

SUSTAINABILITY  
REPORT

2022



BUILDING FOR A  
**BETTER FUTURE**



YEARS OF EXCELLENCE



**sinar mas land**



2022 marked SML's Golden Jubilee, having first started operations in 1972. Guided by our 6 core values, SML is well-positioned to become a regional real estate player to meet the ever-changing demands of the real-estate users and endeavour to **build a better future** for the years to come.

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## ABBREVIATIONS

ABBREVIATIONS	EXPLANATIONS
AM	Asset Management
ARC	Audit and Risk Management Committee
BBQ	Berantas Buta Quran / Learn How to Read Quran
BCA	Building and Construction Authority of Singapore
CMC	Crisis Management Committee
Comm	Commercial
ERMC	Executive Risk Management Committee
ESG	Environmental, Social and Corporate Governance
GBCI	Green Building Council Indonesia
GFA	Gross Floor Area
GHG	Greenhouse Gas
GOP	Green Office Park
GRI	Global Reporting Initiative
HSE	Health, Safety, Environment
ITC	International Trade Centre
JBDTK	Jabodetabek or The Greater Jakarta metropolitan area (an acronym of Jakarta-Bogor-Depok-Tangerang-Bekasi)
IDX	Indonesia Stock Exchange
LEED	Leadership in Energy and Environmental Design
MSMEs	Micro, Small and Medium Enterprises
OHS	Occupational Health Safety
PIC	Person-in-Charge
RH	Retail and Hospitality
RTH	Ruang Terbuka Hijau (Green Open Space)
SBU	Strategic Business Unit
SDGs	United Nation's Sustainable Development Goals
SGX	Singapore Exchange Limited
TCFD	Task Force on Climate-related Financial Disclosures
TPS3R	Tempat Penampungan Sementara (TPS) / Waste Temporary Shelter 3R (Reduce, Reuse, Recycle)
UNGC	United Nations Global Compact

# EXECUTIVE SUMMARY REPORT

## SINARMAS LAND FOR FY 2022

**\$S\$1,331.7 million**  
IN TOTAL REVENUE



REVENUE FROM SALE OF DEVELOPMENT PROPERTIES

**\$S\$1,049.8 million**

RENTAL AND RELATED INCOME

**\$S\$138.7 million**



REVENUE FROM HOTEL AND GOLF OPERATIONS

**\$S\$14.7 million**



REVENUE FROM SERVICE CONCESSION ARRANGEMENTS

**\$S\$90.6 million**

BUILDING MANAGEMENT FEES

**\$S\$34.3 million**



REVENUE FROM TOLL ROAD OPERATION

**\$S\$1.1 million**



OTHER REVENUE

**\$S\$2.5 million**



## GREEN BUILDINGS

7 GREEN CERTIFIED BUILDINGS & AREAS

- Green Office Park Area – BSD City (Greenmark BCA)
- Sinar Mas Land Plaza – BSD City (Greenmark BCA)
- Sinar Mas Land Plaza – Jakarta (Greenmark BCA)
- MyRepublic Plaza – BSD City (GreenShip GBCI)
- Green Office Park 9 – BSD City (GreenShip GBCI)
- Green Office Park 1 – BSD City (GreenShip GBCI)
- NavaPark Area – BSD City (GreenShip GBCI)

## SCOPE OF REPORTING

**99**

PROPERTY MANAGEMENT PROJECTS  
(11 additional projects compared to 2021)

**48**

DEVELOPMENT PROJECTS<sup>1</sup>  
(9 additional projects compared to 2021)

**3,542,607 m<sup>2</sup>**

TOTAL GFA IN 2022  
(1% increase from 2021)

## SUSTAINABILITY VISION AND FOUR CORE PILLARS OF SINARMAS LAND



**BEST IN  
CLASS REAL  
ESTATE**

By providing state-of-the-art product, facilities and services of the highest quality with excellent value, we are making a unique contribution to the prosperity of current and future generations, as well as to Indonesia as a whole.



**CLIMATE  
CHANGE & THE  
ENVIRONMENT**

We recognise the need to mitigate our environmental impact along with climate change and we are in a position to contribute positively to Indonesia's commitments under the Paris Climate Agreements.



**SUSTAINABLE  
COMMUNITY**

As part of our commitment towards the Indonesian people, we actively engage with our stakeholders and work on a number of large scale community projects.



**EDUCATIONAL  
PATRONAGE**

We are committed in ensuring that everyone within the communities of operations, independent of their gender or age, and at their own discretion, has equal access to our education ecosystem.

## SINARMAS LAND'S SUSTAINABILITY GOVERNANCE AND CORE VALUES

<sup>1</sup> Refers to all development projects in 2022, i.e. whose data are included for the purpose of reporting total material consumption for this year; therefore, this figure may fluctuate from year to year.

# EXECUTIVE SUMMARY REPORT

## ABOUT THIS REPORT AND BOARD STATEMENT

Our Sustainability Report 2022 provides an in-depth look at the sustainability efforts undertaken by Sinarmas Land Limited (“SML”) in conducting its business. The scope of coverage spans the period from 1 January 2022 to 31 December 2022 (“FY2022” or “reporting year”), which is the same as the period for our financial reporting. This report details the management systems, initiatives, and performance relating to each of our sustainability-related topics and covers all entities where SML has direct control or significant influence. For a full list including subsidiaries, please refer to our Annual Report 2022. Due to the new acquisition and divestment of assets, two properties within its U.K. portfolio have been excluded from this report but included in our financial reporting<sup>2</sup>. SML’s sustainability reporting currently does not involve the use of external assurance; however, an internal validation of this report has been conducted by our Internal Audit Group. We constantly strive to improve our processes to gather and validate data disclosed.

An internal assurance of this Sustainability Report 2022 (referred to as “the Report” hereafter) was conducted by SML’s Internal Audit. As a

function that maintains independence from SML’s governing body and management, our Internal Audit conducted an objective assurance on the adequacy and effectiveness of the internal control over the reporting process of the Report.

The internal assurance was conducted in accordance with the International Standards for the Professional Practice of Internal Auditing issued by the Institute of Internal Auditors, as well as the Guide to Internal Review of Sustainability Report issued by the Institute of Internal Auditors, Singapore.

SML’s Board reviews matters relating to ESG regularly. When necessary, the Board reassesses the Group’s sustainability strategy to ensure alignment with the overarching sustainability vision of SML. The Board endorsed the material topics relevant to each year’s Sustainability Report and managing ESG-related risks, with the support of the Audit and Risk Management Committee (“ARC”).

In 2021, we began our journey of implementing the Task Force on Climate-related Financial Disclosures (“TCFD”) guidelines. TCFD aims to improve the transparency and accuracy of climate-related financial

information. For the FY2022 sustainability report, SGX also requires all issuers to provide climate-related disclosures consistent with the recommendations of the TCFD on a ‘comply or explain’ basis. GRI launched an update to their globally recognised standards for sustainability reporting in 2021. We have concurrently reported in accordance with the GRI Standards (2021) and SGX listing requirements. By combining these frameworks, we aim to provide comprehensive and reliable information regarding our organisation’s environmental and climate change impact.

Finally, we continuously ensure our strategy and report are aligned with directives by institutions such as the United Nations Global Compact (“UNGC”). We refer to the United Nations Sustainable Development Goals (“SDGs”) to track our progress and remain a signatory of the UNGC through the Indonesia Global Compact Network (“IGCN”).

For any questions regarding this report, please contact Muhammad Reza Abdulmajid, Chief Risk & Sustainability Officer, Sinarmas Land at [sustainability@sinarmasland.com](mailto:sustainability@sinarmasland.com).



Indonesia - Kanade, BSD City

<sup>2</sup> Within its U.K. portfolio, SML purchased Strand Building and sold Horseferry Building in 2022 (hence excluded for 2022). Utilities figures for Strand Building will be reported starting in 2023.

# CHAIRMAN AND CEO STATEMENT



**FRANKY OESMAN WIDJAJA**  
Executive Chairman

“  
**SML reinforced our commitment to sustainability management by initiating a range of environmental-related initiatives.**  
”

## OUR CONTINUED COMMITMENT TO SUSTAINABILITY

2022 was a milestone year for SML with the celebration of our 50th Golden Jubilee, coinciding with the resurgence of economic activities and transition shift towards a new phase of sustainable development. Economically, Indonesia, where the bulk of our business operates, recorded positive GDP growth following the easing of COVID-19 restrictions and the revival of business operations. The growth momentum was further aided by a range of beneficial fiscal and monetary policies that helped to stimulate domestic consumption and promote economic activity. As a result of these favourable factors, SML achieved record earnings, with revenue surging to an unprecedented high of S\$1,331.7 million.

On the sustainability front, SML partnered with Sustainalytics (“STY”) to undertake an ESG Risk Rating. STY is a well-established

ESG rating agency that rates companies' ESG risk exposure based on their environmental, social and corporate governance disclosures and performance. We are pleased to share that SML obtained a commendable ESG risk rating score of 15.8, indicating low severity of ESG risk and Management score of 52.9 indicating strong ESG Management approach and programme.

SML reinforced our commitment to sustainability management by initiating a range of environmental-related initiatives. On top of the 13% efficiency gain by employing solar panels on our six commercial buildings in 2022, starting from January 2023, SML is expanding the use of renewable energy through the purchase of Renewable Energy Certificates (“REC”). This is part of our new 12-year plan where we endeavour to reduce electricity-related emissions in our building by 35% through the use of REC, ultimately reaching Net Zero emissions by 2050.

Throughout the year, SML continued to drive digital innovation as part of the endeavour to transform BSD City into an integrated smart digital city. We continue to push the envelope by introducing autonomous electric vehicles into the township ecosystem. During the recent G20 Summit, Sinarmas Land was able to showcase the autonomous electric vehicle on trial in various parts of BSD City, including QBig Mall and Green Office Park.

As a community-focused business, we proactively manage our impacts towards the well-being of people in the communities. We aim to enhance the welfare of the societies where we operate and allow them to prosper and thrive.

Through our Bina Usaha MSME, we actively engaged hundreds of MSMEs by providing training in business development and product marketing. MSMEs under the programme were educated and empowered to utilise the

# CHAIRMAN AND CEO STATEMENT



“  
**We aim to enhance the welfare of the societies** where we operate and allow them to prosper and thrive.  
”

digital ecosystem to enhance their marketing efforts. We have also initiated a Local Farming Partnership programme for farmers in the Rumpin District, Bogor Regency, West Jakarta, by providing training and guidance on sustainable agriculture.

Launched in 2021, the Sekolah Berhati programme is an educational development programme that aims to transform selected schools into environmentally-conscious schools that prioritise health principles and safe protocols amidst the COVID-19 pandemic so they can carry out their functions as educational facilities for teachers and students. The Ministry of National Development Planning has recognised this social programme for its role in transforming the quality of education through its new curriculum implemented at partner schools. SML is proud to be part of this journey to provide access to education and build a pipeline of

young talent that would contribute to socioeconomic development and the success of our business.

Our report also features many other case studies and initiatives undertaken in 2022.

## RECOGNITION

We are honoured to be recognised by Indonesian and international bodies for our sustainable practices. SML received many awards and accolades, such as 3G Best Green Innovation and Solutions Award and Property Guru Indonesia Property Award for Best Recognition in ESG. A full list can be found in our

ESG Performance Summary section on Best in Class Real Estate.

## APPRECIATION

It is the continued support of our stakeholders that enables the success of SML's endeavours. We are grateful to our management and staff for their dedicated efforts. Finally, we would like to express our appreciation to our shareholders, customers and partners, who have been an integral part of our journey towards sustainability.

We look forward to building for a better future together.

**FRANKY OESMAN WIDJAJA**  
Executive Chairman

**MUKTAR WIDJAJA**  
Executive Director and  
Chief Executive Officer

# EXECUTIVE SUMMARY REPORT

## ESG PERFORMANCE SUMMARY

### BEST IN CLASS REAL ESTATE



**4,526**

**TOTAL NUMBER OF EMPLOYEES**  
(8% increase from 2021)

**16%**

**HIRING RATE**  
(6% increase from 2021)

SML's outstanding performance in sustainable development-oriented projects is consistently acknowledged both nationally and internationally. Our achievement in 2022 includes the following awards:

- 3G Innovation in Environmental Solutions Award 2022 (PT Bumi Serpong Damai Tbk)
- 3G Best Green Innovation and Solutions Award 2022 (PT Bumi Serpong Damai Tbk)
- Property Guru Indonesia Property Award 2022 – Special Recognition in ESG (Sinar Mas Land)
- Property Guru Indonesia Property Award 2022 – Best Sustainable Developer (PT Bumi Serpong Damai Tbk)
- Property Guru Indonesia Property Award 2022 – Special Recognition in Sustainable Design and Construction (PT Bumi Serpong Damai Tbk)
- Property Guru Indonesia Property Award 2022 – Special Recognition in ESG (NAVA Park, BSD City)
- TrenAsia ESG Excellent 2022 – Sustainability Residential Category (PT Bumi Serpong Damai Tbk)

### TARGETS AND CURRENT PROGRESS

For our real estate related goals, the following targets have been set for 3 years with 2021 as our baseline.

NO	TOPIC	TYPES OF TARGET	TARGET (3 YEARS)	ACHIEVEMENT AS OF 31 DEC 2022	
1	<b>Environment Complaint Resolution</b>	Number of resolved complaints for Environmental (meet Service Level Agreement ("SLA"))	Commercial BSD	> 90.00%	95.56%
			Commercial National		100.00%
			East Indonesia		95.43%
			Residential BSD		87.98%
			Residential National		89.21%
2	<b>Property Management Complaint Resolution</b>	Number of resolved complaints for Property Management (meet SLA)	Office Buildings	> 95.00%	98.00%
			Mall & Hotel		99.00%
3	<b>Customer Satisfaction</b>	Score of Online Customer Satisfaction Survey (index along scale of 1-5)	4.20		4.01
4	<b>Customer and Occupational Health &amp; Safety</b>	Number of incidents for Offices, Mall and Hotel Buildings	6 incidents		7 incidents
		Number of worker fatalities	0 fatality		0 fatality
5	<b>Compliance Management</b>	Number of non-compliances (fines, sanction, etc.)	0 non-compliance		0 non-compliance



# EXECUTIVE SUMMARY REPORT

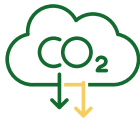
## CLIMATE CHANGE & THE ENVIRONMENT



TOTAL ENERGY IN 2022:

**266,113 MWh**

(intensity: 119.42 kWh/m<sup>2</sup> by GFA occupied, 9% increase vs. 2021)



TOTAL EMISSIONS IN 2022:

**186,749 tonnes  
OF CO<sub>2</sub> EQUIVALENT**

(intensity: 0.084 tonnes of CO<sub>2</sub> equivalent/m<sup>2</sup> by GFA Occupied, 7% increase vs. 2021)



TOTAL MUNICIPAL BUILDING  
WATER CONSUMPTION IN 2022:

**7,115,089 m<sup>3</sup>**

(intensity: 1.07 m<sup>3</sup>/m<sup>2</sup> by GFA Occupied, 15% increase vs. 2021)

On the environmental front, we are finalising our GHG inventory roadmap and will embark on new initiatives to purchase REC to reduce our building emissions. Partnering with DKI Jakarta Provincial Environment Agency, SML has launched a new integrated waste management process in SML's ITC projects to find innovative ways to reuse plastic and organic waste and minimise waste diverted to landfill. In addition, we have initiated two new green programmes, Eco-Enzyme and Plastic to Food, to promote the innovative use and reuse of organic compost and plastic waste. Finally, we have begun to incorporate the use of green materials in our construction projects.

### TARGETS AND CURRENT PROGRESS

The following targets have been set with tailored baselines to deliver on our environmental commitments, including new targets related to our Eco-Enzyme, Plastic to Food, and Green Materials initiatives. For energy, water, and emissions intensity, we use 2017 and 2019 as baselines for Green Buildings and High-Rise Buildings, respectively. Given Eco-Enzyme, Plastic to Food, and Green Materials are newly set targets for three years, 2022 figures will serve as the baselines for coming years.

In our Green Open Space, Tree Planting, and Biopori topics, the achievement as of 31 December 2022 was still below target due to prolonged construction process prior to entering the landscaping stage, as well as changes in development priority. A revised programme with an expanded scope including East Indonesia with new targets will be announced in 2023.

For energy, water, and emissions intensity, the achievement are highly impacted during the COVID-19 period, thus we will perform further review in 2023 and make necessary adjustments.

“

SML has launched a new integrated waste management process in SML's ITC projects to **find innovative ways to reuse plastic and organic waste** and minimise waste diverted to landfill. In addition, we have initiated two new green programmes, Eco-Enzyme and Plastic to Food, **to promote the innovative use and reuse of organic compost and plastic waste.**

”

# EXECUTIVE SUMMARY REPORT

NO	TOPIC	DESCRIPTION	TYPES OF TARGET	TARGET (2023 - 2025)	BASELINE AS OF 31 DEC 2022
1	Eco Enzyme	Based on socialisation schedule and Eco Enzyme produced for 3 years	Number of socialisation events	21 events	2 events
			Weight of organic materials processed	94.5 kg	21.6 kg
			Amount of eco enzyme produced	535.5 litres	280.0 litres
2	Plastic to Food	Based on less plastic programme planning for 3 years	Number of participants	3,000 persons	1,400 persons
			Number of plastic waste volume collected	5,900 kg	2,300 kg
3	Use of Green Material	Based on material estimation for new development project in 3 years	% of green material used for residential project (BSD and Greater Jakarta Area)	Minimally 20%	20 - 29% (Based on 3 different size of project)
4	Emission Reduction Using Renewable Energy	Based on REC implementation roadmap	% of emission reduction	35% (12 years period: 2023 - 2034)	9% (Based on Green Office Buildings and usage of solar panels)

NO	TOPIC	METRIC	COVERAGE	BASELINE YEAR	TARGET	2022 VS. BASELINE
1	Energy	Energy Intensity	Green Buildings	2017	5% reduction in 8 years or by 2025	+0.3%
			High-Rise Buildings	2019	3% reduction in 8 years or by 2027	+14%
2	Emission	Emission Intensity	Green Buildings	2017	5% reduction in 8 years or by 2025	-2%
			High-Rise Buildings	2019	3% reduction in 8 years or by 2027	+14%
3	Water	Water Intensity	Green Buildings	2017	10% reduction in 8 years or by 2025	-2%
			High-Rise Buildings	2019	2% reduction in 8 years or by 2027	+3%

NO	TOPIC	DESCRIPTION	TYPES OF TARGET	TARGET (2020 - 2022)	ACHIEVEMENT AS OF 31 DEC 2022
1	Green Open Space	Based on SML's 3 years master plan for City Development, Residential and Commercial	Number of developed Green Open Space (Public & Private)	439,470 m <sup>2</sup>	317,292 m <sup>2</sup> (72%)
2	Length of Pedestrian Walkway	Based on pedestrian length development plan from City Dev/ township for 3 years	Number of developed pedestrian length	2,861 m	3,947 m (138%)
3	Tree Planting (Township, Residential & Commercial)	Based on tree planting plan from development projects & estate management and CSR tree planting initiatives for 3 years	Number of trees planted	To plant 17,201 new trees	15,775 new trees planted (92%)
4	Biopori (Residential & Commercial)	Based on biopori implementation for development projects in 3 years	Number of biopori holes	5,031 holes	4,814 holes (96%)

# EXECUTIVE SUMMARY REPORT

## SUSTAINABLE COMMUNITY

**186**  
ACTIVITIES CONDUCTED IN  
OUR BINA USAHA MSME  
IN 2022

In terms of our Sustainable Community initiatives, we are continuously seeking ways to engage with our surrounding communities and business owners, equipping them with the necessary skills and tools to develop. Through our Bina Usaha MSME, we hosted hundreds of enriching activities to provide skills development opportunities for small and medium scale businesses.

### TARGETS AND CURRENT PROGRESS

As part of our Sustainable Community pillar performance monitoring, we have revised targets for the Digital Technology Grant (formerly IT Coding School Grant), Kampung Mantul, Bina Usaha MSME and Pasar Rakyat Go Digital (formerly Pasar Rakyat School) using 2019, 2021, and 2022, respectively, as baselines.

NO	TOPIC	DESCRIPTION	TYPES OF TARGET	TARGET (2023 - 2025)	BASELINE AS OF 31 DEC 2022
1	Bina Usaha MSME	Based on Bina Usaha MSME programme planning for 3 years	Number of MSME assisted	65 MSMEs	26 MSMEs
			Number of MSME with disabilities assisted	55 MSMEs	24 MSMEs
			Amount of revenue generated	IDR4.9 billion	IDR1.4 billion
2	Pasar Rakyat Go Digital <sup>3</sup>	Based on estimated Pasar Rakyat Go Digital projection for 3 years	Number of participants	1,000 MSMEs	612 MSMEs
			Number of participants who receive trainings on digital payment	532 MSMEs	302 MSMEs

NO	TOPIC	DESCRIPTION	TYPES OF TARGET	TARGET	ACHIEVEMENT AS OF 31 DEC 2022
1	Digital Technology Grant	Based on 5 years projection for IT Coding Grant target	Number of grants recipients	80 students <sup>4</sup>	67 students
			% employment rate	50% employment rate <sup>4</sup>	43% employment rate
2	Kampung Mantul	Based on number of schools selected for 3 years	Number of villages	5 villages <sup>5</sup>	3 villages
			Number of activities	480 activities <sup>5</sup>	369 activities

<sup>3</sup> Pasar Rakyat School programme was taken out from target monitoring since it was not extended by the Ministry of Trade due to COVID-19 pandemic and changes to officials within the Ministry. Currently, the programme is shifted into Pasar Rakyat Go Digital which provide capacity building for sellers.

<sup>4</sup> Target for 5 years (2020 - 2024)

<sup>5</sup> Target for 3 years (2022 - 2024)

# EXECUTIVE SUMMARY REPORT

## EDUCATIONAL PATRONAGE

**49**

**SCHOOLS PARTICIPATED IN  
SEKOLAH BERHATI PROGRAMME IN 2022**

**9.1**

**AVERAGE TRAINING HOURS PER EMPLOYEE IN 2022**  
(40% increase vs 2021)

SML has actively participated in numerous initiatives supporting education in our communities. Launched in 2021, Sekolah Berhati is an education programme that seeks to support the transformation of the school environment consistent with environmental and health-focused principles. This programme is partnered with key stakeholders from the Education Office and Ministry of Religion of both Tangerang Regency and South Tangerang City.

### TARGETS AND CURRENT PROGRESS

The following targets have been set – Learn how to read the Quran (formerly BBQ) and Literature Centre (formerly BSD Knowledge House) use 2019 as baseline years, while Sekolah Berhati (formerly Bina Sekolah) and employee training hours use 2021 as baseline years.

NO	TOPIC	DESCRIPTION	TYPES OF TARGET	TARGET	BASELINE AS OF 31 DEC 2022
1	<b>Learn How to Read the Quran</b>	Based on 5 years projection for learning to read the Quran target	Number of participants	900 participants <sup>6</sup>	687 participants
2	<b>Literature Centre</b>	Based on yearly activity plan for BSD Literature Centre	Number of activities	860 activities <sup>6</sup>	793 activities
3	<b>Sekolah Berhati</b>	Based on number of villages selected and activities conducted for 3 years	Number of selected schools	64 schools <sup>7</sup>	49 schools
4	<b>Employee Training Hours</b>	Based on average training hours per employee in 3 years	Number of training hours per employee	10 hours <sup>8</sup>	9.1 hour

<sup>6</sup> Target for 5 years (2020 – 2024)

<sup>7</sup> Target for 3 years (2022 – 2024)

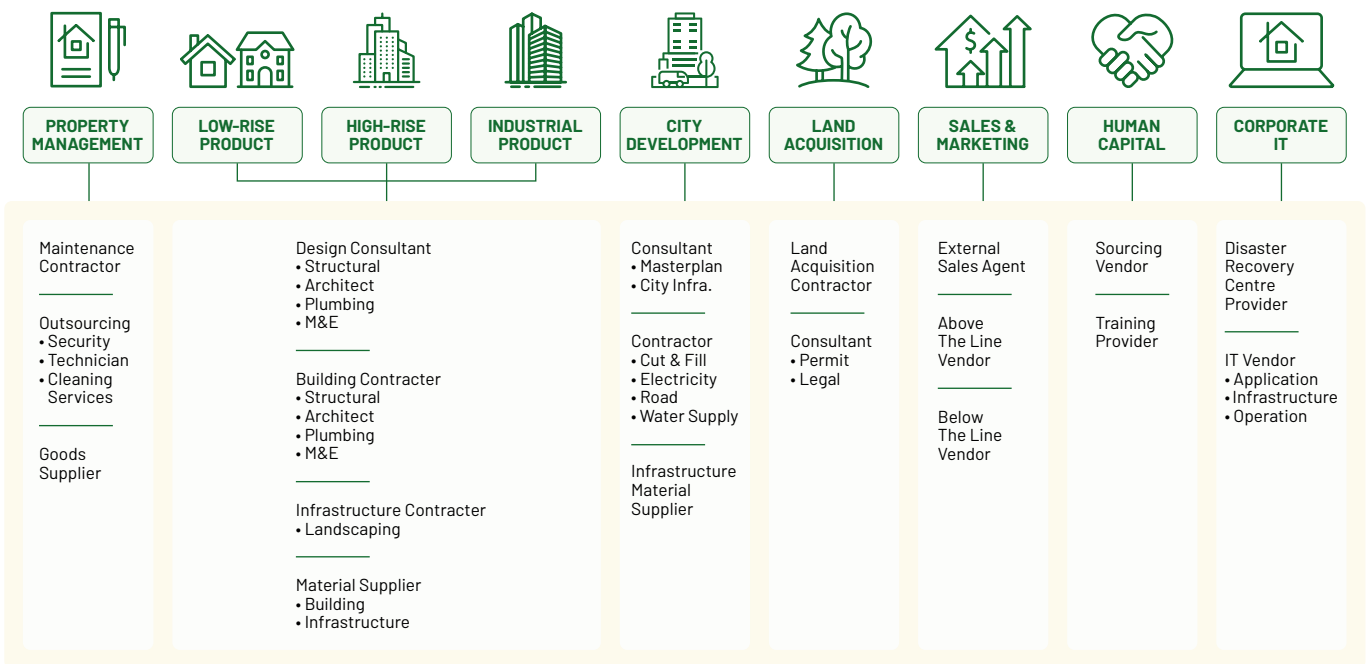
<sup>8</sup> Target for 3 years (2022 – 2024) and revise to 10 hours based on 2022 achievement.

