



**suryainternusa**

**BUILDING A BETTER INDONESIA**

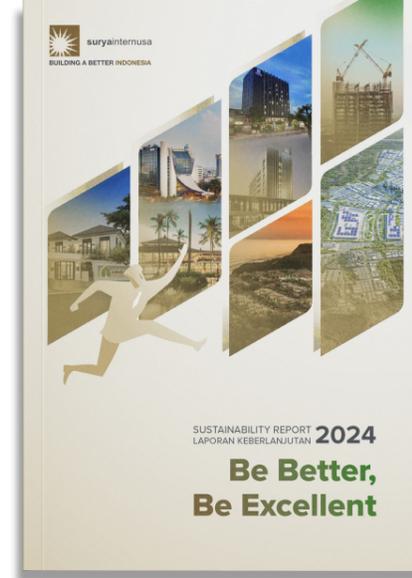


SUSTAINABILITY REPORT **2024**  
LAPORAN KEBERLANJUTAN

**Be Better,  
Be Excellent**



**DIAMOND BAY SUBANG SMARTPOLITAN**



# Be Better, Be Excellent

Kami terus berupaya untuk menjadi lebih baik (*be better*) dan lebih unggul (*be excellent*) dalam ketiga sektor usaha kami, yakni properti, konstruksi, dan perhotelan. Sejalan dengan Empat Arah Strategi dan nilai budaya kami, yaitu TRUE (**TR**ustworthiness, **CU**stomer Focus, **Strive for Excellence**), kami akan terus berfokus dan menjaga kepercayaan pelanggan melalui pemberian produk dan layanan yang unggul dan berkualitas.

We continuously strive to improve and excel across our three business sectors: property, construction, and hospitality. Guided by our Four Strategic Pillars and the cultural values embodied in TRUE (**TR**ustworthiness, **CU**stomer Focus, and **Strive for Excellence**), we remain committed to earning and maintaining customer trust by consistently delivering high-quality products and services.

## PERNYATAAN DISCLAIMER

Laporan ini mencakup pernyataan keuangan, hasil operasional, proyeksi, strategi, kebijakan, dan tujuan dari PT Surya Semesta Internusa Tbk (SSIA), yang selanjutnya disebut "Perseroan" atau "SSIA". Pernyataan tersebut mengandung potensi risiko dan ketidakpastian, yang dapat menyebabkan perbedaan signifikan antara hasil yang dilaporkan dengan perkembangan aktual yang terjadi.

This report covers the financial statements, operational results, projections, strategies, policies, and objectives of PT Surya Semesta Internusa Tbk, hereinafter referred to as the "Company" or "SSIA". These statements involve potential risks and uncertainties that may cause actual results to differ significantly from those reported.

Pernyataan prospektif dalam Laporan Keberlanjutan disusun berdasarkan asumsi terkait kondisi saat ini dan masa depan, serta lingkungan bisnis Perseroan dalam menjalankan kegiatan operasionalnya. Perseroan tidak dapat menjamin bahwa dokumen yang telah diverifikasi keabsahannya akan menghasilkan hasil tertentu sesuai dengan harapan.

The forward-looking statements in this Sustainability Report are based on assumptions about current and future conditions, as well as the Company's business environment in conducting its operations. The Company cannot guarantee that the documents referred to will produce the expected outcomes.

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## PENGHARGAAN DAN SERTIFIKASI 2024 2024 AWARDS AND CERTIFICATIONS



**01**

**PROPER Biru**  
Blue PROPER

Kementerian Lingkungan Hidup  
Ministry of Environment

**Suryacipta Swadaya**



**02**

**Haute Grandeur Award 2024:**  
The Best City Hotel in Jakarta

Haute Grandeur

**World Luxury Hotel Awards 2024 (Country Winner Indonesia)**  
for Category Luxury Business Hotel, Luxury City Hotel, and Luxury Hotel

World Luxury Hotel

**Gran Melia Jakarta**



**03**

**PROPER Biru**  
Blue PROPER

Kementerian Lingkungan Hidup  
Ministry of Environment

**Melia Bali Hotel**



**04**

**Traveller's Choice Awards 2024 (BATIQA Lampung & Palembang)**

Tripadvisor

**BATIQA Hotel**



**05**

**Top 50 Mid Capitalization Public Listed Companies**

IICD

**Surya Semesta Internusa (SSIA)**



**06**

**Elite Traveler's Top New Suites Global Ranking 2024 & Favorite Hotel 2024**

Elite Travel

**2024 Asia 100 Villa**

Trip.com

**Umana Bali LXR Hotels & Resorts**

**SERTIFIKASI**  
**CERTIFICATIONS**

No.	Entitas Entity	Sertifikasi/Penghargaan Certifications/Awards	Dikeluarkan Oleh Issuer	Masa Berlaku Validity Period
<b>Properti   Property</b>				
1	PT Suryacipta Swadaya (SCS)	Sertifikat ISO 14001:2015 ISO 14001:2015 Certificate	PT IAPMO Group Indonesia	30 Januari 2026 30 January 2026
		Sertifikat Laik Fungsi Certificate of Occupancy	OSS	1 Maret 2026 1 March 2026
		Sertifikat Sistem Manajemen Lingkungan SNI ISO 14001:2015 SNI ISO 14001:2015 Environmental Management System Certificate	JAS-ANZ	14 Oktober 2024 14 October 2024
		Sertifikasi Sistem Manajemen Keselamatan dan Kesehatan Kerja ISO 45001:2018 ISO 45001:2018 Occupational Safety and Health Management System Certificate		
		Sertifikat Laik Operasi Operation Worthy Certificate	Dinas Tenaga Kerja dan Transmigrasi (Disnaker) Kabupaten Karawang Karawang Manpower and Transmigration Office	11 November 2024
		Sertifikat Ahli K3 Umum Equipment Inspection and Test Certificate	Kementerian Ketenagakerjaan Ministry of Manpower	30 Agustus 2026 30 August 2026
		Sertifikat Persetujuan Layak Operasi Operational Approval Certificate	Direktorat Jenderal Minyak dan Gas Bumi (Dirjen Migas) Ministry of Energy and Mineral Resources	23 November 2026
		Sertifikat Laik Operasi (Genset): Operation Worthy Certificate (Genset): The Manor Building WTP/WWTP	PT Sarana Listrik Industri	16 September 2027
		Sertifikat Laik Operasi (Instalasi Listrik): Operation Worthy Certificate (Electrical Installation): • Gedung Organica • Gedung IRDC • Gedung Sawangan Subang	PT Perintis Perlindungan Instalasi Listrik Nasional Kantor Pelayanan Wilayah	• 9 Maret 2033 9 March 2033 • 21 Mei 2034 21 May 2034 • 23 Mei 2034 23 May 2034
		Sertifikat Laik Operasi (Instalasi Listrik TM): Operation Worthy Certificate (Electrical Installation TM): • The Manor Building • Gedung WTP • Pump Station II	PT Sarana Listrik Industri	• 22 Juli 2034 22 July 2034 • 31 Juli 2034 31 July 2034 • 5 Agustus 2034 5 August 2034
2	PT TCP Internusa (TCP)	Sertifikat Laik Operasi Instalasi Pembangkit Tenaga Diesel Diesel Generator Operation Worthy Certificate	PT Silma Instrumentama	29 Juni 2028 29 June 2028
		Sertifikasi Laik Fungsi Certificate of Functionality	DPM PTSP DKI Jakarta	7 Januari 2029 7 January 2029
		Sertifikat Laik Operasi Instalasi Pemanfaatan Tenaga Listrik Power Plant Operation Worthy Certificate	PT Energy Solusi Electrindo	19 September 2032



No.	Entitas Entity	Sertifikasi/Penghargaan Certifications/Awards	Dikeluarkan Oleh Issuer	Masa Berlaku Validity Period
<b>Konstruksi   Construction</b>				
1	PT Nusa Raya Cipta Tbk (NRCA)	Sertifikat Manajemen Mutu SNI ISO 9001:2015 SNI ISO 9001:2015 Quality Management Certificate	Sucofindo International Certification Services	21 November 2027
		Sertifikat Sistem Manajemen Lingkungan SNI ISO 14001:2015 ISO 14001:2015 Environmental Management System		
		Sertifikat Sistem Manajemen Keselamatan dan Kesehatan Kerja ISO 45001:2018 ISO 45001:2018 Occupational Safety and Health Management System Certificate		13 Mei 2025 13 May 2025
		Sertifikat Sistem Manajemen Keselamatan dan Kesehatan Kerja (SMK3) Occupational Safety and Health Management System Certificate		13 Mei 2025 13 May 2025
		Penanggung Jawab Pengendalian Pencemaran Air (PPPA) BNSP Manager of Water Pollution Certificate (BNSP)	LSP Peralindo	9 Desember 2027 9 December 2027
		Penanggung Jawab Operasional Pengolahan Air Limbah (POPAL) BNSP Operator of Water Pollution Certificate (BNSP)		
<b>Perhotelan   Hospitality</b>				
1	PT Suryalaya Anindita International (Gran Melia Jakarta/SAI)	Sertifikat Keselamatan Kebakaran Fire Safety Certificate	Kepala Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Provinsi DKI Jakarta DKI Jakarta Single Window for Investment Agency	31 Desember 2024 31 December 2024
		Sertifikat Laik Sehat ( <i>within Good Health Condition</i> ) Good Health Certificate	Suku Dinas Kesehatan Masyarakat Jakarta Selatan South Jakarta Public Health Agency	2 Oktober 2024 2 October 2024
		CHSE (Memuaskan) CHSE Certificate (Satisfactory)	Kementerian Pariwisata dan Ekonomi Kreatif Ministry of Tourism and Creative Economy	Revisi Permenparekraf No. 13 Revision of Permenparekraf No. 13

No.	Entitas Entity	Sertifikasi/Penghargaan Certifications/Awards	Dikeluarkan Oleh Issuer	Masa Berlaku Validity Period
2	PT Suryalaya Anindita Internasional (Melia Bali/SAI)	Worldwide Kids Accredited	Worldwide Kids	Mei 2024-Mei 2025 May 2024-May 2025
		Sertifikat Badan Penanggulangan Bencana Daerah (BPBD) Certificate of Regional Disaster Management Agency (BPBD)	Pemerintah Provinsi Bali Bali Provincial Government	Desember 2024-Desember 2027 December 2024-December 2027
		Sistem Manajemen Pengamanan Hotel (SMPA) Hotel Security Management System (SMPA)	Ditpamobvit & PHRI	2023-2025
		Sertifikat Laik Sehat Certificate of Good Health	Dinas Kesehatan Badung Badung Health Office	-
		Sertifikat Klinik BPJS Kesehatan BPJS Kesehatan Clinic Certificate		Agustus 2024-Agustus 2025 August 2024-August 2025
		Sertifikat BPOM BPOM Certificate	Badan Pengawas Obat dan Makanan (BPOM) Food and Drug Administration (BPOM)	Desember 2023-Desember 2027 December 2023-December 2027
3	PT Siti Agung Makmur (Umana Bali, LXR Hotels and Resorts/SAM)	Plakat Higiene & Sanitasi Hygiene & Sanitation Plaque	Dinas Kesehatan Kabupaten Badung Badung Health Office	18 Juni 2025 18 June 2025
4	PT Surya Internusa Hotels (BATIQA Jababeka/SIH)	Sertifikat Ahli K3 Umum Certificate of General OHS Expert	Badan Nasional Sertifikasi Profesi (BNSP) National Professional Certification Agency (BNSP)	3 Juni 2027 3 June 2027
		Sertifikat Laik Fungsi Certificate of Functionality	Pemkab Bekasi Bekasi Regency Administration	8 Agustus 2029 8 August 2029
		Sertifikat Layak Operasi Operation Worthy Certificate	PT Masaryo Gatra Nastiti	13 Mei 2029 13 May 2029
5	BATIQA Hotel Manajemen (BATIQA Karawang)	Sertifikat Laik Fungsi Certificate of Functionality	Pemkab Karawang Karawang Regency Administration	12 November 2025
		Sertifikat Laik Sehat Certificate of Good Health	Badan Nasional Sertifikasi Profesi (BNSP) National Professional Certification Agency (BNSP)	-
		Sertifikat Laik Operasi - Listrik Tegangan Menengah Certificate of Operation - Medium Voltage Electricity	Kementerian Energi dan Sumber Daya Mineral (ESDM) Ministry of Energy and Mineral Resources (ESDM)	7 Agustus 2034 7 August 2034
6	BATIQA Hotel Manajemen (BATIQA Lampung)	Sertifikat Laik Fungsi Certificate of Functionality	Pemkab Bandar Lampung Bandar Lampung Regency Administration	12 Februari 2025 12 February 2025
		Sertifikat Laik Operasi Operation Worthy Certificate	PT Sucofindo	5 Agustus 2027 5 August 2027
		Sertifikat Teknik Operasional Bangunan Gedung (TOBG) Building Operational Engineering Certificate	Badan Nasional Sertifikasi Profesi (BNSP) National Professional Certification Agency (BNSP)	17 Agustus 2026 17 August 2026



No.	Entitas Entity	Sertifikasi/Penghargaan Certifications/Awards	Dikeluarkan Oleh Issuer	Masa Berlaku Validity Period
7	BATIQA Hotel Manajemen (BATIQA Palembang)	Sertifikat Laik Fungsi Certificate of Functionality	Walikota Palembang Palembang Mayor	dalam Proses Perpanjangan in the Process of Extension
		CHSE	Kementerian Pariwisata dan Ekonomi Kreatif Ministry of Tourism and Creative Economy	Pembaharuan Otomatis Auto Renewal
		Sertifikat Laik Operasi Operation Worthy Certificate	Kementerian Energi dan Sumber Daya Mineral Ministry of Energy and Mineral Resources	6 Oktober 2025 6 October 2025
		Sertifikat Laik Operasi Operation Worthy Certificate	PT SUCOFINDO	8 September 2026
		Sertifikat Ahli K3 Umum Kemnaker Ministry of Manpower General OHS Expert Certificate	PT Mahira Jaya Bana	25 November 2027
9	BATIQA Hotel Manajemen (BATIQA Surabaya)	Sertifikat Laik Sehat Certificate of Good Health	Dinas Kesehatan Department of Health	2 Januari 2026 2 January 2026
		Sertifikat Laik Operasi Operation Worthy Certificate	PT Perintis Perlindungan Instalasi Listrik Nasional Kantor Pelayanan Wilayah	20 April 2031
		Sertifikat Laik Fungsi Certificate of Functionality	Disnakertrans Surabaya Surabaya Manpower and Transmigration Office	2 Januari 2050 2 January 2050
10	BATIQA Hotel Manajemen (BATIQA Cirebon)	Sertifikasi Kompetensi Bidang Tata Hidang (Skema Sertifikasi Level 5 KKNI) Competency Certification in the Field of Catering (Level 5 KKNI Certification Scheme)	Badan Nasional Sertifikasi Profesi (BNSP) National Professional Certification Agency (BNSP)	15 April 2024
		Sertifikat CHSE & SNI CHSE & SNI Certificate	PT Serfitama	7 Februari 2026 7 February 2026
		Sertifikat Kompetensi Bidang Pengolahan Air Limbah Certificate of Competency in Wastewater Treatment	Badan Nasional Sertifikasi Profesi (BNSP) National Professional Certification Agency (BNSP)	2 September 2027
		Sertifikasi Kompetensi Bidang Housekeeping Housekeeping Competency Certification		26 Agustus 2027 26 August 2027
		Sertifikat Pembinaan Pengawasan Norma Keselamatan Kerja (K3) Certificate of Supervision Development of Occupational Safety Norms (OHS)	Kementerian Ketenagakerjaan Ministry of Manpower	-
Sertifikat Standar Hotel Perizinan Berbasis Risiko Certificate of Risk-Based Licensing Hotel Standard	Pemerintah Republik Indonesia - OSS Government of the Republic of Indonesia - OSS	-		
Sertifikat Keamanan Pangan Food Safety Certificate	Dinas Kesehatan Kota Cirebon Cirebon City Health Office	-		



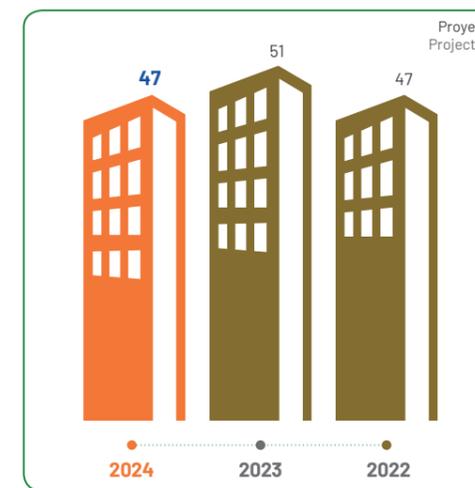
No.	Entitas Entity	Sertifikasi/Penghargaan Certifications/Awards	Dikeluarkan Oleh Issuer	Masa Berlaku Validity Period
11	BATIQA Hotel Manajemen (BATIQA Pekanbaru)	Sertifikasi Kompetensi Bidang Penyelia Halal Halal Supervisor/Halal Product Assurance Field Competency Certification	Badan Penyelenggara Jaminan Produk Halal Halal Product Guarantee Agency	26 April 2025
		Sertifikasi Kompetensi Bidang Pengolahan Air Limbah Water Pollution Control Field Competency Certification	Badan Nasional Sertifikasi Profesi (BNSP) National Professional Certification Agency (BNSP)	13 Maret 2027 13 March 2027
		Sertifikasi Kompetensi Bidang Operator Lokal Unit PLTD Kecil (Genset) Operator Local Unit PLTD Kecil (Genset) Competency Certification	Kementerian Ketenagakerjaan Ministry of Manpower	25 November 2027
		Sertifikasi Kompetensi Keselamatan dan Kesehatan Kerja General Occupational Health and Safety Expert Field Competency Certification		27 Desember 2027 27 December 2027
12	PT Surya Energi Parahita (SEP)	Sertifikat Kualifikasi Operator Pengambilan Contoh Gas Bumi Certificate of Qualification of Natural Gas Sampling Operator	LSP MIGAS	7 April 2025
		Sertifikat Custody Transfer Custody Transfer Certificate	BPH MIGAS	-
		Sertifikat Ahli K3 Umum General OHS Expert Certificate	Kementerian Ketenagakerjaan Ministry of Manpower	30 Agustus 2026 30 August 2026
		Sertifikat ISO 14001:2015 ISO 14001:2015 Certificate	JAS-ANZ	14 Oktober 2027 14 October 2027
		Sertifikat ISO 45001:2018 ISO 45001:2018 Certificate		

## IKHTISAR ASPEK KEBERLANJUTAN SUSTAINABILITY PERFORMANCE HIGHLIGHTS

### KINERJA EKONOMI [B.1] ECONOMIC PERFORMANCE

#### Kuantitas Produksi Production Quantity

#### Konstruksi Construction



**Jumlah Proyek Baru**  
New Contract Acquisition

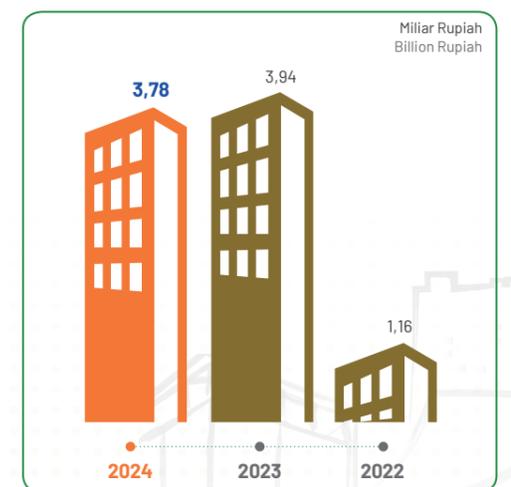


**Nilai Proyek Baru**  
New Contract Acquisition Value

#### Perhotelan Hospitality



**Room Nights**



**Nilai Pengadaan Fasilitas Kamar Hotel Ramah Lingkungan**  
Value of Procurement of Environmental Friendly Hotel Room Amenities



**Sertifikat Manajemen Mutu SNI ISO 9001:2015**  
SNI ISO 9001:2015 Quality Management Certificate

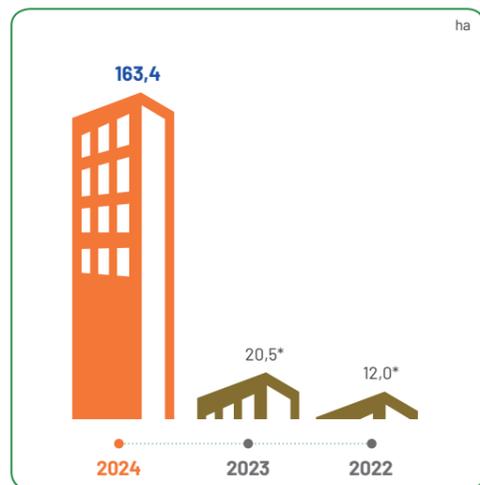


**Sertifikat Sistem Manajemen Keselamatan dan Kesehatan Kerja ISO 45001:2018**  
ISO 45001:2018 Occupational Safety and Health Management System Certificate



**Sertifikat Sistem Manajemen Lingkungan SNI ISO 14001:2015**  
ISO 14001:2015 Environmental Management System

**Properti**  
Property



**Luas Tanah Dijual**  
Land Sold



**Rumah Terjual**  
Housing Sold

**Pendapatan dan Laba atau Rugi Bersih**  
Net Revenues and Profit (Loss)



**Pendapatan Bersih**  
Net Revenues

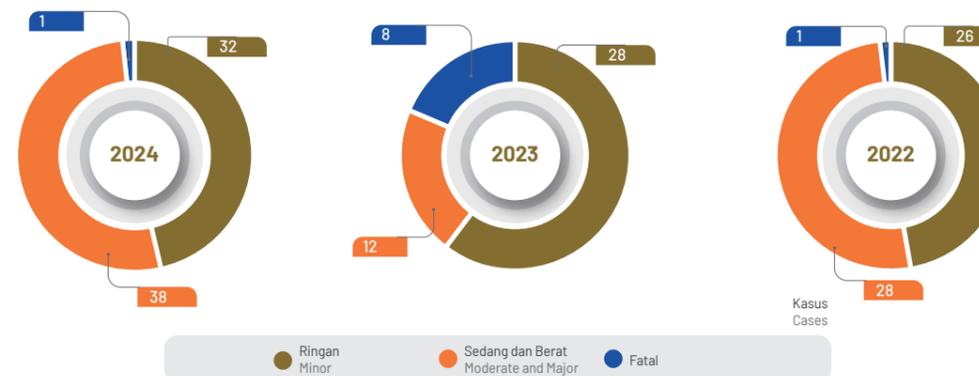


**Laba (Rugi) Bersih**  
Net Profit (Loss)

Keterangan | Note:  
Data tahun 2024 tidak mencakup BATIQA Jayapura.  
\*Penyajian kembali (restatement) informasi. [2-4]  
The 2024 data does not include BATIQA Jayapura.  
\*Restatement of information. [2-4]



**KINERJA SOSIAL [B.3]**  
SOCIAL PERFORMANCE



**Jumlah Kecelakaan Kerja**  
Number of Occupational Accidents



**Jumlah Karyawan**  
Number of Employee



**Jumlah Penyaluran Dana TJSL**  
Total CSR Fund Disbursement



**Jumlah Jam Pelatihan**  
Total Training Hours

Keterangan | Note:  
Data tahun 2024 tidak mencakup BATIQA Jayapura.  
The 2024 data excludes BATIQA Jayapura.



**KINERJA LINGKUNGAN [B.2]**  
**ENVIRONMENTAL PERFORMANCE**



**Penggunaan Energi Listrik**  
Electricity Consumption



**Penggunaan Bahan Bakar Solar**  
Solar Consumption



**Penggunaan Energi**  
Energy Consumption



**Penggunaan Bahan Bakar Petrol**  
Petrol Consumption



**Penggunaan Bahan Bakar LPG**  
LPG Consumption



**Penggunaan Air**  
Water Consumption



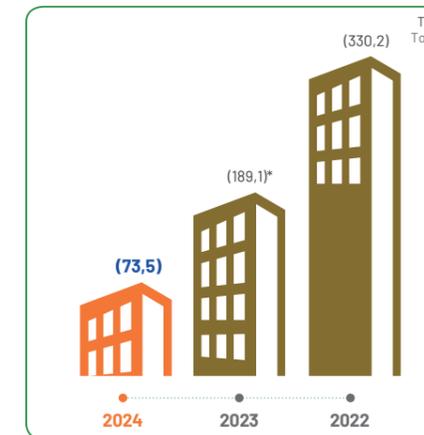
**Emisi yang Dihasilkan**  
Emissions Generated



**Pengurangan (Penambahan) Emisi yang Dihasilkan**  
Reduction (Increase) of Emissions Generated



**Limbah yang Dihasilkan**  
Waste Generated



**Penambahan (Pengurangan) Limbah yang Dihasilkan**  
Reduction (Increase) of Waste Generated

Keterangan | Note:  
Data tahun 2024 tidak mencakup BATIQA Jayapura.  
\* Penyajian kembali informasi (restatement) karena adanya perubahan metode perhitungan. [2-4]  
\*\* Penyajian kembali informasi (restatement) karena adanya perhitungan ulang. [2-4]  
The 2024 data excludes BATIQA Jayapura:  
\* Restatement of information due to a change in the calculation method. [2-4]  
\*\* Restatement of information due to recalculation. [2-4]

## SAMBUTAN DIREKSI [D.1][2-22] MESSAGE FROM THE BOARD OF DIRECTORS



### Johannes Suriadjaja

Presiden Direktur  
President Director

**Seluruh insan SSIA memiliki peran sentral dalam menciptakan layanan dan produk yang unggul bagi pelanggan. Kami memastikan bahwa setiap individu memiliki kesempatan yang setara untuk berkembang, berinovasi, dan mencapai keunggulan. Melalui pelatihan dan penguatan nilai-nilai perusahaan, kami membangun sumber daya manusia yang adaptif, unggul, dan siap menghadapi tantangan masa depan.**

All SSIA personnel play a central role in creating superior services and products for our customers. We ensure that every individual has an equal opportunity to grow, innovate, and achieve excellence. Through training and the reinforcement of company values, we are building human resources that are adaptive, excellent, and ready to face future challenges.

#### PARA PEMANGKU KEPENTINGAN YANG TERHORMAT,

Di tengah arus perubahan yang semakin cepat dalam dunia teknologi, lingkungan, dan kehidupan sosial, kita menghadapi tantangan untuk terus beradaptasi dan meningkatkan daya tahan. Oleh karenanya, kita semua perlu bertumbuh, menjadi lebih baik (**be better**), serta terus mengejar keunggulan (**be excellent**) dalam segala bidang.

Kami, di SSIA meyakini bahwa keunggulan tidak hanya tercermin dari hasil, tetapi juga dari proses yang terus ditingkatkan. Kami berkomitmen untuk terus berinovasi, mengembangkan kompetensi, dan memperkuat kolaborasi dengan seluruh pemangku kepentingan, untuk menciptakan nilai yang maksimal bagi semua pihak.

#### KEBIJAKAN UNTUK MERESPONS TANTANGAN

Pilar bisnis Perseroan yang beragam membutuhkan pelibatan banyak pemangku kepentingan. Kami sadar pilar ini menjadi landasan semua kegiatan operasional kami yang sangat bergantung pada kondisi lingkungan, terutama. Kami menjalankan pilar bisnis yang sejalan dengan Peta Jalan Keberlanjutan, meskipun menghadapi berbagai tantangan. Kami berupaya menjaga kepercayaan pemangku kepentingan dengan

#### DEAR ESTEEMED STAKEHOLDERS,

Amid the accelerating pace of technological, environmental, and social change, we are challenged to continuously adapt and build resilience. In response, we must all strive to grow, improve (**be better**), and pursue excellence (**be excellent**) in every aspect of our endeavors.

At SSIA, we believe that excellence is not only reflected in outcomes but also in the continuous enhancement of our processes. We remain committed to driving innovation, strengthening our capabilities, and deepening collaboration with all stakeholders to create maximum value for all parties involved.

#### POLICY ON RESPONDING TO CHALLENGES

The Company's diverse business pillars require the active involvement of multiple stakeholders. We recognize that these pillars form the foundation of all operational activities, which are particularly influenced by environmental conditions. Despite various challenges, we continue to operate in alignment with our Sustainability Roadmap. We remain committed to maintaining stakeholder trust by delivering the highest



memberikan layanan dan produk terbaik melalui dedikasi dalam berbagai proyek pembangunan. Kami secara aktif merespons tantangan ini dengan memperkuat keseimbangan kinerja lingkungan, sosial, dan tata kelola (LST), sebagai upaya menjaga keberlanjutan jangka panjang.

Sinergi bersama mitra dan pemasok menjadi salah satu fokus yang kami jalankan sepanjang tahun 2024. Melalui penyusunan Peta Jalan Keberlanjutan yang selaras dengan pencapaian Tujuan Pembangunan Berkelanjutan (TPB), kami memastikan adanya Kebijakan Keberlanjutan yang dikembangkan untuk memitigasi risiko dan meningkatkan peluang, termasuk adaptasi terhadap dampak perubahan iklim ekstrem yang dapat menimbulkan risiko fisik dan transisi. Kedua risiko ini sangat mempengaruhi keberadaan sektor properti dan konstruksi, yang akan berdampak pada sektor usaha lainnya.

Kami menerapkan kebijakan untuk memperkuat budaya keberlanjutan di seluruh lini Perseroan, serta membangun kerja sama guna menjaga rantai pasok, dan memperlancar kegiatan operasi. Kebijakan Keberlanjutan menjadi pijakan kami yang terus kami tanamkan melalui edukasi dan perubahan kegiatan yang lebih efisien. Selain itu, implementasi Kebijakan Keberlanjutan ini kami tuangkan dalam upaya membangun kawasan industri ramah lingkungan, dan pengembangan energi terbarukan.

#### PENERAPAN KINERJA KEBERLANJUTAN

Seluruh insan SSIA memiliki peran sentral dalam menciptakan layanan dan produk yang unggul bagi pelanggan. Kami memastikan bahwa setiap individu memiliki kesempatan yang setara untuk berkembang, berinovasi, dan mencapai keunggulan. Melalui pelatihan dan penguatan nilai-nilai perusahaan, kami membangun sumber daya manusia yang adaptif, unggul, dan siap menghadapi tantangan masa depan.

Kinerja positif selama 2024 menjadi refleksi dari kontribusi seluruh insan SSIA dalam mendukung kinerja LST yang solid. Perseroan berhasil mencatatkan kinerja ekonomi yang positif, yakni 37,8% peningkatan pendapatan, serta 32,6% peningkatan laba bersih. Peningkatan ini dicapai melalui kinerja yang kuat di ketiga segmen bisnis kami, melalui peningkatan pendapatan sebesar 165,0% di sektor properti, 16,5% di sektor konstruksi, serta 4,2% di sektor perhotelan. Perseroan senantiasa mengelola *cash flow* bisnis secara cermat untuk memastikan terciptanya stabilitas keuangan dan keberlanjutan usaha. Perseroan juga memperoleh prestasi sebagai *Top 50 Mid Capitalization Public Listed Companies* dari Indonesian Institute for Corporate Directorship. Umana Bali LXR Hotels & Resorts juga terpilih sebagai *Traveler's Top New Suites Global Ranking & Favorite Hotel 2024* dari Elite Travel. Seluruh capaian ini menjadi wujud pertumbuhan kinerja di sektor bisnis utama kami.

quality products and services, supported by our dedication across numerous development projects. We actively address challenges by reinforcing the balance of environmental, social, and governance (ESG) performance to support long-term sustainability.

Synergy with partners and suppliers was a key area of focus throughout 2024. By aligning our Sustainability Roadmap with the Sustainable Development Goals (SDGs), we developed a Sustainability Policy designed to mitigate risks and unlock opportunities, including adapting to the impacts of extreme climate change, which presents both physical and transition risks. These risks significantly affect the property and construction sectors and have implications for other business areas as well.

We have implemented policies to embed a culture of sustainability across all levels of the Company while fostering partnerships to secure our supply chain and ensure smooth operations. Our Sustainability Policy serves as a strategic foundation that we continue to reinforce through education and the adoption of more efficient practices. This commitment is also reflected in our initiatives to develop environmentally friendly industrial zones and promote the use of renewable energy.

#### SUSTAINABILITY PERFORMANCE IMPLEMENTATION

Every individual at SSIA plays a pivotal role in delivering superior products and services to our customers. We are committed to ensuring equal opportunities for growth, innovation, and the pursuit of excellence. Through continuous training and the reinforcement of our corporate values, we cultivate a workforce that is adaptive, high-performing, and well-equipped to face future challenges.

Our strong performance in 2024 reflects the collective contributions of the entire SSIA team in supporting robust ESG implementation. The Company recorded positive economic results, with revenues increasing by 37.8% and net income rising by 32.6%. This growth was driven by solid performance across all three business segments, including a 165.0% increase in property revenue, 16.5% in construction, and 4.2% in hospitality. We continue to manage our business cash flow prudently to maintain financial stability and ensure long-term sustainability. In recognition of these achievements, SSIA was named one of the Top 50 Mid Capitalization Public Listed Companies by the Indonesian Institute for Corporate Directorship, while Umana Bali LXR Hotels & Resorts earned accolades as *Traveler's Top New Suites Global Ranking & Favorite Hotel 2024* by Elite Travel, both affirming our continued growth in key business sectors.

Dalam kinerja lingkungan, Perseroan melanjutkan inisiatif transisi energi bersih melalui ekspansi pembangunan pembangkit listrik tenaga surya (PLTS). Selain itu, kami mengembangkan produk-produk ramah lingkungan, seperti Subang Smartpolitan, kota mandiri berbasis teknologi tinggi, serta mendukung sistem penerangan jalan berbasis *Internet of Things* (IoT). Pada Desember 2024, kami juga berkolaborasi dengan PT PLN Nusantara Renewables untuk mengembangkan Subang Smartpolitan menjadi kawasan berbasis energi melalui PLTS berkapasitas 18 MWp. Upaya kami kami lakukan sebagai salah satu dukungan bagi target Pemerintah untuk mencapai *net zero emissions* (NZE) pada 2060, atau lebih cepat.

Di Unit Usaha Konstruksi, kami telah menerapkan konsep *green construction* pada sistem bangunan melalui penggunaan produk ramah lingkungan. Upaya membangun *green construction* membuahkan pengakuan melalui perolehan Sertifikat Greenship Associate pada 2022 dan Greenship Professional pada 2018 dari Green Building Council Indonesia. Perseroan juga berhasil memperoleh PROPER Biru untuk kedua anak usaha kami, yakni PT Suryacipta Swadaya (SCS) dan Melia Bali Hotel (MBH) yang menunjukkan kepatuhan pada semua regulasi lingkungan.

Untuk mendukung pemberdayaan masyarakat, kami telah melaksanakan kegiatan tanggung jawab sosial dan lingkungan (TJSL) sesuai dengan Empat Arah Strategi "4P", yakni Peduli Lingkungan, Peduli Pendidikan, Peduli Pelanggan, dan Peduli Masyarakat. Selain itu, dalam menjaga kepuasan pelanggan dan mempertahankan kinerja positif, kami terus berupaya meningkatkan kemampuan seluruh insan SSIA melalui berbagai pelatihan dan pengembangan berbasis kompetensi, termasuk topik keberlanjutan. Dalam menjalankan semua kegiatan TJSL dan pelatihan, semua kegiatan TJSL, pelatihan dan pengembangan berbasis kompetensi kami menghormati praktik hak asasi manusia karyawan dan masyarakat, sesuai dengan penerapan Kode Etik Perusahaan.

Selain itu pada 2024, PT Suryacipta Swadaya memperkuat komitmennya dalam mengembangkan kawasan industri modern berbasis prinsip Environmental, Social, and Governance (ESG) melalui dua proyek strategis: Suryacipta City of Industry Karawang dan Subang Smartpolitan.

Dengan mengintegrasikan inovasi teknologi, konservasi lingkungan, pengembangan SDM, dan kolaborasi komunitas, Perseroan berupaya menghadirkan ekosistem industri berkelanjutan yang adaptif terhadap dinamika global. Melalui anak usaha PT Suryacipta Swadaya (Suryacipta), Perseroan

On the environmental front, the Company advanced its clean energy transition through the expansion of solar power plant development. We also introduced environmentally friendly products, such as Subang Smartpolitan, a high-tech, integrated township, and supported IoT-based street lighting systems. In December 2024, we partnered with PT PLN Nusantara Renewables to develop 18 MWp of solar energy infrastructure for Subang Smartpolitan, reinforcing our commitment to supporting the Government's target of achieving net zero emissions (NZE) by 2060 or earlier.

Within our Construction Business Unit, we have implemented green construction principles by utilizing eco-friendly materials. These efforts have been recognized through the awarding of Greenship Associate Certification in 2022 and Greenship Professional Certification in 2018 by the Green Building Council Indonesia. Additionally, the Company received the Blue PROPER rating for two of our subsidiaries, PT Suryacipta Swadaya (SCS) and Melia Bali Hotel (MBH), in acknowledgment of full compliance with environmental regulations.

