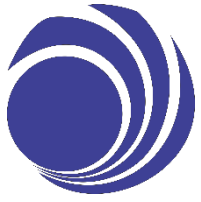


PT Haeng Nam Sejahtera Indonesia





# About Us

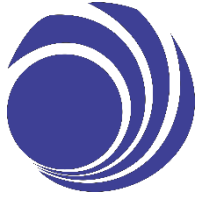
PT Haeng Nam Sejahtera Indonesia is one of best manufacturers who produce high-quality ceramic tableware.

Starting 1989, PT. Haeng Nam Sejahtera Indonesia produce a high quality Stoneware, Porcelain, Fine China and Fine Bone China.

We serves both the hospitality industry and the household market , with major business :

- 85% Export Market
- 15% Local Market





# Company Vision & Mission



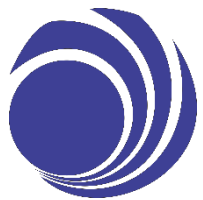
## Vision

To grow as a sustainable world class tableware manufacturing company and to bring positive contributions to Stakeholders through excellence in Productivity, Quality, Innovations and Continuous Improvements

## Mission

A ceramic tableware manufacturing company that consists of dynamic people who are dedicated to maintaining lifetime partnerships with existing and future clients by providing satisfactory Products, Good Service and Reliable Delivery





# Company Value

**INTEGRITY**



**CARE**



**DYNAMIC**



**TEAMWORK**



**PROCESS  
EXCELLENCE**





# Indonesia Standard Certification (SNI)



**Kementerian Perindustrian**  
REPUBLIK INDONESIA

**BADAN STANDARDISASI DAN KEBIJAKAN JASA INDUSTRI**  
**BALAI BESAR KERAMIK**  
**LEMBAGA SERTIFIKASI PRODUK**  
Jln. Jend. A. Yani No. 392 Bandung 40272 Telp. (022) 7206221, 7207115 Fax. (022) 7205322  
E-Mail: [keramiki@bbk.go.id](mailto:keramiki@bbk.go.id)



**KAN**  
Komite Akreditasi Nasional  
LSPr - 024 - IDN

Tanggal sertifikasi awal  
22 April 2013  
Tanggal perubahan  
5 Mei 2021

Berlaku hingga  
21 April 2025

**SERTIFIKAT PRODUK**  
Nomor: CPCB-0103-IDN

Sertifikat ini diberikan kepada:

**PT HAENG NAM SEJAHTERA INDONESIA**  
Desa Cicadas, Kecamatan Gunung Putri, Kabupaten Bogor, Jawa Barat, Indonesia

sebagai Sertifikat Produk Penggunaan Tanda SNI (SPPT SNI) sesuai dengan Sistem Sertifikasi Produk Tipe 5 serta ketentuan dan persyaratan skema sertifikasi LSPro-BBK untuk produk:

**Keramik Berglasir – Tableware – Alat Makan dan Minum: SNI 7275:2018**

Tipe, merek dan jenis produk terdapat pada lampiran yang merupakan bagian yang tidak terpisahkan dari sertifikat ini. Pemeliharaan kesesuaian standar produk berdasarkan skema sertifikasi LSPro-BBK dilakukan dengan pengawasan berkala minimal sekali dalam setahun.





**Kepala Balai Besar Keramik**  
**Dr. Gunawan, S.Si, M.Eng**

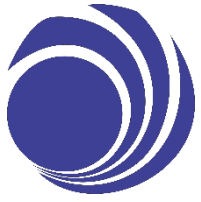
Pemberian sertifikat ini memberi hak kepada perusahaan / pabrik untuk menggunakan tanda SNI pada produknya selama perusahaan menghasilkan produk sesuai standar secara konsisten