# ABOUT SINARMAS LAND

Headquartered in Singapore, SML is a real estate developer listed on the Singapore Exchange. Through its portfolio of properties and investments, SML's geographic footprint spans Indonesia, Malaysia, China, Australia, and the United Kingdom. In Indonesia, SML operates mainly through three publicly listed subsidiaries: PT Bumi Serpong Damai Tbk ("BSDE"), PT Duta Pertiwi Tbk ("DUTI") and PT Puradelta Lestari Tbk ("DMAS").

Through various joint ventures, SML has been able to harness the expertise of like-minded partners to create new opportunities for growth and continue to strengthen alliances with reputable companies to expand our reach and break new ground. With its combined market capitalisation amounting to over S\$3.8 billion as of 31 December 2022 and considerable land bank, SML is recognised as one of the largest property developers in Indonesia. For further information about SML, please refer to our Annual Report 2022.

SML's supply chain ecosystem consists of various cross-industry entities working together to execute and deliver the best-in-class products and services to our stakeholders. Contractors, suppliers, consultants, professionals and subject matter experts are engaged throughout different stages of development, property management and corporate functions. The chart below illustrates the various key players' involvement:



Compared with the previous reporting period, there are no significant changes in our supply chain ecosystem.

## SINARMAS LAND LIMITED'S PROPERTY BY MARKET SEGMENTS



# NETWORK OF OPERATIONS

## PORTFOLIO OVERVIEW



**5**

**CITY & TOWNSHIP  
PROPERTIES**



**15**

**HOTELS, RESORT &  
GOLF COURSES**



**1**

**CONVENTION CENTRE**



**27**

**RESIDENTIAL PROPERTIES**



**24**

**RETAIL & TRADE CENTRES**



**16**

**COMMERCIAL PROPERTIES**



**3**

**INDUSTRIAL PROPERTIES**

**TOTAL ASSETS (S\$)  
7,700.6 million**

**ACROSS  
24 cities**

**REVENUE (S\$)  
1,331.7 million**

**OVER 46 million m<sup>2</sup>  
OF PRIME LAND SITE**

**1 GOAL  
BUILDING FOR A BETTER FUTURE**

# OUR APPROACH TO SUSTAINABILITY

SML's sustainability reporting has grown to provide a comprehensive, organisation-wide snapshot of our sustainability practices. Initiating our coverage solely on BSD City in 2017, we have gradually expanded the scope over the years to include our Indonesia and global operations, as well as implementing more sustainability initiatives and reporting practices. In 2022, our sustainability report has covered all entities where the Group has direct control or significant influence.

## THE SEVEN CATEGORIES OF BUILDINGS UNDER PROPERTY MANAGEMENT



## SINARMAS LAND'S SUSTAINABILITY VISION

In 2017, we devised a vision to SML's sustainability initiatives and efforts. Specifically, our vision comprises the four pillars to describe our mission to provide excellence in SML's facilities and service ("Best in class real estate"); our responsibility in response to climate change ("Climate change & the environment"); our commitment to the communities ("Sustainable community"); and our role in promoting educational development ("Educational patronage").

## SUSTAINABILITY VISION AND FOUR CORE PILLARS OF SINARMAS LAND



### BEST IN CLASS REAL ESTATE

By providing state-of-the-art product, facilities and services of the highest quality with excellent value, we are making a unique contribution to the prosperity of current and future generations, as well as to Indonesia as a whole.



### CLIMATE CHANGE & THE ENVIRONMENT

We recognise the need to mitigate our environmental impact along with climate change and we are in a position to contribute positively to Indonesia's commitments under the Paris Climate Agreements.



### SUSTAINABLE COMMUNITY

As part of our commitment towards the Indonesian people, we actively engage with our stakeholders and work on a number of large scale community projects.



### EDUCATIONAL PATRONAGE

We are committed in ensuring that everyone within the communities of operations, independent of their gender or age, and at their own discretion, has equal access to our education ecosystem.

## SINARMAS LAND'S SUSTAINABILITY GOVERNANCE AND CORE VALUES

Within each pillar, we have structured sustainability topics that are material to us. For each topic, there are a set of targets outlined and relevant initiatives which we describe in the report.

# OUR APPROACH TO SUSTAINABILITY

## CORPORATE GOVERNANCE AND RISK MANAGEMENT

The Group is guided by its core values to achieve prosperity and longevity in our business. We are able to cultivate a strong company culture grounded on sustainability and deliver service with consistent quality by embracing the following core values:

- Positive Attitude
- Integrity
- Commitment
- Continuous Improvement
- Innovation
- Loyalty

Our highest governance body, the Board of Directors, oversees SML's sustainability effort through the Audit Committee ("AC") and ERMC. Different functions and levels of management help implement and manage our sustainability vision at the operational level.

SML adopts a transparent and equitable Board Diversity Policy to promote good corporate governance within the Group. The Corporate Governance section in our Annual Report 2022 discloses information on the division of responsibilities between the Board and Management and Board composition, including the breakdown of Executive Directors and Independent Directors, as well as their independence. The role of the Executive Chairman is distinguished from that of the Chief Executive Officer.

The Board follows a formal process for the nomination of its directors. A Nominating Committee ("NC") that consists of two Independent Directors and one Executive Director is responsible for making Board appointments. Other Directors, SML management, and external consultants may be consulted to source potential candidates for the Board. The NC will consider criteria such as one's independence and capabilities, as well as the Board Diversity Policy in evaluating candidates.

The NC is also in charge of assessing the performance of the Board of

“  
The ERMC regularly reviews and updates key developments and changes that may potentially affect our operations and performance, as well as **drives progress and propose mitigation actions.**  
”

Directors. On an annual basis, the NC follows SML's established process to evaluate the effectiveness of the Board, as well as its committees and individual Directors, and identify areas for improvement.

SML regards critical concerns, including those that relate to bribery, fraud, corruption, and conflicts of interest, as a serious matter. Our Whistleblowing Policy empowers employees to raise such concerns. In 2022, we engaged a professional audit firm to help manage our whistleblowing system. This system serves as a 24-7 hotline that accepts reports via phone call, email, or website. These reports will undergo a detailed investigation by the Internal Whistleblowing Committee to decide on the appropriate follow-up actions. Going forward, we will work to establish a mechanism to collate data on these critical concerns and report to the ERMC.

SML's code of conduct dictates how we manage and prevent conflicts of interest. All employees are required to sign a Letter of Compliance with Common Regulation, which includes a commitment to refrain from conflict of interest. We encourage employees to report incidences of conflict of interest via the whistleblowing system. Furthermore, whenever an employee wishes to seek advice on implementing responsible business

conduct in the organisation's day-to-day operations, we have an internal department in charge of offering consultations on such matters.

With respect to our Board, a number of our directors hold directorships at other companies, such as other Singapore-listed companies and SML's subsidiaries. For a list of cross-directorships, please refer to our Board of Directors' profiles in our Annual Report 2022. Potential conflicts of interest are disclosed in the Appendices to the Notice of the 2022 Annual General Meeting ("AGM"), including Directors' and Substantial Shareholders' Interests, as well as the mandate on Interested Party Transactions ("IPT"). The IPT mandate, which is renewed annually during the Annual General Meeting, defines who the interested parties are and stipulates the processes and guidelines for approving transactions with such parties.

There are formalised standards and procedures for determining the remuneration of its Board of Directors and key management personnel, hereby preventing Directors from being involved in their own remuneration decision process. A Remuneration Committee ("RC"), consisting fully of Independent Directors, oversees the decision process for remuneration. The RC is responsible for determining the



# OUR APPROACH TO SUSTAINABILITY

remuneration package, which may include fixed and variable pay. This process may involve consultation with external advisors when necessary. Independent Directors are paid Directors' Fees, which are recommended by the RC and subjected to shareholders' approval at the annual general meeting and reported through the AGM minutes detailing the relevant resolutions. For further reference on performance evaluation and remuneration pertaining to our Board, please refer to the Corporate Governance section in our Annual Report 2022.

## ESG GOVERNANCE

The AC is in charge of monitoring and reviewing relevant functions and activities, ensuring that SML performs against its predetermined objectives and that identified ESG issues are sufficiently addressed.

The ERMC, composed of 23 senior leaders, leads the company's oversight over ESG programmes and holds executive-level discussions to deliberate on organisation and industry-wide trends that may have ESG implications. Collectively, ERMC drives SML's Enterprise Risk Management ("ERM"), which includes ESG and climate-related risks embedded into its framework, monitoring and responding to any emerging risks.

The ERMC regularly reviews and updates key developments and changes that may potentially affect our operations and performance, as well as drives progress and propose mitigation actions. The respective ERMC leaders engaged with stakeholders through various communication channels to help identify and manage the organisation's ESG impacts. Results and effectiveness of these engagements are presented and reviewed by ERMC on a semi-annual basis, with key findings used for future improvement and enhancement.

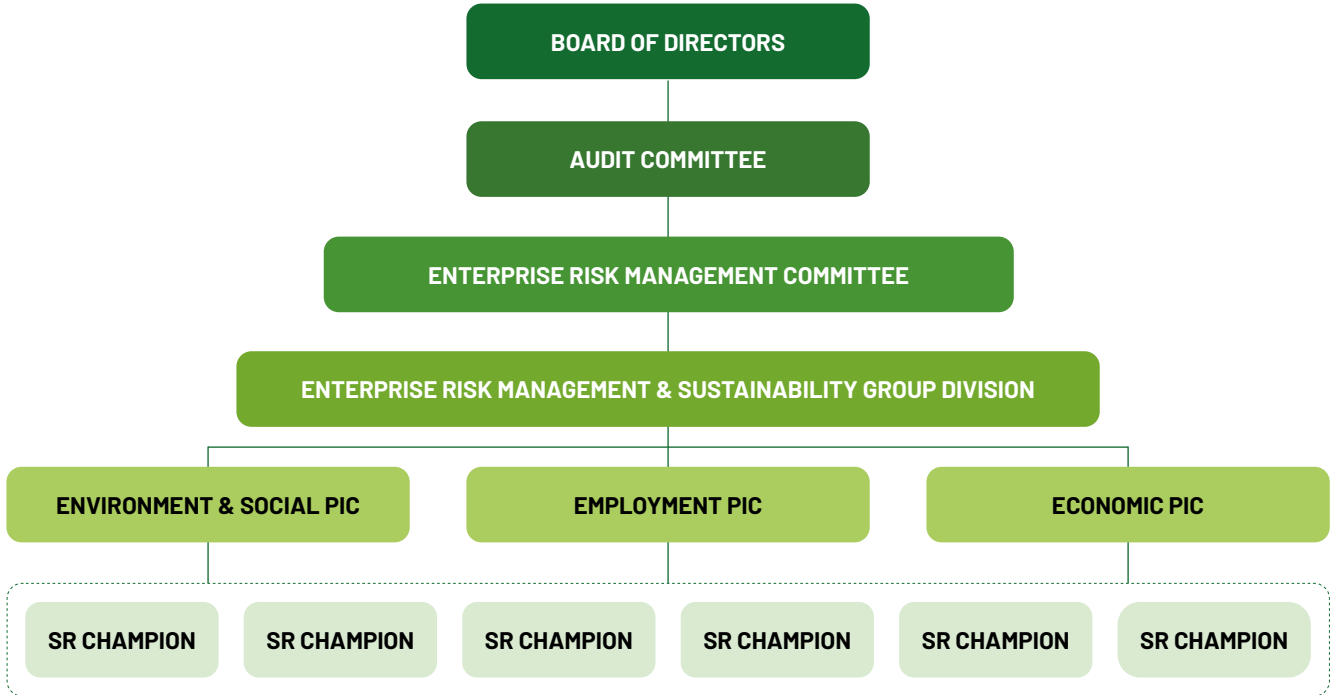
“  
Each PIC is **supported by “champions”**, representatives from various business functions who are entrusted with coordinating and executing specific policies, targets, and programmes.  
”

The Chief Risk & Sustainability Officer ("CRSO") is responsible for the management of ESG-related matters. As the head of the Executive Risk Management & Sustainability Group Division ("ERMS") and a member of the ERMC, CRSO takes charge of the respective Environmental and Social, Employment, and Economic PIC. Each PIC is supported by "champions", representatives from various business functions who are entrusted with coordinating and executing specific policies, targets, and programmes. ESG-related issues and progress updates, including the performance of ESG programme

initiatives, are reported back to the Board through the AC and ERMC on a semi-annual basis.

To keep abreast with the knowledge of ESG and in compliances with SGX's new requirement for Directors to undergo mandatory sustainability training, the Directors attended structured programmes ranging from essential ESG practices to specialised seminars on board-level audit and risk management practices. For further reference on training and development pertaining to our Board, please refer to the Corporate Governance section in our Annual Report 2022.

# OUR APPROACH TO SUSTAINABILITY



## BOARD OF DIRECTORS

- Provide oversight and direction of the overall ESG management process
- Ensure that ESG sustainability vision, strategy and pillars are in line with the Group’s business objective and strategy to meet stakeholder expectations
- Oversee significant environmental, social, and governance issues that might affect our long-term business objective
- Ensure full support from the Group towards sustainable development
- Evaluate the overall performance of the ESG related function and review their adequacy and effectiveness on a regular basis

## AUDIT COMMITTEE

- Provide guidance on overall ESG implementation process
- Ensure that ESG performance achievement are in accordance with pre-determined targets
- Review and monitor the ESG implementation and ensure the related function are capable of addressing ESG related issues
- Approve on Sustainability Report content together with ERMC

## ENTERPRISE RISK MANAGEMENT COMMITTEE

- Provide overall leadership of ESG sustainability programme
- Provide direction on ESG vision & strategy and guidance to determine ESG programme and target
- Agree on ESG programme & target and review the performance achievement on a semi-annual basis
- Approve Sustainability Report contents
- Review and recommend the Directors statement which is required to be included in the annual Sustainability Report prior to its issuance

## ENTERPRISE RISK MANAGEMENT & SUSTAINABILITY GROUP DIVISION

- Establish and review the ESG Management Framework to ensure that the Group is in line with the industry better practices and our operating environment
- Prepare the overall ESG sustainability strategy and programme plan based on the materiality issues assessment
- Ensure that ESG sustainability strategy and programme are in line with stakeholder expectations and ESG maturity in the market, as well as in compliance with the applicable regulations

# OUR APPROACH TO SUSTAINABILITY

## FOUR PILLARS OF SUSTAINABILITY VISION

### A) BEST IN CLASS REAL ESTATE

Serving as a cornerstone of our sustainability vision, the Best-in-class Real Estate pillar encapsulates our aim to generate value for SML's stakeholders and society through the provision of top-quality products, facilities and services. Our properties serve as critical infrastructure for economic activity and local residents' livelihoods.



This pillar involves the following commitments:

- to be the best in class in city planning (as represented by BSD City in its entirety)
- to develop top-quality offices, commercial (e.g., Indonesia Convention Exhibition), retail (e.g., QBig Mall BSD City) spaces, residential properties in accordance with leading engineering and environmental standards; and
- to contribute to the development of modern physical and public infrastructures, including schools, hospitals, and neighbourhood markets

These activities are aligned with the following SDGs:



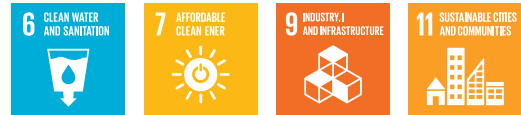
### B) CLIMATE CHANGE & THE ENVIRONMENT

Due to the nature of the industry, we acknowledge that real estate contributes significant GHG emissions. Conscious of our sizeable footprint in Indonesia, we have established the following commitments to manage our impact on environment & climate change and support Indonesia's commitment to the Paris Climate Agreement:



- steadily growing the percentage of developments built that follow internationally recognised "Green" standards (e.g. BCA Green Mark, LEED, Greenship);
- continuing to develop public transport and logistics facilities within its projects to minimise unnecessary carbon emissions during the transportation of humans and goods; and
- contributing to the decarbonisation of Indonesia's economy (e.g. through energy-saving efforts within our projects and utilisation of solar panels and other renewable energy sources)

These activities are aligned with the following SDGs:



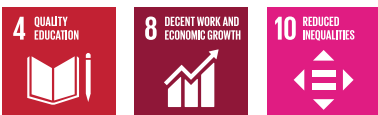
### C) SUSTAINABLE COMMUNITY

Committed to contribute positively to the livelihood of the Indonesian population, SML puts the welfare of the communities in which it operates at the core of its business. We are committed to improve our society through the following goals:



- creating jobs and business opportunities within BSD City and beyond;
- improving the surrounding community's well-being by enhancing their entrepreneurial skills and capabilities;
- ensuring the sustainability of MSMEs businesses within SML's surroundings by introducing Digital Payment System;
- promoting a healthy and clean lifestyle; and
- conducting capacity-building activities for MSMEs at SML's modern markets

These activities are aligned with the following SDGs:



### D) EDUCATIONAL PATRONAGE

We consider educational achievement paramount to societal development. SML believes every person should have the universal right to education. We are committed to secure equal access to education by:



- investing in training and knowledge enhancement for our employees
- improving the learning process in Primary and Secondary Schools through teacher training programmes, as well as economic and cultural knowledge programmes for local communities

These activities are aligned with the following SDGs:



# MATERIALITY ASSESSMENT AND STAKEHOLDER ENGAGEMENT

Since 2017, SML has conducted regular materiality assessments to determine its material issues relating to ESG based on SML's initiatives and the subsequent impact, both positive and negative, on its surroundings through various methods. We conduct surveys, adopting methodology from external consultancies, to obtain input from customers, tenants, and employees regarding the quality of our services and internal practices. SML engages with employees through various methods including an annual employee engagement survey. We closely monitor the needs of our tenants, residential and commercial customers at least on an annual basis through our customer satisfaction surveys. We actively

reach out to our local communities by holding regular meetings and public communications as needed, on top of our semi-annual CSR programs, while frequently interacting with the media on average 15 releases per month. With respect to regulators, we submit the necessary compliance reports periodically or as required, and finally we engage a broader set of stakeholders such as our business partners and civil society to better understand their needs through focus group discussions as needed.

For our latest materiality assessment in 2022, in addition to customers and tenants, stakeholders we have engaged include regulators and external partners such as

non-governmental organisations and vendors. A balanced mix of MSME from the Pasar Modern Market and scholarship recipients were also involved to ensure the completeness of the local community representation. We have strived to make our employee survey as inclusive as possible by encouraging participation from every employee. In our reviews of development projects, we checked the initial permits prior to construction and refer to relevant regulations to identify any potential adverse impact from the construction process on the local environment and community. A summary of the Stakeholder Engagement Table is shown on page 21.



Indonesia - MyRepublic Plaza, BSD City

# MATERIALITY ASSESSMENT AND STAKEHOLDER ENGAGEMENT

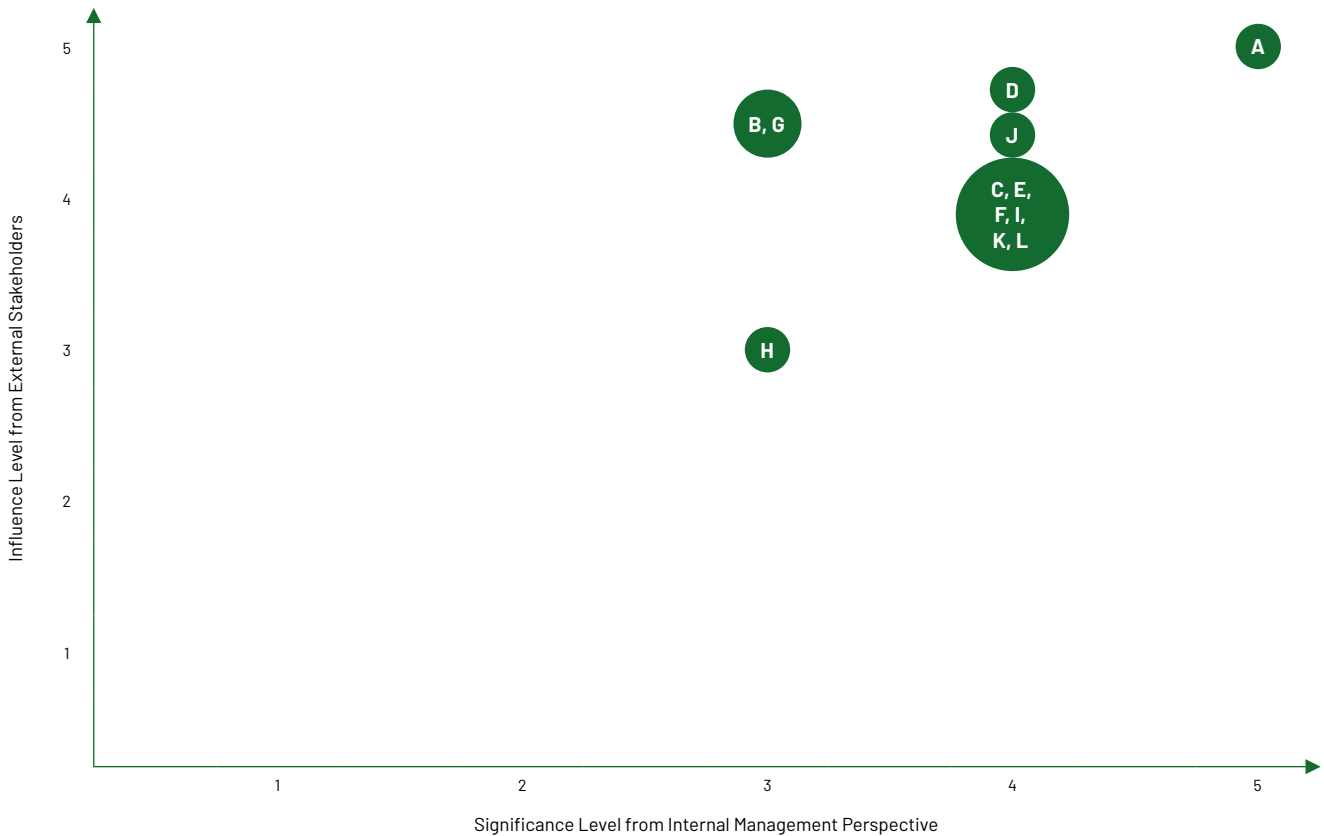
STAKEHOLDER GROUPS & THEIR SIGNIFICANCE TO SML	KEY CONCERNS & EXPECTATIONS	MODE OF ENGAGEMENT	FREQUENCY OF ENGAGEMENT
<b>Employees</b> The performance of SML depends on the welfare, knowledge, health, safety and professional growth of its staff	<ul style="list-style-type: none"> <li>Employee welfare</li> <li>Remuneration and benefits</li> <li>Labour management relation and human rights</li> <li>Competency development and career promotion</li> <li>Occupational safety and health</li> <li>Diversity and equal opportunity</li> </ul>	<ol style="list-style-type: none"> <li>Employee Engagement Survey</li> <li>Communication forum between Management and employees</li> <li>Focus Group Discussion ("FGD")</li> <li>Whistleblowing System</li> </ol>	<ol style="list-style-type: none"> <li>Annually. We use Employer of Choice as our employee engagement survey</li> <li>As needed</li> <li>As needed</li> <li>Case by case basis</li> </ol>
<b>Local Communities</b> SML ensures that the negative impact of our developments on the quality of life for communities in our surrounding operational areas is minimised and our presence can empower and improve their livelihood.	<ul style="list-style-type: none"> <li>Environmental conditions of their neighborhood</li> <li>Community empowerment</li> <li>Education quality in surrounding area</li> </ul>	<ol style="list-style-type: none"> <li>Regular meetings with local communities</li> <li>Public communications plan with residents in 200m radius of our new developments</li> <li>Implementing the CSR programme</li> <li>FGD</li> </ol>	<ol style="list-style-type: none"> <li>As needed</li> <li>As needed</li> <li>Semi-annually</li> <li>As needed</li> </ol>
<b>Media</b> SML sees the media as partners to convey information to the public	<ul style="list-style-type: none"> <li>Transparency of the Company's information and disclosure</li> <li>Product knowledge information</li> </ul>	<ol style="list-style-type: none"> <li>Press releases</li> <li>Press conference</li> <li>Public Expose</li> <li>Interview &amp; discussion</li> </ol>	<ol style="list-style-type: none"> <li>Approximately 15 releases/month</li> <li>Based on events</li> <li>Annually</li> <li>Based on events</li> </ol>
<b>Academics (University Representative)</b> SML ensures that our ESG practices can be case studies for academic literature and society	<ul style="list-style-type: none"> <li>Company's ESG practices socialisation and education</li> </ul>	FGD	As needed
<b>Civil Society (GBCI, MASKEEI, IABHI)*</b> SML ensures that our ESG initiatives may reduce our operational negative impact and support the goals of civil society's mission on social and environment.	<ul style="list-style-type: none"> <li>Company's operational impact on society and environment</li> <li>Company's initiatives on social and environmental programme</li> </ul>	<ol style="list-style-type: none"> <li>FGD</li> <li>Green Building Certification</li> </ol>	<ol style="list-style-type: none"> <li>As needed</li> <li>Depends on green building development plan as directed by Management</li> </ol>
<b>Tenants</b> The performance of SML depends on the satisfaction of the tenants	<ul style="list-style-type: none"> <li>Tenant satisfaction on facility and service quality</li> <li>Customer and occupational health and safety</li> <li>Eco-friendly facilities</li> </ul>	<ol style="list-style-type: none"> <li>FGD</li> <li>Customer and tenant satisfaction survey</li> </ol>	<ol style="list-style-type: none"> <li>As needed</li> <li>Annually. During COVID-19 pandemic (2020-2021) the survey method changed to Realtime Online Customer Satisfaction Survey</li> </ol>
<b>Residential and Commercial Customer</b> The performance of SML depends on the satisfaction of the customers	<ul style="list-style-type: none"> <li>Customer satisfaction on product and service quality</li> <li>Safe and comfortable neighborhood</li> <li>Eco-friendly environment</li> </ul>	<ol style="list-style-type: none"> <li>FGD</li> <li>Customer and tenant satisfaction survey</li> </ol>	<ol style="list-style-type: none"> <li>As needed</li> <li>Annually. During COVID-19 pandemic (2020-2021) the survey method changed to Realtime Online Customer Satisfaction Survey</li> </ol>
<b>Business Partners (Vendors)</b> The product delivery of SML depends on the performance of business partners	<ul style="list-style-type: none"> <li>Fairness in tender process</li> <li>On time payment from the Company</li> </ul>	FGD	As needed
<b>Regulator</b> SML is committed to operate within the boundaries of law and to comply to all regulations	<ul style="list-style-type: none"> <li>Compliance on related regulation</li> <li>Complete and timely report submission</li> </ul>	<ol style="list-style-type: none"> <li>FGD</li> <li>Sustainability report submission</li> <li>Compliance report</li> </ol>	<ol style="list-style-type: none"> <li>As needed</li> <li>Annually</li> <li>Periodically or as required</li> </ol>

\* Notes:  
 • MASKEEI: Masyarakat Konservasi dan Efisiensi Energi Indonesia / Indonesian Conservation and Energy Efficiency Society  
 • IABHI: Ikatan Ahli Bangunan Hijau Indonesia / Indonesian Green Building Experts Association

# MATERIALITY ASSESSMENT AND STAKEHOLDER ENGAGEMENT

Based on findings from the stakeholder engagement and additional research as inputs, we have reviewed and identified the major ESG issues relevant to SML, with an updated prioritisation level assigned to each issue. The prioritisation is determined based on impact and likelihood as defined along a 5-point scale. A range of financial, operational, and other parameters, such as regulatory and environmental impact, are considered for the impact dimensions of each risk.