To support community empowerment, we carried out Corporate Social and Environmental Responsibility (CSR) initiatives based on the "4P" Strategy: Care for the Environment, Education, Customers, and Communities. To further ensure customer satisfaction and maintain strong performance, we continuously invest in upskilling SSIA personnel through competency-based training and development programs, including sustainability-related topics. Across all CSR initiatives and training activities, we uphold human rights practices for both employees and communities, in alignment with our Corporate Code of Conduct.

In 2024, PT Suryacipta Swadaya will strengthen its commitment to developing modern industrial estates grounded in Environmental, Social, and Governance (ESG) principles through two strategic projects: Suryacipta City of Industry Karawang and Subang Smartpolitan.

By integrating technological innovation, environmental conservation, human capital development, and community collaboration, the company aims to create a sustainable industrial ecosystem that is adaptive to global dynamics. Through its subsidiary, PT Suryacipta Swadaya (Suryacipta),

berkomitmen mengembangkan dan mengelola kawasan industri modern dengan prinsip keberlanjutan (*sustainability*) dan inovasi teknologi yang berfokus pada:

1. Solusi Energi Ramah Lingkungan
  - Kolaborasi dengan PLN untuk menghadirkan sumber energi terbarukan melalui *Renewable Energy Certificate (REC)*.
  - Integrasi pembangkit energi terbarukan seperti panel surya (*photovoltaic*), hidrogen hijau, dan biomassa untuk mendukung target dekarbonisasi.
  - Substitusi energi di kawasan utilitas menggunakan panel surya untuk mendorong efisiensi energi dan mengurangi jejak karbon.
2. Pembangunan Berbasis Pelestarian Alam
  - Pemetaan komprehensif aset ekologi seperti lahan basah, hutan, dan saluran air.
  - Implementasi *Water Sensitive Urban Design (WSUD)* untuk mengintegrasikan pengelolaan air ke dalam desain kota, mendorong konservasi dan efisiensi penggunaan air.
  - Pemanfaatan air hujan dan *recycling treatment* untuk mendukung keberlanjutan sumber daya air.
3. Calon Klien Berbasis LST
  - Fokus pada penyewa dan mitra bisnis yang mengintegrasikan prinsip LST dalam operasi mereka.
  - Kolaborasi berkelanjutan bersama *tenant* untuk membangun ekosistem bisnis yang inovatif, etis, dan berdaya saing global.
4. Fokus pada Pembangunan Pendidikan dan SDM
  - Pendirian fasilitas pendidikan vokasi di Subang Smartpolitan untuk mencetak tenaga kerja terampil yang siap memasuki dunia industri.
  - Program pengembangan komunitas untuk meningkatkan kesejahteraan sosial dan menciptakan peluang pertumbuhan ekonomi lokal.
5. Digitalisasi dan IoT di Suryacipta
  - Integrasi sistem *tenant access* melalui aplikasi digital untuk informasi kawasan, *event*, layanan komplain, dan berita.
  - Pengembangan *Command Center* yang memonitor operasional kawasan secara *real-time* dan proaktif.
  - Penerapan IoT Kawasan Suryacipta yang sudah *establish 34* tahun sebagai uji coba implementasi *smart city* sebelum penerapan penuh di Subang Smartpolitan.

the Company is committed to developing and managing modern industrial areas, focusing on sustainability and technological innovation.

1. Renewable Energy Solutions
  - Collaboration with PLN to provide renewable energy sources through the Renewable Energy Certificate (REC) programme.
  - Integration of renewable energy systems such as solar photovoltaics (PV), green hydrogen, and biomass to support decarbonisation targets.
  - Energy substitution in utility areas through the adoption of solar panels, promoting energy efficiency and reducing the carbon footprint.
2. Environmental Preservation and Sustainable Urban Development
  - Comprehensive mapping of ecological assets including wetlands, forests, and waterways.
  - Implementation of Water Sensitive Urban Design (WSUD) to integrate water management into urban planning, promoting conservation and resource efficiency.
  - Utilisation of rainwater harvesting and recycling treatment systems to support sustainable water management.
3. ESG-Centred Client Attraction
  - A strong focus on attracting tenants and business partners that integrate ESG principles into their operations.
  - Continuous collaboration with tenants to build an innovative, ethical, and globally competitive business ecosystem.
4. Focus on Education and Human Capital Development
  - Establishment of vocational education facilities within Subang Smartpolitan to cultivate a highly skilled and industry-ready workforce.
  - Community development programmes aimed at enhancing social welfare and creating opportunities for local economic growth.
5. Digitalisation and IoT Integration in Suryacipta
  - Integration of a tenant access system via a digital application providing information on the estate, events, complaints, and news updates.
  - Development of a Command Centre for real-time monitoring and proactive management of estate operations.
  - Implementation of IoT technology in Suryacipta, leveraging its 34 years of establishment as a pilot project for future smart city development in Subang Smartpolitan.

6. Penerapan Green Building Standards
- Pembangunan *utility area* yang menerapkan prinsip *green building* untuk efisiensi energi, konservasi air, dan optimalisasi sumber daya.
  - Penerapan standar *green infrastructure* untuk bangunan komersial, industri, hingga fasilitas umum.
  - Mobilitas hijau dan ruang terbuka hijau yang luas untuk mendukung lingkungan kerja yang sehat dan produktif.
7. Manfaat Investasi dan Keunggulan Kompetitif
- Pengurangan biaya operasional melalui efisiensi energi dan pengelolaan limbah.
  - Peningkatan daya saing *tenant* dan investor dengan dukungan infrastruktur berstandar internasional.
  - Kontribusi pada mitigasi perubahan iklim dan peningkatan reputasi perusahaan yang beroperasi di kawasan berbasis keberlanjutan.
  - Dukungan terhadap regulasi nasional dan internasional terkait lingkungan dan pembangunan berkelanjutan.

6. Application of Green Building Standards
- Construction of utility areas adopting green building principles to ensure energy efficiency, water conservation, and resource optimisation.
  - Adoption of green infrastructure standards across commercial, industrial, and public facilities.
  - Promotion of green mobility and expanding open green spaces to support a healthier, more productive working environment.
7. Investment Benefits and Competitive Advantage
- Reduction in operational costs through energy efficiency and optimised waste management.
  - Enhanced competitiveness of tenants and investors supported by international-standard infrastructure.
  - Contribution to climate change mitigation and improvement of the reputation of companies operating within a sustainable industrial environment.
  - Full alignment with national and international environmental regulations and sustainable development policies.

Pengembangan Suryacipta City of Industry dan Subang Smartpolitan bukan sekadar menghadirkan kawasan industri modern, melainkan menciptakan ekosistem industri masa depan yang berkelanjutan, inovatif, dan berorientasi global. Dengan fokus pada teknologi, ESG, pendidikan, dan komunitas, kami membangun fondasi kuat untuk pertumbuhan ekonomi yang bertanggung jawab dan berkelanjutan bagi Indonesia dan dunia.

The development of Suryacipta City of Industry and Subang Smartpolitan is not merely about creating modern industrial zones; it is about shaping the future of sustainable, innovative, and globally oriented industrial ecosystems. Through a strong focus on technology, ESG principles, education, and community development, we are laying a robust foundation for responsible and sustainable economic growth in Indonesia and the wider global community.

#### STRATEGI PENCAPAIAN TARGET

Perseroan membangun budaya kerja atas nilai dasar **Trustworthiness, Customer Focus, dan Strive for Excellence**, yang menjadi pondasi dalam mencapai target kinerja LST. Kami juga memastikan Empat Arah Strategi "4P" sebagai kerangka pertumbuhan nilai keberlanjutan. Melalui Empat Arah Strategi "4P" tersebut, kami menyusun strategi keberlanjutan yang terdiri dari empat pilar keberlanjutan, yakni *Delivering Product and Service Excellence, Protecting the Environment, Looking After People*, serta *Contributing to Communities*.

#### TARGET ACHIEVEMENT STRATEGIES

The Company fosters a work culture grounded in the core values of **Trustworthiness, Customer Focus, and Strive for Excellence**, principles that underpin our efforts to achieve ESG performance targets. We also implement the "4P" Strategic Framework as a foundation for driving sustainable value creation. This framework defines our sustainability strategy across four key pillars: *Delivering Product and Service Excellence, Protecting the Environment, Looking After People, and Contributing to Communities*.

Penerapan tata kelola yang baik terus kami tingkatkan untuk memastikan kegiatan Perseroan berjalan sesuai dengan peraturan dan etika bisnis. Tata kelola juga menjadi dasar bagi kami memaksimalkan kesempatan dalam meraih prospek usaha di bidang pengembangan dan pengelolaan kawasan industri, *real estate*, gedung, dan pusat perdagangan. Dengan situasi eksternal ekonomi, sosial, dan lingkungan hidup yang dinamis, Perseroan diharapkan dapat meningkatkan target pendapatan sekitar 4% dan target peningkatan laba bersih lebih dari 20% di 2025. Kebutuhan pengembangan sektor properti yang tumbuh, diharapkan mendukung beberapa proyek yang sedang dikembangkan.

We continue to enhance good corporate governance practices to ensure that all Company activities comply with applicable regulations and uphold high ethical standards. Governance also serves as a foundation for maximizing opportunities in industrial estate development, real estate, building management, and commercial center operations. Amid evolving economic, social, and environmental dynamics, the Company aims to increase revenues by approximately 4% and grow net income by more than 20% in 2025. The rising demand for property development is expected to drive the advancement of several ongoing projects.

#### APRESIASI

Kami menyadari untuk tidak berpuas diri terhadap segala pencapaian yang telah diraih. Kami senantiasa belajar dari jejak sejarah yang telah diukir oleh para pendahulu Perseroan, sehingga Perseroan dapat tumbuh dan berkembang seperti sekarang ini. Perseroan juga mengerahkan segala daya dan upaya untuk turut aktif berkontribusi terhadap pencapaian Tujuan Pembangunan Berkelanjutan (TPB) yang sedang gencar digalakkan oleh pemerintah. Kami meyakini bahwa proses bisnis yang seimbang dan selaras dengan Nilai Keberlanjutan akan turut berkontribusi terhadap terciptanya kualitas hidup generasi mendatang yang lebih baik.

#### APPRECIATION

We are mindful not to become complacent with past achievements. We continue to learn from the legacy built by those who came before us, one that has shaped the Company into what it is today. The Company is also fully committed to actively contributing to the achievement of the Sustainable Development Goals (SDGs) championed by the government. We firmly believe that a balanced business process aligned with our Sustainability Values will help foster a better quality of life for future generations.

Atas nama seluruh jajaran Direksi dan Dewan Komisaris, kami menyampaikan terima kasih dan apresiasi sebesar-besarnya kepada seluruh pemangku kepentingan. Mari kita terus bergerak bersama, menghadapi tantangan, meraih peluang, dan menjadi yang terbaik dengan semangat "**Be Better, Be Excellent**".

On behalf of the Board of Directors and the Board of Commissioners, we extend our sincere gratitude and appreciation to all stakeholders. Let us continue moving forward together, facing challenges, seizing opportunities, and striving for excellence with the spirit of "**Be Better, Be Excellent**".

Jakarta, April 2025



**Johannes Suriadaja**  
Presiden Direktur  
President Director

## SURAT PERNYATAAN ANGGOTA DEWAN KOMISARIS DAN ANGGOTA DIREKSI TENTANG TANGGUNG JAWAB ATAS LAPORAN KEBERLANJUTAN TAHUN 2024 PT SURYA SEMESTA INTERNUSA TBK

Kami yang bertanda tangan di bawah ini menyatakan bahwa semua informasi dalam Laporan Keberlanjutan PT Surya Semesta Internusa Tbk Tahun 2024 telah dimuat secara lengkap dan bertanggung jawab penuh atas kebenaran isi Laporan Keberlanjutan Perseroan.

Demikian pernyataan ini dibuat dengan sebenarnya.

Jakarta, April 2025

**Dewan Komisaris**  
Board of Commissioners



**Hagianto Kumala**  
Presiden Komisaris (Independen)  
President Commissioner (Independent)



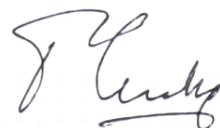
**Crescento Hermawan**  
Wakil Presiden Komisaris  
Vice President Commissioner



**Steen Dahl Poulsen**  
Komisaris  
Commissioner



**F. Bedjo Wiantono**  
Komisaris  
Commissioner



**Irawan Chandra**  
Komisaris (Independen)  
Commissioner (Independent)



**The Jok Tung**  
Direktur  
Director



**Wilson Effendy**  
Direktur  
Director



**Sonny Satia Negara**  
Direktur  
Director

## STATEMENT OF THE BOARD OF COMMISSIONERS AND THE BOARD OF DIRECTORS REGARDING RESPONSIBILITY OF THE 2024 SUSTAINABILITY REPORT OF PT SURYA SEMESTA INTERNUSA TBK

We, the undersigned, hereby declare that all information in the Sustainability Report of PT Surya Semesta Internusa Tbk for the year 2024 has been presented in their entirety, and that we assume full responsibility for the accuracy of the contents of such Sustainability Report.

This statement is duly made in all integrity.

Jakarta, April 2025

**Direksi**  
Board of Directors



**Johannes Suriadjaja**  
Presiden Direktur  
President Director



**Eddy Purwana Wikanta**  
Wakil Presiden Direktur  
Vice President Director

## STRATEGI DAN KEBIJAKAN KEBERLANJUTAN [A.1][2-22] SUSTAINABILITY STRATEGY AND POLICY

Perseroan berkomitmen untuk menyediakan produk berkualitas, layanan terbaik, dan memberikan nilai maksimal kepada para pemangku kepentingan dalam setiap aktivitas bisnisnya. Rencana jangka panjang Surya Internusa Grup adalah bertransformasi menjadi perusahaan modern dengan portofolio bisnis yang solid, yang mengutamakan keberlanjutan dan kemampuan beradaptasi dengan perubahan dinamika bisnis.

SSIA juga telah menyusun Kebijakan Keberlanjutan sebagai pedoman dalam merencanakan, melaksanakan, dan mengevaluasi kinerja keberlanjutan Perseroan. Inisiatif "Pertumbuhan dan Transformasi" yang dirancang sejak 2020 dilaksanakan melalui Empat Arah Strategi "4P" yang menjadi dasar bagi pertumbuhan nilai yang berkelanjutan.

The Company is committed to delivering high-quality products, exceptional services, and maximizing stakeholder value across all aspects of its business operations. Surya Internusa Group's long-term objective is to evolve into a modern company with a solid business portfolio, prioritizing sustainability and adaptability in response to the ever-changing business landscape.

SSIA has also established a Sustainability Policy that serves as a framework for planning, implementing, and evaluating the Company's sustainability performance. The "Growth and Transformation" initiative, launched in 2020, is driven by the Four Strategic Pillars, or "4P", which form the foundation for sustainable value creation.

### PURPOSE



Secara teratur, Perseroan meninjau kembali dan mempertajam proposisi nilai, kesesuaian dengan tren pasar, dan tujuan yang menyeluruh "Building a Better Indonesia", sehingga kami berfokus pada pelanggan dan memberikan produk serta layanan yang berkualitas untuk pasar.

The Company regularly reviews and refines its value proposition in line with market trends and the overarching goal of "Building a Better Indonesia". Accordingly, the Company focuses on the customers and provides the best products and services for the market.

### PEOPLE



Kekuatan Perseroan bersumber dari seluruh insan Kami, maka Perseroan memprioritaskan tiga bidang pengembangan Sumber Daya Manusia (SDM), yaitu:

- Peningkatan keterampilan (*upskilling*) dan keterampilan ulang (*reskilling*) dalam rangka memenuhi kebutuhan bisnis yang dinamis di era digital;
- Memelihara budaya dan menanamkan nilai-nilai Perseroan (*trustworthiness, strive for excellence, dan customer focus*) dalam cara kami melakukan bisnis; serta
- Pemetaan *talent* dalam rangka menciptakan pemimpin masa depan dan mendukung pertumbuhan bisnis jangka panjang.

The strength of the Company lies in all of our employees, and we therefore prioritize three areas of human resources (HR) development, as follows:

- Upskilling and reskilling to meet the ever-changing business needs in the digital era;
- Maintaining corporate culture and instilling the Company's values (*trustworthiness, strive for excellence, and customer focus*) in the way we do business; and
- Talent mapping to create future leaders and support long-term business growth.



### PERFORMANCE



Dalam rangka mencapai inovasi yang berkelanjutan, Perseroan membentuk organisasi yang kompeten dengan model *shared service*, menetapkan indikator yang tepat untuk mengukur dan meningkatkan kinerja keuangan serta operasional Perseroan di seluruh bisnis, memaksimalkan pemanfaatan teknologi dan menerapkan digitalisasi proses bisnis dalam rangka meningkatkan produktivitas dan efisiensi, termasuk mengurangi emisi.

In order to create sustainable innovations, the Company has established competent organizations with a shared service model, established appropriate performance metrics or indicators to measure and improve financial and operational performance across the businesses, and fully leveraged technology and implemented business process digitization to increase productivity and efficiency, including with regard to emissions reduction.

### PLATFORM FOR GROWTH



Perseroan terus bekerja sama dalam mengembangkan bisnis yang berkelanjutan. Kami memaksimalkan pemanfaatan teknologi dan digitalisasi sebagai salah satu upaya pengembangan bisnis di masa yang akan datang. Selain itu, Perseroan juga turut memastikan timbulnya peningkatan inisiatif lingkungan, sosial, dan tata kelola (LST) pada seluruh lini bisnis agar tercipta nilai jangka panjang.

The Company continues to establish partnerships to develop its businesses in a sustainable manner. The Company takes full advantage of technology and digitalization to improve and develop its businesses going forward. The Company also ensures environmental, social, and governance (ESG) improvement initiatives in every business to ensure long-term value creation.

Berdasarkan Empat Arah Strategi "4P", Perseroan menyusun strategi keberlanjutan yang terdiri dari empat pilar keberlanjutan, di antaranya:

In line with the Four Strategic Directions, we have developed a sustainability strategy consisting of 4 (four) pillars, as follows:

## 01 **Jasa: Penyediaan Produk dan Layanan Berkualitas Unggul** Products and Services: Delivering Product and Service Excellence

Perseroan sepenuhnya berkomitmen untuk menyediakan produk dan layanan yang berkualitas serta berkelanjutan. Perseroan berfokus pada pengembangan dengan mengimplementasikan konsep keberlanjutan dalam setiap proyek dan memprioritaskan inisiatif digital dalam pengelolaan aset.

The Company is fully committed to providing high quality and sustainable goods and services. The Company has expanded its focus on sustainable development by applying the sustainable concept in project development, as well as prioritizing digital initiatives in asset management.

Capaian 2024   2024 Achievements	Target 2024   2024 Target
<ul style="list-style-type: none"> <li>Pencapaian rata-rata skor survei kepuasan pelanggan di unit usaha konstruksi 82,5%, tamu hotel untuk seluruh unit hotel Perseroan adalah 92,4%, dan properti residensial 77,1%.</li> <li>37,8% peningkatan pendapatan</li> <li>The average customer satisfaction survey score in the construction business unit was 82.5%, hotel guests at all the Company's hospitality units were 92.4%, and residential property was 77.1%.</li> <li>37.8% increase of revenue.</li> </ul>	<p>Menjaga tingkat kepuasan seluruh <i>tenant</i> serta pelanggan di unit usaha properti, konstruksi, distribusi gas, dan perhotelan di atas 83%.</p> <p>Maintaining the satisfaction level of all tenants and customers in the property, construction, gas distribution, and hospitality business units above 83%.</p>
Target 2025   2025 Target	Target 2025   2025 Target
Menjaga tingkat kepuasan seluruh <i>tenant</i> serta pelanggan di unit usaha properti, konstruksi, dan perhotelan di atas 80%.	Maintaining the satisfaction level of all tenants and customers in the property, construction, and hospitality business units above 80%.

Strategi Pencapaian Target   Target Achievement Strategies
<ul style="list-style-type: none"> <li>Menjadi pengembang kota industri yang mengedepankan teknologi, inovasi, dan desain yang berwawasan lingkungan dengan Kawasan Industri Karawang dan Kawasan industri Subang Smartpolitan.</li> <li>Mengembangkan properti komersial serta properti hunian dengan standar teknik dan lingkungan yang berkelanjutan.</li> <li>Mengembangkan jasa konstruksi terpercaya dan berwawasan lingkungan.</li> <li>Mengembangkan dan mengelola jasa perhotelan dan <i>resort</i> yang mengedepankan kualitas layanan pada pelanggan.</li> <li>Menjaga kontinuitas <i>supply</i> gas dan memastikan tidak adanya <i>pressure drop</i>.</li> <li>Become an industrial city developer that puts forward technology, innovation, and environmentally friendly design with the Karawang Industrial Estate and the Subang Smartpolitan Industrial Estate.</li> <li>Develop commercial properties as well as residential properties with sustainable engineering and environmental standards.</li> <li>Develop reliable and environmentally friendly construction services.</li> <li>Develop and manage hotel and resort services that prioritize service quality for customers.</li> <li>Maintain gas supply continuity and ensure no pressure drop.</li> </ul>



## 02 **Lingkungan: Perlindungan Lingkungan Hidup** Environmental: Protecting the Environment

Perseroan terus berusaha menjaga kelestarian lingkungan di setiap lokasi operasinya, dengan berkomitmen untuk mematuhi regulasi, standar, dan prosedur lingkungan yang berlaku. Selain itu, Perseroan juga melakukan optimalisasi operasional gedung dan kawasan industri untuk efisiensi energi, serta pengelolaan air dan limbah secara berkelanjutan di area properti Perseroan.

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Capaian 2024   2024 Achievements	Target 2024   2024 Target
<ul style="list-style-type: none"> <li>Tidak ada temuan yang signifikan dalam audit tahunan ISO 14001:2015 Sistem Manajemen Lingkungan.</li> <li>PROPER Biru untuk PT Suryacipta Swadaya (SCS) dan Melia Bali Hotel (MBH).</li> <li>Peningkatan kapasitas PLTS di Suryacipta menjadi 190,8 kWp.</li> <li>Pengurangan konsumsi energi listrik sebesar 27.743,33 kWh melalui pemasangan panel surya di WWTP Organica.</li> <li>Melakukan penerapan konsep <i>green construction</i> dan <i>green building</i>.</li> <li>No significant findings in the annual audit of ISO 14001:2015 Environmental management systems.</li> <li>PROPER Blue rating awarded to PT Suryacipta Swadaya (SCS) and Melia Bali Hotel (MBH).</li> <li>Increased solar power capacity at Suryacipta to 190.8 kWp.</li> <li>Reduced electricity consumption by 27,743.33 kWh through the installation of solar panels at the Organica WWTP.</li> <li>Implemented green construction and green building concepts.</li> </ul>	<ul style="list-style-type: none"> <li>Tidak ada temuan pada audit tahunan ISO 14001:2015.</li> <li>Inisiasi dalam menggunakan <i>chemical</i> pembersih yang berbahan ramah lingkungan untuk lingkungan KiaKia Glodok Plaza.</li> <li>Implementasi rencana "<i>Landscape &amp; Water Sustainable Urban Design</i>" di Kawasan Subang Smartpolitan.</li> <li>Perencanaan bangunan <i>Marketing Gallery</i> dan siap untuk "<i>Green Building Certification</i>".</li> <li>No significant findings in the annual ISO 14001:2015 audit.</li> <li>Initiatives to use environmentally friendly cleaning chemicals for the KiaKia Glodok Plaza environment.</li> <li>Implementation of the "<i>Landscape &amp; Water Sustainable Urban Design</i>" plan in the Subang Smartpolitan area.</li> <li>Planning for the <i>Marketing Gallery</i> building and readiness for "<i>Green Building Certification</i>".</li> </ul>

Target 2025   2025 Target	Target 2025   2025 Target
<ul style="list-style-type: none"> <li>Peningkatan kapasitas PLTS di Suryacipta.</li> <li>Tidak ada temuan pada audit ISO mengenai lingkungan.</li> <li>Memperoleh PROPER Biru untuk 2 unit usaha.</li> </ul>	<ul style="list-style-type: none"> <li>Increased solar power capacity at Suryacipta.</li> <li>No findings in the ISO environmental audit.</li> <li>Received Blue PROPER rating for 2 business units.</li> </ul>

Strategi Pencapaian Target   Target Achievement Strategies
<ul style="list-style-type: none"> <li>Terus melakukan <i>monitoring</i> dan pemenuhan pada regulasi, standar, serta prosedur terkait lingkungan.</li> <li>Optimalisasi operasi gedung dan kawasan industri untuk penghematan energi.</li> <li>Optimalisasi penggunaan sumber energi terbarukan untuk operasi gedung perhotelan dan kawasan industri.</li> <li>Pengelolaan air dan limbah secara berkesinambungan di lingkungan properti dan gedung perhotelan Perseroan.</li> <li>Melakukan berbagai upaya untuk mengurangi pemakaian listrik.</li> <li>Melakukan pembibitan jenis tanaman yang sesuai dengan kriteria desain di <i>Nursery</i> Subang Smartpolitan.</li> <li>Menanam pohon dan semak/perdu yang sesuai dengan rencana desain.</li> <li>Memonitor dan berkoordinasi dengan konsultan perencanaan desain <i>Marketing Gallery</i> agar desain yang dibuat memenuhi kriteria "<i>Green Building Certification</i>".</li> <li>Continuously monitor and comply with regulations, standards, and procedures related to the environment.</li> <li>Optimize building and industrial estate operations for energy savings.</li> <li>Optimize the use of renewable energy sources for hotel building operations and industrial estate.</li> <li>Sustainably manage water and waste in the Company's property and hotel building environments.</li> <li>Implement various efforts to reduce electricity consumption.</li> <li>Establish nurseries for plant species that meet design criteria in the Subang Smartpolitan Nursery.</li> <li>Plant trees and shrubs/bushes according to the design plan.</li> <li>Monitor and coordinate with <i>Marketing Gallery</i> design planning consultants to ensure that the design meets "<i>Green Building Certification</i>" criteria.</li> </ul>



### 03 Insan: Melindungi Kesejahteraan Karyawan People: Looking after People

Perseroan berkomitmen untuk menyediakan kesempatan yang sama bagi karyawan dalam mengikuti program pengembangan keterampilan dan pengetahuan, sehingga mereka dapat memberikan kontribusi optimal terhadap kemajuan Perseroan.

Every employee of the Company has equal opportunity to participate in skill and knowledge improvement programs in order to contribute optimally to the Company's development.

Capaian 2024   2024 Achievements	Target 2024   2024 Target
<ul style="list-style-type: none"> <li>Audit dan Sertifikasi ISO 45001:2018 (SMK3) untuk Unit usaha PT Surya Energi Parahita (SEP) dan unit usaha konstruksi PT Nusa Raya Cipta Tbk (NRCA).</li> <li>4,6% peningkatan jam pelatihan.</li> <li>Audit and Certification of ISO 45001:2018 (Occupational Health and Safety Management System) for PT Surya Energi Parahita (SEP) business unit and PT Nusa Raya Cipta Tbk (NRCA) construction business unit.</li> <li>4.6% increase in training hours.</li> </ul>	<ul style="list-style-type: none"> <li>Menjaga <i>zero fatality</i> melalui penerapan K3 dan protokol kesehatan.</li> <li>Penerapan program <i>coaching &amp; counselling</i>.</li> <li>Pembangunan <i>talent mapping</i> dan implementasi <i>Individual Development Program</i>.</li> <li>Zero fatality through the implementation of OHS and health protocols.</li> <li>Implementation of coaching &amp; counseling programs.</li> <li>Development of talent mapping and implementation of the Individual Development Program.</li> </ul>
Target 2025   2025 Target	Target 2025   2025 Target
<ul style="list-style-type: none"> <li>Menjaga <i>zero fatality</i> melalui penerapan K3 dan protokol kesehatan.</li> <li>Penerapan program <i>coaching &amp; counselling</i>.</li> <li>Pembangunan <i>talent mapping</i> dan implementasi <i>Individual Development Program</i>.</li> </ul>	<ul style="list-style-type: none"> <li>Zero fatality through the implementation of OHS and health protocols.</li> <li>Implementation of coaching &amp; counseling programs.</li> <li>Development of talent mapping and implementation of the Individual Development Program.</li> </ul>
Strategi Pencapaian Target   Target Achievement Strategies	Strategi Pencapaian Target   Target Achievement Strategies
<ul style="list-style-type: none"> <li>Menciptakan budaya kerja yang kondusif sesuai dengan nilai Perseroan.</li> <li>Memastikan kesehatan dan keselamatan seluruh karyawan.</li> <li>Memastikan lingkungan kerja yang adil, aman, dan inklusif.</li> <li>Mengembangkan talenta dan kemampuan karyawan dengan melaksanakan berbagai pelatihan.</li> <li>Create a conducive work culture in line with the Company's values.</li> <li>Ensure the health and safety of all employees.</li> <li>Ensure a fair, safe, and inclusive work environment.</li> <li>Develop talents and skills of employees through various training programs.</li> <li>Provide vitamins at each office.</li> </ul>	<ul style="list-style-type: none"> <li>Menciptakan budaya kerja yang kondusif sesuai dengan nilai Perseroan.</li> <li>Memastikan kesehatan dan keselamatan seluruh karyawan.</li> <li>Memastikan lingkungan kerja yang adil, aman, dan inklusif.</li> <li>Mengembangkan talenta dan kemampuan karyawan dengan melaksanakan berbagai pelatihan.</li> <li>Create a conducive work culture in line with the Company's values.</li> <li>Ensure the health and safety of all employees.</li> <li>Ensure a fair, safe, and inclusive work environment.</li> <li>Develop talents and skills of employees through various training programs.</li> <li>Provide vitamins at each office.</li> </ul>

### 04 Komunitas: Kontribusi Terhadap Masyarakat Community: Contributing to Communities

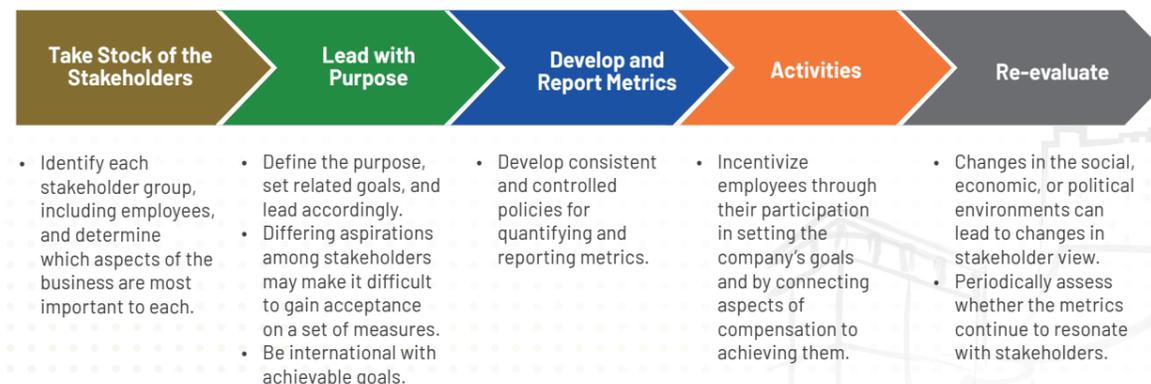
Perseroan sepenuhnya menyadari bahwa komunitas merupakan bagian yang tidak terpisahkan dari kegiatan bisnis yang dijalankan. Oleh karena itu, Perseroan terus membina hubungan yang baik tanpa membedakan latar belakang seperti jenis kelamin, suku, ras, golongan, atau agama. Perseroan secara aktif melibatkan para pemangku kepentingan dan menciptakan peluang kerja serta usaha di sekitar kawasan industri dan lokasi pengembangan properti. Perseroan berkomitmen untuk berpartisipasi dalam mendukung pembangunan ekonomi, sehingga kualitas hidup komunitas dan masyarakat setempat dapat meningkat. Ini adalah wujud tanggung jawab sosial Perseroan.

The Company is keenly aware that the community is an integral part of its businesses. Therefore, the Company continuously maintains harmonious relationships regardless of gender, ethnicity, race, class, or religion. The Company actively engages stakeholders and creates jobs, as well as business opportunities around its industrial estates and property development sites. It consistently strives to contribute to and participate in supporting sustainable economic development to improve the quality of life for local communities and society as part of our corporate social responsibility.

Capaian 2024   2024 Achievements	Target 2024   2024 Target
<ul style="list-style-type: none"> <li>Terlaksananya kegiatan tanggung jawab sosial dan lingkungan (TJSL) di berbagai area.</li> <li>70,7% peningkatan biaya TJSL.</li> <li>Conducted corporate social and environmental responsibility (CSR) activities in various areas.</li> <li>70.7% increase in CSR funds.</li> </ul>	<ul style="list-style-type: none"> <li>Melanjutkan advokasi dan hubungan baik secara berkala dengan komunitas di lingkungan Perseroan.</li> <li>Continuing regular advocacy and good relations with communities in the Company's surroundings.</li> </ul>
Target 2025   2025 Target	Target 2025   2025 Target
<ul style="list-style-type: none"> <li>Melanjutkan advokasi dan hubungan baik secara berkala dengan komunitas di lingkungan Perseroan.</li> </ul>	<ul style="list-style-type: none"> <li>The Company is committed to maintaining positive relationships with the communities in which it operates.</li> </ul>
Strategi Pencapaian Target   Target Achievement Strategies	Strategi Pencapaian Target   Target Achievement Strategies
<ul style="list-style-type: none"> <li>Melaksanakan kegiatan TJSL sejalan dengan 4 target kegiatan (Peduli Lingkungan, Peduli Pendidikan, Peduli Pelanggan, dan Peduli Masyarakat).</li> <li>Bekerja sama dengan semua insan SSI dalam Surya Internusa Grup.</li> <li>Bekerja sama dengan pihak ketiga dan komunitas lainnya dalam pelaksanaan kegiatan TJSL.</li> <li>Conduct CSR activities in line with 4 activity targets (Caring for the Environment, Caring for Education, Caring for Customers, and Caring for the Community).</li> <li>Collaborate with all SSI employees in the Surya Internusa Group.</li> <li>Collaborate with third parties and other communities in the implementation of CSR activities.</li> </ul>	<ul style="list-style-type: none"> <li>Melaksanakan kegiatan TJSL sejalan dengan 4 target kegiatan (Peduli Lingkungan, Peduli Pendidikan, Peduli Pelanggan, dan Peduli Masyarakat).</li> <li>Bekerja sama dengan semua insan SSI dalam Surya Internusa Grup.</li> <li>Bekerja sama dengan pihak ketiga dan komunitas lainnya dalam pelaksanaan kegiatan TJSL.</li> <li>Conduct CSR activities in line with 4 activity targets (Caring for the Environment, Caring for Education, Caring for Customers, and Caring for the Community).</li> <li>Collaborate with all SSI employees in the Surya Internusa Group.</li> <li>Collaborate with third parties and other communities in the implementation of CSR activities.</li> </ul>

## PETA JALAN KEBERLANJUTAN SSIA'S ESG ROADMAP

Start With Purpose in ESG Roadmap



## SEKILAS SSIA [2-1] SSIA AT A GLANCE

### VISI DAN MISI PERSEROAN [c.1] VISION AND MISSION

## VISI | VISION



**Membangun Indonesia yang lebih baik melalui unit usaha properti, konstruksi dan perhotelan yang terpadu dan handal, terpercaya dan berkualitas tinggi di Indonesia.**

To be the most reliable, trusted and respected Indonesian property, construction and hospitality group of companies.

## MISI | MISSION



**Menyediakan produk-produk berkualitas dan jasa pelayanan prima melalui kesungguhan dan keandalan manajemen untuk menciptakan nilai yang optimal bagi para pelanggan, pemegang saham, karyawan dan masyarakat Indonesia.**

To provide quality products and superior services through the commitment and excellence of our people while creating optimal values for our shareholders, customers, employees and the Indonesian people.



### VISI DAN MISI KEBERLANJUTAN [c.1] SUSTAINABLE VISION AND MISSION



### NILAI BUDAYA PERSEROAN CORPORATE CULTURE VALUE

Nilai budaya Korporasi menjadi dasar bagi setiap insan Perseroan dan anak usaha. Komponen pokok yang membentuk budaya korporasi Perseroan terdiri dari tiga hal, yaitu:

The Corporate Culture values serve as the foundation for every individual within the Company and its subsidiaries. The fundamental components shaping the Company's corporate culture consist of three elements, as follows:

Nilai Inti Core Value	Sikap Kerja Work Attitude	Karakteristik Characteristics
Mencakup prinsip-prinsip dasar yang diyakini baik dan benar oleh korporasi. Jika diimplementasikan secara konsisten oleh setiap jajaran Direksi dan karyawan Perseroan, diyakini akan membawa Perseroan menuju visi dan misinya. The basic principles believed to be good and true, and if implemented simultaneously and consistently by SSIA Group's Directors and Employees, would enable the Company to achieve its vision and mission.	Pelaksanaannya menjadi bagian dari tindakan sehari-hari yang mencerminkan nilai inti, yang harus diterapkan secara konsisten sehingga dapat menjadi budaya yang tertanam dalam setiap individu di Perseroan. Its consistent implementation on a daily basis reflects the core value so that it would become the behavior of each member of the Company.	Merupakan aspek-aspek yang terdapat dalam sikap kerja untuk memastikan bahwa perilaku utama dapat berjalan dengan efektif. Elements within work attitudes that ensure the major behavior is implemented effectively.