# Indonesia Standard Certification (SNI)

 <b>Kementerian Perindustrian</b> REPUBLIK INDONESIA	<b>BADAN STANDARDISASI DAN KEBIJAKAN JASA INDUSTRI</b> <b>BALAI BESAR KERAMIK</b> <b>LEMBAGA SERTIFIKASI PRODUK</b> Jln. Jend. A. Yani No. 392 Bandung 40272 Telp. (022) 7206221, 7207115 Fax. (022) 7205322 E-Mail: <a href="mailto:keramik@bbk.go.id">keramik@bbk.go.id</a>	 <b>KAN</b> Komite Akreditasi Nasional LSPr - 024 - IDN
<b>Tanggal sertifikasi awal</b> 22 April 2013 <b>Tanggal perubahan</b> 5 Mei 2021	<b>Lampiran</b> <b>Sertifikat Produk</b> No: CPCB-0103-IDN	<b>Berlaku hingga</b> 21 April 2025
<b>Perusahaan</b> <b>Alamat</b> <b>Presiden Direktur</b> <b>Produk</b> <b>Tipe/jenis</b>	: PT Haeng Nam Sejahtera Indonesia : Desa Cicadas, Kecamatan Gunung Putri, Kabupaten Bogor, Jawa Barat, Indonesia : Djati Walujo : Keramik Berglasir – Tableware – Alat Makan dan Minum : A. Bodi Stoneware 1. Barang datar (kedalaman ≤ 25mm) 2. Barang berongga kecil (kedalaman > 25mm; kapasitas isi < 1100ml) 3. Barang berongga besar (kedalaman > 25mm; kapasitas isi ≥ 1100 ml) : B. Bodi Porcelain 1. Barang datar (kedalaman ≤ 25mm) 2. Barang berongga kecil (kedalaman > 25mm; kapasitas isi < 1100ml) 3. Barang berongga besar (kedalaman > 25mm; kapasitas isi ≥ 1100 ml) : C. Bodi Fine China 1. Barang datar (kedalaman ≤ 25mm) 2. Barang berongga kecil (kedalaman > 25mm; kapasitas isi < 1100ml)	
<b>Merek</b>	: A. LEGACY, HSI, Logo H, Logo Bunga, Epoch Collection, Starbuck, MINISO : B. LEGACY, HSI, Logo H, Logo Bunga, Epoch Collection, MINISO : C. LUMERPA, HSI, Logo H, MINISO	
<b>Parameter SNI yang Terpenuhi</b>	: Sifat Tampak, Ketahanan Retak Glasir, Ketahanan Terhadap Kejut Suhu, Penyerapan Air, Ketahanan Pukul dan Batas Kelarutan Maksimum Pb dan Cd	
<b>Standar Produk</b> <b>Regulasi/ Skema</b> <b>Skema Sertifikasi Produk</b>	: SNI 7275:2018 : PERMENPERIN No. 48 Tahun 2018 : Tipe 5	
	 <b>Kepala Balai Besar Keramik</b> <b>Dr. Gunawan, S.Si, M.Eng</b>	
Lampiran ini merupakan revisi perluasan Merek MINISO dari Sertifikat Produk Nomor CPCB-0103-IDN yang diterbitkan tanggal 14 April 2021		



# ISO 9001:2015 Certification

Certificate ID13/02429

The management system of

**PT Haeng Nam Sejahtera Indonesia**

Desa Cidas RT. 03 RW. 01, Kecamatan Gunung Putri, Kabupaten Bogor, Jawa Barat, 16964, Indonesia

has been assessed and certified as meeting the requirements of  
**ISO 9001:2015**

For the following activities  
Manufacture of Ceramic Tableware

This certificate is valid from 20 June 2022 until 06 June 2025 and remains valid subject to satisfactory surveillance audits.  
Issue 5. Certified since 06 June 2013.

Last certificate expiry date 06 June 2022  
Recertification audit date 26 April 2022

Authorised by



SGS United Kingdom Ltd  
Rosemore Business Park, Ellesmere Port, Cheshire, CH65 3EN, UK  
t +44 (0)151 350-6666 - www.sgs.com



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Certificate ID19/05037

The management system of

**PT Haeng Nam Sejahtera Indonesia**

Desa Cidas RT. 03 RW. 01, Kecamatan Gunung Putri, Kabupaten Bogor, Jawa Barat, 16964, Indonesia

has been assessed and certified as meeting the requirements of  
**ISO 9001:2015**

For the following activities  
Manufacture of Ceramic Tableware



This certificate is valid from 20 June 2022 until 06 June 2025 and remains valid subject to satisfactory surveillance audits.  
Issue 2. Certified since 05 August 2019.

Last certificate expiry date 06 June 2022  
Recertification audit date 26 April 2022

Authorised by

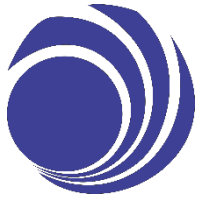


PT SGS Indonesia  
The Garden Centre 2nd Floor, Cilandak Commercial Estate, Jl. Raya Cilandak KKO, Jakarta 12560, Indonesia  
t +6221 2978 0600 - www.sgs.com



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# HALAL Certification

**MAJELIS ULAMA INDONESIA**  
THE INDONESIAN COUNCIL OF ULAMA

**KETetapan HALAL**  
اقتات الحلال  
**HALAL DECREE**

No : LPPOM-00170128441021 : الرقم

إن مجلس العلماء الاندونيسي - بعد الاختبارات والبحوث - بالإعتماد على فحص المحتويات والإجراءات من Majelis Ulama Indonesia ( MUI ), setelah melakukan pengujian dan pembahasan, berdasarkan pemeriksaan yang telah dilakukan oleh : (The Indonesian Council of Ulama, after examining, and discussing the audit result conducted by):

