

SUSTAINABILITY REPORT **2023**
LAPORAN KEBERLANJUTAN

BE BETTER,
BE true



suryainternusa

BUILDING A BETTER INDONESIA



DIAMOND BAY AREA - SUBANG SMARTPOLITAN

Be Better, Be true



Sesuai dengan budaya SSIA, yaitu I'm TRUE (**TR**ustworthines, **CU**stomer Focus, **Strive for Excellence**), Perseroan berupaya untuk terus meningkatkan kepercayaan pelanggan, memberikan pelayanan dengan sepenuh hati, serta terus berinovasi melalui produk dan layanan yang berkualitas. Kami percaya bahwa hal ini dapat terwujud melalui kesinambungan antara Perseroan dengan seluruh pemangku kepentingan, sehingga kita semua dapat bertumbuh bersama dan menjadi lebih baik (*be better*).

In line with the SSIA culture, which is I'm TRUE (**TR**ustworthiness, **CU**stomer Focus, **Strive for Excellence**), the Company strives to continuously build customer trust, provide wholehearted services, and innovate through high-quality products and services. We believe that this can be achieved through the ongoing collaboration between the Company and all stakeholders, enabling all of us to grow together and become better.

Pernyataan Disclaimer

Laporan ini berisi pernyataan keuangan, hasil operasi, proyeksi, strategi, kebijakan, dan tujuan dari PT Surya Semesta Internusa Tbk yang atau selanjutnya disebut "Perseroan". Pernyataan-pernyataan tersebut memiliki prospek risiko, ketidakpastian, serta dapat mengakibatkan perkembangan aktual yang berbeda secara material dari yang dilaporkan.

Pernyataan-pernyataan prospektif dalam Laporan Keberlanjutan dibuat berdasarkan berbagai asumsi mengenai kondisi terkini dan kondisi mendatang serta lingkungan bisnis Perseroan dalam menjalankan kegiatan usaha. Perseroan tidak menjamin bahwa dokumen-dokumen yang telah dipastikan keabsahannya akan membawa hasil-hasil tertentu sesuai harapan.

This Report contains PT Surya Semesta Internusa Tbk (the Company)'s financial statements, operating results, projections, plans, strategies, policies, and objectives. These statements are subject to risks, uncertainties, and may result in actual developments that are materially different from those reported.

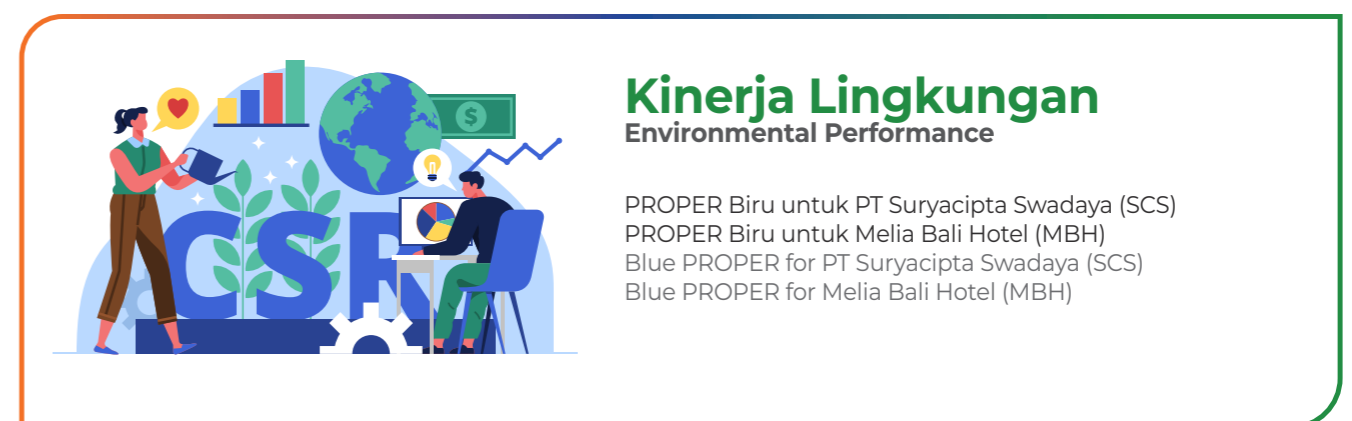
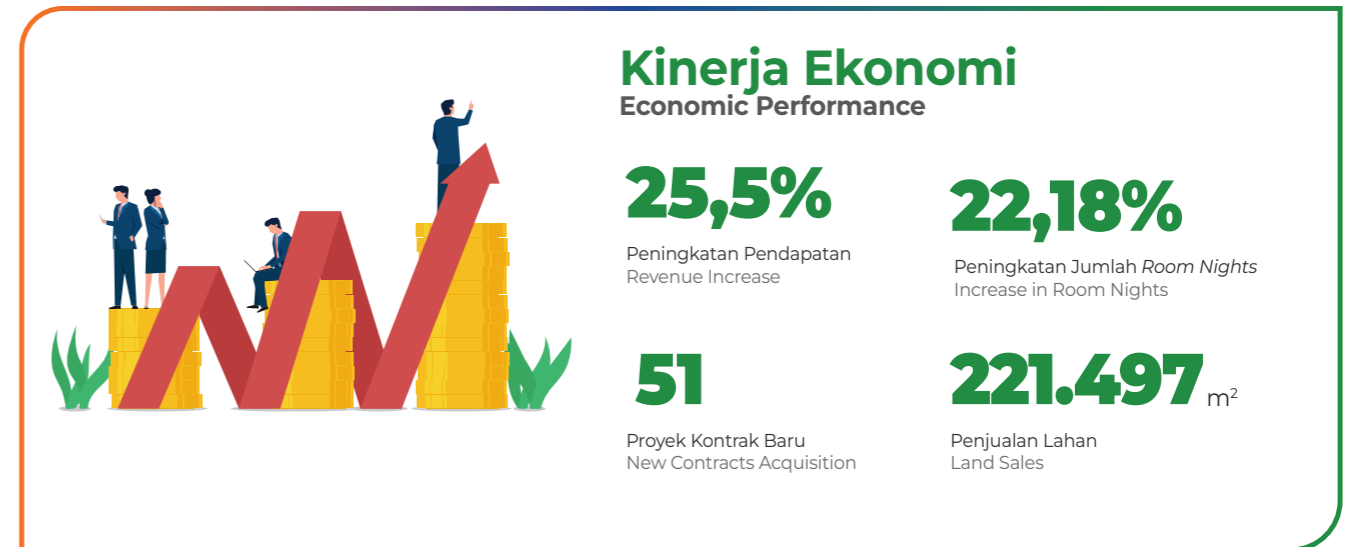
The prospective statements in the Sustainability Report were made based on various assumptions regarding current and future conditions as well as the business environment in which the Company conducts its businesses. The Company does not guarantee that documents whose validity has been confirmed will bring certain results as expected.

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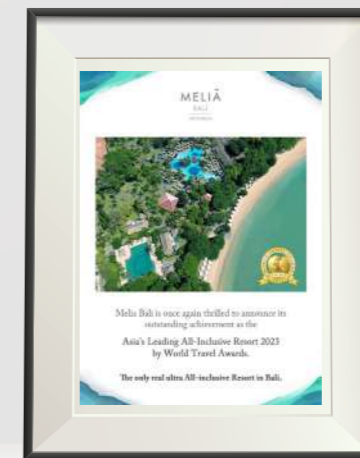


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Pencapaian Kinerja Keberlanjutan 2023 Sustainability Performance Achievements 2023



Penghargaan dan Sertifikasi 2023 2023 Awards and Certifications





Penghargaan Awards

Suryacipta Swadaya

- Partisipasi Aktif melakukan Tanggung Jawab Sosial dan Lingkungan (TJSL) Perusahaan dari Bupati Karawang
- Perusahaan Ketiga Terbaik untuk Kategori Pelaporan Emisi Kawasan Industri dari Kemenperin RI
- PROPER Biru
- Active Participation in Corporate Social and Environmental Responsibility (CSER) from the Regent of Karawang
- Third Best Company in the Industrial Estate Emission Reporting Category from the Ministry of Industry of the Republic of Indonesia
- Blue PROPER

Gran Melia Jakarta

- Best Luxury Hotel Awards, Best Luxury Hotel in Indonesia, Best Luxury City Hotel in Indonesia 2023 dari World Luxury Hotel Awards 2023
- Top 10 City Hotel in Indonesia
- Travelers' Choice 2023
- Best Japanese Restaurant – Yoshi Izakaya
- Exquisite Readers's Choice

Melia Bali Hotel

- PROPER Biru | Blue PROPER
- Trip Advisor Travellers' Choice for Sorrento, Sakura, Lotus, El Patio, Sateria
- Traveller Review Award
- Asia's Leading All Inclusive Resort
- Best Family Resort Award
- Travelife Gold Certificate for Accommodation Sustainability
- Trip Advisor Travellers' Choice
- Tri Hita Karana Super Platinum V

BATIQA Hotel

- Piagam Penghargaan Hotel Bintang 3 dengan Pajak Daerah Terbesar ke-2 dari Walikota Cirebon untuk BATIQA Hotel Cirebon
- Piagam Penghargaan Tempat Magang Industri Program Upskilling dan Reskilling Berstandar Industri Guru SMK Bisnis dan Pariwisata 2023 dari Kementerian Pendidikan, Kebudayaan, Riset, dan Teknologi untuk BATIQA Hotel Lampung dan Palembang
- Tax Award sebagai Wajib Pajak Taat Pajak Daerah dari Walikota Bandar Lampung serta Walikota Pekanbaru untuk BATIQA Hotel Lampung dan Pekanbaru
- Award Certificate for 3-Star Hotel with the Second Largest Local Tax Contribution from the Mayor of Cirebon for BATIQA Hotel Cirebon
- Award Certificate for Industry Internship Site for the Upskilling and Reskilling Program with Industry Standards for Vocational School Business and Tourism Teachers 2023 from the Ministry of Education, Culture, Research, and Technology for BATIQA Hotel Lampung and Palembang
- Tax Award as a Compliant Local Taxpayer from the Mayor of Bandar Lampung and the Mayor of Pekanbaru for BATIQA Hotel Lampung and Pekanbaru

Sertifikasi Certifications

No	Entitas Entity	Sertifikasi/Penghargaan Certifications/Awards	Dikeluarkan Oleh Issuer	Masa Berlaku Validity Period
Properti Property				
1	PT Suryacipta Swadaya (SCS)	Sertifikat ISO 14001:2015 / SNI ISO 14001:2015 ISO 14001:2015 / SNI 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 11 November 2024
		Sertifikat Ahli K3 Umum General OHS Expert Certificate	Kementerian Ketenagakerjaan (Kemnaker) Ministry of Manpower	30 Agustus 2026 30 August 2026
		Sertifikat Persetujuan Layak Operasi Operational Approval Certificate	Direktorat Jenderal Minyak dan Gas Bumi (Dirjen Migas) The Ministry of Energy and Mineral Resources	23 November 2026 23 November 2026
3	PT TCP Internusa	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 19 September 2032
Konstruksi Construction				
1	PT Nusa Raya Cipta Tbk (NRC)	Sertifikat Manajemen Mutu SNI ISO 9001:2015 SNI ISO 9001:2015 Quality Management Certificate	Sucofindo International Certification Services	25 Oktober 2024 25 October 2024
		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		
		Sertifikat Sistem Manajemen Keselamatan dan Kesehatan Kerja (SMK3) Occupational Health and Safety Management System Certificate		13 Mei 2025 13 May 2025
Perhotelan Hospitality				
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	11 Agustus 2023 11 August 2023
		Sertifikat Laik Fungsi Certificate of Functionality		28 Desember 2023 28 December 2023
		Sertifikat Laik Sehat Good Health Certificate	Dinas Kesehatan Masyarakat Jakarta Selatan South Jakarta Public Health Agency	2 Oktober 2024 2 October 2024
		CHSE (Memuaskan) CHSE Certificate (Satisfactory)	Kemendparekraf Ministry of Tourism and Creative Economy	Revisi Permenparekraf No. 13 Revision of Permenparekraf No. 13
		Worldwide Kids Accredited	Worldwide Kids	Desember 2023 December 2023
		Sertifikat Pengesahan Penggunaan/Izin Pemakaian dengan Syarat-syarat Keselamatan dan Kesehatan Kerja sesuai Undang-Undang No. 1 Tahun 1970 untuk P2K3 Use Authorization Certificate/Use Permit with Occupational Safety and Health Requirements in Accordance with Law No. 1/1970/ for P2K3	Pemerintah Provinsi DKI Jakarta Dinas Tenaga Kerja dan Transmigrasi DKI Jakarta Manpower and Transmigration Agency	4 Desember 2023 4 December 2023

No	Entitas Entity	Sertifikasi/Penghargaan Certifications/Awards	Dikeluarkan Oleh Issuer	Masa Berlaku Validity Period
2	PT Siti Agung Makmur (Umana Bali, LXR Hotels and Resorts/SAM)	Plakat Higiene & Sanitasi Hygiene & Sanitation Plaque	Dinas Kesehatan Kabupaten Bandung Bandung Health Office	7 Februari 2024 7 February 2024
3	PT Surya Internusa Hotels (BATIQA Jababeka/SIH)	Sertifikat Laik Fungsi Certificate of Functionality	Pemkab Bekasi Bekasi Regency Administration	7 November 2024 7 November 2024
4	BATIQA Hotel Manajemen (BATIQA Karawang)	Sertifikat Laik Fungsi Certificate of Functionality	Pemkab Karawang Karawang Regency Administration	12 November 2025 12 November 2025
5	BATIQA Hotel Manajemen (BATIQA Lampung)	Sertifikat Laik Fungsi Certificate of Functionality	Pemkab Bandar Lampung Bandar Lampung Regency Administration	19 Juli 2024 19 July 2024
		Sertifikat Laik Operasi Operation Worthy Certificate	PT Sucofindo	5 Agustus 2027 5 August 2027
		Sertifikat Teknik Operasional Bangunan Gedung (TOBG) Building Operational Engineering Certificate	BNSP	17 Agustus 2026 17 August 2026
6	BATIQA Hotel Manajemen (BATIQA Palembang)	Sertifikat Laik Fungsi Certificate of Functionality	Walikota Palembang Palembang Mayor	16 Mei 2024 16 May 2024
		CHSE	Kemendparekraf 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 Halal Halal Certification	Badan Penyelenggara Jaminan Produk Halal Halal Product Assurance Organizing Body	26 April 2025 26 April 2025
		Sertifikat Laik Operasi Operation Worthy Certificate	PT SUCOFINDO	8 September 2026 8 September 2026
7	BATIQA Hotel Manajemen (BATIQA Surabaya)	Sertifikat Ahli K3 Umum Kemnaker Ministry of Manpower General OHS Expert Certificate	PT Mahira Jaya Bana	25 November 2027 25 November 2027
		Sertifikat Laik Sehat Good Health Certificate	Dinas Kesehatan Public Health Office	2 Januari 2026 2 January 2026
		Sertifikat Laik Operasi Operation Worthy Certificate	PT Perintis Perlindungan Instalasi Listrik Nasional Kantor Pelayanan Wilayah	20 April 2031 20 April 2031
8	BATIQA Hotel Manajemen (BATIQA Cirebon)	Sertifikat Laik Fungsi Certificate of Functionality	Disnakertrans Surabaya Surabaya Manpower and Transmigration Department	2 Januari 2050 2 January 2050
		Sertifikasi Kompetensi Bidang Tata Hidang (Skema Sertifikasi Level 5 KKNl) Competency Certification in the Field of Catering (Level 5 KKNl Certification Scheme)	BNSP	15 April 2024 15 April 2024
		Sertifikasi Kompetensi Bidang Housekeeping Housekeeping Field Competency Certification	BNSP	15 April 2024 15 April 2024
		Sertifikat Pembinaan Pengawasan Norma Keselamatan Kerja (K3) Certificate of Supervision Development of Occupational Health and Safety Norms (OHS)	Kementerian Ketenagakerjaan RI Indonesian 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	-

Ikhtisar Aspek Keberlanjutan Sustainability Aspects Highlights

Kinerja Ekonomi Economic Performance

Uraian Description	Satuan Unit	Periode Pelaporan Reporting Period		
		2023	2022	2021
Kuantitas Produksi Production Quantity				
Konstruksi Construction				
Jumlah Proyek Baru New Contract Acquisition	Proyek Project	51	47	49
Nilai Proyek Baru New Contract Acquisition Value	Miliar Rupiah Billion Rupiah	2.925	2.352	2.679
Perhotelan Hospitality				
Room Nights	Room Nights	456.426	373.559	227.213*
Properti Property				
Luas Tanah Dijual* Land Sold	m ²	221.497	154.714	130.150
Rumah Terjual Housing Sold	Unit	16	15	9
Pendapatan dan Laba (Rugi) Bersih Net Revenues and Profit (Loss)				
Pendapatan Bersih Net Revenues	Miliar Rupiah Billion Rupiah	4.538	3.615	2.353
Laba (Rugi) Bersih Net Profit (Loss)	Miliar Rupiah Billion Rupiah	177	176	(200)

Keterangan | Note:
Data pada tahun 2022 dan 2023 tidak mencakup SLP. | 2022 and 2023 data did not include SLP.
*Penyajian kembali informasi karena adanya perubahan satuan perhitungan. | Restatement of information due to a change in the unit of calculation. [2-4]

Kinerja Sosial Social Performance

Uraian Description	Satuan Unit	Periode Pelaporan Reporting Period		
		2023	2022	2021
Jumlah Kecelakaan Kerja Number of Occupational Accidents				
Ringan Minor	Kasus Case	26	26	42
Sedang dan Berat Moderate and Major		9	29*	9
Fatal		8	-	-
Jumlah Karyawan Number of Employee	Orang People	2.674	2.633	2.419

Uraian Description	Satuan Unit	Periode Pelaporan Reporting Period		
		2023	2022	2021
Jumlah Penyaluran Dana TJSL CSER Fund Distribution	Rupiah	2.417.524.651	1.245.370.265	1.010.910.730
Jumlah Jam Pelatihan Total Training Hours	Jam Hours	55.853	19.992	15.032

Keterangan | Note:
Data tahun 2022 dan 2023 tidak mencakup SLP. | 2022 and 2023 data did not include SLP.
*Penyajian kembali informasi karena adanya peninjauan kembali data tahun 2022. [2-4]
Restatement following a review of 2022 data.

Kinerja Lingkungan Environmental Performance

Uraian Description	Satuan Unit	Periode Pelaporan Reporting Period		
		2023	2022	2021
Penggunaan Energi Energy Consumption				
Penggunaan Listrik Electricity Consumption	kWh	41.127.568	36.862.814	33.325.484
Penggunaan Bahan Bakar Fuel Consumption				
Petrol	Liter	133.083	124.085	91.981
Solar Diesel Fuel		84.768	70.142	76.070
LPG		570.404	443.679	236.488
Penggunaan Energi Energy Consumption	GJ	170.198	150.817	132.436
Penggunaan Air Water Consumption	m ³	5.668.870	6.040.600*	5.717.247*
Pengurangan Emisi Emissions Reduction				
Emisi yang Dihasilkan Emissions Generated	Ton CO ₂ eq	4.531	3.976*	3.317
Pengurangan (Penambahan) Emisi yang Dihasilkan Reduction (Increase) of Emissions Generated		(555)	(659)*	(63)*
Pengurangan (Penambahan) Limbah yang Dihasilkan Reduction (Increase) of Waste and Effluent Generated				
Limbah yang Dihasilkan Waste Generated	Ton	921,4	734,5*	404,3*
Pengurangan Limbah yang Dihasilkan Reduction of Waste Generated		(186,84)*	(330,25)*	4,31*

Keterangan | Note:
Data tahun 2022 dan 2023 tidak mencakup SLP. | 2022 and 2023 data did not include SLP.
*Penyajian kembali informasi karena adanya perubahan metode perhitungan dan penyesuaian kembali data. [2-4]
Restatement due to changes in calculation methods and data adjustments.

Sambutan Direksi [2-22] Board of Directors Report's



Johannes Suriadjaja
Presiden Direktur | President Director

Perseroan akan terus menanamkan Nilai Keberlanjutan yang lebih komprehensif dengan memperhatikan keseimbangan kinerja ESG. Kami ingin memperkuat *unique value proposition*, yang kami tambahkan dalam tahun ini sebagai arah strategi utama, melengkapi empat arah strategi sebelumnya.

The Company will continue to instill a more comprehensive Sustainability Value by balancing ESG performance. We aim to strengthen our unique value proposition, which we have added this year as a primary strategic direction, complementing the four previous strategic directions.

Para Pemangku Kepentingan yang Terhormat,

Saat ini, begitu banyak dan cepatnya perubahan yang terjadi, baik dalam era teknologi, lingkungan, maupun kehidupan. Setiap perubahan menuntut penyesuaian dan ketahanan. Oleh karena itu kita semua harus berani berubah, semakin baik, semakin bertanggung jawab, dan semakin berintegritas.

Kami, di SSIA juga melakukan perubahan dan terus mengasah keterampilan untuk menjadi lebih baik. Kami juga mempererat kolaborasi dengan semua pemangku kepentingan untuk menciptakan nilai yang optimal bagi semua pemangku kepentingan.

Dear Esteemed Stakeholders,

At present, changes occur swiftly and abundantly, spanning across technological advancements, environmental shifts, and societal developments. Each change demands adaptation and resilience. Therefore, we must all dare to change, strive for improvement, uphold accountability, and exhibit integrity.

At SSIA, we too embrace change and continuously hone our skills to become even better. We also strengthen partnerships with all stakeholders to create optimal value for all stakeholders.

Kebijakan untuk Merespons Tantangan

Selama tahun 2023, Perseroan terus berkarya melalui proyek pembangunan yang bertambah. Perseroan menjaga kepercayaan dengan memberikan layanan dan produk terbaik meskipun menghadapi berbagai tantangan. Perseroan menyadari bahwa dalam proses bisnisnya, kegiatan operasional berkaitan erat dengan kondisi alam, termasuk kebutuhan bahan bangunan untuk produk-produk Perseroan. Situasi ini dapat mempengaruhi keberlanjutan Perseroan. Maka dari itu, Perseroan bersama mitra dan pemasok berusaha menjaga keseimbangan kinerja lingkungan, sosial, dan tata kelola (*environment, social, and governance/ESG*) sebagai salah satu upaya untuk mempertahankan nilai keberlanjutan di masa mendatang. Perseroan berkomitmen mengelola aspek ESG dan mempererat kerja sama untuk mendukung Tujuan Pembangunan Berkelanjutan (TPB).

Perseroan memiliki Pilar Strategi dan Kebijakan Keberlanjutan yang sudah disesuaikan dengan prioritas risiko dan peluang ESG, salah satunya terkait dampak negatif akibat perubahan iklim yang ekstrem. Perubahan iklim dapat menyebabkan risiko fisik dan risiko transisi. Kedua risiko iklim ini sangat mempengaruhi proses bisnis di sektor properti dan konstruksi. Seiring dengan kondisi tersebut, Perseroan merespons tantangan perubahan iklim ini melalui berbagai upaya, di antaranya dengan terus meningkatkan kesadaran budaya keberlanjutan bagi seluruh insan Perseroan.

Pada 12 Juli 2023, Perseroan juga meluncurkan *corporate culture* baru dengan nama "TRUE", yang merupakan gabungan dari pilar budaya korporat. TRUE terdiri dari "Trustworthiness", "Customer Focus", dan "Strive for Excellence". Dengan *corporate culture* ini, diharapkan agar kita semua dapat menerapkan budaya keberlanjutan dalam operasional kami. Di lain sisi, Perseroan juga mempererat kerja sama dengan para pemangku kepentingan untuk menjaga pasokan bahan baku, kelancaran kegiatan operasional, dan menjalankan bisnis yang berkelanjutan.

Penerapan Kinerja Keberlanjutan

Setiap insan SSIA berperan penting dalam memberikan layanan dan menyediakan produk terbaik bagi pelanggan. Insan SSIA memiliki kesempatan yang setara dalam mengembangkan karier dan bertumbuh bersama. Kami terus meningkatkan pelatihan dan memperkuat Nilai Perusahaan untuk menciptakan sumber daya manusia yang tangguh, lebih baik, dan terpercaya, dalam menghadapi setiap perubahan dan tantangan.

Policy on Responding to Challenges

Throughout 2023, the Company continued its work through increasing development projects. The Company maintained trust by delivering the best services and products despite facing various challenges. Recognizing the close relationship between its operational activities and environmental conditions, including the need for building materials for its products, the Company acknowledged the potential impact on its sustainability. Therefore, together with partners and suppliers, the Company sought to maintain a balance in environmental, social, and governance (ESG) performance as part of its efforts to sustain value in the future. The Company committed to managing ESG aspects and strengthening cooperation to support Sustainable Development Goals (SDGs).

The Company is equipped with Sustainability Strategy and Policy Pillar adjusted to ESG risk and opportunity priorities, including addressing adverse impacts from extreme climate change. Climate change can pose physical and transition risks, significantly affecting business processes in the property and construction sectors. In response, the Company addresses these climate change challenges through various efforts, including enhancing sustainability awareness among all Company personnel.

In addition, on 12th of July 2023, the Company launched a new corporate culture named "TRUE", which combined corporate culture pillars. TRUE comprises "Trustworthiness", "Customer Focus", and "Strive for Excellence". With this corporate culture, we expect all personnel to embody a culture of sustainability throughout our entire operations. Moreover, the Company strengthened partnership with stakeholders to maintain the supply of raw materials, ensure uninterrupted operational activities, and pursue sustainable business practices.