Sejak 12 Juli 2023, SSIA telah meluncurkan *corporate culture* baru yang diberi nama "TRUE". TRUE merupakan gabungan pilar budaya korporat yang terdiri dari "Trustworthiness", "Customer Focus", dan "Strive for Excellence".

Since 12 July 2023, SSIA launched "TRUE" as its new corporate culture. TRUE is a combination of the corporate cultural pillars consisting of "Trustworthiness", "Customer Focus", and "Strive for Excellence".

# true

## TRUSTWORTHINESS



### DEFINISI | DEFINITION

Selalu dapat dipercaya dan diandalkan.  
Always being trustworthy and reliable.

### TAGLINE

**"Terpercaya"**  
**"Trustworthy"**

### ARTI WARNA | MEANING OF COLOR

Melambangkan *trust, bold, kepercayaan diri, self-esteem*, dan tanggung jawab.  
Symbolizing trust, bold, confidence, self-esteem, and responsibility.

### ARTI LOGO | MEANING OF LOGO

Hati melambangkan kerendahan hati, kepedulian, dan apresiasi kepada setiap individu. Tangan melambangkan kesepakatan untuk memberikan kepercayaan.  
The heart symbolizes humility, care, and appreciation for everyone. Handshake symbolizes mutual agreement and trust.

#### Sikap Kerja | Work Attitude

##### Integrity

- Honesty
- Compliance
- Consistent

##### Respect

- Care
- Open
- Maintain Self-Esteem
- Fair
- Appreciation

#### Karakteristik | Characteristics

## CUSTOMER FOCUS



### DEFINISI | DEFINITION

Senantiasa mengutamakan kepuasan pelanggan.  
Always prioritizing customer satisfaction.

### TAGLINE

**"Melayani dengan Hati"**  
**"Serving with Heart"**

### ARTI WARNA | MEANING OF COLOR

Melambangkan empati, pertumbuhan, *nature*.  
Symbolizing empathy, growth, nature.

### ARTI LOGO | MEANING OF LOGO

Kesepakatan untuk melayani sepenuh hati bagi seluruh pihak yang menjadi *customer*.  
Agreement to serve all customers wholeheartedly.

#### Sikap Kerja | Work Attitude

##### Service Excellence

- Helpful
- Active Listening
- Courteous
- Accessible
- Responsive

##### Persistence

- Drive for Results
- Patience
- Professional
- Teamwork

#### Karakteristik | Characteristics



## TRUSTWORTHINESS



### DEFINISI | DEFINITION

Senantiasa berusaha mencapai hasil terbaik bagi seluruh pemangku kepentingan.  
Always striving to achieve the best results for the stakeholders.

### TAGLINE

**"Inovatif & Berkualitas"**  
**"Innovative & Quality"**

### ARTI WARNA | MEANING OF COLOR

Melambangkan sisi optimis, *enlightenment* & kebahagiaan.  
Symbolizing optimism, enlightenment & happiness.

### ARTI LOGO | MEANING OF LOGO

Melambangkan keunggulan, kualitas & profesionalitas.  
Symbolizing superiority, quality & professionalism.

#### Sikap Kerja | Work Attitude

##### Value Creation

- Innovative
- Deliver Quality Products
- Process Focus
- Quality Assurance
- Continuous Improvement
- Sense of Belonging

##### Deliver Solutions

- Analytical
- Risk Assessment
- Decision Making
- Accountable

#### Karakteristik | Characteristics



Rangkaian Kegiatan TRUE Day 2024  
Series of TRUE Day 2024 Activities

## PROFIL PERSEROAN [2-1]

### COMPANY PROFILE



DIAMOND BAY SUBANG SMARTPOLITAN



#### Nama Perseroan

PT Surya Semesta Internusa Tbk

#### Company Name

PT Surya Semesta Internusa Tbk



#### Tanggal Pendirian

15 Juni 1971

#### Date of Establishment

15 June 1971



#### Dasar Hukum Pendirian

Perseroan didirikan dengan nama PT Multi Investments Ltd, berdasarkan Akta No. 37 tanggal 15 Juni 1971 yang dibuat di hadapan Ny. Umi Sutanto, S.H., Notaris di Jakarta dan telah mendapat persetujuan dari Menteri Kehakiman Republik Indonesia dalam Surat Keputusannya No. J.A.5/150/16 tanggal 8 September 1971 serta diumumkan dalam BNRI No.80, tanggal 5 Oktober 1971, Tambahan No. 458

#### Legal Basis for Establishment

The Company was established under the name PT Multi Investments Ltd. based on Deed No.37 dated 15 June 1971, prepared and presented before Mrs. Umi Sutanto, S.H., Notary in Jakarta, approved by the Minister of Justice of the Republic of Indonesia by virtue of Decree No. J.A.5/15016 dated 8 September 1971, and announced in the BNRI No. 80, dated 5 October 1971, Supplement No. 458



#### Bidang Usaha [2-6]

Bergerak dalam bidang pengembangan kawasan industri, properti komersial, jasa konstruksi, dan perhotelan melalui penyertaan pada Entitas Anak.

#### Line of Business [2-6]

Engaged in industrial estate development, commercial property, construction services, and hospitality through investment in Subsidiaries.



#### Wilayah Operasional [c.3]

13 kota tersebar di seluruh Indonesia, yaitu Medan, Pekanbaru, Lampung, Palembang, Subang, Karawang, Jakarta, Cirebon, Jababeka, Semarang, Surabaya, Bali, dan Labuan Bajo.

#### Operational Area [c.3]

13 cities across Indonesia, namely Medan, Pekanbaru, Lampung, Palembang, Subang, Karawang, Jakarta, Cirebon, Jababeka, Semarang, Surabaya, Bali, and Labuan Bajo.



#### Komposisi Pemegang Saham Lebih dari 5% [c.3]

- Shareholding Composition Over 5%**
- PT Arman Investment Utama: 8,5%
  - Intrepid Investments Limited: 8,2%
  - PT Persada Capital Investama: 7,9%
  - Masyarakat | Public: 75,4%



#### Alamat [c.2]

##### Address

**Tempo Scan Tower, Lantai 20 | 20<sup>th</sup> Floor**

Jl. H.R. Rasuna Said Kav. 3-4 Kuningan – Jakarta 12950, Indonesia

Telp. | Phone : +6221 526 2121, 527 2121

Faks | Fax : +6221 526 7878

E-mail : inquiry@suryainternusa.com

Situs Web | Website : www.suryainternusa.com

## BIDANG USAHA DAN ANAK USAHA [C.4][2-6]

### LINIES OF BUSINESS AND SUBSIDIARIES

Bidang Usaha Perseroan terdiri dari tiga, yaitu:

The Company has three lines of business, as follows:

#### PROPERTI | PROPERTY

Pengembang dan pengelola kawasan industri, *real estate*, gedung, dan pusat perdagangan.

Anak Usaha: PT Suryacipta Swadaya (Suryacipta/SCS), PT TCP Internusa (TCP), PT Surya Energi Parahita (SEP) sebagai anak usaha Suryacipta.

Developers and operators of industrial estates, real estate, buildings and trade centers.

Subsidiaries: PT Suryacipta Swadaya (Suryacipta/SCS), PT TCP Internusa (TCP), Suryacipta's subsidiary PT Surya Energi Parahita (SEP).

#### KONSTRUKSI | CONSTRUCTION

Jasa kontraktor umum yang bergerak dalam sektor jasa konstruksi, seperti pembangunan gedung bertingkat tinggi, hotel, apartemen, pusat perbelanjaan, perkantoran, rumah sakit, industri, pekerjaan struktur, serta infrastruktur seperti jalan, jembatan, dan pekerjaan pemancangan.

Anak usaha: PT Nusa Raya Cipta Tbk (NRCA).

General contractor services operating in the construction sector, specializing in the construction of high-rise buildings, hotels, apartments, shopping centers, offices, hospitals, industrial facilities, structural work, and infrastructure such as roads, bridges, and piling work.

Subsidiary: PT Nusa Raya Cipta Tbk (NRCA).

#### PERHOTELAN | HOSPITALITY

Pengembang serta pengelola hotel dan *resort*.

Anak usaha: PT Suryalaya Anindita International/SAI (Melia Bali Hotel dan Gran Melia Jakarta), PT BATIQA Hotel Manajemen/BHM (BATIQA Hotels), PT Surya Internusa Hotels (SIH), PT Siti Agung Makmur/SAM (pemilik aset Umana Bali, LXR Hotels and Resorts), PT Ungasan Semesta Resort/USR (operator Umana Bali, LXR Hotels and Resorts).

Developers and operators of hotels and resorts.

Subsidiaries: PT Suryalaya Anindita International/SAI (Melia Bali Hotel dan Gran Melia Jakarta), PT BATIQA Hotel Manajemen/BHM (BATIQA Hotels), PT Surya Internusa Hotels (SIH), PT Siti Agung Makmur/SAM (owner of Umana Bali, LXR Hotels and Resorts), PT Ungasan Semesta Resort/USR (Umana Bali, LXR Hotels and Resorts).



## KEANGGOTAAN ASOSIASI [C.5][2-28]

### ASSOCIATION MEMBERSHIP

Sebagai perusahaan yang bergerak di bidang konstruksi, kami tergabung dalam berbagai asosiasi yang relevan dengan bisnis inti Perseroan. Keanggotaan kami dalam asosiasi-asosiasi tersebut juga seringkali membahas pentingnya aspek ekonomi, lingkungan, sosial, dan tata kelola. Beberapa asosiasi yang diikuti oleh SSIA dan anak usaha antara lain:

As a company engaged in the construction sector, we are registered with various associations that are relevant to the Company's core businesses. Our membership in several associations also entails discussions about the importance of the economic, environmental, social, and governance aspects. SSIA and its subsidiaries are members of the following associations:

Nama Asosiasi Association Name	Posisi Position
Asosiasi Pengusaha Indonesia (APINDO) Karawang Indonesian Employers Association (APINDO)	Dewan Penasihat, Anggota Luar Biasa, Anggota Advisory Board, Member
Himpunan Kawasan Industri (HKI) Indonesia Indonesian Industrial Estates Association (HKI)	Wakil Ketua Umum Bidang Pertanahan (Agraria dan Tata Ruang) Vice Chairman for Land Affairs (Agrarian and Spatial Planning)
Perhimpunan Hotel & Restoran Indonesia (PHRI) Indonesia Hotel & Restaurant Association (PHRI)	Pengurus Daerah Jakarta Bidang Sertifikasi Usaha dan SDM, Sie. Bidang Pendidikan, Anggota Jakarta Regional Board for Business Certification and Human Resources, Sie. Education Division, Member
Hotel Credit Manager Association (HCMA)	Penasihat Advisor
Himpunan Manajer Pelatihan Perhotelan Indonesia (HMPPI) Indonesian Hospitality Training Managers Association (HMPPI)	Ketua Chairman
Forum Komunikasi Lembaga Pelatihan Industri Daerah Jakarta Selatan Communication Forum for Regional Industrial Training Institutions in South Jakarta	Wakil Ketua Vice Chairman
Kamar Dagang dan Industri Indonesia (KADIN) Indonesian Chamber of Commerce and Industry (KADIN)	Wakil Ketua Komite Tetap Penetapan Hak Tanah/Ruang, Anggota Vice Chairman of the Standing Committee on Land/Space Titling, Member
Indonesian Hotel General Manager Association (IHGMA)	Sie. Bidang Pendidikan DPP Jakarta, Anggota Sie. Education Division of DPP Jakarta, Member
Hotel Human Resources Management Association (HHRMA)	
Asosiasi Emiten Indonesia (AEI) Indonesian Public Listed Companies Association (AEI)	
Asosiasi Kontraktor Indonesia (AKI) Indonesian Contractors Association (AKI)	
Asosiasi Pengelola Pusat Belanja Indonesia (APPBI) Indonesia Shopping Center Association	
Asosiasi Public Relation Public Relation Association	
Bali Hotel Association	Anggota Member
Indonesia Corporate Secretary Association (ICSA)	
Jakarta Hotel Association	
Perkumpulan Pengusaha Konstruksi Terintegrasi (PAKTI) Integrated Construction Entrepreneurs Association (PAKTI)	
Real Estate Indonesia (REI)	
Asosiasi Hotel Controller & Accountant (AHCA)	
Asosiasi Purchasing Hotel Indonesia (APHI)	
Asosiasi Chief Engineer (ACE) Jabar	

Informasi lebih lanjut mengenai daftar keanggotaan asosiasi dapat dilihat pada Laporan Tahunan SSIA 2024.

For further information regarding the association membership, please refer to SSIA's 2024 Annual Report.

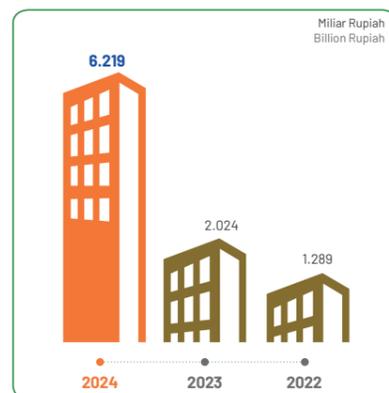
**SKALA USAHA [c.3]**  
SCALE OF BUSINESS



**Jumlah Karyawan**  
Number of Employees



**Total Laba (Rugi) Bersih**  
Total Net Profit (Loss)



**Kapitalisasi Pasar**  
Market Capitalization



**Total Aset**  
Total Assets



**Total Liabilitas**  
Total Liabilities



**Total Ekuitas (Tidak Termasuk Kepentingan Non-Pengendali)**  
Total Equity (Excluding Non-Controlling Interest)



**RANTAI PASOK [2-6]**

Perseroan melibatkan berbagai pihak dalam proses bisnisnya, termasuk vendor, kontraktor, konsultan, dan pemasok lokal. Kerja sama yang dibangun didasarkan pada Pedoman Tata Kelola Perusahaan dan [Kode Etik Pemasok \(Supplier Code of Conduct\)](#). Pedoman ini mencakup prinsip pengadaan barang dan jasa secara efisien berdasarkan kebutuhan yang terukur, serta pengadaan yang dilakukan dengan cara yang adil, terbuka, kompetitif, transparan, dan bebas dari benturan kepentingan maupun aspek LST lainnya, hak asasi untuk berkumpul, berserikat, dan berorganisasi serta menyalurkan aspirasi politik dan sosial.

Melalui anak usahanya, Perseroan juga melakukan langkah-langkah strategis bersama pemasok atau sub-kontraktor untuk menjaga rantai pasokan yang sehat, seperti kesepakatan kerja sama dalam menetapkan harga jual saat harga pasar tidak stabil. Selain itu, Perseroan memastikan ketersediaan bahan baku untuk setiap proyek guna meminimalisir dampak dari risiko kenaikan biaya dan kelangkaan bahan baku.

Dalam rangka mencegah risiko yang mungkin terjadi dalam rantai pasok, Perseroan melakukan beberapa antisipasi sebagai berikut:

1. Menggunakan sumber daya secara lebih efisien dan menjunjung tinggi kesehatan dan keselamatan dalam rantai pasok, termasuk preferensi untuk pemasok yang memiliki sertifikasi ISO 14001 dan ISO 45001, serta memiliki produk yang ramah lingkungan.
2. Melakukan pertemuan vendor pada saat proses seleksi dan setelah *project* berlangsung untuk membangun komunikasi dua arah sekaligus mensosialisasikan program dan kebijakan rantai pasok Perseroan, serta mendengar masukan dari mitra bisnis sebagai bahan evaluasi perbaikan.
3. Melakukan audit internal dan eksternal secara berkala. Selama tahun 2024, tidak ditemukan adanya pelanggaran praktik pengadaan barang dan jasa.

**PERUBAHAN SIGNIFIKAN [c.6]**

Selama tahun 2024, terdapat beberapa perubahan signifikan yang terjadi di dalam Perseroan, antara lain:

1. Pada 30 April 2024, Perseroan melalui Subang Smartpolitan menyambut BYD, salah satu pionir global dalam industri kendaraan listrik (EV), sebagai *tenant* terbesar terbarunya. Pendirian pabrik EV oleh BYD di Subang Smartpolitan menandai langkah penting dalam mendorong mobilitas berkelanjutan di Indonesia dan kawasan Asia Tenggara.
2. Pada 21 Juni 2024, Rapat Umum Pemegang Saham Luar Biasa (RUPSLB) SSIA menyetujui penjualan sebagian saham perseroan di PT Suryacipta Swadaya kepada investor dan penerbitan saham baru oleh PT Suryacipta Swadaya. Pada RUPSLB, SSIA juga menandatangani Akta Jual Beli Saham

**SUPPLY CHAIN [2-6]**

The Company involves various stakeholders consisting of vendors, contractors, consultants, and local suppliers. The established partnerships refer to the Corporate Governance Guideline and the [Supplier Code of Conduct](#). The guideline regulates the principle of optimal procurement of goods and services based on the calculation of needs, as well as the procurement of goods and services that are carried out in a fair, open, competitive, and transparent manner without conflicts of interest or other ESG aspects.

The Company through subsidiaries also makes strategic efforts with selected suppliers or subcontractors to maintain a healthy supply chain, such as partnerships agreements to set selling prices when market price conditions are uncertain. The Company also ensures the availability of raw materials in each project to minimize the impact of the risk of rising costs and raw material scarcity.

To prevent risks that may occur in the supply chain, the Company has made the following efforts:

1. Using resources more efficiently and championing health and safety in the supply chain, including preference for suppliers with ISO 14001 and ISO 45001 certifications and environmentally friendly products.
2. Conducted vendor meetings during the selection process and after project implementation to establish two-way communication, disseminated the Company's supply chain programs and policies, and gathered feedback from business partners as input for continuous improvement.
3. Conducting regular internal and external audits. In 2024, there were no violations in goods and services procurement.

**SIGNIFICANT CHANGES [c.6]**

Throughout 2024, several significant changes took place within the Company, as follows:

1. On 30 April 2024, the Company, through Subang Smartpolitan, welcomed BYD, one of the global pioneers in the electric vehicle (EV) industry, as its largest and newest tenant. The establishment of BYD's EV factory in Subang Smartpolitan marks an important milestone in advancing sustainable mobility in Indonesia and the Southeast Asian region.
2. On 21 June 2024, at the Extraordinary General Meeting of Shareholders (EGMS), SSIA approved the partial divestment of its shares in PT Suryacipta Swadaya to an investor, along with the issuance of new shares by PT Suryacipta Swadaya. At the EGMS, SSIA also signed the Share Sale

dan Akta Keputusan Pemegang Saham PT Suryacipta Swadaya (SCS), untuk penerbitan Saham Baru dengan nilai total Rp3,1 triliun kepada PT Puri Bumi Lestari (PBL). Dengan masuknya PBL sebagai investor strategis, akan mempercepat pengembangan Kawasan Industri Subang Smartpolitan sehingga akan lebih menarik bagi para calon pembeli Kawasan Industri Subang Smartpolitan. Selain itu, akan semakin memperkuat struktur permodalan SCS dengan mengurangi utang SCS terhadap bank yang secara tidak langsung dapat mengurangi biaya bunga dan pada akhirnya diharapkan akan membuat SCS menjadi lebih kompetitif.

- Per tanggal 1 Juli 2024, PT BATIQA Hotel Manajemen sudah tidak lagi mengelola BATIQA Jayapura.
- Adanya kenaikan total aset dan total liabilitas lebih dari 20%. Penjelasan lebih lanjut mengenai perubahan signifikan ini dapat dilihat pada Laporan Tahunan 2024 Perseroan.

and Purchase Agreement and the Shareholders' Resolution of PT Suryacipta Swadaya (SCS), for the issuance of new shares valued at a total of Rp3.1 trillion to PT Puri Bumi Lestari (PBL). The entry of PBL as a strategic investor is expected to accelerate the development of the Subang Smartpolitan Industrial Estate, enhancing its attractiveness to prospective buyers. In addition, it will strengthen SCS's capital structure by reducing its bank debt, which in turn may lower interest expenses and ultimately enhance SCS's competitiveness.

- Effective 1 July 2024, PT BATIQA Hotel Management ceased managing BATIQA Jayapura.
- Total assets and total liabilities increased by more than 20%. Further details on this significant change are available in the Company's 2024 Annual Report.

## TENTANG LAPORAN [G.1][2-2][2-3][2-4][2-5]

### ABOUT THE REPORT

Laporan Keberlanjutan PT Surya Semesta Internusa Tbk. diterbitkan setiap tahun bersamaan dengan Laporan Tahunan secara tersendiri. Laporan ini menyajikan informasi mengenai pencapaian, strategi, dampak, respons terhadap kinerja keberlanjutan, serta kontribusi terhadap pencapaian Tujuan Pembangunan Berkelanjutan (TPB) untuk periode 1 Januari hingga 31 Desember 2024. Laporan ini disusun dengan mengacu pada Peraturan Otoritas Jasa Keuangan (POJK) No. 51/POJK.03/2017 dan Surat Edaran Otoritas Jasa Keuangan (SEOJK) No. 16/SEOJK.04/2021, serta merujuk pada (*with reference to*) Standar Global Reporting Initiatives (GRI) 2021 dan *early adoption* IFRS S2: *Climate-related Disclosure*. Penyajian data pada Laporan ini merupakan konsolidasi dari PT Surya Semesta Internusa Tbk (SSIA Group) beserta anak usahanya, yaitu PT Suryacipta Swadaya (Suryacipta), PT TCP Internusa (TCP), PT Nusa Raya Cipta Tbk (NRCA), PT Suryalaya Anindita Internasional (SAI), PT BATIQA Hotel Manajemen (BHM) tanpa BATIQA Jayapura, PT Ungasan Semesta Resort (USR), PT Sitiagung Makmur (SAM), dan PT Surya Energi Parahita (SEP).

Beberapa informasi yang dinyatakan atau disajikan kembali (*restatement*) antara lain jumlah rumah terjual tahun 2022 dan *room nights* tahun 2023 karena adanya penyesuaian perhitungan; jumlah luas tanah dijual tahun 2022 dan 2023 karena adanya pergantian satuan dari m<sup>2</sup> ke ha; data penggunaan energi dan emisi yang dihasilkan tahun 2022 dan 2023 karena adanya perubahan metode perhitungan; survei kepuasan pelanggan SIH tahun 2023; data pengambilan dan

The Sustainability Report of PT Surya Semesta Internusa Tbk. is published annually as a standalone document alongside the Annual Report. This report presents information on achievements, strategies, impacts, responses to sustainability performance, and contributions toward the achievement of the Sustainable Development Goals (SDGs) for the period from 1 January to 31 December 2024. This report was prepared in accordance with the Financial Services Authority Regulation (POJK) No. 51/POJK.03/2017 and Circular Letter No. 16/SEOJK.04/2021, with reference to the Global Reporting Initiative (GRI) Standards 2021 and the early adoption of IFRS S2: *Climate-related Disclosure*. The data presented in this report are a consolidation of PT Surya Semesta Internusa Tbk (SSIA Group) and its subsidiaries, namely PT Suryacipta Swadaya (Suryacipta), PT TCP Internusa (TCP), PT Nusa Raya Cipta Tbk (NRCA), PT Suryalaya Anindita Internasional (SAI), PT BATIQA Hotel Manajemen (BHM), excluding BATIQA Jayapura, PT Ungasan Semesta Resort (USR), PT Sitiagung Makmur (SAM), and PT Surya Energi Parahita (SEP).

Several data points have been restated, including the number of houses sold in 2022 and room nights in 2023 due to calculation adjustments; land area sold in 2022 and 2023 due to a change in the unit of measurement from m<sup>2</sup> to hectares; energy use and emissions data in 2022 and 2023 due to changes in calculation methodology; SIH customer satisfaction survey data in 2023; water withdrawal and discharge data in 2022 and 2023, as well as water consumption in 2022 due to calculation



pembuangan air tahun 2022 dan 2023 serta penggunaan air tahun 2022 karena adanya penambahan perhitungan air yang diproduksi; serta jumlah limbah dihasilkan tahun 2023 karena adanya penyesuaian perhitungan. Tidak ada dampak signifikan yang ditimbulkan dari *restatement* tersebut, namun demikian, perubahan metodologi perhitungan energi dan emisi menyebabkan angka yang disajikan meningkat dibandingkan angka sebelum *restatement*.

Laporan Keuangan Konsolidasian tahun buku 2024 telah diaudit oleh Kantor Akuntan Publik (KAP) serta telah selaras dengan periode Laporan Keberlanjutan ini. Perseroan juga melibatkan pihak eksternal, yaitu PT Sejahtera Rambah Asia (SRAI) untuk memeriksa kualitas laporan sesuai dengan prinsip pelaporan keberlanjutan dan standar yang diterapkan. Penujutan SRAI telah melalui proses seleksi pengadaan yang telah disetujui Direksi serta telah mengikuti kebijakan kerja sama vendor. Proses penjaminan (*assurance*) mencakup verifikasi data dan konfirmasi dari semua kontributor data serta pejabat tertinggi dari fungsi terkait. Selain proses verifikasi, Perseroan juga telah melakukan validasi terhadap seluruh data dan informasi kinerja keberlanjutan dan memperoleh persetujuan dari Direksi dan Dewan Komisaris sebelum laporan dipublikasikan, termasuk dalam pemilihan topik material. [2-14]

### TANGGAPAN TERHADAP UMPAN BALIK [G.3]

Perseroan mengucapkan terima kasih kepada seluruh pemangku kepentingan atas saran dan kritik yang telah diberikan terkait Laporan Keberlanjutan Tahun 2023. Berdasarkan masukan tersebut, kami berupaya untuk menyajikan data yang lebih komprehensif dalam laporan keberlanjutan ini dengan melakukan penyesuaian prioritas topik material dan dukungan terhadap TPB berdasarkan diskusi fokus terarah. Kami juga berupaya untuk menyajikan data perhitungan energi dan emisi yang lebih akurat. Kami juga membuka kesempatan untuk menerima saran dan kritik terkait Laporan Keberlanjutan Tahun 2024, yang dapat disampaikan melalui lembar umpan balik di akhir laporan ini atau melalui:



**Kontak terkait Pelaporan [2-3]**  
Contact Regarding the Report

**Public Relations PT Surya Semesta Internusa Tbk**  
Tempo Scan Tower, Lantai 20 | 20<sup>th</sup> Floor  
Jl. H.R. Rasuna Said Kav. 3-4 Kuningan - Jakarta 12950, Indonesia  
Telp. | Phone: +6221 526 2121, 527 2121  
Faks | Fax: +6221 526 7878  
Surel | E-mail: pr@suryainternusa.com  
Situs Web | Website: <https://www.suryainternusa.com>

adjustments; and waste volume generated in 2023 due to revised calculations. The restatement did not result in any significant impact. However, the change in the methodology for calculating energy and emissions led to higher reported figures compared to those prior to the restatement.

The Consolidated Financial Statements were audited by a Public Accounting Firm (KAP). The Company also engaged an external party, PT Sejahtera Rambah Asia (SRAI), to review the report's quality based on sustainability reporting principles and the applicable standards. The assurance process includes data verification and confirmation by all data contributors and the highest-level officers of the relevant functions. In addition to the verification process, the Company has also validated all sustainability performance data and information and obtained approval from the Board of Directors and the Board of Commissioners prior to publication. [2-14]

### RESPONSE TO FEEDBACK [G.3]

The Company extends its gratitude to all stakeholders for the feedback and suggestions provided on the 2023 Sustainability Report. Based on this input, we have made efforts to present more comprehensive data in this report by revising the prioritization of material topics and aligning our SDGs support through focused group discussions. We have also enhanced the accuracy of our energy use and emissions calculations. We welcome continued feedback on the 2024 Sustainability Report, which may be submitted through the feedback form at the end of this report or via the following channels:

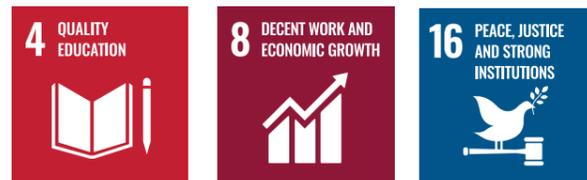
## TOPIK MATERIAL [3-1][3-2] MATERIAL TOPICS

Berdasarkan isu-isu yang signifikan bagi Perseroan dan pemangku kepentingan dalam kelangsungan usaha, Perseroan telah menetapkan topik material melalui diskusi kelompok terfokus bersama Direksi serta pemangku kepentingan internal dan eksternal yang dilaksanakan pada tanggal 16 Januari 2025 di Jakarta. Dalam Laporan Keberlanjutan ini, kami berfokus pada 7 topik material sebagai isu utama dari aspek ekonomi, lingkungan, dan sosial yang berdampak pada keberlanjutan Perseroan. Pemetaan topik material dilakukan berdasarkan empat pilar dan dukungan kami terhadap Tujuan Pembangunan Berkelanjutan (TPB).

Based on issues identified as significant to the Company and its stakeholders in ensuring business continuity, the Company determined its material topics through a focused group discussion held on 16 January 2025 in Jakarta, involving the Board of Directors as well as internal and external stakeholders. In this Sustainability Report, we focus on seven material topics identified as key issues across economic, environmental, and social aspects that impact the Company's sustainability. The mapping of these material topics is aligned with our Four Strategic Pillars and underscores our commitment to supporting the Sustainable Development Goals (SDGs).

### Daftar dan Alasan Topik Material, serta Batasan Dampak [3-2][3-3] List and Reasons for Material Topics, and Impact Boundaries

#### LAYANAN UNGGUL | SERVICE EXCELLENCE



#### Kepentingan Topik Material | The Importance of Material Topic

Perseroan menyadari bahwa kompetensi sumber daya manusia kami diperlukan untuk mencapai kinerja optimal, menghasilkan produk dan layanan yang berkualitas, menjamin keberlangsungan usaha, serta memberikan nilai tambah bagi seluruh pemangku kepentingan. Dengan demikian, kami selalu berupaya untuk memberikan pendidikan dan pelatihan dalam rangka meningkatkan kompetensi seluruh karyawan.

The Company recognizes that the competence of our human resources is essential to achieve optimal performance, produce quality products and services, ensure business sustainability, and provide added value to all stakeholders. Therefore, we constantly strive to provide education and training to enhance the competency of all employees.

#### Pilar Strategi Keberlanjutan | Sustainability Strategy Pillar

- Produk dan Jasa | Products and Services  
"Delivering Product & Service Excellence"
- Insan | People  
"Looking after People"

#### Batasan dan Dampak | Boundaries and Impacts

##### Internal

Karyawan dan Pemegang Saham  
Employees and Shareholders

##### Eksternal | External

Partner Bisnis, Pelanggan, dan Masyarakat Lokal  
Business Partners, Customers, and Local Communities



#### MANAJEMEN SUMBER DAYA | RESOURCE MANAGEMENT



#### Kepentingan Topik Material | The Importance of Material Topic

Perseroan membutuhkan bahan baku atau material dengan kualitas yang baik, dengan berupaya mengurangi dampak negatif pada lingkungan.  
The Company needs raw materials or materials with good quality in order to reduce its adverse impacts on the environment.

#### Pilar Strategi Keberlanjutan | Sustainability Strategy Pillar

Lingkungan | Environmental  
"Protecting the Environment"

#### Batasan dan Dampak | Boundaries and Impacts

##### Internal

Karyawan  
Employees

##### Eksternal | External

Partner Bisnis dan Pelanggan  
Business Partners and Customers

#### INOVASI DAN TEKNOLOGI | INNOVATION AND TECHNOLOGY



#### Kepentingan Topik Material | The Importance of Material Topic

Sebagai perusahaan yang bergerak di berbagai bidang jasa, kami terus berupaya untuk berinovasi dan menggunakan teknologi terbaru untuk menjaga kepuasan pelanggan atas kualitas produk dan layanan kami.  
As a company operating in various services sectors, we continuously strive to innovate and utilize renewable technologies to maintain customer satisfaction with the quality of our products and services.

#### Pilar Strategi Keberlanjutan | Sustainability Strategy Pillar

Produk dan Jasa | Products and Services  
"Delivering Product & Service Excellence"

#### Batasan dan Dampak | Boundaries and Impacts

##### Internal

Karyawan dan Pemegang Saham  
Employees and Shareholders

##### Eksternal | External

Pelanggan, Partner Bisnis  
Customers, Business Partners

## KESELAMATAN DAN KESEHATAN PELANGGAN | CUSTOMER HEALTH AND SAFETY



**Kepentingan Topik Material | The Importance of Material Topic** **Pilar Strategi Keberlanjutan | Sustainability Strategy Pillar**

Sebagai perusahaan yang bergerak di bidang jasa, kami mengutamakan keselamatan dan kesehatan pelanggan untuk meningkatkan nilai dan kepercayaan.  
As a service company, we prioritizes customer safety and health to increase value and trust.

Produk dan Jasa | Products and Services  
"Delivering Product & Service Excellence"

### Batasan dan Dampak | Boundaries and Impacts

Internal	Eksternal   External
Karyawan dan Pemegang Saham Employees and Shareholders	Pelanggan Customers

## MANAJEMEN LIMBAH DAN AIR | WASTE AND WATER MANAGEMENT



**Kepentingan Topik Material | The Importance of Material Topic** **Pilar Strategi Keberlanjutan | Sustainability Strategy Pillar**

Dampak negatif dari kegiatan usaha kami adalah limbah, baik limbah padat maupun limbah cair yang bersifat Bahan Berbahaya dan Beracun (B3) maupun Non-B3. Perseroan juga memerlukan banyak air untuk menjalankan usahanya. Untuk itu, Perseroan bertanggung jawab dalam mengelola air, limbah, dan efluen agar tidak mencemari lingkungan sekitar serta memastikan buangan efluen di bawah standar baku mutu yang ditetapkan.

Lingkungan | Environmental  
"Protecting the Environment"

The adverse impacts of our business activities include waste, both solid and liquid, classified as Hazardous and Toxic Materials (B3) as well as Non-B3. The Company also consumes a significant amount of water to operate its businesses. Therefore, the Company is responsible for managing water, waste, and effluents to prevent pollution of the surrounding environment and ensure that effluent discharge is below the established quality standards.

### Batasan dan Dampak | Boundaries and Impacts

Internal	Eksternal   External
Karyawan Employees	Pemerintah, Partner Bisnis, Masyarakat Lokal Government, Business Partners, Local Community



## KESEJAHTERAAN, KESELAMATAN, DAN KESEHATAN KARYAWAN EMPLOYEE WELL-BEING, HEALTH, AND SAFETY



**Kepentingan Topik Material | The Importance of Material Topic** **Pilar Strategi Keberlanjutan | Sustainability Strategy Pillar**

Kami memastikan untuk menciptakan lingkungan kerja yang layak dan aman dengan memprioritaskan keselamatan dan kesehatan kerja (K3) karyawan. Kami juga memastikan perlakuan yang setara untuk seluruh karyawan dengan menjaga keberagaman di Perseroan.

Manusia | People  
"Looking after People"

We create a decent and safe working environment by prioritizing Occupational Health and Safety (OHS). We also ensure equal treatment for all employees by maintaining diversity within the Company.

### Batasan dan Dampak | Boundaries and Impacts

Internal	Eksternal   External
Karyawan dan Pemegang Saham Employees and Shareholders	Pemerintah, Partner Bisnis, Masyarakat Lokal Government, Business Partners, Local Community

## MANAJEMEN IKLIM | CLIMATE MANAGEMENT



**Kepentingan Topik Material | The Importance of Material Topic** **Pilar Strategi Keberlanjutan | Sustainability Strategy Pillar**

Dalam kegiatan operasionalnya, Perseroan memanfaatkan energi dalam jumlah yang cukup signifikan, baik dari penggunaan bahan bakar maupun listrik sehingga menghasilkan emisi Gas Rumah Kaca (GRK). Perseroan secara penuh menyadari bahwa kami tidak dapat menghindari penggunaan bahan bakar dan listrik, akan tetapi Perseroan terus berupaya dalam melakukan efisiensi penggunaan bahan bakar dan listrik dengan harapan emisi GRK yang kami hasilkan mengalami penurunan.

Lingkungan | Environmental  
"Protecting the Environment"

In our operations, we consume a significant amount of energy generated by fuel and electricity, resulting in greenhouse gas (GHG) emissions. We are keenly aware that we cannot avoid fuel and electricity consumption. However, we continuously strive to efficiently consume fuel and electricity in order to reduce our GHG emissions.