**LEMBAGA PENGKAJIAN PANGAN, OBAT-OBATAN DAN KOSMETIKA MAJELIS ULAMA INDONESIA (LPPOM MUI)**

قرر بأن المنتجات الغذائية أو الأدوية أو مستحضرات التجميل المبين اسمها أدناه حلال حسب متطلبات الشريعة الإسلامية  
Menetapkan bahwa produk yang disebutkan namanya di bawah ini adalah HALAL menurut Syariat Islam. (Declare that product stated below as HALAL according to the Islamic Law.)

Nama Perusahaan : HAENG NAM SEJAHTERA INDONESIA PT : اسم الشركة  
Name of Company  
Kelompok Produk : OTHERS (LAIN-LAIN) : اسم الشركة  
Product Group  
Daftar Produk halal dan fasilitas dapat dilihat pada Lampiran Ketetapan Halal. The list of products and facilities can be seen in the attachment of The Halal Decree.

Dikeluarkan di Jakarta pada : 06 OKTOBER 2021 : اصدرت هذه الشهادة بجاكرتا في  
Issued in Jakarta on  
Berlaku sampai dengan : 05 OKTOBER 2025 : وصالحة إلى  
Valid until  
مادامت تركيبات المواد المشر إليها وعملية إنتاجها ونظام ضمان الحلال (HAS 23000) مطابقة على الشكل الذي قرره قسم الإفتاء بالمجلس  
as long as the ingredients, production process, and the implementation of Halal Assurance System (HAS 23000) are in accordance to the decree of Fatwa Commission of the Indonesian Council of Ulama.

رئيس قسم الإفتاء بالمجلس  
KETUA KOMISI FATWA MUJ  
HEAD OF THE FATWA COMMISSION OF MUI

Prof. Dr. H. HASANUDDIN AF, MA : الرئيس العام للمجلس  
KETUA MAJELIS MUJ  
CHAIRMAN OF MUI

KIL MITTACHUL AKHYAR

Ir. HJ. MUTI ARINTAWATI, M.Si  
SUAM UNTUK MELIHAT DAFTAR PRODUK HALAL  
SUAH FOR VIEW LIST OF CERTIFIED PRODUCT

Logo of Majelis Ulama Indonesia (LPPOM-MUI)

**MAJELIS ULAMA INDONESIA**  
LEMBAGA PENGKAJIAN PANGAN OBAT-OBATAN DAN KOSMETIKA  
MAJELIS ULAMA INDONESIA (LPPOM-MUI)  
THE ASSESSMENT INSTITUTE FOR FOODS, DRUGS, AND COSMETICS  
THE INDONESIAN COUNCIL OF ULAMA (LPPOM-MUI)

**HALAL ASSURANCE SYSTEM STATUS**  
保证哈拉系统的状态

NO. HS1A24405/102021/HNA

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

Berdasarkan pemeriksaan dokumen dan audit implementasi Sistem Jaminan Halal, Lembaga Pengkajian Pangan, Obat - obatan dan Kosmetika - Majelis Ulama Indonesia (LPPOM-MUI) menyatakan bahwa :  
Based on the on-desk appraisal and implementation audit of Halal Assurance System, The Assessment Institute for Foods, Drugs and Cosmetics - The Indonesian Council of Ulama (LPPOM-MUI) states that :  
按照审查文件和审计哈拉保证系统, LPPOM-MUI 宣布 :

Nama Perusahaan ( 公司名称 ) : PT HAENG NAM SEJAHTERA INDONESIA  
Name of Company  
Alamat Perusahaan/Pabrik ( 公司地址 ) : Desa Cicadas RT. 003 RW 001 Kecamatan Gunung Putri Kabupaten Bogor, Jawa Barat, Indonesia  
Address

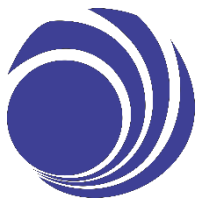
dinilai telah menerapkan Sistem Jaminan Halal  
has been implementing Halal Assurance System  
已贯彻执行哈拉保证系统

dengan kategori/with category/ 评分 :  
**SANGAT BAIK / EXCELLENT**

Jakarta, 06 OKTOBER 2021  
Direktur Eksekutif,  
Executive Director,  
Ir. HJ. Muti Arintawati, M.Si.