Sustainability Performance Implementation

Every SSIA personnel plays a vital role in providing services and delivering the best products to our customers. At SSIA, every individual has equal opportunities to develop their careers and grow together. We continuously enhance training and reinforce Corporate Values to create resilient, better, and trustworthy human resources in facing every change and challenge.

Setiap insan SSIA berperan dalam mencapai kinerja ESG yang unggul sehingga dampaknya tercatat dalam pertumbuhan ekonomi. Selama tahun 2023, Perseroan berhasil memperoleh nilai proyek kontrak baru untuk konstruksi sebesar Rp2.925 miliar serta 65,5% peningkatan jumlah *room nights* untuk perhotelan. Perseroan juga berhasil memperoleh pendapatan bersih sebesar Rp4.538 miliar, naik 25,5% dari tahun sebelumnya. Kenaikan kinerja ekonomi ini disebabkan karena terutama didorong oleh kinerja yang kuat di tiga segmen utama. Pendapatan properti meningkat sebesar 37,1% (Rp231,0 miliar), sedangkan pendapatan di segmen bisnis konstruksi dan perhotelan SSIA meningkat sebesar 17,5% dan 52,2% (masing-masing Rp430,2 miliar dan Rp310,3 miliar).

Dari sisi lingkungan, Perseroan telah mencanangkan inisiatif untuk mendukung penggunaan energi terbarukan melalui investasi perluasan pembangunan pembangkit listrik tenaga surya (PLTS). Dukungan ini menjadi salah satu bentuk komitmen Perseroan dalam mempercepat transisi energi bersih bagi Indonesia. Selain itu, Perseroan meneruskan upaya dalam menyediakan produk ramah lingkungan, salah satunya dengan integrasi teknologi pada produk berwawasan lingkungan dan keberlanjutan, yakni Subang Smartpolitan yang merupakan sebuah kota mandiri yang canggih dan berteknologi maju. SSIA juga bekerja sama dengan pemangku kepentingan dalam menyediakan *smart* penerangan jalan umum yang merupakan sistem penerangan lampu jalan berbasis *internet of things* (IoT).

Dari sisi sosial, kami juga melaksanakan berbagai kegiatan Tanggung Jawab Sosial dan Lingkungan (TJSL). Bersama dengan Hari Sumpah Pemuda 2023, sebanyak 22 karyawan SSIA mengikuti program *volunteering* untuk membantu membangun 1 rumah bagi 1 keluarga yang kurang mampu di Desa Margamulya. Sejak tahun 2010, SSIA juga memberikan beasiswa biaya Pendidikan kepada 4 siswa SMK Suryacipta sampai lulus sekolah. SSIA juga bersama dengan Team Peduli Karya Salesian Don Bosco turut serta dalam program donasi *Bosco Charity Dinner "Noble Devotion"* yang bertujuan untuk membangun asrama SMP Bhakti Mulia Purwodadi dan SMK St. Yusuf Blitar.

Selain itu, melalui anak usaha PT Suryacipta Swadaya (Suryacipta), Perseroan berfokus pada pengembangan dan pengelolaan kawasan industri di Suryacipta City of Industry Karawang dan Smart City Kawasan Terpadu Subang Smartpolitan. Pembangunan Subang Smartpolitan akan didorong oleh konsep ESG yang menekankan inovasi sertakolaborasi untuk mengembangkan ekosistem bisnis, konektivitas, komunitas, dan pendidikan. Tahap awal pengembangan akan berfokus pada:

Every SSIA personnel contributes to achieving excellent ESG performance, ensuring its impact is reflected in economic growth. Throughout 2023, the Company successfully recorded Rp2,925 billion new contracts acquisition for construction projects and saw a 65.5% increase in the number of room nights for hospitality. Furthermore, the Company posted Rp4.538 billion revenues, went up by 25.5% from the previous year. This economic performance surge was primarily driven by strong performances in three main segments. Property revenues increased by 37.1% (Rp231.0 billion), whereas revenues in SSIA's construction and hospitality segments grew by 17.5% and 52.2% (Rp430.2 billion and Rp310.3 billion), respectively.

On the environmental front, the Company has initiated efforts to support the use of renewable energy through investments in expanding solar power plant development. This support is part of the Company's commitment to accelerating the clean energy transition in Indonesia. Furthermore, the Company continued its efforts to provide environmentally friendly products, including the integration of technology in environmentally sustainable products, such as Subang Smartpolitan, a sophisticated and technologically advanced smart city. SSIA also collaborated with stakeholders to provide smart public street lighting, an Internet of Things (IoT)-based street lamp system.

In terms of social contribution, we also implemented various Corporate Social and Environmental Responsibility (CSER) activities. Coinciding with Youth Pledge Day 2023, 22 SSIA employees participated in a volunteering program to help build one house for one less fortunate family in Margamulya Village. Since 2010, SSIA has provided educational scholarships to four SMK Suryacipta Vocational School students until graduation. SSIA, along with the Salesian Don Bosco Peduli Karya Team, also participated in the Bosco Charity Dinner "Noble Devotion" donation program aimed at building dormitories for SMP Bhakti Mulia Purwodadi Junior High School and SMK St. Yusuf Blitar Vocational School.

Furthermore, through subsidiary PT Suryacipta Swadaya (Suryacipta), the Company focuses on the development and management of industrial estates in Suryacipta City of Industry, Karawang, and the Smart City Integrated Area of Subang Smartpolitan. The development of Subang Smartpolitan will be driven by an ESG concept emphasizing innovation and collaboration to develop business ecosystems, connectivity, communities, and education. The initial development phase will focus on:

1. Solusi Tenaga Ramah Lingkungan

Bersama PLN, Subang Smartpolitan akan dilengkapi dengan energi ramah lingkungan dari PLN yang didukung oleh *Renewable Energy Certificate* (REC) atau Sertifikat Energi Terbarukan untuk mendapatkan manfaat lingkungan dari pembangkitan energi terbarukan. Selain itu, energi yang dihasilkan dari energi terbarukan seperti *Photovoltaics* (PV) surya, hidrogen hijau, dan biomassa juga akan membantu mencapai tujuan keberlanjutan dan mengurangi emisi karbon.

2. Pembangunan Pelestarian Alam

Pengembangan dimulai dengan penilaian komprehensif terhadap aset alam dan potensi ekologi kawasan. Lahan basah, hutan, dan saluran air dipetakan dan dikatalogkan. Dalam pengembangan Subang Smartpolitan, kami menggunakan *Water Sensitive Urban Design* (WSUD), sebuah pendekatan perencanaan dan pembangunan kota yang bertujuan untuk mengintegrasikan pengelolaan sumber daya air ke dalam desain dan fungsi kota dan komunitas.

3. Calon Klien Berbasis ESG

Hal ini kami lakukan untuk menarik perusahaan global yang berfokus pada faktor ESG dalam praktik bisnis mereka. Bersama para penyewa, kami akan berkolaborasi dalam menciptakan *ESG Driven Ecosystem*.

4. Fokus pada Pendidikan (Sekolah Kejuruan)

Perseroan berupaya untuk menumbuhkantenaga kerja yang terampil melalui penyediaan fasilitas sekolah kejuruan untuk menciptakan tenaga kerja yang kompeten dan "siap bekerja" bagi perusahaan-perusahaan di Subang Smartpolitan, sekaligus membina kesejahteraan masyarakat sebagai bagian dari kontribusi kami membangun Indonesia yang lebih baik.

Strategi Pencapaian Target

Melalui budaya Perseroan yang mengedepankan *Trustworthiness*, *Customer Focus*, dan *Strive for Excellence*, Perseroan menghadapi perkembangan aspek keberlanjutan di Indonesia dengan menerapkan lima arah strategis sebagai dasar pertumbuhan Nilai Keberlanjutan, yaitu *Purpose*, *People*, *Performance*, *Platform for growth*, dan *Unique Value Proposition*. Nilai Keberlanjutan ini memperhatikan empat aspek, yaitu (1) penyediaan produk (barang & jasa) yang berkualitas tinggi; (2) pelestarian lingkungan di area operasi Perseroan; (3) penguatan kualitas sumber daya manusia, serta; (4) pemberdayaan kepada masyarakat sekitar.

1. Environmentally Friendly Energy Solution

Together with state electricity company PLN, Subang Smartpolitan will be equipped with environmentally friendly energy from PLN supported by *Renewable Energy Certificate* (REC) to obtain environmental benefits from renewable energy generation. In addition, energy generated from renewable sources such as solar photovoltaics (PV), green hydrogen, and biomass will also help achieve sustainability goals and reduce carbon emissions.

2. Environmental Development and Conservation

The development begins with a comprehensive assessment of natural assets and ecological potentials of the area. Wetlands, forests, and waterways are mapped and cataloged. In the development of Subang Smartpolitan, we employed *Water Sensitive Urban Design* (WSUD), an urban planning and development approach aimed at integrating water resource management into the design and function of cities and communities.

3. ESG-Based Potential Clients

We are prioritizing ESG factors to attract global companies that focus on ESG factors in their business practices. Together with the tenants, we will collaborate in creating an *ESG Driven Ecosystem*.

4. Focus on Education (Vocational School)

The Company strives to nurture skilled workforce by providing vocational school facilities to create competent and job-ready workforce for companies in Subang Smartpolitan, and simultaneously fostering community welfare as part of our contribution to building a better Indonesia.

Target Achievement Strategies

Through corporate culture that prioritizes *Trustworthiness*, *Customer Focus*, and *Strive for Excellence*, the Company faces the evolving sustainability aspects in Indonesia by implementing five strategic directions as the foundation for Sustainable Value growth, namely *Purpose*, *People*, *Performance*, *Platform for growth*, and *Unique Value Proposition*. This Sustainable Value considers four aspects, namely (1) providing high-quality products (goods & services); (2) environmental preservation in the Company's operational areas; (3) strengthening the quality of human resources, and; (4) empowering the surrounding community.

Di samping itu, Perseroan meneruskan tiga aspek utama dalam melakukan transformasi: (1) peningkatan kerja sama untuk memperkuat portofolio; (2) komitmen untuk pertumbuhan yang berkelanjutan; serta (3) memperkuat ketangguhan dan beradaptasi menghadapi setiap perubahan yang sangat dinamis. Ketiga hal ini sudah kami sampaikan di tahun sebelumnya, dan kami ingin mengingatkannya lagi agar seluruh pemangku kepentingan dapat berjalan bersama kami. Aspek-aspek tersebut menjadi strategi bagi Perseroan untuk menjalankan bisnis yang berkelanjutan, mencapai target, serta mengukir prestasi dalam memanfaatkan peluang dan prosek usaha masa depan.

Apresiasi

Bersama seluruh pemangku kepentingan, Perseroan akan terus menanamkan Nilai Keberlanjutan yang lebih komprehensif dengan memperhatikan keseimbangan kinerja ESG. Kami ingin memperkuat *unique value proposition*, yang kami tambahkan dalam tahun ini sebagai arah strategi utama, melengkapi empat arah strategi sebelumnya.

Atas nama seluruh jajaran Direksi dan Dewan Komisaris, kami berterima kasih dan memberikan apresiasi sebesar-besarnya kepada seluruh pemangku kepentingan yang telah berjalan bersama kami dalam menghadapi setiap perkembangan. Bersama, mari kita wujudkan nilai keberlanjutan dan menerapkan arah strategi di setiap langkah perjalanan, dengan menjadi lebih baik (*be better*) dan terpercaya (*be true*).

In addition, the Company continues to focus on three key aspects in its transformation: (1) enhancing partnerships to strengthen its portfolio; (2) commitment to sustainable growth; and (3) enhancing resilience and adapting to every dynamic change. These three elements have been communicated in the previous year, and we would like to reiterate them so that all stakeholders can walk alongside us. These aspects serve as the Company's strategies to conduct sustainable business, achieve targets, and carve out achievements in seizing future business opportunities and prospects.

Appreciation

Together with all stakeholders, the Company will continue to instill a more comprehensive Sustainable Value by balancing ESG performance. We aim to strengthen our unique value proposition, which we have added this year as a primary strategic direction, complementing the four previous strategic directions.

On behalf of the entire Board of Directors and Board of Commissioners, we would like to extend our gratitude to all stakeholders who have walked alongside us in facing every development. Together, let us realize sustainable value and implement strategic directions in every step of the journey, by being better and trustworthy.

Jakarta, April 2024

Johannes Suriadjaja
Presiden Direktur
President Director



Rapat Umum Pemegang Saham Tahunan SSIA pada 7 Juni 2023
SSIA Annual General Meeting for Shareholders on 7 June 2023



Kick Off Value Internalization & ESG Forum SSI Group pada 12 Juli 2024
Kick Off Value Internalization & ESG Forum SSI Group on 12 July 2024



Surya Internusa Group memberikan bantuan rumah untuk masyarakat kurang mampu di Mauk, Tangerang pada 28 Oktober 2023
Surya Internusa Group provided housing assistance to the underprivileged community in Mauk, Tangerang on 28 October 2023



PT Suryacipta Swadaya menerima penghargaan TJSL Kabupaten Karawang pada September 2023
PT Suryacipta Swadaya received CSER award from Karawang Regency in September 2023



PT Suryacipta Swadaya menandatangani kerja sama dengan PT IoT Kreasi Indonesia dalam menyediakan Managed Service Smart Lamp di Kawasan Suryacipta fase-3 Kota Industri pada 7 November 2023.
PT Suryacipta Swadaya signed a partnership agreement with PT IoT Kreasi Indonesia to provide Managed Service Smart Lamps in the Suryacipta Phase-3 Industrial City area on 7 November 2023.

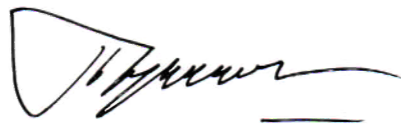
Surat Pernyataan Anggota Dewan Komisaris dan Anggota Direksi tentang Tanggung Jawab atas Laporan Keberlanjutan 2023 PT Surya Semesta Internusa Tbk

Kami yang bertanda tangan di bawah ini menyatakan bahwa semua informasi dalam Laporan Keberlanjutan PT Surya Semesta Internusa Tbk Tahun 2023 telah dimuat secara lengkap dan bertanggung jawab penuh atas kebenaran isi Laporan Keberlanjutan Perseroan.

Demikian pernyataan ini dibuat dengan sebenarnya.

Jakarta, April 2024

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)

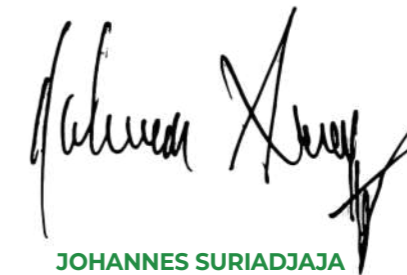
Statement of The Board of Commissioners and The Board of Directors Regarding Responsibility to The 2023 Sustainability Report of PT Surya Semesta Internusa Tbk

We, the undersigned, hereby declare that all information in the Sustainability Report of PT Surya Semesta Internusa Tbk for the year 2023 has been presented in their entirety, and that we assume full responsibility for the accuracy of the contents of such Sustainability Report.

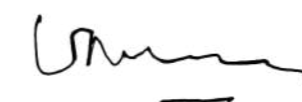
This statement is duly made in all integrity.

Jakarta, April 2024

DIREKSI Board of Directors



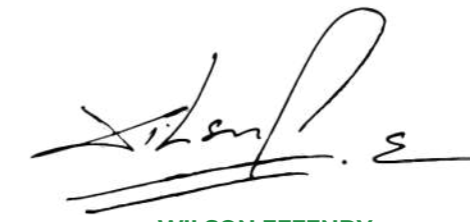
JOHANNES SURIADJAJA
Presiden Direktur
President Director



EDDY PURWANA WIKANTA
Wakil Presiden Direktur
Vice President Director



THE JOK TUNG
Direktur
Director



WILSON EFFENDY
Direktur
Director



SONNY SATIA NEGARA
Direktur
Director

Strategi Keberlanjutan [2-22] Sustainability Strategies

Perseroan memiliki komitmen dalam menyediakan produk yang berkualitas, layanan yang unggul, serta memberikan nilai yang optimal kepada para pemangku kepentingan dalam setiap kegiatan bisnisnya. Rencana jangka panjang Surya Internusa Grup adalah bertransformasi menjadi perusahaan modern yang berlandaskan portofolio bisnis yang kuat dengan mengedepankan keberlanjutan serta adaptif dalam menghadapi perubahan dinamika bisnis. Inisiatif "Pertumbuhan dan Transformasi" yang telah dirancang sejak tahun 2020 diwujudkan melalui Empat Arah Strategi "4P" yang menjadi dasar dalam pertumbuhan nilai berkelanjutan.

The Company is committed to providing quality products, superior services, and creating optimal value for stakeholders in all its businesses. In the long-term, Surya Internusa Group aims to transform into a modern company with a strong business portfolio, committed to sustainable growth, and adaptive in facing changing business dynamics. We have been implementing the "Growth and Transformation" initiative since 2020 with four strategic directions ("4Ps") as the basis for the growth of sustainability values.

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, di antaranya:

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

1

Produk dan Jasa: "Delivering Product and Service Excellence"

Perseroan berkomitmen secara penuh dalam menyediakan barang dan jasa yang berkualitas dan berkelanjutan. Perseroan terus berfokus pada pembangunan dengan menerapkan konsep 'sustainable' dalam setiap proyek serta mengedepankan inisiatif digital dalam pengelolaan aset.

Products and Services: "Delivering Product and Service Excellence"

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 2023

- Pencapaian rata-rata skor survei kepuasan pelanggan di unit usaha konstruksi 82,45%, tamu hotel untuk seluruh unit hotel Perseroan adalah 91,84%, dan properti residensial 82,45%.
- Pencapaian rata-rata skor survei kepuasan pelanggan di unit usaha distribusi gas sebesar 96,3%.
- Pembuatan dan implementasi dokumen *Supplier Code of Conduct*.

Target 2024

- Menjaga tingkat kepuasan seluruh *tenant* serta pelanggan di unit usaha properti, konstruksi, distribusi gas, dan perhotelan di atas 83%.

Strategi Pencapaian Target

- Menjadi pengembang kota industri yang mengedepankan teknologi, inovasi, dan desain yang berwawasan lingkungan dengan Kawasan Industri Karawang dan Kawasan industri Subang Smartpolitan.
- Mengembangkan properti komersial serta properti hunian dengan standar teknik dan lingkungan yang berkelanjutan.
- Mengembangkan jasa konstruksi terpercaya dan berwawasan lingkungan.
- Mengembangkan dan mengelola jasa perhotelan dan *resort* yang mengedepankan kualitas layanan pada pelanggan.
- Menjaga kontinuitas *supply* gas dan memastikan tidak adanya *pressure drop*.

2023 Achievements

- The average customer satisfaction survey score in the construction business unit was 82.45%, hotel guests at all the Company's hospitality units were 91.84%, and residential property was 82.45%.
- The average customer satisfaction survey score in the gas distribution business unit was 96.3%.
- Preparation and implementation of the *Supplier Code of Conduct* document.

2024 Target

- Maintaining the satisfaction level of all tenants and customers in the property, construction, gas distribution, and hospitality business units above 83%.

Target Achievement Strategies

- 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.
- Develop commercial properties as well as residential properties with sustainable engineering and environmental standards.
- Develop reliable and environmentally friendly construction services.
- Develop and manage hotel and resort services that prioritize service quality for customers.
- Maintain gas supply continuity and ensure no pressure drop.

2

Lingkungan: "Protecting the Environment"

Perseroan senantiasa berupaya dalam menjaga kelestarian lingkungan hidup di mana pun beroperasi, dengan berkomitmen pada pemenuhan terhadap regulasi, standar, dan prosedur lingkungan, melakukan optimalisasi operasi gedung dan kawasan industri untuk penghematan energi, serta pengelolaan air dan limbah secara berkesinambungan di lingkungan properti Perseroan.

Environmental: "Protecting the Environment"

The Company strives to consistently preserve the environment wherever it operates through several commitments, including complying with environmental regulations, standards and procedures, optimizing the operation of buildings and industrial estates for energy savings, as well as sustainable water and waste treatment within the Company's properties.

Capaian 2023

- Tidak ada temuan yang signifikan dalam audit tahunan ISO 14001:2015.
- Menjadi Perusahaan Ketiga Terbaik untuk Kategori Pelaporan Emisi Kawasan Industri dari Kemenperin RI.
- PROPER Biru untuk PT Suryacipta Swadaya (SCS) dan Melia Bali Hotel (MBH).
- Penghematan listrik sebesar 172,8 kWh/hari melalui penggantian 375 *garden lamp* dengan lampu LED 5 watt.
- Penghematan listrik sebesar 146,25 kWh/hari melalui penggantian 800 *bathroom lamp* di kamar tamu dengan lampu LED 5 watt.
- Penggunaan sumber energi terbarukan mencapai 1 MW oleh *tenant* di Suryacipta City of Industry di Karawang.

Target 2024

- Tidak ada temuan pada audit ISO mengenai lingkungan.
- Inisiasi dalam menggunakan *chemical* pembersih yang berbahan ramah lingkungan untuk lingkungan KiaKia Glodok Plaza.
- Implementasi rencana "*Landscape & Water Sustainable Urban Design*" di Kawasan Subang Smartpolitan.
- Perencanaan bangunan *Marketing Gallery* dan siap untuk "*Green Building Certification*".

2023 Achievements

- No significant findings in the annual audit of ISO 14001:2015.
- Ranked as the Third Best Company for the Industrial Estate Emission Reporting Category by the Ministry of Industry of the Republic of Indonesia.
- Blue PROPER rating for PT Suryacipta Swadaya (SCS) and Melia Bali Hotel (MBH).
- Electricity savings of 172.8 kWh/day by replacing 375 garden lamps with 5-watt LED lamps.
- Electricity savings of 146.25 kWh/day by replacing 800 bathroom lamps in guest rooms with 5-watt LED lamps.
- Utilization of renewable energy sources reaching 1 MW by tenants in Suryacipta City of Industry in Karawang.

2024 Targets

- No significant findings in the ISO environmental audit.
- Initiatives to use environmentally friendly cleaning chemicals for the KiaKia Glodok Plaza environment.
- Implementation of the "*Landscape & Water Sustainable Urban Design*" plan in the Subang Smartpolitan area.
- Planning for the *Marketing Gallery* building and readiness for "*Green Building Certification*".

Strategi Pencapaian Target

- Terus melakukan *monitoring* dan pemenuhan pada regulasi, standar, serta prosedur terkait lingkungan.
- Optimalisasi operasi gedung dan kawasan industri untuk penghematan energi.
- Optimalisasi penggunaan sumber energi terbarukan untuk operasi gedung perhotelan dan kawasan industri.
- Pengelolaan air dan limbah secara berkesinambungan di lingkungan properti dan gedung perhotelan Perseroan.
- Melakukan berbagai upaya untuk mengurangi pemakaian listrik.
- Melakukan pembibitan jenis tanaman yang sesuai dengan kriteria desain di *Nursery Subang Smartpolitan*.
- Menanam pohon dan semak/perdu yang sesuai dengan rencana desain.
- Memonitor dan berkoordinasi dengan konsultan perencanaan desain *Marketing Gallery* agar desain yang dibuat memenuhi kriteria "*Green Building Certification*".

Target Achievement Strategies

- Continuously monitor and comply with regulations, standards, and procedures related to the environment.
- Optimize building and industrial area operations for energy savings.
- Optimize the use of renewable energy sources for hotel building operations and industrial areas.
- Sustainably manage water and waste in the Company's property and hotel building environments.
- Implement various efforts to reduce electricity consumption.
- Establish nurseries for plant species that meet design criteria in the Subang Smartpolitan Nursery.
- Plant trees and shrubs/bushes according to the design plan.
- Monitor and coordinate with Marketing Gallery design planning consultants to ensure that the design meets "*Green Building Certification*" criteria.



LAKE VIEW SUBANG SMARTPOLITAN

3

Insan: "Looking after People"

Perseroan berkomitmen untuk memberikan kesempatan yang setara bagi karyawan dalam mendapatkan program peningkatan keterampilan dan pengetahuan, sehingga mampu berkontribusi secara maksimal terhadap perkembangan Perseroan.

People: "Looking after People"

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 2023

- 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).
- >100% peningkatan jam pelatihan.
- Peningkatan kompetensi untuk karyawan *Security* dengan memberikan pelatihan dan perolehan KTA *Security*.
- Implementasi *Quality, Health, Safety, and Environment* (QHSE).

2023 Achievements

- Audit and Certification of ISO 45001:2018 (Occupational Health and Safety Management System) for the business unit of PT Surya Energi Parahita (SEP) and the construction business unit of PT Nusa Raya Cipta Tbk (NRCA).
- >100% increase in training hours.
- Enhanced competency for Security personnel through training and acquisition of Security ID cards.
- Implementation of Quality, Health, Safety, and Environment (QHSE).

Target 2024

- Menjaga *zero fatality* melalui penerapan K3 dan protokol kesehatan.
- Penerapan program *coaching & counselling*.
- Pembangunan *talent mapping* dan implementasi *Individual Development Program*.

2024 Targets

- Zero fatality through the implementation of OHS and health protocols.
- Implementation of coaching & counseling programs.
- Development of talent mapping and implementation of the Individual Development Program.

Strategi Pencapaian Target

- Menciptakan budaya kerja yang kondusif sesuai dengan nilai Perseroan.
- Memastikan kesehatan dan keselamatan seluruh karyawan.
- Memastikan lingkungan kerja yang adil, aman, dan inklusif.
- Mengembangkan talenta dan kemampuan karyawan dengan melaksanakan berbagai pelatihan.
- Pemberian susu bagi seluruh karyawan SEP untuk operasi gedung perhotelan dan kawasan industri.