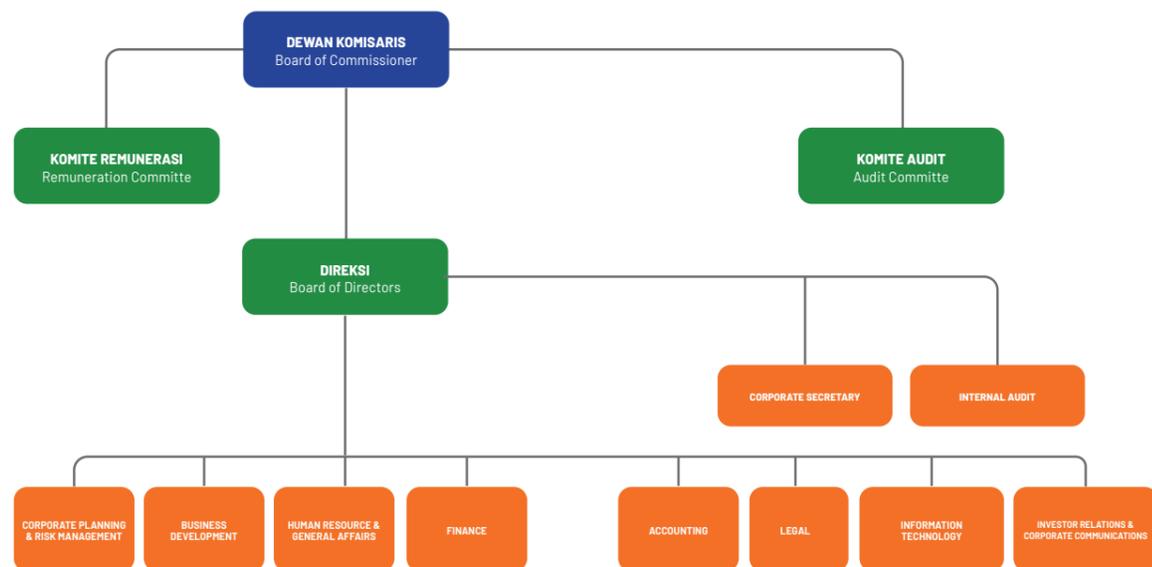
### Batasan dan Dampak | Boundaries and Impacts

Internal	Eksternal   External
Karyawan Employees	Pemerintah dan Masyarakat Lokal Government and Local Community

## TATA KELOLA BERKELANJUTAN SUSTAINABILITY GOVERNANCE

### STRUKTUR TATA KELOLA PERSEROAN [2-9]

Struktur Tata Kelola Perseroan terdiri dari Rapat Umum Pemegang Saham (RUPS), Dewan Komisaris, dan Direksi yang memiliki peran penting dalam penerapan GCG secara efektif. RUPS merupakan badan tata kelola tertinggi dalam Perseroan. RUPS berperan dalam mengambil keputusan strategis yang didasarkan pada kepentingan Perseroan, dengan memperhatikan ketentuan dalam Anggaran Dasar dan peraturan yang berlaku. Dewan Komisaris berfungsi sebagai organ pengawasan yang didukung oleh Komite Audit dan Komite Remunerasi, sementara Direksi bertanggung jawab penuh atas pengelolaan Perseroan, dengan dukungan dari Sekretaris Perusahaan dan Unit Audit Internal. Adapun komposisi Dewan Komisaris dan Direksi ditentukan sesuai kompleksitas perusahaan sesuai Pedoman Tata Kelola Perusahaan. [2-10][2-11]



Saat ini, Perseroan belum memiliki fungsi khusus untuk mengelola kinerja keberlanjutan. Namun, sesuai dengan Kebijakan Keberlanjutan Perseroan, komitmen terhadap keberlanjutan telah menjadi tanggung jawab bersama bagi seluruh Direksi yang dipimpin oleh Presiden Direktur, baik di tingkat Holding, unit bisnis, maupun anak usaha. Kinerja Direksi akan dievaluasi sesuai *Key Performance Indicators* (KPI) yang berlaku, termasuk KPI terkait keberlanjutan terkait penerapan inisiatif LST. Proses pengelolaan kinerja keberlanjutan didukung dan dikoordinasikan oleh Divisi Investor Relations & Corporate Communications, yang kemudian melaporkan kinerja keberlanjutan langsung kepada Direksi.

### CORPORATE GOVERNANCE STRUCTURE [2-9]

The Company's governance structure comprises the General Meeting of Shareholders (GMS), the Board of Commissioners, and the Board of Directors, each playing a vital role in the effective implementation of GCG. The GMS serves as the highest governance body, responsible for making strategic decisions in the best interest of the Company, in line with the Articles of Association and applicable regulations. The Board of Commissioners functions as the supervisory body, supported by the Audit Committee and the Remuneration Committee, while the Board of Directors is fully responsible for managing the Company, with support from the Corporate Secretary and the Internal Audit Unit. The composition of both the Board of Commissioners and the Board of Directors is determined based on the Company's scale and complexity, in accordance with the Corporate Governance Guidelines. [2-10][2-11]

The Company currently does not have a dedicated function solely responsible for managing sustainability performance. However, in line with the Company's Sustainability Policy, the commitment to sustainability is a shared responsibility among all members of the Board of Directors, led by the President Director, across the Holding, business units, and subsidiaries. The performance of the Board of Directors will be evaluated based on applicable Key Performance Indicators (KPIs), including sustainability-related KPIs linked to the implementation of ESG initiatives. The sustainability management process is supported and coordinated by the Investor Relations & Corporate Communications Division, which reports directly to the Board of Directors.



Dalam pengelolaannya, Divisi Investor Relations & Corporate Communications juga bekerja sama dengan fungsi dan divisi lain untuk menanamkan kinerja keberlanjutan secara strategis dan terintegrasi. Divisi Investor Relations & Corporate Communications akan memonitor KPI LST setiap kuartal ke masing-masing anak perusahaan. [E.1][2-12][2-13][2-18]

In fulfilling its role, this Division also collaborates with other functions and divisions to strategically integrate sustainability into the Company's operations. ESG Key Performance Indicators (KPIs) are monitored quarterly for each subsidiary. [E.1][2-12][2-13][2-14]

Tugas Divisi Investor Relations & Corporate Communications antara lain:

- Mengatur perencanaan Perseroan, termasuk strategi keberlanjutan, serta memastikan inisiatif dan target keberlanjutan telah menjadi bagian dalam perencanaan bisnis jangka pendek dan panjang pada *holding*, unit bisnis, dan anak usaha.
- Memastikan efektivitas strategi komunikasi internal dan eksternal terkait isu keberlanjutan, serta berperan sebagai koordinator dalam program tanggung jawab sosial dan lingkungan (TJSL).

The Investor Relations & Corporate Communications Division's duties are as follows:

- Managing the Company's planning, including the sustainability strategy and ensuring that sustainability initiatives and targets are included in the short and long-term business plans of the holding Company, business units and subsidiaries.
- Ensuring the effectiveness of internal and external communication strategies related to sustainability issues, as well as acting as the coordinator of the corporate social and environmental responsibility (CSER) program.



Informasi lebih rinci terkait nominasi, pemilihan, evaluasi kinerja, serta kebijakan dan besaran remunerasi Direksi dan Dewan Komisaris dapat dilihat pada Laporan Tahunan PT Surya Semesta Internusa Tbk 2024 halaman 197-198. Adapun kinerja pengelolaan dampak Perseroan terhadap ekonomi, lingkungan, dan sosial menjadi salah satu faktor dalam penentuan besaran remunerasi Direksi. [2-10][2-11][2-18][2-19][2-20][2-21]  
For detailed information on the nomination, appointment, performance evaluation, and remuneration policy and amounts for the Board of Directors and Board of Commissioners, please refer to page 197-198 of the 2024 Annual Report of PT Surya Semesta Internusa Tbk. The Company's performance in managing its economic, environmental, and social impacts is one of the factors considered in determining the remuneration of the Board of Directors. [2-10][2-11][2-18][2-19][2-20][2-21]

### PELATIHAN TERKAIT KEBERLANJUTAN [E.2][2-17][404-2]

Selama tahun 2024, karyawan SSIA termasuk Direksi mengikuti berbagai pelatihan terkait keberlanjutan, di antaranya:

### SUSTAINABILITY-RELATED TRAINING [E.2][2-17][404-2]

In 2024, SSIA employees, including members of the Board of Directors, participated in various sustainability-related training programs, as follows:

Topik Pelatihan Training Topics	Tanggal Pelaksanaan Training Date	Kategori Peserta Participants Category
Rising The ESG Wave in The Build Industry by Royal Institution of Chartered Surveyors (RICS) Singapore	21 Maret 2024 21 March 2024	Karyawan SSIA SSIA Employees
Bloomberg Sustainable Business Summit - Singapore	31 Juli 2024 31 July 2024	Karyawan SSIA SSIA Employees
SSIA Group ESG Forum by Trisakti Sustainability Center (TSC) & Sejahtera Rambah Asia Indonesia (SRAI)	13 September 2024	Karyawan SSIA dan Direksi SSIA Employees and Board of Directors
Net Zero Carbon Cities by Royal Institution of Chartered Surveyors (RICS) & Real Estate Developers Association (REDAS) Singapore	23 Oktober 2024 23 October 2024	Karyawan SSIA SSIA Employees
Strengthening the Position of CCO –Turning Costs into Values by EGA Briefings	6-7 November 2024	Karyawan SSIA SSIA Employees



**KOMITMEN TATA KELOLA KEBERLANJUTAN DAN MANAJEMEN RISIKO** [E.3][2-23][2-24]

Perseroan memperhatikan prinsip-prinsip manajemen risiko sebagai bagian dari penerapan praktik tata kelola perusahaan yang baik (*good corporate governance/GCG*) dengan mengikuti pedoman Sistem Manajemen Risiko ISO 31000:2018 serta Kebijakan Manajemen Risiko. Secara berkala, Perseroan mengidentifikasi dan memetakan risiko berdasarkan taksonomi yang mencakup sembilan kategori risiko, yaitu risiko pasar, risiko hukum, risiko keuangan, risiko komersial, risiko operasional, risiko sumber daya manusia, risiko teknologi informasi, risiko bencana, dan risiko proyek. Setiap risiko dievaluasi berdasarkan tingkat kemungkinan dan dampaknya.

Di sisi lain, Perseroan telah menetapkan rencana mitigasi untuk setiap risiko yang ada dan mengevaluasi nilai risiko residual setelah langkah mitigasi diterapkan. Berdasarkan pemetaan risiko yang dilakukan, Perseroan menyadari bahwa risiko iklim dapat berdampak pada peningkatan risiko keuangan, operasional, bencana, serta risiko proyek. Oleh karena itu, melalui Pilar Keberlanjutan, Perseroan berupaya untuk mengurangi risiko tersebut dengan pengelolaan biaya yang efisien, prioritas pengeluaran, dan evaluasi arus kas.

**SUSTAINABILITY GOVERNANCE AND RISK MANAGEMENT COMMITMENT** [E.3][2-23][2-24]

The Company pays close attention to risk management principles as part of the implementation of good corporate governance (GCG) practices through the implementation of the ISO 31000:2018 Risk Management – Guidelines, as well as the Risk Management Policy. The Company regularly identifies and maps risks based on a taxonomy that contains nine risk categories i.e. market risk, legal risk, financial risk, commercial risk, operational risk, human resources risk, information technology risk, disaster risk, and project risk. Each risk is assessed based on the likelihood and impact.

In addition, the Company has prepared a risk mitigation plan and evaluated the residual risk value after the implementation of the risk plan. Based on the aforementioned risk mapping, the Company understands that climate risk can lead to increased financial, operational, disaster, and project risks. Therefore, through the Sustainability Pillar, the Company strives to mitigate these risks through efficient cost management, expenditure prioritization, and evaluation of cash flows.



**Informasi lebih lanjut mengenai Tata Kelola Perseroan dan Manajemen Risiko dapat dilihat pada Laporan Tahunan PT Surya Semesta Internusa Tbk 2024 halaman 166 dan halaman 230-235.**  
For more information on Corporate Governance and Risk Management, please refer to page 166 and page 230-235 of the 2024 Annual Report of PT Surya Semesta Internusa Tbk.

**Permasalahan dan Tantangan dalam Penerapan Kinerja Keberlanjutan** [E.5]

Untuk mencapai kinerja Perseroan, kami telah mengidentifikasi dan melakukan pemetaan atas permasalahan maupun tantangan yang dihadapi dalam penerapan kinerja keberlanjutan, antara lain:

1. Perseroan mengelola tiga pilar bisnis, yaitu sektor properti, konstruksi, dan perhotelan, yang melibatkan mitra dan pemasok yang beragam untuk memahami konteks keberlanjutan.
2. Sektor properti dan konstruksi sangat bergantung pada sumber daya alam dalam operasionalnya, sehingga Perseroan harus memastikan keberlanjutan penggunaan material yang ramah lingkungan.
3. Persyaratan desain bangunan yang semakin ketat menantang kami untuk menjaga keseimbangan antara aspek ekonomi, lingkungan, sosial, dan teknologi.
4. Tantangan dalam pasokan material ramah lingkungan karena minimnya pemasok material ramah lingkungan, besarnya biaya untuk penggunaan material ramah lingkungan, serta sulitnya mencari bahan alternatif terbarukan untuk bahan bangunan properti.

**Challenges and Issues in Implementing Sustainability Performance** [E.5]

To achieve the Company's performance goals, we have identified and mapped key issues and challenges in implementing sustainability performance, as follows:

1. Managing the Company's three core business pillars, i.e. property, construction, and hospitality, involves a diverse range of partners and suppliers, each requiring an understanding of sustainability contexts.
2. The property and construction sectors are highly dependent on natural resources, requiring the sustainable use of environmentally friendly materials.
3. Increasingly stringent building design requirements present challenges in balancing economic, environmental, social, and technological aspects.
4. Sourcing environmentally friendly materials remains a challenge due to the limited number of sustainable suppliers, high associated costs, and the difficulty of finding renewable alternatives for construction materials.

5. Tantangan dalam memilih pemasok yang telah menerapkan keberlanjutan dalam operasionalnya.

Perseroan memandang tantangan dan permasalahan ini sebagai peluang untuk terus meningkatkan kinerja keberlanjutan.

**KODE ETIK DAN BUDAYA KEBERLANJUTAN PERSEROAN** [F.1]

Pedoman Perilaku dan Kode Etik Perusahaan menjadi pondasi bagi seluruh karyawan Perseroan dalam menjalankan tugas profesional mereka. Pedoman ini mengatur nilai-nilai kejujuran dan budaya integritas yang harus dipatuhi oleh setiap individu di Perseroan. Secara berkala, Perseroan mengadakan sosialisasi mengenai kode etik dan budaya keberlanjutan kepada seluruh karyawan melalui berbagai saluran komunikasi dengan tujuan untuk meningkatkan kesadaran mengenai penerapan kode etik dan mendorong perubahan perilaku yang lebih ramah lingkungan. Pada tahun 2024, sosialisasi dilakukan melalui postingan di salah satu media sosial SSIA serta penyelenggaraan rangkaian event TRUE Day oleh Divisi Human Resources (HR) pada bulan Juni-Agustus 2024. Sepanjang tahun 2024, tidak ada pelanggaran etika yang terjadi, namun demikian, Perseroan terus mengimbau karyawan untuk menjaga kredibilitas pribadi dan reputasi Perseroan.

**DUKUNGAN TERHADAP ANTIKORUPSI**

SSIA belum melaksanakan *assessment* terkait risiko korupsi pada tahun 2024. Namun demikian, komitmen Perseroan terhadap perilaku antikorupsi dan antigratifikasi telah tertuang dalam Pedoman Perilaku (*Code of Conduct*). Program antikorupsi dan antigratifikasi menjadi salah satu upaya dalam penegakan etika bisnis di SSIA Group. Perseroan juga menerapkan dan merujuk pada Undang-Undang No. 8 Tahun 2010 tentang Pencegahan dan Pemberantasan Tindak Pidana Pencucian Uang guna mendukung Pemerintah dalam rangka mewujudkan keadilan dan iklim usaha yang sehat. [205-1]

Perseroan dan seluruh insan SSIA berkomitmen untuk mengutamakan kepentingan perusahaan di atas kepentingan pribadi, keluarga, kelompok, atau golongan, guna menghindari praktik korupsi dan gratifikasi sesuai dengan Undang-Undang No. 20 Tahun 2001 tentang Perubahan atas Undang-Undang No. 31 Tahun 1999 tentang Pemberantasan Tindak Pidana Korupsi. Perseroan akan berupaya untuk menciptakan iklim persaingan usaha yang sehat dan transparan, maupun menghindari perilaku atau tindakan yang dapat menimbulkan konflik kepentingan serta praktik korupsi, kolusi, dan nepotisme (KKN). Praktik benturan kepentingan juga telah diatur dalam [Pedoman Kerja \(Board Manual\) Dewan Komisaris dan Direksi](#) serta [Pedoman Tata Kelola Perusahaan](#). Selain itu, Umana LXR juga menyelenggarakan pelatihan terkait antikorupsi setiap setahun sekali. Sepanjang tahun 2024, tidak ada kasus korupsi, gratifikasi, maupun konflik kepentingan yang terjadi di lingkungan Perseroan. [2-15][205-3]

5. Selecting suppliers that have integrated sustainability into their operations is also a continuing challenge.

The Company views these challenges as opportunities to continuously improve its sustainability performance.

**CODE OF CONDUCT AND CORPORATE SUSTAINABILITY CULTURE** [F.1]

The Company's Code of Conduct and Ethics serves as the foundation for all employees in carrying out their professional duties. The Code outlines the values of honesty and a culture of integrity that every individual within the Company is expected to uphold. The Company regularly conducts awareness campaigns on the Code of Ethics and sustainability culture through various communication channels to enhance understanding and promote environmentally conscious behavior. In 2024, outreach efforts included posts on SSIA's social media platforms and a series of TRUE Day events organized by the Human Resources (HR) Division between June and August. Throughout the year, no violations of the Code of Ethics were reported. Nonetheless, the Company continues to remind employees to maintain personal credibility and uphold the Company's reputation.

**ANTI-CORRUPTION SUPPORT**

SSIA has yet to conduct a corruption risk assessment in 2024. However, the Company's commitment to anti-corruption and anti-gratification practices is reflected in its Code of Conduct. The Company's commitment to anti-corruption and anti-gratification practices is embedded in its Code of Conduct. This program is a key initiative in upholding business ethics across the SSIA Group. The Company also refers to and adopts Law No. 8/2010 on the Prevention and Eradication of Money Laundering as part of its support for the Government's efforts to promote justice and a healthy business environment. [205-1]

SSIA and all its personnel are committed to prioritizing the Company's interests over personal, familial, group, or organizational interests, in line with Law No. 20/2001, which amends Law No. 31/1999 on the Eradication of Corruption. The Company strives to foster a transparent and competitive business climate while avoiding actions that may lead to conflicts of interest or involve corrupt, collusive, or nepotistic practices. Conflict of interest practices are also regulated through [the Board of Commissioners and Board of Directors Board Manual](#) and the [Company's Corporate Governance Guidelines](#). In addition, Umana LXR also organizes anti-corruption-related training once a year. Throughout 2024, there were no reported cases of corruption, gratification, or conflicts of interest within the Company. [2-15][205-3]

**SISTEM PELAPORAN PELANGGARAN** [2-16][2-25][2-26]

Sistem Pelaporan Pelanggaran (*Whistleblowing System* atau WBS) adalah wadah untuk mengungkapkan tindakan pelanggaran, perbuatan melawan hukum, perilaku tidak etis, atau tindakan lain yang dapat merugikan Perseroan maupun pemangku kepentingan. Setiap pengaduan yang diterima akan diverifikasi untuk memastikan kebenaran dan keberadaan bukti, sebelum dilanjutkan ke tahap investigasi maupun tahap penyelesaian. Pengembangan WBS di Perseroan merupakan bagian dari komitmen SSIA untuk meningkatkan penerapan prinsip GCG dalam rangka kepatuhan terhadap kebijakan Otoritas Jasa Keuangan (OJK) yang juga diatur dalam Kebijakan Pelaporan Pelanggaran. Dengan adanya WBS, Perseroan berharap dapat mendeteksi secara dini (*early warning*) potensi masalah akibat pelanggaran yang dapat merugikan atau mengganggu kelancaran bisnis Perseroan.



Pelaporan pelanggaran dapat disampaikan oleh pelanggan, vendor, maupun seluruh pihak lainnya secara tertulis dengan menyampaikan surat resmi yang ditujukan kepada Sekretaris Perusahaan, melalui email ke corpsec1@suryainternusa.com, maupun situs web Perseroan: <https://www.suryainternusa.com/id/good-corporate-governance/whistleblowing-system>. Sepanjang tahun 2024, tidak ada pelaporan pelanggaran yang diterima oleh Perseroan melalui WBS.

Reports of violations may be submitted by customers, vendors, and all other stakeholders in writing via an official letter addressed to the Corporate Secretary, by email to corpsec1@suryainternusa.com, or through the Company's website: <https://www.suryainternusa.com/id/good-corporate-governance/whistleblowing-system>. In 2024, the Company did not receive any violation reports through the WBS.

**PELIBATAN PEMANGKU KEPENTINGAN** [E.4][2-29]

Dalam rangka memenuhi kebutuhan pemangku kepentingan internal dan eksternal, Perseroan melakukan pemetaan pemangku kepentingan yang tertera dalam Pedoman Perilaku, yang mengatur standar perilaku dalam berinteraksi dan pelibatan sesuai dengan prinsip kewajaran dan kesetaraan.

**WHISTLEBLOWING SYSTEM (WBS)** [2-16][2-25][2-26]

The Whistleblowing System (WBS) serves as a reporting channel for violations, unlawful acts, unethical behavior, or other actions that may harm the Company or its stakeholders. Every complaint received will be verified to ensure the veracity and existence of evidence, before proceeding to the investigation or resolution stage. The development of the WBS reflects SSIA's commitment to strengthening the implementation of GCG principles, in accordance with Financial Services Authority (OJK) regulations and as outlined in the Company's Whistleblowing Policy. Through the WBS, the Company aims to provide an early warning mechanism to detect potential misconduct that could negatively impact or disrupt its business operations.

**STAKEHOLDERS ENGAGEMENT** [E.4][2-29]

In order to meet the needs of internal and external stakeholders, the Company conducts stakeholder mapping as outlined in the Code of Conduct, which sets standards of behavior for interaction and engagement in accordance with the principles of fairness and equality.



Pemangku Kepentingan Stakeholders	Topik Utama Key Concerns	Metode Pelibatan dan Frekuensi Method of Engagement and Frequency	Tanggapan dan Tindak Lanjut Response and Follow Up
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INTERNAL			
<b>Pemegang Saham</b> Shareholders  <ul style="list-style-type: none"> <li>Kinerja tahunan Perseroan Company annual performance</li> <li>Arah perusahaan dan strategi pertumbuhan Company direction and growth strategy</li> <li>Kinerja keberlanjutan Sustainability performance</li> <li>Aksi korporasi Corporate actions</li> </ul>	<ul style="list-style-type: none"> <li>RUPS Tahunan, RUPS Luar Biasa Annual GMS, Extraordinary GMS</li> <li>Paparan publik Public expose</li> <li>Korespondensi Correspondence</li> <li>Siaran pers/media dan wawancara Media/Press release and interviews</li> <li>Pertemuan analis keuangan Financial analyst gatherings</li> <li>Rapat investor Investor meetings</li> </ul>	<ul style="list-style-type: none"> <li>Menerbitkan Laporan Tahunan dan Laporan Keberlanjutan Publishing Annual Report and Sustainability Report</li> <li>Mengembangkan strategi perusahaan yang adaptif Developing adaptive company strategies</li> <li>Mempersiapkan laporan kinerja rutin Preparing regular performance reports</li> <li>Menyiapkan siaran pers preparing press releases</li> <li>Merespons dan menyelaraskan regulasi pasar modal Responding and aligning to capital market regulations</li> <li>Memberikan solusi atas pertanyaan investor Providing solutions to investor questions</li> <li>Pengkinian data di situs web dan media sosial SSIA Data update on SSIA website and social media</li> </ul>	

<b>Karyawan</b> Employees  <ul style="list-style-type: none"> <li>Remunerasi dan tunjangan Remuneration and allowances</li> <li>Pengembangan karier dan kesempatan pelatihan Career development and training opportunities</li> <li>Keselamatan, kesehatan, dan kesejahteraan kerja Occupational health, safety, and welfare</li> <li>Keseimbangan kehidupan kerja Work-life balance</li> </ul>	<ul style="list-style-type: none"> <li>Townhall dan forum yang dipimpin oleh CEO atau senior manajemen, minimal dua kali setahun Townhall and forum led by CEO or senior management, at least twice a year</li> <li>Survei keterlibatan karyawan Employee engagement survey</li> <li>Email komunikasi internal dan SSI Internal Portal (SIP!) Internal communications email and SSI Internal Portal (SIP!)</li> <li>Employee gathering dan aktivitas ekstrakurikuler Employee gathering and extracurricular activities</li> </ul>	<ul style="list-style-type: none"> <li>Penjelasan arah Perseroan melalui forum Townhall Explanation of the direction of the Company through the Townhall forum</li> <li>Penetapan remunerasi Determination of remuneration</li> <li>Penilaian kinerja berbasis KPI, dilakukan berkala setiap tahun KPI-based performance appraisal, conducted annually</li> <li>Human Resources Information System (HRIS) untuk memudahkan administrasi yang dibutuhkan karyawan Human Resources Information System (HRIS) to facilitate the administration needed by employees</li> <li>Pelatihan dan pendidikan karyawan Employee training and education</li> <li>Penetapan peraturan dan pelatihan K3 secara berkala Establishment of regulations and regular OHS training</li> <li>Pelaksanaan employee gathering Implementation of employee gathering</li> </ul>	
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Pemangku Kepentingan Stakeholders	Topik Utama Key Concerns	Metode Pelibatan dan Frekuensi Method of Engagement and Frequency	Tanggapan dan Tindak Lanjut Response and Follow Up
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**EKSTERNAL | EXTERNAL**

**Pelanggan**  
Customers



- Produk dan kualitas layanan  
Product and service quality
- Pelayanan pelanggan  
Customer service
- Informasi keamanan dan kesehatan terkait produk dan layanan  
Safety and health information regarding products and services
- Pengelolaan fasilitas  
Facility management

- Survei kepuasan pelanggan dan *tenant* tahunan  
Annual customer and tenant satisfaction survey
- Aplikasi untuk *tenant*  
Application for tenants
- Komunikasi melalui media sosial dan situs web Perseroan  
Communication through the Company's social media and corporate website

- *Providing one-stop service for customers* di kawasan industri  
Providing one-stop service for customers in industrial estate
- Kunjungan *tenant*  
Tenant visit
- Survei pelanggan  
Customer survey
- Terus mengembangkan produk dan layanan yang berkelanjutan  
Continue developing sustainable product and services
- Pengkinian data di situs web dan media sosial SSIA  
Data update on SSIA website and social media

**Pemerintah**  
Government



- Kepatuhan dengan hukum dan peraturan yang berlaku  
Compliance with applicable laws and regulations
- Implementasi dari tanggung jawab sosial  
Implementation of social responsibility

- Forum komunikasi  
Forum communication
- Laporan Keuangan, Laporan Keberlanjutan Tahunan, dan Laporan Keberlanjutan  
Financial Report, Annual Report, and Sustainability Report

- Pengembangan properti dan kawasan industri berbasis keberlanjutan  
Sustainability-based property and industrial estate development
- Implementasi K3 serta perolehan sertifikasi seperti CHSE dan ISO 45001 secara internal oleh Perseroan dan eksternal oleh JAS-ANZ dan Sucofindo International Certification Services  
OHS implementation, as well as obtaining certifications such as CHSE and ISO 45001 internally by the Company and externally by JAS-ANZ and Sucofindo International Certification Services
- Membagikan praktik terbaik  
Sharing best practices

**Kontraktor**  
Contractors



- Pemilihan partner sesuai peraturan  
Selection of partners according to regulations
- Kepatuhan terhadap peraturan  
Compliance with regulations
- Evaluasi kinerja  
Performance evaluation

- *Vendor meeting*
- *Vendor procurement process*
- Kontrak kerja  
Work contract
- Mekanisme penyerahan kerja  
Work delivery mechanism

- SOP Procurement
- Dokumen evaluasi kinerja  
Performance evaluation documents

Pemangku Kepentingan Stakeholders	Topik Utama Key Concerns	Metode Pelibatan dan Frekuensi Method of Engagement and Frequency	Tanggapan dan Tindak Lanjut Response and Follow Up
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**Partner Bisnis**  
Business Partners



- Kualitas produk dan jasa  
Product and service quality
- Pemilihan partner sesuai peraturan  
Selection of partners according to regulations
- Kepatuhan terhadap peraturan  
Compliance with regulations
- Evaluasi kinerja  
Performance evaluation

- Pengembangan kemitraan  
Partnership development
- Forum, komunitas, dan asosiasi  
Forums, communities, and associations

- Menerbitkan Laporan Tahunan dan Laporan Keberlanjutan  
Publishing Annual Report and Sustainability Report
- Menyiapkan laporan kinerja rutin  
Preparing regular performance reports
- Membagikan praktik terbaik  
Sharing best practices

**Masyarakat Lokal**  
Local Communities



- Keterlibatan Perseroan dalam pengembangan masyarakat  
Company involvement in community development
- Penyediaan lapangan kerja sesuai dengan *company requirements*  
Provision of employment in accordance with company requirements

Kegiatan pengembangan masyarakat yang terjadwal dan berkelanjutan  
Scheduled and continuous community development activities

- Program *society management* dalam pengelolaan kawasan industri  
Society management program in industrial estate management
- Keterlibatan dalam program komunitas  
Involvement in community programs
- Program TJSL  
CSER Programs



**Kegiatan Volunteer 28uild Habitat for Humanity yang Diikuti oleh Siswa SMK Suryacipta**  
Volunteer Activity 28uild Habitat for Humanity Participated in by Students of SMK Suryacipta



**Serah Terima Donasi Beasiswa SMK Suryacipta 2024**  
Handover of SMK Suryacipta 2024 Scholarship Donation



**Penyerahan Bibit Pohon Mahoni ke Dinas Lingkungan Hidup Karawang**  
Handover of Mahogany Tree Saplings to the Karawang Environmental Department



**SSIA Group bersama Gran Melia Jakarta Mengadakan Donor Darah Rutin**  
SSIA Group, together with Gran Melia Jakarta, Held a Routine Blood Donation



# PENYEDIAAN PRODUK DAN LAYANAN BERKUALITAS UNGGUL

DELIVERING PRODUCT AND SERVICE EXCELLENCE



**692,2%<sup>yoy</sup>**

**Peningkatan Pemasaran Properti Penjualan Tanah**  
Increase in Property Marketing - Land Sales



**26,8%<sup>yoy</sup>**

**Peningkatan Nilai Kontrak Konstruksi Baru**  
Increase in New Construction Contract Value



**Skor Survei Kepuasan Pelanggan: Customer Satisfaction Survey Scores:**

**• 77,1%**

Unit Properti  
Property Unit

**• 92,4%\***

Unit Perhotelan  
Hospitality Unit

**• 82,5%**

Unit Konstruksi  
Construction Unit

\*Tidak termasuk BATIQA Jayapura.  
\*Excludes BATIQA Jayapura.

## KINERJA EKONOMI ECONOMIC PERFORMANCE

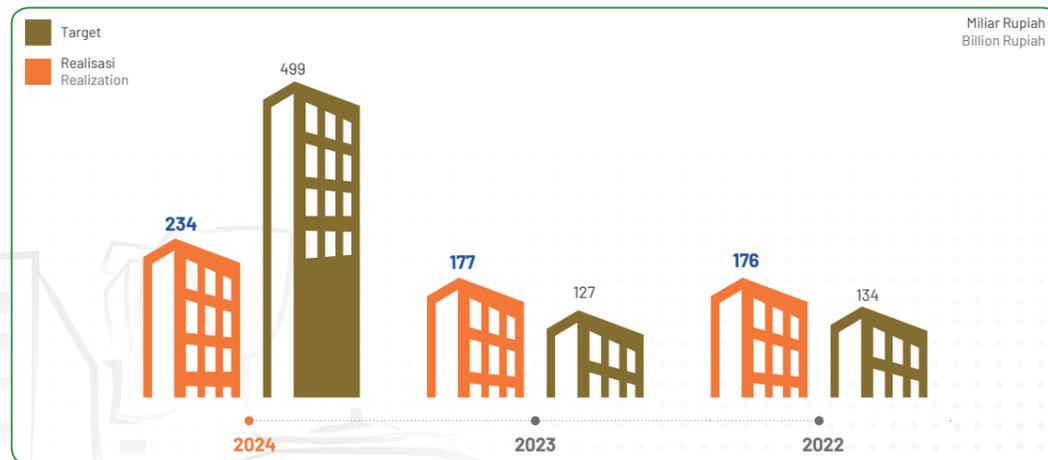
Kinerja ekonomi Perseroan merupakan tanggung jawab Divisi Keuangan yang dievaluasi secara berkala oleh audit internal dan eksternal. Perseroan telah mengimplementasikan rencana bisnis jangka pendek dan jangka panjang sejalan dengan strategi yang telah ditetapkan. SSIA mencatat pendapatan konsolidasi sebesar Rp6.251,9 miliar untuk tahun 2024, tumbuh 37,8% dari Rp4.537,7 miliar yang tercatat di tahun 2023. Peningkatan ini didorong terutama oleh kinerja yang kuat di ketiga segmen utama, yaitu melalui 165% peningkatan pendapatan sektor properti, 16,5% peningkatan pendapat sektor konstruksi, dan 4,2% peningkatan pendapatan sektor perhotelan. [3-3][201-1]

The Company's economic performance is managed by the Finance Division and is regularly evaluated through both internal and external audits. SSIA recorded consolidated revenue of Rp6,251.9 billion in 2024, marking a 37.8% increase from Rp4,537.7 billion in 2023. This growth was primarily driven by strong performance across all three core segments, with a 165% increase in revenue from the property segment, a 16.5% increase in the construction segment, and a 4.2% increase in the hospitality segment. [3-3][201-1]

**Perbandingan Target dan Realisasi Kinerja Keuangan [F.2][F.3]**  
Comparison between Target and Realized Financial Performance



**Pendapatan Bersih**  
Net Revenues



**Labanya (Rugi) Bersih**  
Net Profit (Loss)



**Nilai Ekonomi Langsung dan Didistribusikan (Miliar Rupiah) [201-1]**  
Direct Economic Value Generated and Distributed (Billion Rupiah)

Uraian Description	Periode Pelaporan Reporting Period		
	2024	2023	2022
<b>Nilai Ekonomi Langsung yang Dihasilkan</b> Direct Economic Value Generated			
Pendapatan Bersih Net Revenues	6.252	4.538	3.615
I Properti   Property	2.263	854	623
Konstruksi   Construction	3.363	2.886	2.456
Perhotelan*   Hospitality*	943*	905	595
Lain-lain   Others	17	11	9
Tambahan Addition			
II Pendapatan Bunga   Interest Income	54	26	22
Labanya Penjualan Aset Tetap   Gain on Sale of Fixed Assets	3	0	0
Lain-lain - bersih   Others - net	116	17	254
<b>Jumlah Nilai Ekonomi Langsung yang Dihasilkan</b> <b>Total Direct Economic Value Generated</b>	<b>6.425</b>	<b>4.581</b>	<b>2.428</b>
<b>Nilai Ekonomi Langsung Didistribusikan</b> Direct Economic Value Distributed			
I Beban Langsung   Direct Costs	(4.493)	(3.210)	(2.697)
Beban Usaha   Operating Expenses			
II Penjualan   Selling Expenses	(135)	(79)	(52)
Umum dan Administrasi General and Administrative Expenses	(689)	(653)	(528)
Beban Lainnya   Other Expenses			
Administrasi Bank   Bank Charges	(2)	(1)	(6)
III Kerugian Penurunan Nilai   For Impairment	(94)	(23)	(14)
Depresiasi Properti Investasi Investment Properties Depreciation	(40)	(22)	(17)
Lain-lain   Others	(126)	(2)	(28)
IV Beban Keuangan   Financial Expenses	(188)	(207)	(234)
V Beban Pajak Penghasilan Final Final Income Tax Expenses	(150)	(97)	(83)
VI Realisasi Penggunaan Dana TJSL CSER Fund Utilization Realization	(4,1)	(2,4)	(1,3)
<b>Jumlah Nilai Ekonomi Langsung Didistribusikan</b> <b>Total Direct Economic Value Distributed</b>	<b>(5.921)</b>	<b>(4.296)</b>	<b>(2.602)</b>

**Uraian**  
Description

	2024	2023	2022
<b>Nilai Ekonomi Langsung Lainnya</b> Other Direct Economic Value Generated			
I Bagian Laba (Rugi) Entitas Asosiasi & Ventura Bersama Equity in Net Earning (Loss) of Associate Entity & Joint Ventures	(3)	(10)	(9)
II Manfaat Pajak Penghasilan   Income Tax Benefit	(56)	(44)	(15)
III Kepentingan Non Pengendali   Non-Controlling Interest	124	55	32
<b>Jumlah Nilai Ekonomi Langsung Lainnya</b> <b>Total Other Economic Value Generated</b>	<b>155</b>	<b>1</b>	<b>8</b>
<b>Jumlah Nilai Ekonomi Langsung yang Ditahan</b> <b>Total Direct Economic Value Retained</b>	<b>234</b>	<b>177</b>	<b>176</b>

Keterangan | Note:  
\*Data tidak termasuk BATIQA Jayapura untuk tahun 2024. | Data excludes BATIQA Jayapura for the year 2024.

SSIA telah melaksanakan kewajibannya untuk membayar pajak serta berkontribusi dalam Pembangunan Daerah melalui anak usaha dan unit usaha Perseroan yang tersebar di berbagai wilayah di Indonesia. Dalam operasionalnya selama tahun 2024, Perseroan tidak menerima bantuan finansial dari Pemerintah. [201-4]

The Company has also carried out its obligation to pay taxes and contributed to Regional Development through its subsidiaries and business units spread across several regions in Indonesia. In 2024, the Company did not receive any financial assistance from the Government. [201-4]



**Informasi selengkapnya terkait kinerja ekonomi dapat dilihat pada Laporan Tahunan 2024 halaman 12-15.**  
Further information on economic performance can be found in the 2024 Annual Report on page 12-15.



