



# COMPANY PROFILE

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PT. Pangansari Utama

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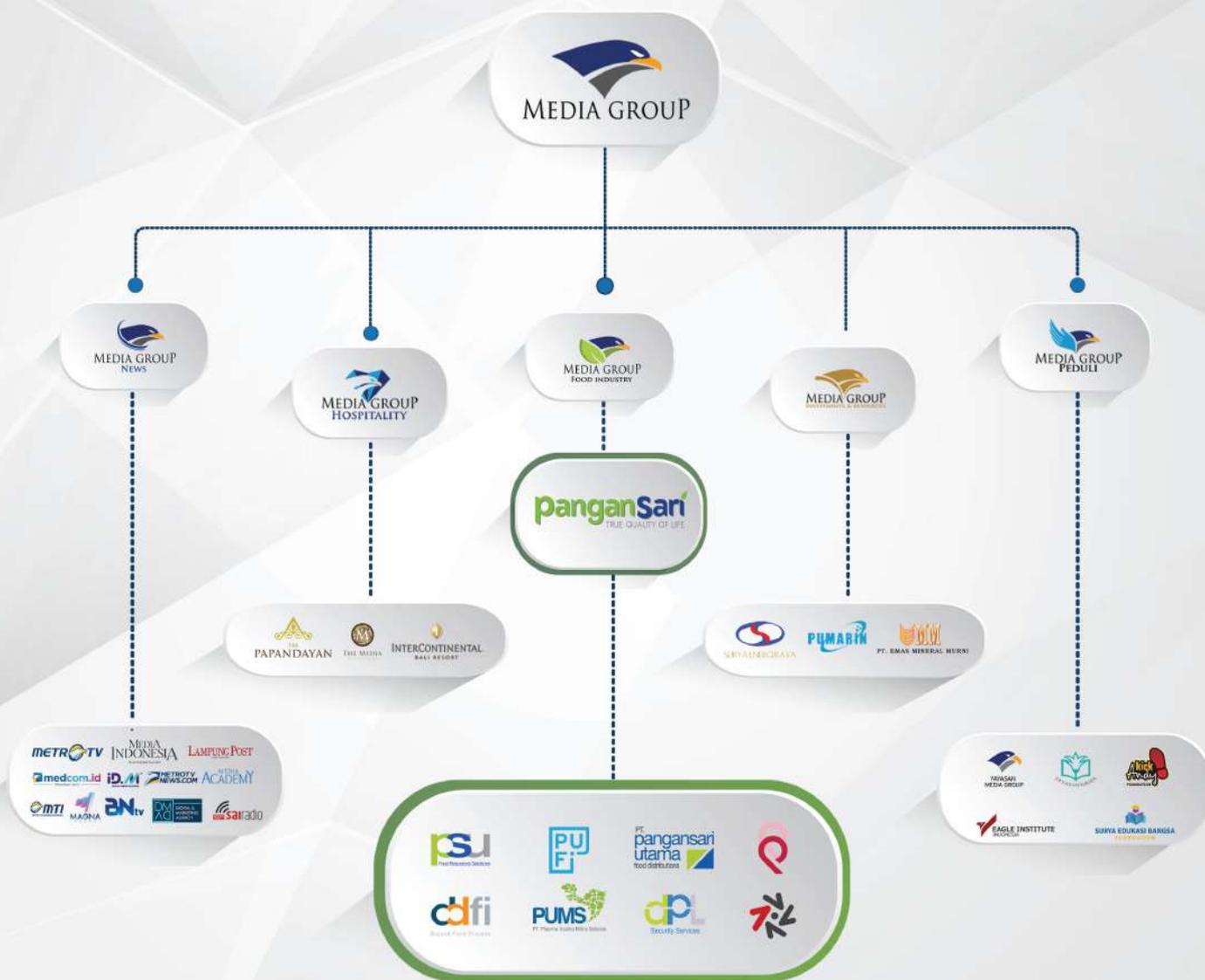
Jl. Raya Poncol No. 24 Ciracas  
Jakarta 13740 - Indonesia

 +62 21 871 7870     pangansari.utama  
 +62 21 871 7869     Pangansari.Utama

[www.pangansari.co.id](http://www.pangansari.co.id)

# MEDIA GROUP ORGANIZATION STRUCTURE

CEO : MOHAMMAD MIRDAL AKIB





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**Integrated Logistical  
Support: Food Services,  
Logistics, Retail and  
Facilities Services  
Delivered to World Class  
Standards**

**PanganSari**  
TRIPLE A

# Who We Are

PT Pangansari Utama (PSU) is an Indonesia-based food, logistics, retail and facilities management support company with world class capabilities. We are the largest industrial catering and food distribution company in Indonesia, as well as providing integrated housekeeping services and food distribution to remote-area mining and energy exploration sites.

The integrated approach enables PSU to devise cost-efficient, seamless solutions for all customers' support needs under one roof, freeing clients to focus on their core business. PSU is ISO 9001:2015, ISO 22000:2018, ISO 45001:2018 and ISO 14001:2015 certified.