Berlaku sampai dengan / Valid until / 有效期: 05 OKTOBER 2025  
Lembar ini bukan merupakan Sertifikat SJH/This is not HAS Certificate





# Audit Result



## Sedex Members Ethical Trade Audit Report

Version 6.1



Sedex Audit Reference: 2022IDZAA419851525 • Sedex Members Ethical Trade Audit Report Version 6.1

Audit Details			
Sedex Company Reference: <small>(only available on Sedex System)</small>	ZC: 1000939	Sedex Site Reference: <small>(only available on Sedex System)</small>	ZS: 1071474
Business name (Company name):	PT. Haeng Nam Sejahtera Indonesia		
Site name:	PT. Haeng Nam Sejahtera Indonesia		
Site address: <small>(Please include full address)</small>	Ds. Cicadas, Kec. Gunung Putri, Kab. Bogor, Jawa Barat, 16964 Indonesia	Country:	Indonesia
Site contact and job title:	Lusia Widiastuti as System Development		
Site phone:	+62 - 21 8671739	Site e-mail:	lucy@pthsi.com
SMETA Audit Pillars:	<input checked="" type="checkbox"/> Labour Standards	<input checked="" type="checkbox"/> Health & Safety (plus Environment 2-Pillar)	<input type="checkbox"/> Environment 4-pillar <input type="checkbox"/> Business Ethics
Date of Audit:	20-21 June 2022		

Audit Company Name & Logo: 	Report Owner (payer): <small>(If paid for by the customer of the site please remove for Sedex upload)</small>
---	--

Audit Conducted By					
Affiliate Audit Company	<input checked="" type="checkbox"/>	Purchaser	<input type="checkbox"/>	Retailer	<input type="checkbox"/>
Brand owner	<input type="checkbox"/>	NGO	<input type="checkbox"/>	Trade Union	<input type="checkbox"/>
Multi-stakeholder	<input type="checkbox"/>	Combined Audit (select all that apply)			

If you have any concerns or queries about this SMETA report or the associated SMETA audit, please contact [grievance@sedex.com](mailto:grievance@sedex.com).

To confirm the validity of this report, please visit <https://www.sedex.com/audit-verifier/>

Subject: Result Notification-- (PT. Haeng Nam Sejahtera Indonesia)

Thanks a lot for your support during the audit.

Audit result is **Excellent, scoring 95% Without major finding**. Attached is the formal RECAP for your reference.



## SMETA Corrective Action Plan Report (CAPR)

Version 6.1





# Audit Result



## UL FACTORY QUALITY AUDIT REPORT

AUDITED SITE

PT .HAENG NAM SEJAHTERA INDONESIA

DATE OF AUDIT  
08 June 2022

REPORT REFERENCE  
FR14377211.1.1.01

GENERAL MERCHANDISE QUESTION SET



FACTORY QUALITY AUDIT : GENERAL MERCHANDISE									
Formal Revision Number 14.									
GENERAL INFORMATION									
Audit Start Date:	8-Jun-22	End Date:	8-Jun-22	Auditor:	Winarsa	UL Report #:	FR14377211.1.1.01		
Supplier Name:	PT .HAENG NAM SEJAHTERA INDONESIA				Supplier #:	948381			
Factory Name:	PT .HAENG NAM SEJAHTERA INDONESIA				Factory #:	1-2040			
Factory Address:	Desa Cicadas, Kec. Gunung Putri, Kab Bogor Jawa Barat, 16964 Indonesia				Country:	Indonesia			
Product Category:	Household Ceramic				Audit type:	Maintenance			
Product Description:	Ceramic tableware				Product Risk:	Medium			
Scope of Audit:	Incoming raw material, Forming, finishing, packing				Previous report #:	N/A			
Factory Representative:	Lusia W				Position:	System development			
SCORE									
SECTION	Critical	Major	Minor	Satisfactory	NA	Scoring			
A QUALITY MANAGEMENT SYSTEM (QMS)	0	0	0	15	0	100%			
B FACILITIES	0	1	2	6	0	75%			
C SUPPLY MANAGEMENT	---	0	1	9	0	94%			
D EQUIPMENT CONTROL AND MAINTENANCE	---	0	0	8	0	100%			
E CONTAMINATION CONTROL	0	1	1	15	7	91%			
F PRODUCTION SET UP	---	0	0	10	0	100%			
G PRODUCT CONFORMITY - Household Ceramic	0	0	1	20	0	97%			
H ADMINISTRATION AND TRAINING	---	0	0	7	0	100%			
Overall:	0	2	5	90	7	95%			
COMPLIANCE LEVEL	5				91%+				
RISK LEVEL	2				HIGH RISK				
OVERALL RATING	B				SATISFACTORY				
Comments									
The main product was ceramic tableware									