Penyerahan Pohon ke Dinas Lingkungan Hidup Karawang  
Handover of Trees to the Karawang Environmental Department



## MENJAGA KUALITAS PRODUK DAN LAYANAN

### MAINTAINING PRODUCTS AND SERVICES QUALITY

Kami berupaya untuk menjaga kepercayaan dan kepuasan pelanggan melalui penyediaan produk dan layanan yang berkualitas tinggi, bermutu, dan aman, serta pemberian layanan yang setara kepada seluruh pelanggan tanpa adanya faktor diskriminasi tertentu. [F.17][3-3]

We are committed to maintaining customer trust and satisfaction by delivering high-quality, reliable, and safe products and services, while ensuring equal treatment for all customers without discrimination. [F.17][3-3]

#### EVALUASI KEAMANAN PRODUK DAN JASA [416-1]

Perseroan telah melaksanakan penilaian dan pemetaan risiko keselamatan atas produk dan jasa yang dimiliki. Untuk memitigasi risiko tersebut, Perseroan telah melakukan evaluasi dan pemantauan keamanan atas seluruh (100%) produk dan layanannya. Evaluasi atas produk dan jasa merupakan tanggung jawab Divisi Properti dan Konstruksi, yang dilakukan secara berkala. Perseroan juga melaksanakan audit keselamatan produk dan jasa yang dilakukan oleh pihak eksternal serta melaksanakan pelatihan untuk memastikan kualitas dan keamanan produk maupun jasa. Salah satu unit usaha Perseroan, yaitu NRCA, juga telah memiliki sertifikat ISO 9001:2015 Sistem Manajemen Mutu untuk memastikan kualitas layanan yang diberikan. Adapun upaya-upaya yang Perseroan lakukan untuk menjaga kualitas, mutu, dan keamanan produk dan layanan selama tahun 2024, di antaranya: [F.27][F.29]

#### PRODUCT AND SERVICE SAFETY EVALUATION [416-1]

The Company has conducted risk assessments and mapping related to the safety of its products and services. To mitigate these risks, it has implemented evaluations and safety monitoring across 100% of its offerings. The Property and Construction Division is responsible for conducting regular evaluations to ensure quality and safety. The Company also conducts product and service safety audits through external parties and provides training to ensure the quality and safety of its products and services. One of the Company's business units, NRCA, has obtained ISO 9001:2015 Quality Management System certification to ensure service quality. In 2024, the Company undertook the following efforts to maintain the quality, reliability, and safety of its products and services: [F.27][F.29]

## KONSTRUKSI | CONSTRUCTION

- Membuat revisi terhadap *audit checklist* agar selalu *update* dengan kondisi lapangan.
- Daily Operational Meeting* oleh Tim Operasional untuk mengecek apakah ada kendala yang dialami ketika di lapangan, termasuk kerusakan yang harus segera ditanggulangi.
- Mengundang *Chemical Supplier* untuk memberikan *Chemical Handling* Training kepada tim secara berkala.
- Melakukan inovasi yang ditawarkan kepada pelanggan, seperti penggunaan bahan material yang lebih ramah lingkungan, dan lainnya.
- Memastikan setiap produk yang ditawarkan telah memenuhi standar keselamatan dan keamanan, yaitu Sertifikat SNI ISO 9001:2015 Manajemen Mutu.
- Melaksanakan Survei Kepuasan Pelanggan untuk mendapatkan masukan mengenai kemampuan Perseroan dalam memenuhi produk/jasa yang dibutuhkan.
- Making revisions to the audit checklist to ensure it remains updated with actual conditions.
- Conducting Daily Operational Meetings by the Operational Team to check for any challenges experienced in the field, including addressing any immediate repairs needed.
- Periodically inviting Chemical Suppliers to provide Chemical Handling Training to the team.
- Implementing innovations offered to customers, such as the use of more environmentally friendly materials, among others.
- Ensuring that every product meets safety and security standards, namely the SNI ISO 9001:2015 Quality Management System Certificate.
- Conducting Customer Satisfaction Surveys to obtain feedback on the Company's ability to meet the products/services needed.

## PROPERTI | PROPERTY

- Melaksanakan *Customer Satisfaction Survey* dalam setiap proses serah terima pembelian rumah Edenhaus guna memastikan kualitas rumah sudah sesuai dengan harapan *customer*.
- Meningkatkan kepuasan *tenant*/pelanggan melalui *tenant management system* dan program *customer relationship management* di Suryacipta City of Industry Karawang.
- Melakukan *maintenance* rutin pada pipa gas di Kawasan Industri untuk mencegah terjadinya karat pada pipa distribusi yang berakibat kebocoran gas.
- Melakukan *maintenance* rutin area jalan serta pemeliharaan rumput dan estetika Kawasan Industri.
- Melakukan *fire drill* dan simulasi tanggap darurat secara berkala.
- Melaksanakan implementasi dan audit ISO 45001:2018 dan ISO 14001:2015.
- Melaksanakan pengujian *sample* lingkungan, sertifikasi dan uji riksa unit mekanikal dan elektrikal, serta perawatan alat pemadam api ringan (APAR).
- Conducting Customer Satisfaction Surveys during each handover process of Edenhaus house purchases to ensure that the quality of the houses meets customer expectations.
- Enhancing tenant/customer satisfaction through a tenant management system and customer relationship management program at Suryacipta City of Industry Karawang.
- Performing routine maintenance on pipes in the Industrial Estate to prevent rusting, which can lead to gas leaks in distribution pipes.
- Conducting routine road maintenance, as well as landscaping and aesthetic upkeep within the Industrial Estate.
- Carrying out regular fire drills and emergency response simulations.
- Implementing and auditing ISO 45001:2018 and ISO 14001:2015 standards.
- Conducting environmental sample testing, certification, inspection of mechanical and electrical units, and maintenance of fire extinguishers.

## PERHOTELAN | HOSPITALITY

- Mengirim *Guest Satisfaction Survey* kepada semua tamu hotel melalui *email* yang terintegrasi dengan sistem PMS hotel.
- Melaksanakan *Improvement Opportunities (IMPOPS) Meeting* secara rutin untuk mendiskusikan serta mencari solusi atas keluhan dan masukan yang diberikan tamu.
- Melakukan pelatihan secara berkala agar mutu pelayanan tetap terjaga.
- Melakukan *preventive maintenance* untuk semua kamar tamu dan area publik dua kali setahun.
- Melakukan *planned maintenance*, sesuai dengan *manufacturer guidelines*, untuk semua seluruh peralatan operasional dalam *back of house hotel* yang mencakup: lift, generator, peralatan keselamatan hidup, peralatan masak, dan serta sistem pemadam kebakaran.
- Melaksanakan audit operasional di seluruh hotel dan memastikan bahwa tindakan perbaikan telah dilakukan.
- Mengadakan inspeksi *Mechanical, Electrical, and Plumbing (MEP)* ke seluruh hotel untuk memastikan seluruh peralatan dalam gedung bekerja dengan baik dan sesuai standar.
- Mengadakan *Occupational Health and Safety (OHS) Meeting* secara berkala serta *walkthrough* setiap bulan yang dipimpin oleh Security Manager dan Hygiene Manager.
- Mengimplementasikan *Hazard Analysis and Critical Control Point (HACCP) Standard* untuk *food management* hotel.
- Melakukan *supplier audit* secara berkala untuk memastikan kepatuhan terhadap standar HACCP.
- Melakukan *fire drill* secara berkala.
- Sending Guest Satisfaction Surveys to all hotel guests via email integrated with the hotel's PMS system.
- Conducting Improvement Opportunities (IMPOPS) Meetings regularly to discuss and find solutions to guest complaints and feedback.
- Providing periodic training to ensure service quality is maintained.
- Performing preventive maintenance for all guest rooms and public areas twice a year.
- Conducting planned maintenance, in accordance with manufacturer guidelines, for all operational equipment in the hotel's back-of-house area, including elevators, generators, life safety equipment, cooking equipment, and fire extinguishing systems.
- Conducting operational audits throughout the hotel and ensuring that corrective actions have been taken.
- Conducting Mechanical, Electrical, and Plumbing (MEP) inspections throughout the hotel to ensure all building equipment is functioning properly and meeting standards.
- Holding Occupational Health and Safety (OHS) Meetings regularly and monthly walkthroughs led by the Security Manager and Hygiene Manager.
- Implementing Hazard Analysis and Critical Control Point (HACCP) Standard for hotel food management.
- Conducting periodic supplier audits to ensure compliance with HACCP standards.
- Conducting regular fire drills.



Perseroan juga menyelenggarakan berbagai pelatihan untuk meningkatkan kualitas produk dan layanan kami selama tahun 2024, antara lain:

- NRCA: Pelatihan terkait Ahli Manajemen Mutu, Ahli Manajemen Konstruksi, dan Ahli Teknik Bangunan Gedung
- BATIQA Jababeka: Pelatihan terkait *food safety*, SOP Refreshment, dan *hotel operation*
- BATIQA Pekanbaru: Pelatihan terkait *service excellence*, *service attitude*, *product knowledge*, serta *personal hygiene and sanitation*
- BATIQA Surabaya: Pelatihan terkait *complaint handling*, *communication skill*, *customer service*, serta *safety and security*
- TCP: Pelatihan terkait *customer service* dan *positive mental attitude*

Selama tahun 2024, tidak ada pelaporan maupun kejadian insiden ketidakpatuhan terkait dampak keselamatan dan kesehatan dari produk dan jasa maupun penarikan atas produk dan jasa yang ditawarkan oleh Perseroan. Perseroan juga tidak menerima denda atau sanksi sebagai akibat dari ketidakpatuhan terhadap undang-undang maupun peraturan yang berlaku dalam seluruh bisnis Perseroan. [F.29][2-27][416-2]

### INOVASI PRODUK DAN JASA [F.26]

Kami terus berupaya untuk melakukan berbagai inovasi dan pengembangan teknologi untuk menjaga kepuasan pelanggan kami. Adanya inovasi dan penggunaan teknologi juga tentunya dapat mempermudah dan membantu operasional Perseroan. Sampai akhir tahun 2024, Perseroan telah melakukan berbagai inovasi dan pengembangan teknologi, di antaranya:

1. Melia Bali Hotel: Penggunaan QR Code untuk seluruh informasi mengenai hotel, sehingga dapat mengurangi penggunaan kertas untuk mencetak informasi.
2. Subang Smartpolitan: Pembangunan berbasis *Internet of Things (IoT)*.
3. Gran Melia Jakarta: Pengembangan aplikasi ReviewPro bagi tamu hotel untuk menyampaikan kritik dan saran saat menginap.
4. BATIQA Hotel: Penggunaan QR Code untuk menu *room service*.

### Konsep Pembangunan Berkelanjutan dan Bangunan Hijau

Sebagai inisiatif untuk mendukung pembangunan berkelanjutan, Perseroan telah melakukan inovasi melalui penerapan konsep *Green Construction* pada sistem bangunan, antara lain dengan melakukan konstruksi dari tahap perencanaan, pelaksanaan, pemakaian produk konstruksi yang ramah lingkungan, efisien dalam pemakaian energi dan sumber daya, serta menerapkan *cost benefit analysis*. Hal ini terwujud melalui perolehan sertifikat *GreenShip Associate* pada tahun 2017 dan *GreenShip Professional* pada tahun 2018 dari *Green Building Council Indonesia* untuk Unit Usaha Konstruksi Perseroan.

The Company also organized a range of training programs throughout 2024 to enhance the quality of its products and services, including the following:

- NRCA: Training on Quality Management Expertise, Construction Management Expertise, and Building Structure Engineering Expertise
- BATIQA Jababeka: Training on food safety, SOP refreshment, and hotel operations
- BATIQA Pekanbaru: Training on service excellence, service attitude, product knowledge, and personal hygiene and sanitation
- BATIQA Surabaya: Training on complaint handling, communication skills, customer service, as well as safety and security
- TCP: Training on customer service and positive mental attitude

Throughout 2024, there were no reported incidents of non-compliance related to the safety or health impacts of the Company's products and services, and no product or service recalls occurred. The Company also did not receive any fines or sanctions for violations of applicable laws or regulations across its business operations. [F.29][2-27][416-2]

### PRODUCT AND SERVICE INNOVATIONS [F.26]

We continuously strive to innovate and apply technology to enhance customer satisfaction. These advancements also help streamline and support the Company's operations. By the end of 2024, the Company had implemented various technology-driven initiatives, as follows:

1. Melia Bali Hotel: Use of QR codes for all hotel-related information, reducing reliance on printed materials.
2. Subang Smartpolitan: Development based on Internet of Things (IoT) technology.
3. Gran Melia Jakarta: Launch of the ReviewPro Mobile app, allowing guests to provide feedback and suggestions during their stay.
4. BATIQA Hotel: Use of QR codes for room service menus.

### Sustainable Development and Green Building Concepts

As part of its initiative to support sustainable development, the Company has introduced innovations through the application of the *Green Construction* concept in its building systems. This includes environmentally friendly construction practices from the planning to implementation stages, the use of eco-friendly materials, energy and resource efficiency, as well as the application of *cost-benefit analysis*. These efforts were recognized with the awarding of the *GreenShip Associate* certificate in 2017 and the *GreenShip Professional* certificate in 2018 by the *Green Building Council Indonesia* to the Company's Construction Business Unit.



Kami juga terus berupaya untuk meningkatkan fokus pembangunan proyek yang menerapkan konsep 'sustainable'. Konsep ini mengedepankan inisiatif digital dalam pengelolaan aset yang diterapkan dalam setiap Pilar Bisnis Perseroan, di antaranya mengembangkan kota industri yang mengedepankan teknologi, inovasi, dan berwawasan lingkungan serta membangun properti komersial maupun hunian dengan standar teknik berkelanjutan, fasilitas *smart home*, dan dikelilingi taman hijau. Salah satu proyek Perseroan, yaitu Kawasan Industri Subang Smartpolitan di Subang, Jawa Barat telah mengadopsi konsep *green building* sebagai bagian dari infrastruktur kawasan. Penerapan prinsip ini tidak hanya memastikan efisiensi energi dan optimalisasi sumber daya, tetapi juga meningkatkan daya saing kawasan di tingkat global.

Subang Smartpolitan telah melakukan pembangunan *utility area* yang ramah lingkungan serta menerapkan strategi konservasi air, termasuk *recycling treatment* dan pemanfaatan air hujan untuk mendukung efisiensi penggunaan sumber daya. Selain itu, kawasan ini mengadopsi substitusi energi fosil dengan sumber energi terbarukan, seperti panel surya, guna mengurangi emisi karbon dan meningkatkan keberlanjutan operasional. Dengan mengintegrasikan teknologi hijau dan strategi berkelanjutan, Subang Smartpolitan menciptakan ekosistem industri yang inovatif, ramah lingkungan, mendukung regulasi lingkungan nasional dan internasional, serta memberikan dampak positif bagi masyarakat sekitar.

Subang Smartpolitan juga telah menerapkan konsep *Smart and Sustainable City* berbasis *Internet of Things* (IoT). Konsep ini diterapkan melalui penerapan *Green Building*, *Smart Environment System*, dan *Water Sensitive Urban Design* (WSUD). Melalui WSUD, siklus hidrologi perkotaan akan terus terjaga dan secara tidak langsung dapat meningkatkan keanekaragaman hayati di sekitar koridor sungai. Adapun IoT yang diterapkan yaitu:

**1. Advance Technology & IoT**

Penggunaan teknologi terkini berbasis internet dalam fasilitasnya untuk mendukung operasional bisnis para *tenant*. Saat ini, kawasan sedang melakukan pengembangan fasilitas IoT seperti *Smart Mobility*, *Command Center*, *Citizen App*, dan *Integrated Property Management System*, yang memungkinkan setiap *tenant* dapat mengakses informasi mengenai berita ataupun *event* di kawasan serta mengajukan keluhan.

**2. Road Network System & Smart Mobility**

Pembangunan akses jalan terintegrasi untuk mengurangi lama perjalanan dan meningkatkan efisiensi transportasi, termasuk mengurangi emisi dari kendaraan bermotor.

The Company also continues to strengthen its focus on developing projects that adopt sustainable principles. This approach prioritizes digital initiatives in asset management, applied across all of the Company's Business Pillars. These include the development of an industrial city that emphasizes technology, innovation, and environmental awareness, as well as the construction of commercial and residential properties that follow sustainable engineering standards, offer smart home features, and are surrounded by green spaces. One of the Company's flagship projects, the Subang Smartpolitan Industrial Estate in Subang, West Java, has adopted the green building concept as part of its infrastructure development. This approach not only promotes energy efficiency and resource optimization but also enhances the estate's global competitiveness.

Subang Smartpolitan has developed environmentally friendly utility areas and implemented water conservation strategies, including recycling systems and rainwater harvesting, to support efficient resource use. Additionally, the area incorporates renewable energy sources, such as solar panels, to reduce dependence on fossil fuels, lower carbon emissions, and improve operational sustainability. By integrating green technology and sustainable strategies, Subang Smartpolitan creates an innovative and eco-friendly industrial ecosystem that aligns with both national and international environmental regulations, while delivering positive impacts for the surrounding community.

Subang Smartpolitan Industrial has also applied the Smart and Sustainable City concept based on the Internet of Things (IoT). The aforementioned concept is implemented through the application of Green Building, Smart Environment System, and Water Sensitive Urban Design (WSUD). Through WSUD, the urban hydrological cycle will be maintained consistently and able to increase biodiversity around river canals. The implemented IoT initiatives are as follows:

**1. Advance Technology & IoT**

The integration of advanced internet-based technology within the estate's facilities supports tenants' business operations. The estate is currently developing various IoT-based features, including Smart Mobility, a Command Center, a Citizen App, and an Integrated Property Management System. These technologies enable tenants to access news and event updates within the area and to submit feedback or complaints efficiently.

**2. Road Network System & Smart Mobility**

The construction of integrated road access to reduce travel time and enhance transportation efficiency, including reducing emissions from motor vehicles.

Sejak April 2023, anak perusahaan PT Suryacipta Swadaya (Suryacipta) telah bekerja sama dengan PT PLN (Persero) untuk penyediaan dan distribusi listrik di Subang Smartpolitan. Melalui kerja sama ini, PLN menyediakan listrik dengan kapasitas hingga 650 MW yang didistribusikan dan dapat dimanfaatkan oleh para *tenant* di Kawasan Smartpolitan Subang. Selain itu, Suryacipta juga bekerja sama dengan PT IoT Kreasi Indonesia dalam penyediaan layanan *Managed Service Smart* Penerangan Jalan Umum (PJU) di fase 3 Suryacipta City of Industry. *Smart PJU* merupakan sistem penerangan lampu jalan yang berbasis IoT yang memungkinkan penerangan dapat diatur secara *online* dan *real time*. *Smart PJU* ini bermanfaat untuk mengurangi konsumsi energi listrik serta meningkatkan keamanan dan kenyamanan di dalam kawasan bagi para *tenant*.

**Asesmen Sosial dan Lingkungan Pemasok**

Dalam operasionalnya, Perseroan bekerja sama dengan pemasok dan membuat kebijakan terkait Prosedur Pembelian yang diatur dalam masing-masing Unit Usaha sesuai dengan kebutuhan. Pada tahun 2024, kami telah menyusun [Kode Etik Pemasok](#) yang memuat kriteria terkait lingkungan dan sosial yang harus dipatuhi oleh seluruh (100%) pemasok yang bekerja sama dengan Perseroan, termasuk menjadi acuan untuk seleksi pemasok baru. Adapun kriteria lingkungan yang harus dipenuhi antara lain mematuhi seluruh peraturan lingkungan, telah melaksanakan pengurangan dan daur ulang limbah, serta menggunakan sumber daya berkelanjutan. Adapun kriteria sosial yang harus dipenuhi meliputi ketenagakerjaan, hak asasi manusia, serta keselamatan dan kesehatan kerja. [308-1][414-1]

**Keamanan Data dan Privasi Pelanggan**

Perseroan berupaya untuk menjaga keamanan data dan privasi pelanggan. Upaya ini dilakukan dengan membatasi akses pada sumber daya IT Perseroan melalui penerapan *access control* yang memadai. Selama tahun 2024, tidak ada insiden kebocoran atau kehilangan data pelanggan, ataupun pelanggaran privasi pelanggan. [418-1]

**SURVEI KEPUASAN PELANGGAN [F.30]**

Perseroan melakukan survei kepuasan pelanggan melalui kuesioner dan pertemuan tatap muka dalam setiap bulan. Dalam sektor perhotelan, pelaksanaan survei dilakukan pada saat *check out* melalui *email* dengan metode *Review Pro System*.

Since April 2023, PT Suryacipta Swadaya (Suryacipta), a subsidiary of PT Surya Semesta Internusa Tbk (SSIA), has partnered with the state electricity company PT PLN (Persero) to provide and distribute electricity in Subang Smartpolitan. Through this partnership, PLN is committed to supplying electricity with a capacity of up to 650 MW, which will be distributed and made accessible to tenants within the estate. In addition, Suryacipta has also partnered with PT IoT Kreasi Indonesia to implement *Managed Service Smart* Public Street Lighting in Phase 3 of Suryacipta City of Industry. This IoT-based system enables real-time, online control of street lighting, helping to reduce electricity consumption while enhancing safety and comfort for tenants in the area.

**Supplier Environmental and Social Assessment**

In its operations, the Company collaborates with suppliers and has established a Purchasing Procedure tailored to the specific needs of each Business Unit. In 2024, we developed a [Supplier Code of Conduct](#) that outlines environmental and social criteria that must be adhered to by all (100%) suppliers working with the Company. This Code of Conduct also serves as a reference for the selection of new suppliers. Environmental criteria include compliance with environmental regulations, implementation of waste reduction and recycling practices, and the use of sustainable resources. Social criteria cover labor practices, human rights, and occupational health and safety. [308-1][414-1]

**Data Security and Customer Privacy**

The Company is committed to safeguarding customer data and privacy. This is achieved by restricting access to its IT resources through the implementation of appropriate access controls. Throughout 2024, there were no incidents of customer data breaches, data loss, or violations of customer privacy. [418-1]

**CUSTOMER SATISFACTION SURVEY [F.30]**

The Company conducts customer satisfaction survey through questionnaires or face-to-face meetings on a monthly basis. In the hospitality sector, customer surveys are carried out during check out via email using the Review Pro System method.

 **SURVEI KEPUASAN PELANGGAN (%)**  
**CUSTOMER SATISFACTION SURVEY (%)**

Entitas Entities	2024	2023	2022
PT Nusa Raya Cipta Tbk (NRCA)	82,5	82,5	82,4
PT Suryalaya Anindita International (SAI)	87,5	86,6	86,7
PT TCP Internusa (TCP)			
• Edenhaus	93,8	95,6	100,0
• Glodok Plaza	76,6	72,3	-
PT Siti Agung Makmur (SAM)	87,3	89,5	94,0
PT Surya Internusa Hotels (SIH)*	94,5	93,5*	90,7
PT Surya Energi Parahita (SEP)	-	93,4	96,4
PT Suryacipta Swadaya (SCS)	69	-	79,5

Keterangan | Notes :

- Data SIH tidak termasuk BATIQA Jayapura untuk tahun 2024.
- Survei kepuasan pelanggan SEP tahun 2024 baru dilaksanakan pada pertengahan bulan April 2025.
- SCS tidak melaksanakan survei kepuasan pelanggan pada tahun 2023.

\*Penyajian kembali informasi (restatement) karena adanya penyesuaian perhitungan. [2-4]

- SIH data excludes BATIQA Jayapura for the year 2024.
- The 2024 SEP customer satisfaction survey was only conducted in mid-April 2025.
- SCS did not conduct a customer satisfaction survey in 2023.

\*Restatement of information. [2-4]



Interaksi dengan Pelanggan  
Customer Interaction



# PERLINDUNGAN LINGKUNGAN HIDUP

PROTECTING THE ENVIRONMENT



Perolehan **PROPER Biru** untuk Melia Bali Hotel dan Suryacipta Swadaya.  
Achievement of **Blue PROPER** rating for Melia Bali Hotel and Suryacipta Swadaya.

Kegiatan usaha Perseroan menggunakan berbagai sumber daya dan energi, yang tentunya menghasilkan limbah dan emisi. Oleh sebab itu, kami berupaya untuk menjaga kelestarian lingkungan dan mengelola lingkungan dengan baik. Perseroan mengelola lingkungan dengan menerapkan Sistem Manajemen Lingkungan (SML) berbasis ISO 14001 sebagai standar utama dalam memastikan kepatuhan terhadap regulasi serta komitmen terhadap keberlanjutan. Meskipun belum memiliki Kebijakan Lingkungan, kami akan terus berupaya untuk menjaga kelestarian lingkungan hidup sesuai dengan Kebijakan Keberlanjutan Perseroan.

Perseroan juga melaksanakan audit ISO 14001 setiap tahunnya. Kinerja SML di NRCA dievaluasi melalui audit internal dan eksternal yang bertujuan untuk menilai apakah Perseroan memenuhi persyaratan ISO 14001. Saat ini, terdapat tiga anak usaha atau 33% dari total 9 anak usaha yang telah mendapatkan Sertifikasi ISO 14001 Sistem Manajemen Lingkungan dari pihak eksternal, yaitu SCS, NRCA, dan SEP.

Pengelolaan lingkungan dan isu lingkungan di Perseroan merupakan tanggung jawab Divisi Estate Management (EM) di PT Suryacipta Swadaya, yang telah mengimplementasikan *environmental management system* (EMS) secara komprehensif. Divisi EM terdiri dari General Manager EM serta Manager Supervisor Section. Sistem ini mencakup *Environmental and Social Sustainability Policy* yang berfokus pada keseimbangan antara pertumbuhan industri dan keberlanjutan lingkungan. Dalam operasionalnya, Divisi Estate Management melakukan *monitoring* dan pengukuran kinerja lingkungan yang kemudian tanggung jawab pelaksanaan dan pemantauannya dilimpahkan kepada Divisi Environmental Compliance sebagai perwakilan resmi Perusahaan. Divisi EM secara proaktif akan melaporkan isu ataupun masalah terkait lingkungan kepada manajemen dan Kementerian serta Dinas Lingkungan Hidup tingkat Provinsi dan Kabupaten. [3-3]

Selain itu, pada tahun 2024, Perseroan menyalurkan Rp5,5 miliar untuk biaya pengelolaan lingkungan hidup, meningkat dari tahun sebelumnya sebesar Rp5,0 miliar. Adapun biaya pengelolaan lingkungan yang disalurkan digunakan untuk pengelolaan sampah dan limbah, program penghijauan, perawatan kebun, uji emisi, analisa kualitas udara dan kebisingan, pengelolaan instalasi pengolahan air limbah (IPAL), dan sebagainya. [F.4]

The Company's business activities utilize various resources and energy sources, which inevitably generate waste and emissions. As such, we are committed to environmental preservation and responsible environmental management. The Company addresses its environmental impact by implementing an ISO 14001-based Environmental Management System (EMS) as the primary standard to ensure regulatory compliance and uphold our commitment to sustainability. Although we do not yet have a dedicated Environmental Policy, we remain committed to preserving the environment in line with the Company's Sustainability Policy.

The Company also conducts annual ISO 14001 audits. The EMS performance at NRCA is evaluated through both internal and external audits to ensure compliance with ISO 14001 requirements. Currently, three subsidiaries, namely SCS, NRCA, and SEP, representing 33% of the Company's nine subsidiaries, have obtained ISO 14001 Environmental Management Systems certification from external parties.

Environmental management and related issues within the Company are overseen by the Estate Management (EM) Division at PT Suryacipta Swadaya, which has implemented a comprehensive EMS. The EM Division is composed of a General Manager and a Manager of the Supervisor Section. This system includes the Environmental and Social Sustainability Policy, which focuses on balancing industrial growth with environmental sustainability. In its operations, the EM Division conducts environmental performance monitoring and measurement, with the implementation and oversight responsibilities delegated to the Environmental Compliance Division as the official representative of the Company. The EM Division proactively reports any environmental issues or concerns to management, as well as to the Ministry and the Environmental Agencies at both the provincial and regency levels. [3-3]

In 2024, the Company allocated Rp5.5 billion for environmental management expenses, an increase from Rp5.0 billion in the previous year. These funds were used for waste and garbage management, greening programs, garden maintenance, emission testing, air and noise quality analysis, wastewater treatment plant (WWTP) operations, and related activities. [F.4]



## MANAJEMEN IKLIM

### CLIMATE MANAGEMENT

#### RISIKO DAMPAK PERUBAHAN IKLIM [E.3][201-2]

Peningkatan dampak perubahan iklim secara tidak langsung berdampak pada kinerja ekonomi Perseroan, khususnya di sektor konstruksi dan properti. Oleh sebab itu, Perseroan berupaya untuk meningkatkan kesadaran seluruh karyawan akan pentingnya mitigasi dampak perubahan iklim. Kami juga telah mengidentifikasi pengaruh perubahan iklim melalui pemetaan risiko transisi (perubahan regulasi terkait lingkungan) dan risiko fisik (risiko akibat terjadinya bencana alam akibat perubahan iklim) untuk setiap pilar bisnis Perseroan. Direksi akan mengawasi pengintegrasian risiko iklim ke dalam strategi bisnis, menetapkan strategi keberlanjutan, dan memantau pelaksanaannya.

#### CLIMATE CHANGE RELATED IMPACT [E.3][201-2]

The growing impact of climate change has indirectly affected the Company's economic performance, particularly in the construction and property sectors. In response, the Company strives to raise awareness among all employees about the importance of mitigating climate-related risks. We have also assessed the influence of climate change through risk mapping, identifying both transition risks (such as changes in environmental regulations) and physical risks (such as natural disasters) across each of the Company's business pillars. The Board of Directors oversees the integration of climate-related risks into the business strategy, sets the sustainability direction, and monitors its implementation.



#### RISIKO DAN PELUANG PERUBAHAN IKLIM

##### CLIMATE CHANGE RISKS AND OPPORTUNITIES

Risiko Iklim Climate Risks	Risiko dan Peluang Risks and Opportunities	Pilar Bisnis Terkait Relate Business Pillars
<b>Risiko Transisi</b> Transition Risk		
Standar Desain Bangunan	Penerapan standar desain bangunan yang berkelanjutan akan mempengaruhi biaya pembangunan dan kebutuhan investasi teknologi yang lebih tinggi. Peluang untuk masa depan dengan menerapkan standar desain tersebut akan memberikan efisiensi jangka panjang dan menghemat biaya operasional. Hal ini juga mendorong peluang bagi Perseroan untuk berinovasi dan mengembangkan produk dan layanan berkelanjutan, maupun membuka pasar baru.	Properti, Konstruksi, Perhotelan
Building Design Standard	The implementation of sustainable building design standards will impact construction costs and necessitate increased investment in technology. However, adhering to these standards will create opportunities for long-term efficiency gains and operational cost savings. This also presents opportunities for the Company to innovate, develop sustainable products and services, and tap into new markets.	Property, Construction, Hospitality
Biaya Konstruksi	Penerapan efisiensi energi dan <i>green building</i> membutuhkan <i>green feature</i> dan penggunaan material ramah lingkungan, sehingga membutuhkan biaya konstruksi yang lebih tinggi.	Properti, Konstruksi
	Di sisi lain, Perseroan dapat memanfaatkan peluang yang ada dengan pengembangan jasa konstruksi berkelanjutan untuk anak usaha konstruksi sebagai <i>value proposition</i> di pasar.	
Construction Cost	The energy efficiency and green building application requires green features and the use of sustainable materials, therefore requiring higher construction costs.	Property, Construction
	On the other hand, the Company can take advantage of existing opportunities by developing sustainable construction services for construction subsidiaries as a value proposition in the market.	

Risiko Iklim Climate Risks	Risiko dan Peluang Risks and Opportunities	Pilar Bisnis Terkait Relate Business Pillars
Perubahan Regulasi terkait Lingkungan	Adanya perubahan regulasi terkait lingkungan yang harus dipatuhi dengan cepat ataupun perubahan kebijakan pemerintah yang lebih ketat. Dengan pemenuhan regulasi ini, dapat memberikan peluang peningkatan reputasi Perseroan melalui praktik bisnis yang bertanggung jawab terhadap lingkungan.	Properti, Konstruksi, Perhotelan
Regulatory Changes Related to the Environment	Changes in environmental regulations, or the introduction of stricter government policies, may arise and must be promptly complied with. Adhering to these regulations presents an opportunity for the Company to enhance its reputation through environmentally responsible business practices.	Property, Construction, Hospitality
<b>Risiko Fisik</b> Physical Risk		
Banjir dan Bencana Alam Lainnya akibat Perubahan Iklim	Adanya kemungkinan kerugian akibat gangguan operasional yang menimbulkan kehilangan nilai aset dan pendapatan karena adanya risiko banjir dan bencana alam. Hal ini juga dapat menimbulkan berkurangnya jumlah hunian atau pengunjung di hotel dan properti komersial lainnya serta adanya kenaikan biaya operasional akibat kenaikan harga sumber energi (seperti listrik dan bahan bakar) ataupun bahan baku.	Properti, Konstruksi, Perhotelan
Floods and Other Natural Disasters Caused by Climate Change	There is a potential risk of losses due to operational disruptions caused by flooding and other natural disasters, which may result in damage to assets and reduced revenue. Such events may also lead to a decline in occupancy or visitor numbers at hotels and other commercial properties, as well as increased operating costs driven by rising energy prices (such as electricity and fuel) and raw material costs.	Property, Construction, Hospitality

**PENGLOLAAN ENERGI DAN EMISI**

Kegiatan operasional Perseroan menggunakan berbagai sumber energi untuk mendukung kegiatan operasionalnya seperti listrik yang dibeli dari Perusahaan Listrik Negara (PLN), bahan bakar minyak (BBM) petrol dan solar, serta LPG. Penggunaan berbagai sumber energi ini berdampak pada perubahan iklim melalui emisi gas rumah kaca (GRK) yang dihasilkan, sehingga kami berupaya untuk mengelola penggunaan energi dengan baik. [3-3]

Pada tahun 2024, perhitungan emisi GRK cakupan 1 mengacu pada kertas kerja karbon dan faktor emisi yang telah ditetapkan oleh Otoritas Jasa Keuangan (OJK). Metodologi perhitungan emisi GRK cakupan 1 dilakukan dengan mengonversi total biaya menjadi volume bahan bakar berdasarkan jenis yang digunakan, kemudian menyaring data sesuai pembebanan biaya untuk masing-masing kendaraan operasional serta mengonversi durasi pemadaman listrik yang dilaporkan menjadi solar yang digunakan untuk genset beroperasi saat adanya pemadaman listrik. Sementara untuk perhitungan emisi GRK cakupan 2 dilakukan dengan mengoversikan data pembayaran listrik menjadi kWh berdasarkan tarif listrik untuk golongan bisnis, yang kemudian dikalikan dengan faktor emisi GRK berdasarkan Data Emisi GRK Kementerian ESDM Tahun 2021.

**ENERGY AND EMISSIONS MANAGEMENT**

The Company's operations rely on various energy sources to support its activities, including electricity purchased from the state-owned power company PLN, petroleum fuels such as petrol and diesel, and LPG. The use of these energy sources contributes to climate change through the generation of greenhouse gas (GHG) emissions. Therefore, the Company is committed to managing its energy consumption responsibly. [3-3]

In 2024, the calculation of Scope 1 GHG emissions was based on the carbon worksheet and emission factors established by the Financial Services Authority (OJK). Scope 1 emissions were calculated by converting total fuel costs into fuel volumes based on the type of fuel used, filtering the data according to the cost allocation for each operational vehicle, and estimating diesel consumption by converting reported power outage durations for generator use. Scope 2 GHG emissions were calculated by converting electricity payment data into kilowatt-hours (kWh) using the applicable business electricity tariff, which was then multiplied by the GHG emission factor based on the 2021 GHG Emissions Data from the Ministry of Energy and Mineral Resources.



