governance (GCG) to achieve sustainable business goals aligned with the company's vision and mission. The four ETAK pillars—Ethics, Transparency, Accountability, and Sustainability—serve as the foundation for all decision-making and operational activities. The implementation of these principles ensures responsible, ethical, and long-term sustainability-oriented business practices.

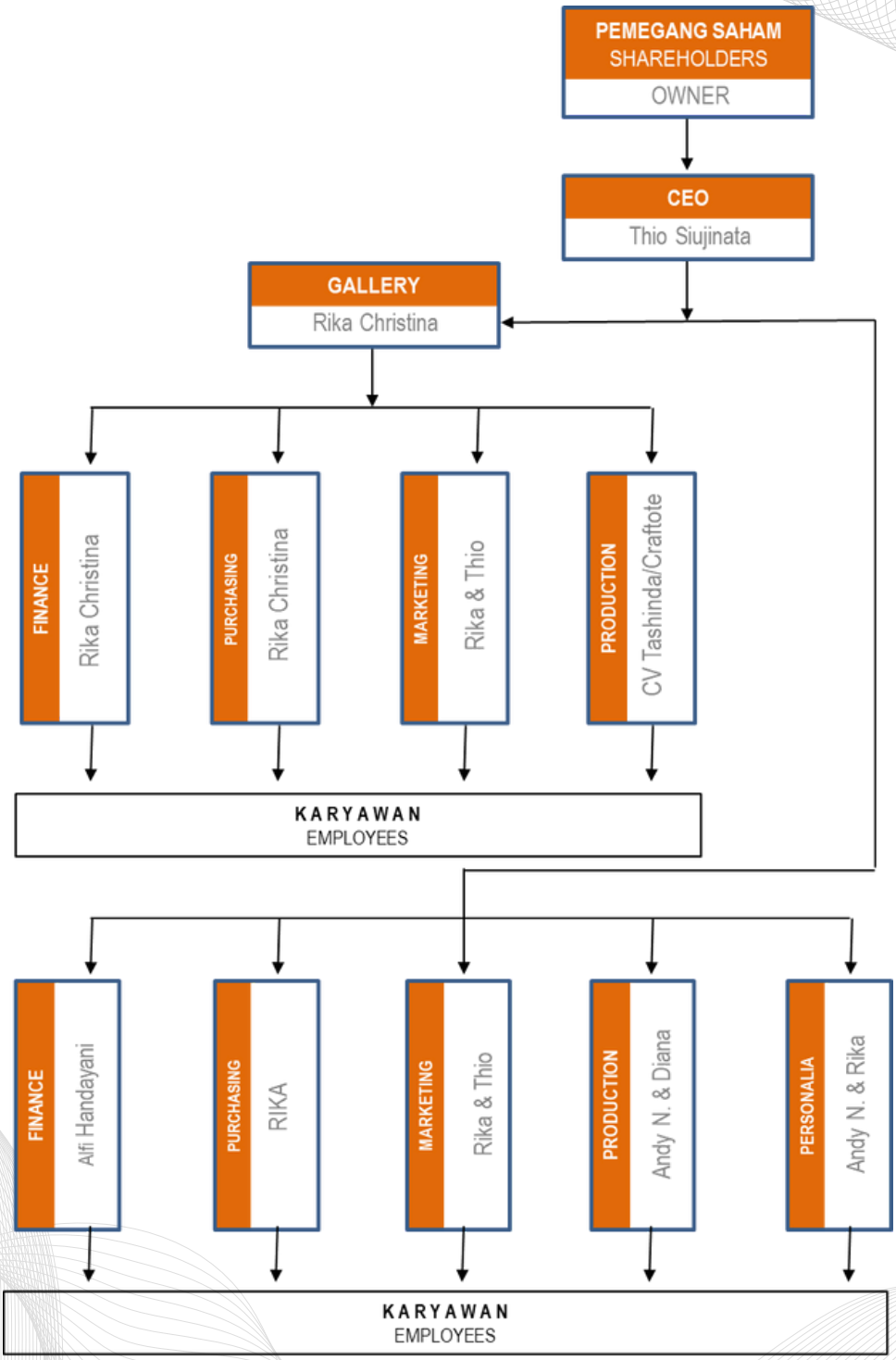
Penanggung Jawab Keberlanjutan [E.1][2-13]
Sustainability Governance Responsibility

Craftote Gallery & Coffee belum memiliki struktur khusus yang menangani tata kelola keberlanjutan. Tanggung jawab ini dijalankan secara kolektif oleh seluruh fungsi perusahaan. CEO berperan sebagai pengarah dan pengambil keputusan tertinggi untuk memastikan penerapan prinsip keberlanjutan di seluruh kegiatan operasional serta memantau pengelolaan dan dampak dari aktivitas perusahaan. [2-11][2-3]

Craftote Gallery & Coffee does not yet have a dedicated structure for sustainability governance. This responsibility is carried out collectively by all functions within the company. The CEO serves as the key leader and highest decision-maker, ensuring consistent application of sustainability principles across all operations and overseeing the management and monitoring of impacts arising from the company's activities. [2-11][2-3]

Struktur Organisasi
Organizational Structure

[2-9][2-12]



Manajemen Risiko dan Permasalahan terhadap Penerapan Keberlanjutan [E.3][E.5]

Risk Management and Sustainability Implementation Challenges

Craftote menerapkan manajemen risiko secara sistematis untuk menjaga keberlanjutan operasional. Proses ini mencakup identifikasi, penilaian, dan mitigasi terhadap risiko finansial, operasional, pasar, dan reputasi. Rencana mitigasi disusun melalui kolaborasi lintas divisi yang melibatkan tenaga kerja di bidang produksi, pemasaran, keuangan, dan logistik. Craftote juga memberikan sosialisasi dan pelatihan agar seluruh tenaga kerja memahami potensi risiko dan langkah mitigasinya. Peninjauan berkala dilakukan untuk menyesuaikan strategi dengan dinamika bisnis dan memastikan efektivitas pelaksanaannya.

Tantangan utama yang dihadapi meliputi penurunan permintaan pasar, kenaikan biaya bahan baku, dan gangguan rantai pasok. Sebagai langkah antisipasi, Craftote menyiapkan cadangan dana operasional, memperluas sumber bahan baku, serta menjalin kerja sama dengan pemasok alternatif guna menjaga keberlanjutan produk dan layanan.

Craftote applies a systematic risk management approach to ensure operational sustainability. This process includes the identification, assessment, and mitigation of financial, operational, market, and reputational risks. Mitigation plans are developed through cross-division collaboration involving personnel from production, marketing, finance, and logistics. Craftote also conducts socialization and training programs to ensure that all employees understand potential risks and appropriate mitigation measures. Regular reviews are carried out to adjust strategies according to business dynamics and ensure the effectiveness of implementation.

The main challenges include declining market demand, rising raw material costs, and supply chain disruptions. To anticipate these risks, Craftote maintains operational reserve funds, diversifies raw material sources, and establishes partnerships with alternative suppliers to sustain product and service continuity.





Pelibatan Pemangku Kepentingan [E.4][2-29]
Stakeholder Engagement

Craftote Gallery & Coffee melibatkan pemangku kepentingan—termasuk investor, karyawan, pelanggan, pemasok, pemerintah, dan masyarakat sekitar—dalam setiap aspek bisnis. Setiap pihak berperan strategis melalui dukungan finansial, kerja, kepercayaan konsumen, pasokan, atau lingkungan yang kondusif. Hubungan dengan pemangku kepentingan, termasuk perajin lokal, dijaga secara erat dan transparan. Kolaborasi ini memungkinkan Craftote menghadirkan produk kerajinan dan kuliner berkualitas serta memberikan manfaat nyata bagi perusahaan dan masyarakat.

Craftote Gallery & Coffee involves stakeholders—including investors, employees, customers, suppliers, government, and local communities—in all aspects of its business. Each party plays a strategic role through financial support, work contribution, consumer trust, supply provision, or a conducive environment. Relationships with stakeholders, including local artisans, are maintained closely and transparently. This collaboration enables Craftote to deliver high-quality handcrafted and culinary products while providing tangible benefits to both the company and the community.

Pelibatan Pemangku Kepentingan
Stakeholder Engagement

Pemangku Kepentingan Stakeholder	**Dasar Pemilihan Pemangku Kepentingan** Basis for Selection	**Topik atau Masalah yang Dibahas** Topics Discussed	**Metode Pelibatan** Engagement Method	**Manfaat Bagi Pemangku Kepentingan** Stakeholder Benefits	**Frekuensi Pelibatan** Frequency
Investor	Tanggung jawab atas keterbukaan informasi Responsibility for information transparency	• Akuntabilitas dan akurasi laporan keuangan • Laporan kondisi perusahaan • Accountability and accuracy of financial reports • Company condition reports	• Pelaporan kinerja bisnis setiap bulan • Pertemuan tatap muka dengan investor • Monthly business performance reporting • Face-to-face meetings with investors	Mendapatkan laba atas investasi Investment returns	Setiap bulan Monthly
Karyawan **Employee**	• Pengaruh / Influence • Ketergantungan / Dependency • Tanggung jawab / Responsibility	• Prioritas kerja / Work priorities • Kedisiplinan dan kebersihan / Discipline and cleanliness • Kejelasan hak dan tanggung jawab / Clarity of rights and responsibilities • Pemberian informasi dari perusahaan / Information provision from the company	• Melakukan komunikasi secara langsung • Menyediakan lingkungan kerja yang aman dan nyaman • Memberikan pelatihan kepada setiap karyawan secara adil • Direct communication • Safe and comfortable work environment • Fair training for all employees	• Ketersediaan lingkungan kerja yang sehat, aman, dan nyaman • Pengembangan kompetensi karyawan melalui pelatihan yang diberikan • Availability of a healthy, safe, and comfortable work environment • Employee competency development through training	Setiap saat Continuous

