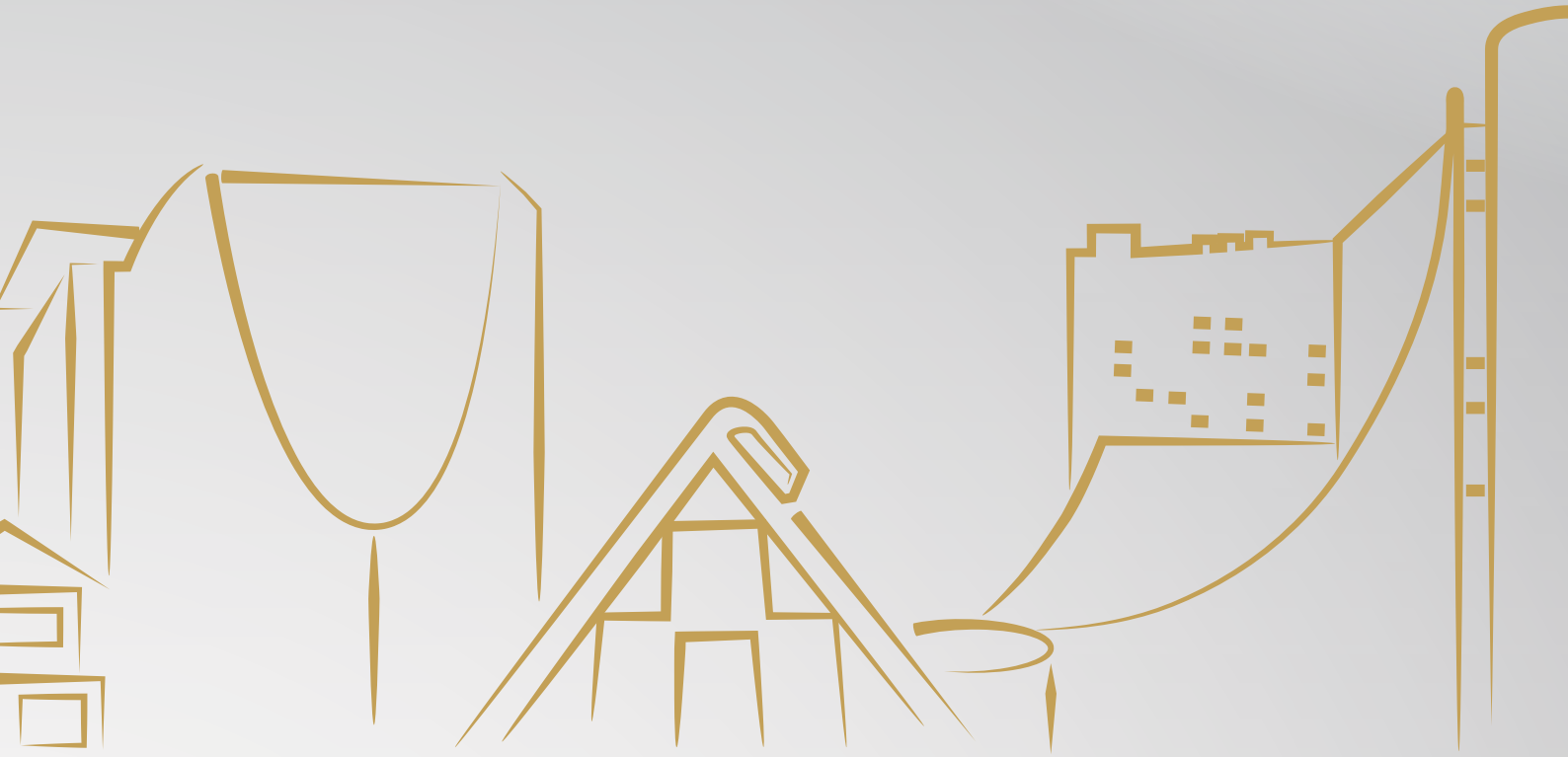


SUSTAINABILITY REPORT
LAPORAN KEBERLANJUTAN **2022**

**BE BETTER
TOGETHER**



suryainternusa

BUILDING A BETTER INDONESIA



Subang Smartpolitan, Lake View

BE BETTER TOGETHER

KAMI SIAP MENYAMBUT BERKOLABORASI DAN BEKERJASAMA

Di sepanjang tahun 2022, Perseroan terus membangun kapasitas, bersiap berbenah, dan meningkatkan kesempatan untuk meraih peluang setelah pandemi COVID-19 berlalu. Perseroan siap menyambut para mitra kerja dan pelanggan untuk bersama berkolaborasi dan berkarya. Pelibatan para pemangku kepentingan menjadi dasar bagi untuk bertumbuh bersama. Di sisi lain, Perseroan juga meningkatkan kualitas layanan dan produknya melalui berbagai inovasi, terutama dalam transformasi pengelolaan sistem manajemen. Perseroan percaya bahwa berjalan bersama dengan semua pemangku kepentingan akan menjadikan kita lebih baik, lebih solid, dan lebih kuat dalam membangun masa depan.

WE ARE READY TO WELCOME TO COLLABORATE AND WORK TOGETHER

Throughout 2022, the Company consistently expanded its capacity, improved its operations, and explored opportunities as the COVID-19 pandemic subsided. We were ready to welcome our partners and customers to collaborate and work together with stakeholders engagement as the foundation for our collective growth. Likewise, we also improved the quality of our services and products through various innovations, particularly in terms of the management systems transformation. We sincerely believe that by working together with all stakeholders, we will be able to further improve ourselves, to become more robust and stronger in our efforts to build a better future.

SANGGAHAN DAN BATASAN TANGGUNG JAWAB Disclaimer

Laporan ini memuat pernyataan keuangan, hasil operasi, proyeksi, rencana, strategi, kebijakan, dan tujuan dari PT Surya Semesta Internusa Tbk (atau disebut "Perseroan"), yang digolongkan sebagai pernyataan ke depan dalam peraturan perundang-undangan yang berlaku, kecuali hal-hal yang bersifat historis. Pernyataan-pernyataan tersebut memiliki prospek risiko, ketidakpastian, serta dapat mengakibatkan perkembangan aktual secara material berbeda dari yang dilaporkan.

Pernyataan-pernyataan prospektif dalam Laporan Keberlanjutan dibuat berdasarkan berbagai asumsi mengenai kondisi terkini dan kondisi mendatang serta lingkungan bisnis, di mana Perseroan 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's (the Company) financial statements, operating results, projections, plans, strategies, policies, and objectives that are classified as forward-looking statements in the applicable laws and regulations, except for historical matters. 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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PENCAPAIAN KINERJA KEBERLANJUTAN Sustainability Performance Highlights



KINERJA EKONOMI ECONOMIC PERFORMANCE

<p>47</p> <p>Jumlah Proyek Kontrak Baru New Contract Acquisition</p>	<p>64,4%</p> <p>Peningkatan Jumlah Room Nights Increase in Room Nights</p>	<p>10,5 ha</p> <p>Penjualan Lahan Land Sales</p>
<div style="display: flex; align-items: center; justify-content: space-between;">  <div> <p>Skor Survei Kepuasan Pelanggan Customer Satisfaction Survey Score</p> </div> </div>		
<p>100%</p> <p>Unit Properti Property Unit</p>	<p>90,7%</p> <p>Unit Perhotelan Hospitality Unit</p>	<p>82,4%</p> <p>Unit Konstruksi Construction Unit</p>
<div style="display: flex; align-items: center; justify-content: space-between;">  <div> <h3>KINERJA SOSIAL SOCIAL PERFORMANCE</h3> </div> </div>		<p>33%</p> <p>Peningkatan Jumlah Jam Pelatihan Karyawan Increase in Employee Training Hours</p>
<p>23,2%</p> <p>Peningkatan Biaya TJSL Increase in CSR Spending</p>		<p>100%</p> <p>Nihil Kecelakaan Fatal Zero Fatality</p>
<div style="display: flex; align-items: center; justify-content: space-between;">  <div> <h3>KINERJA LINGKUNGAN ENVIRONMENTAL PERFORMANCE</h3> </div> </div> <p>PROPER Biru untuk unit usaha properti PT Suryacipta Swadaya (Suryacipta) Blue PROPER for property business unit PT Suryacipta Swadaya (Suryacipta)</p>		

IKHTISAR ASPEK KEBERLANJUTAN Sustainability Aspect Highlights

Kinerja Ekonomi

Economic Performance

Uraian	Satuan Unit	Periode Pelaporan Reporting Period			Description
		2022**	2021	2020	
Kuantitas Produksi Production Quantity					
Konstruksi Construction					
Jumlah Proyek Baru	Proyek Project	47	49	26	New Contract Acquisition
Nilai Proyek Baru	Miliar Rupiah Billion Rupiah	2.352	2.679	1.095	New Contract Acquisition Value
Perhotelan Hospitality					
Room Nights	Room Nights	373.559	227.213*	173.223	Room Nights
Properti Property					
Luas Tanah Dijual	ha	16.2	13.7	5.6	Sold Land Area
Rumah Terjual	Unit	15	9	10	Sold House
Pendapatan dan Laba atau Rugi Bersih Net Revenues and Profit or Loss					
Pendapatan Bersih	Miliar Rupiah Billion Rupiah	3.615	2.353	2.947	Net Revenues
Laba (Rugi) Bersih	Miliar Rupiah Billion Rupiah	176	(200)	(88)	Net Profit (Loss)

Keterangan | Note:

* Penyajian kembali informasi | Restatement [2-4]

** Data tidak mencakup SLP. | Data not included SLP.

Kinerja Sosial

Social Performance

Uraian	Satuan Unit	Periode Pelaporan Reporting Period			Description
		2022*	2021	2020	
Jumlah Kecelakaan Kerja Number of Occupational Accidents					
Ringan	Kasus Case	26	42	15	Minor
Sedang dan Berat		28	9	13	Moderate and Major
Fatal		-	-	-	Fatal
Jumlah Karyawan	Orang People	2.633	2.419	2.520	Number of Employee
Jumlah Penyaluran Dana TJSL	Rupiah	1.245.370.265	1.010.910.730	935.027.977	CSER Fund Distribution
Jumlah Jam Pelatihan	Jam Hour	19.992	15.032	11.250	Training Hour

Keterangan | Note:

* Data tidak mencakup SLP. | Data not included SLP.

Kinerja Lingkungan

Environmental Performance

Uraian	Satuan Unit	Periode Pelaporan Reporting Period			Description
		2022**	2021	2020	
Penggunaan Energi Energy Consumption					
Penggunaan Listrik	kWh	36.862.814	33.325.484	32.317.049*	Electricity Consumption
Penggunaan Bahan Bakar Fuel Consumption					
Petrol	Liter	124.085	91.981*	95.293	Petrol
Solar		70.142	76.070*	81.104	Diesel Fuel
LPG		443.679	236.488*	229.529*	LPG
Penggunaan Energi	GJ	150.817	132.436*	129.185	Energy Consumption
Penggunaan Air	m ³	6.038.575	5.717.453*	5.365.628*	Water Consumption
Pengurangan Emisi Emissions Reduction					
Emisi yang Dihasilkan	Ton CO ₂ eq	5.649	4.849*	4.755*	Emissions Generated
Pengurangan (Penambahan) Emisi yang Dihasilkan		(800)	(94)	2.477	Reduction (Increase) of Emissions Generated
Pengurangan Limbah dan Efluen Waste and Effluent Reduction					
Limbah yang Dihasilkan	Ton	221,0	417,7	289,7	Waste Generated
Pengurangan Limbah yang Dihasilkan		196,7	128,0	459,0	Reduction of Waste Generated

Keterangan | Note:

* Penyajian kembali informasi | Restatement [2-4]

** Data tidak mencakup SLP. | Data not included SLP.

PENGHARGAAN DAN SERTIFIKASI TAHUN 2022

2022 Awards and Certifications



PENGHARGAAN | Awards

GRAN MELIA JAKARTA

- Indonesia's Leading Business Hotel 2022 pada Ajang World Travel Award
- Readers' Choice Awards-Favourite Restaurant-Yoshi Izakaya pada Ajang Exquisite Awards 2022
- Readers' Choice Awards-Favourite Restaurant-Cafe GranVia pada Ajang Exquisite Awards 2022
- Indonesia's Top Hotels-Asia's Best Awards dari Travel + Leisure

MELIA BALI HOTEL

- Best Resort Awards dari Holiday with Kids
- Asesmen Sistem Manajemen Pengamanan Akomodasi Pariwisata dari PHRI BPD Provinsi Bali
- 1st Place Best Family Resort on Readers Choice Awards dari Holiday with Kids
- TripAdvisor Travelers' Choice Award for El Patio Restaurant dari TripAdvisor
- TripAdvisor Travelers' Choice Award for Sorento Mediterranean Restaurant dari TripAdvisor
- TripAdvisor Travelers' Choice Award for Lotus Asian Restaurant dari TripAdvisor
- TripAdvisor Travelers' Choice Award for Sateria Beachside Restaurant dari TripAdvisor
- TripAdvisor Travelers' Choice Award for Kopi Petani dari TripAdvisor

BATIQA HOTEL

- Chef Battle Juara 2 dari PHRI Kabupaten Bekasi untuk Batiqa Hotel Jababeka
- Traveler's Favorite 8.0 dari PegiPegi untuk Batiqa Hotel Jababeka
- Trust you dari Benjamin Jost CEO Trust You untuk Batiqa Hotel Lampung
- Customer Review Awards dari Agoda untuk Batiqa Hotel Lampung
- Customer Review Awards dari TripAdvisor untuk Batiqa Hotel Lampung
- Trust You Awards dari CEO Benjamin Jost untuk Batiqa Hotel Darmo Surabaya
- Penghargaan Pemenuhan Ketaatan/Kepatuhan Penanggung Jawab Usaha terhadap Lingkungan Hidup dari Walikota Surabaya untuk Batiqa Hotel Darmo Surabaya
- Customer review reward dari Agoda untuk Batiqa Hotel Darmo Surabaya
- Energy-Saving Clinic Competition for the 2021 Commercial Building Category

SURYACIPTA SWADAYA

- Penghargaan TJSL Tahun 2021 dari Bupati Karawang
- Penghargaan Mitra CSR Provinsi Jawa Barat 2022 dari Gubernur Jawa Barat
- Sertifikat PROPER Lingkungan Hidup Periode 2020-2021 dari Kementerian Lingkungan Hidup dan Kehutanan RI

SURYA ENERGI PARAHITA

- Badan Usaha Terpatuh Bidang Gas Bumi dari BPH Migas
- The Best Performance In The Implementation Of Commercial Agreement With Daily Quantity Below 10 MMSCFD dari Pertamina Hulu Energi

TCP INTERNUSA

- Best Luxury Housing Project with Garden Concept dari Majalah Property & Bank

SERTIFIKASI | Certifications

Pilar Pillar	Entitas Entity	Unit Usaha Business Unit	Jenis Sertifikat Certificate	Dikeluarkan oleh Issuer	Tanggal Keluar Sertifikasi Certificate Issuance Date	Masa Berlaku Hingga Validity Period Up To
Property	PT Suryacipta Swadaya		Sertifikat Laik Fungsi Certificate of Occupancy	OSS	22 Agustus 2020 22 August 2020	1 Maret 2026 1 March 2026
			Sertifikat ISO 14001:2015 / SNI ISO 1400:2015 ISO 14001:2015 / SNI ISO 1400:2015 Certificate	PT IAPMO Group Indonesia	29 November 2019	30 Januari 2026 30 January 2026
	PT Surya Energi Parahita		Sertifikat Uji Riksa Alat Equipment Inspection and Test Certificate	Disnaker Kab. Karawang Karawang Regency Manpower Agency	29 November 2022	3 November 2023
			Sertifikat Sistem Manajemen Lingkungan SNI ISO 14001:2015 SNI ISO 14001:2015 Environmental Management System Certificate	JAS-ANZ	15 Oktober 2021 15 October 2021	14 Oktober 2024 15 October 2021
			Sertifikat Sistem Manajemen Keselamatan dan Kesehatan Kerja ISO 45001:2018 ISO 45001:2018 Occupational Safety and Health Management System Certificate	JAS-ANZ	15 Oktober 2021 15 October 2021	14 Oktober 2024 14 October 2024
	PT TCP Internusa		Sertifikat Laik Fungsi Certificate of Functionality	DPM PTSP DKI Jakarta	7 Mei 2019 7 May 2019	7 Mei 2024 7 May 2024
			Sertifikat Laik Operasi Instalasi Pembangkit Tenaga Diesel Diesel Generator Operation Worthy Certificate	PT Silma Instrumentama	21 Mei 2018 21 May 2018	21 Mei 2023 21 May 2023
			Sertifikat Laik Operasi Instalasi Pemanfaatan Tenaga Listrik Power Plant Operation Worthy Certificate	PT Energy Solusi Electrindo	19 Mei 2022 19 May 2022	19 September 2032
	Construction	PT Nusa Raya Cipta Tbk		Sertifikat Manajemen Mutu SNI ISO 9001:2015 SNI ISO 9001:2015 Quality Management Certificate	Sucofindo International Certification Services	8 Desember 2021 8 December 2021
			Sertifikat Sistem Manajemen Lingkungan SNI ISO 14001:2015 SNI ISO 14001:2015 Quality Management Certificate	Sucofindo International Certification Services	8 Desember 2021	25 Oktober 2024
			Sertifikat Sistem Manajemen Keselamatan dan Kesehatan Kerja ISO 45001:2018 ISO 45001:2018 Occupational Safety and Health Management System Certificate	Sucofindo International Certification Services	8 Desember 2021	25 Oktober 2024
			Sertifikat Sistem Manajemen Keselamatan dan Kesehatan Kerja (SMK3) Occupational Safety and Health Management System Certificate	Sucofindo International Certification Services	13 Mei 2022 13 May 2022	13 Mei 2025 13 May 2025

Pilar Pillar	Entitas Entity	Unit Usaha Business Unit	Jenis Sertifikat Certificate	Dikeluarkan oleh Issuer	Tanggal Keluar Sertifikasi Certificate Issuance Date	Masa Berlaku Hingga Validity Period Up To	
Hospitality	PT Suryalaya Anindita International	Gran Melia Jakarta	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 2022 11 August 2022	11 Agustus 2023 11 August 2023	
			Sertifikat Laik Fungsi Certificate of Functionality		28 Desember 2018 28 December 2018	28 Desember 2023 28 December 2023	
			Sertifikat Laik Sehat (<i>within good health condition</i>) Good Health Certificate	Suku Dinas Kesehatan Masyarakat Jakarta Selatan South Jakarta Public Health Agency	2 Oktober 2021 2 October 2021	2 Oktober 2024 2 October 2024	
			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 2020 4 December 2020	4 Desember 2023 4 December 2020	
		CHSE (Memuaskan) CHSE Certificate (Satisfactory)	Kemenparekraf Ministry of Tourism and Creative Economy	15 Desember 2021 15 December 2021	Revisi Permenparekraf No.13 Revision of Permenparekraf No.13		
		Worldwide Kids Accredited	Worldwide Kids	2022			
		PT Siti Agung Makmur	Jumana Bali Ungasan Resort	CHSE	Kemenparekraf Ministry of Tourism and Creative Economy	20 Oktober 2021 20 October 2021	19 Oktober 2022 19 October 2022
		PT Surya Internusa Hotels	BATIQA Jababeka	Sertifikat Laik Fungsi Certificate of Functionality	Pemkab Bekasi Bekasi Regency Administration	11 Juli 2019 11 July 2019	7 November 2024
		BATIQA Hotel Manajemen	BATIQA Karawang	Sertifikat Laik Fungsi Certificate of Functionality	Pemkab Karawang Karawang Regency Administration	13 November 2020	12 November 2025
			BATIQA Lampung	Sertifikat Laik Operasi Operation Worthy Certificate	PT Sucofindo	5 Agustus 2022 5 August 2022	5 Agustus 2027 5 August 2027
	Sertifikat Laik Fungsi Certificate of Functionality			Pemkot B. Lampung Bandar Lampung City Administration	19 Juli 2019 19 July 2019	19 Juli 2024 19 July 2024	
	Sertifikat Keanggotaan PHRI Membership Certificate			PHRI	19 November 2022	19 November 2023	
	BATIQA Palembang		Sertifikat Laik Fungsi Certificate of Functionality	Walikota Palembang Palembang Mayor	16 Mei 2019 16 May 2019	16 Mei 2024 16 May 2024	
	CHSE	Kemenparekraf Ministry of Tourism and Creative Economy	11 November 2020	Pembaharuan Otomatis Auto Renewal			
	BATIQA Jayapura	Sertifikat Kepesertaan PHRI Participation Certificate	Asosiasi Perhimpunan Hotel & Restaurant Indonesia Indonesian Hotel and Restaurant Association	5 Juli 2022 5 July 2022	5 Juli 2023 5 July 2023		

SAMBUTAN DIREKSI [2-22] Board of Director Report's



JOHANNES SURIADJAJA
Presiden Direktur
President Director

“ **PERSEROAN MENGEMBANGKAN PILAR ESG DAN STRATEGI KEBERLANJUTAN, SERTA MEMETAKAN TOPIK MATERIAL SEBAGAI DASAR UNTUK MEMPERKUAT KINERJA KEBERLANJUTAN.** ”

The Company has developed the ESG Pillars and Sustainability Strategy, and mapped material topics to further improve its sustainability performance. ”

PARA PEMANGKU KEPENTINGAN YANG TERHORMAT,

Selama tahun 2022, Perseroan memperoleh kepercayaan untuk terus berkarya melalui proyek pembangunan yang terus bertambah. Perseroan menjaga kepercayaan dengan memberikan layanan dan produk terbaik, di tengah berbagai tantangan. Perubahan yang sangat cepat dan dampak negatif atas iklim yang ekstrem menjadi tantangan tersendiri di era teknologi dan keberlanjutan. Perseroan tidak dapat berjalan sendirian dalam menghadapi berbagai perubahan ini. Untuk itu, Perseroan mempererat kolaborasi dengan semua pemangku kepentingan untuk menghadapi tantangan dan mencapai prestasi yang lebih baik lagi.