## MATERIAL SUSTAINABILITY TOPICS FOR 2022



SUSTAINABILITY PILLAR	FOCUS AREA	LEGEND
<b>Best In Class Real Estate</b>	Providing Excellent Products, Facilities & Services	<b>A</b>
	Attention to Customer and Occupational Health & Safety	<b>B</b>
	Compliance with All Related Regulatory Requirements	<b>C</b>
	Resilience to IT Cybersecurity Risk	<b>L</b>
<b>Climate Change &amp; the Environment</b>	Optimising Building Operation to Achieve Clean Environment	<b>D</b>
	Providing and Maintaining Green Open Space	<b>E</b>
	Providing and Facilitating Various Types of Public Transportation	<b>F</b>
	Responsible Waste Management Programme	<b>G</b>
<b>Sustainable Community</b>	Engagement Programme to All Stakeholders	<b>H</b>
	Improving Community Welfare in Surrounding Development Areas	<b>I</b>
<b>Educational Patronage</b>	Initiating Programme to Support knowledge Enhancement	<b>J</b>
	Improving Educational Method & Facility	<b>K</b>

# MATERIALITY ASSESSMENT AND STAKEHOLDER ENGAGEMENT

Setting Programmes to Achieve Sustainable Development, shown as a separate focus area in our previous sustainability reports, has been merged with the rest of our material topics starting this year. The relevant content has been combined into the corresponding sections of our two other focus areas, Optimising Building Operation to Achieve Clean Environment, and Providing Excellent Products, Facilities & Services, to keep our list of topics relevant and up to date.



**Green design** is also becoming another heavily weighted selection criterion.



We make a conscious effort to ensure that our material issues identified does not solely relate to SML but the inclusion of our supply chain players. For example, we assess the quality of the building materials and their impact on our buildings prior to supplier engagement. When evaluating contractors, we consider potential disruption from construction activities, such as noise and safety measures, to our community. Green design is also becoming another heavily weighted selection criterion. Last but not least, we pay additional attention to the quality of outsourced services, such as security and maintenance work, in our malls and offices to safeguard the safety and well-being of our tenants and visitors.

The corresponding GRI topics are mapped to our latest list of sustainability areas of focus as shown in the table on the right.

SUSTAINABILITY PILLAR	AREA OF FOCUS	APPLICABLE GRI TOPIC STANDARDS
<b>Best In Class Real Estate</b>	Providing Excellent Products, Facilities & Services	201 - Economic Performance
		202 - Market Presence
		203 - Indirect Economic Impacts
		205 - Anti-Corruption
		401 - Employment
		402 - Labour-Management Relations
		405 - Diversity and Equal Opportunity
	Attention to Customer and Occupational Health & Safety	403 - Occupational Health and Safety
		416 - Customer Health and Safety
	Compliance with All Related Regulatory Requirements	2 - General Disclosure
		416 - Customer Health & Safety
		417 - Marketing and Labelling
Resilience to IT Cybersecurity Risk	418 - Customer Privacy	
<b>Climate Change &amp; the Environment</b>	Optimising Building Operation to Achieve Clean Environment	201 - Economic Performance
		301 - Materials
		302 - Energy
		303 - Water and Effluents
		305 - Emissions
	Providing and Maintaining Green Open Space	305 - Emissions
	Providing and Facilitating Various Types of Public Transportation	305 - Emissions
Responsible Waste Management Programme	303 - Water and Effluents	
	306 - Waste	
<b>Sustainable Community</b>	Engagement Programme to All Stakeholders	413 - Local Communities
	Improving Community Welfare in Surrounding Development Areas	203 - Indirect Economic Impacts
		413 - Local Communities
<b>Educational Patronage</b>	Initiating Programme to Support Knowledge Enhancement	203 - Indirect Economic Impacts
		404 - Training and Education
	Improving Educational Method & Facility	203 - Indirect Economic Impacts
		413 - Local Communities

# BEST IN CLASS REAL ESTATE

The following four points underpin our commitment to best-in-class products and services to our customers:

1. Providing excellent products, facilities & services
2. Attention to customers and occupational health & safety
3. Compliance with all related regulatory requirements
4. Resilience to IT cybersecurity risk

## PROVIDING EXCELLENT PRODUCTS, FACILITIES & SERVICES

### MANAGEMENT APPROACH

SML is committed to undertaking city and township developments that connect essential public infrastructure and facilities such as public markets, business centres, and hospitals. These infrastructure developments can transform the local and regional economy by driving growth through job creation, productivity improvement and enriching the quality of life. We strive to embed green concepts in our products and services, thereby contributing to environmental conservation and socio-economic development while empowering surrounding communities.

However, we acknowledge that our company's activities (including those carried out by our contractors), especially those relating to land acquisition, construction and project handover to customers, might cause certain negative impacts. Unfortunately, land disputes are sometimes an outcome of land acquisitions, and noise disturbance is inevitable during the construction period. Nonetheless, we will closely monitor these issues and implement necessary actions to minimise these negative impacts. In addition, as we prioritise customer satisfaction, we will apply specific mitigation measures prior to the handing over of our final products to customers.

### Products

At SML, ensuring product quality is our primary objective, and we strive to meet customer needs and satisfy their requirements while adhering to industry standards. To achieve this, we have established policies and controls to monitor and maintain product quality throughout product development, from product design to construction and handover to the customer. We rely on policies such as Construction Process Standard and Tender Management as our guiding principles during the product development process.

Key activities related to product development:

- Perform feasibility studies and appoint reputable consultants
- Engage credible contractors to undertake the construction and conduct regular project progress meetings to get updates and check for any construction-related issues
- Perform stringent quality control measures to ensure that our product meets the customer expectations
- Conduct proper product handover process to customers.

### Facilities

Other than product development, we provide exceptional facilities and amenities to enhance the living experience of our customers and residents. With policies and controls in place, our approach to property management involves regularly scheduled building maintenance and incorporating green features to create a comfortable and sustainable environment. Additionally, our estate and township management services include crucial infrastructure facilities, such as hospitals, fire stations, and traffic management, to support the needs of the residents and communities.

We also recognise the value of investing in smart city development, as it presents an opportunity to create a more efficient and sustainable living

environment. To support this, we have implemented features such as automatic traffic control, an integrated command centre, as well as specific smart living features for residential clusters. By fostering a collaborative environment for start-ups and tech companies, we hope to encourage innovative solutions that will continue to improve the quality of life for our customers and residents.

Since 2019, we have been working to create the Digital Hub, a thriving shared space for SML and local tech companies to harness both the physical and digital infrastructure. Dubbed the Silicon Valley in Indonesia, the Digital Hub aims to enhance operational efficiency and meet growing global demands for digital transformation.

Our commitment to providing exceptional facilities and services reflects our dedication to supporting the needs of our community, both now and in the future.

### Services

Our commitment to resolving customer complaints and remediating any negative impact SML may have had on stakeholders is reflected in our service management system for after-sales product development and facilities. This system is designed to ensure that any issues or complaints are promptly addressed and resolved to the satisfaction of our customers.

To support this, we have implemented a robust customer complaint handling procedure and customer service standard, in combination with a Service Level Agreement ("SLA") for resolving complaints or grievances. These controls help us exceed customer and stakeholder expectations and demonstrate our commitment to exceptional service.

Our service management system is integrated with our customer service team and OneSmile online application, which allows customers to submit complaints or requests for assistance easily.



# BEST IN CLASS REAL ESTATE

## INTEGRATED CUSTOMER SERVICE

SML takes feedback from customers seriously and is committed to ensure all feedback is properly addressed. Our Customer Relations & Service function manage how we handle feedback.



Leveraging our Cloud for Customer System ("C4C"), our frontline staff directs customer feedback consolidated from all channels to the relevant teams. We then monitor the resolution of complaints in real time following our SLA, allowing us to accelerate the incident resolution process.

## ONESMILE

OneSmile is our platform for customers and related stakeholders to connect with SML. With a touch of a button, users of this application can reach out to our customer care team using the direct chat function to receive assistance in terms of complaint or grievance. While there have been no external reports filed by stakeholders that indicate negative impacts from our organisation, SML will facilitate and work to remediate issues raised by any stakeholders concerned.



OneSmile also serves as a one-stop shop for lifestyle-related services. BSD City residents can pay bills for the Public Utility Board, purchase tickets for events and theme parks, and request for household maintenance. The app also offers information on nearby transportation, food delivery options, and news feeds.

In addition to our service management system, we perform routine customer service meetings, perform online customer satisfaction surveys, and monitor offline and online media complaints to improve our service management process continuously.

Moving forward, we also endeavour to strengthen our working relationship with our contractors, suppliers and vendors to align our expectations to produce high-quality products, facilities and services.

## Human Capital

The foundation of any sustainable organisation is its employees, who are responsible for delivering the company's products and maintaining its facilities and services. To ensure our business remains sustainable, we have established robust internal policies based on best practices to ensure our employees' well-being is taken care of while providing the environment for them to perform and succeed. An example is our Recruitment Management policy which mandates that we recruit the most qualified talent fairly and impartially. We adhere to equitable remuneration, healthcare, and promotion policies that recognise and compensate our employees. In addition, we strictly prohibit all forms of discrimination, including race, national origin, religion, disability, gender, sexual orientation, union membership, and political affiliation.

We offer comprehensive benefits for our employees' well-being, including healthcare, parental leave, pension, and government-specific retirement plans. Our severance pay for retired employees adheres to local regulations such as Mandatory Defined Contribution Plan, and Mandatory Defined Benefit Plan. In addition, we ensure that employees' remuneration is not differentiated by their gender but based on respective experience, position, and competency. Our minimum wage is in line with mandated levels by the government and equal among male and female workers. We also have an internal grievance mechanism for employees through our internal industrial relations team as a medium for employees to express their concerns to our management. In addition to these policies, we complement our practices by monitoring and tracking employee performance, coupled with regular coaching and other specific programs to develop our employees' core competencies.

At SML, our success depends on our employees' success, and we remain committed to providing a workplace that prioritises their well-being and development.

## INITIATIVES

In 2022, we continuously refined our product design according to the evolving post-pandemic customer preferences and environmental needs, appointing reputable contractors and vendors and performing quality assurances on all developed products prior to handover. On the services side, we optimised OneSmile to capture complaints online to adapt to the pandemic and performed customer satisfaction surveys leveraging the Customer Satisfaction Score ("CSAT") to quantify our performance across services. Based on emerging ESG expectations from tenants, we perform ongoing enhancement to our building facilities on top of annual maintenance within BSD City.

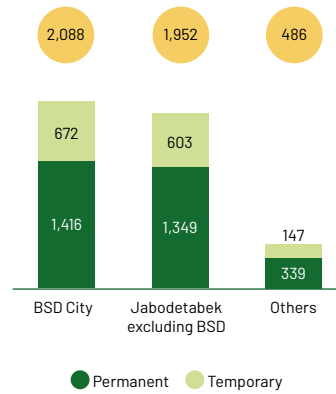
# BEST IN CLASS REAL ESTATE

## 2022 PERFORMANCE

### Employment

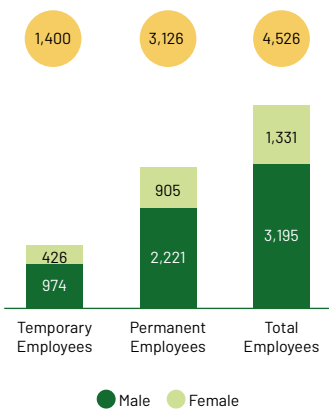
As of 31 December 2022, a total of 4,526 people were employed by SML. The headcount increased from 4,185 people in 2021 due to new hiring activities. Our workforce comprises permanent employees and temporary employees. Temporary employees are those employed for a specific, contractual period before full employment or retired employees under a special contract. 3,126 (69%) of the workforce were permanent employees, compared with 1,400 (31%) temporary employees. We further track our workforce based on gender and regional breakdowns. We employed 3,195 males and 1,331 females. Our employees in BSD City accounted for 2,088 (46%) employees, while our employees in Jabodetabek accounted for 1,952 (43%) employees. The remaining 486 (11%) were based in other regions in Indonesia and international operations. Further breakdowns by contract types are illustrated below.

Total Number of Employees by Region

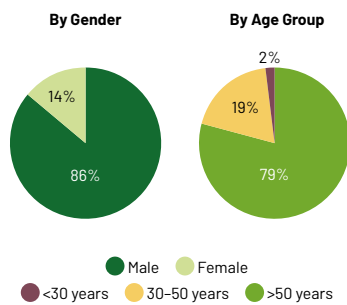


We systematically measure the diversity in our leadership by tracking the breakdown of our members of our governance bodies between gender and age groups.<sup>9</sup> Males accounted for 36 (86%) and females accounted for 6 (14%) members. 33 members were over 50 years old, 8 were between the ages of 30 and 50, and 1 was under 30 years old.

Number of Temporary and Permanent Employees, by Gender



Individuals in Governance Bodies by Gender and Age Group

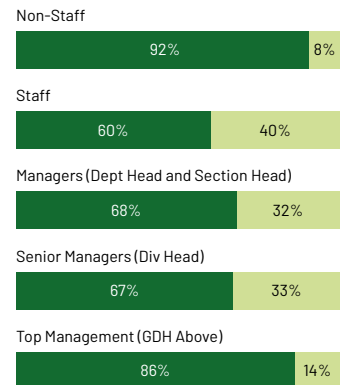


Furthermore, our headcount can be divided into the different employee levels of non-staff (workers in supporting functions), staff, senior managers, and top management. We show the respective gender and age breakdowns as follows. Female representation is the highest at 40 percent, while those between 30 to 50 years old make up over 60 percent, at the staff level. We are making continuing efforts to improve our gender and age diversity among higher levels of the organisation beyond the staff level.

Percentage of employees per employment category

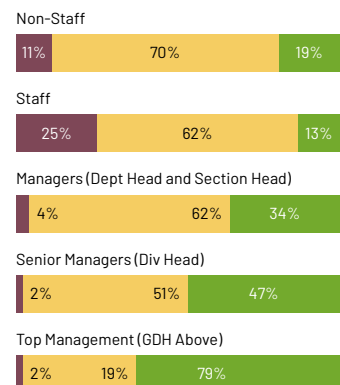
### By Gender

● Male ● Female



### By Age Group

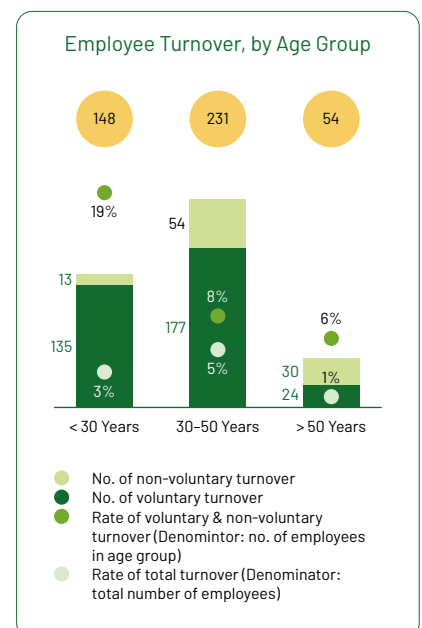
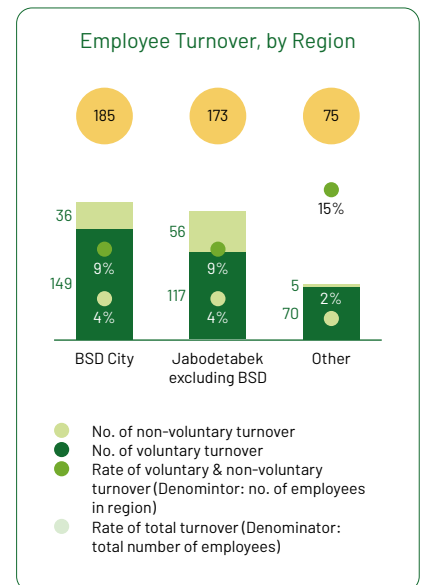
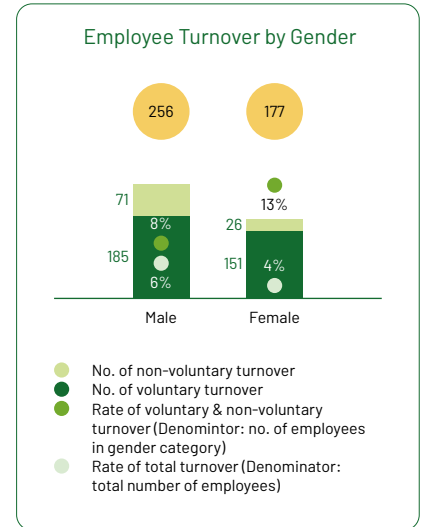
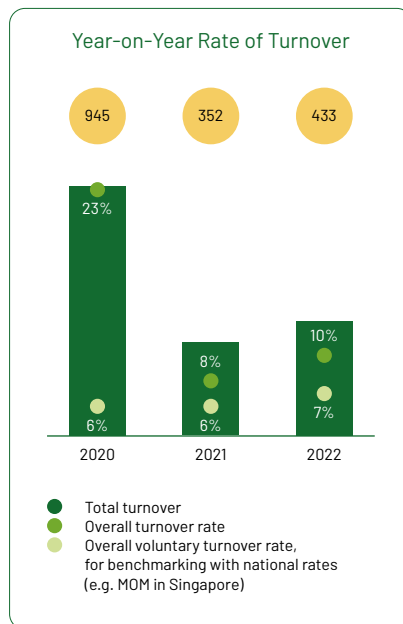
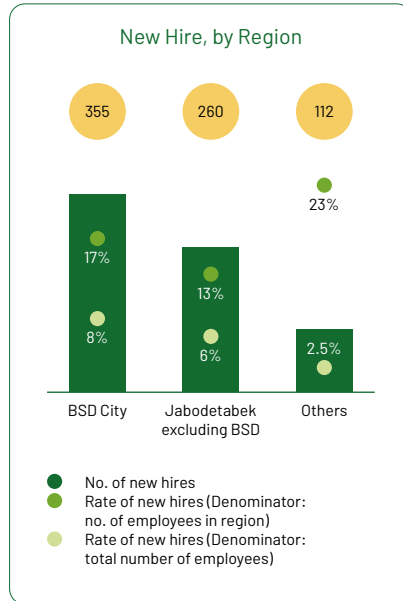
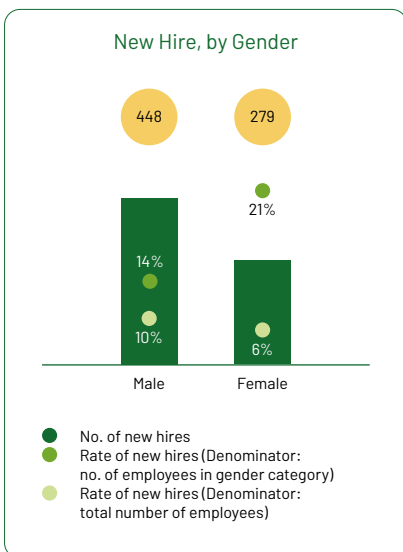
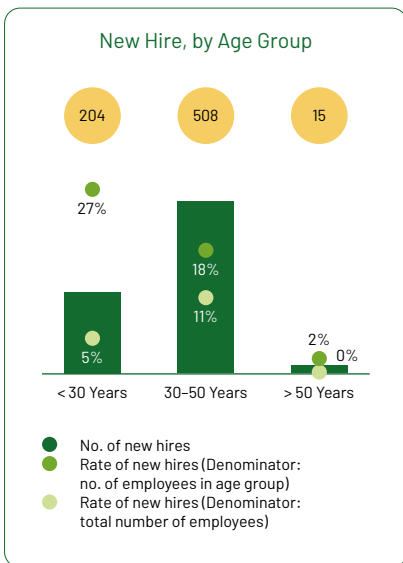
● <30 years ● 30-50 years ● >50 years



<sup>9</sup> Includes members from Top Management (Group Division Head and above)

# BEST IN CLASS REAL ESTATE

In 2022, our new hires soared to 727 employees. This was a marked increase compared with 420 in 2021, due in large part to expanded economic activity, leading to an overall new hire rate of 16% (2021: 10%). Females and individuals under 30 years old represented 279 and 204 new hires respectively. At the same time, turnover increased modestly from 352 in 2021 to 433 in 2022, translating into an overall turnover rate of 10% (2021: 8%).



# BEST IN CLASS REAL ESTATE

## Product and Service Quality

We track the number of resolved complaints meeting SLAs across the two categories of Environment and Property Management to evaluate our progress in addressing customer concerns.

Our performance in complaint resolution for the two categories, per respective group division, was as follows:

ENVIRONMENTAL	
Division	Complaints Resolved
Commercial BSD	95.56%
Commercial National	100.00%
East Indonesia	95.43%
Residential BSD	87.98%
Residential National	89.21%

PROPERTY MANAGEMENT	
Division	Complaints Resolved
Office Buildings	98%
Mall & Hotel	99%

## Family-friendly Employer

We strive to foster an environment supportive of families through our parental leave provision. In 2022, 38 working mothers and 95 working fathers took their parental leaves, all of whom have returned to work successfully as of 31 December 2022. Moreover, among those who had previously taken parental leave and returned to work in 2021, 48 female and 85 male employees were still employed 12 months later in 2022. The following tables show detailed breakdowns of return-to-work and retention rates by gender.