Pemangku Kepentingan Stakeholder	**Dasar Pemilihan Pemangku Kepentingan** Basis for Selection	**Topik atau Masalah yang Dibahas** Topics Discussed	**Metode Pelibatan** Engagement Method	**Manfaat Bagi Pemangku Kepentingan** Stakeholder Benefits	**Frekuensi Pelibatan** Frequency
Pelanggan Customer	• Pengaruh / Influence • Ketergantungan / Dependenc • Tanggung jawab / Responsibility	• Kualitas makanan dan pelayanan • Layanan pelanggan • Food quality and service • Customer service	• Memberikan pelayanan dengan sepenuh hati • Memberikan service terbaik kepada pelanggan • Menyajikan makanan dengan kualitas terbaik dan aman untuk dikonsumsi • Providing service wholeheartedly • Providing the best customer service • Serving high-quality and safe food	• Makanan dengan kualitas dan rasa terbaik • Makanan yang aman untuk dikonsumsi • Pelayanan dan suasana tempat makan yang nyaman • Kemudahan akses berbagai sarana komunikasi • Food with the best quality and taste • Safe-to-consume food • Comfortable service and dining atmosphere • Ease of access to communication channels	Setiap saat Continuous
Pemasok Supplier	• Pengaruh / Influence • Ketergantungan / Dependenc • Tanggung jawab / Responsibility	• Kerja sama berkesinambungan • Kualitas bahan baku • Continuous collaboration • Quality of raw materials	Melakukan komunikasi rutin melalui berbagai saluran komunikasi untuk mempertahankan hubungan Conducting regular communication through various channels to maintain relationships	Terjalin hubungan kerja sama yang positif secara berkesinambungan guna menghasilkan produk makanan berkualitas baik dan aman dikonsumsi Establishing a positive and continuous partnership to produce high-quality and safe food products	Setiap saat Continuous
Pemerintah Government	• Pengaruh / Influence • Ketergantungan / Dependenc • Tanggung jawab / Responsibility	Kepatuhan terhadap kebijakan dan perundang-undangan yang berlaku Compliance with applicable regulations and policies	• Menjalankan seluruh kegiatan operasional berdasarkan peraturan perundang-undangan dan kebijakan pemerintah yang berlaku • Mengungkapkan kinerja perusahaan secara transparan kepada pemerintah • Bekerja sama dengan pemerintah dalam setiap pemeriksaan rutin • Conducting all operations in accordance with regulations and government policies • Reporting company performance transparently to the government • Cooperating with government in routine inspections	Kemitraan untuk pembangunan berkelanjutan Partnership for sustainable development	Sesuai kebutuhan / As needed

Pemangku Kepentingan Stakeholder	**Dasar Pemilihan Pemangku Kepentingan** Basis for Selection	**Topik atau Masalah yang Dibahas** Topics Discussed	**Metode Pelibatan** Engagement Method	**Manfaat Bagi Pemangku Kepentingan** Stakeholder Benefits	**Frekuensi Pelibatan** Frequency
Masyarakat Community	• Keterwakilan / Representation• Kedekatan / Proximity	• Menjalin hubungan yang harmonis dengan masyarakat sekitar • Memberikan kontribusi terhadap kehidupan ekonomi dan sosial masyarakat sekitar • Establishing harmonious relationships with local communities • Contributing to local socio-economic development	• Melakukan kerja sama dengan RT, RW, serta masyarakat sekitar • Melakukan pemberdayaan dan pelatihan terhadap masyarakat sekitar • Mengadakan berbagai acara bersama dengan komunitas • Collaborating with neighborhood associations and local communities • Conducting empowerment and training programs for the community • Organizing joint events with the community	• Menciptakan nilai tambah bagi masyarakat melalui kerja sama yang dilakukan / Creating added value for the community through collaboration• Menciptakan lingkungan yang sejahtera dan harmonis / Building a prosperous and harmonious environment• Memperluas relasi dan jangkauan Craftote Gallery & Coffee di berbagai kalangan komunitas / Expanding Craftote's network and reach within the community	Sesuai kebutuhan / As needed





KINERJA EKONOMI DAN TANGGUNG JAWAB BISNIS

ECONOMIC PERFORMANCE AND BUSINESS RESPONSIBILITY

Kinerja Ekonomi
Economic Performance

Pengaruh Ekonomi Langsung [E1.1][201-1]
Direct Economic Impact

Craftote Gallery & Coffee tengah melakukan pengukuran keuangan secara bertahap untuk menilai dan memahami kinerja ekonomi perusahaan secara lebih menyeluruh. Melalui langkah ini, Craftote berupaya memperkuat fondasi finansial dan memastikan bahwa setiap kegiatan operasional berjalan secara efisien dan berkelanjutan dalam jangka panjang.

Craftote Gallery & Coffee is systematically conducting financial assessments to evaluate and gain a thorough understanding of the company's economic performance. Through this initiative, Craftote seeks to reinforce its financial foundation and ensure that all operational activities are executed efficiently and sustainably over the long term.



Target dan Realisasi Produksi dan Penjualan Produk [F.2]
Target and Realization of Product Production and Sales

	Produksi (Unit) Production	Penjualan (Rupiah) Sales
Target	30.000	750 juta/million
Realisasi Realization	25.000	685 juta/million

Craftote Gallery & Coffee mendukung pembangunan negara dengan mematuhi peraturan perpajakan dan rutin memenuhi kewajiban pembayaran pajak. Pada periode pelaporan, perusahaan tidak menerima bantuan finansial pemerintah, termasuk subsidi, insentif pajak, hibah, atau fasilitas pendanaan lain. Hingga akhir 2024, Craftote belum menjalankan program pembiayaan atau investasi yang selaras dengan prinsip keuangan berkelanjutan. [F.3][201-4][207-1][E1.2][E3.1

Craftote Gallery & Coffee supports national development by complying with applicable tax regulations and consistently fulfilling its tax payment obligations. During the reporting period, the company did not receive any form of financial assistance from the government, including subsidies, tax incentives, grants, or other funding facilities. As of the end of 2024, Craftote has not undertaken any financing or investment programs aligned with sustainable finance principles. [F.3][201-4][207-1][E1.2][E3.1

Pengaruh Ekonomi Tidak Langsung [413-1][E.1.3][F.23][S5.1]
Indirect Economic Impact

Craftote Gallery & Coffee berupaya memberikan manfaat ekonomi bagi seluruh pemangku kepentingan, baik di dalam maupun di luar wilayah operasional perusahaan, melalui berbagai program yang dijalankan sesuai kesepakatan dengan para pemangku kepentingan.

Craftote Gallery & Coffee strives to deliver economic benefits to all stakeholders, both within and beyond the company's operational areas, through various programs implemented in accordance with agreements with stakeholders.

Sejak awal berdiri, Craftote Gallery & Coffee mengutamakan masyarakat sekitar dengan mengalokasikan sekitar 10% lowongan pekerjaan untuk mereka. Setiap kekosongan posisi ditawarkan terlebih dahulu kepada warga lokal yang sesuai latar belakang dan keahliannya. Selain itu, kami bekerja sama dengan aparat RT dan RW setempat untuk mengikutsertakan beberapa warga dalam program pelatihan layanan (training service) sebagai bekal sebelum bekerja di Craftote Gallery & Coffee.

Since its inception, Craftote Gallery & Coffee has prioritized the local community by allocating approximately 10% of job openings to nearby residents. All vacant positions are first offered to local candidates whose backgrounds and skills match the requirements. In addition, we collaborate with local neighborhood officials (RT and RW) to involve selected residents in service training programs, providing them with essential skills before employment at Craftote Gallery & Coffee.

Tanggung Jawab Produk/Jasa Berkelanjutan
Sustainable Product/Service Responsibility

Craftote Gallery & Coffee hadir sebagai ruang kreatif yang memadukan seni kerajinan tangan dengan pengalaman kopi dan kuliner. Kualitas menjadi fondasi dalam produk makanan, minuman, maupun karya kerajinan khas kami. Craftote juga berkomitmen memberikan layanan yang setara dan berkualitas bagi seluruh pelanggan. [F.17]

Craftote Gallery & Coffee serves as a creative space that combines handicraft art with coffee and culinary experiences. Quality is the foundation of our food, beverage, and distinctive craft products. Craftote is also committed to providing equitable and high-quality service to all customers. [F.17]

Kualitas Produk [F.27]
Product Quality

Craftote Gallery & Coffee menjaga keamanan dan kualitas setiap hidangan, termasuk peralatan makan dan kemasannya. Seluruh proses produksi mengikuti standar mutu, mulai dari pemilihan bahan baku berkualitas, pengolahan higienis, hingga penyajian yang aman dan menarik. Kebersihan menjadi prioritas, sehingga seluruh kegiatan operasional mematuhi standar perusahaan dan prosedur keamanan pangan.

Craftote Gallery & Coffee ensures the safety and quality of every dish, including tableware and packaging. All production processes are conducted in accordance with quality standards, from selecting high-quality raw materials and hygienic food preparation to safe and appealing presentation. Cleanliness is a priority, and all operational activities comply with the company's hygiene standards and food safety procedures.

Seluruh karyawan dapur diwajibkan mengenakan topi koki, serta rutin mengikuti pelatihan kebersihan dan sanitasi. Melalui upaya ini, Craftote memastikan produk makanan aman dikonsumsi, higienis, dan memberikan pengalaman kuliner terbaik bagi pelanggan.

Kitchen staff are required to wear chef hats and regularly participate in hygiene and sanitation training to maintain proper practices. Through these efforts, Craftote ensures that all food products are safe for consumption, hygienic, and provide the best culinary experience for customers.

Bahan baku merupakan faktor penting bagi keberlangsungan bisnis Craftote sebagai usaha kreatif penyedia produk ramah lingkungan. Seluruh bahan (100%) diperiksa secara rutin untuk memastikan kualitas, ketersediaan, umur simpan, dan sumbernya. Prosedur first in, first out (FIFO) diterapkan untuk menjaga efektivitas dan mengurangi pemborosan. Pada tahun 2024, sebanyak 30 produk kerajinan ditarik kembali karena cacat dan diganti dengan produk yang memenuhi standar kualitas lebih baik [F.29]

Raw materials are a crucial factor for the continuity of Craftote's business as a creative enterprise providing environmentally friendly products. All materials (100%) are routinely inspected to ensure quality, availability, shelf life, and source. A first-in, first-out (FIFO) procedure is applied to maintain efficiency and minimize waste. In 2024, 30 craft products were recalled due to defects and replaced with products meeting higher quality standards. [F.29]

Inovasi Produk [F.26][F.28]
Product Innovation

Craftote meminimalkan dampak negatif produk dan jasa terhadap lingkungan dengan bahan biodegradable dan proses produksi rendah emisi. Produk dirancang tahan lama, mudah terurai, dan aman digunakan. Craftote juga memberikan edukasi kepada pelanggan mengenai perawatan dan daur ulang produk setelah masa pakainya.