Target Achievement Strategies

- Create a conducive work culture in line with the Company's values.
- Ensure the health and safety of all employees.
- Ensure a fair, safe, and inclusive work environment.
- Develop talents and skills of employees through various training programs.
- Provide milk to all SEP employees for hotel buildings and industrial estates operations.

4

Komunitas: "Contributing to Communities"

Perseroan secara penuh menyadari bahwa komunitas merupakan bagian yang tidak terpisahkan dari bisnis yang dijalankan Perseroan. Hal ini menjadikan Perseroan terus menjalin hubungan baik tanpa melihat latar belakang seperti jenis kelamin, suku, ras, golongan, dan agama. Perseroan secara aktif melibatkan pemangku kepentingan dan menciptakan lapangan pekerjaan, serta peluang usaha di sekitar kawasan industri dan lokasi pengembangan properti. Perseroan berupaya dalam berpartisipasi untuk mendukung pembangunan ekonomi sehingga kualitas hidup komunitas dan masyarakat setempat dapat meningkat. Ini merupakan bentuk tanggung jawab sosial Perseroan.

Community: "Contributing to Communities"

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 2023

Melaksanakan kegiatan tanggung jawab sosial dan lingkungan (TJSL) di berbagai area.

Target 2024

Melanjutkan advokasi dan hubungan baik secara berkala dengan komunitas di lingkungan Perseroan.

Strategi Pencapaian Target

Melaksanakan kegiatan TJSL sejalan dengan 4 target kegiatan (Peduli Lingkungan, Peduli Pendidikan, Peduli Pelanggan, dan Peduli Masyarakat) bekerja sama dengan semua insan dalam Grup Perseroan.

2023 Achievements

Conducted corporate social and environmental responsibility (CSER) activities in various areas.

2024 Target

Continuing regular advocacy and good relations with communities in the Company's surroundings.

Target Achievement Strategy

Conduct CSER activities in line with 4 activity targets (Caring for the Environment, Caring for Education, Caring for Customers, and Caring for the Community) in collaboration with all employees in the Company's Group.

Tantangan dalam Mencapai Keberlanjutan

Untuk mencapai kinerja Perseroan, kami telah mengidentifikasi tantangan yang menjadi perhatian untuk ditanggulangi bersama, di antaranya:

1. Perseroan memiliki tiga pilar bisnis, yaitu sektor properti, konstruksi, dan perhotelan, sehingga diperlukan pelibatan mitra dan pemasok yang sangat beragam untuk memahami konteks keberlanjutan.
2. Sektor properti dan konstruksi sangat bergantung pada sumber daya alam untuk operasinya, sehingga Perseroan harus dapat memastikan adanya keberlanjutan material yang ramah lingkungan.
3. Persyaratan desain bangunan yang lebih ketat memberikan tantangan bagi kami untuk mempertahankan keseimbangan antara aspek ekonomi, lingkungan, sosial, dan teknologi.

Challenges in Achieving Sustainability

To achieve sustainable performance, the Company has identified challenges to be addressed collectively, as follows:

1. The Company has three business pillars i.e. property, construction, and hospitality sectors, therefore various partners and suppliers need to be involved so that they can comprehend the context of sustainability.
2. The property and construction sectors are highly dependent on natural resources for their operations, therefore the Company must be able to ensure the sustainability of environmentally friendly materials.
3. Stricter building design requirements also pose a challenge in maintaining a balance between economic, environmental, social and technological aspects.

4. Tantangan dalam pasokan material ramah lingkungan karena masih sedikitnya pemasok material ramah lingkungan serta dibutuhkan biaya yang cukup besar dalam penggunaannya.
5. Tantangan dalam mencari pemasok yang sudah menerapkan keberlanjutan dalam operasionalnya.

4. Challenges in environmentally friendly material supply due to the limited number of suppliers and the significant costs involved in their engagement.
5. Challenges in finding suppliers that have already implemented sustainability in their operations.

Permasalahan dan Penerapan Kinerja Keberlanjutan

Perseroan telah melakukan pemetaan atas isu dan permasalahan yang dihadapi dalam penerapan kinerja keberlanjutan. Perseroan memandang tantangan dan permasalahan ini sebagai kesempatan untuk terus meningkatkan kinerja keberlanjutan.

Sustainability Performance Issues and Implementation

The Company has also mapped the issues and problems faced in implementing sustainability performance. These challenges and issues present an opportunity for the Company to continuously improve its sustainability performance.

KONSTRUKSI | CONSTRUCTION



- Membuat revisi-revisi terhadap *audit checklist* agar selalu *ter-update* dengan kondisi lapangan.
- *Daily Operational Meeting* oleh Tim Operational 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 di Kawasan Industri untuk mencegah terjadinya karat pada pipa distribusi yang berakibat kebocoran gas.
- Membangun perumahan dengan fasilitas yang memadai.
- 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 Area to prevent rusting, which can lead to gas leaks, in distribution pipes.
- Building residential areas with proper facilities.

PERHOTELAN | HOSPITALITY



- Melakukan pendekatan dan memberikan informasi mengenai pentingnya konteks keberlanjutan kepada mitra dan pemasok.
- 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 sertasistem 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.

- Approaching and providing information about the importance of sustainability context to partners and suppliers.
- 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.



Sekilas Perseroan [2-1] Company at a Glance

Visi dan Misi Perseroan Vision and Mission

VISI VISION

Membangun Indonesia yang lebih baik melalui unit usaha konstruksi, properti 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 kehandalan 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 value for our shareholders, customers, employees and the Indonesian people.

Nilai Budaya Perseroan Corporate Culture Value

Nilai budaya Korporasi menjadi pondasi 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

Mencakup prinsip-prinsip dasar yang diyakini baik dan benar oleh korporasi. Apabila dijalankan secara konsisten oleh setiap jajaran Direksi dan karyawan Perseroan, diyakini akan membawa Korporasi 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.

SIKAP KERJA | WORK ATTITUDE

Pelaksanaannya menjadi tindakan sehari-hari dalam mencerminkan nilai inti yang harus dijalankan secara konsisten sehingga dapat menjadi budaya yang tertanam dalam setiap individu 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.

KARAKTERISTIK | CHARACTERISTICS

Merupakan hal-hal yang terkandung di dalam sikap kerja agar perilaku utama dapat berjalan secara efektif.

Elements within work attitudes that ensure the major behavior is implemented effectively.

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

On 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".



Arti Harafiah : BENAR

Literal Meaning : TRUE

Makna : SSI Way sebagai sesuatu yang benar dan akurat untuk diterapkan dalam kehidupan sehari-hari.

Meaning : The SSI Way as something that is right and accurate to be applied in everyday life.

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, apresiasi kepada setiap individu. Tangan melambangkan kesepakatan untuk memberikan kepercayaan. Heart symbolizes humility, care, appreciation to everyone. Handshake symbolizes mutual agreement and trust.

Sikap Kerja Work Attitude	Karakteristik Characteristics
Integrity	<ul style="list-style-type: none"> Honesty Compliance Consistent
Respect	<ul style="list-style-type: none"> Care Open Maintain Self-Esteem Fair Appreciation

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, *growth, 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	Karakteristik Characteristics
Service Excellence	<ul style="list-style-type: none"> Helpful Active Listening Courteous
Persistence	<ul style="list-style-type: none"> Accessible Responsive Drive for Results Patience Professional Teamwork

STRIVE FOR EXCELLENCE



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, *enlightment & kebahagiaan*.
Symbolizing optimism, enlightenment & happiness.

ARTI LOGO | MEANING OF LOGO

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

Sikap Kerja Work Attitude	Karakteristik Characteristics
Value Creation	<ul style="list-style-type: none"> Innovative Deliver Quality Products Process Focus
Deliver Solutions	<ul style="list-style-type: none"> Quality Assurance Continuous Improvement Sense of Belonging Analytical Risk Assessment Decision Making Accountable

Profil Perseroan Company Profile



Nama Perusahaan Company Name

PT Surya Semesta Internusa Tbk



Dasar Hukum Pendirian Legal Basis of Establishment

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

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



Komposisi Pemegang Saham Lebih dari 5% 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%



Tanggal Pendirian Date of Establishment

15 Juni 1971

15 June 1971



Bidang Usaha [2-6] Line of Business

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

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



Wilayah Operasional Operational Area

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

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



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Indonesia
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Faks | Fax: +6221 526 7878
E-mail: inquiry@suryainternusa.com
Situs Web | Website: www.suryainternusa.com

Bidang Usaha dan Anak Usaha [2-6] Lines of Business and Subsidiaries

Bidang usaha Perseroan terdiri dari tiga, yaitu:

The Company has three lines of business, as follows:

1 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 Siti Agung Makmur/SAM (Jumana Bali Ungasan Resort berganti nama menjadi Umana Bali, LXR Hotels and Resorts), 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), PT Siti Agung Makmur/SAM (Jumana Bali Ungasan Resort has changed its name to Umana Bali, LXR Hotels and Resorts), Suryacipta's subsidiary PT Surya Energi Parahita (SEP).

2 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, dan infrastruktur seperti jalan, jembatan, serta 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)

3 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 Ungasan Semesta Resort/USR (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 Ungasan Semesta Resort/USR (Umana Bali, LXR Hotels and Resorts).

Keanggotaan Asosiasi [2-28] Association Membership

Sebagai perusahaan yang bergerak dalam bidang konstruksi, kami tergabung dalam berbagai asosiasi yang relevan dengan bisnis utama Perseroan. Keanggotaan kami di berbagai asosiasi juga seringkali membahas pentingnya aspek ekonomi, lingkungan, sosial, dan tata kelola. Beberapa keanggotaan 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.

Nama Asosiasi Association Name	Posisi Position
Asosiasi Pengusaha Indonesia (APINDO) Indonesian Employers Association (APINDO)	Dewan Penasihat, Anggota Advisory Board, Member
Himpunan Kawasan Industri (HKI) Indonesia Indonesian Industrial Estates Association (HKI)	Wakil Ketua Umum Bidang Agraria, Ketua Bidang TI & Komunikasi, Ketua Bidang Hubungan Industrial, Wakil Ketua Bidang Perpajakan Vice Chairman for Agrarian Affairs, Chairman for IT & Communications, Chairman for Industrial Relations, Vice Chairman for Taxation
Perhimpunan Hotel & Restoran Indonesia (PHRI) Indonesia Hotel & Restaurant Association (PHRI)	Pengurus Daerah Jakarta Bidang Sertifikasi Usaha dan SDM, Anggota, Sekretaris BPD Provinsi, Sie. Bidang Pendidikan Jakarta Regional Board for Business Certification and Human Resources, Member, Provincial BPD Secretary, Sie. Education Division
Hotel Credit Manager Association (HCMA)	Advisor Advisor
Himpunan Manajer Pelatihan Perhotelan Indonesia (HMPPPI) Indonesian Hospitality Training Managers Association (HMPPPI)	Ketua Chairman
Forum Komunikasi Lembaga Pelatihan Industri Daerah Jakarta Selatan Communication Forum for Regional Industrial Training Institutions in South Jakarta	Wakil Ketua Vice Chairman
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	
Indonesia Corporate Secretary Association (ICSA)	Anggota Member
Jakarta Hotel Association	
Kamar Dagang dan Industri Indonesia (KADIN) Indonesian Chamber of Commerce and Industry (KADIN)	
Perkumpulan Pengusaha Konstruksi Terintegrasi (PAKTI) Integrated Construction Entrepreneurs Association (PAKTI)	
Real Estate Indonesia (REI)	
Asosiasi Hotel Controller & Accountant (AHCA) Hotel Controllers & Accountants Association (HCAA)	
Asosiasi Purchasing Hotel Indonesia (APHI) Indonesian Hotel Purchasing Association (APHI)	

Informasi lebih lanjut mengenai daftar keanggotaan asosiasi dapat dilihat pada Laporan Tahunan SSIA 2023.

For further information regarding the association membership, please refer to SSIA's 2023 Annual Report.

Skala Usaha Scale of Business

Uraian Description	Satuan Unit	2023	2022	2021
Jumlah Karyawan Number of Employees	Orang People	2.674	2.633	2.441*
Total Laba (Rugi) Bersih Total Net Profit (Loss)	Miliar Rupiah Billion Rupiah	177	176	(200)
Total Kapitalisasi Total Capitalization				
Kapitalisasi Pasar Market Capitalization	Miliar Rupiah Billion Rupiah	2.042,1	1.289,2	2.277,3
Total Aset Total Assets		8.417	8.290	7.752
Total Liabilitas Total Liabilities		3.973	4.030	3.702
Total Ekuitas (Tidak termasuk Kepentingan Non-Pengendali) Total Equity (Excluding Non-Controlling Interest)		4.007	3.840	3.585

*Penyajian kembali informasi karena adanya peninjauan kembali data tahun 2021. [2-4]
Restatement following a review of 2021 data.

Rantai Pasok [2-6] Supply Chain

Perseroan melibatkan berbagai pihak dalam proses bisnisnya yang terdiri dari vendor, kontraktor, konsultan, dan pemasok lokal. Kerja sama yang terjalin dilakukan berdasarkan Pedoman Tata Kelola Perusahaan dan Pedoman Perilaku (*Code of Conduct*). Pedoman tersebut mencakup prinsip pengadaan barang dan jasa secara optimal berdasarkan perhitungan kebutuhan, serta pengadaan barang dan jasa yang dilakukan secara adil, terbuka, berdaya saing, transparan, dan tidak mengandung unsur benturan kepentingan.

The Company involves various stakeholders consisting of vendors, contractors, consultants, and local suppliers. The established partnerships refer to the Corporate Governance Guideline and the 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.

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

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.

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

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

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.

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. Melakukan pertemuan vendor secara berkala 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 2023, tidak ditemukan adanya pelanggaran praktik pengadaan barang dan jasa.
2. Conducting periodic vendor meetings to establish two-way communication to disseminate the Company's supply chain programs and policies, and to receive input from business partners as basis of evaluation for improvements.
3. Conducting regular internal and external audits. In 2023, there were no violations in goods and services procurement.

Perubahan Signifikan Significant Changes

Selama tahun 2023, terdapat perubahan signifikan lainnya yang terjadi di dalam Perseroan, antara lain:

- Pada 7 Juni 2023, terdapat perubahan susunan Dewan Komisaris Perseroan dengan mengangkat 2 anggota baru yaitu Bapak Frans Bedjo Wiantono sebagai Komisaris; dan Bapak Irawan Chandra sebagai Komisaris Independen.
- Pada 12 Juli 2023, SSIA meluncurkan nilai budaya internal Perseroan yang baru dengan nama "TRUE", sehingga terdapat perubahan nilai inti Perseroan.
- Pada 23 November 2023, Perseroan mengubah nama Jumana Hotel Bali menjadi Umana Bali, LXR Hotels & Resorts yang dikelola oleh merek Hilton LXR Hotels & Resort.

In 2023, there were several significant changes that occurred within the Company, as follows:

- On 7 June 2023, there was a change in the composition of the Board of Commissioners following the appointment of 2 new members: Mr. F. Bedjo Wiantono as Commissioner; and Mr. Irawan Chandra as Independent Commissioner.
- On 12 July 2023, SSIA launched a new internal corporate value, i.e. "TRUE", leading to a change in the Company's core values.
- On 23 November 2023, the Company changed the name of Jumana Hotel Bali to Umana Bali, LXR Hotels & Resorts which is managed by the Hilton LXR Hotels & Resort brand.



Internalisasi terkait Budaya Perusahaan dan Implementasinya di SSI Group pada 12 Juli 2023
Internalization of Company Culture and its Implementation at SSI Group on 12 July 2023



SSIA dan Hilton Perkenalkan Umana Bali, LXR Hotels & Resorts Pertama di Asia Tenggara pada 23 November 2023
SSIA and Hilton Debuts Umana Bali, the First LXR Hotels & Resorts in Southeast Asia, 23 November 2023

Profil Laporan Report Profile

Tentang Laporan [2-2][2-4][2-5] About the Report

Laporan Keberlanjutan PT Surya Semesta Internusa Tbk diterbitkan setiap tahun bersamaan dengan Laporan Tahunan. Laporan ini memuat informasi mengenai pencapaian, strategi, dampak, respons terhadap kinerja keberlanjutan, serta dukungan terhadap pencapaian Tujuan Pembangunan Berkelanjutan (TPB) dengan periode waktu dari 1 Januari-31 Desember 2023. Laporan ini 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.

Penyajian data kinerja ekonomi pada Laporan ini merupakan konsolidasi dari PT Surya Semesta Internusa Tbk (SSIA Group) beserta seluruh entitas anak usahanya, sehingga tidak terdapat perbedaan antara data kinerja ekonomi yang disampaikan dengan Laporan Keuangan Konsolidasian. Namun demikian, terdapat perbedaan lingkup pelaporan untuk tahun 2022 dan 2023 dengan tahun 2021, di mana lingkup pelaporan tahun 2022 dan 2023 tidak termasuk data dari PT SLP Surya Ticon Internusa (SLP) dikarenakan SLP sudah tidak menjadi anak perusahaan. Sementara untuk data kinerja lingkungan dan kinerja sosial merupakan konsolidasi dari SSIA Group dan beberapa entitas anaknya.

Beberapa informasi yang dinyatakan atau disajikan kembali (*restatement*) dalam Laporan ini, yaitu terkait data penggunaan LPG, total konsumsi dan intensitas energi, serta total, intensitas, dan pengurangan emisi dikarenakan adanya perubahan metode perhitungan. Selain itu, juga terdapat *restatement* untuk data limbah B3 dan non-B3, luas tanah dijual, data kecelakaan kerja, jumlah karyawan, target kinerja keuangan, dan biaya lingkungan hidup dikarenakan adanya peninjauan kembali data dari tahun sebelumnya.

Perseroan menggunakan pihak eksternal untuk memeriksa kualitas laporan sesuai prinsip pelaporan keberlanjutan dan standar yang digunakan, yaitu SR Asia Indonesia. Proses pemilihan dilakukan melalui proses pengadaan vendor mengikuti SOP pembelian dari SSIA Holding serta telah disetujui oleh Wakil Presiden Direktur Utama dan Direktur Keuangan. Proses penjaminan (*assurance*) juga mencakup verifikasi data dan konfirmasi dari seluruh kontributor data dan pejabat tertinggi dari fungsi terkait. Di luar proses verifikasi, Perseroan juga telah melakukan validasi terhadap seluruh data dan informasi kinerja keberlanjutan hingga mendapatkan persetujuan dari Direksi dan Dewan Komisaris sebelum dipublikasikan.

PT Surya Semesta Internusa Tbk (SSIA)'s Sustainability Report is published annually together with the Annual Report. This Report contains achievements, strategies, impacts, responses to sustainability performance, as well as support for the achievement of the Sustainable Development Goals (SDGs) for the 1 January-31 December 2023 period. The contents of this Report refer to the Financial Services Authority Regulation (POJK) No. 51/POJK.03/2017 and Circular Letter of The Financial Services Authority (SEOJK) No. 16/SEOJK.04/2021, and with reference to the 2021 Global Reporting Initiative (GRI) Standards.

The data in this report were consolidated from PT Surya Semesta Internusa Tbk (SSIA Group) and its subsidiaries. Therefore, there are no discrepancies between the economic performance data presented and the Consolidated Financial Statements. However, there are differences in the scope of reporting for 2022 and 2023 compared to 2021, as the scope of reporting for 2022 and 2023 does not include data from PT SLP Surya Ticon Internusa (SLP), as SLP is no longer a subsidiary of the Company. Similarly, environmental performance data and social performance were consolidated from the SSIA Group and several of its subsidiaries.

Several pieces of information stated or restated in this Report are related to LPG usage data, total energy consumption and intensity, as well as total, intensity, and emission reductions due to changes in calculation methods. In addition, there are restatements for hazardous and toxic (B3) waste and non-hazardous and toxic (non-B3) waste data, land area sold, work accident data, employee count, financial performance targets, and environmental costs following a review of data from previous years.

The Company engaged SR Asia Indonesia, an external party, to examine the quality of reports in line with sustainability reporting principles and standards used. The selection process was carried out through vendor procurement in line with SSIA Holding's purchasing standard operating procedures (SOP) and was approved by the Vice President Director and the Finance Director. The assurance process also included data verification and confirmation from all data contributors and top officials from relevant functions. In addition to the verification process, the Company also validated all sustainability performance data and information and subsequently obtained approval from the Board of Directors and the Board of Commissioners prior to publication.

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 internal bersama Direksi serta pemangku kepentingan internal dan eksternal yang dilaksanakan pada 6 Desember 2023. Berdasarkan hasil diskusi, terdapat perubahan pada topik material di Laporan Keberlanjutan Tahun 2023, di mana terdapat peleburan beberapa topik material, penghapusan topik material “Masyarakat Lokal”, serta menambahkan topik material baru, yaitu “Inovasi & Teknologi”.

Perubahan ini disesuaikan dengan hasil diskusi peninjauan kembali topik material tahun sebelumnya. Dalam Laporan Keberlanjutan ini, kami berfokus pada tujuh topik material sebagai isu utama dari aspek ekonomi, lingkungan, dan sosial yang dampaknya berpengaruh pada keberlanjutan Perseroan. Pemetaan topik material dilakukan berdasarkan empat pilar dan dukungan kami terhadap Tujuan Pembangunan Berkelanjutan (TPB).

Daftar dan Alasan Topik Material, serta Batasan Dampak [3-2][3-3]

Based on significant issues for the Company and stakeholders in business continuity, the Company has determined material topics through an internal discussion between the Board of Directors and internal and external stakeholders held on 6 December 2023. As a result of these discussions, there have been changes to the material topics in the 2023 Sustainability Report, including the consolidation of several material topics, the omission of the “Local Community” material topic, and the addition of a new material topic, namely “Innovation & Technology.”

In this Sustainability Report, the Company focuses on seven material topics as the main issues from economic, environmental and social aspects whose impacts affect the Company’s sustainability. Material topics mapping was carried out based on the four pillars and the Company’s support for the achievement of the Sustainable Development Goals (SDGs).

List and Reasons for Material Topics, as well as Impact Boundaries [3-2][3-3]

1

Layanan Unggul | Service Excellence

4

QUALITY EDUCATION



8

DECENT WORK AND ECONOMIC GROWTH



Keputusan 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 keberlanjutan 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

2

Manajemen Sumber Daya | Resource Management

12

RESPONSIBLE CONSUMPTION AND PRODUCTION



Keputusan 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

3

Manajemen Iklim | Climate Management

7

AFFORDABLE AND CLEAN ENERGY



13

CLIMATE ACTION



Keputusan Topik Material | The Importance of Material Topic 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.
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.

Pilar Strategi Keberlanjutan | Sustainability Strategy Pillar Lingkungan | Environmental
“Protecting the Environment”

Batasan dan Dampak | Boundaries and Impacts

Internal
Karyawan
Employees

Eksternal | External
Pemerintah dan Masyarakat Lokal
Government and Local Community

4 **Manajemen Limbah dan Air | Waste and Water Management**




Kepentingan Topik Material | The Importance of Material Topic
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.

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.

Pilar Strategi Keberlanjutan | Sustainability Strategy Pillar
Lingkungan | Environmental
"Protecting the Environment"

Batasan dan Dampak | Boundaries and Impacts

Internal
Karyawan
Employees

Eksternal | External
Pemerintah, Partner Bisnis, Masyarakat Lokal
Government, Business Partners, Local Community

5 **Kesejahteraan, Keselamatan, dan Kesehatan Karyawan | Employee Well-being, Health, and Safety**




Kepentingan Topik Material | The Importance of Material Topic
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.

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.

Pilar Strategi Keberlanjutan | Sustainability Strategy Pillar
Insan | People
"Looking after People"

Batasan dan Dampak | Boundaries and Impacts

Internal
Karyawan dan Pemegang Saham
Employees and Shareholders

Eksternal | External
Partner Bisnis, Masyarakat Lokal, dan Pelanggan
Business Partners, Local Community, and Customers

6 **Keselamatan dan Kesehatan Pelanggan | Customer Health and Safety**



Kepentingan Topik Material | The Importance of Material Topic
Sebagai perusahaan yang bergerak di bidang jasa, kami mengutamakan keselamatan dan kesehatan pelanggan untuk meningkatkan nilai dan kepercayaan.

As a service company, we prioritize customer safety and health to increase value and trust.

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
Customers

7 **Inovasi & Teknologi | Innovation & 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

Tanggapan terhadap Umpan Balik Response to Feedback

Perseroan mengucapkan terima kasih kepada seluruh pemangku kepentingan atas saran maupun kritik yang telah diberikan atas Laporan Keberlanjutan Tahun 2022. Atas saran dan kritik ini, kami berupaya memberikan data yang lebih komprehensif pada laporan keberlanjutan ini melalui perubahan dan penambahan pada topik material, yakni penambahan topik "Inovasi & Teknologi", serta dukungan terhadap TPB. Kami juga menerima saran maupun kritik atas Laporan Keberlanjutan Tahun 2023 yang dapat disampaikan melalui lembar umpan balik pada akhir Laporan ini maupun melalui:

The Company is grateful to all stakeholders for their advice on and criticism of the 2022 Sustainability Report. Based on this feedback, we strive to provide more comprehensive data in this sustainability report through change in the material topics through the addition of "Innovation & Technology", as well as support for the SDGs. We also invite feedback on the 2023 Sustainability Report, which can be submitted through the feedback form at the end of this report or through the following channels:

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

Public Relations Dept.
PT Surya Semesta Internusa Tbk
Tempo Scan Tower, Lantai 20 | 20th 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>

Tata Kelola Keberlanjutan Sustainability Governance

Struktur Tata Kelola Perseroan [2-9] Corporate Governance Structure

Struktur Tata Kelola Perseroan terdiri dari Rapat Umum Pemegang Saham (RUPS), Dewan Komisaris dan Direksi, yang mempunyai peran penting dalam pelaksanaan GCG secara efektif. RUPS melakukan pengambilan keputusan penting yang didasari pada kepentingan Perseroan dengan memperhatikan ketentuan pada Anggaran Dasar dan peraturan yang berlaku. Sementara Dewan Komisaris merupakan organ pengawasan yang ditunjang oleh Komite Audit dan Komite Remunerasi.

