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*Preserving  
loyalty and trust  
- to deliver value*

*PwC Indonesia*

**pwc**



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# About us

*Very pleased to work with PwC team and be our business partner for long term. Keep up the great work and continue to work hard to maintain the relationship.*

*From PwC Indonesia's Client Satisfaction Survey*

## **Operations in Indonesia**

PwC Indonesia ('PwC' or 'we') comprises over 1,300 employees, including over 30 partners. Today, the services offered by PwC are adding value in virtually every industry and profession in every region of the country.

We have played an integral part in the growth and progress of Indonesia for the past 40 years having worked with our clients to help them succeed through both buoyant and challenging economic environments.

Today we continue to work with large multinationals, public sector entities and Indonesian companies, providing solutions to complex business issues.

Our services are rendered through separate legal entities focusing on different aspects of the service offerings we provide, each of which draw on the collective resources and experience of PwC firms, both here and worldwide.

## **Create value, build trust**

We help our clients find business solutions by combining a global mindset with the expert talents of our people. We provide industry-focused assurance, tax and advisory services for public and private clients. We use our network, experience and business understanding to build trust and create value for our clients.

***PwC ([www.pwc.com](http://www.pwc.com)) provides industry-focused assurance, tax and advisory services to build public trust and enhance value for its clients and their stakeholders.***

Close to  
**169,000**  
people in  
**158**

countries across our network share their thinking, experience, and solutions to develop fresh perspectives and practical advice.

PwC Indonesia is part of global network and work closely to PwC East Cluster. The PwC East Cluster comprises of 9 (nine) territories, almost **32,000** people, over **1,600** of whom are partners, enabling us to better share, collaborate and make strategic investments with our regional colleague, while improving our competitive ability to service global clients.



### ***PwC network structure***

The PwC global network is structured as a network of member firms, operating locally in countries around the world. It is this network that provides PwC firms with the flexibility to share knowledge, skills and resources with speed and consistency – to the ultimate benefit of our clients.

In most parts of the world, the right to practice accountancy is granted only to nationally-based firms employing qualified professionals. Consequently, PwC member firms are locally owned and managed in each country, but form an international team, thereby enabling a deep understanding of local markets and simultaneously providing global insight.

# Our services

## ***Building trust and enhancing stakeholder value***

The industry-focused services provided to public and private clients bring value to business through sharing quality solutions. Our multi-disciplinary approach allows us to provide services beyond the audit and taxation lines we are known for. We take pride in delivering value-added services by helping our clients improve transparency, governance accountability, and financial performance and return.

***“Overall very satisfied with service levels. PwC have kept us updated on technical issues, communication has been prompt and clear and team has been professional in their audit approach.”***

*From PwC Indonesia’s  
Client Satisfaction Survey*

## Audit and Assurance Services

*Improve corporate reporting and provide assurance that systems are operating effectively within a business environment.*

*Provide assurance over the quality of financial information.*

***”I am very happy with the level of service and skill sets we are getting from PwC. Their commitment to completing deadlines is excellent.”***

*From PwC Indonesia’s Client Satisfaction Survey*



### Financial statements audit:

- Statutory audit
- Regulatory compliance & reporting
- IFRS reporting

### Capital market services:

- Reporting on financial track records in prospectus
- Reporting on pro forma, forecast and projections
- Comfort letters on prospectus disclosures

## Audit and Assurance Services



### Accounting advisory:

- Accounting and regulatory concerns regarding national GAAP, US GAAP and IFRS, including complex areas requiring specialist advice
- Complex situations demanding accounting guides
- Knowledge sharing and development through accounting seminars and trainings

### Independent controls & systems process assurance:

- Internal control optimisation
- Third-party assurance and compliance with regulatory requirements (e.g., BOT, SEC)
- ERP assurance, pre-and post-implementation system reviewing
- Data management (e.g., data quality review, computer-assisted audit techniques) systems audit
- Internal controls
- Compliance
- SmartClose