DEAR ESTEEMED SHAREHOLDERS AND STAKEHOLDERS,

In 2022, the Company yet again was trusted to continue working on an increasing number of development projects. Accordingly, the Company upheld the aforementioned trust by providing the best services and products despite various challenges. In this regard, rapid changes and adverse impacts of extreme climates were major challenges in the technology and sustainability era. The Company admittedly could not face those changes alone and therefore strengthened its partnerships with all stakeholders to address those challenges and produce even greater achievements.

Kebijakan Merespons Tantangan

Sebagai perusahaan yang bergerak di sektor properti dan konstruksi, kegiatan operasional Perseroan berkaitan erat dengan kondisi alam, termasuk kebutuhan bahan bangunan untuk produk-produk Perseroan. Maka dari itu, Perseroan bersama mitra dan pemasok berusaha untuk menjaga keseimbangan kinerja lingkungan, sosial, dan tata kelola (*environment, social, and governance/ESG*) sebagai salah satu upaya untuk mempertahankan nilai keberlanjutan di masa mendatang. Melalui berbagai kebijakan Arah Strategi dan Pilar Keberlanjutan, Perseroan mengelola aspek ESG dan mempererat kerja sama dalam mengembangkan produk Perseroan agar dapat berkontribusi mendukung Tujuan Pembangunan Berkelanjutan (TPB).

Perseroan mulai memetakan berbagai risiko dan peluang ESG, salah satunya yaitu dampak negatif akibat perubahan iklim yang ekstrem. Perubahan iklim dapat menyebabkan risiko fisik dan risiko transisi, yang keduanya dipetakan ke dalam tiga bisnis pilar Perseroan. Kedua risiko iklim ini sangat berpengaruh terhadap proses bisnis di sektor properti dan konstruksi. Perseroan merespons tantangan perubahan iklim ini melalui berbagai upaya, di antaranya dengan terus meningkatkan kesadaran budaya keberlanjutan kepada seluruh insan Perseroan dan menerapkan kebijakan Arah Strategi dan Pilar Keberlanjutan. Perseroan juga bekerja sama dengan berbagai pemangku kepentingan untuk menjaga pasokan bahan baku dan kelancaran kegiatan operasional. Bersama, Perseroan ingin berjalan untuk memitigasi dan beradaptasi menghadapi tantangan ini.

Penerapan Kinerja Keberlanjutan

Dari aspek ekonomi, selama tahun 2022, Perseroan berhasil mencatatkan nilai proyek kontrak baru untuk konstruksi Rp2.352 miliar serta 64,4% peningkatan jumlah *room nights* untuk perhotelan. Perseroan juga berhasil memperoleh pendapatan bersih sebesar Rp3.615 miliar, naik 54% dari tahun sebelumnya. Kenaikan kinerja ekonomi ini seiring dengan pulihnya kondisi kegiatan pascapandemi dan kembali aktifnya pergerakan roda perekonomian.

Policy on Responding to Challenges

As a business entity engaged in the property and construction sectors, the Company's operations are closely linked to natural conditions, including the need for building materials for its products. Therefore, the Company, its partners and suppliers strive to sustain balanced environmental, social and governance (ESG) performance as part of efforts to maintain sustainable values in the future. Through various Strategic Direction policies and Sustainability Pillars, the Company manages ESG aspects and strengthens partnership in developing its products so that they can contribute to the achievement of Sustainable Development Goals (SDGs).

To that end, the Company had mapped various ESG risks and opportunities, one of which was the adverse impacts of extreme climate change that can cause physical risk and transition risk, both of which had been mapped into the Company's three business pillars. These two climate risks greatly affect business processes in the property and construction sectors. To overcome this climate change challenge, the Company had conducted various efforts, such as by continuously raising awareness of sustainability culture among all employees as well as implementing the Policy Direction Strategy and Sustainability Pillars. The Company also worked closely with various stakeholders to maintain the supply of raw materials and undisrupted operations. Together, the Company aims to mitigate and adapt to this challenge.

Sustainability Performance Implementation

From an economic perspective, the Company posted Rp2,352 billion new contract acquisition for construction projects and a 64.4% increase in the number of room nights for its hotels. In addition, the Company booked Rp3,615 billion net revenues, went up by 54% compared to the previous year. This increase in economic performance was in line with the post-pandemic recovery following the rejuvenation of the national economy.

Setiap insan Perseroan merupakan aset terpenting dalam memberikan layanan dan menyediakan produk terbaik kepada pelanggan Perseroan. Insan Perseroan memiliki kesempatan yang setara, baik pria maupun wanita dalam mengembangkan karier dan bertumbuh bersama Perseroan. Tidak ada diskriminasi, baik *gender*, latar belakang, suku, agama, maupun ras dalam memberikan kesempatan untuk tumbuh dan berkembang, termasuk dalam meningkatkan kompetensi melalui berbagai pelatihan.

Dari sisi lingkungan, Perseroan mendukung penggunaan energi terbarukan melalui investasi perluasan pembangunan pembangkit listrik tenaga surya (PLTS). Dukungan ini menjadi salah satu bentuk komitmen Perseroan untuk mempercepat transisi energi bersih dan berkelanjutan bagi Indonesia. Selain itu, Perseroan meneruskan upaya dalam menyediakan produk ramah lingkungan. Salah satu wujud komitmen ini adalah melalui integrasi teknologi dalam produk berwawasan lingkungan dan keberlanjutan, yakni Subang Smartpolitan.

Berdiri di area seluas 2.717 hektar, Subang Smartpolitan akan menjadi sebuah kota mandiri yang serba canggih dan berteknologi maju, dengan keseimbangan antara kegiatan ekonomi, budaya, dan infrastruktur yang didukung dengan cara cerdas, berbasis aspek keberlanjutan sehingga lebih efisien. Subang Smartpolitan dipersembahkan dengan memperhatikan keseimbangan kebutuhan masyarakat untuk bekerja, hidup, belajar, dan bermain. Bersama, mari kita berharap agar Subang Smartpolitan dapat menjadi bagian dari pengembangan inovasi dan institusi pendidikan yang unggul sehingga dapat menumbuhkan bakat-bakat muda untuk membangun 'a better Indonesia'.

Strategi Pencapaian Target

Melanjutkan perjalanan dalam mewujudkan inisiatif 'pertumbuhan dan transformasi' yang telah dicanangkan sejak tahun 2020, Perseroan mengembangkan empat arah strategis sebagai dasar pertumbuhan nilai keberlanjutan, yaitu *purpose*, *people*, *performance*, dan *platform for growth*. Prinsip

The Company sees every employee as the most important asset in providing the best services and products to customers. In this regard, all employees, both men and women, have equal opportunities to develop their careers and grow with the Company. Moreover, the Company provides opportunities for growth and development, including various competency development programs and trainings, without discrimination based on gender, background, ethnicity, faith, or race.

From an environmental standpoint, the Company supported the use of renewable energy by investing to expand its solar power plants. This was part of the Company's commitment to accelerating the transition to clean and sustainable energy in Indonesia. In addition, the Company continuously provided eco-friendly products, such as Subang Smartpolitan that featured the integration of technology and sustainability.

Boasting a total area of 2,717 hectares, Subang Smartpolitan will become an independent city driven by sophisticated and advanced technologies by championing the balance between economic, cultural, and infrastructure activities that are supported in a smart way based on sustainability aspects to ensure greater efficiency. The development of Subang Smartpolitan pays close attention to the balance between the need to work, live, study, and play. Therefore, let us all work together to establish Subang Smartpolitan as the development hub for innovations and superior educational institutions to develop young talents to build 'a better Indonesia'.

Target Achievement Strategies

As the Company continued its efforts to realize the 'growth and transformation' initiative launched in 2020, the Company had developed four strategic directions as the basis for sustainable value growth, namely *purpose*, *people*, *performance*, and *platform for growth*. This Sustainability Principle focuses on

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. Aspek-aspek tersebut menjadi strategi bagi Perseroan untuk mencapai target dan mengukir prestasi dalam menjawab peluang dan prospek usaha masa depan.

Apresiasi

Berbagai tantangan yang dihadapi telah memaksa kita untuk mengubah cara bekerja dan menjalani kehidupan. Tentu tidak sendiri, bersama dengan semua pemangku kepentingan, Perseroan akan mengubah caranya dalam memberikan produk dan layanan yang berbasis aspek ESG. Untuk itu, atas nama Direksi, saya berterima kasih dan memberikan apresiasi sebesar-besarnya kepada seluruh pemangku kepentingan yang telah berjalan bersama Perseroan dalam menjalani setiap perubahan.

Bersama, mari kita wujudkan nilai keberlanjutan di setiap langkah perjalanan panjang ini. Bersama, mari kita melangkah menjadi lebih baik. Semoga kita semua dapat memberikan nilai bagi kehidupan sekarang dan masa yang akan datang.

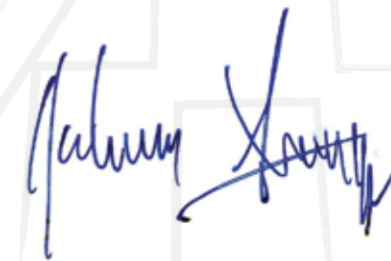
four aspects, namely (1) provision of high quality products (goods & services); (2) environmental conservation in the Company's operational areas; (3) strengthening the quality of human resources, and; (4) empowerment of the surrounding community. These aspects form the Company's strategy to meet its corporate targets and produce achievements to respond to future business opportunities and outlooks.

Appreciation

Various challenges we face to date have encouraged us to change the way we work and live our lives. Together with all stakeholders, the Company will change the way it deliver its products and services based on ESG aspects. Therefore, on behalf of the Board of Directors, I would like to extend our gratitude and appreciation to all stakeholders who have worked with the Company in undergoing every change.

Together, let us realize the value of sustainability as we strive to achieve our long-term goals. Together, let us improve ourselves for the better and provide value for life today and in the future.

Jakarta, April 2023



Johannes Suriadjaja

Presiden Direktur
President Director

STRATEGI KEBERLANJUTAN [2-22] Sustainability Strategies

Perseroan berkomitmen untuk menyediakan produk berkualitas, layanan yang unggul, dan menciptakan nilai optimal bagi para pemangku kepentingan dalam setiap kegiatan bisnisnya. Aspirasi jangka panjang Surya Internusa Group yaitu untuk bertransformasi menjadi perusahaan modern dengan portofolio bisnis yang kuat, berkomitmen untuk pertumbuhan berkelanjutan, serta adaptif dalam melewati perubahan dinamika bisnis. Inisiatif "Pertumbuhan dan Transformasi" yang dirancang sejak tahun 2020 kami wujudkan dengan Empat Arah strategi "4P" yang menjadi dasar pertumbuhan nilai berkelanjutan.

The Company is committed to providing quality products, superior services, and creating optimal value for stakeholders in all of 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, kami meninjau kembali dan mempertajam proposisi nilai, keselarasan dengan tren pasar, dan tujuan yang menyeluruh "Building a Better Indonesia", sehingga kami berfokus pada pelanggan dan memberikan produk serta layanan yang terbaik untuk pasar.

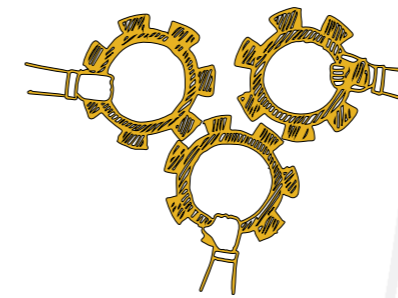
The Company regularly reviews and refines its value proposition in line with market trends and the overarching goal of "Building a Better Indonesia". Accordingly, the Company focuses on the customers and provide the best products and services for the market.



PEOPLE

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

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



PERFORMANCE

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

Untuk meraih inovasi yang berkelanjutan, Perseroan membentuk organisasi yang kompeten dengan model *shared service*, menetapkan metrik atau indikator yang tepat untuk mengukur dan meningkatkan kinerja keuangan serta operasional kami di seluruh bisnis, memaksimalkan pemanfaatan teknologi dan menerapkan digitalisasi proses bisnis untuk 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 memanfaatkan sinergi Grup untuk mengembangkan bisnis secara berkelanjutan dengan konsep "pintar dan berkelanjutan". Perseroan memaksimalkan pemanfaatan teknologi dan digitalisasi sebagai upaya peningkatan dan pengembangan bisnisnya yang akan datang. Perseroan juga turut memastikan terjadinya peningkatan inisiatif lingkungan, sosial dan tata kelola (LST) pada setiap bisnisnya sehingga terciptanya nilai jangka panjang.

The Company continues to take advantage of the Group's synergies to develop the business in a sustainable manner by championing the "smart and sustainable" concept. 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”, kami menyusun strategi keberlanjutan yang terdiri dari empat pilar, yaitu:

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 untuk menyediakan barang dan jasa dengan kualitas terbaik dan berkelanjutan. Perseroan terus berfokus pada pembangunan yang berkesinambungan 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 2022

- Suryacipta City of Industry di Karawang dinobatkan menjadi OVNI (Objek Vital Nasional Bidang Industri), yaitu kawasan industri yang kegiatan usahanya meliputi hajat hidup orang banyak, kepentingan negara, dan/atau sumber penerimaan negara yang strategis di bidang industri.
- Suryacipta City of Industry di Karawang mendapat status sebagai Eco Industrial Park dari UNIDO.
- PT Suryacipta Swadaya, sebagai pengembang dan pengelola kawasan industri (Suryacipta City of Industry dan Subang Smartpolitan) mendapatkan penghargaan khusus INDI 4.0 untuk kategori “Smart Industrial Estate”.
- Edenhaus Tanjung Barat menerima penghargaan sebagai “Best Luxury Housing Project with Garden Concept” pada acara Indonesia My Home Award (IMHA) V 2022.
- Pencapaian rata-rata skor survei kepuasan pelanggan di unit usaha konstruksi 82,4%, tamu hotel untuk seluruh unit hotel Perseroan adalah 94%, dan properti residensial 100%.

2022 Achievements

- Suryacipta City of Industry in Karawang has been designated as a National Vital Object in the Industrial Sector (OVNI) i.e. an industrial estate whose business activities cover the livelihood of many people, the interests of the state, and/or a strategic source of state revenue in the industrial sector.
- Suryacipta City of Industry in Karawang received Eco Industrial Park status from UNIDO.
- PT Suryacipta Swadaya as the developer and operator of Suryacipta City of Industry and Subang Smartpolitan industrial estates received a special INDI 4.0 award in the “Smart Industrial Estate” category.
- Edenhaus Tanjung Barat received “Best Luxury Housing Project with Garden Concept” award at the Indonesia My Home Award (IMHA) V 2022.
- The average customer satisfaction survey score in the construction business unit was 82.4%, hotel guests at all the Company’s hospitality units were 94%, and residential property was 100%.

Target 2023

- Melanjutkan pengembangan Subang Smartpolitan untuk dapat menjadi kota mandiri dengan luas 2.717 hektar dan infrastruktur yang ramah lingkungan melalui penerapan *smart grid* serta *smart & sustainable water management system*.
- Menjaga tingkat kepuasan seluruh *tenant* serta pelanggan di unit usaha properti, konstruksi, dan perhotelan di atas 85%.

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.

2023 Targets

- Continuing the development of Subang Smartpolitan to become an independent city with an area of 2,717 hectares and environmentally friendly infrastructure through the implementation of smart grids and smart & sustainable water management systems.
- Maintaining the satisfaction level of all tenants and customers in the property, construction and hospitality business units above 85%.

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.



2

Lingkungan: “Protecting the Environment”

Perseroan terus berupaya untuk menjaga kelestarian lingkungan hidup di mana pun Perseroan beroperasi melalui beberapa komitmen antara lain 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 the Company 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 2022

- Sertifikasi ISO 14001:2015 tentang Sistem Manajemen Lingkungan untuk unit usaha properti PT Suryacipta Swadaya (Suryacipta) dan PT Surya Energi Parahita (SEP), serta unit usaha konstruksi PT Nusa Raya Cipta Tbk (NRCA).
- Unit usaha properti PT Suryacipta Swadaya (Suryacipta) mendapatkan penghargaan PROPER Biru.
- Unit usaha hotel memiliki sertifikasi EarthCheck Master Certified untuk Melia Bali Hotel serta Earth Check Gold Certified untuk Gran Melia Jakarta dan Jumana Bali Ungasan Resort.
- Jumana Bali Ungasan Resort memiliki sertifikat Tri Hita Kirana Bali sebagai tanda pemenuhan konsep keseimbangan hidup dalam harmoni di lingkungan manajemen dan memenuhi *Global Code of Ethics for Tourism*.

2022 Achievements

- ISO 14001:2015 certification on Environmental Management System for property business units PT Suryacipta Swadaya (Suryacipta) and PT Surya Energi Parahita (SEP), as well as construction business unit PT Nusa Raya Cipta Tbk (NRCA).
- Property business unit PT Suryacipta Swadaya (Suryacipta) received Blue PROPER award.
- Hospitality business units are equipped with EarthCheck Master Certified certification for Melia Bali Hotel and EarthCheck Gold Certified certification for Gran Melia Jakarta and Jumana Bali Ungasan Hotel.
- Jumana Bali Ungasan Resort has Tri Hita Kirana Bali certificate reflecting adherence to the concept of balance of life in harmony in the management environment as well as compliance with the Global Code of Ethic for Tourism.

- Gran Melia Jakarta menjadi hotel pertama di Jakarta yang menyediakan stasiun pengisian kendaraan listrik (EV Charging).
- Kerja sama dengan Xurya Daya Indonesia untuk pengembangan dan pemeliharaan *solar panel* di Kawasan Industri Karawang.
- Berpartisipasi dalam acara Indonesia-Jerman Renewable Energy Day (RE-Day), dan PT Suryacipta Swadaya memberikan ‘pledge’ untuk mendukung penuh penggunaan energi terbarukan.

Target 2023

- Penggunaan sumber energi terbarukan mencapai 1 MW oleh *tenant* di Suryacipta City of Industry di Karawang.

Strategi Pencapaian Target

- Terus melakukan *monitoring* dan pemenuhan pada regulasi, standar, dan prosedur terkait lingkungan.
- Optimalisasi operasi gedung dan kawasan industri untuk penghematan energi.
- Optimalisasi penggunaan sumber energi terbarukan untuk operasi gedung dan kawasan industri.
- Pengelolaan air dan limbah secara berkesinambungan di lingkungan properti Perseroan.

- Gran Melia Jakarta is the first hotel in Jakarta to provide electric vehicle charging stations (EV Charging).
- Partnership with Xurya Daya Indonesia for the development and maintenance of solar panels in the Karawang Industrial Estate.
- Participated in the Indonesia-Germany Renewable Energy Day (RE-Day) event, and PT Suryacipta Swadaya gave a ‘pledge’ to fully support the use of renewable energy.

2023 Targets

- 1 MW of renewable energy sources used by tenants in Suryacipta City of Industry in Karawang.