RETURN-TO-WORK RATE IN 2022				
Type of Parental Leave	No. of Employees who utilised their parental leave in 2022	No. of Employees who returned to work in 2022 after their parental leave (as of 31 Dec 2022)	No. of Employees who are still on parental leave in 2022 (as of 31 Dec 2022)	Return-To-Work Rate
Maternity leave for female employees	38	38	0	100%
Paternity leave for Male Employees	95	95	0	100%

RETENTION RATE			
Type of Parental Leave	No. of Employees who had returned to work after their parental leave in 2021	No. of Employees who returned to work after parental leave ended and were still employed 12 months later (in 2022)	Retention Rate
Maternity leave for Female Employees	56	48	86%
Paternity leave for Male Employees	91	85	93%

# BEST IN CLASS REAL ESTATE

## ATTENTION TO CUSTOMERS AND OCCUPATIONAL HEALTH & SAFETY

### MANAGEMENT APPROACH

In our business, ensuring the health and safety of our stakeholders is our utmost priority and we place great emphasis on ensuring the well-being of everyone we engage with. Given the nature of our business, there is an inherent risk of accidents and injuries for those involved in high-risk building activities. By effectively managing these construction risks, we can minimise the occurrence of incidents and injuries, thus maintaining a safer work environment.

SML has developed Emergency Response Plan guidelines for earthquake, fire, and flood scenarios, along with a General Policy on Tenant Emergency Plan Guidelines to regulate our operations during emergency situations. We conduct thorough checks such as annual fire drills, certifying and evaluating equipment, perform walkthroughs, and create emergency response and safety plans for our Property Management business to identify and eliminate potential hazards. In addition, all our property management assets (i.e. offices, malls, hotels and other commercial buildings) are subjected to annual safety checks conducted by government regulators.

SML's guidelines and practices help ensure our employees' physical and mental well-being. Our workplace safety culture is strengthened through various measures such as issuing our OHS Manual, drills, and employee training programmes that aim to raise awareness. Regarding our Development Projects, we adhere to the Construction OHS Standard and follow complementary practices that govern our building activities. Before the commencement of each project, mandatory approval of required documents must be obtained, and safety procedures are monitored continuously throughout the project. Our Risk Management and Business Owners evaluate these detailed controls, which are validated by Internal Audit annually.



Aligned with our safety-related action, we also **promote the well-being and health of our employees** by encompassing non-financial perks as part of employee benefits.



All safety incidents involving a member of the public or a worker are reported to division heads and the Group Division Head (CEO). Subsequently, a thorough investigation is conducted and a report is generated, along with implementing any necessary follow-up actions or measures. Our Monthly Operations Meeting examines these results to enhance our safety performance on an ongoing basis.

### INITIATIVES

In 2022, we conducted the following safety-related actions in our buildings across the construction and property management businesses:

- health and safety protocols prior to working on construction sites
- regular health and safety monitoring by contractors
- equipment certifications and evaluations
- safety action plan and tracking the realisation
- safety audit by SML technical advisor and tracking the action plan for the findings
- safety equipment adequacy assessments
- emergency response training
- annual fire drill and independent observation
- health and hygiene protocol in response to COVID-19 Pandemic

In addition, for the first time since the pandemic, we conducted offline, in-depth firefighting training for targeted 45 employees across the Asset Management, Retail & Hospitality, and Commercial Group Divisions with a 100% participation rate.

Aligned with our safety-related action, we also promote the well-being and health of our employees by encompassing non-financial perks as part of employee benefits. We facilitated extra-curricular activities such as basketball, futsal, and running clubs. With regard to COVID-19, we continue to provide health support for employees and communities by facilitating booster vaccination events in several of our projects such as ITCs, Batam and Deltamas.



We **conduct thorough checks** such as annual fire drills, certifying and evaluating equipment, perform walkthroughs, and create emergency response and safety plans for our Property Management business **to identify and eliminate potential hazards.**



# BEST IN CLASS REAL ESTATE

## 2022 PERFORMANCE

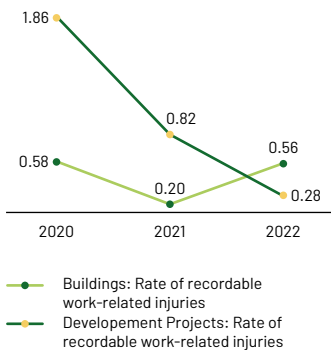
To monitor our safety performance, we keep a close record of the number of public-related incidents in our offices, mall, and hotel buildings, as well as worker fatalities.

In 2022, there were 25 dangerous occurrences or near misses, 9 of which were injuries with 0 high-consequences injuries and fatalities. While SML currently maintain robust OHS procedures at each project level, we recognise the potential to create additional or enhance existing policies and procedures at the corporate level to establish a uniform OHS management system across all projects.

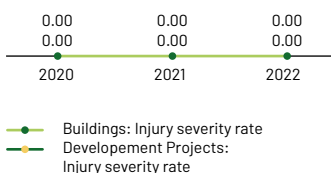
Safety Statistics on Members of Public in Buildings



Rate of Recordable Work-Related Injuries



Injury Severity Rate



## COMPLIANCE WITH ALL RELATED REGULATORY REQUIREMENTS

### MANAGEMENT APPROACH

SML's credibility and dependable record of compliance and execution have enabled us to collaborate with governments, private enterprises, and communities in which we operate. At the same time, we recognised that falling short of our reputation could lead to the erosion of the trust we have painstakingly cultivated. SML's core values by which we abide determine how we carry out our business in the area of our operation.

Therefore, our top priority is to ensure that we adhere to all governance-related regulations that pertain to our business activities including those concerning health, safety, and the environment. To achieve this, we rely on our Compliance Management Framework and Code of Conduct, as well as regular monitoring of regulatory changes. We stand committed to maintaining a zero-tolerance policy toward corruption and actively educate our employees on SML's code of ethics. We have established various procedures and tools, such as the Whistleblowing Policy and Tender Committee, to identify and assist with early violation detection to our code of ethics.

### INITIATIVES

In order to keep abreast of new regulations, we carried out the following activities on a regular basis:

- Maintain close communication with related regulators and associations
- Participate in building management associations (Real Estate, Shopping Mall or other related property associations) as a member to monitor development of the regulation
- Perform analysis and socialisation on new or upcoming National Level Regulatory and Compliance requirements
- Develop regulation database and permit Monitoring System with early warning control to ensure compliance with related regulators

## 2022 PERFORMANCE

**0** reported cases of non-compliance concerning **marketing communications and product information**

**0** reported cases of non-compliance concerning **all relevant social and economic laws and regulations**

**0** reported cases of non-compliance concerning **health and safety impacts of SML's product and services**

**0** significant fines or non-monetary sanctions were imposed on SML

To ensure compliance, we monitor the number of incidents and consequential fines and penalties related to SML across the dimensions of marketing, health and safety, and social-economic laws, and disclose them in this report as a measure of our compliance. In 2022, there were only six reported cases where the BOD of effluent exceeded the regulatory limit due to malfunctioning equipment. Details of this incident are included in our Climate Change and the Environment section.

# BEST IN CLASS REAL ESTATE

## RESILIENCE TO IT CYBERSECURITY RISK

### MANAGEMENT APPROACH

The digital revolution has become crucial in revolutionising various industries, including the property development sector. Rapid advancements in business have resulted in an increased reliance on technology. SML recognises the importance of adopting new technologies to stay ahead of emerging market trends and enhance business efficiency. To this end, we are undergoing a digital transformation, shifting from conventional processes to web-based and database applications. In BSD City, we are promoting the development of a technologically advanced modern urban area that leverages on information and operational technology to manage the city's assets, resources, and services for residents. We are also exploring business collaborations with vendors and partners that involve data exchanges through shared networks and system interfaces. Furthermore, we are adapting our employee activities from offline to online modes of work.

Given the growing reliance of our business on technology, we understand the paramount importance of cybersecurity as a mean of instilling trust among all our stakeholders, including our tenants, customers and employees. Enhancing the company's cybersecurity capabilities will go a long way in mitigating the risks posed by cyber-attacks and other potential threats that could potentially impact our stakeholders.

We follow strict policies which together help safeguard our organisation and customers' assets.

- **Electronic Data & Mobile Device Security Policy**
- **Network Management Policy**
- **IT Facilities** (Data Centre, IT Premises, etc)  
**Management Policy**
- **Software Management Policy**
- **Crisis Management & IT Disaster Recovery Policy**

In addition to our policies, we also comply with several practices targeted at bolstering our cybersecurity, such as disaster recovery plan, implementation of multi-layer security tools, and ensuring all IT-related procurement is approved through a verification process. Furthermore, we have a dedicated team that focused on monitoring and reporting any security issues that may arise.

### INITIATIVES

In addition to the cybersecurity measures mentioned earlier, in 2022 we performed penetration tests on our existing and newly purchased applications and took steps to resolve any vulnerabilities identified. We have also conducted awareness campaigns to educate end users on cyber-related attacks. Furthermore, we made enhancement to our IT security architecture and carried out cloud migration in certain areas on the IT infrastructure side.

## 2022 PERFORMANCE

During our routine monitoring, we detected multiple cyber-attack attempts. Only one malware attack was detected, which SML promptly resolved within two days and restored the affected services. Since the incident, we have been taking additional measures to further strengthen the company's IT security architecture.

There were no identified leaks, thefts, or losses of customer data as a result of the incident mentioned above, and we are pleased to report that our cybersecurity efforts in 2022 have yielded positive results.

0

total number of substantiated complaints received from **outside parties and substantiated by the organisation**

0

total number of substantiated complaints received from **regulatory bodies**

0

total number of **identified leaks, thefts, or losses of customer data**

# BEST IN CLASS REAL ESTATE

## LOCAL COMMUNITY PROGRAMMES



### POSYANDU DAN BANTUAN PERALATAN POSYANDU (INTEGRATED HEALTHCARE CENTER SUPPORT)

In 2022, Karawang International Industrial City ("KIIC") contributed in the distribution of PMT (Pemberian Makanan Tambahan/ Supplementary Food) in its surrounding area. 45,064 PMT have been delivered to infants and toddlers, age ranging from 0 to 12 months, in 7 communities.



### FOGGING KIIC

As one of KIIC key health and safety initiative, we conducted regular fogging in 2022 to prevent the spread of dengue fever in the surrounding residential area.

### CLEAN WATER FACILITIES DELTAMAS

SML is committed to provide clean water facilities for customers and surrounding communities. In 2022, we offered clean water facilities in Kota Deltamas for the Bekasi Regency communities, and Cibungur Village, Nagasari Village, Serang Baru District. In total, we provided an average of 200 m<sup>3</sup> every day, or 6,000 m<sup>3</sup> per month, across villages over the course of the year.



### COVID-19 SUPPORT

To ensure the well-being of both our customers and communities, we remain committed to upholding health and safety standards in our project areas. In 2022, we provided several facilities and services to support the government and communities in responding to COVID-19. These include setting up a vaccine centre for the local community, conducting disinfection in public areas and distributing food supplies to communities in several regions of Indonesia. Key achievements include:

- The ITC Group (Surabaya, Cempaka Mas, Kuningan, and Permata Hijau) has distributed 3,446 doses of COVID-19 vaccine, and DP Mall has distributed 750 doses of COVID-19 vaccine
- Batam has distributed 820 doses of COVID-19 vaccine
- Deltamas has distributed 4,000 doses of COVID-19 vaccine

### KEPEDULIAN SOSIAL MASYARAKAT (SOCIAL CARE FOR COMMUNITY)

In 2022, we conducted the Social Care for Community programme, which aimed to assist our communities in dealing with the escalating cost of cooking oil by offering cooking oil at affordable prices. In partnership with Indonesian Palm Oil Farmers Association, the ITC Group organised events at ITC Roxy Mas and ITC Cempaka Mas in May 2022, benefitting approximately 4,000 customers. In addition, ITC Permata Hijau and ITC Mangga Dua sold over 5,000 units of 5 liters each cooking oil separately.



### VOLUNTARY BLOOD DONATION

In 2022, SML provided a range of facilities and services to support the government and local community in organising blood donations. Working in collaboration with KIIC, PMI Karawang, and KIIC Tenant Association, a total of 267 donors participated in the voluntary blood donation efforts. In addition, the ITC Group received 872 blood bags from its donors in Surabaya, Roxy Mas, Cempaka Mas, Kuningan, Permata Hijau, Fatmawati, and Depok.

“  
A total of **267 donors** participated in the voluntary blood donation efforts.  
”



# CLIMATE CHANGE & THE ENVIRONMENT

The following four commitments serve as our framework to manage climate change and other environmental risks:

1. Optimising building operation to achieve clean environment
2. Providing and maintaining green open space
3. Providing and facilitating various types of public transportation
4. Responsible waste management programme

## CLIMATE-RISK MANAGEMENT BASED ON TCFD

The real estate industry is not immune to the pressing need to address climate-related risk. To bolster its resilience against this risk, we established the framework necessary for governance, strategy, risk management and performance evaluation.

### GOVERNANCE

The management of climate-related risks at SML is the responsibility of the Board, aided by senior management and the various ESG committees. In accordance with the ESG Management Framework, management-level members are assigned to address specific ESG matters, including climate change. Through constant monitoring and periodic sustainability reporting, the Board keeps track of the organisation's progress, monitors pertinent climate-related issues, and takes necessary action.

### STRATEGY

In 2021, we initiated the process of mapping out the drivers of climate change-related risk within SML's risk universe. In 2022, we delved deeper into this assessment by analysing the potential impact and probability of acute and chronic physical risks. We also determined the financial value at risk for over 100 assets in our portfolio.

Our analysis has identified the major physical risks in the area where SML operate in Indonesia. Heavy rainfall and floods can affect most of our properties in Jakarta, including BSD City. SML's properties in various

parts of Indonesia are also exposed to various degrees of flooding and landslide caused by heavy rain. In summary, heavy rainfall was shown to be one of the greatest risks across all regions.

As our next step, we plan to undertake a further assessment on transition risk and its potential financial impact. To reduce our GHG emissions, we have already begun formulating plans, including our commitment to achieve Net Zero emissions by 2050. We will execute a 12-years plan to cut down our emissions and electricity footprint from our office and commercial buildings by utilising REC, complementing our existing initiatives on Green Building energy efficiency and solar panel installations.<sup>10</sup>

### RISK MANAGEMENT

SML's ESG framework incorporates ESG risks, including those related to climate change. The ERM framework is designed to identify how ESG and climate change contribute to financial, operational, legal and compliance, project, and strategic risks. Each year, we will conduct an assessment of emerging issues at the Group Division level to detect potential challenges that may arise due to internal or external changes. The assessment considers any relevant climate change risks and leads to implementing of appropriate mitigation measures following discussion in a workshop. Consequently, managing all climate-related risks is fully integrated into our comprehensive risk management process.

### METRICS AND TARGETS

SML follows a systematic approach to gather and monitor climate-related risk metrics such as energy and water consumption, recycling and reuse of water, as well as water discharge and waste disposal. Whenever possible, intensity figures per square meter are used to calculate these metrics. The consumption data is considered when calculating our GHG footprint, which

includes Scope 1, Scope 2 and partial Scope 3 emissions. If available, the relevant metrics and historical data are reported in the following sections. SML has established targets for each area, including a goal to reduce our Scope 2 and Scope 3 (Downstream Leased Assets) GHG emissions by 35% before 2034.

## OPTIMISING BUILDING OPERATION TO ACHIEVE CLEAN ENVIRONMENT

### MANAGEMENT APPROACH

Our practices to reduce the harmful effects on the environment are guided by our Environmental Sustainability Policy and Environmental Management Policy. These policies detail our environmental programme, keep track of important metrics, and define the PIC's role and responsibilities for managing environmental initiatives.

SML acknowledge that our core business as a property developer have the potential to impact the environment, through our direct operations and supply chain. Materials like concrete, sand, and steel that we use in property construction have an impact on natural resources. To minimise this impact, we aim to optimise our use of resources and adhere to the relevant environmental regulations. In addition, we prioritise environmentally responsible procurement by sourcing materials with recycled content and keeping a close watch on the amount of the material we consume.

Our buildings require energy for their day-to-day operations. In order to reduce our impact on the environment, it is crucial that we manage our resources carefully and prioritise energy efficiency. We follow the Singapore BCA Green Mark standard and other international standards to keep our energy consumption under control. To minimise GHG emissions, we use air-conditioning systems that do not rely on ozone-depleting substances ("ODS").

<sup>10</sup> A renewable energy certificate, or REC is a market-based instrument that represents the property rights to the environmental, social, and other non-power attributes of renewable electricity generation. In Indonesia, RECs are issued by PLN (Indonesia National Electricity Company) which transform our generated megawatt-hour (MWh) building electricity from fossil fuel to renewable energy resources. We plan to collaborate with PLN starting 2023 with our Office green buildings following our REC implementation at Deltamas in 2022.

# CLIMATE CHANGE & THE ENVIRONMENT

We recognise that our buildings' water usage could have a negative impact on biodiversity. Therefore, we have implemented different strategies to minimise our water footprint and avoid exacerbating water stress in Tangerang and other project sites like Balikpapan. These measures include the implementation of water reuse and recycling system and rainwater collection for gardening, which are now incorporated into all our Green Buildings. Furthermore, we undergo rigorous environmental impact assessments to ensure that our surface water consumption does not harm local and downstream biodiversity.

## INITIATIVES

Starting in 2022, we have integrated the use of eco-friendly materials in our residential construction projects at BSD City and Greater Jakarta. Our goal is to use at least 20% of green materials in all our projects, and this practice will soon be implemented across other project types and locations. In addition, we have conducted GHG inventory accounting for Scope 1, Scope 2, and partial Scope 3 emissions and have developed a roadmap to reduce Scope 2 and Scope 3 (Downstream Leased Assets) emissions. The roadmap includes utilising REC to further reduce our emissions in the next 12 years. We are also identifying ways to reduce Scope 1 and Scope 3 emissions. In 2022, we collaborated with the National Electricity Company for our Deltamas project, utilising REC for several buildings such as the WTP, WWTP, reservoir, and Marketing Office. These efforts complement our ongoing initiatives to conserve energy, such as the installation of solar panels, improvement in energy and water efficiency through the Green Habit programme, rainwater harvesting and water recycling.

We were a pioneer in implementing the Green Office Park ("GOP") concept in BSD. Spanning 25 hectares of land, we build GOP 1 and GOP 9 with an innovative, environmentally friendly layout. Its exceptional world-class features that enhance natural light and airflow have been acknowledged by prestigious international awarding

bodies such as the Asean Energy Awards 2021 (Green Building Category - Green Office Park 9, BSD City).

## 2022 PERFORMANCE

We track our annual materials usage, energy and water efficiency, and emissions reduction as part of our regular ESG monitoring activities and report them per relevant building category in the following sub-sections.

## MATERIAL

In 2022, the materials used in our development projects amounted to 469,790 tonnes. This was nearly a two-fold increase compared with the 236,292 tonnes of materials used in 2021<sup>11</sup>. The primary reason for this increase was the surge in sand usage, which was driven by the construction of infrastructure and housing development in Cluster Paddington Wisata Bukit Mas

Surabaya project, accounting for 122,098 tonnes of sand usage. In addition, our construction activities at the Knowledge Hub and Aether resulted in a moderate increase in usage of 41,898 tonnes and 36,742 tonnes of concrete respectively, which accounts for 41% of total concrete use. We remain committed to exploring alternative sources of eco-friendly materials for our development projects going forward.

We recognise that the green material ecosystem, particularly in terms of suppliers, is still in its infancy stage and challenging to measure the emissions reduction benefit of utilising such material due to the lack of Environmental Product Declarations. We take pride in the fact that we have successfully incorporated 20% of eco-friendly materials in our residential construction projects.



<sup>11</sup> There has been a revision in the data on previous years' usages. Please see Notes to Sustainability Performance Data for further details.

# CLIMATE CHANGE & THE ENVIRONMENT

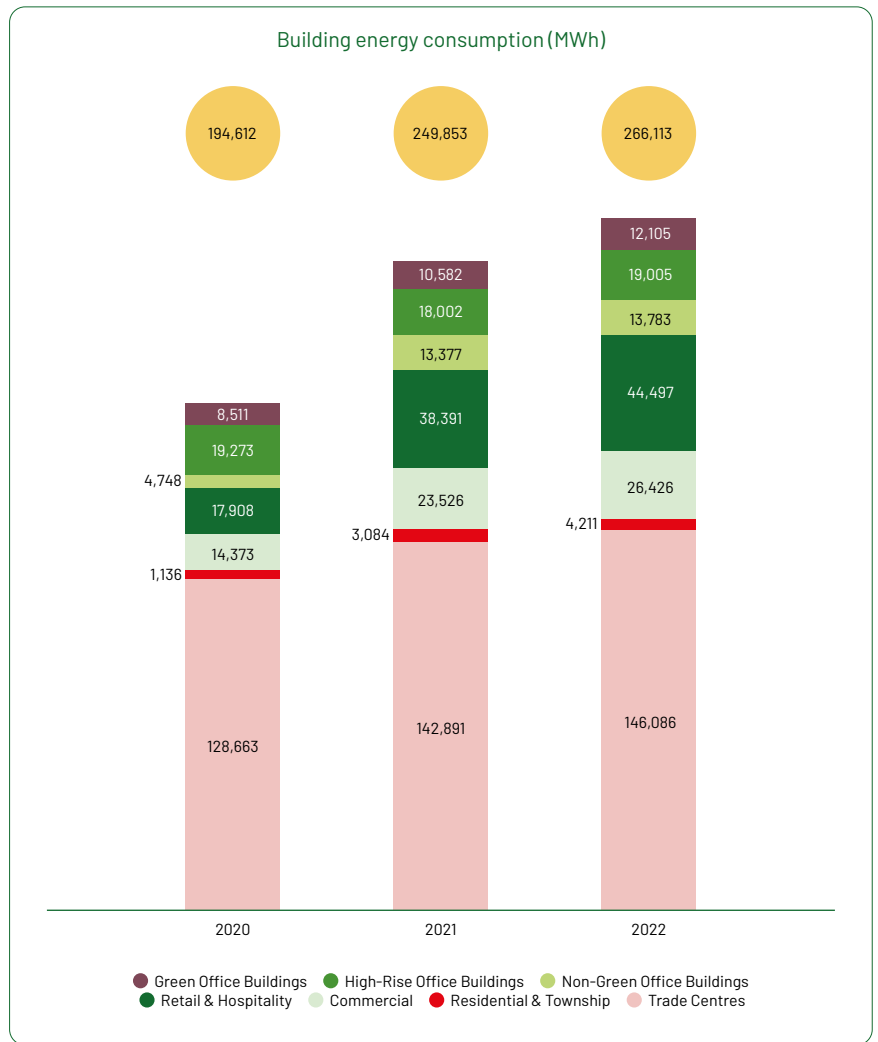
## ENERGY AND EMISSIONS

In 2022, our building energy consumption totalled 266,113 MWh, a slight increase from 249,853 MWh in 2021. This equated to an energy intensity of 119.42 kWh/m<sup>2</sup> (2021: 109.42), 9% higher than last year. A major factor that contributed to the increase was the increase in activities from our building tenants, owing to the relaxation of COVID-19 health protocols by the government.

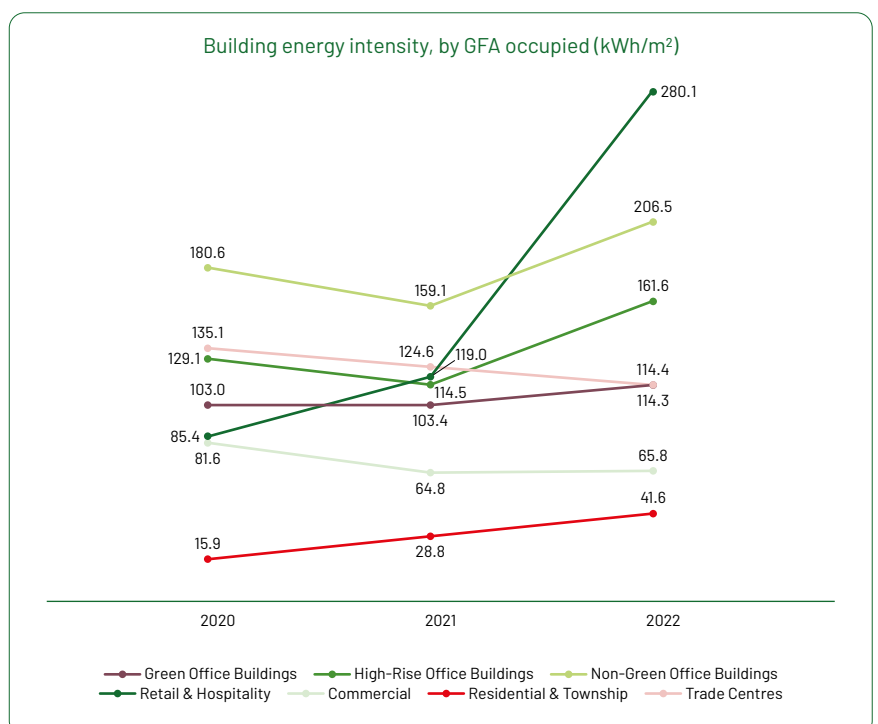
The overall increase corresponded with an increase in Green Buildings' energy consumption, from 10,582 MWh in 2021 to 12,105 MWh in 2022. Our High-Rise Buildings' energy consumption increased modestly from 18,002 MWh in 2021 to 19,005 MWh in 2022.