### General Merchandise - Fact

Section	Class	Critical Regulation Safety and Hyg
QUALITY MANAGEMENT SYSTEM (QMS)	A01	Quality and Hyg
QUALITY MANAGEMENT SYSTEM (QMS)	A02	Quality and Hyg
QUALITY MANAGEMENT SYSTEM (QMS)	A03	Quality and Hyg
QUALITY MANAGEMENT SYSTEM (QMS)	A04	Product Safety, Critical Points
QUALITY MANAGEMENT SYSTEM (QMS)	A05	Product Safety, Critical Points
QUALITY MANAGEMENT SYSTEM (QMS)	A06	Product Safety, Critical Points
QUALITY MANAGEMENT SYSTEM (QMS)	A07	Product Safety, Critical Points
QUALITY MANAGEMENT SYSTEM (QMS)	A08	Product Safety, Critical Points
QUALITY MANAGEMENT SYSTEM (QMS)	A09	Product Safety, Critical Points
QUALITY MANAGEMENT SYSTEM (QMS)	A10	Product Safety, Critical Points
QUALITY MANAGEMENT SYSTEM (QMS)	A11	Product Safety, Critical Points
QUALITY MANAGEMENT SYSTEM (QMS)	A12	Product Safety, Critical Points
QUALITY MANAGEMENT SYSTEM (QMS)	A13	Product Safety, Critical Points


### General Merchandise - Factory Quality Audit Checkpoints

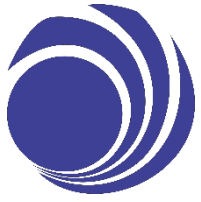
CONTAMINATION CONTROL	E26	Chemical Control (Where Applicable)	When engaged in the use of chemicals shall receive appropriate training to use those chemicals. Appropriate PPE equipment shall always be used when handling chemicals	MEDIUM					X			Acceptable	The operator was trained
CONTAMINATION CONTROL	E27	Water Contamination	The facility shall ensure that any water that comes into contact with articles or materials, during the production process, is of a suitable quality	MEDIUM					X			Acceptable	The facility maintained for water quality
E				TOTAL:	24						7	91%	
Section	Clause	Critical / Regulatory / Safety / Hygiene	Checkpoints	Weighting	0	1	2	3	4	5	Severity of finding	Observation or Non-Conformance	
PRODUCTION SET UP	F01	Specification	The facility shall establish and maintain a procedure for the management and validation of the latest production / client specification.	HIGH					X		Acceptable	The facility followed clients specification by approved sample	
PRODUCTION SET UP	F02	Work Order Instruction	The facility shall maintain records to demonstrate that Work Order Instructions are created from the agreed controlled Final Specification.	MEDIUM					X		Acceptable	Work Order Instruction was available at working area	
PRODUCTION SET UP	F03	Production & Setup Sample	The facility shall ensure that the Customer Approved Production Sample is available, that it is controlled, stored and maintained responsibly.	MEDIUM					X		Acceptable	The approved and signed sample provided	
PRODUCTION SET UP	F04	Factory Reference Sample	The facility shall establish and maintain a process for the allocation and control of the production reference sample. The reference sample shall be controlled against the final approved customer sample.	MEDIUM					X		Acceptable	The reference sample was provided	
PRODUCTION SET UP	F05	Testing	The facility shall establish and maintain a process to ensure that the test strategy (what to test, where, when and why?) is defined early in the development phase. The facility shall ensure, and be able to demonstrate, how the product meets the customer specification and legal requirements.	HIGH					X		Acceptable	The facility conducted testing which related to the products either in house or external test	
PRODUCTION SET UP	F06	Product / Engineering Change	The facility shall establish and maintain a process to manage, in the event of a change of specification or sample, a clear process, including records, for the implementation of the changes, specifications, production sample, work instruction and approved documents.	MEDIUM					X		Acceptable	The facility followed clients specification by approved sample	
PRODUCTION SET UP	F07	Product / Engineering Change	The facility shall be in place to ensure that changes are validated to meet all specifications / requirements	MEDIUM					X		Acceptable	The facility followed clients specification by approved sample	
PRODUCTION SET UP	F08	Production Controls	The facility shall determine that where appropriate, equipment shall be set up and transition procedures established, in order to prevent cross contamination from one product or material to another.	MEDIUM					X		Acceptable	The facility had working instruction which related to the client equipment to avoid any contamination from one product to another	
PRODUCTION SET UP	F09	Machine Parameter	The facility shall ensure the machine parameters and settings which conformed with the defined procedure and equipment upon the customer approved samples and technical specifications.	MEDIUM					X		Acceptable	The facility had its parameter for every machine and followed by operator	
PRODUCTION SET UP	F10	Machine Parameter	The Machine operational instructions and confirmed parameters shall be documented and for following by the operators during the production. There should have the routine and regularly verification of the parameters during the operation.	MEDIUM					X		Acceptable	The facility had its parameter for every machine and followed by operator	
F				TOTAL:	10						0	100%	
Section	Clause	Critical / Regulatory / Safety / Hygiene	Checkpoints	Weighting	0	1	2	3	4	5	Severity of finding	Observation or Non-Conformance	
PRODUCT CONFORMITY - Household Ceramic	G01	Pre-Production Meeting and Preparation	The facility shall hold pre-production meetings where objectives are set. Appropriate meeting records shall be kept.	MEDIUM					X		Acceptable	PFMEA was conducted by facility	
PRODUCT CONFORMITY - Household Ceramic	G02	Pre-Production Meeting and Preparation	The facility shall ensure that Pre-Production meetings involve the appropriate representatives from all the related production departments	MEDIUM					X		Acceptable	PFMEA attended by all related representatives	
PRODUCT CONFORMITY - Household Ceramic	G03	Pre-Production Meeting and Preparation	The meeting shall highlight CCPs for the production and QC/QA	MEDIUM					X		Acceptable	PFMEA attended by all related representatives	
PRODUCT CONFORMITY - Household Ceramic	G04	Pre-Production Meeting and Preparation	The facility shall ensure that operational instructions are prepared and posted in appropriate areas for those critical production processes	MEDIUM					X		Acceptable	The PFMEA result distributed to all related department	
PRODUCT CONFORMITY - Household Ceramic	G05	Control Sample / Approved Sample	The facility shall control each of the production samples. The samples shall be approved and signed with comments by the facility quality assurance department	CRITICAL					X		Acceptable	The approved and signed sample provided	
be authorized by the appropriate responsible person(s)													