Di sisi lain, Direksi menjadi badan yang bertanggung jawab penuh atas pengurusan Perseroan serta didukung oleh Sekretaris Perusahaan dan Unit Audit Internal. Dengan demikian, RUPS merupakan organ tata kelola tertinggi, sementara Direksi dan Dewan Komisaris merupakan badan tertinggi dalam tata kelola yang termasuk ke dalam level eksekutif senior. Perseroan memastikan tidak adanya benturan maupun konflik kepentingan yang terjadi dalam tata kelola perusahaan. [2-16]

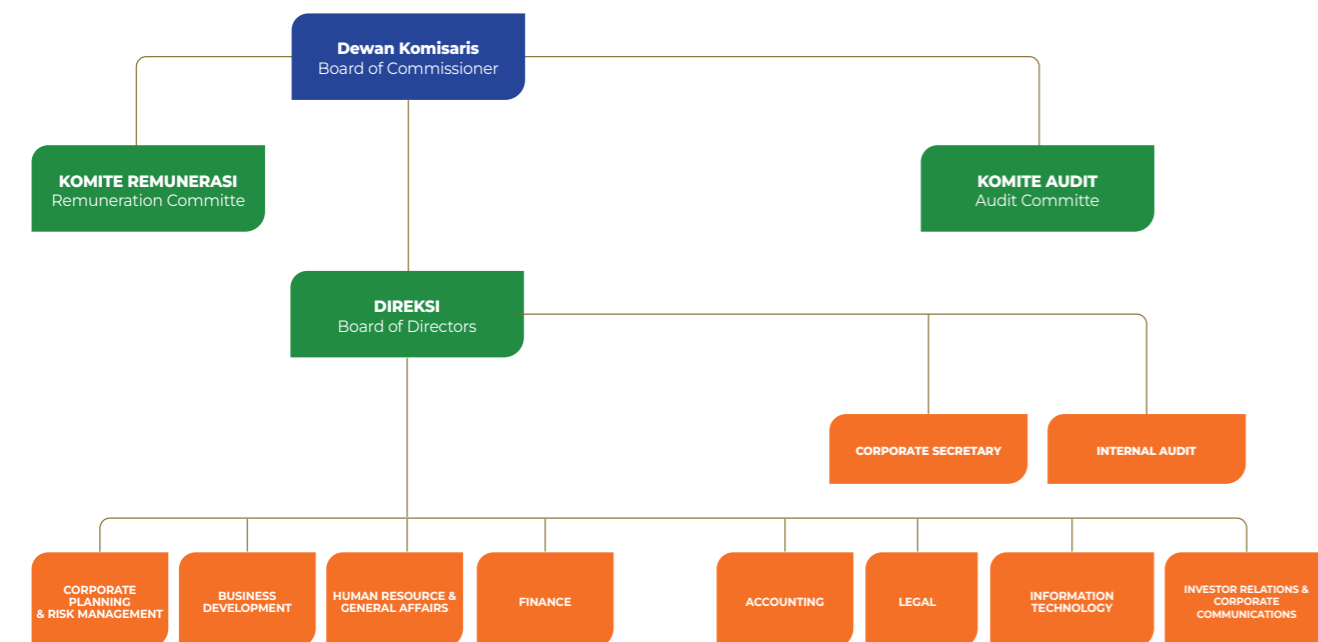
Informasi lebih rinci terkait struktur tata kelola organisasi, komposisi badan tata kelola tertinggi, benturan kepentingan, fungsi, nominasi, pemilihan, serta evaluasi kinerja Direksi dan Dewan Komisaris tercantum pada Laporan Tahunan PT Surya Semesta Internusa Tbk 2023. [2-9][2-10][2-11][2-18]

The Corporate Governance Structure consists of the General Meeting of Shareholders (GMS), the Board of Commissioners, and the Board of Directors, all of which play a crucial role in the effective implementation of GCG. The GMS makes important decisions based on the Company's interests while adhering to the provisions of the Articles of Association and applicable regulations. Likewise, the Board of Commissioners serves as the supervisory body supported by the Audit Committee and the Remuneration Committee.

Conversely, the Board of Directors is responsible for the overall management of the Company with support from the Corporate Secretary and the Internal Audit Unit. Therefore, the GMS serves as the highest governing body, whereas the Board of Directors and the Board of Commissioners constitute the highest bodies within governance, falling under the senior executive level. The Company ensures the absence of conflicts of interest in corporate governance. [2-16]

Further information regarding the organizational governance structure, composition of the highest governance bodies, conflicts of interest, functions, nominations, elections, as well as performance evaluations of the Board of Directors and the Board of Commissioners is available in the 2023 Annual Report of PT Surya Semesta Internusa Tbk. [2-9][2-10][2-11][2-18]

Struktur Tata Kelola Keberlanjutan [2-12][2-13]



Sustainability Governance Structure

Saat ini, Perseroan belum memiliki fungsi khusus dalam mengelola kinerja keberlanjutan, namun, komitmen keberlanjutan telah menjadi tanggung jawab kolektif bagi seluruh Direksi dan Departemen, baik di *holding*, unit bisnis, maupun anak usaha. Pengelolaan kinerja keberlanjutan telah terintegrasi di seluruh fungsi. Dalam pengelolaan kinerja keberlanjutan dikoordinasi oleh Divisi Investor Relations & Corporate Communications dan secara langsung melaporkan kinerja keberlanjutan pada Direksi dalam *performance review* setiap tengah dan menjelang akhir tahun. Direksi dan Dewan Komisaris berperan dalam mengembangkan, menyetujui, serta memperbarui tujuan, nilai, strategi, dan kebijakan terkait keberlanjutan. Setiap 3 bulan sekali, Direksi dan Dewan Komisaris meninjau efektivitas proses Perseroan terkait keberlanjutan dalam rapat Dewan Komisaris. [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 Company has yet to have a separate function to manage sustainability performance. However, the commitment to sustainability has become the collective responsibility of all Directors and Departments, both at the holding company, business units, and subsidiaries. The management of sustainability performance is integrated across all functions, and is currently being coordinated by the Investor Relations & Corporate Communications Division, which reports sustainability performance directly to the Board of Directors every mid and toward the end of the year. The Board of Directors and the Board of Commissioners play a role in developing, approving, and updating sustainability goals, values, strategies, and policies. Every 3 months, the Board of Directors and the Board of Commissioners review the effectiveness of the Company's sustainability-related processes in the Board of Commissioners meeting. [2-12][2-13][2-14]

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.

Pelatihan terkait Keberlanjutan [2-17][404-2] Sustainability-Related Training

Selama tahun 2023, karyawan SSIA mengikuti berbagai pelatihan terkait keberlanjutan yang juga diikuti oleh Direksi dan karyawan Surya Internusa Group, di antaranya:

Throughout 2023, SSIA's employees participated in various sustainability-related training sessions also attended by the Board of Directors and employees of the Surya Internusa Group, as follows:

No.	Topik Pelatihan Training Subject	Tanggal Pelaksanaan Date
1.	Unpacking Sustainability Reporting in Indonesia: Challenges, Best Practice, and Future Directions	17 Mei 2023 17 May 2023
2.	SSIA Group ESG Forum: Be Better Together	12 Juli 2023 12 July 2023
3.	Indonesia Green Incorporated – Driven Collaborations and Cooperation to Spearhead Sustainability	13 September 2023
4.	Achieving Sustainable Growth through Cohesive Collaboration	7 November 2023
5.	ESG in Fixed Income Asia 2023	7-14 November 2023
6.	Understanding Better the Climate Change: Be Preparing for the IFRS-ISSB Adoption	16-17 November 2023
7.	Mandiri Sustainability Forum 2023 «Sustainability Acts: Why Now, What's Next?»	7 Desember 2023 7 December 2023

Komitmen Tata Kelola Keberlanjutan dan Manajemen Risiko [2-23][2-24] Sustainability Governance and Risk Management Commitment

Perseroan mencermati prinsip-prinsip manajemen risiko sebagai bagian dari penerapan praktik tata kelola perusahaan yang baik (*good corporate governance/GCG*) melalui penerapan Sistem Manajemen Risiko ISO 31000 *Guidelines*. Perseroan secara berkala telah mengidentifikasi dan memetakan risiko berdasarkan taksonomi yang berisikan 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 dinilai berdasarkan tingkat kemungkinan (*likelihoods*) dan dampak (*impact*).

Di lain sisi, Perseroan telah menentukan rencana mitigasi dari setiap yang ada dan mengevaluasi nilai risiko residual setelah rencana risiko dilakukan. Berdasarkan pemetaan risiko yang dilakukan, Perseroan memahami bahwa risiko iklim dapat memengaruhi peningkatan risiko keuangan, operasional, bencana, serta risiko proyek. Untuk itu, melalui Pilar Keberlanjutan, Perseroan berupaya untuk memitigasi risiko tersebut dengan pengelolaan biaya yang efisien, prioritas pengeluaran, dan evaluasi arus kas. Perseroan juga telah memastikan pemenuhan Hak Asasi Manusia melalui Pedoman Perilaku pada pasal 13 terkait "Persamaan dan Penghormatan pada Hak Asasi Manusia".

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 - Guidelines Risk Management System. 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. The Company has also ensured the fulfillment of Human Rights through the Code of Conduct, particularly in Article 13 on "Equality and Respect for Human Rights".

Informasi lebih lanjut mengenai Tata Kelola Perseroan dan Manajemen Risiko dapat dilihat pada Laporan Tahunan PT Surya Semesta Internusa Tbk 2023.
Further information regarding Corporate Governance and Risk Management is available in the 2023 Annual Report of PT Surya Semesta Internusa Tbk.

Kode Etik dan Budaya Keberlanjutan Perseroan Code of Conduct and Corporate Sustainability Culture

Pedoman Perilaku dan Kode Etik Perusahaan menjadi dasar bagi seluruh insan Perseroan dalam menjalankan tugas profesinya. Pedoman tersebut mengatur nilai-nilai kejujuran dan budaya integritas yang wajib dipatuhi oleh seluruh insan Perseroan. Perseroan secara berkala memberikan sosialisasi terkait kode etik dan budaya keberlanjutan kepada seluruh insan melalui berbagai media komunikasi dengan tujuan untuk menumbuhkan kesadaran yang tinggi akan implementasi kode etik dan mengubah perilaku menuju ramah lingkungan. Selama tahun 2023, tidak ada kasus pelanggaran etika yang terjadi, namun demikian, Perseroan tetap memberikan himbauan kepada karyawan untuk ikut serta menjaga kredibilitas pribadi dan reputasi Perseroan.

Dukungan terhadap Antikorupsi Anti-corruption Support

Meskipun Perseroan belum melakukan analisis mengenai potensi risiko korupsi dalam operasional Perseroan, komitmen kamiterhadap perilaku Antikorupsi dan Gratifikasi telah dituangkan dalam Pedoman Perilaku (*Code of Conduct*). Program antikorupsi dan gratifikasi juga menjadi salah satu upaya dalam penegakan etika bisnis di SSIA Group. Perseroan juga menerapkan praktik antikorupsi dengan mengacu 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. Perseroan belum melakukan analisis terkait penilaian operasi yang memiliki risiko terkait korupsi, akan tetapi, Tim Internal Audit Perseroan telah melakukan evaluasi efektifitas sistem pengendalian internal sebagai mitigasi adanya *fraud* ataupun korupsi. Beberapa anak usaha Perseroan juga sedang melakukan perolehan sertifikasi ISO 37001 tentang Sistem Manajemen Anti-Penyuapan (SMAP). [205-1]

Perseroan dan seluruh insan SSIA berkomitmen untuk mengutamakan kepentingan perusahaan di atas kepentingan pribadi, keluarga, kelompok, ataupun golongan untuk menghindari praktik korupsi dan gratifikasi. Komitmen ini tercantum dalam Kebijakan *Good Corporate Governance* (GCG) Perseroan yang tercantum dalam situs web Perseroan yang dapat diakses oleh karyawan dan para pemangku kepentingan. Perseroan akan terus berupaya mewujudkan iklim persaingan usaha yang sehat, transparan, serta menghindari perilaku ataupun perbuatan-perbuatan yang dapat menimbulkan konflik kepentingan, sekaligus tindak pidana korupsi, kolusi, dan nepotisme (KKN). Selama tahun 2023, tidak ada kasus korupsi maupun gratifikasi yang terjadi di lingkungan Perseroan. Perseroan juga memastikan bahwa tidak ada konflik kepentingan yang terjadi. [2-15][205-2][205-3]

The Code of Conduct is the foundation for all employees in carrying out their professional duties. The Code of Conduct regulates the values of honesty and a culture of integrity that must be observed by all employees. The Company regularly disseminates the code of conduct and sustainability culture to all employees through various communication channels in order to raise awareness of the code of conduct and shift the paradigm toward environmentally friendly behavior. In 2023, there were no cases of ethical violations. However, the Company consistently encourages employees to actively maintaining personal credibility and the Company's reputation.

Even though the Company has yet to conduct an analysis of the potential risk of corruption in its operations, our commitment to anti-corruption and gratuity behavior is outlined in the Code of Conduct. The anti-corruption and gratuity program also serves as an effort to uphold business ethics within the SSIA Group. The Company also implements and observes Law No. 8/2010 on the Prevention and Eradication of Money Laundering Crimes to support the Government in realizing justice and a healthy business climate. The Company has yet to conduct an analysis regarding the assessment of operations with corruption-related risks. However, the Company's Internal Audit Team has evaluated the effectiveness of internal control systems as a mitigation measure against fraud or corruption. Moreover, some of the Company's subsidiaries are in the process of obtaining ISO 37001 certification on Anti-Bribery Management Systems (ABMS). [205-1]

The Company and all SSIA stakeholders are committed to prioritizing the interests of the Company over personal, family, group, or factional interests to avoid corrupt practices and gratuities in accordance with Law No. 20/2001 on Amendments to Law No. 31/1999 on the Eradication of Corruption Crimes. The Company will continuously maintain a healthy, transparent business competition climate, while avoiding behaviors or actions that may lead to conflicts of interest, as well as corruption, collusion, and nepotism (KKN) crimes. Throughout 2023, there were no cases of corruption or gratuities within the Company. The Company also ensured that there were no conflicts of interest. [2-15][205-2][205-3]

Sistem Pelaporan Pelanggaran [2-26] Whistleblowing System (WBS)

Sistem Pelaporan Pelanggaran (*Whistleblowing System* atau WBS) adalah pengungkapan tindakan pelanggaran atau pengungkapan perbuatan yang melawan hukum, perbuatan tidak etis, ataupun perbuatan lainnya yang dapat merugikan Perseroan maupun pemangku kepentingan. Adanya WBS di Perseroan merupakan bentuk komitmen SSIA untuk menyempurnakan implementasi prinsip GCG dalam rangka kepatuhan terhadap kebijakan Otoritas Jasa Keuangan (OJK). Laporan pelanggaran dapat disampaikan oleh pemangku kepentingan melalui surat resmi yang ditujukan ke Direksi Perseroan u.p. Corporate Secretary, dengan cara penyampaian langsung, ataupun dikirim melalui:

Alamat Address	Tempo Scan Tower, 20 th Floor Jl. H. R. Rasuna Said Kav. 3-4 Kuningan, Jakarta 12950, Indonesia
Faksimili Facsimile	+62 21 526 2121/527 2121
Email	corpsec1@suryainternusa.com

The Whistleblowing System (WBS) is a mechanism for reporting violations, including unlawful actions, unethical behavior, or any other actions that may harm the Company or stakeholders. The development of WBS within the Company reflects SSIA's commitment to enhancing the implementation of GCG principles to comply with the Financial Services Authority (OJK) policies. Stakeholders can file whistleblowing reports through official letters addressed to the Company's Board of Directors c/o Corporate Secretary, either through direct submission or by mail to the following address:

Dengan adanya WBS, Perseroan berharap dapat mendeteksi secara dini (*early warning*) atas kemungkinan terjadinya masalah akibat suatu pelanggaran yang berpotensi merugikan Perseroan ataupun mengganggu jalannya bisnis Perseroan. Selama tahun 2023, tidak ada pelaporan pelanggaran yang diterima oleh Perseroan.

Through the WBS, the Company aims to detect early warnings of potential problems resulting from violations that could harm the Company or disrupt its business operations. Throughout 2023, the Company did not receive any whistleblowing reports.

Pelibatan Pemangku Kepentingan [2-29] Stakeholders Engagement

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

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.

INTERNAL | INTERNAL

Pemegang Saham Shareholders

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

Karyawan Employees

Topik Utama Key Concerns	Metode Pelibatan dan Frekuensi Method of Engagement and Frequency	Tanggapan dan Tindak Lanjut Response and Follow Up
<ul style="list-style-type: none"> Remunerasi dan tunjangan Remuneration and allowances Pengembangan karier dan kesempatan pelatihan Career development and training opportunities Keselamatan, kesehatan, dan kesejahteraan kerja Occupational health, safety, and welfare Keseimbangan kehidupan kerja Work-life balance 	<ul style="list-style-type: none"> <i>Townhall</i> dan forum yang dipimpin oleh CEO atau senior manajemen, minimal 2 kali setahun Townhall and forum led by CEO or senior management, at least twice a year Survei keterlibatan karyawan Employee engagement survey Email komunikasi internal dan SSI Internal Portal (SIP!) Internal communications email and SSI Internal Portal (SIP!) <i>Employee gathering</i> dan aktivitas ekstrakurikuler Employee gathering and extracurricular activities 	<ul style="list-style-type: none"> Penjelasan arah Perseroan melalui forum <i>Townhall</i> Explanation of the direction of the Company through the Townhall forum Penetapan remunerasi Determination of remuneration Penilaian kinerja berbasis KPI, dilakukan berkala setiap tahun KPI-based performance appraisal, conducted annually Sistem <i>Human Resources Information System</i> (HRIS) untuk memudahkan administrasi yang dibutuhkan karyawan Human Resources Information System (HRIS) to facilitate the administration needed by employees Pelatihan dan pendidikan karyawan Employee training and education Penetapan peraturan dan pelatihan K3 secara berkala Establishment of regulations and regular OHS training Pelaksanaan <i>employee gathering</i> Implementation of employee gathering

EKSTERNAL | EXTERNAL

Pelanggan Customers

Topik Utama Key Concerns	Metode Pelibatan dan Frekuensi Method of Engagement and Frequency	Tanggapan dan Tindak Lanjut Response and Follow Up
<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Survei kepuasan pelanggan dan <i>tenant</i> tahunan Annual customer and tenant satisfaction survey Aplikasi untuk <i>tenant</i> Application for tenants Komunikasi melalui media sosial dan situs web Perseroan Communication through the Company's social media and corporate website 	<ul style="list-style-type: none"> <i>Providing one-stop service for customers</i> di kawasan industri Providing one-stop service for customers in industrial areas 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

EKSTERNAL | EXTERNAL

Pemerintah
Government

Topik Utama Key Concerns	Metode Pelibatan dan Frekuensi Method of Engagement and Frequency	Tanggapan dan Tindak Lanjut Response and Follow Up
<ul style="list-style-type: none"> Kepatuhan dengan hukum dan peraturan yang berlaku Compliance with applicable laws and regulations Implementasi dari tanggung jawab sosial Implementation of social responsibility 	<ul style="list-style-type: none"> Forum komunikasi Forum communication Laporan Keuangan, Laporan Tahunan, dan Laporan Keberlanjutan Financial Report, Annual Report, and Sustainability Report 	<ul style="list-style-type: none"> Pengembangan properti dan kawasan industri berbasis keberlanjutan Sustainability-based property and industrial estate development Implementasi kesehatan dan keselamatan kerja, serta perolehan sertifikasi seperti CHSE dan ISO 45001 Implementation of occupational health and safety, as well as obtaining certifications such as CHSE and ISO 45001

Kontraktor
Contractors

Topik Utama Key Concerns	Metode Pelibatan dan Frekuensi Method of Engagement and Frequency	Tanggapan dan Tindak Lanjut Response and Follow Up
<ul style="list-style-type: none"> Pemilihan <i>partner</i> sesuai peraturan Selection of partners according to regulations Kepatuhan terhadap peraturan Compliance with regulations Evaluasi kinerja Performance evaluation 	<ul style="list-style-type: none"> Vendor meeting Vendor procurement process Kontrak kerja Work contract Mekanisme penyerahan kerja Work delivery mechanism 	<ul style="list-style-type: none"> SOP Procurement Dokumen evaluasi kinerja Performance evaluation documents

Partner Bisnis
Business Partners

Topik Utama Key Concerns	Metode Pelibatan dan Frekuensi Method of Engagement and Frequency	Tanggapan dan Tindak Lanjut Response and Follow Up
<ul style="list-style-type: none"> Kualitas produk dan jasa Product and service quality Pemilihan <i>partner</i> sesuai peraturan Selection of partners according to regulations Kepatuhan terhadap peraturan Compliance with regulations Evaluasi kinerja Performance evaluation 	<ul style="list-style-type: none"> Pengembangan kemitraan Partnership development Forum, komunitas, dan asosiasi Forums, communities, and associations 	<ul style="list-style-type: none"> 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

Topik Utama Key Concerns	Metode Pelibatan dan Frekuensi Method of Engagement and Frequency	Tanggapan dan Tindak Lanjut Response and Follow Up
<ul style="list-style-type: none"> Keterlibatan Perseroan dalam pengembangan masyarakat Company involvement in community development Penyediaan lapangan kerja sesuai dengan <i>company requirements</i> Provision of employment in accordance with company requirements 	<ul style="list-style-type: none"> Kegiatan pengembangan masyarakat yang terjadwal dan berkelanjutan Scheduled and continuous community development activities 	<ul style="list-style-type: none"> Program <i>society management</i> dalam pengelolaan kawasan industri Society management program in industrial estate management Keterlibatan dalam program komunitas Involvement in community programs Program TJSL CSER Programs

KINERJA KEBERLANJUTAN

SUSTAINABILITY PERFORMANCE



“Perseroan mengembangkan Pilar ESG dan Strategi Keberlanjutan, serta memetakan topik material sebagai dasar untuk memperkuat kinerja keberlanjutan.”

“The Company develops ESG Pillars and Sustainability Strategies, and maps material topics as the foundation to strengthen sustainability performance.”

Membangun Ekonomi Indonesia Lebih Baik Building a Better Indonesian Economy

Kinerja ekonomi Perseroan dikelola oleh Divisi Keuangan yang dievaluasi secara berkala oleh audit internal dan eksternal. Perseroan mengimplementasikan rencana bisnis jangka pendek dan jangka panjang sejalan dengan strategi yang telah ditetapkan. Hingga akhir tahun 2023, Perseroan memperoleh pendapatan bersih sebesar Rp4.538 miliar. Pendapatan tersebut mengalami peningkatan dibandingkan tahun sebelumnya yang sebesar Rp3.615 miliar. Kenaikan pendapatan bersih ini dikarenakan adanya kinerja yang kuat di tiga segmen utama. Pendapatan properti meningkat sebesar 37,1% (Rp231,0 miliar), sedangkan pendapatan di segmen bisnis konstruksi dan perhotelan SSIA meningkat sebesar 17,5% dan 52,2% (masing-masing Rp430,2 miliar dan Rp310,3 miliar). [201-1]

The Company's economic performance is managed by the Finance Division, which is periodically evaluated by internal and external audits. The Company implements short-term and long-term business plans in line with established strategies. As of the end of 2023, the Company posted Rp4,538 billion in net revenues, an increase compared to Rp3,615 billion in the previous year. The aforementioned growth was attributed to strong performance in three main segments. Property revenue increased by 37.1% (Rp231.0 billion), whereas SSIA's revenues in the construction and hospitality segments rose by 17.5% and 52.2% (Rp430.2 billion and Rp310.3 billion, respectively). [201-1]

Informasi selengkapnya terkait kinerja ekonomi dapat dilihat pada Laporan Tahunan 2023.
Further information regarding economic performance is available in the 2023 Annual Report.