One of the largest increases came from our Retail & Hospitality category, whose energy consumption rose from 38,391 MWh in 2021 to 44,497 MWh in 2022, suggesting a recovery in leisure activities among consumers.

Furthermore, we are tracking the energy efficiency of our solar panel installations. In 2022, our solar panels generated 2,902,926 kWh of electricity, which was equivalent to 13% efficiency from the six buildings that used solar panels.



“A major factor that contributed to the increase was the **increase in activities from our building tenants**, owing to the relaxation of COVID-19 health protocols by the government.”



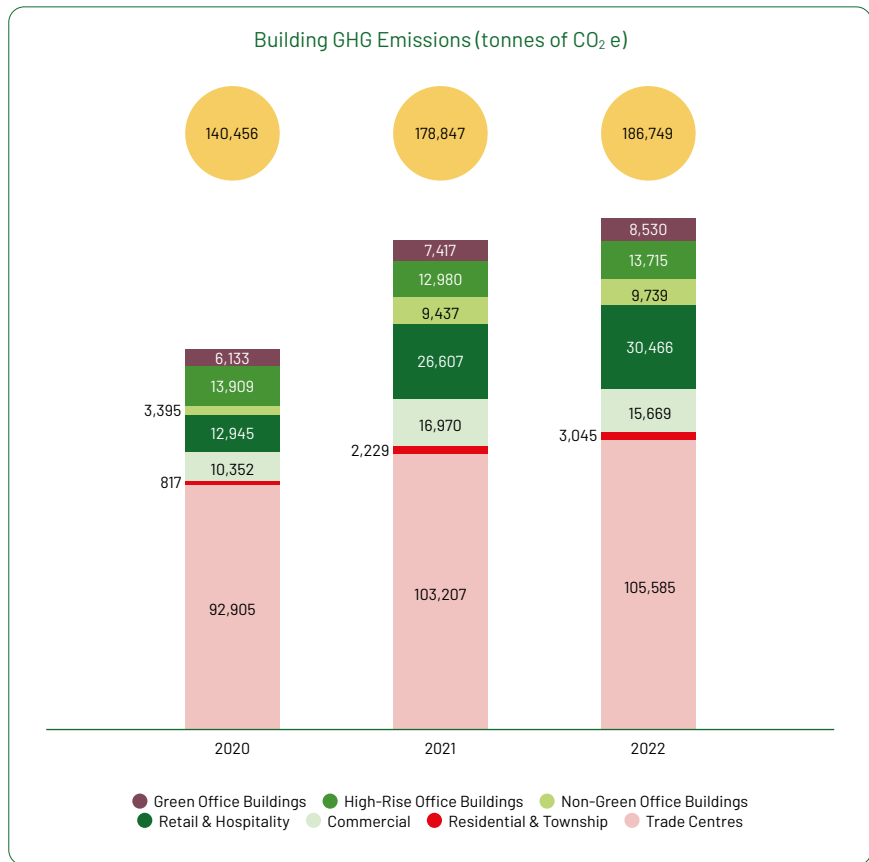
# CLIMATE CHANGE & THE ENVIRONMENT

The increase in energy corresponded with the rise in our building's GHG emissions. SML's building operations contributed a total of 186,749 tonnes of CO<sub>2</sub>-equivalent (t CO<sub>2</sub> e) emissions in 2022, compared with the total of 178,847 t CO<sub>2</sub> e reported in 2021<sup>12</sup>. This moderate growth corresponded closely with that of energy consumption.

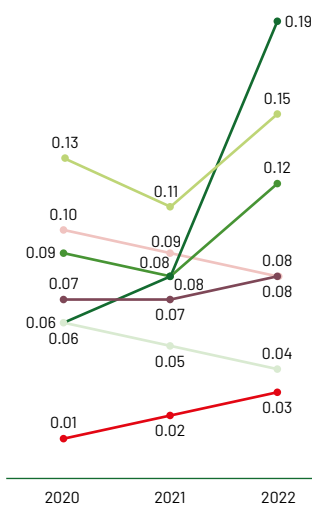
Our buildings do not emit any ODS.

8,530 t CO<sub>2</sub> e of emissions were attributed to our Green Buildings, which have reduction targets for emissions. This was a slight increase from 2021, when 7,417 t CO<sub>2</sub> e were reported. This equated to an intensity level of 0.08 t CO<sub>2</sub> e/ m<sup>2</sup>, an increase from 0.07 t CO<sub>2</sub> e/ m<sup>2</sup> in 2021. Similarly, our High-Rise Buildings reported 13,715 t CO<sub>2</sub> e of emissions in 2022, rising marginally from 12,980 t CO<sub>2</sub> e in 2021. As a result, emissions intensity rose to 0.12 t CO<sub>2</sub> e/ m<sup>2</sup> (2021: 0.08 t CO<sub>2</sub> e/ m<sup>2</sup>).

Emissions for Retail & Hospitality grew the most. Total GHG emissions were 30,466 t CO<sub>2</sub> e in 2022 (2021: 26,607 t CO<sub>2</sub> e), while emissions intensity was 0.19 t CO<sub>2</sub> e/ m<sup>2</sup> in 2022 (2021: 0.08 t CO<sub>2</sub> e/ m<sup>2</sup>) owing to increased customer traffic after relaxed COVID-19 regulations.



Building GHG Emissions intensity by GFA occupied (tonnes of CO<sub>2</sub> e/m<sup>2</sup>)



In 2022, we have also performed a comprehensive inventory summary and broke down the various emission sources into the respective Scope 1,

Scope 2 and partial Scope 3 GHG Emission. Please refer to the GHG Emission Performance Summary table below.

GHG EMISSION SCOPE	EMISSION SOURCES	SML TOTAL EMISSIONS (t CO <sub>2</sub> e)
Scope 1	Fuels used in operations (Diesel Consumption from company generator)	391*
	Mobile fuels used in company's vehicles	1,490
Scope 2	Purchased Utilities (Electricity consumption in common area)	118,660*
Partial Scope 3	Waste generated in operations	9,424
	Business travel (of employees)	31
	Use of sold products (Handover unit to customer)	5,338
	Downstream leased assets (Electricity consumption in tenant area)	67,698*
<b>Total (sum of Scope 1, Scope 2 and partial Scope 3 emissions)</b>		<b>203,032</b>

\* Emissions breakdown displayed in the Building GHG Emissions table above.

<sup>12</sup> 3,406.05 t CO<sub>2</sub> e/ m<sup>2</sup> of emissions were offset in the Commercial Buildings category through the use of REC in the project Deltamas in 2022.

# CLIMATE CHANGE & THE ENVIRONMENT



We are in the early stages of **adopting surface water** which includes water from wetlands and rivers particularly in our Residential and Township building category.

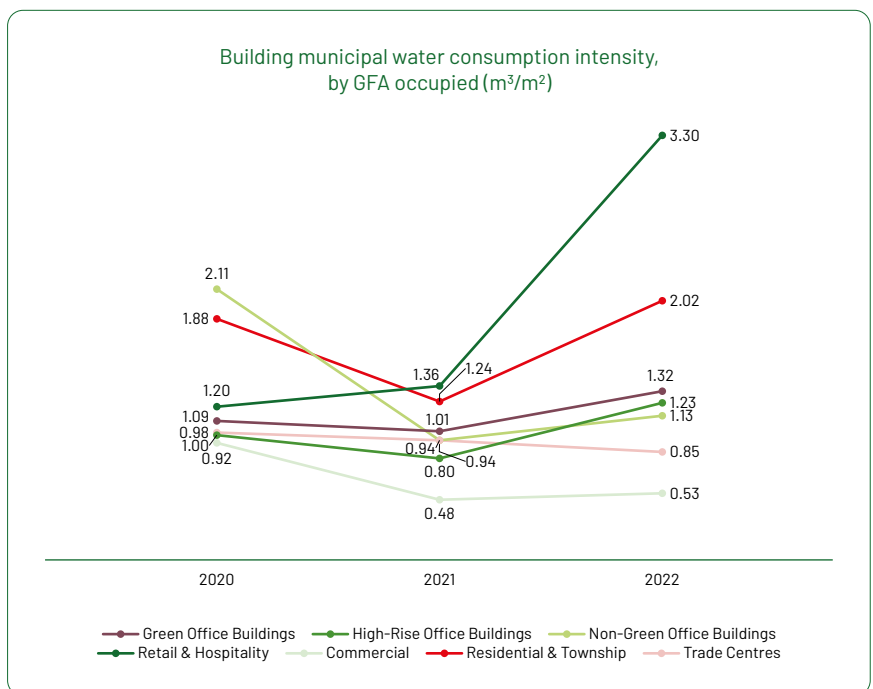
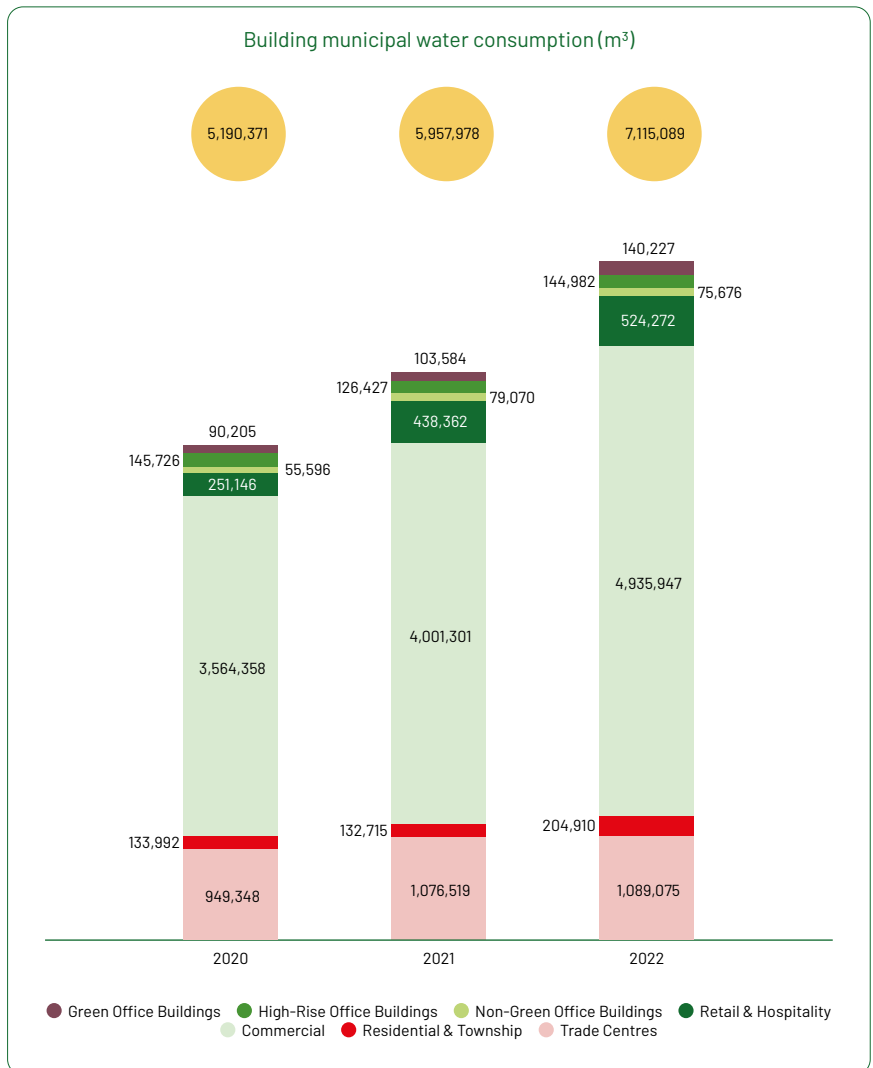


## WATER CONSUMPTION

Municipal water consumption and intensity per occupied floor space per building category is represented in the following graphs. Among our Green Office Buildings, total consumption of municipal water increased from 103,584 m<sup>3</sup> in 2021 to 140,227 m<sup>3</sup> in 2022, while intensity showed a similar increase from 1.01 m<sup>3</sup>/m<sup>2</sup> to 1.32 m<sup>3</sup>/m<sup>2</sup> in 2022.

In our High-Rise Buildings, consumption grew from 126,427 m<sup>3</sup> in 2021 to 144,982 m<sup>3</sup> in 2022 along with intensity from 0.80 m<sup>3</sup>/m<sup>2</sup> in 2021 to 1.23 m<sup>3</sup>/m<sup>2</sup> in 2022.

We strive to reduce our municipal water usage by utilising other water sources. We currently leverage rainwater across several of our building categories, including all properties under Green Buildings. The volume of rainwater used was 44,586 m<sup>3</sup> in 2022, lower than 362,651 m<sup>3</sup> in 2021 as there was an exceptional case where a significant amount of rainwater was used at the Golf Course property in Q3 2021 that was attributed to our consumption data in the previous year. Other than municipal and rainwater sources, we also utilise as water sources surface and groundwater, which contribute 13% of total water consumption across all sources. Furthermore, we are in the early stages of adopting surface water which includes water from wetlands and rivers particularly in our Residential and Township building category.



# CLIMATE CHANGE & THE ENVIRONMENT

In addition, we have adopted systems that process alternative sources of water such as sinks, ablution taps, showers, and air conditioning systems to be reused. In total, the amount of recycled and reused water reached 400,612 m<sup>3</sup> in 2022 across several of our building categories, equivalent to 5% of total water consumption from all sources. Moreover, our environmental impact assessments make sure that biodiversity and stakeholders downstream are not affected by our water consumption.



We construct pedestrian ways and open green spaces to **promote community connections** and healthy living.



## PROVIDING AND MAINTAINING GREEN OPEN SPACE

### MANAGEMENT APPROACH

The atmosphere of our development and the well-being of our occupants and surrounding communities are directly influenced by the natural beauty of the environment. SML embraced the philosophy of Green Open Space (Ruang Terbuka Hijau, "RTH") in our development project's master plans. This approach aids in preserving water flow and reducing pollutants. Our Green Open Space concept is implemented in various developments, including City Park and Pond Area, Public Green Area, Commercial Lot Green Area, Residential Green Area, Road Median, and River Side Green, from BSD City to other regions. In addition, we construct pedestrian ways and open green spaces to promote community connections and healthy living. Our installation of biopori holes helps to improve soil fertility and reduce flood risk.

	2020	2021	2022
<b>Water recycled and reused in buildings</b>	526,401	525,936	400,612
<b>% of water recycled and reused (compared against the total water consumption from all sources)</b>	10%	7%	5%

<b>BUILDING WATER CONSUMPTION FROM ALL SOURCES (m<sup>3</sup>)</b>	2020	2021	2022
Green Office Buildings	91,865	108,655	145,528
High-Rise Office Buildings	145,726	126,427	144,982
Non-Green Office Buildings	55,596	80,360	76,391
Retail & Hospitality	251,146	438,362	524,272
Commercial	3,620,878	4,066,737	5,007,225
Residential & Township	133,992	1,570,564	1,252,144
Trade Centres	981,910	1,098,263	1,114,913

<b>WATER INITIATIVES</b>	<b>SAVINGS<sup>13</sup></b>
Use of recycled water from sinks, ablution taps, showers, and air-conditioning systems	400,612 m <sup>3</sup> equivalent to IDR5 billion (or approximately S\$433,757)
Use of collected rainwater	44,586 m <sup>3</sup> equivalent to IDR559.6 million (or approximately S\$48,275)

Our Environmental Management Policy governs these practices and formalises accountability over these programmes and the reporting of their development progress.

### INITIATIVES

Throughout 2022, the construction of Green Open Spaces has been ongoing, with a focus on expanding pedestrian walkways and biopori development, as well as planting trees in the area beyond the capital region of East Indonesia. In addition, we have finalised the documentation of policies that will regulate the technical details of all Green Open Space projects. Alongside these efforts, we have also continued our existing programmes, such as Telaga Desa Agro Enviro Education Park, which offers a unique vocational programme that integrates forest conservation, sustainable agriculture, and eco-tourism.

### 2022 PERFORMANCE

We measure the amount of developed Green Open Space and pedestrian ways, along with the number of trees and biopori holes planted to track our progress in this focus area. As of 31 December 2022, we have built 317,292m<sup>2</sup> of Green Open Space and 3,947 m of pedestrian ways, reaching 72% and 138% of our target respectively. The total of planted trees and biopori holes to date as of the end of the reporting year amounts to 15,775 trees (92% of target) and 4,814 holes (96% of target). Prolonged construction process prior to entering the landscaping stage, as well as changes in development priority impacted the achievements toward these targets as of 31 December 2022.

<sup>13</sup> 1 SGD = IDR11,591 (as of 31 Dec 2022)

# CLIMATE CHANGE & THE ENVIRONMENT

## PROVIDING AND FACILITATING VARIOUS TYPES OF PUBLIC TRANSPORTATION

### MANAGEMENT APPROACH

SML, as a vital provider of urban infrastructure, has a responsibility in addressing air pollution. Our objection is to support Jakarta's transformation into a sustainable and clean city by implementing projects that encourage the use of public transportation. So far, we have undertaken several initiatives to bridge gaps and enhance connectivity within the current mass transportation network. This has not only helped to reduce traffic congestion but also resulted in lower energy consumption and long-term health benefits for commuters.

We provide transportation services within BSD City through our BSD Link buses and collaborate with other interregional networks that offer bus routes to destinations like Bogor and Tangerang, as well as key transit hubs such as the MRT station and airport. These efforts have expanded access to and from BSD City for commuters. In addition, our past endeavours include the 2018 revitalisation of the Cisauk Train Station and the implementation of Transit-Oriented Development at Intermoda BSD City.

### INITIATIVES

In 2022, we delved into broadening our transportation projects towards electric vehicles. One of our initiatives involved deploying an electric bus that runs between the GOP area to Intermoda BSD City. In addition, we conducted a proof-of-concept trial to evaluate the feasibility of using self-driving electric vehicles in our development areas. We will review and finalise an implementation strategy for this concept in the coming years.

## 2022 PERFORMANCE

To gauge the efficacy of our current transportation initiatives, we are using traffic and passenger utilisation of BSD Link buses and interregional public transport networks as a performance indicator.

Following the closure of our BSD Link public transportation in 2021, we resumed operations for the public in October 2022. A total of 104,127 passengers utilised our service between October and December 2022.

However, it is important to acknowledge that most people still use private vehicles over public transportation, indicating potential for increased utilisation of networks such as BSD Link buses. This underscores the necessity of promoting public transportation options to communities and residents to improve awareness and utilisation.

## RESPONSIBLE WASTE MANAGEMENT PROGRAMME

### MANAGEMENT APPROACH

SML is conscious of the potential environmental impact of waste produced by both its operations and its tenants. To address this, we have implemented rigorous waste management practices to reduce internal waste and encourage our occupants to do the same. Our Environmental Management Policy guide our employees in responsible waste management. We appoint certified vendors to collect all hazardous waste generated by the buildings we manage, ensuring that it doesn't end up in landfills. We actively engage with governments and residents to improve waste collection in the area. In addition, we have initiated a Green Habit programme aimed to convert plastic waste to food.

We conduct monthly assessments of the quality of effluent through Biological Oxygen Demand check to monitor water discharge. Our specialised team centrally monitors discharge from all SML-managed properties. The majority of water is treated at our water treatment plant, and after treatment, redistributed back to our properties.

## INITIATIVES

We initiated a project that uses recycled plastic waste to make asphalt for road construction in BSD City. The first phase of the project has been completed with the construction of a 4 km road, and we plan to continue this initiative in other development areas in the following years. As a prominent property developer, SML recognises its responsibility to provide waste processing facilities, and we have partnered with reputable waste management vendors in BSD City. We conducted the initial planning in 2022, and we expect to implement this programme in January 2023.

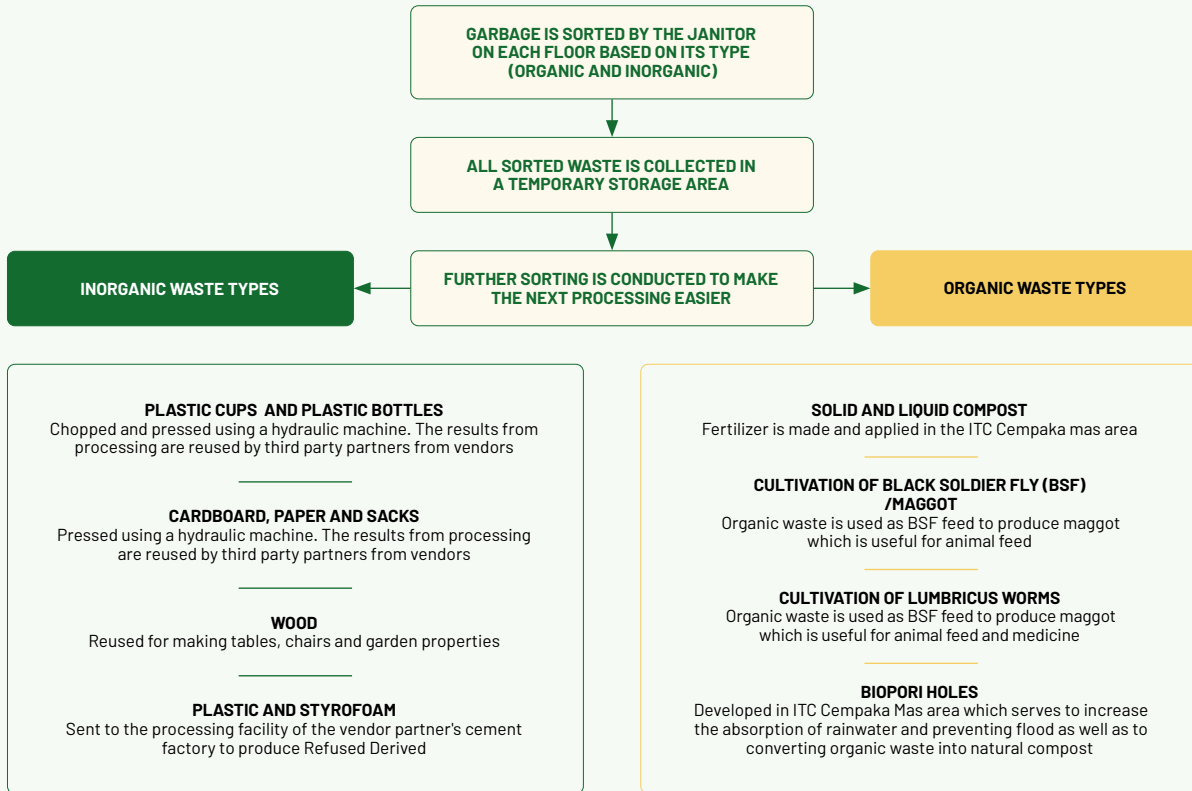
From 2022 onwards, we have been using eco-enzyme that is created from household waste originating from residential properties in BSD City and nearby neighbourhoods as a cleaning solution for office buildings. This practice aids in reducing the cost of building cleaning and minimise household waste volume.

The ITC Group is spearheading an additional waste management programme aimed at environmental conservation via an integrated waste management programme located at ITC Cempaka Mas. This undertaking is being carried out in collaboration with the DKI Jakarta Provincial Government and is elaborated in our case study.

“ So far, we have undertaken several initiatives to **bridge gaps and enhance connectivity** within the current mass transportation network. ”

# CLIMATE CHANGE & THE ENVIRONMENT

## CASE STUDY: INTEGRATED WASTE MANAGEMENT IN ITC CEMPAKA MAS



The ITC Group is committed to preserving the environment and has partnered with DKI Jakarta Provincial Government to create a comprehensive waste management programme at ITC Cempaka Mas.

The programme focuses on enhancing the existing waste management process by encouraging waste processing and reuse while minimising residual waste. The programme’s launch in June 2022 was attended by the Governor of DKI Jakarta and the Mayor of Central Jakarta.

A methodical strategy was employed for managing waste that involved temporary storage and a processing area that covered an area of up to 200 square meters. The initial step involved gathering all waste in a central location and categorising it into either organic or inorganic waste. Further classification of the inorganic waste was done based on its composition such as plastics, paper, wood, and Styrofoam, and each type are subjected to a unique processing technique.

The hydraulic machine chops and presses waste materials like paper and plastic bottles before third-party vendors gather them for reuse. Additional plastics and Styrofoam are handled by a vendor cement factory where they are transformed into Refuse Derived Fuel (RDF).

The organic waste we produce undergoes the following process to be reused:

- plant nutrition: use of solid and liquid compost as fertilisers
- animal feeds: black soldier fly feeds made from organic waste to produce maggots and lumbricus worms
- natural compost: converted compost from organic waste through our biopori holes installed in the ITC Cempaka Mas area.

Of the 6-10 tons of waste produced by ITC Cempaka Mas, our waste processing plant can process 70% of the total waste, while the remaining 30% is sent to the landfill. This will reduce our emissions generated from waste.

We acknowledge that there are room for further improvement, and we are committed to collaborating with residents and vendors to achieve our goal of zero waste to landfill. Our aim is to effectively manage 100% of waste while minimising any potential odor disturbance.

WASTE GENERATED (KG)	ORGANIC	INORGANIC	TOTAL
Managed Waste	312,700	2,360,235	2,672,935
Unmanaged Waste	21,635	158,335	179,970
			2,852,905



# CLIMATE CHANGE & THE ENVIRONMENT

## 2022 PERFORMANCE

As part of our regular ESG monitoring activities, we have initiated the tracking of specific metrics related to our waste management practices. These metrics include the quantity of organic material processed and the production of eco-enzymes for our eco-enzyme initiatives, the magnitude of society involved and the amount of plastic waste collected for Green Habit, and the overall area of plastic asphalt development.