Craftote strives to minimize the negative environmental impact of its products and services by using biodegradable materials and low-emission production processes. The products are designed to be durable, easily degradable, and safe for use. In addition, Craftote provides customers with education on product care and recycling after the end of their lifecycle.

Craftote berinovasi mengikuti tren terkini sekaligus menciptakan tren baru, dengan mengacu pada data preferensi pelanggan untuk menghadirkan produk relevan dan bernilai tambah. Kami mengembangkan menu ramah lingkungan dan menyediakan pilihan makanan serta minuman musiman sesuai selera konsumen. Penerapan teknologi baru, termasuk pembayaran digital dan pemesanan online melalui GoFood, GrabFood, ShopeeFood, dan WhatsApp Official, meningkatkan efisiensi operasional sekaligus memperkaya pengalaman pelanggan.

Craftote innovates to follow current trends while creating new ones, guided by customer preference data to deliver relevant and value-added products. We develop environmentally friendly menus and offer seasonal food and beverage options tailored to consumer tastes. The adoption of new technologies, including digital payment and online ordering through GoFood, GrabFood, ShopeeFood, and WhatsApp Official, enhances operational efficiency and enriches the customer experience.

Selain menyajikan menu makanan dan minuman yang variatif dan dipilih dengan cermat, Craftote menghadirkan koleksi kerajinan tangan bernilai artistik dan orisinal. Setiap kunjungan memberikan pengalaman kuliner sekaligus kesempatan mengapresiasi dan memiliki karya seni yang dibuat dengan ketelatenan.

In addition to offering a carefully selected and diverse menu of food and beverages, Craftote presents a collection of handicrafts with high artistic value and originality. Each visit provides not only a culinary experience but also an opportunity to appreciate and acquire meticulously crafted artworks.

Melalui konsep one-stop dining, Craftote menyatukan pengalaman menyeruput kopi, menikmati hidangan, dan menjelajahi karya kerajinan tangan dalam satu ruang. Craftote Gallery & Coffee bukan sekadar tempat bersantap, tetapi juga destinasi untuk berkumpul, menemukan inspirasi, dan merayakan kreativitas.

Through the one-stop dining concept, Craftote combines the experience of sipping coffee, enjoying flavorful dishes, and exploring meaningful handicrafts within a single space. Craftote Gallery & Coffee is thus not merely a dining venue, but a destination for gathering, discovering inspiration, and celebrating creativity.

Tingkat Kepuasan Pelanggan [F.30][S6.2]
Customer Satisfaction

Craftote Gallery & Coffee percaya bahwa menjaga kepercayaan dan kepuasan pelanggan menjadi kunci kesuksesan perusahaan. Kami selalu berupaya mempertahankan dan meningkatkan kepuasan pelanggan dengan menjaga kualitas dan keamanan produk. Sebagai bentuk tanggung jawab, kami menerima dan menindaklanjuti semua saran serta masukan terkait produk dan pelayanan, serta berusaha melayani setiap pertanyaan agar dapat memenuhi kepuasan pelanggan dan mendukung kemajuan perusahaan.

Craftote Gallery & Coffee mendorong komunikasi dua arah dengan seluruh pemangku kepentingan, terutama pelanggan. Kami menyediakan saluran komunikasi melalui Google Review, Instagram, Facebook, telepon, dan layanan customer service. Dengan sarana ini, baik langsung maupun tidak langsung, kami dapat memahami kebutuhan dan keinginan pelanggan serta berupaya memenuhinya.

Craftote secara konsisten mengukur tingkat kepuasan pelanggan melalui Survei Pelanggan, Net Promoter Score (NPS), serta pemantauan ulasan di platform digital dan media sosial. Hasil pengukuran menunjukkan kepuasan pelanggan “Cukup Baik”, dengan sebagian besar pelanggan kemungkinan besar akan merekomendasikan Craftote kepada teman dan keluarga. Capaian ini mencerminkan loyalitas tinggi dan potensi pertumbuhan melalui word of mouth.

Craftote Gallery & Coffee believes that maintaining customer trust and satisfaction is key to the company’s success. We strive to preserve and enhance customer satisfaction by ensuring the quality and safety of our products. As part of our responsibility, we receive and respond to all feedback regarding our products and services, and we address every inquiry to meet customer satisfaction and support the company’s growth.

Craftote Gallery & Coffee encourages two-way communication with all stakeholders, particularly customers. We provide communication channels through Google Review, Instagram, Facebook, telephone, and customer service. Through these channels, both direct and indirect, we are able to understand customer needs and preferences and strive to fulfill them.

Craftote consistently measures customer satisfaction through Customer Surveys, Net Promoter Score (NPS), and monitoring reviews on digital platforms and social media. The results indicate a “Fairly Good” level of customer satisfaction, with most customers likely to recommend Craftote to friends and family. This achievement reflects high customer loyalty and potential growth through word of mouth.

Rantai Pasokan yang Bertanggung Jawab
Responsible Supply Chain

[F.17][F.27][2-6]

Craftote memastikan pembangunan rantai pasok yang bertanggung jawab dan transparan. Craftote Gallery & Coffee menggunakan berbagai bahan baku dari pemasok lokal yang memenuhi standar kebersihan, legalitas, dan mutu perusahaan. Kami melakukan seleksi ketat dan memprioritaskan kerja sama dengan pemasok lokal berkualitas tinggi untuk meminimalkan risiko terkait kualitas bahan baku yang dapat mengganggu proses produksi. Pada 2024, sekitar 95% dari pemasok Craftote merupakan pemasok lokal, mencerminkan penguatan kolaborasi dengan pelaku usaha daerah serta kontribusi terhadap aspek sosial dan ekonomi lokal. [204-1]

Craftote ensures a responsible and transparent supply chain. Craftote Gallery & Coffee sources various raw materials from local suppliers that meet the company's standards for hygiene, legality, and quality. We conduct strict selection and prioritize collaboration with high-quality local suppliers to minimize risks related to raw material quality that may disrupt production processes. In 2024, approximately 95% of Craftote's suppliers were local, reflecting strengthened collaboration with regional businesses and contributing to local social and economic development. [204-1]

Laporan ini menguraikan praktik rantai pasok Craftote, mencakup operasional coffee shop, gallery kerajinan tangan, dan inisiatif lingkungan. Setiap poin menunjukkan penerapan praktik bisnis bertanggung jawab, pemberdayaan komunitas, dan pengurangan dampak lingkungan, sejalan dengan Tujuan Pembangunan Berkelanjutan (TPB).

This report outlines Craftote's supply chain practices, covering coffee shop operations, handmade craft gallery activities, and environmental initiatives. Each section demonstrates the implementation of responsible business practices, community empowerment, and environmental impact reduction, in line with the Sustainable Development Goals (SDGs).

A. Coffee Shop

Rantai pasok coffee shop Craftote fokus pada pengadaan bahan baku berkualitas tinggi yang bersumber secara etis dan lokal, untuk menjaga cita rasa produk sekaligus mendukung ekonomi komunitas.

Craftote's coffee shop supply chain focuses on sourcing high-quality raw materials ethically and locally, to preserve product taste while supporting the community's economy.

1. Pemilihan Pemasok Kopi & Bahan Baku

Craftote memilih pemasok yang menekankan kualitas dan praktik budidaya bertanggung jawab. Pemasok lokal diutamakan untuk kopi dan buah segar, sedangkan bahan pendukung lain dipilih berdasarkan standar kualitas dan etika. Langkah ini mendukung petani lokal dan UMKM, menciptakan lapangan kerja, meminimalkan jejak karbon, dan menjamin ketertelusuran bahan baku.

2. Akumulasi & Penentuan Harga Sesuai Kualitas Biji Kopi dan Bahan Tambahan

Craftote melakukan evaluasi ketat terhadap kualitas bahan baku, seperti grade biji kopi dan kesegaran buah, sebelum menetapkan harga. Harga yang disepakati mencerminkan kualitas dan mendukung mata pencaharian pemasok, menerapkan prinsip perdagangan yang adil (fair trade) untuk mengurangi kemiskinan dan kesenjangan pendapatan.

3. Pencatatan Kebutuhan Bahan Baku (Stok Kopi, Susu, Cemilan)

Craftote menerapkan manajemen inventaris akurat untuk semua bahan baku, terutama yang mudah rusak seperti susu dan buah segar. Dengan mengetahui kebutuhan secara presisi, pemesanan dapat dilakukan dalam jumlah optimal untuk meminimalkan pemborosan dan biaya.

4. Persetujuan Manajemen Craftote (Anggaran & Kualitas)

Setiap pembelian bahan baku harus disetujui manajemen Craftote untuk memastikan kesesuaian dengan anggaran serta standar kualitas dan keamanan pangan yang tinggi. Proses ini menjamin integritas produk dan kesehatan konsumen serta memastikan investasi bahan baku sejalan dengan nilai perusahaan.

1. Selection of Coffee & Raw Material Suppliers

Craftote selects suppliers that prioritize quality and responsible cultivation practices. Local suppliers are preferred for coffee and fresh fruits, while other supporting materials are chosen based on quality and ethical standards. This approach supports local farmers and SMEs, creates jobs, minimizes the carbon footprint, and ensures traceability of raw materials.

2. Accumulation & Pricing Based on Coffee Bean and Supplementary Material Quality

Craftote conducts a strict evaluation of raw material quality, such as coffee bean grades and fruit freshness, before setting prices. The agreed prices reflect the quality and support suppliers' livelihoods, applying fair trade principles to help reduce poverty and income inequality.