Pada tahun 2024, total konsumsi energi Perseroan mencapai 183.316,55 GJ yang berasal dari listrik, petrol, solar, dan LPG, meningkat dibandingkan tahun 2023 yang sebesar 177.428,90 GJ. Konsumsi energi tersebut menghasilkan emisi GRK cakupan 1 dan 2 sebesar 38.623,17 ton CO<sub>2</sub> eq. Adapun peningkatan tersebut disebabkan oleh peningkatan operasional dan jumlah tamu di hotel, sehingga terdapat peningkatan penggunaan BBM dan LPG. Sampai akhir tahun 2024, Perseroan belum melakukan perhitungan konsumsi energi di luar Perseroan dan emisi yang berasal dari pemakaian energi oleh pihak-pihak di luar kendali Perseroan serta emisi *Ozone Depleting Substance* (ODS), maupun emisi signifikan lainnya seperti NOx dan SOx. [302-2][305-3][305-6][305-7]

In 2024, the Company's total energy consumption reached 183,316.55 GJ, sourced from electricity, petrol, diesel, and LPG, an increase from 177,428.90 GJ in 2023. This energy use resulted in Scope 1 and Scope 2 GHG emissions totaling 38,623.17 tons of CO<sub>2</sub> equivalent. The increase was mainly driven by higher operational activity and a rise in hotel guest numbers, which led to greater fuel and LPG consumption. As of the end of 2024, the Company has not yet calculated energy consumption outside its operations, emissions resulting from energy use by third parties beyond its control, emissions of ozone-depleting substances (ODS), or other significant emissions such as NOx and SOx. [302-2][305-3][305-6][305-7]



**KONSUMSI ENERGI DAN EMISI YANG DIHASILKAN PERSEROAN** [F.6][F.11][302-1][302-3][305-1][305-2][305-4]  
**THE COMPANY'S ENERGY CONSUMPTION AND EMISSIONS PRODUCED**

Keterangan Description	Satuan Unit	2024	2023*	2022*
Petrol	Liter	150.484,52	139.345,83	124.142,99
	GJ	5.146,57	4.765,63	4.245,69
Emisi yang Dihasilkan Emissions Produced	Ton CO <sub>2</sub> eq	353,64	327,36	291,74
Solar	Liter	88.901,57	84.866,18	70.401,17
	GJ	3.040,43	2.902,42	2.407,72
Emisi yang Dihasilkan Emissions Produced	Ton CO <sub>2</sub> eq	223,14	213,01	176,71
LPG	Liter	649.021,72	622.524,20	471.398,60
	GJ	22.196,54	21.290,33	16.121,83
Emisi yang Dihasilkan Emissions Produced	Ton CO <sub>2</sub> eq	1.012,47	971,14	735,38
Konsumsi Energi Cakupan 1 Scope 1 Energy Consumption	GJ	30.383,55	28.958,38	22.775,24
Emisi Cakupan 1 yang Dihasilkan Scope 1 Emissions Produced	Ton CO <sub>2</sub> eq	1.589,26	1.511,61	1.203,82
Listrik Electricity	kWh	42.363.712,04	41.127.567,90	36.857.587,66
	GJ	152.933,00	148.470,52	133.055,89
Emisi Cakupan 2 yang Dihasilkan Scope 2 Emissions Produced	Ton CO <sub>2</sub> eq	37.033,92	35.822,19	32.066,12
<b>Jumlah Konsumsi Energi Total Energy Consumed</b>	<b>GJ</b>	<b>183.316,55</b>	<b>177.428,90</b>	<b>155.831,13</b>



Keterangan Description	Satuan Unit	2024	2023*	2022*
Pendapatan Bersih Net Revenue	Rp Miliar Billion Rp	6.252	4.538	3.615
Intensitas Energi Energy Intensity	GJ/Rp Miliar GJ/Billion Rp	29,32	39,10	43,11
<b>Jumlah Emisi yang Dihasilkan (Cakupan 1 dan 2) Total Emissions Produced (Scope 1 and 2)</b>	<b>Ton CO<sub>2</sub> eq</b>	<b>38.623,17</b>	<b>37.333,80</b>	<b>33.269,95</b>
Intensitas Emisi Emission Intensity	Ton CO <sub>2</sub> eq/Rp Miliar Ton CO <sub>2</sub> eq/Billion Rp	6,18	8,23	9,20

**Keterangan | Notes:**

- Perhitungan energi listrik mencakup Holding, NRC, Unit Hotel (GMJ, MBH, LXR, BATIQA), SCS, SEP, dan TCP.
- Perhitungan konsumsi solar mencakup Unit Hotel (GMJ, MBH, LXR, BATIQA), SCS, dan TCP.
- Perhitungan konsumsi petrol mencakup NRC, Unit Hotel (MBH, LXR, BATIQA), SCS, SEP, dan TCP.
- Perhitungan konsumsi LPG mencakup Unit Hotel (GMJ, MBH, LXR, BATIQA), SCS, dan TCP.

Berikut rincian cakupan perhitungan untuk masing-masing unit usaha:

- Holding: hanya mencakup Tempo Scan Tower;
- Unit Hotel (GMJ, MBH, LXR, BATIQA): mencakup *public area* dan *guest*. Data tahun 2024 tidak mencakup BATIQA Jayapura, sementara data tahun 2022 dan 2023 mencakup BATIQA Jayapura.
- SCS: tidak mencakup *tenant*.
- SEP: hanya mencakup kantor pusat.
- TCP: hanya mencakup Glodok Plaza.

\* Penyajian kembali informasi (*restatement*) karena adanya perubahan metode perhitungan jumlah dan intensitas energi dan emisi. [2-4]

- Electricity consumption calculations include Holding, NRCA, Hotel Units (GMJ, MBH, LXR, BATIQA), SCS, SEP, and TCP.
- Diesel consumption calculations include Hotel Units (GMJ, MBH, LXR, BATIQA), SCS, and TCP.
- Petrol consumption calculations include NRCA, Hotel Units (MBH, LXR, BATIQA), SCS, SEP, and TCP.
- LPG consumption calculations include Hotel Units (GMJ, MBH, LXR, BATIQA), SCS, and TCP.

The following outlines the calculation coverage for each business unit:

- Holding: Includes only Tempo Scan Tower.
- Hotel Units (GMJ, MBH, LXR, BATIQA): Includes public areas and guest rooms. Data for 2024 excludes BATIQA Jayapura, while data for 2022 and 2023 includes it.
- SCS: Excludes tenants.
- SEP: Includes only the head office.
- TCP: Includes only Glodok Plaza.

\* Information has been restated due to changes in the calculation method for total and intensity of energy and emissions. [2-4]

**UPAYA PENGURANGAN KONSUMSI ENERGI DAN EMISI** [F.7][F.12][302-4][302-5][305-5]

Tidak terdapat pengurangan penggunaan energi dan emisi yang dihasilkan pada tahun 2024 dikarenakan adanya peningkatan operasional Perseroan. Akan tetapi, kami terus berupaya untuk mengurangi penggunaan energi dan emisi yang dihasilkan dari seluruh operasional melalui berbagai inisiatif. Melalui berbagai inisiatif ini, diharapkan Perseroan dapat membangun budaya kerja yang lebih hemat energi. Inisiatif tersebut di antaranya:

- Perseroan secara aktif menghimbau karyawan untuk bijak dalam menggunakan energi listrik sebagai bagian dari upaya efisiensi energi dan keberlanjutan lingkungan. Himbauan ini disampaikan melalui berbagai media dan ditempatkan di area strategis seperti ruang rapat, saklar lampu, dan toilet guna meningkatkan kesadaran karyawan;

**ENERGY CONSUMPTION AND EMISSIONS REDUCTION EFFORTS** [F.7][F.12][302-4][302-5][305-5]

There was no reduction in energy consumption or emissions in 2024 due to increased operational activities. However, the Company remained committed to reducing energy use and emissions across all operations through various initiatives. These efforts were aimed at fostering a more energy-efficient work culture. Initiatives undertaken were as follows:

- Actively encouraging employees to use electricity wisely as part of our energy efficiency and environmental sustainability efforts. Reminders are communicated through various media and placed in strategic locations such as meeting rooms, light switches, and restrooms to raise awareness;

- Penggunaan panel surya pada *Wastewater Treatment Plan* (WWTP) Organica untuk mendukung operasional pengelolaan limbah. Melalui penggunaan panel surya ini, dapat mengurangi konsumsi energi listrik sebesar 27.743,33 kWh atau setara dengan penghematan biaya listrik sebesar Rp46 juta pada tahun 2024;
- Penggantian 3 unit *chiller* dan 2 unit *heat pump* yang dilengkapi dengan *Heat Plate Exchanger* untuk menghasilkan air panas;
- Penggantian *cooling tower* dengan sistem kubikel;
- Pemakaian *variable speed pump*;
- Menggunakan sistem AC yang hemat energi dan ramah lingkungan dengan mengganti AC non-inverter ke AC inverter. Sistem ini dapat menurunkan konsumsi energi listrik sebesar 3% per unit AC;
- Penggantian *system booster pump* dari non-inverter ke inverter yang menurunkan 20% konsumsi energi listrik;
- Mengganti *air conditioner* (AC) di restoran dan ruang rapat dengan AC *Central*;
- Mengganti 800 unit *garden lamp* 23 watt dengan lampu LED 5 watt. Upaya ini berhasil mengurangi konsumsi energi listrik sebesar 172,8 kWh/hari (72%);
- Mengganti seluruh lampu kamar mandi di kamar tamu dengan lampu LED 5 watt. Upaya ini berhasil menurunkan konsumsi energi listrik sebesar 146,25 kWh/hari (78%);
- Melakukan pelepasan dan pemasangan *Turbine Meter* dan *EVC Maintenance* serta penggantian *cartridge gas filter* secara berkala; dan
- Menggunakan gas sebagai pengganti solar untuk mengoperasikan *boiler* di hotel.

**Instalasi Pembangkit Listrik Tenaga Surya (PLTS) Atap**

PT Suryacipta Swadaya (Suryacipta) berkolaborasi dengan PT Xurya Daya Indonesia (Xurya) untuk melakukan instalasi Pembangkit Listrik Tenaga Surya (PLTS) di berbagai area strategis. Instalasi ini mencakup gedung perkantoran The Manor, area komersil The Promenade dengan kapasitas 148,5 kWp, area *Water Treatment Plant* dengan kapasitas 32,4 kWp, serta area Sekolah Menengah Kejuruan (SMK) Suryacipta dengan kapasitas 9,9 kWp. Sejalan dengan komitmen terhadap efisiensi energi dan pengurangan emisi karbon, pada tahun 2024, kapasitas PLTS telah meningkat menjadi 190,8 kWp, memperkuat peran Suryacipta sebagai kawasan industri berwawasan hijau dan berorientasi pada keberlanjutan.

Perseroan berharap mampu mendorong para *tenant* untuk beralih dalam menggunakan Energi Baru Terbarukan (EBT) yang ramah lingkungan dengan menerapkan "*Leading by Example*". Keberhasilannya tercermin dari alokasi biaya listrik yang menurun dan emisi karbon yang dihasilkan juga menurun akibat instalasi PLTS yang dilakukan. Inisiatif ini sebagai salah satu bentuk dukungan Perseroan kepada pemerintah dalam menciptakan pasar baru EBT melalui program *Renewable Energy Base Industry Development* (REBID) dan *Renewable Energy Base on Economic Development* (REBED).

- Installing solar panels at the Organica Wastewater Treatment Plant (WWTP) to support waste management operations. This initiative reduced electricity consumption by 27,743.33 kWh, equivalent to approximately Rp46 million in savings in 2024;
- Replacing three chiller units and two heat pump units with models equipped with a heat plate exchanger to generate hot water;
- Upgrading the cooling tower system to a cubicle system;
- Utilizing variable-speed pumps;
- Switching to energy-efficient and environmentally friendly air conditioning systems by replacing non-inverter AC units with inverter units, reducing electricity consumption by 3% per unit;
- Replacing the booster pump system from non-inverter to inverter, resulting in a 20% reduction in electricity consumption;
- Replacing air conditioners in restaurants and meeting rooms with central AC systems;
- Replacing 800 garden lamps (23 watts) with 5-watt LED lamps, reducing daily electricity consumption by 172.8 kWh (a 72% decrease);
- Replacing all bathroom lamps in guest rooms with 5-watt LED lamps, reducing daily electricity consumption by 146.25 kWh (a 78% decrease);
- Performing regular disassembly and installation of turbine meters, EVC maintenance, and periodic replacement of gas filter cartridges; and
- Using gas as a substitute for diesel in hotel boiler operations.

**Roof-Mounted Solar Panels Installation**

PT Suryacipta Swadaya (Suryacipta) has partnered with PT Xurya Daya Indonesia (Xurya) to install solar power systems (PLTS) in several strategic areas. These installations include The Manor office building, The Promenade commercial area (with a capacity of 148.5 kWp), the Water Treatment Plant area (32.4 kWp), and the Suryacipta Vocational School (SMK) area (9.9 kWp). In line with its commitment to energy efficiency and carbon emission reduction, the total installed solar panel capacity increased to 190.8 kWp in 2024, reinforcing Suryacipta's role as an environmentally conscious and sustainability-driven industrial estate.

The Company aims to encourage its tenants to transition to renewable, environmentally friendly energy by applying a "*Leading by Example*" approach. This initiative has proven effective, as reflected in reduced electricity costs and lower carbon emissions resulting from the PLTS installations. It also demonstrates the Company's support for the government's efforts to develop a renewable energy market through the *Renewable Energy-Based Industry Development* (REBID) and *Renewable Energy-Based Economic Development* (REBED) programs.

## PENGELOLAAN AIR DAN EFLUEN [303-2] WATER AND EFFLUENT MANAGEMENT

### PENGELOLAAN AIR

Perseroan menggunakan air yang berasal dari berbagai sumber, antara lain air permukaan, air tanah, serta air yang berasal dari pihak ketiga (Perusahaan Daerah Air Minum/PDAM). Air tersebut digunakan untuk kebutuhan sanitasi dan operasional Perseroan. Pada tahun 2024, Perseroan menggunakan air sebesar 5.538.915 m<sup>3</sup>. Untuk menjaga ketersediaan air, kami memperhatikan sumber-sumber air yang digunakan, melakukan *reuse, reduce, & recycle* (3R), merawat *water treatment cooling tower* dan *condenser chiller-heat pump*, merawat alat pengolahan air laut menjadi air tawar dengan sistem *Sea Water Reverse Osmosis* (SWRO), serta memakai *variable speed pump* untuk mendistribusikan air ke area hotel. [303-1]

### WATER MANAGEMENT

The Company sources water from various origins, including surface water, groundwater, and third-party providers (Regional Water Company/PDAM). This water is used for sanitation and operational needs. In 2024, the Company consumed a total of 5,538,915 m<sup>3</sup> of water. To ensure availability, the Company manages its water sources responsibly by applying the principles of reduce, reuse, and recycle (3R); maintaining water treatment systems such as cooling towers and condenser chiller-heat pumps; operating seawater desalination equipment using a Sea Water Reverse Osmosis (SWRO) system; and using variable-speed pumps to distribute water throughout hotel areas. [303-1]

### PENGAMBILAN DAN PENGGUNAAN AIR (m<sup>3</sup>) WATER WITHDRAWAL AND CONSUMPTION (m<sup>3</sup>)

Sumber Air Water Source	Pengambilan Air [303-3] Water Withdrawal			Penggunaan Air [F.8][303-5] Water Consumption		
	2024	2023*	2022*	2024	2023	2022*
Air Permukaan Surface Water	5.318.655	5.353.661	5.771.020	5.318.655	5.353.661	5.771.020
Air Tanah Groundwater	157.842	157.476	145.228	150.552	157.476	145.288
Air yang Berasal dari Pihak Ketiga Water from Third Party	315.436	309.725	271.703	315.706	303.888	267.778
Air Laut Seawater	7.187	7.976	26.550	0	0	0
<b>Jumlah Total</b>	<b>5.799.120</b>	<b>5.828.838</b>	<b>6.214.561</b>	<b>5.784.913</b>	<b>5.815.025</b>	<b>6.184.086</b>

Keterangan | Note:  
Penghitungan pengambilan air dan penggunaan mencakup NRCA, SAI, SAM, SIH (tidak termasuk BATIQA Jayapura untuk tahun 2024), SCS (mencakup tenant seluruh kawasan), SEP, dan TCP.  
\*Penyajian kembali informasi (restatement) karena adanya penghitungan ulang. [2-4]  
Water withdrawal and usage calculations cover NRC, SAI, SAM, SIH (excluding BATIQA Jayapura for 2024), SCS (including all tenants within the estate), SEP, and TCP.  
\* Information has been restated due to adjustments in the calculation method. [2-4]

### PENGELOLAAN EFLUEN [F.14]

Kami telah mematuhi Standar Lingkungan Nasional terkait dengan kualitas baku mutu efluen kawasan industri yang dibuang ke lingkungan, yaitu sesuai Peraturan Menteri Lingkungan Hidup No. 03 Tahun 2010. Salah satu anak usaha Perseroan, Suryacipta, telah menerapkan *commissioning* instalasi pengolahan air limbah yang mengadopsi Teknologi

### EFFLUENT MANAGEMENT [F.14]

We comply with the National Environmental Standards concerning industrial estate effluent quality, in accordance with Ministry of Environment Regulation No. 03 of 2010. One of the Company's subsidiaries, Suryacipta, has commissioned a wastewater treatment plant (WWTP) that adopts Organica Green Technology, an innovative solution for wastewater



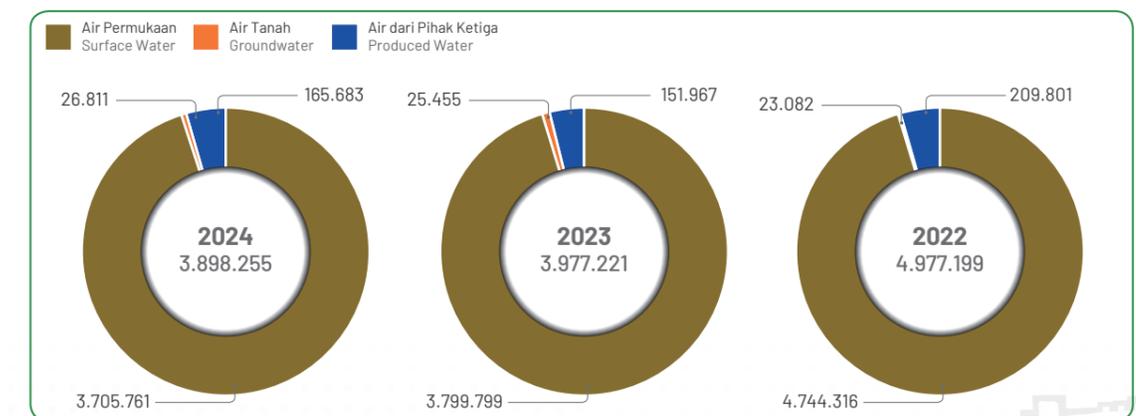
Hijau *Wastewater Treatment Plant* (WWTP) Organica yang menghadirkan solusi inovatif dalam pengolahan air limbah dengan pendekatan yang efisien, berkelanjutan, dan ramah lingkungan. WWTP Organica tahap 1 diresmikan pada November 2018, dengan pengembangan tahap 1B selesai pada Juni 2020, yang menghasilkan kapasitas total 10.000 m<sup>3</sup>/hari. Dengan adanya WWTP Organica, Kawasan Industri Suryacipta berhasil mengurangi pencemaran sungai, terbukti dengan pemasangan peralatan SPARING KLHK, sebuah sistem pemantauan kualitas air limbah yang bekerja secara terus-menerus dan terintegrasi secara *real-time* dengan *database server* Kementerian Lingkungan Hidup RI.

treatment that is efficient, sustainable, and environmentally friendly. Phase 1 of the Organica WWTP was inaugurated in November 2018, followed by the completion of Phase 1B in June 2020, resulting in a total treatment capacity of 10,000 m<sup>3</sup>/day. With the implementation of the Organica WWTP, Suryacipta Industrial Estate has successfully reduced river pollution, as demonstrated by the installation of SPARING equipment from the Ministry of Environment, a continuous wastewater quality monitoring system integrated in real time with the Ministry's central database.

Dengan mengadopsi konsep *food chain reactor* (FCR), WWTP Organica ini mengintegrasikan tumbuhan, mikroorganisme, dan media khusus untuk menciptakan ekosistem alami yang dapat menghemat ruang dan bersatu dengan lingkungan secara harmonis. Desain WWTP Organica yang menyerupai taman hijau dapat mengurangi bau, meningkatkan estetika, dan sebagai pusat edukasi lingkungan, sekaligus dapat meminimalisir konsumsi energi, mengurangi jejak karbon, serta menghasilkan efluen berkualitas tinggi yang dapat dimanfaatkan kembali. Selain itu, Perseroan juga mendukung penuh Program Citarum Harum yang digagas oleh Pemerintah Provinsi Jawa Barat. Pada tahun 2024, Perseroan menghasilkan efluen sebanyak 3.896.361 m<sup>3</sup> (setara 3.896,36 megaliter), menurun dibandingkan tahun sebelumnya yang tercatat sebesar 3.977.221 m<sup>3</sup> (setara 3.977,22 megaliter).

Adopting the Food Chain Reactor (FCR) concept, the Organica WWTP integrates plants, microorganisms, and specialized media to create a natural ecosystem that is space-efficient and blends harmoniously with the environment. Its garden-like design not only reduces odors and enhances aesthetics but also serves as an environmental education center. The system helps minimize energy consumption, reduce carbon footprint, and produce high-quality effluent that can be reused. In addition, the Company fully supports the Citarum Harum Program initiated by the West Java Provincial Government. In 2024, the Company generated 3,896,361 m<sup>3</sup> (equal to 3,896.36 megaliter), of effluent, a decrease from 3,977,221 m<sup>3</sup> (equal to 3,977.22 megaliter) in the previous year.

### AIR LIMBAH (EFLUEN) YANG DIHASILKAN (m<sup>3</sup>) [F.13][303-4] WASTEWATER (EFFLUENT) PRODUCED (m<sup>3</sup>)



Keterangan | Note:  
Penghitungan air limbah (effluent) mencakup NRCA, SAI, SAM, SIH (tidak mencakup BATIQA Jayapura untuk tahun 2024), SCS (mencakup tenant seluruh kawasan), SEP, dan TCP.  
\*Penyajian kembali informasi (restatement) karena adanya penyesuaian perhitungan. [2-4]  
Wastewater (effluent) calculations cover NRC, SAI, SAM, SIH (excluding BATIQA Jayapura for 2024), SCS (including all tenants within the area), SEP, and TCP.  
\* Information has been restated due to adjustments in the calculation method. [2-4]

## PENGGUNAAN MATERIAL [301-1][301-2] MATERIALS USAGE

Operasional Perseroan, khususnya unit usaha yang bergerak di bidang properti dan konstruksi, tentunya tidak terlepas dari penggunaan material tidak terbarukan. Untuk menjaga kualitas proyek, kami berupaya untuk mengutamakan kualitas dan ketersediaan material produk dalam praktiknya. Untuk operasionalnya di sektor properti, Suryacipta menggunakan 1.067 ton aspal, sirtu, dan *limestone*. Sementara TCP Edenhaus menggunakan berbagai material tidak terbarukan untuk proyek pembangunan, renovasi, dan *refurbishment* properti. Pada tahun 2024, TCP Edenhaus menggunakan 18,2 ton material utama yang terdiri dari pasir, semen, besi, bata merah, baja ringan, batu split, alumunium, genteng, marmer, kaca, keramik, *parquet engineering*, dan *hollow galvanis*. TCP Edenhaus juga menggunakan material pembantu sebesar 172,24 kg yang terdiri dari cat, *gypsum board*, sanitair, dan pipa.

Meskipun operasional Perseroan belum menggunakan material hasil daur ulang, unit usaha Perseroan di sektor perhotelan terus berupaya untuk menggunakan material ramah lingkungan dalam operasionalnya. Adapun material yang digunakan antara lain seperti *varnish material water base*, *paper straw*, penerangan dengan *Light Emitting Diodes (LED)*, *amenities kit* dengan material *biodegradable*, serta penggunaan kantong belanja untuk mengurangi sampah plastik. Inovasi yang telah dilakukan Perseroan adalah memanfaatkan *wooden deck* untuk penutup *manhole pump room* dan menggunakan plastik *biodegradable* dari singkong. Pada tahun 2024, unit usaha perhotelan (MBH, LXR, dan SIH) telah mengeluarkan Rp3,78 miliar untuk pengadaan *amenities* ramah lingkungan. [F.5]

## PENGELOLAAN LIMBAH [F.14][306-1][306-2] WASTE MANAGEMENT

Kegiatan operasional Perseroan menghasilkan beberapa jenis limbah, baik limbah berbahaya dan beracun (B3) maupun limbah non-B3. Jika tidak dikelola dengan baik, tentunya limbah-limbah ini dapat membahayakan karyawan dan masyarakat. Oleh sebab itu, kami berupaya untuk mengelola limbah dengan baik. Limbah B3 yang dihasilkan Perseroan berupa oli bekas, lampu bekas, baterai, tinta (*cartridge*) bekas, pecahan kaca, peralatan elektronik bekas, kemasan bekas (jeriken, botol kimia, kaleng cat, *thinner*, *greasing*), serta masker. Sementara limbah non-B3 yang dihasilkan berupa sampah organik dan non-organik, seperti sampah kering, sampah plastik, sampah basah, sampah kebun, serta sampah kertas, tisu, dan plastik di operasional perkantoran. Kami juga memastikan tidak ada tumpahan limbah B3 seperti oli bekas ke badan air. [F.15][3-3]

The Company's operations, particularly business units engaged in the property and construction sectors, inevitably involve the use of non-renewable materials. To ensure the quality of each project, the Company prioritizes both the quality and availability of construction materials. In the property sector, Suryacipta utilized 1,067 tons of asphalt, sand and gravel mix, and limestone. Meanwhile, TCP Edenhaus used a variety of non-renewable materials for its property development, renovation, and refurbishment projects. In 2024, TCP Edenhaus used 18.2 tons of primary materials, including sand, cement, iron, red bricks, lightweight steel, crushed stone, aluminum, roof tiles, marble, glass, ceramic, engineered parquet, and galvanized hollow steel. Additionally, TCP Edenhaus used 172.24 kilograms of supplementary materials such as paint, gypsum board, sanitary fittings, and piping.

Even though the Company's operations have not yet utilized recycled materials, its business units in the hospitality sector continue to make efforts to incorporate environmentally friendly materials in their operations. These materials include water-based varnish, paper straws, LED lighting, biodegradable amenity kits, and reusable shopping bags to reduce plastic waste. Innovations introduced by the Company include using wooden decking to cover manhole pump rooms and adopting biodegradable plastic made from cassava. In 2024, the hospitality units (MBH, LXR, and SIH) allocated Rp3.78 billion for the procurement of eco-friendly materials. [F.5]

The Company's operations generate various types of waste, including both hazardous and toxic (B3) and non-hazardous and toxic waste (non-B3) waste. If not properly managed, these wastes may pose risks to employees and the surrounding community. Therefore, the Company is committed to ensuring responsible waste management. Hazardous and toxic waste includes used oil, used lamps, batteries, used ink cartridges, broken glass, used electronic equipment, used containers (such as jerry cans, chemical bottles, paint cans, thinner, and greasing containers), and face masks. Non-hazardous and toxic waste includes both organic and non-organic waste, such as dry waste, plastic waste, wet waste, garden waste, and paper, tissue, and plastic waste from office operations. The Company also ensures that there are no hazardous and toxic waste spills, such as used lubricant, into water bodies. [F.15][3-3]



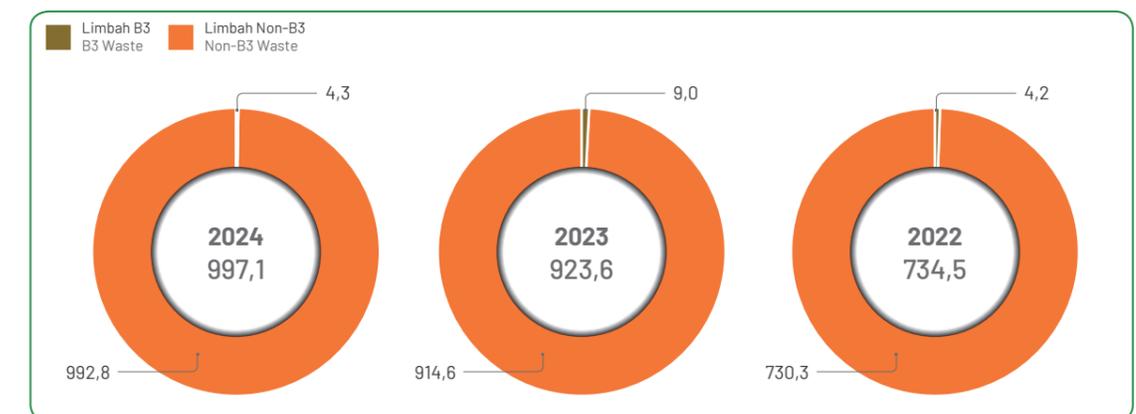
Cara pengelolaan limbah di setiap unit berbeda-beda. Untuk sektor perhotelan, limbah dikelola oleh pihak ketiga. Pada unit usaha Melia Bali Hotel, limbah tidak dikelola di area hotel, tetapi dikelola oleh pihak ketiga yang diawasi setiap satu tahun sekali melalui penyesuaian kontrak. Setiap bulannya, pihak ketiga tersebut akan mengirimkan laporan pengelolaan limbah yang dilakukan. Dari hasil pengelolaan sampah organik, Perseroan menjadikannya sebagai kompos. Sementara pada Umana Hotel, pengelolaan sampah bekerja sama dengan pihak ketiga, yaitu Jimbaran Lestari. Sampah dipilah menjadi organik dan non-organik yang ditampung dalam dua bak dengan warna yang berbeda. Sampah organik yang merupakan sampah daur ulang dan sisa makanan dari *kitchen* didistribusikan sebagai pakan bagi peternak babi lokal sekitar.

Untuk sektor properti, yaitu di TCP, pengelolaan limbah dilakukan oleh pihak ketiga. Sementara untuk sektor konstruksi, yaitu di NRCA, pengelolaan dimulai dengan mengidentifikasi dan memisahkan jenis limbah. Limbah non-B3 akan dibuang ke tempat yang telah ditentukan dan selanjutnya akan dikelola oleh pihak ketiga yang sudah tersertifikasi dan memiliki izin. Sementara limbah B3 akan ditampung di penampungan sementara dan selanjutnya diserahkan kepada pihak ketiga berizin.

Waste management practices vary across business units. In the hospitality sector, waste is managed by third-party providers. At the Melia Bali Hotel business unit, waste management is outsourced to a third party and not carried out on-site. The third party is subject to annual oversight through contract adjustments and is required to submit monthly waste management reports to ensure proper monitoring and compliance. At Umana Hotel, waste management is carried out in collaboration with Jimbaran Lestari. Waste is separated into organic and non-organic categories using two color-coded bins. Organic waste, including recyclable materials and kitchen food scraps, is repurposed as feed for local pig farmers in the surrounding area.

In the property sector, specifically at TCP, waste is managed by third-party providers. Meanwhile, in the construction sector, specifically at NRCA, waste management begins with identifying and separating waste types. Non-hazardous and toxic waste is disposed of in designated areas and subsequently managed by certified and licensed third-party vendors. Hazardous and toxic waste is temporarily stored in containment areas before being handed over to authorized third-party handlers.

### TOTAL LIMBAH YANG DIHASILKAN (TON) [F.13][306-3] TOTAL WASTE PRODUCED (TONS)



Keterangan | Note:  
\* Penyajian kembali informasi (*restatement*) karena adanya penyesuaian perhitungan. [2-4]  
\* Restatement of information due to calculation adjustments. [2-4]

**UPAYA PENGURANGAN LIMBAH**

Untuk mengurangi limbah kertas dan tisu di area perkantoran, Perseroan melaksanakan “Gerakan Hemat Kertas dan Tisu” (Gemasu). Sementara untuk mengurangi limbah plastik, Perseroan menghimbau karyawan untuk menggunakan tumblr serta *reusable bag*. Sebagai salah satu upaya pengurangan limbah sabun batang, Melia Bali Hotel (MBH) bekerja sama dengan Diversey dalam pelaksanaan Program *Soap for Hope*. Sisa sabun batang dari setiap tamu hotel akan dikumpulkan untuk diolah kembali oleh Diversey. Pada tahun 2024, MBH berhasil mengumpulkan 24,93 kg sisa sabun batang.

**WASTE REDUCTION EFFORTS**

To reduce paper and tissue waste in office areas, the Company implemented the “Paper and Tissue Saving Movement” (Gemasu). To minimize plastic waste, employees are encouraged to use tumblers and reusable bags. As part of its efforts to reduce bar soap waste, Melia Bali Hotel (MBH) collaborates with Diversey through the Soap for Hope program. Used bar soap from hotel guests is collected and reprocessed by Diversey. In 2024, MBH successfully collected 24.93 kg of used bar soap.

**KEANEKARAGAMAN HAYATI [F.9][F.10]**  
BIODIVERSITY

Seluruh unit usaha Perseroan tidak ada yang berada maupun berdekatan dengan area hutan lindung, ekosistem terproteksi, maupun wilayah dengan keanekaragaman hayati tinggi. Namun demikian, kami berupaya untuk menjaga dan mendukung kelestarian lingkungan. Kawasan Melia Bali Hotel telah ditanami dengan berbagai jenis tanaman, antara lain 144 jenis semak dan penutup tanah, 38 jenis palem dan pohon-pohon lainnya, 500 batang pohon kelapa, serta 15 jenis *scarce trees*.

None of the Company’s business units are located in protected forest areas or protected ecosystems, or regions with high biodiversity. Nevertheless, we remain committed to preserving and supporting environmental sustainability. The Melia Bali Hotel area has been landscaped with a diverse range of vegetation, including 144 types of shrubs and ground cover, 38 types of palms and other trees, 500 coconut trees, and 15 types of scarce tree species.

Suryacipta Swadaya juga turut melakukan penghijauan dengan memberikan 70 pohon mahoni dan 30 pohon pucuk merah, serta penyerahan bibit tanaman dan pupuk organik kepada Dinas Lingkungan Hidup dan Kebersihan (DLHK) Kabupaten Karawang. Kawasan Subang Smartpolitan juga telah memiliki nursery seluas 3,41 ha yang telah ditanam berbagai jenis pohon, semak, maupun tanaman hias.

Suryacipta Swadaya also contributes to reforestation efforts by donating 70 mahogany trees and 30 red shoot trees, along with plant seedlings and organic fertilizer, to the Environmental and Sanitation Agency (DLHK) of Karawang Regency. The Subang Smartpolitan area has 3.41 ha is also equipped with a nursery that houses a variety of trees, shrubs, and ornamental plants.



Nursery Subang Smartpolitan



**MELINDUNGI KESEJAHTERAAN KARYAWAN**

LOOKING AFTER PEOPLE



**4** orang | people

setingkat Direksi merupakan perempuan at the Board level are women



**4,2%**

peningkatan jam pelatihan karyawan increase in employee training hours

## INSAN SSIA [C.3][2-7][2-8]

### SSIA PERSONNEL

Karyawan menjadi salah satu aset penting bagi SSIA untuk memastikan pemberian produk berkualitas dan layanan yang optimal kepada pelanggan. Sampai akhir tahun 2024, jumlah karyawan Perseroan mencapai 2.552 orang, terdiri dari 1.990 (78%) karyawan laki-laki dan 562 (22%) karyawan perempuan. Lebih tingginya jumlah karyawan laki-laki disebabkan karena kebutuhan operasional Perseroan. Perseroan juga tidak memiliki pekerja yang berasal dari luar Perseroan ataupun pekerja alihdaya.

Employees are among SSIA's most valuable assets in delivering high-quality products and optimal services to customers. As of the end of 2024, the Company employed a total of 2,552 individuals, consisting of 1,990 male employees (78%) and 562 female employees (22%). The higher proportion of male employees is primarily due to the Company's operational requirements. SSIA does not employ outsourced personnel or workers from external agencies.