In 2022, we report the following data against those established metrics:

ECO-ENZYME ACTIVITIES	
Number of applicable projects	2
Weight of organic materials processed	21.6kg
Amount of eco-enzyme produced	280 liters

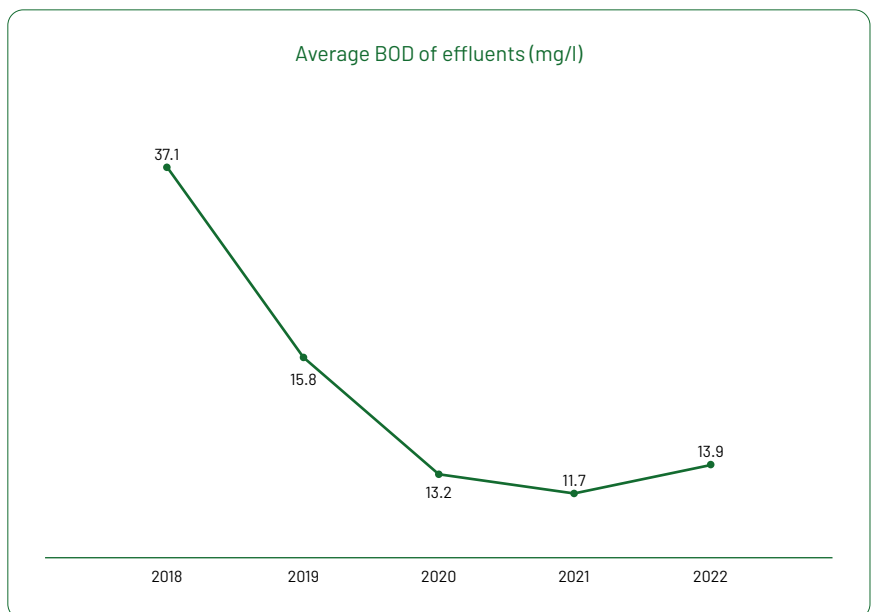
GREEN HABIT PROJECT (PLASTIC TO FOOD)	
Number of participants	1,400 persons
Number of plastic waste volume collected	2,300 kg

PLASTIC ASPHALT ACTIVITIES	
Percentage of green material used for residential project (BSD and Greater Jakarta Area)	20-29% (range across 3 different projects)

We disclose metrics on our water discharge, including our effluents' biochemical oxygen demand (BOD) using estimations and data collected from on-site meters, and monitor our discharge against the Indonesian national standard for effluents. In 2022, the average BOD of effluents was 13.9 mg/l, slightly increasing from 11.7 mg/l in 2021. There were six instances where the BOD of effluents exceeded the government limit. The exceedances were attributed chiefly to STP system malfunctions or pipe leakages. The necessary repair work is currently in progress for ITC BSD and has been completed for the rest of the projects in question.



WATER DISCHARGE FROM BUILDINGS BY DESTINATION	2020 (m <sup>3</sup> )	2021 (m <sup>3</sup> )	2022 (m <sup>3</sup> )
Discharged into surface water bodies – seas, oceans	-	62,733	85,312
Discharged into surface water bodies – rivers, lakes, reservoirs	187,881	246,933	300,112
Discharged into external sewage systems or treatment facilities	2,206,699	3,064,178	3,523,750
Discharged through soil infiltration	-	37,102	35,435
<b>Total water discharged (m<sup>3</sup>)</b>	<b>2,394,580</b>	<b>3,410,946</b>	<b>3,944,609</b>



# CLIMATE CHANGE & THE ENVIRONMENT

In 2022, our properties spanning all building categories produced 144,708 kg of hazardous waste. We have further classified this figure according to our major building categories. The amount represents an increase from 102,238 kg reported in 2021, primarily due to the commercial property, Kawasan Kota Deltamas. A total of 122,475 kg of chemical and liquid generated by our industrial tenants and resulting from sedimentation has been collected and appropriately managed and treated at our Water & Waste Treatment Plant (WWTP). Hazardous waste produced by Sinarmas Land Plaza Thamrin and some ITCs is currently being stored at their respective projects and awaits collection by suitable vendors.

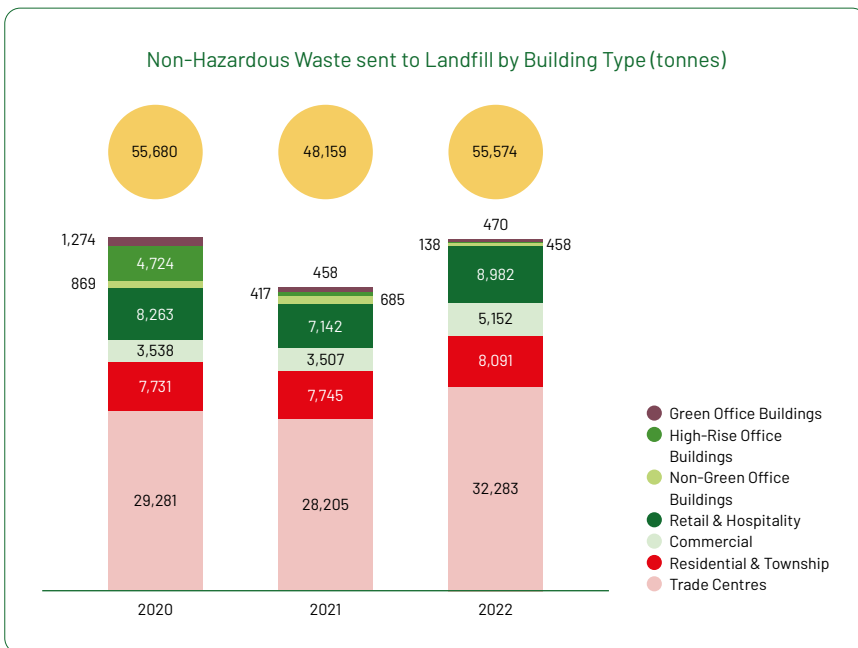
Based on our waste management experiences, there is still a need for consultation and collaboration with the government on relevant regulations.

In addition, it has come to our attention that there needs to be more aware of waste sorting among employees, residents, and the wider community.

This highlights an opportunity for us to increase socialisation and engagement with these stakeholders to promote responsible waste management.

“ It has come to our attention that there needs to be **more aware of waste sorting** among employees, residents, and the wider community. This highlights an opportunity for us to increase socialisation and engagement with these stakeholders to **promote responsible waste management.** ”

HAZARDOUS WASTE (KG)	OFFICE BUILDINGS	R&H	COMMERCIAL	RESIDENTIAL AND TOWNSHIP	TRADE CENTRES
Total	3,906	1,747	122,475	7,117	9,463



OTHER NON-HAZARDOUS WASTE – SUMMARY (TONNES)	
Non-hazardous waste – Incineration	81
Non-hazardous waste – Composting, Recovery (including energy recovery), Deep-well injection, On-site storage	169
Non-hazardous waste – Recycle	250

# CLIMATE CHANGE & THE ENVIRONMENT

## LOCAL COMMUNITY PROGRAMMES



### TELAGA DESA AGRO ENVIRO

Located in KIIC, Telaga Desa Agro Enviro Education Park serve as a centre for agricultural and fisheries research and education, environmental conservation (which includes biodiversity studies), and eco-tourism. This centre is a collaborative initiative between SML and 35 other companies that involves multiple stakeholders such as local government units, universities and schools, and community groups such as the Women Farmers Group. It provides training and employment opportunities for local and job seekers who may not want to work in the industrial sector, as well as for retired industrial employees. In 2022, a total of 69 training sessions were conducted, and the centre produced 31,240 kg of compost. In addition, the Eco-Tour programme attracted 6,307 participants.



### GREEN HABIT 2.0 LESS PLASTIC (PLASTIC TO FOOD)

The Plastic to Food 2022 Programme serves a dual purpose, functioning as an educational tool for the public about the 3R principles for managing plastic waste and as a corporate social responsibility programme to improve community food security. This programme was implemented in 2022 in collaboration with seven garbage banks in the BSD City area. Since its inception, it has successfully recycled 2,300 kg of plastic waste and has directly benefitted 1,400 individuals. Our programme partner, PT Candra Asri Petrochemical, recycles plastic waste into plastic pellets to create plastic asphalt for various projects in BSD City.

SML introduced the "Kurban Berkah Tanpa Sampah" initiative under its programme to support the Ministry of Living Environment in implementing a plastic-free Eid al-Adha. In 2022, the programme replaced the utilisation of 600 disposable plastic bags for packaging sacrificial animal meat with 600 bamboo baskets.



### BSD GREEN FESTIVAL 2022

On 7 July 2022, the 19th edition of the BSD Green Festival took place, featuring a range of activities such as environmental aesthetic competitions, vegetable and fruit cultivation competitions, edutainment, national webinars and environmental education for children. In addition, the inauguration of Kampung Mantul in West Dadap Village was held during the festival, which included the construction of a Garbage Bank Shelter, Maggot Cultivation Site and Fish Farming Ponds. The event was well-attended by members of the community, academics, practitioners and environmental activists, with the Mayor of South Tangerang and the Regent of Tangerang, as well as the Heads of the Environmental Services of both regions, providing their full support.



# SUSTAINABLE COMMUNITY

In addition to offering infrastructure, our community-centric business places great emphasis on ensuring the welfare of the individual residing in our communities. Our residential properties, commercial buildings and malls, and public transportations are fundamental infrastructure components essential to people's everyday routines. Our endeavours in this aspect revolve around two objectives to proactively manage our communal presence and to aid in the growth of our communities:

- Engagement programme for all stakeholders
- Improving community welfare in surrounding development areas

## ENGAGEMENT PROGRAMME FOR ALL STAKEHOLDERS

### MANAGEMENT APPROACH

We employ different approaches to comprehend the potential influence of our business on stakeholders, commencing with evaluations prior to construction. In accordance with the Indonesian government's regulation on Environment Control Permits, we conduct environmental impact assessments for each property development project. These assessments are essential in identifying any negative impact across various areas such as physical, chemical, biological, socio-economic and public health.

In addition to assessment before construction, we utilise several methods to engage with stakeholders, including customer and tenant questionnaires, media outreach initiatives, and various campaigns. Our annual media programme provides a framework for engaging with the media, and we rely on our Corporate Communication Division to lead our engagement with the public. They manage the SML brand and provide current information on our activities. We also regular communicate with communities about our construction plans and engage in ongoing discussions with regulators to keep abreast of new regulations.

Despite our best efforts, we acknowledge that our construction activities may inevitably cause disruptions in neighbouring communities. To minimise their

impact, we restrict our work to reasonable hours and maintain an orderly construction site. We also ensure that all contractors undertaking construction activities possess a regional regulator rating or hold a government-issued Construction Service Permit Letter.

### INITIATIVES

In 2022, our President's Office led several media engagement initiatives and the Green Habit Campaign, leveraging media ranging from press releases to press tours.

Despite the pandemic, we reached out to various stakeholders, including customers and tenants, by conducting our annual satisfaction surveys. Furthermore, we performed our employee engagement survey in 2022, which resulted in an 86% participation rate, compared with 79% in 2021. SML is constantly seeking new ways to engage with a wider group of stakeholders.

### 2022 PERFORMANCE

Several media engagements were conducted in 2022. Additionally, we carried out a customer satisfaction survey focusing on ESG topics targeting tenants across Office Buildings, Residential, Commercial, and Mall business units. On average, all of our units received a satisfactory score of over 85% from customers and tenants regarding our environment and health safety measures.

## IMPROVING COMMUNITY WELFARE IN SURROUNDING DEVELOPMENT AREAS

### MANAGEMENT APPROACH

Given the current stage of economic development in Indonesia, we perceive our societal influence as a

chance to enhance the welfare of the communities in which we operate, potentially leading to an increase in per capita income. We strive to offer adequate work and business opportunities in these communities through programmes such as Bina Usaha MSME and Kampung Mantul. We firmly believe that this will, in turn, support the long-term sustainability of our company's business.

Our investments are strategically aimed at fostering social and economic development. One of our first steps was establishing the BSD MSME Centre (formerly Sentra Kriya at BSD Knowledge House), which focuses on enhancing the welfare of women in society. We also provide computer programming and coding grants to students around BSD City to support children. Our training programmes, including the BSD MSME Centre and Pasar Rakyat Go Digital (formerly Pasar Rakyat School), are geared towards skill development for MSME members. Lastly, our Kampung Mantul programme is contributing to food security and independence.

### INITIATIVES

In 2022, one of our noteworthy initiatives was Bina Usaha MSME, a community programme designed to empower MSMEs throughout Indonesia. Our presence was felt in several cities, with a particular focus on Kota Tangerang Selatan and Kabupaten Tangerang.

Due to pandemic's impact on our existing programme at the Pasar Rakyat School, we transitioned our efforts to Pasar Rakyat Go Digital. This programme aims to enhance the capacity of MSMEs by providing training opportunities for sellers.

“  
We perceive our societal influence as a chance to **enhance the welfare of the communities** in which we operate, potentially leading to an increase in per capita income.  
”

# SUSTAINABLE COMMUNITY

## CASE STUDY: BINA USAHA MSME

Bina Usaha MSME is an initiative aimed at empowering MSMEs. As the Greater Jakarta region develops economically, there is further room for development among smaller enterprises.

The Bina Usaha MSME programme aims to enhance productivity by offering targeted training programmes that focus on knowledge and skills improvement. In addition, it hosts digital marketing events that increase the visibility and improve the welfare of MSMEs, as well as community exhibitions to serve as a platform for business development. By targeting general MSME owners and those with disabilities in various cities around BSD City, including Kota Tangerang Selatan and Kabupaten Tangerang, the programme seeks to promote economic growth.

We are proud to report that 186 activities in total were conducted throughout 2022. The following is a snapshot of such activities:

- Training for Disabled MSME players
- Ramadhan Bazaar
- SML MSME Centre Podcast
- Kampung Mantul Product Sales
- Rumpin Bogor Product Sales

Throughout 2022, the Centre hosted a total of 38 trainings, including 9 Green Productivity trainings with 217 attendees, 405 attendees across 20 trainings, and 9 MSME Disability trainings with 44 attendees. We also assisted 24 MSMEs with disabilities to sell their products at modern market Intermoda, and collaborated with 26 MSMEs at the MSME Festival 2022. These efforts reached a total of over 700 MSMEs and 111 individuals with disabilities. The programme's revenue has significantly increased from IDR141 million in 2019 to over IDR1.4 billion in 2022, reflecting our support for the programme. In addition, we participated in 12 bazaars and exhibitions, with total sales amounting to IDR64 million.

Our engagement with MSMEs has brought to our attention the need to continuously improve our programme. One major challenge we discovered is the necessity for MSMEs to undergo a mindset shift to scale their business. In addition, it has been difficult for many MSMEs to find a sustainable market for their products. With these insights, we are working towards partnerships with the private sector to provide MSMEs exposure to business professionals and to create job opportunities for MSMEs to sell their products as vendors.



# SUSTAINABLE COMMUNITY

## 2022 PERFORMANCE

We are closely monitoring the progress of our programme through our CSR forum on a semi-annual basis, assessing the number of activities and level of participation for each programme. As of the end of the reporting period, our KPIs were as follows:

### Digital Technology Grant Programme:

- Number of Grant recipients: 67 persons
- Number of employment: 17 persons

### Kampung Mantul:

- Number of villages: 3 villages
- Number of activities: 369 activities

### Bina Usaha MSME:

- Number of MSME assisted: 26 MSMEs
- Number of MSME with disabilities assisted: 24 MSMEs
- Amount of revenue generated: IDR1.4 billion

### Pasar Rakyat Go Digital:

- Number of participants: 612 MSMEs
- Number of participants who receive digital payment training: 302 MSMEs

While most of the community welfare programmes are currently centred around BSD City, we are aware of the need for replicating these activities to other operational areas of SML in the future.

“

As a part of this programme, we aim to **prepare the students for the IT sector jobs** and foster the development of our Digital Hub project.

”

## LOCAL COMMUNITY PROGRAMMES

### DIGITAL TECHNOLOGY GRANT (FORMERLY IT PROGRAMMING GRANT)

The Digital Technology Grant with Techpolitan is an IT coding and programming grant programme for students who live around BSD City. As a part of this programme, we aim to prepare the students for the IT sector jobs and foster the development of our Digital Hub project. In 2022, we launched our 6th batch with a total of 20 participants (of which all participants have graduated and 5 participants have successfully been hired by employers).

In 2022, we also launched the Scholarship for Digital Technology Programme in collaboration with the Tangerang Regency Government. In preparation for the era of digital technology and Industry 5.0, this programme also partners with those who offer digital education services to improve the labour force's skills and promote sustainable economic growth. Our inaugural batch in 2022 consists of 44 participants, 20 of which have graduated already.



### BSD MSME CENTRE

BSD MSME Centre, formerly Sentra Kriya (Craft Centre) at BSD Knowledge House is a place for participants from Bina Usaha MSME to receive training and development related to their businesses to enhance their resilience in the pandemic and help them adapt to the new normal.

BSD MSME Centre activities focus on improving each participant's creativity through lessons such as eco-printing (using natural colours from floral) and clothes screen-printing (sablon). These lessons are provided by a network of experts from universities, local communities, and industry professionals and teach participants how to improve the technique and quality of their products to help them generate additional income. Owing to limitations due to the COVID-19 pandemic, the MSME Centre conducted three bazaars during the year and continued its sales activities online.

To support this programme, we also provide a MSME corner to facilitate MSMEs to market and sell their products. In 2022, BSD Intermoda Modern Market hosted the MSME corner.

# SUSTAINABLE COMMUNITY

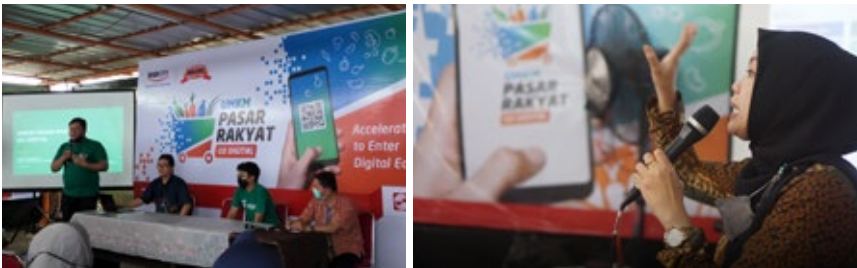
## LOCAL COMMUNITY PROGRAMMES

### PASAR RAKYAT GO DIGITAL (FORMERLY PASAR RAKYAT SCHOOL)

Pasar Rakyat School is a comprehensive training programme for the public market community in BSD City to improve the sustainability of MSME businesses. The programme is provided for market managers and sellers, focusing on training on digital platforms and financial management, as well as maintaining a clean and healthy marketplace. In 2021, SML collaborated with the Indonesia Ministry of Trade, resulting in 8 trainings and educating more than 327 market managers.

However, due to COVID-19, in 2022 the programme was shifted onto Pasar Rakyat Go Digital which provides online capacity building for MSME sellers.

Participants rapidly learn how to leverage the digital ecosystem in order to improve their marketing activities. There were 612 MSMEs from BSD City Modern Market who participated in this programme and 302 MSMEs received digital payment training. By 2022, this programme had increased digital participation among MSMEs from 34% to 82% (48% increase), and usage of financial technology e-commerce among MSMEs from 27% to 55% (28% increase).



### THE LOCAL AGRICULTURE PARTNERSHIP PROGRAMME

The Local Agriculture Partnership Programme is a community programme set up to cultivate regional farmers in the surrounding areas of SML's operations in a sustainable and environmentally friendly manner.

The programme focuses on five steps:

- Identifying land assets that can be used.
- Forming partnerships with nearby farmers.
- Enhancing the institutional capacity of Local Farmers Groups.
- Providing training and support for environmentally sound agriculture (green farming).
- Providing training and support for the production of organic fertilisers.

In 2022, the programme utilised up to 149.32 ha of land owned by Sinar Mas Land dispersed across 7 villages in the Rumpin District, Kabupaten Bogor: Mekar Sari, Kerta Jaya, Cipinang, Suka Mulya, Taman Sari, Rumpin, and Kampung Sawah. The programme has benefited 317 farmers so far and cultivated 9 types of agricultural products (fruits, nuts, vegetables, tubers, spices, and organic fertilisers).



# SUSTAINABLE COMMUNITY

## KAMPUNG MANTUL

Kampung Mantul is part of SML's sustainable programme for empowering the South Tangerang & Tangerang District village community to utilise and adequately manage their living environment to create a healthy environment and ensure food security (ketahanan pangan). The programme's objective is to change people's behavior on food security and independence.

This programme aligns with the second goal of the SDGs, which is to "End Hunger, achieve food security and better nutrition, and support sustainable agriculture". The target participants are currently villages or rural areas around the BSD City development area, with the potential to be expanded to SML's project development areas in other cities in Indonesia.

The implementation of this programme includes:

1. The formation of farmer groups and trainings in organic farming,
2. The establishment of a waste bank and training in waste bank management and waste sorting;
3. The cultivation of maggots, Eco-Enzymes, and KUB Chicken, Catfish, Goat, and Maggots.

This programme also conducted several activities as follows:

1. Providing vitamin A to 100 toddlers and toddlers in celebration of Vitamin A Month in partnership with the Health Service UPT Rawa Buntu Health Center
2. Providing additional nutrition to 75 toddlers as the first step in preventing child stunting
3. Creating 473 biopore holes scattered throughout Tangerang Regency and South Tangerang City as outlets for water absorption to prevent flood.

This programme already has four recycling chopping machines and has worked with eight assisted farmers to produce 4,558 kg of organic vegetables. In addition, raising livestock has resulted in the production of 150 eggs, 28 kg of catfish, 4 goats, and up to 10 kg of maggots. Currently, organic plants consisting of 35 different vegetable and fruit commodities are seeded in two greenhouse units.

## BINA USAHA MSME

Bina Usaha MSME is a programme that enhances MSMEs' knowledge, product quality, financial management, and business management through education and capacity building by offering training in the following areas: certification, sales/talent assistance, monitoring and evaluation, and education and talent search (to government agencies). For details of activities please refer to the case study in this section above.



“

The programme's objective is to **change people's behavior on food security and independence**. This programme aligns with the second goal of the SDGs, which is to "End Hunger, achieve food security and better nutrition, and support sustainable agriculture".

”



# EDUCATIONAL PATRONAGE

We strongly believe that education is a means to achieve greater social mobility. The two following commitments illustrate our approach to promote opportunities for both internal and external learning:

- Initiating programmes to support knowledge enhancement
- Improving educational method & facility

## INITIATING PROGRAMMES TO SUPPORT KNOWLEDGE ENHANCEMENT

### MANAGEMENT APPROACH

SML is dedicated to broadening access to education and building a talented workforce. By offering learning opportunities, we aim to better equip our employees with the necessary knowledge and skills to excel in their careers, which will benefit our business in the long run. Our Training Programme Policies and Procedures outline the various training and certification programmes we have implemented for our employees.

SML provides comprehensive guidance to employees starting from the beginning of their employment through an induction programme. They receive mandatory training, as well as additional technical and non-technical skills training, leadership training for key personnel, and fraud training depending on their stage of development. To further support our employees' growth, we offer coaching and mentoring sessions, as well as employee certification schemes. We conduct annual performance evaluations and career reviews to better understand our employees' developmental needs.

### INITIATIVES

Throughout 2022, we upheld our commitment to knowledge and development by providing mandatory training, technical and non-technical upskilling, and leadership training. Our employees could attain professional certifications, as well as annual performance evaluations and career reviews. We also performed online assessments for all employees to measure the potential possessed by each employee and identify their suitable career path.

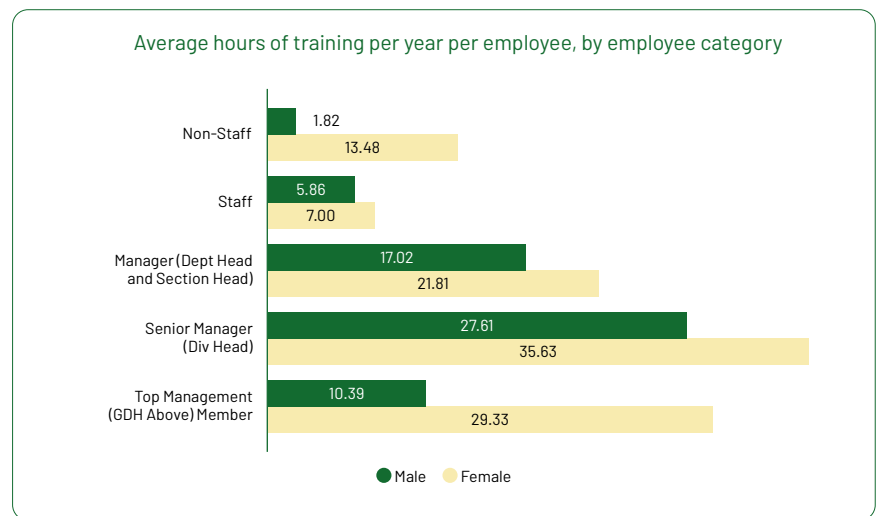
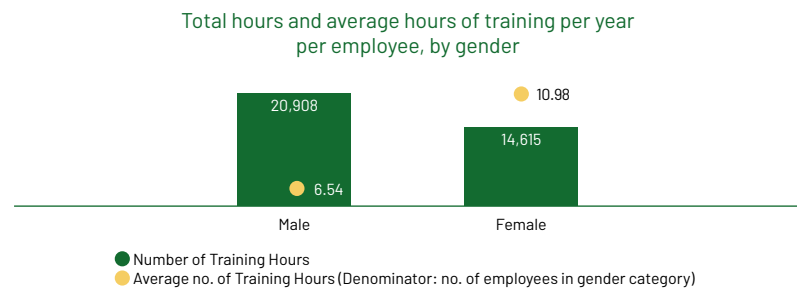
In addition, we facilitated eLearning sessions on fraud to raise awareness of potential risks. 200 section heads

have completed these sessions, and 6 section heads were still in progress as of the end of 2022 with a participation rate of 97%.