# Audit Result

Quality Assurance of Starbucks Coffee			
SUPPLIER PROFILE			
Client: PT. Starbucks Coffee Indonesia Address: Wisma BNI 46, 7 <sup>th</sup> Floor Jl. Jend. Sudirman Kav. 1 Jakarta Contact: Sigit Jaya Saputra & Lydia Natalia Telephone: (62.21) 574.6501 Fax: (62.21) 574.6189 Email: <a href="mailto:Sigit.Saputra@starbucks.co.id">Sigit.Saputra@starbucks.co.id</a> <a href="mailto:Lydia.Natalia@map.co.id">Lydia.Natalia@map.co.id</a>		Audit Tracking Number: 131023 Supplier: PT. Haeng Nam Sejahtera Indonesia Address: Desa Cicadas, Gunung Putri Bogor Jawa-Barat Contact: Mr. Songky Hartanto Telephone: (62.21) 867.0553 Fax: (62.21) 867.0343 Email: <a href="mailto:sonaky@phsi.com">sonaky@phsi.com</a>	
Type of Audit: <input type="checkbox"/> Self <input checked="" type="checkbox"/> Supplier		System Development Manager: Mr. Songky Asst Production Manager: Mr. Surata	
Facility Profile Description:  PT. Haeng Nam Sejahtera Indonesia (PT.HSI) is local supplier for Starbucks Coffee Indonesia for the for-here mugs with five different sizes (3oz, 8oz, 12oz, 16oz and 20oz). PT.HSI produces all mug products in Desa Cicadas, Gunung Putri, Bogor, Jawa-Barat. Established on 1989, PT.HSI has three production plants that function for product development, printing and packaging industry. As one of the largest ceramic tableware manufacture in Indonesia, PT.HSI is supported by more than 1.600 employees. PT.HSI vision is to always produce the highest quality products and provide on-time delivery. Total area of production facilities owned PT.HSI approximately 5 hectares. Export markets is the biggest target of PT.HSI, 85% of products produced are for export. The market demands are come from USA, Canada, Europe, Australia, Asia, Middle East and South Africa. All of for-here mug products that produced PT.HSI for Starbucks Coffee Indonesia are elegant bone type however is break, chip and scratch resistant as well as being dishwasher and microwave. All products produced have passed the FDA standards, California Proposition 65 and EEC84/500 for food safety requirements. Lab test for migration lead and cadmium tests carried out on a regular basis and must be done also on every shipment for export to several countries. PT. HSI has certified ISO 9001 : 2008 from SGS.			
Types of Products Produced: <b>Starbucks Mugs</b> (3oz, 8oz, 12oz, 16oz, 20oz) 			
Audit History (if applicable)			
Previous Audit Dates:	30 June 2011	24 September 2012	23 October 2013
Previous Audit Scores:	99%	100%	100%
Previous Audit Ratings (Pass, Conditional Pass, Fail):	Pass	Pass	Pass (GFSI Checklist)
Supplier Certified / Inspected By: Sigit Jaya Saputra & Lydia Natalia			