Perbandingan Target dan Realisasi Kinerja Keuangan (Miliar Rupiah)
Comparison between Target and Realized Financial Performance (Billion Rupiah)

Pencapaian Achievements	2023		2022		2021	
	Target	Realisasi Realization	Target	Realisasi Realization	Target	Realisasi Realization
Pendapatan Bersih Net Revenues	3.843	4.538	3.452	3.615	2.191	2.353
Laba (Rugi) Bersih Net Profit (Loss)	127	177	134	176	(234)	(200)

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

Uraian Description	Periode Pelaporan Reporting Period		
	2023	2022	2021
Nilai Ekonomi Langsung yang Dihasilkan Direct Economic Value Generated			
I Pendapatan Bersih Net Revenues	4.538	3.615	2.353
Properti Property	854	623	520
Konstruksi Construction	2.886	2.456	1.665
Perhotelan Hospitality	905	595	191
Lain-lain Others	11	9	13

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

Uraian Description	Periode Pelaporan Reporting Period		
	2023	2022	2021
Nilai Ekonomi Langsung yang Dihasilkan Total Direct Economic Value Generated			
II Tambahan Addition			
Pendapatan Bunga Interest Income	26	22	23
Laba Penjualan Aset Tetap Gain on Sale of Fixed Assets	0	0	0
Lain-lain – bersih Others - net	17	254	52
Jumlah Nilai Ekonomi Langsung yang Dihasilkan Total Direct Economic Value Generated	4.581	3.891	2.428
Nilai Ekonomi Langsung Didistribusikan Direct Economic Value Distributed			
I Beban Langsung Direct Costs	(3.210)	(2.697)	(1.836)
II Beban Usaha Operating Expenses			
Penjualan Selling Expenses	(79)	(52)	(23)
Umum dan Administrasi General and Administrative Expenses	(653)	(528)	(433)
III Beban Lainnya Other Expenses			
Administrasi Bank Bank Charges	(1)	(6)	(4)
Kerugian Penurunan Nilai Impairment Loss	(23)	(14)	(8)
Depresiasi Properti Investasi Investment Properties Depreciation	(22)	(17)	(17)
Lain-lain Others	(2)	(28)	(1)
IV Beban Keuangan Financial Expenses	(207)	(234)	(222)
V Beban Pajak Penghasilan Final Final Income Tax Expenses	(97)	(83)	(57)
VI Realisasi Penggunaan Dana TJSL CSER Fund Utilization Realization	(2,4)	(1,3)	(1,0)
Jumlah Nilai Ekonomi Langsung Didistribusikan Total Direct Economic Value Distributed	(4.296)	(3.660)	(2.602)
Nilai Ekonomi Langsung Lainnya Other Direct Economic Value Generated			
I Bagian Laba (Rugi) Entitas Asosiasi & Ventura Bersama Equity in Net Profit (Loss) of Associate Entity & Joint Ventures	(10)	(9)	(23)
II Manfaat Pajak Penghasilan Income Tax Benefit	(44)	(15)	5
III Kepentingan Non Pengendali Non-Controlling Interest	55	32	(9)*
Jumlah Nilai Ekonomi Langsung Lainnya Total Other Economic Value Generated	1	8	(27)*
Jumlah Nilai Ekonomi Langsung yang Ditahan Total Direct Economic Value Retained	177	176	(200)

* Penyajian kembali informasi karena adanya peninjauan kembali data. [2-4]
* Restatement of information due to review of data.

Perubahan iklim yang terjadi secara tidak langsung berdampak pada kinerja keuangan. Atas hal tersebut, Perseroan berusaha meningkatkan kesadaran pentingnya mitigasi perubahan iklim. Berdasarkan penilaian awal, risiko iklim seperti perubahan cuaca ekstrem dan bencana alam berhubungan erat dengan proses bisnis di sektor konstruksi dan properti. Perseroan mengidentifikasi pengaruh perubahan iklim dengan melakukan pemetaan risiko transisi dan risiko fisik ke dalam tiga pilar bisnis Perseroan. [201-2]

Climate change indirectly impacts financial performance. Consequently, the Company strives to raise awareness of the importance of climate change mitigation. Based on initial assessments, climate risks such as extreme weather events and natural disasters are closely related to business processes in the construction and property sectors. The Company identifies the influence of climate change by mapping transition risks and physical risks into its three business pillars. [201-2]

Risiko Dampak Perubahan Iklim [201-2] Climate Change Impact Risks

Risiko Iklim Climate Risks	Risiko dan Kesempatan Risks and Opportunities	Bisnis Pilar yang Terkait Related Business Pillars
Risiko Transisi Transition Risk		
Standar Desain Bangunan Building Design Standard	Penerapan standar desain bangunan yang berkelanjutan akan memengaruhi 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. 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.	Properti, Konstruksi, Perhotelan Property, Construction, Hospitality
Biaya Konstruksi Construction Cost	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. 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. The energy efficiency and green building application requires green features and the use of sustainable materials, therefore requiring higher construction costs. 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.	Properti, Konstruksi Property, Construction
Risiko Fisik Physical Risk		
Banjir dan Bencana Alam Lainnya Akibat Perubahan Iklim Floods and Other Natural Disasters Caused by Climate Change	Kemungkinan kerugian kehilangan nilai aset dan pendapatan karena adanya risiko banjir dan bencana alam, berkurangnya jumlah hunian atau pengunjung di hotel dan properti komersial lainnya. Possible loss of asset value and income due to risks of floods and natural disasters, reduced number of occupancy or visitors at hotels and other commercial properties.	Properti, Konstruksi, Perhotelan Property, Construction, Hospitality

Perseroan telah melaksanakan kewajiban dalam membayar pajak dan turut berkontribusi dalam Pembangunan Daerah melalui anak usaha dan unit usaha Perseroan yang tersebar di beberapa daerah di Indonesia. Selama tahun 2023, Perseroan tidak mendapatkan bantuan finansial dari Pemerintah. [201-4]

Perseroan turut memberikan peluang kepada para pengusaha, pemasok lokal, dan karyawan yang berasal dari daerah sekitar untuk berpartisipasi dalam proses pengadaan barang dan jasa. Perseroan melibatkan pihak lokal dalam proses bisnisnya yaitu dengan merekrut karyawan dan pemasok lokal. Selama tahun 2023, Perseroan telah melakukan rekrutmen terhadap masyarakat lokal di sekitar wilayah operasional sebanyak 62% untuk PT Surya Internusa Hotels (SIH)/BATIQA Hotels dan 10% untuk PT Suryalaya Anindita International (SAI). [203-2][204-1]

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 2023, the Company did not receive any financial assistance from the Government. [201-4]

The Company also provides opportunities to entrepreneurs, local suppliers, and employees from surrounding areas to participate in the goods and services procurement process. The Company involves local stakeholders in its business activities by recruiting local communities and local suppliers. In 2023, 62% of employees of subsidiary PT Surya Internusa Hotels (SIH)/BATIQA Hotels, and 10% of employees of subsidiary PT Suryalaya Anindita International (SAI) were local employees originating from the surrounding areas. [203-2][204-1]

Membangun Harmonisasi bersama Insan Perseroan Building Harmony with All Employees

Karyawan SSIA [2-7] SSIA's Employees

Karyawan merupakan aset penting bagi Perseroan untuk menyediakan produk dan layanan yang berkualitas dan terbaik bagi pelanggan. Hingga akhir tahun 2023, tercatat Perseroan mempekerjakan 2.674 karyawan yang terdiri dari 2.077 (77,67%) karyawan laki-laki dan 597 (22,33%) karyawan perempuan. Di lain sisi, jumlah karyawan perempuan di posisi manajemen berjumlah 92 orang atau 3,44% dari total karyawan. Seluruh karyawan SSIA merupakan karyawan penuh waktu. Sampai akhir tahun 2023, Perseroan tidak memiliki pekerja di luar Perseroan atau pekerja alih daya. [2-7][2-8]

Employees are vital assets for the Company to provide quality products and services to customers. As of end of 2023, the Company employed 2,674 employees, consisting of 2,077 (77.67%) male employees and 597 (22.33%) female employees. On the other hand, the number of female employees in management positions was 92, accounting for 3.44% of the total workforce. All SSIA's employees were full-time employees. As of end of 2023, the Company did not employ any external or outsourced workers. [2-7][2-8]

Komposisi Karyawan Berdasarkan Jenis Kelamin
Employee Composition by Gender

Jenis Kelamin Gender	2023	2022	2021
Laki-laki Male	2.077	2.074	1.944
Perempuan Female	597	559	497
Jumlah Total	2.674	2.633	2.441

Komposisi Karyawan Berdasarkan Jabatan
Employee Composition by Position

Jabatan Position	2023		2022		2021	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
Direktur/Setara Direktur Director/Director Equivalent	61	4	55	4	75	6
GM/Senior Manager	185	88	197	82	203	101
Supervisor	481	166	401	137	402	104
Tenaga Profesional Professional	1.350	339	1.421	336	1.264	286
Jumlah Total	2.077	597	2.074	559	1.944	497

Komposisi Karyawan Berdasarkan Tingkat Pendidikan
Employee Composition by Education Level

Tingkat Pendidikan Education Level	2023		2022		2021	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
Strata 2 Postgraduate Degree	27	16	35	17	37	14
Strata 1 Bachelor's Degree	479	217	446	189	408	167
Diploma	427	193	415	176	312	139
Non-Akademik/SLTA Non-Academic/High School	1.144	171	1.178	177	1.187	177
Jumlah Total	2.077	597	2.074	559	1.944	497

Komposisi Karyawan Berdasarkan Status Ketenagakerjaan
Employee Composition by Employment Status

Status Ketenagakerjaan Employment Status	2023		2022		2021	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
Tetap Permanent	1.441	405	1.500	411	1.539	394
Tidak Tetap Contract	636	192	574	148	405	103
Jumlah Total	2.077	597	2.074	559	1.944	497

Rekrutmen dan Tingkat Perputaran Karyawan [401-1] Employee Recruitment and Turnover Rate

Perseroan melaksanakan proses rekrutmen karyawan tanpa membedakan gender, suku, agama, golongan, usia, serta pilihan politik. Pada tahun 2023, Perseroan merekrut 265 karyawan baru yang terdiri dari 182 (68,68%) karyawan laki-laki dan 83 (31,32%) karyawan perempuan. Jumlah tersebut menurun sebanyak 39,77% dibandingkan tahun sebelumnya. Penurunan ini disebabkan oleh tingkat keterikatan karyawan yang cukup tinggi, ditandai dengan angka *turnover* yang juga menurun dibandingkan dengan tahun sebelumnya Berdasarkan data pada tahun 2023, tercatat perputaran karyawan (*employee turnover*) sebesar 9,3% untuk karyawan laki-laki dan 11,1% untuk karyawan perempuan.

The Company carries out the employee recruitment process without discrimination based on gender, ethnicity, religion, social class, age, or political affiliation. In 2023, the Company recruited 265 new employees, comprising 182 (68.68%) male employees and 83 (31.32%) female employees. This number decreased by 39.77% compared to the previous year. This decrease was due to the relatively high employee retention rate, as evidenced by a decreased turnover rate compared to the previous year. Based on data from 2023, the employee turnover rate was recorded at 9.3% for male employees and 11.1% for female employees.

Karyawan Baru Berdasarkan Kelompok Usia
New Employee by Age Group

Kelompok Usia (Tahun) Age Group (Years)	2023		2022		2021	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
<30	93	55	193	81	42	17
30-50	81	26	127	31	43	16
>50	8	2	6	2	3	0
Jumlah Total	182	83	326	114	88	33

Tingkat Perputaran (Turnover) Karyawan
Employee Turnover Rate

Uraian Description	2023		2022		2021	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
Karyawan Masuk (Orang) Employee Joining (People)	177	76	326	114	88	33
Karyawan Keluar (Orang) Employee Leaving (People)	192	64	207	55	184	29
Rasio Perputaran Karyawan Turnover Rate	9,3%	11,1%	10,3%	10,4%	9,2%	5,9%

Keberagaman dan Kesetaraan Diversity and Equality

Perseroan berkomitmen untuk memberikan hak serta perlakuan yang adil dan setara kepada seluruh (100%) karyawan tanpa adanya diskriminasi dari sisi gender, ras, suku, maupun agama dengan merujuk pada peraturan terkait tenaga kerja yang diatur dalam Peraturan Perusahaan (PP) dan Perjanjian Kerja Bersama (PKB). Perseroan memastikan tidak adanya pekerja anak, tenaga kerja paksa, maupun tindakan diskriminasi di lingkup Perseroan. Pembagian kerja dikelompokkan berdasarkan bidang dan kemampuan, sehingga tercipta lingkungan kerja yang layak dan aman. [2-30][405-1][406-1][408-1]

The Company is committed to providing equal rights and fair treatment to all employees without discrimination based on gender, race, ethnicity, or religion, in accordance with labor regulations outlined in the Corporate Regulations and Collective Labor Agreement (CLA). The Company ensures the absence of child labor, forced labor, and discriminatory practices within its environment. Work assignments are grouped based on fields and abilities, thus creating a conducive and safe working environment. [2-30][405-1][406-1][408-1]

Keberagaman Karyawan SSIA Group [2-7][405-1]
SSIA Group's Employees Diversity

Kelompok Usia (Tahun) Age Group (Years)	2023				2022		2021	
	Laki-laki Male	%	Perempuan Female	%	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
> 55	177	8,5	20	3,4	143	20	133	11
45 - 55	673	32,4	157	26,3	696	143	694	138
35 - 44	548	26,4	121	20,3	604	144	592	142
25 - 34	549	26,4	235	39,4	471	194	453	172
17 - 24	130	6,3	64	10,7	160	58	72	34
Jumlah Total	2.077	100,0	597	100,0	2.074	559	1.944	497

Keberagaman Direksi dan Dewan Komisaris SSIA Group [2-7][405-1]
SSIA Group's Board of Directors and Board of Commissioners

Kelompok Usia (Tahun) Age Group (Years)	2023				2022		2021	
	Laki-laki Male	%	Perempuan Female	%	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
> 85	-	-	0	-	1	0	1	0
75 - 84	1	10,0	0	-	1	0	2	0
65 - 74	2	20,0	0	-	2	0	2	0
55 - 64	5	50,0	0	-	3	0	2	0
<55	2	20,0	0	-	2	0	2	0
Jumlah Total	10	100,0	0	-	9	0	9	0

Remunerasi dan Tunjangan Karyawan Employee Remuneration and Benefits

Perseroan memberikan remunerasi dengan berdasarkan kepada tingkat jabatan, kompetensi, serta pendidikan secara adil dan merata, sehingga tidak ada faktor diskriminasi dalam pemberian remunerasi. Standar pemberian upah/gaji karyawan juga telah sesuai dengan ketentuan Upah Minimum Regional (UMR) yang ditetapkan oleh Pemerintah Indonesia, dengan rasio 1:1.

Di lain sisi, Perseroan juga memiliki program kesejahteraan bagi karyawan seperti tunjangan dan bonus yang ditentukan berdasarkan capaian kinerja dan kondisi Perseroan. Tunjangan yang diberikan kepada karyawan tetap dan tidak tetap berupa Tunjangan Hari Raya (THR), asuransi, dan biaya kesehatan, serta hak cuti kerja sesuai peraturan yang berlaku. Selain itu, karyawan tetap juga menerima tunjangan rawat inap. [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 (UMR) set by the Indonesian Government, with a 1:1 ratio.

Likewise, the Company also has welfare programs for employees such as benefits and bonuses determined based on performance achievements and the Company's condition. Benefits provided to employees consist of Holiday Allowance (THR), insurance and health expenses, as well as the right to take leave according to applicable regulations. In addition, permanent employees receive hospitalization benefits. [401-2]

Program Pensiun Karyawan Employee Retirement Program

Perseroan menyediakan program pensiun bagi karyawan yang berusia 55 tahun melalui Badan Penyelenggara Jaminan Sosial (BPJS) Ketenagakerjaan dan mencadangkan dana untuk pensiun/PHK sesuai dengan peraturan perundang-undangan yang berlaku. Adapun pencadangan dana pensiun (BPJS Ketenagakerjaan) dibayarkan dari gaji karyawan sebesar 1% dan sebesar 2% dibayarkan Perseroan. Selain itu, Perseroan juga mengikutsertakan karyawan dalam program Dana Pensiun Lembaga Keuangan (DPLK) Manulife yang seluruhnya (100%) dibayarkan oleh Perseroan. Pada tahun 2023, Perseroan belum mengeluarkan dana pensiun dikarenakan tidak adanya karyawan yang memasuki masa pensiun di tahun 2023. [201-3]

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 2023, the Company did not disburse retirement funds as there were no employees entering retirement age in 2023. [201-3]

Cuti Melahirkan Maternity Leave

Perseroan menjunjung tinggi hak asasi manusia sehingga Perseroan juga memberikan hak cuti melahirkan (*parental leave*) bagi karyawan sebagaimana yang tertuang dalam Peraturan Perseroan. Hak cuti untuk karyawan perempuan adalah selama 3 bulan dan hak cuti untuk karyawan laki-laki yang istrinya melahirkan adalah selama 2 hari. Selama tahun 2023, tidak terdapat karyawan SSIA Holding yang mengambil cuti melahirkan. [401-3]

The Company upholds human rights, and therefore provides parental leave to employees as stipulated in the Corporate Regulations. Maternity leave for female employees is for 3 months, and paternity leave for male employees whose spouses give birth is for 2 days. In 2023, there were no SSIA Holding employees who took maternity leave. [401-3]

Pengembangan Kompetensi Insan Perseroan Employees' Competency Development

Untuk pemberian produk dan layanan terbaik kepada pelanggan, diperlukan sumber daya manusia (SDM) yang memiliki kompetensi tinggi, sehingga peningkatan kompetensi karyawan menjadi hal penting bagi Perseroan. Dalam rangka meningkatkan kompetensi seluruh insan, Perseroan senantiasa menyelenggarakan berbagai program pelatihan sesuai dengan kebutuhan. Perencanaan dan pengelolaan dampak pendidikan dan pelatihan dikelola oleh Divisi Human Resources Department (HRD), di mana selanjutnya Divisi HRD akan memberikan laporan kinerja SDM kepada Presiden Direktur. Perseroan juga telah memiliki SOP Pelaksanaan *Training* yang harus dipatuhi oleh seluruh karyawan. [3-3]

Pada tahun 2023, Perseroan menyelenggarakan kegiatan pelatihan karyawan sebanyak 18.298 program pelatihan dengan total waktu pelatihan selama 55.853 jam yang diikuti oleh 24.673 peserta. Pelatihan yang diberikan terkait dengan orientasi karyawan, *leadership/management training*, standar prosedur operasional, komunikasi efektif, sistem komputer, merek dagang, serta *soft skill training*. Selama tahun 2023, Perseroan belum melaksanakan pelatihan terkait keberlanjutan. [404-1][404-2]

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. The Company also has a Training Implementation Standard Operating Procedure (SOP) that must be observed by all employees. [3-3]

In 2023, the Company conducted 18,298 training activities for employees, totaling 55,853 training hours attended by 24,673 participants. The trainings were conducted in accordance with the Training Curriculum, covering employee orientation, leadership/management training, standard operating procedures, effective communication, computer systems, trademark, as well as soft skill training. In 2023, the Company had yet to conduct sustainability-related training. [404-1][404-2]

Pelatihan dan Pengembangan Kemampuan Pekerja [404-1]
Employee Training and Capacity Development

Uraian Description	Satuan Unit	2023	2022	2021
Jumlah Jam Pelatihan Total Training Hours	Jam Hours	55.853	19.992	15.032
Jumlah Karyawan Total Employees	Karyawan Employees	2.674	2.633	2.441
Rata-rata Jam Pelatihan Average Training Hours	Jam/Tahun/Karyawan Hours/Year/Employee	20,9	7,6	6,2

Keterangan | Note:
Data tahun 2022 dan 2023 tidak termasuk SLP. | The 2022 and 2023 data did not include SLP.

Jumlah Jam Pelatihan Perseroan Tahun 2023 (Jam) [404-1]
Number of Company Training Hours in 2023 (Hours)

Kategori Karyawan Employee Category	2023		2022		2021	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
Tetap Permanent	27.394	7.395	6.178	2.993	1.910	1.291
Tidak Tetap Contract	14.633	6.430	8.176	2.644	8.673	3.158
Jumlah Total	55.853		19.992		15.032	

Rata-rata Jam Pelatihan Perseroan Tahun 2023 (Jam/Tahun/Karyawan) [404-1]
Number of Company Training Hours in 2023 (Hours/Year/Employee)

Kategori Karyawan Employee Category	2023		2022		2021	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
Tetap Permanent	19,0	18,3	4,1	7,3	1,2	3,3
Tidak Tetap Contract	23,0	33,5	14,2	17,9	21,4	30,7



Keselamatan dan Kesehatan Kerja (K3) Insan Perseroan Employees' Occupational Health and Safety (OHS)

Perseroan memprioritaskan keselamatan dan kesehatan kerja (K3) dalam kegiatan operasionalnya dengan mengacu pada Sistem Manajemen Keselamatan dan Kesehatan Kerja (SMK3) dan kebijakan/prosedur terkait Kesehatan, Keselamatan, dan Lingkungan Kerja (*Health, Safety, Environment/HSE*). Hal ini dilakukan untuk menciptakan lingkungan bekerja yang aman dan nyaman bagi Insan Perseroan. Seluruh Insan Perseroan diwajibkan untuk mematuhi kebijakan tersebut. Perseroan memantau aktivitas pengelolaan dampak K3 pada anak usaha setiap satu tahun sekali dengan melakukan audit SMK3, baik dari pihak internal maupun eksternal. Hasil audit tersebut menjadi dasar untuk melakukan peningkatan kinerja pada tahun mendatang. Selama tahun 2023, Perseroan menargetkan nihil kecelakaan kerja fatal, akan tetapi, terdapat 8 kecelakaan kerja fatal yang terjadi di tahun ini. [3-3]

Upaya penerapan SMK3 dilakukan melalui berbagai kegiatan, di antaranya: [403-1][403-8]

- 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 lain sisi, Perseroan senantiasa berupaya mencegah bahaya yang mungkin terjadi di seluruh sektor dengan pembuatan prosedur Identifikasi Aspek Bahaya K3 serta Penilaian Dampak Lingkungan dan Risiko K3. Adapun pekerjaan yang berisiko tinggi beserta pengelolaannya, antara lain: [403-2][403-7]

Occupational Health and Safety (OHS) is a top priority in all the Company's operational activities that refer to the Occupational Health and Safety Management System (OHSMS), as well as policies/procedures related to Health, Safety, and Environment (HSE). This is done to create a safe and comfortable working environment for the Company's personnel. All employees are required to observe the aforementioned policy. To monitor the OHS impact management at subsidiaries, an internal and external OHSMS audit is conducted once a year. The audit results are used as the basis for follow-up performance improvement in the coming years. In 2023, the Company aimed for zero fatalities; however, there were 8 fatalities that occurred throughout the year. [3-3]

The OHSMS is also carried out through following initiatives: [403-1][403-8]

- Implementation of ISO 45001:2018 and ISO 14001:2015.
- Implementation of Quality, OHS and Environment Management System (QOHSEMS) and 5R (Ringkas, Rapi, Resik, Rawat dan Rajin/ Brief, Neat, Clean, Caring and Diligent) 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.

The Company also makes efforts to prevent hazards that may occur in all sectors by developing procedures for OHS Hazard Aspects Identification, and Environmental Impact and OHS Risks Assessment. The high-risk jobs and their management are as follows: [403-2][403-7]

Jenis Pekerjaan Type of Work	Risiko yang Ditimbulkan Type of Risk	Upaya dan Tindak Lanjut Mitigation and Follow Up
Konstruksi Construction		
Bekerja pada Ketinggian Working at Height	Terjatuh Fall	<ul style="list-style-type: none"> Memakai <i>safety body harness</i> Penyediaan alat pengaman Wearing a safety body harness Provision of safety equipment
Mengangkat Barang dengan <i>Tower Crane</i> (TC) Lifting Goods with Tower Crane (TC)	Material terjatuh Fallen materials	<ul style="list-style-type: none"> Memastikan pengoperasian TC telah menggunakan metode yang benar Mengamankan area <i>swing boom</i> Ensure that TC operations have used the correct method Securing the swing boom area
Pekerjaan di Area Panas Work in High Temperature Area	Terjadinya kebakaran Fire	<ul style="list-style-type: none"> Menghindari area dengan material yang mudah terbakar Proteksi bunga api Pemasangan Alat Pemadam Api Ringan (APAR) Penggunaan Alat Perlindungan Diri (APD) saat pengerjaan Avoid areas with flammable materials Spark protection Fire extinguisher installation Use of Protective Personal Equipment (PPE) when working
Perhotelan Hospitality		
Pengoperasian Gondola Gondola Operation	<ul style="list-style-type: none"> <i>Wire rope</i> putus atau tidak menggunakan <i>safety net</i> Wire rope is broken or not using a safety net Terjatuh Fall 	<ul style="list-style-type: none"> Menjalankan SOP Implementing SOP <i>Service</i> rutin mesin gondola Regular maintenance of gondola machine Menyediakan perlengkapan APD Provide PPE equipment
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
Perbaikan (<i>Service</i>) 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"> Pendampingan perbaikan oleh vendor/pihak ketiga Repair assistance by vendors/third parties Penggantian tali seling secara berkala Replace the alternating rope regularly
Properti Property		
Pemeliharaan (<i>Maintenance</i>) Valve Box Valve Box Maintenance	Kebakaran karena kebocoran gas Fire due to gas leak	<ul style="list-style-type: none"> <i>Safety briefing</i> sebelum memulai pekerjaan Safety briefing before work Pemeriksaan ada tidaknya kebocoran gas menggunakan <i>gas detector</i> Check for gas leaks using a gas detector
Pengambilan Contoh Gas Bumi Natural Gas Sampling	<ul style="list-style-type: none"> Terpapar gas Gas exposure Kebakaran karena kebocoran gas Fire due to gas leak 	Memberikan pelatihan bersertifikasi terkait pengerjaan pengambilan contoh gas bumi Provide certified training related to natural gas sampling
Pelepasan dan Pemasangan Turbin Meter di <i>Metering</i> Dismounting and Installing Turbine Meters in Metering	<ul style="list-style-type: none"> Kebakaran karena kebocoran gas Fire due to gas leak Terjepit <i>flange to flange turbin</i> Pinched by turbine flange to flange Terpapar gas Gas exposure 	<ul style="list-style-type: none"> <i>Safety briefing</i> sebelum memulai pengerjaan Safety briefing before work Pemeriksaan kebocoran gas menggunakan <i>gas detector</i> Check for gas leaks using a gas detector

Guna meminimalisir dampak negatif K3, Perseroan menerapkan prinsip *precautionary*. Faktor K3 selalu menjadi hal penting dalam setiap perencanaan proyek. Perseroan memiliki panitia K3 yang disebut Panitia Pembina Keselamatan dan Kesehatan Kerja (P2K3). P2K3 terdiri dari karyawan yang ditunjuk berdasarkan keterampilan dan kompetensi kepemimpinan. Setiap karyawan juga dapat menyampaikan usulan dan saran mengenai aspek K3 melalui *Focus Group Discussion* (FGD) yang dikoordinasikan oleh Divisi HRGA. [403-4]

To prevent adverse OHS impacts, the Company applies the precautionary principle. In every project planning, the OHS factor remains an important concern. The Company is equipped with Occupational Health and Safety Advisory Committee (OHSAC) consisting of employees who are appointed based on leadership skills and competencies. Each employee can also provide proposals and suggestions regarding occupational health and safety aspects through Focus Group Discussions (FGDs) coordinated by the HRGA Division. [403-4]

Upaya lain yang dilakukan Perseroan guna meminimalisir dampak negatif K3 adalah dengan menyediakan APD, penyediaan APAR, *fire detector*, penyediaan kotak Pertolongan Pertama pada Kecelakaan (P3K), serta pemberian vitamin dan masker. 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, MCU, serta *in-house clinic* dengan dokter dan perawat yang bersiaga selama 24 jam. Program lain yang dijalankan Perseroan ialah melaksanakan kegiatan olahraga bersama melalui pembentukan tim futsal, tim voli, dan tim basket, serta menyediakan sarana olahraga seperti tempat *gym* di unit usaha. Melia Hotel Bali juga menyelenggarakan kegiatan yoga dan zumba bersama. [403-3][403-6]

Selama tahun 2023, Perseroan memberikan beberapa pelatihan terkait K3 kepada karyawan, seperti pemadaman kebakaran, kegawatdaruratan, pertolongan pertama pada kecelakaan, bantuan hidup dasar, keamanan siber, identifikasi tanda-tanda perdagangan manusia, sistem standar keselamatan kerja, prosedur kedaruratan, dan sebagainya. 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 dilaksanakan simulasi kebakaran setiap satu tahun sekali yang melibatkan seluruh divisi. Sementara di SEP juga dilaksanakan pelatihan tanggap darurat bencana rutin tahunan yang diikuti seluruh karyawan. [403-5]

Perseroan juga telah melaksanakan berbagai upaya untuk meningkatkan kualitas keselamatan, kesehatan, dan lingkungan kerja selama tahun 2023, 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 terkait COVID-19, serta penerapan *safety campaign* di beberapa tempat yang berisiko guna meningkatkan kepedulian K3L.