### 2022 PERFORMANCE

We closely monitor our internal knowledge-related activities and track specific indicators such as training hours. In 2022, we delivered a total of 35,523 training hours, translating to an average of 7.8 hours of training per employee.

We recognise the importance of continually enhancing our training curriculum. Currently, our training hours for an employee are still limited, and not all levels of employees participate in our training programme. Going forward, we are committed to increasing our training hours for all employees and ensuring that training is provided for employees at all levels.



## IMPROVING EDUCATIONAL METHOD & FACILITY

### MANAGEMENT APPROACH

We see opportunities to enhance further knowledge in the communities surrounding SML's operations and believe that our facilities can be utilised to create access to education and employment opportunities for these youths.

As guided by our ESG Management Framework and stakeholders collaboration such as our government partners, we carried out initiatives including Literature Centre and Berantas Buta Quran to support the education system.

### INITIATIVES

Throughout 2022, we implemented several initiatives aimed at improving education. One of our significant educational programmes is Sekolah Berhati, which was launched in 2021. This programme focuses on coaching and instilling environmental care values to enhance the quality of education surrounding the BSD City area.

As part of the effort to revitalise Vocational High Schools and meet the increasing demand of tenants residing in GIC, the government introduced AMI School Deltamas, an Industrial Vocational Education programme, to develop a skilled and competitive workforce in the local area.

# EDUCATIONAL PATRONAGE

## CASE STUDY: SEKOLAH BERHATI PROGRAMME

Inaugurated in 2021, Sekolah Berhati is an SML programme whose objective is to elevate the quality of education in schools surrounding the BSD City area. Centred around the virtues of caring for the environment, the programme aims to increase students' literacy and environmental knowledge and offer opportunities for students to develop personal character, such as independence, entrepreneurship, and faith or spirituality-based values.

In collaboration with a diverse group of stakeholders, including experts from universities, the National Research and Innovation Agency, and the Ministry of Religion, the concept of the Sekolah Berhati curriculum has been officially adopted into the curriculum of schools in the Tangerang City area.

### 4 MAIN ACTIVITIES OF THE PROGRAMME

#### SCHOOL IDENTIFICATION:

Identifying marginalised schools as part of pilot project



#### PROGRAMME DISSEMINATION:

Roll-out of the curriculum to schools in South Tangerang City and Tangerang Regency areas by a team consisting of school principals and teachers, who had previously undergone training as trainers



#### SOCIALISATION & CAPACITY BUILDING:

Coaching of Sekolah Berhati concept to principals and teachers at piloted schools, combined with differentiated curriculum based on active learning, collaborative workshops and seminars with university scholars to boost students' literal and numerical abilities



#### INFRASTRUCTURE SUPPORT:

Assistance in the form of facilities which serve as crucial stimulus to implement Sekolah Berhati programmes



The effectiveness of the initiative is being monitored by a unique development indicator. The initiative thus far has led to a dual impact: students who were targeted in the pilot received exposure to new concepts that promote better environmental and personal understanding; on the other hand, the principals and teachers at participating schools gained experience in environmental-based learning as educators to be able to deliver these new concepts to future students.

In 2022, 33 workshop and other activities were conducted. Pilot projects have been carried out at 49 elementary and secondary schools. Given the challenges in ensuring the quality of implementation with limited time and resources, we learned the importance of mentoring educators to help familiarise them with new teaching methods.

We are delighted to share that the Sekolah Berhati programme has received the 2022 Indonesia Sustainable Development Goals Award for the Gold Category. The programme was recognised for its contribution to the fourth SDG of Quality Education. In the future we aspire to potentially replicate our success at other levels of education, such as the senior high school, Madrasah Tsanawiyah and vocational school levels.

DATA	SUB-DATA	2021	2022
School Location	South Tangerang City	3	21
	Tangerang Regency	5	20
	<b>Total</b>	<b>8</b>	<b>41</b>
School Level	Elementary School	3	25
	Junior High School	2	14
	Senior High School	3	2
	<b>Total</b>	<b>8</b>	<b>41</b>
Breakdown of Activity	Socialisation	1	1
	Workshop	4	13
	Talk Show	1	3
	Training	5	1
	Dissemination	-	15
	<b>Total</b>	<b>11</b>	<b>33</b>

# EDUCATIONAL PATRONAGE

## CASE STUDY: SUPPORT ON DELTAMAS VOCATIONAL SCHOOL

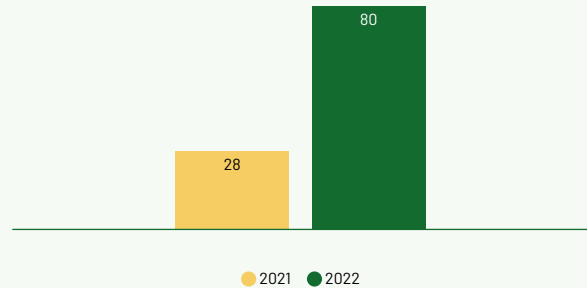
The thriving industry surrounding the Greenland International Industrial Center ("GIIC") in Deltamas has fueled demand for a productive workforce. As part of the government's revitalisation plan for vocational high schools ("SMK"), we partnered with Ananda Mitra Industri ("AMI") School Deltamas and our corporate tenants in GIIC to support the workforce needs of our tenants through AMI's vocational programme. The AMI Vocational School is an industrial vocational education programme that seeks to develop competitive talent in light of the growing demand for skilled workers.

As part of our partnership, SML engaged GIIC tenants to understand their business needs. We facilitated discussions between the tenants and the management of AMI School, through which the two parties exchanged programme objectives and human resource needs.

In addition, we donated automobiles to the programme for educational purposes. The donation allows students to build their knowledge of 4-wheeled vehicles.

We monitor the programme's success by tracking the number of new hires from AMI School. In the two years from 2021 to 2022, 108 graduates of the AMI School have been successfully hired across 11 tenants at GIIC.

Number of AMI School Graduates Recruited by Tenant Companies



The programme has had a multifaceted impact on our stakeholders. Our partnerships allowed for both the school and GIIC corporates to attain greater access to each other and build a better student experience. AMI's students originate mostly from the surrounding neighborhoods of Deltamas, helping directly contribute to the economic development of those communities.

Going forward, we hope to replicate our success by expanding similar programmes in other industrial areas beyond GIIC Deltamas.



“

An industrial vocational education programme that seeks to **develop competitive talent** in light of the growing demand for skilled workers.

”

### 2022 PERFORMANCE

As part of our CSR forum, we monitor the participation in our key programmes semi-annually follows:

- Number of Learn How to Read the Quran participants: 687 participants (76%).
- Number of Literature Centre activities: 793 activities (92%).
- Number of selected school under Sekolah Berhati programme: 49 schools (77%).

In light of our success, we have observed in the BSD City area, we recognise the need to replicate and roll out similar efforts at other geographic areas of SML's operations.

# EDUCATIONAL PATRONAGE

## LOCAL COMMUNITY PROGRAMMES

### EDUCATIONAL SCHOLARSHIP

Scholarships are given to students in seven villages within KIIC Ring 1 in order to help them expand their education and develop their skills. This programme also supports the improvement of capabilities and competencies of local Indonesian talent.

Scholarships in 2022 were awarded in 2 stages as follows:

1. (January – June): 280 students (140 junior high school/ equivalent students and 140 high school/ equivalent students) from 40 schools amounting to IDR294 million.
2. (July - December): 280 students (140 junior high school/ equivalent students and 140 high school/ equivalent students) in 40 schools amounting to IDR294 million.



### SEKOLAH BERHATI

Sekolah Berhati is an educational development programme which aims to transform selected schools into those that are environmentally sound and innovative. The schools prioritise health principles and apply good health protocols during the COVID-19 pandemic such that they can carry out their functions as good teaching and learning facilities for teachers and students. Please refer to the case study above in this chapter for further details.



### BSD LITERATURE CENTRE (FORMERLY BSD KNOWLEDGE HOUSE)

BSD Literature Centre is formerly known as BSD Knowledge house. In 2022, the programme focused on education and literature programmes. The Centre serves as a facility for the public that contributes to the learning and development in local communities. In 2022, the main programmes offered were as follows:

- Computer Centre: improving children's abilities to use Microsoft's operating system and software applications
- Literature Centre: improving children's interests in reading by providing them with an extensive range of books
- Playing Centre (kindergarten): focus on developing and educating children in their early childhood
- Audio Visual Centre: using audio and visual tools to promote activities such as traditional and modern dance and martial arts (pencak silat)
- Sign Language Centre: training to improve sign language skills for persons with hearing disabilities in South Tangerang and Tangerang District members.

Along with statistics for 2022, we are pleased to report the number of participating members and activities for BSD Knowledge House for the last three years:

- 2020: 13,667 attendees in 215 interactive trainings/ activities
- 2021: 8,689 attendees in 392 interactive trainings/ activities
- 2022: 9,049 Attendees in 264 interactive trainings/ activities

We continued to combine online and offline delivery modes following government guidance during the COVID-19 crisis, offering online media content which leveraged social media and messaging applications such as Instagram, Youtube, Anchor (podcast), and WhatsApp Groups with more than 26,000 viewers.

### LEARNING ON HOW TO READ THE QURAN

We believe it is important to cultivate a sense of faith among communities to help them navigate diverse circumstances in life with courage. In this regard we conducted a programme to help the communities learn how to read the Holy Quran. In the reporting period, 687 people participated in our programme and we aim to further reach out to 900 people located in Balikpapan, East Kalimantan by 2024.



# NOTES TO SUSTAINABILITY PERFORMANCE DATA

## ENVIRONMENT

### PROPERTY MANAGEMENT

- Total project in 2022 is 99. Detailed projects are listed in the Appendix.
- Buildings' environmental performance data include data of the whole building (common and tenants' area data are included in scope), except for the following buildings where we maintain the common area only:

#### Green Office Buildings:

- Sinarmas Land Plaza BSD

#### Non-Green Office Buildings:

- Marketing Office BSD City
- Customer Care Office BSD City
- BSD Permit and Township Office
- Management Office Ruko Mangga Dua Surabaya
- Marketing Gallery Klaska Surabaya
- Management Office Villa Bukit Mas Surabaya
- Estate Management Office Wisata Bukit Mas Surabaya
- Management Office Grand City Balikpapan
- Marketing Office Grand City Balikpapan
- Office Banjar Wijaya

#### Commercial

- Foresta Business Loft 1
- Foresta Business Loft 2
- Foresta Business Loft 3
- Foresta Business Loft 5
- Foresta Business Loft 6
- Foresta Business Loft Signature
- Ruko The Icon 1 & 2
- Ruko The Icon 3
- Ruko The Icon 5
- Marketing Office & Annex Building Deltamas
- Sport Center Deltamas
- Malibu Club House Deltamas
- Kawasan Kota Deltamas
- Fasilitas GIIC - WTP, WWTP, Kantor Security, Pemadam Kebakaran
- Estate Management KIIC

- Graha KIIC
- Sentra KIIC
- STP Phase III KIIC
- STP Phase IV KIIC
- WTP STP Phase I KIIC
- WTP STP Phase II KIIC

#### Residential & Township

- Reservoir The Nove Batam
- Rest House Palm Spring Golf Karawang
- Pump Station Palm Spring Golf Karawang
- Maintenance Palm Spring Golf Karawang
- WTP Grand City Balikpapan
- WTP Balikpapan Baru
- WTP Sport Club Balikpapan Baru
- Club House The Avani
- Clubhouse The Icon
- Clubhouse Vanya Park
- Sport Club Banjar Wijaya
- Clubhouse Bora-Bora Greenwich
- Clubhouse Phi-Phi Club Greenwich
- Club Villa De Park
- Sport Club Palazetto Foresta
- Sport Club Sportivo Foresta
- Sport Club Giardina Foresta
- Sport Club Primavera Foresta
- Sport Club Grand Wisata
- Sport Club Kota Wisata
- Eldorado Waterpark Legenda Wisata
- Spa & Swimming Pool Kota Bunga
- Sarana Rekreasi dan Olah Raga/Kolam Renang Griya Loka Sektor 1.3

#### Retail & Hospitality

- Resort & Golf Malaysia
- Buildings' energy consumption, GHG emissions, and respective intensities data include our use of electricity from the grid and diesel fuel for emergency purposes in our back-up generators. Our processes do not use any heating, cooling, or steam consumption.
  - We do not sell any electricity, heating, cooling, or steam energy to other organisations.
  - Gross Floor Area ("GFA") for intensity figures: GFA is identified based on the

Built Drawing Data and Tenant Relation Data (based on Tenant Agreement).

- All covered floor areas of a building (except otherwise exempted), indoor and basement parking areas, and uncovered areas for commercial uses, are deemed to be the gross floor area of the building.
- We also report our intensity figures on a GFA Occupied basis. GFA Occupied is calculated by multiplying occupancy rate (simple average of monthly occupancy rates) with the GFA.
- Building and development site details including property type, approximate net leasable area, project site area, and expected completion date are available in SML Annual Report 2022 (Property Portfolio).
- In 2022, GFA for 4 Non-Green Office, 7 Commercial, 7 Residential and Township and 5 Retail & Hospitality buildings were updated, but these differences do not affect the previous year data.
- Standards and methodologies used for unit conversion of diesel fuel are based on the Carbon Disclosure Project.
- Greenhouse gas conversion is based on the Greenhouse Gas Protocol.
- Emission factors for electricity consumption are sourced from the Standard Pedoman Teknis Perhitungan Baseline Gas Rumah Kaca Sektor Berbasis Energi Republik Indonesia, Area Jamali (Jawa-Madura Bali): 0.725kg CO<sub>2</sub>/kWh.
- Greenhouse Gas Protocol Emission Factors from Cross Sector Tools, March 2017 were used for diesel conversions. The gases included in the conversion of diesel are CO<sub>2</sub>, CH<sub>4</sub> and N<sub>2</sub>O.
- Our water consumption data is based on the standards and methodologies defined by the Indonesian National Standard and Indonesia regulation for water supply. Calculation of water discharge was performed in the following manner:

		ASSUMPTION FOR WATER DISCHARGE VOLUME		
PROPERTY CATEGORY	THE FOLLOWING BUILDINGS HAVE ONSITE METERS AS OF 2022 TO MEASURE WATER DISCHARGE:	80% ASSUMPTION	5% ASSUMPTION	WATER DISCHARGE THROUGH SEPTIC TANKS
Green Office Buildings	<ul style="list-style-type: none"> <li>Sinarmas Land Plaza BSD</li> <li>My Republic Plaza</li> <li>Green Office Park 1</li> </ul>	<ul style="list-style-type: none"> <li>Green Office Park 9</li> </ul>		
High-Rise Office Buildings	<ul style="list-style-type: none"> <li>Sinarmas Land Plaza Thamrin - Tower 1 Jakarta</li> <li>Sinarmas Land Plaza Thamrin - Tower 2 &amp; 3 Jakarta</li> <li>Cashbac Jakarta</li> </ul>	<ul style="list-style-type: none"> <li>Sinarmas MSIG Tower</li> </ul>		

# NOTES TO SUSTAINABILITY PERFORMANCE DATA

		ASSUMPTION FOR WATER DISCHARGE VOLUME		
PROPERTY CATEGORY	THE FOLLOWING BUILDINGS HAVE ONSITE METERS AS OF 2022 TO MEASURE WATER DISCHARGE:	80% ASSUMPTION	5% ASSUMPTION	WATER DISCHARGE THROUGH SEPTIC TANKS
<b>Non-Green Office buildings</b>	<ul style="list-style-type: none"> <li>• Wisma BCA BSD City</li> <li>• Sinarmas Land Plaza Surabaya</li> </ul>	<ul style="list-style-type: none"> <li>• Marketing Office BSD City</li> <li>• Sinarmas Land Plaza Medan</li> <li>• Management Office Ruko Mangga Dua Surabaya</li> <li>• Marketing Gallery Klaska Surabaya</li> <li>• Management Office Villa Bukit Mas Surabaya</li> <li>• Estate Management Office Wisata Bukit Mas Surabaya</li> <li>• Management Office Grand City Balikpapan</li> <li>• Marketing Office Grand City Balikpapan</li> <li>• Alphabeta Building London</li> </ul>		<ul style="list-style-type: none"> <li>• Customer Care Office BSD City</li> <li>• BSD Permit and Township Office</li> <li>• Office Banjar Wijaya</li> </ul>
<b>Retail &amp; Hospitality</b>	<ul style="list-style-type: none"> <li>• QBig</li> <li>• QBig - Blok G</li> <li>• Mall Balikpapan Baru</li> <li>• DP Mall Semarang</li> <li>• Resort &amp; Golf Malaysia</li> </ul>	<ul style="list-style-type: none"> <li>• The Breeze</li> </ul>		
<b>Commercial</b>	<ul style="list-style-type: none"> <li>• Casa De Parco Apartment</li> <li>• Saveria Apartment</li> <li>• Southgate Apartment</li> <li>• Hotel Le Premier Kota Deltamas</li> <li>• Kawasan Kota Deltamas</li> <li>• Graha KIIC</li> <li>• Sentra KIIC</li> <li>• STP Phase III KIIC</li> <li>• STP Phase IV KIIC</li> <li>• WTP STP Phase I KIIC</li> <li>• WTP STP Phase II KIIC</li> </ul>	<ul style="list-style-type: none"> <li>• Notredame Adventure Park</li> <li>• Wisata Bukit Mas Surabaya</li> </ul>		
		ASSUMPTION FOR WATER DISCHARGE VOLUME		

# NOTES TO SUSTAINABILITY PERFORMANCE DATA

PROPERTY CATEGORY	THE FOLLOWING BUILDINGS HAVE ONSITE METERS AS OF 2022 TO MEASURE WATER DISCHARGE:	80% ASSUMPTION	5% ASSUMPTION	WATER DISCHARGE THROUGH SEPTIC TANKS
<b>Residential &amp; Township</b>	<ul style="list-style-type: none"> <li>• Pasar Modern Banjar Wijaya</li> </ul>	<ul style="list-style-type: none"> <li>• Reservoir The Nove Batam</li> <li>• Club House Palm Spring Golf Karawang</li> <li>• Rest House Palm Spring Golf Karawang</li> <li>• Maintenance Palm Spring Golf Karawang</li> <li>• Colosseum Club House Wisata Bukit Mas Surabaya</li> <li>• BSD Modern Market</li> <li>• Intermoda Modern Market</li> </ul>	<ul style="list-style-type: none"> <li>• WTP Grand City Balikpapan</li> <li>• WTP Balikpapan Baru</li> <li>• WTP Sport Club Balikpapan Baru</li> </ul>	<ul style="list-style-type: none"> <li>• Club House The Avani</li> <li>• Clubhouse The Icon</li> <li>• Clubhouse Vanya Park</li> <li>• Sport Club Banjar Wijaya</li> <li>• Clubhouse Bora-Bora Greenwich</li> <li>• Clubhouse Phi-Phi Club Greenwich</li> <li>• Club Villa De Park</li> <li>• Sport Club Palazetto Foresta</li> <li>• Sport Club Sportivo Foresta</li> <li>• Sport Club Giardina Foresta</li> <li>• Sport Club Primavera Foresta</li> <li>• Sport Club Grand Wisata</li> <li>• Sport Club Kota Wisata</li> <li>• Eldorado Waterpark Legenda Wisata</li> <li>• Spa &amp; Swimming Pool Kota Bunga</li> <li>• Sarana Rekreasi dan Olah Raga/Kolam Renang Griya Loka Sektor 1.3</li> </ul>
<b>Trade Centres</b>	<ul style="list-style-type: none"> <li>• ITC BSD</li> <li>• BSD Junction</li> <li>• ITC Cempaka Mas</li> <li>• ITC Depok</li> <li>• ITC Fatmawati</li> <li>• Graha Cempaka Mas</li> <li>• ITC Kuningan</li> <li>• ITC Roxy Mas</li> <li>• ITC Permata Hijau</li> <li>• ITC Mangga Dua</li> <li>• Kawasan Mall Mangga Dua</li> <li>• ITC Surabaya</li> </ul>	<ul style="list-style-type: none"> <li>• Mall Ambassador</li> <li>• ITC Kuningan</li> </ul>		

Data from our business Loft buildings are also excluded as these buildings are tenanted; SML only maintains control of the common area.

# NOTES TO SUSTAINABILITY PERFORMANCE DATA

## DEVELOPMENT PROJECTS

15. Total project in 2022 is 48. Detailed projects are listed in the Appendix.
16. Development projects' environmental performance data includes information on materials used. We currently do not report on energy consumption, water consumption, and waste produced in our development projects.

Steel data for 2020 and 2021 development projects has been adjusted due to changes on conversion factor for several projects from the contractor. The following is the list of development projects that have been adjusted for steel data: Ruko The Icon 5, Southgate Apartment 1 & 2, Aerium Apartment, Digital Loft - Show Unit (2 Unit), Foresta Business Loft 7, Ruko Pasar Modern Timur 2, The Nove Condominium 3, and The Nove - 2 Unit Landed House. The revised annual totals are shown in the corresponding section for materials data.

## HEALTH AND SAFETY

17. Buildings' health and safety performance data include workplace accidents of employees at building premises.
18. Development projects' health and safety performance data include workplace accidents of contractors at project sites.
19. Safety performance data for members of public include accidents of guests, visitors, occupants, tenants, customers, etc. at building premises.
20. Rate of recordable work-related injury is defined as the number of workplace accidents for every one million man-hours worked.
21. Injury severity rate is defined as the number of man-days lost to workplace accidents for every one million man-hours worked.

## PEOPLE

22. Data on our employees include the overall employment statistics for our Indonesian and overseas operations.
23. Scheduled workdays are calculated by 5 days x 52 weeks minus public holidays, annual leave and parental leave.
24. There are no significant variations in the total number of our employees. A significant portion of the development projects are performed by our contractors during construction.
25. Average training hours per employee calculation method:

(Total training hours of the year)

Number of employees as of  
31 December 2022



# APPENDIX

## OUR PERFORMANCE

### GRI CONTENT INDEX

SML has reported in accordance with the GRI Standards for the period from 1 January 2022 to 31 December 2022.