3. Recording Raw Material Needs (Coffee, Milk, Snacks Stock)

Craftote implements accurate inventory management for all raw materials, particularly perishable items such as milk and fresh fruits. By precisely tracking requirements, orders can be placed in optimal quantities, minimizing waste and costs.

4. Craftote Management Approval (Budget & Quality)

All raw material purchases must be approved by Craftote management to ensure alignment with the budget and high standards of quality and food safety. This process guarantees product integrity and consumer health while ensuring that raw material investments align with the company's values.

5. Pengiriman Dokumen Pesanan ke Pemasok

Dokumen pesanan (PO) dikirim secara formal kepada pemasok sebagai konfirmasi dan legalitas transaksi. Dokumentasi yang jelas membangun transparansi dan akuntabilitas dalam rantai pasok serta memudahkan audit dan pelacakan asal bahan.

6. Penerimaan Bahan Baku dari Pemasok

Bahan baku diperiksa dan diterima di lokasi Craftote untuk memastikan kesesuaian dengan pesanan dan standar kualitas. Langkah ini menjadi kontrol kualitas terakhir agar hanya bahan baku terbaik masuk ke proses produksi, mencegah limbah dari produk yang tidak memenuhi standar.

7. Distribusi ke Dapur/Barista untuk Diolah Menjadi Menu Minuman & Makanan

Bahan baku yang diterima dan disetujui didistribusikan ke dapur atau barista untuk diolah menjadi produk akhir Craftote. Proses distribusi internal yang efisien meningkatkan efisiensi operasional dan energi, mengurangi waktu pemrosesan, serta meminimalkan kerusakan bahan.

5. Sending Order Documents to Suppliers

Purchase order (PO) documents are sent formally to suppliers as confirmation and legal validation of the transaction. Clear documentation ensures transparency and accountability in the supply chain and facilitates auditing and traceability of material origins.

6. Receipt of Raw Materials from Suppliers

Raw materials are inspected and received at Craftote's premises to ensure compliance with orders and quality standards. This step serves as the final quality control to ensure that only the best raw materials enter the production process, preventing waste from substandard products.

7. Distribution to Kitchen/Barista for Beverage & Food Preparation

Approved raw materials are distributed to the kitchen or barista areas to be processed into Craftote's final products. An efficient internal distribution process enhances operational and energy efficiency, reduces processing time, and minimizes material spoilage.





Diagram Alur Rantai Pasok untuk Craftote Coffee

Supply Chain Flow Diagram For Craftote Coffee



B. Gallery Handmade

Rantai pasok gallery handmade Craftote dirancang untuk memberdayakan perajin lokal, melestarikan budaya, dan mempromosikan produk ramah lingkungan.

1. Pemilihan Pemasok/Perajin (UMKM, Artisan Lokal)
Craftote berkolaborasi dengan UMKM dan artisan lokal yang produknya berkualitas tinggi, unik, serta sesuai dengan nilai estetika dan etika Craftote. Langkah ini mendukung ekonomi lokal, memberikan akses pasar bagi perajin, memberdayakan ekonomi dan sosial, serta melestarikan keahlian tradisional.

2. Negosiasi Harga & Kesepakatan Konsinyasi
Craftote melakukan negosiasi harga adil dengan perajin dan menyepakati perjanjian konsinyasi, di mana pembayaran dilakukan setelah produk terjual. Model ini mengurangi risiko finansial bagi perajin kecil, memungkinkan mereka fokus pada produksi, dan mendukung stabilitas ekonomi perajin.

3. Pencatatan Produk Craft yang Masuk Galeri
Setiap produk kerajinan dicatat secara detail, termasuk deskripsi, harga, dan informasi perajin. Langkah ini membangun ketertelusuran dan transparansi, serta meningkatkan nilai dan apresiasi konsumen terhadap kerajinan tangan.

4. Persetujuan Manajemen Craftote (Tema, Desain, Kualitas)
Produk yang masuk disetujui manajemen untuk memastikan kesesuaian dengan tema galeri, standar desain, dan kualitas. Proses ini menjamin kualitas dan daya tahan produk, mendorong konsumsi barang bernilai jangka panjang dibandingkan produk massal.

Craftote's handmade gallery supply chain is designed to empower local artisans, preserve cultural heritage, and promote sustainable products.

1. Supplier/Artisan Selection (Local SMEs, Artisans)
Craftote collaborates with local SMEs and artisans whose products are high-quality, unique, and aligned with Craftote's aesthetic and ethical values. This approach supports the local economy, provides market access for artisans, empowers economic and social development, and preserves traditional craftsmanship.

2. Price Negotiation & Consignment Agreement
Craftote conducts fair price negotiations with artisans, followed by consignment agreements in which payment is made after the products are sold. This model reduces financial risk for small artisans, allowing them to focus on production while supporting economic stability.

3. Recording Craft Products for Gallery
Each craft product is recorded in detail, including descriptions, prices, and artisan information. This practice ensures traceability and transparency, enhancing product value and consumer appreciation for handmade crafts.

4. Craftote Management Approval (Theme, Design, Quality)
Incoming products are approved by management to ensure alignment with the gallery theme, design standards, and quality expectations. This process guarantees product quality and durability, promoting long-lasting goods over mass-produced items.

5. Pengiriman Dokumen Kerja Sama ke Perajin

Dokumen perjanjian kerja sama dikirim formal kepada perajin untuk memastikan kemitraan etis dan profesional, melindungi hak perajin, dan menetapkan kerangka kerja kolaborasi yang jelas.

6. Pengambilan/Penerimaan Produk Craft dari Perajin

Produk fisik diambil atau diterima dari perajin untuk dipajang di galeri. Proses ini memungkinkan penerapan praktik logistik efisien, seperti penggunaan kemasan daur ulang dan rute transportasi optimal.

7. Penyerahan & Display di Galeri untuk Dijual ke Konsumen

Produk dipajang secara menarik di galeri untuk menarik konsumen. Galeri berfungsi sebagai platform edukasi tentang nilai produk handmade, proses pembuatan, dan dampaknya pada masyarakat dan lingkungan, mendorong konsumsi lebih sadar dan bermakna.

5. Sending Cooperation Documents to Artisans

Formal cooperation agreements are sent to artisans to ensure ethical and professional partnerships, protect artisan rights, and establish a clear framework for collaboration.

6. Collection/Receipt of Craft Products from Artisans

Physical products are collected or received from artisans for display in the gallery. This process allows the implementation of efficient logistics practices, such as using recycled packaging and optimizing transportation routes.

7. Display in Gallery for Consumer Sales

Products are attractively displayed in the gallery to engage consumers. The gallery serves as an educational platform about the value of handmade products, their production process, and their impact on society and the environment, encouraging more conscious and meaningful consumption.







Diagram Alur Rantai Pasok untuk Craftote Gallery

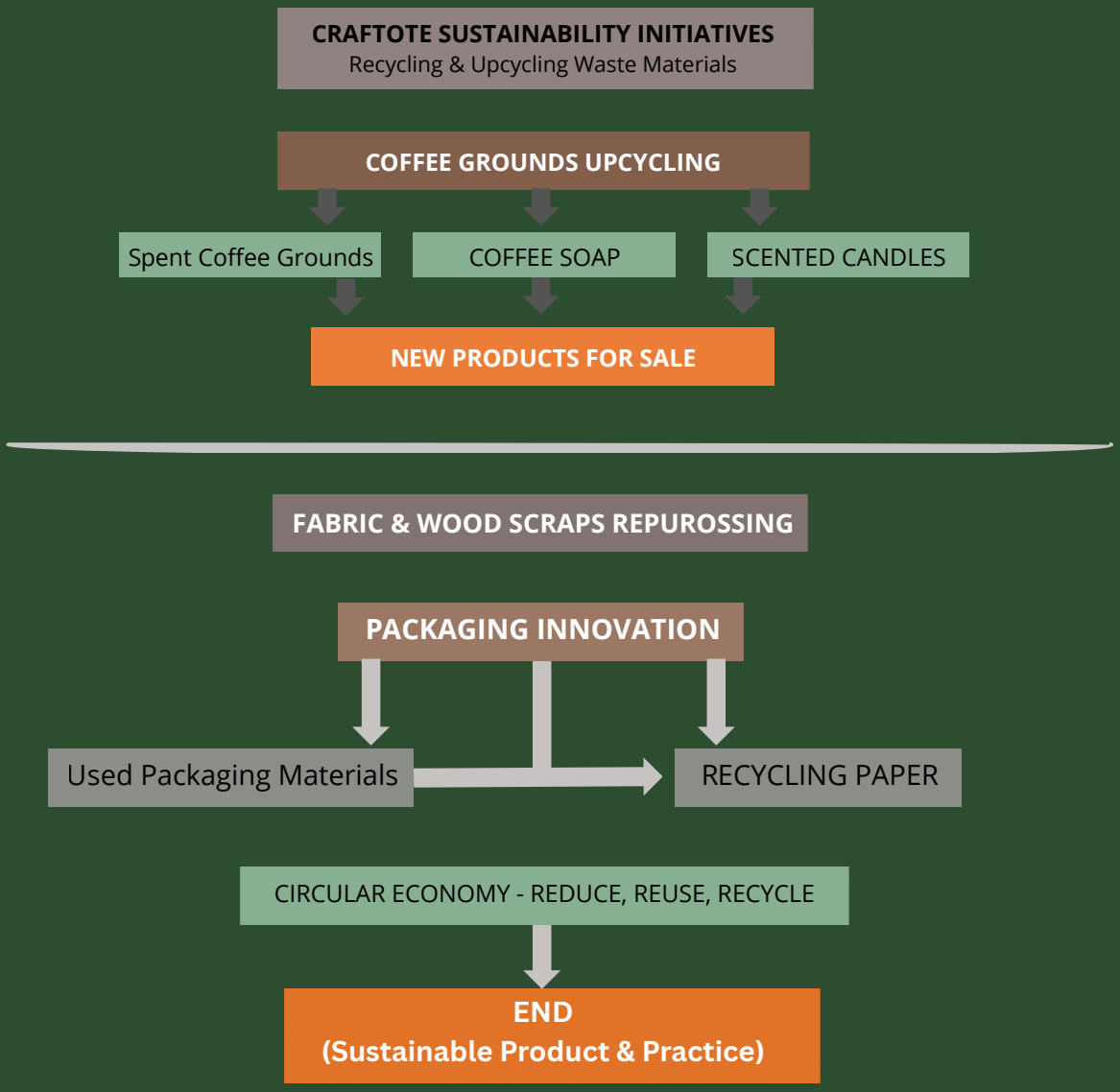
Supply Chain Flow Diagram For Craftote Gallery



C. Sustainability (Daur Ulang & Keberlanjutan)
C. Sustainability (Recycling & Continuity)

- Ampas kopi → pupuk organik, sabun, lilin aroma.
- Sisa kain/kayu → produk kecil tambahan.
- Packaging → tote bag & kertas daur ulang.