Target Achievement Strategies

- Continuously monitoring and complying with regulations, standards, and procedures related to the environment.
- Optimizing building operations and industrial estates for energy savings.
- Optimizing the use of renewable energy sources for the operation of buildings and industrial estate.
- Conducting sustainable water and waste treatment in the Company’s property environment.

3 Insan: "Looking after People"

Perseroan memberikan kesempatan yang sama dan merata untuk mendapatkan program peningkatan keterampilan dan pengetahuan, sehingga mampu memberikan kontribusi yang 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 2022

- Sertifikasi ISO 45001:2018 (SMK3) untuk Unit usaha PT Surya Energi Parahita (SEP) dan unit usaha konstruksi PT Nusa Raya Cipta Tbk (NRCA).

2022 Achievements

- ISO 45001:2018 certification on Occupational Health and Safety Management System (SMK3) for business unit PT Surya Energi Parahita (SEP) and construction business unit PT Nusa Raya Cipta Tbk (NRCA).

Target 2023

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

2023 Targets

- Achieving zero fatalities 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 bekerja yang adil, aman, dan inklusif.
- Mengembangkan talenta dan kemampuan karyawan.
- Berpartisipasi dalam memajukan pendidikan Indonesia, salah satunya melalui pendirian SMK Suryacipta Karawang.

Target Achievement Strategies

- Creating a positive work culture in accordance with the Company's values.
- Ensuring the health and safety of all employees.
- Ensuring a fair, safe and inclusive working environment.
- Developing employees' talents and abilities.
- Playing an active role in advancing Indonesian education, such as through the establishment of SMK Suryacipta Karawang Vocational School.

4 Komunitas: "Contributing to Communities"

Perseroan menyadari bahwa komunitas merupakan bagian yang tidak terpisahkan dari bisnis Perseroan, oleh sebab itu, Perseroan terus menjalin hubungan yang harmonis tanpa membedakan jenis kelamin, suku, ras, golongan, dan agama. Perseroan secara aktif melibatkan pemangku kepentingan dan menciptakan lapangan pekerjaan, serta peluang bisnis di sekitar kawasan industri dan lokasi pengembangan properti. Perseroan terus berusaha untuk berkontribusi dan berperan serta dalam mendukung pembangunan ekonomi berkelanjutan guna meningkatkan kualitas hidup bagi komunitas setempat dan masyarakat sebagai bentuk dari tanggung jawab sosial Perseroan.

Community: "Contributing to Communities"

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

Capaian 2022

- Kegiatan tanggung jawab sosial dan lingkungan (TJSL) di berbagai area.
- *Go-live* aplikasi *tenant* sebagai sarana komunikasi dan pengaduan *tenant* di Kawasan Industri Suryacipta.

2022 Achievements

- Conducted corporate social responsibility (CSR) activities in various areas.
- Launched tenant application as a means of communication and complaints channel for tenants in the Suryacipta Industrial Estate.

Target 2023

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

2023 Targets

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

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.

Target Achievement Strategies

- Conducting CSR 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 melakukan identifikasi 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.
4. Selama masa pandemi COVID-19, sangat kritikal bagi kami untuk menjaga dan meningkatkan kepercayaan pelanggan terhadap produk properti dan layanan Perseroan dengan tetap mempertahankan kesehatan dengan baik.

Permasalahan dan Penerapan Kinerja Keberlanjutan

Perseroan juga melakukan pemetaan atas isu dan permasalahan yang dihadapi dalam penerapan kinerja keberlanjutan. Tantangan dan permasalahan ini menjadi kesempatan bagi Perseroan untuk terus meningkatkan kinerja keberlanjutan.


CHALLENGES IN ACHIEVING SUSTAINABILITY

To achieve sustainable performance, the Company has identified challenges to be tackled together, 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. During the COVID-19 pandemic, it is very critical for us to maintain and increase customers' confidence in the Company's property products and services while observing strict health protocol.

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.

Aspek Aspect	Permasalahan Challenge	Pengaruh terhadap Perseoran Impact on the Company
 Ekonomi Economic	Perubahan tingkat suku bunga yang cenderung tinggi, serta biaya bahan baku yang meningkat.	Peningkatan efisiensi dan pemilihan bahan baku yang hemat biaya, tanpa mengurangi kualitas.
	Changes in interest rates tend to be high, as well as rising raw material costs.	Increased efficiency and cost-effective selection of raw materials without compromising quality.
	Kondisi ekonomi yang belum sepenuhnya stabil.	Pengaturan arus kas untuk cadangan dana, jika diperlukan sewaktu-waktu.
	Economic conditions remain unstable.	Cash flow arrangements for fund reserves, if needed at any time.

Aspek Aspect	Permasalahan Challenge	Pengaruh terhadap Perseoran Impact on the Company
 Sosial Social	Tuntutan penyediaan lapangan pekerjaan.	Menciptakan lapangan pekerjaan dan peluang bisnis di wilayah Perseroan beroperasi sesuai dengan regulasi yang berlaku.
	Demand for job creation.	Creating job opportunities and business opportunities in the areas where the Company operates in accordance with applicable regulations.
	Tantangan koordinasi dengan warga.	Melakukan manajemen masyarakat, dan mengalokasikan waktu untuk koordinasi dan advokasi dalam tata waktu konstruksi dan pembangunan.
 Lingkungan Environment	Coordination challenges with residents.	Allocating time for coordination and advocacy in construction and development timelines.
	Masyarakat membuang sampah di sekitar gedung.	Alokasi biaya untuk membersihkan gedung dan area di sekitar gedung.
	People littering around the building.	Cost allocation for cleaning the building and the area around the building.
	Lokasi operasional yang berada di daerah niaga yang padat.	Melakukan manajemen masyarakat guna menjaga harmonisasi dengan lingkungan sekitar.
	Operational location in a busy commercial area.	Conducting community management in order to maintain harmonization with the surrounding environment.
 Tata Kelola Governance	Ancaman perubahan iklim yang dapat berdampak pada kondisi finansial.	Melakukan penghijauan, dan mulai menghitung efisiensi energi, serta menggunakan teknologi yang lebih ramah lingkungan.
	The threat of climate change that can adversely affect financial conditions.	Conducting replanting, calculating energy efficiency, and using more environmentally friendly technologies.
	Perubahan Undang-Undang dan/atau peraturan.	Perseroan secara aktif memantau perubahan regulasi dan segera melakukan penyesuaian dengan Undang-Undang ataupun peraturan baru.
	Changes to Laws and/or Regulations.	The Company actively monitors regulatory changes and immediately makes adjustments in accordance with new laws or regulations.
	Kemampuan sumber daya manusia, termasuk setiap insan yang berada dalam struktur tata kelola perusahaan	Melakukan pelatihan dan peningkatan kompetensi bagi seluruh jajaran karyawan, termasuk pimpinan.
	Human resources' capabilities, including every employee in the corporate governance structure	Conducting training and competency improvement for all employees at all levels, including the leadership level.



MELIA BALI HOTEL

PROFIL PERUSAHAAN

Company Profile

VISI DAN MISI PERSEROAN

Company Vision and Mission

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

To build a better Indonesia through an integrated, reliable, trusted, and high quality group of construction, property and hospitality companies.



••••• **Visi**
Vision

Menyediakan produk-produk berkualitas dan jasa pelayanan prima melalui kesungguhandankehandalan 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 management in order to create optimal value for our customers, shareholders, employees, and the Indonesian people.



••••• **MISI**
Mission

BUDAYA PERUSAHAAN

Corporate Culture

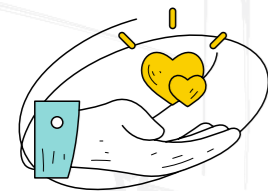


TRUSTWORTHINESS

SELALU DAPAT DIPERCAYA DAN DIANDALKAN
Always being trustworthy and reliable

Merupakan nilai moral yang luhur di mana pribadi yang memegang teguh nilai ini bisa dipercaya, menempatkan dirinya mengemban tugas dengan baik karena menjunjung tinggi etika. Pribadi yang secara konsisten bisa dipercaya, dengan berjalannya waktu akan bisa diandalkan karena ia selalu berpegang teguh pada nilai moral yang luhur tersebut.

A noble moral value as those who uphold it are trustworthy and able to perform their duties well as they champion ethical conducts. In time, consistent and trustworthy individuals will become reliable as they uphold the aforementioned moral value.

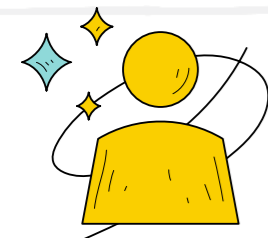


STRIVE FOR EXCELLENCE

SENANTIASA BERUSAHA UNTUK MENCAPAI HASIL YANG TERBAIK BAGI PARA PEMANGKU KEPENTINGAN
Always striving to achieve the best results for the Stakeholders

Upaya sungguh-sungguh untuk menjadi yang terbaik, *strive for excellence* tak bertujuan mencapai kesempurnaan karena kesempurnaan sangat subjektif, namun menjadi yang terbaik dalam situasi dan kondisi yang dihadapi.

Earnest efforts to be the best, strive for excellence, not aiming for perfection as perfection is highly subjective, but to be the best in the situation and condition that lie ahead.

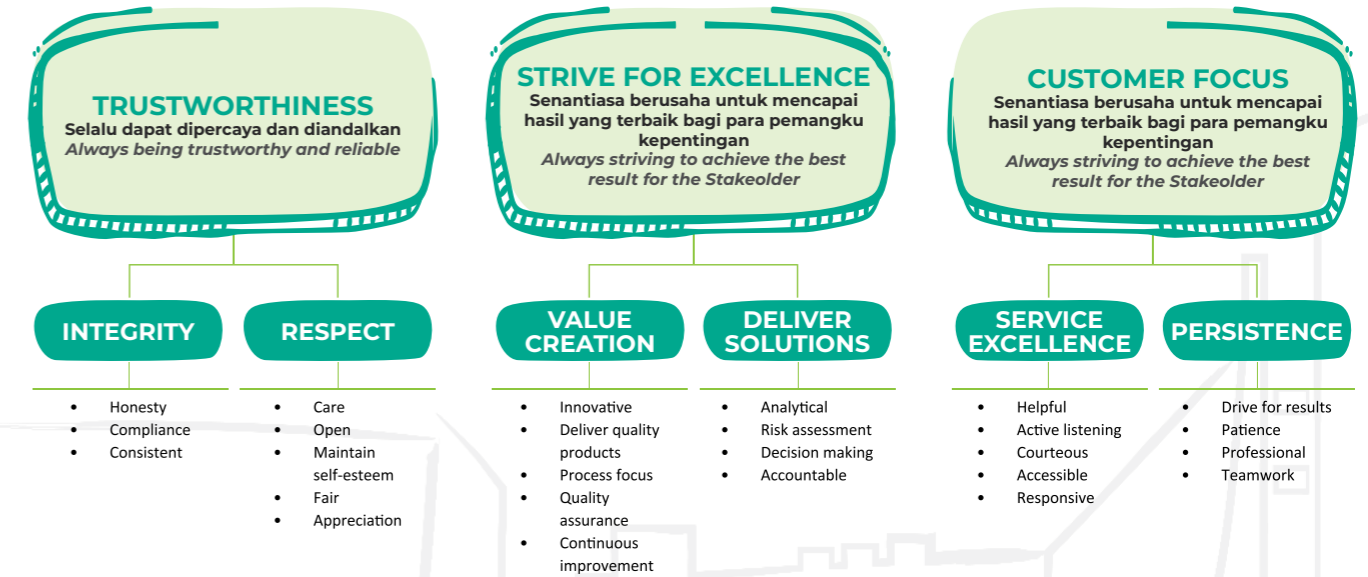


CUSTOMER FOCUS

SENANTIASA MENGUTAMAKAN KEPUASAN PELANGGAN
Always prioritizing customer satisfaction

Mengerti dan memahami kebutuhan pelanggan dan melayani sepenuh hati secara cepat dan tanggap serta membina hubungan baik dengan pelanggan.

Know and understand the needs of customers and serve wholeheartedly as fast and responsive as possible and fostering good relations with customers.



Nilai budaya Korporasi menjadi dasar dan panduan bagi setiap insan Perseroan serta merupakan struktur budaya korporasi yang kuat sebagai fondasi Perseroan dan anak usaha. Komponen pokok yang membentuk budaya korporasi Perseroan terdiri dari tiga hal, yaitu:

These Corporate cultural values serve as a guide for every employee of the Company and constitute a strong corporate culture structure as the foundation for the Company and its subsidiaries. The main components that make up the Company's corporate culture are as follows:



suryainternusa

NILAI INTI Core Value

Merupakan prinsip-prinsip dasar yang diyakini baik dan benar oleh Korporasi dan bila dijalankan secara konsisten dan serentak oleh setiap jajaran Direksi dan Karyawan SSIA Group diyakini akan membawa Korporasi mencapai 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 Attitudes

Yang pengejawantahannya menjadi tindakan sehari-hari mencerminkan masing-masing makna nilai inti yang harus dijalankan secara konsisten sehingga menjadi perilaku setiap individu SSIA Group.

Reflect each of the core value's definition that must be implemented consistently on a daily basis so that it would become the behavior of each member of the SSIA Group.

KARAKTERISTIK Characteristics

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

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

IDENTITAS PERUSAHAAN [2-1] Corporate Identity

Nama Perusahaan Company Name	PT Surya Semesta Internusa Tbk
Tanggal Pendirian Date of Establishment	15 Juni 1971 15 June 1971
Dasar Hukum Pendirian Legal Basis of Establishment	Perseroan didirikan dengan nama PT Multi Investments Ltd. Berdasarkan Akta No. 37 tanggal 15 Juni 1971. Dibuat di hadapan Ny. Umi Sutanto, S.H., Notaris di Jakarta yang 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.5/150/16 dated 8 September 1971, and announced in the BNRI No. 80, dated 5 October 1971, Supplement No. 458
Bidang Usaha [2-6] Lines 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	15 kota tersebar di seluruh Indonesia. 15 cities across Indonesia
Komposisi Pemegang Saham Lebih dari 5% Shareholding Composition Over 5%	PT Arman Investment Utama: 8,59% PT Persada Capital Investama: 7,85% Intrepid Investments Limited: 7,74% Masyarakat Public: 72,49%
Alamat Address	Tempo Scan Tower, Lantai 20 Jl. H.R. Rasuna Said Kav. 3-4 Kuningan – Jakarta 12950 Indonesia Telp. Phone: +6221 526 2121, 527 2121 Faks Fax: +6221 526 7878 E-mail: inquiry@suryainternusa.com Situs Web Website: www.suryainternusa.com

BIDANG USAHA DAN ANAK USAHA [2-6] Lines of Business and Subsidiaries

Bidang usaha Perseroan terdiri dari tiga, yaitu:

The Company has three lines of business, as follows:

Properti Property

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

Anak Usaha: PT Suryacipta Swadaya (Suryacipta), PT TCP Internusa (TCP), PT Siti Agung Makmur/SAM (Jumana Bali Ungasan Resort), 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), PT TCP Internusa (TCP), PT Siti Agung Makmur/SAM (Jumana Bali Ungasan Resort), Suryacipta's subsidiary PT Surya Energi Parahita (SEP).

Konstruksi Construction

Jasa kontraktor umum di bidang pembangunan bangunan komersial, pertambangan, dan infrastruktur.

Anak Usaha: PT Nusa Raya Cipta Tbk (NRCA)

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

Subsidiaries: PT Nusa Raya Cipta Tbk (NRCA)

Perhotelan Hospitality

Pengembang dan 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 (Jumana Bali Ungasan Resort).

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 (Jumana Bali Ungasan Resort).

KEANGGOTAAN BEBERAPA ASOSIASI [2-28]

Sebagai perusahaan yang bergerak dalam bidang konstruksi, kami tergabung dalam berbagai asosiasi yang relevan dengan bisnis utama Perseroan. Sampai saat ini, Perseroan belum terlibat dalam asosiasi yang spesifik mengenai keberlanjutan, akan tetapi, kami telah tergabung dalam beberapa asosiasi terkait dengan aspek ekonomi, lingkungan, sosial, dan tata kelola.

ASSOCIATION MEMBERSHIPS [2-28]

As a company engaged in the construction sector, we are registered with various associations that are relevant to the Company's core businesses. To date, the Company has yet to be registered with associations focusing on sustainability. However, we have been registered with several associations related to economic, environmental, social, and governance aspects.

Nama Asosiasi Association Name	Posisi Position
Asosiasi Pengusaha Indonesia (Apindo) Indonesian Employers Association (Apindo)	Dewan Penasihat Advisory Board
Himpunan Kawasan Industri (HKI) Indonesia Indonesian Industrial Estates Association (HKI)	Wakil Ketua Umum Bidang Agraria Vice Chairman of Agrarian
Hotel Human Resources Management Association (HHRMA)	Sekretaris Umum DPP Central Executive Board General Secretary
Perhimpunan Hotel & Restoran Indonesia (PHRI) Indonesia Hotel & Restaurant Association (PHRI)	Ketua Bidang Bintang & Non Bintang, Anggota Head of Star and Non-Star Division, Member
Asosiasi Emiten Indonesia (AEI) Indonesian Public Listed Companies Association (AEI)	
Asosiasi Kontraktor Indonesia (AKI) Indonesian Contractors Association (AKI)	
Asosiasi Logistik Indonesia Indonesian Logistics Association	
Asosiasi Pengelola Pusat Belanja Indonesia (APPBI) Indonesia Shopping Center Association	
Asosiasi Public Relation Public Relation Association	Anggota Member
Bali Hotel Association	
Indonesia Corporate Secretary Association (ICSA)	
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)	

Skala Usaha Scale of Business

Uraian Description	Satuan Unit	2022	2021	2020
Jumlah Karyawan Number of Employees	Orang People	2.633	2.419	2.520
Total Laba (Rugi) Bersih Total Net Profit (Loss)	Miliar Rupiah Billion Rupiah	176	(200)	(88)
Total Kapitalisasi Total Capitalization				
Kapitalisasi Pasar Market Capitalization		1.289,2	2.277,3	2.705,5
Total Aset Total Assets		8.290	7.752	7.620*
Total Liabilitas Total Liabilities	Miliar Rupiah Billion Rupiah	4.030	3.702	3.389*
Total Ekuitas (Tidak termasuk Kepentingan Non-Pengendali) Total Equity (Excluding Non-Controlling Interest)		3.840	3.585	3.751

* Penyajian kembali informasi | Restatement [2-4]

RANTAI PASOK [2-6]

Seluruh kelangsungan kegiatan operasional Perseroan didukung dengan rantai pasokan yang sesuai dengan standar kelayakan. Dalam proses bisnisnya, Perseroan melibatkan berbagai pihak yang terdiri dari vendor, kontraktor, konsultan, dan pemasok lokal. Pelibatan pemasok lokal bertujuan untuk turut mendukung pemulihan ekonomi nasional. Kerja sama yang dijalin mengacu pada Pedoman Tata Kelola Perusahaan dan Pedoman Perilaku (*Code of Conduct*). Pedoman tersebut mengatur 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.

Perseroan melalui anak usahanya juga melakukan upaya strategis bersama pemasok atau sub-kontraktor terpilih untuk menjaga rantai pasokan yang sehat, seperti kesepakatan kerja sama untuk menetapkan harga jual saat kondisi harga pasar tidak menentu. Perseroan juga memastikan ketersediaan

SUPPLY CHAIN [2-6]

The Company's entire operations are supported by a supply chain that complies with feasibility standards. In its business processes, the Company involves various stakeholders consisting of vendors, contractors, consultants, and local suppliers. The involvement of local suppliers aims to contribute to the recovery of the national economy. 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.

The Company through subsidiaries also makes strategic efforts with selected suppliers or sub-contractors 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

bahan baku pada setiap proyek untuk meminimalisasi dampak dari risiko kenaikan biaya dan kelangkaan bahan baku.

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

1. Menerapkan prinsip pengadaan barang dan jasa dalam Pedoman Tata Kelola Perusahaan yang efektif, efisien, adil, berdaya saing, dan transparan.
2. 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.
3. 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.
4. Melakukan audit internal dan eksternal secara berkala. Selama tahun 2022, tidak ditemukan adanya pelanggaran praktik pengadaan barang dan jasa.

project to minimize the impact of the risk of rising costs and raw material scarcity.