			OMISSIONS		
GRI STANDARD	DISCLOSURE	LOCATION IN REPORT	REQUIREMENT(S) OMITTED	REASON	EXPLANATION
<b>GRI 2: General Disclosures 2021</b>	2-1 Organisational details	About Sinarmas Land, page 13			
	2-2 Entities included in the organisation's sustainability reporting	About this Report and Board Statement, page 5			
	2-3 Reporting period, frequency and contact point	About this Report and Board Statement, page 5			
	2-4 Restatements of information	Notes to Sustainability Performance Data, page 53			
	2-5 External assurance	About this Report and Board Statement, page 5			
	2-6 Activities, value chain and other business relationships	About Sinarmas Land, page 13			
	2-7 Employees	Best In Class Real Estate > Providing Excellent Facilities and Services > 2022 Performance - Employment, page 26			
	2-8 Workers who are not employees	-	2-8a-c	Information unavailable/incomplete	SML hires interns and outsourced workers. However, currently this data is not fully available; hence, we are planning to start collecting the data from the relevant teams in 2023.
	2-9 Governance structure and composition	Our Approach to Sustainability > Corporate Governance and Risk Management, page 16 Best In Class Real Estate > Providing Excellent Facilities and Services > 2022 Performance > Employment, page 26			
	2-10 Nomination and selection of the highest governance body	Our Approach to Sustainability > Corporate Governance and Risk Management, page 16			

# APPENDIX

GRI STANDARD	DISCLOSURE	LOCATION IN REPORT	OMISSIONS		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
<b>GRI 2: General Disclosures 2021</b>	2-11 Chair of the highest governance body	Our Approach to Sustainability > Corporate Governance and Risk Management, page 16			
	2-12 Role of the highest governance body in overseeing the management of impacts	Our Approach to Sustainability > Corporate Governance and Risk Management, page 16 Our Approach to Sustainability > ESG Governance, page 17			
	2-13 Delegation of responsibility for managing impacts	Our Approach to Sustainability > ESG Governance, page 17			
	2-14 Role of the highest governance body in sustainability reporting	Our Approach to Sustainability > Materiality Assessment and Stakeholder Engagement, page 20			
	2-15 Conflicts of interest	Our Approach to Sustainability > Corporate Governance and Risk Management, page 16			
	2-16 Communication of critical concerns	-	2-16a, 2-16b	Information unavailable/incomplete	While we currently do not report the number of critical concerns, we will work to establish a mechanism to collate data on the number of critical concerns and report to the ERM starting next year.
	2-17 Collective knowledge of the highest governance body	Our Approach to Sustainability > ESG Governance, page 17			
	2-18 Evaluation of the performance of the highest governance body	Our Approach to Sustainability > Corporate Governance and Risk Management, page 16			
	2-19 Remuneration policies	-	2-19b	Not applicable	Currently, we do not disclose whether ESG considerations are taken into account when determining remuneration
	2-20 Process to determine remuneration	Our Approach to Sustainability > Corporate Governance and Risk Management, page 16			

# APPENDIX

GRI STANDARD	DISCLOSURE	LOCATION IN REPORT	OMISSIONS		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
<b>GRI 2: General Disclosures 2021</b>	2-21 Annual total compensation ratio	-	2-21a, 2-21b	Confidentiality constraints	SML is not at liberty to disclose this information since the Company is obligated to maintain its confidentiality
	2-22 Statement on sustainable development strategy	Key Messages from Our Chairman and CEO, page 6			
	2-23 Policy commitments	-	2-23a, 2-23b	Not applicable	While we have a Code of Conduct Policy, General Policy on Industrial Relations Management, and Equal Opportunities Policy that describe our guidelines on responsible business conduct, they currently do not contain policy commitments, e.g. to international standards. We will review and prepare a plan to bridge the gaps.
	2-24 Embedding policy commitments	Our Approach to Sustainability > ESG Governance, page 17			
	2-25 Processes to remediate negative impacts	Best In Class Real Estate > Providing Excellent Facilities and Services > Management Approach > Services, page 24			
	2-26 Mechanisms for seeking advice and raising concerns	Our Approach to Sustainability > Corporate Governance and Risk Management, page 16			
	2-27 Compliance with laws and regulations	Best In Class Real Estate > Compliance with All Related Regulatory Requirements > page 30			
	2-28 Membership associations	About this Report and Board Statement, page 5			
2-29 Approach to stakeholder engagement	Sustainable Community > Engagement Programme for All Stakeholders > Management Approach, page 44				

# APPENDIX

			OMISSIONS		
GRI STANDARD	DISCLOSURE	LOCATION IN REPORT	REQUIREMENT(S) OMITTED	REASON	EXPLANATION
<b>GRI 2: General Disclosures 2021</b>	2-30 Collective bargaining agreements	-	2-30a, 2-30b	Not applicable	There are no employees covered by collective bargaining agreements. Nevertheless, SML recognises the freedom of employees to obtain information transparently and carry out their obligations, as well as to obtain their rights to manpower (labour) regulations in accordance with the laws and regulations of the Government of Indonesia and in accordance with the general principles of The International Labour Organisation (ILO).
<b>GRI 3: Material Topics 2021</b>	3-1 Process to determine material topics	Our Approach to Sustainability > Materiality Assessment and Stakeholder Engagement, page 20			
	3-2 List of material topics	Our Approach to Sustainability > Materiality Assessment and Stakeholder Engagement, page 20			
	3-3 Management of material topics	Annual Report 2022, page 42-61			
<b>GRI 201: Economic Performance 2016</b>	201-1 Direct economic value generated and distributed	Annual Report 2022, page 42-61			
	201-3 Defined benefit plan obligations and other retirement plans	Best In Class Real Estate > Providing Excellent Products, Facilities and Services > Management Approach > Human Capital, page 25			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Best In Class Real Estate > Providing Excellent Facilities and Services > Management Approach > Services, page 24			
<b>GRI 202: Market Presence 2016</b>	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	Best In Class Real Estate > Providing Excellent Facilities and Services > Management Approach > Services, page 24			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Sustainable Community > Improving Community Welfare in Surrounding Development Area > Management Approach, page 44			

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GRI STANDARD	DISCLOSURE	LOCATION IN REPORT	OMISSIONS		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
<b>GRI 203: Indirect Economic Impacts 2016</b>	203-1 Infrastructure investments and services supported	Sustainable Community > Improving Community Welfare in Surrounding Development Area, page 44			
	203-2 Significant indirect economic impacts	Sustainable Community > Improving Community Welfare in Surrounding Development Area, page 44			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Best In Class Real Estate > Compliance with All Related Regulatory Requirements > Management Approach, page 30			
<b>GRI 205: Anti-corruption 2016</b>	205-1 Operations assessed for risks related to corruption	Best In Class Real Estate > Compliance with All Related Regulatory Requirements, page 30			
	205-2 Communication and training about anti-corruption policies and procedures	Best In Class Real Estate > Compliance with All Related Regulatory Requirements, page 30			
	205-3 Confirmed incidents of corruption and actions taken	Best In Class Real Estate > Compliance with All Related Regulatory Requirements > 2022 Performance, page 30			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Climate Change and the Environment > Optimising Building Operation to Achieve Clean Environment > Management Approach, page 33			
<b>GRI 301: Materials</b>	301-1 Materials used by weight or volume	Climate Change and the Environment > Optimising Building Operation to Achieve Clean Environment > Materials, page 34			
	301-2 Recycled input materials used	Climate Change and the Environment > Optimising Building Operation to Achieve Clean Environment > Materials, page 34			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Climate Change and the Environment > Optimising Building Operation to Achieve Clean Environment > Management Approach, page 33			

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			OMISSIONS		
GRI STANDARD	DISCLOSURE	LOCATION IN REPORT	REQUIREMENT(S) OMITTED	REASON	EXPLANATION
<b>GRI 302: Energy</b>	302-1 Energy consumption within the organisation	Climate Change and the Environment> Optimising Building Operation to Achieve Clean Environment > Energy, page 35			
	302-2 Energy consumption outside of the organisation	Climate Change and the Environment> Optimising Building Operation to Achieve Clean Environment > Energy, page 35			
	302-3 Energy Intensity	Climate Change and the Environment> Optimising Building Operation to Achieve Clean Environment > Energy, page 35			
	302-4 Reduction of energy consumption	Climate Change and the Environment> Optimising Building Operation to Achieve Clean Environment > Energy, page 35			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Climate Change and the Environment > Optimising Building Operation to Achieve Clean Environment > Management Approach, page 33			
<b>GRI 303: Water</b>	303-1 Water withdrawal by source	Climate Change and the Environment> Optimising Building Operation to Achieve Clean Environment > Water, page 37			
	303-2 Water sources significantly affected by withdrawal of water	Climate Change and the Environment> Optimising Building Operation to Achieve Clean Environment > Water, page 37			
	303-3 Water recycled and reused	Climate Change and the Environment> Optimising Building Operation to Achieve Clean Environment > Water, page 37			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Climate Change and the Environment > Optimising Building Operation to Achieve Clean Environment > Management Approach, page 33			

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GRI STANDARD	DISCLOSURE	LOCATION IN REPORT	OMISSIONS		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
<b>GRI 305: Emissions</b>	305-1 Direct (Scope 1) GHG emissions	Climate Change and the Environment> Optimising Building Operation to Achieve Clean Environment > Emissions, page 35			
	305-2 Energy indirect (Scope 2) GHG emissions	Climate Change and the Environment> Optimising Building Operation to Achieve Clean Environment > Emissions, page 35			
	305-4 GHG emissions intensity	Climate Change and the Environment> Optimising Building Operation to Achieve Clean Environment > Emissions, page 35			
	305-5 Reduction of GHG emissions	Climate Change and the Environment> Optimising Building Operation to Achieve Clean Environment > Emissions, page 35			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Climate Change and the Environment > Responsible Waste Management Programme > Management Approach, page 39			
<b>GRI 306: Effluents and Waste</b>	306-1 Waste generation and significant waste-related impacts	Climate Change and the Environment > Responsible Waste Management Programme> 2022 Performance, page 41			
	306-2 Management of significant waste-related impacts	Climate Change and the Environment > Responsible Waste Management Programme> 2022 Performance, page 41			
	306-4 Waste diverted from disposal	Climate Change and the Environment > Responsible Waste Management Programme> 2022 Performance, page 41			
	306-5 Waste directed to disposal	Climate Change and the Environment > Responsible Waste Management Programme> 2022 Performance, page 41			

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			OMISSIONS		
GRI STANDARD	DISCLOSURE	LOCATION IN REPORT	REQUIREMENT(S) OMITTED	REASON	EXPLANATION
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Best In Class Real Estate > Compliance with All Related Regulatory Requirement > Management Approach, page 30			
<b>GRI 307: Environmental Compliance</b>	307-1 Non-compliance with environmental laws and regulations	Best In Class Real Estate > Compliance with All Related Regulatory Requirement > 2022 Performance, page 30			
<b>GRI SOCIAL STANDARDS</b>					
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Best In Class Real Estate > Providing Excellent Facilities and Services > Management Approach, page 24			
<b>GRI 401: Employment</b>	401-1 New employee hires and employee turnover	Best In Class Real Estate > Providing Excellent Facilities and Services > Employment, page 26			
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Best In Class Real Estate > Providing Excellent Facilities and Services > Human Capital, page 25			
	401-3 Parental leave	Best In Class Real Estate > Providing Excellent Facilities and Services > Family-friendly Employer, page 28			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Best In Class Real Estate > Providing Excellent Facilities and Services > Management Approach, page 24			
<b>GRI 402: Labour/management relations</b>	402-1 Minimum notice periods regarding operational changes	-		Not applicable	The minimum notice period is currently defined by our business needs as within 4 weeks. We do not have a formal policy on this matter yet, but are considering establishing one.
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Best In Class Real Estate > Attention to Customer and Occupational Health & Safety > Management Approach, page 29			



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GRI STANDARD	DISCLOSURE	LOCATION IN REPORT	OMISSIONS		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
<b>GRI 403: Occupational Health and Safety (2018)</b>	403-1 Occupational health and safety management systems	Best In Class Real Estate > Attention to Customer and Occupational Health & Safety > Management Approach, page 29			
	403-2 Hazard identification, risk assessment, and incident investigation	Best In Class Real Estate > Attention to Customer and Occupational Health & Safety > Management Approach, page 29			
	403-3 Occupational health services	Best In Class Real Estate > Attention to Customer and Occupational Health & Safety > Management Approach, page 29			
	403-4 Worker participation, consultation, and communication on occupational health and safety	Best In Class Real Estate > Attention to Customer and Occupational Health & Safety > Management Approach, page 29			
	403-5 Worker training on occupational health and safety	Best In Class Real Estate > Attention to Customer and Occupational Health & Safety > Management Approach, page 29			
	403-6 Promotion of worker health	Best In Class Real Estate > Attention to Customer and Occupational Health & Safety > Management Approach, page 29			
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Best In Class Real Estate > Attention to Customer and Occupational Health & Safety > Management Approach, page 29			
	403-9 Work-related injuries	Best In Class Real Estate > Attention to Customer and Occupational Health & Safety > 2022 Performance, page 30			

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GRI STANDARD	DISCLOSURE	LOCATION IN REPORT	OMISSIONS		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Educational Patronage > Initiating Programme to Support Knowledge Enhancement > Management Approach, page 49			
<b>GRI 404: Training and Education</b>	404-1 Average hours of training per year per employee	Educational Patronage > Initiating Programme to Support Knowledge Enhancement > 2022 Performance, page 49			
	404-2 Programmes for upgrading employee skills and transition assistance programmes	Educational Patronage > Initiating Programme to Support Knowledge Enhancement > Management Approach, page 49			
	404-3 Percentage of employees receiving regular performance and career development reviews	Educational Patronage > Initiating Programme to Support Knowledge Enhancement > Management Approach, page 49			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Best In Class Real Estate > Providing Excelent Facilities and Services > Management Approach, page 24			
<b>GRI 405: Diversity and Equal Opportunity</b>	405-1 Diversity of governance bodies and employees	Best In Class Real Estate > Providing Excelent Facilities and Services > Management Approach > Human Capital > page 25			
	405-2 Ratio of basic salary and remuneration of women to men	Best In Class Real Estate > Providing Excelent Facilities and Services > 2022 Performance > page 26			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Sustainable Community > Improving Community Welfare in Surrounding Development Area > Management Approach, page 44			
<b>GRI 413: Local Communities</b>	413-1 Operations with local community engagement, impact assessments and development programmes	Sustainable Community > Improving Community Welfare in Surrounding Development Area, page 44 Educational Patronage > Improving Educational Method and Facility, page 49			
	413-2 Operations with significant actual and potential negative impacts on local communities	Sustainable Community > Improving Community Welfare in Surrounding Development Area, page 44 Educational Patronage > Improving Educational Method and Facility, page 49			

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GRI STANDARD	DISCLOSURE	LOCATION IN REPORT	OMISSIONS		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Best In Class Real Estate > Attention to Customer and Occupational Health & Safety > Management Approach, page 29			
<b>GRI 416: Customer Health and Safety</b>	416-1 Assessment of the health and safety impacts of product and service categories	Best In Class Real Estate > Attention to Customer and Occupational Health & Safety > Management Approach, page 29			
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Best In Class Real Estate > Compliance with All Related Regulatory Requirements > 2022 Performance, page 30			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Best In Class Real Estate > Compliance with All Related Regulatory Requirements > Management Approach, page 30			
<b>GRI 417: Marketing and labeling</b>	417-2 Incidents of non-compliance concerning product and service information labelling	Best In Class Real Estate > Compliance with All Related Regulatory Requirements > 2022 Performance, page 30			
	417-3 Incidents of non-compliance concerning marketing communications	Best In Class Real Estate > Compliance with All Related Regulatory Requirements > 2022 Performance, page 30			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Best In Class Real Estate > Resilience to IT cyber-security risk > Management Approach, page 31			
<b>GRI 418: Customer Privacy</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Best In Class Real Estate > Resilience to IT cyber-security risk > 2022 Performance, page 31			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Best In Class Real Estate > Compliance with All Related Regulatory Requirements > Management Approach, page 30			
<b>GRI 419: Non-compliance with laws and regulations in the social and economic area</b>	419-1 Non-compliance with laws and regulations in the social and economic area	Best In Class Real Estate > Compliance with All Related Regulatory Requirements > 2022 Performance, page 30			

# APPENDIX

## TABLES OF BUILDINGS IN SCOPE

### DEVELOPMENT PROJECTS

BUILDING CATEGORY	LIST OF PROJECTS	MATERIAL GRI TOPICS FOR OUR DEVELOPMENT PROJECTS	
		Material Use Data Included within this report	OHS Data included within this report
Commercial	Ice Business Park – 1st Phase	/	
Commercial	Ice Business Park – 2nd Phase	/	
Commercial	Ruko Loka 65	/	
Commercial	Ruko Pasar Modern Timur 2	/	
Commercial	Ruko Madrid X	/	
Commercial	Northridge Business Center 1	/	
Commercial	Rental Factory	/	
Commercial	Ruko Palladium Grand City Balikpapan	/	
Commercial	Ruko Golden Boulevard Grand City Balikpapan	/	
Commercial	Food Center Grand City Balikpapan	/	
Commercial	Ruko A6 Balikpapan Baru	/	
Commercial	Southgate Service Apartment	/	/
Commercial	Aerium Apartment	/	/
Commercial	The Nove – Condominium 3	/	/
Commercial	Foresta Business Loft 7	/	/
Commercial	YC Hub	/	
Commercial	Avenix	/	
Commercial	District 91	/	
Commercial	Knowledge Hub	/	/
Commercial	Grand Lukcy	/	
Commercial	Tabespot	/	
Commercial	CommPark Ruko H Kota Wisata	/	
Commercial	Ruko Downtown Madison 1st Phase – Kota Wisata	/	
Residential & Township	Naraya 30 Deltamas	/	

# APPENDIX

BUILDING CATEGORY	LIST OF PROJECTS	MATERIAL GRI TOPICS FOR OUR DEVELOPMENT PROJECTS	
		Material Use Data Included within this report	OHS Data included within this report
Residential & Township	Naraya 56 Deltamas	/	
Residential & Township	Security & Command Center		
Residential & Township	Cluster Paddington Wisata Bukit Mas Surabaya (Houses and Infrastructure)		
Residential & Township	The Nove - Landed House 2nd Phase		
Residential & Township	Freja	/	
Residential & Township	Invensihaus - R	/	
Residential & Township	Impresahaus	/	
Residential & Township	Impresahaus - R	/	
Residential & Township	Azura Starlight	/	
Residential & Township	Quantis	/	
Residential & Township	Virginia Arcade	/	
Residential & Township	Castilla Nuevo	/	
Residential & Township	Myza	/	
Residential & Township	Aether	/	
Residential & Township	Freja Q - Show Unit (1 unit)	/	
Residential & Township	Freja POD - Show Unit (1 unit)	/	
Residential & Township	Cluster Crisant Banjar Wijaya (8 unit)	/	
Residential & Township	Cluster Fiola Banjar Wijaya (9 unit)	/	
Residential & Township	Cluster Lumihous Tahap 1 Legenda Wisata	/	
Residential & Township	Cluster Lumihous Tahap 2 Legenda Wisata	/	
Residential & Township	Cluster Lumihous Tahap 3 Legenda Wisata	/	
Residential & Township	Cluster Miami Tahap 2 Kota Wisata	/	
Residential & Township	Cluster Mississippi Tahap 1 Kota Wisata	/	
Residential & Township	Cluster Mississippi Tahap 2 Kota Wisata	/	

# APPENDIX

## PROPERTY MANAGEMENT

BUILDING CATEGORY	LIST OF PROJECTS	MATERIAL GRI TOPICS FOR OUR PROPERTY MANAGEMENT PROJECTS			
		Energy Data included within this report	Water Data Included within this report	Waste Data included within this report	OHS Data included within this report
Office Green Buildings	Sinarmas Land Plaza BSD	/	/	/	/
Office Green Buildings	My Republic Plaza	/	/	/	/
Office Green Buildings	Green Office Park 9	/	/	/	/
Office Green Buildings	Green Office Park 1	/	/	/	/
Office High-Rise Buildings	Sinarmas MSIG Tower	/	/	/	/
Office High-Rise Buildings	Sinarmas Land Plaza Thamrin - Tower 1 Jakarta	/	/	/*	/
Office High-Rise Buildings	Sinarmas Land Plaza Thamrin - Tower 2 & 3 Jakarta	/	/	/	/
Office High-Rise Buildings	Cashbac	/	/	/*	/
Office Non-Green Buildings	Marketing Office BSD City	/	/	/	/
Office Non-Green Buildings	Wisma BCA BSD City	/	/	/	/
Office Non-Green Buildings	Customer Care Office BSD City	/	/	/	/
Office Non-Green Buildings	BSD Permit and Township Office	/	/	/	/
Office Non-Green Buildings	Sinarmas Land Plaza Surabaya	/	/	/	/
Office Non-Green Buildings	Sinarmas Land Plaza Medan	/	/	/	/
Office Non-Green Buildings	Management Office Ruko Mangga Dua Surabaya	/	/	/	
Office Non-Green Buildings	Marketing Gallery Klaska Surabaya	/	/	/	
Office Non-Green Buildings	Management Office Villa Bukit Mas Surabaya	/	/	/	
Office Non-Green Buildings	Estate Management Office Wisata Bukit Mas Surabaya	/	/	/	
Office Non-Green Buildings	Management Office Grand City Balikpapan	/	/	/	
Office Non-Green Buildings	Marketing Office Grand City Balikpapan	/	/	/	
Office Non-Green Buildings	Office Banjar Wijaya	/	/		
Office Non-Green Buildings	Alphabeta Building London	/	/	/	
Retail & Hospitality	QBig	/	/	/	/
Retail & Hospitality	QBig - Blok G	/	/	/	/

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BUILDING CATEGORY	LIST OF PROJECTS	MATERIAL GRI TOPICS FOR OUR PROPERTY MANAGEMENT PROJECTS			
		Energy Data included within this report	Water Data Included within this report	Waste Data included within this report	OHS Data included within this report
Retail & Hospitality	The Breeze	/	/	/	/
Retail & Hospitality	Mall Balikpapan Baru	/	/	/	/
Retail & Hospitality	DP Mall Semarang	/	/	/	/
Retail & Hospitality	Rooms Inc	/	/	/	/
Retail & Hospitality	Resort & Golf Malaysia	/	/	/	
Commercial	Casa De Parco Apartment	/	/	/	
Commercial	Saveria Apartment	/	/	/	
Commercial	Akasa Apartment	/	/	/	
Commercial	Foresta Business Loft 1	/	/		
Commercial	Foresta Business Loft 2	/	/		
Commercial	Foresta Business Loft 3	/	/		
Commercial	Foresta Business Loft 5	/	/		
Commercial	Foresta Business Loft 6	/	/		
Commercial	Foresta Business Loft Signature	/	/		
Commercial	Ruko The Icon 1 & 2	/			
Commercial	Ruko The Icon 3	/	/		
Commercial	Ruko The Icon 5	/	/		
Commercial	The Elements	/	/	/	
Commercial	Southgate Apartment	/	/	/	
Commercial	Hotel Le Premier Kota Deltamas	/	/	/	
Commercial	Marketing Office & Annex Building Deltamas	/	/		
Commercial	Sport Centre Deltamas	/	/		
Commercial	Malibu Club House Deltamas	/	/		
Commercial	Kawasan Kota Deltamas		/	/	
Commercial	Fasilitas GIIC - WTP, WWTP, Kantor Security, Pemadam Kebakaran	/	/		
Commercial	Estate Management KIIC			/	
Commercial	Graha KIIC	/	/	/	
Commercial	Sentra KIIC	/	/	/	
Commercial	STP Phase III KIIC	/	/		
Commercial	STP Phase IV KIIC	/	/		
Commercial	WTP STP Phase I KIIC	/	/		
Commercial	WTP STP Phase II KIIC	/	/		
Commercial	Notredame Adventure Park Wisata Bukit Mas Surabaya	/	/	/	

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BUILDING CATEGORY	LIST OF PROJECTS	MATERIAL GRI TOPICS FOR OUR PROPERTY MANAGEMENT PROJECTS			
		Energy Data included within this report	Water Data Included within this report	Waste Data included within this report	OHS Data included within this report
Residential & Township	Reservoir The Nove Batam	/	/		
Residential & Township	Club House Palm Spring Golf Batam	/	/	/	
Residential & Township	Club House Palm Spring Golf Karawang	/	/	/	
Residential & Township	Rest House Palm Spring Golf Karawang	/	/	/	
Residential & Township	Pump Station Palm Spring Golf Karawang	/			
Residential & Township	Maintenance Palm Spring Golf Karawang	/	/	/	
Residential & Township	Colosseum Club House Wisata Bukit Mas Surabaya	/	/	/	
Residential & Township	WTP Grand City Balikpapan	/	/	/	
Residential & Township	WTP Balikpapan Baru	/	/	/	
Residential & Township	WTP Sport Club Balikpapan Baru	/	/	/	
Residential & Township	Club House The Avani	/	/		
Residential & Township	Club House The Icon	/	/		
Residential & Township	Club House Vanya Park	/	/		
Residential & Township	Sport Club Banjar Wijaya	/	/		
Residential & Township	Club House Bora-Bora Greenwich	/	/		
Residential & Township	Club House Phi-Phi Club Greenwich	/	/		
Residential & Township	Club Villa De Park	/	/		
Residential & Township	Sport Club Palazetto Foresta	/	/		
Residential & Township	Sport Club Sportivo Foresta	/	/		
Residential & Township	Sport Club Giardina Foresta	/	/		
Residential & Township	Sport Club Primavera Foresta	/	/		
Residential & Township	Pasar Modern Banjar Wijaya	/	/		
Residential & Township	Sport Club Grand Wisata	/	/		
Residential & Township	Sport Club Kota Wisata	/	/		
Residential & Township	Eldorado Waterpark Legenda Wisata	/	/		
Residential & Township	Spa & Swimming Pool Kota Bunga	/	/		
Residential & Township	BSD Modern Market	/	/	/	
Residential & Township	Intermoda Modern Market	/	/	/	
Residential & Township	Sarana Rekreasi dan Olah Raga/Kolam Renang Griya Loka Sektor 1.3	/	/	/	



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BUILDING CATEGORY	LIST OF PROJECTS	MATERIAL GRI TOPICS FOR OUR PROPERTY MANAGEMENT PROJECTS			
		Energy Data included within this report	Water Data Included within this report	Waste Data included within this report	OHS Data included within this report
Trade Centres	ITC BSD	/	/	/	/
Trade Centres	BSD Junction	/	/	/	/
Trade Centres	Mall Ambassador	/	/	/	/
Trade Centres	ITC Cempaka Mas	/	/	/	/
Trade Centres	ITC Depok	/	/	/	/
Trade Centres	ITC Fatmawati	/	/	/	/
Trade Centres	Graha Cempaka Mas	/	/	/	/
Trade Centres	ITC Kuningan	/	/	/	/
Trade Centres	ITC Roxy Mas	/	/	/	/
Trade Centres	ITC Permata Hijau	/	/	/	/
Trade Centres	ITC Mangga Dua	/	/	/	/
Trade Centres	Kawasan Mangga Dua: - Mall Mangga Dua - Harcomas - Wisma Eka Jiwa - Orion Dusit - JN 1 - JN 2 - Ruko Bahan Bangunan	/	/	/	/
Trade Centres	ITC Surabaya	/	/	/	/



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