- Coffee grounds → organic fertilizer, soap, aromatic candles.
- Fabric/wood remnants → small additional products.
- Packaging → tote bags & recycled paper.





KINERJA LINGKUNGAN
ENVIRONMENTAL PERFORMANCE

Dalam operasionalnya, Craftote Gallery & Coffee memperhatikan dampak kegiatan terhadap lingkungan sekitar. Perusahaan berupaya meminimalkan dampak negatif dan memaksimalkan dampak positif agar aktivitas operasional tidak merusak lingkungan.

In its operations, Craftote Gallery & Coffee pays close attention to the impacts of its activities on the surrounding environment. The company strives to minimize negative impacts and maximize positive effects to ensure that operational activities do not harm the environment.

Material Ramah Lingkungan [F.5][301-2][E5.2]
Environmentally Friendly Materials

Craftote Gallery & Coffee konsisten menggunakan material ramah lingkungan yang mudah terurai dalam setiap proses produksi. Produk kerajinan, seperti keranjang, tas, dan dekorasi interior, dibuat dari rotan alami, eceng gondok kering, bambu, dan kain katun tanpa pewarna sintetis yang diperoleh dari perajin lokal di Jawa Tengah.

Craftote Gallery & Coffee consistently uses environmentally friendly and naturally biodegradable materials in its production processes. Handicraft products, such as baskets, bags, and interior decorations, are made from natural rattan, dried water hyacinth, bamboo, and cotton fabric without synthetic dyes, sourced from local artisans in Central Java.

Sisa limbah produksi dan ampas kopi dari mitra kedai Craftote Coffee diolah kembali menjadi sabun, lilin aromaterapi, dan pupuk organik padat, sehingga mengurangi potensi pencemaran sekaligus menciptakan nilai ekonomi bagi komunitas perajin dan petani lokal.

Production waste and coffee grounds from Craftote Coffee partner outlets are reprocessed into soap, aromatherapy candles, and solid organic fertilizer, reducing potential environmental pollution while creating economic value for local artisans and farmers.

Dengan prinsip "Natural, Handmade, Impactful", Craftote memastikan seluruh material yang digunakan selaras dengan misi perusahaan dan mendukung ekonomi sirkular.

Guided by the principle "Natural, Handmade, Impactful," Craftote ensures that all materials used align with the company's mission and contribute to a circular economy.






Pengelolaan Energi dan Emisi
Energy and Emission Management

Craftote menggunakan listrik, gas, dan bensin sebagai sumber energi utama dalam kegiatan produksi dan operasional kantor. Dalam satu bulan, konsumsi listrik mencapai 2.035 kWh dengan biaya sekitar Rp4.000.000, gas sebanyak 20 tabung berukuran 3 kg, serta bensin untuk kendaraan operasional dan distribusi produk. Craftote memastikan penggunaan energi dilakukan secara efisien sesuai kebutuhan dan mendorong penerapan penghematan energi di seluruh area operasional. [F.6][302-1][305-2]

Craftote utilizes electricity, gas, and fuel as its main energy sources for production and office operations. On a monthly basis, electricity consumption reaches 2,035 kWh with an expenditure of approximately Rp4,000,000, along with 20 gas cylinders weighing 3 kg each, and fuel used for operational vehicles and product distribution. Craftote ensures that all energy is used efficiently according to operational needs and promotes energy-saving practices across all operational areas. [F.6][302-1][305-2]

Saat ini, Craftote belum melakukan perhitungan energi secara menyeluruh emisi, dan intensitas emisi. Namun, Craftote terus berupaya meningkatkan kesadaran penggunaan energi di seluruh area operasional sebagai langkah awal menuju efisiensi sumber daya dan keberlanjutan lingkungan. [F.11][305-2][L1.2][L1.7]

Currently, Craftote has not yet conducted a comprehensive calculation of its energy consumption, emissions, or emission intensity. However, the company continues to promote energy awareness across all operational areas as an initial step toward resource efficiency and environmental preservation. [F.11][305-2][L1.2][L1.7]

Efisiensi Energi dan Emisi [F.7][F.12]
Energy Efficiency and Emissions

Kegiatan produksi Craftote dilaksanakan secara bertanggung jawab dengan meminimalkan dampak lingkungan. Sebagai bentuk kepedulian terhadap kelestarian sumber daya alam, Craftote menerapkan berbagai upaya efisiensi energi untuk mengurangi pemanasan global dan biaya operasional.

Craftote's production activities are carried out responsibly by minimizing environmental impact. As part of its concern for the preservation of natural resources, Craftote implements various energy efficiency measures to reduce global warming and operational costs.

Upaya efisiensi dimulai dengan membangun budaya hemat energi di seluruh karyawan. Dengan konsep resto terbuka, konsumsi listrik Craftote relatif rendah. Selain itu, Craftote menggunakan lampu LED di hampir seluruh area operasional karena menghasilkan cahaya lebih terang dengan daya lebih kecil dibandingkan lampu TL atau pijar. Kesadaran untuk mematikan lampu dan kompor saat tidak digunakan juga diterapkan guna menekan emisi dari aktivitas operasional.

Energy efficiency efforts begin by fostering an energy-saving culture among all employees. With its open restaurant concept, Craftote's electricity consumption remains relatively low. In addition, Craftote uses LED lighting in nearly all operational areas, as LEDs provide brighter illumination with lower wattage compared to fluorescent or incandescent lamps. Awareness to turn off lights and stoves when not in use is also instilled to help reduce emissions from daily business activities.

Penggunaan Air [F.8][303-5][L3.1]
Water Usage

Air merupakan sumber daya vital bagi operasional Craftote. Seluruh kebutuhan air dipenuhi dari sumber air tanah dan digunakan secara efisien. Hingga tahun 2024, Craftote belum melakukan pengukuran konsumsi air.

Namun demikian, Craftote menjaga keseimbangan lingkungan melalui pengelolaan air yang efisien dan bertanggung jawab. Langkah penghematan dilakukan di seluruh area operasional, antara lain dengan membuat sumur resapan untuk menjaga ketersediaan air tanah dan mengoptimalkan penggunaan air sesuai kebutuhan. Upaya ini memastikan pemanfaatan air berlangsung efektif tanpa pemborosan serta mendukung kelestarian lingkungan sekitar.

Water is a vital resource for Craftote's operations. All water needs are sourced from groundwater and used efficiently. As of 2024, Craftote has not measured its water consumption.

Nevertheless, Craftote maintains environmental balance through efficient and responsible water management. Water-saving measures are implemented across all operational areas, including the construction of infiltration wells to preserve groundwater and the optimization of water use according to actual needs. These efforts ensure effective water utilization without waste and support the preservation of the surrounding environment.

Pengelolaan Limbah [F.13][F.14][E4.1]
Waste Management

Craftote mengelola limbah operasional secara bertanggung jawab untuk mencegah pencemaran dan menjaga kelestarian lingkungan. Limbah cair, domestik, sampah makanan, dan limbah padat dari produksi kerajinan ditangani sesuai regulasi, sembari didorong melalui inovasi produk dan pemberdayaan komunitas. [306-1]

Craftote manages its operational waste responsibly to prevent pollution and preserve environmental quality. Liquid waste, domestic waste, food waste, and solid waste from craft production are managed in accordance with regulations while being addressed through product innovation and community empowerment initiatives. [306-1]

Craftote belum melakukan perhitungan volume limbah secara menyeluruh, namun telah mengelola limbah sisa makanan menjadi kompos dan memanfaatkan botol bekas sebagai dekorasi galeri atau wadah yang dapat digunakan kembali. Limbah ampas kopi tercatat sebesar 35,7 kilogram per bulan atau sekitar 428,4 kilogram per tahun.
[306-3][306-4][306-5]

Craftote has not yet conducted a comprehensive calculation of waste volume; however, the company has managed food waste by converting it into compost and repurposed used bottles as gallery decorations or reusable containers. Coffee grounds waste was recorded at 35.7 kilograms per month, equivalent to approximately 428.4 kilograms per year. [306-3][306-4][306-5]

Craftote Gallery & Coffee memanfaatkan bahan alami yang sering dianggap limbah, seperti eceng gondok, seagrass, pelepah pisang, bambu, dan daun pandan, untuk menghasilkan produk bernilai tambah.

Craftote Gallery & Coffee utilizes natural materials often considered waste, such as water hyacinth, seagrass, banana stems, bamboo, and pandan leaves, to produce value-added products.







Pendekatan ini mengurangi penggunaan bahan sintetis sekaligus mendukung ekonomi lokal. Craftote menerapkan prinsip zero waste dengan memaksimalkan penggunaan material, mengolah kembali produk tidak terjual, serta memanfaatkan sisa bahan agar tidak menimbulkan residu berbahaya. Seluruh desain dibuat ramah lingkungan dan mudah terurai. Hingga akhir 2024, Craftote berhasil mengurangi penggunaan plastik sekali pakai, seperti sedotan dan gelas, hingga 50%. Operasional Craftote tidak menghasilkan limbah B3 maupun tumpahan yang berdampak signifikan terhadap lingkungan. [F.15][306-1]

This approach reduces the use of synthetic materials while supporting the local economy. Craftote applies the zero-waste principle by maximizing material use, reprocessing unsold products, and repurposing leftover materials to prevent hazardous residue. All designs are made to be environmentally friendly and biodegradable. By the end of 2024, Craftote successfully reduced the use of single-use plastics, such as straws and cups, by 50%. Craftote's operations do not generate hazardous waste (B3) or spills that have a significant impact on the environment.
[F.15][306-1]

Berlandaskan prinsip Triple Bottom Line, Craftote melibatkan masyarakat lokal, menerapkan sistem ramah lingkungan, dan membangun model bisnis bertanggung jawab. Melalui pelatihan dan sertifikasi, Craftote meningkatkan kualitas produk dan tanggung jawab sosial. Meskipun menghadapi tantangan seperti penerimaan pasar dan sertifikasi ekspor, Craftote terus mengintegrasikan pengelolaan limbah, inovasi bahan baku, dan desain ramah lingkungan untuk memperkuat daya saing serta memberi manfaat bagi lingkungan dan komunitas.