# WCA and H&M Award







# Audit Result



Measured Results - Improved Performance

## Supplier Qualification Program Assessment Report

PT. Haeng Nam Sejahtera Indonesia



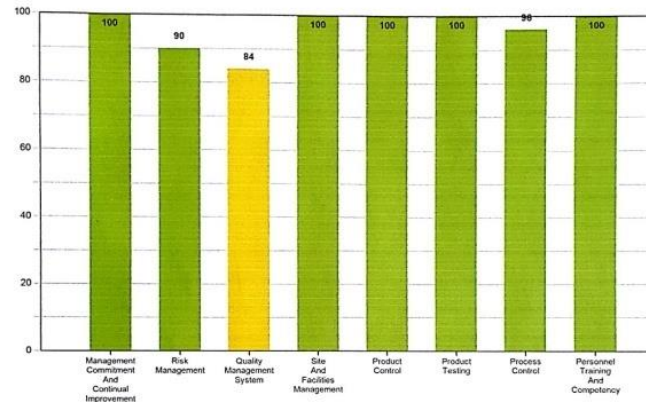
Report No: F\_IAR\_9032\_SQP  
Audit Date: 24-Jul-2014  
Jawa Barat, Indonesia

95

Intertek



### I. Facility Performance Summary



Performance Summary	Overall Compliance(%)	Non Compliance (%)					
		Major		Moderate		Minor	
		# of Questions	%	# of Questions	%	# of Questions	%
Facility Summary	95%	0	0.0%	3	3.3%	3	1.3%



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### Supplier Qualification Program Assessment Report

Report No F\_IAR\_9032\_SQP  
Audit Date Jul 24, 2014  
Assessment Stage Annual  
Company Full Name PT. Haeng Nam Sejahtera Indonesia  
Audit Location Desa Cicadas, Kec. Gunung Putri, Kab. Bogor  
City Bogor  
Country Indonesia  
Telephone No 62 21 8671739  
Fax No 62 21 8672372  
Auditor(s) Name Sano Resdiano, Nusadamba Gintings

### Facility Performance Rating

Participating Facilities : 2614

**High Performance**  
Meet Expectations.  
Facility demonstrates readiness to assume responsibilities for managing and monitoring compliance activities.

**Medium Performance**  
Further Improvement Needed.  
Moderate concern in facility's readiness to assume responsibilities for managing and monitoring compliance activities.

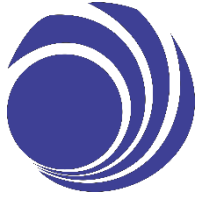
**Low Performance**  
Significant Action Required.  
Significant concern in facility's readiness to assume responsibilities for managing and monitoring compliance activities.

**Very Low Performance**  
Urgent Action Required.  
Severe concern in facility's readiness to assume responsibilities for managing and monitoring compliance activities.



Facility Score 95  
Global Score 79

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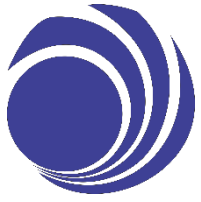
# Advantage Competitiveness



PT Haeng Nam Sejahtera Indonesia tableware complies with :

- The European Conformity (Lead and Cadmium Test 84/500/EEC)
- US Food and drug Administration (FDA) and California Proposition 65.
- Our product water absorption below 0.1% (US custom standard for Stoneware water absorption is below 3% and for porcelain is below 1%).
- Remarkable durability both body and glaze for daily use. Passed the international test for dishwasher & microwave safe and achieved thermal shock resistance up to  $\Delta 170^{\circ}\text{C}$ .