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

1. Applying the principles of procurement of goods and services in the Corporate Governance Guideline that are effective, efficient, fair, competitive, and transparent.
2. 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.
3. 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.
4. Conducting regular internal and external audits. In 2022, there were no violations in goods and services procurement.

waktu dari 1 Januari-31 Desember 2022. Konten dalam 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 Initiative (GRI) 2021.

Penyajian data pada Laporan ini merupakan konsolidasi dari PT Surya Semesta Internusa Tbk (SSIA Group) beserta anak usahanya, yaitu PT Suryacipta Swadaya (Suryacipta), PT TCP Internusa (TCP), PT Sitiagung Makmur (SAM), PT Nusa Raya Cipta Tbk (NRCA), PT Suryalaya Anindita Internasional (SAI), PT BATIQA Hotel Manajemen (BHM), PT Ungasan Semesta Resort (USR), dan PT Surya Energi Parahita (SEP). Dengan demikian, terdapat perbedaan lingkup pelaporan untuk tahun 2022 dengan tahun 2021 dan 2020, di mana lingkup pelaporan tahun 2022 tidak termasuk data dari PT SLP Surya Ticon Internusa (SLP) dikarenakan SLP sudah tidak menjadi anak perusahaan. Beberapa informasi yang dinyatakan atau disajikan kembali (*restatement*) dalam Laporan ini, yaitu terkait data survei kepuasan pelanggan, jumlah *room nights*, energi, emisi, penggunaan air, serta kinerja ekonomi. Hal tersebut dikarenakan adanya perbedaan metode perhitungan.

Saat ini, Perseroan belum melakukan penjaminan (*assurance*) dari pihak eksternal terhadap Laporan ini, namun seluruh data dan informasi yang tersaji dalam laporan keberlanjutan ini telah mendapat persetujuan Direksi, Dewan Komisaris, unit/divisi terkait untuk diterbitkan sebagai penyampaian kepada pemangku kepentingan. Selain itu, data mengenai keuangan yang disampaikan telah diaudit oleh KAP Amir Abadi Jusuf Aryanto, Mawar & Rekan.

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 also with reference to 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, namely PT Suryacipta Swadaya (Suryacipta), PT TCP Internusa (TCP), PT Sitiagung Makmur (SAM), PT Nusa Raya Cipta Tbk (NRCA), PT Suryalaya Anindita Internasional (SAI), PT BATIQA Hotel Manajemen (BHM), PT Ungasan Semesta Resort (USR), and PT Surya Energi Parahita (SEP). Therefore, there are differences in the scope of reporting for 2022 and 2021 and 2020 as the scope of reporting for 2022 does not include data from PT SLP Surya Ticon Internusa (SLP) because SLP is no longer a subsidiary of the Company. Some of the information stated or restated in this report, namely data related to customer satisfaction survey, number of room nights, energy, emissions, water usage, and economic performance that are is due to differences in calculation methods.

The Company did not provide assurance from external parties for this Report, however, all data and information presented in this Sustainability Report have been approved by the Board of Directors, the Board of Commissioners, and relevant units/divisions to be published as information disclosure to stakeholders. In addition, the financial data presented have been audited by Amir Abadi Jusuf Aryanto, Mawar & Rekan Public Accounting Firm.

PROFIL LAPORAN Report Profile

TENTANG LAPORAN [2-2][2-3][2-4][2-5]

Laporan Keberlanjutan PT Surya Semesta Internusa Tbk. (SSIA) 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

ABOUT THE REPORT [2-2][2-3][2-4][2-5]

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 2022 period. The contents of

Topik Material [3-1][3-2]







Berdasarkan isu-isu yang signifikan bagi Perseroan dan pemangku kepentingan dalam kelangsungan usaha. Perseroan telah menetapkan topik material melalui diskusi internal yang dilaksanakan 22 November 2022 serta survei yang telah dilaksanakan pada tahun 2021, di mana hasil survei tersebut masih relevan terhadap kondisi Perseroan saat ini.

Dalam Laporan keberlanjutan ini, Perseroan berfokus pada sembilan 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 Perseroan terhadap Tujuan Pembangunan Berkelanjutan (TPB).

Material Topics [3-1][3-2]

Based on significant issues for the Company and stakeholders in business continuity, the Company has determined material topics through an internal discussion held on 22 November 2022 as well as a survey conducted in 2021 as the survey results were still relevant to the current condition of the Company.

In this Sustainability Report, the Company focuses on nine 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).

Justifikasi Topik Material [3-3] Justification of Material Topic	Pilar Strategi Keberlanjutan Sustainability Strategy Pillar	Batasan dan Dampak Boundaries and Impacts	
		Internal	Eksternal External
Kinerja Ekonomi Economic Performance  	"Delivering Product & Service Excellence"	Produk dan Jasa	Partner Bisnis dan Masyarakat Lokal
		Employees and Shareholders	Business Partners and Local Communities
Kinerja Lingkungan Environmental Performance    	"Protecting the Environment"	Lingkungan	Partner Bisnis dan Pelanggan
		Environmental	Business Partners and Customers

Justifikasi Topik Material [3-3] Justification of Material Topic	Pilar Strategi Keberlanjutan Sustainability Strategy Pillar	Batasan dan Dampak Boundaries and Impacts	
		Internal	Eksternal External
GRI 303 Air dan Efluen Water and Effluent	"Protecting the Environment"	Lingkungan	Pemerintah dan Masyarakat Lokal
		Environmental	Government and Local Communities
GRI 302 & 305 Energi dan Emisi Energy and Emission	"Protecting the Environment"	Lingkungan	Masyarakat Lokal
		Environmental	Local Communities
GRI 306 Limbah Waste	"Protecting the Environment"	Lingkungan	Masyarakat Lokal
		Environmental	Local Communities

Justifikasi Topik Material [3-3]
Justification of Material Topic

Pilar Strategi Keberlanjutan
Sustainability Strategy Pillar

Batasan dan Dampak
Boundaries and Impacts

Internal

Eksternal
External

Kinerja Sosial
Social Performance



GRI 403 Keselamatan dan Kesehatan Kerja (K3)
Occupational Health and Safety (OHS) “Looking after People”

Keselamatan dan kesehatan kerja (K3) menjadi prioritas utama untuk memastikan seluruh karyawan dapat bekerja secara maksimal. Insan Karyawan Partner Bisnis, Masyarakat Lokal, dan Pelanggan

Occupational health and safety (OHS) is a top priority to ensure that all employees can work optimally. People Employees Business Partners, Local Communities, and Customers

GRI 404 Pendidikan dan Pelatihan
Training and Education “Looking after People”

Perseroan menyadari bahwa kompetensi sumber daya manusia kami diperlukan untuk mencapai kinerja yang optimum, maka dari itu, kami selalu berupaya untuk memberikan pendidikan dan pelatihan untuk meningkatkan dan mengembangkan kompetensi seluruh karyawan. Insan Karyawan Partner Bisnis

The Company firmly believes that competent human resources are needed to achieve optimum performance. Therefore, we consistently strive to provide education and training to improve and develop the competence of all employees. People Employees Business Partners

GRI 413 Masyarakat Lokal
Local Communities “Looking after People”

Masyarakat lokal merupakan pemangku kepentingan yang secara langsung terdampak oleh kegiatan operasional, sehingga menjadi bagian yang tidak terpisahkan dari pertumbuhan Perseroan. Insan Karyawan dan Pemegang Saham Partner Bisnis dan Masyarakat Lokal

Local communities are stakeholders who are directly affected by the Company's operational activities, so they become an integral part of the Company's growth. People Employees and Shareholders Business Partners and Local Communities

GRI 416 Keselamatan dan Kesehatan Pelanggan
Customer Health and Safety “Delivering Product & Service Excellence”

Sebagai perusahaan yang bergerak di bidang jasa, Perseroan mengutamakan keselamatan dan kesehatan pelanggan untuk meningkatkan nilai dan kepercayaan. Produk dan Jasa Karyawan Pelanggan

As a service company, the Company prioritizes customer safety and health to increase value and trust. Products and Services Employees Customers

TANGGAPAN TERHADAP UMPAN BALIK

Perseroan mengucapkan terima kasih atas saran yang telah diberikan oleh pemangku kepentingan. Saran untuk perbaikan laporan keberlanjutan adalah diperlukannya data kuantitatif agar setiap kinerja dapat lebih terukur. Atas saran ini, Perseroan berupaya memberikan data yang lebih komprehensif pada laporan keberlanjutan ini, walaupun Perseroan masih harus meningkatkan kualitasnya.

RESPONSE TO FEEDBACK

The Company is grateful for the suggestions that have been provided by stakeholders. In 2022, the Company received a suggestion to improve the sustainability report by using quantitative data to better measure each performance category. Based on this suggestion, the Company strives to provide more comprehensive data in this sustainability report, even though the Company still has to improve the quality of its sustainability reporting.

Kontak terkait Pelaporan [2-3]
Public Relations 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>



CSR Program Rebuild my School Charity Golf Tournament with Happy Hearts Indonesia



JUMANA BALI UNGASAN RESORT

TATA KELOLA BERKELANJUTAN

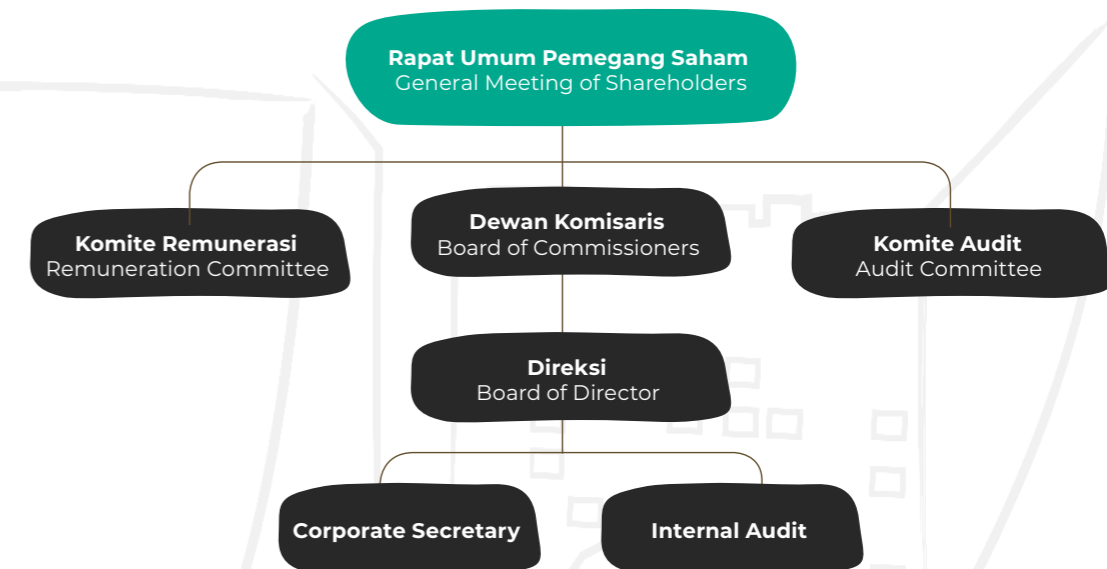
Sustainability Governance

TATA KELOLA KEBERLANJUTAN

Sustainability Governance

STRUKTUR TATA KELOLA PERSEROAN [2-9]

CORPORATE GOVERNANCE STRUCTURE [2-9]



Struktur Tata Kelola Perseroan terdiri dari Rapat Umum Pemegang Saham (RUPS), Dewan Komisaris, dan Direksi serta dibantu oleh organisasi pendukung, seperti Komite Audit, Komite Remunerasi, Sekretaris Perusahaan, dan Unit Audit Internal. RUPS merupakan badan tertinggi dalam struktur tata kelola Perseroan, menjalankan kegiatan operasional, dan memastikan Direksi dan Dewan Komisaris menjalankan keseimbangan capaian kinerja lingkungan, sosial, dan tata kelola (LST), di samping kinerja ekonomi. Informasi lebih lanjut mengenai nominasi, pemilihan, evaluasi kinerja Direksi dan Dewan Komisaris dapat dilihat pada Laporan Tahunan PT Surya Semesta Internusa Tbk 2022. [2-10][2-11][2-18]

The Company's Governance Structure consists of the General Meeting of Shareholders (GMS), the Board of Commissioners, and the Board of Directors assisted by supporting bodies, such as the Audit Committee, Remuneration Committee, Corporate Secretary, and Internal Audit Unit. The GMS is the highest body in the corporate governance structure. Board of Directors and Board of Commissioners carries out operational activities, and ensures a balance of environmental, social and governance (ESG) performance achievements, in addition to economic performance. Further information regarding the nomination, selection, performance evaluation of the Board of Directors and Board of Commissioners is available in the 2022 Annual Report of PT Surya Semesta Internusa Tbk. [2-10][2-11][2-18]

Perseroan belum memiliki fungsi tersendiri untuk mengelola kinerja keberlanjutan, namun komitmen keberlanjutan telah menjadi tanggung jawab kolektif

The Company has yet to have a separate function to manage sustainability performance. However, the commitment to sustainability has become

seluruh Direktur dan Departemen, baik di *holding*, unit bisnis, maupun anak usaha. Pengelolaan kinerja keberlanjutan terintegrasi di seluruh fungsi, dan sementara ini dikoordinasi oleh Divisi *Investor Relations & Corporate Communications*. Divisi *Investor Relations & Corporate Communications* melaporkan kinerja keberlanjutan secara langsung pada Direktur. Tugas Divisi *Investor Relations & Corporate Communications* antara lain: [2-12][2-13][2-14]

- Mengatur perencanaan Perseroan, termasuk strategi keberlanjutan, serta memastikan inisiatif dan target keberlanjutan tercakup 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 program tanggung jawab sosial perusahaan (TJSL).

KOMITMEN TATA KELOLA KEBERLANJUTAN DAN MANAJEMEN RISIKO [2-23][2-24]

Perseroan memperhatikan prinsip-prinsip manajemen risiko sebagai bagian dari penerapan praktik tata kelola perusahaan yang baik (*good corporate governance/GCG*) melalui penerapan Sistem Manajemen Risiko ISO 31000:2018 - *Guidelines*. Perseroan mengidentifikasi dan memetakan risiko secara berkala 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*).

Perseroan juga telah menentukan rencana mitigasi setiap risiko dan mengevaluasi nilai risiko residual setelah rencana risiko dilakukan. Dari pemetaan risiko tersebut, Perseroan memahami bahwa risiko iklim dapat menjadi penyebab meningkatnya risiko keuangan, operasional, bencana, serta risiko proyek.

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 Directors. The Investor Relations & Corporate Communications Division's duties are as follows: [2-12][2-13][2-14]

- 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 responsibility (CSR) program.

SUSTAINABILITY GOVERNANCE AND RISK MANAGEMENT COMMITMENT [2-23][2-24]

The Company pays close attention to risk management principles as part of the implementation of good corporate governance (GCG) practices through the implementation of the ISO 31000:2018 - *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 likelihoods and impact.

In addition, the Company has prepared risk mitigation plan and evaluated the residual risk value after the risk plan has been implemented. Based on the aforementioned risk mapping, the Company understands that climate risk can lead to increased financial, operational, disaster and project risks.

Untuk itu, melalui Pilar Keberlanjutan, Perseroan berupaya memitigasi risiko iklim yang berdampak negatif pada keberlanjutan.

Informasi lebih lanjut mengenai Tata Kelola Perseroan dan Manajemen Risiko dapat dilihat pada Laporan Tahunan PT Surya Semesta Internusa Tbk 2022.

Kode Etik dan Budaya Keberlanjutan Perseroan

Pedoman Perilaku dan Kode Etik Perusahaan merupakan landasan norma 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 memberikan sosialisasi terkait kode etik dan budaya keberlanjutan secara berkala kepada seluruh insan melalui berbagai media komunikasi. Upaya tersebut dilakukan untuk membentuk kesadaran yang tinggi akan implementasi kode etik dan mengubah perilaku menuju ramah lingkungan. Selama tahun 2022, tidak ada kasus pelanggaran etika yang terjadi, namun Perseroan tetap memberikan himbauan kepada karyawan untuk ikut serta menjaga kredibilitas pribadi dan reputasi Perseroan.

Dukungan terhadap Antikorupsi [205-3]

Perilaku antikorupsi dan gratifikasi terdapat dalam Pedoman Perilaku (*Code of Conduct*) yang mengacu pada Undang-Undang No. 20 Tahun 2001 tentang Perubahan atas Undang-Undang No. 31 Tahun 1999 tentang Pemberantasan Tindak Pidana Korupsi. Perseroan juga menerapkan Undang-Undang No. 8 Tahun 2010 tentang Pencegahan dan Pemberantasan Tindak Pidana Pencucian Uang sebagai upaya mendukung pemerintah dalam rangka mewujudkan keadilan dan iklim usaha yang sehat.

Perseroan mengutamakan kepentingan perusahaan di atas kepentingan pribadi, keluarga, kelompok, ataupun golongan untuk menghindari praktik korupsi dan gratifikasi. Salah satu upaya Perseroan

Accordingly, the Company seeks to mitigate climate risk and its negative impacts on sustainability through the Sustainability Pillar.

Further information regarding Corporate Governance and Risk Management is available in the 2022 Annual Report of PT Surya Semesta Internusa Tbk.

Code of Conduct and Corporate Sustainability Culture

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 2022, there were no cases of ethical violations. However, the Company consistently encourages employees to actively maintaining personal credibility and the Company's reputation.

Anti-Corruption Support [205-3]

Anti-corruption and gratification behavior is contained in the Code of Conduct that refers to Law No. 20/2001 on Amendment to Law No. 31/1999 on the Eradication of Criminal Acts of Corruption. The Company also observes Law No. 8/2010 on the Prevention and Eradication of Money Laundering Crime as an effort to support the government in realizing a lawful, fair, and healthy business climate.

The Company prioritizes its corporate interests above the interests of individuals, families, and groups to avoid corruption and gratification. The ongoing implementation of anti-corruption and gratification

dalam penegakan etika bisnis yaitu dengan membuat program antikorupsi dan gratifikasi agar iklim persaingan dan usaha yang sehat serta transparan dapat terwujud. Selama tahun 2022, Perseroan tidak mengalami satupun kasus antikorupsi maupun gratifikasi. Perseroan juga memastikan tidak adanya konflik kepentingan yang terjadi. [2-15]

Sistem Pelaporan Pelanggaran

Perseroan menciptakan sistem pelaporan pelanggaran guna mendapatkan informasi terkait pelanggaran peraturan, kode etik, maupun pelanggaran yang dapat memberikan kerugian untuk Perseroan di masa depan. Sistem pelaporan pelanggaran Perseroan dikelola oleh *Corporate Secretary* dengan kebijakan *Whistleblowing System* (WBS), di mana kebijakan tersebut mengatur mekanisme pelaporan atas tindakan kecurangan atau pelanggaran yang dilakukan oleh pihak internal. Laporan yang diterima akan ditindaklanjuti dengan melakukan analisis dan penyelidikan. Pada tahun 2022, tidak ada pelaporan pelanggaran yang diterima oleh Perseroan.

Pelibatan Pemangku Kepentingan [2-29]

Perseroan secara konsisten melakukan berbagai upaya untuk memenuhi kebutuhan pemangku kepentingan internal maupun eksternal. Pemangku kepentingan tertera dalam Pedoman Perilaku (*Code of Conduct*), yang mengatur standar perilaku dalam berinteraksi dan pelibatan sesuai dengan prinsip kewajaran dan kesetaraan (*fairness*).

program is part of the enforcement of business ethics at the Company that will create a healthy and transparent business and competition climate. In 2022, the Company did not get involved in anti-corruption or gratification cases. The Company also made sure to prevent conflict of interest. [2-15]

Whistleblowing System

The Company has implemented whistleblowing system in order to obtain information related to violations of regulations, code of conduct, or violations that may harm the Company in the future. The whistleblowing system is managed by the Corporate Secretary and the whistleblowing policy regulates the mechanism for reporting frauds or violations committed by internal parties. Reports received will be followed up with analysis and investigation. In 2022, the Company received no reports of violations.

Stakeholders Engagement [2-29]

The Company consistently strives to meet the needs of its internal and external stakeholders. Stakeholders are listed in the Code of Conduct that regulates standards of behavior in interacting and engaging in accordance with the principles of fairness and equality.