Based on the Triple Bottom Line principle, Craftote engages local communities, implements environmentally friendly systems, and develops a responsible business model. Through training and certification, Craftote enhances product quality and social responsibility. Despite challenges such as market acceptance and export certification, Craftote continues to integrate waste management, raw material innovation, and eco-friendly design to strengthen competitiveness while benefiting the environment and local communities.

Pengelolaan Limbah 3R (Ton) [301-2][306-2][306-4]
Waste Generated (Tons)

Bentuk Pengelolaan Type of Management		**2024**
Limbah Organik: Limbah kopi Organic Waste: Coffee waste	Diolah menjadi produk fungsional, seperti sabun dan lilin Repurposed into functional products such as soap and candles	±35,7 kg/bulan

Keanekaragaman Hayati [F.9][F.10][304-1][304-2][E6.1]
Biodiversity

Area operasional Craftote, baik coffee shop maupun handmade gallery, tidak berada di wilayah konservasi atau berkeanekaragaman hayati tinggi. Meskipun belum memiliki program konservasi, Craftote tetap menjaga kebersihan dan keamanan lingkungan agar tidak mengganggu keseimbangan alam.

Craftote's operational areas, including the coffee shop and handmade gallery, are not located near conservation zones or areas with high biodiversity. Although the company does not yet have a dedicated conservation program, Craftote ensures a clean and safe environment to prevent any activities that could disrupt ecological balance.

Menaati Regulasi Lingkungan [2-27]
Compliance with Environmental Regulations

Craftote Gallery & Coffee mematuhi seluruh peraturan perundang-undangan di bidang lingkungan hidup, termasuk Undang-Undang Nomor 32 Tahun 2009 tentang Perlindungan dan Pengelolaan Lingkungan Hidup serta ketentuan terkait perizinan dan pengelolaan lingkungan.

Craftote Gallery & Coffee complies with all environmental laws and regulations, including Law No. 32 of 2009 on Environmental Protection and Management, as well as government provisions related to licensing and environmental management.

Craftote mengelola limbah padat dan cair sesuai standar baku mutu, serta mengendalikan kebisingan dan emisi agar tidak menimbulkan dampak negatif bagi lingkungan sekitar. Penggunaan sumber daya alam, seperti air dan energi, dilakukan secara efisien dan bertanggung jawab agar seluruh kegiatan operasional tetap selaras dengan kebijakan lingkungan pemerintah. Namun demikian, Craftote belum melakukan perhitungan terperinci atas alokasi dana yang digunakan untuk pengelolaan lingkungan. [F.4]

Craftote manages solid and liquid waste in accordance with applicable quality standards and controls noise and emissions to prevent negative impacts on the surrounding environment. The use of natural resources, such as water and energy, is carried out efficiently and responsibly to ensure that all operational activities align with government environmental policies. However, Craftote has not yet conducted a detailed calculation of the funds allocated for environmental management. [F.4]



KINERJA SOSIAL
SOCIAL PERFORMANCE

Craftote Gallery & Coffee melaksanakan kegiatan usaha dengan memperhatikan tanggung jawab sosial, di mana keberhasilan tidak hanya diukur dari aspek ekonomi, tetapi juga dari kontribusi positif terhadap masyarakat dan lingkungan. Seluruh aktivitas diarahkan untuk memberikan manfaat sosial sekaligus meminimalkan dampak negatif, sejalan dengan dukungan terhadap Tujuan Pembangunan Berkelanjutan (TPB).

Craftote Gallery & Coffee conducts its business activities with consideration for social responsibility, recognizing that success is measured not only by economic performance but also by positive contributions to society and the environment. All activities are directed toward generating social benefits while minimizing negative impacts, in alignment with the Sustainable Development Goals (SDGs).

Ketenagakerjaan
Employment

Craftote membangun hubungan kerja yang harmonis dengan menerapkan nilai saling menghormati, keadilan, dan kebersamaan, serta menjaga kesehatan dan keselamatan kerja dalam lingkungan yang bersih, aman, dan nyaman. Hingga tahun 2024, Craftote mempekerjakan 12 karyawan tetap dan bekerja sama dengan sejumlah asosiasi perajin yang berperan dalam mendukung produktivitas perusahaan. Pada tahun tersebut, tidak terdapat penerimaan karyawan baru. [F.21][401-1]

Craftote fosters a harmonious working relationship by upholding the values of mutual respect, fairness, and togetherness, while ensuring occupational health and safety within a clean, safe, and comfortable environment. As of 2024, Craftote employs 12 permanent staff members and collaborates with several artisan associations that contribute to the company's productivity. In the reporting year, there were no new employee recruitments. [F.21][401-1]

Komposisi Karyawan Berdasarkan [C.3][2-7][S2.2]
Employee Composition By

Gender		Status Ketenagakerjaan Employment Status		Usia Age		Pendidikan Education	
Uraian Description	2024	Uraian Description	2024	Uraian Description	2024	Uraian Description	2024
Laki-Laki Male	4	Tetap Permanent	10	≥ 40 Tahun/Years	4	S1 & D3 Bachelor's Degree and Diploma	2
Perempuan Female	8	Freelance	2	20-30 Tahun/Years	8	SMA Senior High School	10
Jumlah Total	12	Jumlah Total	12	Jumlah Total	12	Jumlah Total	12

Craftote menerapkan prinsip kesetaraan dengan menciptakan lingkungan kerja yang inklusif dan adil, dengan memerikan kesempatan kerja tanpa membedakan latar belakang, gender, suku, agama, maupun ras. [F.18]

Perusahaan menolak segala bentuk eksploitasi tenaga kerja, termasuk pekerja anak, dengan menerapkan batas usia minimum 18 tahun bagi pelamar kerja. Craftote juga memastikan lingkungan kerja yang aman, nyaman, serta bebas dari pemaksaan, dan memberikan waktu istirahat yang memadai serta kesempatan beribadah sesuai keyakinan masing-masing. [F.19][408-1][409-1][S1.1][S1.2]

Untuk meningkatkan keterlibatan karyawan, Craftote menyediakan Kotak Saran Karyawan dan mengadakan forum diskusi rutin sebagai sarana komunikasi terbuka. Setiap ide dan masukan dievaluasi manajemen guna menghasilkan solusi inovatif yang meningkatkan produktivitas dan kualitas kerja. [2-16][2-26]

Craftote upholds the principle of equality by creating an inclusive and fair workplace, providing equal employment opportunities regardless of background, gender, ethnicity, religion, or race. [F.18]

The company rejects all forms of labor exploitation, including child labor, by enforcing a minimum employment age of 18 years. Craftote also ensures a safe, comfortable, and coercion-free work environment while providing adequate rest periods and opportunities for employees to observe religious practices according to their beliefs. [F.19][408-1][409-1][S1.1][S1.2]

To enhance employee engagement, Craftote provides a Suggestion Box and holds regular discussion forums as open communication platforms. All ideas and feedback are evaluated by management to generate innovative solutions that improve productivity and work quality. [2-16][2-26]

Kesejahteraan Karyawan
Employee Welfare

Craftote Gallery & Coffee memastikan pemberian upah yang layak dan setara, sesuai atau di atas Upah Minimum Provinsi DKI Jakarta. Besaran gaji disesuaikan dengan jabatan, dengan rasio gaji laki-laki dan perempuan 1:1 pada posisi yang sama. [F.20][405-2][S2.1][S3.1]

Craftote Gallery & Coffee ensures fair and decent wages in accordance with or above the Jakarta Provincial Minimum Wage. Salary levels are determined based on job positions, with a 1:1 wage ratio between male and female employees in the same roles. [F.20][405-2][S2.1][S3.1]

Nilai ekonomi yang diterima perusahaan disalurkan dalam bentuk remunerasi, meliputi gaji pokok, Tunjangan Hari Raya (THR), serta program BPJS Ketenagakerjaan setelah masa kerja tiga bulan. Seluruh karyawan juga terdaftar dalam BPJS Kesehatan setelah bekerja satu tahun. Selain itu, perusahaan memberikan bonus tahunan setara satu kali gaji sesuai peraturan dan kondisi keuangan. Seluruh remunerasi diterapkan secara adil, transparan, dan setara. [2-19][2-20][202-1] [401-2]

The company distributes its economic value through remuneration, which includes base salary, religious holiday allowance (THR), and enrollment in the national employment insurance program (BPJS Ketenagakerjaan) after three months of employment. All employees are also covered by the national health insurance program (BPJS Kesehatan) after one year of service. Additionally, the company provides an annual bonus equivalent to one month's salary, subject to internal regulations and financial conditions. All remuneration practices are implemented fairly, transparently, and equally. [2-19][2-20][202-1] [401-2]

Craftote juga memenuhi hak cuti tahunan sesuai Undang-Undang Nomor 13 Tahun 2003, dengan minimal 12 hari kerja bagi karyawan yang telah bekerja selama satu tahun. Selain itu, diberikan cuti melahirkan selama tiga bulan bagi karyawan perempuan sebagai bentuk dukungan terhadap hak pekerja dan kesejahteraan keluarga. Pada tahun 2024, tidak ada karyawan perempuan yang menggunakan hak cuti melahirkan dan seluruhnya kembali bekerja setelah masa cuti berakhir. [401-3][S2.6]

Craftote also upholds employees' rights to annual leave in accordance with Law No. 13 of 2003, providing a minimum of 12 working days for employees who have completed one year of service. In addition, three months of maternity leave are granted to female employees as a form of support for labor rights and family well-being. In 2024, no female employees utilized maternity leave, and all employees returned to work following their leave period. [401-3][S2.6]





Lingkungan Kerja yang Layak dan Aman [F.21]
Decent and Safe Working Environment

Craftote Gallery & Coffee menempatkan aspek Keselamatan dan Kesehatan Kerja (K3) sebagai prioritas utama dalam seluruh kegiatan operasional. Langkah ini merupakan bentuk tanggung jawab perusahaan untuk menciptakan lingkungan kerja yang sehat, aman, dan produktif bagi seluruh karyawan.