Being a leader in its field, PSU regularly supplies to multinationals and well-known domestic companies, including handling the needs of remote oil and gas operations as far afield as Africa, Mongolia, and Singapore. With a proven track record of excellence that stretches back over these decades, it is no wonder that PSU has become the provider of choice in the catering industry.



## Vision

To become a leading integrated food company with international performance standards.



## Mission

To provide food products and services to catering and wholesale customers that will add value for our customers, suppliers and investors. Accomplished through experienced staff, wide network of business associations, warehousing and distribution capabilities and manufacturing facilities.





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**Sourcing, Serving,  
Supplying...  
No One Does It  
Better**

## Background

PSU was established in 1975 to deliver catering services to the Bontang LNG Plant for PT Pertamina and Bechtel. In response to client demand, the scope of PSU activities soon expanded into industrial catering and total remote site support services for projects throughout Indonesia. In parallel, PSU began construction of complete cold and dry storage as part of warehousing facilities in Jakarta, Surabaya and Balikpapan.

These facilities would become the nucleus of PSU's logistical capability in Indonesia as the company continued to evolve, creating a fully integrated and controlled supply chain with

the ability to track, trace and check food quality. Drawing on these core capabilities, it was a logical step to branch out into facility management and logistics services, two additional areas where PSU could assist the clients to further focus on their core business.

Today, PSU serves every corner of the archipelago and beyond, providing our services to construction sites, mining sites, offshore drilling platforms, factories, offices, hospitals, schools, airlines and the armed forces, as well as the retail sector. Not resting on its laurels, PSU continues to push to improve its capabilities, driven by its main focus of making life easier for the clients.

# Our Services



Remote Site  
& Industrial  
Catering



Housekeeping  
& Accommodation  
Services



Facilities  
Maintenance



Gardening  
& Landscaping



Laundry



Camp  
Management



Sport Recreation  
& Commissary  
Facility



Quality of  
Life Service



## World Class Standards

PSU operates to international standards of quality, safety and security. These values are embedded in our corporate culture and organization, having evolved from our initial expertise as a food service provider and strengthened over three decades. In addition, we also strive to be as environmentally friendly as possible.

## Staff Training & Audits

PSU staff is rigorously trained to uphold the company's quality and hygiene standards, undergoing periodic refresher training. Quality checks are also a regular part of operations, to make sure that every product that goes out is up to standard. Furthermore, the quality and safety practices at PSU plants and kitchen are totally transparent and are always available for inspection by third party inspectors to ensure that they meet certain customer requirements.

## Certification

Our food operations are ISO 22000 Certified for food Safety Management System and ISO 9001 certified for Quality Management System, ISO 45001 and are halal compliant as well. Finally, our Environmental Management System is ISO14001 certified.

## Fully Controlled Supply Chain

A key factor is our ability to guarantee food safety and security is our control over the entire supply chain, from sourcing to processing and delivery. Each step is monitored or carried out by PSU staff. With thousands of customers to satisfy daily, our ability to keep the standard high and generate consistently good quality products is tested and proven around the clock.

# Certificates



ISO 22000:2018



ISO 9001:2015



ISO 14001:2015



ISO 45001:2018



Halal



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## The Industrial Catering Expert



Supported by more than  
**4,200**  
trained manpower



Currently serving more than  
**115,000**  
meals per day

As an outgrowth of our core catering abilities to remote sites, PSU has become known as a leader in the industrial catering sector. We present hygienic and balanced meals that are mouthwateringly tasty when served. Whether local or international menu, individual or banquet serving, fried rice or caviar, PSU can deliver to your needs.

# Remote Site & Industrial Catering Services



## Custom Meals & Packaging

PSU's dieticians and food professionals work closely with clients to create food packages that are nutritious and appealing as well as meeting the clients' often demanding requirements. Not Only must the food appeal to local tastes and preferences, it must be correctly packaged to handle conditions on the ground, and be delivered on time in accordance with clients' schedules.



## Varied Client Base

PSU is trusted by a wide Variety of clients to deliver urgently needed meals. In addition to remote site clients in the natural resources sector, PSU work with wholesalers and retailers as well as institutions such as hospitals and schools that require a trusted catering supplier.

As such, we have proven ourselves across a variety of sectors. We are equally capable to meet technically stringent packaging for in-flight catering on domestic and international airlines as we are to create health-critical meals with the right nutritional balance for hospital patients.



## Retail

Drawing on more than 30 years of experiences catering to a diverse international community in Indonesia and overseas, PSU is perfectly positioned to help create delicious, high quality food products tailored for today's modern, cosmopolitan lifestyle.

Capitalizing on the existing distribution, infrastructure and food preparation expertise, PSU works with retail clients to create and deliver delicious, ready-made food products that the clients can simply add to their menus. In-house staff, including dieticians, is available to guide, help and work with clients to find the optimum solutions for their needs, leveraging our existing and knowledge base.

From specialist butcher shops to modern coffee shops and bakery outlets, from fast food and food courts, PSU is fast becoming a partner of choice thanks to its proven world-class capabilities and sophisticated, taste-making style.