Pemangku Kepentingan Stakeholders	Topik Utama Key Concerns	Metode Pelibatan dan Frekuensi Method of Engagement and Frequency	Respons dan Tindak Lanjut Response and Follow Up
INTERNAL			
Pemegang Saham	<ul style="list-style-type: none"> Kinerja tahunan Perseroan Arah perusahaan dan strategi pertumbuhan Kinerja keberlanjutan Aksi korporasi 	<ul style="list-style-type: none"> RUPS Tahunan, RUPS Luar Biasa Paparan publik Korespondensi Siaran pers/media dan wawancara Pertemuan analisis keuangan Rapat investor 	<ul style="list-style-type: none"> Menerbitkan Laporan Tahunan dan Laporan Keberlanjutan Mengembangkan strategi perusahaan yang adaptif Mempersiapkan laporan kinerja rutin Menyusun siaran pers Merespons dan menyalurkan regulasi pasar modal Memberikan solusi atas pertanyaan investor dan wartawan Pengkinian data di <i>website</i> dan media sosial SSIA
Shareholders	<ul style="list-style-type: none"> Company annual performance Company direction and growth strategy Sustainability performance Corporate actions 	<ul style="list-style-type: none"> Annual GMS, Extraordinary GMS Public expose Correspondence Media/Press release and interviews Financial analyst gatherings Investor meetings 	<ul style="list-style-type: none"> Publishing Annual Reports and Sustainability Reports Developing adaptive company strategies Preparing regular performance reports Compiling press release Responding and aligning to capital market regulations Providing solutions to investor questions Updating data on the Company's website and social media.
Karyawan	<ul style="list-style-type: none"> Remunerasi dan tunjangan Pengembangan karier dan kesempatan pelatihan Keselamatan, kesehatan, dan kesejahteraan kerja Keseimbangan kehidupan kerja 	<ul style="list-style-type: none"> <i>Townhall</i> dan forum yang dipimpin oleh CEO atau senior manajemen, minimal 2 kali setahun Survei keterlibatan karyawan <i>Email</i> komunikasi internal <i>Employee gathering</i> dan aktivitas ekstrakurikuler 	<ul style="list-style-type: none"> Penjelasan arah Perseroan melalui forum <i>Town hall</i> Penetapan remunerasi Penilaian kinerja berbasis KPI, dilakukan berkala setiap tahun Sistem <i>Human Resources Information System</i> (HRIS) untuk memudahkan administrasi yang dibutuhkan karyawan Pelatihan dan pendidikan karyawan Penetapan peraturan dan pelatihan K3 secara berkala Pelaksanaan <i>employee gathering</i>
Employees	<ul style="list-style-type: none"> Remuneration and allowances Career development and training opportunities Occupational health, safety, and welfare Work-life balance 	<ul style="list-style-type: none"> <i>Townhall</i> and forum led by CEO or senior management, at least twice a year Employee engagement survey Internal communications email Employee gathering and extracurricular activities 	<ul style="list-style-type: none"> Explanation of the direction of the Company through the <i>Townhall</i> forum Determination of remuneration KPI-based performance appraisal, conducted annually Human Resources Information System (HRIS) to facilitate the administration needed by employees Employee training and education Establishment of regulations and regular OHS training Implementation of employee gathering

Pemangku Kepentingan Stakeholders	Topik Utama Key Concerns	Metode Pelibatan dan Frekuensi Method of Engagement and Frequency	Respons dan Tindak Lanjut Response and Follow Up
Eksternal External			
Pelanggan	<ul style="list-style-type: none"> • Produk dan kualitas layanan • Pelayanan pelanggan • Informasi keamanan dan kesehatan terkait produk dan layanan • Pengelolaan fasilitas Facility management 	<ul style="list-style-type: none"> • Survei kepuasan pelanggan dan tenant tahunan • Aplikasi untuk tenant • Komunikasi melalui social media dan website Perseroan 	<ul style="list-style-type: none"> • <i>Providing one-stop service for customers</i> di kawasan industri • <i>Tenant visit</i> • Survei pelanggan • Terus mengembangkan produk dan layanan yang berkelanjutan • Pengkinian data di social media dan website SSIA
Customers	<ul style="list-style-type: none"> • Product and service quality • Customer service • Safety and health information regarding products and services • Facility management 	<ul style="list-style-type: none"> • Annual customer and tenant satisfaction survey • Application for tenants • Communication through the Company's social media and corporate website 	<ul style="list-style-type: none"> • Providing one-stop service for customers in industrial areas • Tenant visit • Customer survey • Continue developing sustainable product and services • Updating data on the Company's website and social media
Pemerintah	<ul style="list-style-type: none"> • Kepatuhan dengan hukum dan peraturan yang berlaku • Implementasi dari tanggung jawab sosial 	<ul style="list-style-type: none"> • Forum Komunikasi • Laporan Keuangan, Laporan Tahunan dan Laporan Keberlanjutan 	<ul style="list-style-type: none"> • Pengembangan properti dan kawasan industri berbasis keberlanjutan • Implementasi kesehatan dan keselamatan kerja, serta perolehan sertifikasi seperti CHSE dan ISO 45001 • Membagikan praktik terbaik
Government	<ul style="list-style-type: none"> • Compliance with applicable laws and regulations • Implementation of social responsibility 	<ul style="list-style-type: none"> • Forum communication • Financial Report, Annual Report and Sustainability Report 	<ul style="list-style-type: none"> • Sustainability-based property and industrial estate development • Implementation of occupational health and safety, as well as obtaining certifications such as CHSE and ISO 45001 • Sharing best practices
Kontraktor	<ul style="list-style-type: none"> • Pemilihan partner sesuai peraturan • Kepatuhan terhadap peraturan • Evaluasi kinerja 	<ul style="list-style-type: none"> • <i>Vendor meeting</i> • <i>Vendor procurement process</i> • Kontrak kerja • Mekanisme penyerahan kerja 	<ul style="list-style-type: none"> • <i>SOP Procurement</i> • Dokumen evaluasi kinerja
Contractors	<ul style="list-style-type: none"> • Selection of partners according to regulations • Compliance with regulations • Performance evaluation 	<ul style="list-style-type: none"> • Vendor meeting • Vendor procurement process • Work contract • Work delivery mechanism 	<ul style="list-style-type: none"> • SOP Procurement • Performance evaluation documents

Pemangku Kepentingan Stakeholders	Topik Utama Key Concerns	Metode Pelibatan dan Frekuensi Method of Engagement and Frequency	Respons dan Tindak Lanjut Response and Follow Up
Partner Bisnis	<ul style="list-style-type: none"> • Kualitas produk dan jasa • Pemilihan partner sesuai peraturan • Kepatuhan terhadap peraturan • Evaluasi kinerja 	<ul style="list-style-type: none"> • Pengembangan kemitraan • Forum, komunitas, dan asosiasi 	<ul style="list-style-type: none"> • Menerbitkan Laporan Tahunan • Menyiapkan laporan kinerja rutin • Membagikan praktik terbaik
Business Partners	<ul style="list-style-type: none"> • Product and service quality • Selection of partners according to regulations • Compliance with regulations • Performance evaluation 	<ul style="list-style-type: none"> • Partnership development • Forums, communities, associations 	<ul style="list-style-type: none"> • Publishing Annual Reports • Preparing regular performance reports • Sharing best practices
Masyarakat Lokal	<ul style="list-style-type: none"> • Keterlibatan Perseroan dalam pengembangan masyarakat • Penyediaan lapangan kerja sesuai dengan company requirements 	<ul style="list-style-type: none"> • Kegiatan pengembangan masyarakat yang terjadwal dan berkelanjutan 	<ul style="list-style-type: none"> • <i>Program society management</i> dalam pengelolaan kawasan industri • Keterlibatan dalam program komunitas • Program TJSL
Local Communities	<ul style="list-style-type: none"> • Company involvement in community development • Provision of employment in accordance with company requirements 	<ul style="list-style-type: none"> • Scheduled and continuous community development activities 	<ul style="list-style-type: none"> • Society management program in industrial estate management • Involvement in community programs • CSR Programs



EDENHAUS SIMATUPANG

KINERJA KEBERLANJUTAN SUSTAINABILITY PERFORMANCE

KINERJA EKONOMI Economic Performance

“ **PERSEROAN MENGEMBANGKAN PILAR ESG DAN STRATEGI KEBERLANJUTAN, SERTA MEMETAKAN TOPIK MATERIAL SEBAGAI DASAR UNTUK MEMPERKUAT KINERJA KEBERLANJUTAN.** ”

The Company has developed the ESG Pillars and Sustainability Strategy, and mapped material topics to further improve its sustainability performance. ”

MEMBANGUN EKONOMI INDONESIA LEBIH BAIK

Kinerja ekonomi dikelola oleh Divisi Keuangan yang dievaluasi secara berkala oleh audit internal dan eksternal. Perseroan mengimplementasikan rencana bisnis jangka pendek dan jangka panjang sesuai dengan strategi yang ditetapkan. [3-3]

Hingga akhir tahun 2022, Perseroan memperoleh pendapatan bersih sebesar Rp3.615 miliar, di mana pendapatan tersebut mengalami peningkatan dibandingkan tahun lalu yang sebesar Rp2.353 miliar. Peningkatan ini didorong terutama oleh pemulihan yang kuat pada pendapatan konstruksi dan perhotelan. [201-1]

Informasi lengkap mengenai kinerja ekonomi dapat dilihat pada Laporan Tahunan 2022.

BUILDING A BETTER INDONESIAN ECONOMY

The economic performance is managed by the Finance Division and regularly evaluated by internal and external audits. The Company implements short- and long-terms business plans in accordance with the predetermined strategy. [3-3]

Until the end 2022, the Company posted Rp3,615 net revenues, went up compared to Rp2,353 billion in the previous year. This increase was driven primarily by a strong recovery in construction and hospitality revenue. [201-1]

Thorough information regarding economic performance is available in the 2022 Annual Report.

Perbandingan Target dan Realisasi Kinerja Keuangan Comparison between Target and Realized Financial Performance

Dalam Miliar Rupiah, kecuali dalam disebut lain
In Billion Rupiah, unless stated otherwise

Pencapaian Achievements	2022		2021		2020	
	Target	Realisasi Realization	Target	Realisasi Realization	Target	Realisasi Realization
Pendapatan Bersih Net Revenues	3.452	3.615	Mengalami penurunan dibandingkan tahun 2020	2.353	Mengalami penurunan dibandingkan tahun 2019	2.947
Laba (Rugi) Bersih Net Income (Loss)	134	176	Declined compared to 2020	(200)	Declined compared to 2019	(88)

Nilai Ekonomi Langsung dan Didistribusikan [201-1]
Direct Economic Value Generated and Distributed

Dalam Miliar Rupiah, kecuali dalam disebut lain
In Billion Rupiah, unless stated otherwise

Uraian Description	Periode Pelaporan Reporting Period		
	2022	2021	2020
Nilai Ekonomi Langsung yang Dihasilkan Direct Economic Value Generated			
I Pendapatan Bersih Net Revenues	3.615	2.353	2.947
Properti Property	623	520	652
Konstruksi Construction	2.456	1.665	2.082
Perhotelan Hospitality	595	191	220
Lain-lain Others	9	13	13
II Tambahan Addition			
Pendapatan Bunga Interest Income	22	23	44
Laba Penjualan Aset Tetap Gain on Sale of Fixed Assets	0	0	1
Lain-lain – bersih Others - net	254	52	48
Jumlah Nilai Ekonomi Langsung yang Dihasilkan Total Direct Economic Value Generated	3.891	2.428	3.040
Nilai Ekonomi Langsung Didistribusikan Direct Economic Value Distributed			
I Beban Langsung Direct Costs	(2.697)	(1.836)	(2.312)
II Beban Usaha Operating Expenses			
Penjualan Selling Expenses	(52)	(23)	(30)
Umum dan Administrasi General and Administrative Expenses	(528)	(433)	(485)
III Beban Lainnya Other Expenses			
Administrasi Bank Bank Charges	(6)	(4)	(3)
Kerugian Penurunan Nilai For Impairment	(14)	(8)	(21)
Depresiasi Properti Investasi Investment Properties Depreciation	(17)	(17)	(17)
Lain-lain Others	(28)	(1)	(0)
IV Beban Keuangan Financial Expenses	(234)	(222)	(202)
V Beban Pajak Penghasilan Final Final Income Tax Expenses	(83)	(57)	(76)
VI Realisasi Penggunaan Dana TJSL CSR Fund Utilization Realization	(1,3)	(1,0)	(0,9)
Jumlah Nilai Ekonomi Langsung Didistribusikan Total Direct Economic Value Distributed	(3.660)	(2.602)	(3.147)
Nilai Ekonomi Langsung Lainnya Other Direct Economic Value Generated			
I Bagian Laba (Rugi) Entitas Asosiasi & Ventura Bersama Equity in Net Earning (Loss) of Associate Entity & Joint Ventures	(9)	(23)	4
II Manfaat Pajak Penghasilan Income Tax Benefit	(15)	5	23
III Kepentingan Non Pengendali Non-Controlling Interest	32	9	10
Jumlah Nilai Ekonomi Langsung Lainnya Total Other Economic Value Generated	8	(9)	37
Jumlah Nilai Ekonomi Langsung yang Ditahan Total Direct Economic Value Retained	176	(200)	(88)

Perseroan meningkatkan kesadaran atas pentingnya mitigasi perubahan iklim yang dapat berdampak pada kinerja keuangan. Dari hasil penilaian awal, risiko iklim, seperti perubahan cuaca ekstrim dan bencana alam berhubungan erat pada proses bisnis di sektor konstruksi dan properti. Perseroan mengidentifikasi pengaruh perubahan iklim dengan memetakan risiko transisi dan risiko fisik ke dalam tiga pilar bisnis Perseroan. [201-2]

The Company raises awareness of the importance of climate change mitigation that may affect financial performance. Based on the results of the initial assessment, climate risks, such as extreme weather changes and natural disasters are closely related to business processes in the construction and property sectors. The Company identifies the impacts 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
[201-2]

Risiko Iklim Climate Risks	Risiko dan Kesempatan Risks and Opportunities	Bisnis Pilar yang Terkait Related Business Pillars
Risiko Transisi Transition Risk		
Standar Desain Bangunan	Penerapan standar desain bangunan yang berkelanjutan akan mempengaruhi biaya pembangunan dan kebutuhan investasi teknologi yang lebih tinggi. Peluang untuk masa depan dengan menerapkan standar desain tersebut pada akan memberikan efisiensi di jangka panjang dan dapat menghemat biaya operasional.	Properti, Konstruksi, Perhotelan
Building Design Standard	The application of sustainable building design standards will affect construction costs and require higher technology investment. By applying these design standards, future opportunities will provide long-term efficiency and operational costs savings.	Property, Construction, Hospitality
Biaya Konstruksi	Penerapan efisiensi energi dan <i>green building</i> membutuhkan <i>green feature</i> dan penggunaan material berkelanjutan, 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.	Properti, Konstruksi
Construction Cost	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.	Property, Construction
Risiko Fisik Physical Risk		
Banjir dan Bencana Alam Lainnya akibat Perubahan Iklim	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.	Properti, Konstruksi, Perhotelan
Floods and Other Natural Disasters Caused by Climate Change	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.	Property, Construction, Hospitality

Perseroan juga telah melaksanakan kewajiban untuk membayar pajak dan turut berkontribusi dalam Pembangunan Daerah melalui anak usaha dan unit usaha Perseroan yang tersebar di beberapa daerah di Indonesia. Selain itu, selama tahun 2022, Perseroan tidak mendapatkan bantuan finansial dari Pemerintah. [201-4]

Perseroan juga memberikan kesempatan 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 kegiatan usahanya yaitu dengan melakukan rekrutmen terhadap masyarakat lokal dan pemasok lokal. Sepanjang tahun 2022, kami melakukan rekrutmen terhadap masyarakat lokal di sekitar wilayah operasional untuk menjadi karyawan sebanyak 47,2% untuk PT Surya Internusa Hotels (SIH)/BATIQA Hotels, 60% untuk PT Suryacipta Swadaya (Suryacipta), dan 27% untuk PT Suryalaya Anindita International (SAI). Sebanyak 18% pemasok LXR juga merupakan pemasok lokal. [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 addition, in 2022, 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 2022, 47.2% of employees of subsidiary PT Surya Internusa Hotels (SIH)/BATIQA Hotels, 60% of employees of subsidiary PT Suryacipta Swadaya (Suryacipta), and 27% of employees of subsidiary PT Suryalaya Anindita International (SAI) were local employees originating from the surrounding areas. In addition, 18% of LXR's suppliers were also local. [203-2][204-1]



KINERJA LINGKUNGAN Environmental Performance

MEWUJUDKAN GREEN BUILDING [3-3]

Perseroan telah menerapkan konsep *Green Construction* pada sistem bangunan dan efisiensi konsumsi energi untuk mewujudkan *Green Building* sebagai bentuk inisiatif kami untuk mendukung pembangunan yang berkelanjutan. Unit Usaha Konstruksi Perseroan telah memperoleh 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 *pioneer* kota yang berkelanjutan dengan mengusung konsep *Smart and Sustainable City* berbasis *Internet of Things* (IoT). Konsep tersebut diterapkan melalui penerapan *Green Building*, *Smart Environment System*, dan *Water Sensitive Urban Design* (WSUD). Melalui WSUD, siklus hidrologi perkotaan akan terus terjaga dan dapat meningkatkan keanekaragaman hayati di sekitar koridor sungai.

SSIA HOLDING

Selama tahun 2022, Perseroan telah mengalokasikan Rp1,61 miliar untuk biaya pengelolaan lingkungan hidup. Biaya pengelolaan lingkungan ini sebagian besar digunakan untuk perawatan kebun dan tanaman; pengelolaan dan pembuangan sampah, program penghijauan, analisis kualitas udara dan kebisingan, uji emisi, *pest control*, serta pengelolaan limbah.

REALIZE GREEN BUILDING [3-3]

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 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.

SSIA HOLDING

In 2022, the Company allocated Rp1.61 billion for environmental management spending. Most of the environmental management spending was used for gardening and plant maintenance; waste management and disposal, replanting program, air quality and noise analysis, emission test, pest control, and waste treatment.

Instalasi Pembangkit Listrik Tenaga Surya (PLTS) Atap

Pada tahun 2021, PT Suryacipta Swadaya (Suryacipta) berkolaborasi dengan PT Xurya Daya Indonesia (Xurya) untuk melakukan instalasi Pembangkit Listrik Tenaga Surya (PLTS) pada beberapa area yaitu gedung perkantoran The Manor, area komersil The Promenade, area *Water Treatment Plant*, serta area Sekolah Menengah Kejuruan (SMK) Suryacipta. Pada tahun 2022, Kami telah meningkatkan kapasitasnya menjadi 218 kWp.

Perseroan menerapkan “*Leading by Example*” dengan harapan dapat mendorong para *tenant* untuk beralih menggunakan Energi Baru Terbarukan (EBT) yang ramah lingkungan. Dari instalasi PLTS yang telah dilakukan, alokasi biaya untuk listrik menurun dan emisi karbon yang dihasilkan dapat tereduksi. Inisiatif ini merupakan 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).

Energi dan Emisi

Perseroan membutuhkan energi seperti listrik, petrol, solar, dan LPG untuk mendukung kegiatan operasional Perseroan. Konsumsi berbagai energi dengan jumlah yang tinggi berbanding lurus dengan emisi gas rumah kaca (GRK) pada cakupan 2 yang dihasilkan. Untuk melakukan pengelolaan energi secara maksimal, Perseroan menggunakan penerangan dengan *light emitting diodes* (LED) dan *solar panel*. [3-3]

Sepanjang tahun 2022, Perseroan mengkonsumsi energi yang berasal dari listrik, petrol, solar dan LPG hingga mencapai 150.817 GJ. Dari nilai konsumsi tersebut, Perseroan menghasilkan emisi GRK cakupan 2 sebesar 5.649 ton CO₂ eq. Hingga akhir tahun 2022, Perseroan belum melakukan perhitungan konsumsi energi di luar Perseroan, emisi yang berasal dari pemakaian energi oleh pihak-pihak di luar kendali Perseroan, emisi *Ozone Depleting Substance* (ODS), maupun emisi signifikan lainnya seperti NOx dan SOx. [302-2][305-3][305-6][305-7]

Rooftop Solar Panels Installation

In 2021, PT Suryacipta Swadaya (Suryacipta) partnered with PT Xurya Daya Indonesia (Xurya) to install solar panels in several areas i.e. The Manor office building, The Promenade commercial area, the Water Treatment Plant area, as well as Suryacipta Vocational High School (SMK). In 2022, the Company had increased its solar panels' capacity to 218 kWp.

The Company implements “*Leading by Example*” mindset to encourage tenants to switch to the 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.