#### KOMPOSISI KARYAWAN BERDASARKAN JENIS KELAMIN EMPLOYEE COMPOSITION BY GENDER

Jenis Kelamin	2024			2023			2022		
	Jumlah	%	Total	Jumlah	%	Total	Jumlah	%	Total
Laki-laki   Male	1.990	78,0	2.074	1.990	73,3	2.074	1.990	73,3	2.074
Perempuan   Female	562	22,0	2.074	562	26,7	2.074	562	26,7	2.074
<b>Jumlah   Total</b>	<b>2.552</b>	<b>100,0</b>	<b>2.552</b>	<b>2.674</b>	<b>100,0</b>	<b>2.674</b>	<b>2.633</b>	<b>100,0</b>	<b>2.633</b>

#### KOMPOSISI KARYAWAN BERDASARKAN JABATAN [405-1] EMPLOYEE COMPOSITION BY POSITION

Jabatan Position	2024				2023				2022			
	Laki-laki Male		Perempuan Female		Laki-laki Male		Perempuan Female		Laki-laki Male		Perempuan Female	
	Jumlah Total	%	Jumlah Total	%	Jumlah Total	%	Jumlah Total	%	Jumlah Total	%	Jumlah Total	%
Entry-level	1.284	50,3	309	12,1	1.344	50,9	334	12,7	2.604	53,3	603	12,3
Mid-level	463	18,1	159	6,2	481	18,2	171	6,5	778	15,9	231	4,7
Senior-level	179	7,0	90	3,5	184	7,0	87	3,3	379	7,8	170	3,5
Executive-level	64	2,5	4	0,2	34	1,3	4	0,2	109	2,2	10	0,2
<b>Jumlah Total</b>	<b>1.990</b>	<b>78,0</b>	<b>562</b>	<b>22,0</b>	<b>2.043</b>	<b>77,4</b>	<b>596</b>	<b>22,6</b>	<b>3.870</b>	<b>79,2</b>	<b>1.014</b>	<b>20,8</b>



#### KOMPOSISI KARYAWAN BERDASARKAN KELOMPOK USIA [405-1] EMPLOYEE COMPOSITION BY AGE GROUP

Kelompok Usia (Tahun) Age Group (Years)	Entry-level		Mid-level		Senior-level		Executive-level		Jumlah Pekerja Total Workers 2024	Jumlah Pekerja Total Workers 2023	Jumlah Pekerja Total Workers 2022
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female			
18-24	118	50	10	7	0	0	0	0	<b>185</b>	194	218
25-34	360	138	82	50	28	17	1	0	<b>676</b>	784	665
35-44	363	61	104	28	66	40	3	0	<b>665</b>	669	748
45-54	487	81	126	40	50	28	6	3	<b>821</b>	830	839
>55	53	5	44	8	35	5	54	1	<b>205</b>	197	163

#### KOMPOSISI KARYAWAN BERDASARKAN TINGKAT PENDIDIKAN EMPLOYEE COMPOSITION BY EDUCATION LEVEL

Tingkat Pendidikan Education Level	2024		2023		2022	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
Strata 2 Postgraduate Degree	34	18	27	16	35	17
Strata 1 Bachelor's Degree	468	227	479	217	446	189
Diploma Associate Degree	367	169	427	193	415	176
Non-Akademik/SLTA Non-academic/High School	1.121	148	1.144	171	1.178	177
<b>Jumlah Total</b>	<b>1.990</b>	<b>562</b>	<b>2.077</b>	<b>597</b>	<b>2.074</b>	<b>559</b>



**KOMPOSISI KARYAWAN BERDASARKAN JENIS KELAMIN, STATUS KETENAGAKERJAAN, SERTA WILAYAH PENEMPATAN**  
**EMPLOYEE COMPOSITION BY GENDER, EMPLOYMENT STATUS, AND PLACEMENT AREA**

Unit Usaha Business Unit	2024				2023				2022				
	Karyawan Tetap Permanent Employees		Karyawan Tidak Tetap Non-Permanent Employees		Karyawan Tetap Permanent Employees		Karyawan Tidak Tetap Non-Permanent Employees		Karyawan Tetap Permanent Employees		Karyawan Tidak Tetap Non-Permanent Employees		
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	
SSI	25	21	30	0	24	15	5	1	27	15	3	2	
NRCA	338	75	75	24	328	73	76	22	314	69	85	20	
SAI	Gran Melia Jakarta	213	52	45	18	231	56	35	16	265	60	21	12
	Melia Bali Hotel	280	144	19	14	291	146	150	72	303	144	138	54
	Head Office	5	3	2	3	3	1	2	4	4	4	1	1
SAM	Umana Bali, LXR Hotels & Resorts	113	49	54	28	113	49	54	28	123	50	17	9
	Jababeka	0	0	17	6	0	0	14	6	0	0	17	7
	Cirebon	0	0	23	7	0	0	22	7	0	0	22	6
SIH	Karawang	0	0	24	4	0	0	26	4	0	0	27	5
	Lampung	0	0	19	4	0	0	19	4	0	0	20	4
	Palembang	0	0	19	6	0	0	18	6	0	0	18	6
	Pekanbaru	0	0	20	6	0	0	23	6	0	0	26	7
	Surabaya	0	0	16	7	0	0	7	8	0	0	7	7
	Head Office	9	15	6	4	10	16	5	0	9	16	5	
	GGP Lampung	0	0	19	3	0	0	21	4	0	0	20	4
	Jayapura*					0	0	6	7	0	0	6	9
	PHG	0	0	0	0	4	0	4	0	3	0	4	1
	SCS	335	38	165	3	338	25	118	9	345	28	105	5
SEP	21	1	1	1	17	1	4	0	16	3	5	0	
TCP	82	21	15	5	86	21	11	2	90	21	15	3	
<b>Jumlah Total</b>	<b>1.421</b>	<b>419</b>	<b>569</b>	<b>143</b>	<b>1.445</b>	<b>403</b>	<b>620</b>	<b>206</b>	<b>1.499</b>	<b>410</b>	<b>562</b>	<b>162</b>	
	<b>1.840</b>		<b>712</b>		<b>1.848</b>		<b>826</b>		<b>1.909</b>		<b>724</b>		
		<b>2.552</b>				<b>2.674</b>				<b>2.633</b>			

Keterangan | Note:  
\* Data tahun 2024 tidak mencakup BATIQA Jayapura.  
\* The 2024 data excludes BATIQA Jayapura.

**REKRUTMEN KARYAWAN [401-1]**

Pada tahun 2024, Perseroan merekrut 219 karyawan baru yang terdiri dari 154 (70%) karyawan laki-laki dan 65 (30%) karyawan perempuan. Selain itu, selama tahun 2024, terdapat 306 karyawan yang keluar dari Perseroan, terdiri dari 204 (67%) karyawan laki-laki dan 102 (33%) karyawan perempuan yang disebabkan karena berbagai alasan. Dengan demikian, tingkat perputaran karyawan pada tahun 2024 tercatat sebesar 10,0% untuk karyawan laki-laki dan 17,6% untuk karyawan perempuan.

[401-1]

**KARYAWAN BARU BERDASARKAN KELOMPOK USIA DAN JENIS KELAMIN  
NEW EMPLOYEES BY AGE GROUP AND GENDER**

Kelompok Usia (Tahun) Age Group (Years)	2024		2023		2022	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
<30	97	38	93	54*	193	81
30-50	52	25	81	26	127	31
>50	5	2	8	2	6	2
<b>Jumlah Total</b>	<b>154</b>	<b>65</b>	<b>182</b>	<b>82*</b>	<b>326</b>	<b>114</b>

**KARYAWAN BARU BERDASARKAN JENIS KELAMIN DAN WILAYAH PENEMPATAN  
NEW EMPLOYEES BY GENDER AND PLACEMENT REGION**

Unit Usaha Business Unit	2024		2023		2022	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
SSI	2	7	7	2	5	3
NRC	11	1	29	9	25	4
SAI	Gran Melia Jakarta	2	1	4	3	10
	Melia Bali Hotel	12	4	44	17	68
	Head Office	2	2	0	0	1
SAM	LXR	49	28	49	28	5
SIH	Jababeka	8	2	3	3	6
	Cirebon	6	3	1	2	2
	Karawang	1	1	4	2	4
	Lampung	0	1	1	0	2
	Palembang	4	1	1	0	3
	Pekanbaru	1	1	0	1	2
	Surabaya	8	1	3	4	7

**EMPLOYEE RECRUITMENT [401-1]**

In 2024, the Company recruited 219 new employees, consisting of 154 male employees (70%) and 65 female employees (30%). During the same year, 306 employees left the Company for various reasons, including 204 male employees (67%) and 102 female employees (33%). As a result, the employee turnover rate in 2024 was recorded at 10.0% for male employees and 17.6% for female employees. [401-1]



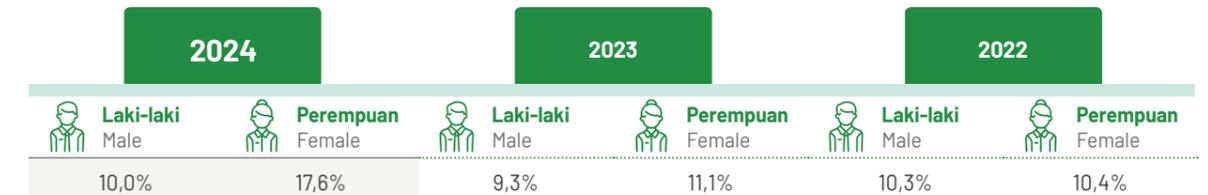
Unit Usaha Business Unit	2024		2023		2022	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
Head Office	1	5	1	3	3	3
GGP Lampung	0	0	3	0	9	1
Jayapura**			3	3	6	4
PHG	0	0	1	0	5	0
SCS	45	3	28	5	37	4
SEP	1	1	0	0	1	1
TCP	1	3	0	0	4	0
<b>Jumlah Total</b>	<b>154</b>	<b>65</b>	<b>182</b>	<b>82*</b>	<b>326</b>	<b>114</b>

Keterangan | Note:

\* Penyajian kembali informasi (restatement) karena adanya penyesuaian perhitungan. | Restatement of information due to calculation adjustment. [2-4]

\*\* Data tahun 2024 tidak mencakup BATIQA Jayapura. | The 2024 data excludes BATIQA Jayapura.

**TINGKAT PERPUTARAN KARYAWAN  
EMPLOYEE TURNOVER RATE**



**HAK ASASI MANUSIA, KEBERAGAMAN, DAN KESETARAAN KARYAWAN [F.18][F.19][2-30][405-1][406-1][408-1][409-1]**

Sejak proses rekrutmen, Perseroan memberikan kesempatan yang setara kepada seluruh (100%) karyawan tanpa membedakan gender, suku, agama, golongan, usia, pilihan politik, maupun faktor diskriminasi lainnya. Hal ini diatur dalam Peraturan Perusahaan (PP) dan Perjanjian Kerja Bersama (PKB) yang melindungi seluruh (100%) karyawan. Pada tahun 2024 inisiatif Perseroan adalah merekrut karyawan magang berkebutuhan khusus, salah satu unit usaha Perseroan, yakni Gran Melia Jakarta (GMJ), mempekerjakan 1 karyawan magang berkebutuhan khusus sebagai Admin Front Office.

Perseroan juga memastikan penerapan hak asasi manusia (HAM) di lingkup Perseroan dengan memastikan tidak adanya pekerja anak, tenaga kerja paksa, maupun tindakan diskriminasi dan pelecehan seksual di lingkup Perseroan. Prinsip HAM ini telah diatur dalam Pedoman Tata Kelola Perusahaan dan penerapannya dibuktikan dengan tidak adanya kasus diskriminasi di Perseroan selama tahun 2024.

**HUMAN RIGHTS, DIVERSITY AND EQUALITY EMPLOYEE [F.18][F.19][2-30][405-1][406-1][408-1][409-1]**

From the recruitment stage onward, the Company ensures equal opportunities for all (100%) employees, regardless of gender, ethnicity, religion, social group, age, political preference, or any other discriminatory factor. These principles are outlined in the Company Regulations and Collective Labor Agreement (CLA), which apply to and protect all employees. In 2024, the Company took the initiative to hire trainee employees with special needs. One of the Company's business units, Gran Melia Jakarta (GMJ), employed one trainee with special needs as a Front Office Admin.

The Company is also committed to upholding human rights across its operations by ensuring the absence of child labor, forced labor, or discriminatory practices and sexual harassment. These principles are embedded in the Company's Corporate Governance Guidelines and are reflected in the absence of any reported discrimination cases throughout 2024.

Perseroan juga memberikan kebebasan berserikat bagi karyawannya meskipun belum memiliki kebijakan kebebasan berserikat ataupun serikat pekerja. Melia Bali Hotel juga telah memiliki Kebijakan HAM, yang di dalamnya juga memuat mengenai keberagaman. Adapun penerapan kebijakan HAM ini berada di bawah naungan HR Dept. Sementara di Umana Bali juga telah menerapkan prinsip keberagaman sesuai dengan Kebijakan Keberagaman yang berada di bawah naungan Tim ESG Hilton (operator Umana Bali).

**REMUNERASI DAN TUNJANGAN KARYAWAN** [F.20][401-2]

Perseroan memberikan remunerasi dengan berdasarkan kepada tingkat jabatan, kompetensi, serta pendidikan secara adil dan merata, tanpa membandingkan jenis kelamin ataupun faktor diskriminasi lainnya. Standar pemberian upah/gaji karyawan juga telah sesuai dengan ketentuan Upah Minimum Regional (UMR) yang ditetapkan oleh Pemerintah Indonesia, dengan rasio 1:1. Untuk menunjang kinerja dan kesejahteraan karyawan, kami juga memberikan kompensasi atau tunjangan lainnya di luar gaji pokok kepada karyawan. Tunjangan tersebut antara lain kompensasi (perjalanan dinas, uang makan, uang transportasi, tunjangan operasional, bonus/insentif, pengobatan karyawan, tunjangan cuti masa kerja, tunjangan hari raya, sumbangan pernikahan dan dukacita, *employee stock* opname program (MESOP), serta *car ownership program* (COP).

**PROGRAM PENSIUN KARYAWAN**

Perseroan memberikan program pensiun untuk karyawan yang mencapai usia 55 tahun melalui Badan Penyelenggara Jaminan Sosial (BPJS) Ketenagakerjaan dan juga menyisihkan dana untuk pensiun atau pemutusan hubungan kerja (PHK) sesuai dengan peraturan yang berlaku. Kontribusi untuk dana pensiun BPJS Ketenagakerjaan berasal dari potongan gaji karyawan sebesar 1%, sementara Perseroan memberikan kontribusi sebesar 2%. Selain itu, Perseroan juga mendaftarkan beberapa karyawan di golongan tertentu dalam program Dana Pensiun Lembaga Keuangan (DPLK) Manulife yang seluruhnya ditanggung oleh Perseroan. Pada tahun 2024, perusahaan belum mengeluarkan dana pensiun karena tidak ada karyawan yang memasuki masa pensiun pada tahun tersebut. [201-3]

Sebagian besar unit usaha Perseroan belum memberikan pelatihan khusus bagi karyawan yang akan memasuki masa pensiun. NRCA membekali karyawannya dengan program *Sharing Session* Persiapan Masa Pensiun satu tahun sebelum masa pensiun. Sementara MBH juga telah melaksanakan *Financial Planning Workshop* yang diikuti oleh 44 karyawan untuk mengedukasi karyawan dalam mengelola finansialnya setelah memasuki masa pensiun. [404-2]

The Company also provides freedom of association for its employees although it does not yet have a freedom of association policy or labor union. Melia Bali Hotel also has a Human Rights Policy, which also contains diversity. The implementation of this human rights policy is under the auspices of the HR Dept. While in Umana Bali has also implemented the principle of diversity in accordance with the Diversity Policy which is under the auspices of the Hilton (Umana Bali operator) ESG Team.

**REMUNERATION AND EMPLOYEE BENEFITS** [F.20][401-2]

The Company provides remuneration based on job level, competency, and education fairly and evenly, ensuring no discrimination in the remuneration process. The standard wage/salary given to employees also complies with the Regional Minimum Wage set by the Indonesian Government, with a 1:1 ratio. To support employee performance and welfare, we also provide compensation or other benefits beyond the basic salary to employees. These benefits include compensation (official travel, meal allowance, transportation allowance, operational allowance, bonus/incentive, employee medical treatment, long service leave allowance, holiday allowance, wedding and bereavement donation, employee stock option program (MESOP), and car ownership program (COP).

**EMPLOYEE RETIREMENT PROGRAM**

The Company provides a retirement program for employees aged 55 and above through the Employment Social Security Agency (BPJS Ketenagakerjaan) and sets aside funds for retirement/layoff in accordance with prevailing regulations. As for the retirement fund allocation, 1% is deducted from employees' salaries, and 2% is contributed by the Company. Furthermore, the Company also enrolls employees in the Manulife Financial Institution Pension Fund (DPLK) program, which is fully (100%) paid by the Company. In 2024, the Company did not disburse retirement funds as there were no employees entering retirement age throughout the year. [201-3]

Most of the Company's business units have yet to provide dedicated training programs for employees approaching retirement. However, NRCA equips its employees through a Pre-Retirement Sharing Session conducted one year prior to retirement. In addition, MBH has held a Financial Planning Workshop attended by 44 employees, aimed at educating them on effective financial management post-retirement. [404-2]



**CUTI MELAHIRKAN**

Sesuai Peraturan Perusahaan, Perseroan juga memberikan hak cuti melahirkan (*parental leave*) bagi karyawan perempuan selama 3 bulan dan bagi karyawan laki-laki yang istrinya melahirkan selama 2 hari. Selama tahun 2024, di Holding anak seluruh anak usaha, terdapat 14 karyawan perempuan dan 20 karyawan laki-laki yang mengambil cuti melahirkan, dan seluruh (100%) di antaranya telah kembali bekerja setelah cuti. [401-3]

**MATERNITY LEAVE**

In accordance with Company Regulations, the Company provides parental leave entitlements, three months for female employees and two days for male employees whose spouses give birth. Throughout 2024, at the Holding Company and all subsidiaries total of 14 female employees and 20 male employees took parental leave, and 100%, returning to work thereafter. [401-3]

**PELATIHAN DAN PENGEMBANGAN KARYAWAN** [F.22][404-1][404-2]  
EMPLOYEE TRAINING AND DEVELOPMENT

Memberikan produk dan layanan terbaik kepada pelanggan merupakan salah satu prioritas Perseroan, sehingga Perseroan memerlukan sumber daya manusia (SDM) yang memiliki kompetensi tinggi. Untuk meningkatkan kompetensi karyawan, Perseroan secara rutin menyelenggarakan berbagai program pelatihan yang disesuaikan dengan kebutuhan. Perencanaan dan pengelolaan dampak dari pendidikan dan pelatihan ditangani oleh Divisi Sumber Daya Manusia (HRD), yang kemudian akan melaporkan kinerja SDM kepada Presiden Direktur. [3-3]

Pada tahun 2024, Perseroan menyelenggarakan 14.614 program pelatihan yang diikuti oleh dengan total waktu pelatihan selama 58.421 jam. Pelatihan yang diberikan antara lain terkait dengan orientasi karyawan, *leadership/management training*, standar prosedur operasional, komunikasi efektif, sistem komputer, merek dagang, serta *soft skill training*. Perseroan juga memberikan pelatihan terkait keberlanjutan melalui pelaksanaan ESG Forum pada bulan Desember 2024.

To deliver the best products and services to customers, human resources (HR) with high competence are necessary, making employee competency enhancement crucial for the Company. In order to enhance the competence of all personnel, the Company consistently organizes various training programs according to needs. Planning and management of the educational and training impacts are overseen by the Human Resources Department (HRD), which then provides a performance report of the HR to the President Director. [3-3]

In 2024, the Company conducted 14,614 training programs, totaling 58,421 hours of training. These programs covered a range of topics, including employee orientation, leadership and management training, standard operating procedures, effective communication, computer systems, branding, and soft skills development. The Company also provided sustainability-related training through the ESG Forum held in December 2024.

 **PELATIHAN DAN PENGEMBANGAN KEMAMPUAN PEKERJA**  
**EMPLOYEE TRAINING AND CAPACITY DEVELOPMENT**

Keterangan Description	Satuan Unit	2024	2023	2022
Jumlah Jam Pelatihan Total Training Hours	Jam Hours	58.421	55.853	19.992
Jumlah Karyawan Total Employees	Orang People	2.552	2.674	2.633
Rata-rata Jam Pelatihan Average Training Hours	Jam/Tahun/Karyawan Hours/Year/Employee	22,9	20,9	7,6



**JUMLAH JAM PELATIHAN PERSEROAN TAHUN 2024 (JAM)** [401-1]  
**NUMBER OF COMPANY TRAINING HOURS IN 2024 (HOURS)**

Kategori Karyawan Employee Category	2024		2023		2022	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
Tetap   Permanent	18.000	14.223	27.394	7.395	6.178	2.993
Tidak Tetap   Contract	16.788	9.411	14.633	6.430	8.176	2.644
<b>Jumlah Total</b>	<b>58.421</b>		<b>55.853</b>		<b>19.992</b>	

**RATA-RATA JAM PELATIHAN PERSEROAN TAHUN 2024 (JAM/TAHUN/KARYAWAN)** [401-1]  
**NUMBER OF COMPANY TRAINING HOURS IN 2024 (HOURS/YEAR/EMPLOYEE)**

Kategori Karyawan Employee Category	2024		2023		2022	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
Tetap   Permanent	12,7	33,9	19,0	18,3	4,1	7,3
Tidak Tetap   Contract	29,5	65,8	24,1	33,5	14,2	17,9

**EVALUASI KINERJA KARYAWAN**

Perseroan juga melaksanakan evaluasi kinerja karyawan di tengah dan akhir tahun. Pada tahun 2024, Perseroan telah memberikan evaluasi kinerja kepada 84% karyawannya. Perseroan tidak melaksanakan evaluasi kinerja kepada seluruh karyawannya dikarenakan hanya sebagai karyawan di anak perusahaan yang mengikuti evaluasi kinerja. [404-3]



SSIA Group Employee Relations Workshop

**EMPLOYEE PERFORMANCE EVALUATION**

The Company also conducts employee performance evaluations at both mid-year and year-end. In 2024, performance evaluations were conducted for 84% of employees. The Company does not conduct performance evaluations for all of its employees because only employees in subsidiaries participate in performance evaluations. [404-3]



Pekerja Menggunakan Alat Pelindung Diri  
Workers Use Personal Protective Equipment

**KESELAMATAN DAN KESEHATAN KERJA (K3)** [F.21]  
**OCCUPATIONAL HEALTH AND SAFETY (OHS)**

Kami berupaya untuk menciptakan lingkungan kerja yang aman dan nyaman bagi seluruh karyawan. Penerapan keselamatan dan kesehatan (K3) dalam operasional Perseroan mengacu pada Sistem Manajemen Keselamatan dan Kesehatan Kerja (SMK3) yang wajib dipatuhi oleh seluruh (100%) karyawan. Prosedur penerapan K3 di NRCA juga mengacu pada Manual Mutu, K3, dan Lingkungan (MK3L) yang mengatur mengenai perencanaan dan pengendalian operasional, evaluasi kinerja, serta peningkatan kinerja. Pembagian kerja juga telah dikelompokkan sesuai dengan bidang kerja dan kemampuan masing-masing karyawan. Pengelolaan K3 merupakan tanggung jawab Divisi Konstruksi. [3-3][403-1][403-8]

Aktivitas pengelolaan dampak K3 pada anak usaha dipantau setiap satu tahun sekali dengan melakukan audit SMK3, baik dari pihak internal maupun eksternal. Hasil audit tersebut akan dilaporkan kepada Direksi dan menjadi dasar untuk melakukan peningkatan kinerja pada tahun mendatang. Pada tahun 2024, hasil audit K3 internal NRCA dan SEP menunjukkan hasil yang memuaskan, sementara hasil audit K3 internal SCS menunjukkan hasil *compliance*.

Upaya penerapan SMK3 dilakukan melalui berbagai kegiatan, di antaranya:

- Penerapan ISO 45001:2018 dan ISO 14001:2015.
- Penerapan Sistem Manajemen Mutu, K3 dan Lingkungan (SMMK3L) serta Program Ringkas, Rapi, Resik, Rawat dan Rajin (5R).
- Penyusunan *job description* berdasarkan aspek Keselamatan, Kesehatan Kerja & Lingkungan (K3L) untuk setiap jabatan hotel.
- Pemantauan dan pengukuran kualitas udara, air limbah, dan kebisingan rutin setiap 6 bulan sekali.
- Pelaporan Upaya Pengelolaan Lingkungan dan Upaya Pemantauan Lingkungan (UKL-UPL) ke Dinas Lingkungan Hidup dan pelaporan K3 ke Dinas Tenaga Kerja secara rutin.
- Melaksanakan program inspeksi peralatan keadaan darurat setiap sebulan sekali serta fasilitas instalasi penunjang.
- Pelaksanaan *Medical Check Up* (MCU) bagi para karyawan baru sebelum bekerja.
- Di NRCA, telah diterapkan Manual Mutu, K3, dan Lingkungan (MK3L) yang di dalamnya memuat perencanaan, penerapan, dan evaluasi K3, termasuk kesiapsiagaan dan kegawatdaruratan.

We are committed to creating a safe and comfortable working environment for all employees. The implementation of Occupational Health and Safety (OHS) within the Company's operations refers to the Occupational Health and Safety Management System (OHSMS), which must be fully adhered to by all employees. At NRCA, OHS procedures are also guided by the Quality, OHS, and Environmental (QHSE) Manual, which outlines planning and operational control, performance evaluation, and continuous improvement measures. Work assignments are also structured according to each employee's area of expertise and capabilities. OHS management is the responsibility of the Construction Division. [3-3][403-1][403-8]

OHS impact management activities within subsidiaries are monitored annually through both internal and external OHSMS audits. The audit results are reported to the Board of Directors and serve as the basis for performance improvements in the following year. In 2024, the internal OHS audit results for NRCA and SEP showed satisfactory outcomes, while the internal OHS audit for SCS indicated compliance.

The OHSMS is also carried out through following initiatives:

- Implementation of ISO 45001:2018 and ISO 14001:2015.
- Implementation of Quality, OHS and Environment Management System (QHSEMS) and Sort, Straighten, Shine, Standardize, and Sustain (5S) Program.
- Preparation of job descriptions based on Occupational Health, Safety, and Environment (OHSE) aspects for each hotel position.
- Regular monitoring and measurement of air quality, wastewater, and noise every 6 months.
- Environmental Management Efforts and Environmental Monitoring Efforts (UKL-UPL) reporting to the Environment Agency and OHS reporting to the Manpower Agency on a regular basis.
- Monthly inspection of emergency equipment and supporting installation facilities.
- Medical Check Up (MCU) for new employees before work.
- At NRCA, the Quality, OHS and Environment Manual has been implemented, which includes OHS planning, implementation and evaluation, including preparedness and emergency.

**DENTIFIKASI BAHAYA, PENILAIAN RISIKO, DAN INVESTIGASI INSIDEN** [403-2][403-7]

Perseroan senantiasa berupaya mencegah bahaya yang mungkin terjadi di seluruh operasional, baik di sektor konstruksi, properti, maupun perhotelan melalui pembuatan prosedur Identifikasi Aspek Bahaya K3 serta Penilaian Dampak Lingkungan dan Risiko K3. Di Anak Usaha NRCA, setiap karyawan, pekerja subkontraktor, maupun tamu yang berkunjung bertanggung jawab untuk melaporkan apabila terdapat insiden yang terjadi. Seluruh insiden atau *near miss* yang terjadi akan diselidiki oleh petugas atau Ahli K3, yang kemudian hasilnya dievaluasi dan dilakukan tindakan perbaikan agar tidak terulang. Adapun pekerjaan yang berisiko tinggi beserta pengelolannya, antara lain:

Jenis Pekerjaan Type of Work	Risiko yang Ditimbulkan Type of Risk	Upaya dan Tindak Lanjut Mitigation and Follow Up
<b>Konstruksi   Construction</b>		
Bekerja pada Ketinggian Working at Height	Terjatuh Fall	<ul style="list-style-type: none"> <li>Memakai <i>safety body harness</i> Wearing a safety body harness</li> <li>Penyediaan alat pengaman Provision of safety equipment</li> </ul>
Mengangkat Barang dengan Tower Crane (TC) Lifting Goods with Tower Crane (TC)	Material terjatuh Fallen materials	<ul style="list-style-type: none"> <li>Memastikan pengoperasian TC telah menggunakan metode yang benar Ensure that TC operations have used the correct method</li> <li>Mengamankan area <i>swing boom</i> Securing the swing boom area</li> </ul>
Pekerjaan di Area Panas Work in High Temperature Area	Terjadinya kebakaran Fire	<ul style="list-style-type: none"> <li>Menghindari area dengan material yang mudah terbakar Avoid areas with flammable materials</li> <li>Proteksi bunga api Spark protection</li> <li>Pemasangan Alat Pemadam Api Ringan (APAR) Fire extinguisher installation</li> <li>Penggunaan Alat Perlindungan Diri (APD) saat pengerjaan Use of Personal Protective Equipment (PPE) when working</li> </ul>
<b>Perhotelan   Hospitality</b>		
Pengoperasian Gondola Gondola Operation	<ul style="list-style-type: none"> <li><i>Wire rope</i> putus atau tidak menggunakan <i>safety net</i> Wire rope is broken or not using a safety net</li> <li>Terjatuh Fall</li> </ul>	<ul style="list-style-type: none"> <li>Menjalankan SOP Implementing SOP</li> <li>Perbaikan rutin mesin gondola Regular maintenance of gondola machine</li> <li>Menyediakan perlengkapan APD Provide PPE equipment</li> </ul>
Pengecatan Gedung dan Pembersihan Kaca Luar Kamar Building Painting and Outdoor Glass Cleaning	Terjatuh Fall	Memilih vendor yang sudah menerapkan K3 dengan baik untuk melakukan pengerjaan Choose vendors that has implemented OHS well to carry out the work

**HAZARD IDENTIFICATION, RISK ASSESSMENT, AND INCIDENT INVESTIGATION** [403-2][403-7]

The Company also makes efforts to prevent hazards that may occur in all operations throughout the construction, property, and hospitality sectors by developing procedures for OHS Hazard Aspects Identification, and Environmental Impact and OHS Risks Assessment. At NRCA, all employees, subcontractor workers, and visiting guests are responsible for reporting any incidents that occur. All incidents or near misses are investigated by OHS officers or certified safety professionals, with the findings subsequently evaluated and corrective actions taken to prevent recurrence. The high-risk jobs and their management are as follows:



Jenis Pekerjaan Type of Work	Risiko yang Ditimbulkan Type of Risk	Upaya dan Tindak Lanjut Mitigation and Follow Up
Perbaikan (Service) Lift Lift Service	Kemungkinan sistem lift gagal, sehingga menyebabkan kecelakaan The possibility of the elevator system failing causing an accident	<ul style="list-style-type: none"> <li>Pendampingan perbaikan oleh vendor/pihak ketiga Repair assistance by vendors/third parties</li> <li>Penggantian tali seling secara berkala Replace the alternating rope regularly</li> </ul>
<b>Properti   Property</b>		
Pemeliharaan Valve Box Valve Box Maintenance	Kebakaran karena kebocoran gas Fire due to gas leak	<ul style="list-style-type: none"> <li><i>Safety briefing</i> sebelum memulai pekerjaan Safety briefing before work</li> <li>Pemeriksaan ada tidaknya kebocoran gas menggunakan <i>gas detector</i> Check for gas leaks using a gas detector</li> </ul>
Pengambilan Contoh Gas Bumi Natural Gas Sampling	<ul style="list-style-type: none"> <li>Terpapar gas Gas exposure</li> <li>Kebakaran karena kebocoran gas Fire due to gas leak</li> </ul>	Memberikan pelatihan bersertifikasi terkait pengerjaan pengambilan contoh gas bumi Provide certified training related to natural gas sampling
Pelepasan dan Pemasangan Turbin Meter di Metering Dismounting and Installing Turbine Meters in Metering	<ul style="list-style-type: none"> <li>Kebakaran karena kebocoran gas Fire due to gas leak</li> <li>Terjepit <i>flange to flange</i> turbin Pinched by turbine flange to flange</li> <li>Terpapar gas Gas exposure</li> </ul>	<ul style="list-style-type: none"> <li><i>Safety briefing</i> sebelum memulai pengerjaan Safety briefing before work</li> <li>Pemeriksaan kebocoran gas menggunakan <i>gas detector</i> Check for gas leaks using a gas detector</li> </ul>
<b>Kantor Pusat   Head Office</b>		
Bekerja di Gedung Tinggi Working in High Rise Building	<ul style="list-style-type: none"> <li>Kebakaran gedung Building fires</li> <li>Adanya bencana alam seperti gempa yang membahayakan karyawan The existence of natural disasters such as earthquake that endangers employees</li> </ul>	<ul style="list-style-type: none"> <li>Melaksanakan <i>fire drill</i> setahun sekali Implementing fire drill once a year</li> <li>Memiliki sistem kebakaran gedung dan memeriksanya secara rutin Have a building fire system and inspect it regularly</li> <li>Penyediaan APAR Provision of fire extinguishers</li> </ul>

**PARTISIPASI DAN LAYANAN K3** [403-3][403-6]

Untuk mencegah terjadinya risiko K3, Perseroan menerapkan prinsip *precautionary*. Perseroan memiliki panitia K3 yang disebut Panitia Pembina Keselamatan dan Kesehatan Kerja (P2K3). Pada tahun 2024, P2K3 terdiri dari 17 karyawan yang ditunjuk menjadi perwakilan berdasarkan keterampilan dan kompetensi kepemimpinan. P2K3 bertugas dan bertanggung jawab untuk:

- Memberikan saran dan pertimbangan
- Membantu penyusunan kebijakan K3
- Melakukan identifikasi dan penilaian risiko
- Merancang dan mengimplementasikan program K3
- Melakukan inspeksi dan audit K3
- Menyusun laporan dan evaluasi K3

**OHS PARTICIPATION AND SERVICES** [403-3][403-6]

To mitigate OHS risks, the Company adopts the precautionary principle and has established an Occupational Health and Safety Committee, known as the Occupational Health and Safety Development Committee (P2K3). In 2024, the P2K3 consisted of 17 employees appointed based on their skills and leadership competencies. The committee is responsible for the following:

- Providing recommendations and advice
- Assisting in the formulation of OHS policies
- Conducting risk identification and assessments
- Designing and implementing OHS programs
- Performing OHS inspections and audits
- Preparing OHS reports and evaluations

- g. Mendorong partisipasi aktif pekerja dalam K3
- h. Memastikan ketersediaan sarana dan prasarana K3

Setiap karyawan juga dapat menyampaikan usulan dan saran mengenai aspek K3 melalui *Focus Group Discussion* (FGD) yang dilaksanakan setiap sebulan sekali dan diusulkan oleh Tim P2K3. [403-4]

Perseroan juga menyediakan APD, penyediaan APAR, *fire detector*, penyediaan kotak Pertolongan Pertama pada Kecelakaan (P3K), serta penyediaan masker di masing-masing kantor. Di lain sisi, Perseroan telah mengikutsertakan seluruh karyawannya (100%) dalam BPJS Kesehatan dan BPJS Ketenagakerjaan (wajib) serta asuransi dari pihak ketiga (tidak wajib). Karyawan juga berhak mendapatkan informasi tentang kesehatan kerja serta *in-house clinic* dengan dokter dan perawat yang bersiaga selama 24 jam.

Di berbagai unit usaha, karyawan menunjukkan inisiatif tinggi dalam membangun budaya kerja yang sehat dan dinamis melalui kegiatan olahraga bersama. Salah satu unit usaha Perseroan, yaitu Suryacipta, membentuk tim futsal yang secara rutin berlatih di lapangan futsal milik Suryacipta serta tim badminton yang aktif mengadakan latihan di area dekat kantor. Untuk unit usaha perhotelan, Gran Melia Jakarta menyelenggarakan kegiatan rutin untuk karyawan berupa zumba, futsal, basket, badminton. Melia Bali Hotel juga mengadakan kegiatan rutin olahraga bersama melalui pembentukan tim futsal, tim voli, dan tim basket.

#### PELATIHAN K3 [403-5]

Selama tahun 2024, Perseroan memberikan beberapa pelatihan terkait K3 kepada karyawan, seperti pemadaman kebakaran, pertolongan pertama pada kecelakaan, bantuan hidup dasar, identifikasi tanda-tanda perdagangan manusia, sistem standar keselamatan kerja, prosedur kegawatdaruratan, dan sebagainya. Di SSIA Holding, mengikuti simulasi *fire drill* setiap setahun sekali sesuai dengan ketentuan gedung. Di Melia Bali Hotel, juga dilaksanakan pelatihan penggunaan APAR yang dipimpin langsung oleh Chief Security serta simulasi tanggap bencana gempa bumi dan tsunami yang diikuti oleh seluruh karyawan dan tamu hotel yang menginap pada hari pelaksanaan. Di NRCA juga melaksanakan simulasi kebakaran setiap satu tahun sekali yang melibatkan seluruh divisi, kampanye K3, *safety patrol*, serta pelaporan berkala dan pelaporan kecelakaan. Sementara di SEP juga dilaksanakan pelatihan tanggap darurat bencana rutin tahunan yang diikuti seluruh karyawan.

- g. Promoting active employee participation in OHS initiatives
- h. Ensuring the availability of OHS facilities and infrastructure

Employees are also encouraged to share suggestions and feedback on OHS aspects through Focus Group Discussions (FGDs), which are held periodically once a month facilitated by the P2K3 Team. [403-4]

The Company provides personal protective equipment (PPE), fire extinguishers, fire detectors, first aid kits, masks at each office location. Additionally, all employees (100%) are enrolled in the mandatory BPJS Kesehatan and BPJS Ketenagakerjaan programs and are also covered by optional third-party insurance. Employees are entitled to receive information on occupational health and have access to an in-house clinic with doctors and nurses on standby 24/7.

Across various business units, employees actively promote a healthy and dynamic work culture through group sports activities. At Suryacipta, employees have formed a futsal team that practices regularly on the Company's futsal court, as well as a badminton team that trains near the office. In the hospitality business unit, Gran Melia Jakarta organizes regular employee activities such as Zumba, futsal, basketball, and badminton. Melia Bali Hotel also holds regular sports activities by forming futsal, volleyball, and basketball teams.

#### OHS TRAINING [403-5]

Throughout 2024, the Company provided various OHS-related training programs to employees, including fire extinguishing, first aid, basic life support, identification of human trafficking indicators, occupational safety standards, emergency procedures, and more. At SSIA Holding, an annual fire drill simulation was conducted. At Melia Bali Hotel, fire extinguisher training led by the Chief of Security was held, along with an earthquake and tsunami response drill involving all employees and hotel guests present on the day of the simulation. At NRCA, annual fire evacuation drills were conducted, involving all divisions. NRCA also conducted annual fire drills involving all divisions, along with OHS campaigns, safety patrols, regular reporting, and accident reporting. Meanwhile, at SEP, annual emergency disaster response training was held, attended by all employees.