Meskipun Perseroan telah berusaha secara maksimal dalam mengantisipasi kecelakaan kerja, masih terdapat kasus kecelakaan kerja yang terjadi pada tahun 2023, baik dalam kategori ringan, sedang dan berat, serta fatal. Selama tahun 2023, terjadi 8 kecelakaan fatal, terdiri dari 7 kecelakaan fatal di Melia Bali Hotel dan 1 kecelakaan fatal di BATIOQA Hotel Jayapura Adapun kecelakaan fatal di BATIOQA Hotel Jayapura disebabkan karena terjadinya kecelakaan tunggal di jalan sepulang kerja. Setelah kecelakaan tersebut, BATIOQA

The Company's other OHS efforts include providing personal protective equipment, providing fire extinguishers and first aid kits, providing vitamins and masks. Moreover, the Company enrolls all employees in BPJS Kesehatan and BPJS Ketenagakerjaan (mandatory), and also third-party insurance (not mandatory). Employees are also entitled to receive information on occupational health, medical check-ups, as well as in-house clinics with doctors and nurses on standby 24 hours. The Company also carries out joint sports activities through the formation of a futsal team, volleyball team, and basketball team, and provides sports facilities, such as gyms, in business units. Likewise, Melia Hotel Bali also organizes yoga and zumba activities. [403-3][403-6]

In 2023, the Company provided several OHS trainings to employees, such as fire fighting, first aid, basic life support, cyber security, identification of signs of human trafficking, occupational safety standard systems, emergency procedures, et cetera. At Melia Bali Hotel, training sessions on the use of fire extinguishers were also conducted, led directly by the Chief Security, along with earthquake and tsunami disaster response simulations involving all employees and hotel guests staying on the day of the exercise. At NRCA, fire drills were also conducted once a year involving all divisions. Similarly, at SEP, annual disaster emergency response training sessions were conducted for all employees. [403-5]

To further improve the quality of occupational safety, health and environment, in 2023, 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 related to COVID-19, and ran safety campaigns in several vulnerable places to increase OHSE awareness.

Despite the Company's utmost efforts to prevent workplace accidents, incidents still occurred in 2023, ranging from minor to severe, including fatalities. Throughout the year, there were 8 fatal accidents, with 7 occurring at the Melia Bali Hotel and 1 at the BATIOQA Hotel Jayapura. The fatal accident at the BATIOQA Hotel Jayapura resulted from a single incident on the way home from work. Following this event, BATIOQA Hotel Jayapura provided assistance in managing the victims' affairs with BPJS Ketenagakerjaan

Hotel Jayapura juga membantu untuk mengurus BPJS Ketenagakerjaan korban serta memberikan sumbangan. Sementara 3 kecelakaan fatal yang terjadi di Melia Bali Hotel disebabkan oleh kecelakaan di jalan raya saat karyawan berangkat dan pulang kerja, dan 4 kecelakaan fatal lainnya terjadi karena adanya insiden saat bekerja.

and offered contributions. Meanwhile, the 3 fatal accidents at the Melia Bali Hotel were highway incidents involving employees commuting to and from work, while the other 4 fatal accidents happened on-site.

Untuk memastikan agar kejadian fatal tersebut tidak terulang, 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). [403-9][403-10]

To ensure that such fatal incidents do not recur, the Company has undertaken various efforts, including inviting the Traffic Unit to conduct safety riding awareness campaigns, providing safety training, particularly focusing on personal safety in the workplace, and installing safety notices at several points accessible to employees. In addition, the Company ensures the absence of work-related ill health. [403-9][403-10]

Tingkat Kecelakaan Kerja [403-9]
Occupational Accident Rate

Kategori Category	2023				2022				2021
	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	5	3	12	6	16	4	6	0	42
Sedang dan Berat Moderate and Major	5	1	3	0	22	5	1	1	9
Fatal	5	1	2	0	0	0	0	0	0
Jumlah Total	15	5	17	6	38	9	7	1	51
		20		23		47		8	



Membangun Harmoni bersama Masyarakat dan Pelanggan

Building Harmony with Communities and Customers

Perseroan senantiasa berkomitmen dalam menjalin hubungan yang harmonis seluruh pelanggan maupun dengan masyarakat di sekitar daerah Perseroan beroperasi. Perseroan secara penuh menyadari bahwa keseimbangan antara bisnis dan pembangunan yang berkelanjutan dapat tercapai dengan adanya peran dari pelanggan serta masyarakat sekitar.

The Company is committed to building harmonious interactions and relationships with customers and the communities around its operational areas. The Company is keenly aware that a balance between business and sustainable development can be achieved by empowering the role of customers and the local communities.

Tanggung Jawab Sosial dan Lingkungan (TJSL)

Corporate Social and Environmental Responsibilities (CSER)

Perseroan melaksanakan kegiatan TJSL melalui SSIA CSR *Shared Program* yang diselenggarakan secara bersamaan oleh entitas SSIA Group dan dikoordinasikan oleh SSIA Holding. CSR *Shared Program* berfokus pada 4 target, yaitu Peduli Lingkungan, Peduli Pendidikan, Peduli Pelanggan, dan Peduli Masyarakat. Sepanjang tahun 2023, realisasi biaya TJSL sebesar Rp2.417.524.651, meningkat dibandingkan realisasi tahun sebelumnya yang sebesar Rp1.245.370.265. Peningkatan disebabkan oleh adanya partisipasi SSIA dalam kegiatan/program TJSL setelah pandemi berakhir serta meningkatnya *net profit* di tahun 2022, sehingga terjadinya peningkatan anggaran untuk biaya operasional TJSL. Beberapa kegiatan yang telah dijalankan oleh Perseroan beserta anak usahanya antara lain: [413-1]

The Company implements CSER activities through the SSIA CSR *Shared Program*, which is jointly organized by SSIA Group entities and coordinated by SSIA Holding. The CSR *Shared Program* focuses on 4 targets: Environmental Care, Education Care, Customer Care, and Community Care. Throughout 2023, CSER costs amounted to Rp2,417,524,651, went up compared to Rp1,245,370,265 in the previous year. The increase was due to SSIA's participation in CSER activities/programs after the end of the pandemic and the increase in net profit in 2022, resulting in an increase in the budget for SER operational expenses. Activities carried out by the Company and its subsidiaries were as follows: [413-1]

Kegiatan TJSL Tahun 2023
CSER Activities in 2023

Program	Kegiatan Activity
Peduli Masyarakat Community Care	Melakukan kegiatan donor darah di beberapa unit. Conducted blood donation activities at several units.
Perbaikan Infrastruktur	Perbaikan jalan desa untuk mempermudah mobilitas warga, sarana ibadah, serta pemberian bantuan berupa bahan bangunan untuk Bedah Rumah Warga di sekitar BATIQA Hotel Pekanbaru.
Infrastruktur Repair	Repaired village roads to facilitate the mobility of residents, provided facilities for worship, and provided assistance in the form of building materials for Renovating Residents' Houses around BATIQA Hotel Pekanbaru.
Donasi dan Kegiatan Lainnya	Pemberian donasi kepada beberapa panti asuhan, kegiatan bersih-bersih Masjid dan mushola, donasi ke gereja, serta pemberian hewan kurban dalam rangka Idul Adha.
Donations and Other Activities	Donated to several orphanages, mosque and prayer room cleaning activities, donated to churches, and provided sacrificial animals for Eid al-Adha.
28build: Bersama Membangun Indonesia	Bertepatan dengan Hari Sumpah Pemuda 2023, SSIA bekerja sama dengan Habitat Indonesia melaksanakan kegiatan " <i>Habitat for Humanity: 28build Bersama Membangun Indonesia</i> di Desa Margamulya, Mauk. Sebanyak 22 karyawan SSIA mengikuti <i>program volunteering</i> dan terlibat dalam kegiatan membangun 1 rumah bagi 1 keluarga yang kurang mampu.

Kegiatan TJSL Tahun 2023
CSER Activities in 2023

Program	Kegiatan Activity
	<p>28build: Building Indonesia Together Coinciding with Youth Pledge Day 2023, SSIA collaborated with Habitat Indonesia to conduct the "Habitat for Humanity: 28build Building Indonesia Together" activity in Margamulya Village, Mauk. A total of 22 SSIA employees participated in the volunteering program and engaged in building one house for one underprivileged family.</p>
<p>Peduli Lingkungan Environmental Care</p>	<p>Membersihkan sungai di sekitar area BATIQA Hotel Cirebon. Cleaned up the river around the BATIQA Hotel Cirebon area.</p>
<p>Peduli Pendidikan Education Care</p>	<p>Beasiswa SMK Suryacipta Program donasi untuk memberikan beasiswa biaya pendidikan siswa SMK Suryacipta yang dilaksanakan sejak tahun 2010. Donasi yang diberikan digunakan untuk biaya operasional pendidikan 4 siswa selama mereka belajar di SMK Suryacipta sampai dengan lulus sekolah.</p> <p>Suryacipta Vocational School Scholarship A donation program aimed at providing educational scholarships to students of Suryacipta Vocational School, which has been implemented since 2010. The donations are used for the operational costs of education for four students throughout their study period at Suryacipta Vocational School until they graduate.</p> <p>Noble Devotion SSIA bersama dengan Team Peduli Karya Salesian Don Bosco turut serta dalam program donasi Bosco Charity Dinner "Noble Devotion". Program ini bertujuan untuk membangun asrama SMP Bhakti Mulia Purwodadi dan SMK St. Yusuf Blitar, sehingga para siswa dapat memperoleh tempat belajar yang layak. SSIA, together with the Salesian Don Bosco Peduli Karya Team, participated in the "Noble Devotion" Bosco Charity Dinner program. The program aimed to build dormitories at Bhakti Mulia Junior High School in Purwodadi and St. Yusuf Vocational High School in Blitar to provide students with decent learning facilities.</p>
<p>Peduli Pelanggan Customer Care</p>	<p>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.</p>



Dampak Operasional Perseroan The Company's Operational Impacts

Perseroan bekerja sama dengan pemasok dan membuat kebijakan terkait Prosedur Pembelian yang diatur dalam masing-masing Unit Usaha sesuai dengan kebutuhan. Aktivitas Perseroan dalam menyediakan produk dan jasa tentu memiliki dampak positif dan negatif bagi masyarakat sekitar. Perseroan telah melakukan pemetaan atas dampak positif sebagai peluang dan dampak negatif sebagai risiko yang harus dimitigasi. Dampak ini di antaranya: [2-25][413-2]

In working with suppliers, the Company has prepared Purchasing Procedures and policies, each of which is regulated at the Company's Business Units as needed. The Company's activities in providing products and services certainly have positive and negative impacts on the surrounding community. The Company has mapped positive impacts as opportunities and negative impacts as risks that must be mitigated, as follows: [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, baik energi dan air Utilization of significant natural resources, including energy and water	Meningkatkan efisiensi Improving efficiency
Menyerap tenaga kerja dan pemasok lokal dari sekitar wilayah Employing local labor and suppliers from the surrounding area	Adanya limbah dan emisi dari proses usaha Generation of waste and emissions from business processes	Mengelola limbah dan menghitung pengurangan emisi Managing waste and calculating emission reductions
Berkontribusi pada pembayaran pajak Contributing to tax payments	Perubahan bentang alam karena pembangunan konstruksi Alteration of natural landscapes due to construction development	Memastikan kepatuhan pada regulasi dan menjaga ekosistem di sekitar pembangunan konstruksi Ensuring compliance with regulations and preserving ecosystems around construction development
Menyerap tenaga kerja lokal Employing local workforce	Pemakaian air dan energi berupa listrik dan LPG dalam jumlah besar High consumption of water and energy resources such as electricity and LPG	Melaksanakan penghematan air dan energi Implementing water and energy conservation measures
Menyerap pemasok lokal untuk menyalurkan kebutuhan hotel dari kebutuhan F&B hingga <i>entertainment</i> 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 waste from hotel operations including solid waste, liquid waste, and hazardous and toxic (B3) waste in significant quantities	Melaksanakan pemisahan limbah dan bekerja sama dengan pihak ketiga yang sudah memiliki sertifikasi agar semua limbah dikelola dengan baik Implementing waste separation and collaborating with certified third parties to ensure proper waste management
Membantu meningkatkan perekonomian dan pendidikan masyarakat sekitar Assisting in improving the economy and education of the surrounding community	Pada saat tingkat hunian tinggi, meningkatkan kemacetan di Nusa Dua Bali dan pencemaran emisi During peak occupancy, exacerbation of traffic congestion in Nusa Dua, Bali, and emission pollution	<ul style="list-style-type: none"> Hotel memperkenalkan Melia Bali Excursion, di mana tamu dapat keliling ke beberapa aea dengan menggunakan bus yang disiapkan hotel untuk mengurangi pencemaran emisi Melia Bali mempertahankan jumlah <i>landscape</i> 60% dari total area secara keseluruhan The Hotel introduces Melia Bali Excursion, where guests can tour several areas using buses provided by the hotel to reduce emission pollution Melia Bali maintains 60% landscape coverage of the total area overall
	Potensi pelanggaran terhadap ketentuan lingkungan di lingkungan TCP karena proses pembangunan belum menggunakan material ramah lingkungan Potential violations of environmental regulations in the TCP area due to construction processes not utilizing environmentally friendly materials	Penyediaan ruang hijau bagi para penghuni perumahan Providing green spaces for residential occupants

Menjaga Kualitas Produk dan Layanan Maintaining Products and Services Quality

Menjaga kualitas produk dan layanan sangat penting dilakukan oleh Perseroan karena dapat berdampak pada keselamatan dan kesehatan pelanggan, reputasi Perseroan, serta kepercayaan dan kepuasan pelanggan. Hal ini menjadikan Perseroan senantiasa berupaya dalam menyediakan produk dan layanan yang berkualitas tinggi, bermutu, dan aman yang sejalan dengan pilar strategi "Delivering Product and Service Excellence". Upaya ini tercermin dengan adanya evaluasi yang dilakukan atas keamanan seluruh (100%) produk maupun layanan yang dihasilkan oleh Perseroan. Perseroan juga berupaya untuk memberikan layanan yang setara kepada setiap pelanggannya tanpa unsur diskriminasi. Perseroan mengukur kualitas atas produk dan layanan yang diberikan melalui pelaksanaan survei kepuasan pelanggan. [3-3] [416-1]

Adapun beberapa upaya-upaya yang Perseroan lakukan untuk menjaga kualitas, mutu, dan keamanan produk dan jasa selama tahun 2023, di antaranya:

Maintaining the quality of products and services is crucial for the Company as it can impact customer safety and health, the Company's reputation, as well as customer trust and satisfaction. Therefore, the Company is committed to providing high quality and safe products and services in accordance with the "Delivering Product and Service Excellence" pillar strategy. This commitment is supported by evaluating the security of all (100%) services produced by the Company. In addition, the Company persistently provides equal services to each customer without discrimination. The Company measures the quality of its products and services through customer satisfaction surveys. [3-3] [416-1]

Activities carried out by the Company to maintain the quality and safety of its products and services in 2023 were as follows:

<p>Konstruksi Construction</p>	<ul style="list-style-type: none"> Membuat revisi-revisi terhadap <i>audit checklist</i> agar selalu <i>ter-update</i> dengan kondisi lapangan. <i>Daily Operational Meeting</i> oleh Tim Operational untuk mengecek apakah ada kendala yang dialami ketika di lapangan, termasuk kerusakan yang harus segera ditanggulangi. Mengundang <i>Chemical Supplier</i> untuk memberikan <i>Chemical Handling Training</i> 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.
<p>Properti Property</p>	<ul style="list-style-type: none"> Melaksanakan <i>Customer Satisfaction Survey</i> dalam setiap proses serah terima pembelian rumah Edenhause guna memastikan kualitas rumah sudah sesuai dengan harapan <i>customer</i>. Meningkatkan kepuasan <i>tenant</i>/pelanggan melalui <i>tenant management system</i> dan program <i>customer relationship management</i> di Suryacipta City of Industry Karawang. Melakukan <i>maintenance</i> rutin pada pipa di Kawasan Industri untuk mencegah terjadinya karat pada pipa distribusi yang dapat mengakibatkan kebocoran gas. Conducting Customer Satisfaction Surveys during each handover process of Edenhause 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 Area to prevent rusting, which can lead to gas leaks in distribution pipes.

Perhotelan Hospitality

- Melaksanakan *equipment certification* untuk alat-alat di hotel seperti *elevator*.
- Memiliki *patrol control* untuk petugas keamanan.
- Mengirim *Guest Satisfaction Survey* kepada 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 perawatan *preventive maintenance* untuk semua kamar tamu dan area publik dua kali setahun.
- Melakukan *planned maintenance* sesuai dengan *manufacture guidelines* untuk seluruh peralatan operasional dalam *back of house* hotel yang mencakup *lift, generator, peralatan keselamatan hidup, peralatan masak, 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.
- Approaching and providing information about the importance of sustainability context to partners and suppliers.
- 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.

Perseroan terus berupaya dalam meningkatkan fokus pembangunan yang berkesinambungan dengan menerapkan konsep 'sustainable' pada pembangunan proyek. 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 wawasan lingkungan melalui Kawasan Industri Karawang dan Subang. Kawasan ini akan memiliki fasilitas IoT, *Smart Mobility, Command Center, Citizen App, serta Integrated Property Management System*;
- Mengembangkan properti komersial serta properti hunian dengan standar teknik dan lingkungan yang berkelanjutan;
- Mengembangkan jasa konstruksi yang terpercaya dan berwawasan lingkungan; dan
- Membangun perumahan dengan fasilitas *smart home* dan dikelilingi taman hijau terbuka.

The Company continuously strives to expand the focus of sustainable development by applying the concept of 'sustainable' in project development. This concept emphasizes digital initiatives in asset management that are implemented in each of the Company's business pillars, as follows:

- Developing industrial cities that prioritize technology, innovation, and environmental insight through Karawang and Subang Industrial Estates. These estates will have IoT facilities, Smart Mobility, Command Center, Citizen App, and Integrated Property Management System;
- Developing commercial properties as well as residential properties with sustainable engineering and environmental standards;
- Developing reliable and environmentally friendly construction services; and
- Building housing with smart home facilities and surrounded by open green parks.

Insiden Ketidapatuhan dan Jumlah Produk yang Ditarik Kembali Incidents of Non-Compliance and Number of Products Recalled

Selama tahun 2023, tidak terjadi insiden ketidapatuhan terkait dampak keselamatan dan kesehatan produk dan jasa maupun penutupan properti, hotel, dan kawasan yang dimiliki oleh SSIA. Perseroan juga tidak menerima denda atau sanksi sebagai akibat dari ketidapatuhan terhadap undang-undang maupun peraturan yang berlaku dalam seluruh bisnis Perseroan. Perseroan juga memastikan tidak adanya insiden kebocoran atau kehilangan data pelanggan. [416-2][418-1]

In 2023, there were no incidents of non-compliance related to the safety and health impacts of products and services, nor closures of properties, hotels, and areas owned by SSIA. The Company also did not receive fines or sanctions as a result of non-compliance with laws or regulations applicable to all of the Company's businesses. The Company also ensures that there were no incidents of customer data leaks or losses. [416-2][418-1]

Inovasi Produk dan Jasa [3-3] Product and Service Innovations

Seiring perkembangan zaman, semakin maraknya perkembangan teknologi dan digitalisasi yang terjadi. Hal ini juga menjadi salah satu pertimbangan Perseroan untuk terus berinovasi dan mengikuti perkembangan teknologi dalam operasionalnya. Adanya inovasi dan penggunaan teknologi tentunya dapat menciptakan operasional Perseroan yang lebih efektif dan efisien. Adapun inovasi dan penggunaan teknologi yang dilakukan oleh Perseroan dan anak usahannya antara lain:

Technological developments and digitalization are becoming more rapid and prevalent. Accordingly, the Company continuously innovates and keeps abreast of technological advancements in its operations. We firmly believe that innovations and technology usage can improve the Company's operational effectiveness and efficiency. Innovations and technology usage carried out by the Company and its subsidiaries were as follows:

- | | |
|---|---|
| <ol style="list-style-type: none"> 1. Melia Bali Hotel: penggunaan QR Code untuk seluruh informasi pelayanan hotel, sehingga dapat mengurangi penggunaan kertas. 2. Subang Smartpolitan: penggunaan teknologi terkini berbasis internet dalam fasilitasnya. 3. GMJ: Mengembangkan aplikasi H Mobile, yaitu sebuah aplikasi yang dapat digunakan tamu hotel untuk menyampaikan keluhan terkait <i>service</i> dan <i>experience</i> saat menginap. GMJ akan melakukan <i>review</i> atas seluruh keluhan yang diterima dan melakukan tindakan perbaikan. 4. BATIQA Hotel: QR Code untuk menu di kamar. | <ol style="list-style-type: none"> 1. Melia Bali Hotel: Using QR codes for all hotel service information, thereby reducing paper usage. 2. Subang Smartpolitan: Utilizing the latest internet-based technology in its facilities. 3. GMJ: Developing the H Mobile application, which is an application that hotel guests can use to provide feedback on services and experiences during their stay. GMJ will review all received feedback and take corrective actions. 4. BATIQA Hotel: QR codes for in-room menus. |
|---|---|

Mekanisme Pengaduan Pelanggan/Masyarakat [2-25] Customer Complaint/Community Grievance Mechanism

Perseroan menindaklanjuti setiap keluhan yang masuk dari pelanggan melalui beberapa mekanisme pengaduan yang berbeda-beda sesuai dengan unit usaha Perseroan. Mekanisme pengaduan masyarakat di SSIA dapat disampaikan melalui surat resmi kepada Direksi Perseroan u.p Corporate Secretary yang disampaikan langsung atau dikirim melalui:

The Company follows up on every complaint filed by customers through various complaint mechanisms applicable at the Company's business units. The community can file grievances through an official letter addressed to the Company's Board of Directors c/o Corporate Secretary, either through direct submission or by mail to the following address:

Alamat Address	Tempo Scan Tower, 20 th Floor Jl. H. R. Rasuna Said Kav. 3-4 Kuningan, Jakarta 12950, Indonesia
Faksimili Facsimile	+62 21 526 2121/527 2121
Email	corpsec1@suryainternusa.com

Pada unit usaha Melia Bali Hotel, masyarakat dapat menyampaikan pengaduannya melalui Ketua Lingkungan (Kelian), Pra Juru Banjar, dan Ketua Pemuda Pemudi 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 Adar Adat (Bendesa Adat) di lokasi Perusahaan, yang kemudian akan diteruskan dan didiskusikan dengan perwakilan Perusahaan.

At Melia Bali Hotel business unit, grievances from the surrounding community can be filed through the Head of the Environment (Kelian), Pra Juru Banjar, and the Head of Youths from the surrounding environment. At NRCA business unit, public complaints are submitted through an official letter to the Company's Board of Directors c.q. Corporate Secretary delivered directly or sent via expedition, facsimile, or email. At Umana Bali, LXR Hotels & Resorts, complaints are submitted through Adar Village Head (Bendesa Adat) at the Company's location, to be forwarded and discussed with the Company's representatives.

Selama tahun 2023, Perseroan menerima 1 (satu) keluhan terkait pecahnya pipa saluran pembuangan air. Keluhan ini telah ditindaklanjuti dan diselesaikan dengan membenarkan pipa tersebut. Selain itu, Perseroan juga tidak menerima keluhan/pengaduan terkait masalah lingkungan hidup maupun sosial di sekitar wilayah operasi Perseroan.