## Tax Services

*Optimise tax efficiency and contribute to overall corporate strategy through the formulation of effective tax strategies and innovative tax planning.*

### Corporate tax:

- Tax structuring & planning
- Monthly & annual compliance
- Tax diagnostic review
- Rulings

### International tax:

- Tax planning
- Tax advisory
- Permanent Establishment exposure
- Tax Treaty application

### Transfer pricing (TP):

- TP documentation
- Risk assessment & defense
- TP planning

### Mergers and acquisitions (M&A):

- Investment structuring
- Tax due Diligence
- M&A transactions
- Post-transaction tax integration

### VAT:

- Tax structuring & planning
- Rulings

### Tax disputes:

- Tax audit, objection & appeal
- Supreme Court proceedings
- Tax audit post-merger

### International assignments:

- Monthly & annual tax compliance
- Tax registration/ de-registration (expatriates)
- General queries & tax audit

### Customs:

- Valuation & classification
- Post clearance audit
- Trade issues
- Customs disputes
- Customs planning

### Investment and corporate services:

- Investment: PMA establishment & compliance
- Payroll services
- Liquidation
- Corporate secretary

## Awards

- *International Tax Review - Indonesian Tax Firm of the Year 2008 and 2010.*





## Advisory Services

*Implement an integrated suite of solutions covering deals and transaction support, performance improvement, internal audit and forensic services.*

***”PwC set the standard and example in audit and consulting industry. With dynamic team and good leadership, PwC successfully build up global empire to meet world’s ever challenging demands.”***

*From PwC Indonesia’s Client Satisfaction Survey*

### Maximisation of transaction benefits such as:

#### Transaction services

- Financial and tax due diligence, performance achievements and identification of deal exposure and deal breakers
- Review and inputs on Sales and Purchase Agreements and other deal agreements
- Transaction structuring analysis and advice

#### Lead Advisory

- Mergers & Acquisitions
- Divestments
- Private equity transactions
- Strategic options analysis
- Privatization/Public Private Partnership (PPP)
- IPOs and fund raisings

#### Corporate Value Advisory

- Valuation of businesses, assets and shares
- Transaction Negotiation
- Shareholder Value Management
- Accounting Valuation
- Tax Valuation

#### Business Recovery Services

- Corporate restructuring
- Debt restructuring and refinancing
- Distressed Merger and Acquisition
- Non-performing loan sale and acquisition
- Business turn around
- Optimized exit

### Consulting, risk minimisation and performance enhancement:

- People and change management
- Business process improvement
- Information, communication & technology effectiveness
- Internal control review/co-Sourcing
- Compliance review
- Internal audit strategy/transformation/training
- Fraud investigation
- Forensic accounting implementation
- Forensic computer technology implementation

## Other Services

### Japanese business services:

- Considered as the leading firm in Indonesia for Japanese business in terms of number of clients and business volume
- Strong Japanese business team with three Japanese expatriates supported by global PwC Japanese business network
- The most active firm in Japanese business in Indonesia, conducting various seminars, and training events and issuing publications in Japanese.

### Korean business services:

- First accounting firm to have a dedicated team for Korean businesses operating in Indonesia, advising on how to set up a business, compliance with regulations and reporting requirements, and assisting in the unique business and market environment in Indonesia.
- Close working with Korean professional associations, including KOTRA, the Korean Embassy, KAFA (Injaemo), KTA (trading industry), KERA (energy industry) and KFA (financial institutes).