# Advantage Competitiveness

*Body  
Materials :*

Stoneware



Fine China



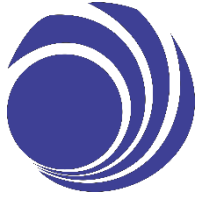
Porcelain



Bone China



Production capacity : 1,8 mio/month  
Employee : 1,700 workers

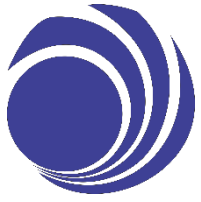


# Advantage Competitiveness

*Pad Printing (Soft Effect & Bold Effect)*





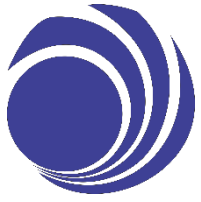


# Advantage Competitiveness

*Color Glaze (Reactive Glaze, Two Tone Color, Solid Color)*





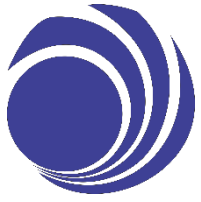


# Advantage Competitiveness

*Decal (In Glaze & On Glaze Decal, Reactive Decal)*





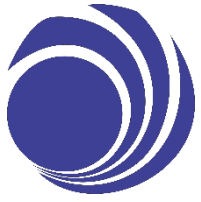


# Advantage Competitiveness

*At PT. Haeng Nam Sejahtera Indonesia, we like to pamper our customers and our qualified staff is available at all times to accommodate any queries, requirements or needs.*

*We cater for our customers before, during and after a purchase. We ensure that our products and services matches our customers needs so that they get value for their money.*





# Our Customer

*PT. Haeng Nam Sejahtera Indonesia has successfully developed a substantial export market for the top-of-the-line Stoneware, Ivory, Elegant Bone & Fine China Tableware*

*And the customer portfolio now includes world-renowned Tableware companies in the **USA, EUROPE (UK, France, Sweden, Finland, Spain, Italy), SOUTH AMERICA (Mexico, Argentina, Chile, Colombia, Peru), ASIA (Japan, Korea, China, Pakistan, UAE) , South Africa, Australia, New Zealand etc.***







# Our Customer - USA



*Noritake*

**DKNY**  
DONNA KARAN NEW YORK

**FORTESSA.**  
TABLEWARESOLUTIONS

**WILLIAMS SONOMA**  
CALIFORNIA

**LENOX**

**Crate&Barrel**

 **LifetimeBrands**



# Our Customer - USA

POTTERY  
BARN

west elm

red  
vanilla



NEIL LANE

BY FORTESSA





# Our Customer – UK & Europe

Joules

MARKS &  
SPENCER

GALLERIES  
Lafayette

DEBENHAM'S  
BRITAIN'S FAVOURITE DEPARTMENT STORE



E.Leclerc 

STYLE   
Specialist in Tabletop & Buffet Presentation

PORTMEIRION®

KitchenCraft®



Sainsbury's



WEGTER<sup>NL</sup>



# Our Customer – UK & Europe

 **LOCKHART**  
Catering Equipment

  
*Rosen* ~~X~~ *thal*

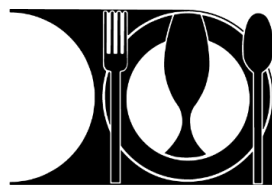
**H&M HOME**

JOHN LEWIS  
& PARTNERS

**Thomas**  
rosenthal group

Medard de Noblat  
Depuis 1836

**Waitrose**

  
GROUPE LEBRUN

habitat 

**SG**  
Secret de Gourmet®  
*Plaisir partagé*

  
**wagamama**

  
Imaginée  
Grès

La Redoute  
• INTERIEURS •

**Ge**  
Gers *équipement*





South America, Spain, Italy, India, NZ,  
Australia

*falabella*



CERRAGLOBE

RIERA  
G R O U P



STARKE<sup>TM</sup>  
PORCELAIN

El Corte Inglés



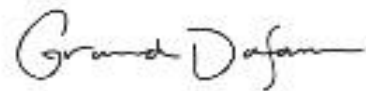
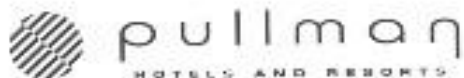
**WOOLWORTHS**

*unitable*  
UNIVERSO TAVOLA



# Our Customer - Indonesia

## HOTEL







# Our Customer - Indonesia

## Food Beverage Chain & Restaurant

PAUL  
depuis 1889



KFC



Pizza Hut



ABUBA  
steak





# Our Customer - Indonesia

## Department Stores



## Supermarket - Groceries







# Our Customer - Indonesia

## Interior – Specialty Store



## Promotional





# Our HORECA Line Up



PORCELAIN



FINE CHINA





# Coloured Stoneware Line Up

STONEWARE







***PT HAENG NAM SEJAHTERA INDONESIA***

*Desa Cicadas, Kec. Gunung Putri*

*Kab. Bogor, Jawa Barat, Indonesia*

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**+62-21-8670343, 8672372**

**[marketing@pthsi.com](mailto:marketing@pthsi.com)**

**[www.pthsi.com](http://www.pthsi.com)**