Throughout 2023, the Company received 1 (one) complaint regarding a broken sewerage pipe. This complaint was followed up and resolved by repairing the pipe. In addition, the Company did not receive any complaints or reports regarding environmental or social issues in the vicinity of its operations.

Survei Kepuasan Pelanggan Customer Satisfaction Survey

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*.

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	2023	2022	2021
PT Nusa Raya Cipta Tbk (NRCA)	82,5	82,4	81,3
PT Suryalaya Anindita International (SAI)	86,6	86,7	88,6
PT TCP Internusa (TCP) (Edenhaus)	83,0	100,0	100,0
PT Siti Agung Makmur (SAM)	89,5	94	90,0
PT Surya Internusa Hotels (SIH)	85,2	90,7	89,0

Keterangan: Data tidak termasuk SLP dan SEP.
Note: Data did not include SLP and SEP.

Menjaga Lingkungan Kami Protecting Our Environment

Pada tahun 2023, Perseroan menyalurkan Rp5,0 miliar untuk biaya pengelolaan lingkungan hidup. Nilai ini mengalami peningkatan dari tahun sebelumnya sebesar Rp3,9 miliar. Biaya pengelolaan lingkungan yang disalurkan digunakan untuk pengelolaan sampah, program penghijauan, uji emisi, analisa kualitas udara dan kebisingan pengelolaan *sewage treatment plan (STP)*, dan sebagainya.

In 2023, the Company allocated Rp5.0 billion for environmental management costs. This figure increased from Rp3.9 billion in the previous year. The allocated environmental management costs were used for waste management, replanting programs, emission testing, air quality analysis, noise management, sewage treatment plant (STP), and so forth.

Penerapan *Green Building* Green Building Implementation

Saat ini, Perseroan menerapkan konsep *Green Construction* pada sistem bangunan dan melakukan efisiensi konsumsi energi dalam rangka mewujudkan *Green Building* sebagai salah satu bentuk inisiatif untuk mendukung pembangunan berkelanjutan. Unit Usaha Konstruksi Perseroan telah mendapatkan sertifikat *GreenShip Associate* pada tahun 2017 dan *GreenShip Professional* pada tahun 2018 dari *Green Building Council* Indonesia.

Proyek Kawasan Industri Subang Smartpolitan yang berlokasi di Subang, Jawa Barat diharapkan dapat menjadi kiblat sebagai kota yang berkelanjutan dengan mengangkat konsep *Smart and Sustainable City* berbasis *Internet of Things (IoT)*. Konsep ini diterapkan melalui

The Company has implemented the concept of *Green Construction* in building systems and improved energy consumption efficiency to realize *Green Building* as part of its initiative to support sustainable development. In this regard, the Company's Construction Business Unit has obtained *GreenShip Associate* certificate in 2017 and *GreenShip Professional* certificate in 2018 from the *Green Building Council* Indonesia.

Subang Smartpolitan Industrial Estate project in Subang, West Java, is expected to become the pioneer of sustainable city development by applying the *Smart and Sustainable City* concept based on the *Internet of Things (IoT)*. The aforementioned concept is implemented through the

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**
Subang Smartpolitan menggunakan teknologi terkini berbasis internet dalam fasilitasnya untuk mendukung operasional bisnis para *tenant*.
- 2. Road Network System & Smart Mobility**
Membangun akses jalan yang terintegrasi untuk mengurangi lama perjalanan dan meningkatkan efisiensi transportasi, termasuk mengurangi emisi dari kendaraan bermotor.
- 3. District Cooling**
Memanfaatkan sistem pendingin udara hemat energi dengan konsumsi energi listrik rendah, sehingga dapat mengurangi emisi GRK dan polutan lainnya.

Di lain sisi, pada tanggal 5 April 2023, PT Suryacipta Swadaya (Suryacipta) yang merupakan anak perusahaan PT Surya Semesta Internusa Tbk (SSIA) juga telah menandatangani Nota Kesepahaman untuk penyediaan dan distribusi listrik di Subang Smartpolitan dengan PT PLN (Persero). Melalui kerja sama ini, PLN berkomitmen menyediakan listrik dengan kapasitas hingga 650 MW yang didistribusikan dan dapat dimanfaatkan oleh para *tenant* di Kawasan Smartpolitan Subang. Agenda ini merupakan bagian dari program kerja sama investasi bersama yang dicanangkan PLN, di mana PLN bekerja sama dengan lima industri strategis; yang meliputi kawasan industri, industri *smelter*, dan hingga pusat data industri. Agenda ini juga bertujuan untuk membantu industri terdaftar mengakses listrik secara efisien.

Selain itu, PT Suryacipta Swadaya 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*.

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**
Subang Smartpolitan employs state-of-the-art internet-based technology in its facilities to support the business operations of its tenants.
- 2. Road Network System & Smart Mobility**
Constructing integrated road access to reduce travel time and enhance transportation efficiency, including reducing emissions from motor vehicles.
- 3. District Cooling**
Utilizing energy-efficient air conditioning systems with low electricity consumption to reduce greenhouse gas emissions and other pollutants.

Moreover, on 5 April 2023, PT Suryacipta Swadaya (Suryacipta), a subsidiary of PT Surya Semesta Internusa Tbk (SSIA), also signed a Memorandum of Understanding for the provision and distribution of electricity in Subang Smartpolitan with state electricity company PT PLN (Persero). Through this partnership, PLN is committed to providing electricity with a capacity of up to 650 MW, distributed and accessible to tenants in the Subang Smartpolitan Estate. This agenda is part of PLN's joint investment cooperation program, where PLN collaborates with five strategic industries, including industrial estates, smelter industries, and even industrial data centers. The agenda aims to assist registered industries in accessing electricity efficiently.

Furthermore, PT Suryacipta Swadaya also partnered with PT IoT Kreasi Indonesia in providing *Managed Service Smart* Public Street Lighting in phase 3 of Suryacipta City of Industry. *Smart* Public Street Lighting is an *IoT*-based street lighting system that allows lighting to be controlled online and in real-time. The system is beneficial for reducing electricity consumption and improving security and comfort within the area for tenants.

PT Suryacipta Swadaya melalui Suryacipta City of Industry dan Subang Smartpolitan memperoleh penghargaan sebagai Terbaik Ketiga Kategori Pelaporan Emisi Kawasan Industri pada Acara "*Resilience and Sustainable Industry*" dari Kementerian Perindustrian (Kemendperin). Penghargaan diberikan sebagai apresiasi atas aksi nyata Perseroan dalam mendukung pencapaian TPB. PT Suryacipta Swadaya, through Suryacipta City of Industry and Subang Smartpolitan, received the third Best Award in the Industrial Area Emissions Reporting Category at the "*Resilience and Sustainable Industry*" event hosted by the Ministry of Industry. The award was given in appreciation of the Company's tangible efforts in supporting the achievement of SDGs.

Instalasi Pembangkit Listrik Tenaga Surya (PLTS) Atap Roof-Mounted Solar Panels Installation

PT Suryacipta Swadaya (Suryacipta) berkolaborasi dengan PT Xurya Daya Indonesia (Xurya) untuk melakukan instalasi Pembangkit Listrik Tenaga Surya (PLTS). Pada tahun 2023, instalasi di beberapa area yaitu area komersil The Promenade dengan kapasitas 149 kWp, area *Water Treatment Plant* dengan kapasitas 38,9 kWp, serta area Sekolah Menengah Kejuruan (SMK) Suryacipta dengan kapasitas 9,8 kWp, sehingga total kapasitas PLTS mencapai 198 kWp.

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).

Manajemen Iklim Climate Management

Perseroan memerlukan energi untuk mendukung kegiatan operasionalnya seperti listrik, petrol, solar, dan LPG yang tentunya menghasilkan emisi gas rumah kaca (GRK) yang memengaruhi peningkatan dampak perubahan iklim sehingga Perseroan berupaya untuk mengelola penggunaan energi dengan baik. Dalam rangka mengelola energi secara maksimal, Perseroan telah melakukan berbagai upaya pengurangan energi dan emisi, salah satunya dengan menggunakan penerangan dengan *light emitting diodes* (LED) dan *solar panel*. [3-3]

Selama tahun 2023, total konsumsi energi Perseroan mencapai 170.198 GJ yang berasal dari listrik, petrol, solar, dan LPG, meningkat dari tahun 2022 sehingga tidak adanya reduksi energi. Berdasarkan konsumsi energi tersebut, tercatat Perseroan menghasilkan emisi GRK cakupan 1 dan 2 sebesar 4.351 ton CO₂ eq, meningkat dari tahun 2022 sehingga tidak adanya reduksi emisi. Selama tahun 2023, Perseroan belum melakukan perhitungan emisi cakupan 3. Selain itu, sampai akhir tahun 2023, Perseroan belum melakukan perhitungan konsumsi energi di luar Perseroan dan emisi cakupan 3 yang berasal dari pemakaian energi oleh pihak-pihak di luar kendali Perseroan, emisi *Ozone Depleting Substance* (ODS), maupun emisi signifikan lainnya seperti NO_x dan SO_x. [302-2][305-3][305-6][305-7]

PT Suryacipta Swadaya (Suryacipta) partnered with PT Xurya Daya Indonesia (Xurya) to install solar panels. In 2023, those solar panels were installed in The Promenade commercial area with a capacity of 149 kWp, the *Water Treatment Plant* area 38.9 kWp, as well as Suryacipta Vocational High School (SMK) 9.8 kWp, bringing the solar panels' total capacity to 198 kWp.

The Company implements "Leading by Example" mindset to encourage tenants to switch to environmentally friendly new and renewable energy. And indeed, the solar panels installation has reduced both the cost of electricity and the resulting carbon emissions. This initiative is part of the Company's support for the government's efforts to create a new market for new and renewable energy through the *Renewable Energy Base Industry Development* (REBID) and *Renewable Energy Base on Economic Development* (REBED) programs.

The Company needs energy sources such as electricity, petrol, diesel and LPG to support its operational activities. High energy consumption is directly proportional to the resulting greenhouse gas (GHG) emissions, therefore the Company strives to manage energy usage properly. In order to optimally manage energy, the Company uses light emitting diodes (LED) lights and solar panels. [3-3]

Throughout 2023, the Company consumed a total of 170,198 GJ energy derived from electricity, petrol, diesel and LPG, increased from 2022, resulting in no energy reduction. As a result, the Company produced 4,351 tons of CO₂ eq scopes 1 and 2 GHG emissions, increased from 2022, resulting in no emissions reduction. As of end of 2023, the Company had yet to calculate energy consumption outside the Company, scope 3 emissions originated from energy use by parties outside the Company's control, *Ozone Depleting Substance* (ODS) emissions, or other significant emissions such as NO_x and SO_x. [302-2][305-3][305-6][305-7]

Konsumsi Energi dan Emisi yang Dihasilkan Perseroan [302-1][302-3][305-1][305-2][305-4] The Company's Energy Consumption and Emissions Produced

Sumber Energi Energy Source	Satuan Unit	2023*	2022*	2021	
Konsumsi Energi dan Emisi yang Dihasilkan Energy Consumption and Emissions Generated					
Cakupan 1 Scope 1					
Petrol	Liter	133.083	124.085	91.981	
	GJ	4.658	4.344	3.220	
	Ton CO ₂ eq	327	305*	226	
Solar Diesel	Liter	84.768	70.142	76.770	
	GJ	3.221	2.693	2.948	
	Ton CO ₂ eq	230	190*	207	
LPG	Liter	570.404	461.202*	254.663*	
	GJ	14.260	11.205*	6.367*	
	Ton CO ₂ eq	923	746*	412*	
Jumlah Konsumsi Energi (Cakupan 1) Total Energy (Scope 1) Consumption		GJ	22.139	18.242	12.535
Jumlah Emisi Cakupan 1 Total Scope 1 Emissions		Ton CO₂ eq	1.480	1.241	844
Cakupan 2 Scope 2					
Listrik Electricity	kWh	41.127.568	36.857.588	33.325.484	
Jumlah Konsumsi Energi (Cakupan 2) Total Energy (Scope 2) Consumption		GJ	148.059	132.687	119.971
Jumlah Emisi Cakupan 2 Total Scope 2 Emissions		Ton CO₂ eq	3.052	2.735	2.743
Intensitas Energi dan Emisi Energy and Emission Intensity					
Total Konsumsi Energi (Cakupan 1 & 2) Total Energy Consumption (Scope 1 & 2)		GJ	170.198	150.929*	132.506*
Jumlah Karyawan Total Employees		Orang People	2.674	2.633	2.441
Intensitas Energi Energy Intensity		GJ/Orang GJ/People	63,65	57,32*	54,28*
Total Emisi Cakupan 1 & 2 yang Dihasilkan Total Scope 1 & 2 Emissions Produced		Ton CO ₂ eq	4.351	3.976*	3.317*
Intensitas Emisi Emission Intensity		Ton CO₂ eq/Orang Ton CO₂ eq/People	1,69	1,51*	1,36*

Keterangan | Note:

- Cakupan perhitungan energi di Holding dan Unit Usaha:
 - Holding: hanya mencakup Tempo Scan Tower
 - Unit Hotel (GMJ, MBH, LXR, SIH): mencakup *public area* dan *guest*
 - SCS: tidak mencakup *tenant*
 - SEP: hanya mencakup *head office*
 - TCP: hanya mencakup Glodok Plaza
- Perhitungan energi listrik mencakup Holding dan seluruh Unit Usaha.
- Perhitungan konsumsi petrol mencakup NRC, MBH, LXR, SIH, SCS, dan TCP.
- Perhitungan konsumsi solar mencakup GMJ, MBH, LXR, SIH, SCS, dan TCP.
- Perhitungan konsumsi LPG mencakup GMJ, MBH, SCS, dan TCP.
- Asumsi perhitungan energi -> Listrik: 1 kwh setara dengan 0,0036 GJ, Petrol: 1 liter setara dengan 0,035 GJ, Solar: 1 liter setara dengan 0,038 GJ, dan LPG: 1 liter setara dengan 0,025 GJ

* Perhitungan data tahun 2022 dan tahun 2023 tidak mencakup SLP.
** Penyajian kembali informasi karena adanya perubahan metode perhitungan. [2-4]

Note:

- Coverage of energy calculations in the Holding and Business Units:
 - Holding: only included Tempo Scan Tower
 - Hotel Units (GMJ, MBH, LXR, SIH): included public areas and guests
 - SCS: did not include tenants
 - SEP: only included the head office
 - TCP: only included Glodok Plaza
- Electricity consumption calculations included both the Holding and all Business Units.
- Petrol consumption calculations included NRC, MBH, LXR, SIH, SCS, and TCP.
- Diesel fuel consumption calculations included GMJ, MBH, LXR, SIH, SCS, and TCP.
- LPG consumption calculations included GMJ, MBH, SCS, and TCP.
- Energy calculation assumptions -> Electricity: 1 kWh equals 0.0036 GJ, Petrol: 1 liter equals 0.035 GJ, Solar: 1 liter equals 0.038 GJ, and LPG: 1 liter equals 0.025 GJ.
- * Data calculation for 2022 and 2023 did not include SLP.
- ** Restatement due to changes in calculation methods. [2-4]

Upaya Pengurangan Konsumsi Energi dan Emisi Energy Consumption and Emissions Reduction Efforts

Perseoran dan seluruh unit usaha berupaya mengurangi konsumsi energi dan emisi melalui berbagai inisiatif, di antaranya: [302-4][302-5][305-5]

1. Memberikan himbauan kepada karyawan untuk bijak dalam menggunakan energi listrik;
2. Penggantian *chiller* dari sistem pendingin udara menjadi sistem pendingin air;
3. Penggantian *cooling tower* serta menambah *heat pump* dan *heat plate exchanger*;
4. 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;
5. Penggantian *system booster pump* dari non-inverter ke inverter yang menurunkan 20% konsumsi energi listrik;
6. 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%);
7. Mengganti 375 *bathroom lamp* di kamar tamu (*guest room*) dengan lampu LED 5 watt. Upaya ini berhasil menurunkan konsumsi energi listrik sebesar 146,25 kWh/hari (78%); dan
8. Menggunakan lampu sensor untuk kamar-kamar hotel BATIQA.

Upaya lainnya yaitu dengan mengimplementasikan *environmental management system* (EMS) yang mencakup *environmental and social sustainability policy* pada Melia Bali Hotel. Mereka membentuk *green team* serta melakukan pemeriksaan pemakaian energi dan air setiap tahun. Perseroan juga menggunakan panel surya pada *Wastewater Treatment Plan* (WWTP) Organica pada saat pengelolaan limbah. Keberhasilan pemasangan panel surya ini, tercermin dari menurunnya biaya untuk pembayaran listrik. Di lain sisi, Perseroan telah melakukan pelepasan dan pemasangan *Turbine Meter* dan *EVC Maintenance* serta penggantian *cartridge gas filter* secara berkala sebagai upaya dalam menciptakan operasi yang lebih ramah lingkungan. [302-4][302-5][305-5]



PANEL SURYA PADA WWTP ORGANICA, SURYACIPTA
SOLAR PANELS AT WWTP ORGANICA, SURYACIPTA

The Company and all business units seek to reduce energy consumption and emissions through various initiatives, as follows: [302-4][302-5][305-5]

1. Encouraged employees to consume electricity wisely;
2. Replaced air cooling system chiller with water cooling system chiller;
3. Replaced cooling tower and adding heat pump and heat plate exchanger;
4. Using energy-efficient and environmentally friendly AC system by changing non-inverter ACs to inverter ACs. This system can reduce electricity consumption by 3% per air conditioning unit;
5. Replaced booster pump system from noninverter to inverter that reduced energy consumption by 20%;
6. Replaced 800 23-watt garden lights with 5-watt LED lights. This effort successfully reduced electricity consumption by 172.8 kWh/day or 72%;
7. Replaced 375 bathroom lights in the guest rooms with 5-watt LED lights. This effort successfully reduced electricity consumption by 146.25 kWh/day or 78%; and
8. Utilized sensor lights for BATIQA hotel rooms.

The Company has implemented environmental management system (EMS) that includes environmental and social sustainability policy at Melia Bali Hotel. The Hotel has also established a green team to conduct annual inspection of energy and water consumption. To support the application of environmentally friendly concept in every sector, the Company utilizes solar panels at Organica Wastewater Treatment Plant (WWTP) during waste treatment. To date, the use of solar panels has reduced electricity bills. The Company also removes and installs Turbine Meters and EVC Maintenance, and replaces gas filter cartridges on a regular basis in an effort to create a more environmentally friendly operation. [302-4][302-5][305-5]



PANEL SURYA PADA THE PROMENADE, SURYACIPTA
SOLAR PANELS AT THE PROMENADE, SURYACIPTA

Air dan Efluen [303-2] Water and Effluent

Pengelolaan Air Water Management

Seluruh kegiatan operasional Perseroan bergantung pada ketersediaan air. Sumber air Perseroan berasal dari air permukaan, air tanah, air yang diproduksi, serta air yang berasal dari pihak ketiga. Oleh sebab itu, Perseroan senantiasa menjaga ketersediaan air dengan memperhatikan sumber-sumber air yang digunakan dan melakukan *reuse, reduce, & recycle* (3R). Perseroan juga berupaya menjaga ketersediaan air melalui perawatan *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. Sampai akhir tahun 2023, Perseroan maupun anak usahanya belum melakukan *water-related impact assessment*. Perseroan juga tidak melakukan pengambilan air dari daerah *water stress*. [3-3][303-1]

The Company's entire operations use water sourced from surface water, ground water, produced water, and water from third parties. Accordingly, the Company pays close attention to its water sources to maintain water supplies by implementing the reuse, reduce & recycle (3R) method. In addition, the Company conserves water by maintaining water treatment cooling tower and condenser chiller/heat pump; maintaining Sea Water Reverse Osmosis (SWRO) equipment to treat sea water into fresh water, and using variable speed pumps to distribute water to hotel areas. As of end of 2023, the Company and its subsidiaries had yet to conduct any water-related impact assessments. The Company also did not extract water from water-stressed areas. [3-3][303-1]

Penggunaan Air (m³)
Water Consumption (m³)

Sumber Air Water Source	Pengambilan Air [303-3] Water Withdrawal			Konsumsi/Penggunaan Air [303-5] Water Consumption		
	2023	2022	2021	2023	2022	2021
Air Permukaan Surface Water	5.353.018	5.767.913	5.372.181	5.353.661	5.775.913*	5.372.181*
Air Tanah Groundwater	157.476	145.228	127.933	130.876	29.898	128.230*
Air yang Berasal dari Pihak Ketiga Water from Third Party	56.515	98.180	68.905	184.333	208.329*	127.225*
Air yang Diproduksi Produced Water	-	-	-	0	26.550	89.611
Jumlah Total	5.567.009	6.011.381	5.569.019	5.668.870	6.040.600*	5.717.247*

Keterangan | Note:
Penghitungan pengambilan air mencakup: SAM, SIH, SCS (mencakup *tenant* seluruh kawasan), SLP (2021), dan TCP. Sementara penghitungan konsumsi air mencakup: GMJ (2021 dan 2022), MBH, SAM, SIH, SCS (mencakup *tenant* seluruh kawasan), dan TCP.
Calculation of water withdrawal includes: SAM, SIH, SCS (covering tenants throughout the area), SLP (2021), and TCP. Meanwhile, the calculation of water consumption includes: MBH, SAM, SIH, SCS (covering tenants throughout the area), and TCP.
* Penyajian kembali informasi karena adanya peninjauan ulang data. | Restatement of information due to data review. [2-4]

Pengelolaan Efluen Effluent Management

Perseroan mematuhi Peraturan MENLH No. 3 Tahun 2010 tentang Baku Mutu Kualitas Air Limbah bagi Kawasan Industri dalam memastikan kualitas dan baku mutu efluen yang akan dibuang ke lingkungan. Salah satu anak usaha Perseroan, yaitu Suryacipta menerapkan *commissioning* instalasi pengolahan air limbah yang memanfaatkan Teknologi Hijau Organica dengan menggunakan bakteri *aerobic* seperti *protozoa* dan *rotifer*. Di lain sisi, anak usaha lainnya, yaitu TCP, LXR, dan MBH telah mengelola efluen dengan menggunakan *Sewage Treatment Plan* (STP). Terdapat 1 unit STP di Glodok Plaza (TCP) dan 2 unit di LXR. Sementara pengelolaan STP di MBH dilakukan oleh ITDC, di mana kemudian hasil olahannya akan digunakan sebagai air irigasi untuk menyiram tanaman dan sisanya dibuang ke saluran. [303-2]

Instalasi Pengolahan Air Limbah Terpadu (WWTP Organica) tahap 1 telah diresmikan pada November 2018, di mana pengembangan Organica tahap 1B telah selesai pada Juni 2020 dan menghasilkan total kapasitas 10.000 m³/hari. Dengan adanya WWTP Organica, Kawasan Industri Suryacipta berhasil mereduksi pencemaran sungai yang tercermin dengan telah terpasangnya peralatan SPARING KLHK, yakni sistem untuk *monitoring* kualitas air limbah secara terus menerus yang dilakukan dalam suatu jaringan dan terintegrasi secara *real-time* serta *online* ke *database server* Kementerian Lingkungan Hidup dan Kehutanan RI. Hasil *monitoring* telah sesuai dengan baku mutu yang telah ditetapkan. Selain itu, Perseroan turut mendukung program Citarum Harum yang dilakukan oleh Pemerintah Provinsi Jawa Barat.

Selama tahun 2023, Perseroan menghasilkan efluen sebesar 3.869.504 m³ yang menurun dibandingkan tahun sebelumnya, yaitu sebesar 4.847.992 m³. Tidak adanya efluen yang dibuang ke wilayah yang mengalami langka air.

The Company complies with the Environment and Forestry Minister Regulation No. 3/2010 on Wastewater Quality Standards for Industrial Estates to maintain the quality standards for effluent to be discharged into the environment. The Company's subsidiary Suryacipta commissioned the installation of Organica Organic Wastewater Treatment Plant green technology that uses aerobic bacteria such as protozoa and rotifers. Likewise, the Company's subsidiaries TCP, LXR, and MBH treat wastewater by using Sewage Treatment Plant (STP). There is 1 STP unit at Glodok Plaza (TCP) and 2 units at LXR. In this regard, the STP management at MBH is handled by ITDC, and the treated water is used for watering plants and the rest is discharged into the canal. [303-2]

The Phase 1 Organica Organic Wastewater Treatment Plant was inaugurated in November 2018. The Organica Phase 1B development was completed in June 2020 with a total capacity of 10,000 m³/day. Equipped with Organica WWTP, Suryacipta Industrial Estate has successfully reduced river pollution as evidenced by the installation of the Environment and Forestry Ministry's SPARING equipment, to continuously monitor wastewater quality in an integrated online and real-time network connected to the ministry's database server. In this regard, the monitoring results have complied with the established quality standards. Moreover, the Company also supports the Citarum Harum Program implemented by the West Java Provincial Administration.

The Company produced 3,869,504 m³ of effluent in 2023, went down compared to 4,847,992 m³ in 2022. There were effluents discharged into water-scarce areas.