### Sustainability & Climate Change (S&CC):

- Sustainability strategy
- Climate protection and carbon emission reduction
- Sustainable sourcing and procurement
- Financing the future
- Forest and ecosystem management
- International development
- Measuring, managing, reporting and gaining assurance on sustainability issues

### Capital Markets and Accounting Advisory Services (CMAAS):

- Reporting accountants on initial public offerings (IPOs) (Please see p.5 - Capital market services)
- IPO advisory including, but not limited to, project management and strategy, issue resolution, technical accounting advisory, post-listing services
- Accounting policy review and development
- Carve-outs and special purpose financial statements for IPOs and other capital-raising activities
- GAAP conversion
- Acquisition accounting and reporting (e.g. purchase price allocation, intangible assets, income taxes)
- Accounting rectification and restatement
- Chart of accounts development
- Accounting policy manual
- Technical training and other knowledge-transfer assistance
- Finance transformation and reporting improvement



# Industry focus

PwC serves leading businesses in the sectors we focus on. The depth and breadth of our industry-focused services mean that we look at business issues – not just accounting and auditing matters – while taking into consideration industry risks and challenges.

By organising our services around industries, we:

- Share the latest research and points of view on emerging industry trends
- Collaborate on business and accounting issues unique to individual industries, especially in situations where interpretive guidance is required
- Provide methodologies and best practice guidance in complex accounting, taxation and business areas

## Industry capabilities

### Consumer and Industrial Products & Services (CIPS)

- Automotive
- Retail & consumer
- Plantation
- Infrastructure e.g. toll roads, ports
- Pharmaceutical
- Chemicals
- Transportation & logistics
- Engineering & construction
- Forest, paper & packaging
- Industrial manufacturing
- Metals

### Energy, Utilities and Mining

- Mining
- Power
- Oil & gas
- Petrochemicals
- Water
- Related service providers

### Financial Services

- Banking & capital markets
- Insurance
- Asset management
- Islamic banking & finance
- Securities

### Technology, Information, Communication & Entertainment (TICE)

- Technology
- Information & communication
- Television & other media
- Advertising
- Hospitality and leisure
- Entertainment

### Government

- Government bodies
- Regulators

# Our clients

*"It was good working with PwC, especially your knowledge with Indonesia helped us navigate through some complex issues."*

*From PwC Indonesia's Client Satisfaction Survey*

PwC Indonesia provides industry-focused services for public and private clients in order to build public trust and enhance value. Our experienced staff, combined with our global network, provide a complete business consulting solution, tailored to our clients' specific needs. Our clients range from national and multinational companies to private businesses and corporate entities.

The following list demonstrates the diversity of our client base:

PT Adaro Energy Tbk

PT Astra International Tbk

PT Baker Hughes Indonesia

PT Bank CIMB Niaga Tbk

PT Bank Commonwealth

PT Bank Mandiri (Persero) Tbk

PT Berau Coal Energy Tbk

PT Bukit Asam (Persero) Tbk

PT Chevron Pacific Indonesia

PT Coca Cola Indonesia

ExxonMobil Oil Indonesia Inc.

PT HM Sampoerna Tbk

PT Indosat (Persero) Tbk

PT Jasa Marga (Persero) Tbk

PT Newmont Nusa Tenggara

PT Pertamina (Persero)

PT Perusahaan Gas Negara (Persero)

PT Rabobank International Indonesia

PT Rio Tinto Indonesia

PT Telekomunikasi Indonesia Tbk

PT Telekomunikasi Selular

PT Unilever Indonesia Tbk

PT Vale Indonesia Tbk

PT XL Axiata Tbk

PT Yamaha Indonesia



# Our people

## *Our people are key to PwC's success*

Our people form the bedrock of PwC. In achieving a high-performing corporate culture, our talent management strategy includes workplace activities such as people development and global mobility. Our workplace includes people from many different countries to bring a unique combination of skills.



We recognise that our people need to be developed in the necessary skill sets to deliver audits, compliance, tax and/or advisory services. Underpinning our people development initiative is our talent management framework which includes:

- Learning and development (both technical and business skills). Our learning curriculum is reviewed and updated annually to equip our people in delivering high quality services, as well as to reflect current and emerging industry trends.
- Leadership development – At the more senior level, we have several leadership programmes which help us build future leaders. Some of our key initiatives include **Journey for Excellence (JFE)**, **Inspiring Young Leaders (IYL)**, and **Genesis Park**, a 10-week shared residential learning experience where high performers from around the world learn to develop new thinking on key business topics.