Energy and Emissions

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 scope 2 greenhouse gas (GHG) emissions. In order to optimally manage energy, the Company uses light emitting diodes (LED) lights and solar panels. [3-3]

Throughout 2022, the Company consumed a total of 150,817 GJ energy derived from electricity, petrol, diesel and LPG. As a result, the Company produced 5,649 tons of CO₂ eq scope 2 GHG emissions. As of end of 2022, the Company had yet to calculate energy consumption outside the Company, emissions originated from energy use by parties outside the Company's control, *Ozone Depleting Substance* (ODS) emissions, or other significant emissions such as NOx and SOx. [302-2][305-3][305-6][305-7]

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

Uraian Descriptions	Sumber Energi Energy Source	Satuan Unit	2022*	2021**	2020**
Listrik* Electricity		kWh	36.857.588	33.325.484	32.317.048
		GJ	132.687	119.971	116.341
Emisi yang Dihasilkan Emissions Produced		Ton CO ₂ eq	4.427	4.002	3.881
Petrol		Liter	124.085	91.981	95.293
		GJ	4.344	3.220	3.336
Kantor Pusat dan Unit Usaha	Emisi yang Dihasilkan Emissions Produced	Ton CO ₂ eq	304	226	234
Head Office and Business Units	Solar	Liter	70.142	76.770	81.104
	Diesel	GJ	2.693	2.948	3.114
Emisi yang Dihasilkan Emissions Produced		Ton CO ₂ eq	189	207	219
LPG		Liter	443.679	251.860	255.749
		GJ	11.093	6.297	6.394
Emisi yang Dihasilkan Emissions Produced		Ton CO ₂ eq	729	414	421
Jumlah Konsumsi Energi Total Energy Consumed		GJ	150.817	132.436	129.185
Jumlah Karyawan Total Employees		Orang People	2.633	2.441	2.533
Intensitas Energi Energy Intensity		GJ/Orang GJ/People	57,28	54,26	51,00
Jumlah Emisi yang Dihasilkan Total Emissions Produced		Ton CO ₂ eq	5.649	4.849	4.755
Intensitas Emisi Emission Intensity		Ton CO ₂ eq / Orang Ton CO ₂ eq / People	2,15	1,99	1,88

Keterangan:

- Perhitungan energi listrik;
- Holding: hanya mencakup Tempo Scan Tower;
- Unit Hotel (GMJ, MBH, LXR, BATIQA): mencakup public area dan guest;
- SCS: tidak mencakup tenant;

SEP : hanya mencakup head office;
TCP : hanya mencakup Glodok Plaza.

* Data tidak termasuk SLP.

** Penyajian kembali informasi karena adanya perubahan metode perhitungan. [2-4]

Description:

- Electrical energy calculation;
- Holding: only included Tempo Scan Tower;
- Hospitality units (GMJ, MBH, LXR, BATIQA): included public areas and guests;
- SCS: did not include tenants;

SEP : only included head office;
TCP : only covered Glodok Plaza.

* Data did not include SLP.

** Restatement due to changes in calculation methods. [2-4]

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

- Penggantian *chiller* dari sistem pendingin udara menjadi sistem pendingin air;
- Penggantian *cooling tower* serta menambah *heat pump* dan *heat plate exchanger*;
- Menggunakan sistem AC yang hemat energi dan ramah lingkungan dengan mengganti AC non-inverter ke AC inverter. Sistem ini dapat menurunkan konsumsi energi listrik sebesar 3% per unit AC;
- Penggantian *system booster pump* dari non-inverter ke inverter yang menurunkan 20% konsumsi energi listrik;
- Mengganti 800 unit *garden lamp* 23 watt dengan lampu LED 5 watt. Upaya ini berhasil mengurangi konsumsi energi listrik sebesar 3.024 kWh (78%); dan
- Mengganti seluruh *bathroom lamp* di kamar tamu (*guest room*) dengan lampu LED 5 watt. Upaya ini berhasil menurunkan konsumsi energi listrik sebesar 500 kWh (76%).

Perseroan telah menerapkan *environmental management system* (EMS) yang meliputi *environmental and social sustainability policy* pada Melia Bali Hotel. Mereka membentuk *green team*, melakukan pemeriksaan pemakaian energi dan air setiap tahun. [302-4][302-5][305-5][413-2]

Dalam mewujudkan konsep ramah lingkungan pada setiap sektor, Perseroan telah menggunakan panel surya pada *Wastewater Treatment Plan* (WWTP) Organica pada saat pengelolaan limbah. Dari pemasangan panel surya ini, biaya yang dialokasikan untuk pembayaran listrik mengalami penurunan. Perseroan juga melakukan pelepasan dan pemasangan *Turbine Meter* dan *EVC Maintenance* serta penggantian *cartridge gas filter* secara berkala sebagai upaya untuk menciptakan operasi yang lebih ramah lingkungan. [305-5]

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

- Replaced air cooling system chiller with water cooling system chiller;
- Replaced cooling tower and adding heat pump and heat plate exchanger;
- 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;
- Replaced booster pump system from non-inverter to inverter that reduced energy consumption by 20%;
- Replaced 800 23-watt garden lights with 5-watt LED lights. This effort successfully reduced electricity consumption by 3,024 kWh or 78%; and
- Replaced all bathroom lights in the guest rooms with 5-watt LED lights. This effort successfully reduced electricity consumption by 500 kWh or 76%.

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. [302-4][302-5][305-5][413-2]

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. [305-5]

Air dan Efluen [303-2]

Perseroan menggunakan sumber air yang berasal dari air permukaan, air tanah, air yang diproduksi, serta air yang berasal dari pihak ketiga. Perseroan sangat memperhatikan sumber-sumber air yang digunakan agar tetap tersedia dengan melakukan metode *reuse, reduce & recycle* (3R). Upaya lainnya untuk menghemat penggunaan air, di antaranya merawat *water treatment cooling tower* dan *condenser chiller-heat pump*; merawat alat pengolahan air laut menjadi air tawar dengan sistem *Sea Water Reverse Osmosis* (SWRO), serta memakai *variable speed pump* untuk mendistribusikan air ke area hotel. [3-3] [303-1]

Penggunaan Air (m³) Water Consumption (m³)

Sumber Air	Pengambilan Air* [303-3] Water Withdrawal*			Konsumsi/Penggunaan Air** [303-5] Water Consumption**			Water Source
	2022	2021	2020	2022	2021	2020	
Air Permukaan	5.767.913	5.372.181	5.033.316	5.812.405	5.372.620	5.048.018	Surface Water
Air Tanah	145.228	127.933	107.087	29.898	128.730	108.528	Groundwater
Air yang Diproduksi	-	-	-	26.550	89.611	103.368	Produced Water
Air yang Berasal dari Pihak Ketiga	98.180	68.905	61.934	169.722	126.492***	105.714***	Water from Third Party
Jumlah	6.011.381	5.569.019	5.202.337	6.038.575	5.717.453***	5.365.628***	Total

* Penghitungan pengambilan air mencakup: SAM, SIH, SCS (mencakup tenant seluruh kawasan), SLP, dan TCP untuk tahun 2021 dan 2020, dan mencakup SAM, SIH, SCS (mencakup *tenant* seluruh kawasan), dan TCP untuk tahun 2022

** Penghitungan konsumsi air mencakup: MBH, SAM, SIH, SCS (mencakup tenant seluruh kawasan), SEP, dan TCP.

*** Penyajian kembali informasi [2-4]

Water and Effluent [303-2]

The Company uses water sourced from surface water, ground water, produced water, and water from third parties. 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 SWRO (Sea Water Reverse Osmosis) equipment to treat sea water into fresh water, and using variable speed pumps to distribute water to hotel areas. [3-3][303-1]

The Company consistently complies with the National Environmental Standards regarding quality standards for effluent to be discharged into the environment. The Company's subsidiary Suryacipta commissions the installation of Organica Organic Wastewater Treatment Plant green technology that uses aerobic bacteria such as protozoa and rotifers. Likewise, the Company's subsidiary TCP treats wastewater by using Sewage Treatment Plant (STP) to be used for watering plants and the rest is discharged into the canal. [303-3]

Perseroan selalu mematuhi Standar Lingkungan Nasional mengenai baku mutu kualitas efluen yang akan dibuang ke lingkungan. Salah satu anak usaha kami, yaitu Suryacipta menerapkan *commissioning* instalasi pengolahan air limbah dengan memanfaatkan Teknologi Hijau Organica dengan memanfaatkan bakteri *aerobic* seperti *protozoa* dan *rotifer*. Sementara itu, anak usaha lainnya, yaitu TCP, mengelola efluen dengan menggunakan *Sewage Treatment Plan* (STP). Adapun hasil dari *water treatment* digunakan kembali untuk menyiram tanaman dan sisanya dibuang ke saluran. [303-3]

Instalasi Pengolahan Air Limbah Terpadu (WWTP Organica) tahap 1 telah dibangun sejak September 2016 dan diresmikan pada November 2018. Pengembangan Organica tahap 1B yang selesai pada Juni 2020 dan telah menghasilkan total kapasitas 10.000 m³/hari. Dengan adanya WWTP Organica, Kawasan Industri Suryacipta berhasil mengurangi pencemaran sungai yang dibuktikan dengan telah terpasangnya peralatan SPARING KLHK yakni sistem monitoring kualitas air limbah secara terus menerus yang dilakukan dalam suatu jaringan yang terintegrasi secara *real-time* serta *online* ke *database server* Kementerian Lingkungan Hidup dan Kehutanan RI. Selain itu, Perseroan juga turut mendukung Program Citarum Harum yang dilakukan oleh Pemerintah Provinsi Jawa Barat.

The construction of Phase 1 Organica Organic Wastewater Treatment Plant began in September 2016 and the plant was inaugurated in November 2018. The Organica Phase 1B development was completed in June 2020 with a total capacity of 10,000 m³ per 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 addition, the Company also supports the Citarum Harum Program implemented by the West Java Provincial Administration.

Selama tahun 2022, Perseroan menghasilkan efluen sebesar 4.847.992 m³, meningkat dibandingkan tahun 2021 yaitu sebesar 4.601.712 m³.

The Company produced 4,847,992 m³ of effluent in 2022, went up compared to 4,601,712 m³ in 2021.

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

Sumber Air	2022	2021	2020	Water Source
Air Permukaan	4.749.209	4.577.691	4.040.095	Surface Water
Air Tanah	29.898	13.826	8.714	Groundwater
Air yang Diproduksi	68.885	10.195	7.977	Produced Water
Jumlah	4.847.992	4.601.712	4.056.786	Total

* Penghitungan air limbah (efluen) 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

Penggunaan Material

Kualitas dan ketersediaan material produk menjadi hal yang utama dalam operasional Perseroan, khususnya bagi SCS dan TCP yang bergerak dalam sektor properti. Adapun material yang digunakan untuk pembangunan properti merupakan material tidak terbarukan yang tidak dapat dihindari seperti aspal, sirtu, *limestone*, pasir, semen, besi, bata merah, baja ringan, batu split, batu kali, alumunium, genteng, marmer, dan kaca untuk proyek pembangunan, renovasi, dan *refurbishment* properti. [3-3]

Materials Usage

The quality and availability of product materials remain the Company's main priority with regard to its operations, especially for subsidiaries SCS and TCP that are engaged in the property sector. The materials used for property development are non-renewable materials, such as asphalt, sandstone, limestone, sand, cement, iron, red brick, mild steel, split stone, river stone, aluminum, tile, marble, and glass. The Company uses these materials for property development, renovation, and *refurbishment* projects. [3-3]

Di sisi lain, Perseroan juga 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 Perseroan lakukan yaitu memanfaatkan *wooden deck* untuk penutup *manhole pump room* dan penggunaan plastik *biodegradable* dari singkong. [301-2]

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 utilizing wooden decks to build the manhole pump room cover, as well as biodegradable plastic made from cassava. [301-2]

Hingga akhir 2022, sektor properti Perseroan, yaitu Suryacipta menggunakan 7.918 ton material, nilai tersebut mengalami penurunan dibandingkan tahun 2021 yaitu sebesar 12.897,2 ton. [301-1]

As of end of 2022, the Company's property subsidiary Suryacipta used 7,918 tons of materials, went down compared to 12,897.2 tons in 2021. [301-1]

Pengelolaan Limbah

Seluruh kegiatan operasional Perseroan menghasilkan beberapa jenis limbah, baik limbah berbahaya dan beracun (B3) maupun non-B3. Adapun limbah B3 yang dihasilkan Perseroan berupa oli bekas, lampu bekas, baterai, tinta (*cartridge*) bekas, pecahan kaca, peralatan elektronik bekas, kemasan bekas (jerigen, botol kimia, kaleng cat, *thinner*, *greasing*), serta masker. Sementara limbah non-B3 yang dihasilkan berupa sampah organik maupun non-organik, seperti sampah kering, sampah plastik, sampah basah, dan sampah kebun. [3-3]

Waste Management

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. [3-3]

Cara pengelolaan limbah Perseroan berbeda-beda, bergantung pada setiap unit usahanya. Pada unit usaha Melia Bali Hotel, tidak dilakukan pengelolaan limbah di area hotel, tetapi dilakukan oleh pihak ketiga. Dari hasil pengelolaan sampah organik, Perseroan menjadikannya sebagai kompos. Sementara untuk NRCA, pengelolaan dimulai dengan mengidentifikasi dan memisahkan jenis limbah. Lmbah non-B3 akan dibuang ke tempat yang telah ditentukan kemudian dikelola oleh pihak ketiga yg sudah tersertifikasi, sementara limbah B3 akan ditampung di penampungan sementara yang selanjutnya diserahkan kepada pihak ketiga. [306-1][306-2]

The Company's waste management varies for each business unit. At business unit Melia Bali Hotel, waste treatment is not carried out in the hotel area, but by a third party. From the treatment of organic waste treatment, the Company receives compost. For NRCA, treatment begins by identifying the type of waste, then separating B3 and non-B3 waste. Non-B3 waste will be disposed of in a designated location, whereas B3 waste will be accommodated in a temporary shelter to be handed over to a third party. [306-1][306-2]

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

Total Waste Produced (Tons)

Jenis Limbah	2022	2021	2020	Type of Waste
Limbah B3	15,5	14,5	3,0	B3 Waste
Limbah Non-B3	205,5	403,2	286,6	Non-B3 Waste
Jumlah Limbah yang Dihasilkan	221,0	417,7	289,7	Total Waste Produced

Keanekaragaman Hayati

Seluruh unit usaha Perseroan tidak ada yang berada di area hutan lindung atau ekosistem terproteksi. 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.

Biodiversity

None of the Company's business units are located in protected forest areas or protected ecosystems. 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 New Zealand cabbage tree. Therefore, the Company seeks to maintain those trees and ensure that the ecosystems around the Company's business areas remain green and sustainable.



KINERJA SOSIAL
Social Performance

MEMBANGUN HARMONISASI BERSAMA INSAN PERSEROAN

Keberagaman dan Kesetaraan

Berdasarkan peraturan mengenai tenaga kerja yang diatur dalam Peraturan Perusahaan (PP) dan Perjanjian Kerja Bersama (PKB), setiap karyawan mendapatkan perlakuan yang adil tanpa adanya diskriminasi, baik gender, ras, suku, maupun agama. Kami memastikan tidak ada pekerja anak dan praktik kerja paksa. Pembagian kerja dikelompokkan berdasarkan bidang dan kemampuan agar tercipta lingkungan kerja yang kondusif dan aman. [2-30]

Komposisi Karyawan

Bagi kami, karyawan merupakan aset terpenting untuk memastikan kinerja usaha yang optimal dalam menyediakan produk dan layanan terbaik bagi pelanggan. Sampai akhir tahun 2022, Perseroan mempekerjakan 2.633 karyawan, terdiri dari 2.074 (78,8%) karyawan laki-laki dan 559 (21,2%) karyawan perempuan. Sementara jumlah karyawan perempuan di posisi manajemen adalah 86 karyawan atau 3,3%. [2-7][2-8]

Komposisi Karyawan Berdasarkan Jenis Kelamin

Employee Composition by Gender

Jenis Kelamin Gender	2022	2021	2020
Laki-laki Male	2.074	1.944	2.040
Perempuan Female	559	497	493
Jumlah Total	2.633	2.441	2.533

DEVELOPING HARMONY WITH THE COMPANY'S EMPLOYEES

Diversity and Equality

Pursuant to the regulations on workforce stipulated by Corporate Regulations and Collective Labor Agreement (CLA), every employee receives fair treatment without discrimination based on gender, race, ethnicity, or religion. We ensure that there are no child labor and forced labor practices. The division of work is grouped based on fields and capabilities in order to create a conducive and safe work environment. [2-30]

Employee Composition

We believe employees are the most important asset to ensure optimal business performance in providing the best products and services to our customers. As of end of 2022, the Company employed 2,633 employees consisting of 2,074 (78.8%) male employees and 559 (21.2%) female employees. In addition, we employed 86 female employees in managerial positions or 3.3%. [2-7][2-8]

Komposisi Karyawan Berdasarkan Jabatan

Employee Composition by Position

Jabatan Position	2022		2021		2020	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
Direktur/Setara Direktur Director/Director Equivalent	55	4	75	6	67	2
GM/Senior Manager	197	82	203	101	219	93
Supervisor	401	137	402	104	403	120
Tenaga Profesional Professional	1.421	336	1.264	286	1.351	278
Jumlah Total	2.074	559	1.944	497	2.040	493

Komposisi Karyawan Berdasarkan Kelompok Usia

Employee Composition by Age Group

Kelompok Usia (Tahun) Age Group (Years)	2022		2021		2020	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
> 55	143	20	133	11	137	12
45-55	696	143	694	138	720	149
35-44	604	144	592	142	626	118
25-34	471	194	453	172	478	172
17-24	160	58	72	34	79	42
Jumlah Total	2.074	559	1.944	497	2.040	493

Komposisi Karyawan Berdasarkan Tingkat Pendidikan

Employee Composition by Education Level

Tingkat Pendidikan Education Level	2022		2021		2020	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
Strata 2 Postgraduate Degree	35	17	37	14	31	8
Strata 1 Bachelor's Degree	446	189	408	167	468	154
Diploma Associate Degree	415	176	312	139	332	148
Non-Akademik/SLTA Non-academic/High School	1.178	177	1.187	177	1.209	183
Jumlah Total	2.074	559	1.944	497	2.040	493

Komposisi Karyawan Berdasarkan Status Ketenagakerjaan

Employee Composition by Employment Status

Status Ketenagakerjaan Employment Status	2022		2021		2020	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
Tetap Permanent	1.500	411	1.539	394	1.637	382
Tidak Tetap Contract	574	148	405	103	403	111
Jumlah Total	2.074	559	1.944	497	2.040	493

Rekrutmen Karyawan

Rekrutmen karyawan juga dilakukan tanpa membedakan gender, suku, agama, golongan, usia, serta pilihan politik. Pada tahun 2022, Perseroan merekrut 440 karyawan baru yang terdiri dari 114 karyawan perempuan (25,91%) dan 326 karyawan laki-laki (74,09%). Jumlah tersebut meningkat sebanyak 72,5% dibandingkan tahun sebelumnya. Peningkatan perekrutan karyawan baru disebabkan oleh bisnis yang mulai aktif dan bergerak kembali setelah berakhirnya pandemi COVID 19. Perputaran karyawan (*turnover*) sebesar 10,3% untuk karyawan laki-laki dan 10,4% untuk karyawan perempuan. [401-1]

Employee Recruitment

Employee recruitment is carried out without discrimination based on gender, ethnicity, religion, class, age, or political choice. In 2022, the Company recruited 440 new employees consisting of 114 female employees (25.91%) and 326 male employees (74.09%), went up by 72.5% compared to the previous year. The increase in the recruitment of new employees was due to businesses that started to rejuvenate following the end of the COVID 19 pandemic. Employee turnover rate was recorded at 10.3% for male employees and 10.4% for female employees. [401-1]

Tingkat Perputaran (*Turnover*) Karyawan

Employee Turnover Rate

Uraian Description	2022		2021		2020	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
Karyawan Masuk Employee Joining	326	114	88	33	62	27
Karyawan Keluar Employee Leaving	207	55	184	29	318	204
Rasio Perputaran Karyawan Turnover Rate	10,3%	10,4%	9,2%	5,9%	14,7%	35,1%