Selama tahun 2024, Perseroan juga telah melaksanakan beberapa upaya untuk meningkatkan kualitas keselamatan, kesehatan, dan lingkungan kerja, di antaranya: [403-6][403-7]

- Pemantauan dan pengukuran bahaya kebisingan, pencemaran udara, dan pencemaran lingkungan sesuai dengan ambang batas;
- Perawatan genset, kubikel, trafo, *diesel pump*, *dock leveler*, *rolling door*, serta *scissor lift*, kotak P3K, pompa banjir, dan lain sebagainya;
- Instalasi *body thermal scanner* di properti Perseroan;
- Pemasangan standar operasi prosedur saat bahaya kebakaran, gempa bumi, tsunami, dan ancaman bom;
- Pemasangan rambu-rambu, poster, informasi, serta penerapan *safety campaign* di beberapa tempat yang berisiko guna meningkatkan kepedulian K3L.

#### KINERJA K3

Kami terus berupaya untuk mencapai target *zero injury* dan *zero fatalities*. Meskipun Perseroan telah berusaha secara maksimal dalam mengantisipasi kecelakaan kerja, terdapat kasus kecelakaan kerja yang terjadi pada tahun 2024, baik dalam kategori ringan, sedang dan berat, serta fatal. Selama tahun 2024, terjadi 32 kecelakaan ringan, 38 kecelakaan sedang dan berat, serta 1 kecelakaan fatal. Pencatatan kecelakaan kerja yang terjadi di unit usaha perhotelan dan unit usaha properti dilakukan secara manual, sementara di unit usaha konstruksi dilakukan melalui sistem internal di setiap bagian pada masing-masing proyek untuk dilaporkan ke HSE pusat.

Untuk memastikan agar tidak adanya kecelakaan kerja yang terjadi, Perseroan telah melakukan berbagai upaya, antara lain dengan mengundang Satuan Lalu Lintas untuk melakukan sosialisasi mengenai *safety riding*, melakukan pelatihan terkait *safety*, khususnya *personal safety* di lingkungan kerja, serta memasang pengumuman terkait keamanan di beberapa titik kerja yang dapat diakses karyawan. Selain itu, Perseroan juga memastikan tidak terjadinya penyakit akibat kerja (PAK) selama tahun 2024, dan berupaya mencapai *zero injury* dan *zero fatalities* untuk tahun berikutnya. [403-9][403-10]

To further improve the quality of occupational safety, health and environment, in 2024, the Company conducted the following efforts: [403-6][403-7]

- Monitored and measured the dangers of noise, air pollution, and environmental pollution in accordance with the threshold;
- Maintained generator sets, cubicles, transformers, diesel pumps, dock levelers, rolling doors, and scissor lifts, first aid kits, flood pumps, and so on;
- Installed body thermal scanners on the Company's property;
- Installed standard operating procedures in the event of fire, earthquake, tsunami, and bomb threats; and
- Installed signs, posters, information, and ran safety campaigns in several vulnerable places to increase OHSE awareness.

#### OHS PERFORMANCE

We remain committed to achieving our targets of zero injuries and zero fatalities. Despite the Company's best efforts to prevent workplace accidents, incidents still occurred in 2024 across varying levels of severity, minor, moderate to severe, and fatal. During the year, there were 32 minor accidents, 38 moderate to severe accidents, and 1 fatal accident. Workplace accident records in the hospitality and property business units are maintained manually, while in the construction business unit, incidents are recorded through an internal system at each project site and reported to the central HSE team.

To minimize the risk of workplace accidents, the Company implemented several proactive measures, including inviting the Traffic Police Unit to conduct safety riding awareness sessions, providing safety training, particularly on personal safety in the workplace, and installing safety notices at key employee-accessible locations. In addition, the Company ensured that no cases of occupational disease were recorded throughout 2024, and strive to achieve zero injuries and zero fatalities in the coming year. [403-9][403-10]



**TINGKAT KECELAKAAN KERJA [403-9]**  
**OCCUPATIONAL ACCIDENT RATE**

Kategori Category	2024				2023				2022
	Karyawan Tetap Permanent Employee		Karyawan Tidak Tetap Contract Employee		Karyawan Tetap Permanent Employee		Karyawan Tidak Tetap Contract Employee		
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	
Ringan Minor	14	2	13	3	7	3	12	6	26
Sedang dan Berat Moderate and Major	24	7	6	1	6	1	5	0	28
Fatal	1	0	0	0	5	1	2	0	1
<b>Jumlah Total</b>	<b>39</b>	<b>9</b>	<b>19</b>	<b>4</b>	<b>18</b>	<b>5</b>	<b>19</b>	<b>6</b>	<b>55</b>
	<b>48</b>		<b>23</b>		<b>23</b>		<b>25*</b>		

Keterangan | Note:  
\* Penyajian kembali (restatement) informasi karena adanya penyesuaian perhitungan. [2-4]  
\* Restatement of information due to calculation adjustments.



**SOUTH PLAN SUBANG SMARTPOLITAN**



# KONTRIBUSI TERHADAP MASYARAKAT

CONTRIBUTING TO COMMUNITIES



Kami berupaya untuk menjalin hubungan yang harmonis dengan seluruh pelanggan maupun masyarakat yang berada sekitar daerah operasional. We strive to foster harmonious relationships with all customers and the communities surrounding our operational areas.

 **70,7%**  
peningkatan biaya TJSL  
increase in CSER funds

## DAMPAK OPERASIONAL PERSEROAN OPERATIONAL IMPACT OF THE COMPANY

Aktivitas Perseroan di sektor konstruksi, properti, dan perhotelan, tentunya memberikan dampak positif dan negatif bagi pelanggan maupun masyarakat sekitar. Oleh sebab itu, kami telah memetakan dampak positif sebagai peluang ke depan serta dampak negatif yang harus dimitigasi dan diatasi, antara lain: [F.23][F.28][2-25][413-2]

The Company's activities in the property, construction and hospitality sectors naturally generate both positive and negative impacts on customers and surrounding communities. Accordingly, we have mapped the positive impacts as future opportunities and identified the negative impacts that require mitigation and resolution, including the following: [F.23][F.28][2-25][413-2]

Dampak Positif Positive Impact	Dampak Negatif Negative Impact	Dampak Impact	Cara Mengatasi Dampak Impact Management
Membantu meningkatkan perekonomian dan pendidikan masyarakat sekitar. Assisting in improving the economy and education of the surrounding community.	Penggunaan sumber daya alam yang besar, seperti penggunaan BBM, LPG, listrik, dan air, sehingga menghasilkan emisi yang cukup signifikan. Extensive use of natural resources, such as fuel, LPG, electricity, and water, resulting in significant emissions.	Meningkatkan efisiensi penggunaan energi dan air untuk mengurangi jumlah emisi yang dihasilkan, serta melakukan pengukuran dan pemantauan emisi yang dihasilkan. Improving energy and water consumption efficiency to reduce emissions, along with measuring and monitoring the emissions generated.	
Menyerap tenaga kerja dan pemasok lokal dari sekitar wilayah, salah satunya untuk menyalurkan kebutuhan makanan dan minuman serta entertainment di hotel. Employing local workforce and engaging local suppliers to fulfill hotel needs from F&B to entertainment.	Menghasilkan limbah dari operasional hotel berupa limbah padat, limbah cair, dan limbah B3 dalam jumlah yang cukup besar. Generation of substantial amounts of solid waste, wastewater, and hazardous and toxic waste (B3) from hotel operations.	<ul style="list-style-type: none"> <li>Mengelola limbah secara bertanggung jawab dengan memisahkan limbah berdasarkan jenis dan serta bekerja sama dengan pihak ketiga bersertifikasi untuk mengelola limbah.</li> <li>Menggunakan material ramah lingkungan untuk amenities hotel.</li> <li>Managing waste responsibly by segregating it by type and collaborating with certified third parties for proper waste handling.</li> <li>Using environmentally friendly materials for hotel amenities.</li> </ul>	
Berkontribusi pada pembayaran pajak untuk meningkatkan kontribusi ekonomi daerah. Contributing to tax payments to support regional economic development.	Perubahan bentang alam karena pembangunan konstruksi. Landscape alteration due to construction activities.	<ul style="list-style-type: none"> <li>Memastikan kepatuhan pada regulasi dan menjaga ekosistem di sekitar pembangunan konstruksi.</li> <li>Menerapkan konsep <i>green construction</i> dan <i>green building</i>.</li> <li>Ensuring regulatory compliance and preserving the surrounding ecosystem during construction activities.</li> <li>Implementing green construction and green building concepts.</li> </ul>	
Meningkatkan reputasi industri pariwisata Indonesia. Enhancing the reputation of Indonesia's tourism industry.	Pada saat tingkat hunian tinggi, meningkatkan kemacetan di Nusa Dua Bali dan pencemaran emisi. High occupancy rates contribute to traffic congestion and emission pollution in the Nusa Dua, Bali area.	<ul style="list-style-type: none"> <li>Hotel memperkenalkan Melia Bali Excursion, di mana tamu dapat keliling ke beberapa area dengan menggunakan bus yang disiapkan hotel untuk mengurangi pencemaran emisi dari kendaraan pribadi tamu hotel.</li> <li>Melia Bali mempertahankan jumlah <i>landscape</i> 60% dari total area secara keseluruhan.</li> <li>The hotel introduced the Melia Bali Excursion, allowing guests to visit various areas using hotel-provided buses to reduce emissions from guests' private vehicles.</li> <li>Melia Bali maintains landscaped areas covering 60% of its total land area.</li> </ul>	
	Potensi pelanggaran terhadap ketentuan lingkungan di lingkungan TCP karena proses pembangunan belum menggunakan material ramah lingkungan. Potential violations of environmental regulations at the TCP site due to ongoing construction processes that have yet to adopt environmentally friendly materials.	Penyediaan ruang hijau bagi para penghuni perumahan. Provision of green spaces for residential occupants.	

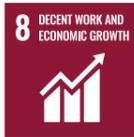


## TANGGUNG JAWAB SOSIAL DAN LINGKUNGAN (TJSL) CORPORATE SOCIAL AND ENVIRONMENTAL RESPONSIBILITIES (CSER)

Kami menyadari bahwa tercapainya keseimbangan antara bisnis dan pembangunan berkelanjutan tidak terlepas dari dukungan pelanggan serta masyarakat di sekitar Perseroan. Untuk meminimalisir dampak negatif dan sebagai bentuk kontribusi kami kepada masyarakat, Perseroan menjalankan kegiatan Tanggung Jawab Sosial dan Lingkungan (TJSL) melalui Program CSR Bersama SSIA yang diselenggarakan secara kolektif oleh entitas SSIA Group dan dikoordinasikan oleh SSIA Holding. Program CSR Bersama ini terdiri empat fokus utama sesuai Empat Arah Strategi "4P" Perseroan, yaitu Peduli Lingkungan, Peduli Pendidikan, Peduli Pelanggan, dan Peduli Masyarakat. Sepanjang tahun 2024, total biaya TJSL yang dikeluarkan mencapai Rp4,1 miliar, meningkat dibandingkan tahun sebelumnya yang sebesar Rp2,4 miliar. Perseroan juga belum melaksanakan *assessment* atas dampak program TJSL yang dilakukan selama tahun 2024. [F.23][3-3][413-1]

We recognize that achieving a balance between business growth and sustainable development is closely tied to the support of our customers and the communities surrounding the Company. To minimize negative impacts and contribute to society, the Company implements Corporate Social Responsibility (CSR) initiatives through the SSIA Joint CSR Program, which is carried out collectively by entities within the SSIA Group and coordinated by SSIA Holding. This joint CSR program focuses on four key pillars, aligned with the Company's "4P" Strategic Direction: Caring for the Environment, Caring for Education, Caring for Customers, and Caring for the Community. Throughout 2024, total TJSL expenditure amounted to Rp4.1 billion, representing an increase compared to the previous year's total of Rp2.4 billion. The Company has not yet conducted an assessment of the impact of its CSR programs implemented in 2024. [F.23][3-3][413-1]

### Beberapa Kegiatan TJSL Tahun 2024 [F.25] Several CSR Activities in 2024

PROGRAM	KEGIATAN ACTIVITIES
<b>Peduli Masyarakat</b> Caring for the Community	Memberikan Donasi untuk anak-anak penderita kanker di Yayasan Kasih Anak Kanker Indonesia. Providing donations for children with cancer through the Indonesian Care for Children with Cancer Foundation (Yayasan Kasih Anak Kanker Indonesia).
	<b>Donasi dan Kegiatan Lainnya</b>   Donations and Other Activities Pemberian donasi kepada beberapa panti asuhan, pemberian bahan makanan kepada petani garam di Kusamba, kegiatan bersih-bersih Masjid dan mushola, renovasi mushola, donasi ke gereja, melaksanakan kegiatan donor darah, serta pemberian hewan kurban dalam rangka Idul Adha. The Company provided donations to several orphanages, distributed food supplies to salt farmers in Kusamba, organized mosque and prayer room clean-up activities, supported prayer room renovations, made donations to churches, held blood donation drives, and distributed sacrificial animals in observance of Eid al-Adha.
	<b>CSR Shared Program 28build Habitat for Humanity</b> SSIA bekerja sama dengan Anak Perusahaannya dalam melaksanakan kegiatan "CSR Shared Program 28build Habitat for Humanity" untuk warga sekitar Mauk Tangerang yang kurang mampu. SSIA, in collaboration with its subsidiaries, carried out the "CSR Shared Program 28build Habitat for Humanity" to support underprivileged communities in Mauk, Tangerang.
	Management & SPSI mengadakan bakti sosial kepada keluarga miskin di Bangli. Management and SPSI organized a social outreach program for underprivileged families in Bangli.

**PROGRAM**

**Peduli Lingkungan**  
Caring for the Environment



**KEGIATAN  
ACTIVITIES**

Kegiatan membersihkan Hutan Mangrove (Mangrove River Clean Up) Denpasar oleh karyawan Umana Bali sebanyak 4 kali, yaitu pada 28 Juni 2024 dengan total 14 karyawan, 30 Agustus 2024 dengan total 14 karyawan, 27 September 2024 dengan total 11 karyawan, serta 18 November 2024 dengan total 10 karyawan.

Umana Bali employees participated in four mangrove clean-up activities in Denpasar throughout 2024: on 28 June (14 employees), 30 August (14 employees), 27 September (11 employees), and 18 November (10 employees).

Kegiatan bersih-bersih di Pantai Melasti pada Hari Bumi 22 April 2024 dengan total 26 peserta karyawan Umana Bali.

In celebration of Earth Day on 22 April 2024, a beach clean-up was held at Melasti Beach, involving 26 participants from the Umana Bali team.

**PROGRAM**

**Peduli Pendidikan**  
Caring for Education



**KEGIATAN  
ACTIVITIES**

**Beasiswa SMK Suryacipta |** Suryacipta Vocational School Scholarship

Kegiatan CSR Program Bersama antara SSIA dan seluruh Anak Perusahaannya melalui program donasi untuk memberikan beasiswa biaya pendidikan siswa SMK Suryacipta yang dilaksanakan sejak tahun 2022. Donasi yang diberikan digunakan untuk biaya operasional pendidikan 4 siswa selama mereka belajar di SMK Suryacipta sampai dengan lulus sekolah.

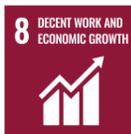
A donation program that has been running since 2022, aimed at providing educational scholarships for students of SMK Suryacipta. The donations are allocated to cover the educational expenses of 4 students throughout their studies at Suryacipta Vocational School until graduation.

Membantu TK Anugrah Dewata, sebuah taman kanak-kanak lokal di desa Ungasan yang dekat dengan keberadaan resort kami, dengan memperbaiki taman bermain anak-anak mereka dan memperbaiki ruang kelas, proyek yang dilakukan selama 2 hari ini melibatkan 28 anggota tim Umana Bali LXR.

Support was extended to TK Anugrah Dewata, a local kindergarten in Ungasan village near our resort, by renovating the children's playground and repairing classroom facilities. This two-day project involved 28 team members from Umana Bali LXR.

**PROGRAM**

**Peduli Pelanggan**  
Caring for Customers



**KEGIATAN  
ACTIVITIES**

Donasi kedukaan untuk relasi atau rekanan serta pemberian bunga papan.  
Condolence donations for related parties or associates as well as the provision of condolence flower boards.



**PELIBATAN PIHAK LOKAL [203-2][204-1]**  
LOCAL PARTY ENGAGEMENT

Perseroan berupaya untuk melibatkan pemasok lokal dalam rantai pasoknya, yakni pemasok yang beroperasi di Indonesia. Sekitar 99,7% pemasok SSIA Holding, Umana Bali LXR Hotels & Resorts, Gran Melia Jakarta, Melia Bali Hotel, dan SCS merupakan pemasok lokal. Perseroan juga melibatkan pihak lokal lainnya dalam proses bisnisnya, yaitu melalui perekrutan karyawan. Adapun karyawan lokal merupakan karyawan yang berasal dari wilayah sekitar operasional masing-masing unit usaha.

The Company strives to involve local suppliers in its supply chain, specifically those operating within Indonesia. Approximately 99.7% of suppliers for SSIA Holding, Umana Bali LXR Hotels & Resorts, Gran Melia Jakarta, Melia Bali Hotel, and SCS are local suppliers. The Company engages local communities in its business operations by prioritizing local hiring. Local employees are defined as individuals residing in areas surrounding the Company's operational sites.



**KOMPOSISI KARYAWAN LOKAL TAHUN 2024**  
LOCAL EMPLOYEE COMPOSITION BY 2024

Unit Usaha Business Unit	Persentase Pelibatan (%) Percentage of Involvement (%)
PT Nusa Raya Cipta Tbk	100%
Gran Melia Jakarta	46%
Melia Bali Hotel	5%
Umana Bali, LXR Hotels & Resorts	36%
PT Surya Internusa Hotels*	84%
PT Surya Energi Parahita*	20,83%

Keterangan | Note:

\*Mencakup Jababeka, Karawang, Lampung, Palembang, Pekanbaru, dan Surabaya.

\*Includes Jababeka, Karawang, Lampung, Palembang, Pekanbaru, and Surabaya.

**MEKANISME PENGADUAN PELANGGAN/MASYARAKAT [F.16][F.24][2-26]**  
CUSTOMER/COMMUNITY COMPLAINT MECHANISM

Pelanggan dan masyarakat dapat memberikan laporan ataupun pengaduan terkait produk dan jasa Perseroan, termasuk mengenai keselamatan produk dan jasa, serta dampak sosial dan lingkungan. Perseroan menindaklanjuti setiap keluhan melalui mekanisme pengaduan sesuai dengan masing-masing unit usaha Perseroan. Untuk Holding, pelanggan ataupun masyarakat dapat menyampaikan pengaduan melalui surat resmi kepada Direksi Perseroan u.p Corporate Secretary yang disampaikan langsung atau dikirim melalui ekspedisi, faksimili, ataupun email ke corpsec1@suryainternusa.com. Setiap laporan akan diperiksa oleh Corporate Secretary, dan diberikan kepada Direksi untuk ditindaklanjuti melalui fungsi terkait.

Customers and the public are encouraged to submit reports or complaints related to the Company's products and services, including matters concerning product and service safety, as well as social and environmental impacts. All complaints are addressed in accordance with the grievance mechanism specific to each of the Company's business units. For the Holding Company, complaints may be submitted via official letter addressed to the Board of Directors, attention to the Corporate Secretary, either delivered in person or sent via courier, fax, or email to corpsec1@suryainternusa.com. All submissions are reviewed by the Corporate Secretary and forwarded to the Board of Directors for follow-up by the relevant function.

Pada unit usaha perhotelan, yaitu Melia Bali Hotel, masyarakat dapat menyampaikan pengaduannya melalui Ketua Lingkungan (Kelian), Pra Juru Banjar, dan Ketua Pemuda Pemuda dari lingkungan sekitar. Teknis pengaduan masyarakat di unit usaha NRCA disampaikan melalui surat resmi kepada Direksi Perseroan dengan tembusan kepada Corporate Secretary yang disampaikan langsung atau dikirim melalui ekspedisi, faksimili, ataupun email. Pengaduan di Umana Bali, LXR Hotels & Resorts dapat disampaikan kepada Kepala Desa Adat (Bendesa Adat) di lokasi Perusahaan, yang kemudian akan diteruskan dan didiskusikan dengan perwakilan Perusahaan. Untuk SIH, masyarakat dapat menyampaikan pengaduan melalui RT/RW maupun desa setempat.

Untuk unit usaha properti, yaitu SCS, apabila terdapat pengaduan dari masyarakat terkait *tenant*, akan disampaikan secara langsung ke *tenant* untuk diselesaikan. Adapun untuk SEP, pengaduan dapat disampaikan melalui petugas keamanan. Sementara untuk unit usaha konstruksi, yaitu NRCA, masyarakat dapat menyampaikan pengaduan melalui telepon atau email, serta dapat langsung datang ke lokasi maupun kepada petugas keamanan proyek. Selama tahun 2024, tidak ada pengaduan terkait sosial maupun lingkungan yang diterima di seluruh unit usaha.

In the hospitality business unit, Melia Bali Hotel, the public may lodge complaints through local community leaders, including the Kelian (Head of Community), Pra Juru Banjar, and Youth Leaders from the surrounding area. At NRCA, complaints must be submitted through an official letter to the Company's Board of Directors, with a copy to the Corporate Secretary, delivered either in person or via courier, fax, or email. At Umana Bali, LXR Hotels & Resorts, complaints may be conveyed to the local customary village head (Bendesa Adat), who will then relay and discuss the matter with Company representatives. For SIH, complaints may be submitted through local neighborhood or village heads (RT/RW).

In the property business unit, SCS, any community complaints related to tenants are directed to the respective tenant for resolution. For SEP, complaints can be submitted through on-site security personnel. In the construction business unit, NRC, the public may raise complaints via phone, email, or by visiting the project site and speaking directly with on-site security personnel. Throughout 2024, no social or environmental complaints were received across any of the business units.



## PERNYATAAN ASSURANCE INDEPENDEN [G.1][2-5] INDEPENDENT ASSURANCE STATEMENT



### Independent Assurance Statement The 2024 Sustainability Report PT Surya Semesta Internusa Tbk

Number : 12/000-758/IV/2025/SRAI  
Assurance Type : Type 1  
Assurance Level : Moderate  
Reporting Standards : GRI Universal Standard 2021 Consolidated  
Reporting Regulation (Indonesia) : Otoritas Jasa Keuangan Regulation (POJK) Number 51/POJK.03/2017 and SEOJK No. 16/SEOJK.04/2021

Dear stakeholders,

**PT Sejahtera Rambah Asia** or "SRAI" is issuing an **Independent Assurance Statement** ("the Statement") of the **2024 Sustainability Report** ("the Report") of **PT Surya Semesta Internusa Tbk** ("the Company"). The Company operates in industrial estate development, commercial property, construction services, and hospitality through investment in its subsidiaries. The Report presents the Company's commitment and efforts in managing its sustainability performance for the reporting period from **January 1<sup>st</sup> to December 31<sup>st</sup>, 2024**. As agreed with Management, SRAI's responsibility is to make an assessment based on the data and content of the Report for the year.

#### Intended User and Purpose

The purpose of the Statement is to present our opinion, including the findings and recommendations based on the results of assurance work to the Company's stakeholders. The assessor team followed specific procedures and a particular scope of work to carry out the assessment. Except for the areas covered in the scope of the assurance, we encourage all NOT to solely interpret the Statement as the basis to conclude the Company's overall sustainability performance.

#### Responsibilities

Our obligations to the Management involve assessing the Report's content, generating findings, and recommendations, and issuing a Statement. Additionally, we are tasked with establishing conclusions and recommendations according to agreed-upon standards, methods, and approaches. Consequently, SRAI's evaluation is solely based on the most recent editorial and data received as of April 15<sup>th</sup>, 2025, regarding the final draft. SRAI's responsibility lies solely in providing assurance work, distinct from an audit, under the Non-Disclosure Agreement, the Assurance Engagement Agreement, the Representation Letter, and Subsequent Event Testing. Management bears the sole responsibility for presenting data, information, and disclosures within the Report. Therefore, any parties relying on the Report and Statement must assume and manage their own risk.

#### Independence, Impartiality, and Competency

SRAI confirms NO relationships between the assessor team and the clients that can influence their independence and impartiality to conduct the assessment and generate the Statements. The assessor team is mandated to follow a particular assurance protocol and professional ethical code of conduct to ensure their objectivity and integrity. We carried out a pre-engagement assessment before the

assurance work was taken to verify the risks of engagement as well as the independence and impartiality of the team. The assessor team members have knowledge of ISO 26000, AA1000 AccountAbility standards and principles, and also have experience in sustainability report assessment based on various reporting regulations, and standards such as Regulation of Otoritas Jasa Keuangan No.51/POJK.03/2017 on Sustainable Finance and GRI Universal Standard.

#### Type and Level of Assurance Service

1. **Type 1 assurance** on the Report content.
2. **A moderate level of assurance** to the procedure on the Report content and evidence, where the risks of information and conclusions of the Report being error is reduced, but not to very low, but not zero.

#### Scope and Limitation of Assurance Service

1. Data and information in the Report for the period of **January 1<sup>st</sup> to December 31<sup>st</sup>, 2024**.
2. Material topics presented in the Report: **Service Excellence; Resource Management; Innovation & Technology; Customer Health and Safety; Waste and Water Management; Employee Well-being, Health, and Safety; and Climate Management**.
3. Evaluation of publicly disclosed information, system, and process of the Company to ensure adherence of the Report content to the reporting principles.
4. SRAI does NOT include financial data, information, and figures in the Report content. We assumed that the Company, independent parties, or other parties associated with the Company have verified and/or audited financial statements, data, and information.
5. Adherence to the following reporting principles, standards, and regulations:
  - a) Regulation of Otoritas Jasa Keuangan (OJK) No.51/POJK.03/2017 regarding the Implementation of Sustainable Finance for Financial Service Institutions, Listed, and Public Companies (POJK 51) as well as OJK Circular Letter (SEOJK) 2022 No.16/SEOJK.04/2021.
  - b) Consolidated set of GRI Sustainability Reporting Standards 2021 (GRI Universal Standards).

#### Exclusion

1. The expression of opinion, belief, expectation, advertisement, and also forward-looking statements, including future planning of the Company as specified in the Report content.
2. Analysis or assessment against regulations, principles, standards, guidelines, and indicators other than those indicated in the Statement.
3. Topics, data, and information outside the reporting period, or in the public domain not covered in the reporting period.
4. Financial performance data and information as presented in the Company's financial statements and documents, other than those mentioned in the Report.

#### Methodology and Source Disclosure

1. Form an Assessor Team whose members are skilled in sustainability report development and assurance.
2. Perform the pre-engagement phase to ensure the independence and impartiality of the Assessor Team.

3. Hold a kick-off meeting and initial analysis of the Report draft based on the SRAI Protocol on Assurance Analysis refers to the standards, principles, and indicators of AA1000AS v3, AA1000APS (2018), and standards/regulations used in the Report.
4. Discuss online the results of the analysis with the Management and data contributors.
5. Verify evidence and trace data and information as covered in the Report.
6. The Company incorporated our recommendations in the draft Report and released the final Report content.
7. Prepare the Statement and send it to AA1000 AccountAbility for review to get approval before submitting it to the Company.
8. Prepare a Management Letter detailing all aspects seen, recorded, and observed during the assurance work to the Management of the Company for further improvement of sustainability processes.

#### Adherence to AA1000AP (2018) and GRI Universal Standards

**Inclusivity** – As part of its efforts to accomplish corporate sustainability goals, the Company has performed multiple inclusive stakeholder engagements, identifying stakeholders important to its core business and following up on the results of discussion forums, surveys, and other engagement methods.

**Materiality** – Based on the results we obtained, the procedure of selecting material topics was carried out appropriately. The material topics chosen encompass issues related to sustainability that are relevant to the Company's core business, have a significant impact on the company's performance, and are essential to stakeholders.

**Responsiveness** – According to the Report, the Company handles grievances and concerns from both internal and external stakeholders through various methods. Complaints are addressed through each business unit's grievance process, and at the holding level, they can be submitted via official letters to the Board of Directors, c/o Corporate Secretary, for review and further action. This demonstrates top management's commitment to addressing the issues raised.

**Impact** – The Company has made its efforts in building the concept of sustainable development and green building by implementing digital initiatives in asset management, such as the implementation of smart home facilities, this concept has been applied to one of the Company's projects, namely the Subang Smartpolitan Industrial Estate. The concept of the project has developed an environmentally friendly utility area and implemented water conservation strategies, including recycling treatment and rainwater utilization to support efficient use of resources. The Company has paid attention to climate-related risks and opportunities, which are also overseen by the Board of Directors. In the social aspect, the Company has implemented an Occupational Health and Safety (OHS) System that is applied in operational activities that must be carried out by all employees. The Company has conducted mapping and safety risk assessment of products and services provided to customers, which has been quite well done by the Company with efforts made to maintain the quality provided.

**Statement of Use: "With Reference to the GRI Standards"** – We evaluated the Report content against the GRI Universal Standards principles, disclosures, and requirements for reporting. The Company has already fulfilled the requirements to publish a GRI Content Index, provide a statement of use, and notify GRI.

**GRI Standards Principles** – The report content adequately indicates its adherence to the Reporting principles (accuracy, balance, clarity, comparability, completeness, sustainability context, timeliness,

and verifiability). The Management provided adequate support during the assurance work by submitting evidence/documents as requested.

**Recommendation**

1. To establish a Sustainability Committee to oversee and direct the adoption of sustainable practices throughout the Company's activities.
2. To conduct corruption risk assessments for each operational function to identify, prevent, and mitigate potential integrity risks within the Company.
3. To create environmental policies that guarantee responsible resource management, reduce the negative environmental impact, and encourage adherence to the relevant regulations.
4. To implement impact assessments on corporate responsibility and sustainability programs to assess their effectiveness and contribution to social and environmental goals.

The assurance provider,

Jakarta, April 15<sup>th</sup> 2025




**Lim Hendra**  
Assurance Director  
PT Sejahtera Rambah Asia (SRAI)



**REFERENSI POJK NO. 51/POJK.03/2017 DAN SEOJK NO. 16/SEOJK.04/2021 SERTA INDEKS ISI STANDAR GRI 2021 [G.4]**

POJK NO. 51/POJK.03/2017 & SEOJK NO. 16/SEOJK.04/2021  
REFERENCES AND GRI STANDARDS 2021 CONTENT INDEX

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**INDEKS ISI STANDAR GLOBAL REPORTING INITIATIVE (GRI) 2021**  
**GLOBAL REPORTING INITIATIVE (GRI) STANDARDS 2021**

<b>Pernyataan Penggunaan</b> Statement of Use	PT Surya Semesta Internusa Tbk telah melaporkan informasi yang terdapat dalam indeks konten GRI ini untuk periode 1 Januari sampai dengan 31 Desember 2024 dengan mengacu pada Standar GRI. PT Surya Semesta Internusa Tbk has reported the information cited in this GRI content index for the period January 1 to December 31, 2024 with reference to the GRI Standards.
<b>GRI 1 yang Digunakan</b> GRI 1 Used	GRI 1: Fondasi 2021 GRI 1: Foundation 2021

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GRI 3: Topik Material 2021 Material Topic 2021	3-1	Proses menentukan topik material Process to determine material topics	42
	3-2	Daftar topik material List of material topics	42-45
	3-3	Manajemen topik material Management of material topics	42-45, 56, 59, 66, 68, 74, 85, 87, 95
GRI 201: Kinerja Ekonomi 2016 Economic Performance 2016	201-1	Nilai ekonomi langsung yang dihasilkan dan didistribusikan Direct economic value generated and distributed	57-58
	201-2	Implikasi finansial serta risiko dan peluang lain akibat dari perubahan iklim Financial implications and other risks and opportunities due to climate change	67
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Standar GRI GRI Standard	Indikator Indicators	Pengungkapan Disclosure	Lokasi Location
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	302-3	Intensitas energi Energy intensity	70
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Standar GRI GRI Standard	Indikator Indicators	Pengungkapan Disclosure	Lokasi Location
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GRI 306: Limbah 2020 Waste 2020	306-1	Timbulan limbah dan dampak yang signifikan terkait limbah Waste generation and significant waste-related impacts	74
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	403-3	Upaya kesehatan kerja Occupational health services	89
	403-4	Partisipasi, konsultasi, dan komunikasi pekerja terkait keselamatan dan kesehatan kerja Worker participation, consultation, and communication on occupational health and safety	90
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Standar GRI GRI Standard	Indikator Indicators	Pengungkapan Disclosure	Lokasi Location
	403-8	Pekerja yang tercakup dalam sistem manajemen keselamatan dan kesehatan kerja Workers covered by an occupational health and safety management system	87
	403-9	Kecelakaan kerja Work-related injuries	91, 92
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	404-3	Persentase karyawan yang menerima tinjauan rutin terhadap kinerja dan pengembangan karier Percentage of employees receiving regular performance and career development reviews	86
GRI 405: Keanekaragaman dan Kesempatan Setara 2016 Diversity and Equal Opportunity 2016	405-1	Keanekaragaman badan tata kelola dan karyawan Diversity of governance bodies and employees	79, 83
GRI 406: Non-diskriminasi 2016 Non-discrimination 2016	406-1	Insiden diskriminasi dan tindakan perbaikan yang dilakukan Incidents of discrimination and corrective actions taken	83
GRI 408: Pekerja Anak 2016 Child Labor 2016	408-1	Operasi dan pemasok yang berisiko signifikan terhadap insiden pekerja anak Operations and suppliers at significant risk for incidents of child labor	83
GRI 409: Kerja Paksa atau Wajib Kerja 2016 Forced or Compulsory Labor 2016	409-1	Operasi dan pemasok yang berisiko signifikan terhadap insiden kerja paksa atau wajib kerja Operations and suppliers at significant risk for incidents of forced or compulsory labor	83
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Standar GRI GRI Standard	Indikator Indicators	Pengungkapan Disclosure	Lokasi Location
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GRI 416: Keselamatan dan Kesehatan Pelanggan 2016 Customer Health and Safety 2016	416-1	Penilaian dampak kesehatan dan keselamatan dari berbagai kategori produk dan jasa Incidents of non-compliance concerning the health and safety impacts of products and services	59
	416-2	Insiden ketidakpatuhan sehubungan dengan dampak kesehatan dan keselamatan dari produk dan jasa Requirements for product and service information and labeling	61
GRI 418: Privasi Pelanggan 2016 Customer Privacy 2016	418-1	Pengaduan yang berdasar mengenai pelanggaran terhadap privasi pelanggan dan hilangnya data pelanggan Substantiated complaints concerning breaches of customer privacy and losses of customer data	63



## LEMBAR UMPAN BALIK [G.2] FEEDBACK FORM

Laporan Keberlanjutan 2024 PT Surya Semesta Internusa Tbk telah memberikan gambaran mengenai kinerja keberlanjutan Perseroan. Kami mengharapkan masukan dari Bapak/Ibu/Saudara sekalian atas Laporan Keberlanjutan ini, baik melalui *e-mail* atau formulir ini.

The 2024 Sustainability Report of PT Surya Semesta Internusa Tbk has provided an overview of the Company's sustainability performance. We look forward to receiving inputs from you on this Sustainability Report either by email or on this form.

### Profil Anda

Your Profile

Nama (bila berkenan) : .....  
 Name (if you please) : .....  
 Institusi/Perusahaan : .....  
 Institution/Company : .....  
 E-mail : .....

### Golongan Pemangku Kepentingan

Stakeholders Group

- |  |   |
|--|---|
| <input type="checkbox"/> Pemegang Saham   Shareholders | <input type="checkbox"/> Kontraktor   Contractors             |
| <input type="checkbox"/> Karyawan   Employees          | <input type="checkbox"/> Partner Bisnis   Business Partners   |
| <input type="checkbox"/> Pemerintah   Government       | <input type="checkbox"/> Masyarakat Lokal   Local Communities |
| <input type="checkbox"/> Pelanggan   Customers         |   |

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

- a. Laporan ini mudah dimengerti: | This report was easy to understand:  
 (.....) Tidak Setuju | Disagree (.....) Netral | Neutral (.....) Setuju | Agree
- b. Laporan ini sudah menggambarkan informasi aspek material yang sesuai dengan kegiatan usaha Perseroan:  
 The report describes the Company's relevant material topics according to its business:  
 (.....) Tidak Setuju | Disagree (.....) Netral | Neutral (.....) Setuju | Agree

- c. Mohon berikan penilaian untuk topik material yang paling penting menurut anda  
 (nilai 1 = paling tidak penting s/d 5 = paling penting)  
 Please score the material topics you consider as important (score 1 = least important to 5 = most important)

- Layanan Unggul | Service Excellence [ ]
- Manajemen Sumber Daya | Resource Management [ ]
- Inovasi dan Teknologi | Innovation and Technology [ ]
- Keselamatan dan Kesehatan Pelanggan | Customer Health and Safety [ ]
- Manajemen Limbah dan Air | Waste and Water Management [ ]
- Kesejahteraan, Keselamatan, dan Kesehatan Karyawan | Employee Well-being, Health, and Safety [ ]
- Manajemen Iklim | Climate Management [ ]

- d. Saran atau informasi terkait Laporan: | Other suggestions or information related to the Report:
- .....

Terima kasih atas masukan anda. Mohon lembar umpan balik dapat dikirim melalui surat elektronik kepada kontak yang tertera di Laporan ini, atau langsung ke:

Thank you for your feedback. Please send the feedback form via email to please kindly send this feedback form to the contact mentioned in this Report, or directly send to:

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