*“Overall, the service given by the Manager and his team has meet our expectation. We consider the service as a great value to our business.”*

*From PwC Indonesia's Client Satisfaction Survey*



### *Global mobility*

PwC's global mobility programme matches high-performing individuals interested in international assignments with PwC member firms in need of support. These assignments, which can be short- or long-term, allow us to bring another dimension to the services provided to clients while accelerating career development and personal growth.

As part of continuous improvement efforts, we seek feedback from our people through our annual Global People Survey. In ensuring that we are on the right track to making PwC a responsible organisation that provides its people with a great place to work, we review how effective our people initiatives are and how we can improve.

# PwC Corporate Responsibility



At PwC, we define Corporate Responsibility (CR) as our commitment to playing a leading role in achieving a sustainable future: we take responsibility for our actions and promote responsible business practice; support the growth and development of our people and communities; and seek to minimise our impact on the environment.

By considering the wider impact of our actions from the perspective which we call “four quadrants” - Community, Environment, People and Marketplace - we are better able to develop a comprehensive strategy that embeds corporate.



## People

In a competitive market, people are integral to an organisation's performance and business success. Building an equal, diverse and rewarding workplace culture helps to ensure this. In achieving a high-performance corporate culture, our talent management strategy includes workplace activities such as people development and global mobility.

Our collaboration with Gerakan Indonesia Mengajar (GIM) is another corporate responsibility (CR) initiative - an opportunity to share and contribute within the skilled volunteering area, using our core competencies.

## Community

PwC people are inspired to help and connect with the communities in which they live and work.

Our two main initiatives are the People Giving program and Community Day where all staff are eligible for 2 (two) days community service leave annually.

### PwC Class

Promoting a skilled volunteering initiative, in 2011 the PwC Class programme has been created to nurture tomorrow's talent. This programme involves donating the time of our people at assistant manager-level and above to universities to teach in class and share experiences with college students.

### PwC Village

Through this programme, we have adopted an area in the Cileungsi district, Bogor, to help provide loans to women supporting their family's economy. This programme is run using a grameen approach which implements a microfinance mechanism, working with Koperasi Mitra Dhuafa.

### The Learning Farm (TLF)

PwC has supported and funded TLF on their programme which provides a four-month residential life-skills training programme for vulnerable youth through the medium of organic farming.

## Environment

Business, government and individual – we are all responsible for the preservation of our natural environment. We work with our S&CC (Sustainability and Climate Change) team in developing our carbon management strategy.

Our activities currently mainly include measuring our carbon environmental impact and develop initiatives to reduce the impact of our operations. We also engage our people in environmental activities including support the Earth Hour activity.

### Marketplace

PwC recognises the important responsibility we bear as providers of assurance, tax and advisory services to the business community.





# Our drive: sharing points of view

## Taking our leadership position in the marketplace seriously

Our thought leadership - the means by which we articulate our distinctive points of view on major business and emerging trends. Below are several recent PwC publications which explore some of these issues.

Visit [www.pwc.com/id](http://www.pwc.com/id) to download or order hardcopies of reports

1. Indonesian Pocket Tax Book
2. Banking Survey Report
3. Mining in Indonesia Investment and Taxation Guide
4. Oil & Gas in Indonesia Investment and Taxation Guide
5. Oil & Gas Survey
6. Electricity in Indonesia Investment and Taxation Guide
7. Plantation Capability Statement
8. NewsFlash



# Our thought leaders

Thought leaders are people who combine warmth, humanity and passion with technical expertise - bringing the head and the heart together in their approach. They set direction and provide guidance born of years of experience in professional services.

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