Perusahaan menerapkan standar K3 secara konsisten di seluruh area operasional. Setiap outlet dilengkapi dengan kotak P3K yang mudah dijangkau, Standard Operating Procedure (SOP) kesehatan, serta Alat Pemadam Api Ringan (APAR) di titik strategis untuk mengantisipasi potensi kebakaran. [403-1][403-3][403-8][S4.1]

Disiplin keselamatan ditanamkan melalui briefing harian yang menekankan pentingnya menjaga keselamatan selama bekerja. Karyawan juga mendapatkan pelatihan berkala mengenai prosedur keselamatan, penggunaan APAR, dan penanganan keadaan darurat. Sepanjang 2024, tidak terdapat kasus kecelakaan kerja, seperti terkena minyak panas, luka akibat pecahan peralatan, dan insiden pengantaran. Setiap kejadian dievaluasi sebagai bahan perbaikan untuk meningkatkan sistem keselamatan kerja. Melalui langkah-langkah tersebut, Craftote Gallery & Coffee terus memastikan seluruh karyawan bekerja dalam lingkungan yang aman dan menyehatkan. [F.1] [403-2][403-4][403-5][403-7][403-9][S4.2] [S4.4]

Decent and Safe Working Environment

Craftote Gallery & Coffee places Occupational Health and Safety (OHS) as a top priority in all operational activities. This initiative reflects the company's responsibility to create a healthy, safe, and productive working environment for all employees.

The company consistently implements OHS standards across all operational areas. Each outlet is equipped with accessible first aid kits, health Standard Operating Procedures (SOPs), and fire extinguishers (APAR) placed at strategic points to anticipate potential fire hazards. [403-1][403-3][403-8][S4.1]



Safety discipline is reinforced through daily briefings emphasizing the importance of maintaining safety at work. Employees also receive regular training on safety procedures, the use of fire extinguishers, and emergency response measures. Throughout 2024, there were no recorded occupational accidents, including incidents involving hot oil, injuries from broken equipment, or delivery-related accidents. Each incident is evaluated as part of the company's continuous improvement efforts to strengthen its safety system. Through these measures, Craftote Gallery & Coffee ensures that all employees work in a secure and healthy environment. [F.1][403-2][403-4][403-5][403-7][403-9][S4.1][S4.4]

Pelatihan dan Pengembangan Kompetensi [E.2][F.1][F.22]

Employee Welfare

Craftote Gallery & Coffee menyelenggarakan pelatihan bagi seluruh karyawan untuk meningkatkan keterampilan teknis, wawasan, dan kualitas pelayanan. Program ini bertujuan membentuk sumber daya manusia yang profesional dan mampu memberikan pengalaman terbaik bagi pelanggan.

Craftote Gallery & Coffee conducts training programs for all employees to enhance technical skills, broaden knowledge, and improve service quality. These programs aim to develop professional human resources capable of delivering the best experience to customers.

Pada tahun 2024, Craftote melaksanakan berbagai pelatihan, antara lain 6 Langkah Membangun Super Team, Pelatihan Barista, dan Kreasi-Kreativitas Komersialisasi UMKM. Selain itu, dilakukan sosialisasi internal mengenai efisiensi energi dan perilaku ramah lingkungan.

In 2024, Craftote organized several training activities, including Six Steps to Building a Super Team, Barista Training, and Creativity and Commercialization for MSMEs. Additionally, internal awareness sessions were held on energy efficiency and environmentally friendly behavior.

Pelatihan Karyawan Tahun 2024 [404-1][S2.3]
Employee Training in 2024

Jam Pelatihan Training Hours	**Peserta** Participants			**Rerata berdasarkan Karyawan** Average by Employee	
	Laki-laki Male	**Perempuan** Female	**Jumlah** Total	**Jumlah Karyawan** Total Employees	**Rata-rata Jam Pelatihan** Average Training Hours
2	4	6	10	10	1,5 atau 2 jam

Pelatihan diadakan rutin setiap bulan di setiap divisi, dengan durasi rata-rata 1,5–2 jam per karyawan. Kegiatan ini mendorong peningkatan kompetensi dan sikap profesional karyawan. Selain pelatihan formal, Craftote juga mengadakan kegiatan olahraga bersama untuk memperkuat kebersamaan dan semangat kolaborasi, sehingga tercipta lingkungan kerja yang harmonis dan produktif. [404-1]

Training sessions are conducted regularly each month for every division, with an average duration of 1.5–2 hours per employee. These initiatives encourage continuous improvement in employee competence and professionalism. Beyond formal training, Craftote also organizes joint sports activities to strengthen teamwork and collaboration, fostering a harmonious and productive work environment. [404-1]

Penilaian Kinerja [404-3][S2.7]
Performance Evaluation

Craftote Gallery & Coffee menerapkan evaluasi kinerja setiap tiga bulan untuk menilai produktivitas, tanggung jawab, dan kontribusi seluruh (100%) karyawan terhadap perusahaan. Hasil penilaian digunakan sebagai dasar pengembangan kompetensi dan peningkatan kinerja. Sebagai bentuk apresiasi, perusahaan melaksanakan program "Best Employee of Three Months" untuk mendorong kedisiplinan, prestasi, dan semangat kerja produktif.

Craftote Gallery & Coffee conducts quarterly performance evaluations to assess the productivity, responsibility, and contribution of all (100%) employees. The evaluation results are used as the basis for competency development and performance improvement. As a form of appreciation, the company implements the "Best Employee of Three Months" program to encourage discipline, achievement, and a productive work spirit.





Tanggung Jawab kepada Masyarakat [F.23][F.25][S6.1]
Responsibility to the Community

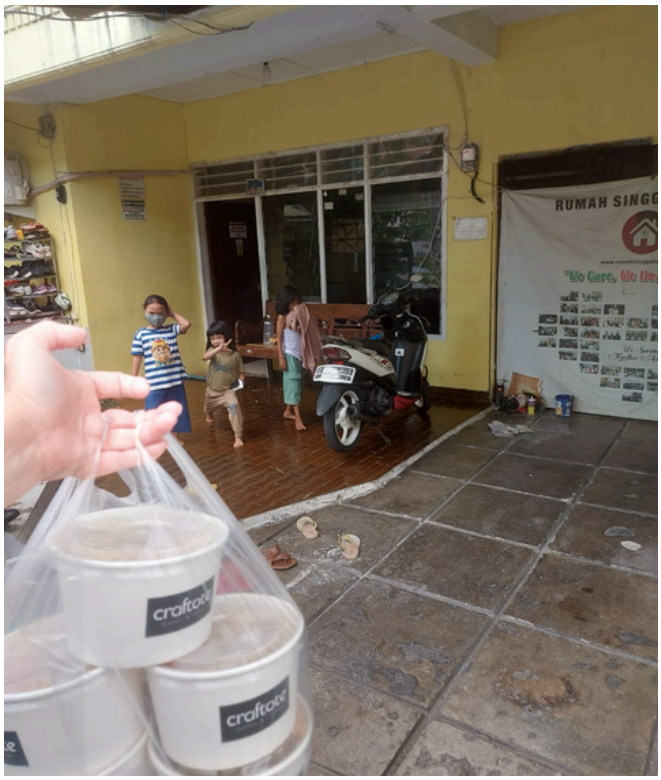
Craftote Gallery & Coffee berperan aktif dalam meningkatkan kesejahteraan masyarakat melalui berbagai kegiatan sosial yang memberi dampak positif bagi lingkungan sekitar.

Craftote Gallery & Coffee actively contributes to improving community welfare through various social activities that create a positive impact on the surrounding environment.

Donasi dan Jumat Berkah
Donations and Friday Blessing Program

Craftote secara rutin mengunjungi panti asuhan di wilayah Bintaro, menyalurkan donasi kepada anak yatim, serta melaksanakan kegiatan Jumat Berkah pada pekan pertama dan ketiga setiap bulan. Kegiatan ini bertujuan mempererat hubungan sosial dan menumbuhkan semangat berbagi di antara seluruh karyawan.

Craftote regularly visits orphanages in the Bintaro area, provides donations to orphans, and organizes the Friday Blessing program on the first and third weeks of each month. These activities aim to strengthen social connections and foster a spirit of sharing among all employees.



Program Kebersihan Lingkungan

Craftote melaksanakan program kebersihan bersama masyarakat sekitar untuk menciptakan lingkungan yang bersih, sehat, dan nyaman. Seluruh karyawan turut berpartisipasi dalam kegiatan ini guna meningkatkan kesadaran pentingnya menjaga kebersihan serta memperkuat hubungan dengan komunitas sekitar.

Environmental Cleanliness Program

Craftote carries out joint cleanliness programs with the surrounding community to create a clean, healthy, and comfortable environment. All employees actively participate in these activities to raise awareness of environmental cleanliness and strengthen relationships with the local community.