## International Health & Safety Standards

Within the products, health and quality are essential qualities. PSU is able to deliver to International Health and safety standards, supported by self-owned and self-perated storage, warehousing and distribution centers in Jakarta, Surabaya, Balikpapan and Timika. In addition, food is transported in own refrigerated trucks for total quality control and traceability. By controlling each step of the supply chain, PSU is able to guarantee and trace the quality of the products at every step.

Whether by sea, land, or air, the Clients can rely on PSU to deliver mission-critical meals to hungry consumers everywhere, on time at quality standard.



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**Integrated  
support  
for all non-core  
needs**



## Facility Management

As an additional service, PSU offers total maintenance services for clients, enabling them to concentrate on their core strengths especially in remote sites. This service arising out as a natural extension of the core logistics and catering capabilities, as clients requested PSU to take on more responsibilities based on the track record of staff management and on time delivery.

Today, clients have the option of outsourcing all facilities management tasks to PSU from operating and handling onsite food outlets, convenience stores, sport and recreation centers, to managing accommodation and

offices, routine maintenance tasks including laundry and housekeeping, and landscaping. Besides deploying on-site oversight, PSU also assigns a dedicated client contact to ensure responsive and fast service from its side.

As in all its services, PSU adheres to world class standards of safety and security into all operations. Clients can rest assured that they are in safe, reliable and experienced hands, allowing them to divert valuable resources and energy to focus on their main business activities with PSU there to handle the rest.

# Logistics

PSU's distribution service caters to remote client sites as well as the wholesale and retail sector. Our distribution network is set up to handle client needs' throughout every corner of an archipelago that comprises over 17,000 islands across three time zones and beyond. From northernmost Aceh to the remote forests of Papua, from offices and businesses in the capital of Jakarta to oil rigs in the South China Sea and the mine sites of Mongolia, PSU can be relied on to deliver.

For client sites in remote and challenging areas, PSU's distribution expertise and capabilities represent a vital link. In the extreme east of Indonesia for example, food is imported for client sites direct from Cairns in Australia, and

from the logistics center operated by PSU and its partner in Singapore. As an outgrowth of these services, PSU is regularly entrusted with loading, handling, documentation and shipping of non-food items such as cement, sulfur, fertilizer, gas cylinders, machine parts, loose cargo, and personal goods and consumables to remote sites on land at sea.

When it comes to the food service industry, PSU as a licensed importer of food, wine and alcoholic beverages is able to supply these items to hotels, restaurants, cafes and supermarkets in Indonesia. PSU also supplies fresh meat and fish prepared and processed in the company's facilities.

## Each month we supply



25 tons of chicken



a million eggs



100 tons of beef



250 tons of rice



100 tons of fish



70 tons of sugar



2,5 million liters  
of dairy products



15 tons of flour



## Community Involvement

PSU owes its success in no small part to the support and encouragement of the communities and stakeholders around it. As such, PSU has made it part of its mission to give back by generating positive impact in the communities that PSU operates, through community development and Corporate Social Responsibility (CSR) initiatives.

Engaging with all stakeholders including customers, suppliers and partners, PSU strives to identify grass-roots ways where we can make a real difference. From a technical angle, agricultural engineers have worked alongside local governments; NGOs and the local improve the quality of their produce and possibly become PSU suppliers. Similarly, we have worked with local tribal

fisherman in Papua to open up markets for their catch by purchasing fish directly from them at good prices and employing the fisherman at local freezer plants. Moreover, we support education through scholarships for underprivileged local children especially in remote areas such as Papua where access to education can be difficult, thus empowering the next generation to seek a better future.

Through this holistic approach, PSU shares the benefits with its partners and the community in a tangible manner, making them partners in our endeavor and giving them a shared in the success, for long-term mutual benefit.



# Pangansari Awards



UPAKARTI 2020



## Our Clients



**PT FREEPORT  
INDONESIA**



## **Branches & Representative Office in Indonesia**

### **Logistic Base Jakarta**

Jl. Raya Poncol No. 24, Ciracas, Jakarta 13740  
Tel : (62-21) 871 7870  
Fax : (62-21) 871 7869  
Contact Person : Marketing Department  
Email : marketing-ho@pangansari.co.id

### **Palembang Representative**

Jl. Bukit Baru 2 No. 1A Perumahan Ratu Musi  
Kel. Bukit Baru Palembang, 30139  
Tel : (62-711) 564 0258  
Fax : (62-711) 310 780  
Contact Person : Henri Ibnurahim  
Email : henri.ibnurahim@pangansari.co.id

### **Balikpapan Logistic Base & Branch**

Jl. Sudirman No. 880, Balikpapan 76112  
Tel : (62-542) 764 658, 761 551  
Fax : (62-542) 764 670, 764 615  
Contact Person : Jones Erickson  
Email : jones.erickson@pangansari.co.id

### **Logistic Base Surabaya**

Jl. Kalianak Barat No. 73B - Tambak Dono  
Surabaya, 60193  
Tel : (62-31) 749 7070  
Fax : (62-31) 749 3419  
Contact Person : Juni Adi Wicaksono  
Email : juni.wicaksono@pangansari.co.id

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