Karyawan Baru Berdasarkan Kelompok Usia

New Employee by Age Group

Kelompok Usia (Tahun) Age Group (Years)	2022		2021		2020	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
< 30	193	81	42	17	27	16
30-50	127	31	43	16	30	10
> 50	6	2	3	0	5	1
Jumlah Total	326	114	88	33	62	27

Remunerasi dan Tunjangan Karyawan

Perseroan memiliki sistem remunerasi berdasarkan tingkat jabatan, kompetensi, serta pendidikan secara adil dan merata, sehingga tidak ada remunerasi yang disebabkan oleh alasan diskriminasi. Pemberian upah/gaji karyawan juga disesuaikan dengan ketentuan Upah Minimum Regional (UMR) yang ditetapkan pemerintah. Perseroan menyediakan program kesejahteraan, seperti tunjangan dan bonus, yang ditentukan berdasarkan capaian kinerja dan kondisi Perseroan. Tunjangan yang diberikan, di antaranya tunjangan hari raya, asuransi dan biaya kesehatan, serta cuti kerja sesuai peraturan. [401-2]

Perseroan memiliki program pensiun melalui Badan Penyelenggara Jaminan Sosial (BPJS) Ketenagakerjaan dan mencadangkan dana untuk pensiun/PHK sesuai dengan aturan perundang-undangan yang berlaku. Selama tahun 2022, Perseroan mencadangkan dana bagi karyawan yang pensiun, yakni yang telah berusia 55 tahun. [201-3] [401-2]

Perseroan juga memberikan hak cuti melahirkan (*parental leave*) bagi karyawannya sebagaimana diatur dalam Peraturan Perseroan. Hak cuti diberikan selama 3 bulan untuk karyawan perempuan 2 hari untuk karyawan laki-laki jika istri karyawan melahirkan. [401-3]

PENGEMBANGAN KOMPETENSI INSAN PERSEROAN

Perseroan secara aktif dan konsisten menyelenggarakan berbagai program pelatihan sesuai dengan kebutuhan karyawan guna mengembangkan kompetensi seluruh Insan. Divisi yang bertanggung jawab dalam perencanaan serta pengelolaan dampak pendidikan dan pelatihan yaitu Human Resources Department (HRD). Kemudian, HRD akan memberikan laporan kinerja SDM kepada Presiden Direktur. Program pendidikan dan pelatihan yang diberikan bagi karyawan akan dievaluasi secara berkala dengan merujuk pada Kamus Kompetensi

Employee Remuneration and Benefits

The Company has implemented remuneration system based on level of position, competence, and education in a fair and equitable manner without discrimination. Employee wages/salaries are also in line with the provisions of the Regional Minimum Wage (UMR) set by the government. The Company implements welfare programs, such as benefits and bonuses that are determined based on the Company's performance achievements and conditions. The aforementioned benefits include holiday allowances, insurance and medical expenses, as well as work leave in accordance with applicable regulations. [401-2]

The Company has implemented pension program through the BPJS Employment and reserves funds for retirement/layoffs in accordance with applicable laws and regulations. In 2022, the Company reserved funds for retired employees i.e. those who were 55 years old. [201-3][401-2]

The Company also provides parental leave to its employees as stipulated in the Corporate Regulations. Female employees receive 3-month parental leave whereas male employees receive 2-days parental leave. [401-3]

EMPLOYEES' COMPETENCY DEVELOPMENT

The Company actively and consistently implements various training programs in accordance with the needs of all employees in order to develop their competence. In this regard, Human Resources Department (HRD) is responsible for planning and administering education and training. Moreover, HRD will submit HR performance reports to the President Director. The education and training programs provided to employees will be evaluated periodically by referring to the Competency Dictionary and Training Curriculum that had been approved in

dan Kurikulum *Training* yang telah disetujui pada tahun 2020 dan 2021. Selain itu, secara berkala, Perseroan meninjau kinerja dan pengembangan karier pada seluruh (100%) karyawan. [3-3][404-3]

Selama tahun 2022, Perseroan menyelenggarakan kegiatan pelatihan bagi karyawan sebanyak 3.848 jenis program dengan total waktu pelatihan selama 43.595 jam. Topik pelatihan yang diberikan mengacu pada Kurikulum *Training* yaitu terkait dengan orientasi karyawan, *management training*, standar prosedur operasional, komunikasi efektif, sistem komputer, merek dagang, dan *soft skill training*. [404-1][404-2]

2020 and 2021. In addition, the Company periodically reviews the performance and career development of all employees. [3-3][404-3]

In 2022, the Company held training activities for employees consisting of 3,848 programs with a total training time of 43,595 hours. The training subjects referred to the Training Curriculum and consisted of employee orientation, management training, standard operating procedures, effective communication, computer systems, trademarks, and soft skills training. [404-1][404-2]

Karyawan yang Menerima Tinjauan Rutin dan Pengembangan Karier [404-3] Employees Receiving Regular Reviews and Career Development

Karyawan Employee	2022*				2021				2020			
	Pria Male	%	Wanita Female	%	Pria Male	%	Wanita Female	%	Pria Male	%	Wanita Female	%
Tetap Permanent	834	55,6	297	72,3	106	6,9	26	6,6	110	6,7	24	6,3
Tidak Tetap Contract	345	60,1	128	86,5	171	42,2	44	42,7	176	43,7	54	48,6

Keterangan: | Note:
*Data tidak termasuk SLP. | Data not included SLP.

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

Uraian Description	Satuan Unit	2022*	2021	2020
Jumlah Jam Pelatihan Total Training Hours	Jam Hours	19.992	15.032	11.250
Jumlah Peserta Pelatihan Total Training Participants	Orang People	25.719	19.547	17.133
Jumlah Program Pelatihan Total Training Programs	Program Programs	3.848	2.691	2.967
Rata-rata Jam Pelatihan Average Training Hours	Jam/Tahun/Karyawan Hours/Year/Employee	7,6	6,2	4,4

Keterangan: | Note:
*Data tidak termasuk SLP. | Data not included SLP.

Jumlah Jam Pelatihan Perseroan Tahun 2022 (Jam) [401-1]

Number of Company Training Hours in 2022 (Hours)

Kategori Karyawan Employee Category	2022		2021		2020	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
Tetap Permanent	6.178	2.993	1.910	1.291	1.715	793
Tidak Tetap Contract	8.176	2.644	8.673	3.158	5.888	2.854
Jumlah Total		19.992		15.032		11.250

Keterangan: | Note:
* Data tidak termasuk SLP. | Data not included SLP.

Rata-rata Jam Pelatihan Perseroan Tahun 2022 (Jam/Tahun/Karyawan) [401-1]

Number of Company Training Hours in 2022 (Hours/Year/Employee)

Kategori Karyawan Employee Category	2022		2021		2020	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
Tetap Permanent	4,1	7,3	1,2	3,3	1,0	2,1
Tidak Tetap Contract	14,2	17,9	21,4	30,7	14,6	25,7

Keterangan: | Note:
* Data tidak termasuk SLP. | Data not included SLP.

Dalam rangka peningkatan pemahaman karyawan terkait dengan kinerja berkelanjutan, beberapa divisi kami mengikuti beberapa pelatihan terkait dengan kinerja berkelanjutan pada tahun 2022, antara lain: [2-17]

In order to improve employees' understanding of sustainable performance, a number of our divisions participated in several trainings related to sustainable performance in 2022, as follows: [2-17]

1. Global Macro Conference - Asia Pacific by Goldman Sachs, 2022, 25-26 Januari 2023
2. Fundamentals of Environmental Social & Governance (ESG) Investment, 20-21 June 2022
3. The Challenges and Opportunities of Management Accounting in New Business Environment by The Asia-Pacific Management Accounting Association 25 Agustus 2022
5. Enhancing your ESG Reporting by IDX-PwC, 31 Agustus 2022
6. ESG Landscape in Indonesia and Material ESG Issues (MEIs) – by IDX - Morningstar Sustainalytics, 25 October 2022

1. Global Macro Conference - Asia Pacific by Goldman Sachs, 2022, 25-26 January 2023
2. Fundamentals of Environmental Social & Governance (ESG) Investment, 20-21 June 2022
3. The Challenges and Opportunities of Management Accounting in New Business Environment” by The Asia-Pacific Management Accounting Association “ 25 August 2022
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Keselamatan dan Kesehatan Kerja (K3) Insan Perseroan

Keselamatan dan kesehatan kerja (K3) menjadi prioritas utama dalam kegiatan operasional Perseroan yang mengacu pada Sistem Manajemen Keselamatan dan Kesehatan Kerja (SMK3) dan kebijakan/prosedur terkait Kesehatan, Keselamatan, dan Lingkungan Kerja (*Health, Safety, Environment/ HSE*). Seluruh insan Perseroan diwajibkan untuk mematuhi kebijakan tersebut. [3-3][403-1][403-8]

Perseroan melakukan pemantauan terhadap 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 yang akan mendatang. Upaya penerapan SMK3 juga dilakukan melalui: [403-1]

- Penerapan ISO 45001:2018 dan ISO 14001:2015.
- Penerapan Sistem Manajemen Mutu, K3 dan Lingkungan (SMMK3L) dan 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.

Employees' Occupational Health and Safety

Occupational Health and Safety (OSH) is a top priority in all of 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 Work Environment (HSE). All employees are required to observe the aforementioned policy. [3-3][403-1][403-8]

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

- 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 Safety, Health, and Environment (OSHE) 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.

Perseroan juga melakukan upaya pencegahan 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]

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 Tower Crane (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 • <i>Fire extinguisher installation</i> • 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> • Terjatuh 	<ul style="list-style-type: none"> • Menjalankan SOP • <i>Service</i> rutin mesin gondola • Menyediakan perlengkapan APD • Implementing SOP • Regular maintenance of gondola machine • 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 (Service) Lift Lift Service	Kemungkinan sistem lift gagal sehingga menyebabkan kecelakaan The possibility of the elevator system failing causing an accident	<ul style="list-style-type: none"> • Pendampingan perbaikan oleh vendor/pihak ketiga • Penggantian tali seling secara berkala • Repair assistance by vendors/third parties • Replace the alternating rope regularly

Jenis Pekerjaan Type of Work	Risiko yang Ditimbulkan Type of Risk	Upaya dan Tindak Lanjut Mitigation and Follow Up
Properti Property		
Pemeliharaan (Maintenance) 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 • Pemeriksaan ada tidaknya kebocoran gas menggunakan <i>gas detector</i> • Safety briefing before work • Check for gas leaks using a gas detector
Pengambilan Contoh Gas Bumi Natural Gas Sampling	<ul style="list-style-type: none"> • Terpapar gas • Kebakaran karena kebocoran gas 	Memberikan pelatihan bersertifikasi terkait pengerjaan pengambilan contoh gas bumi Provide certified training related to natural gas sampling
Pelepasan dan Pemasangan Turbin Meter di Metering Dismounting and Installing Turbine Meters in Metering	<ul style="list-style-type: none"> • Kebakaran karena kebocoran gas • Terjepit <i>flange to flange</i> turbin • Terpapar gas • Fire due to gas leak • Pinched by turbine flange to flange • Gas exposure 	<ul style="list-style-type: none"> • <i>Safety briefing</i> sebelum memulai pengerjaan • Pemeriksaan kebocoran gas menggunakan <i>gas detector</i> • Safety briefing before work • Check for gas leaks using a gas detector

Dalam menghindari dampak negatif K3, Perseroan menerapkan prinsip *precautionary*. Pada setiap perencanaan proyek, faktor K3 selalu menjadi perhatian penting. Perseroan memiliki panitia K3 yang disebut Panitia Pembina Keselamatan dan Kesehatan Kerja (P2K3). P2K3 terdiri dari karyawan yang ditunjuk berdasarkan keterampilan dan kompetensi kepemimpinan. [403-4]

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. [403-4]

Bentuk upaya lain yang dilakukan Perseroan terkait K3 yaitu dengan menyediakan APD, penyediaan APAR, kotak Pertolongan Pertama Pada Kecelakaan (P3K), serta pemberian vitamin dan masker. Selain itu, Perseroan juga mengikutsertakan karyawannya dalam BPJS Kesehatan dan BPJS Ketenagakerjaan (wajib), asuransi dari pihak ketiga (tidak wajib), pemberian informasi tentang kesehatan kerja, pengarahan mengenai pentingnya vaksin, MCU, serta *in-house clinic* dengan dokter dan perawat yang bersiaga selama 24 jam. Perseroan juga melaksanakan kegiatan olahraga bersama melalui pembentukan tim futsal, tim voli, dan tim basket, serta menyediakan sarana olahraga di unit usaha. [403-3][403-6]

The Company's other OHS efforts include providing personal protective equipment, providing fire extinguishers and first aid kits, providing vitamins and masks, participating in BPJS Health and BPJS Employment (mandatory), third-party insurance (not mandatory), providing information on occupational health, briefing on the importance of vaccines, 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 in business units. [403-3][403-6]

Selama tahun 2022, perseroan memberikan beberapa pelatihan K3 kepada karyawan, seperti pemadaman kebakaran, pertolongan pertama pada kecelakaan, bantuan hidup dasar, keamanan siber, identifikasi tanda-tanda perdagangan manusia, sistem standar keselamatan kerja, prosedur kedaruratan, dan sebagainya. [403-5]

Perseroan juga telah melaksanakan beberapa upaya guna meningkatkan kualitas keselamatan, kesehatan, dan lingkungan kerja selama tahun 2022, antara lain: [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 semaksimal mungkin dalam mengantisipasi kecelakaan kerja, masih terdapat kasus kecelakaan kerja selama tahun 2022, walaupun tidak ada kecelakaan kategori fatal. Selain itu, Perseroan juga memastikan tidak terjadinya penyakit akibat kerja (PAK). [403-9][403-10]

In 2022, 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, work safety standard systems, emergency procedures, et cetera. [403-5]

To improve the quality of occupational safety, health and environment, in 2022, 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 best prevention efforts, occupational accidents still occurred in 2022 even though there were no fatal accidents. In addition, the Company made sure there were no occupational diseases. [403-9][403-10]

Tingkat Kecelakaan Kerja [403-9]
Occupational Accident Rate

Kategori Category	2022				2021				2020
	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	16	4	6	0	28	3	11	0	15
Sedang dan Berat Moderate and Major	22	5	1	1	7	1	1	0	13
Fatal	0	0	0	0	0	0	0	0	0
Jumlah Total	38	9	7	1	35	4	12	0	28
	47		8		39		12		

Upaya Mengatasi Pandemi COVID-19

Untuk mengatasi dampak COVID-19 yang masih berlangsung selama tahun 2022, Perseroan tetap mengaktifkan satuan tugas (Satgas) COVID-19 di lingkungan kerja dan memastikan 100% karyawan Perseroan untuk memperoleh vaksinasi *booster*. [403-6][403-7]

COVID-19 Pandemic Mitigation Efforts

To mitigate the impact of COVID-19 that persisted 2022, the Company's COVID-19 task force remained active in the work environment and ensured that all of the Company's employees receive booster vaccinations. [403-6][403-7]

MEMBANGUN HARMONI BERSAMA MASYARAKAT

Building Harmony with Communities

Perseroan berkomitmen untuk terus memelihara hubungan yang harmonis dan erat dengan masyarakat di sekitar daerah operasional Perseroan. Perseroan menyadari bahwa keseimbangan antara bisnis dan pembangunan berkelanjutan dapat tercapai dengan adanya peran masyarakat sekitar. [3-3]

Perseroan bersama anak usahanya melakukan berbagai program kegiatan sebagai bentuk tanggung jawab sosial dan lingkungan (TJSL) dengan 4 target, yaitu Peduli Lingkungan, Peduli Pendidikan, Peduli Pelanggan, dan Peduli Masyarakat. Sepanjang tahun

The Company is committed to building harmonious interactions and relationships with the community 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 the local community. [3-3]

The Company and its subsidiaries carry out various activities and programs as part of its corporate social responsibility (CSR) with 4 targets i.e. Care for the Environment, Care for Education, Care for Customers, and Care for the Community. Throughout 2022,


2022, realisasi biaya TJSL sebesar Rp1.245.370.265. Beberapa kegiatan yang telah dijalankan oleh Perseroan beserta anak usahanya antara lain: [413-1]

the Company's CSR budget uptake amounted to Rp1,245,370,265. Activities carried out by the Company and its subsidiaries were as follows: [413-1]

Kegiatan TJSL Tahun 2022

2022 CSR Activities

Program	Kegiatan Activity	Dukungan pada TPB Support for SDGs.
Peduli Masyarakat Care for Communities	Donasi Yatim Piatu & Kamis Berkah Memberikan santunan kepada yatim piatu dan juga membagikan makanan kepada panti asuhan maupun kaum dhuafa di sekitar Jababeka	 
	Donation to Orphans & Thursday Blessings Donated to orphans and distributed food to orphanages and the poor around Jababeka	
	Bapak Asuh Anak Stunting Memberikan bantuan untuk 10 anak <i>stunting</i> selama 6 bulan di wilayah Karawang	
	Foster Father for Stunted Children Provided assistance to 10 stunted children for 6 months in Karawang area	
	Bekerja sama dengan PMI Pusat Jakarta melakukan kegiatan donor darah Partnered with the Indonesian Red Cross Society (PMI) Central Jakarta to conduct blood donations	
Peduli Lingkungan Care for the Environment	Perbaikan jalan dengan memanfaatkan aspal bekas bongkaran jalan kawasan industri untuk memperlancar lalu lintas jalan desa Repaired roads by utilizing used asphalt from road demolition in industrial areas to improve village road traffic	
	Bantuan kepada korban gempa bumi Cianjur dan bencana Gunung Semeru Distributed aid to victims of Cianjur earthquake and Mount Semeru disaster	
	Program Penghijauan dengan memberikan 100 pohon bersama Kodim 0604 Karawang Reforestation Program by providing 100 trees together with Kodim 0604 Karawang	
Peduli Pendidikan Care for Education	Pemberian 60 pohon untuk gapura Desa Kutamekar, Karawang Donated 60 trees for the gate of Kutamekar Village, Karawang	
	CSR Program Bersama SSIA Holding & Anak Usaha Program donasi untuk memberikan beasiswa biaya pendidikan siswa SMK Suryacipta CSR Program with SSIA Holding & Subsidiaries Donation program by granting scholarships to cover the education costs of SMK Suryacipta students	
	Rebuilt My School bersama Happy Hearts Indonesia Rebuilt My School with Happy Hearts Indonesia	

Program	Kegiatan Activity	Dukungan pada TPB Support for SDGs.
	Pembayaran kedua tahun ke 4 beasiswa Sanata Dharma Second payment of the 4th year Sanata Dharma scholarship	
	Suryacipta Peduli PAUD Kegiatan memperkenalkan profesi PMK kepada PAUD di wilayah Kecamatan Ciampel	
	Suryacipta Cares for ECE The introduction of the PMK profession to early childhood education (ECE) units in Ciampel Sub-District area	
	Perbaikan lapangan SDN 01 Pinangsia Jakarta Barat Field repair at SDN 01 Pinangsia State Primary School, West Jakarta	
Peduli Pelanggan Care for Customers	Donasi kedukaan untuk relasi atau rekanan Grief donations for relatives or partners	

Dalam bekerja sama dengan pemasok, Perseroan membuat kebijakan/prosedur terkait Prosedur Pembelian yang masing-masing diatur di Unit Usaha sesuai kebutuhan. Aktivitas Perseroan dalam menyediakan produk dan jasa memiliki dampak positif dan negatif terhadap masyarakat sekitar. Perseroan memetakan 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 Mitigation
Membantu meningkatkan perekonomian dan pendidikan masyarakat sekitar	Penggunaan sumber daya alam yang besar, baik energi dan air	Meningkatkan efisiensi
Helped improve the economy and education of the surrounding community	Consumption of natural resources, both energy and water, in large quantity	Improving efficiency
Menyerap tenaga kerja dan pemasok lokal dari sekitar wilayah	Adanya limbah dan emisi dari proses usaha	Mengelola limbah dan menghitung pengurangan emisi
Employed local workers and suppliers from around the Company's area	Waste and emissions from business processes	Managing waste and calculating emissions reduction
Berkontribusi pada pembayaran pajak	Perubahan bentang alam karena pembangunan konstruksi	Memastikan kepatuhan pada regulasi dan menjaga ekosistem di sekitar pembangunan konstruksi
Contributed to tax payment	Landscape changes due to construction development	Ensuring full compliance with applicable regulations and protecting ecosystem around construction site
Meningkatkan reputasi industri pariwisata Indonesia		
Improved the reputation of the tourism industry in Indonesia		

Menjaga Kualitas Produk dan Layanan

Keselamatan dan kesehatan pelanggan merupakan prioritas utama Perseroan, sehingga Perseroan berkomitmen untuk menyediakan produk dan jasa yang berkualitas tinggi, bermutu, dan aman sesuai dengan pilar strategi “*Delivering Product and Service Excellence*”. Komitmen ini didukung dengan mengevaluasi keamanan seluruh (100%) jasa yang dihasilkan Perseroan. Perseroan juga memastikan untuk memberikan layanan yang setara kepada setiap pelanggannya, tanpa adanya unsur diskriminasi. [3-3][416-1]

Adapun beberapa upaya-upaya yang Perseroan lakukan dalam rangka menjaga kualitas, mutu, dan keamanan produk dan jasanya selama tahun 2022, di antaranya:

Maintaining Products and Services Quality

Customers' health and safety are part of the Company's top priority, 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. 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. [3-3][416-1]

Activities carried out by the Company to maintain the quality and safety of its products and services in 2022 were as follows:

KONSTRUKSI | Construction

- **Membuat revisi-revisi terhadap *audit checklist* agar selalu *ter-update* dengan kondisi di lapangan.**
Revised the audit checklist in line with the latest developments in the field.
- ***Daily Operational Meeting* dilakukan oleh Team Operational untuk mengecek apakah ada kendala yang dialami ketika di lapangan, termasuk kerusakan yang harus segera ditanggulangi.**
Operational Team held Daily Operational Meetings to check whether there were any problems encountered while in the field, including damage that must be addressed immediately.
- **Mengundang *Chemical Supplier* untuk memberikan *Chemical Handling Training* kepada Team secara berkala.**
Invited Chemical Suppliers to provide Chemical Handling Training to the Team on a regular basis.