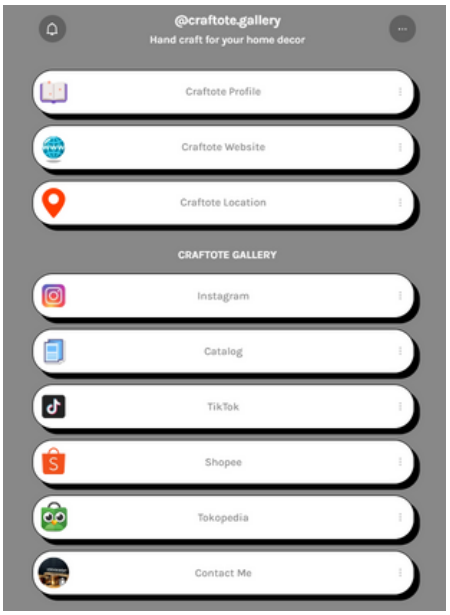


Pengaduan Masyarakat [F.16][F.24]
Community Complaints

Craftote menyediakan sarana pengaduan bagi para pemangku kepentingan melalui surel (halo@craftote.com), telepon hotline, dan formulir di lokasi kegiatan untuk melaporkan pelanggaran etika, integritas, peraturan, maupun gangguan lingkungan. Sepanjang tahun 2024, Craftote menerima tujuh pengaduan terkait produk dan jasa tanpa adanya pengaduan sosial atau lingkungan. Seluruh laporan diverifikasi oleh tim internal dan ditindaklanjuti sesuai prosedur yang berlaku.

Craftote provides communication channels for stakeholders to submit complaints related to violations of ethics, integrity, regulations, or environmental disturbances through email (halo@craftote.com), hotline, and on-site complaint forms. Throughout 2024, Craftote received seven complaints related to products and services, with no reports concerning social or environmental issues. All reports were verified by the internal team and followed up in accordance with established procedures.





Pelestarian Budaya [F.1]
Cultural Preservation

Craftote Gallery & Coffee memperkenalkan kuliner tradisional Indonesia sebagai bentuk kecintaan pada budaya bangsa. Menu khas Nusantara disajikan dengan cita rasa otentik dan sentuhan modern, berkolaborasi dengan pelaku kuliner lokal untuk menghadirkan pengalaman berkesan. Selain itu, Craftote menampilkan kerajinan tangan yang mencerminkan seni, kreativitas, dan keindahan karya lokal. Perpaduan kuliner, suasana nyaman, dan karya seni menjadikan Craftote destinasi yang menyatukan cita rasa dan budaya Indonesia.

Craftote Gallery & Coffee showcases traditional Indonesian cuisine as an expression of appreciation for the nation's cultural heritage. Signature Nusantara dishes are presented with authentic flavors and a modern touch, in collaboration with local culinary artisans to create a memorable dining experience. In addition, Craftote features handcrafted products that reflect the artistry, creativity, and beauty of local craftsmanship. The combination of culinary offerings, a welcoming atmosphere, and artistic displays makes Craftote a destination that unites the flavors and culture of Indonesia.

Indeks POJK No. 51/POJK.03/2017, Standar GRI, dan Panduan Lestari

POJK No. 51/POJK.03/2017 Index, GRI Standards, and Sustainable Guidelines

Indeks POJK No. 51 [G.4]

POJK No. 51 Index

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Indeks Isi GRI
GRI Content Index

Pernyataan Penggunaan Statement of Use	Craftote Coffee & Gallery telah melaporkan informasi yang terdapat dalam indeks konten GRI ini untuk periode 1 Januari sampai dengan 31 Desember 2024 dengan mengacu pada Standar GRI. Craftote Coffee & Gallery has reported the information cited in this GRI content index for the period January 1 to December 31 2024 with reference to the GRI Standards.
GRI 1 yang Digunakan GRI 1 Used	GRI 1: Fondasi 2021 GRI 1: Foundation 2021

Standar GRI GRI Standard	**Indikator** Indicators	**Pengungkapan** Disclosure	**Lokasi** Location
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	2-2	Entitas yang termasuk dalam laporan keberlanjutan Entities included in the organization's sustainability reporting	15
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	2-13	Delegasi tanggung jawab dalam mengelola dampak Delegation of responsibility for managing impacts	28
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GRI 3: Topik Material 2021 Material Topic 2021	2-27	Proses menentukan topik material Process to determine material topics	19
	2-27	Daftar topik material List of material topics	19
	2-27	Manajemen topik material Management of material topics	19
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	201-4	Bantuan finansial yang diterima dari pemerintah Financial assistance received from government	35
GRI 202: Keberadaan Pasar 2016 Market Presence 2016	202-1	Rasio standar upah karyawan pemula berdasarkan jenis kelamin terhadap upah minimum regional Ratios of standard entry level wage by gender compared to local minimum wage	58
GRI 204: Praktik Pengadaan 2016 Procurement Practices 2016	204-1	Proporsi pengeluaran untuk pemasok lokal Proportion of spending on local suppliers	40
GRI 207: Pajak 2019 Tax 2019	207-1	Pendekatan terhadap pajak Approach to tax	35

Standar GRI GRI Standard	**Indikator** Indicators	**Pengungkapan** Disclosure	**Lokasi** Location
GRI 301: Material 2016 Materials 2016	301-2	Material input dari daur ulang yang digunakan Recycled input materials used	49, 53
GRI 302: Energi 2016 Energy 2016	302-1	Konsumsi energi dalam organisasi Energy consumption within the organization	50
GRI 303: Air dan Efluen 2018 Water and Effluent 2018	303-5	Konsumsi air Water consumption	51
GRI 304: Keanekaragaman Hayati 2016 Biodiversity 2016	304-1	Lokasi operasi yang dimiliki, disewa, dikelola, atau berdekatan dengan, kawasan lindung dan kawasan dengan nilai keanekaragaman hayati tinggi di luar kawasan lindung Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	54
	304-2	Dampak signifikan dari aktivitas, produk, dan jasa pada keanekaragaman hayati Significant impacts of activities, products and services on biodiversity	54
GRI 305: Emisi 2016 Emission 2016	305-2	Emisi energi GRK (Cakupan 2) tidak langsung Energy indirect (Scope 2) GHG emissions	50
	201-4	Bantuan finansial yang diterima dari pemerintah Financial assistance received from government	35
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	306-2	Manajemen dampak signifikan terkait limbah Management of significant waste-related impacts	53
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GRI 403: Kesehatan dan Keselamatan Kerja 2018 Occupational Health and Safety 2018	403-1	Sistem manajemen kesehatan dan keselamatan kerja Occupational health and safety management system	59
	403-2	Pengidentifikasian bahaya, penilaian risiko, dan investigasi insiden Hazard identification, risk assessment, and incident investigation	59
	403-3	Layanan kesehatan kerja Occupational health services	59
	403-4	Partisipasi, konsultasi, dan komunikasi pekerja tentang kesehatan dan keselamatan kerja Worker participation, consultation, and communication on occupational health and safety	59
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	403-8	Pekerja yang tercakup dalam sistem manajemen kesehatan dan keselamatan kerja Workers covered by an occupational health and safety management system	59
	403-9	Kecelakaan kerja Work-related injuries	59
GR1 404: Pelatihan dan Pendidikan 2016 Training and Education 2016	404-1	Rata-rata jam pelatihan pertahun per karyawan Average hours of training per year per employee	60
	404-3	Persentase karyawan yang menerima tinjauan rutin terhadap kinerja dan pengembangan karier Percentage of employees receiving regular performance and career development reviews	61
GRI 405: Kebersamaan dan Kesempatan Setara 2016 Diversity and Equal Opportunity 2016	405-2	Rasio gaji pokok dan remunerasi perempuan dibandingkan laki-laki Ratio of basic salary and remuneration of women to men	57
GRI 408: Pekerja anak 2016 Child Labor 2016	408-1	Operasi dan pemasok yang berisiko signifikan terhadap insiden pekerja anak Operations and suppliers at significant risk for incidents of child labor	57
GRI 409: Kerja Paksa atau Wajib Kerja 2016 Forced or Compulsory Labor 2016	409-1	Operasi dan pemasok yang berisiko signifikan terhadap insiden kerja paksa atau wajib kerja Operations and suppliers at significant risk for incidents of forced or compulsory labor	57

Standar GRI GRI Standard	Indikator Indicators	Pengungkapan Disclosure	Lokasi Location
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Panduan Lestari – Laporan ESG Strategis untuk Usaha Tangguh dan Responsif

Sustainable Guidelines – Strategic ESG Report for Agile and Resilient Enterprises

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S2.1	Jumlah karyawan: Penerima upah (karyawan full-time dan paruh waktu), bukan penerima upah (buruh harian, lepasan) Number of employees: Paid workers (full-time and part-time) and unpaid workers (daily workers, temporary/contract workers)	57
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Lembar Umpan Balik [G.2]
Feedback Form

Kami mohon kesediaan para pemangku kepentingan untuk memberikan umpan balik setelah membaca Laporan Keberlanjutan Craftote Coffee & Gallery dengan mengirim surel.

We would like to ask all stakeholders to kindly provide feedback after reading the Sustainability Report of Craftote Coffee & Gallery by sending email.

Akses Informasi atas Laporan
External Assurance

Nama (bila berkenan) | Name (if you please) : .....
Institusi/Perusahaan | Institution/Company : .....
Surel | Email : .....
Telp./Hp | Phone/Mobile: : .....

Golongan pemangku kepentingan:
Stakeholders group:

- Investor | Investors
- Karyawan | Employees
- Pelanggan | Customer
- Pemasok | Vendor
- Pemerintah | Government
- Masyarakat | Community
- Lain-lain, mohon sebutkan. | Others, please state.

_____

Mohon pilih jawaban yang paling sesuai.
Please choose the most appropriate answer.

1 Laporan ini mudah dimengerti. | This report is easy to understand.

- Ya – Yes
- Tidak – No

2 Laporan ini bermanfaat bagi anda. | This report is useful to you.

- Ya – Yes
- Tidak – No

3 Laporan ini sudah memaparkan kinerja keberlanjutan secara jelas. | This report has clearly explained the sustainability performance.

- Ya – Yes
- Tidak – No

4 Laporan ini sudah mengungkapkan topik-topik material yang relevan bagi Perseroan. | This report has disclosed material topics relevant to the Company.

- Ya – Yes
- Tidak – No

Terima kasih atas partisipasi anda.
Thank you for your participation.

Penyampaian umpan balik kepada:
Providing feedback to:
Telepon/WA | Phone/WA : +62 811-127-7073
Surel | Email : halo@craftote.com

Craftote Gallery & Coffee

Natural, Handmade, Impactful

Laporan Keberlanjutan
Sustainability Report
2024



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