Air Limbah (Efluen) yang Dihasilkan (m³) [303-4]
Wastewater (Effluent) Produced (m³)

Sumber Air Water Source	2023	2022	2021
Air Permukaan Surface Water	3.793.319	4.749.209	4.577.691
Air Tanah Groundwater	36.036	29.898	13.826
Air dari Pihak Ketiga* Produced Water	40.149	68.885	22.421*
Jumlah Total	3.869.504	4.847.992	4.613.938*

Keterangan | Note:
Penghitungan air limbah (effluent) mencakup SIH (Jababeka, Karawang, Pekanbaru, Jayapura, Surabaya), SCS (mencakup *tenant* seluruh kawasan), SEP, dan TCP.
Calculation of wastewater (effluent) includes SIH (Jababeka, Karawang, Pekanbaru, Jayapura, Surabaya), SCS (covers tenants throughout the area), SEP, and TCP.
* Penyajian kembali informasi karena adanya peninjauan kembali data. | Restatement of information due to data review. [2-4]

Penggunaan Material Materials Consumption

Perseroan selalu mengutamakan kualitas dan ketersediaan material produk dalam praktiknya. Dalam operasional sektor propertinya, yaitu Suryacipta dan TCP Edenhaus, Perseroan menggunakan material tidak terbarukan yang tidak dapat dihindari. Adapun material yang digunakan di Suryacipta terdiri dari aspal, sirtu, dan *limestone*. Sementara material yang digunakan TCP Edenhaus untuk proyek pembangunan, renovasi, dan *refurbishment* properti terdiri dari material utama seperti pasir, semen, besi, bata merah, baja ringan, batu split, batui, aluminium, genteng, marmer, kaca, keramik, *parquet engineering*, dan *hollow galvanis*, serta material pembantu seperti cat, *gypsum board*, sanitair, dan pipa. Hingga akhir 2023, Suryacipta menggunakan material sejumlah 5.912 ton, nilai tersebut mengalami penurunan dibandingkan tahun 2022 yaitu sebesar 7.918 ton. Sementara TCP Edenhaus selama tahun 2023 menggunakan 2.409,45 ton, menurun dibandingkan tahun 2022 yang mencapai 91.975,8 ton. Penurunan tersebut disebabkan karena tidak adanya pembangunan rumah di tahun 2023. Dengan demikian, Perseroan berupaya untuk mengelola penggunaan material sebaik mungkin, salah satunya dengan menggunakan material ramah lingkungan. [3-3]

Perseroan menggunakan material ramah lingkungan seperti *varnish material water base*, *paper straw*, penerangan dengan *Light Emitting Diodes* (LED), *toiletries kit* dengan material *biodegradable* serta penggunaan kantong belanja untuk mengurangi sampah plastik. Inovasi yang telah dilakukan Perseroan di perhotelan adalah dengan menggunakan plastik *biodegradable* dari singkong untuk mengcover *amenities* hotel. Selain itu, di NRCA juga telah menggunakan berbagai material yang lebih ramah lingkungan seperti cat tanpa minyak, beton prefabrikasi, bata *fly ash*, lampu LED, bambu, plastik cor yang lebih mudah terurai, palet kayu, dan parket. [301-1][301-2]

The Company consistently prioritizes the quality and availability of product materials. In its property sector operations, namely Suryacipta and TCP Edenhaus, the Company utilizes non-renewable materials that cannot be avoided. The materials used by Suryacipta consist of asphalt, sirtu, and limestone. Meanwhile, the materials used by TCP Edenhaus for property construction, renovation, and refurbishment projects include main materials such as sand, cement, iron, red bricks, light steel, split stone, stone, aluminum, tiles, marble, glass, ceramics, engineered parquet, and hollow galvanized, as well as auxiliary materials such as paint, gypsum board, sanitary ware, and pipes. As of end of 2023, Suryacipta used a total of 5,912 tons of materials, which decreased compared to 7,918 tons in 2022. Meanwhile, TCP Edenhaus used 2,409.45 tons in 2023, went down from 91,975.8 tons in 2022. This decrease was due to the absence of house construction in 2023. Thus, the Company strives to manage material usage as efficiently as possible, one of which is by using environmentally friendly materials. [3-3]

On the other hand, the Company also uses environmentally friendly materials such as water-based varnish materials, paper straws, LED lights, toiletries kits with biodegradable materials, as well as shopping bags to reduce plastic waste. In this regard, the Company innovates by biodegradable plastic made from cassava for hotel's amenities. As of end of 2023, the Company's property subsidiary Suryacipta used 5,912 tons of materials, went down compared to 7,918 tons in 2022. In addition, NRCA has also utilized a variety of environmentally friendly materials such as oil-free paint, prefabricated concrete, fly ash bricks, LED lights, bamboo, easily degradable cast plastic, wooden pallets, and parquet flooring. [301-1][301-2]



EDENHAUS SIMATUPANG

Limbah Waste

Perseroan menyadari bahwa seluruh kegiatan operasionalnya menghasilkan beberapa jenis limbah, baik limbah berbahaya dan beracun (B3) maupun limbah non-B3. 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, dan sampah kebun. Dengan demikian, Perseroan berupaya untuk mengelola limbah dengan baik, sehingga tidak membahayakan masyarakat sekitar. [3-3]

Dalam operasional di perkantoran, Perseroan juga menghasilkan limbah kertas, tisu, dan plastik. Dengan demikian, Perseroan melaksanakan "Gerakan Hemat Kertas dan Tisu (Gemasu)" untuk mengurangi limbah kertas dan tisu. Untuk mengurangi limbah plastik, Perseroan menghimbau karyawan untuk menggunakan *tumbler* serta *reusable bag*.

Pengelolaan Limbah [306-1][306-2] Waste Management

Pengelolaan limbah, baik B3 maupun non-B3 berbeda-beda di setiap unit usaha. Di GMJ, Perusahaan melakukan kerja sama untuk pengelolaan minyak dan limbah, dan memiliki pihak lanjutan untuk penimbangan dan proses pengelolaan limbah. Di NRCA, meskipun tidak ada limbah B3 yang dihasilkan, NRCA menampung limbah oli, baterai, dan *catridge printer* bekas dari masing-masing proyek di TPS yang kemudian akan dikelola oleh pihak ketiga dari Dinas Lingkungan Hidup. Pihak ketiga ini harus memiliki izin perizinan limbah, sertifikat dari Badan Pengendalian Dampak Lingkungan (BAPEDAL), serta memastikan *track record* kerjanya. NRCA memantau kinerja K3 dari pihak ketiga ini secara regular setiap tahunnya serta memantau penampungan limbahnya.

Di SCS juga telah dilakukan pengidentifikasian limbah dan potensi risikonya, yakni terjadinya tumpahan limbah oli bekas, *sludge*, dan lainnya. Potensi ini dapat diatasi dengan adanya SOP yang juga disampaikan ke pihak ketiga selaku pengelola limbah yang dipilih berdasarkan SKR rekomendasi dari KLHK. Sementara di LXR, limbah B3 akan diklasifikasikan dan akan disimpan di ruangan khusus untuk menampung limbah B3, yang kemudian akan dikelola pihak ketiga yang telah memiliki izin dan berbadan resmi.

The Company's entire operations produce hazardous and toxic (B3) waste and non-B3 waste. The B3 waste produced by the Company consists of used lubricant, used lamps, batteries, used ink (cartridges), broken glass, used electronic equipment, used packaging (jerry cans, chemical bottles, paint cans, thinner, greasing), and masks. Non-B3 waste consists of dry waste, plastic waste, wet waste, and garden waste. Accordingly, the Company strives to manage waste properly, ensuring it does not pose a threat to the surrounding community. [3-3]

In office operations, the Company also generates paper, tissue, and plastic waste. Therefore, the Company implements the Paper and Tissue Saving Movement (Gerakan Hemat Kertas dan Tisu/Gemasu) to reduce paper and tissue waste. To minimize plastic waste, the Company encourages employees to use tumblers and reusable bags.

Waste management, both B3 and non-B3 waste, varies in each business unit. At GMJ, the Company collaborates with stakeholders to manage oil and waste, and engages a third party for weighing and waste processing. At NRCA, even though no B3 waste is produced, the subsidiary collects used oil, batteries, and printer cartridges from each project at a Temporary Storage Site (TPS), which is then managed by a third party from the Environmental Agency. This third party must have waste management permits, certificates from the Environmental Impact Control Agency (BAPEDAL), and ensure their performance track record. NRCA monitors the occupational safety and health (OSH) performance of this third party regularly every year and monitors waste storage.

At SCS, waste and its potential risks have been identified, such as potential spills of used oil, sludge, and others. These risks can be mitigated with Standard Operating Procedures (SOPs) also applicable to the third-party waste management selected based on recommendations from the Ministry of Environment and Forestry. Meanwhile, at LXR, B3 waste will be classified and stored in a special room for B3 waste, which will then be managed by a third party with permits and official status.

Pada unit usaha Melia Bali Hotel, limbah tidak dikelola di area hotel, tetapi dikelola oleh pihak ketiga. Dari hasil pengelolaan sampah organik, Perseroan menjadikannya sebagai kompos. Pemilihan pihak pengelola limbah berpegang pada *legal complaint*, izin, SOP, serta pengalaman kerja. MBH menggunakan *working paper* dan laporan dari pihak ketiga yang diterima setiap bulan. Pengujian air bersih di MBH juga dilakukan setiap bulannya oleh Dinas Lingkungan Hidup.

Dalam mengelola sumpit bekas pakai, Melia Bali Hotel berkeja sama dengan Chop Value untuk pengelolaannya dan berhasil memanfaatkan 75,9 kg sumpit bekas untuk diolah kembali menjadi *name tag* karyawan. Umana Bali, LXR Hotels & Resorts bekerja sama dengan pihak ketiga, yaitu Jimbaran Lestari untuk pengelolaan sampahnya. Sampah dipilah menjadi organik dan non-organik yang ditampung dalam 2 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.

At Melia Bali Hotel, waste is not managed on-site but by a third party. Through proper management, the Company turns organic waste into compost. The selection of waste management partners is based on legal compliance, permits, SOPs, and work experience. MBH uses working papers and reports from third parties received monthly. Clean water testing at MBH is also conducted monthly by the Environmental Agency.

In managing used chopsticks, Melia Bali Hotel collaborates with Chop Value for its management and successfully turns 75.9 kg of used chopsticks into employee name tags. Umana Bali, LXR Hotels & Resorts collaborates with a third party, Jimbaran Lestari, for its waste management. Waste is sorted into organic and non-organic and stored in two bins of different colors. Organic waste, which includes recyclables and kitchen leftovers, is distributed as feed for local pig farmers.

Total Limbah yang Dihasilkan (Ton) [306-3]
Total Waste Produced (Tons)

Jenis Limbah Type of Waste	2023	2022*	2021*
Limbah B3 B3 Waste	6,74	4,24	1,02
Limbah Non-B3 Non-B3 Waste	914,6	730,3	403,3
Jumlah Limbah yang Dihasilkan Total Waste Produced	921,4	734,5	404,3

Keterangan: Perhitungan limbah B3 dan non-B3 mencakup NRC, SAI, SAM, SIH, SCS, dan SEP.
* Penyajian kembali informasi karena adanya perubahan satuan perhitungan. [2-4]
Note: B3 dan non-B3 waste calculation included NRC, SAI, SAM, SIH, SCS, and SEP.
*Restatement due to changes in the calculation unit. [2-4]

Keanekaragaman Hayati Biodiversity

Seluruh unit usaha Perseroan tidak ada yang berada maupun berdekatan dengan area hutan lindung, ekosistem terproteksi, maupun wilayah dengan keanekaragaman hayati tinggi. Pada tahun 2023, Perseroan belum melakukan upaya konservasi keanekaragaman hayati. Namun, Perseroan banyak menggunakan jenis pohon tradisional untuk upacara adat. Jenis-jenis pohon tradisional yang biasa digunakan untuk upacara adat di daerah Bali, seperti Beringin, Bunut, Ancak, Plendo, dan Pandan Bali. Maka dari itu, Perseroan berupaya menjaga keberadaannya dan memastikan ekosistem di sekitar lokasi usaha Perseroan tetap hijau dan lestari.

None of the Company's business units are located in protected forest areas or protected ecosystems, or regions with high biodiversity. In 2023, the Company had yet to conduct efforts to conserve biodiversity. However, the Company uses many traditional tree species for traditional ceremonies. The types of traditional trees commonly used for traditional ceremonies in Bali, such as weeping fig, Bunut, Ancak, Plendo, and Pandan Bali. Therefore, the Company seeks to maintain those trees and ensure that the ecosystems around the Company's business areas remain green and sustainable.

Lembar Umpan Balik Feedback Form

Laporan Keberlanjutan 2023 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 2023 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

- Pemegang Saham | Shareholders
- Karyawan | Employees
- Pemerintah | Government
- Pelanggan | Customers
- Kontraktor | Contractors
- Partner Bisnis | Business Partners
- Masyarakat Lokal | Local Communities

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 []
 - Manajemen Iklim | Climate Management []
 - Manajemen Limbah dan Air | Waste and Water Management []
 - Kesejahteraan, Keselamatan, dan Kesehatan Karyawan | Employee Well-being, Health, and Safety []
 - Keselamatan dan Kesehatan Pelanggan | Customer Health and Safety []
 - Inovasi dan Teknologi | Innovation and Technology []
- 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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Referensi POJK 51/POJK.03/2017 dan Indeks Isi Standar GRI 2021 Reference POJK 51/POJK.03/2017 and GRI Standard Content Index 2021

Referensi POJK No.51/POJK/03/2017 dan SEOJK No. 16/SEOJK/04/2021 POJK No.51/POJK/03/2017 and SEOJK No. 16/SEOJK/04/2021 References

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Pernyataan Penggunaan
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 2023 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, 2023 with reference to the GRI Standards.

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	3-3	Manajemen topik material Management of material topics	44-47, 63, 65, 72,74,78,81,83,84
GRI 201: Kinerja Ekonomi 2016 Economic Performance 2016	201-1	Nilai ekonomi langsung yang dihasilkan dan didistribusikan Direct economic value generated and distributed	56-57
	201-2	Implikasi finansial serta risiko dan peluang lain akibat dari perubahan iklim Financial implications and other risks and opportunities due to climate change	57, 58
	201-3	Kewajiban program pensiun manfaat pasti dan program pensiun lainnya Defined benefit plan obligations and other retirement plans	62
	201-4	Bantuan finansial dari pemerintah Financial assistance received from government	58
GRI 203: Dampak Ekonomi Tidak Langsung 2016 Indirect Economic Impacts 2016	203-2	Dampak ekonomi tidak langsung yang signifikan Significant indirect economic impacts	58
GRI 204: Praktik Pengadaan 2016 Procurement Practices 2016	204-1	Proporsi pengeluaran untuk pemasok lokal Proportion of spending on local suppliers	58
GRI 205: Antikorupsi 2016 Anti-corruption 2016	205-1	Operasi-operasi yang dinilai memiliki risiko terkait korupsi Operations assessed for risks related to corruption	51
	205-2	Komunikasi dan pelatihan tentang kebijakan dan prosedur antikorupsi Communication and training about anti-corruption policies and procedures	51
	205-3	Kejadian korupsi dan tindakan yang diambil Confirmed incidents of corruption and actions taken	51
GRI 301: Material 2016 Materials 2016	301-1	Material yang digunakan berdasarkan berat atau volume Materials used by weight or volume	83
	301-2	Material input dari daur ulang yang digunakan Recycled input materials used	83
GRI 302: Energi 2016 Energy 2016	302-1	Konsumsi energi dalam organisasi Energy consumption within the organization	79
	302-2	Konsumsi energi di luar organisasi Energy consumption outside of the organization	78
	302-3	Intensitas energi Energy intensity	79
	302-4	Pengurangan konsumsi energi Reduction of energy consumption	80
	302-5	Pengurangan pada energi yang dibutuhkan untuk produk dan jasa Reduction in energy requirements of products and services	80

Standar GRI GRI Standard	Indikator Indicators	Pengungkapan Disclosure	Lokasi Location
GRI 303: Air dan Efluen 2018 Water and Effluents 2018	303-1	Interaksi dengan air sebagai sumber daya bersama Interactions with water as a shared resource	81
	303-2	Manajemen dampak yang berkaitan dengan pembuangan air Management of water discharge-related impacts	81-82
	303-3	Pengambilan air Water withdrawal	81
	303-4	Pembuangan air Water discharge	82
	303-5	Konsumsi air Water consumption	81
GRI 305: Emisi 2016 Emissions 2016	305-1	Emisi GRK (Cakupan 1) langsung Direct (Scope 1) GHG emissions	79
	305-2	Emisi energi GRK (Cakupan 2) tidak langsung Energy indirect (Scope 2) GHG emissions	79
	305-3	Emisi GRK (Cakupan 3) tidak langsung lainnya Other indirect (Scope 3) GHG emissions	78
	305-4	Intensitas emisi GRK GHG emissions intensity	79
	305-5	Pengurangan emisi gas rumah kaca Reduction of GHG emissions	80
	305-6	Emisi zat perusak ozon (ODS) Emissions of ozone-depleting substances (ODS)	78
	305-7	Nitrogen oksida (NOx), sulfur oksida (SOx), dan emisi udara signifikan lainnya Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant	78
GRI 306: Limbah 2020 Waste 2020	306-1	Timbulan limbah dan dampak yang signifikan terkait limbah Waste generation and significant waste-related impacts	84-85
	306-2	Pengelolaan dampak yang signifikan terkait limbah Management of significant waste-related impacts	84-85
	306-3	Timbulan limbah Waste generated	85
GRI 401: Ketenagakerjaan 2016 Employment 2016	401-1	Perekrutan karyawan baru dan pergantian karyawan New employee hires and employee turnover	60-61
	401-2	Tunjangan yang diberikan kepada karyawan tetap yang tidak diberikan kepada karyawan sementara atau paruh waktu Benefits provided to full-time employees that are not provided to temporary or part time employees	62
	401-3	Cuti melahirkan Parental leave	62
GRI 403: Keselamatan dan Kesehatan Kerja 2018 Occupational Health and Safety 2018	403-1	Sistem manajemen kesehatan dan keselamatan kerja Occupational health and safety management system	65
	403-2	Identifikasi bahaya, penilaian risiko, dan investigasi kecelakaan Hazard identification, risk assessment, and incident investigation	65
	403-3	Upaya kesehatan kerja Occupational health services	67
	403-4	Partisipasi, konsultasi, dan komunikasi pekerja terkait keselamatan dan kesehatan kerja Worker participation, consultation, and communication on occupational health and safety	66
	403-5	Pelatihan bagi pekerja mengenai keselamatan dan kesehatan kerja Worker training on occupational health and safety	67
	403-6	Peningkatan kualitas kesehatan pekerja Promotion of worker health	67
	403-7	Pencegahan dan mitigasi dampak dari keselamatan dan kesehatan kerja yang secara langsung terkait hubungan bisnis Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	65-66, 67

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	65
	403-9	Kecelakaan kerja Work-related injuries	68
	403-10	Penyakit akibat kerja Work-related ill health	68
GRI 404: Pelatihan dan Pendidikan 2016 Training and Education 2016	404-1	Rata-rata jam pelatihan per tahun per karyawan Average hours of training per year per employee	63, 64
	404-2	Program untuk meningkatkan keterampilan karyawan dan program bantuan peralihan Programs for upgrading employee skills and transition assistance programs	49, 63
GRI 405: Keaneekaragaman dan Kesempatan Setara 2016 Diversity and Equal Opportunity 2016	405-1	Keaneekaragaman badan tata kelola dan karyawan Diversity of governance bodies and employees	61
GRI 406: Non-diskriminasi 2016 Non-discrimination 2016	406-1	Insiden diskriminasi dan tindakan perbaikan yang dilakukan Incidents of discrimination and corrective actions taken	61
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	61
GRI 413: Komunitas Lokal 2016 Local Communities 2016	413-1	Operasi dengan keterlibatan masyarakat lokal, penilaian dampak, dan program pembangunan Operations with local community engagement, impact assessments, and development programs	69-70
	413-2	Operasi yang secara aktual dan yang berpotensi memiliki dampak negatif signifikan terhadap masyarakat lokal Operations with significant actual and potential negative impacts on local communities	71
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	72-73
	416-2	Insiden ketidakpatuhan sehubungan dengan dampak kesehatan dan keselamatan dari produk dan jasa Requirements for product and service information and labeling	74
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	74

Independent Assurance Statement

The 2023 Sustainability Report of PT Surya Semesta Internusa Tbk

Number : 06/000-758/IV/2024/SR-Asia/Indonesia

Assurance Type : Type 1

Assurance Level : Moderate

Reporting Standards : GRI Universal Standard 2021 Consolidated

Reporting Regulation : Sustainable Finance Regulation POJK No. 51/POJK.03/2017 (Indonesia)

Dear stakeholders,

Social Responsibility Asia or “SR Asia” is issuing an **Independent Assurance Statement** (“the Statement”) of the **2023 Sustainability Report** (“the Report”) of **PT Surya Semesta Internusa Tbk** (“the Company”). The Company’s main businesses are industrial estate & real estate development, construction, and hospitality. The Report presents the commitment and efforts of the Company in managing its sustainability performance for the reporting period of **January 1st to December 31st, 2023**. As agreed with Management, SR Asia’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 Assurance Team in accordance with specific procedures and a specific scope of work carried 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 responsibilities to the Management are to evaluate the Report content, come up with findings and recommendations, and issue the Statement. We are also responsible for coming up with conclusions and recommendations based on the agreed standards, methods, and approaches. Hence, SR Asia is only evaluated for the latest received editorial and data on the final draft as of April 3rd, 2024. SR Asia is only responsible for delivering assurance work, NOT an audit, by following the Non-Disclosure Agreement, the Assurance Engagement Agreement, Representation Letter, and Subsequent Event Testing. The Management has its sole responsibility for the presentation of data, information, and disclosures in the Report content. Therefore, any parties who depend on the Report and this Statement shall bear and manage their risks.

Independence, Impartiality, and Competency

SR Asia 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, standards, and principles, such as POJK No. 51/POJK.03/2017 (POJK 51) regulation, Circular Letter of OJK (SEOJK No.16/SEOJK.03/2021), and GRI Standard 2021 Consolidated.

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 1st to December 31st, 2023**.
2. Material topics presented in the Report: **Service Excellence; Resource Management; Climate Management; Waste and Water Management; Employee Well-being Health, and Safety; Customer Health and Safety; and Innovation & Technology**.
3. Evaluation of publicly disclosed information, system, and process of the Company to ensure adherence of the Report content to the reporting principles.
4. SR Asia 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) Consolidated set of GRI Sustainability Reporting Standards 2021 (GRI Universal Standards) issued by the Global Reporting Initiative.
 - b) Regulation of Otoritas Jasa Keuangan (OJK) No.51/POJK.03/2017 regarding the Implementation of Sustainable Finance for Financial Service Institution, Listed, and Public Companies (POJK 51) with reference to OJK Circular Letter (SEOJK) 2022 No.16/SEOJK.04/2021.

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 capable 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 SR Asia 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 release the final Report content.

7. Prepare the Statement and send it to SR Asia International Director 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 – The Company has conducted stakeholder engagement periodically with methods tailored to the interests of stakeholders which relevant to the Company’s business activities. The Company has engaged with partners and suppliers to understand the concept of sustainability in its application in the three business fields owned by the Company.

Materiality – We acknowledge the Company has an approach to identifying key topics for the Report, taking into account stakeholder expectations and concerns through joint discussions that involve the internal and external consultant. We conclude that these substantial topics are relevant, and as stated in the Report, the review process has included an assessment of actual and potential ESG-related impacts that may affect the Company’s business strategy. Moreover, we recommend the Company enhance the process for identifying material topics by conducting a materiality assessment and considering its business risks and opportunities in each material topic chosen.

Responsiveness – The Company as a whole provides good responses to consumer, community, and employee complaints. The company has a complaint mechanism for customers and the community. The company received one complaint in 2023 concerning the discharge of water; this matter was subsequently resolved through the repair of the sewer pipelines. Subsequently, in 2023, a customer satisfaction survey was undertaken encompassing five entities affiliated with the organization, yielding a score exceeding 80%. Additionally, the organization possesses a whistleblowing system that adheres to the Kebijakan Otoritas Jasa Keuangan Indonesia. There were no reports received in 2023 concerning the company’s implementation of GCG.

Impact – The Company contributes to achieving ESG performance so that its impact is reflected in economic growth, which is in line with the implementation of SDG 8. During 2023, the Company successfully secured the increasing value of new contract projects for construction and increasing number of room nights for hospitality, showing the increase of equity attributable to shareholders. This year, the Company strives to raise awareness of the importance of climate change mitigation through initial assessment by mapping transition risks and physical risks. From a social perspective, the Company also carries out various corporate social responsibility and environmental activities. From an environmental perspective, the Company has initiated efforts to support the use of renewable energy through investment in expanding the development of solar power plants, supporting the Company’s commitments to accelerate the clean energy transition for Indonesia. Furthermore, the Company continues its efforts to provide environmentally friendly products, which is in line with the implementation of SDG 12.

Statement of Use: “with Reference to the GRI Standards” – Our experts evaluated the Report content against the GRI Universal Standards principles, disclosures, and requirements for reporting. We believe the Report has fulfilled the requirements of its statement of use; publish a GRI Content Index, provide a statement of use, and notify GRI.

GRI Standards Principles – As the assurance work was taken, the report content sufficiently indicates its adherence to sustainability 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 improve its adherence to materiality, the Reporting Organization is expected to perform materiality testing based on the AA1000 standards and principles. The results of materiality testing should be utilized as the basis for materiality determination in the next sustainability report.
2. To enhance the engagement with external stakeholders such as the Company’s listed stakeholders in the Report to contribute their ideas in the process of determining material topics.
3. To increase its effort in calculating energy and emissions by using appropriate calculation methods carried out by divisions that are responsible for and have knowledge regarding energy and emissions calculations or engage with third parties.
4. To strengthen more alignment of the Company’s business strategy with sustainability and SDGs by continuing to increase its efforts in corporate innovation related to sustainability.
5. To enhance the substance of the next report in accordance with the Company’s sustainable context by providing more balancing data in each business unit in the Report.
6. To develop an integrated management system across functions, covering sustainability performance data and information following the sustainability reporting standards, approaches, and methodologies.

The assurance provider,

Jakarta, April 13th 2024




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