PROPERTI | Property

- **Melaksanakan *Customer Satisfaction Survey* dalam setiap proses serah terima pembelian rumah Edenhous.**
Conducted Customer Satisfaction Survey during the handover process for every purchase of Edenhous housing unit.
- **Meningkatkan kepuasan tenant/pelanggan melalui *tenant management system* dan program *customer relationship management* di Suryacipta City of Industry Karawang.**
Improve tenant/customer satisfaction through tenant management system and customer relationship management program at Suryacipta City of Industry Karawang.

PERHOTELAN Hospitality

- **Mengirim *Guest Satisfaction Survey* kepada tamu hotel melalui *email* yang terintegrasi dengan sistem PMS hotel.**
Sent Guest Satisfaction Surveys to hotel guests via email integrated with the hotel's PMS system.
- **Melaksanakan *IMPOPS (Improvement Opportunities) meeting* secara rutin untuk mendiskusikan serta mencari solusi atas keluhan, dan masukan yang diberikan tamu.**
Held regular IMPOPS (Improvement Opportunities) meetings to discuss and find solutions to complaints and input provided by guests.
- **Melakukan perawatan *preventive maintenance kitchen equipment, guest rooms, dan villa*.**
Performed preventive maintenance of kitchen equipment, guest rooms and villas
- **Melaksanakan audit operasional di seluruh hotel dan memastikan bahwa tindakan perbaikan telah dilakukan.**
Performed operational audits at all hotels and ensured that corrective actions had been taken
- **Mengadakan inspeksi *Mechanical, Electrical and Plumbing (MEP)* ke seluruh hotel untuk memastikan seluruh peralatan dalam Gedung bekerja dengan baik dan sesuai standar.**
Conducted Mechanical, Electrical and Plumbing (MEP) inspections at all hotels to ensure all equipment in the building worked properly and according to standards.
- **Mengadakan *Occupational Health and Safety (OHS) Meeting* secara berkala serta *walkthrough* setiap bulan yang dipimpin oleh *Security Manager* dan *Hygiene Manager*.**
Held regular Occupational Health and Safety (OHS) meetings and monthly walkthroughs led by the Security Manager and Hygiene Manager.
- **Melakukan *training* secara berkala agar mutu pelayanan tetap terjaga.**
Conducted regular training to maintain services quality.
- **Mengimplementasikan *Hazard Analysis and Critical Control Point (HACCP) Standard* untuk *food management* hotel.**
Implemented Hazard Analysis and Critical Control Point (HACCP) Standard for hotel food management.
- **Melakukan *Supplier Audit* secara berkala.**
Performed regular Supplier Audits.

Jumana Bali Ungasan Resort yang merupakan salah satu unit usaha Perseroan mengimplementasikan *standard hygiene*, yaitu *Food Safety Management System (FSMS)* yang mencakup seluruh bagian 'flow of food' atau alur makanan/produk. Dimulai dari belanja, menerima, menyimpan, persiapan, memasak, menahan, menyajikan, mendinginkan, menyimpan kembali, hingga memanaskan/memasak kembali.

Unit usaha Melia Bali Hotel juga secara rutin menyelenggarakan pelatihan prosedur penanganan bencana dan keadaan darurat, audit dan inspeksi berkala dari organisasi eksternal yaitu mengenai *Hazard Analysis and Critical Control Point (HACCP)* dan *Cleanliness, Health, Safety, Environment Sustainability (CHSE)*. Pelatihan dilaksanakan agar seluruh tamu yang berkunjung dapat menikmati fasilitas dengan aman dan nyaman. Melia Bali Hotel juga memiliki komite khusus penanggulangan bencana, yaitu *Hygiene Coordinator* yang bertugas untuk mengendalikan kebersihan dan sanitasi hotel, *Emergency Response Team (ERT)*, serta klinik dokter dan perawat untuk karyawan maupun tamu.

As one of the Company's business units, Jumana Bali Ungasan Resort implements hygiene standards i.e. the Food Safety Management System (FSMS) that covers all parts of the 'flow of food' starting from purchasing, receiving, storage, preparation, cooking, holding, serving, cooling, storage, and reheating.

The Melia Bali Hotel business unit also regularly organizes trainings on procedures to mitigate disasters and emergencies, periodic audits and inspections by external organizations, particularly with regard to Hazard Analysis and Critical Control Points (HACCP) and Cleanliness, Health, Safety, Environment Sustainability (CHSE). Trainings are carried out so that all guests can enjoy the facilities safely and comfortably. Melia Bali Hotel also has special committees for disaster mitigation, namely the Hygiene Coordinator in charge of controlling the cleanliness and sanitation of the hotel, the Emergency Response Team (ERT), as well as a clinic manned by doctors and nurses for employees and guests.

Perseroan juga terus berupaya meningkatkan fokus pembangunan yang berkesinambungan dengan menerapkan konsep *'sustainable'* dalam pembangunan proyek-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*;

In addition, 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;

- 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.

- 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.

Sepanjang tahun 2022, tidak terjadi insiden ketidakpatuhan terkait dengan dampak keselamatan dan kesehatan dari produk dan jasa maupun penarikan produk dan jasa yang ditawarkan oleh Perseroan. Perseroan juga tidak menerima denda atau sanksi sebagai akibat dari ketidakpatuhan terhadap undang-undang atau peraturan yang berlaku dalam seluruh bisnis Perseroan. [416-2]

Throughout 2022, there were no incidents of non-compliance related to the health and safety impacts of products and services as well as recalls of products and services offered by the Company. The Company also did not receive fines or sanctions as a result of non-compliance with applicable laws or regulations in all of its businesses. [416-2]

INOVASI PRODUK DAN JASA | Product and Service Innovations

Jumana Bali Ungasan melakukan inovasi terhadap penggunaan bahan makanan dari pemasok lokal serta melakukan perubahan menu yang lebih mencerminkan local taste sebagai inovasi. As part of its innovation, Jumana Bali Ungasan uses food ingredients from local suppliers and has changed the menu to reflect local taste.

MEKANISME PENGADUAN PELANGGAN/MASYARAKAT [2-26]

Perseroan menindaklanjuti setiap keluhan pelanggan yang disampaikan melalui beberapa mekanisme pengaduan yang berbeda-beda sesuai dengan unit usaha Perseroan. Mekanisme pengaduan masyarakat di SSIA disampaikan melalui surat resmi kepada Direksi Perseroan u.p Corporate Secretary yang disampaikan langsung atau dikirim melalui ekspedisi, faksimili, ataupun email.

Pada unit usaha Melia Bali Hotel, masyarakat dapat menyampaikan pengaduannya melalui Ketua Lingkungan (Kelian), Pra Juru Banjar, dan Ketua Pemuda Pemudi dari lingkungan sekitar. Mekanisme pengaduan masyarakat di unit usaha NRCA disampaikan melalui surat resmi kepada Direksi Perseroan u.p Corporate Secretary yang disampaikan langsung atau dikirim melalui ekspedisi, faksimili,

CUSTOMER/COMUNITY COMPLAINT MECHANISM [2-26]

The Company follows up on every complaint filed by customers through various complaint mechanisms applicable at the Company's business units. Whistleblowing reports can be submitted by the Stakeholders as official letters sent to the Board of Directors of the Company c.q. Corporate Secretary, by way of direct delivery, sent by expedition, or by facsimile or email.

At Melia Bali Hotel business unit, complaints 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 Jumana Bali

ataupun *email*. Pengaduan di Jumana Bali Ungasan Resort dapat disampaikan kepada Kepala Desa Adar (Bendesa Adat) di lokasi Perusahaan, yang kemudian akan diteruskan dan didiskusikan dengan perwakilan Perusahaan.

Selama tahun 2022, Perseroan menerima 3 keluhan mengenai masalah lingkungan hidup maupun sosial di sekitar wilayah operasi Perseroan, yaitu terkait ketenagakerjaan, saluran pembuangan air, serta sampah hasil penebangan pohon yang ada di area parkir hotel. Seluruh keluhan ini telah ditindaklanjuti dan diselesaikan dengan baik.

Survei Kepuasan Pelanggan

Perseroan melaksanakan survei kepuasan pelanggan melalui kuesioner dan pertemuan tatap muka dalam setiap bulan. Sampai akhir tahun 2022, hasil survei kepuasan pelanggan yang Perseroan peroleh sebesar 90,76%, meningkat dibandingkan tahun sebelumnya. Dalam sektor perhotelan, pelaksanaan survei kepada pelanggan dilakukan pada saat *check out* melalui *email* dengan metode *Review Pro System*.

Survei Kepuasan Pelanggan Customer Satisfaction Survey

Entitas Entities	Satuan Unit	2022	2021	2020
PT Nusa Raya Cipta Tbk (NRCA)		82,4	81,3	80,8
PT Suryalaya Anindita International (SAI)		86,7	88,6	86,3
PT TCP Internusa (TCP) (Edenhaus)	%	100,0	100,0	-
PT Siti Agung Makmur (SAM)		94	90*	90*
PT Surya Internusa Hotels (SIH)		90,7	89,0	77,5

Penyajian kembali informasi | Restatement [2-4]

Keterangan: | Note:

Data tidak termasuk SLP dan SEP | Data not included SLP and SEP

Ungasan Resort, complaints are submitted through Adar Village Head (Bendesa Adat) at the Company's location, to be forwarded and discussed with the Company's representatives.

In 2022, the Company received 3 complaints related to environmental and social issues around its operational areas, namely employment, drainage, and waste from cutting down trees in the hotel parking area. All of these complaints had been followed up and resolved properly.

Customer Satisfaction Survey

The Company conducts customer satisfaction survey through questionnaires or face-to-face meetings on a monthly basis. As of end of 2022, the results of the Company's customer satisfaction survey were at 90.76%, went up compared to the previous year. In the hospitality sector, customer surveys are carried out during check out via email using the Review Pro System method.

REFERENSI POJK NO.51/POJK.03/2017 POJK No.51/POJK.03/2017 References

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INDEKS ISI STANDAR GLOBAL REPORTING INITIATIVE (GRI) 2021

Global Reporting Initiative (GRI) Standards 2021 Content Index

Pernyataan Penggunaan PT Surya Semesta Internusa Tbk telah menyampaikan informasi yang terdapat dalam indeks konten GRI ini untuk periode 1 Januari sampai dengan 31 Desember 2022 dengan mengacu pada Standar GRI.

Statement of Use PT Surya Semesta Internusa Tbk has reported the information cited in this GRI content index for the period January 1 to December 31 2022 with reference to the GRI Standards.

**GRI 1 yang digunakan
GRI 1 used** GRI 1: Fondasi 2021
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	GRI 201 Kinerja Ekonomi 2016 Economic Performance 2016	3-1	Proses menentukan topik material Process to determine material topics	36
		3-2	Daftar topik material List of material topics	36
		3-3	Manajemen topik material Management of material topics	36-37, 49, 53, 54, 58, 59, 64-65, 67, 71, 74
	GRI 201 Kinerja Ekonomi 2016 Economic Performance 2016	201-1	Nilai ekonomi langsung yang dihasilkan dan didistribusikan Direct economic value generated and distributed	49-50
		201-2	Implikasi finansial akibat perubahan iklim Financial implications due to climate change	51
		201-3	Kewajiban pada program imbalan pasti dan program pensiun lainnya Defined benefit plan obligations and other retirement plans	64
		201-4	Bantuan finansial dari pemerintah Financial assistance received from government	52

Standar GRI GRI Standard	Indikator Indicators	Pengungkapan Disclosure	Lokasi Location
GRI 203 Dampak Ekonomi Tidak Langsung 2016 Indirect Economic Impact 2016	203-2	Dampak ekonomi tidak langsung yang signifikan Significant indirect economic impacts	52
GRI 204 Praktik Pengadaan 2016 Procurement Practice 2016	204-1	Proporsi pengeluaran untuk pemasok lokal Proportion of spending on local suppliers	52
GRI 205 Antikorupsi 2016 Anti-corruption 2016	205-3	Insiden korupsi yang terbukti dan tindakan yang diambil Confirmed incidents of corruption and actions taken	43-44
GRI 301 Material 2016 Materials 2016	301-1	Material yang digunakan berdasarkan berat atau volume Materials used by weight or volume	59
	301-2	Material input dari daur ulang yang digunakan Recycled input materials used	59
GRI 302 Energi 2016 Energy 2016	302-1	Konsumsi energi dalam organisasi Energy consumption within the organization	55
	302-2	Konsumsi energi di luar organisasi Energy consumption outside of the organization	54
	302-3	Intensitas energi Energy intensity	55
	302-4	Pengurangan konsumsi energi Reduction of energy consumption	56
	302-5	Pengurangan pada energi yang dibutuhkan untuk produk dan jasa Reductions in energy requirements of products and services	56
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	57
	303-2	Manajemen dampak yang berkaitan dengan pembuangan air Management of water discharge-related impacts	57
	303-3	Pengambilan air Water withdrawal	57
	303-4	Pembuangan air Water discharge	58
	303-5	Konsumsi air Water consumption	57
GRI 305 Emisi 2016 Emissions 2016	305-2	Emisi energi GRK (Cakupan 2) tidak langsung Energy indirect (Scope 2) GHG emissions	55
	305-3	Emisi GRK (Cakupan 3) tidak langsung lainnya Other indirect (Scope 3) GHG emissions	54
	305-4	Intensitas emisi GRK GHG emissions intensity	55
	305-5	Reduksi emisi GRK Reduction of GHG emissions	56
	305-6	Emisi zat perusak ozon (ODS) Emissions of ozone-depleting substances (ODS)	54
	305-7	Nitrogen oksida (NOx), sulfur oksida (SOx), dan emisi udara yang signifikan lainnya Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	54

Standar GRI GRI Standard	Indikator Indicators	Pengungkapan Disclosure	Lokasi Location
GRI 306 Limbah 2020 Waste 2020	306-1	Timbulan limbah dan dampak yang signifikan terkait limbah Waste generation and significant waste-related impacts	
	306-2	Pengelolaan dampak yang signifikan terkait limbah Management of significant waste-related impacts	
	306-3	Timbulan limbah Waste generated	
GRI 401 Kepegawaian 2016 Employment 2016	401-1	Perekrutan karyawan baru dan pergantian karyawan New employee hires and employee turnover	
	401-2	Tunjangan yang diberikan kepada karyawan purnawaktu 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	
	401-3	Cuti melahirkan Parental leave	
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	67
	403-2	Identifikasi bahaya, penilaian risiko, dan investigasi kecelakaan Hazard identification, risk assessment, and incident investigation	68-69
	403-3	Upaya kesehatan kerja Occupational health services	69
	403-4	Partisipasi, konsultasi, dan komunikasi pekerja terkait keselamatan dan kesehatan kerja Worker participation, consultation, and communication on occupational health and safety	69
	403-5	Pelatihan bagi pekerja mengenai keselamatan dan kesehatan kerja Worker training on occupational health and safety	70
	403-6	Peningkatan kualitas kesehatan pekerja Promotion of worker health	60, 70, 71
	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	68-69, 70, 71
	403-8	Pekerja yang tercakup dalam sistem manajemen keselamatan dan kesehatan kerja Workers covered by an occupational health and safety management system	67
	403-9	Kecelakaan kerja Work-related injuries	70-71
	403-10	Penyakit akibat kerja Work-related ill health	70
GRI 404 Pelatihan dan Pendidikan 2016 Training and Education 2016	404-1	Rata-rata jam pelatihan pertahun per karyawan Average hours of training per year per employee	65-66
	404-2	Program untuk meningkatkan keterampilan karyawan dan program bantuan peralihan Programs for upgrading employee skills and transition assistance programs	65-66
	404-3	Persentase karyawan yang menerima tinjauan rutin terhadap kinerja dan pengembangan karier Percentage of employees receiving regular performance and career development reviews	65

Standar GRI GRI Standard	Indikator Indicators	Pengungkapan Disclosure	Lokasi Location
GRI 413 Masyarakat Lokal 2016 Local Communities 2016	413-1	Operasi dengan keterlibatan masyarakat lokal, penilaian dampak, dan program pengembangan Operations with local community engagement, impact assessments, and development programs	72-73
	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	56, 73
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 Assessment of the health and safety impacts of product and service categories	73, 74-75
	416-2	Insiden ketidakpatuhan sehubungan dengan dampak kesehatan dan keselamatan dari produk dan jasa Incidents of non-compliance concerning the health and safety impacts of products and services	77

LEMBAR UMPAN BALIK | Feedback Form

Laporan Keberlanjutan PT Surya Semesta Internusa Tbk (SSIA) tahun buku 2022 telah memberikan gambaran tentang kinerja keberlanjutan Perseroan. Kami mengharapkan saran dan kritik dari Bapak/Ibu/Saudara sekalian atas Laporan Keberlanjutan ini melalui surel di bagian bawah lembar ini.

PT Surya Semesta Internusa Tbk (SSIA)'s 2022 Sustainability Report has provided an overview of the Company's sustainability performance. We look forward to your input on this Sustainability Report via e-mail address at the bottom of this sheet.

Profil Anda | Your Profile

Nama (bila berkenan) | Name (if you will) :

Institusi/Perusahaan | Institution/Company :

Surel | E-mail :

Golongan Pemangku Kepentingan | Stakeholders Category

- Pemegang Saham | Shareholders
- Pelanggan | Customers
- Karyawan | Employees
- Partner Bisnis | Business Partners
- Masyarakat | Communities
- Kontraktor | Contractors
- Pemerintah | Government
- Lain-lain | Others

1. Laporan ini mudah dimengerti | This report is easy to understand:

- Tidak Setuju | Disagree Netral | Neutral Setuju | Agree

2. Laporan ini sudah menggambarkan kinerja Perseroan dalam pembangunan berkelanjutan: This report has properly communicated the Company's performance in sustainable development:

- Tidak Setuju | Disagree Netral | Neutral Setuju | Agree

3. Mohon berikan penilaian topik material yang paling penting menurut anda (nilai 1 = paling tidak penting s/d 5 = paling penting)

- Please score material topics most important to you (1 = least important to 5 = most important)
- Kinerja Ekonomi | Economic Performance []
 - Material | Materials []
 - Air dan Efluen | Water and Effluent []
 - Energi dan Emisi | Energy and Emission []
 - Limbah | Waste []
 - Keselamatan dan Kesehatan Kerja (K3) | Occupational Health and Safety (OHS) []
 - Pendidikan dan Pelatihan | Training and Education []
 - Masyarakat Lokal | Local Communities []

4. Saran atau kritik terkait laporan | Suggestions or criticisms regarding the report

.....

.....

Terima kasih atas masukan anda | Thank you for your feedback

Mohon lembar umpan balik dapat dikirim melalui surat elektronik kepada kontak yang tertera di laporan ini.

Please kindly send this feedback form to the contact mentioned in this report.

Surel | E-mail: pr@suryainternusa.com





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BUILDING A BETTER INDONESIA





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